

Sharing Hope Conference 2005

- by Jim Thompson
Mental Health Consumer
LCMHA Employee

FROM MY POINT OF VIEW

October 18 . . . got my speech, maps, full tank of gas . . . OK on the road . . . got to EMU in plenty of time . . . oops . . . missed my turn . . . OK . . . now to park . . . good . . . find the right building . . . oops . . . wrong one . . . OK . . . right building . . . wrong floor . . . finally . . . MADE IT.

The breakout sessions also stressed hope, putting it in such a way as to really encourage people to apply - to use - and to share what was presented. The other difference I noticed was that there wasn't a "Consumers" and "Staff" mentality; but just a group of people interested in promoting the sharing of hope and success in living with mental illness.



But my greatest testimony to the success of the conference was that when it was time for it to end, I found myself saying "Why quit now . . . we just got started!!! . . . ?" ■

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l e n a w e e
**Community
Mental Health**
a u t h o r i t y

A Special Thank You!



- by Deb Strayer

On December 1, 2005 Lenawee Community Mental Health Authority staff sponsored a Holiday Bake Sale in the Human Services Building to benefit the Lenawee Humane Society.

A huge thank you to all of the staff members who donated wonderful baked goods and to everyone who made purchases. We were able to raise a total of \$620 to help provide medical care, food, and a safe place to stay for many homeless animals. The Humane Society was extremely appreciative and mentioned LCMHA in at least two recent radio interviews.

The Lenawee Humane Society is funded solely by donations. Continued contributions are desperately needed to keep the shelter open. For more information, you can visit their website at www.lenhumanesoc.org. ■

OK . . . that's the short version of the hard part (laugh if you want . . . but I really thought this stuff). But if you're anything like me . . . if you were able to get through all the "stuff" you were in for a real treat!!!

Now seriously . . . I have attended many conferences . . . and they are not my favorite thing to do. This was different - beginning with the presentation and story about one consumer's incredible success creating cooperation between the Ann Arbor Police and Community Mental Health. It continued through the morning and afternoon keynote speakers who shared their stories, and ended with the recognition of a consumer from each county each sharing their individual successes within their community.



GRAPPEVINE

A Word With The Director

This issue of our newsletter features our annual reporting of various surveys and other mechanisms we use to invite input from consumers, staff, and community partners into our planning process. I hope you find it useful and informative. Presently, we are very involved in a major transformation of our "Quality Improvement" processes in order to incorporate and become a part of the Performance Improvement program across our affiliation.



Whatever processes and format we use, we are always seeking to improve our services, accessibility, responsiveness, - and to find reasonable and helpful ways to report the results to you. If you have questions about these surveys or any other aspect of LCMHA, please contact our Member Services (formerly called Customer Services Department) at (517) 263 - 8905. ■

If you do not wish to have future newsletters mailed to your home, please notify:
Member Services
1-800-664-5005

Person Centered Planning

**SATISFACTION SURVEY / LENAWEE COMMUNITY MENTAL HEALTH AUTHORITY
- YEARLY DATA REPORT: 10/1/04 - 09/30/05**

Total Respondents: 352 • Lenawee County
(Answer 4 = Strongly Agree, 3 = Agree, 2 = Disagree, 1 = Strongly Disagree)

	4	3	2	1	3&4
1. I am satisfied with my level of involvement with my person-centered plan (such as where and when the meeting would be held, and who I wanted to invite.)	66%	32%	2%	1%	98%
2. I was given the opportunity to choose the meeting facilitator, including someone who was not a paid staff.	47%	31%	26%	3%	78%
3. My customs and personal beliefs were respected in making my plan (such as language, race, and religion.)	71%	28%	1%	0%	99%
4. If there were disagreements during the planning process, please respond to the following: The meeting facilitator or agency staff helped resolve disagreements.	62%	35%	1%	2%	97%
5. We talked about my strengths.	70%	28%	1%	0%	98%
6. We talked about how people other than professional helpers might be able to help me achieve my outcomes.	63%	34%	3%	1%	97%
7. I know what to do if I disagree with my plan.	65%	31%	2%	1%	96%
8. Overall, I liked the person-centered planning process.	68%	29%	2%	1%	97%

