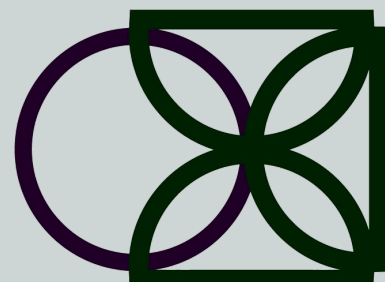


SCCMHA PROVIDER NEWS

December 2021



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Holiday Greetings from Sandra M. Lindsey, CEO

Holiday greetings SCCMHA staff members, network providers and colleagues. I am so grateful for your work and efforts to serve the consumers, families and community that depend upon us during these unprecedented times. Without a doubt the COVID-19 pandemic has brought forth great challenges, hardship, and loss. But it has also illuminated what really matters our connections to family, friends, colleagues, and the greater Saginaw community.

These connections are powerful and are at the very heart of who we are and the work that we do, whether providing service to consumers directly, or supporting those that do. The stories of our consumers and their families and their needs for care and treatment during this pandemic, have challenged our mission vision and core values like nothing we have ever experienced. But make no mistake, these needs balanced against their health and safety and your own, are always front and center in each decision made by me and our senior leadership.

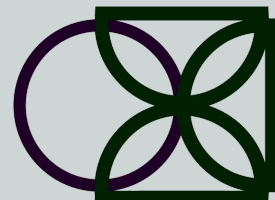
The information coming at us to keep consumers and employees safe, inform service delivery, navigate payer expectations, adhere to federal, state, and regional contract compliance and public policy, and address new service demand, seems to be limitless in its volume and complexity. Unpacking, verifying, and translating this information takes time, but we have tried our very best to deliver information and instructions to you as clearly, timely and accurately as is possible.

These COVID challenges have also brought forward innovation, creative problem solving and safety measures that overall resulted in relatively low COVID infection rates network wide. But COVID has also revealed our limitations and the uncertainty that comes when facts are challenged and the science on this pandemic is ever evolving. Nonetheless, we are all impacted by COVID related illness or related economic losses experienced by consumers, colleagues, family and friends and mourn those we have lost to COVID related death this past year.

Perhaps the biggest challenge this year, almost 2 years into this pandemic, and what marks it as different, are the workforce shortages everywhere; in our network, the public mental health system statewide, and all of health care really. These shortages have added greatly to the burden of existing staff in every organization in the SCCMHA network. To those of you still on duty and able to read this message, my sincere thank you for helping to carrying this burden while we all work to rebuild our workforce. The

Continued on next page

SUICIDE PREVENTION LIFELINE: 1-800-273-TALK (8255)



value that you provide is why everyone in the network, no matter their role or position received the recognition and retention bonus payment this past summer if your work location was inside Saginaw County. Our administration continues to work on strategies to address staff shortages and improved workforce retention for the balance of FY 2022, as we anticipate the needs of those we serve and those coming to us for service for the first time.

As the year ends, the complexity and difficulty of this past year suggest that we reflect on our personal and professional experiences for sure. However, let us also work to gather all the positive energy we can from the love, joy, and compassion we receive from the connections to family and friends and attend to some self-care.

On behalf of the SCCMHA Board of Directors, administration, and myself, have a Merry Christmas. We wish you all peace and health in the New Year. Let's all be ambassadors of new possibilities for hope and recovery.

Happy holidays to you and yours,

Sandra M. Lindsey, CEO

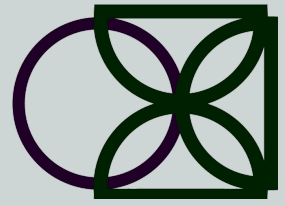


Quality of Care Reminder

As we aim to always be improving the quality of care we provide, every provider should have a set of quality improvement goals in place that are specific to their needs. If you do not currently have any goals in place, identify some areas of where improvement could be made. Please remember to regularly review these self-set goals and track their progress, to measure the change in quality of care. Thank you for all you do to provide quality services for the consumers we serve!

Masking Reminder

With new COVID-19 variants coming to light and an increase in positive cases in our region, we must continue to take measures to protect ourselves, our community, our consumers, and our loved ones. Please continue to mask, regardless of your vaccination status, to prevent the spread of COVID-19.

