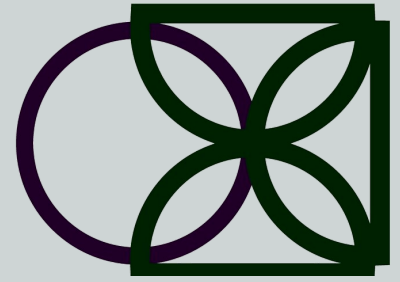


SCCMHA PROVIDER NEWS

December 2023



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A Message from the CEO, Sandra Lindsey

Happy Holidays SCCMHA staff and network providers,

On behalf of myself, the SCCMHA Board of Directors and our administration, we want to thank you for your continued commitment to serving consumers and their families over this past year. In addition, we would like to wish you and yours the very best for the holiday season.

As we step into a new year, it is important to look back not just at the challenges of FY 2023, but also events that will shape our network and service delivery to consumers and families in the new year.

If you are a new staff member to SCCMHA or at one of our network providers, WELCOME! We are glad to have you join the network in whichever function you perform, whether it be direct service or an administrative or support function. Know you have joined a talented workforce committed to the SCCMHA mission.

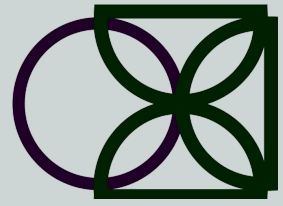
We understand staffing shortages everywhere have made things challenging when it comes to managing caseloads, covering shifts, and meeting deadlines. In addition, the demand for service from people we have never served previously has been particularly eye opening. However, our staff and network of providers have persevered, and collectively we continue to do all that we can to provide quality interventions and programs, though it may not always be as timely as we would like.

Despite challenges, there have been great successes, targets we have reached, and new programs we have begun or expanded over the past year. It is worth mentioning the following groups of staff and offering our thanks for their efforts.

- Thanks to the leadership and staff at Central Access and Intake (CAI), which has been in-processing new consumers in numbers we have never seen in my twenty-three plus years as CEO. My thanks to SCCMHA clinical staff that have come to help CAI from other departments and units.
- Thanks to both Crisis Intervention Services and Mobile Response and Stabilization Services for their commitment to problem solving with many of the people they see in crisis or with urgent needs and/or at risk, they have been assisting. The crisis services space has been particularly challenged in the last 12 months or more.
- Thanks to the involved clinical team record holders and Care Management staff for getting all 758 plus eligible consumers enrolled in the 1915 (i) SPA benefit to avoid any lapse in service at the end of September.

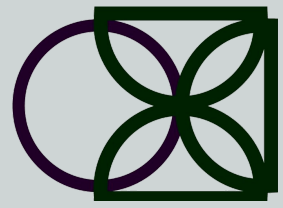
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SUICIDE PREVENTION LIFELINE CALL OR TEXT: 988



