



# NorthCare News

## 5th Annual U.P. Consumer Conference Recovery: Finding Your Pot of Gold

Tuesday, May 17th, 2011 at the Holiday Inn of Marquette. Free of charge – be sure to register early.

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### Special points of interest:

- To register for the Recovery: Finding Your Pot of Gold Conference contact NorthCare Network: 1-888-333-8030. This conference is FREE and is limited to the first 200 participants.

The 5th Annual U.P. Consumer Conference has a wealth of exciting and educational workshops scheduled for the day. Each year the Planning Team continues to build on the success of the year before.

There are two keynote presentations scheduled for the day. First up is the team of Malkia & Sarah. The two of them will talk about "Adventures in Recovery". They will discuss how being diagnosed with a mental illness is not something that one can plan for or expect. The illness can come upon you suddenly and can leave you confused, scared, and quite overwhelmed. Learning how to navigate life in this

"Brave New World" can be daunting.

They work for Community Network Services Anti-Stigma Program and will take you on a unique journey "Down the Yellow Brick Road". The presenters compare the adventures that Dorothy and Toto experienced to the recovery journey. They use the timeless classic, "The Wizard of Oz" to enlighten people in an imaginative, honest, and humorous way to view some of the challenges people with a mental health issue may encounter on their way "home".

The second keynote presentation will be by Colleen Jokinen. Colleen is a registered

nurse and the Director of the Brantley Drop-In Center in Marquette. Her presentation titled: "The Heart of the Matter" covers the ups and downs of her bi-polar disorder and her 35 year journey. She will discuss how her recovery has come in bits and pieces as neither the diagnosis nor acceptance was easy. She will talk about how the bi-polar disorder has affected not only herself but her family also. She will take the audience through the world of mental illness, through the laughter and the tears. Finding humor in her last manic episode of "Catch Me If You Can."

To register for this FREE conference contact NorthCare at 1-888-333-8030.

## Knowledge is Power— A Preview to HEA

Over the years, NorthCare has used our website, this newsletter, the annual NorthCare Consumer Conference and a variety of community trainings as vehicles to help you become more knowledgeable about your care, and your rights and services available at community mental health service providers. We do this because we know that individuals who actively participate in their treatment planning and share decision making with their treatment teams report greater satisfaction with treatment. They also tend to have more positive health outcomes.

We also know that it is hard to participate if you do not have the right information at the time when you are ready to take action. To offer you more immediate access to essential knowledge, NorthCare is delighted to announce the addition of a powerful tool to get more “hands on” control of your health and wellness. As of April 15, 2011, this tool will be available at no cost to you from our website:

[northcare-up.org](http://northcare-up.org)

**Health Education Answers (HEA)** is an innovative and interactive on-line consumer education program designed to promote proper health and wellness in our lives and help consumers manage their health conditions. The goal of Health Education Answers is to teach and inform. To engage the reader in a

complete learning experience and promote positive change there are a variety of interactive features such as health screeners, quizzes, knowledge builders, discussion models, and printable documents such as trackers, journals, tips, etc. Perhaps one of the best features to assure accessibility is that it is not necessary to read the material—there is an audio component that can be turned on and off at will.

You, the reader, are in complete control of your personal information. There is no password needed to enter the program. Each time you close the program, no record is kept of any material you viewed or copied or any screenings you fill out. You, the reader are in control of when you study; what you study and in what order you study the material. The topics are organized in health modules: Adult ADHD, Bipolar Disorder, Depression, Diabetes, Diabetes Complications, Heart Health, Manage Your Weight, Medication Safety, Men’s Health, Schizophrenia, Smoking and Addictions, Wellness, and Women’s Health.

Through the late spring and summer, we will be offering training opportunities across the region as requested by local Drop Ins or CMHSPs. Please look for this new offering on our website and call us for more information or assistance in accessing this powerful tool at 1-888-333-8030.

"Recovery is a process of finding and developing your own happy life on the other side of one or more diagnoses and the losses and gains associated with them."

