



Community Living Services, Inc.

Handbook of Services

Wayne County Residents

CONTACT INFORMATION

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Supports Coordinator Manager

Phone Number

Phone Number

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www.comliveserv.com

Notes:

Language translations for this document are available upon request by calling the CLS Customer Services Department at 734-722-6364. This handbook is available in large print, Braille and electronically upon request. This information is accurate as of May 2016.

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ABOUT US

Our History

Community Living Services (CLS) has been assisting children and adults who have physical, intellectual and developmental disabilities for 30 years. CLS was formerly known as *Wayne* Community Living Services (WCLS) when formed in 1983 and was a State of Michigan Mental Health Agency consolidating several state facility placement units. Back then, there were roughly 12,000 people with developmental disabilities living in 13 state institutions across Michigan. A large proportion of them were the responsibility of Wayne County. WCLS's purpose was to return children and adults from state-run institutions and nursing facilities back to their communities. In the beginning, WCLS placed people from institutions into licensed adult foster care homes in groups of six. At one time, CLS oversaw 250 licensed group homes; now less than 100 licensed homes exist in the CLS system. This is a significant change.

Currently, the majority of people CLS supports lease their own home with companions of their choice. In 1991, CLS became a non-profit, 501(c) 3 organization, governed by a Board of Directors, several of which are people supported by CLS. Today, the agency is one of the largest non-profit organizations in Michigan. It remains true to its original mission, providing only community-based services and supports to well over 4,000 people with intellectual and developmental disabilities and seniors living in the greater Detroit metropolitan area. In September 2009, CLS helped close the last remaining state institution, Mt. Pleasant Center, by returning 20 people home. All this was possible with a loyal and dedicated Provider network, which supports CLS in its mission and vision, by going above and beyond to help create a life of freedom and independence for people supported by CLS.

A lot has happened in 30 years. Most notable was the shift in control from the *system* to the *person*. This change started with Person-Centered Planning in the late 1990's and then advanced with Self-Determination. Now over 1,700 people have control and authority over how dollars are spent on their behalf. Professional clinicians now have a support role; no longer identifying goals *for* the person to perform, but working *with* the person to design a life plan with a budget sufficient to reach outcomes important to them.

During the last decade, CLS expanded beyond Wayne County, offering solely Self-Determination arrangements to people living in Oakland and Macomb Counties. These arrangements are structured to deliver Self-Determination in its purest sense. This means each person is supported by a self-directed budget, a Fiscal Intermediary and an Independent Supports Coordinator. In 2010, CLS also created a Long Term Care Division to meet the needs of seniors struggling to find in-home care and support.

The Self-Determination movement continues to grow with increasing numbers of people participating. Much credit is due to the strong influence of self-advocates who experienced Self-Determination for themselves and wanted others to have the same opportunity.

Fast Facts About CLS

- In 2013, CLS celebrated its 30th anniversary of supporting people living in communities of their choice.
- Partnered with multiple organizations to close down all public institutions in Michigan.
- Private, not for profit 501C-3.
- CLS is a Manager of a Comprehensive Provider Network (MCPN) under contract with the Detroit-Wayne Mental Health Authority.
- 1 of 5 MCPNs in Wayne County.
- A Core Provider with the Oakland County Community Mental Health Authority and Macomb County Community Mental Health.
- Contracts with approximately 65 non-profit corporations that provide housing, day supports, vocational and supported employment services.
- CLS coordinates support with community schools, medical health facilities and other general community resources.
- Well known for supporting people with the most significant and complex forms of disability.
- Mission driven: Assist people to live an enriched life where disabilities don't matter.
- Supports over 4,000 people in Wayne, Oakland and Macomb counties.
- Offers Person-Centered Planning, Self-Determination, Supports Coordination, Self-directed or Individual budgeting, etc.
- Community based Long Term Care Provider.
- LTC Services for the disabled and elderly.
- Contracts with several of the Area Agencies on Aging in Southeast Michigan to provide in-home and community-based services to older adults and disabled with long term care needs.

Mission

To assist and advocate for each person to have supports they want and need: to exercise control and authority over their lives, to live a life of freedom, opportunity and relationships as family, friends and neighbors and to share in full community membership and citizenship

Vision

People will fully participate in their communities and have a quality of life which comes from freedom and its responsibilities, the authority to make their own life decisions and the financial resources to implement them.

Our Funders

In Michigan's public mental health system, dollars flow from the Michigan Department of Health and Human Service (MDHHS) through the state's network of County Community Mental Health Agencies. In Wayne County, that entity is the Detroit-Wayne Mental Health Authority (DWMHA). This agency is the primary funding source for CLS via contract. State and federal funding are available from Medicaid and Medicare programs along with State general funds and Social Security benefits.

The State also requires assessment of an individual's ability to pay on an individual determination basis. Michigan is currently exploring managed care options for achieving fiscal efficiencies without jeopardizing quality.

For residents of Wayne County, CLS is funded by the DWMHA. CLS is one of three MCPNs that are contracted with the DWMHA to provide mental health services to people with physical, intellectual and developmental disabilities; and there are two MCPNs to serve people with serious mental illness.

CLS also serves people with physical, intellectual and developmental disabilities in Oakland County as a CORE Provider with the Oakland County Community Mental Health Authority (OCCMHA) and provides services in Macomb County under a contract with Macomb County Community Mental Health (MCCMH). Long Term Care funding is provided through United Way of Southeastern Michigan.

FIRST STEPS

Eligibility and Intake

People who live in Wayne County and have a physical, intellectual and/or developmental disability as defined by the Michigan Mental Health Code (MHC) are eligible for services and supports. The MHC describes a developmental disability as a severe, chronic condition that is due to a mental or physical impairment or combination of impairments. These impairments must occur before the age of 22, be likely to continue forever and seriously limit the person or not allow them to do things in three or more of the following activities:

- Taking care of oneself
- Receptive and expressive language
- Learning
- Mobility
- Self-direction
- Ability to live on their own
- Ability to make money on their own

How to Access Services for Individuals – Birth to Six Years

For children up to age six, call the **CLS Customer Service Department at 734-722-6364** during normal business hours to schedule an Intake appointment. At the appointment, an Intake Representative will meet with the child and their family members. During this meeting, natural supports are identified, required forms are signed, emergency needs are identified, financial liability is discussed and eligibility for services is determined. If the child is found eligible for services, the Intake Representative will contact the Detroit Wayne Centralized Access Center and facilitate enrollment with CLS.

How to Access Services for Individuals-Age Six and Older

A person has to enroll with an MCPN through the DWMHA to receive services from any Wayne County Mental Health Provider including Community Living Services. For people, six years and older, this is done by contacting the Centralized Access Center at 1-800-241-4949, or TDD: (866) 870-2599. The Centralized Access Center is open 24 hours a day, 7 days a week. At that time, a clinical screening will be completed to determine if the person is eligible for an Intake appointment. If a person is eligible, an appointment will be scheduled with the MCPN of the person's choosing within 14 days. If the person does not have a preference of MCPN, the appointment will be scheduled with the Service Provider

that is closest to their home. If the person is not eligible for an Intake appointment, they will be referred to another organization that may assist them.

