Jim Thompson was in for a major surprise when he attended the 6th Annual Limo Digest Show Industry Achievement Awards in Atlantic City, New Jersey recently. Although he was unaware of even being nominated, he was given the "Chauffeur of the Year Award" at the conference banquet. This national award is given for excellence in work performance. Entries are submitted from all across the country.

Jim had no idea he was being presented this honor until he saw his own picture and biography being projected on the screen behind the presenter. He was given a beautiful trophy and was even asked for his autograph after the dinner!

As our readers may know, Jim works weekends and evenings for Tecumseh Trolley and Limousine, driving both the old-style trolleys and the stretch limousine. He is also the facilities coordinator at LCMHA, and his role in our agency was featured in a previous newsletter.

We are all very proud of Jim’s achievement. Watch for him next summer; he often drives the Trolley at Relay for Life.

‘Way to go, Jim!’

Selection is based upon the candidate’s safe driving record, industry participation, community involvement, training, customer relations, safety awareness, and unique services, as well as supportive evidence from clients.

Jim says of his award: "It is one of those reminders that you never know when something you are doing is going to have a big effect on someone else, in a way that you totally don’t expect."

We are all very proud of Jim’s achievement. Watch for Jim next summer; he often drives the Trolley at Relay for Life.

‘Way to go, Jim!’
How To Get: What You Want and Need

A Presentation by
Dr. Sally Burton-Boyle
and Donal Doyle

Person Centered Planning
Community Mental Health
Managed Health Care

Join Us!
Wednesday, February 5, 2002
1040 S. Winter St., Adrian

The Lenawee Community Mental Health Authority
Executive Director
Roger Myers

Livingston Community Mental Health Service Providers (CMHSPs) now make up the affiliation. We continue to work with the “Hub Board”, Washenaw Community Mental Health Organization (Washenaw CMHSP and the University of Michigan) to finalize the organizational structure and operational plans for the region. We continue to work together to prepare the best application possible.

Meanwhile, we are all keeping a close eye on developments concerning a so-called “super-waiver” which could dramatically change the way Medicaid dollars are spent, and how services are delivered. No one can say how this super-waiver, if it is enacted, would impact the AFP process. Most would agree it is not likely to be good news for the public mental health system.

We promise not to lose sight of this mission. You can help by helping us informed of your needs, the problems confronting our community, and your perception of our role in meeting those needs. We welcome your ideas.

We have been anticipating a 5 to 10 percent funding cut as part of an Executive Order reduction by Governor Engler. We recently received word that the Community Mental Health system will be spared most of that reduction. Only our multi-cultural services will be affected by an approximate $8,000 loss.

On the positive side, we continue to have strong support from our LCMHA Board, our County Commissioners, and our legislators for the work we do. This particular issue of the newsletter is primarily devoted to Quality Improvement activities, which include our customer satisfaction surveys and other data. Our research tells us that although there are always areas where improvement is needed, for the most part we are more than fulfilling the mission we committed to several years ago, to ensure a full array of quality mental health services to our consumers, and to be a good partner in our community.

We welcome your ideas.

Customer Satisfaction Phone Survey

April - June, 2001

Our Customer Service Representative contacted 38 consumers regarding their satisfaction with their initial contact with LCMHA. This contact was made via phone or face to face. All respondents indicated the receptionist greeted them in a professional and polite manner. Good job Barb, Diana, and Bea!! Overall satisfaction with the contact from start to finish was 95%.

Areas dipping slightly below the 90% mark included being offered a choice of provider and/or service and being informed of the right to participate in planning. As indicated above, these issues are being addressed by a review of the PCP/FCP process with LCMHA staff.

Why so many Surveys?

As LCMHA, we want to offer quality and needed services. Your responses can let us know if we are meeting this goal. Asking questions in several ways (written, phone, or face to face) helps include a large variety of people. Thanks to all who participated!

Community Needs Assessment 2001

PART I

Recently Lenawee Community Mental Health Authority contacted several nonprofit organizations providing basic needs services in Lenawee County for help in identifying unmet mental health needs in our community. The organizations contacted generally are not seen as providers of mental health services but, none the less, often see people needing help with basic needs who may also be experiencing mental health difficulties.

