

A message from Karla Block

Director of Community Services for the Developmentally Disabled



For those of you following along with our HCBS Transition Plan, you may be aware that our first site, Transitions Charlotte, was due to shift out and into the community starting February 1st. This shift happened on schedule. The polar vortex did result in a number of snow days leading up to the end of January, which gave people less time to reflect on all the ways Transitions Charlotte helped expand their lives over the years. However, the Transitions Charlotte site was able to host a well-attended “end of an era” party on January 25th. Each site shift is bound to be bittersweet, as we say goodbye to each site and welcome new opportunities for community connection. It’s important to pause and reflect on how stability, and change, can help us grow.

Similar to Transitions Charlotte, the Grand Ledge site is now actively working through their plans for the shift out into the community. This shift will happen at the end of February and planning appears to be on track. Individuals attending the St. Johns site are also entering into the transition process with their “Full Life Level of Care” reviews and early planning activities approaching their shift in March.

As each move happens, there will be unplanned hiccups. CSDD leaders fully intend to address issues to the best of our ability. Please know that if individuals have a snag in the process, they should contact their case manager. If a case manager is not available (i.e. is on vacation, out sick, or other), the agency’s Customer Service department has increased staffing and improved their processes to better support families with problems in any area of service. In this newsletter, you’ll see a special section that describes how to connect with Customer Service staff to work through issues in care. Please see the “Do You Have Concerns?” section below for more information.

Finally, just as the Customer Service unit is improving its process to address people’s needs, each service area within CSDD is working on its process as well. The Transitions program will soon be rolling out an “On-Call” system to support people participating in Skill Building, Customized Employment, and Vocational Supports services. This new system will look like the on-call services that are already available in other CSDD service areas. It will ensure that individuals, family members, and even community partners will have a central resource, as well as help us make sure that service delivery across the newly defined areas is successful. While problems with service delivery cannot be avoided fully, please know we remain committed to supporting you!

Do you have concerns?

CMHA-CEI Customer Service representatives are available to assist you with questions and/or concerns or grievances about the services you receive.

The customer service office is located at the main CMHA-CEI office.

The address is:
812 East Jolly Road, Suite 108,
Lansing, MI 48910.

The telephone is:
Local: (517) 346-8244
Toll Free: (888) 333-8933

Quality Improvement at CMHA-CEI

Quality Advisors at CMHA-CEI complete site reviews annually with all contracted Residential and CLS providers.

Quality Advisors review standards related to Recipient Rights, Staff Training, Quality improvement, Health and Safety, Resident Treatment, and Home and Community Based Settings (HCBS). If any item is found to be out of compliance during the visit, the provider is required to complete a corrective action plan and come into compliance.

Direct Care staff receive training in:

- Recipient Rights
- CPR & First Aid
- Blood Borne Pathogens
- HIPAA Privacy
- Person-Centered Planning
- Medications
- Working with People
- Corporate Compliance
- Cultural Competency & Diversity
- Verbal De-escalation
- Environmental Safety
- Limited English Proficiency
- Trauma Informed Care

View the Direct Care staff training standards grid on our website by following this link: <https://ceicmh.org/services/csdd/hcbs-information> and selecting the document titled “CMHA-CEI Training Requirements for Contract Staff”.



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HCBS COMMUNITY UPDATE NEWSLETTER

Issue 4 | February 2019



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General Administration
Office of CEO
812 East Jolly Road, Ste 216
Lansing, MI 48910

Check out these community resources!



**Adaptive Social Program Providing
Instruction, Recreation, and Enrichment**

website: <https://asppireofmicmichigan.com>
email: info@asppireofmidmichigan.com
phone: 989-272-2977

ASPPIRE provides support services and programs to adults with disabilities. Through social coaching programs, Person Centered Planning, and connections to community resources, ASPPIRE aims to help participants lead functional and productive lives. ASPPIRE is a welcoming community providing collaborative supports, services, and programs for adults with social challenges and disabilities.

ASPPIRE's Principle Beliefs

- Every individual has inherent worth and dignity and is valued for their uniqueness.
- Education and enrichment are lifelong goals.
- Adults can enhance their quality of life through instruction, recreation, and enrichment beyond the academic setting.
- Individuals with social challenges can better themselves through the support of community connections.