

## A message from Joyce Tunnard

Director of Quality, Customer Service, and Recipient Rights



As we enter into May, over half of the Transitions site shifts are now complete and planning is underway at Transitions Central where they will complete the transition into the community at the end of this month. Review the Transitions Site Timelines table at bottom of this page to view this progress and to remember that, as described in the HCBS and Transitions Redesign Implementation Plan, shifts to community integration will not be completed at Transitions South until the end of July 2019 and at Transitions North until the September 2019. There should not be any changes to this timeline. As noted on the Transitions Site Timelines table, all recipients are participating in the pre-planning process. Read the article below, Person-Centered Planning, to get a refresher on the goal of the Person-Centered Planning process and think about the questions you can ask yourself before heading into your next Person-Centered Planning meeting.

Staff in our Prevention and Outreach unit have been hard at work preparing an exciting new resource - the Recreation Resource List. The Recreation Resource List highlights local resources in our community, featuring opportunities for anyone who may be interested. Activities listed include things like swimming, gardening, and local community centers -- many of which are free or low cost. Our hope is that this resource will be something you can look at regularly to find helpful resources and interesting activities in our communities. You can access this resource on our website at <http://ceicmh.org/services/csdd/hcbs-information>. If you would like a copy of the Recreation Resource List mailed to you, please send us an email at [hcbstransition@ceicmh.org](mailto:hcbstransition@ceicmh.org) or call customer service at 517-346-8244.

In the past six issues of this newsletter you have heard from a few different units in CMHA-CEI's Department of Quality, Customer Service, and Recipient Rights. Our staff are working behind the scenes to help ensure that you feel supported as you receive services at CMHA-CEI, that you are connected to community resources, and that the services you receive from CMHA-CEI and our provider network are of high quality. Our Customer Service staff are available to receive your questions and complaints. Our Quality Improvement Specialists are actively working on the Transitions Program Survey to assess quality of life of recipients before and after the Transitions shift to community inclusion. Our Quality Advisors are supporting all of our contracted residential and CLS providers to ensure they are safe, HCBS compliant settings. If you have questions about these activities, please feel free to reach out to us at [hcbstransition@ceicmh.org](mailto:hcbstransition@ceicmh.org).

### Person-Centered Planning

According to the Michigan Mental Health Code, "Person-Centered Planning" is a process for planning and supporting the individual receiving services that builds upon the individual's capacity to engage in activities that promote community life and that honors the individual's preferences, choices, and abilities.

As you're preparing for your next Person-Centered Planning meeting, or going through the process of completing your Full Life Level of Care (FLLOC), ask yourself the following question: "What is important to me?" The goals in your Person-Centered Plan should reflect what is important to you.

How can you make sure your services and supports are person-centered? Communicate your wants and needs to your loved ones and support team. Your case manager will work with you and your loved ones to find services and activities that are fulfilling and enjoyable to you. When your case manager checks in with you, let them know how things are going! Let them know what you like, what you dislike, or anything else you'd like to do or try. CMHA-CEI is committed to providing person-centered care. Please reach out to your case manager with any questions you may have.

### Transitions Site Timelines

Location	Pre-Planning Begins	PCP/Shift to Community Integration Complete
Charlotte	Shift completed January 31, 2019	
Grand Ledge	Shift completed February 28, 2019	
St. Johns	Shift completed March 31, 2019	
Mason	Shift completed April 30, 2019	
Central	March 2019	May 31, 2019
South	April 2019	July 31, 2019
North	May 2019	September 30, 2019



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# HCBS COMMUNITY UPDATE NEWSLETTER

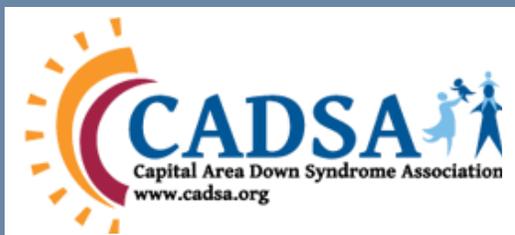
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General Administration  
Office of CEO  
812 East Jolly Road, Ste 216  
Lansing, MI 48910  
Customer Service: 517-346-8244  
Email: [hcbstransition@ceicmh.org](mailto:hcbstransition@ceicmh.org)

## Check out these community resources!



Capital Area Down Syndrome Association  
(CADSA)

Website: <https://www.cadsa.org>  
Email: [info@cadsa.org](mailto:info@cadsa.org)  
Phone: 517-333-6655

**CADSA** is a nonprofit organization that supports people with Down syndrome and their families in the Mid-Michigan area by providing resources, education, advocacy, and awareness. Their objective is to enhance the lives of people living with Down syndrome so they can reach their potential and be valued members of our community.

Head to their website to learn about CADSA's social programs, like Club 21Plus, a social and community engagement program for individuals ages 14 and older, and their families; and classes like the Soccer Clinic held at Soccer Zone in the fall, and Karate and Tennis programs held in the community.

Check out their Event Calendar (<https://cadsa.org/event-calendar2.html>) to see upcoming special events or activities.