~The Yooper HUGS~

## What Exactly is Supported or Competitive

A competitive job is a job that pays at least minimum wage and that anyone can apply for whether they have a disability or not. Someone working in a competitive job is eligible for unemployment and benefits related to working competitively.

Supported Employment is a program that helps people with disabilities who want to go back to work, or find and keep competitive jobs within their communities. Individuals receiving supported employment

services will work with an employment staff that will help him or her think about work that will build on their strengths and fit within their personal preferences.

## Story of Success by: David Knight

In 2004, I felt the need to get out of the house and be around other people. I wanted to go to work and supplement my social security income. As I was searching for a way to do this, my case manager at Gogebic Community Mental Health informed me of a program called Supported Employment that would help me fulfill my needs. Therefore, I was referred, given a job coach, and on my way to achieve my employment goals. I was nervous at first. I was the kind of person that used to avoid people and would do my shopping near closing time because I had panic attacks occasionally. Then my job coach and I found a job at Bessemer Auto Sales. I was hired as a janitor to clean three separate buildings on different days of the week. Working in the community, I found that people discriminate against people with disabilities. Over time as people became familiar with me and got to know me for who I am I won them all over to my side as friends. My job coach helped me to learn my job and over time, as I became comfortable I worked independently. With frequent site visits and follow ups, I was still able to have a job coach for support services whenever I needed her to assist with things such as reporting my additional income to Social Security, and such. This was a huge relief. Things went well for a long time. Then due to my declining health, I needed to take some time off. I was liked well enough, that in my absence, my job was held open for me. In 2005, I was voted Supported Employment Employee of the Year and was proud of my achievement. 2007 came and I had a relapse with the medications I was taking and ended up losing my job because of it.

I took it easy for a while and worked with my Psychiatrist to find a medicine that worked for me. I wanted a generic medicine because of the side effects of the other drugs I took. Dr. Cools told me about a drug from the 60's and 70's called Trilifon. I immediately wanted to try it out and it worked for me. I have not suffered from the side affects that are common with the new medicines.

Feeling better and doing well, I wanted to get back into the workforce again. However, this time, I wanted a job in which I could use my college

education. I hold a double major from a junior college in social work and psychology. I went on to attend NMU to further my education, but at the time I was hallucinating and having health issues again. Working with my job coach to find employment, I signed up for a program called Experience Works that was hiring in my area. There were two jobs open and I could have my pick. Either as a janitor, which I had previous experience, or as an office clerk. I have now found a home at Gogebic-Ontonagon Community Action Agency as an office clerk/front desk assistant. I enjoy the challenges that my new job offers me as I use my computer skills daily. I am friends with everyone here and cannot imagine going without GOCAA. At Christmas time I am in charge of the holiday decorating and have fun putting up the 7 foot tree and placing the many decorations that have been donated over the years.

Having bi-polar, schizophrenia, post traumatic stress disorder and undergoing five bypass heart surgeries, plus being an amputee of a big toe due to my diabetes, I now find myself able to cope with difficulties easier. Supported Employment keeps me aligned with my job. I really enjoy the added income and friends in my life. I realize that I will never be able to work full time but the ride I have had so far has been fun. I even made time for church activities and karate lessons. I love my life when a few short years ago, I did not care about life. Thanks for this opportunity for me to be able to share my Story of Success!



## After We're Gone

SAIL and UPCAP Services, Inc. are co-hosting a two day After We're Gone workshop in Marquette on May 23rd and 24<sup>th</sup>, from 9:30am-3pm both days. This workshop will be held at the Marquette Commons Building, 112 South Third Street, Marquette, MI 49855, and lunch will be provided.

The purpose of this workshop is to provide information and resources to aging parents and their adult children with developmental disabilities. Included in the two day workshop will be discussion regarding Self Determination, Social Security Benefits and Estate Planning, Update and Overview of Community Mental Health services, and Person-Centered Planning. For those of you who may be traveling long distance and in need of overnight lodging, financial assistance is available. Please RSVP with Amy Maes at SAIL, amym@upsail.com or by phone, 1-800-379-7245.

