

## ATTACHMENT A Milestones and Timeframes

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### **ARR Section 2 Improving the Culture of Systems of Care**

Without a systematic commitment to hope and safety, the individual good work of a certain staff or program remains just that. In a trauma informed system, each person in the agency is encouraged to consider their work from the perspective of the individual requesting assistance. Each clinical or administrative routine is evaluated from the perspective of a trauma survivor—fear and disbelief. To assume initial trust on the part of an individual who has experienced multiple traumas is irrational on the systems part. NorthCare and the providers in our network will work to create a welcoming system that engenders trust from the first contact through the entire time an individual receives services.

NorthCare and CMHSP staff were responsible for gathering the information for the environmental scan. The environmental scan included reviewing data from many sources by a ten person team composed of staff and stakeholders:

- Welcoming has not been measured by the consumers yet. The results of the Recovery Enhancing Environment measure will be used to inform the separate boards and their programs of the areas where they have strengths and areas requiring improvement. The team suggested viewing welcoming as a key contributor to a culture of gentleness. It needs to occur throughout the process of treatment and change. Example- when transitioning to a new staff or program, welcoming would be demonstrated by a joint session where the consumer was introduced to the new clinician.
- The model of a culture of gentleness is just being introduced and the recent trainings by Dr. Steve Onken were cited by team members as a fine introduction. NorthCare will follow the initiatives by MDCH closely. A project in Section 10 focused on residential staff will be critical in fostering the use of more positive interventions.
- The Adverse Childhood Experiences Report was reviewed as a baseline for planning for a trauma informed system.
- Program Planning Guidelines (PPGs) and plans for improving the system of care for children and families were reviewed. The Wraparound Coordinator and two parents of SED children were specific in their concerns about the need for better placement planning for children in terms of residential placement and schooling. It was noted the plans attached to the PPGs would need to be revised to be more specific in their objectives and action steps.
- Recovery and anti stigma activity data was gathered from each Board. Many activities across the region support the reduction of stigma and increased involvement in the community. However, there is a lack of cohesiveness or a consistent methodology in the activities. It is hard to measure their impact. The

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

activities tend to stay focused among the providers and families—those who are already part of the solution.

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

Milestones	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
<p><b>Section 2</b> <b>Improving the Culture of Systems of Care</b></p>			
<p><b>Milestone 1</b> <b>STRENGTHEN RELATIONSHIPS IN THE COMMUNITIES</b> <b>1.1 Mental Health First Aid (MHFA)<sup>1</sup> will be offered</b> to educators, law enforcement and other community partners across the Upper Peninsula in the next three years. Target audiences for 12 hour training including but not limited to:</p> <ul style="list-style-type: none"> <li>o Educators</li> <li>o Law enforcement</li> <li>o PSS</li> <li>o Health care providers</li> <li>o Mental health providers</li> <li>o SA providers</li> <li>o Community Colleges and NMU staff and possible inclusion in curriculums, i.e., nursing, criminal justice, social work, etc.</li> <li>o Public Health</li> <li>o Primary Health</li> <li>o Dispatchers</li> <li>o Ambulance/First Responders</li> <li>o Fire Dept/First Responders</li> <li>o Critical Incident Teams</li> </ul>	<p>Number of Participants and their roles who attend introductory trainings in FY10</p>	<p>1.1.a. Q4 FY09 thru FY10</p> <p>1.1.b. <del>Winter FY10</del> <del>Winter FY11</del></p> <p>1.1.c. <del>Summer FY10</del> <del>Summer FY11</del></p> <p>1.1.d. <del>Q1 FY11</del> <del>FY12</del></p> <p>1.1.e. <del>Q1 &amp; Q2 FY11</del> <del>FY12</del></p> <p>1.1.f. Q3 FY11</p> <p>1.1.g. Q4 FY11 Throughout FY12</p>	<p>1.1.a. Identify members of workgroup. Identify people to attend 12 hr training; identify people to be certified as trainers; Trainers to develop training plan for region &amp; Identify core group to expand and perhaps create local chapters for training.</p> <p>1.1.b. MHFA will be presented to law enforcement as a possible training tool.</p> <p>1.1.c. Core trainers will offer course at NMU through School of Education</p> <p>1.1.d. expand number of trainers and training sites</p> <p>1.1.e. Train freshman at NMU</p> <p>1.1.f. MHFA training at two other campuses in the UP</p> <p>1.1.g. Identify community entity(ies) to sustain MHFA training. MHFA becomes anchored in the mission of a group in the community CMHSP and NorthCare Support community program by continuing to assist with trainings and providing some trainers.</p>
<p>10-26-09 The first Mental Health First Aid training has been scheduled for November 10 &amp; 11, 2009 at Gogebic Community Mental Health in Wakefield. Announcements have been placed in the local Gogebic newspapers soliciting individuals from the general public. A second training has tentative been scheduled for Dickinson county in December, 2009.</p> <p>12-09 The first Mental Health First Aid Training was facilitated in Wakefield at the Gogebic Community Mental Health Agency on November 10 &amp; 11 with 14 participants. The second Mental Health First Aid Program was facilitated in Kingsford at Northpointe Behavioral Health with 13 participants. Information on MHFA trainings is</p>			

<sup>1</sup> The Mental Health First Aid Plan is offered as a model of a program that could be adopted. After review by the regional team another model to adopt but the plan requirements would be essentially the same.

