

ATTACHMENT A Milestones and Timeframes

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ARR Section 3 Assuring Active Engagement

NorthCare solicited the help of community members, community agencies, consumers, family members, CMHSP staff, advocates, and other stakeholders in conducting our environmental scan and in identifying possible improvement initiatives for this section through public forums held in the fall of 2008 and spring of 2009. In addition, NorthCare held a meeting with interested stakeholders that represented parents of adults with developmental disabilities, consumers utilizing the Self-Determination process, consumers not utilizing the Self-Determination process, and CMHSP staff. Additional data for the environmental scan was collected through the PPG process.

Our environmental scan indicates that the average percent of adults with a developmental disability engaged in meaningful activities of their choice outside their homes each week are as follows:

- 5.4% - none
- 19.4% - average of 1 activity
- 45% - average of 2 to 4 activities
- 30.2% - average of 5 or more activities

Barriers as to why adults are not engaged in meaningful day activities outside the home include:

- Medical conditions that prevent participation
- Participation becomes extremely limited as a result of weather conditions and their physical health status
- Cost of activities
- Transportation
- Behavioral concerns and the presence of mental illness with developmental disability limit people from becoming more independent and participatory.
- Behavioral programming for adult children still living in their family home is limited.

As our understanding of recovery is expanding, so is our understanding that person centered planning helps chart the recovery map for the individual. All staff have received person centered planning training but our trainings must be enlivened and brought up to date with the action steps of recovery –greater choice and participation. There are also inconsistencies in how required trainings are provided and the content of the trainings. Some contract agency provider staff are required

to attend the same trainings as CMH staff whereas another CMH does not currently have specific requirements for contract agency provider staff.

Barriers that exist with respect to the individuals' or families' interest, attitude and willingness to engage in activities outside the home include:

- Cost of activities/Limited income
- Lack of opportunities
- Lack of available staff
- Stigma
- Increased medical issues
- Increased aging population
- Transportation and
- Caregiver burnout or exhaustion can limit the ability of the caregiver in getting adult children connected with friends and out in the community

Other identified needs/concerns:

- Education for adults w/developmental disabilities relating to human development
- Life time care for people living at home and being cared for by aging parents

Overall Goal:

NorthCare will establish a regional "Active Engagement Workgroup" composed of individuals with developmental disabilities, their families, guardians, educators, healthcare providers, community members and community mental health providers who will develop a plan that will address:

- Increasing the number of adults with developmental disabilities who engage in meaningful activities outside their home and to increase the number of activities they participate in according to their individual preferences.
- Services and unmet needs for people with developmental disabilities.

Ongoing involvement of individuals receiving services, their family members, advocates and providers will be secured through future public forums, regional workgroups, and the regional customer services committee.

