



Serving Crawford, Grand Traverse, Leelanau, Missaukee, Roscommon and Wexford Counties

## CONSUMER ADVOCACY COUNCIL

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

Administrative Office  
105 Hall Street, Suite A  
Traverse City MI 49684  
(231) 922-4850  
(231) 935-3871 TDD/TTY  
(231) 935-3082 FAX

527 Cobbs Street  
Cadillac MI 49601  
(231) 775-3463  
(231) 876-3281 TDD/TTY  
(231) 775-1692 FAX

2715 South Townline Road  
Houghton Lake MI 48629  
(989) 366-8550  
(231) 876-3281 TDD/TTY  
(989) 366-9420 FAX

204 Meadows Drive  
Grayling MI 49738  
(989) 348-8522  
(231) 876-3281 TDD/TTY  
(989) 348-6434 FAX

For information  
about our services  
call Alpha Center  
at 1-800-49-ALPHA  
or (231) 922-4850

After-Hours  
Crisis Intervention  
1-800-442-7315 TDD/TTY  
or (231) 922-4850

Northern Lakes Community Mental Health  
105 Hall Street, Third Floor Conference Room, Traverse City, Michigan  
**with Video Conference to**  
**2715 S. Townline Road, Houghton Lake, Michigan**

### AGENDA

March 9, 2011

- 1:30 p.m. Welcome and Introductions
- 1:35 p.m. Public Comment/Advocacy Stories
- 1:40 p.m. Accept Meeting Minutes of February 9, 2011
- 1:45 p.m. Presentation by Michigan Protection & Advocacy
- 2:10 p.m. Kandu Island Presentation
- 2:30 p.m. New Member Application/Introduction
- 2:40 p.m. CAC Assessment
- 2:50 p.m. Old Business
  - Update on Budget
  - Freedom to Work Amendment
  - RCF Meeting
- 3:00 p.m. Current Literature, Articles and Movies
- 3:05 p.m. New Business
- 3:10 p.m. Agenda Planning
  - NLCMH Strategic Plan
  - Network Provider
  - Presentation on Medicare - Lynn Ross - April
  -
- 3:15 p.m. Public Comment
- 3:20 p.m. Meeting Evaluation/Adjourn

Enclosures: Consumer Advocacy Council Minutes 02/9/2011  
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.

NLCMH Consumer Advocacy Council Annual Self-Assessment

Date Completed: 1-13-2010, 2-10-2010, 3-10-2010	Excellent	Satisfactory	Fair	Poor	Comments
<b>Vision and Mission</b>					
1. We have been successful in assisting NLCMH move toward its Vision – “Communities of informed caring people living and working together.”	X				Done an excellent job and brought in excellent speakers that have benefited everyone. The change that has happened and the things that have been done are outstanding. There was agreement that we constantly are looking at vision and mission for the CAC. Have interacted with people out in the community listening to what consumers want and ideas. Need everyone to get people to attend meetings or a specific presentation. Identified that there are other things occurring on the same date as meetings. Prioritize social issue marketing. Hold meetings in other locations.
2. We have been successful in helping NLCMH create a consumer-driven system of care, providing consumers informed choices and decision-making roles.	X	X			We are constantly bringing guests in to speak to answer questions that consumers want to know. People do not know about CAC and need to get our name out there to help empower the consumer. CAC members need to use the words “Consumer Advocacy Council”. Trying to find lots of opportunities for consumers to get involved and if there is an interest to get involved there is a number of things they can participate. As a future topic we may want to go over the different for which a consumer can become part of the process. Post a sign or brochure saying we need volunteers in specific areas (not done well or often enough). People need to be committed and identify interest. Expect attendance at meetings. Look at