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

available on the NorthCare website (since 11-09) and was also included in the 2009 Fall edition of the NorthCare Newsletter.

3-15-10 Three additional Mental Health First Aid trainings have been facilitated (December to Hiawatha Behavioral Health Board members; January in Copper Country --Houghton to DIAL Help/EMTs and various other professionals and family members; February in Wakefield to various professionals including clergy, Nursing Home staff, and family members. The specific training objectives 1.1.b, 1.1.c, 1.1.d, &1.1.e. have not been met as the roll out of MHFA has been based on geography rather than target groups. In the next two fiscal years, NorthCare will do more targeted marketing with the audiences outlined in the workplan.

4-29-10 Two CMHSPs (HBH and Northpointe) are adding funding for targeted MHFA training in their catchment area in the grant applications being submitted for FY11.

5-26-10 The second day of MHFA was facilitated for the HBH Board.

8-19-10 A MHFA training was facilitated June 15 & 16, 2010 in Marquette. There were a total of 14 participants. Members included individuals from: Room at the Inn (homeless shelter program); Peter White Public Library; Michigan Rehabilitation Services; Superior Alliance for Independent Living; Alger-Marquette NAMI; Great Lakes Recovery Center (Substance Abuse Agency) and interested citizens.

8/26/10 HBH--MH 1<sup>st</sup> Aid training is scheduled for 9/15 & 16 in Manistique and 9/22 & 23 in the SSM. Law enforcement, human service agencies, and local employers were targeted as the primary audience.

8-27-10 Gogebic--Mental Health First Aid training was offered to the community twice this year--in February 2010 (16 individuals) and in August 2010 (12 individuals). We hope to offer this training at least annually.

8/16/10 – Northpointe – Northpointe currently has 1 certified trainer who works for Northpointe. Trainings have been attended across the UP and have been attended by a wide variety of people. Additional trainings are planned to occur in August, September, and October and in December in various locations across the UP.

08/10 Pathways- will contact NorthCare to schedule Mental Health First Aid Training in our local communities.

#### Q1FY11

9-10 NorthCare mailed training information to the 55 law enforcement agencies for the monthly MHFA trainings occurring across the UP

12-21-10 NorthCare Mental Health First Aid trainings facilitated since August 2010 include:

August 24 & 25 @ Gogebic CMH 12 participants

September 15 & 16 in Manistique with 17 participants

September 22 & 23 in Sault Ste. Marie with 9 participants

September 28 & 29 in Marquette with 17 participants

October 11 & 12 in Houghton with 24 participants

November 9 & 10 in Escanaba with 17 participants

1/3/11 Copper – One additional MHFA training occurred 10/10-11/2010 at the Institute in cooperation with Dial Help, Inc. and was well attended (24 participants) representing health professionals, law enforcement and the general public.

1.1. 1/26/11 HBH --MH 1<sup>st</sup> Aid training is scheduled for Chippewa County in February and Schoolcraft County in March. We have coordinated with Sault High School to include MH 1<sup>st</sup> Aid into 2 classes this semester as part of the class curriculum.

1.1. 1/11 Northpointe-Phil Hefner and Sally Olson conducted MHFA trainings in Copper County (Houghton) in October and Delta County (Escanaba) in November. Due to various factors, (weather, cancelations, lack of enrollment), Decembers training in Marquette was cancelled. MHFA is being offered in Dickinson county Jan 10 & 11, 2011. The training filled up rather quickly and currently has a waiting list. Future trainings are schedule in Marquette February 15 & 16, 2011 and Menominee March 15 & 16<sup>th</sup>

01/11: The Mental Health First Aid is scheduled for March in Marquette. Delta County had training in November, 2010. Alger and Luce Counties will contact Sally Olson to schedule trainings for their respective communities.

#### Q2 & Q3 FY11 Please update for both quarters

7-19-11 NorthCare : Mental Health First Aid trainings held:

March 2 & 3 in Marquette with **25 participants**; facilitated by Philip Gardiepy-Hefner and Sally Olson

March 8 & 9 in Manistique with **20 participants**; facilitated by Bonnie Kaunisto and Becky Mills

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

Feb/Mar in Sault Ste. Marie with **29 participants** (high school seniors); facilitated by B. Kaunisto and B. Mills  
 Feb/Mar in Sault Ste. Marie with **18 participants** (high school seniors); facilitated by B. Kaunisto and B. Mills  
 March 15 & 16 in Menominee with **24 participants**; facilitated by P. Gardiepy-Hefner & S. Olson  
 May 2, 9, 16 & 23 in Marquette with **16 participants**; facilitated by P. Gardiepy-Hefner & S. Olson  
 June 20 & 21 in Escanaba with **11 participants**; facilitated by P. Gardiepy-Hefner & S. Olson  
 NorthCare has been supported in its trainings by the libraries, churches and other community groups.  
 However we are actively seeking support from other agency groups as co-sponsors in FY12. Grant opportunities are being explored to sustain this educational program.

