

**Next Meeting with Consumers
August 26, 2003
DWCCMHA at Noon—6th Floor**

Bulletin 4...July 30, 2003
Detroit -Wayne County Community Mental Health Agency
 640 Temple
 Detroit, MI 48201
 Person news and happenings for publication are welcome and encouraged. Send to Ted Chipps, Editor, at tchipps@co.wayne.mi.us or call at 313-833-2500.

Persons Points of View

--An E-Mail Bulletin from Customer Services reflecting what Consumers are doing and saying as well as news from the Agency

A Special CEO Report

How Person Voices Make System Wide Improvements

Patti Kukula, Interim Executive Director, reported today that Persons and staff have been meeting in small groups to develop plans to resolve Consumer concerns.

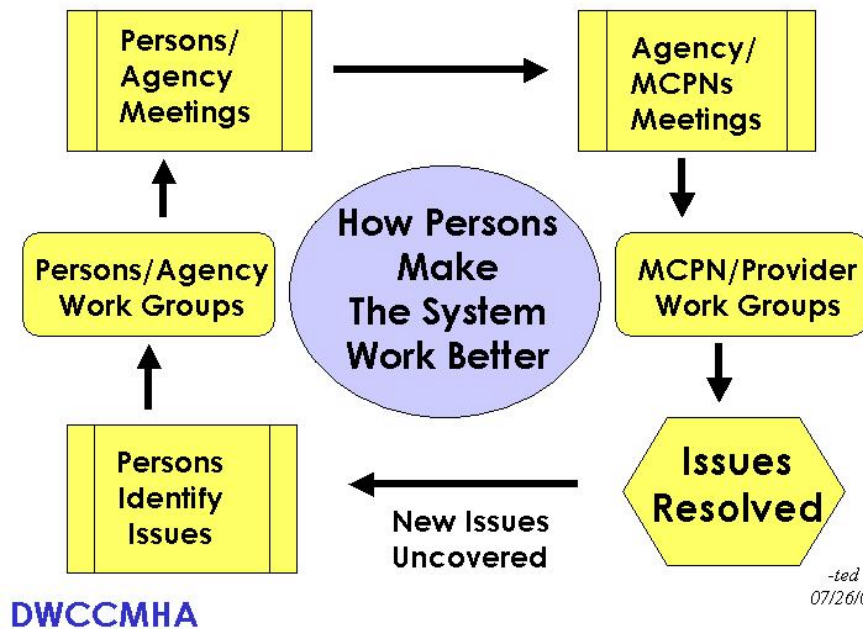
“They will continue to meet until viable solutions are put into place”, the Agency CEO said.

More than 12 such Consumer-driven work groups have met since the Person meeting on June 26, 2003.

Each committee has presented its progress report to the full body of Consumers on July 29.

Persons and the Agency have heard and are digesting these recommendations. More group meetings are scheduled so that clear

Care Provider Networks (MCPNs). They will work with their providers to make the necessary alterations so the issues can be resolved.



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The diagram shows the method the Agency follows to make such changes.

“This is an on-going process for Persons, the Agency, MCPNs, and Providers. Together, we can continue to make significant, system wide

proposals for changes can be made and implemented.

The results are being presented to the six Managed

improvements,” she stated.

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