



PERSONS POINTS OF VIEW



Detroit-Wayne County Community Mental Health Agency
Consumer Newsletter

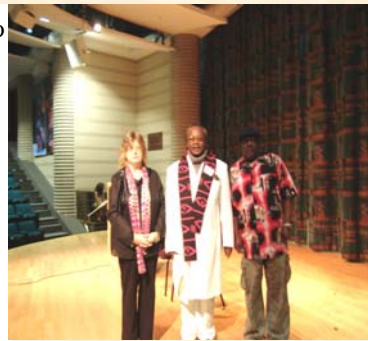
Fourth Annual Consumer Family Advocate Council (CFAC) Conference

Volume 1, Issue 1
NOVEMBER 2006

The CFAC conference proved to be both interesting and informative. Many participants indicated that they learned more about CFAC at the conference than they had ever known before. Several vendors were present, as well as other organizations such as Goodwill Industries, which specializes in helping and promoting the handicapped. Approximately 200 people attended the conference. Many of the attendees were consumers, as well as providers, leaders in the community, and others.

The conference theme was "Beyond the Surface: Reaching Your Full Potential." The theme dealt with self-empowerment. Consumers were encouraged to take more

control over their own lives so they may pursue and achieve their goals and objectives. Luther Keith, founder of "Arise Detroit" spoke about consumers making positive and relevant contributions to their communities. Mr. Keith is a journalist and former Detroit News columnist. Deborah Foster, another major keynote speaker and founder of Bethlehem House, a shelter for abused women and children, spoke on keeping good communication ties in the community. African Dancers and musicians provided cultural entertainment. The dancers performed for CFAC attendees during the delicious luncheon. The consumers expressed that they look forward to next year's event. A



Maryann Bozenski, Chairperson(left), Mack Betts(center) and guest

sincere thank you goes out to everyone.

Contributed by Michael Shaw

CFAC Conference Planning

Coordinators:

LaVada Dean, Event Planner

Michael Shaw, CFAC Liaison

And Other Customer Service Staff

Photography by: Courtney Taylor

Special points of interest:

WELCOME—PERSONS POINT OF VIEW MAKEOVER

The Agency's Customer Service Unit along with its host of Consumer Reporters are proud to introduce to you the first edition of the Persons Point of View for Fiscal Year 06/07.

You will notice that the newsletter has gone through a makeover, which we hope you like. Because this is YOUR Consumer newsletter we would like to provide information that may be of interest to you. So feel free to submit your topics, questions, personal recovery and self determination success stories. If you would like to share the great things that are going on at your Club-house or Drop-in center we will be happy to include this information under the column "Community Corner". You may submit your information to Steve Kuhlman in Customer Service. You may reach him at 313-833-4881.

As always we look forward to hearing from you. Give us a call or write us a note and let us know what you think about the Newsletter and what we can do to continue to improve.

Sincerely,

Michele A. Vasconcellos,
Director Customer Service



DWCCMHA Consumer Employment Program

On October 12, 2006, Consumer Employees received certificates for successfully completing a skill-building program at New Center Community Mental Health sponsored by Customer Service. This achievement represented a progressive step in preparing the Consumer Employees to make the transition to the goal of full time employment with

benefits. Historically, the Agency's Consumer Employment Program originated in 2002 as a result of the State AFP requirements for consumers. As a result, 10 consumer positions were developed. The prospective consumers were interviewed and hired. On July 8, 2002 they were placed in the following departments within the Agency:

- Customer Service
- Recipient Rights
- Clinical and Program Services
- Monitoring, Quality & Compliance
- Former "YOUR CHOICE" CFAC Liaison (cont'd pg. 2)

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DWCCMHA Consumer Employment Program” (cont'd from page 1)

In November 2004, with the input of consumers employed by the Agency, an assessment of the current Consumer Employment Program was conducted. Recommendations were made that the Consumer Employment Program should incorporate supports and accommodations that:

- Promote employment stabilization
- Include mechanisms for crisis intervention
- Provide employment promotional opportunities
- Offer on-going counseling and support

- Facilitate skill building
- Support career development

The goal of the Consumer Employment Program is to provide a supported employment program that will focus on skill building, training, counseling and continuous monitoring of the consumer’s supports and accommodation needs with the intention of grooming individuals to become capable of moving into a competitive employment position with full benefits. In December 2004, a Board Action was passed for the Enhanced Consumer Employment Program, which created a funding appropriation for 10 additional consumers, to

be placed within the MCPN and Provider Networks. In October 2006 the board approved 7 additional consumers to be hired, bringing our total Consumer positions to 27.

