

## **SCCMHA Provider Network Newsletter**

**February/March**

**Volume 9, Number 1**

*The SCCMHA Vision -- "A belief in potential, a right to dream, an opportunity to achieve"*

### **SCCMHA CEO UPDATE**

I write to you today on the first day of March, the last month of the second quarter of our current fiscal year. That means by the end of this month, our year will be half over...time seems to be passing faster than ever this year. If you and yours are feeling that the world and life in our state is uncertain at best and downright scary at worst, you are not alone. I know all of us continue to see our friends and loved ones lose jobs, healthcare benefits and even their homes to foreclosure. Our state continues to face unprecedented financial challenges and there appears to be no relief in sight. SCCMHA like all other publically funded organizations in our state continues to try to balance increased community demand for service with stagnant or decreasing revenues.

At SCCMHA, administration continues to target \$2.5 million dollars in expense reductions to both balance this year's budget by the end of the year and position us for reductions in FY 2011. Our approach has been to do so while trying to preserve as much direct service capacity as possible and not turn even more uninsured persons away from service entry. Whether we can maintain this stance remains to be seen and further eligibility restrictions for uninsured adult persons may yet be necessary this year or next.

What I want to assure you is that your sacrifices whether they be the furlough/lay off days of the first quarter of this year, the lack of wage increases this year and next, or reductions in rates for contractors, these necessary steps have been pivotal to our budget strategy and I thank you. A stable service delivery work force is critical in this time of so much uncertainty.

Meanwhile, the best we can do, is to stay active in Lansing and hyper vigilant about Medicaid and Medicare changes in Washington DC, the two places from where almost all of our revenue originates.

### **FY 2011 MDCH/CMHSP/PIHP Budget Activity**

On February 11, 2010, Governor Jennifer Granholm, released her 2011 State Budget following her State of the State address on February 3<sup>rd</sup>. The Governor's 2011 Budget proposal to the legislature for the public mental health and substance abuse services on the local level, proposes a 9% or \$3.8 Million dollar reduction to General Fund revenue to the 46 CMHSPs in the State. The

proposal further suggests a \$3.8 Million dollar reduction to the Substance Abuse Services in the State, and a 20% reduction to the \$1.4 Million dollars that supports the CMH System Multicultural Services. On the Medicaid side of the funding, the Governor's budget proposes a 3% rate increase for actuarial soundness for rates. The SCCMHA rates will be negatively impacted by our geographic factor which is much lower than 1.0 in most all cases, so we will not see this 3%. The budget proposal goes on however to recommend that there be a freeze on the filling of all HSW Medicaid waiver vacancies (300 waivers state-wide) to create \$8.6 Million dollars in GF match to Medicaid.

This budget proposal is actually better than we could have anticipated, however it is predicated on some revenue enhancement ideas that already have certain segments of our state 'up in arms.' I should also remind you that we are coming up on critical mid-year elections this fall which add to the challenges of getting this budget approved and the revenue enhancements that support it passed by both houses of the Michigan legislature. The revenue enhancements that would support the Governor's 2011 Budget for the public mental health system across the state include: a) \$514 million dollars in Medicaid enhancements to Michigan which still need to be passed at the federal level, b) a new tax on Michigan physicians which would bring in \$400-500 Million dollars in new federal Medicaid, and c) a change to the State sales tax. All of these proposals are seen by Lansing insiders as very provocative with the upcoming midyear elections just 8 months away.

This year, the MDCH Budget Bill for FY 2011 begins in the Michigan Senate and budget hearing commence this week.

### **Other SCCMHA Items of Interest**

#### New Waiting List Functionality in *sen*tri

Access and Care Management staff will be using a new waiting list feature in *sen*tri starting in March. The waiting list will be used only for uninsured/underinsured persons requesting services supported by General Fund who are not eligible at the time of their request. A person may be asked to be added to the waiting list at the time of their access call or they may be offered to have their name placed on the waiting list if they are found not eligible after receiving a face to face assessment. At this time these are the only two paths to the SCCMHA service waiting list, there are no additional lists for persons moving between programs after having been found eligible. It is also important to remember that there is no waiting list for persons who are Medicaid eligible.

