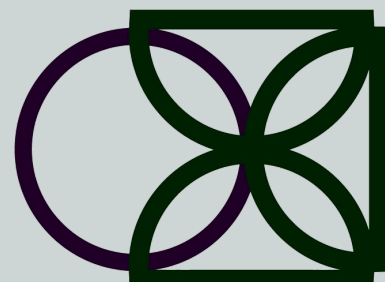


# SCCMHA PROVIDER NEWS

September 2023



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## A Message from the CEO, Sandra Lindsey

Greetings SCCMHA Network. As the 2023 fiscal year ends in about a week, I wanted to thank you all once again for your service to the consumers and families of the greater Saginaw area.

As we get ready to start a new fiscal year, I just wanted to share a few events and milestones with you in this fall issue of the SCCMHA Provider Newsletter.

This summer, like all year really, we saw more people than ever presenting at Central Access and Intake (CAI) than in any other year in my twenty-three plus years as SCCMHA CEO. The months of June, July, and August saw 568 new people presenting for service. The presentations at CAI include 371 adults and 197 children/youth over the three month period. Presentations on average were 189 people /month. We are pleased that people with behavioral health needs are asking for help and service access, but SCCMHA has been overrun with service demand, complicated by clinical staff vacancies at CAI and across the network. These service demands are also occurring while we

open our front door wider this year to persons with mild/moderate disorders as a Certified Behavioral Health Clinic demonstration site to the Michigan Department of Health and Human Services.

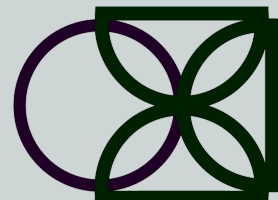
There have been improvements in hiring everywhere, but the demand for service access in both the urgent and crisis context has outpaced our ability to respond as timely as we would prefer. On behalf of myself, the SCCMHC Board and our administration, thank you for all your efforts to bring people into service as soon as possible.

Speaking of the SCCMHA Board of Directors, we welcomed two new members to the board with departures this summer of Jane Sills, and Andrea Schrems. Jane became super busy at her job at the Catholic Archdiocese and Andrea left the board to join our Finance Department as a supervisor. The Board welcomed two new members to replace these departing members. Cheri Long, replacing Jane Sills, has 23 years of work experience in the health care industry and is the mother of a 25-year-old daughter with special needs. Ms. Long is also a full-time student and senior at the SVSU School of Social Work. Kathleen Schachman, replacing Andrea Schrems, is a Professor in the SVSU Nursing School and is a licensed Nurse Practitioner with 25 years of experience in interprofessional integrated care (medical and psychiatric) to vulnerable populations, a nursing educator for more than 30 years and Director of a psychiatric-mental health nurse practitioner (PMHNP) Program at SVSU.

As this quarterly newsletter is being prepared, behind the scenes we have been developing the FY 2024 SCCMHA Preliminary Multi-Year Budget and the related update to our SCCMHA Strategic Plan both of which will be

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**SUICIDE PREVENTION LIFELINE CALL OR TEXT: 988**



presented at our Annual Public Hearing. The Public Hearing will be held on Thursday, October 5th at 5:30 p.m. at our Hancock Building, in rooms 191 & 192, and will once again be hosted by the SCCMHA Citizen’s Advisory Council.

Lastly, you will find a separate article in the newsletter about the Retirement of Tim Ninemire after 30 plus years at SCCMHA. Tim informed me of his retirement plans earlier this fiscal year and we decided to use it as an opportunity to reorganize the functions in his chain of command and work to transition a number of staff into new related positions. Tim has served as the SCCMHA Recipient Rights Officer for many years as well as serving as the Director overseeing Customer Services and Security. Tim’s last day at SCCMHA will be on October 31, 2023. Check out his article to learn of the reorganization of Tim’s functions under fresh staff leadership upon his departure. We celebrate the many contributions Tim has made to SCCMHA operations and consumer rights protections over three decades and wish him the absolute best in his retirement.