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Milestones Section 3 Active Engagement	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
Milestone 1 Consumers, families and guardians will guide the activities for achieving community participation 1.1. Develop an Active Engagement Workgroup, who will report to the NorthCare QI Steering Team PILT (revised FY11).	NA	1.1. Q4FY09 Q2FY10-initial meeting 2-26-10	1.1. Representation will be from across the region and include, but not be limited to: Consumers/Guardians/Family Members, Staff, Advocates.
<p>11-4-09 Seeking collaboration with SAIL and the ISDs. Also should consider having a nurse on the team as many of the individuals in this category have medical involvement and plans need to include that perspective. Mary Swift who has a background in DD and is our RR Officer is willing to be on the team.</p> <p>2-1-10 SAIL committed to co-chairing the workgroup. At meeting on 1-26-10. NorthCare and SAIL developed agenda for first meeting and are both doing outreach to existing team members and to other community members.</p> <p>3-1-10 Thirty-six (36) individuals from across the region participated in our first AE workgroup. We outlined the activities currently in place in the communities represented. A group contact list will be developed so that members can independently reach out to one another to pursue more information or participate in local activities. The group will meet to develop a regional communication plan on 3-26-10.</p> <p>5-26-10 The Active Engagement has approximately 35 people comprised of residential providers, consumers, RICC, staff from CMH, SAIL, UPCAP, guardians, family. The group has met three times next meeting scheduled for June. Key ideas put forward thus far are working with DDI on Empowerment training and training for consumers on developing healthy relationships; training to increase skills in working with individuals with challenging behaviors; and more strategies for residential staff to increase active engagement.</p> <p>6-25-10 AE group met with Mike Bray from DDI and interest was expressed by the five CMHSPs to pursue the Empowerment Train the Trainers offered by DDI. NorthCare staff will pursue with the CEO and COO the availability of funding for this training.</p> <p>7-23-10 Green light for the Empowerment training and it is set for September 16 & 17.</p> <p>8-10-10 CCMHS has active participants on this group.</p> <p>8-27-10 Gogebic--One Gogebic staff and a community member are involved in the regional Active Engagement workgroup. Two individuals are scheduled to attend the DDI train the trainer conference.</p> <p>08/10: Pathways participates in the Regional Active Engagement Committee; post information on activities in the community on Pathways Forums.</p>			
Q1 FY11			
<p>1.1 10-8-10 NorthCare Active Engagement workgroup met four times in FY10 and met on 10-08-10 to review efforts and determine course for FY11. AE group felt the cross fertilization of ideas across the region was extremely important and that the group should meet on a quarterly basis in FY11 to assure progress continued in this area. A meeting schedule of January 14; April 15; July 15 and October 14 is arranged.</p> <p>1-11-11 Gogebic --two individuals were trained in the DDI Empowerment training but both have withdrawn as trainers. NorthCare will work with the CMHSP to determine what trainings might benefit their staff and consumers and seek trainers from other Boards. Gogebic continues to participate in Regional Active Engagement Committee and is seeking more consumer/family involvement.</p> <p>01/11: Pathways: Through the Active Engagement Committee, two staff trained through the DDI of Wayne</p>			

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State become Trainers of their curriculums for our staff. Two trainings have been completed thus far. A family member is also a trainer and will be completing training for community partners.

Q2 & Q3 FY11 Please update for both quarters

7-25-11 NorthCare – The Active engagement workgroup met twice this spring to develop their charge and decided it was important to keep meeting on a quarterly basis to keep a clear focus on this area of improvement. The workgroup is going to develop a workplan in the fall and include a consumer satisfaction survey with the opportunities for active engagement in their lives. A small workgroup has been designated to draft this survey. They will work with the QI regional staff to conduct the surveys.

7/25/11 Copper continues to participate in this group – consumers and staff.

July 2011: Gogebic CMHA is currently acquiring training for agency RN in sexuality/relationship for individuals with a developmental disability.

7-11 Pathways – continue to support getting consumers to community events such as SAIL, RICC, etc. Continue to provide training to consumers and families as per request for consumer empowerment, self-advocacy, etc.

<p>1.2 Establish a five year plan to encourage active engagement in the community Possible activities:</p> <ul style="list-style-type: none"> • Ensuring a safe and meaningful living environment for adults' w/DD when family constellation changes, e.g. "After I'm Gone". • Training for adults' w/DD regarding human development and sexuality. • Community education. • Evaluate and make recommendations to enhance or add training for CMH and contract provider staff. 	NA	<p>2.1.a. Q1&Q2 FY10</p> <p>2.1.b.Q1FY10 ongoing</p> <p>2.1.c.Q3&Q4FY10</p> <p>2.1.d.Q3-FY10 Q3 FY11</p> <p>2.1.e.Q1&Q2 FY11 Q4FY10</p> <p>2.1.f. Q4FY10-Q3 FY11 and ongoing to 2014</p>	<p>1.2. a. Explore promising practice models to increase community involvement for individuals' w/DD. Such as: After I am Gone & Community Connections.</p> <p>1.2. b. CMHSPs will educate consumers and their families as to the importance of engaging in activities meaningful to the individual that assist them in being productive and independent at the highest level of personal capacity and interest.</p> <p>1.2. c. Workgroups will research the feasibility of implementing the Community Connections program to enhance meaningful day activities outside the home across the region.</p> <p>2.1. d. Bring the Work plan to the Performance Management Committee and PILT for feedback and revision.</p> <p>2.1. e. Pilot 2 programs at CMHSPs.</p> <p>2.1.f Workgroup submits final Plan to the NorthCare QI Steering Team and reports regularly to the QI Team to the PILT.</p>
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12-09-09 Lucy and Cyndi met with Amy Maes, Director of SAIL. Agreed to collaborate and collaborate as appropriate to fulfill these ARR milestones. Cyndi and Sally will follow up with a meeting with Amy to specifically plan for a pilot After I'm Gone Program.

