

**Next Meeting with
Consumers
January 22, 2004
DWCCMHA at
Noon—6th Floor**

Bulletin 14...December 17, 2003
**Detroit-Wayne County
Community Mental Health Agency**
640 Temple
Detroit, MI 48201

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Ted Chipps, Editor

Persons Points of View



--An E-Mail Bulletin from Customer Services reflecting what Consumers are doing and saying as well as news from the Agency

New Starts For A New Year

Persons took another step forward in their participation with Agency staff by planning and running the December Consumer Meeting.

“Persons prepared the agenda, listened to a proposal by Agency staff to involve Consumer volunteers, oversaw direction of the Persons Points of View Bulletin, and devoted a portion of each monthly meeting to issues of Recovery,” said Agency Deputy Director Veda Sharp. Called the **Partnership Initiative**, the group was a natural outgrowth from the regular

meetings with Agency staff since June 2003.

At the December 11 meeting, Deputy Director Veda Sharp fielded questions from the Consumers. She said that staff would plan special meetings where experts from outside the Agency would speak on topics that would clarify non-direct mental health concerns.

Questions centered on Medicaid “Spend Down” and FIA practices and procedures.

Person Advocate Mary Ann Bozenski shared her story of recovery.



Above (Left to Right): Gerald Butler, Mary Ann Bozenski, Ronald Lambert and Customer Service Manager Charles Mekaru.

Agency Deputy Director Veda Sharp (Right) promises expert help to clarify difficult situations encountered by Persons.



New COO Meets Persons

Chief Operating Officer Edith Killins (Right) met with Persons at the December 11, 2003 Monthly Consumer Meeting. She encouraged Persons to continue actively participating in the meetings. She praised them for the positive changes in the system they are helping to make. The COO had met with the Consumer and Family Advocacy Committee earlier.



Visions To Visit Arab Community For Second Consumer Empowerment Day

Visions announced this week that a date and host site has been set for its second Consumer Empowerment Day.

Gerald Butler, founder of the Consumer group, said that the Arab Community Center for Economic and Social Services (Access) organization has made arrangements for a panel of DWCCMHA experts to visit the Access facilities on January 28, 2004. The visiting team members from the Agency are: Risa Coleman, Director of Clinical Services; Eunice Howard, Director of Recipient Rights; Ri-

carda Pope-King, Network Administrator; and Starlit Smith, Department Administrator for Performance Monitoring. They will answer questions from members of the Arab community, many of whom do not speak English. Translators will help the exchange of information between participants.

Latino Family Services sponsored the first Consumer Day on October 29, 2003. Approximately 50 Persons and secondary Consumers attended the event.

Visions is a Consumer group whose goal is to



Vision Members at December Meeting. 1st Row (L to R) Shirley Cockrell, Gerald Butler, and Dr. David Canales. 2nd Row (L to R): Shenlin Chen, Linda Payne, Lee Anne Norris, and Rebeca Guzman. 3rd Row (L to R.) Yuself Seegars and John Luster.

empower consumers, their families and other advocates. It provides them with an opportunity to share their thoughts, concerns, experiences,

and suggestions for change with Detroit-Wayne County Community Mental Health Agency Staff in their own community.