## IDDT Comes to the U.P.

Recently, a giant step in serving people with co-occurring disorders (also known as dual disorders) was taken in the U.P. Once upon a time, if you lived with a mental illness and had problems with substance abuse, you were sent to two different agencies for treatment. Over the past five years, that practice, that did not support the individual as a whole being seeking recovery, has changed. Clinicians working in the mental health system have been trained in motivational interviewing; stages of change and the dynamics of substance abuse and its effects. This has allowed the CMHSPs to offer recovery based treatment across most of their programs.

However, the evidence based practice of Integrated Dual Disorders Treatment (IDDT) had not yet been implemented. IDDT requires an existing Assertive Community Treatment team to dedicate itself to a rigorous training and planning process so that all members of the team become competent in assisting with both types of disorders. Research had shown that this level of service provides support for positive personal change and recovery among people with co-occurring mental and substance use disorders and their social support networks. Also, consumers achieve better outcomes with stage-wise group treatment that addresses both disorders at the same time.

NorthCare congratulates the ACT teams in Sault Ste. Marie, Escanaba, Houghton and Kingsford

approved as IDDT teams during the last week of February 2011. The four day visit by state reviewers was the culmination of a year long process to achieve IDDT fidelity. Mark Lowis and Kris Steffen visited the teams; speaking with consumers and staff and reviewing charts to assure each team could demonstrate the twelve components of IDDT:

- Multidisciplinary team
- Stage-wise interventions
- Access to comprehensive services
- Time unlimited services
- Assertive outreach
- Motivational interviewing
- Substance abuse counseling
- Group treatment
- Family PsychoEducation
- Participation in alcohol & drug self-help groups
- Pharmacological treatment
- Interventions to promote health

If you are interested in more details about IDDT, here is a link to good introductory article about the treatment:

<http://www.ohiosamiccoe.cwru.edu/library/media/iddt/overview.pdf>

NorthCare will continue to update you on our progress to improve services in future newsletters and at our website. You can check us out at

<http://www.northcare-up.org>

# Baraga RICC Sponsors Independent Facilitation Training

## by: Debbie Kennedy

March 2nd and 3rd were two exciting days at the Rice Institute in Houghton. The Baraga Regional Interagency Consumer Committee (RICC) hosted a training event to learn how to act as Independent Facilitators. An Independent Facilitator (IF) is a third party who facilitates the Person Centered Planning process. The IF is not an employee of the Community Mental Health Center and responds directly to the consumer's desires, supports, services and personal outcomes. The IF assures the consumer has an ally in directing the planning process.

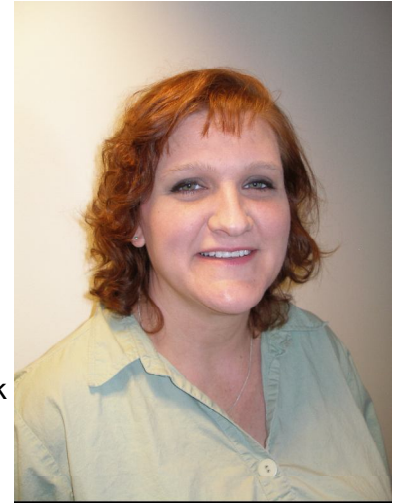
In January 2011, prospective facilitators had a chance to attend a two hour introduction to the concept of Independent Facilitation provided by Angela Martin, LMSW. Angela is the Community Support Specialist from the Developmental Disability Institute (DDI) at Wayne State University and she is a lively and friendly presenter. She returned to the Upper Peninsula for this full, two day Independent Facilitator training.