NLCMH Consumer Advocacy Council Annual Self-Assessment

				engaging people more. Description or example of groups that are available. Help people feel valued or have a sense of belonging.
3. We have been successful in addressing our Vision – “We strive to build a community where the behavioral health needs of all persons are addressed with dignity and respect and that persons with behavioral health care needs and persons with developmental disabilities, work and learn with all members of a community without fear of discrimination, abuse or stigma.	X	X		That is the Consumer Advocacy Council vision. Read vision and mission at most meetings and is making people aware of our responsibilities. Need to have some sense of identity (stationary). Important to strive to have some sense of consumer identity. Must be an ongoing process or that we continually do. Need to have constant education of non-consumers (community or family members). In our educational efforts we need to look at how to help consumers address family stigma issues (materials or resources we can provide).
4. We have been successful in addressing our Mission – “Our mission is to promote advocacy of the development, implementation and review of the accessibility to the highest quality of public behavioral health care programs and services which promotes recovery, resilience and hope to be delivered to any person who needs such services.”	X	X		Higher quality of public behavioral health care programs. Done a good job with what we have and can always get better. Also will be effected by the budget. Groups will become more important. Better results with groups. Have also heard the other way around. Strengths and weaknesses of both methodologies and people must have choices. How do we help people know more about the services that are provided. Support groups and treatment groups, etc.
<b>Meetings and Decision Making</b>				
5. CAC has met on a formal, on going basis according to its schedule.	X			Done really well with attendance, much improved and still striving towards better attendance.
6. The CAC has used the consensus model of decision-making processing as the basis for actions, recommendations and reports generated by the CAC.	X			Everyone feels they can contribute and be a part of the process.
7. The CAC shall be responsible for the planning, implementation and review of quarterly Open Stakeholder meetings hosted in various cities	X	X		Open Forums – stakeholders comes out of the by-laws which is broader than consumers such

NLCMH Consumer Advocacy Council Annual Self-Assessment

and towns of the service region of NLCMH.				as family members or community. Did not do regular forums but did do the candidate forums which was open to the community. Also did the BATA presentation. Be innovative to engage people. May want to add to a future agenda for future growth. Possibly bring individuals in to talk again about housing, employment, etc. Might be of interest to discuss feedback given from the blueprint meetings.
<b>Purpose</b>				
8. The purpose of the CAC is to help create a consumer-driven system of care which gives consumers informed choices and decision-making roles.	X			CAC has tried to help people advocate for themselves and have identified situations or issues. Need to do continually.
9. Advise and assist, in a meaningful and valued role, NLCMH and its network providers in designing, implementing and reviewing mental health, behavioral health, developmental disabilities and substance abuse treatment policies, procedures, practices and programs for consumers that are consistent with the mission and core values of NLCMH and its network providers		X		Given information. Identify Network Providers and provide information. Identify what more we want to do. Need to find out who the providers are and what they are doing (in all of our catchment area). Incorporate into agenda.
10. Support and monitor implementation of person-centered planning, self-determination, promotion of recovery and family-centered services to ensure consumers are being empowered to guide their own services and support tools	X			CAC has done a good job but need to do better and continue to grow.
<b>Roles – The CAC may:</b>				
11. Receive, review and make recommendations regarding the aggregated consumer satisfaction survey results.	-	-		Surveys could be built into the schedule. Awareness that one is being completed and willingness to review and see the results.
12. Receive, review and make recommendations regarding outcome evaluation measures and results.				Surveys could be built into the schedule. Awareness that one is being completed and willingness to review and see the results.
13. Receive, review and make recommendations regarding the aggregated grievance and appeal(s) results.				Possible agenda topics and could be shared. Find ways to add to the agenda.
14. Receive, review and make recommendations regarding the status of recipient rights protection				Potential agenda topics and could be shared. Find ways to add to the agenda.
15. Receive, review and make recommendations regarding persons requesting services who have been referred to another provider.				Potential agenda topics and could be shared. Find ways to add to the agenda.
16. Receive, review and make recommendations on information provided				Potential agenda topics and could be shared.