Sincere regards and my thanks to you all,  
Sandra M. Lindsey, CEO

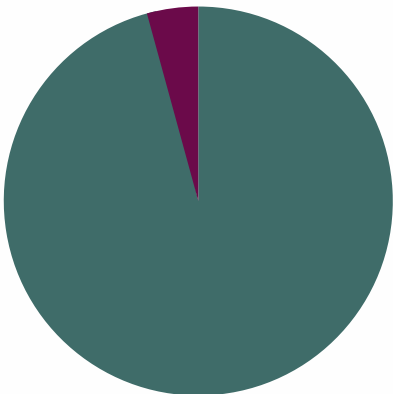
## CCBHC Update

SCCMHA is a Certified Community Behavioral Health Clinic and one of the original 13 CCBHC sites for the MDHHS CCBHC Demonstration. In FY 2024, 17 additional CCBHC sites across the state will be joining the demonstration. The MDHHS CCBHC Demonstration will continue through FY 2027. Below are the enrollment and Service Encounters Statistics for SCCMHA:

**CCBHC Enrollment 10/1/22-8/31/23**

Medicaid	3,599
Non-Medicaid	160
Total	3,759

**Non-Medicaid**  
**4.3%**

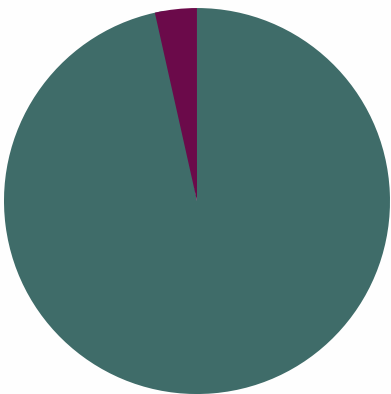


**Medicaid**  
**95.7%**

**CCBHC T1040 Bundled Service Encounters**

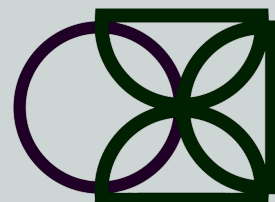
Medicaid	60,247
Non-Medicaid	2,189
Total	62,426

**Non-Medicaid**  
**3.5%**



**Medicaid**  
**96.5%**

**Note:** SCCMHA will begin CCBHC enrollment of consumers with Primary Substance Use Disorders next month beginning with a Designated Collaborative Organization (DOC) status with Saginaw Psychological Services.



## **Tim Ninemire, Dir. Customer Services Recipient Rights and Security Retiring: Succession Transition and Functional Reorganization Underway**

After 30 years of working for SCCMHA, Tim Ninemire is retiring on October 31, 2023. His retirement, after twenty-one plus years in his current role, prompted both succession planning and functional reorganization. Under Tim for the last two plus decades, Customer Service and Recipient Rights Offices were both under his direction and Security was later added to his responsibilities. The plan going forward has been to separate Customer Service and Recipient Rights functions.



Kentera Patterson, the former ORR and Customer Services Supervisor, will be taking on the role of Recipient Rights Officer after Tim's retirement. Her role will also include responsibilities for the Compliance Office and her new title will be Recipient Rights and Compliance Officer. Kentera just completed a week of health care compliance training in Washington DC with Amy Lou Douglas, the Chief Information Quality and Compliance Officer. Kentera will have matrixed reporting to AmyLou for Compliance and Sandra M. Lindsey, CEO for Recipient Rights.

The Office of Recipient Rights (ORR) has a newer supervisor, Judy Sausedo, as of this past February. Judy will be dedicated to ORR, and she is reporting to Kentera. This will allow for better oversight of items specific to ORR, including regulatory requirements by the State of Michigan and contractual obligations.

Judy has been doing a wonderful job of looking for areas for improvement but also keeping a full case load of complaints. She has also been assisting one newly hired ORR Rights Advisor, Joy Mathias, who has joined the agency and has completed the required MDHHS ORR training and has begun investigating complaints.

