

Michigan Department of Community Health

Recovery Council Meeting
Friday, March 20, 2009
9:30 am – 2:30 pm
LCC West Campus Facility
5708 Cornerstone Drive, Lansing
(517) 483-9300

Meeting Minutes

I. Introductions

- a. Recovery Members present: Patrick Baker, Stephen Batson, Joel Berman, Gerald Butler, Risa Coleman, Patti Cosens, Norm DeLise, Jean Dukarski, Mary Beth Evans, Colleen Jasper, Amelia Johnson, Irene Kazieczko, Sheila Kennedy, Ron Kidder, Tammy Lademer, Marlene Lawrence, Rue Morad, Fran New, Brenda Nyhof-Dunn, Greg Paffhouse, Fawn Preston, Ernest Reynolds, Phil Royster, Sherri Rushman, Leslie Sladek, Kathleen Tynes and Pam Werner.
- b. Recovery Partners present: Kendra Binkley, Valarie Bishop, Kris Burgess, Karen Cashen, Sue Eby, Debbie Freed, Michael Head, Michael Jennings, Mark Jones, Mark Kielhorn, Felicia Simpson, Margaret Stooksberry, Tison Thomas, Patti Freese, Laura Vredevelde, John Fryer, Pam Estigoy, Andrew Field, Leslie Gallant, Georgia Reyes and Nikki Adkins.

II. Announcements

- a. Leslie Sladek - NAMI State Conference in May. Handed out flyers.
- b. Colleen Jasper – Consumer Conference July 23 at Kellogg Center. Each CMH has 3 slots that the Department will pay for with scholarship money.
- c. Gerald Butler – person got out of jail hooked up with peer support and with the help of the peer and Risa Coleman, he is getting services and doing well.

III. Joel motions to approve the minutes from January 22, 2009; Norm seconds, all say aye and the minutes have been approved.

IV. Hope Givers and Building Friendships: Sherri Rushman, CPSS, Advanced WRAP Facilitator, Oakland County CMH

- a. Importance of Hope Givers, Hope Receivers and knowing about Hope Stealers.
- b. Hope Giver is a person who in a relationship gives hope continuously to another person no matter what the circumstances. They constantly believe in the person's ability to achieve anything the person hopes and dreams to achieve.

- c. Hope Receiver is a person who is in need of hope. They open their mind to the possibility of hope. They take action steps on achieving things that they believe they can achieve. After a person has been a hope receiver, he/she has the opportunity to become a hope giver to others.
- d. Hope Stealers often do not know they steal hope from people. They are well meaning people who think they are being helpful and realistic. They pride themselves with saying they never give false hope. They steal a person's hope and walk away with it leaving despair behind them. When a hope stealer thinks a person has unrealistic dreams, they often squash dreams with negative feedback.
- e. Building Friendships Workshop
 - i. Jean - How long is the workshop? Sherri – about an hour and half. Jean – is it tailored to peers as well as consumers? Sherri – yes, the exercises are helpful to both. As well as people like case managers and deputy directors. Jean – what size group works best? Sherri – I have done it with 50 or 10.

V. Mediation Opportunities and Overview: David Gruber, Director of Dispute Resolution Education Resources, Inc., and Wanda Joseph, Special Education Mediation Program Handout

- a. Communication Devices that are readily adaptable to many different situations that people face every day. Handout outlines the different applications that can be used in the mental health field. Benefits are the freedoms that it gives to people to express their needs and goals in a way that is meaningful to them, a place where they can tell their stories, and share their ideas for reaching their goals and getting their needs met. Mediation and facilitation is all about how to accomplish meeting goals and needs, and there is no room for people who say “you can't.”
- b. Participants have total control of the outcome. It empowers people at the table. Can be very useful in a number of different situations including very difficult and complex situations.
- c. 1988 established by the Legislature - Community Mediation Centers. They serve all 83 counties, provide mediation and facilitation services and skills training as well. The process involves collaborative communication skills, help people to share their stories, identify needs, brainstorm, and help them select the best possible solution. They also write down, in a fashion that everyone will understand, the terms of the plan or agreement.
- d. With disputes, the contract that is signed in the end is a legal binding contract and can be taken to court if one side isn't fulfilling their responsibilities.
- e. How do we find out where - is there a list somewhere? Yes, on the State Court Administrator website under Office of Dispute Resolution. We work with a variety of different advocacy groups.
- f. Wanda Joseph
 - i. Mediation is a way of giving hope. She spent 15 years as Recipient Rights officer with Manistee Benzie. She asks the group