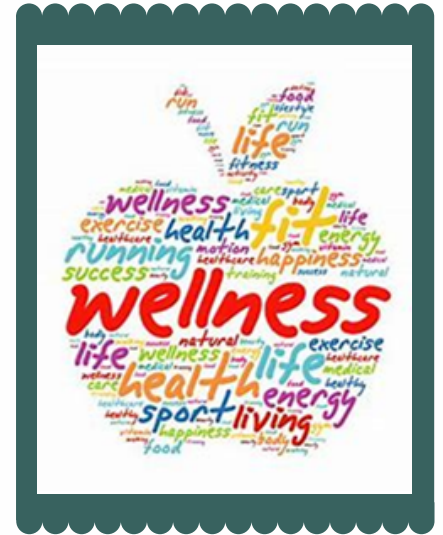


Health Services Delivery System

Written by: Michelle Vance

I would like to take this opportunity to describe the overall Health Service delivery aka Enhanced Health Services. Health Services are composed of collaborative and integrative programs striving for mental and physical health promotion which will result in functional improvement that is significant to the beneficiary's ability to perform daily living tasks appropriate to their chronological, developmental, or functional status.

Services consist of Occupational Therapy, Physical Therapy, Speech Therapy, and Dietary/Nutritional Counseling and Education. Services may involve direct treatment, staff monitoring, family training/education, and monitoring of established home programs. Health Services staff may make recommendations of specialized equipment and supplies, assistive technology, enhanced pharmacy, and environmental modifications, in order to enhance maximal function and community integration. Goals and outcomes established by the Health Service staff will be integrated into the Individual's Plan of Service (IPOS) by the case holder.



While these services are available for consumers, SCCMHA is the payor of last resort. Therefore, consumers must have exhausted their medical benefit for these services prior to beginning the referral process. A more formal referral process is being finalized so please stay tuned. If you have any specific case questions regarding new referrals, please feel free to contact Michelle Vance/Health Service supervisor at m Vance@sccmha.org or 989-272-7207.

Social "U" is now in Saginaw County

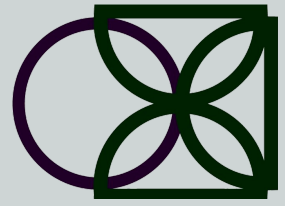
Social "U" is a 501(c)3 non-profit organization that was started to create a fun atmosphere for socialization for adults with developmental disabilities, age 23 and up. This group was started in Tuscola County over six years ago and we are so excited to bring it to Saginaw County. Our organization is filling a void for these individuals by providing a social outlet in a non-judgmental, safe, group setting of their peers. It gives them a chance to connect with old friends and make new friends. Together we will take part in planning future events and outings in our community. Some of the activities that will be planned are dances, holiday parties, games, crafts and community "give back" projects. We also participate in community outings like parades, going to the Loon's game and local events. The group will meet monthly and we ask that all in attendance pay \$2 to help cover the cost of food and activities. This group has been created for "U" and "U" will be part of making it great! We hope you come join us.

If you'd like further information, feel free to check out our web site at **SocialUAmazing.Org** or our Social "U" Saginaw Facebook page.

You can also email **SocialU2021@yahoo.com** or call:

Kris	(989) 233-8209	Director
Connie	(989) 652-6864	Assistant Director, Saginaw

Please share this group with
consumers age 23 and older!



Meet Our Staff

SCCMHA has received multi-cultural funding from the State of Michigan for many years. In 2017, we proposed adding a bilingual (Spanish speaking) therapist to our front door (Centralized Access and Intake Unit). We proposed that the position would be available to complete intakes and provide services to the Hispanic/Latinx population that presented at our front door. In addition, through the grant dollars, the position would be able to do outreach to the two large community organizations in Saginaw County that support the Hispanic/Latinx population. Through the grant, the person hired would be able to provide services at these locations and would develop marketing materials specific to this population. We were thrilled that our proposal was approved, and the grant funding was provided.

Lucia Vargas has served as our bilingual therapist since August of 2017. During that time Lucia has completed intakes and provided therapy to all individuals who have requested to work with a bilingual therapist. Lucia has participated in many outreach activities and worked with community organizations, such as LLEAD (Latino Leaders for the Enhancement of Advocacy and Development) and the Mexican American Council to understand the needs of the community and offer mental health support.

For the 21/22 fiscal year, the grant was expanded to include outreach after inpatient hospital stays. This was done to reduce health disparities in the community and to work with the Hispanic/Latinx population to assure that they are receiving appropriate after care.

