

## Public Focus Group Results

On July 31, a focus group for the public was held at the Lenawee Human Services Building. Unfortunately, and despite extensive advertising in local newspapers and elsewhere, only one person attended.

We are looking into ways to make such focus groups more successful. We welcome your suggestions. Please call (800) 664 - 5005. n

## Staff Spotlight: Meet Bill Sisk

Lenawee Community Mental Health Authority is pleased to welcome Bill Sisk to our facilities. Bill, employed by Monroe County Community Mental Health Authority is our Recipient's Rights Officer. This is a second career for Bill who retired from 25 years of work as a Parole Officer.

"I enjoyed the work," he states. He saw many tragedies but worked with many people who used their negative situations to straighten out their lives. Bill counts teachers and

attorneys among the success stories of his past clients. When asked about dangers in his previous line of work, Bill says training on diffusing tense situations kept him safe. He highly recommends this type of training.

Bill is an extremely busy and committed man. He is Vice Chair of the Monroe County Commissioners, Co-Chair of the Monroe County Relay for Life, enjoys volunteer work with seniors, and does yard work and golf



to relax. He became more interested in mental health when he was appointed to the Monroe County Community Mental Health Board. He relinquished the position on the board to join the organization as an employee.

Bill married his high school sweetheart. They have two daughters in college and are presently adjusting to the empty nest. Bill says he can't wait to be a grandfather.

You can reach Bill regarding Recipient's Rights issues at (800) 866 - 7340. n

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# GRAPPEVINE

Volume II, Issue 4  
Winter, 2001

## LCMHA Staff Member Wins National Award

Our very own 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.

Jim relates that his boss and co-workers at Tecumseh Trolley went to quite a bit of trouble to submit the entry. The application is 10 pages long. They also managed to keep the secret of his nomination very well, even going so far as to tear the page with his name on it out of the program, so that Jim was literally astounded when he won.



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 him next summer; he often drives the Trolley at Relay for Life.

'Way to go, Jim! n

## Inside This Issue

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- n Phone Survey Results
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- n Provider Profile: Behavior Educators, Inc.
- n Disaster Response
- n Support Groups Are Available

## Helpful Websites

n **Fetal Alcohol Syndrome:**  
www.irsc.org/fas.htm

n **National Mental Health Association:**  
www.nmha.org

n **National Mental Health Consumer's Clearinghouse:**  
www.mhselfhelp.org

n **National Institute of Mental Health:**  
www.nimh.nih.gov

### How To Get What You Want and Need

*A Presentation by  
Dr. Sally Burton-Hoyle  
and Dohn Hoyle*

n Person Centered Planning  
n Community Mental Health  
n Managed Health Care

for  
People with Disabilities,  
their Families, & Friends

#### Join Us!

Tuesday, February 5, 2002  
12:30 - 3:00 p.m.  
Human Services Building  
1040 S. Winter St., Adrian  
River Raisin Room

Call LCMHA Customer  
Services to register  
(800) 664 - 5005

sponsored by LCMHA  
and its Consumer Advisory  
Committee

**No Charge for Admittance**

## A Word With The Director

**T**he more things change, the more they . . . change!"

At least, right now, that would seem to be a more appropriate idiom for the public mental health system in Michigan, and for the Community Mental Health Partnership of Southeast Michigan (our affiliation) in particular. As of this writing, two of our five partners (Shiawassee and Monroe Counties) are no longer members of our affiliation. Their departure was marked with controversy and probably that controversy is not yet over.

The Michigan Department of Community Health has issued the Implementation Guide for the Application for Participation (AFP) for Medicaid Specialty Supports and Services Contracts. This document was received after September 11th. Obviously, discussions concerning the development of a response have had to take something of a back seat as we all respond to the terrorist attacks which have captured our collective attention since that day.

Lenawee, Washtenaw, and



*Executive Director  
Roger Myers*

Livingston Community Mental Health Service Providers (CMHSPs) now make up the

affiliation. We continue to work with the "Hub Board", Washtenaw Community Health Organization (Washtenaw 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 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 promise not to lose sight of this mission. You can help by keeping us informed of your needs, the problems confronting our community, and your perception of our role in meeting those needs. We welcome your ideas. n

Are you interested in furthering your education?  
Customer Services has a new brochure available which provides information on Scholarships and Training.  
Call 517.263.8905

## Community Needs Assessment 2001

PART I

**R**ecently 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. n

## Customer Satisfaction Phone Survey

APRIL - JUNE, 2001

**O**ur 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. n

## Community Needs Assessment 2001

PART II

**A**s a second part of the Community Needs Assessment, a provider mailing was completed. Both satisfaction with LCMHA and unmet community needs from the provider's perspective were noted. Of 215 surveys sent to mental health, law enforcement, human services and medical providers 53 were returned for a response rate of 25%.