- Thanks to the staff in our Health Home Clinic at Hancock for taking on the responsibility for consumers' psychiatric/medication needs coming from contracted clinical teams due to their prescriber shortages. This is also the unit that is implementing our new Behavioral Health Home care coordination work, with over 420 consumer enrollments since May of 2023 when this new service began. The Health Home staff have also been helping the OBRA/PASARR unit with new and annual evaluations of nursing home residents as this unit experienced staffing shortages last year and so we thank you.
- Thanks to all the front facing network clinical staff, paraprofessional staff, peers, and those that provide them administrative support and transportation access, to serve more persons than ever before, including those with complex and acute needs and assisting them in transitions or care, recovery, and treatment goal attainment.
- Thanks to the fabulous work by our Entitlements Office for helping consumers stay Medicaid eligible with the restart of the MDHHS Medicaid Redetermination process. These efforts have kept the percentage of SCCMHA Medicaid disenrollment to one of the lowest in the Mid-State Health Network region. This is the same unit charged with enrollment of consumers into our Certified Community Behavioral Health Clinic (CCBHC) with enrollment as of the end of November of over 3,900 consumers.
- My thanks to the leadership and staff in our Contracts, Human Resources, and Finance Departments for their work in FY 2023, to push out Provider Stabilization funding. The FY 2023 Internal and External SCCMHA Provider Stabilization total cost was **\$5,975,614**.
- Thanks to the Clinical Supervisors who took on the supervision of Social Work Students.
- Thanks to Human Resources for arranging the ASE Supervisor Leadership Training and our newer directors and supervisors for attending.
- My thanks to the members of the Diversity, Equity, and Inclusion Workgroup for helping execute our SCCMHA DEI Plan.
- Thanks to the SCCMHA Continuing Education Department for their work to provide or arrange training for many new and existing staff across the network including the support for DEI staff training.
- Thanks to our Quality/IT/ Business Intelligence staff for meeting state reporting deadlines and the numerous adjustments to Senti II to meet our ever-changing EHR, regional and state reporting needs, changes to claims infrastructure, telephone service support, workspace set-up and Help Desk needs.
- Thanks to our Environmental Services staff for keeping our workspaces clean, safe, and welcoming.
- Thanks to our Customer Services staff and security personnel for welcoming our consumers to appointments, helping visitors, distributing U.S. Mail and monitoring for staff safety.
- Thanks to everyone that was involved in the new security camera project at the Hancock and Albert & Woods buildings. Our antiquated camera system was recently replaced with a "state of the art" system to support our 24/7 operations where cameras are now programable to record or view only. This new technology supports our operational changes and space renovations over time supporting service expansion. Phase two of our security camera project will commence at other buildings in 2024.
- Thanks to our Recipient Rights staff for your vigilant protection of consumer rights and training others to do the same.
- Thanks to our Compliance and Auditing department staff for helping the network abide by numerous state and federal regulations and policies.

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- Thanks to all the SCCMHA staff that serve on standing SCCMHA committees, joint committees with the contracted network staff and those that represent SCCMHA and those we serve, at local, regional, and state meetings or are providing community outreach services.
- Thanks to the select SCCMHA Management Team members for the planful expansion of CCBHC Designated Collaborative Organizations (DCO) agreements with network providers to expand CCBHC services and revenue.

In closing, thanks for all you do to treat, support, and assist those consumers, families, and the greater Saginaw community, it is our honor to serve. Wishing you all a safe and fun-filled holiday season with family and friends.

Happy Hanukkah, Merry Christmas, Happy Kwanza, and Happy New Year.

Warmest regards,
Sandra M. Lindsey, CEO

Stay Safer with Situational Awareness: Tips from Security Coordinator Kyle Lipp

As the days get shorter and darkness falls sooner, ensuring your safety during evening activities becomes crucial. Kyle Lipp, Security Coordinator for the Saginaw County Mental Health Authority, shares valuable insights on how to enhance your safety through Situational Awareness.

What is Situational Awareness?

Situational Awareness is the skill of being attuned to your surroundings, identifying potential threats, and recognizing opportunities. This skill proves essential in avoiding danger, planning ahead, and responding effectively to various situations, from everyday scenarios to emergencies.

The Three Levels of Situational Awareness:

- *Perception*: Observing and understanding what is seen and heard in the surroundings.
- *Comprehension*: Interpreting and understanding the information gathered.
- *Projections*: Anticipating future events based on the gathered information.

Tips to Improve Situational Awareness:

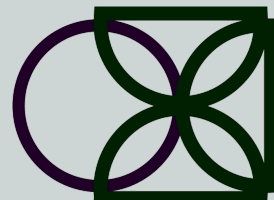
- **Engage Your Senses**: Trust your instincts and pay attention to what your senses are telling you.
- **Avoid Distractions**: When in unfamiliar or potentially risky environments, minimize distractions like phone use or rummaging through bags.
- **Utilize Mental Frameworks**: Apply lessons from past situations to formulate effective safety plans.

Factors Affecting Situational Awareness:

Be aware that stress, fatigue, complacency, and information overload can impact your situational awareness. Take steps to manage these factors for a more accurate assessment of your surroundings.