- What does conflict mean? Anger, disagreeing viewpoints, gridlock, determined people to get their point across, no ability to look at the grey area, when there are goals not accomplished, things not getting done, needs not getting addressed, Some conflict is healthy. It is a matter of being willing to listen and keep an open mind, closed minds, hostility blame the other side.
- ii. Shift from thinking about conflict as a gridlock to an opportunity.
- iii. Risa – can anyone ask for your services in counties? Wanda - yes, anyone can ask for the services and don't even need permission from the other party. The Center will call the other party. Explain the process and arrange a meeting if he/she is willing. It is voluntary among both parties. Both parties have to agree on mediation and the mediator.
- iv. How is the mediation funded? The centers get some money from the courts; some are done for free and sometimes the parties involved pay a fee. Special education gets federal funding.
- v. How many CMH's have partnerships with you? David – don't know. The history has been sketchy and the CMH's have not used our services very often. Norm says peers could drive the use of mediation at CMH's. Wanda – services can be used in many different scenarios - landlord/tenants or parent/child, guardianship issues or even divorces.
- vi. Mediators work with families, individuals and organizations. A mediator is unbiased, do not give advice, work with both parties to help them create the options and help the conversation happen in a way that is meaningful and helpful.
- vii. Mediation training is a 40 hour training that centers can provide. Group size – 20 to 30 is a good size group.

VI. Director Update: Michael J. Head

- a. Application for Renewal and Recommitment (ARR) – Planning document for PIHPs and CMHs to work together to achieve improvements in 11 key areas that we have identified. We looked at what was working in the system and what wasn't. Asked them to do an environmental scan. Some important areas are: culture change section, person-centered planning, criminal justice system, achieve meaningful employment opportunities. We asked them to look at where they are at now and how they are going to move forward to improve in these areas.
- b. Section 1 – consumer/advocate how to enhance and expand and how to get a more meaningful consumer involvement. If you haven't heard about this from your PIHP, then please ask them to come to the meeting next Wednesday and ask how you can get involved. Increase partnerships at the local level. We need the consumer advocate people to take a more active role in this. It is your obligation to give good constructive feedback to the Department and to CMH leaders.

- c. What we are going to do at the state level is to use staff in central office as teams and help go through each PIHP's ARR as a team, respond to it and then stay with that for years.
- d. What we want to see - over the years there should be a lot less unevenness across the State. Thus, better outcomes.
- e. Council member – I don't see anyone in my agency ever paying attention to what consumers say and what people say during the site review process. I've never seen leadership take this to heart and use it to improve things. Discussion ensued.
- f. Marlene – would you consider having consumer advocates on the teams at the state level? Mike says yes we have talked about that and we aren't sure how it would work. He thinks it's an excellent point, and he is considering it and how exactly we would do it.
- g. Anti-Stigma Project – group of people to identify the ways we place stigma in people's lives. Starting point is the stigma steering committee – which is going to be a behind the scenes effort of at least 20 people comprised of at least 50% consumers. This group will work to refocus efforts in the Department to identify stigma.
- h. Equity/Funding Issues – GF dollars have been pretty much flat for many years, and against inflation we have lost like 27% purchasing power. Pat Baker asked if you are going to do anything about equity in GF funding. Mike - we are obligated under the mental health code to look at achieving equity in funding. We are working on this, what are the right sets of principals? What is the proxy measure of need? We have no way to prove the need. We have to agree on a proxy measure of need. We are trying to figure this out and put a framework around it. Budget is not good and not optimistic about getting more money.
- i. Questions for Mike
 - i. Marlene – any discretionary money coming to us from the stimulus dollars? Mike says no. The intent of that money is to go for the economy. Schools, highways and Medicaid. Our economy is so bad that the money will keep us even now and there isn't any left over.
 - ii. Recovery Council member – peers are warriors driving the recovery movement and they aren't valued at many CMH's. Mike – culture change and getting more people at the table who can attest to what matters in their lives.
 - iii. Discussion ensued about peers, culture change and disrespect individuals report on how they are treated in employment situations.
 - iv. Irene says for people to look at section 10 of the ARR. This is the environmental scan that PIHPs would look at the peer support specialists. Irene says here is an opportunity to have your voices heard. Look at what is expected in each issue.

