



# NEW DIRECTIONS

"By, for, and about consumers of behavioral health services."

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## Walk a Mile in My Shoes Rally



**Photos above:** Club Cadillac displaying their signs during the rally and many of the NLCMH attendees on the capitol steps.

The weather was great for the rally which was a great improvement over the rain and cold in 2008. This year NLCMH attendees enjoyed a lunch on the lawn in front of the capitol. Many were able to chat or reconnect with consumers of different counties that they don't normally see. The rally drew about 2000 people, with representatives from 83 counties (NLCMH has 6) who carried their county flag to the capitol steps (many with helpers) and they made their statement for all to hear. This proved to be an empowering event for all, especially so for those who had never attended. The excitement of the day remained for many days. Below are the county statements.

**Crawford County** – In Crawford County, we don't want to have to "fail first" with the state's "preferred list" of drugs, before we can get approval to use the mental health prescriptions that we know work best. That's not the way to treat people. Let us recover, using the prescriptions we know work! Walk A Mile In My Shoes!

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**Grand Traverse County** – In Grand Traverse County, we are afraid that mental health budget cuts will be devastating for people who are already struggling. Cuts will add more barriers for people who need treatment. In these troubled times, please don't add to our challenges! We need all the help we can get! Walk A Mile In My Shoes!

**Leelanau County** – In Leelanau County, we believe that Insurance Parity must be extended to all of Michigan's workers. Taking no action is a statement against Michigan's small businesses: working for a small business in Michigan is currently an act of recklessness. Walk A Mile In My Shoes!

**Missaukee County** – In Missaukee County we think funding for healthcare is critical. Is it worth it to force people who are in pain to delay treatment -- and be on a waiting list -- in order to save some dollars? We know times are tough in Michigan, but please have a heart. Walk A Mile In My Shoes!

**Roscommon County** – In Roscommon County we think times are tough enough without even more budget cuts to CMH and other mental health programs. With a 100% cut to the Mental Health and Aging Project, staff will be cut, and people won't be able to get services. Walk A Mile In My Shoes!

**Wexford County** – In Wexford County we believe an ounce of prevention is worth a pound of cure. How can we cut the mental health budget at a time when more and more people are needing help? People will be forced to go to hospital emergency rooms and psychiatric units instead of getting the help they need. Walk A Mile In My Shoes!

## **CARF**

Northern Lakes CMH will be receiving its on-site survey with CARF June 17-19. The Services Management Network received its three-year CARF accreditation in January of 2008. Reviewers had many positive comments about other providers, staff and board and gave NLCMH an exemplary rating for the anti-stigma and recovery initiatives. The surveyor will be using the 2008 standards for their present visit. It is of note that the 2009 standards now include gentle teaching and behavioral interventions. These are both items addressed in the ARR (see article on page 3) and the Program Policy Guidelines (PPGs). These are part of the contract CMHs have with the MDCH (Michigan Department of Community Health). Below is some information on CARF, taken from their website at [www.carf.org](http://www.carf.org).

### **Article I. A hallmark of quality**

You may have seen a CARF accreditation certificate displayed proudly in an organization...  
You may have wondered what it means to you that the programs and services you use are CARF accredited...

#### **Section 1.01 What is CARF?**

Founded in 1966, CARF is a private, not-for-profit organization that promotes quality rehabilitation services. It does this by establishing standards of quality for organizations to use as guidelines in developing and offering their programs or services to consumers. CARF uses the standards to determine how well an organization is serving its consumers and how it can improve.

The CARF standards are developed with input from consumers, rehabilitation professionals, state and national organizations, and funders. Every year the standards are reviewed and new ones are developed to keep pace with changing conditions and current consumer needs.

#### **Section 1.02 What does it mean to be accredited?**

After an organization applies for accreditation of its services or programs, CARF sends professionals in the field to conduct an on-site survey to determine the degree to which the organization meets the standards. CARF surveyors also consult with staff members and offer suggestions for improving the quality of services.