Stay vigilant, stay safe, and enhance your situational awareness with these practical tips. Remember, a proactive approach to your safety can make a significant difference in various situations.





IMPORTANT REMINDER - 1915 (i) SPA Authorizations

In the past SCCMHA allowed providers to request courtesy authorizations for services that are now under the 1915 (i) SPA. Going forward, these services will not be authorized until the case holder has completed the assessment and plan. A current assessment and plan that reference the need for services are necessary to be reimbursed for the services being provided.

SVRC Program Change

The SVRC "My Voice My Choice" program name has been changed to "Empowered Voices" to better reflect the individuals they serve and the skills they are building. The "Empowered Voices" skill building program is accepting referrals for new consumers. SVRC also hired two new job coaches for their Competitive Integrated Employment program and is accepting referrals.



Learn more about these programs here: <https://www.svrcindustries.com/empowered-voices>

Bayside Clubhouse Receives Three-Year Clubhouse Accreditation!

Clubhouse International has awarded Bayside Clubhouse in Saginaw, Michigan their updated Clubhouse International Accreditation status. They are now a fully accredited three-year clubhouse.



Bayside Clubhouse has been a fixture in Saginaw since 1991, offering a community service to support people in the area living with mental illness. They are also a partner of Saginaw County Community Mental Health Authority. At Bayside, the clubhouse program includes peer support, a work-ordered day, pre-vocational training, social and recreational activities and further resources to assist consumers in community integration.

Bayside Director Jim Nesbit was grateful to receive the accreditation, thanking his staff for their hard work, "I'm in awe of my team, they work very hard," Nesbit said. "Whether you're serving 20 members or 50 members, the expectations don't change. They go above and beyond."

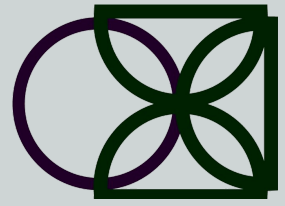
Congratulations to Bayside for their recent accomplishments and best wishes for their further successes. For further information on Clubhouse International, visit [Clubhouse International \(clubhouse-intl.org\)](http://Clubhouse International (clubhouse-intl.org))

SCCMHA's Executive Director of Clinical Services and Programs to Speak on Livestream

Women of Colors, a nonprofit organization in Saginaw County, is hosting a livestream discussion surrounding the realities of dealing with mental health during the winter months and the holiday season.

Saginaw County Community Mental Health Authority's Executive Director of Clinical Services and Programs Kristie Wolbert will be one of the three panelists, along with Marcia Jones of Delta College and Kevin Fischer of the National Alliance on Mental Illness.

The roundtable discussion, titled Surviving the Season, will be held on Dec. 22 at 7:00 p.m. and can be streamed on Women of Colors' Facebook page, or on radio stations KISS 107.1 FM, WSGW 790 and 105 FM, The Moose 94.5 and 106.3 FM.



First Choice of Saginaw Gift Card Distribution Event

Some planned for clothes. Some thought of getting gifts for loved ones for Christmas. Some wanted something as small as Diet Pepsi. But all were just grateful to be able to have a little extra this holiday season.

First Choice of Saginaw and Saginaw County Community Mental Health Authority paired up on Friday, December 8 for their annual event to donate \$50 Meijer gift cards to 347 residents of adult foster care homes who needed the extra assistance. Below are some photos from the event.

First Choice President, Jennifer Keilitz was happy to see the turnout and response from residents.

"They always ask us about when the event is coming up," Jennifer said. "It's a really great way to give back."

Typically, adult foster care (AFC) room and board payments pay for three meals a day, soap, toothpaste, shampoo, laundry detergent and other essentials, but residents are left with only a little spending money, around \$44.00 per month, for their other needs. This has been the same amount since 1994. The First Choice gift cards allow them the autonomy to pick up a few other items they may need or want.