**NLCMH Consumer Advocacy Council Annual Self-Assessment**

by consumers serving in Customer Services positions within NLCMH.					Find ways to add to the agenda.
17. Receive, review and make recommendations regarding the information received from contract providers of NLCMH.					Potential agenda topics and could be shared. Find ways to add to the agenda.
18. Design, implement and review quarterly Open Stakeholder Meetings hosted in the various cities and towns of the service region.					
19. Receive, review and make recommendations regarding the development of NLCMH's strategic/long-term plan					
20. Communicate on a semi-annual basis with the Quality Assurance and Performance Improvement Committee to facilitate communication between the two groups.					
21. Communicate once a year with the Board of Directors of NLCMH in order to present an Annual Report, summarizing their activity and recommendations.					
22. Represent NLCMH on Northwest Michigan CMH Affiliation committee(s).					
23. Serve as an Appeals Committee, if so designated.					
24. Serve as a voice of consumer advocacy to other local, regional, state and national groups, bodies and legislatures.					

Recommendations for CAC Improvement:

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Northwest Community Mental  
Health Affiliation

Annual Regional Consumer Conference

**How a Bill  
Becomes a Law**

Advocacy

**Government  
101**

**COME LEARN MORE !!!**



**When: Wednesday, April 27th  
10:30 AM — 3:00 PM**

**Where: Ludington Area Center  
for the Arts  
Ludington, Michigan**

**Look for Registration Forms in your local office!!  
This a consumer led program!!**



**Northwest  
COMMUNITY  
MENTAL HEALTH  
Affiliation**



**“Learn & Lead to Succeed”**

**10<sup>th</sup> Annual Conference for, by and about Consumers  
Wednesday, April 27, 2011**

**Ludington Area Center for the Arts  
107 South Harrison Street, Ludington, Michigan 49431**

**2011 Registration Form**

*Please print*

**YOUR NAME:** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_

**CMH OFFICE SITE:** \_\_\_\_\_

- Conference registration deadline is **Friday, April 15, 2011**
- Conference runs from 10:30 a.m. – 3:00 p.m.
- Conference is **FREE**, includes continental breakfast and lunch

**Topics include:**

**“Government 101”**

**“How a Bill Becomes a Law”**

**“Advocacy 101”**

**“Time Management”**

**Conference Registration may be dropped off or mailed to your CMH:**

Northern Lakes CMH  
Rosemary Rokita  
527 Cobbs Street  
Cadillac MI 49601  
1-800-337-8598

Northern Lakes CMH  
Cindy Petersen  
105 Hall St, Suite A  
Traverse City, MI 49684  
231-935-3099

West Michigan CMH  
Karen Hobart  
920 Diana St  
Ludington, MI 49431  
800-992-2061

Registration may also be faxed to 231-845-7095.

- I need a helper for my meals
- I need special accommodations and they are: \_\_\_\_\_



# Tuesday, May 11, 2011

## Capitol Building, Lansing

**Consumers from each of Michigan's 83 counties are walking a "symbolic mile" (about a quarter of a block) at our state capitol to promote May as Mental Health Month and to raise awareness of mental illness and developmental disabilities issues.**



Northern Lakes CMH will be transporting one (1) County Representative and one (1) Flag Bearer from each of its six counties to the rally (2 people from each county). We will leave in the morning and return the same day. Preference will be given to those who have not attended the Walk Rally in the past. If interest exceeds space, participants will be determined by drawing. If you are interested in representing your county by making a statement on the Capitol steps, or being your county's flag bearer, **please fill out the form below and give it to the CMH receptionist or Cindy Petersen BY APRIL 15.**

You can also call Cindy at 935-3099.

Yes, I am interested in being my County's Representative and making a statement at the rally.

Yes, I am interested in being my County's Flag Bearer.

I have  or have not  attended the Walk Rally in the past (please check one).

Name \_\_\_\_\_ Phone Number \_\_\_\_\_

My County is \_\_\_\_\_.

If selected I'd like my statement to be provided to me \_\_\_\_\_ or I have an idea of what I would like to say:

## Regional Consumer Forum Minutes

February 17, 2011

10:00 AM – 12:10 PM

### Present via videoconference:

*Cadillac Office:* - Frank T., Judi H, Rosemary R., and Dave B.

*Ludington Office:* Diane B., Loretta, M., Lisa H., Michele C., and Karen H.

*Traverse City Office:* David G., Deb F., Leslie S.