**7/25/11 Copper** – no additional trainings have been scheduled for FY11

**7/11: Gogebic**—Working to schedule training for the 4<sup>th</sup> quarter of FY 2011.

**7-26-11 Northpointe** --we continue to offer MHFA (Mental Health First Aid) and QPR (Question, Persuade, Refer) to community members. QPR training was recently added to new employee orientation for new staff. Northpointe also host and attend the community suicide prevention group meeting on a quarterly basis.

**7-22-11 Pathways** – Marquette held the Mental Health First Aid Training in March, 2011. Alger has one scheduled for June 16, 2011 but there were not enough registrations to hold the training. There was an Alger County Coalition that discussed the Culture of Gentleness issue on 05/31/11. There was also a planned event in Luce County but there were not enough participates so it was cancelled. Talked with Sally Olson about scheduling one for both Luce / Alger at the same time.

<p><b>1.2 Suicide Awareness Efforts will be coordinated across the U.P.</b></p>	<p>1.2 Number of Suicide Awareness projects in FY09 for the Five Boards and SA Providers</p>	<p>1.2. a. Q1FY10 Plans already initiated in FY09 will be continued</p>	<p>1.2.a Assessment of current Suicide awareness activities— such as the “Out of the Shadows” Walk sponsored by the American Foundation for Suicide Prevention Projects will be reviewed and prioritized in terms of not duplicating efforts. Plans already initiated in FY09 will be continued.</p>
		<p>1.2.b.Q3FY10</p>	<p>1.2.b. <del>Project(s) to support in FY 11 will be chosen</del> Each Board will select activities that match local needs and collaboration efforts</p>
		<p>1.2.c. FY11</p>	<p>1.2.c. Local efforts will be supported with publicity by NorthCare when requested. <del>Data on participants in Suicide Awareness will be collected for the region.</del> Boards will submit a summary of activities twice a year to NorthCare</p>
		<p>1.2. d. Q1FY11.</p>	<p>1.2.d. Regional plan for outreach in the five CMHSPs and to include prevention effort with CDR and SA providers.</p>

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

		1.2.e. Q4FY11	1.2.e. Increase Suicide Prevention activities by 25%. Cancelled as CMHSPs do not hold the record of the #s of participants FY11 in different activities.
		1.2.f. FY12	1.2.f. NorthCare and partners will consider conducting specific outreach to high target groups in FY12 if necessary to support local activity (added 7-11)

October 26, 2009—Out of the Shadows walks were held in the fall. This issue needs to be brought back to the Performance Management Committee about any regional efforts in prevention that they would like to pursue. The MHFA trainings have been extremely well received and it may be that expanding them will be a good strategy to aid in stigma reduction.

5-26-10 At the regional CEO meeting, the Boards indicated they want to pursue local activities with their local partners. This milestone will be revised.

8-19-10 Dial HELP located in Houghton has a tremendous amount of information on their website for suicide prevention and a suicide hotline.

8-10-10 Copper CMH sponsoring *Suicide: Insight, Support and Survival* a presentation by Pat Gallinagh September 22<sup>nd</sup>. Copper CMH Institute will host *Assessing & Managing Suicide Risk* in Houghton September 9<sup>th</sup> and Ironwood September 10<sup>th</sup>. Institute staff Taryn Mack & Micah O'Brien attended the *Youth Suicide Prevention and Early Intervention Grantees Meeting 5/17-18/10* (MDCH) and a suicide support group met in 2009 with a facilitator that was a part of the Community Coalition on Grief and Bereavement. Jail Diversion Coordinator, Brian Rendel attended training on May 17<sup>th</sup>-18/10 entitled *Youth Suicide Prevention*. Acute Services Staff David Cole, Deb Makkonen and Shelly Smith completed training on Netsmart, May 14/10 entitled *Suicide and Substance Abuse Disorders*. Medical Director, Dr. Morgan attended training on April 09, 2010 entitled *Suicide Risk in Children, Adolescents and Young Adults*.

8-27-10 Gogebic Range Suicide Prevention is coordinating with Gogebic to present in the local schools.

