

## Recipient Rights: Did you know?

Per the Michigan Mental Health Code, a person centered planning process must be used to develop a written Individual Plan of Service (IPOS) for each consumer and a preliminary plan must be developed within 7 days of the start of services.

The IPOS (also known as a treatment plan) must establish meaningful and measurable goals. The plan should address, as either desired or required by the consumer/guardian, the consumer's need for food, shelter, clothing, health care, employment opportunities, educational opportunities, legal services, transportation, and recreation. The plan must be kept current, updated yearly and modified anytime there's a significant change.

If a consumer/guardian is not satisfied with the IPOS, they may request the plan be reviewed and this must occur within 30 days.

If you have questions or would like further information, please contact the Rights Office at 734-243-7340.

By: Shelley Koyl, LMSW  
Recipient Rights Officer



# Lighting the Way

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March 2024

Happy Spring!

In the last six months, Monroe CMHA (MCMHA) has been hard at work implementing our Certified Community Behavioral Health Clinic. To date, we have over 1500 consumers enrolled in services! One of the more visible and exciting services that CCBHC allows us to provide is Crisis Mobile services.

MCMHA launched Crisis Mobile 24/7/365 on 10/1/23. Since that time, we have responded to hundreds of requests for services across the entire county and have assisted Monroe County residents who may have never previously interacted with us. We are thrilled to have this opportunity to serve our community in this new way. Our Crisis Mobile team supports local law enforcement and first responders, which makes it more likely that those experiencing mental health emergencies will get the right care and will not find themselves in the hospital or in jail.

MCMHA continues to expand our community outreach efforts. One of the bigger initiatives that is ongoing is the use of our Universal Referral Form. Many human service agencies are using this form to refer persons who appear to be struggling with mental health needs to MCMHA. For years, this form has been used by law enforcement officers and resulted in MCMHA reaching out to nearly 500 people. In 2023, MCMHA expanded the use of this form, resulting in hundreds of new outreach attempts and numerous people receiving the care and support they need to maintain their housing, their relationships, their employment, and many other important aspects of life.

As MCMHA continues to expand our services, we have also prioritized our employees, our clinical outcomes, and our customer services. We know that employee satisfaction leads to good clinical outcomes and a better consumer experience. We are happy to report that we have over 80% staff retention and that, according to recent staff surveys, most Monroe CMHA staff say that the work they do is valuable and rewarding. The comments consumers leave on the Pulse for Good kiosks in our buildings indicate that consumer satisfaction is high. Complaints and constructive feedback are addressed quickly by our Customer Services team.

Later this Spring, MCMHA will host our 3<sup>rd</sup> Annual Mental Health Awareness event, which will include a Town Hall. Information for that event will go out closer to the date. I invite our community to come and celebrate Mental Health Awareness month with us and to provide your feedback at our Town Hall!

Working together we can improve the health and wellness of our community!

Lisa Graham, LMSW  
CEO

## Have you heard about our Crisis Mobile team?

By: Dawn Grant, LLMSW



Adam Anastasoff, MA, LPC and Dawn Grant, LLMSW, the leaders of our Crisis Mobile team.

Crisis Mobile is a 24/7 crisis response team. There are currently 9 team members here to help you. The team is deployed by law enforcement, MCMHA access, and MCMHA afterhours. They will assess the immediate crisis and facilitating resolution and de-escalation.

The goal of these services are engagement, symptom reduction and stabilization. Crisis mobile provides short term crisis response, crisis intervention, and stabilization for adults and children experiencing a mental health or substance use crisis in the community. You should expect the team to triage, de-escalation, assessment, screening, brief counseling, safety planning and link and coordinate services. Anyone who is experiencing a crisis regardless of age, insurance and in Monroe County is eligible for the service. If you or someone you know is experiencing a mental health or substance use crisis, please reach out to us at 734-243-7340.

## Customer Service Corner

By: Amber Ellerman, Customer Service Supervisor



### Recent change to scheduling process for return visits with Psychiatric Health Services

We have recently changed our process in how we schedule your next visit with your prescriber appointments. All return appointments, for both in person and virtual, you will be receiving a phone call 24-48 hours after your appointment to schedule your next visit.

### Have you called to request medication refills and been asked if you have an upcoming appointment with your Psychiatric Health Service provider?

To provide you with more efficient services, the reception staff will be asking to verify that you have an appointment scheduled in the future with your Psychiatric Health Service provider. This process has been put in place to ensure we have all information needed to process your refill request prior to the request being made. Having this information will help with the timeliness of our processing your refill request.



# YOU ARE INVITED TO MENTAL HEALTH FUN DAY

MAY 23, 2024

2:00 PM – 7:00 PM

AT

**2 / 42 COMMUNITY CHURCH**

**925 S. TELEGRAPH ROAD**

**MONROE, MI 48161**

**HOSTED BY**

**MONROE COMMUNITY MENTAL HEALTH AUTHORITY**

**GAMES / PRIZES / FOOD**

**2 / 42** COMMUNITY  
CHURCH