If our providers were giving us a letter grade we would receive a solid B. Overall, providers felt LCMHA was accessible, responsive and provided suitable resolution when contacted. Many positive comments were made about staff.

Physicians requested more follow up feedback and law enforcement expressed confusion about dealing with mentally ill consumers in jail. Some mental health providers, in relation to the jail diversion initiative, echoed this confusion.

When asked about what services needed to be increased or added, providers had many creative suggestions. Some suggestions, such as support groups and behavioral therapy options, reflected a gap in communication that

continues to be corrected. Supports that were requested by more than one respondent included increased respite, counseling to elderly homebound consumers, and more structured services for persons dually diagnosed with a mental illness and substance abuse problem. This is relatively new information and management team will be reviewing this data more closely in the near future.

Many thank-yous were received with one respondent saying, "Keep up the good work. Lenawee County is blessed by your efforts." n

## Why so many Surveys?

**A**t 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! n



## Asperger Syndrome

AUTISM SERIES

Lenawee County educators, agency partners, parents, and community members are invited to participate in the final session of a 3-part Autism Series presented by Dr. Mohammad Ghaziuddin of the University of Michigan.

The main objective of this presentation is to focus on the similarities and differences between Autism and Asperger Syndrome, as currently defined. Likely causes and consequences of the disorder will be discussed. The audience will gain an increased knowledge of the symptoms and signs of Asperger syndrome, including the common psychiatric conditions, such as ADHD and Depression, that occur in this disorder.

The presentation will be held December 5, 2001 from 4:15 - 6:30 p.m. at the L.I.S.D. Education Service Center, 4107 N. Adrian Highway, Adrian. Cost is \$10 for consortium school districts, LCMHA staff, and parents; \$20 non-consortium school districts and agencies.

The program is offered in partnership with the LCMHA and the L.I.S.D. Professional Development Center. n

## Interview: Neera Ghaziuddin, M.D.

CHILD AND ADOLESCENT PSYCHIATRIST,  
UNIVERSITY OF MICHIGAN

**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 one of 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

**L**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 staff has raised money for the relief effort, and continues to do so.

LCMHA and other mental health providers were asked

**What should concerned family members look for in order to help each other?**

*"People respond differently to trauma, even within the same family, responding to the same trauma. The very young and adolescents who are going through turmoil may respond differently than adults who are more experienced."*

*People should look for signs of impairment, inability to sleep, eat, or carry out normal functions. When these signs persist, professional help may be needed. Watch for signs of*

*excessive anger or threats, as these people may be at risk for acting out their angry thoughts."*

**What steps should be taken?**

*"Children are probably the most vulnerable at these times. Parents need to offer simple, supportive explanations and analogies. Many young children worry about their own safety and that of their family. Although adults may be unsure, it is probably best to offer firm assurance - referring to governmental actions and possibly having a safety plan in place that children are familiar with and capable of carrying out." n*



Kay Ross, Gratia Karmes, and Sharon Smith with a banner prepared by LCMHA staff.

*It reads: "Lenawee County Michigan Supports You". The banner now hangs on the*

*U.S.S. Hope in New York harbor as a symbol of support of our fellow countrymen.*

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.lcmha.org](http://www.lcmha.org) or you may call her at (517) 265 - 6976, ext. 289. n

## Provider Profile

**B**ehavior Educators, Inc. formally began in 1999 with a desire to provide "a goal oriented, individualized behavioral service" to families. Parental input is a strong value. At the time of its creation, LCMHA was making changes in its service delivery system. Jana Penrod, MS and Ruth Penrod (a retired elementary school teacher), saw an opportunity to create an agency to provide intensive home and community based behavioral and mentoring services to persons with developmental disabilities, children with emotional or behavioral

disturbances and their families, and persons with other high-risk diagnoses.

Although Behavior Educators, Inc. is a relatively new organization, Lenawee Community Mental Health Authority has been working with its director, Jana Penrod, for several years. Jana, a Behavior Psychologist, is extremely skilled at analyzing a situation and designing a step-by-step plan to bring about the desired behavior change. Through Behavior Educators, Inc., the additional support of

## Notable Quotes

*"He who hath compassion upon others receives compassion from Heaven."*  
- Talmud, Shabbat 151

*"Do not be overcome by evil, but overcome evil with good."*  
- the Apostle Paul, epistle to the Romans, 12:21

*"The merciful are shown mercy by the All-Merciful. Show mercy to those on earth, and God will show mercy to you."*  
- the Prophet Muhammad, 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 CMH 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

mentors to assist in the implementation of these plans is available. Plans are adjusted and adapted as needed with the consumer and family members learning to deal with situations so successfully that the mentors often work themselves out of an assignment. But you won't hear complaints. The folks at Behavior Educators, Inc. celebrate the successes and move on to new consumers, parents and families.

