

SCCMHA Provider News July 2021

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A Message From the CEO

Greetings SCCMHA Service Provider Network staff members. I hope this publication finds you and yours safe and well. As I was writing this article, I realized that it had been over 6 weeks since we have had new reported consumer COVID infections. This is of course wonderful news compared to several months ago. Clearly vaccinations for COVID-19 matter in reducing the community spread of the virus.

You only need to watch national media reporting on states with infection rates spiking and low rates of vaccination. It seems clear that the Delta variant of COVID-19, has become dominant and because this variant is so much more contagious, it is not surprising that spread is increasing rapidly without the countering of this impact by increased vaccinations in the population. At present, it would appear that COVID-19 is now a pandemic of the unvaccinated.

In the spirit of improving vaccination rates and protecting persons from getting infected, SCCMHA will be hosting a Great Lakes Bay Health Clinics Vaccination Day on Thursday, July 29, 2021, from 9 a.m. – 4:30 p.m. at our 500 Hancock location. This event is targeting our 2,000 unvaccinated consumers but is also open to their families and members of the public.

Summer is also the season for SCCMHA to publish our Annual Progress Report which we have just completed. *Adapting, Transforming and Creating Opportunity in Response to the Pandemic* is the name of the 2020/2021 annual report. The report has been posted to our website and can be found at this link: <https://www.sccmha.org/news-information/annual-progress-report.html>

On behalf of the SCCMHA Board of Directors, our administration, staff, those we serve and the Saginaw community, we extend our many thanks to you for doing all you could to keep services going and simultaneously keeping consumers and staff safe during this pandemic. We so appreciate you all.

Stay safe and well and promote COVID-19 vaccinations.

Regards,



Sandra M. Lindsey, CEO



Suicide Prevention Lifeline: 1-800-273-TALK (8255)

Consumer Vaccination Clinic Thursday, July 29, 2021 9:00am—4:30pm

Written by: Tim Ninemire

SCCMHA is hosting a Great Lakes Bay Health Centers (GLBHC) consumer COVID-19 vaccination clinic on Thursday, 7/29/21 from 9:00 a.m. to 4:30 p.m. The clinic will be hosted at 500 Hancock and the entry closest to the pharmacy will be used as the entry for the vaccination clinic. Please encourage consumers to be vaccinated as this is the best way to protect themselves and the community to prevent the spread of COVID-19. This clinic is specifically set up for consumers as we have a large number of consumers served by SCCMHA that have not been vaccinated. However, the public is welcome to participate in the clinic as well. SCCMHA consumers coming in to get vaccinated will be paid a stipend. Transportation will be provided if needed by the normal Taxi Cab Voucher system to provide rides for SCCMHA consumers to receive the vaccination. Stipend forms will be available as people are checked in.

The vaccine being given at the clinic will be the Moderna vaccine and a follow up appointment will be needed. We will be hosting a follow up clinic on Thursday, 8/26/21 in the same location from 9:00 a.m. to 1:00 p.m. The Moderna vaccine is only approved to be given to adults so this clinic will be limited to adults.

Please note Genoa Pharmacy does have the Johnson and Johnson vaccine (single dose vaccination) and people can stop in without an appointment Monday – Friday from 9:00 a.m. to 4:00 p.m. to receive that vaccination.

If you have any questions, please call (989) 797-3452.

New RPL/HCBS Coordinator

Written by: Monique Taylor-Whitson

Debbie Jones-Burt is the new HCBS Coordinator / Residential Watch Placement Liaison in the Network Services and Public Policy Department within the Auditing Unit. Debbie brings a wealth of knowledge to this role and her first hand experiences has allowed her to become an excellent advocate for our consumers at SCCMHA. Debbie is available to discuss HCBS concerns with providers for both residential and non-residential services and provide you with helpful resources that are also available on the SCCMHA website. Debbie also looks forward to working with case holders to assist with finding the most appropriate residential placement for our consumers. Feel free to contact Debbie Jones-Burt at djones-burt@sccmha.org or via Sentri email or call her at 989-797-3504 with any questions or assistance needed regarding HCBS guidelines and/or Residential Placement needs.

