

# NorthCare News

200 W. Spring Street, Marquette, MI 49855

NorthCare News  
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## WRAP— Staying healthy every day Wellness Recovery Action Planning

### Special points of interest:

- [Wellness Recovery Action Planning](#)
- [Consumer Satisfaction](#)
- [Dial HELP Helps Hurricane Katrina Victims](#)
- ["I'm Back On My Feet" A Success Story](#)
- [What is Corporate Compliance?](#)
- [NorthCare Notice of Privacy Practices \(attached\)](#)

### ~~~WANTED~~~

Short success stories of your experiences with recovery.

Have a great story but need a little help putting it on paper? Give us a call and we will help you write it.

1-888-333-8030

Hiawatha Behavioral Health (HBH) is proud to announce the WRAP opportunity for interested consumers and community members in Chippewa, Mackinac and Schoolcraft counties. The principle of **Wellness Recovery Action Planning** is that recovery occurs when the individual is viewed as a whole person instead of a collection of symptoms.

WRAP is a process that can be used to create positive change in the way you feel. It can increase your enjoyment of life. You are given the opportunity to learn the skills to take charge of the healing process. It may mean you want to manage certain aspects of your life such as decreasing the intensity of

physical or psychological pain. This could include anything from depression to arthritis; from panic attacks to diabetes. Or you might want to increase your level of wellness by adding more pleasurable activities to your life.

WRAP groups are held monthly and anyone can join the group. Groups are lead by trained consumers. Group members are actively involved in writing their own WRAP and are supported in practicing their daily maintenance plan to remain mentally and physically healthy. The plan helps people make decisions when they are well; when they know who they are and what to do each day to maintain that positive sense of self.

HBH funded the training and implementation of the WRAP groups through a grant from the Michigan Department of Community Health. In May 2005, 22 consumers and Hiawatha agency staff received training and certification as WRAP group facilitators. The consumers then in turn are training other consumers with the goal of creating a self sustaining group process.

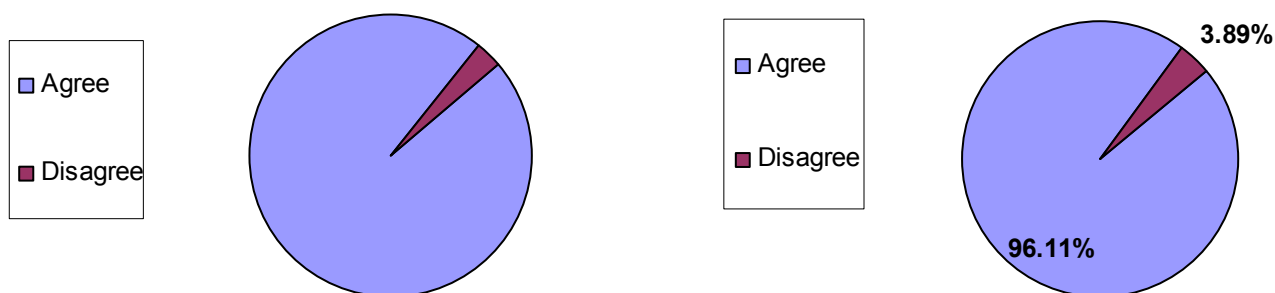
For more information on this recovery program and Wellness Recovery Action Planning (WRAP), contact Beth Schiliska, at Hiawatha Behavioral Health, in Chippewa, Mackinac, and Schoolcraft County, call toll free — 1-800-839-9443, TTY call collect (906) 632-5539.

## Satisfaction Survey Results

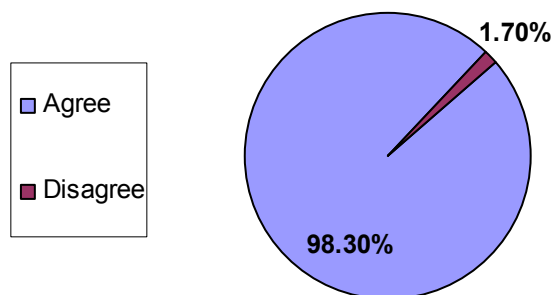
Each year, NorthCare providers survey consumers as one of several ways to assess quality of care, compliance with standards, and consumer satisfaction.

A total of 5,632 surveys were distributed with 2,060 returned; a 37% rate of return for 2005. In general, scores from the surveys indicate consumers believe they are being treated well and are receiving services that comply with standards for service planning, consumer rights, respect for cultural/ethnic backgrounds, and overall satisfaction.

**Overall satisfaction with MH/DD services provided by NorthCare Network - FY05**



**Overall satisfaction with substance abuse services (including CDR) provided by NorthCare Network - FY05**



## Dial HELP Helps Hurricane Katrina Victims

by Jessica DellaValla

DIAL HELP recently sent four Crisis Line Workers to Louisiana for some much needed relief on the New Orleans Crisis Line, VIALINK. It was an eye-opening experience for all who went to witness the destruction and hear the stories people had to share. Many callers were simply looking for resources, which were hard to give because charities would come and go with the funds. By the time we got there, the Red Cross was beginning to pull out and no longer had distribution sites. The smaller, local charities were the ones who were helping the most at that time. But with their request for resources, people would also share their frustrations and sadness over being uprooted from their lives. Four months had passed and people were still living in hotel rooms or cars and their lives are very much in turmoil. I think I can speak for all of us who volunteered when I say that it was truly a life changing experience.