Once an individual is enrolled with CLS and an Intake appointment is scheduled by the Centralized Access Center, an Intake Representative will call the person or their chosen representative to confirm the appointment. During the Intake appointment, an Intake Representative will meet with the person, their chosen representative and/or family members. During this meeting, natural supports are identified, required forms are signed, emergency needs are identified, financial liability is discussed and eligibility for services is determined.

At the end of the Intake appointment, if a person (child or adult) is found to be eligible for services, the individual will meet with a Supports Coordinator. The Supports Coordinator will complete preliminary planning for the Person-Centered Plan and will schedule and coordinate a Person-Centered Planning meeting. The Person-Centered Plan or Personal Plan is the process used to design the individual plan of mental health supports, services and/or treatment. The individual may choose to select an Independent Facilitator, at this time, to guide the meeting.

The person and their chosen representative may pursue the option of interviewing Supports Coordinators to determine who they would like to assist them with managing their supports and services. A Supports Coordinator is a CLS employee who serves as an advocate and broker of supports and services. All CLS employees must pass annual criminal background checks, maintain appropriate credentials as required by their professions and participate in required trainings. The individual may choose to select another Supports Coordinator at any time.

The Supports Coordinator coordinates services as requested or needed, completes all necessary paperwork and provides follow-up.

If desired, the person and their chosen representative may choose another MCPN by filling out a new DWMHA enrollment form or by calling 1-313-833-3232 or 1-888-490-9698. This can be done during the Open Enrollment periods during the year identified by DWMHA.

If a person is found ineligible for services, they will be referred to another organization that should be able to help. They will also be provided with information on how to request a local dispute of this decision as well as how to request a second opinion of this decision.

There may be an exception to this process for individuals who do not have Medicaid. The Intake Representative will discuss this with the person during the Intake appointment.

Financial Responsibility & Commitments

CLS will partner with the person and their Support Circle (chosen representatives, friends, allies, family members) to explore all resources for supports and services. These resources include the following:

- Medicaid eligibility (and/or other benefits and entitlements)
- Money that a person can earn
- Family, friends, chosen representatives and significant others
- Neighborhood and community resources
- Public funds
- Grant programs

The State of Michigan requires an evaluation of a person's ability to pay for services and supports. This is done with the help of CLS which completes an Financial Liability determination to decide a person's financial responsibility for qualified mental health care services.

OUR SERVICES

Services & Support

CLS serves more than 4,000 adults and children with physical, intellectual and developmental disabilities in Wayne, Oakland and Macomb counties. CLS works to provide supports suited to an individual's wants and needs in a manner that the individual, their family and support circle direct and control.

CLS Services

The services and supports* offered through CLS include:

- Advocacy and Support
- Behavioral Health Supports
- Children's Services
- Clinical Supports
- Community Living Support
- Culture of Gentleness
- Durable Medical Equipment Procurement and Environmental Modifications
- Emergency and Crisis Services
- Employment Specialist Services
- Independent Facilitation
- Medical and Pharmaceutical Supports
- Medication Treatment Review Committee
- Peer Mentor Services
- Person-Centered Planning
- Respite Care
- Rights Protection and Advocacy
- Rights Restrictions Due Process Review Committee
- Self-Determination Budgets
- Senior Services
- Services for Children with Autism
- Skill-Building Services
- Specialized Residential Services
- Substance Use Resources
- Supported Employment Services, including Micro Enterprises
- Supported Independent Living Services
- Supports Coordination
- Waiver Support Services

Person Centered-Planning

The process used to design a person's individual plan of mental health supports, service or treatment is called "Person-Centered Planning (PCP)." PCP is a person's right protected by the Michigan MHC.

The process begins when an individual determines who they would like at their PCP meetings, such as family members or friends and what staff from CLS they would like to attend. A person will also decide when and where the PCP meetings will be held. Finally, they will decide what assistance they may need to help them participate in and understand the meetings.

During PCP meetings, a person will be asked about their life plans and goals and will be helped to develop outcomes they want to achieve. The people attending this meeting will help the person decide what supports, services or treatment they need, who they would like to provide these services, how often they will need the services and where it will be provided. They have the right, under federal and state laws, to a choice of Providers.

After a person begins receiving services, they will be asked from time to time about how the supports, services and/or treatment are being received and whether changes need to be made. They have the right to ask at any time for a new PCP meeting if they want to talk about changing their plan of service.

A person has the right to "Independent Facilitation" of the PCP process. This means they may request someone other than the Supports Coordinator to conduct their planning meetings. They have the right to choose from available Independent Facilitators.

Children under the age of 18 with physical, intellectual or developmental disabilities or serious emotional disturbance also have the right to a PCP meeting. However, the PCP must recognize the importance of the family and the fact that supports and services impact the entire family. The parent(s) or guardian(s) of the children will be involved in the pre-planning and PCP process using "Family-Centered Practice" in the delivery of supports, services and treatment of their children.

The PCP empowers the individual to make their own decisions with the assistance of their support circle. The focus is building on an individual's dreams, gifts, talents and resources. The PCP process focuses on Real Life Quality Standards

which are universal desires that all people desire, such as: feeling safe, secure and loved by family, friends, having meaningful employment, financial security and good health, just to name a few.

Self-Determination

Self-determination is a process that assists the person in designing and exercising control over their own life and directs a fixed amount of dollars that will be spent on authorized supports and services, often referred to as an “individual budget.” The person will also be supported in their management of Providers, if they choose such control. Self-determination begins with the Person-Centered Planning process where goals and outcomes are discussed, services and supports are identified and action plans are developed. With Self-determination, these plans are worked into an individual budget. The budget allows a person to:

- Find and get the support needed to lead a full and meaningful life
- Choose services
- Choose where and with whom they want to live
- Get involved in the community
- Choose their own Service Providers rather than having an agency do it- this allows them to evaluate and control the quality of the services

Principles of Self-Determination

FREEDOM: to decide how one wants to live their life.

AUTHORITY: over a targeted amount of dollars.

SUPPORT: to organize resources in ways that are life enhancing and meaningful to the individual.

RESPONSIBILITY: for the wise use of public dollars and recognition of the contribution individuals with disabilities can make in their communities.

CONFIRMATION: of the important role that self-advocates must play in a newly redesigned system.

How to Choose a Provider

People supported by CLS have many choices when it comes to choosing a provider from the CLS Provider Network. They would start by contacting their Supports Coordinator who would use a Person-Centered approach to accessing the Provider Network. The Supports Coordinator will also provide a Provider Directory to the person. ** The person can choose the Provider they would like to help them with their supports and services. The selections can be made by interviewing potential Providers or meeting with the individual's support circle to make the selection. At any point, if an individual becomes dissatisfied with their selection, they can follow this same process to select a new Provider.