Four of five organizations responded to the brief telephone questionnaire.

Most persons identified with a mental illness by these organizations were receiving some type of assistance with their mental health issue. The exception appears to be persons with a dual diagnosis of substance abuse and mental illness. LCMHA continues to make staff aware of this issue and is actively working with providers of substance abuse assessments and services to make mental health resources available to this population. Look for an update on how we are doing in future newsletters.

Community Needs Assessment 2001

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D r. Ghaziuddin, How do the majority of people respond to an incident of such incredible proportions as the recent terrorist attacks on New York City and Washington, D.C.? “The immediate response of many is confusion, shock, disbelief, and unreality. Numbness may set in. This is probably a normal response. When overwhelmed, the mind needs to shut off. Some people may exhibit this for a few hours, or several days. After the initial shock, anger usually follows.”

Response to Disaster

CMHA responded to the recent events of September 11 in several ways. Our newsletter “special issue” on dealing with children and trauma was very well received. We have offered to set up support groups with the Lenawee Chapter of the American Red Cross. Our Community Outreach Services Manager, Grata Karmes was sent by this agency to volunteer with the Red Cross for two weeks in New York City.

CMHA staff helped Grata prepare for her trip by collecting money and purchasing items such as face masks, hand purifier, and snacks; by volunteering to cover for her in her various duties, and by keeping everyone updated on her activities via e-mail. A complete accounting of her adventures can be found at our website: www.cmha.org or you may call her at (517) 265 - 6976, ext. 289.

Notable Quotes

Kaye Ross, Grata Karmes, and Sharon Smith with a banner prepared by LCMA staff.

“The banner now hangs on the U.S.S. Hope in New York harbor as a symbol of support of our fellow countrymen.”

“The immediate response of many is confusion, shock, disbelief, and unreality. Numbness may set in. This is probably a normal response. When overwhelmed, the mind needs to shut off. Some people may exhibit this for a few hours, or several days. After the initial shock, anger usually follows.”

Notable Quotes

“Who hath compassion upon others receives compassion from Heaven.”

- Talmud

“Do not be overcome by evil, but overcome evil with good.”

- Ephesians 6:12

“The merciful show mercy to the merciful;”

- Isaiah 26:5

“Shall mercy be shown mercy to the All-Merciful;”

- 1 Thessalonians 5:12-21

“Sho mercy to those on whom mercy was shown.”

- Saheeh Muslim, No. 2586

Budget Issues

A little good news: On November 6, the Michigan House and Senate Appropriations Committees approved the governor’s executive order balancing the FY2002 budget. While there were some reductions to a few lines affecting CMHA programs, the Medicaid Mental Health Services line and the main state funding (GF/GP) lines were not touched.

This is a major achievement and a recognition that the messages we (and other individuals and groups) have been sending to Lansing about preserving essential services to vulnerable disabled and poor people were heard loud and clear.

We would like to thank our Senator Bev Hammerstrom and Representative Doug Spade for the favorable treatment which community mental health services received in this executive order reduction process.

Thanks also to all of you who contacted your state legislators and made the case. Nice work!

Depression Linked

R esearch published in the Journal of Neurology, Neurosurgery and Psychiatry reports that some late-life depression is likely to be caused by narrowing and hardening of the brain arteries. Researchers from the Institute for the Health of the Elderly at the University of Michigan conducted postmortem examinations of the brains of 40 people, 20 of whom had suffered at least one major episode of depression. In persons who had been depressed, researchers found an excess of narrowed and hardened arteries supplying blood to the brain and within the brain tissue itself.

The authors conclude that these results support the idea of “vascular depression,” in which vascular disease can be a precursor to depression. Depression is common after a heart attack or stroke and increases the risk of death in the six months following a heart attack, according to previous research.

- except by permission, Mental Health Weekly, Vol. 11, No. 4, January 2001

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Consumer Satisfaction Survey  

Renew Community Mental Health Authority consumers were asked to complete a satisfaction survey in the spring of 2001. One thousand thirty-seven surveys were sent out with 161 completed and returned for a 14% return rate. Consumers made up the majority of respondents at 39% with Family Members at 24%, Guardians at 22%, Unknowns at 7% and Providers at 6%.

