

NorthCare News

Update from the Chief Executive Officer

"You are not here merely to make a living. You are here in order to enable the world to live more amply, with greater vision, with a finer spirit of hope and achievement. You are here to enrich the world, and you impoverish yourself if you forget the errand."-Woodrow Wilson

An abundant organization is a work setting in which individuals coordinate their aspirations and actions to create meaning for themselves, value for stakeholders, and hope for humanity at large. When we find meaning in our work, we find meaning in life.

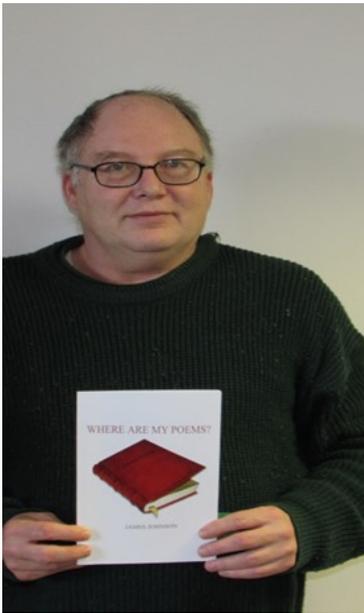
The articles included in this newsletter illustrate the coordination of efforts to make our part of the world a richer place. In 2016 NorthCare celebrated many achievements as we continued our push to make our vision real: a full range of accessible, efficient, effective and integrated quality behavioral health services and community based supports for residents of Michigan's Upper Peninsula. The articles show the individual achievements of persons in recovery as well as the collective achievements of working together to make our communities a better place to live and thrive. It is also important for us to share with you our performance on surveys. The experience of care, supports and services provided to individuals and families, is critical to shared success and helps identify areas for future improvement. Our world is changing and complex, our region is hard at work moving to become compliant with the Home and Community Based Services Transition Plan. Mandated by the Americans with Disabilities Act and supported by the Olmstead decision this rule promotes our vision of full community participation for everyone. We have seen continued expansion of Clubhouse programs and look forward to the time when they are readily available to everyone in the region who is interested. Care coordination and integration are projects we continue to pursue so that care can be enhanced and consumers can benefit from an integrated approach. We have implemented systems that deliver real benefits at the individual consumer level. The Autism benefit expansion continues and we continue to see an overall increase in all persons receiving services across the region. Our report also provides contact information and information about enrollee rights.

I hope you find our newsletter informative and inspiring. Working together we continue to enrich the lives of our families, friends and neighbors, and our communities. Thank you for your continued support of the public system of care we are here to serve.

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A Recovery Article — by James Johnson



James Johnson. Author

I've struggled with mental illness for almost 30 years now and have been through a lot of ups and downs along the way. Mental Health treatment has been difficult for me especially because of the difficult side effects of the medicine. Many adjustments over the years have helped ease this difficulty. At first I even denied I had a mental illness. The most important lesson I've learned through all of this is you can never give up. This is the worst thing you can do. The vultures will pick you apart and leave you with nothing.

I've learned to set goals; small goals at first and then when you accomplish your goals set higher ones. I was homeless and my first goal was to have a place to live. I reached that goal and I set a higher one which was to own my own home. This did not seem possible at the time but eventually I found a way and became a home owner. I've set other goals to find jobs and I work towards those goals. I work part time from time to time but I still have a goal to have a good paying job that is not too difficult.

Aimlessly

I look to the west and see the setting sun
Time waits for no one
The night brings energy to my soul
As quiet surrounds the land
I shall not look to the heavens
For the stars shine unto me
But here I wait for morning
There is no one to be in the night
The night stills the heavens for me only me
The divine nature of the soul searches the night
But the answers are never simply to our sight
I shall not ask again for it is rare
But shall not I awake the night
For I am alone with all but myself
I will not ponder my thought in vain
Walk with me I say as the night is cold
I shall await the morning sun
But only a while...just for a while
There in the distance the horizon disappears
As I walk aimlessly aimlessly aimlessly
The morning sun appears on the horizon

By James Johnson

"I've seen it all the time...mental illness takes control of people, but it doesn't have to be like that. "

Now that I am a homeowner, I wanted to do something with my time so I set a goal to write a book. This too seemed like an impossible task but I started and wrote one page at a time. In my spare time I accomplished this task and wrote a book in about 12 months. I even had the book published and I was astounded to see the book in print for the first time. I set my goals higher and I want to write a best seller. This would make me financially independent which would make life a lot easier. As I wrote my first book I found that writing was very exciting and fun and I enjoyed it very much. Now I write all the time. I've started writing my new book and I believe it will be ready to be published in a few years. I find a lot of pleasure in writing because I can express my own ideas and create the book the way I want it to be and not listen to others who try to restrict my ideas and make me write what they want me to write. I like to do what I want and not so much what I am told to do.