**A Provider Directory is a separate document and should be distributed with this Handbook

QUESTIONS ABOUT SERVICES

Who to Contact if There is a Problem

Most issues can be resolved with the Supports Coordinator or their Manager. Supports Coordinator Managers are available to help if a situation is not resolved. There may be times when a person may need to speak to someone else to answer questions, some examples are: Rights questions and complaints can be handled by a Rights Advocate, a question about Enrollment, can be answered by an Intake Specialist, Translation Services are handled by Customer Service Representatives and Supports Coordinators. Concerns about Supports Coordinators are overseen by Supports Coordinator Managers or questions about Benefits can be answered by a Benefits Specialist.

Customer Service

CLS Customer Service Representatives assist people with issues concerning services and supports. They are available to:

- Answer questions
- Explain supports and services
- Arrange translation services
- Identify resources
- Work together with individuals, family members and professional staff to resolve any concerns regarding services.

When issues cannot be resolved, Customer Service Representatives will assist in accessing the Dispute Resolution Process, completing Recipient Rights complaint forms, and/or requesting an Administrative Hearing. Also, to make a comment or suggestion about supports and services, contact the CLS Customer Services department during business hours (8:00 a.m. to 4:30 p.m., Monday –Friday) at **734-722-6364 or (866) 381-7600 or TTY: 1-866-469-7600. An after hours phone number exists to address emergencies, call the Emergency On-Call Supervisor at: 734-238-7246.**

Recipient Rights

Every person who receives public mental health services has certain rights. The Michigan Mental Health Code (MHC) protects some rights. Some of a person's rights include:

- The right to be free from abuse and neglect
- The right to confidentiality
- The right to be treated with dignity and respect
- The right to treatment suited to condition
- The right to freedom and movement

An individual may file a Recipient Rights complaint any time if they think staff violated their rights. Alleged violations of the rights of people receiving services and supports from CLS will be investigated by DWMHA. A complaint can be filed by calling the 24-hour, toll free hotline which is: 1-888-339-5595. A complaint can also be mailed and/or faxed to:

Detroit-Wayne Mental Health Authority
707 West Milwaukee
Detroit, MI 48202
1-888-339-5595
Fax: 1-313-833-2043

CLS will not take any adverse action against a person who reports an actual or suspected breach of security or confidentiality, as long as the report is made in good faith.

The Supports Coordinator will discuss a person's rights and give them a copy of the "Your Rights" booklet/complaint forms. A person will have their rights explained when they first start services and then once again every year. They can also ask for this booklet and complaint forms at any time.

When a complaint is received, it will be acknowledged in writing to the complainant within five business days. The investigation must be completed within 90 days. If it is determined that a person's rights have been violated, appropriate action will be recommended. A summary report of the investigative findings is sent to the complainant, the individual and the guardian, if applicable. A notice of the appeal rights and an explanation of the process are sent to the

person with a summary report. CLS has a policy that prohibits retaliation against anyone who files a Recipient Rights complaint. A person also has the right to refuse to participate in any research projects.

If a person receives Substance Use Services, their rights are protected by the Public Health Code. These rights will also be explained when services begin and once again every year. More information can be found about rights while receiving Substance Use Services in the “Your Rights” booklet.

An individual may contact their local community mental health service program to talk with a person in the D-WMHA Recipient Rights Office (1-888-339-5595) about any questions they may have about their rights or to get help in filing a complaint.

Grievance & Appeals/Important Timeframes

As an Applicant for or recipient of Mental Health Services, a person has the right to exercise several options if a request for services or supports is denied, reduced, suspended or terminated or if a person disagrees with any part of their Personal Plan regarding their current services and supports.

Grievances

A person has the right to say they are unhappy with their services or supports or the staff that provides them, by filing a “Grievance,” (dissatisfaction). An individual can file a Grievance *any time* by calling, visiting or writing to the CLS Customer Service Department. They will be given detailed information about the Grievance and Appeals process when they first start services and again annually. A person may ask for this information at any time by contacting the **CLS Customer Service Department at 734-722-6364.**

Appeals

A person will be given a written notice when a decision is made that denies their request for services or reduces, suspends or terminates the services they already receive. They have the right to file an “Appeal” when they do not agree with such a decision. There are two ways a person can appeal these decisions. There are also time limits on when they can file an Appeal once they receive a decision about services.

A person may:

- Ask for a “Local Appeal” by contacting a **CLS Customer Services Representative at 734-722-6364** and/or
- Ask at any time for a Medicaid Fair Hearing before an administrative law judge (a State Appeal).

The Appeal will be completed quickly and the person will have the chance to provide information or have someone speak for them regarding the Appeal. An individual may access any or multiple options as presented below, at the same time, if they do not agree with a decision that is made that denies their request for services or reduces, suspends or terminates services that a person already receives or they do not agree with a part of their Personal Plan.

A person may speak with the **CLS Customer Services Representative at 734-722-6364**. The Customer Services representative will:

- Help address a person's concerns using the **Local Dispute Resolution Process**. If necessary the Customer Services Representative will schedule a meeting with the person and the involved parties to seek resolution to their concerns.
- Arrange for a **Second Opinion**, if an individual is denied mental health services from CLS/MCPN.
- Help a person secure a **Second Opinion** if they are denied hospitalization.
- Assist with filing an Appeal. If a person receives Medicaid benefits and the action involves a service paid for by Medicaid, the Customer Services Representative will assist a person if they wish to request a Medicaid Fair Hearing instead of a Local Appeal.
- The Customer Services Representative will answer questions and help complete any necessary forms.

A person may file a **Recipient Rights Complaint** with the **DWMHA Office of Recipient Rights** by calling:

1-888-339-5595

If they wish to mail the complaint, please send it to the:
Detroit Wayne Mental Health Authority
Office of Recipient Rights
707 West Milwaukee
Detroit, MI 48202

If a person receives Medicaid benefits and the action involves a service paid for by Medicaid, they have the additional option of requesting a **Medicaid Fair Hearing** within 90 days through the MDCH by completing a Michigan Department of Health and Human Services (**MDHHS**) **Request for Administrative Hearing** form or by writing to the:

Michigan Department of Health and Human Services
Michigan Administrative Hearing System
P.O. Box 30763

Lansing, Michigan 48909-9951

An individual may also call the Administrative Tribunal at **1-877-833-0870** for additional information. TTY/TTD dial **1-888-263-5897** or contact Michigan Relay for assistance.

If a person does not receive Medicaid, they may request a review by the **MDHSS Alternative Dispute Resolution Process** by writing to:

Michigan Department of Health and Human Services Department
Division of Program Development Consultation and Contracts
Bureau of Community Mental Health Services
Attention: Request for DCH Level Dispute Resolution
Lewis Cass Building 6th Floor
Lansing, Michigan 48913

For information regarding the MDHSS Administrative and Alternative Dispute Resolution Process, please contact **the CLS Customer Services Department at 734-722-6364.**

Important Timeframe Regarding the Local Appeals and Grievance Process

A person may file a request for a Local Appeal with the CLS Customer Services Representative within 45 calendar days of receipt of an action notice. Review of the request will take place within 45 calendar days from receipt of the request. Review of the request for a Local Appeal regarding an emergency situation will take place within three calendar days of receipt of the request. A decision regarding the appeal will be provided by the DWMHA.