The waiting list information includes the type of service the person requires and whether their need is low, medium or high severity. Access and Care Management staff will review the status of persons on the list every 90 days. If funding becomes available to provide additional services, then names on the waiting list will be contacted first in order of severity of need, and second in order of length of time on the list. In order to be placed on the list a person must provide enough information for a case number to be issued.

These new Access and Waiting List Standards are new State contract provisions for FY 2010. Thanks to the Care Management Department for bringing us into compliance with the new standards and to the IS Department for their part in establishing this functionality in *sen*tri. A special thanks to Kim Walters for representing SCCMHA on the State's Waiting List Workgroup.

#### MDCH Office of Recipient Rights Audit

The Michigan Department of Community Health (MDCH) Office of Recipient Rights (ORR) audits all CMHSP ORR programs every three years. SCCMHA will have two auditors from MDCH ORR visiting SCCMHA from Tuesday, 4/20/10 through Thursday, 4/22/10 to complete our audit. The auditors will be reviewing a wide variety of ORR standards and related items. The focus of the audit will be the review of the seven categories listed below as well as the service contracts we have in place with our external provider network.

- Section I: CMHSP Responsibilities
- Section II: ORR Requirements
- Section III: Semi and Annual Reports
- Section IV: Policies
- Section V: Recipient Rights Advisory Committee
- Section VI: Complaint Investigation/Resolution
- Section VII: Appeal/Dispute Resolution

During the visit, the auditors will score each of these sections, each section being weighted based on the significance of the section. The minimum score required for substantial compliance with the established standards is 263 points out of a possible 277, or a 95% compliance rate. Once the audit is complete, they will ask for a Plan of Correction for the items they found to be lacking during the audit. Once the Plan of Correction has been accepted, the auditors will provide a letter indicating the SCCMHA ORR is in compliance with the MDCH ORR standards. Since these audits only occur every three years, our next audit will not be until 2013 assuming we are found to be in substantial compliance.

Thanks to Tim Ninemire and the SCCMHA ORR staff for their preparation for this site visit.

#### Medicaid Managed Care Audit BY HSAG

The Balanced Budget Act of 1997 (BBA), requires that states conduct an annual evaluation of their prepaid inpatient health plans (PIHPs) to determine the PIHPs' compliance with regulations, contractual requirements, and the state's quality strategy. The Michigan Department of Community Health (MDCH) Mental Health and Substance Abuse Administration has elected to complete this requirement by contracting with an external quality review organization (EQRO). *Health Services Advisory Group, Inc.* (HSAG) is the EQRO for MDCH, and has conducted the PIHP audits since 2004. The 2009-2010 external quality compliance monitoring follow-up review of SCCMHA's performance has recently been completed.

This is the sixth year that HSAG has performed compliance monitoring reviews of the Michigan PIHPs. This year's review addressed the PIHPs' compliance with federal regulations and contract requirements in 14 areas (standards): Quality Assessment and Improvement Program (QAPIP) plan and structure; Performance Measurement and Improvement; Practice Guidelines; Staff Training and Qualifications; Utilization Management; Customer Services; Enrollee Grievance Process; Enrollee Rights and Protections; Subcontracts and Delegation; Provider Network; Credentialing; Access and Availability; Coordination of Care; and Appeals.

While QAPIP Plan & Structure, Enrollee Grievance Processes, Enrollee Rights and Access and Availability provide opportunities for improvement, SCCMHA scored 100% in the remaining ten Standards for an overall score of 97%. This audit has provided important feedback, and also indicates that SCCMHA continues to provide valuable quality services to the citizens of Saginaw County. Special thanks to Linda Tilot, Ginny Reed, Rich Garpiel, Julie McCulloch, Jennifer Keilitz, Dawn Estrada, and Kim Walters for their hard work and preparation for this important audit and the great results.

