

# Consumer Focus

A publication of Person Centered Network for PCN Consumers

Volume 1, Issue 1

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

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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.

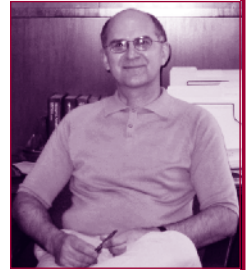
In each edition of *Consumer Focus*, we will "spotlight" a different program or group that is working for the benefit of people with mental illness. This month our spotlight is on PCN's Consumer Advisory Board.

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.*