An individual may file a Grievance (dissatisfaction) regarding any aspect of the services and supports they receive at any time. CLS Customer Services Representatives will work to resolve a person's Grievance within 60 calendar days of receipt of the Grievance. A person can also contact the DWMHA regarding issues or concerns related to Grievances, Appeals, Disputes and Medicaid Fair Hearings.

Freedom from Retaliation

If a person uses public mental health or substance use services, they are free to exercise their rights and to use the rights protection system without fear of retaliation, harassment or discrimination. In addition, under no circumstances, will the public mental health system use seclusion or restraint as a means of coercion, discipline, convenience or retaliation.

Policy & Procedure for Using Restrictions

Informed consent is obtained from the person or the person's legally empowered representative to restrict, intrude upon, or limit a person's rights. In any event the person's Circle must support the proposed restriction. The restriction details including the proposed length of time for the restriction and a clear fading plan for the eventual elimination of it are clearly documented as part of the Personal Plan.

There are two different types of committees that review this information, the Rights Restriction Due Process Review Committee (RRDPRC) and the Medication Treatment Review Committee (MTRC.)

The RRDPRC reviews Restrictions and Intrusions put in place to protect a person's health and/or safety. A Restriction is a program or practice that limits a person's freedom of movement or access.

Examples include:

- Limiting access to food
- Limiting access to clothing or other personal possessions
- Restricting receipt of mail
- Restricting telephone use
- Restricting cigarette use
- Seatbelt guards/harnesses

Intrusions are techniques that impinge on the bodily integrity, personal space or privacy of the person to achieve a reduction in a health or safety risk.

Examples include:

- The required wearing of a helmet during all waking hours
- The use of alarms, sounds, or visual/sound-based monitoring devices (i.e. door alarms, baby monitors)

- Mitts or gloves to lessen the impact of someone hitting themselves
- The use of direct observation procedures during a time which otherwise would be considered private (for example: when someone is in the bathroom and does not require direct assistance)

Use of psychotropic medication to change behavior when the behavior is not the result of a diagnosed psychiatric disorder.

A Rights Representative from the DWMHA participates on the committee to ensure all rights are protected and monitored to make sure all plans for Limitations/Restrictions are in accordance with applicable law and policy. CLS policy prohibits physical restraint.

The **MTRC** reviews psychotropic medication that is used to treat psychiatric and behavioral problems. The committee looks at the presenting problems, the type and dosage of the medication prescribed and whether the medications appear to be effective in treating the condition. **If the medication is prescribed without an appropriate psychiatric diagnosis, it is then considered used for behavior control and is therefore restrictive.** The meeting minutes from the MTRC are sent to the prescribing psychiatrist for review. **A person's psychologist is usually the person who presents to the MTRC.**

The Michigan Mental Health Code (MHC) states that psychotropic medications are **NEVER** to be used as a form of punishment or for the convenience of staff. Any medication is considered a limitation/restriction if it is used to control behavior.

Michigan Protection & Advocacy Services Information

Michigan Protection and Advocacy Services is a private, non-profit organization that protects and advocates for people with developmental disabilities and/or mental illness. Their goal is to advance the dignity, equality, Self-determination and expressed choices of people. MPAS promotes, expands and protects the human and legal rights of people by providing them with information and advocacy.

Examples of services offered:

- Information and referral
- Advice and support regarding self-advocacy
- Direct advocacy to assist in negotiations or problem solving meetings
- Representation in administrative appeals and hearings
- Legal assistance

Michigan Protection and Advocacy Service, Inc.
4095 Legacy Parkway Suite 500
Lansing, MI 48911
Phone: 1-800-288-5923 (voice or TTY)
517-882-7074
Fax: 517-487-0827
Web site <http://mpas.org>

CLS Departments and Divisions

Accounting

General Accounting
Payroll
Purchasing

Benefits Coordination

Benefits Coordinators
Employment Specialists
Benefits and Waiver Coordinators

Consumer Financial Services

Billing and Claims Management
Financial and Budget Services
Health Insurance Portability and Accountability Act (HIPAA) Compliance
Information and Records Management
Medicaid Programs Administration and Compliance
Reception Services

Customer Services

Call Center
Cultural Competency
Grievance and Appeals
Intake Referral
Public Education
Supports Intensity Scale (SIS)

Family Services

Family Supports Coordination
Foster Family Licensing

Human Resources

Information Technology

Data Input/Reporting
IT Help Desk
Network Management/IT Infrastructure

Legal Services

Long Term Care

Benefits Supports-In Home or Agency

Caregiver Support
Certified MiCafe and MMAP Staff
Information and Resource Assistance/Options Counseling
In-Home Services
Options Counseling

Medical

Network Management

Accreditation Oversight
Contract Compliance
Network Provider Relations and Credentialing
Vocational and Employment Services

Personal Services and Supports

Clinical Coordinators
Supports Coordination

Project Management

Home Health Care Coordination and Integration
Service Authorization Process
Special Projects
Systems Development

Public Relations

Quality Management

Medicaid Claims Verification Auditing
Provider Sub Contractor Review: Fire and Safety and Licensing Home Monitoring
Quality Assessment Performance Improvement Plan Coordination
Regulatory Compliance Review: CCRR
Service Provision Satisfaction Reviews
UM Program

Rights and Advocacy

Training

Peer Mentor Leadership
Peer Mentor Support
Training



Friends of CLS

Friends of Community Living Services, Inc. is a Michigan non-profit, tax-exempt, fundraising corporation whose mission is to benefit individuals/families who receive services from Community Living Services.

The money donated to Friends of CLS allows people supported by CLS to fund different things in their lives that Medicaid dollars cannot cover. For example, some of those grants given to people include:

- Funding for small start-up businesses
- Community Involvement
- Enhancing relationships
- College courses

There are several ways to donate to Friends of CLS, either by check, on-line (www.comlivserv.com), payroll deduction or during an annual fundraising event called Evening with Friends.

Other Questions and Concerns

Confidentiality and Family Access to Information

A person has the right to have information about their mental health treatment kept private. They also have the right to look at their own clinical records and add a formal statement about them if there is something they do not like. Generally, information about an individual can only be given to others with a person's permission. However, there are times when their information is shared to coordinate their treatment when it is required by law.

Family members have the right to provide information to CLS about an individual. However, without a Release of Information form signed by the individual or legally responsible party (if applicable), CLS may not give information about the person to a family member. For minor children under the age of 18 years, parents are provided information about their child and must sign a Release of Information form to share with others.

If a person is receiving Substance Use Services, they have rights related to confidentiality specific to Substance Use Services.