*Excused:* Lucinda S., Mary B.

### Welcome - Rosemary

- Loretta is joining for her first RCF meeting. She attended the orientation training held in November in Cadillac and agreed to participate to represent the children with a mental illness and developmental disability.
- Lisa has shifted to the Quality Director position for the affiliation as Dave transitioned. In addition, to the PIHP role, she is also the Deputy Director of Service Enhancement at West Michigan CMH. Lisa will be reporting to RCF update on the quality activities of the affiliation.
- Dave is transitioning into his role as the Chief Managed Care Officer that Bill S. had in the past. During his transition, he is also assisting with the new employee hired to take his former performance improvement role at NLCMH.

### RCF Training – November 2010 Input

- Rosemary shared that the training evaluations relayed 95% satisfaction from those in attendance from the survey.
- RCF members were asked to share what they viewed as the best part of the training. RCF members shared they liked the history piece, they were happy to have a face to face meeting vs. videoconference and the opportunity to learn more about each other.

**Agenda Review** –The QOC update will be moved up in the meeting following the Affiliation update.

### Affiliation Updates– Dave Branding

- Federal level - The most recent focus is on health care “entitlement” spending, i.e. – Medicaid specialty services is one type of entitlement. One of the areas to look at in the future is ways to reduce the cost and/or reduce the increases in use. In Michigan alone, the increase is 7.8% per year across all Medicaid services.
- State level - Governor Snyder took over and at the Department of Community Health we now have a new Director, Olga Dazzo. Dave met and heard her speak at the Board Conference this week. Dave shared that Ms. Dazzo is appreciative of CMH and the work that CMH’s do. Her past experience is working extensively in health plans (CMH has a Medicaid health plan). She knows about Michigan’s tough economic times and expressed that we are going to have to change again, be innovative, and work together. Changing budgets will affect the mental health system and we expect to learn more from the Governor’s speech that is scheduled for tonight.
- Affiliation – Dave shared the following updates
  - Transitions – Lisa H. moving into the Quality Oversight role for the affiliation;
  - Utilization Management Group – This group is working on a project to determine service eligibility across 9 counties. A workgroup among the two CMH’s will be formed to complete this task. Dave explained that this will help define the highest quality of service, and equally, across the affiliation. In addition, the workgroup will evaluate what isn’t working well to discontinue. The first meeting is next month.
- Self-Determination –

- Self determination (SD) arrangements across the affiliation has increased from 22 (six months ago) to 27 (at present). SD is an example of an innovative way to get services.
- Self determination allows individuals to have the ability to make choices for services needed through the person centered planning process that identifies a cost for services but the individual is in charge to purchase / choose their own services.
- Frank shared the benefits he has experienced by using self determination for his services from Northern Lakes CMH.
- Managed Care Advisory Council – Dave will share his monthly update via email to RCF members vs. the update provided at this Council that meets quarterly.

#### Quality Oversight Committee Update – Lisa Hotovy

- Lisa had one comment regarding the appointment of Olga Dazzo. Olga has a family member with a mental illness and a developmental disability. She understands how the system can work for people.
- The PIHP Program Plan was approved by the Northern Lakes board. This plan includes studying two mandated projects as required by our contract and any special projects the PIHP chooses. The special project for the PIHP this fiscal year includes the assessing the satisfaction of people that leave services. Of the two mandated projects, DCH assigns one to all PIHPs across the state and then the PIHP selects another.
  - First Project (*that was assigned*) – This project is targeted at increasing the proportion of adults currently in services to peer services and will be reviewed by the external group.
    - Target Goal --- to increase the proportion by 20% for this fiscal year (which leaves only 6 months)
  - Second Project (*PIHP choice – selected in QOC*) – This project is focused on improving integration with primary care physicians and behavioral health services.
    - Outcomes the PIHP hopes to accomplish is to develop stronger relationships, shared information, and a person centered plan that also includes health care goals.
    - In addition, the PIHP hopes to improve coordination and collaboration between the primary care physician and behavioral health services. Research shows that more coordination will show better health for individuals. The focus is on “total healthcare”
  - It should be noted that consumers were involved in the subgroup that developed these plans from both WCMH and NLCMH.