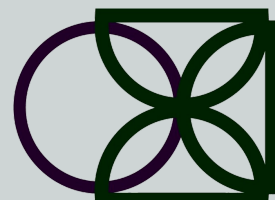
There has been an increase in the number of ORR Complaints this year and having a dedicated ORR supervisor will allow more rigor in ensuring the rights of consumers served by SCCMHA are protected. At one point in the past six months, two ORR Rights Advisors were investigating more than forty complaints each, a significantly substantial number for just two people to manage.

An important thing for the Provider Network to keep in mind is that the phone numbers for ORR are always the same, even when workers change. Though there have been significant staff changes in ORR staff over the past year and a half, the direct telephone numbers remain the same. The telephone numbers to call for reporting ORR Complaints are (989) 797-3462 and (989) 797-3583.

Customer Service now has a supervisor specifically dedicated to improvements in Customer Service to better serve SCCMHA consumers, the clinical departments, and the front door operations they are supporting. The general operations of the Customer Service unit will not be any different than in the past, but for the first time will be directly overseen by a dedicated supervisor. Melissa Taylor started in this new role of Customer Service Supervisor this past April and has been doing a wonderful job of investigating areas in need of improvement and collaborating with staff in Customer Service to make changes for the better.

The reporting chain of command for the Customer Services function will be moving along with the Security function to Melissa Gutzwiller in her new role as the Director of Environmental Services, Customer Service, and Security. Melissa has been in this expanded role since March and is in the transition phase of moving Customer

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Service and Security from Tim to her management by the end of October. SCCMHA has also hired a Security Coordinator, Kyle Lipp, who started in his new role at the end of July, and he reports to Melissa Gutzwiller.

Tim Ninemire has stated it has been an honor for him to serve SCCMHA for 30 years and to serve as the senior leader over the Customer Service, Recipient Rights, and Security functions for the last twenty-one plus years. He is leaving the work in very capable hands and knows the changes will improve services provided to those served by SCCMHA.

## SCCMHA 2023 Audits: Overview and Summary

### CCBHC Site Visit – May 2023

The Michigan Department of Health and Human Services (MDHHS) conducted an in-person Site Visit to SCCMHA's 500 Hancock location on May 31, 2023, for the purpose of monitoring SCCMHA's compliance with CCBHC criteria and standards. This visit was completed as a shortened version of the Recertification Site Visit that will be taking place in October 2024. The shortened version of the audit consisted of 27 standards related to the following areas: staffing requirements; access to crisis services; care coordination agreements; treatment team, treatment planning, and care coordination; screening, assessment, and diagnosis; outpatient mental health and substance use services; outpatient clinic primary care screening and monitoring; and mental health care for members of the Armed Forces and Veterans.

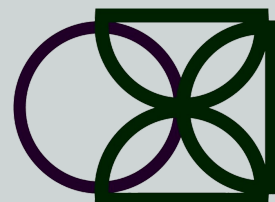


For the audit, a list of sample charts was prepared ahead of the visit that demonstrated SCCMHA's compliance in the criteria areas listed above. Cases were then presented to the MDHHS auditor throughout the duration of the Site Visit. SCCMHA was given the opportunity to respond to questions from MDHHS related to the provision of CCBHC services. A preliminary discussion of areas of concern took place at the time of the Site Visit and a final report was provided to SCCMHA on 6/30/2023. Results of the audit were tied to SCCMHA maintaining ongoing CCBHC certification, with SCCMHA achieving Full Certification for another year, pending the approval of a Corrective Action Plan. SCCMHA received findings in only 7 areas of the report and achieved a score of 88%. Findings from the report were specifically related to the following: provision of 24/7 Mobile Crisis Response services, provision of Substance Use Disorder Treatment services, training of applicable staff in the SBIRT EBP model, and provision of the Air Traffic Control Model EBP.

