

# *Lighting the Way*

A publication of Monroe Community Mental Health Authority



March 2021

## From the Director's Desk

Happy 2021! While 2020 felt like it lasted forever, 2021 feels like it is flying by!

The last year brought a number of changes to MCMHA! As you know, the COVID-19 pandemic forced many of us to stay home. For nearly a year now, our main building has been closed to most appointments and most of our services have been delivered “virtually” via an electronic platform. As you will read later in the newsletter, MCMHA recently transitioned to a new communications provider, 8x8, that will make our electronic service delivery even easier and more efficient. Last year we surveyed a number of folks who were getting electronic services. Most people who responded said they were getting used to receiving their services “virtually” and would consider continuing that way even when COVID is no longer a factor. While we have been fortunate to have access to technology that has allowed us to continue to “see” people, even when we couldn’t actually get together, we are looking forward to being able to reopen as soon as it is safe to do so. It is important that you know that, while virtual contacts are preferred as a way to minimize exposure for those we serve who are doing well, in person contacts can and do happen for those who need to be seen in person. If you are not doing well or have another reason why you need to be seen in person, please let us know!

One factor that will make returning to more “in-person” contacts is the availability of the COVID-19 vaccine. As essential workers, MCMHA staff have been offered the vaccine. We are also working with our local health department to assure that our direct care workers and the residents of our group homes and Community Living Supports sites have access to the vaccine. We encourage everyone who is able to access the vaccine to contact the Health Department and register!

Currently we have some of our site based skill building programs open at reduced capacity. We hope to reopen our Crossroads Clubhouse at a reduced capacity very soon. When we do, we will be operating out of a new building in Monroe. The Benesh Building, on Monroe St. which also houses River Raisin Dance Studios and MPact Station is the new home of our clubhouse, as well as the future home of other programs and services. As we look to reopen fully, MCMHA will continue to follow the advice of the Michigan Department of Health and Human Services.

Finally, as you read through this newsletter you will see that MCMHA staff spent some time last year developing a set of core values. The person who assisted our teams in developing these values defined core values as “the non-negotiable guardrails” that assist us in all areas of how we work and interact with one another. Our teams determined that Compassion, Authenticity, Trust, and Accountability were the values that were most important and best defined how we aspire to work, to lead, to interact, and to serve. When you are able to come into the building you may see these values displayed. More than that, though, we hope that you recognize these values in the way you feel and in the way you are treated!

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Lisa Jennings, LMSW

Executive Director

## Rights Corner



The Rights Office wants

you to know...

Did you know?

According to the Michigan Mental Health Code, a recipient, their guardian, or the parent of a minor child has the right to challenge the accuracy, completeness, timeliness or relevance of factual information in the recipient's CMH clinical record.

The person can insert into the record a statement correcting or amending the information at issue, and this statement becomes part of the record.

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If you have any questions about this tip or any other rights issue, please contact the Rights Officer of the Day.

Here's how to reach us:

**Monroe Community Mental Health Authority**

Rights Officers: Shelley L. Koyl and Coy Hernandez

1001. S. Raisinville Road

Monroe, MI 48161

(734) 243-7340

*\*For hearing impaired access through the Michigan Relay Center call (800) 649-3777.*



**8x8**

For almost a year now, since the beginning of the COVID-19 pandemic, Monroe Community Mental Health Authority has been delivering most of our clinical services through an electronic platform. For most of this year we have used a service called Zoom to have a “virtual” contact with you.

As part of an upgrade to our electronic communications systems, we have contracted with a company named 8x8. This new service allows us to now hold our virtual contacts through their secure video conferencing platform, 8x8 Meet, which is very similar to Zoom.

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If you are meeting your case manager or prescriber “virtually” (by phone/laptop/tablet) you will receive a meeting link either in an email or text message. You will then click on the link to join the meeting. Once you click on the link, you will see a disclaimer, click “continue”. At the next screen, you can mute/unmute your microphone, turn your video on or off. Then click, “join meeting.”

