

# Bulletin 1...July 3, 2003

Detroit-Wayne County Community Mental Health Agency  
640 Temple  
Detroit, MI 48201

## Persons Points of View

In an effort to keep Persons up-to-date on the latest happenings and information affecting their lives, the Customer Service Department will begin issuing NEWS Bulletins. Because of budget restrictions, these bulletins will be distributed through e-mail so that they can be printed and circulated as necessary to interested Persons and Family Members. Person news and happenings for publication are welcome and encouraged. Send to Ted Chipps, Administrator of the Your Choice Provider Manual, at [tchipps@co.wayne.mi.us](mailto:tchipps@co.wayne.mi.us) or call at 313-833-2500.

## Persons Speak Out on Key Issues

More than 40 Persons from Detroit and Wayne County suburbs met on Thursday, June 26, 2003 as guests of the Detroit Wayne County Community Mental Health Agency. They were invited to express their views on a series of 13 topics that directly impact on the services they receive.

Interim Executive Director Patti Kukula officially welcomed the Consumers to the luncheon meeting. She encouraged the Persons to speak openly and candidly so that their concerns might be heard and thereby acted upon.

Dr. Eunice Banks, Director of Customer Services, presided over the meeting.

She made sure that all Persons wanting to speak did so. She and her



**Figure 1** CEO Patti Kukula listens intently as Persons express their points of view.

department had organized the luncheon.

Key D-WCCMHA staff members were also present to answer questions. Karen

Henry, Director of the Office of Compliance, and Eunice Howard, Director of the Office of Recipient Rights, fielded questions from the floor. Fourteen D-WCCMHA staff members participated.

The 13 issues listed on the agenda sprang from a State mandated meeting with Consumers and Advocates held at the Agency on June 4, 2003. State Community Health Administrators wanted to learn first hand what Persons thought at the special closed-door session.

**What Persons  
Said  
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