Incident Reporting

Written by: Tim Ninemire

The Quality Department and the Office of Recipient Rights (ORR) would like to remind all staff in the SCCMHA Provider Network that questions regarding Incident Reports (IRs) go to the Quality Department to answer. All Incident Reports go to the Quality Department for review and scanning into the Sentri II Incident Report Module. The ORR does review all IRs but does not give suggestions on whether an IR should be written or submitted to the Quality Department. The ORR does require that all potential Rights Violations be reported immediately and directly by phone or in person to the ORR. There are two policies related to this topic: 04.01.02 - Incident Reporting and Review and 02.02.06 - Reporting Complaints and Alleged Violations. These policies can be found in the Provider Manual on the SCCMHA Website under About Us/Business Partnerships/Directories and Reports. The next page is a reminder sheet that explains the process of submitting IRs to the Quality Department. Please note that if you contact the Quality Department and talk with Ashley, you have not completed your obligation for reporting potential Rights Violations to ORR and you may not list her on the IR under who you contacted in ORR. Please contact either department to clarify the process if you have questions. Below is the contact information for each department.

Quality Department:

Ashley Wilcox – (989) 272-7234
Fax # for IRs – (989) 272-0290

Office of Recipient Rights:

Tony Navarre – (989) 797-3583
Kentera Patterson – (989) 797-3462



INCIDENT REPORTING REMINDERS

June 2021

Incident: an **unusual or unexpected** event or situation which adversely affects the course of treatment or represents actual or potential serious harm or risk to persons served.

Incident reports must:

- ☐ Be reported to the Quality Department within one (1) business day of the incident.
- ☐ Be immediately reported by phone to the SCCMHA Office of Recipient Rights (ORR) if they involve a death or significant physical or psychological injury or suspected recipient rights violation.
- ☐ Be filled out completely and neatly with black ink by the involved or observing staff person.
- ☐ Include full first and last name of the involved consumer(s) and their consumer I.D. If the incident involves a consumer from another county, only their initials should be included.
- ☐ If more than one consumer is involved in an incident, each consumer's full name and consumer I.D. should be included on the Incident Report. A separate IR is not needed for each consumer involved.
- ☐ Include the SCCMHA Physical Intervention Report form if a Physical Intervention has occurred.
- ☐ Include actions taken by staff / treatment given.
- ☐ Include corrective measures taken to remedy and/or prevent recurrence of the incident.
- ☐ Include the name of the treatment facility if the incident involved emergency medical treatment and/or hospitalization and add if admitted.
- ☐ Include the name of the medication, the dosage, and name of staff involved if the incident involves a medication error or a refused medication.
- ☐ Be kept confidential and should not be placed or referenced in the consumer's EMR.

All Incident Reports should be submitted to **Ashley Wilcox in the Quality Department within one (1) business day** of the incident occurrence via fax to **989-272-0290**. IRs can also be delivered to the drop box, or the Customer Services office located at 500 Hancock. If an incident report is submitted via fax, a fax coversheet is not necessary.

NOTE: If an Incident Report form is not completed in its entirety, it may be returned to the submitter for completion.

Reference: SCCMHA [Policy 04.01.02 Incident Reporting and Review](#)

*If you have any questions or concerns, please contact
Ashley Wilcox, Quality Project Specialist at 989-272-7234 or awilcox@sccmha.org.*

SCCMHA Mobile Response and Stabilization Services: Program Expansion to Better Meet Community Needs

Written by: Farrah Wojcik

In 2008, SCCMHA identified the need for additional crisis response services for children and adolescents of Saginaw County. This led to the creation of the Mobile Urgent Treatment Team (MUTT), modeled after a program of the same name in Milwaukee, Wisconsin. From 2010 to 2014, MUTT provided after-hours support to children and families, responding to their homes or other settings in the community. The primary goal of the program was to decrease unnecessary visits to the emergency department and juvenile detention; this goal is driven by the rationale that consumers should always be served in the least restrictive setting possible, while ensuring their safety and the safety of others around them.

As the evening program appeared effective in diverting children and adolescents from more intensive treatment settings, the decision was made to expand the program to include a daytime team as well. This expansion started in 2014, and the hours set at this time have been maintained by MUTT since (see Phase One below).