*Contributed by James L. Lindsey, Director
Consumer Affairs*



J. Barefield, C. Taylor, and P. Sargent

Monthly Consumer Meetings

Hello, my name is Benita Malone and I have been working as a Consumer Employee/Project Consultant in the Customer Services Department at the Detroit-Wayne County Community Mental Health Agency for a year. Part of my job duties are recording and taking down the minutes from the Agency’s Monthly Consumer Meeting, which I enjoy doing very much. The Consumer Meeting is held monthly to bring Recipients together and to share their opinions on how the Agency’s services can be improved. The meeting consists of audiences and guests from the various clubhouses such as Inner City Clubhouse,

Motor City Clubhouse, The Gathering Place, Fisher Clubhouse, Next Step Clubhouse, New Directions, New Journey Clubhouse, Team Mental Health, Go Getters, Northeast Drop In Center/Sunset and the STEP Programs (Dearborn & Downriver and Detroit & Eastern) and D-WCCMHA staff. Each month guest speakers are invited to talk about important topics that are of interest to us.

After listening to the Consumer Meeting Minutes, I talk briefly about the keynote speaker and document the most important topics/subjects that were discussed by the speaker. Once the minutes are completed, Mr. James

Lindsey, Customer Services, goes over the meeting notes before I submit them to the Customer Service Manager who takes our concerns to Agency Administration. Mr. Lindsey checks the minutes for accuracy.

Contributed by Benita Malone, Project Consultant



Monthly Consumer Meetings are scheduled for the 3rd Thursday of each month at 640 Temple, 6th Floor Auditorium. 11 a.m.

clean life every minute of every day.



Contributed by Joel Berman, Peer-to-Peer Support Advocate

Spotlite:Peer Support/Co-Occurring

For most of my life I have been battling the symptoms of depression and especially anxiety. For over forty years, I used alcohol and other drugs, mostly marijuana, to seek relief from these emotional problems. Despite the fact that I was moving forward with my life, I still continued to use beer and marijuana. It took me until 2003 to fully understand that I had what was called a Co-Occurring Disorder, and that I had been self-medicating, and using the most unhealthy remedies.

I finally had enough! I was sick and tired of being sick and tired!

I began my treatment and finally faced up to my marijuana addiction and alcohol abuse, and learned about living a clean and sober life.

Fighting this “double-trouble” of co-occurring disorders, this battle against substance abuse and mental illness, is a daunting task, indeed. But, this battle, a lifetime struggle for sure, is worth it because I reap rewards of living a

Agency News: Customer Service Changes

In July of this year the Detroit-Wayne County Community Mental Health Agency's Customer Service Division assumed the Agency's enrollment responsibilities, which were previously referred to or known as the "YOUR CHOICE" Program. The title and unit "YOUR CHOICE" no longer exists. A correspondence went out to all of the MCPNs and major service providers informing them of the change. All of the MCPNs have been requested to update their re-

ords and share this information with all providers of mental health services, clients, etc. All Customer Service or Enrollment issues should be directed to the **Agency's Customer Service Division at 313-833-3232 or TOLL FREE at 1-888-490-9698.**

Customer Service and its dedicated staff look forward to servicing your customer and enrollment needs.