8/26/10 HBH in collaboration with Chippewa County Health Department and the suicide prevention committee have secured a grant for Youth suicide prevention and early intervention for Chippewa County in the Amount of \$119,000; consisting of gatekeeper training for stakeholders such as (ASSIST, and Yellow Ribbon) with the community including EMS, Hospital personnel, Fire dept., Police officers, National Guard, School Teachers and LSSU faculty. Local key Military personnel will also be trained in ASSIST to recognize the warning signs of suicide among the returning/departing troops and families. Suicide prevention committee along with Blue Water Behavioral Health and HBH have formed a Survivors of suicide (SOS) group being held at HBH every Thursday evening from 6:30pm to 7:30pm starting April 8, 2010 for six weeks. (This is a support group for individuals who have lost someone due to suicide.) Continuing to achieve and maintain the current goals from the Chippewa County Suicide prevention plan. Suicide Prevention committee is also working diligently on strengthening the Crisis Response team for the EUP. Currently three members residing in Chippewa county and remaining five team members are located in or near Manistique. Media representation: TV Nine and Ten and Fox 32 News will be running Public Service Announcements regarding suicide prevention and awareness starting in August, 2010 along with Radio ads running in the very near future. ASSIST: Applied Suicide Intervention Skills Training. Yellow Ribbon Program: is a High School based/community-based program that empowers and educates professionals, adults and youth. This is a program of people helping people.

8/16/10 – Northpointe – Plans already initiated in FY09 have been continued in Menominee and Kingsford. Menominee County has a suicide prevention network, which has a representative from NBHS. The group participates in several activities to promote prevention and awareness annually. Kingsford also has had a

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

group which focuses on suicide prevention and awareness. The group is holding their second annual "Out of the Darkness Suicide Prevention Awareness Walk" on 9/15/10. The group has also added 2 new QPR [Best Practice] instructors and have held a few QPR classes. The group also participated for last 2 years in the Iron Mountain 4<sup>th</sup> of July parade. Iron county does not currently have a suicide prevention group, but is in the process of creating one through prevention services.

08/10 Pathways-- participated in the 09/09/09 Suicide Prevention Walk in Escanaba by having a booth at the event. We also participated in the 09/19/09 and 9/10 Marquette walk called "Out of the Darkness" by promoting the event through helping develop the PSA's. Pathways participated in the month long mental health series offered at the Peter White Library called "Your Mind Matters" in May 09 & May10. Several staff gave presentation during the series.

**Q1 FY11**

12-17-10 NorthCare—Marquette Peter White Library received a national award from First Lady Michelle Obama for their commitment to the entire community—specifically the programs in May "Your Mind Matters" involving book studies and presentations by Community Mental Health Staff.

12-21-10 NorthCare -September 11, 2010 Pathways staff and Sally Olson from NorthCare staffed a booth at the Suicide Prevention walk in Escanaba.

1/3/11 Copper – Copper's 6<sup>th</sup> Annual Recovery Lecture Series presentation was on the topic of Suicide Prevention. A total of approximately 200 people attended the two sessions presented by Pat Gallinaugh in Houghton. This Lecture Series is sponsored by the Rice Memorial Foundation.

1/11/11 Gogebic has yet to provide a presentation to the Wakefield Arenisco school district. There was initial confusion over the population to be screened and we have yet to coordinate our efforts.

1/26/11 – HBH provided support, training and materials for several more Crisis Response sessions in Chippewa and Schoolcraft Counties (Individual/Peer) At least one more session is being offered this winter and we are looking at developing a train-the-trainer for advanced Crisis Response in our catchment area. The Suicide Prevention Committee held "Community Conversation" events in Pickford, where there have been several suicides. Another one is scheduled for Pickford in February, and then 2 will be held in Rudyard in March/April. At the Cabin Fever Hockey and Lacrosse Tournaments in the Sault, the Suicide Prevention Committee will have a presence and will distribute water bottles and Yellow Ribbon cards to athletes/teams.

01/11: Pathways staff participated in the Out of the Darkness Suicide Event in Delta County during the fall of 2010. Marquette staff participated in the walk in Marquette during September, 2010. Alger County sponsored several consumers to walk in the walk that was held in Alger County.

**Q2 &Q3 FY11 Please update for both quarters**

**7/25/11 Copper** is in the process of changing its suicide prevention education model from the Teen Screen to Signs of Suicide, to be implemented with the 2011-12 local academic school year. The Community Education 2<sup>nd</sup> and 3<sup>rd</sup> quarter reports are available for information on activities that have been provided.

**July 2011: Gogebic** CMH was unable to implement a suicide prevention presentation in coordination with the WM school district. Further attempts will be made in FY 12.

**7-25-11 Northpointe-** Since January /2011: There has been a Suicide Prevention Network developed that covers Dickinson/Iron/Florence [WI] and Marinette [WI] Counties [20 members], they have met 3 times and have began putting together a Suicide Prevention Plan; in conjunction the addition of 10 new QPR Trainers including 2 Northpointe staff has resulted in over 300 individuals receiving QPR training. There also has been one meeting of a UP wide group, with plans to develop a UP Suicide Prevention Network. Additionally suicide prevention information has been distributed at local health fairs and has been a focus on a Northpointe radio show that airs twice a month. The "Out of the Darkness" workgroup has been planning for the 3<sup>rd</sup> annual Walk scheduled for September 17<sup>th</sup> in Iron Mountain. Funds raised from the previous walks have been used to purchase suicide prevention materials, which have been put out in local agencies, business, churches, doctor's offices and schools. Included in the preparation for the walk information was distributed at the recent 4<sup>th</sup> of July parade and several news releases. Attached Suicide Prevention brochure.