Now, we are excited to share the next phase of the program with our community and network providers. The team has been renamed Mobile Response and Stabilization Services (MRSS), to better reflect the dual role of mobile crisis response and de-escalation as well as short-term crisis stabilization for consumers who enter service with significant needs or barriers that may make participation in treatment difficult. The hope is that this expansion will meet the needs of even more residents of Saginaw County, using multiple adjustments to the current program: expansion of hours to 24 hours per day, 7 days per week; inclusion of all Medicaid-eligible residents of Saginaw County (children and adults); and increased collaboration with local law enforcement agencies to assist in providing clinical guidance during contacts with police officers.

Below is a diagram of the planned phases of expansion. Currently the team is available Monday- Friday from 8am to 10pm, and weekends and holidays from 5pm to 10pm, and they provide phone support to all consumers of SCCMHA or a network provider (or Phase One of the diagram). At this time, children, adolescents, and consumers in the Transition Age Youth (TAY) population can request in-person mobile response; adults can also receive in-person MRSS services if found appropriate through SCCMHA's Clinical Risk Committee. MRSS will notify providers as they advance to the next phases of expansion. For additional questions about MRSS, or how to complete a referral for proactive contact to a consumer, please contact MRSS Site Program Supervisor Farrah Wojcik at fwojcik@sccmha.org or 989-274-7556.



MENTAL HEALTH FIRST AID

for Suicide Prevention

On average,

123

people die by suicide each day.

– American Foundation for Suicide Prevention

From 1999 to 2016,

630,000

people died from drug overdose.

– Centers for Disease Control and Prevention

Nearly

1 IN 5

U.S. adults live with a Mental Illness.

– National Institute of Mental Health via the National Survey on Drug Use and Health and the Substance Abuse and Mental Health Services Administration

The course will teach you how to apply the ALGEE action plan:

- **A**ssess for risk of suicide or harm.
- **L**isten nonjudgmentally.
- **G**ive reassurance and information.
- **E**ncourage appropriate professional help.
- **E**ncourage self-help and other support strategies.

Why Mental Health First Aid?

Mental Health First Aid teaches you how to identify, understand and respond to signs of mental illness and substance use disorders. This training gives you the skills you need to reach out and provide initial support to someone who may be developing a mental health or substance use problem and help connect them to the appropriate care.

Three Learning Options

- **Virtual.** First Aiders will complete a 2-hour, self-paced online class, and then participate in a 5.5-hour, Instructor-led videoconference.
- **Blended Learning.** After completing a 2-hour, self-paced class, First Aiders will participate in a 4-hour, in-person, Instructor-led class.
- **In-person.** First Aiders will receive their training as an 8-hour, Instructor-led, in-person course.

Who Should Take it

- Employers
- Police officers
- Hospital staff
- First responders
- Faith leaders
- Community members
- Caring individuals

What it Covers

- Common signs and symptoms of mental illness
- Common signs and symptoms of substance use
- How to interact with a person in crisis
- How to connect the person with help
- **NEW:** Expanded content on trauma, addiction and self-care



This program is a top-notch service to area communities like ours and we are so grateful for the opportunity to have this program.” – **Nikki Carber**, Speak Out Against Suicide

Friends For Recovery Center Update

Written by: Debra K. Sharp

Friends for Recovery (FFRC) is a Saginaw County Peer Run Drop-In Center offering Recovery and Hope with a Nutrition and Wellness theme. FFRC serves people in the community with a mental health diagnosis. FFRC offers groups that the participants would like more information on, such as mental and physical illnesses: Bi-Polar Disorder, Diabetes, Schizophrenia, Multiple Sclerosis, along with Smoking Cessation and Dual Recovery Anonymous (DRA).

FFRC's theme is making "Physical Fitness Fun". Participants attend the YMCA twice a week, putt-putt golf at KoKomos twice a month, bowling at Stardust the third Tuesday of the month, and yoga and dance come

to the center twice a month. FFRC transports participants to the SVRC Farmer's Market and before COVID participants would have lunch at the Soup Kitchen and Gleaning for Jesus.

To the left is the August Calendar of Events, which is subject to change. Nothing is written in stone if the participants would prefer a different group.