This survey was completed by: **163** Consumer **82** Guardian/Parent **9** Other Family/Friend
31 Staff Assisted

Gender: **98** Male **165** Female
Age: **15** (Under 18) **32** (18 - 26) **4** (26 - 35) **76** (36 - 49) **50** (50 - 64)
17 (65 or over)
Race: **225** White **4** African American **12** Hispanic **0** Asian or Pacific Islander
5 Native American **5** Other

Our goal is a total of 95% or greater of respondents to either Strongly Agree or Agree (responses 3 & 4)

Fair Survey Yields Helpful Comments

If you attended the Lenawee County Fair this past August, you may have noticed the LCMHA booth. At that booth, we gave away prizes to people who completed a survey for us, answering the following questions:

- 1) *What are the strengths of LCMHA?*
- 2) *What are the weaknesses of our agency?*
- 3) *What can we do to improve services?*
- 4) *What threats concern you about the public mental health system?*

A total of 243 people completed these surveys. The total listing of their comments would take many pages, but some of the highlights listed below are revealing:

■ LCMHA strengths:

- Gets involved in the community
- Has interest in the consumers' well being
- Excellent staff
- Support groups
- The fight against stigma
- Public awareness
- Educational materials, pamphlets
- Central location
- Helps people in need, especially those without insurance
- Good connections with other human service agencies

- Teaching kids safety, bikes, car seats, drunk driving prevention, etc.
- Helps people overcome barriers to services, especially shame
- Supportive, compassionate, helpful people

■ LCMHA weaknesses:

- Funding issues (shortages)
- Doesn't accept all insurances
- Need more outreach to the schools
- Need more psychiatrists for children
- Not publicized enough
- Not enough workers to go around

■ LCMHA can improve:

- Public awareness of what LCMHA offers
- More awareness of the effects of drugs and alcohol
- More outreach to fairs, health related events, etc.
- More service to pregnant and new moms
- More advertising in the newspaper, articles about mental illness
- Faster services
- More community involvement
- Provide services closer to out-county residents

■ Threats to the future of the Mental Health system:

- Funding issues (budget cuts)
- Lack of public knowledge about mental health issues

- Not everyone is getting the help they need
- Incarceration of people with mental illness
- Not enough people helped by the system
- Medication prices going way too high

We thank you for your feedback. Although we were very gratified by the positive comments, which outnumbered the weaknesses by far; we take seriously the shortcomings that

were identified. It is of special concern that, despite our efforts to make our services known and available, so many had not heard of LCMHA until they stopped at our booth!

We will continue to do our best to publicize and improve our services, and always ask for your partnership as we work toward meeting the Mental Health needs of Lenawee County. ■

Boosters Are For Big Kids

Most kids need to ride in a booster seat from about age 4 until at least age 8 - 10. If your child isn't using a booster, try the simple test below the next time you ride together in the car. You'll probably find that your child is not yet ready to use a safety belt without a booster.

The 5-Step Test

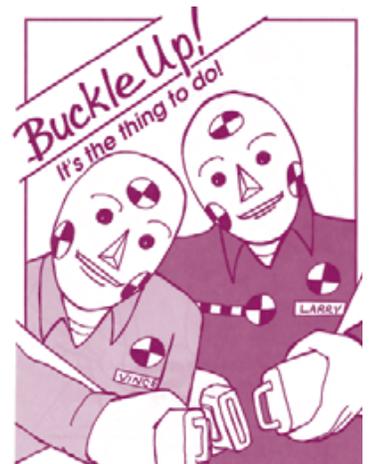
1. Does the child sit all the way back against the auto seat?
2. Do the child's knees bend comfortably at the edge of the auto seat?
3. Does the seat belt cross the shoulder between the neck and arm?
4. Is the lap belt as low as possible, touching the thighs?
5. Can the child stay seated like this for the whole trip?