An initial Corrective Action Plan was submitted to MDHHS on August 17, 2023, addressing those areas of concern noted during the initial Site Review. A follow-up meeting took place with MDHHS on September 8, 2023, to discuss information included within the CAP and clarify steps SCCMHA plans to take to address findings from the report. An updated version of the CAP was resubmitted by SCCMHA on September 12, 2023, based on recommendation from the MDHHS auditor. Based on the submitted Corrective Action Plan, SCCMHA will now be working toward the final phase of CCBHC implementation to ensure SUD Treatment services are made available through SCCMHA or a contracted provider. In addition, SCCMHA will continue to recruit staff to ensure Mobile Crisis Response services can be provided 24 hours per day, 7 days per week, which will also allow for

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implementation of the Air Traffic Control Model EBP. Lastly, an SBIRT training curriculum is being developed so that all applicable clinicians will become fully trained on this model, with the ability to document within Senti when this EBP is being utilized. With the implementation of the areas included in the CCBHC CAP, SCCMHA continues to work toward 100% compliance with all CCBHC criteria and standards.

## **MSHN Quality Assurance Review – July 2023**

In addition to the MDHHS Site Review that took place in May 2023, Mid-State Health Network (MSHN) conducted their Bi-Annual Full Quality Assurance Review on July 18 & 19, 2023. During a Full Review, MSHN reviews all the Delegated



Managed Care Functions, Programs (Waiver & Non-Waiver), Contracts, Training, Credentialing, Chart Specific, BH-TEDs, Encounters and Critical Incidents. The review covers not only the Board-Operated programs, but the Provider Network as well. In-between the Full review, an interim review occurs which is a review of any new standards and compliance with any findings cited during the full review. The interim review will occur in July of 2024.

In preparation for the review, SCCMHA staff had to gather proof documents and SCCMHA then uploaded the files to MSHN one week prior to the review. The proof documents are evidence of how SCCMHA is meeting the standards outlined in the review tools.

Sixteen (16) MSHN staff participated in the review process and a total of 1,732 files were uploaded to MSHN for this full review.

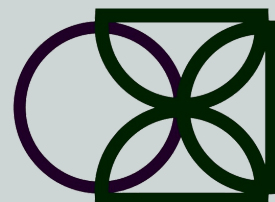
SCCMHA received much praise during the Exit Conference. Notable strengths are improvements with the Behavior Treatment Review Committee, thorough documentation of reviews, appropriate members, and attendance. Coordination with insurance at time of crisis is well documented in a chart. Excellent file structure for document uploads, policies well written, lots of personalized information within plans and attention to details.

Below is a description and a count of the number of different standards against which SCCMHA were measured, as well as the number of findings from each area.

- Delegated Managed Care which includes 15 sections including customer service, 24/7/365 Access, Provider Network, Service Authorization & Utilization Management, Grievance & Appeals, Person-Centered Planning, Integration of Services, Behavior Treatment, Staff Credentialing and Training, Compliance, Quality, Information Technology, and Trauma Informed Care.
  - 199 Standards
  - 7 Not Met or Partial Met findings
- Program Specific – Non-Waiver includes 9 Service Delivery programs including ACT, Self-Determination, Peer Delivered & Operated Services, Home-Based (including Wraparound), Clubhouse, Crisis Res, Targeted Case Management, Autism and Children's Intensive Crisis Stabilization services.
  - 58 standards (not including individual chart reviews)
  - 4 Not Met or Partial Met Findings for Program
  - 12 Not Met or Partial Met findings for Chart Specific (ACT, CCISS, and SD)



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- Program Specific – Waiver includes 4 waiver programs of HSW, HCBS, Children's Waiver, and SEDW
  - 40 Standards (not including individual chart reviews)
  - 3 Not Met or Partial Met findings
  - 10 Not Met or Partial Met findings for Chart Specific (HCBS and SEDW)