Under the Health Insurance Portability and Accountability Act or HIPAA, a person will be provided with an official Notice of Privacy Practices from CLS. This notice will describe all the ways information about an individual can be used or disclosed. It will also include a listing of a person's rights provided under HIPAA and how a person can file a complaint if they believe their rights to privacy have been violated.

If a person believes their confidentiality rights have been violated, they can call the CLS Rights and Advocacy Department at 734-722-4734 or the DWMHA Recipient Rights Hotline at 1-888-339-5595.

Commitment to Safety

CLS is committed to offering choices about a person's life. CLS works to balance that with supporting the person in a manner that reduces their risk of harm. This is accomplished by identifying potential health and safety risks during the Person-Centered Planning process and then providing supports that minimize potential harm.

Risk vs. Choice

Most of life's greatest lessons are learned when making choices that are later realized as mistakes. The person's network of support makes risk possible by weaving a safety net that supports the person's capability for growth and learning from their mistakes.

CLS is committed to getting to know the people it supports and demonstrating due diligence to identify potential risks in their lives. CLS staff will take immediate action to safeguard people supported by CLS when there are identified health or safety concerns. Supports Coordinators will assure that the individual's Personal Plan clearly identifies what the concern is and how it is being addressed.

CLS acknowledges that some people will make decisions that are deemed potential risks to their safety or well-being. When these decisions are brought to the attention of CLS Representatives, the organization is committed to the following:

- Acknowledging awareness of the potential risk, via documentation in the person's Plan
- Being concerned about risk (with CLS' recommendations clearly outlined in the person's Plan, even if the person defers the input)
- Safeguarding the person in coordination with their Support Circle (developing a safety net)
- Ongoing education regarding the possible consequences of their risky decisions/actions

Conflict of Interest

Conflict of Interest situations are prohibited by CLS and its funding sources. CLS is required to demonstrate that it takes adequate measures to avoid situations where Conflicts of Interest may arise. Employees are expected to disclose any relationship that creates or has the appearance of a Conflict of Interest. Employees are asked to disclose in writing any relationship that poses a potential Conflict of Interest and are periodically asked to update such written disclosures.

Accessibility and Accommodations

In accordance with federal and state laws, all buildings of CLS are required to be physically accessible to individuals with disabilities. Any person who receives emotional, visual or mobility support from a service animal such as a dog will be given access, along with the service animal, to all buildings and programs of CLS. For more information or for questions about accessibility or service/support animals, contact a CLS Supports Coordinator 734-467-7600 or **Customer Services at 734-722-6364**.

If a person needs to request an Accommodation on behalf of themselves or a family member or friend, they can contact their Supports Coordinator 734-467-7600 or the **Customer Services department at 734-722-6364**. The person will be given information on how to request an Accommodation (this can be done over the phone, in person or in writing) and will be told who is responsible for handling Accommodation requests.

Reasonable Accommodations

If a person needs accommodations to attend meetings, CLS staff will meet with them and their Support Circle at times and places that are convenient and accessible. Meetings will be scheduled that are convenient for the person, an interpreter will be provided if necessary and a meeting place will be determined that will accommodate wheelchairs. If a person has a need for Reasonable Accommodations, they may talk with their Supports Coordinator or Customer Services Representative.

Language Assistance

If a person uses a TTY, **contact the CLS Customer Services Department at the following TTY phone number: 1-866-469-7600.**

If an individual needs a sign language interpreter, contact the **CLS Customer Services Department at 734-722-6364** as soon as possible so that one will be made available. Sign language interpreters are available at no cost.

If an individual does not speak English, contact the **CLS Customer Services Department at 734-722-6364** so that arrangements can be made. Interpreters are available at no cost.

If an individual needs Braille assistance, contact the **CLS Customer Services Department at 734-722-6364** so that arrangements can be made. Braille materials are available at no cost.

Assistive Technology

CLS supports a person's desire to communicate and control their surroundings as much as possible. When appropriate, Assistive Technology is explored, identified and obtained. This could be as simple as boards with pictures or as complex as a computerized voice or electronic device. Some other examples of Assistive Technology include: special buttons to open doors and answer phones, speech devices, ceiling tracks, specialized wheelchairs, computers and phones.

Accreditation

CLS maintains accreditation through The Commission on Accreditation of Rehabilitation Facilities (CARF), an international, not-for-profit organization that accredits Human Service Providers. Accreditation is a process that demonstrates a Provider has met standards for the quality of its services. CLS has been accredited by CARF since 2001. From 1996-2001, CLS was accredited by The Council on Accreditation.

Detroit Wayne Mental Health Authority Information

D-WMHA Manager of Comprehensive Provider Network (MCPN) System Overview

Community Living Services is one of five MCPNs that are contracted with the DWMHA to provide mental health services to people with intellectual and developmental disabilities and people with serious mental illness in Wayne County. There are three MCPNs including CLS that provide services to individuals with intellectual and developmental disabilities and two MCPNs that provide services to individuals with serious mental illness.

An individual can choose the Service Provider that they would like to help assist with their services and supports. If a person is unsatisfied with the MCPN initially chosen and the services being provided, they may change their choice to another MCPN at any time by contacting the D-WMHA Customer Service Department at 313-833-2500 or 1-888-490-9698 and indicate they would like to enroll with a different MCPN. The five MCPNs are as follows:

For Individuals with Developmental Disabilities

Community Living Services
35425 Michigan Avenue West
Wayne, MI 48184
(734)-467-7600 or (734)-722-7092
President and CEO, James Dehem
Medical Director, Dr. Tony Kim
After Hours: (734) 238-7246

Integrated Care Alliance (formerly Synergy)
New Center One, 3031 West Grand Blvd., Suite 555
Detroit, MI 48202
(866) 724-7544 or (313) 748-7400 ext. 202
President and CEO, Isadore J. King
Medical Director, Dr. Debra Glitz
After Hours: (866) 724-7544

Consumer Link Network
1333 Brewery Park, Suite 300
Detroit, MI 48207

(888) 711-LINK (5465)
Executive Director, Dave Pankotai
After Hours: (888) 711-5465

For Individuals with Serious Mental Illness

Carelink Network
1333 Brewery Park, Suite 300
Detroit, MI 48207
(888)711-LINK (5465)
Executive Director, Doreen Nied
After hours: (888) 711-5465

Gateway Community Health
3011 West Grand Blvd, Suite 2000
Detroit, MI 48202
(800) 973-4283 or (866) 260-5701
Interim CEO, Dr. Radwan Khoury
Medical Director, Dr. Alireza Amirsadri
After Hours: (800) 973-4283

Emergency Services/ Business Hours/After-Hours

Emergencies-A “mental health emergency” is when a person is experiencing a serious mental illness or developmental disability. This also applies to a child who experiences serious emotional disturbance and can reasonably be expected, in the near future, to harm themselves or another because the inability to meet their basic needs is at risk of harm. It also applies to the person’s judgment, as it may be so impaired, that they are unable to understand the need for treatment and that their condition is expected to result in harm to themselves or another individual in the near future. A person has the right to receive emergency services at any time, 24-hours a day, seven days a week without prior authorization for payment of care.

