

Dear Ms. Kathy Craft,
Ex. Dir., AMHB / ABADA

September 20, 2007

Two Issues:

1. API management has stated they will complete the new grievance procedure before the next AMHB meeting. We're asking that pressure be applied to see that it does happen.

API management has stalled for 4 months at producing a new patient grievance procedure.

API management has no problem producing a new grievance procedure—the major problem they have is incorporating the recommendations made by the API committee which were endorsed by AMHB. That's what they are stalling at.

API management has to be asked to produce the new grievance procedure with the recommendations of the API committee.

2. AMHB has to go back to giving patient advocates and consumers 5 minutes to speak at the public comment period of their Board meetings. Consumers wait 4 months to speak to the entire Board and they need 5 minutes as a matter of respect.

Thank you,

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Cc: Ms. Andrea Schmook, Chair, AMHB
Mr. Eric Holland, Chair, ABADA
Ms. Angela Salerno, Advoc. Coordt.

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