#### Peer Mentors with Developmental Disabilities Pilot:

On January 20-22nd 2010, Michael Cierzniewski and Angie Irish took part in the Peer mentoring pilot project under the leadership of the Michigan Developmental Disabilities Council. This pilot is an effort to develop a curriculum for training peer supports for persons with developmental disabilities. Michael was selected to be one of the first of fifteen consumers across the state to go through the pilot project. The curriculum was broken down into three days in which the first day covered the basics of peer mentoring and then over the next two days breakout sessions were held specializing in the following areas: Moving towards independence; PATH/Health Coverage; Housing; Recreation; Post-Secondary Education; Transportation; Think Work and Work Incentives; Leadership; Supported Employment; and Making the System Work for You. The idea was that each person could choose areas to specialize in rather than having to know everything about all of the topics. The DD council asked that each of the participants take back with them the pilot curriculum and meet with their PIHP to see how they could assist in moving Peer mentoring forward. Our agency has already formed a committee who will be meeting again in early March to talk about our next steps at SCCMHA to develop peer mentors for persons with developmental disabilities.

#### Mobile Urgent Treatment Team

M.U.T.T Saginaw was designed based on the Mobile Urgent Treatment Team (MUTT) provided through Wraparound Milwaukee. Saginaw County Community Mental Health Authority, in partnership with the Saginaw County Department of Human Services, the Saginaw County Family Division of the 10<sup>th</sup> District Court and the Saginaw City Police Department, travelled to Milwaukee to receive training from the Milwaukee MUTT staff during fiscal year 2009. The goal was to return to Saginaw and replicate the model.

In this pilot the participating staff of MUTT Saginaw, will provide phone advice and in-home intervention to children served by Saginaw County Community Mental Health Authority and/or children receiving intensive probation services through the Saginaw County Family Division of the 10<sup>th</sup> District Court, who are at risk of being removed from their home due to a mental health crisis. This service will be available 7 days a week but the hours will be limited during the pilot phase. This is necessary due to restricted funds from the federal block grant supporting the cost of staff. Efforts will continue to pursue additional funding with the goal of making this a 24 hour, 7 day service, available to all children and families in Saginaw County. This service pilot is scheduled to kick off yet this month.

#### SCCMHA Partnership with Project Launch

Project Launch Saginaw's goal is to improve the comprehensive wellness of all young children, ages 0-8, and their families, by using a public health approach to expand and enhance a sustainable early childhood system of care. Funding for Project Launch included funding for two full time Master's level children's staff to provide mental health consultation. One position will provide mental health consultation to primary care practices. The expectation is that over the five year grant period, these clinicians will work with at least one new primary care/pediatric medical practice each year. The other position will provide mental health consultation to child care centers/providers as well as to foster homes. The goal for this position is to serve 25 additional child care centers/providers annually with an estimated 300 children, and 10 foster care homes with an estimated 20 children.

Jennifer Stanuszek has recently accepted the position to provide mental health consultation in the primary care practices and Alyssa Tablish has accepted the position to provide mental health consultation to child care centers/providers and foster homes. Both positions report to Robert White in the Family Services Unit of SCCMHA.

#### Changes to Child Care Expulsion Project Contract

For several years SCCMHA received block grant dollars to provide child care expulsion services. This block grant was modified this year to provide Infant-Toddler Mental Health Child Care Consultation Services. Nicole Jeavons is the FSU staff providing this service. She also reports to Robert White.

Infant Toddler Mental Health Child Care Consultation is an early childhood mental health prevention program that serves children in informal child care settings (DHS-enrolled relative care providers and day care aides) and in formal child care sites (licensed centers, licensed group homes and registered family homes). The overall goal of consultation is to help adults promote the social-emotional health of infants and toddlers (birth-36 months) in their care. A child must be receiving or be eligible to receive the DHS child care subsidy in order to be eligible for these services.

This project differs from the previous Child Care Expulsion project in that it is limited to children birth to 36 months where as the Child Care Expulsion project could serve a child up to 5 years of age. The other major difference is that the consultant is expected to serve a region as opposed to just Saginaw County as had been the case with the Child Care Expulsion Project.

In closing my CEO update to you this month, you can certainly tell through these highlights that despite the funding uncertainty all around us, we continue to manage the business and services of SCCMHA very well. At the same time, we are also moving our experience and expertise onto new areas in our community. Thank you for all that you do every day for SCCMHA and the people with disabilities that we serve each and every day, their families and our community.