Normal Business Hours-If a person is having a mental health emergency, they should seek help immediately. During normal business hours, if there is an emergency that does not require 911 assistance, individuals and/or families can contact CLS at 734-467-7600 and ask to speak with the person’s Supports Coordinator. If they do not know who their Supports Coordinator may be, they can ask the Receptionist to look it up for them. If the Supports Coordinator is unavailable, the Supports Coordinator Manager can assist them. If a person is transferred to the Supports Coordinator voicemail, all voicemail messages should have a prompt where people can dial ‘0’ and be connected to the Team Assistant (TA) who will be able to physically contact the Supports Coordinator, Supports Coordinator’s Manager or the Department Managers with emergencies during normal business hours. If no one is available, the TA will be directed to let the person know someone will contact them as soon as possible.

After Business Hours-The CLS after Hours Emergency On-Call Phone Number is: at 734-238-7246. An emergency on-call Supervisor will be reached who can assist the person in getting the help they need. A person can also contact the

DWMHA 24 Hour Crisis/Information and Referral Line at:

1-313-224-7000 or 1-800-241-4949 or TDD 1-866-870-2599.

The 24-Hour Crisis/Information and Referral Line provides crisis intervention, suicide prevention, mental health information and referral to services throughout Wayne County. A person can be screened for emergency services at the following locations:

Crisis Centers and Hospitals

Crisis Services for Children

The Guidance Center

13101 Allen Road

Southgate, MI 48141

734-287-1701

734-785-7700

Children's Hospital

3901 Beaubien Street

Detroit, MI 48201

313-745-0113

313-966-7002

Crisis Services for Adults

Detroit Receiving Hospital Crisis

4201 St. Antoine

Detroit, MI 48201

313-745-6035

Sinai Grace Outpatient

14800 W. McNichols

Detroit, MI 48235

313-966-3300

313-966-4880

Psychiatric Intervention Ctr. (PIC)

33505 Schoolcraft, Suite 3

Livonia, MI 48150

734-721-0200

Post Stabilization Services

After a person receives emergency mental health care and their condition is under control, they may receive mental health services to make sure their condition continues to stabilize and improve. Examples of Post-Stabilization Services are: crisis residential, case management, outpatient therapy and medication reviews.

Continuum of Care

When a person's condition has been stabilized, they must follow-up with a Provider associated with their chosen MCPN. To enroll with CLS or one of the other five MCPNs, a person must be a Wayne County resident. A person may contact the D-WMHA Access Center to enroll with CLS or contact the **CLS Customer Services Department at 734-722-6364**, if there are questions regarding enrollment. A person may also contact the D-WMHA Customer Service Department and speak to a Customer Service Representative, who will explain the enrollment process. They may be reached at 888-490-9698 or 313-833-3232, TDD/TTY 800-630-1044.

Coordination of Care

To improve the quality of services, CLS wants to coordinate with the person that cares for an individual's physical health. If the person is also receiving Substance Use Services, their mental health care should be coordinated with those services. Being able to coordinate with all Providers involved in treating the person improves their chances for recovery, relief of symptoms and improved functioning. Therefore, they are encouraged to sign a "Release of Information" form so that information can be shared. If they do not have a medical doctor and need one, contact their Supports Coordinator at 734-467-7600 and they will help the person choose one.

Access to Out of Network Services

CLS is willing to arrange for Out-of-Network services for individuals enrolled if the service is determined to be medically necessary and is not available in the network. CLS will work to identify services needed, agree upon a fee with the Provider and arrange for payment.

Payment for Services

If a person is enrolled in Medicaid and meets the criteria for the specialty Mental Health and Substance Use Services, the total cost of the person's authorized treatment may be covered, however, if the person has a Medicaid deductible or other patient pay amount assigned to them, they may be responsible to pay for a portion of their care.

Services Authorization

Services a person requests must be authorized or approved by CLS. CLS may approve all, some or none of the requests. An individual will receive notice of a decision within 14 calendar days after they have requested the service during Person-Centered Planning or within 3 business days if the request requires a quick decision.

Any decision that denies a service or denies the amount, scope or duration of the service, a person's request will be made by a health care professional who has the appropriate clinical expertise in treating their condition. Authorizations are made according to medical necessity and compliance with Medicaid and other applicable program rules and guidelines. If a person does not agree with a decision that denies, reduces, suspends or terminates a service, they may appeal that decision.

Service Array-Medicaid Specialty Supports & Services Descriptions

Before services can be started, a person will take part in an Assessment to find out if they are eligible for services. It will also identify the services that can best meet their needs. They will need to know that not all people are eligible and not all services are available to everyone served by CLS. If a service cannot help a person, a Community Mental Health Authority/Agency will not pay for it.

Medicaid will not pay for services that are otherwise available from other resources in the community.

During the PCP process, a person will be assisted to help figure out the medically necessary services that they need and the sufficient amount, scope and duration required to achieve the purpose of those services. They will also be able to choose who provides their supports and services. They will receive an Individual Plan of Service that provides all of this information.

Note: The Michigan Medicaid Provider Manual contains complete definitions of the following services as well as eligibility criteria and provider qualifications. The Manual may be accessed at:

www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProvidermanual.pdf

Note: If a person is a Medicaid beneficiary and has a serious mental illness, serious emotional disturbance, intellectual or developmental disabilities or substance use disorder, they may be eligible for some of the Mental Health Medicaid Specialty Supports and Services listed below. In addition to meeting medically necessary criteria, services marked with an asterisk * require a doctor's prescription.

Commonly Used Terms:

Assertive Community Treatment (ACT): Provides basic services and supports essential for people with serious mental illness to maintain independence in the community. An ACT team will provide mental health therapy and help with medications. The team may also help access community resources and supports needed to maintain wellness and participate in social, educational and vocational activities.

Assessment: Includes a comprehensive psychiatric evaluation, psychological testing, substance use screening or other assessments except for physical health, conducted to determine a person's level of functioning and mental health treatment needs.

***Assistive Technology:** Includes adaptive devices and supplies that are not covered under the Medicaid Health Plan or by other community resources. These devices help individuals take better care of themselves or help them interact in the places where they live, work and play.

Behavior Management Review: If a person's illness or disability involves behaviors that they or others who work with them want to change, their Individual Plan of Service may include a plan that talks about the behavior. This plan is often called a "Behavior Management Plan." The Behavior Management Plan is developed during the PCP process and is approved and reviewed regularly by a team of specialists to make sure it is effective, dignified and continues to meet the person's needs.

Clubhouse Programs: Individuals and staff work side by side to operate the clubhouse and to encourage participation in the greater community. Clubhouse programs focus on fostering recovery, competency and social supports as well as vocational skills and opportunities.

Community Inpatient Services: Hospital services used to stabilize a mental health condition in the event of a significant change in symptoms or in a mental health emergency. Community hospital services are provided in licensed psychiatric hospitals and in licensed psychiatric units of general hospitals.