I've seen it all the time...mental illness takes control of people, but it doesn't have to be like that. Set your goals and take steps towards achieving your goals and you will be able to overcome mental illness. You can take control of mental illness so IT doesn't take control of you.

Jail Diversion — by Lynn Johnson

Pathways was awarded a Jail Diversion Pilot Grant in January of 2013. The purpose was to provide additional support for diverting people with severe mental illnesses from local jails and link them to appropriate mental health services. In addition to diverting people from jail, there was also interest in developing strategies to decrease the number of people with Serious Mental Illnesses(SMI) from reoffending.

During the first year, Pathways hired a Jail Liaison to be the primary clinician screening people appropriate for jail diversion. The Liaison is also the point person for the law enforcement community to contact when working with people with mental illness in the community. The Liaison was also trained in Moral Reconation Therapy (MRT) to facilitate improvement in people's decision making process that had often put them at risk for arrest. Additionally, the Liaison completed Crisis Intervention Team (CIT) model training. CIT improves the skill set of law enforcement in how they interact with people with mental illness in the community. Statistically, communities that have implemented CIT see a reduction in people with mental illness being arrested or physically harmed. There is also a decrease in law enforcement injuries.

With the assistance of grant funding, 150 law enforcement officers have received between 4 and 40 hours of CIT training. A total of 80 Marquette County Jail staff have received CIT training for corrections officers. The feedback has been positive with additional trainings being developed for the next calendar year. MRT has had 103 adults attend groups in 5 different locations, with 24 of these individuals graduating. The Michigan State Evaluation Team has found that the graduates of the Marquette County MRT groups are beginning to demonstrate a decrease in recidivism.

Pathways has been successful in receiving continued grant funding for this pilot project over the past three years, with funding to continue into early fiscal year 2019. During the next two years, Pathways and the law enforcement community, along with various community stakeholders such as National Alliance for Mental Illness (NAMI), will attempt to expand on strategies to increase jail diversions and reduce the percentage of people with severe mental illness in the county jail.



Crisis Intervention Team

Above from left to right: **Scott Schuelke, Tami LeBlanc, Erin Goff, Mike Laurila, Aaron Griffin, Ryan Leuzzo, T.J Baker, Chad Spence.**

What is Home and Community Based Services (HCBS)?

Home & Community Based Services Transition plan is a road map for how Michigan will become compliant with the HCBS Rule the Centers for Medicare and Medicaid Services announced in 2014. The rule mandates that individuals receiving services for their Disabilities have a choice in where they live, with whom they live with and the choice to be employed. The Rule is to ensure:

- Individuals who have disabilities have the same access to the community as individuals who do not have disabilities; and
- Allow individuals the opportunity to make decisions about the services they receive and who provides their services.

The goal of the HCBS Rule is to make sure that the services individuals receive give people the opportunity for independence in making life decisions, to fully participate in community life, and to ensure that individuals' rights are respected.

NorthCare Word Scramble

Unscramble these
words:

HYAAWTPS

TTNREGHS

YOOTPRREPUCCN

EOTRHPNNIOT

CGBIEOG

EHNRRROTCA

SPUROTPS

YMMNIOCUT

ELNWSESL

Answers on pg. 10

Our Mission: NorthCare Network ensures that every Medicaid recipient receives quality specialty mental health services and supports through responsible management of regional resources.

Contact NorthCare

If you or a loved one is seeking Behavioral Health Treatment or Substance Use Disorder services contact NorthCare **Access Unit** at **1-888-906-9060**. For any other questions, concerns, or complaints, contact NorthCare **Customer Services** at **1-888-333-8030**.

NorthCare is the front door to receiving services at your local Community Mental Health Agency; Inpatient or Residential Substance Use Disorder agency.