Many findings from this audit were related to issues found within consumer charts. Specifically, MSHN found concerns related to the Person-Centered Planning process, including: physical health information missing from annual assessments, name of facilitator and note-taker information missing from Pre-Planning Meetings, lack of measurable goals within the IPOS, overdue or missing Periodic Reviews per dates that were listed in the IPOS, and a copy of the IPOS not always being provided to the consumer within 15 business days of the original meeting. Additional findings noted that required documents were not always available within the chart, including informed consents for psychotropic medications and IPOS Healthcare Coordination forms. The provision of services not matching what is documented in the plan was another frequent finding from this audit. MSHN found several instances where amount, scope, and duration of a service is listed in the plan; however, staff were not providing the service at the amount listed. In these instances, it is expected that staff will document why services took place at more or less than the plan indicates either via progress note, periodic review, or addendum to the plan.

A Corrective Action Plan was developed by various SCCMHA staff to address the findings from the report. The CAP was submitted to MSHN on 9/6/2023 for review. A response of approval or denial of the CAP will be returned to SCCMHA within 30 days of submission. At this time, the findings for this review did not result in any major changes to the functioning of SCCMHA and the Provider Network. A PowerPoint Training summarizing the results of the audit is being developed which will be shared with applicable staff throughout SCCMHA and the Provider Network. The expectation is that the PowerPoint will be reviewed with all clinical staff during team meetings so they can be aware of areas of concern and what the expectation is to meet compliance for those areas moving forward. The PowerPoint will be shared with Supervisors during the October 2023 Adult and Children's Supervisors meetings.

## Learning Links Schedule

Learning Links take place once a month at the Anderson Enrichment Center located at 120 Ezra Rust Drive, Saginaw, MI 48601 featuring a variety of topics and activities. Contact Tammy Johnson at 989-797-3436 with questions or to be added to the mailing list to stay up to date with upcoming learning links. See the schedule for the remainder of the year below:

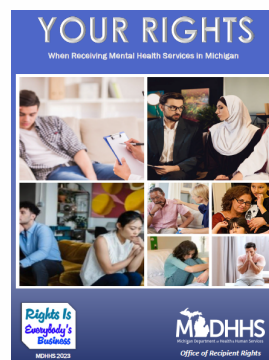


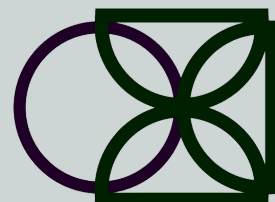
**September 26th 10am - Suicide Prevention**

**October 24th 10am - Know Your Rights**

**November 28th 10am - Hygiene**

**December 19th 10am - Holiday Cards**





## Credentialing/Re-Credentialing – Updated Applications



In an effort to meet ever-changing state and federal guidelines for credentialing and re-credentialing staff, and to try to make the process as seamless as possible, SCCMHA has updated our credentialing and re-credentialing applications. Effective August 28, 2023, these revised applications should be used for all of the staff who need to be credentialed or re-credentialed in order to provide services. The updated application can be found on our website at: <https://www.sccmha.org/intranet/network-services/provider-forms.html>

**Please ensure you dispose of any other versions of these applications.** If you have any questions, please reach out to Cassandra Ward, SCCMHA Credentialing Coordinator, at 989-272-7017.

As a reminder, all staff must be fully credentialed with SCCMHA in order to provide services and successfully re-credentialed every 2 years after. If this process is not complete, the staff cannot bill for services. Additionally, if you use a service for verifying background checks and sanctions (i.e., Streamline Verify), please submit to [Credentialing@sccmha.org](mailto:Credentialing@sccmha.org) a copy of the full list of the reviews that the service covers. Some of our lists are outdated and we need to retain a copy to ensure all required entities are being checked. Added to the FY24 MDHHS/PIHP contract, in addition to current requirements for each new employee, subcontractor, subcontractor employee, or volunteer (including students and interns) background checks are to include federal and state sex offender databases and for those working with children - a central registry check.