"We started First Choice of Saginaw in 2005 and became a 501(c)3 (in 2007) as many of these AFCs want to find ways to improve their residents' quality of life," Jennifer said. "Being able to buy some of their favorite foods or clothes is a wonderful thing for them."

The mood was festive in the Community Ties North building of SCCMHA, where the gift cards were handed out. Residents of AFCs were able to enjoy refreshments sponsored by Genoa Healthcare, pick up a winter hat courtesy of SCCMHA and were even able to make some Christmas cards, while visiting and talking about what they may use their extra spending money for.

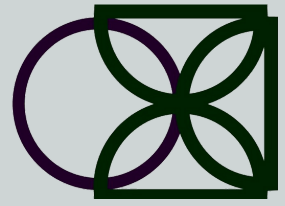
"It's great to hear their different ideas," Jennifer said. "There's not any selfishness in what they're doing."

First Choice gathers the money to pay for the gift cards through several different fundraising events throughout the year. These fundraisers range from hot dog sales, bake sales, popcorn sales, or other social events. We also appreciate those staff who choose to donate each month out of their paycheck.

Planning for 2024 fundraisers will begin this upcoming February.

If you would like to be a part of the Friends of First Choice Committee, contact Jenna Brown at 989-498-2269. First Choice of Saginaw sends a huge thank you to all of the donors throughout the years that have supported this important cause!





Michigan State Police Thanksgiving Meals

A little rain never hurt anyone. And it sure wasn't going to stop the Michigan State Police (MSP) and the Saginaw County Community Mental Health Authority (SCCMHA) from supplying a Thanksgiving dinner to 17 Saginaw families.

On a gray and dreary Tuesday afternoon, two blue MSP cruisers loaded up turkey dinners provided by Kroger and made their way around the city and township of Saginaw, making sure the holidays didn't pass by for some.

"Everyone deserves to have a good Thanksgiving meal and spend that time with their families," said Michigan State Police Trooper Christopher Kustra.

Kustra, also the community service trooper for the MSP Tri-City Post, worked with SCCMHA to identify families in need.

"We know mental health is really important in the community," Kustra said. "Our goals aligned with Saginaw County CMH in wanting to help those in the area."

Some of the people who received the meals ranged from veterans, people with mental disabilities, and those who just wouldn't be able to afford a full Thanksgiving meal.

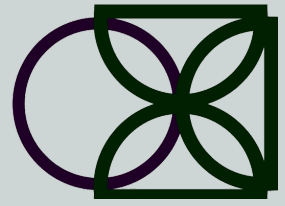
One resident said as Kustra left his home after dropping off the box, "this means a lot."

Kroger works with Michigan State Police to supply the dinners every year, providing a fully cooked 10- to 13-pound turkey, sides, and a sweet potato pie.

This being the second year SCCMHA was asked to partner with Michigan State Police, Kustra says that he would like to continue to work with the organization in the future to help these families.

"This might be something they look forward to, having their families over for Thanksgiving," Kustra said. "It's good that we can work together (with SCCMHA) to give them the opportunity to enjoy that."