 August 2021 Calendar of Events 						
Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.
1	2 10-11am DRA 1:15-3:00PM Swimming	3 10-11am Cataracts 1:30-2:30pm YMCA	4 10-11am Farmers MKT 1:15-3:00pm Swimming	5 10-11am Swim Safety 1:30-2:30 YMCA	6 10-11am Smoking Cessation 1:30-2:30pm Farmers MKT	7
8	9 10-11am DRA 1:15-3:00pm Swimming	10 10-11am Heat stroke 1:30-2:30pm YMCA	11 10-11am Farmers MKT 1:15-3:00pm Swimming	12 10-11am Eye Disease 1:30-2:30 YMCA	13 10-11am Smoking Cessation 1:30-2:30pm Heart of Sag.	14
15	16 10-11am DRA 1:15-3:00pm Swimming	17 10-11am Allergic Reactions 1:30-2:30 YMCA	18 10-11am Social Skills 1:30-2:30pm Farmers MKT	19 10-11am Hangman 1:30-2:30pm YMCA	20 10-11am Smoking Cessation 1:30-2:30 Hart of Sag.	21
22	23 10-11am DRA 1:30-2:30pm Heart of Sag.	24 10-11am Anger Management 1:30-2:30pm YMCA	25 10-11am Farmers MKT 1:15-2:30 Haithco Park	26 10-11am Lyme disease 1:30-2:30pm YMCA	27 10-11am Smoking Cessation 1:30-2:30pm Farmers MKT	28
29	30 10-11am DRA 1:30-2:30pm Heart of Sag.	31 10-11am Social Skills 1:30-2:30pm YMCA				

**Questions
Regarding
Enrollment:**

Call
(989) 401-7586

Email
debrakaysharp@outlook.com

**Friends for
Recovery Inc.**

**2720 W.
Genesee
Saginaw, MI
48602**

Bayside's New Beginnings

Written by: Jim Nesbit

The last year and a half has been transformative for so many, whether individually, as a family, as a business, or as a community. For Bayside Clubhouse, it has been transformative as well; programmatically, philosophically, and physically.

At the moment of the COVID-19 pandemic shut down, Bayside Clubhouse immediately went into planning mode of how to serve our members virtually, telephonically, and personally. Our team anticipated how to adjust to the stress, isolation, and lack of connection to the clubhouse our members would experience, as well as the traumatic outcomes that could potentially occur. Within days of the shutdown, we went into action; doing member outreach for each member daily, creating a private Facebook group for clubhouse members where they could view virtual meetings staff would conduct, as well as interact with each other and staff in a safe, private, virtual environment. Jim, Tracey, Brian, Geoff, and Josh also immediately started Bayside's meal and care package delivery service to our members, delivering home cooked meals, toilet paper, personal hygiene items, DVDs, and snacks, while performing mini assessments of the members' depression and anxiety each time. Bayside also supplied several hundreds of snack items to the Saginaw Rescue Mission, delivering the items on site, for the men, women, and children, who were residing there at the time.

By the early spring of 2020, Bayside Clubhouse was the very first program to offer face-to-face "front porch visits" with our members, utilizing PPE and social distancing, to spend some 1:1 time with our members.

By June 15, 2020, Bayside Clubhouse was open and serving limited numbers of members face-to-face, while also still providing virtual meetings online and telephone outreach. During this time, the clubhouse was also going through extensive renovation in the Culinary Unit, AKA, "The Diner", so members and staff could only utilize the space in the Business Unit, all while still utilizing PPE, social distancing, and extensive sanitization practices. After several months of construction and renovation, we were finally able to access the entire physical space of the clubhouse, and provide lunches in the diner. As restrictions were incrementally lifted, and more members could be served at the clubhouse, we decided that the Business Unit also needed a facelift, giving the entire clubhouse a new, modern, and fresh look! See top the right for before and after renovation photos!