## Home and Community Based Service Rule (HCBS) Update

I wanted to take the opportunity with this update to first, introduce myself. My name is Ashley Volz, I am the new Residential Coordinator/HCBS Lead here at SCCMHA. I have had the pleasure of meeting a lot of our team and providers and look forward to meeting and collaborating with many more of you!

With the ending of the COVID-19 State of Emergency, it has been exciting to have more face-to-face interaction and visit our provider homes in person. Mid-State Health Network (MSHN) is also back in full swing to get out to the providers and complete site visits. We are in the process with MSHN of completing what we hope is the final step in the remediation process for the 2020 provider surveys. In addition to the surveys, on site visits of the homes are being completed with MSHN and SCCMHA with a focus on the Home and Community Based Services (HCBS) Rule. We want to ensure that all homes are restriction free and allow for the consumers to have full access to the entire home. MSHN has been very impressed with our providers and the care they provide for consumers, a big thank you to all of the homes that completed the site visits!

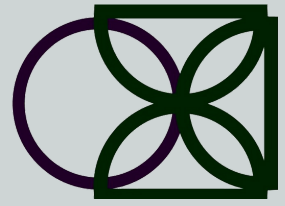
It is anticipated that the surveys will be sent out on an annual basis for HCBS compliance. The surveys will be sent to the providers to fill out and sent back to MSHN. As we know, the process is ever changing and as we receive updates and changes, we will be sure to communicate these updates. We understand that the surveys take time and add more to the busy schedules. Melynda and I are available to assist with any questions or concerns regarding the surveys.

**Melynda Schaefer**, Provider Network Auditing Supervisor

- [Melynda.Schaefer@sccmha.org](mailto:Melynda.Schaefer@sccmha.org)
- 989-797-3491

**Ashley Volz**: Residential Coordinator/HCBS Lead

- [Ashley.Volz@sccmha.org](mailto:Ashley.Volz@sccmha.org)
- 989-797-3504



## Continuing Education Unit (CEU) FY23 Update

With only 190 training days available on the SCCMHA CEU training calendar, CEU has provided 257 trainings to 2,934 people in FY23 as of September 6, 2023. There have been approximately 400 Social Work CEs, 106 MCBAPs and 224 Child Diagnostic credits issued for these trainings. CEU is adding two additional Direct Care trainings (20 per year) starting with FY24. All 124 Direct Care and three quarters of clinical trainings are provided face-to-face.



### Training Updates and Reminders:

**Case Holders:** Please take some time to review the updated Case Manager Manual which is found on the SCCMHA intranet here: <https://www.sccmha.org/intranet/clinical-services/case-management-and-supports-coordination-services-resource-manual-2023.html>

### **Licensed Residential Training Coordinators and Home Managers:**

- SCCMHA CEU is not able to identify daily training completion, this is why we provide you with monthly training reports. If you need immediate notice of training completion, please be sure you are using the Attendance Tracking form staff can return to you upon completion of training. Same with online training, please have staff screenshot or print the completion notice to provide to you.
- You MUST submit staff name, hire date, title, and any previous Saginaw County employment to SCCMHA CEU PRIOR to staff completing online training. If this information is not in the training database, the online quiz completion has nowhere to be stored and it is discarded.

### **Home Manager Lunch & Learn sessions:**

The trainers have been holding Home Manager Lunch & Learn sessions with various topics at various restaurant locations every other month. The next two sessions are scheduled for: 9/27 Topic: Home Manager Concerns with Online Training held at Famous Dave's and 11/9 Topic & Location to be determined.

### **College Students/Providers with Other Jobs:**

If you are finding it difficult to attend SCCMHA trainings when they are scheduled, we accept Out of County Trainings from other CMH's if there hasn't been less than 12 months in break from last position. Please contact SCCMHA and we will explain how you can locate other CMH trainings.