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

7-22-11 Pathways - attended and participated in the Regional Suicide Prevention activity on April 28, 2011. Pathways provided video conferencing for all the members so that we could continue to meet as a coalition focusing on our September activity. Dial Help, Kevin Weir, is the chairperson of the coalition.

<p><b>1.3. Strengthen system of Care for Children</b></p> <p>As outlined by Director Mike Head, improvement of complex children’s services needs to occur on a local level due to the variance between DHS; probate courts; juvenile probation departments and school districts. CMHSP will formalize SOC meetings by county and begin to identify common goals with stakeholders (added Q</p>	<p>1.3. PPG Data for 2008 and 2009 FY11 Local workplans will be submitted to NorthCare quarterly starting Q2FY11</p>	<p>1.3.a Q1FY11-ongoing Regional meetings with Children’s CMHSP leaders</p> <p>1.3.b. Q4FY10 &amp; Q1 FY11</p> <p>1.3.c. FY11</p> <p>1.3.d. Q1FY12</p> <p>1.3.e. Q4FY12</p> <p>FY13 &amp; FY14</p>	<p>1.3.a. 1. CMHSP will have complete plans for improving care in each county identified as needing the greatest improvement. 1.3. a. 10-6-10 Initiate Regional meetings with technical assistance with Mary Ludtke. 1.3. b. Regular meetings of SOC leaders to discuss regional issues and training for staff. 1.3.c. CMHSP will report on a quarterly basis progress at a county level to improve the SOC 1.3. a. 2. NorthCare <del>Q Steering Committee</del> PILT will monitor progress through FY10 FY11 and provide technical assistance as needed.</p> <p>1.3.b. NorthCare and CMHSPs will establish outcomes measures to monitor for children’s services. <b>Completed Q3FY11</b></p> <p>1.3.c. Reports will be available through the EMR system for assessing improved clinical status As reports are available and we begin prospective analysis of trends, we expect to explore the need for any regional resources children.</p> <p>1.3.d. Coordinate efforts with team reviewing residential placements and assess any unmet need for children.</p> <p>1.3.e. establish regional taskforce to develop any resources for regional needs identified.</p> <p>Year 4 and 5 will be spent on regional system of care with the development of Healthcare</p>
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2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

			homes for children as well as adults.
<b>Q1 FY11</b>			
<p>9-10 NorthCare arranged technical assistance to help focus region on SOC issues.</p> <p>10-6-10 NorthCare regional meeting with senior Children’s leaders with Mary Ludtke to review basic principles of SOC. Reviewed Florida’s SOC Primer</p> <p>10-28-10 NC SOC meeting to review the PPG submissions and discuss how NorthCare could assist with monitoring development and support of local SOC. CMHSP requested a standard reporting guide for ongoing reporting required by MDCH for the ARR and improving clinical practices.</p> <p>12-10-10 NC SOC meeting to review draft of reporting format. Format for training at the local level was shared that is being used by the Jail diversion Committee to track local initiatives and Northpointe stated they would modify that format and share with region. <del>NC informed CMHSP that the data tables for children with SED and DD need to be completed with FY10 data. The differences between the two years will be reviewed at the PILT meeting March 17, 2011.</del> <b>6-23-11 This reporting request was rescinded and the Boards were asked to track according to their own county specific SOC plans</b></p> <p>1/27/11 HBH-- J. Bauer, HBH Clinical Coordinator, is the Chair of the Great Start Collaborative in Chippewa/Mackinac Counties. EUP ISD attends the children’s clinic services meeting every month at HBH, where they work out SOC issues between schools and CMH. In Schoolcraft, we participate in Great Start and Wrap Around.</p> <p>&amp;/11 Chad Hale participates in the Great Start Collaborative for Marquette and Alger counties. Joseph Smithson in Luce County.</p> <p><b>Q2 &amp; 3 FY11</b></p> <p><b>7-25-11 NorthCare:</b> Currently CMHSPs are working on 1.3.c. FY11 to use CAFAS state reports within Children’s staff supervision sessions to assure treatment is effective. There will be additional training provided to staff as requested.</p> <p>7/25/11 Copper – local SOC group continues to meet, last meeting was 3/23/11. <b>Collaborative Bodies</b> Several collaborative bodies address children’s issues; minutes are available and have been forwarded to NorthCare.</p> <p><b>7-25-11 Gogebic-</b>Local SOC groups meeting and documentation submitted to NorthCare.</p> <p><b>7-25-11 Northpointe has</b> developed and submitted to NorthCare a SOC workplan with meeting dates and information in plan. Qtr. 2- 10 various meetings occurred in the 3 counties (i.e. Early Childhood Council, Great Start Collaborative, Wraparound Community Team, and County School Safety). Local issues are being identified and addressed in a collaborative manner. Qtr. 3- 14 meetings occurred in the 3 counties (i.e. ISD, Wraparound, Early Childhood Council, Great Start, Early On). Trainings occurred this quarter as well that was a collaborative effort in terms of identifying the need, sharing of costs and promoting the trainings (i.e. “Understanding Trauma and its impact in our Community”, “Nurturing the Heart and Brain” and “ Preemie and Feeding” .</p> <p><b>7-11 Pathways</b> – Chad Hale in Marquette meets with Juvenile Prevention. Donna Kitrick works with DHS on some cases. Continue to work on Individual relationships with the teachers. Expanding Home Based services into Delta County.</p>			
<p><b>Milestone 2</b> <b>FOSTER RECOVERY IN COMMUNITIES</b> <b>2.1 Continue Consumer Conferences in the Upper Peninsula</b></p>	<p>2.1 This plan is fully outlined in Section 1</p>		<p>These activities are dependent on financial support from MDCH and the federal government. Their continuance is contingent on sufficient funding through grants and Medicaid dollars</p>
<p>October 26, 2009– 2009 Consumer Conference was held on September 18<sup>th</sup>, 2009 at Bay College in</p>			