If you answered "no" to any of these questions, your child needs a booster seat to make both the shoulder belt and the lap belt fit right for the best

crash protection. Your child will be more comfortable too!

The back seat is the safest part of the car for all passengers. Recent research shows that children should ride in the back seat until they reach age 12.

For more information about booster seats or child safety seats, visit www.carseat.org or contact Kay Ross, Lenawee Safe Kids Chapter, (517) 263 - 8905. ■



Lenawee Community Mental Health Authority participates in the **Safe Kids Coalition**, promoting car safety for children.

Introducing

NEW STAFF
HIRED RECENTLY



Cary Zavala, Child Therapist



Sarah Foltz, Service Inquiry



Michelle Vargo, WrapAround



Darcy Niblack, Medical Records

Access/Intake/Initial Appointment Evaluation

LCMHA SERVICE INQUIRY CUSTOMER SATISFACTION SURVEY

Results from Completed Surveys for 10/01/04 through 09/30/05
Surveys mailed - 126 Surveys returned - 28 Return rate - 22%

• LCMHA ACCESS PROCESS

1. How did you hear about LCMHA? Family/friend - 7 Hospital - 4
Outpatient facility - 12 Phone book - 4 Advertising - 1 Other - 9
2. Was the process over the phone or in person? Phone - 14 Person - 12

	YES	NO
3. If in person, were you assisted in a timely manner?	21	1
4. Was the Ability to Pay process clear and concise?	26	2
5. Were you offered a choice of provider for your service?	22	3
6. Was the person completing the Service Inquiry professional and polite?	26	0
7. Did you receive a packet of information re: LCMHA and provider network?	?	?

• INITIAL SERVICES

1. Did the receptionist greet you in a professional and polite manner?	27	0
2. Were you seen on time?	27	0
3. Was the clinician completing the assessment professional and polite?	28	0
4. Were you informed of your right to participate in planning?	26	1
5. Were you given a choice in the selection of services/supports you could receive?	24	4
6. Did you get/are you getting the services you need?	24	4
7. Were you/are you satisfied with the overall process?	25	3

Food Pantry Update

- by Julie Janego

As many are aware, only two food pantries now operate in Lenawee County, at St. Mary's church and at St. Joseph's church. The pantries in Morenci and Tecumseh are out of money and out of food. The Salvation

Army is doing as much as they can, the Daily Bread is still providing meals, but now for the first time, the food pantries are checking income levels due to the high number of people coming in. They have been running out of food

before the monthly food bank trucks arrive, and have found themselves spending more than they are bringing in. I hate to share bad news, but this is a reality and I know many of you routinely contribute. Thanks! ■

Year End Survey Results

NATIONAL YOUTH PROJECT USING MINIBIKES - NYPUM 2005

	Minimal Change	Noticeable Change	Significant Change	Transforming Change
• Increased self respect	0	0	73%	27%
• Improved attendance at school	22%	0	0	78%
• Improved grades	7.5%	7.5%	75%	10%
• Increased respect for others	17%	8%	75%	0
• Increased self assurance	9%	18%	64%	9%
• Improved study skills	9%	18%	64%	9%
• Improved family relationships	0	10%	90%	0
• Improved teacher relationships	12.5%	0	75%	12.5%
• Decreased number of curfew violations	0	0	34%	66%
• Decreased incidents with the law	0	0	50%	50%
• Decreased incidents with drugs	0	0	50%	50%
• Decreased incidents with alcohol	0	0	50%	50%
• Development of mentor skills	8%	25%	59%	8%
• Increased acceptance of racial differences	20%	30%	40%	10%

At the end of their riding season, the NYPUM group met to send thank you notes to their supporters (listed in the column at the right of this page.)

We are pleased to reprint the letter and the hand-drawn note received by LCMHA. ■

December 26, 2005

Dear Mr. Myers and Lenawee Community Mental Health Authority,

Thank you for supporting NYPUM. Your support allowed 48 kids to have a great summer on dirt bikes. Our parents thank you too because we acted a lot nicer.