CONSUMERS REACHING THEIR FULL POTENTIAL THROUGH SKILL BUILDING TRAINING

The RFP for the skill building and training initiatives for 18 consumer employees were awarded to New Center Community Mental Health Services to develop a curriculum for such topics in Phase I as Time Management, Goal Setting, Conflict Resolution, Interviewing Techniques, Communication, Job Readiness and Resume Writing. We discussed some guidelines that may be used in analyzing how you may waste time in completing tasks then gave some possible suggestions on the cause and solutions to the problem. It is a fact that each individual set goals for

himself or herself to strive for in the future. We discussed the strategies individuals may use in setting short range, long range, tangible, intangible and career goals. The class taught us that conflict should be viewed as a natural outgrowth of diversity among people, which can be, addressed in a way that values and long-term relationships can be strengthened. We took a job readiness test, which covered the things you need to do in order to prepare for a successful job interview outcome. It also covered the things you should include in the writing of a resume



which are career objective, personal data, education, work experience, skills and interests and references.

Contributed by: James Lindsey

Did You Know?

Adequate Notice Action

Consumers have the right to receive an Adequate Notice of Action which is a written statement advising you, the beneficiary of a decision to deny or limit authorization of Medicaid services requested.

Adequate notice should be provided to Medicaid beneficiaries **on the same date**

the action takes effect, or at the time of the signing of the individual plan of services/supports.

Customer Service Seeking Consumer Reporters

If you are interested in becoming a Customer Service Reporter please contact Steve Kuhlman at 313-833-4881.

The following Newsletter Staff contributed to this newsletter:

James Lindsey	Charles Mekaru
Michael Shaw	Benita Malone
Georgia M. Brown	Steve Kuhlman
Joel Berman	Teresa Blossom
Michele Vasconcellos	

Mailing Address:

**Detroit-Wayne County CMHA
640 Temple, 8th Floor
Detroit, MI 48201**

IMPORTANT PHONE NUMBERS

Customer Service:

Phone Number: 1(888)490-9698

TDD Line: 1(800) 630-1044

Fax: (313) 833-2217

Grievances & Appeals: 1(888)490-9698

Office of Recipient Rights: 1(888)339-5595

Family Support Subsidy: (313)833-2493

Communications & (313)833-3984

Community Collaboration

24 hour help line: 1(800)241-4949

(313)224-7000

TDD Line: (866)870-2599

Persons Points of View Newsletter

Can also be found on our website

www.waynecounty.com

Click on Health Services and then Mental

Health and go to

Customer Service and click POV

DWCCMHA CUSTOMER SERVICE

Our Motto:

“To Exceed Our Customers Expectations”

Our Mission

To assure the accessibility of effective

community services that empowers

individuals and families

to achieve an enhanced quality of life.

DWCCMHA - Executive Board

Bernard Kilpatrick, Chairperson

John Barden

Eric J. Campbell

Dorothy Doyley

Mohamed Okdie

Frank J. Ross

Tim Attalla, Secretary

Laura Cox

George Gaines

Constance Rowley

Gary Burtka

Cindy Dingell, Vice-Chairperson

COMMUNITY CORNER

CALENDAR OF EVENTS

Partnership Initiative Meeting

Each month Customer Service and Consumers get together for the Partnership Initiative Meeting to plan programs for our Consumer Monthly Meeting. It's an informal group that meets at 640 Temple for a couple hours to discover how we can make our Monthly Consumer meetings the best they can be. It's a small informal group that's always looking for new ideas. If you'd like to join us, stop in starting November 2 at 10:00am at the Customer Service Library, 2nd Floor. We'll look forward to seeing you there!

Coordinator:

*Steve Kuhlman, Customer Service
(313 833-4881 or
e-mail Skuhlman@co.wayne.co.mi.us*

Monthly Consumer Meeting

November 16, 2006

11:00 a.m.

640 Temple, 6th Floor Auditorium

Children's Mental Health

Grand Rounds

November 16, 2006

Wayne County Community College

Downriver Campus, 21000 Northline

Taylor, MI

**Clinical Interference between
Pediatrics, Child and Adolescent
Psychiatry**

Presenter: Herman Gray, MD

(No Charge for this Educational Forum)

**Ethnic Training for the Mental Health
Practitioner**

Thursday, November 30, 2006

9:00 am—3:00 pm

1001 West Fort Street, Detroit

HAPPY THANKSGIVING!!!