Customer Service Phone Numbers

Copper Country CMH: 1-800-526-5059—Tracy Jaehnig

Gogebic CMH: (906) 229-6120—Stacey Kivisto

Hiawatha Behavioral Health: 1-800-839-9443—Bonnie Kaunisto

Northpointe CMH: 1-800-750-0522—Nance Benson

Pathways CMH: 1-888-728-4929—Faye Witte

NorthCare PIHP: 1-888-333-8030—Ashlee Kind

NorthCare Access Screening Process

NorthCare Network's Access Department is responsible for screening people to determine if an individual may be eligible for specialty mental health services provided by their local Community Mental Health Service Providers (CMHSP) and Substance Use Disorder Services provided by their local substance use treatment providers.

Specialist Mental Health Services

CMHSPs provide services to adults with serious mental illness, children with serious emotional disturbances, or individuals with intellectual or developmental disabilities identified prior to age 22 that significantly impact their ability to function.

To initiate a screening the individual or their legal guardian needs to call **906-225-4433** or **888-906-9060** and complete a 20-30 minute questionnaire over the phone. NorthCare is open Monday - Friday 8-5 EST, excluding all major holidays. Be sure to call when you have enough time to do so. We also recommend not calling when driving or otherwise distracted. The screening includes demographic questions as well as personal questions related to your health, mental health, treatment history, substance use, and daily functioning. While information received is confidential, we cannot guarantee that others in the room with you won't discuss what you said.

You may have family, friends, or other supports assist you in calling NorthCare, however you must provide permission to us to talk to them; therefore, you must also be a part of the call. If you have a legal guardian; your guardian can make the call without you. At the end of the screening, Access staff will inform you if it seems you qualify for services through the CMH. If you don't qualify, a list of community resources will be mailed to you, as well as an action notice regarding your appeal rights. You have the right to a second opinion and can request this within 45 days of your denial.

If you do qualify, Access will schedule an intake appointment for you. Appointments are scheduled within 14 days. The intake further assesses your eligibility and the final determination will be made at that time. If you are a guardian, or if you are calling for your child, the person/child you are requesting services for must be at the intake.

Please note: If you are in need of acute crisis services, please contact the CMH Emergency Services staff via the crisis number, go to the ER, or call 911.

Local crisis numbers are:

Copper Country CMH: 800-526-5059, **Pathways:** 888-728-4929,

Northpointe: 800-750-0522, **Hiawatha Behavioral Health:** 800-839-9443, **Gogebic:** 800-348-0032

Substance Use Disorder (SUD) Services

For a NorthCare Substance Use Disorder (SUD) Screenings call **1-888-906-9060**. If the access screener is busy an over the phone screening will be scheduled with you. It is important to note that you only need an SUD screening through NorthCare if you are seeking residential or inpatient SUD services.

For out-patient SUD services, you may contact your local SUD service providers directly.

A Success Story on Care Coordination

Reaching Your Goals with Integrated Care

NorthCare Network has received grant funding to educate consumers on integrated care. We started a series of educational mailings about Integrated Care in 2016. Some of you might have already received these mailings. If not, and you would like them please call **NorthCare** at **888-333-8030**. It is our goal to give you information on what integrated care means to you.

Giving your consent is the first step. By consenting to let different providers discuss your health and wellness needs, your care will be better coordinated. Once you have your own hand-picked care team, you can set your own wellness goals in a way that best suits you. The goal of Integrated Care and Care Coordination is *to give you more control* over your own health needs and goals.

A consumer (we will call them “Z”) was having difficulty finding a primary care doctor. Although Z was getting behavioral health services, Z still needed a primary care doctor for other health issues. Z had UPHP for their Medicaid health insurance. Z’s care coordinator at UPHP asked Z to sign a consent form that included the behavioral health case manager. By Z giving consent, it opened up communication for the UPHP and the case manager to talk about what issues Z needed help with. Care coordination was done by UPHP, setting up a three way call with a primary care doctor to get a visit for Z. As a result, Z had a successful first visit to the primary care provider. This is one example of how Care Coordination can help you improve your overall health and wellness with integrated care.