Thanks again,
Reyna and the rest of the NYPUM Kids



picture drawn by Ryan (15)

NYPUM Supporters

2005

- Lenawee Community Mental Health Authority
- Lenawee YMCA
- Dexter's Honda
- Jackie Hartung
- Hotshots Photography
- Grey Fox Floral
- Garno Chiropractic
- Basil Boys
- Sunnyside Café
- Subway
- Vulcan Tire
- Adrian Locksmith & Cyclery
- Larry's Custom Cycles
- Big Boy
- The Grasshopper (El Chapulin)
- Bellus Salon
- Little Caesar's Pizza
- Garfield's
- Marco's Pizza
- Diamond Fitness
- Easy Tone Tanning
- Chaloner & Co.
- Stomping Grounds Coffee House
- Lifestyles for Ladies
- Barrett's Showplace Gardens
- Learning Works & Wonders
- Jeff Willet's Powerhouse Gym
- A-1 Auto
- Perfect Touch
- Papa John's
- McDonald's
- Fazoli's
- Mancino's
- Premier Oil Change
- Victory Lane
- Salsaria's
- Bob Evan's
- Sounds of Light
- The Hoagie Man Deli
- New Image
- Long John Silver's
- Regis Salon

Wraparound Progress

KEEPING KIDS AND FAMILIES TOGETHER

The past year has been a very busy one for Wraparound, serving a total of 76 families in Lenawee County. We have taken on the additional duties of providing consultation to all the schools in Lenawee County. We recently replaced a Wraparound coordinator who moved away, and at the same time have taken on a new intern from Siena Heights University. Both additions have been challenging, exciting, and very helpful to the process.

We have been busy meeting with other Wraparound staff from our Affiliation to review each other's Wraparound plans. Our goal is to develop a plan that looks similar in all of our counties; one that more clearly shows strategies that are strength based and tie directly to expected outcomes.

If the concept of Wraparound is unknown to you, or you would like more information, please plan to come to our Wraparound Conference to be held March 16 and 17, 2006 at Adrian College. The conference will include advanced Wraparound presentations. You may contact Kathryn Szewczuk at (517) 264-9841 for more information. ■

It is not so much our friends' help that helps us as the confident knowledge that they will help us.
- Epicurus

Consumer Survey 2005

LENAWEE COMMUNITY MENTAL HEALTH AUTHORITY

(Answer 4 = Strongly Agree, 3 = Agree, 2 = Disagree, 1 = Strongly Disagree)

	4	3	2	1	3&4
1. This agency is helping to achieve my outcomes.	43%	51%	5%	1%	94%
2. Given other choices, I would still choose to get services from this agency.	52%	40%	8%	1%	92%
3. I would recommend this agency to a friend or family member.	53%	39%	4%	4%	92%
4. Agency staff respect my language, race, religion, ethnic background and culture when providing services.	48%	51%	1%	0%	99%
5. This agency helps me feel safe.	48%	43%	4.5%	4.5%	91%
6. Overall, the services that I am receiving from this provider are what I expected or are better than what I expected.	44%	48%	7%	1%	92%

Our goal is a total of 95% or greater of respondents to either Strongly Agree or Agree (responses 3 & 4)

Staff Christmas Projects

The photo on the right shows Beth McCullough from the Homeless Children Program at Adrian Public Schools. Two hundred students were homeless in 2005. Fifty are currently homeless.

LCMHA staff adopted this program as a Christmas project and purchased coats, hats, gloves, mittens and scarves for the students.

Also shown are examples of Christmas Centerpieces worked on as Drop In Center craft projects. ■



Did You Know?

TIPS FROM THE OFFICE OF RECIPIENT RIGHTS

When an Office of Recipient Rights investigation is completed, a summary report of that investigation goes to the following people:

- the person who filed the complaint
- the recipient
- the recipient's guardian (if applicable)
- the parent or legal guardian if the recipient is a minor.

