

Member Services Committee Meeting, June 26, 2025, 9:30am

Review of Regional Breakfast Activities from Summer Conference

Discussion/Feedback/Input on Regional Breakfast since combining all Association business into one meeting.

Sarah Botruff reported that the survey from the Summer Conference was overall very favorable. She shared the results with the group to review, asking if there were specific points within the survey that the group wanted to look at. No specific area was reviewed, but the group did highlight that the food was particularly bad this year. The group also discussed a noticeable decline in overall resort service and “resort feel” this year having difficulty with the check-in process, hospitality staffing, and restaurant closure issues. The group discussed and agreed to remove the comment that named an individual who was (or may not have been) following someone around and being persistent in a “stalking” manner. Sarah will remove that comment from the survey and share with the group for their review. The group then discussed the combining of Association business into the Summer Regional Breakfast. Nena asked if anyone had any feedback on this – good or bad. Nena stated that with the nomination deadlines being different for presentation later in the year or even next year, many were pleased that they could take back the nomination requests to their local Board meetings. Wil pointed out that there may be an issue with multiple nominations (from individual CMHs) from any one Region, and there will also need to be reminders sent out urging folks to gather nominees for the later Awards to be presented so they don’t fall off of everyone’s radar and become forgotten. Wil went on to state that if someone is replaced or reappointed on the CMHA Board or a committee due to missing the Summer Conference, they may be disappointed. **NOTE from Monique – Regional appointments have always been done at the Summer Conference only. This did not change. Only the combining of the Award request for nominations from three regional meetings into one changed.** The group discussed that having the business at the regional breakfasts was combined so that the small CMHs who can only go to one conference per year know ahead of time that all of the Association business will be conducted at that venue. For this reason, having this known ahead of time gives everyone the heads up to know what will be asked of them. The group asked that Monique send out the packets for the regional breakfast ahead of time so that Board members and CEOs can review to be prepared for Awards and Replacements/Re-appointments that will need to take place. The group briefly discussed Boardworks and how well it continues to be used. Bob Sheehan stated that the Association will continue to recognize those who complete the series onsite at conferences if anyone would like to have it announced. He stated that the Pre-Conference Institute that was Board Member focused was well received, and this reinforces the idea that having such a training, with this focus, in place of holding the Board Works modules at the conferences. Matt Ikle spoke about Board Member mentoring programs and how successful they can be in helping Board members understand their roles. Bob stated this was a good idea for another Pre-Con. The group briefly discussed acronyms and the need for new Board members to learn and understand them. Dan McKinney will share a copy of the Hiawatha new board member orientation book they use which contains an extensive list of acronyms and their meanings. Bob Sheehan stated that a Board member Pre-Conference could be discussed and created which would include aspects of all of these educational tools such as mentoring methods and education on acronyms, etc.

Other

Michael Brashears spoke about the call for proposals stating that he would like to see the topic of CMH distinctives as a tradition of care. He stated that the services we provide are typically services only found within our system – you cannot find them outside of the CMH or PIHPs. He would like to see proposals that speak about the distinctiveness of our public mental health system. Bob asked Michael if he would be willing to put together a proposal for such a workshop. Michael agreed that he would be willing to do so, and he will put a proposal together and send it to Sarah for the Fall Conference.

Bob informed the group that they have the option to go completely virtual if the committee members choose. He spoke about the advantages such as clarity of sound, ability to share the screen, saving on traveling, etc. Nena and the group discussed and agreed this could be discussed further at the next meeting.

Parking Lot Items – Any topics that the group would like to add to future agendas can be placed here.

Cathy suggested asking for future topics to be included at conferences amongst everyone’s local boards and bring suggestions back to the next Member Services meeting. Bob will have Monique send out a survey to this effect.

Matt Ikle would like to add a topic about vendor relationships and the RFP process used by CMHs regarding bids. He suggested working with vendors to create a format for all CMHs to use or possibly technology updates needed. Bob suggested a type of electronic trade show – possibly three or four vendors per week for 1 – 1 ½ hour proposals. Alan stated that if the procurement process continues moving forward there would be a larger need for unified vendor services.

Group will discuss the possibility of going completely virtual at the September Committee meeting.

The next meeting of the Member Services Committee is scheduled for Thursday, September 18, 2025, at 9:30am. This meeting will be held via Zoom and in person at the CMHA Office, located at 507 S. Grand Avenue, Lansing, MI 48933.

The meeting adjourned at 10:47am.