CARF-accredited programs and services have demonstrated that they substantially meet internationally recognized standards. CARF accreditation means that you can be confident that an organization has made a commitment to continually enhance the quality of its services and programs, and its focus is on consumer satisfaction.

#### **Section 1.03 The benefits of accreditation to you, the consumer of services**

Choosing CARF-accredited programs and services gives you the assurance that:

- The programs or services actively involve consumers in selecting, planning, and using services.
- The organization's programs and services have met consumer-focused, state-of-the-art international standards of performance.

- These standards were developed with the involvement and input of consumers.
- The organization is focused on assisting each consumer in achieving his or her chosen goals and outcomes.

## **Article II. Consumer services**

**When the service or program you choose** is CARF-accredited, it means your provider has passed an in-depth review of its services. It is your assurance that the provider meets rigorous CARF guidelines for service and quality -- a qualified endorsement that your provider conforms to nationally and internationally recognized service standards and is focused on delivering the most favorable results for you.

### **ARR Application for Recommitment and Renewal**

Northern Lakes recently held forums in Traverse City, Cadillac and Grayling to get input from the participants concerning eleven topic areas as mandated by MDCH (Michigan Department of Community Health). These forums addressed: Partnering with stakeholders, Improving the Culture of the System of Care, Assuring Active Engagement, Supporting Maximum Consumer Choice and Control, Expanding Opportunity for Integrated Employment, Treatment for People in the Criminal Justice System, Assessing Needs and Managed Demand, Coordinating and Managing Care, Improving the Quality of Supports and Services, Developing and Maintaining a Competent Workforce and Achieving Administrative Efficiencies.

These topics were presented to others such as with the Provider Network.

The input given, both positive and areas of need, will be written up in a report for MDCH along with Quality Improvement Plans and an attestation of the type and diverse group of stakeholders, community members and providers that participated. There are many items which Northern Lakes is already addressing and other areas of weakness that will be worked on over the next five years. Northern Lakes has been moving forward continually in involving consumers and family members on its board and committees. They also have been addressing the Culture of the System of Care with the recovery initiatives and anti-stigma campaign and will continue to press forward in these areas as it takes time for change to occur. It is also known that they need to work on Expanding Opportunities for Integrated Employment for all populations served.

A report will be forthcoming to all of those who were involved and others interested after information is submitted to MDCH.

Prior to the forums Northern Lakes had to submit data for the PPGs, (Program Policy Guidelines) which covered: Design plans for achieving systems of care for children, Improved quality of life for persons with developmental disabilities, Implementation of the REE (Recovery Enhancing Environment) measure for adults with serious mental illness (the first of these has already occurred at Northern Lakes), and Improved access to self-determination and independent facilitation of person centered planning.

It was a very full day from 9:00am to 4:00pm with a working lunch and was kept to a strict schedule for participants to attend the areas that concerned them if unavailable to attend the full day. The feedback at the end of the forum on the day's agenda was quite positive and participants felt the experience was beneficial and worth the time they invested.

### **Learning Community**

There was a great deal of activity at the May learning community with visiting Occupational Therapist Sharon Studinger. Sharon had everyone moving to music and exercising without exertion. She used the "Lebed method" of therapeutic movement designed to assist people in getting through physical and mental challenges. People were able to do this sitting or standing and to the extent they felt comfortable. Many moved to the groove and certainly put out exertion at their level while others remained seated in their chair for various reasons. All enjoyed themselves and Sharon's upbeat attitude.

The "Recovery Newsletter" was unveiled and copies on the new annual report were available as well.

June Learning Communities had presentations about customer services, which included information on the member handbook that all receive at the time services are started for them, and offered again to them at their person centered planning meeting. Questions during the presentation concerning Psychiatric Advanced Directives, Recipient Rights, Crisis planning and many other items assisted in planning other Learning Community topics for the future. Great personal recovery stories and positive statements were shared with all.