2-1-10 Sally and Cyndi have set the training for After I am Gone in the spring of 2010. Flyers were sent out in

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January and registration has begun.

3-1-10 The "After I am gone" training was cancelled due to low registration. We will wait til the AE group gets on its feet and can support the outreach to get better registration before scheduling another session.

6-30-10 NorthCare COO questions where this workgroup should report. This issue needs to be addressed at the AE Workgroup meeting set for October 8, 2010.

8-12-10 Copper CMH case managers met with SAIL SPAR Community Activities Division Representative on 8-5-10 to discuss and plan assistance with future community inclusion activities for consumers with disabilities. ("Community Connections" program). Adaptive recreational equipment was demonstrated. September 29 – CCMHS is hosting "Including our Neighbors" presentation at the Institute in Houghton by MDRC entitled "Opportunity to Promote Inclusion at Your Community Organization"; community organizations and partners will be invited. Our QI Program Outcomes Measurement System includes the objective: "People participate in the life of the community" in the BRAVO, Day Programs, DD Group Homes, and Supports Coordination programs.

8-27-10 Northpointe- Incorporated active engagement into the parent/guardian handbook for our community housing to indicate NP's commitment to ensure that consumers have meaningful activities in their daily lives. All community housing monthly meetings have active discussion on "community events". All CM's have been trained and are incorporating language and goals/objectives regarding active engagement. We have reassessed staffing schedules monthly at our HM meetings to ensure that individualized activities needing CLS services occur. Our OT has written an Active Engagement handbook, distributed it to our homes and 3-county sites servicing MI and DD populations. HM's have shared with all CLS staff. OT presented it at a NP Board recently. This has also been shared with the region and much praise has been given to the staff who compiled it. Our homes have incorporated into Monthly meetings discussions of activities in/out of own city/county. We are participating in the Active Engagement regional meetings. Our Consumer living at Belgium Pointe attends, and plans to take a more active role with the ISD on educational items regarding disabilities and to encourage students to participate with persons with disabilities in community events.

Q1 FY11

2.1.b. & 2.1.c. NorthCare distributed the AE Handbook developed by Connie Smith at Northpointe to regional partners and group home providers. This product used in conjunction with DDI basic trainings on Making Friends in the Community may be sufficient as training materials instead of using the program from JARC "Community Connections". These two will be offered and in FY11 will follow up on how well they are being utilized.

2.1.c. The AE workgroup has developed a communication network relying in large part on the efforts of SAIL and their innovative program "SPAR" (single point for activities and recreation). Through the AE network, SAIL is building recreation activities across the region. This pilot program has blossomed to also incorporate the Drop Ins in several communities.

2.1.d. NorthCare has delayed the adoption of a workplan for AE due to internal reorganization of committees and reporting structures. The reorganization should be completed by Q3FY11.

2.1. e. 9-17-10 Pilot program to train local staff and parents in 13 basic trainings developed by DDI. NorthCare funded the DDI training on 9-16 & 17 for 16 trainees. All were successful in completing the training.

2.1. e. 10-28-10 & 12-16-10 Small workgroup of trainers are meeting regularly to discuss strategies for using the training and for outreach to providers in the community. Two CMHSP staff trainings have occurred and one is planned in the later winter. DDI is supportive of the workgroup and will participate in the next phone conference.