Community Living Supports (CLS): Activities provided by paid staff that help adults with either serious mental illness, intellectual or developmental disabilities live independently and participate actively in the community. Community Living

Supports may also help families who have children with special needs (such as intellectual or developmental disabilities or serious emotional disturbance).

Crisis Interventions: Unscheduled individual or group services aimed at reducing or eliminating the impact of unexpected events that relate to mental health and well-being.

***Enhanced Pharmacy:** Includes doctor-ordered non-prescription or over-the-counter items (such as vitamins or cough syrup) necessary to manage health condition(s) when a person's Medicaid Health Plan or other available coverage does not cover these items.

***Environmental Modifications:** Physical changes to a person's home, car or work environment that are of direct medical or remedial benefit to the person. Modifications ensure access, protect health and safety or enable greater independence for a person with physical disabilities. Note that other sources of funding must be explored and exhausted first, before using Medicaid funds for environmental modifications.

Extended Observation Beds (or 23-hour stay units): Used to stabilize a person during a mental health emergency when a person needs to be in the hospital for only a short time. An extended observation bed allows hospital staff to observe and treat the person's condition for up to one day before they are discharged to another community-based outpatient service or admitted to the hospital.

Family Skills Training: Education and training for families who live with and/or care for a family member who is eligible for specialty services or the Children's Waiver Program.

Fiscal Intermediary Services: Help individuals manage their services and supports budget and pay Providers if they are using a "Self-Directed" arrangement.

Health Services: Includes assessment, treatment and professional monitoring of health conditions related to or impacted by a person's mental health condition. A person's Primary Care Doctor will treat any other health conditions they may have.

Home-Based Services for Children and Families: Provided in the family home or in the community. Services are designed individually for each family and can

include things such as mental health therapy, crisis intervention, service coordination or other supports to the family.

Housing Assistance: Assistance with short-term, transitional or one-time-only expenses in an individual's home that their resources and other community resources could not cover.

Intensive Crisis Stabilization: Short-term alternative to inpatient hospitalization. Intensive crisis stabilization services are structured treatment and support activities provided by a mental health crisis team in the person's home or in the community.

Intermediate Care Facility (ICF): Provides 24-hour intensive supervision, health and rehabilitative services and basic needs to persons with intellectual or developmental disabilities.

Medication Administration: A doctor, nurse or other licensed medical provider gives an injection, an oral or topical medication.

Medication Review: Is the evaluation and monitoring of medicine used to treat a person's mental health condition, their effects and the need for continuing or changing their medicines.

Mental Health Therapy and Counseling for Adults, Children and Families: Includes therapy or counseling designed to help improve functioning and relationships with other people.

Nursing Home Mental Health Assessment and Monitoring: Includes a review of a nursing home resident's need for and response to mental health treatment, along with consultations with nursing home staff.

***Occupational Therapy:** Includes an evaluation by an Occupational Therapist of a person's ability to do things to take care of themselves every day and treatments to help increase these abilities.

Partial Hospital Services: Includes psychiatric, psychological, social, occupational, nursing, music therapy and therapeutic recreational services in a hospital, under a doctor's supervision. Partial hospital services are provided during the day, participants go home at night.

Peer-Delivered and Peer Specialist Services: Peer-Delivered Services such as Drop-In Centers are entirely run by individuals receiving mental health services. They offer help with food, clothing, socialization, housing and support to begin or

maintain mental health treatment. Peer Specialist Services are activities designed to help persons with serious mental illness in their recovery journey and are provided by people who are in recovery from serious mental illness.

Personal Care in Specialized Residential Environments: Assists an adult with mental illness or intellectual or developmental disabilities with activities of daily living, self-care and basic needs while they are living in a specialized residential environment in the community.

***Physical Therapy:** Includes the evaluation by a Physical Therapist of a person's physical abilities (such as the way they move, use their arms or hands or hold their body) and treatments to help improve their physical abilities.

Prevention Service Models (such as Infant Mental Health, School Success, etc.): Use both individual and group interventions designed to reduce the likelihood that individuals will need treatment from the public mental health system.

Respite Care Services: Provides short-term relief to unpaid primary caregivers of people eligible for specialty services. Respite provides temporary, alternative care, either in the family home or in another community environment chosen by the family.

Skill-Building Assistance: Includes supports, services and training to help a person participate actively at school, work, volunteer, or in the community or to learn social skills they may need to support themselves or to get around in the community.

***Speech and Language Therapy:** Includes an evaluation by a speech therapist of a person's ability to use and understand language and communicate with others or to manage swallowing or related conditions and treatments to help enhance speech, communication or swallowing.

Substance Use Treatment Services (descriptions follow the mental health services)

Supports Coordination or Targeted Case Management: A Supports Coordinator is a CLS employee that is responsible for writing a person's Individual Plan of Service and making sure the services are delivered. Their role is to listen to a person's goals and help find the services and Providers, inside and outside, the local community mental health services program that will help achieve the goals. A Supports Coordinator may also connect a person to resources in the

community for employment, community living, education, public benefits and recreational activities.

Supported/Integrated Employment Services: Provide initial and ongoing supports, services and training, usually provided at the job site, to help anyone over the age of 16 years who is eligible for mental health services find and keep paid employment in the community.

Transportation: May be provided to and from a person's home so they can take part in a non-medical Medicaid-covered service.

Treatment Planning: Assists the person and those of their choosing in the development and periodic review of the Individual Plan of Services.

Wraparound Services: For children and adolescents with serious emotional disturbance and their families that include treatment and supports necessary to keep the child in the family home.

Services for Habilitation Supports Waiver (HSW) and Children's Waiver Participants.

Some Medicaid beneficiaries are eligible for special services that would otherwise qualify them for intermediate care facilities if no services were available in the community for individuals with intellectual or developmental disabilities (I/DD). People enrolled in the waivers have access to these services listed above and below:

Chores Services (for Habilitation Supports Waiver enrollees): Are provided by paid staff to help keep the person's home clean and safe.

Non-Family Training (for Children's Waiver enrollees): Is customized training for the paid, in-home support staff that provides care for a child enrolled in the Waiver.

Out-of-Home Non-Vocational Supports and Services (for HSW enrollees): Is assistance to gain, retain or improve in self-help, socialization or adaptive skills.

Personal Emergency Response Devices (for HSW enrollees): Helps a person maintain independence and safety, in their own home or in the community. These are devices that are used to call for help in an emergency.

Prevocational Services (for HSW enrollees): Includes supports, services and training to prepare a person for paid employment or community volunteer work.

Private Duty Nursing (for HSW enrollees, this is also a Children's Waiver covered service): Individualized nursing services provided in the home, as necessary to meet specialized health needs. This is determined by the Michigan Department of Health and Human Services (MDHHS).

Specialty Services (for Children's Waiver enrollees): Music, recreation, art or massage therapies that may be provided to help reduce or manage the symptoms of a child's mental health condition or developmental disability. Specialty services might also include specialized child and family training, coaching, staff supervision, or monitoring of program goals.

