



# NEW DIRECTIONS

By, for and about consumers of behavioral health services

## Medicare Part D



For those who receive medications through Medicare Part D, changes are happening again this year. Some of you may have received letters in the mail informing you that you will be on a new plan. This new plan is randomly selected for you and may not be the best plan for you.

You can call the plan and make sure they cover your medications or you may use the MMAP (Medicare Medicaid Assistance Program) to assist you in comparing plan. To Contact MMAP call 1-800-803-7174 for help or your local Area Agency on Aging.

Enrollment is presently ongoing but ends December 7, 2011. If you are dual enrolled, having Medicaid you may change your plan throughout the year.

Protect yourself and avoid problems. If you were notified, check out your new plan to avoid problems or delays.

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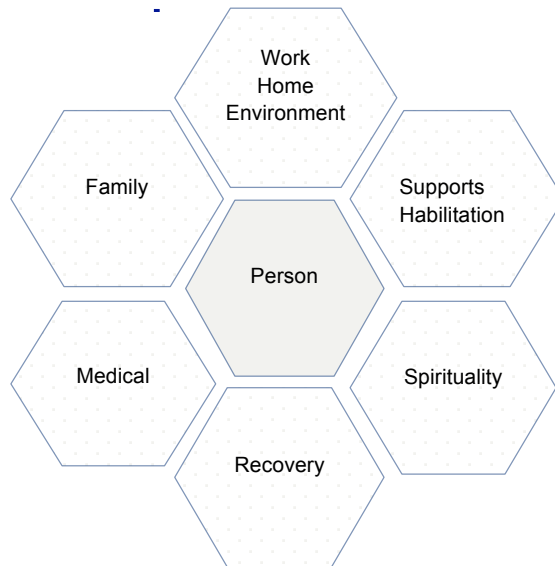
## Dual Eligibles & Integrated Care

What is Dual eligible? In this instance it refers to people who are eligible for both Medicare and Medicaid, who do not have a deductible (spend down) or only receive Medicaid assistance for Medicare premiums, "full benefits".

The goal of Integration:  
- Organized and coordinated service delivery system across all service domains.

- Seamless delivery of services
- Reduce fragmentation
- Reduce Barriers to home and community-based services
- Improved quality of services
- Keep it simple

What does integration mean to you?



#### ☐ Guiding Principles:

- ☐ Person-centered
- ☐ Self determination
- ☐ Array of Services appropriate to needs of beneficiary
- ☐ Accessible network of providers

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## Peer Support Specialist Recognized



Mini-Conferences are held monthly, rotating office locations. You're invited to sign up and attend! Look for registration fliers in the Recovery Towers of your local CMH office.

**Jan. 19 Traverse City**

**Feb. 16 Cadillac**

**Mar. 20 Houghton Lake**

**Conferences held from 10:00am – 3:00pm.**

Having worked at Northern Lakes CMH since Day 1, when North Central CMH and Great Lakes CMH merged together and became one on October 1, 2003, my position allowed me some time to travel to the other offices and meet others providing care for the people who live nearby.

At some point, I had heard of Ernie Reynolds, the founder of a drop-in center in Houghton Lake. I met him eventually, and was impressed with his attitude and drive to help someone each day. If he was going somewhere he would take another consumer with him, opening doors and providing opportunities for so many. Ernie jumped through many hoops yet still kept running.

Ernie is like the Energizer Bunny®. He presented in front of the board often, the voice of



the consumers and the drop-in. He has since (and before) assumed many roles on several committees and councils and became one of the first group of Peer Support Specialists certified, along with myself, Shannon Secord and Mary Beth Evans.

Ernie is a leader and advocate and continues to help someone every day.

On Friday, November 18, 2011 at the State Recovery Council Meeting, he was recognized for his service to the council from its beginning in 2006.

Ernie has been involved in a variety of areas with the council. He also was involved in developing the state's recently released Anti-Stigma Toolkit. The toolkit is being used to help staff understand and recognize ways that they may stigmatize the very people they are trying to help.