Besides the physical transformation of our clubhouse and after experiencing so many things that we had all taken for granted regarding linking in our local community, our team, along with our members, also sought to implement new components to better serve our members so that they would have or have access to the things they need to work, maintain their independence, and have things they rely on for everyday living. So from that, we designed a new department in our Business Unit; "Member Services", in

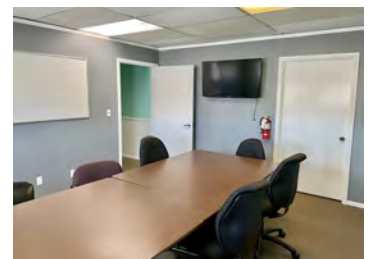
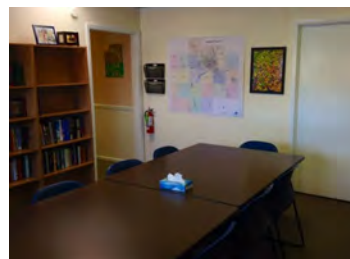
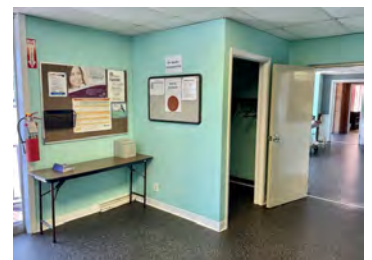
which clubhouse staff assist members in updating their drivers licenses/IDs, obtain their birth certificates/SS cards, open up bank accounts, create email and social media accounts, assist with resources to take drivers education and obtain drivers licenses, conduct home visits to those living independently, and assist others who wish to live independently with income based housing applications and apartment tours.

As we get through the pandemic together as changed people, Bayside Clubhouse has also emerged as a changed program, evermore committed to helping our members, and SCCMHA consumers, live their best lives.

Before



After



Community Ties North

Written by: Jennifer Rieck-Martin

At the moment, CTN is offering both virtual program and in-person program. Due to a staff shortage, we have not opened back up to everyone, but are extremely happy to be open in some capacity.

Virtual programming at CTN occurs Monday through Friday with 36 consumers getting online to attend the classes they choose to be involved with. The classes offered virtually are Bingo, Spanish, American Sign Language, Virtual Tours and Games, No-Cook Cooking, Adult Coloring, Coffee Club, Exercise, and Arts and Crafts. Consumers engage in these activities virtually with their Zoom leader and really enjoy seeing their friends while participating in different activities. All the supplies for the classes are supplied by CTN and delivered to consumer homes.

In-person programming currently consists of 10 consumers in the building per day. The activities offered by in-person programming are cooking classes, arts and crafts, movie days with popcorn, exercises, outdoor games like kickball, ladder golf, hockey, and corn hole, story time, bingo, taking care of our bird garden, working on writing and math skills, and adult coloring. Consumers are also part of a pen pal group with another day program in Maine. Consumers have an array of activities they can do every day and make their choices as to what they would like to do either verbally or by pointing to pictures.

At the end of June, In-person programming recently began having outings. These outings include mall walking, picnic and games in the park, and gardening at the CTN plot at the Saginaw Zoo.

Starting on July 26th, CTN will expand to 46 consumers. This will put them at capacity, however, if a consumer is interested in this program their Support Coordination will need to complete a referral form. For more information, contact Jennifer Rieck-Martin at jmartin@sccmha.org.

Community Ties South

Written by: Julie Bitterman

Currently at CTS, we are offering both virtual and in-person program Monday through Friday. Our virtual activities use Zoom and include Current Events/Coffee Club, Arts and Crafts, Cooking Class, Adult Coloring, Dance Exercise Class, I Spy, Virtual Tours, Story Time and our most popular activity: Bingo. Virtual classes have been a great option for those that have access to a computer or tablet and have Wi-Fi and we are planning to keep this option open for the long run.

For everyone's safety, CTS opened slowly back to in-person program this past April to 10 consumers per day. Currently we are very excited to begin the process of opening program up to more people and hiring more staff to accommodate. In-person activities are based on consumer choice and include outdoor games such as ladder golf, scavenger hunts, I Spy, and nature exploration; adult coloring, cooking, bingo, flower gardening, working on math and writing skills, and arts and crafts. Within the last two weeks we have begun to do some things in the community as well such as going to the local library for story time, shopping trips for cooking class and local park & nature tours. Everyone is so happy to be back at program and we look forward to opening up further as more staff are able to join us. For more information contact Julie Bitterman at jbitterman@sccmha.org.



Criminal Background Checks

Written by: Jennifer Keilitz

Residential Providers:

It was recently decided through our SCCMHA audit with Mid State Health Network that I-CHAT checks are not required for those staff that have fingerprinting completed by a provider registered through LARA (Department of Licensing and Regulatory Affairs) Workforce Background Checks. We are passing this along to all of you as we know this is at a cost to you and we hope this can save some time and money on your part.