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

Escanaba.

See Section 1 for Updated Consumer Conference 2010 Information.

08/10: Pathways staff, board members, and consumers/family members attended the Steve Onken conference on Recovery in Escanaba.

**Q1 FY11**

12-21-10 NorthCare The 2011 Consumer Conference Planning Team meets on a monthly basis. The conference will be held on May 17 with an informal evening gathering the night before. It will be held in Marquette at the Holiday Inn. Meetings are Chaired by the consumer Co-Chair. For details see Consumer Conference Work to-date 12-210 document.

**Q2 & Q3 FY11 Please update for both quarters**

**7-19-11 NorthCare** --A total of 185 individuals attended the 2011 conference. That is up 5 (five) individuals from 2010. More individuals stayed the entire conference day as shown by the increased numbers of participants for the end of the conference raffle. Over 120 raffle prizes were given away with everyone receiving one raffle prize.

**Milestone 3**

**DEVELOP A TRAUMA INFORMED SYSTEM OF CARE**

**3.1. System change to develop safety for individuals who have experienced trauma**

MDCH is expected to provide the leadership in training opportunities. NorthCare will not endorse a specific model of care and encourages the CMSHPs to investigate current models with an emphasis on consumers with COD. Integrating training with SA providers is critical.

3.1. Baseline data of existing policies; screenings and assessments and treatment groups in the region. Include SA providers

3.1.a.1. by 1-10

3.1.a.2 & 3.1.a.3 ~~FY10~~ FY11 thru FY13

3.1.b. ~~Q4FY10~~ Q4FY11

3.1.c. ~~Q4FY11~~ Updated to FY12

3.1.d ~~FY11~~ Updated to late FY12

3.1.e. ~~FY11~~ FY12

3.1.a.1. Clinical ELMER team will submit a report to QI team on Clinical documents in the EMR; Board Policies; and trainings already in place. NorthCare CDR will report re: SA providers.  
3.1. a.2. All clinicians will be trained in trauma informed care.  
3.1.a.3. Ongoing collaboration & education with SA providers for residential treatment if residential placement is indicated to provide safety for trauma care.  
3.1. b. Board of Directors and Senior Management will direct necessary policy changes to be made to achieve trauma informed agencies

3.1.c. incorporate trauma groups at the five selected sites where champions have been identified.  
3.1.d. Focus on specific training with COD and SA consumers to connect trauma history and relapse  
3.1.e. Data to provided baseline-- Increase access to treatment for trauma and SA with COD consumers