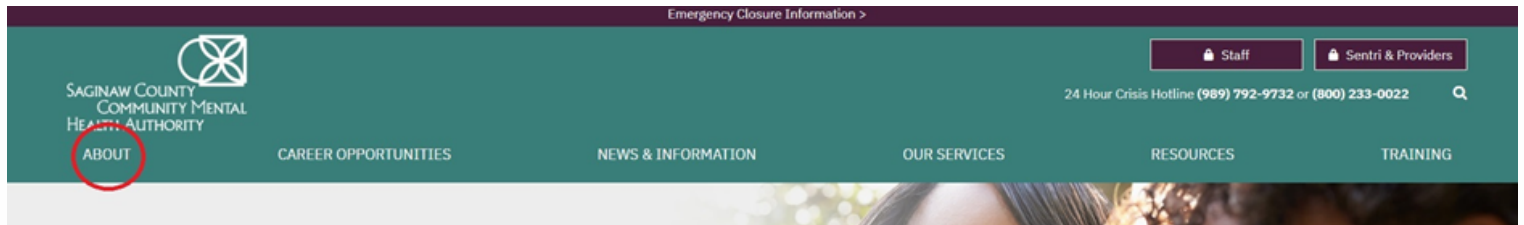




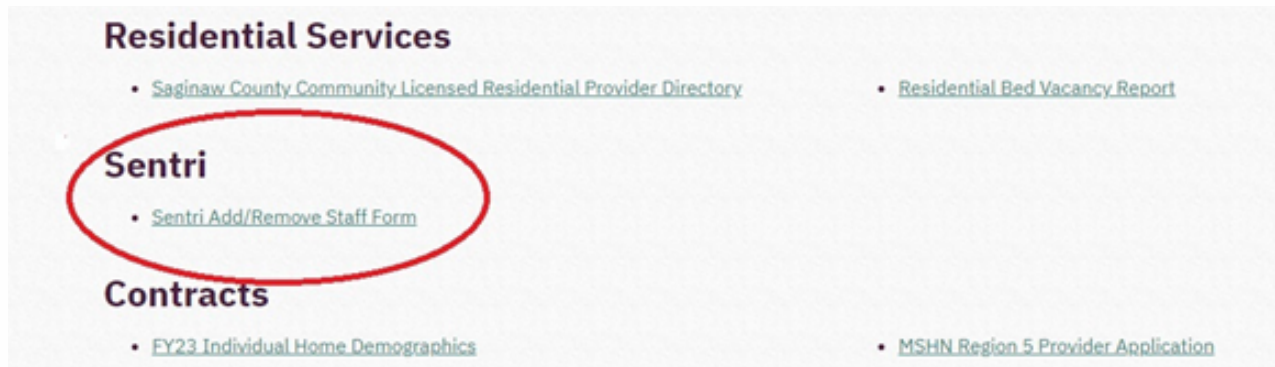
Turning in a Corrective Action Plan made Easy

You have completed your audit for the year. Now it is time to sit back and relax.... Well not quite. After you have completed the audit, you will have 30 days to turn in an acceptable corrective action plan (CAP). To review your CAP, you will need to have SENTRI access. To make this process as smooth as possible, please ensure you have an active SENTRI Log in. Not having an active SENTRI account will delay your access to reviewing your CAP and turning it in on time. If you do not have an active Sentri Log In, please visit SCCMHA.org and follow these steps:

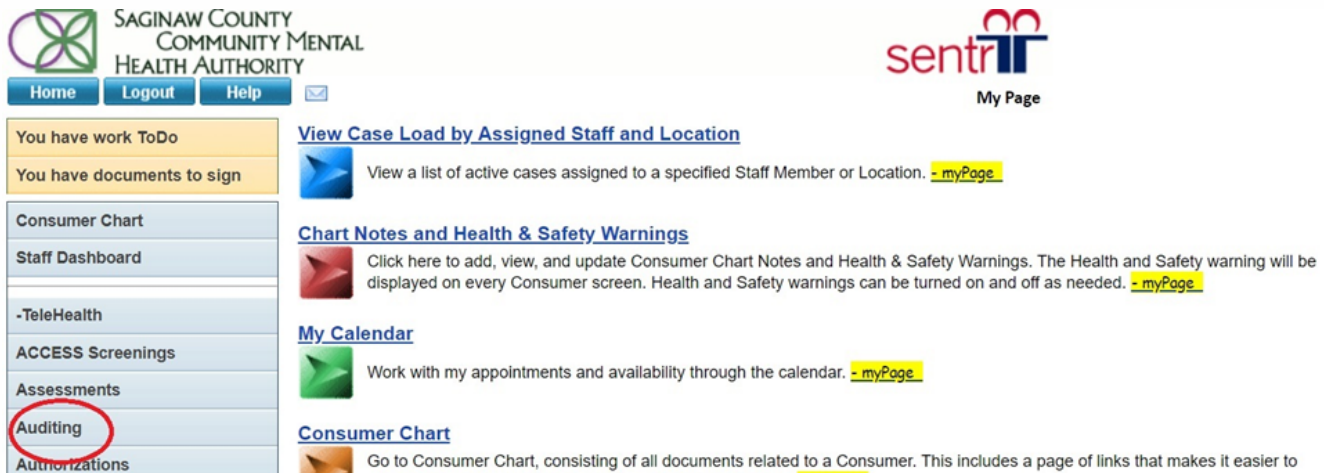
Go to the SCCMHA website and select the **About** scroll down to select **Business Partnerships**.