Annual Performance Reports

NorthCare and the five Upper Peninsula Community Mental Health (CMH) Agencies publish Annual Performance reports. The reports provide information on how the CMH performed in many different areas such as: how many people have been served, financial information, customer service satisfaction, and many more topics. We encourage you to read through the Annual Reports. All of the Annual Performance reports are available online at your local CMHSP website, or you are welcome to call the customer service numbers listed and we will be glad to mail you a copy.

Go online now or call your local CMH/Northcare for a copy of the annual performance report in your area.

NorthCare Network:

www.northcare-up.org
1-888-333-8030

Copper CMH: www.ccmh.org
1-800-526-5059

Gogebic CMH: www.gccmh.org
1-906-229-6120

Hiawatha CMH: www.hbhcmh.org
1-800-839-9443

Northpointe CMH: www.nbhs.org
1-800-750-0522

Pathways CMH:
www.pathways-up.org
1-888-728-4929

Clubhouses—Support for your Employment Journey

Currently, there are two Clubhouse Programs in the U.P.—Northern Lights in Hancock and House of Dreams in Menominee. We are delighted to share the news that a third Clubhouse is going to open in Marquette in the next few months. Farther off in the future, there may be a Clubhouse in Sault Sainte Marie and one located in Gogebic County. We welcome the growth of this type of program in the Upper Peninsula.

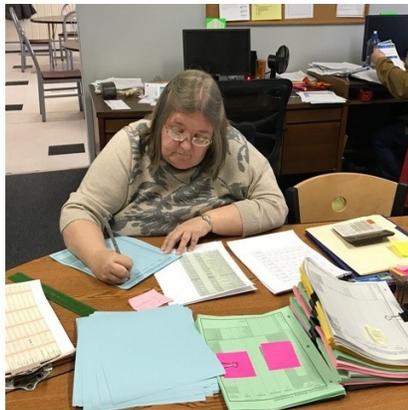
The Clubhouses in Michigan are required to attain accreditation from the Clubhouse International to assure they establish fidelity to the highest standards of programming. You may investigate Clubhouse on your own by going to their website: <http://www.iccd.org/quality.html>

NorthCare is particularly excited about the Community Mental Health Service Providers developing more Clubhouse programs in the Upper Peninsula due to support employment of individuals with disabilities. Clubhouse International supports:

Work-Ordered Day: describes the structure of the day-to-day activity within a Clubhouse, organized to help members develop self-esteem, confidence and friendships, which make up the foundation of the recovery process.

Employment: ensures that Clubhouses offer members organized, effective strategies for moving into and maintaining gainful employment. Members have access to:

- *Transitional Employment Opportunities; And*
- *Supported and Independent Employment Opportunities*



Northern Lights Clubhouse - Hancock, MI

If you are interested in learning more about Clubhouse opportunities at your CMHSP, you can contact the CMHSP directly and ask who is working on the development of the program in your area. You may decide you want to be part of the excitement of getting a Clubhouse started or deciding to join an existing program. And of course you can always contact **NorthCare** at **888-333-8030**.

NorthCare Finances

VISION: NorthCare Network ensures that every eligible recipient receives quality specialty mental health and substance use disorder services and supports through the responsible management of regional resources.

The NorthCare Network region receives resources for quality mental health and substance use disorder services through a contract with the State of Michigan. These services are in turn funded by federal Medicaid resources, and NorthCare Network is responsible for ensuring quality mental health and substance use disorder services reach all eligible individuals across the five Community Mental Health Service Providers (CMHSP).

Community Mental Health Providers by County

Copper Country	Gogebic	Hiawatha	Northpointe	Pathways
Baraga	Gogebic	Chippewa	Dickinson	Alger
Houghton		Mackinac	Iron	Delta
Keweenaw		Schoolcraft	Menominee	Luce
Ontonagon				Marquette

Medicaid funding comes in multiple forms: the “State Plan,” Habilitation Supports Waiver, Healthy Michigan Plan, Autism Benefit Waiver, and DHIP (which is for children in foster care or child protective services). From October 1, 2015 to September 30, 2016 the Upper Peninsula received over \$92 Million in Medicaid resources.*