Warmest regards,

**Sandra M. Lindsey, CEO**



### **FIRST CHOICE 2009**

On behalf of First Choice of Saginaw, much appreciation should be expressed to all of the individuals within the SCCMHA network who supported FC this past year in so many different ways, including volunteering of their time for various fund raising activities and donations of either direct funds or in-kind items. If you were one of the specific donors and still need a 2009 tax receipt, please see Jennifer Tomaszewski. (Though affiliated with SCCMHA, First Choice of Saginaw is now a separate, nonprofit organization, and is solely dedicated to raising funds to provide discretionary expense support in the form of annual gift cards to indigent adults with disabilities residing in licensed residential settings.) Special thanks should be given to the Friends of First Choice Committee members who often give so much of their own time and ideas and energy to support this program.

In December, 318 individuals residing in adult foster care homes received \$25 gift cards to spend as they so chose from First Choice. See the pictorial about some of the recipients and how they elected to spent their gift cards on the FC bulletin board on the first floor at Hancock or on the FC website, [www.saginawfc.org](http://www.saginawfc.org). In spite of the challenging economy everywhere this past year, FC was able to increase the number of cards disseminated, due in large part to the hard work of many caring individuals both within and external to SCCMHA. This past year FC also gave out over 100 door prizes to consumers at the card dissemination holiday open house held at SCCMHA. Given the financial circumstances of many consumers served by SCCMHA, the gift card and/or a door prize often means a great deal to them, especially during the holiday season.

If you are not already aware, you should know that there are some continuous efforts at SCCMHA that support First Choice, along with varied scheduled events. There is an ongoing pop can collection in the lower level break room at Hancock for this purpose. Maria Kulick at SCCMHA also collects Coke product caps as well as any Meijers receipts to benefit FC.

The Friends of First Choice meet now at 12 Noon over lunchtime monthly, and are currently making fund raising plans for this year, which will be the sixth year of this effort. Ideas and support through varied provider or community efforts are always welcomed. If you have questions at or want to get involved at any time, please feel free to let any committee members know, and watch for notices about 2010 fund raising activities for First Choice as well. Again, many, many thanks to all who continue to support adults with serious disabilities through the First Choice of Saginaw organization.

### **UPCOMING LEARNING LINKS SESSIONS**

March 8<sup>th</sup> – 10 am, Room 142 at SCCMHA 500 Hancock – a showing of the “One in Five” dvd on anti-stigma featuring several SCCMHA consumers

March 22<sup>nd</sup> – 4 pm, Room 142 at SCCMHA 500 Hancock – “Cooking & Nutrition”, Christina Warner, MSU Home Extension

All consumers and accompanying staff are welcome to attend these sessions. Contact Mark Leffler at SCCMHA Customer Service office for LL questions or LL topic suggestions at any time.

### **Directions At SCCMHA**

*A brief summary of new projects, events or key notices of potential interest to provider network members.*

- Though the illness has not been as virulent to date as had been feared, public health officials are still cautioning about a resurgence in H1N1. Renewed vigilance with hygiene and sanitary practices (practicing respiratory hygiene, covering coughs, social distancing, frequent hand washing, cleaning surfaces routinely, stay home when ill) are advised to help to continue to manage all **influenza** outbreaks, as the peak of winter passes and a second wave of H1N1 is being predicted. H1N1 shots are still locally available and remain beneficial as well.
- Mark your calendars ! The 2010 **Consumer Conference** is being held on July 22<sup>nd</sup> at the Kellogg Center, MSU, East Lansing. Check the MDCH website for more details.
- The Saginaw County Suicide Prevention Coalition ([www.saginawsuicideprevention.org](http://www.saginawsuicideprevention.org)) is now linked with other county suicide coalitions in the state through the **Michigan Association for Suicide Prevention** (MASP) website at [www.mas-masp.org](http://www.mas-masp.org).

