

Consumer Focus

A publication of Person Centered Network for PCN Consumers

Volume 1, Issue 1

Compassion · Dignity · Respect · Support · Full Potential · Self-Determination

Summer, 2004

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IMPORTANT

The Michigan Department of Community Health Office of Recipient Rights (MDCH ORR) has decided that Detroit Wayne County Community Mental Health Agency Office of Recipient Rights (D-WCCHMA ORR) **must** become the Recipient Rights Office for **all** service providers for people receiving services through D-WCCMHA.

What does this mean? The place where you submit Recipient Rights complaints will change but all Recipient Rights services will remain available to you. Beginning **June 7, all** Recipients Rights complaints **must** be called or mailed to Detroit-Wayne County Community Mental Health Agency Office of Recipient Rights.

Call 1.888.339.5595 or mail: D-WCCMHA ORR 640 Temple, 2nd Floor Detroit, MI 48201-2558

Welcome to Consumer Focus, PCN's New Consumer Newsletter!

I'd like to welcome you to the first edition of *Consumer Focus* – our new entirely consumer-focused newsletter. It is designed specifically to be useful and informative for consumers of PCN's health services and their friends, families, and allies.

Consumer Focus has two main goals. The first is to give information from Person Centered Network to PCN Consumers such as news, events, and tips for navigating successfully through the CMH system. Changes in policies and laws can have big effects so it's important to know about and understand them. Large systems and agencies like D-WCCMHA can be complicated and confusing to work with, so we hope to offer some helpful hints and information that may help you find out or learn more about services you may be eligible for.

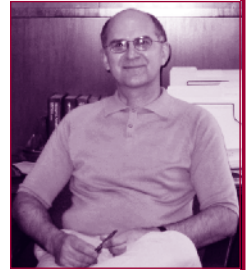
In each edition of *Consumer Focus*, we will "spotlight" a different program or group that is working for the benefit of people with mental illness. This month our spotlight is on PCN's Consumer Advisory Board.

The second goal of *Consumer Focus* is to give consumers the opportunity to communicate with one another in a

- public forum
- about their service and health
- concerns as well as voice their opinions and feelings
- about the mental health system and mental illness in general. We hope to use Consumer Forum as a community building tool; something that will help bring the PCN family closer together and bring the concerns of consumers to the forefront of PCN's agenda. Our MCPN is not called Person Centered Network for nothing!

- I hope that you will find the consumer newsletter a welcome addition to PCN. We'd like to hear from you and know what you think about the publication. If you have suggestions for future articles, thoughts about format or content, or especially a topic or article you would like to submit, please call our editor, **Summer Berman at 313.262.5082**. We really want to hear from you!

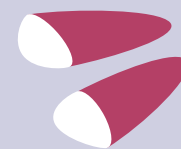
Sincerely,
James Hetner, CEO



It is the mission of Person Centered Network to provide a comprehensive system of culturally competent managed behavioral health services & support that are cost-effective & measurably demonstrate improvements in access to services, consumer choice & quality of life.



In the Spotlight . . .



Consumer Advisory Board

The Consumer Advisory Board (CAB) plays an important role in the work of Person Centered Network. The CAB looks at what works and does not work within the PCN network and makes recommendations for improvement or continued service to the PCN Board of Director.

The CAB's primary goal is to advocate for consumers and ensure overall member wellness. They accomplish this by:

- **Reviewing and making formal recommendations about PCN policies and procedures.**
- **Locating and providing educational resources for consumers, providers, and allies.**
- **Serving as a voice for consumers within PCN.**

The Board is made up of PCN Consumers and other concerned members of the PCN Community. Members of the CAB feel it is very important to have a board with a wide variety of consumers, agencies, and illnesses represented.

A seat on the PCN Consumer Board is no "token consumer" position. The board is run for and by consumers and even the PCN staff assigned to work with the CAB is a consumer herself. CAB members at the time of this printing are: **Mirna Alam, Summer Berman, Djuan Clay, Judy Donley, Marianne Huff, Dr. Huebert Huebl, Emma Stuart, Chris Thomas, and Ruth Weaver.**

The CAB is committed to serving as a link between consumers and providers. They work to promote improved services and teach consumers how to advocate for themselves and each other.

"I benefit by knowing that I am giving sufficient feedback to consumers and service providers which result in successful outcomes," says Djuan Clay, CAB member. "My commitment comes from knowing that consumers will benefit from my participation on the board."

CAB members draw satisfaction from being able to solve problems and help others and agree that the personal benefits are equally rewarding. **The CAB currently meets every other Wednesday from 9 am - 11 am.** For more information, please call **Summer Berman at 313.262.5082.** We are always looking for more members!



(L to R) Judy Donley, Djuan Clay, Summer Berman, Ruth Weaver, Christopher Thomas.

PCN Consumer Satisfaction Survey

The latest satisfaction survey, conducted in **October 2003**, showed that consumers were overall satisfied with Person Centered Network. A total of 13 questions were asked on the anonymous survey which was given to consumers from all the PCN agencies. Here is a summary of the results:

Those receiving a 90 - 100% positive "yes" response were:

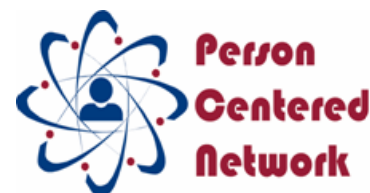
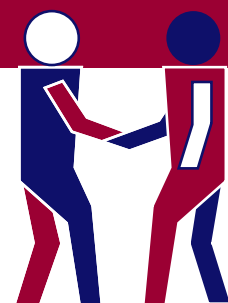
- ❖ Privacy of information about my services was respected.
- ❖ I am treated with dignity and respect by the staff.
- ❖ The staff was willing to help me when I felt that I needed help.
- ❖ I feel safe in the location where I receive services.
- ❖ The people who care for me meet my language, race, and religion, ethnic background, or culture needs.