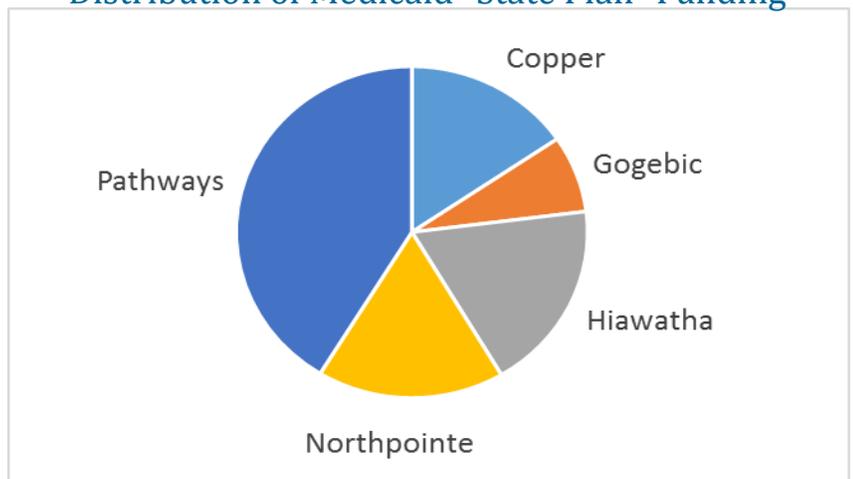
Some program funding is based on county of service, those dollars are sent directly to the responsible CMHSP. The State Plan provides the majority of funding that NorthCare Network is responsible for managing to ensure services and supports are available to every eligible person in the region. NorthCare Network distributes State Plan funding based on percentages, which are reviewed annually. The percentages are calculated by first determining an average cost per person served within each CMHSP service area. Then multiplying that number by the total number of open cases of service and/or supports within that service area to find the total Medicaid cost. The total Medicaid cost per region is determined by adding together the total cost for each of the five CMHSPs and calculating the percent of the total cost by CMHSP.

(Preliminary data based on year-end estimates including the Healthy Michigan Population)

For FY2016, Medicaid “State Plan” funds are allocated across the Upper Peninsula as shown in the graph:

Copper = 15.50%
Gogebic = 7.50%
Hiawatha = 18.50%
Northpointe = 17.25%
Pathways = 41.25%

Distribution of Medicaid “State Plan” Funding



Annual Reminder of Important Information

This list of federal rights is provided to you annually. As a Medicaid recipient, you are guaranteed the following rights.

- a. Providers that offer Non-English language services.
- b. List of service provider restrictions on freedom of choice. (None in the Upper Peninsula.)
- c. Information on grievance, appeals and fair hearing procedures.
- d. Explanation of benefits available through your service provider.
- e. Procedures for obtaining benefits & authorization requirements.
- f. Directions on how to obtain benefits from our network providers.
- g. Information on after-hours and emergency coverage.
- h. You may request policies on referrals for specialty care and other benefits not provided by your primary care provider.
- i. Cost sharing. (None in the Upper Peninsula.)
- j. Benefits that are available under the State plan but are not covered under contract.
- k. Written information on Advance Directives.
- l. Additional information on the structure and operation of NorthCare Network.
- m. No physician incentive plans are in use by NorthCare Network or their providers.

Most of the information on the list above is included in the NorthCare Customer Handbook. The handbook is given to individuals when they start services at their local Community Mental Health (CMH) Agency or Substance Use Disorder agency. The handbook is also provided to individuals each year (or more often) during their annual Individual Plan of Service meetings. You may also call NorthCare Customer Service at 1-888-333-8030 and we will mail a copy to you at any time. This information, the customer handbook, and more is always available on our website at www.northcare-up.org.

Success! The Autism Benefit Expansion

Last year the Michigan Department of Health and Human Services (MDHHS) announced the Medicaid Autism Benefit would expand January 1, 2016 to include youth up to the age of 21. There have been some serious growing pains for NorthCare and the CMHSP's to create services the children who may now be eligible. We have come a long way in one year. The most recent data from the state on December 9, 2016 shows that NorthCare Network has 26 children under age 6 and 29 youth in the expansion group. This is in line with the statewide figures that show the expansion group is now 54.7 % of all enrollees. This is great news indicating families and older children are gaining access to the full range of behavioral services covered by the Autism Benefit.