- It is that time of year again; SCCMHA's scheduled 2010 **Everyday Heroes** banquet and recognition event will be held Tuesday, May 25<sup>th</sup> at the Horizon's Center. Nominations for awards are due in writing to Ryan Mulder at SCCMHA by March 31<sup>st</sup>. Everyday Heroes has been an annual event since 2003 and over the years many special individuals with disabilities as well as other special community heroes have received these awards. If you wish to nominate a Saginaw citizen who you feel has overcome challenges to live a successful community life, or you would like consideration given in recognizing a special hero, please submit your nominations by March 31<sup>st</sup>. Contact [mulder@sccmha.org](mailto:mulder@sccmha.org) or the SCCMHA website, [www.sccmha.org](http://www.sccmha.org) for forms; attached to this newsletter is the Special Hero Award Form. More details on dinner reservations will be available soon.
- It is officially census time! Representatives from the **national census survey effort** will be at SCCMHA locations from March 19<sup>th</sup> to April 19<sup>th</sup>. Watch for posted detail on their schedules or contact Annie in Customer Services for more information, [amidcalf@sccmha.org](mailto:amidcalf@sccmha.org) or 989-797-3410.
- The Care Management Unit of SCCMHA continues to manage the grace authorization process as initiated in October 2009. Contact the SCCMHA Care Management Unit to seek assistance with **authorizations** for services when needed at 989-797-3500.
- Some of the themes of the recent MACMHB winter conference included **Active Engagement and Integrated Health Care**. These concepts and application within the SCCMHA service delivery network will continue to be promoted and addressed by SCCMHA during 2010.

**Reminders from prior newsletters:**

- SCCMHA will publish consumer microenterprise or business advertisements on a regular basis in this newsletter, as well as the SCCMHA Residential News.
- SCCMHA continues to redesign and update the organizational website at [www.sccmha.org](http://www.sccmha.org). While it will continue to be improved upon in the coming months, providers are encouraged to check the website for posted information and news. SCCMHA also welcomes any feedback on any provider document needs that could be accommodated on this website.
- If you have questions or concerns or suspect unethical or illegal behavior in the SCCMHA system, you have an obligation to report such to the SCCMHA Regulatory Compliance HOT-LINE, at 797-3574 or 1-866-223-2435. All providers should have the SCCMHA provided Hot Line notice posted in a visible location for staff information.
- If you have quality concerns or commendations about any service provision area in the network, you should submit a Quality Alert form; you may email [jmcculloch@sccmha.org](mailto:jmcculloch@sccmha.org) to submit or request the form.
- All faxed documents for SCCMHA Customer Services or the Office of Recipient Rights (including incident reports) should be sent to 989-797-3595.
- Please direct all inquiries about consumer leadership opportunities at SCCMHA to the Customer Service office.
- All interpretive services needs in the system are to be arranged by SCCMHA Customer Service; while typical SCCMHA prior authorization is not required, Customer Service must verify consumer eligibility for the interpretive services to be paid by SCCMHA.
- Please let SCCMHA know if your contractor contact email address(es) change so that you do not miss any critical SCCMHA notices.
- After business hours, document delivery to SCCMHA is accommodated through the "Drop Box" located directly in front of the 500 Hancock Building. Providers may drop off any sealed and addressed mail at this box which is checked daily by SCCMHA for distribution.
- RSVPs for SCCMHA training may be made to Dawn Estrada; email is preferred at [destrada@sccmha.org](mailto:destrada@sccmha.org) or you may leave voice mail at 989-797-3451. Be sure to indicate attendee name, and date and name of training session.
- Please inform SCCMHA when you have changes in key contact person(s), phone numbers, mailing or email addresses, as well as changes in accreditation, licensure or corporate status.
- Check the SCCMHA website, '[www.sccmha.org](http://www.sccmha.org)' for varied information, including past newsletters, forms, etc.
- SCCMHA hosts "Learning Links" generally twice each month. These informational consumer programs are open to SCCMHA providers. Contact the Customer Service office for more information and watch for scheduled topics on a regular basis; times may vary.