Ernie is leaving Northern Lakes soon, the exact date is unknown but he will be missed in so many people's lives. His voice will still speak out for his peers although it may be in different playing fields.

Ernie, thank you for all you taught me, for listening, sharing even if we didn't always agree. I think you should be recognized a few more times for all you do and have done.

Leslie Sladek CPSS

## Art of Recovery: The Human Journey Show 2011

Around 200 people attended the open house reception for Northern Lakes' 5th annual Art of Recovery show. It was a pleasant evening for those attending, mingling with others and meeting the artists. Everyone enjoyed the music provided from NLCMH staff and volunteers. Over 85 pieces of art were on exhibit through November.

The "Cast Aways," (pictured right) were donated to Northern Lakes as a fundraiser. They are made from broken liquor bottles as symbols of recovery from addiction. The Cast Aways creator will be leading a session to make these at our spring Mini-Conferences in April/May/June!

Postcards on display at the show will begin traveling around Northern Lakes CMH's six counties next month, visiting various libraries and other venues to raise awareness of mental health issues and recovery.



## Helping People: Challenges of Change

There are a few groups at Northern Lakes that are learning and doing some different things. Working to do the work in the best possible way for the people they work with. There are challenges with change for the employees of NLCMH, and the providers and organizations who contract with NLCMH. These challenges can often bring better outcomes for all parties involved; workers, client, family, community...

Much talk has surrounded the agency and Michigan with the buzzword "recovery". This word and the definition does not always fit the people or their life situation. There are also many new (to Michigan and Northern Lakes) Evidence Based Practices that are being implemented across the state. The NEW buzzword and a work group for that word is

the Culture of "**Gentleness**". This group held its first meeting on November 29.

One other group out there is the DD (Developmental Disabilities) Quality Council and Quality Initiatives.

The Specialized Residential (a sub-group of the Quality council, divided by who/how they serve clients) Quality Councils will meet in January. The focus of the meetings is on linking contract performance standards to quality and making them real with the providers. Providers were asked how they would know if the following indicators were met:

1. Culture of Gentleness
2. Home and Community based environment
3. Community Integration

Quality is the key measurement and changes within CMH have been

making changes to offer better quality services.

**More** on the Culture of **Gentleness** – The Centers for Positive Living were established in 2009 with the closing of the Mt. Pleasant Center, the last public institution to serve people with developmental disabilities. They took the **gentle** teaching concepts forward into the public mental health sector (in the community). They have assisted in training the staff/providers of the homes where these people would be moving to and also trained other people to spread the word on providing a gentle system of care.

The Center's activities focus on supporting relationships, building in safe, respectful and nurturing environments. The goal is to facilitate successful community living by validating each individual's humanity, offering an environment where the person

feels safe and builds connections to others.

The **Gentle** Teaching Philosophy is based on the work of Dr. John McGee. The core principles are based on a psychology of human interdependence. It asks care givers and care providers to look at themselves and their spirit of **gentleness** in order to find ways to express warmth and unconditional valuing towards those who are the most disenfranchised from family and community life. It views the caregiver role as critical and requires a deep commitment to personal, organizational and social change. We believe establishing a deep sense of community and companionship with those we serve to be the foundation to meaningful lives.

The Culture of **Gentleness** is what all people need and it is reaching beyond the focused audience to other areas of service providers at CMH.

NLCMH staff who serve individuals with Developmental Disabilities are meeting monthly to focus on improving our system. The main focus areas are:

- 1-Transition Planning (between systems and within our system)
- 2-Living Options – Housing
- 3-Community Activity and Supports
- 4-Employment Options
- 5-Self-Determination Culture of Gentleness

## "Small Changes, Big Differences"

The Northern Lakes DD Planning Group offered a free interactive workshop on Assistive Technology (AT) for Community Living in October, called "Small Changes, Big Differences". The workshop was offered in both Cadillac and Traverse City. Assistive Technology is anything that makes it easier for people with disabilities to do things that most people take for granted. Items such as: vibrating alarms, magnifiers, bathing and dressing devices, memory

helpers, cooking aides, and more. The workshop was presented by Michigan Disability Rights Coalition and supported by partner MARO\*, and Advanced Training Associates.