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

		3.1.f. Q4FY12,	3.1.f. Increase #of COD consumers receiving trauma informed services 15%. MDCH will need to provide guidance on how to code these groups and to measure # of services.
<p>October 26, 2009—Feedback from MDCH –NorthCare needs to establish baseline information so we could actually demonstrate improvement. At this time, there is no indication from MDCH as to when they will roll out more training in trauma informed care. We will get baseline information in FY10 as to how many COD trauma informed treatment groups there are in our region and how people are assigned to those groups.</p> <p>5-10 NorthCare submitted a grant proposal for the PILT grant funding to begin Compassion fatigue training for staff and Drop In Directors in the winter of FY11.</p> <p>5-26-10 Focusing on Culture of Gentleness in the Active engagement workgroup.</p> <p>6-14-10 and 6-15-10 NorthCare Staff participated in two days of workshops on Trauma informed care. Patti Lebel from HBH also attended and a white paper outlining the Compassion Fatigue training will be submitted to the regional CEOs in the Q1FY11.</p> <p>8-17-10 NorthCare COO participated in Trauma Informed Screening and Assessment state meeting</p> <p>8-17-10 HBH-The TF-CBT Initiative is designed to support CMHSP's in developing a trauma informed system for children and families. Cohort 5 began with training on June 1-2, 2010. The initial training included an overview of the impact of trauma on children and families as well as recommendations on how to develop a trauma informed approach to our system's screening and assessment process. Trauma informed tools were presented and participants were trained on how to administer the tools and use the results to determine how to proceed. The training was attended by CMH leadership/administration, Screening and Assessment interventionists, and clinicians and supervisors from HBH and other Northcare affiliates. Parents and professionals identified as part of the Resource Parent Training Team attended day one only (June 1st, 2010). Clinicians and supervisors were further trained in the model "How to Implement TF-CBT" training scheduled for June 29-30, 2010 The following individuals were identified to be part of our Trauma Focused-CBT Initiative Leadership:</p> <ul style="list-style-type: none"> <li>John Bauer, Clinical Services Manager</li> <li>Patti LeBel, Manager of Services for SMI</li> <li>Patti Crawford, Finance Manager</li> <li>Becky Mills, Recovery Coordinator</li> </ul> <p>Trauma Informed Screening and Access</p> <ul style="list-style-type: none"> <li>Dr. Joe Cools, of NorthCare Access</li> </ul> <p>Learning Collaborative Supervisor and Clinicians:</p> <ul style="list-style-type: none"> <li>Lisa LaLonde, Home-Based Therapist</li> <li>Stephanie Hicks, Home-Based Therapist</li> <li>Maria Baller, Home-Based Therapist</li> <li>Karla Hatch, Home-Based Therapist</li> </ul> <p>Resource Parent Training of Trainers:</p> <ul style="list-style-type: none"> <li>Renee Labadie, Children's Case Manager/MSW Intern with Home-Based Services</li> <li>Walter Shann, Community Support Aide/Home-Based Assistant</li> <li>Susan Mosca, Peer Support Specialist</li> </ul> <p>8-8-10 Copper CMH Several clinicians are currently going through a year-long state-sponsored training in <i>Trauma Focused Cognitive Behavioral Therapy</i> for children and adolescents and had 10 clinicians attend <i>Trauma Informed Services Training</i> on August 11, 2008.</p> <p>8/26/10 HBH now has one of its clinical managers certified in Traumatology and is providing internal and external training to all clinical staff in trauma informed services. Currently developing an implementation plan for development of a trauma-informed system of care within the agency. Have provided compassion</p>			

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

fatigue training to SMI clinical staff and are developing a schedule for training for remaining clinical and direct care staff in SMI, SED, and DD program areas.

8/16/10 – Northpointe – Trauma focused CBT was actively discussed and considered for Home based staff. With the current requirements of Trauma focused CBT trainings, NBHS does not have the amount of staff in home based services needed to meet qualifications. We will revisit this training as staff changes or different training opportunities are available. Meanwhile, several staff in Menominee have completed an on-line 10 hour course on trauma focused CBT.

08/10: Pathways is participating in Trauma Informed CBT for children. Clinicians at three of our sites are participating.

**Q1 FY11**

10-13-10 NorthCare --Staff participated in training in compassion fatigue at the OHIO EBP conference. The material presented their supported the strategy NC has outlined to focus on staff compassion fatigue training in the late winter.

10-26-10 HBH notified NC of the expectation that their trainer be reimbursed a daily rate for her 8 proposed training days. As this was not in the original grant specifications, the matter has been taken up for review by the NC COO.

12-21-10 Three (3) Working with People trainings were held across the Upper Peninsula. November 4 & 5 in Iron Mountain had 34 attendees November 8 & 9 in Marquette had 37 attendees November 11 & 12 in Manistique had 29 attendees. Training incorporated trauma informed care.

1/3/11 Copper – Five Copper clinical staff continue training in *Trauma Focused Cognitive Behavioral Therapy* for children and adolescents.

1/26/11 HBH --have provided compassion fatigue training to additional clinical and direct care staff. Development of additional curriculum in trauma is underway.

1/14/11 Northpointe-is waiting for directives and/or training opportunities from NorthCare as we do not have anything planned at this time

01/11: Pathways--Continue training Trauma focused CBT. In Delta, two staff and families are currently involved. Luce and Alger have one clinician involved in Trauma Focused CBT training.

**Q2 & Q3 FY11 Please update for both quarters**

**7-11 NorthCare** –In Q2, ongoing training with the MORC group occurred with key staff at the CMHSPs being identified as Trainers and they are participating in the certification process. Utilizing funding from the PILT grant, a one day workshop was offered at three sites in June 2011. The training focused on creating a positive community where all the service agencies are trauma informed. A national presenter from SAMHSA, Raul Almaraz, provided the training with five peers from our region co-presenting with him. Our goal was to have community partners as 50 % of the participants and we met that at two of the three sites. (85 participants attended the Marquette training; 52 participants attended the Manistique training and 84 participants attended the Iron Mountain training. NorthCare staff will seek support from the regional CEOs at the meeting in July for a regional project team to work over the next two years to move this initiative forward. Plans C.1.3 and C.1.3. are delayed until FY 12 as the clinical teams meet and determine the specific trauma care treatments they want to utilize in direct consumer care. Regional team members and interested clinical staff will have the opportunity to access the SAMHSA Learning Collaborative focused on Trauma informed treatment.