By the end of the two days, participants were supposed to be able to:

- define Independent Facilitation,
- identify the challenges to the IF process,
- articulate the benefits of IF,
- understand the significance of the IF
- understand how Mental Health Services are funded, and identify the method of providing service and supports,
- understand the function of Co-facilitation for the Person Centered Planning process. That seemed like a lot at the beginning but Angela led participants in hands on activities to learn their part in the Person Centered Planning process.



Participants were shown ways to diffuse conflict among team members. There were training exercises to learn how to find out more about the person through a series of questions. Learning how to ask questions without being intimidating proved hard. But with practice, we



learned techniques that left the person comfortable. In the last activity, the participants were asked to put what they had learned into practice. We worked in groups and chose a person to develop a plan for them. The Independent Facilitator, using pictorial and written forms captured the ideas voiced by all team members and was able to draw up a Person Centered Plan that contained the person's goals.

After completion of this training, the participants were Level One Independent Facilitators. They will receive a Certificate of Completion. Now the real work begins as we work with our coaches and start providing consumers independent facilitation. Our hope is that more consumers will use this great opportunity for assistance, now that they know that there is help available to assist them in the important process of getting the right services at the right time.

For more information on this project contact Mick Sheridan at 906-524-5885 or Sally Olson at NorthCare Network: 888-333-8030

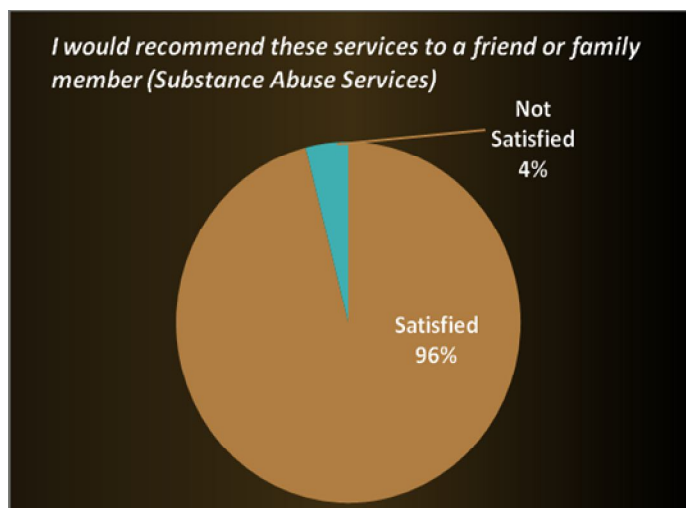
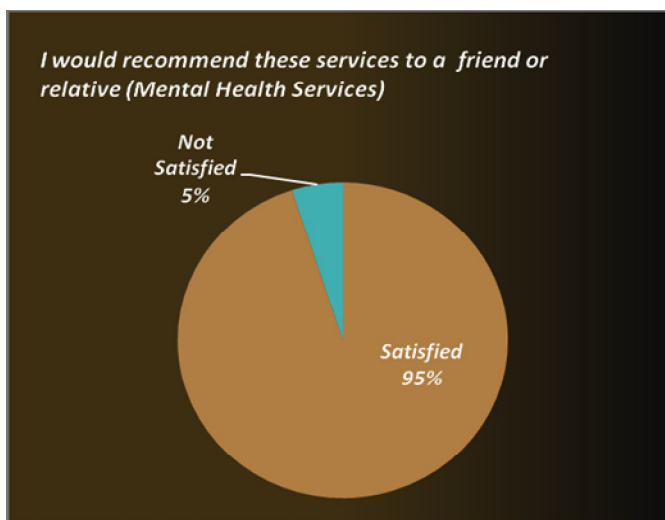
## Consumer Satisfaction

Each year, the five Community Mental Health Service Providers (CMHSP) and NorthCare's Substance Abuse Coordinating Agency (CA) survey consumers about their level of satisfaction with services received. Survey results are sent to NorthCare where they are compiled for regional reporting. NorthCare ensures each CMHSP and the CA has processes in place to follow-up on any comments to ensure suggestions and comments are being examined.

