

**Next Meeting with
Consumers
December 11, 2003
DWCCMHA at
Noon—6th Floor**

**Bulletin 12...November 7, 2003
Detroit-Wayne County
Community Mental Health Agency
640 Temple
Detroit, MI 48201**

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We will mail copies to those without access to the Internet
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

Where Patients Become People

How Agency Drop-In Centers Aid Recovery

Many people unfamiliar with mental health issues are surprised to learn that Persons are running successful services for other Persons.

“Here at the *Suburban Nights* Drop-In Center, Consumers are **not** patients. Instead, they manage and staff the center,” said Joy Kornspan, MSW, CSW, CAC, Program Liaison. Joy is also Program Manager of the Gathering Place Club-house, the same facility that houses the drop-in center. Both programs are supported by Lincoln Behavior Services

“Our main thrust at *Suburban Nights* is to engage



Some Suburban Nights Drop-In Center Members and Staff gather at a table before the regular Wednesday Night Ice Cream Social. Seated (L to R): Cathy Giuffre, Kerry Williams, Christopher Thomas, Steve Williamson, Shelbi Lince, John J. Wilcox and Corrine McClure. Standing (L to R): Joy Kornspan, Program Liaison, and Jacki Cohen, Assistant Program Leader.

Persons Points of View

Consumers in socialization activities,” Joy said. “That means scheduling a social event every evening and an outing every Saturday.”

Suburban Nights employs ten drop-in center staff--all Consumers. Six are Program Leaders and their Assistants. Four are van drivers who pick up Consumers and take them home. The staff also handles the shopping, cooking, cleaning, and maintenance.

Thirty to thirty-five Consumers come to *Suburban Nights* each evening. In addition to receiving treatment from clinical programs, these Persons plan and participate in social activities at the center. Others simply relax and have fun.

By planning and directing the drop-in center’s activities, Persons learn practical lessons about planning, budgeting, and working. Perhaps more importantly, because a drop-in center’s consumer staff does not assume a “superior” role to the center’s participants, Persons develop a sense of responsibility and self-



Consumer Staff run a new program called *Warm Line*. It employs six Persons through a special block grant. Their job is to answer phone calls from Lincoln Behavioral Services Consumers who need support and cheer on weekend evenings. (L to R) Jacki Cohen and Marcy T. are hard at work.

worth that may be absent in traditional settings. Consequently, Agency drop-in centers like *Suburban Nights* develop **Consumer empowerment**. Rather than focusing on treatment of an illness, *Suburban Nights* and other Agency drop-in centers stress and develop personal values of recovery.

Suburban Nights is open Monday through Friday from 4 pm to 9 pm and Saturdays from 12 pm to 9 pm. It is closed Sundays.

Suburban Nights is located at 27595 Schoolcraft in Livonia, Michigan. It is an example of how Agency

Drop-In Centers help Persons to recover.

On November 3, 2003, the *Nightline* Drop-In Center in Dearborn was combined with *Suburban Nights*. Person Staff expanded to include staff from *Nightline* Center.

Past issues at Agency web site: www.dwccmha.com

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