\*MARO –Removing Barriers to Community Access. The purpose of MARO is to minimize the impact of disability on our members.

MARO believes in:

The capability of every person

*Equal Access  
Unlimited opportunities & choices  
Integrity and stewardship  
Innovation  
The power of community*



## Action Groups/ Local Networks

### NEW DIRECTIONS

#### E-Mail:

[leslie.sladek@nlcmh.org](mailto:leslie.sladek@nlcmh.org)

We're on the Web!  
**SEE US AT:**

[www.northernlakescmh.org](http://www.northernlakescmh.org)

We take submissions for future newsletters. We also can email the newsletter directly to you.



### Northern Lakes CMH Board Meetings

Dec. 15, 2011 6:00pm  
Northern Lakes CMH  
105 Hall St. Traverse City

NORTHERN LAKES CMH  
105 HALL ST.  
TRAVERSE CITY, MI 49684  
[www.northernlakescmh.org](http://www.northernlakescmh.org)  
This newsletter is funded  
by Northern Lakes CMH

Please join us in making a difference, looking at recovery and how you can help change Northern Lakes.

### Northern Lakes Definition of Recovery:

*"Recovery is a personal journey of hope, purpose and growth. It is the process of setting our own directions in life. We accept the responsibilities of meeting challenges, using our abilities, strengths and determination."*

### Meeting Schedule:

Tuesday December 13

All meetings are from

10:00am – noon

Wednesday January 11

10:00am - noon

Underlined meetings are with Cadillac, Houghton Lake and Traverse City, meetings with

no underline are with Cadillac, Grayling and Traverse City.

In November, the group discussed ideas regarding the Action Groups' work and purpose. There are volunteer opportunities that vary in each community. Some of the areas in which consumers can volunteer presently are to be on committees and councils; there is also need for people to help reach out and remind people of upcoming meetings.

Many people have volunteered in helping prepare for a conference or greet people and help them register upon arriving at an event. Would you like to help with content for the NLCMH Recovery Blog, or how about

helping with ideas for content on the Lobby Monitors?

One of the benefits of being involved at CMH is that you get to meet people; consumers, community members and staff who want to help change CMH to a better place for recovery.

Attending groups, the Action Group or other groups offer you a chance to connect and be a part of the community, to be included and network with others who know resources that you may need. We all need each other, so please join us at the next Action Group meeting. For more information call your local office and ask for Mary Beth Evans or Customer Service – we'll be glad to give you more information.

## Integrated care continued...

- ❑ High quality supports and services have to be considered for the implementation of this new program.
- ❑ Information readily available and coordinated
- ❑ Performance monitoring of the system

Four work groups are working on areas of development to assist the state in developing this plan. They are: Care Coordination and Assessment, Education, Outreach and Enrollee Rights, Performance Measurement and Quality Management and Service Array and Provider Network.

Prior to the formation of work groups, interviews with stakeholders' were held; forums were held across the state and requests for input both online and in writing were made. All of this information is being considered and assisting the work groups and their discussion and recommendations for the state in this project.

Medicare (the federal government) has people to assist Michigan in this and the other 14 states who received funds to work on this project. Certain regulations within the Medicare and Medicaid systems with

have to be considered for the implementation of this new program.

This new Integration program will have to be approved by CMS (The Center for Medicare/Medicaid Services).

The workgroups have professionals in various provider areas, advocacy agency representatives, nonprofits and dual eligible representatives.

Input is still being accepted at [Integratedcare@michigan.gov](mailto:Integratedcare@michigan.gov). For more information the website will continue to be updated and it is: <https://janus.pscinc.com/dualeligibles/>

The goal of the Michigan Department of Community Health is to design an integrated care model that will simplify coverage for dually eligible beneficiaries while also increasing coordination among care providers. The MDCH views stakeholder input as crucial to the design of a model that will work in Michigan and is committed to the process outlined above to ensure that its plan reflects the needs and desires of those who are likely to be directly affected.<sup>1</sup>

<sup>1</sup> <https://janus.pscinc.com/dualeligibles/>