If you do not have the app, you can open the link in your browser. If you decide to open the meeting in your browser, click “Launch in web” button. You will then see a screen where you can enter your name and “join meeting.”

If you have any questions about this new system or how to use it, please contact Customer Services at (734) 384-8780.

# Thank You!

To those of you that participated in the  
2020 Recovery Self-Assessment (RSA) Survey!

This RSA survey is intended for clients to measure how much programs are using recovery-oriented practices. The survey contains very specific questions to help program staff, people in recovery, and significant others to identify practices in their mental health and substance abuse treatment agency that help or do not help in your recovery.

MCMHA has been participating in the RSA Survey for 5 consecutive years, with 2020 having the most participants from MCMHA, totaling 155 participants!

The survey measures the client, provider, and administrator perspectives regarding how well MCMHA and Monroe County SUD Provider Agencies deliver recovery focused services. Six domains are measured, including:

- - Life Goals
  - Involvement
  - Diversity of Treatment Options
  - Choice
  - Individually Tailored Services, and
  - Inviting Space
- The results of the survey assist in informing our practices are used to improve the experiences of our clients.

Based on the responses from the 2020 Survey, our primary focus area for 2021 are to:  
Increase client involvement in helping MCMHA Staff with the development of new groups, programs, or services\*

Encourage attendance and participation in agency advisory boards  
Increase linkage to peers and people in recovery who can serve as role models and mentors

\*If you have ideas for new groups, programs, or services, please contact Bridgitte Gates at 734-384-8780 to share your ideas!!

**You're Invited.....**

**To Become a Member of one of MCMHA's  
Performance Improvement Committees!**

*MCMHA has multiple committee opportunities that focus on improving our practices to better serve you and our community.*

**Citizens Advisory Council**

*Committee Purpose:* Review and develop policies and procedures related to anti-stigma and advocacy efforts and sharing of local knowledge. Advocacy and Legislative outreach.

*Meeting Dates:* 2nd Tuesday of each month from 1 - 2:30 p.m.

**Care, Treatment, and Services Committee**

*Committee Purpose:* Review MCMHA clinical performance improvement activities, systemic areas of clinical improvement, and compliance standards for The Joint Commission, MDHHS, Regional and Local Policies.

*Meeting Dates:* 4<sup>th</sup> Tuesday of every month from 1 - 2:30pm

**MCMHA Board Meetings**

You are also welcome to attend the MCMHA Board Meetings on the 4<sup>th</sup> Wednesday of every month.

Board Meetings are currently call in only due to COVID-19.

To attend please call: (929) 205-6099

*(This is not a toll free number, standard charges will apply according to your phone service carrier)*

Meeting ID: 954 5153 4313 #

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If you are interested in joining one of our committees or for more information, please contact:

Bridgitte Gates, Customer Services Manager  
Phone: 734-384-8780



**Are you having difficulty  
participating in your services  
through telehealth?**

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We may be able to help!  
Contact your assigned  
case manager for more  
information!

## **Congratulations to the following consumers for completion of the Transitional Employment training.**

It is with great honor that Crossroads Clubhouse would like to congratulate Dan and Becky for completing their nine month Transitional Employment positions through the Clubhouse employment program.

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After successful training from the Clubhouse Transitional Employment placement managers, Dan and Becky committed their time and hard work to local employers within the community.

Dan and Becky exemplified the Clubhouse model with their dedication to the Transitional Employment program.

Congratulations again to Dan and Becky on their accomplishment.

Crossroads Clubhouse staff wishes continued success to Dan and Becky with their future employment endeavors.

Crossroads Clubhouse sincerely thanks Holiday Inn Express and Sodexo to their partnership with Crossroads Clubhouse unique employment program.

