

BAY-ARENAC BEHAVIORAL HEALTH POLICIES AND PROCEDURES MANUAL

Chapter: 3	Member Rights and Responsibilities		
Section: 8	Customer Services		
Topic: 4	Consumer Advisory Council		
Page: 1 of 6	Supersedes: Pol: 6-20-02, 10-18-01 Proc: 5-14-15, 2-1-6, 6-20-02, 10-18-01 (Previously C11-S5-T3)	Approval Date: Pol: 12-15-05 Proc: 5-10-17	<hr/> <i>Board Chairperson Signature</i> <hr/> <hr/> <i>Chief Executive Officer Signature</i>
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Policy

It is the policy of Bay-Arenac Behavioral Health Authority (BABHA) to establish a Consumer Advisory Council for BABHA Operations.

Purpose

This policy and procedure is established to integrate consumerism into policy development, service delivery provision, service delivery system evaluation, and quality assurance/performance improvement. The service delivery system includes BABHA and its provider network.

Applicability

- All BABH Staff
- Selected BABH Staff, as follows:
- All Contracted Providers: Policy Only Policy and Procedure
- Selected Contracted Providers, as follows:
 - Policy Only Policy and Procedure
- Other:

Definitions

Primary Consumer: Refers to those persons who are eligible to receive BABHA or private mental health services, as well as those currently receiving or previously received BABHA or private mental health services.

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Secondary Consumer: Refers to the families, guardians, and other legal responsible parties of individuals that are eligible for BABHA services as well as those currently receiving or previously received BABHA or private mental health services.

Consumer Advisory Council: Advisory group of consumers BABHA.

Procedure

BABHA Consumer Advisory Council Purpose and Description

A. Charter

1. The BABHA Consumer Advisory Council is an advisory group of BABHA primary and secondary consumers, with members receiving services in Bay and/or Arenac counties. This group assists BABHA in identifying issues and areas of concern related to service delivery. It is the primary source of consumer input into the development and evaluation of BABHA policies, procedures and operations.
2. The BABHA Consumer Advisory Council focuses on Bay and Arenac County political and advocacy issues to ensure the public basis for management of the mental health delivery system.
3. The BABHA Consumer Advisory Council will also focus on Arenac and Bay County opportunities for stigma reduction related to mental health co-occurring disorders.

B. Membership

1. BABHA Consumer Advisory Council membership will consist of at least 51% of primary consumers. The Council will consist of at least 51% of individuals currently open to BABHA for services. The Council will consist of at least 51% of individuals that are receiving/have received BABHA services.
2. BABHA Consumer Advisory Council will seek a diverse and proportional membership representing the following populations: adults with mental illness, adults with developmental disabilities, children with mental illness, children with developmental disabilities, and individuals with co-occurring disorders.

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3. For issues requiring a vote, each voting member shall have one vote. The outcome of a vote is determined by the majority.
4. BABHA Consumer Advisory Council membership will be involved in the development of the agenda and facilitation of the meetings. This will be supported by non-voting BABHA staff liaisons.
5. BABHA Consumer Advisory Council will report through the BABHA performance improvement process/structure.
6. BABHA Consumer Council will have representation on the Mid-State Health Network (MSHN), the Pre-Paid Inpatient Health Plan (PIHP) to which BABHA belongs, Regional Consumer Advisory Council. The role is to provide information and feedback between MSHN and BABHA related to local needs as identified by primary and secondary consumers.

C. Procedure-Responsibilities

1. Members will regularly attend meetings to be held at least quarterly. Members will receive training and orientation regarding their consumer council responsibilities, the performance improvement process, and routine education on various topics related to mental health, and self-advocacy. In addition, members will be offered the opportunity to receive trainings available through BABHA and contracted providers.
2. Members will be reimbursed a reasonable stipend for meeting attendance and will be reimbursed pre-approved travel expenses for each meeting attended according to protocols developed by BABHA.
3. Members will actively participate in Consumer Advisory Council discussions.
4. Members will provide input and make informed decisions as a representative of *all* individuals served by BABHA rather than act as a representative of themselves.
5. Review aggregate reports received from the Quality Assessment and Performance Improvement Program and provide recommendations, guidance and suggestions regarding consumer related processes including but not limited to:
 - BABHA Access to Services
 - BABHA Recipient Rights/Customer Services
 - BABHA Customer Satisfaction
 - BABHA Service Delivery (strengths, gaps, areas for improvement, etc.)

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- BABHA literature and materials
- Federal, state, and/or local performance indicators
- Grievance and Appeal
- Network configuration and management

6. Serve as review process for BABHA initiatives designed to encourage person centered planning, self-determination, independent facilitation, recovery, peer support, anti-stigma initiatives, community integration, and other consumer directed goals.
7. Review and provide process and service recommendations related the Michigan Department of Health and Human Services (MDHHS) procurement and survey processes, customer satisfaction and outcome management activities
8. Provide consultation to BABHA related to state, local, and federal government issues and local human service agency collaboration issues impacting the public mental health system. Engage in advocacy efforts if individually chosen.
9. Offer guidance relative to BABHA priorities and service initiatives.

D. Council Process

1. The BABHA Consumer Advisory Council will receive and review reports from the assigned BABHA staff on a regular basis structured to accomplish different objectives.
2. The BABHA Consumer Advisory Council will report at least quarterly through the BABHA performance improvement structure/process and identify any recommendations for further consideration Such recommendations will be based on a simple majority vote of BABHA Consumer Advisory Council members.
3. BABHA performance improvement structure/process will provide the status of BABHA Consumer Advisory Council recommendations on at least a quarterly basis.

Attachments

N/A

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Related Forms

N/A

Related Materials

N/A

References/Legal Authority

1. Michigan Department of Health and Human Services Medicaid Specialty Supports and Services Concurrent 1915 (b)/(c) Waiver Program FY16, including the “Consumerism Practice Guideline”.
2. MDHHS/CMHSP Managed Mental Health Supports and Services Contract FY 16, including the “Consumerism Practice” Guideline.
3. MDHHS Mental Health Code, Revised 2001.
4. Mid-State Health Network (MSHN) Policy: Customer Service – Regional Consumer Advisory Council.

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SUBMISSION FORM				
AUTHOR/ REVIEWER	APPROVING BODY/COMMITTEE/ SUPERVISOR	APPROVAL /REVIEW DATE	ACTION (Deletion, New, No Changes, Replacement or Revision)	REASON FOR ACTION - If replacement list policy to be replaced
Kim Cereske	Kim Cereske	7/14/10	Revision	Remove PIHP language. Move from Chapter 11 Access Alliance of Michigan, Section 5 to Chapter 3 Member Rights and Responsibilities, Section 8
Kim Cereske	Melissa Neering	5/14/15	Revision	Policy review-correction of Council name from "Customer" to "Consumer", no changes to policy intent/procedures
Melissa Prusi	Christopher Pinter	12/15/15	No Changes	Reviewed policy only
Melissa Prusi	Christopher Pinter	6/30/16	Revision	Triennial review-Updated titles and acronyms, address membership representing Bay and Arenac Counties.
Melissa Prusi	Christopher Pinter	05/10/2017	Revision	Include educations/orientation of members
Melissa Prusi	Christopher Pinter	06/12/2019	No changes	Annual review
Melissa Prusi	Christopher Pinter	10/1/2021	No changes	Triennial review-no changes