### **CPR/First Aid Training Stand By:**

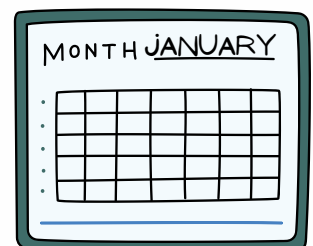
We rarely have everyone who is registered show up to CPR/First Aid training. We encourage providers to send their staff as stand-by.

### **Working with People and CPI Training:**

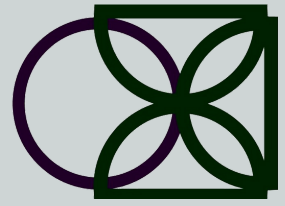
All veteran staff (hired prior to 8/2020) must have new Working with People training by January 2024.

Working with People renewal started 8/2023. 3 Hour Virtual Working with People renewal is now required every 3 years.

All veteran staff (hired prior to 8/2021) must have new CPI - Physical Intervention for Protection/Verbal De-Escalation training by Jan 2024. A one-and-a-half-day CPI Renewal is now required every 2 years.







## Enhanced Health Services and OBRA Update

The Enhanced Health Service (EHS) team recently moved to Salter Place located at 2723 State Street, Suite 3. They are settling into their new location while getting to know the Housing Resource team whom they share the building with. EHS will continue to be available to provide treatment sessions using the wonderful therapy room within the Towerline location. The EHS team has also gone through a couple of staffing changes in the past few months as they no longer have a speech therapist and only have one dietitian (Jessica Huber) instead of two. The team continues to have two occupational therapists (Janet Giem & Felicia McRae) and a physical therapist (Suzanne Perkins).

EHS addresses health conditions related to the person's mental health or intellectual disability and 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 individual's ability to perform daily living tasks appropriate to their chronological, developmental, or functional status. Services may include direct treatment, staff monitoring, family training/education, and monitoring of established home programs, recommendations for specialized equipment and supplies, assistive technology, and enhancing community integration. Goals and outcomes established by the EHS staff will be integrated into the Individual's Plan of Service (IPOS) by the case holder.

While these services are available for consumers over an array of populations which include children, adults, and the aged, Saginaw County Community Mental Health Authority (SCCMHA) is the payor of last resort. Therefore, consumers must have exhausted their medical benefit for these services prior to beginning the referral process. If you have any specific case questions regarding new referrals, please feel free to reach out to Michelle Vance at 989-272-7207.

In addition, we would like to welcome Jordan Schantz to the OBRA- (Omnibus Budget Reconciliation Act) team. Michelle Vance, EHS and OBRA Supervisor, would like to say thank you and give a hand of appreciation for the additional support during this past year from many others within the agency to include directors, social workers, nurses, and contractual employees regarding their assistance with completing the Pre-Admission, Annual Resident Reviews (PASARR) Full Level II evaluations.



## SCCMHA Annual Report

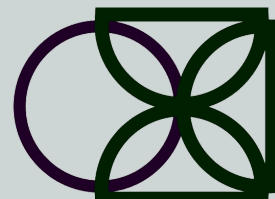


The SCCMHA 2022-23 Summary Annual Report is available on the SCCMHA website at the below link:

<https://www.sccmha.org/news-and-information/annual-progress-report.html>

Topics include the launch of Behavioral Health Home Services, Financial & Service Information, CCBHC, The Veteran and Military Family Navigator Program, Senator Stabenow's visit to SCCMHA, and Mental Health First Aid Training.





## First Choice & Gift Card Nominations



### What is First Choice?

If you are new to the Provider Network, you may have received a fundraising email for First Choice of Saginaw and wondered what First Choice is and why you should support it. First Choice was born from the SCCMHA Quality of Life committee in 2005 when they recognized that many of the SCCMHA consumers with mental illness and developmental disabilities living in Adult Foster Care homes do not have enough discretionary funds to provide them with needed items, such as a coat or new shoes, or items that they have always wanted, such as a radio. First Choice of Saginaw was formed to improve the quality of these individuals' lives by gifting them with a small gift card during the holiday season that could be spent on anything of their choice. For some of the past recipients, receiving a gift card granted them the opportunity to shop for and self-select needed items for themselves in the color or style that they wanted for the first time in their entire adult lives. This is a basic life experience and opportunity that other adults in our community simply take for granted.

