POLICY TITLE:	CONSUMER EMPOWERMENT AND INVOLVMENT	POLICY #6.2	REVIEW DATES	
Topic Area:	**CUSTOMER SERVICE**	**ISSUED BY:** Chief Operating Officer	5/21/15	5/19/22
Applies to:	LRE and member CMHSPs		12/20/22	2/8/23
			4/10/24	12/31/24
Developed and Maintained by:	LRE CEO and Designee	**APPROVED BY:** Chief Executive Officer	2/2/26	
Supersedes:	**N/A**	**Effective Date:** 6/1/15	**Revised Date:** 2/2/2026	

I. PURPOSE

To ensure individuals' involvement, LRE will establish policy and procedures governing processes and the establishment of the LRE Community Advisory Panel

II. POLICY

It is the policy of Lakeshore Regional Entity (LRE) to provide opportunities for individuals to offer insight, feedback and involvement in policy development, service delivery system evaluation and provision, and quality assurance/performance improvement practices.

The LRE will provide periodic communications to individuals and advocates regarding key issues and updates, such as "action alerts," or other communications up to and including informational meetings hosted by the LRE. These communications are intended to provide information on problems facing the region, including understanding of how these issues occurred. In addition, unified action steps will be encouraged which support a regional advocacy effort. The LRE will identify a list of key advocacy groups in the region and will develop a mechanism to share and receive information from these organizations.

A. LRE Community Advisory Panel Purpose and Membership

1. The LRE Community Advisory Panel is an advisory group of primary and secondary consumers as defined in the Medicaid Manual, served by the CMHSPs within the region. This Panel assists and advises LRE staff in identifying issues and areas of concern related to regional service delivery and managed care operations. It is a primary source of consumer input into the development of policies, procedures, and operations where recipients of services may make recommendations for quality improvement.
2. The LRE Community Advisory Panel will focus on region-wide political and advocacy issues and share these efforts with the LRE Operations Team.
3. The LRE Community Advisory Panel will focus on region-wide opportunities for stigma reduction related to mental health and substance use disorders. "Mental health"

includes children with severe emotional disturbances, adults with mental illness, and persons with intellectual and/or developmental disabilities.

4. Members shall be recommended by CMHSP Members. Those recommendations will then be approved by the CAP and then final approval given by the LRE Board.
5. Members shall represent all four populations: 1) Adults with a Mental Illness (MI); 2) Children with a Serious Emotional Disturbance (SED) and/or their advocate; 3) Children and Adults with an Intellectual and/or Developmental Disability (IDD) and/or their advocate. 4) Adults with Substance Use Disorders.
6. Representation within each CMH should include geographic representation (various counties across the CMH board) if possible.
7. Each of the five CMH Members must have representatives from at least one of the above populations.

B. Leadership and Support for the LRE Community Advisory Panel

1. The LRE CEO or their designee will provide staff support to the LRE Consumer Advisory Panel but will not be a voting member. LRE shall provide administrative staff to assist in development and publication of meeting agendas, facilitation of meetings, and any needed follow-up.
2. Each CMHSP will provide a coordinator to provide connections to Panel activities and regularly follow-up with its representatives on the LRE Community Advisory Panel.

C. Responsibilities - LRE

1. Reimburse LRE Community Advisory Panel members for approved mileage and meeting attendance stipend as determined by a developed protocol.
2. Provide initial orientation and on-going education to LRE Community Advisory Panel members to foster informed decision making.
3. Facilitate the development of an open, non-judgmental environment in which LRE Community Advisory Panel members are comfortable in sharing opinions and ideas.
4. Provide pertinent policies, plans, reports, and information to LRE Community Advisory Panel members for review and feedback.
5. Share LRE Community Advisory Panel's minutes, recommendations/actions and suggestions with pertinent Regional Operational Advisory Teams, the Operations Committee, and the LRE Board of Directors.
6. Ensure that immediate, CMHSP-specific needs or problems are brought to the attention of the local CMHSP CEOs in a timely manner.
7. Promote the efforts and achievements of LRE Community Advisory Panel through special recognition and appreciation.

D. Responsibilities - CMHSPs

1. Assist its CMHSP member representatives on the LRE Community Advisory Panel with the communication of pertinent regional information, obtain feedback, and assure attendance at LRE Community Advisory Panel meetings.

2. Assist CMHSP member representatives to participate in the LRE Community Advisory Panel by addressing issues such as transportation, supports, and communication (agendas, minutes, etc.).
3. Each CMHSP Participant staff liaison will assist its LRE Community Advisory Panel CMHSP member representatives in linking to local processes that ensure individuals' voices are heard, considered, and acted upon as appropriate.
4. CMHSP participant staff liaisons will assist their LRE Panel Members with problem-solving immediate local issues that are introduced by its representatives at the LRE Community Advisory Panel.

E. Responsibilities – Lakeshore Regional Entity

1. The LRE Community Advisory Panel shall receive and review reports from LRE staff or their designee(s) on a regular basis.
2. The LRE Community Advisory Panel will meet at least three times annually.
3. The LRE Community Advisory Panel will report to the LRE Board of Directors and identify recommendations for Board consideration.
4. The LRE CEO or their designee will communicate LRE Board of Director decisions related to proffered recommendations to the LRE Community Advisory Panel.

III. APPLICABILITY AND RESPONSIBILITY

The policy and procedures apply to LRE and its Community Mental Health Service Program (CMHSP) Members.

IV. MONITORING AND REVIEW

This policy will be reviewed by the CEO and designee on annual basis.

V. DEFINITIONS

N/A

VI. REFERENCES AND SUPPORTING DOCUMENTS

MDHHS Medicaid Specialty Supports and Services Contract
MDHHS Consumerism Practice Guideline

VII. RELATED POLICIES AND PROCEDURES

- LRE QAPIP
- LRE Quality Policies and Procedures

VIII. CHANGE LOG

Date of Change	Description of Change	Responsible Party
5/19/22		CEO and Designee
2/8/2023	Updated language	LRE Customer Services
2/2/26	Updated Language	LRE Customer Services