# Monroe County Health Department COVID-19 Vaccine Registration Update



**MCHD is now offering an online vaccine preregistration form for individuals 65+ and eligible essential workers**

## Here's how it works:

**1 Eligible individuals can complete the preregistration form online at [www.healthymonroecounty.com/covidvaccine](http://www.healthymonroecounty.com/covidvaccine)**

- Every eligible individual in your household or business needs to complete a separate form; only complete this form ONCE per individual
- Please reach out to any loved ones or neighbors with limited access to technology who may need assistance with completing the form online; individuals without technology access may call 734-240-7836 for help

**2 Your contact information will be reviewed and, if you are eligible under Michigan's current vaccination groups, you will be added to a list of individuals interested in receiving the vaccine through MCHD**

- Currently eligible groups include: individuals ages 65+, frontline healthcare workers, K-12 and childcare teachers and staff, first responders, corrections workers, and shelter and CPS staff
- For additional information on eligibility, please visit our website

**3 Once we receive more vaccine supply and additional appointments become available, we will directly contact individuals on the list to schedule vaccination appointments**

**Please be patient - Due to limited vaccine supply and high community demand, it may be weeks to months before you are contacted to schedule an appointment**

**Completing this preregistration form is NOT AN APPOINTMENT CONFIRMATION. No one who shows up at a vaccine clinic without a confirmed appointment scheduled with MCHD will receive a vaccine, even if they have completed the preregistration form.**



**For more information and to complete the preregistration form, visit [www.healthymonroecounty.com/covidvaccine](http://www.healthymonroecounty.com/covidvaccine)**

## Consumer Recovery Story

CP came in to CMH for services two years ago. He had been struggling, since the age of 13, with increasing dependence on alcohol. “It started getting to be the thing I would look forward to all day, going to the park after school and drinking with the older kids...we’d even go in the morning before school sometimes.” CP began losing the people in his life and the possessions he had acquired to decisions made or things left undone as a result of his drinking. “It got so bad...I was evicted finally...and I was seeing things and hearing things...I was just losing my mind. I got so skinny, I wasn’t eating.”

Eventually, CP was picked up by law enforcement, who fortunately had the compassion to see that CP needed treatment for substance abuse as well as his mental health. He was released to Fairview and began receiving services with Monroe Community Mental Health Authority. CP was suffering from extreme depression, hopelessness, inability to tend to his personal hygiene, extreme cognitive decline. At this time, there was talk among his providers that CP would need placement in a nursing home to address the severity of his needs. CP had never been treated for mental health issues and was diagnosed with Bipolar disorder, began treatment with medication and case management services.

Two years later, CP maintains his sobriety. He had a heart stint one year ago and has kicked a 40 year smoking habit, entering into 4 months of non-smoking. CP has begun playing his guitar again, writer his own music, enjoying foods and smells he had not experienced in decades. His guardian and staff believe he will be more than capable of getting a home of his own someday soon. He has found some healing in relationships long lost to his drinking. “I talked to my sister I haven’t heard from in years...she couldn’t believe I quit drinking. We had a really good conversation, we used to be so close.” CP says, “I haven’t felt this young in years. I can walk now and it doesn’t hurt, I’m not even coughing anymore...I’d like to get a dog someday.”

Today, CP reports no depression or anxiety, great insight into his addiction, mental health, potential triggers...but most importantly, he has found a new lease on life and a hope and dreams for his future that he once thought, as had many people in his life, that would not be possible for him.

MONROE CMHA has recently created Core Values that we feel best defines the agency and would like to work implement in order at to lead, interact and serve our consumers, families, guardians and community.

If you ever feel that we are not providing these values to you or your loved one, please feel free to contact Customer Services at 734-384-8780.

### **CORE VALUES:**

***Compassion:*** Demonstrating kindness, care, consideration, and the willingness to help others.

***Authenticity:*** Operating in a transparent, consistent, and genuine manner.

***Trust:*** Assuring confidence in the reliability, truth, and certainty among ourselves and our community.

***Accountability:*** Taking responsibility and ownership for ourselves and how our actions impact others.