### How Does First Choice Raise Funds?

In 2007, First Choice of Saginaw became a legally separate business from SCCMHA and in 2008 First Choice became a tax-exempt non-profit organization. First Choice is currently run by the Friends of First Choice committee, which meets monthly on the first Wednesday of every month at noon via Zoom. To raise funds for First Choice, the Friends of First Choice committee runs a variety of fundraisers throughout the year. The most popular fundraisers are the summertime Hot Dog & Sloppy Joe Sale and the bi-yearly Candy Gram Sales. To maximize the amount of funds going directly towards gift cards, First Choice has no paid staff. All work is done by volunteers and most supplies are donated. Many staff also contribute to First Choice through payroll deductions and community businesses may occasionally offer financial support.

### How are Recipients Selected?

There are a few criteria that consumers must meet to be eligible for a First Choice gift card in December. Recipients must be adult consumers of SCCMHA that reside in a licensed residential setting – type A, B, or General AFC. The goal of First Choice is to aid those with financial hardships and limited resources. Because of this, individuals that receive a Medicaid spenddown each month are NOT eligible. Consumers that fit these criteria are identified by their case managers/support coordinators and home staff who submit a nomination form each year. This year, nomination forms will be **due Friday, November 3rd**.

**Case Managers and Support Coordinators** – The nomination form will be sent out on Monday, October 2nd by email via the ListServe. If you are not on the ListServe, please contact Jenna Brown at [jbrown@sccmha.org](mailto:jbrown@sccmha.org) to be added to the distribution list.

**Home Staff** – Paper copies of the nomination form will be mailed to all licensed homes that have previously had residents who received gift cards. If you are unsure if your home is on the list or you would like to be sent an electronic copy of the nomination form, please contact Jenna Brown at [jbrown@sccmha.org](mailto:jbrown@sccmha.org).

Please make sure to submit your nominations by the **November 3rd deadline**, so gift cards may be ordered prior to the event and the homes can be notified of recipients.

### How are Gift Cards Distributed?

On Friday, December 8th from 1:30pm-3:30pm the Holiday Distribution event will take place at CTN, 3830 Lamson Street, Saginaw, MI 48601. Consumers will be able to pick up their cards, receive a gift, and snack on cookies, while socializing with their peers and making holiday cards.

Thank you to everyone that has supported First Choice through financial support, volunteer time, or by nominating consumers to receive cards. We would not be able to improve the quality of life of these individuals without your support.





## A Message from the Manager of Pharmacy Operations at Genoa Healthcare, Mariam Sraj, PharmD, RPh, MS

As we continue our journey in collaborative care coordination, I want to express my heartfelt gratitude to everyone at Saginaw County Community Mental Health Authority for your partnership, dedication, and the energy you bring to enhance the overall healthcare experience. Our tangible results in improving patient care serve as a testament to the power of collaboration and the potential for innovation in healthcare coordination.

As we prepare to safeguard our communities this flu season, I'm filled with optimism and excitement to announce that flu shots are available for both consumers and staff right here at Genoa Healthcare Pharmacy. In addition to our on-site services for walk-ins, we are also fully prepared to conduct external clinics at locations with historically low vaccination rates, ensuring that vaccines reach individuals who might not have access to them otherwise.

Three reasons to schedule your flu shot clinic at Genoa. It's:

- **Free:** even for those without insurance
- **Easy:** simply give us a call to schedule your clinic today
- **Convenient:** vaccinate your staff and consumers — right on site

Email [msraj@genoahealthcare.com](mailto:msraj@genoahealthcare.com) or call (989) 793-3130 to schedule your clinic today.

Thank you for your unwavering support and commitment to the well-being of our community!