Six questions receiving an 80 - 90% positive "yes" response were:

- ❖ It was easy for me to get the services I thought I needed.
- ❖ My appointments or program began at the scheduled time.
- ❖ If a friend or family member was in need of services, I would recommend this organization.
- ❖ I participated in my treatment planning and my wishes were respected.
- ❖ As a direct result of the services I received, I am better able to control my life.
- ❖ I have been told what to do in case of medicine side effects or an emergency.

The survey showed needs to:

- ❖ Help consumers learn how to file a recipient rights complaint.
- ❖ Encourage consumers to have yearly physical exams.



Prevention, Education & Outreach An Important Role in PCN

The primary goal of Prevention, Education and Outreach (PE&O) is to improve the quality of life for the people we serve. Reducing the frequency and severity of health problems and preventing relapses is a critical step in this process. This is all done while working to create a sense of well being for individuals and their families as well as the community.

"We help people make life style choices that will help them get better and learn to practice preventive self care," says **Summer M. Berman**, Prevention, Education & Outreach Specialist at PCN.

"Prevention, education and outreach are not separate functions," says Berman. "They really work together and rely on each other to be effective." Prevention involves both community outreach and education. Outreach is an important tool for developing successful education programs. Education is an important means of preventing illness. "We blend these functions while giving people useful information and helping them to help themselves get better." PEO philosophy is that programs and services are most effective when they:

- ❖ **Build partnerships with consumers, family members, providers, community support organizations and advocacy agencies.**
- ❖ **Foster a philosophy of recovery.**
- ❖ **Help people take responsibility for managing their treatment and lifestyle choices.**
- ❖ **Stress that each individual has access to treatment and support.**
- ❖ **Use research, feedback and evaluations to continually improve the program.**
- ❖ **Recognize that good health and community involvement is cost effective.**

"PCN has established several goals for the PE&O programs," says Berman. "We support the Consumer Advisory Board and connect with providers, consumers and consumer advocates. We develop ways to communicate with a variety of audiences and get news out to people in a timely manner." A consumer resource library as well as a PEO and Consumer Focus website are in the works. We are also moving forward to design a Detroit Service Center PE&O website.

"PE&O is an exciting area within Person Centered Network," Berman explains. "Our activities, which include program evaluation, behavioral health awareness campaigns, health promotion, and consumer advocacy are challenging and rewarding. We look forward to building stronger links in the community, give a greater voice to our consumers and help them in self help activities to improve their quality of life."

If you have questions about PEO or would like to learn how to be involved, contact **Summer Berman, 313.262.5082** or sberman@pcnetwork.org. Summer is also editor of the newsletter and would be pleased to receive your comments.

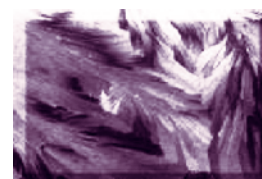
Special Events Increase Mental Health Awareness

Several special activities were held in **May** to spotlight **National Mental Health Awareness Month**. Two popular events in Wayne county were **NAMIWALKS** and **The Art of Being Special**.

Several hundred people turned out for the 5K walk on Belle Isle sponsored by NAMI Michigan. Person Centered Network walked in honor of our mission to provide culturally competent services and support in a cost effective way while improving consumer choice and quality of life. Congratulations to all walkers and supporters. Hats off to NAMI Michigan on their successful first year hosting this event. NAMI is a grassroots organization dedicated to improving the lives of all people with severe mental illness.

The Art of Being Special offered a unique opportunity to showcase the artistic talents of greater Wayne county's mentally impaired and developmentally disabled persons. Original artwork of some thirty artists was on display showing the versatility of talent within our community.

A variety of mediums were featured including pen and ink, watercolor, photography, sculpture, glass work and ceramics. Thank you to Detroit-Wayne County Community Mental Health Agency for sponsoring this successful event and congratulation to the consumers whose art work was displayed!



Consumer Focus Production Team — We Want You!

Like what you see here? Interested in becoming part of the *Consumer Focus* production team? Then come to the first group planning meeting! *Consumer Focus* is not just for consumers, it's also by and about consumers. And there are many ways you can participate, including:

- **Writing articles**
- **Reviewing which articles will go in the newsletter**
- **Layout (decide what the newsletter will look like)**
- **Suggesting topics for articles**
- **Conducting interviews**
- **Taking photographs to document community events**
- **Researching mental health related activities in the community**
- **And much more!**

This newsletter is about our lives as members of the mental illness community. It should represent our concerns and solutions and most of all what it is like to be a person with a mental illness. If you have anything at all to say about having a mental illness or the mental health system, please come to the **Newsletter Planning Meeting, July 21, 10 am - noon** at the PCN Main Office or contact **Summer Berman, PEO Specialist, 313.262.5082** or **sberman@pcnetwork.org**.

We hope this newsletter is something you look forward to receiving and for you to feel proud to be part of the Person Centered Network family and community.
To our health!



Important Phone Numbers

- **24 Hour Crisis Services**
313.267.9600
- **24 Hour Member Services**
1.866.260.5701
TDD 313.875.4065
- **Office of Recipient Rights**
1.888.339.5595