■ Also, did you know . . . when there is a Rights investigation initiated, the investigating officer will contact the case manager, who should inform the recipient/guardian of the pending investigation. The Rights Officer will discuss with the case manager how best to inform the guardian(s) of a pending investigation without affecting the integrity of the investigative process. Doing this will prevent guardians from being unpleasantly surprised when they receive the summary report of the outcome of the Office of Recipient Rights investigation.

Additionally, upon completion of the investigation, the case manager may be asked to share the outcome of the investigation with the recipient in a clinically appropriate and understandable manner.

■ Did you know . . . that the Michigan Mental Health Code protects the confidentiality of a consumer's clinical record. Both HIPAA (federal regulation) and the Michigan Mental Health Code prohibit the disclosure of

information acquired in the course of providing mental health care services.

A Release of Information (ROI) Authorization form must be completed and signed by the consumer or legal guardian in order to release information to an outside agency. The

release must be specific about the information disclosed, to whom, and for what purpose. The information must have an expiration date, and cannot be used if the date has expired. ROI forms must be current and maintained in the clinical record. A consumer can revoke the release at any time, either verbally or in writing. A Release of Information log must be maintained to

document evidence of an accounting system for all disclosures of information.

For additional questions regarding releases of information or any of the tips mentioned above, please feel free to contact the Recipient Rights Officer at (517) 263 - 8905, ext. 292. ■

Quality Improvement Teams

Space does not allow for an exhaustive report on all of the activities related to quality improvement taking place within our agency. The following is a summary of the committees and their purpose and/or accomplishments during this past year.

■ Customer Relations Committee

- reviews the satisfaction surveys to look for trends and offer suggestions on improvements
- plans fun activities such as the Annual Field Day at New Focus
- oversees the Anti Stigma Committee.

■ Utilization Management Committee

- responsible for peer review of files
- upcoming changes will be made to this committee at the regional level.

■ Staff Development and Training Committee

- provides information on staff and provider trainings
- develops employee appreciation formats
- helps facilitate staff suggestions and input.



LCMHA Quality Improvement Council

■ Residential Review Committee

- consists of members of the LCMHA staff as well as providers and home staff
- ensures that residential homes in our county run smoothly
- ensures that consumers needs are being met
- monitors compliance with local as well as affiliation criteria
- fosters open communication regarding incident reporting, fire safety,

and medication passing.

■ HIPAA Compliance Committee

- develops and monitors policies and procedures regarding the proper management, confidentiality, and handling of protected health information in order to ensure that LCMHA is HIPAA compliant.

■ Co-Occurring Disorders Committee

- develops ways to improve treatment for co-occurring disorders in Lenawee County
- provide weekly in-service opportunities to any agency in the county, presented by Dr. Lucila Nerenberg
- in-services are sponsored by LCMHA, and are a very good way to cross train staff from mental health and substance abuse settings. ■

Staff Development

TRAINING COMMITTEE PROGRESS REPORT

The Staff Development and Training Committee currently have four objectives:

- To review and update the trainings offered schedule grid
- To collect and review suggestions from the employee suggestion box
- To plan a minimum of four staff appreciation activities each year
- To design, distribute, collect, and review a training needs survey every six months.

It is with pleasure that the committee is able to report that

we have completed our objectives for the past year. We were able to coordinate four different staff events which included a Christmas potluck with a Secret Santa gift exchange, a midwinter blues chaser, a Cinco de Mayo luncheon celebration, and a very thoroughly enjoyable Ice Cream Social and fun day at New Focus on June 24.

The committee would like to let everyone know that we take



Our group was very committed this year, and would like to mention that even with all the construction work buzzing around, we were able to meet twice during the last quarter and accomplish the task of coming up with a clarification of what is mandated, and what constitutes having attended a mandated meeting. ■

suggestions and input very seriously and to remind everyone that the suggestion box is in the hallway to the west of the mailboxes. Be sure to let us know of ideas you have which will help us meet our objectives.



I e n a w e e
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1040 S. Winter Street
Suite 1022
Adrian, MI 49221

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