All categories related to LCMHA received positive ratings of 90% or higher. This indicates that overall consumers have positive feelings about their experience with LCMHA.

Planning training for all contractual providers. This training is being required. LCMHA staff have reviewed the principles of PCP/FCP and supervisors have reviewed and are pleased with resulting documentation.

The excessively high rating in the area of cultural sensitivity flagged concern. This survey was only available in English, leading to the possible conclusion that persons from our Hispanic community may not have been included in this survey. Plans have been made to have both an English and Spanish version of future satisfaction surveys.

Conversation with a Consumer

Georgia P. has been involved with the mental health system in various roles for over 30 years. Her oldest children had special needs and the mental health system proved a valuable resource in directing her to the right services.

Georgia again came into contact with the mental health system when her daughter started behaving in an unusual and self-threatening manner. Twice Georgia had to legally have her mother admitted to a psychiatric facility for treatment. The first admission was helpful but “did not hold”. The second admission was a long-term success. Georgia learned to keep trying and seeking the appropriate help for herself and those she loves.

Today Georgia continues to work with the mental health system as she sees her granddaughter and cares for her husband. Georgia has learned much about eating disorders, fetal alcohol syndrome, Alzheimer’s disease, schizophrenia, substance abuse and learning disabilities. Support groups and more formal mental health services such as Wrap Around and Support Coordination have been helpful as she struggles and succeeds in helping her family. This impressive woman never gives up!!

Support Groups Are Available

A support group is a gathering of individuals who share a common goal. In a group setting individuals are able to express how they feel and what they do to cope.

The following support groups are available in Lenawee County at no cost. Some offer childcare. Take a look and see if any of these groups could be helpful to you or to someone you know. Contact phone numbers are listed if more information is needed.

n After Baby Comes (Support Group for Moms)
Every Monday; 7:00-8:30 p.m.
Women’s Health at Bixby Medical Center
• LCMHA Customer Services (517) 263 - 8905 or (800) 664 - 5005

n Anxiety Support Group
Every Thursday; 1:00-2:30 p.m.
Renewer Community Mental Health Authority
• LCMHA Customer Services (517) 263 - 8905 or (800) 664 - 5005

n Depression Support Group
Every Thursday; 3:30-5:00 p.m.
LCMHA
• (517) 263 - 8905 or (800) 664 - 5005

n Cardiac Support Group for Patients
4th Monday; 10:00 a.m.
Bixby Medical Center, 5th floor Cardiac Rehabilitation Education Room
• (517) 265 - 0221

n Cardiac Support Group for Family Members
1st Monday; 10:00 a.m.
Bixby Medical Center, 5th floor Cardiac Rehabilitation Education Room
• (517) 265 - 0221

n Stroke Club
2nd Friday; 1:00 p.m.
Christian Family Centre
• (517) 263 - 6232, ext. 725

n Kids Club
(for children affected by violence)
Every Monday; 6:00-9:00 p.m.
Catherine Cobb Domestic Violence Program
• (517) 264 - 5733

n OARS
(Overcoming All Roadblocks to Success)
Every Tuesday; 6:00-9:00 p.m.
Catherine Cobb Domestic Violence Program
• (517) 264 - 5733
Childcare Provided

n Survivors of Domestic Violence
Every Wednesday; 7:00-8:00 p.m.
OARS
• (517) 263 - 5733
Childcare Provided

n NAMI (National Alliance for the Mentally Ill)
1st and 3rd Thursday; 6:30 p.m.
Clubhouse, 1200 N. Main
• (517) 263 - 3577

n Dahl (517) 263 - 8047

n Alcoholics Anonymous
For meeting times and locations contact (517) 263 - 3590

n Grief Support Seminars for Adults and Children
Hospice of Lenawee
• (517) 263 - 2323

n Ann Arbor and Jackson area HIV and Recovery Support Groups
For meeting times and locations contact HARK (800) 578 - 2300

To add an item to this list, please call Jackie at (517) 265 - 6976, ext. 235 with the details.