The critical assessments to determine eligibility for the benefit are thorough and time consuming. This may be difficult for the family and the child. If the child and family are eligible for the benefit, another series of assessments must be done to design a behavioral program that is just right for the child and family. Each behavior plan needs to be tailored to the child and family—plans cannot just be mass produced. So the actual date of starting behavior services may seem too far off in the future (maybe up to three months). However; once started, the progress is amazing. Behavioral treatment is remarkably effective for most children who are found eligible for the benefit.

Here are two websites that are helpful to those who want to learn more about the autism benefit. They are the state of Michigan website: <http://www.michigan.gov/autism> for information about the Benefit itself. And the Autism Alliance website which provides extensive practical material for living with a child on the Autism spectrum: <https://autismallianceofmichigan.org/>

If you have any questions or concerns regarding the Autism Benefit, you may contact **NorthCare 1-888-333-8030** and talk with **Lucy Wilcox** or **Lori Revord**.

Consumer Satisfaction Survey Results—FY16

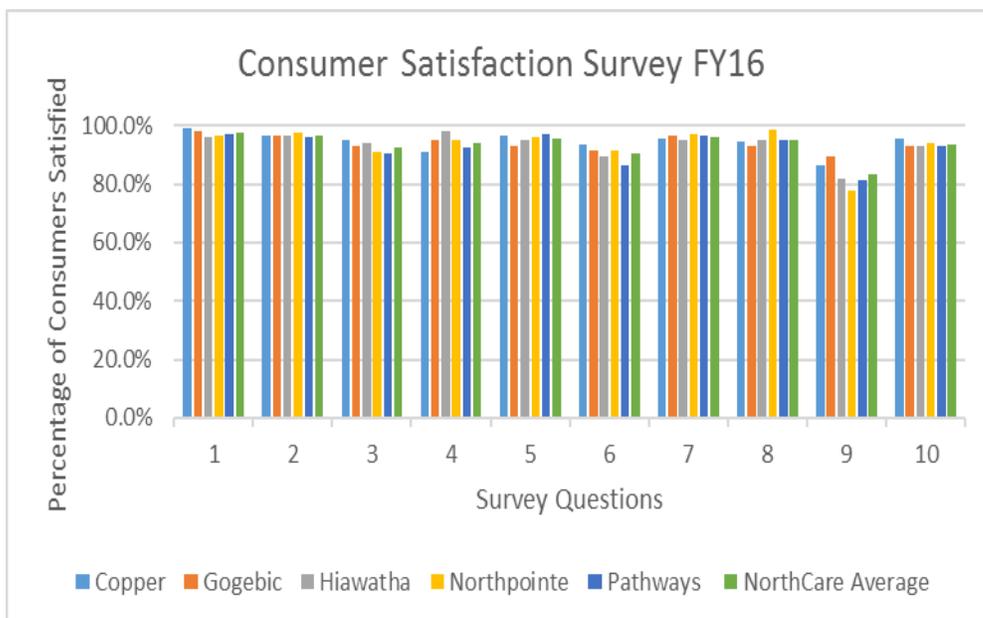
The consumer satisfaction surveys are mailed out every year to individuals that are receiving services through their local Community Mental Health Service Providers (CMHSP). The survey is in two parts, Part A is the original Consumer Satisfaction Survey and Part B was added 3 years ago to focus of recovery. This is just one of many ways to assess the quality of care, compliance with standards and mostly importantly, our consumer satisfaction.

A total of 4,081 surveys were sent out across the Upper Peninsula. 858 surveys were returned. Our return rate has increased by 3.03% since last year, however it is only 21%. Less than a fourth of consumers returned the surveys. We want to hear from you and encourage everyone to participate in the 2017 Consumer Satisfaction Survey. If you want to know more, contact Customer Services at your local Community Mental Health Service Provider or NorthCare Network (see page 4 for contact information). Overall, the scores from this year’s survey indicate that the consumers responding believe they are being treated well and are receiving service that comply with standards for service planning, consumer rights and overall satisfaction. Below you will see a graph that shows what percent of consumers were satisfied and the questions that correlate to them.

PART A:

Consumer Satisfaction Survey Questions:

1. Appointments are scheduled at times that work best for me.
2. I am informed of my rights.
3. I feel better because of the service received.
4. I know what to do if I have a concern or complaint
5. Staff are sensitive to my cultural/ethnic background.
6. I was able to get the type of services I needed.
7. My wishes about who is and who is not given information about my treatment are respected.
8. My wishes about who is and who is not involved in my treatment are respected.
9. I am satisfied with the telephone crisis service when calling the crisis line after 5pm on weekdays and/or on weekends.