**SCCMHA supports First Choice of Saginaw - [www.saginawfc.org](http://www.saginawfc.org) or 989-799-6451**

*Saginaw County Community Mental Health Authority issues this regular provider newsletter, highlighting areas of importance and interest for all SCCMHA provider network members, including staff and contractors. This bi-monthly newsletter - published in February, April, June, August, October and December - includes important reminders, notices and updates regarding SCCMHA business relevant to all SCCMHA providers of consumer services and supports. Content suggestion or feedback is welcomed from any provider member at any time. Newsletters are also available on the SCCMHA website.*

*SCCMHA also publishes a bi-monthly newsletter – “SCCMHA Residential NEWS” - in January, March, May, July, September and November for residential contracted providers.*

*Published by Saginaw County Community Mental Health Authority, 500 Hancock Street, Saginaw, Michigan 48602 ('[www.sccmha.org](http://www.sccmha.org)')*

*Ginny Reed, Director of Network Services & Public Policy – Editor  
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**2010**

**Special Hero Award Nomination**

**Nominations are due to Ryan Mulder no later than March 31, 2010.**

**Nominee Information:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_

**Work Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Best time/place to be reached:** \_\_\_\_\_

\_\_\_\_\_

**Please prepare (or attach) a narrative description in detail, no longer than one typed page, about how this nominee has...**

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\_\_\_\_\_

**Name of person making the nomination:** \_\_\_\_\_

**Phone number of the person making the nomination:** \_\_\_\_\_



**Describe the nature of the relationship with the nominee:** \_\_\_\_\_

**Best time to be reached by telephone:** \_\_\_\_\_

\_\_\_\_\_

*For Office Use Only*



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1 <b>CPR</b> 9am- 12:00pm	2 Orientation required for new students & training packets distributed 8:45am-9:30am <b>Recipient Rights</b> 9:30am- 12:30pm <b>Culture Diversity</b> 1:30-2:30pm <b>Blood Borne</b> 2:45-3:45pm	3 Introduction to Residential Services & Person Centered Planning Co-Occurring Disorders 9am-4pm Day 1 of 3	4 Introduction to Residential Services & Person Centered Planning Co-Occurring Disorders 9am-3pm Day 2 of 3	5 Introduction to Residential Services & Person Centered Planning Co-Occurring Disorders 9am-3pm Day 3 of 3
8	9 <b>Basic Health</b> Day 1 of 2 9am-3pm	10 <b>Basic Health</b> Day 2 of 2 9am-3pm  Solutions to Wellness 3pm-4pm	11 <b>Basic Meds</b> Day 1 of 2 9am-4pm	12 <b>Basic Meds</b> Day 2 of 2 9am-3pm
15 <b>Blood Borne Pathogens</b> 9am-10am  <b>Person Center Planning</b> 10:15am-11:15am  <b>Recipient Rights Renewal</b> 11:30am-12:30pm	16 <b>Basic Med Renewal</b> 9am-12pm	17 <i>HAPPY ST. PATRICK'S DAY</i>  <b>CPR*</b> 9am- 12:00pm  <b>First Aid*</b> 1:30-4:30pm <i>*classes only available to GHC students</i>	18 <b>First Aid</b> 9am-12:00pm  <b>CPR</b> 1:00pm-4:30pm	19 <b>DC Refresher Pack (PCP, BBP &amp; Rights)</b> Renewals only 9am- 12:15pm
22	23 <b>Crisis Response Working w/People I, II, Gentle Teaching</b> Trauma Based Services Day 1 of 2 9am-3pm	24 <b>Crisis Response Working w/People I, II, Gentle Teaching</b> Trauma Based Services Day 2 of 2 9am-3pm  Solutions to Wellness 3pm-4pm	25 <b>Physical Intervention</b> 9am-12pm  <b>Advanced Physical Intervention</b> 1-4pm	26
29 <b>CPR</b> 9am-12:00pm  <b>First Aid</b> 1:30-4:30pm	30	31 <b>Testing and Test Retake Day Includes</b> Environmental Emergencies Ethics of Touch Hipaa Privacy/Security Limited English Pro. (LEP) Nutrition & Food Safety 1pm-4pm		

# Skippy's Destiny

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