#### Local Consumer Meeting Updates

- West Michigan CMH - Diane reported that the Annual Re-orientation is scheduled for March 9<sup>th</sup>. The Policy and Public Education Committee packets continue to be mailed to legislators on a monthly basis. This committee also has consumer participation from the CAP. CAP members follow up by phone to each of the legislators to confirm the packets were received and to allow the opportunity to request more information. In March, to promote DD awareness, CAP members with other invited consumers will be volunteering at a food distribution venue. Also the CAP is planning for May awareness activities.
- Northern Lakes CMH - Frank prepared written report in which Judy shared with the RCF. The state budget has been an ongoing discussion at the CAC. Recently two new members joined the committee and they areas still seeking one more. Discussion also occurred on the local and national events of recent shootings, the stigma, and how people might be falling through the cracks. Staff members and CAC members attended a presentation by PATH (Personal Action To Health) to address some issues in the person centered planning process at NL.
- Recipient Rights – In Lucinda’s absence, Diane shared her report about the recent Right Conference they both attended in October. Information about trauma therapy was presented and an individual shared her story about how this therapy was beneficial in her recover. The focus of the therapy is about seeing the trauma alone and not associating the person with the trauma.

## **PIHP Activity**

- **Improving Practices Leadership Team (IPLT) Video – Deb Freed**
  - Deb shared the project details of the video that is going to be made as a result of the PIHP receiving a block grant. The video will include from both a consumer and staff perspective an explanation of what some of the evidence based practices are. The evidence based practices the workgroup identified to be included in this video are the following: Assertive Community Treatment (ACT), Cognitive Behavioral Therapy (CBT), Dialectical Behavior Therapy (DBT), Family Psycho-education (FPE), Integrated Dual Diagnosis Treatment (IDDT), Parent Management Training (PMTO), and Trauma Cognitive Behavioral Therapy.
  - There are staff from each of the CMH who have been identified as “Content Experts”. They will summarize the main points to review in the video and will be working to find consumers to share their experiences either by video or voice. The videographer will be looking to start recording this summer.
  - The video will be used primarily in the CMH lobbies for individuals to hear about evidenced based practices and hear it from a consumer perspective vs. a clinician. It may also be used for community education and/or for clinicians with an individual consumer.
- **Consumer Member Handbook**
  - In the past NL and WM had 2 handbooks. During a recent review DCH requested a PIHP handbook that is for the affiliation.
  - One RCF member from WM and one from NL volunteered to review the handbook and meet with the workgroup to provide feedback. The RCF volunteers were Loretta and Dave G. Rosemary will provide a draft with the highlighted areas to review as well as set up a phone meeting time to review the feedback.
  - RCF members provided feedback on the draft cover designs and the naming of the handbook.
- **Regional Consumer Conference – A “save the date” flyer was distributed to members. The conference is scheduled for April 27<sup>th</sup> in Ludington. The focus of the conference will be on Advocacy, Government, and How a bill become a law review. Look for registration forms in your office lobbies!! Hope to see you there!**
  - Frank volunteered to assist in any contact or information with Michigan Protection & Advocacy as he is a board member for that organization.
- **Walk A Mile Rally – Lansing, MI --- May 11<sup>th</sup>**
  - For those interested in attending, contact your local CMH.
  - There is an opportunity for consumers to write statements for other counties. If you are interested, please contact Deb Freed and submissions are due by April 1<sup>st</sup>.

## **Consumer Involvement Plan (CIP) -**

- *Time did not allow for these items to be discussed and will be on the May agenda*

## **Regional Customer Service Committee Update –**

- *Time did not allow for these items to be discussed and will be on the May agenda*

## **Meeting Evaluation –**

- Members agreed the meeting was useful and meaningful, indicated that things were getting better about the receiving and understanding the information provided, agreed that they understand Customer Service activities and indicated they were still learning in understanding the delivery of supports and services.

**Meeting was adjourned at 12:10 PM**

**Respectfully submitted by Karen Hobart**