Word Scramble Answer Key:

1. Pathways
2. Strength
3. Copper Country
4. Northpointe
5. Gogebic
6. NorthCare
6. Supports
7. Community
8. Wellness

Part B - Year Three of the NorthCare Recovery Survey

The regional Recovery Survey asks you to share your opinion with seven statements (listed below). As this is the third year of the survey we can now trend if people are moving forward in their recovery and if their services are supportive. The Table below presents the percentages from Fiscal Year(FY) 14, FY15 and FY16. *The last column is based on the percentage of change between FY15 and FY16.

Statement	2014 % Strongly agree/ agree (569 Surveys)	2015 % Strongly agree/ agree (810 Surveys)	2016 % Strongly agree/ agree (858 Surveys)	Percentage of change in favorable responses Between 2015 and 2016
1. I am hopeful about my future.	72.6%	80.87%	83.60%	+2.73%
2. I am willing to ask for help.	82.6%	90.89%	89.80%	-1.06%
3. I believe that I can meet my current personal goals.	66.7%	79.43%	80.80%	+00.57%
4. I have people I can count on.	81.2%	87.48%	91.7%	+4.22%
5. Coping with my mental illness is no longer the main focus of my life.	49.5%	65.75%	62.2%	-3.55%
6. My symptoms interfere less and less with my life.	53%	63.57%	61.6%	-1.67%
7. My services and supports from Community Mental Health are helping me in my recovery.	76.7%	86.01%	85.2%	-00.81%

ANALYSIS OF THE RESULTS between FY15 & FY16

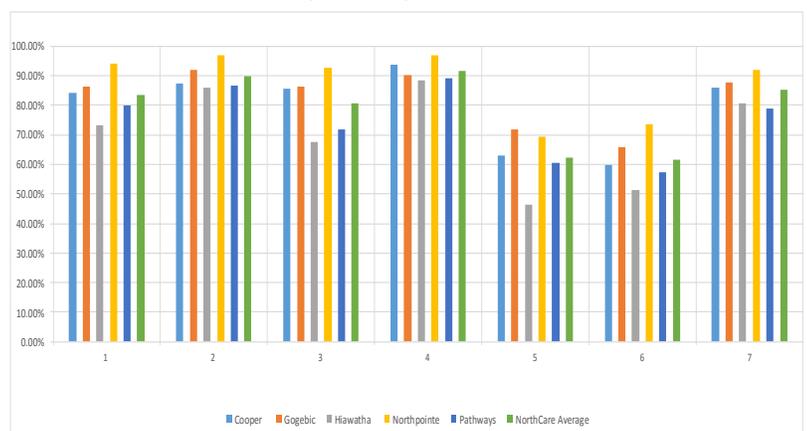
Positive Trends- Regionally, three statements continue to trend positively: (#1, 3 & 4) The three statements focus on self – value. The statements support values and experiences that are independent of evaluating professional help. We are excited to see #4 continue to increase on a positive trend, as it indicates individuals receiving services have people they can count on, overall improving their well-being.

Negative trends—The four statements with lower percentages (#2,5,6 & 7) did not drop below the baseline of FY14. However, they provide starting points for conversations with staff and consumers about what interventions could help people move forward in their recovery. What strategies can help us feel more able to ask for help? If my mental illness is not going to be the main focus of my life, what will be? And how do I get more help if I do not believe my symptoms are improving?

THE COMMUNITY MENTAL HEALTH SERVICE PROVIDERS (CMHSP) RESULTS

A second way to view the data is presented in the graph showing CMHSP percentages based on the number of positive responses for the seven questions. Review your Board and consider if the scores reflect your personal experience with recovery at your CMHSP.

Recovery Survey Results FY16



NorthCare will be creating a workgroup that will begin a new Recovery Survey process to meet the Michigan Department of Health and Human Services requirements for active engagement by the providers, administrators and the individuals being served. Please consider getting involved with the workgroup and call **NorthCare 888-333-8030** and talk with **Ashlee Kind** or **Lucy Wilcox** if you want to learn more about it.

200 West Spring Street, Suite 2
Marquette, MI 49855

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