If you know someone that could use Lucia's assistance, please reach out to her, or share her contact information:

Lucia Vargas
Intake Hospital Diversion
Specialist /Bilingual Therapist
500 Hancock St.
Saginaw, MI 48602

Office: 989-272- 0232
email: lvargas@sccmha.org

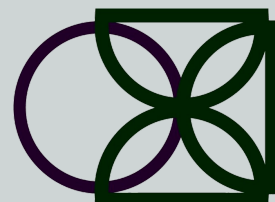


Meet Matthew Clark, our new Veteran and Military Family Navigator! The Veteran and Military Family Navigator is available to provide assistance to all those that have served in the Armed Forces regardless of discharge status, as well as their families. Serving Saginaw, Bay, and Midland counties, the Navigator is an expert in Veterans services and benefits and has access to a wide network of community partners within the Health Authority and across the region. The Navigator enhances case management and consumer care by ensuring Veterans and their families are utilizing all benefits and services available to them. While the Navigator is not a clinician, he will help Veterans connect to needed services, especially mental health and substance use disorder supports. As a community liaison, the Navigator engages in community development, outreach, and partnerships that cultivate a comprehensive community of care for all Veteran consumers at Saginaw County Community Mental Health Authority. The Navigator attends community events around the region to enhance the welcome for Veterans at SCCMHA and to ensure Veterans are not "slipping through the cracks" between the US Department of Veterans Affairs and local CMHs. If you are working with a Veteran or their family, please refer them for navigation services using the following contact information:



Matthew A. Clark
Veteran and Military
Family Navigator
500 Hancock St.
Saginaw, MI 48602

Office: 989-272-7375
Mobile: 989-928-1573
email: mclark@sccmha.org



First Choice of Saginaw Holiday and Health Event

First Choice of Saginaw concluded its 17th year of Fundraising with the annual Consumer Holiday and Health Event on December 1, 2021. Thanks to the support of generous donors, First Choice was able to distribute \$50 Meijer gift cards to 312 residential consumers to spend on anything of their choosing! Last year, due to COVID restrictions, we were not able to hold the social event for the gift card recipients. While we were not able to return to our pre-pandemic event, with health and safety precautions in place, we were excited to have a Holiday Drive Through event. Homes were able to bring consumers to pick up their cards, cookies, and other items through a drive through format and listen to some holiday music! Below are some pictures from the event:



Ready for attendees to arrive!



Holiday music to spread some cheer!



Event volunteers



Attendees lining up for their cards!

First Choice is now fundraising for the 2022 gift card dissemination. Easy ways to support First Choice include signing up for Kroger Community Rewards or Amazon Smile and selecting First Choice as your organization to support. When you enroll in these programs, First Choice will receive donations based on your regular shopping, at no additional cost to you! Monetary donations can be sent to First Choice of Saginaw at 500 Hancock, Suite 200, Saginaw, MI 48602.

[Amazon Smile](#)

[Kroger Community Rewards](#)

[First Choice of Saginaw \(saginawfc.org\)](https://www.saginawfc.org)

MENTAL HEALTH FIRST AID

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

TO FIND A COURSE OR CONTACT AN INSTRUCTOR IN YOUR AREA, VISIT
MentalHealthFirstAid.org OR EMAIL **Info@MentalHealthFirstAid.org**.

**NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH**



Resident Funds

With an increase in community outings for residential consumers, we wanted to remind homes of the importance of documentation with your resident's funds. Auditing is finding that some consumers do not have receipts for the outings or purchases made last April and continued into September. Please make sure you are retaining receipts from consumer purchases. If consumers are able to pocket left over money from an outing, make sure it is noted in the consumer plan and recorded. As a reminder, consumer money should not be spent on items that are considered room and board.

I-Chats

During the Home Managers Training the following question was asked: Do Providers need to continue to complete I-Chats? For clarification, because residential providers have to complete fingerprinting in accordance with their licensing requirements, they do not need to complete ongoing criminal background checks. The fingerprinting includes rap back that will automatically notify the provider if there is a staff that has an issue with the law.

MDHHS issues face mask Public Health Advisory due to rising flu and COVID-19 cases

Recommends all Michiganders, regardless of vaccination status, wear a mask in indoor public settings. Face mask advisory will remain in effect until further notice.



House of Hope

has been awarded a Certificate of Excellence for their continued efforts in planning outings for their residents and getting them out of the house during a time when it is most needed.

Their excellence in collaborating with support staff is also recognized.

Thank you!