- VII. Cheryl Flowers presents a Native American dream catcher to the Council. It represents honesty, humility, bravery, love, trust and honor. It also has recovery words on there like courage and hope. Feathers represent the races of man. Represents the circle of life.
- VIII. Mission, Vision and Values – Colleen Jasper – we will review this again at a future meeting.
- IX. Committee Update – Future Direction of the Michigan Recovery Council – Patrick Baker Handout draft.
 - a. Handed out a statement of consensus and vision for the Michigan Recovery Council. The members of the Recovery Council took a few minutes to read over the statement about the Council’s objectives and what the Department will do to maintain the Council.
 - b. Mike Head – think about this question and at some point have a discussion about it. Why should we?
 - c. Risa – with the mission statement, recovery is still a concept that is not entirely embraced by people with developmental disabilities and there are lots of people who are dual diagnosed. How can we work together?
 - d. Jean – we should include what the Recovery Council will provide.
 - e. Suggestion is for the workgroup to continue working on this and also looking at different groups (i.e., IPLT) and understanding how these groups fit together.
 - f. Pat Baker – what was the plan in the grant for sustainability? Irene says we are committed to using the mental health block grant to continue the funding for the Council.
- X. Recovery Council Committee for Michigan Recovery Center of Excellence 2009
 - a. Work Plan – Pam says we are forming a workgroup to help with the work plan. Let us know if you want to be a part of it.
 - b. Steve Batson – Working hard on the website and looking at including a social networking component like facebook.
- XI. Implementation of the REE Pilot at Northern Lakes CMH - Greg Paffhouse
 - a. Propose some challenges to the group - embrace and seize the opportunity. Take it seriously. Read and understand the program policy guidelines. Engage the right people in developing the plan. Start planning early and don’t expect to end early. Leadership at the Department has helped greatly. Do your best and put a good product out there but don’t expect perfection at first. It’s not one and done. Use and improve our plans and accept that there are costs to implement. Expect Murphy’s Law to appear. Be prepared to use the results. There will be areas of strengths and areas where you are not doing so well. Our target was 400 but it turned out to be too ambitious.
 - b. Some lessons learned - too much reliance on email and written communication. Need more face to face communications as well as

timely communications. Need to stay on top of the schedule. Key role of middle managers - must be a REE supporter (really buy into the REE). Importance of local site contacts and variance with office location. Outreach and education to group homes. Competition of schedules made some things difficult. They had to make changes on the fly. Balance between research and engagement. Promote it. Location and visibility of surveyor is very important. Flexibility is critical. Communication only had one person's name on it, and people who received the letter didn't know who they were and got really distrustful so he recommends using a co-signature process with someone at the local site. By using the encounter codes to select potential surveys – some codes are used for more than one type and reached people that they didn't want to. People complained about the number of surveys.

- c. What they are going to do – they have learned a lot from this process. We are intending to have learning and listening meetings at each of the facilities where they will present the outcomes of the REE. Keep engaging people. They want to use this product to improve the system. So now we will have 160 -170 voices that they hadn't heard before.
- d. March 25 conference call if anyone wants to learn from Northern Lakes.
- e. Pam – They had a conference call every night that turned out to be very helpful. The agency would be a part of this call and then the agency would sign off and the surveyors then talked amongst themselves. Surveyors met at Northern Lakes on Sunday and all the administrative staff were there too. They talked about how they were organized and what they planned to do. The Board Association put together a box/kit of information that was very helpful. Surveyors have to be welcoming; you'll have more of a response if there is a welcoming environment. Use of consumers worked very well. People felt very comfortable.
- f. Jean – looking for surveyors who have their own transportation and can be away for a week at a time. Can e-mail or call Merre Ashley at MACMHB. A big lesson learned was that the training should happen 1 to 2 weeks before people go do the survey as opposed to 6 weeks before.
- g. Brenda – can you do it over the phone? Pam said it isn't possible. The amount of information provided needs to be face to face. The organization of forms and survey methods need to be covered in training at a location. Advocates for Human Potential said that when you are doing research like this, phone calls just won't work.

XII. 2009 Dates – May 22, July 17, September 18, and November 20. All meetings will be held at the Lansing Community College West Campus Facility.

XIII. Irene thanks everyone for coming to the meeting today and for their participation.