**7/26/11 - Copper** – Out of the 5 staff reported above, 2 Staff have completed the training, *Trauma Focused Cognitive Behavioral Therapy* for children and adolescents, one is working on completion, and the other two have left employment in 2011 (retirement and a transfer). **30** training sessions on "trauma focused treatment/services" have been attended by Copper's staff since 10/1/10 (or at least reported).

**7/11: Gogebic**—participated in conference (six staff) in 6/11, one staff attended Trauma informed care conf. in 7/11, Five people participated in a telephone conf. in 6/11 on Children Trauma informed care.

**7-11 Northpointe-** Staff attended the collaborative training offered titled " Understanding Trauma and its Impact on the Community." We will participate in the fall cohort in the UP for further training of staff.

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

<p><b>Milestone 4</b> THERE WILL BE ASSISTANCE FOR ANY CONSUMER SEEKING MEANINGFUL WORK IN THE COMMUNITY.</p>			<p><i>This plan is outlined in Section 5- Expanding Opportunities for Integrated Employment.</i></p>
<p><b>Milestone 5</b> EBPS FOR YOUTH WILL BE IMPLEMENTED AND EVALUATED FOR EFFECTIVENESS</p>	<p>ELMER Report of EBP Services for Children FY10</p> <p>NC EBP Matrix submitted for FY10</p>	<p>5.a. FY 11 NC &amp; Regional Coordinator of PMTO &amp; CMHSP leaders</p> <p>5.b Q1FY11NC and CMHSPs</p> <p>5.c. Q4 FY10 – ongoing NC Training Coordinator and Clinical Practices Coordinator</p> <p>5.2.d. Q2&amp; Q3 FY11</p>	<p>5.a. PMTO credentialing and implementation for at least one clinician per board by 9-30-11</p> <p>5.b NC provides reporting format for summarizing EBP services</p> <p>5.c. NC will help organize and get CEUs for clinical training in treatments opportunities</p> <p>5.2. d. Outcomes measures will be established for SED children to assure effectiveness of treatment.</p>

**Q1 FY11**

8-2-10 5.a PMTO Grant application submitted for FY11. Ongoing monthly meetings with Mike Bach, regional coordinator and Luanne Gray and Lucy Olson to support credentialing of clinicians.

8-19 & 20 5.a Parents Shining the Light Training offered for 23 clinicians in the UP

11-30-10 5.a. Meeting with NorthCare COO, state coordinator, regional coordinator and regional Clinical Practice Coordinator to review previous year's activity and plan for FY11. See PMTO Issues and workplan dated 11-30-10

11-24-10 5.b NC Staff determine need to wrap Children's services and DD services into the PILT monitoring function and require quarterly reporting of progress at local county level. EBP matrix reviewed in EBP project team meetings and at the PILT.

12-17-10 5.b. NC added milestone to support monitoring SOC development by integrating Children's services into the purview of the PILT.

12-21-10 5.c. NorthCare Network has provided critical trainings with CEUs for regional clinical staff in Q1 FY11

December 1, 2010 – Manistique	Writing Recovery Oriented, Strength Based, Stage-wise Individualized Plan Of Service	6.5 CEUs
December 2, 2010 – Iron Mountain	Writing Recovery Oriented,	6.5 CEUs
December 3, 2010 – Marquette	Writing Recovery Oriented,	6.5 CEUs

November 2010–3 sites /2 day training Working with People trainings offered CEUs through the Center's for Positive Living.

2009 APPLICATION FOR RENEWAL AND RECOMMITMENT TO QUALITY AND COMMUNITY IN  
THE MICHIGAN PUBLIC MENTAL HEALTH SYSTEM

August 8, 2010 Supported Employment trainings with Amy Miller provided CEUs

August 19 & 20 , 2010 Parents Shining the Light Training offered CEUs however not from NorthCare

12-21-10 5.2.d. Arranged SOC meeting for February 3 to discuss CAFAS outcomes data and how to utilize in program planning.

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**Q2 & Q3 FY11 Please update for both quarters**

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**7-11 NorthCare**—One clinician in our region completed her PMTO certification after relocating to a CMHSP downstate. After five years of effort, there are three certified PMTO clinicians and no staff available for coaching regionally or for fidelity studies. NorthCare has met with MDCH staff and the state coordinator and we recognize there are valuable components to PMTO treatment and the region is interested in that skill set but does not support further participation in formal training in the model. The five CMHSPs submit quarterly report of the EBPs offered at their sites. HBH and Pathways and Copper clinicians have all progressed in their cohort for Trauma Focused CBT. This model is viewed as effective and more applicable to our consumers than the PMTO model.

7/25/11 – Copper – EBP Matrix of Current EBPs Provided has been forwarded to NorthCare.