Each employee should have the following at hire:

1. Proof of OIG (Office of Inspector General) LEIE check
 2. Sanctioned Provider List check
 3. Nurse Aide Abuse List check
 4. Public Sex Offender Registry check
 5. Offender Tracking Information System (OTIS) check
 6. Proof of clear background check from the fingerprinting.
- The results must include the staff name and proof of a clear check.

On a monthly basis providers must check OIG/LEIE, System Awards Management or SAM, Michigan Sanction Provider list for any excluded individuals working in your facilities. This can be individually or through a company that has all databases within and you can search all databases at once.

Q: Why do you need to complete a monthly OIG/LEIE, SAM, Michigan Sanction Provider list check?

A: The rapback checks that are completed through the LARA Workforce Background Checks only complete Michigan State Police checks. Staff that are excluded from payment by a governmental agency are not part of the notification in the rapback. Any staff that provides services under contract with SCCMHA is using public funds through Medicaid and therefore should be checked to make sure they are not excluded by these entities for payment.

Medication and Sharps Disposal

Genoa Pharmacy located at the SCCMHA Hancock building is no longer taking back medications for disposal. Genoa also does not accept Sharps. The flyers to the right details how you can safely dispose of unwanted/expired medications and Sharps. As stated in the SCCMHA Medication Disposal policy, please do not flush expired or unwanted prescriptions or over-the-counter drugs down the toilet or drain unless the label or accompanying patient information specifically instructs this, in order to prevent them from entering the water cycle. To dispose of medications on site, remove medication from it's original container and mix it with an undesirable substance. Place the mixture in a disposable container with a lid or seal. Conceal or remove personal information from empty medication containers and place the sealed medication containers and empty drug containers in the trash. Document the date, time, name(s) of medication(s) and the method of disposal used (e.g., mixed with water and kitty litter or coffee grounds) in the consumer's electronic health record. The following flyers provide more information on disposing medications, sharps, and drop of locations for unwanted medications.



DROP OFF SITES FOR: UNWANTED MEDICATIONS

Sponsored by:

**Saginaw County Health Department | Environmental Health Services
Mid-State Health Network**

*** Call for hours of operation**

Buena Vista Police

3438 Genei (cr. of Outer Dr.) | Saginaw 48601
(989) 753-7793

Spaulding Township

5025 East | Saginaw 48601
(989) 777-0950

Saginaw County Sheriff's Office

618 Cass | Saginaw 48602
(989) 790-5456

Saginaw Township Police

4930 Shattuck | Saginaw 48603
(989) 793-2310

Saginaw Police Department Lobby

612 Federal | Saginaw 48607
(989) 759-1288

Saginaw Valley State Univ. Police

Corner of Pierce on South
Entrance Drive | University Center 48710
(989) 964-4141

Delta College Police

Building N102 | University Center 48710
(989) 686-9113

Saginaw Co. Health Department

1600 N. Michigan | Saginaw 48602
(989) 758-3685

Thomas Township Police

8215 Shields Dr. | Saginaw 48609
(989) 781-1300

Tittabawassee Township Police

355 Church | Freeland 48623
(989) 695-9623

St. Charles Police

110 W. Spruce | St. Charles 48655
(989) 865-8287

Richland Township

1180 N. Hemlock | Hemlock 48626
(989) 642-2097

Frankenmuth Police

240 W. Genesee | Frankenmuth
48734
(989) 652-8371



What to Do with Used Sharps in Michigan

Put used sharps in a strong, plastic container

When the container is 3/4 full, put the lid on, seal it with duct tape, and label DO NOT RECYCLE.



Have a needle clipper? When the needle clipper is full, it can be disposed of according to your state or local regulations. More information can be found [here](#).

Put the plastic container in the household trash – **don't recycle!**



If a trash collector is reluctant to collect a red sharps container, refer them to your [state waste agency](#).

Sharps should never be thrown loosely into the trash or toilet

Sharps that retract after use, or are very small, should be disposed of like all other sharps.

If you would like to bring your sealed container to a community sharps disposal program, there are drop-off locations in several counties.

[See disposal locations](#)