11-10-10 NorthCare staff and administrators across the region participated in 4hr training on the Culture of Gentleness. During that two week period, three two day workshops were offered to 108 CMHSP staff across the region on creating a culture of gentleness.

12—10 NC will need to add data for FY10 of tables of consumers in AE from 5 CMHSP.

1/3/2011 Copper update: "Including Our Neighbors" project (ION) was scheduled for September 29th and cancelled due to inadequate #s of registrants. The MDRC pulled the plug the day after the published registration deadline. MDRC may consider attempting to reschedule in the spring. Continuing coordination

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with SAIL and SPAR to provide recreational opportunities to consumers. An adaptive skiing project is in the works – Copper is hoping to have interested consumers take advantage of this opportunity.

Q2 & Q3 FY11 Please update for both quarters

7-25-11 NorthCare –The Active Engagement workgroup met twice times as scheduled: 1-14-11 & 4-15-11 The meetings have served as an information exchange; planning opportunity for trainings such as After I am Gone and Person Centered Thinking sponsored by UPCAP; and to start developing a measure for assessing consumer satisfaction with the improvements in activities in the community. Attendance at the meetings is consistent with representation from residential homes, CMHSP, community agencies and family members. A key training this spring was the Independent Facilitation training funded by a grant from the DD Council that Copper CMH was awarded.

7/25/11 Copper : continues to measure this in its Outcomes Measurement/QI committee. Consumers from Copper did attend the aforementioned adaptive skiing project. Indepen" dance"s were offered monthly by SPAR. Goodwill Industries also hosts dances. A Ladies Club meets regularly for activities like walking, arts and crafts around Holiday themes, socializing. Staffs are applying for a grant to reestablish the CCRICC program. Very Special Arts Classes provided Monday nights at one of Copper's residential providers facility.

7-25-11 Northpointe Q2 –March 31st 2011: Representing staff voice the need for more education on ARR and potential and past attempt of establishing a RICC. It is apparent to all meeting members that the RICC facilitates much AE. The handbook completed by our OT has been a solid base for substantially increasing community involvement as supported by the reports of attendance to community outings, events and participation in meaningful community tasks. NP staff within group homes (advocates, AHM, and Managers) have delegated slots of time to improving research on community events. Input from involved consumers will be further discussed at next quarter. Activities reported (reference the OT Active Engagement for Group Home Settings) are : Valentine's day made cards for Vets, made and delivered cards on Valentines (and visited) at nursing homes, Pines home is and continues to keep 2 major streets clean of garbage, Belgium Pointe continues to clean up section of golf course, all the homes do "recycling" and consumers drop off to GAD in Quinnesec 1-2 times weekly, 2-3 consumers from each home have received library cards and check out tapes and DVD's weekly for "free", Shredding and cardboard are also an activity at several sites, newspapers and cardboard again are delivered to Trico in Kingsford where they recycle.

Q3 - April – June 30th, 2011: Leaders of NP submit group discussed and reviewed with AE current group. Decision to consider NP Newsletter as an avenue to report special activities of consumers, and to provide information on any upcoming community events. NP Trainer Phil continues with another week of Gentle Teaching and is very much enjoying it. Incorporation of the "guide to Prevention and Positive behavior supports in a culture of gentleness" into "new hire" information discussed by Team Leader and will be presented at next Home Manager meetings. Gentle teaching concepts and active engagement mesh in order to provide positive outcomes for consumers. Structured NP AE group will provide written information from each county monthly to Laurie Caruso. Education on concept and overall commitment to occur at meeting July 27th by Laurie Whear DD supervisor. More activities occurring this month include: Norway garden club involvement, planting gardens and displaying at fair in September, attending parades, assisting a St. Vincents to straighten bags, tree planted for "arbor day" at the Pines with consumer assistance and on-going care. Consumer's budgets can be limiting but small events and less expensive events seem to facilitate the same positive and meaningful outcomes.

7-11 Pathways - Recently co-hosted the After I'm Gone series – Alternative to Guardianships and Social Security / Benefit Estate Planning. The training was a collaboration with SAIL and UPCAP.