## Recipient Rights Advisory Committee

The Recipient Rights Advisory committee presently has 2 openings. One of the openings is for Crawford/Roscommon County; the other is for Grand Traverse/Leelanau County. Each area has a designated number of seats to assure representation from all areas that Northern Lakes serves. If you are interested in more information, please contact the Rights Office, Customer Services, or Recovery Coordinator Mary Beth Evans through your local CMH office.

### SALVATION IN READING

The following was written by Myrtle May Thum Suden in June 2000. At the time, she was 80 and had been diagnosed with dementia. In trying to help her keep her memories and mind sharp, her daughter Carol looked for activities for her mom. One day, Carol read a woman's magazine that asked readers to write about what reading meant to them. She encouraged her mom to write down her thoughts. Here are what Myrtle's memories were of a lifetime of reading. We appreciate Carol sharing this with us:

"Reading was my salvation! As a child I was skinny. Skinny, skinny. My sister who was 5 years older was shaped so beautifully, nice chest, legs. Everyone admired her. Then me! My mother would make me tag along with my sister and I remember the giggles and whispers when my sister told them who I was.

I learned to read! That changed my life. I would sit on the front porch and read. Read on my lunch hour. I could forget the world around me and involve my world in the book. It wasn't until I was in my late teens that my body started to shape. Not a lot, but better.

One of my first jobs was in New York City. The commute took more than an hour, but I didn't mind. I had my books.

The years have passed. Now, I'm 80 and I sit in my recliner on the veranda and read! It was my salvation when I was young. It's my salvation in my old age."

### Electronic Distribution!

Receive *New Directions* through the email. If you would like to receive *New Directions* electronically please submit your email address to [Leslie.Sladek@nlcmh.org](mailto:Leslie.Sladek@nlcmh.org) writing "New Directions" in the subject line. Your address will be used solely for distribution of *New Directions*. It will not be shared or used for any other purpose.

### Contributions!

If you would like to contribute to *New Directions* please contact The Editor, Leslie Sladek, at 231 933-4907, or email [Leslie.Sladek@nlcmh.org](mailto:Leslie.Sladek@nlcmh.org).  
Contributing writers:

## Ongoing Events

If you know of other ongoing events that could help other consumers, please contact the Editor of *New Directions*.

### Recipient Rights Advisory Committee

June 2<sup>nd</sup> at 2:30 – 5:00pm in Traverse City with Video Conferencing available to Cadillac or Houghton Lake Upon request.

### CAC (Consumer Advocacy Council)

June 1<sup>st</sup> at 1:30pm in Traverse City with Video conferencing to Houghton Lake

### NLCMH Board

June 18<sup>th</sup> at 6:30pm meeting in the Cadillac office.

**Making a Difference** Consumer Event replacing Annual Conference (sponsored by the Northwest CMH Affiliation)

June 2<sup>nd</sup> in Traverse City  
June 9<sup>th</sup> in Cadillac

### CAC (Consumer Advocacy Council)

July 7<sup>th</sup> at 1:30pm in Traverse City with Video conferencing to Houghton Lake

### NLCMH Board

July 16<sup>th</sup> at 6:30pm meeting in the Grayling office.

### Michigan 12<sup>th</sup> Annual Consumer Conference

July 23<sup>rd</sup> 7:30- 4:00pm The Kellogg Center, MSU, Lansing. Registration forms and more information available in NLCMH lobbies or contact Customer Service

## LEARNING COMMUNITIES

**2<sup>nd</sup> Tuesday** – June 9 & July 14 from 12:30-2:30 pm in Houghton Lake

**2<sup>nd</sup> Wednesday** – June 10 & July 8 from 1-3:00 pm in Grayling

**2<sup>nd</sup> Friday** – June 12 & July 10 from 10-12:00noon in Cadillac

**3<sup>rd</sup> Tuesday** – June 16 & July 21 from 1-3:00 pm in Traverse City

### NLCMH Recovery Council

**June 26<sup>th</sup>** in Houghton Lake from 1-3:00pm

**July 24<sup>th</sup>** in Grayling from 1-3:00pm

*This Newsletter is produced with support from Northern Lakes Community Mental Health*