

CONSUMER ADVOCACY COUNCIL

Northern Lakes Community Mental Health
105 Hall Street
Roger Dunigan Conference Room (third floor)
Traverse City, Michigan

AGENDA

August 10, 2011

- 1:30 p.m. Welcome and Introductions
- 1:35 p.m. Public Comment/Advocacy Stories
- 1:40 p.m. Accept Meeting Minutes of July 13, 2011
- 1:45 p.m. Presentation by Department of Human Services (Steve Talarico)
- 2:15 p.m. Network Providers
- 2:25 p.m. Mini-Grant Application
- 2:35 p.m. CAC Assessment
- 2:45 p.m. Old Business
 - Update on Budget
 - Freedom to Work Amendment
 - RCF Meeting
- 2:55 p.m. Current Literature, Articles and Movies
- 3:00 p.m. New Business
- 3:05 p.m. Agenda Planning
 - NLCMH Strategic Plan
 - Dietician Services - September 2011
 - Disability Network
- 3:10 p.m. Public Comment
- 3:15 p.m. Meeting Evaluation/Adjourn

Enclosures: Consumer Advocacy Council Minutes 07/13/2011
Department of Human Services - Policy Change
CAC Assessment

Please call Greg Paffhouse (231-876-3200 or 231-935-3083) if you need transportation assistance; and contact Deb Lavender (231-935-3677) if you are unable to attend the meeting.

Effective October, 1, 2011, due to mandatory budget cuts, the Michigan Department of Community Health will implement revisions to the Home Help program.

To qualify for home help services, an individual must require assistance with at least one activity of daily living (ADL) assessed at a level 3 or greater. It is anticipated that 9,500 to 12,500 clients statewide who currently receive home help services will be impacted by this new policy.

The change in policy must be applied to any new cases opened **on or after** October 1, 2011, and to all ongoing cases **as of October 1, 2011**.

Assessment Required Before Closure

Clients currently receiving home help services must be assessed at the **next** face to face contact in the client's home to determine continued eligibility. If the worker has a face to face in the client's home prior to the next scheduled review/redetermination, an assessment of need must take place at that time.

Example: A face to face review was completed in August, 2011; the next scheduled review will be in February 2012. The worker meets with the client in their home for a provider interview in December, 2011. Previous assessments indicate the client only needing assistance with IADLs. A new assessment must be completed on this client.

If the assessment determines a need for an ADL (level 3 or greater) but these services are not paid for by the department or the client refuses to receive assistance, the client would **continue** to be eligible to receive IADL services.

If the client is receiving only IADL's and does **not** require assistance with at least one ADL, they no longer meet eligibility for the home help program and the case must be closed after proper notice has been sent (See below for negative action process).

Each month, beginning with October, clients with reviews due who only receive IADL services should take priority. A list identifying all clients who are only receiving IADL's will be created and available for each county via an Access report. The Access report will be sent in a separate alert in the near future.

Negative Action Notice

The adult services specialist must provide an advance negative action notice (DHS-1212) if the assessment determines the client is no longer eligible to receive services. The effective date of the negative action is 10 business days after the date the notice is mailed to the client.

Reason for termination of services should state:

New policy, effective October 1, 2011, by the Dept. of Community Health/Dept. of Human Services requires the need for hands on services of at least one ADL. The most recent assessment conducted at your last review did not identify a need for an ADL; therefore, you are no longer eligible for home help services.

Right to Appeal

Since the change in policy involves eligibility criteria, clients will be allowed to request a hearing if they disagree with the assessment. The worker should follow current hearing procedures. If the client requests a hearing within the 10 business days, **do not** proceed with the negative action until after the result of the hearing.

Explain to the client that if the department is upheld, recoupment must take place back to the negative action date if payments continue. Provide the client with an option of continuing payment or suspending payment until after the hearing decision is rendered.

If the client requests a hearing **after** the 10 day notice and case closure has occurred, do not reopen the case pending the hearing decision. If the department's action is reversed, the case will need to be reopened and payment reestablished. If the department's action is upheld, no further action is required.

DCH Bulletin

Clients/beneficiaries will be notified of this policy in writing by the Department of Community Health through a policy bulletin. DCH is required to provide this information 30 days prior to the effective date of the policy.



Surveyors Needed

Recovery Enhancing Environment (REE) Survey 2011

Northern Lakes is planning to re-administer the Recovery Enhancing Environment (REE) Survey the week of August 29, 2011 through September 2, 2011. The REE is a survey of adults with serious mental illness designed to identify the extent to which recovery-enhancing factors are present within mental health programs and the extent to which individuals receiving services report that they are experiencing recovery.

The surveyor positions are paid at \$7.40 per hour and will be required to travel to other Northern Lakes' locations. Some transportation will be provided by Northern Lakes and mileage will be reimbursed at .47 cents per mile for those using their own vehicle. Northern Lakes' office locations include Traverse City, Cadillac, Houghton Lake, and Grayling.

If you are a former or current recipient of services from Northern Lakes and would like to work as a surveyor, please contact Kevin Hartley, Quality Improvement Director at 231-935-4173 or email kevin.hartley@nlcmh.org.

RECOVERY SUPPORT GROUP

Journey

FOR **WELLNESS**
AND **HEALTH**

1st & 3rd **Mondays**
1-3:00 PM
(except holidays)

Led by Certified
Peer Support
Specialists

Christa 935-3958
Susan 935-3688

 **Northern Lakes**
COMMUNITY MENTAL HEALTH

www.northernlakescmh.org



MINI-CONFERENCE

TUESDAY • AUGUST 23 • 2011

10AM TO 3PM BOARD ROOM 3RD FLOOR

- 10:00-11:00 **Shake Hands With Confidence:** Demonstration and discussion for men and women on proper care of your fingernails – by Nail Technician Karen Vanderhorst of Pure Essence Salon
- 11:00-12:30 **Budgeting and Time Management:** Learn ways to take control of some important parts of your life, by Annie Campbell & Jessie Bachmann of Disability Network of Northern Michigan
- 12:30-1:15 **Delicious LUNCH** plus Networking Time
- 1:15 - 2:15 **You Can Make A Difference:** Learn of some opportunities to get involved in the community, including helping at this fall's United Way Day of Caring – by Susan McQuaid of United Way
- 2:15 - 2:30 **Mindfulness Practice:** – A special gift to ourselves; a group practice in enjoying this precious, present moment
- 2:30 - 3:00 **Stigma Busting:** A new state toolkit and opportunities to help change the world, by Cindy Petersen & Deb Freed of Northern Lakes CMH



You must return this form to reception by Friday, August 19, 2011 to save your spot and order lunch.

Yes, I plan to attend the Mini-Conference on Tuesday, Aug 23 and would like to have lunch!

Name _____

Phone Number _____

ACTION GROUP

FOR PEOPLE WHO WANT TO 'DO'

Consumers and staff come together
to offer opinions and assistance
on Recovery and Anti-Stigma.

Everyone welcome!



MONDAY

August 8

10AM TO NOON

Cadillac, Houghton Lake &
Traverse City Room 219
by Video

FRIDAY

Sept 9

10AM TO NOON

Cadillac, Grayling &
Traverse City Room 219
by Video