If you would like to learn more about Behavioral Psychology, Mentors, or Behavior Educators, Inc. your call would be welcome at (517) 264 - 1313. n

Lansing about preserving essential specialty 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! n

## 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 Newcastle upon Tyne 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. n

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

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

## Customer Services Update

- by Kay Ross

Recent months have been very busy working at the Lenawee County Fair, health fairs, community fairs, etc. Here's what's coming up in the next few months: I'm putting together an Inservice on ADHD. It's really in the beginning planning stages, but I hope to have it together for the first of the new year. Watch for more information on this.

I always enjoy hearing from you. If you have a particular area of interest and would like me to plan an inservice on that topic, give me a call. I might even put you to work helping me!

Several consumers have said they didn't know there was a place they could call with a problem or concern. I want everyone to know that if you have questions about your services, have concerns about the way you are being treated, have a complaint to make, or just have a general question, give me a call. I will help you find the answers you need. You can call me at (517) 263 - 8905. n

## Consumer Satisfaction Survey SPRING 2001

Lenawee 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. When responses were broken down by group, Guardians had some concerns regarding convenience of appointment times and their inclusion in planning. Consumers identified some concerns regarding person centered planning and Family Members had concerns regarding how special needs were met. No negative ratings were received regarding cultural sensitivity.

In response to this survey LCMHA has initiated Person/Family Centered

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. n

## 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 mother 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 raises 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 WrapAround and Support Coordination have been helpful as she struggles and succeeds in helping her family. This impressive woman never gives up !! n

## 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.  
Lenawee Community Mental Health Authority  
• 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**  
3rd 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. **OR** Every Thursday; 10:00-11:00 a.m.  
Catherine Cobb Domestic Violence Program  
• (517) 264 - 5733  
Childcare Provided

n **Autism Support Group for Parents**  
3rd Wednesday; 9:30-11:00a.m.  
Porter Education Center, Room 190A  
• LCMHA Cust. Svcs. (517) 263 - 8905 or (800) 664 - 5005

n **Parents of Persons With Special Needs**  
Every Monday; 9:30-11:00 a.m.  
Porter Education Center, Room 200  
• LCMHA Cust. Svcs. (517) 263 - 8905 or (800) 664 - 5005

n **Grandparents Raising Grandchildren**  
1st, 3rd, 4th Thursday; 5:30  
McKinley Elementary School  
• (517) 264 - 5320  
Childcare provided

n **Survivors of Suicide**  
Two Mondays per month  
Center for Trauma, Loss, and Transition  
• (517) 424 - 6033

n **Fetal Alcohol Syndrome/ Effects**  
(Support Group for Parents)  
2nd Tuesday; 7:00 p.m.  
Human Services Building, 2nd Floor, Demo Kitchen  
• LCMHA Cust. Svcs. (517) 263 - 8905 or (800) 664 - 5005  
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 **Young Partners Loss Support Group**  
3rd Tuesday; 5:15 p.m.  
Hospice of Lenawee  
• (517) 263 - 2323

n **Survivors of AIDS**  
2nd and 4th Monday  
Hospice of Lenawee  
• (517) 263 - 2323

n **Growing Through Grief**  
1st Thursday  
Hospice of Lenawee  
• (517) 263 - 2323

n **Parents Supporting Parents** (loss of a child through death)  
3rd Thursday  
Hospice of Lenawee  
• (517) 263 - 2323

n **Gathering of Women**  
3rd Thursday; 3:00 p.m.  
Hospice of Lenawee  
• (517) 263 - 2323

n **Alzheimer's Family and Caregiver Support Group**  
2nd Monday; 2:00 p.m.  
Human Services Building, River Raisin Room  
• Laurie (517) 264 - 5280

n **Arthritis and Fibromyalgia Support Group**  
Last Monday; 5:30 p.m.  
Carter Rehab Center, North  
• (517) 423 - 7722

n **Overeaters Anonymous**  
Every Thursday; 12:00 noon - 1:00 p.m. **OR** 7:00-8:00 p.m.  
Bixby Medical Center, Old Board Room  
• Carol (517) 263 - 8047

n **Alcoholics Anonymous**  
For meeting times and locations contact (517) 265 - 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.