Satisfaction levels and responses are fairly consistent from year to year. During fiscal year 2010, 95% of all responders who have received mental health services indicated that they would recommend mental health services to a

friend or family member while 96% respondents receiving substance abuse services indicated they would recommend their service provider to a friend or family member. This is a reduction of one percentage point from last year. A comparison of responses from the past five years for each question can be found at [www.northcare-up.org](http://www.northcare-up.org).

In FY10, we experienced a 24.6% rate of return for mental health surveys and 8.6% rate of return for substance abuse surveys. We continue to encourage consumers and guardians who receive a survey to complete and return it. Your suggestions and comments provide us with opportunity to improve services.



## From Chaos to Recovery by Barbara Pancratz

My name is Barbara Pancratz. For me, recovery began with the diagnosis of my mental illness, Bipolar Type 2. Most people respond to a mental illness diagnosis with fear, shame, and denial. This was not my response. I embraced my diagnosis because it answered so many questions and made my past life experience make sense.

My life prior to diagnosis was chaos. I searched for an explanation of the chaos for 30 years, all my adult life. I sought professional help, seeing 3 psychiatrists, 2 psychologists, and numerous counselors. Life was very difficult. I suffered severe depressions with periods of hypomania. My mood was usually depressed and I felt sad, hopeless, and worthless. My bipolar disorder progressed and the depressions became deeper and longer. It was difficult to get out of bed almost every day. Thankfully there were brief periods of normal mood where happiness would shine through. But I struggled with the depression, facing it with the high value of human life taught and demonstrated by my parents and my relationship with God. These gave me the strength where suicide was not an option, so I was not plagued often with suicidal thoughts and never actions. Depression was so much a part of my life that I functioned only enough to go to work. I worked as a computer programmer and registered nurse. With periods of hypomania, I would become irritable and grandiose, thinking I knew better than anyone, including my supervisors. Therefore I lost many jobs. After the last job loss, my parents moved me to Iron Mountain to be closer to them. I went to Northpointe Behavioral Health Center, for more help. I told the case manager I wanted to know why I kept losing jobs. She asked many questions and finally said "I think you have bipolar disorder." This was confirmed by a psychiatrist. I finally had an answer to many questions about my past.

My recovery journey began. Recovery is walking on a path where you have choices to walk in the direction of possibilities or stay in

your diagnosis. Staying in your diagnosis is a dead end. But taking steps down the path opens up many choices. I realized I was not my diagnosis but a whole person with opportunities and possibilities. My first choice was to take medications. With these prescribed medications, my depression lifted and I did not cycle into mania. My case manager suggested I go to the Phoenix Center, a skills building center. This gave me a reason to get out of bed, a place to go, and a place to socialize. I also read and learned about bipolar type 2. Educating myself helped me to understand myself and my past. Part of my education was to attend National Alliance on Mental Illness (NAMI) meetings. This fork taken led to making new friends, sharing experiences, and more knowledge. New opportunities on my path of recovery came along. I attended NAMI conferences and became active in our NAMI Wishigan, our local NAMI chapter. I had fun, learned, grew in my recovery, and met many people.

One Day at the Phoenix Center, the center supervisor approached me, asking "Would you like to become a peer support specialist (PSS)?" After some questions were answered, I agreed to apply for the position. I was hired. Another fork in my path of recovery led to more opportunities. I began working with the Phoenix Center's evening activities. Becoming a certified PSS involved attending a state training and passing a certification exam. Facilitating groups is my favorite part of my job. My goals are to provide information and get as much participation as possible. Currently, I am facilitating two different kinds of groups: the Peer Support Recovery Group and a WRAP (Wellness Recovery and Action Plan) group.

This is my recovery journey. The possibility of a detour on my path with a relapse exists, but the possibility does not control me or keep me in bed. I now have a community of friends and specific action plans to help point me back to this amazing path of recovery.



"I embraced my diagnosis because it answered so many questions and made my past life experience make sense."

~ Barb ~

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