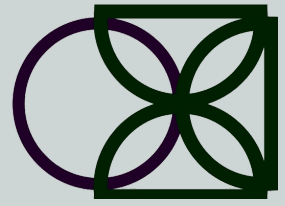
Select **Sentri Add/ Remove staff**. You will be redirected to a form to complete and submit to the IT department.



Once IT creates your Sentri account, you can log into **Sentri** and review your CAP. Once logged into Sentri, select Auditing.



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Turning in a Corrective Action Plan made Easy, Continued

Then click on **Provider Responses** and look for your agency name and audit date.

You will then look for **Add Provider Response**.

Showing 2 of 2 Audits

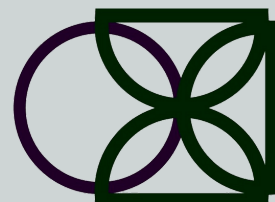
Audit ID	Audit Type	Provider	Start Date	End Date	Status	Consumer / Staff	Score	Percent	
2781			10/12/2023	11/17/2023	SIGNED BY: Tiffany Barnett Melynda Schaefer				View

0 Provider Responses

Date	Status	
		Add Provider Response

Zero Provider Responses Found

This will take you to your audit to review CAP items. You will only need to respond to items you did not receive **full compliance** with. Please keep in mind we will ask for proof documentation for some CAP items such as IPOS in services and Emergency Procedures. Once you have signed the CAP document it will send a notification to your auditor informing them you have completed the CAP. If you have any questions, please ask your auditor.



Trauma-Informed Care: Winter Resilience

How can we build and maintain resilience through the cold and dark winter months?

1. Mindset Matters

Start by cultivating a growth mindset. Embrace the idea that challenges are opportunities for growth, and your abilities can develop over time.

2. Set Clear Goals

Define specific, realistic goals for the winter season. Whether it's improving your fitness, nutrition or mental well-being, clear goals provide direction.

3. Harness the Power of Routine

Create a daily routine that supports your goals. Routines are the backbone of habits. Ensure your routines align with your aspirations. What routines best support your well-being this coming season?

4. Embrace the Season

Find joy in the unique attributes of winter. Engage in seasonal activities like brisk walks in the frosty air, warm soups, or cozy evenings by the fire. What lights you up about the winter season?

5. Mindful Eating

Be mindful of your nutrition and how you eat it. Incorporate seasonal, nourishing foods into your diet and avoid excessive consumption of unhealthy comfort foods. What foods would best support your energy at this time?

6. Accountability

Engage with a supportive community or accountability partner. Share your goals and progress with someone who can provide encouragement and motivation. Who do you have in your life who can support you?

7. Celebrate Small Wins

Acknowledge and celebrate your achievements, no matter how minor they seem. Recognizing progress can boost motivation.

8. Self-Compassion

Be kind to yourself during setbacks. Understand that slips are a part of the journey. Learn from them and move forward. What would let you know you're practicing self-compassion?

9. Prioritize Rest

The winter season often calls for more rest and self-care. Adequate sleep and relaxation are essential for physical and mental well-being. What self-care practices will support you? How will you prioritize sleep and relaxation?

10. Reflect Regularly

Continuously assess your progress and adjust your habits and goals as needed. Regular reflection helps maintain a flexible approach to change. What way will you record your reflections? Journal? Digital notes? Gratitude diary?

Adapted from this source: Embrace Autumn - 10 resilience building habits for a healthy Winter ([linkedin.com](https://www.linkedin.com))