Services for Persons with Substance Use Disorders

The Substance Use Treatment services listed below are covered by Medicaid. These services are available through Southeast Michigan Community Alliance (SEMCA) at 1-800-686-6543.

Access, Assessment and Referral: Determines the need for Substance Use services and will assist in getting to the appropriate services and providers.

Intensive Outpatient (IOP): Is a service that provides more frequent and longer counseling sessions each week and may include day or evening programs.

Methadone and LAAM Treatment: Is provided to people who have heroin or other opiate dependence. The treatment consists of opiate substitution monitored by a doctor as well as nursing services and lab tests. This treatment is usually provided along with other substance use outpatient treatments.

Outpatient Treatment: Includes counseling for the individual and family and group therapy in an office environment.

Residential Treatment: Is intensive, therapeutic services which includes overnight stays in a staffed, licensed facility.

Sub-Acute Detoxification: Medical care in a residential environment for people who are withdrawing from alcohol or other drugs.

If a person is receiving Medicaid, they may be entitled to other medical services not listed above. Services necessary to maintain a person's physical health are provided or ordered by their Primary Care Doctor. If a person receives Community Mental Health services, their local community mental health services program will work with their Primary Care Doctor to coordinate physical and mental health services. If the person does not have a Primary Care Doctor, their local community mental health services program will help them find one.

NOTE: The Home Help Program is another service available to Medicaid beneficiaries who require in-home assistance with activities of daily living and household chores. To learn more, call the local Michigan Department of Health and Human Services (MDHSS) offices, the phone numbers are below or contact the **CLS Customer Services Department at 734-722-6364.**

Medicaid Health Plan Services

If a person is enrolled in a Medicaid Health Plan, the following types of Health Care Services are available when a person's medical condition requires them:

- Ambulance
- Chiropractic
- Doctor Visits
- Family Planning
- Health Check Ups
- Hearing and Speech Therapy
- Home Health Care
- Immunizations (shots)
- Lab and X-ray
- Nursing Home Care
- Medical Supplies
- Medicine
- Mental Health (limit of 20 outpatient visits)
- Physical and Occupational Therapy
- Prenatal Care and Delivery
- Surgery
- Transportation to Medical Appointments
- Vision

If an individual is enrolled in one of the Health Plans listed below (partial list), they can contact the Health Plan directly for more information about the services listed above. If they are not enrolled in a Health Plan or do not know the name of their Health Plan, they can contact **the CLS Customer Services Department at 734-722-6364 for assistance.**

Midwest Health Plan (a subsidiary of Health Alliance Plan HAP)
4700 Schaefer, Suite 340
Dearborn, MI 48126
(888)654-2200
www.midwesthealthplan.com

UnitedHealthcare (Great Lakes Health Plan)
26957 Northwestern Highway
Suite 400
Southfield, MI 48033
(800) 903-5253
www.unitedhealthcareonline.com

Molina Healthcare of Michigan
100 West Big Beaver Road, Suite 600
Troy, MI 48084
(248) 925-1700
(888) 898-7969
www.molinahealthcare.com

Total Health Care
3011 West Grand River Blvd, Suite 1600
Detroit, MI 48202
(313)871-2000
(800) 826-2862
www.totalhealthcareonline.com or www.thcmi.com

M-Care
2301 Commonwealth Blvd
Ann Arbor, MI 48105-2945
(800) 527-5549
www.mcare.org

Meridian Health Plan of Michigan
777 Woodward Avenue, Suite 600
Detroit, MI 48226
(313) 324-3700
(888) 437-0606
www.mhplan.com

Services Not Covered

For a complete list of services that are not covered by CLS or DWMHA, please contact DWMHA Customer Service at (888) 490-9698.

Recovery & Resiliency

“Mental Health Recovery is a journey of healing and transformation enabling a person with mental illness to live a meaningful life in the community of their choice while striving to achieve their potential,” Anonymous.

Recovery is an individual journey that follows different paths and leads to different locations. Recovery is a process. Recovery is unique to every individual and can truly only be defined by themselves. What might be Recovery for one person may be only part of the process for another. Recovery may also be defined as wellness. Mental health supports and services help people with mental illness in their Recovery journeys. The PCP process is used to identify the supports needed for individual Recovery. In Recovery, there may be relapses. A relapse is not a failure, rather a challenge. If a relapse is prepared for and the tools and skills that have been learned throughout the Recovery journey are used, a person can overcome and come out a stronger individual. It takes time and that is why it is a process that will lead to a future that holds days of pleasure and the energy to persevere through the trials of life.

Resiliency is a guiding principle for children with serious emotional disturbance. Resiliency is the ability to “bounce back” and is a characteristic important to nurture in children with serious emotional disturbance. It refers to the individual’s ability to become successful despite challenges they may face throughout their life.

Community Resources

Please see the Provider Directory distributed separately from this Handbook for a list of advocacy organizations. Information on other community resources specific to a person’s needs are available upon request.

DIRECTORIES

Mental Health Glossary

Access: The entry point to the Prepaid Inpatient Health Plan (PIHP) sometimes called “Access Center,” where Medicaid beneficiaries call or go to request mental health services.

Adult Benefits Waiver: A Michigan Health Care program for certain low-income adults who are not eligible for Medicaid. Contact the CLS Customer Services Department at 734-722-6364 for more information. This is a narrowly defined benefit that does not entitle a person to all of the services and supports described in this Handbook.

Amount, Duration, and Scope: How much, how long and in what ways the Medicaid services that are listed in a person’s Individual Plan of Service will be provided.

Beneficiary: An individual who is eligible for and enrolled in the Medicaid program in Michigan.

CMHSP: An acronym for Community Mental Health Services Program. There are 46 CMHSPs in Michigan that provide services in their local areas to people with mental illness and developmental disabilities.

Fair Hearing: A State level review of beneficiaries; disagreements with Health Plans denial, reduction, suspension or termination of Medicaid services. State administrative law judges, independent of the MDCH, perform these reviews.

Deductible (or Spend Down): A term used when individuals qualify for Medicaid coverage even though their countable incomes are higher than the usual Medicaid income standard. Under this process, the medical expenses that an individual incurs during a month are subtracted from their income during that month. Once the individual’s income has been reduced to a State-specified level, the person qualifies for Medicaid benefits for the remainder of the month.

Developmental Disability: Is defined by the Michigan Mental Health Code and means either of the following:

(a) If applied to a person older than five years, a severe chronic condition that is attributable to a mental or physical impairment or both and is manifested before the age of 22 years; is likely to continue indefinitely; and results in substantial functional limitations in three or more areas of major life activities; self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living,

and economic self-sufficiency; and reflects the need for a combination and sequence of special, interdisciplinary or generic care, treatment or other services that are of lifelong or extended duration; (b) if applied to a minor from birth to age five, a substantial developmental delay or a specific congenital or acquired condition with a high probability of resulting in a developmental disability.

Intellectual disability: A disability characterized by significant limitations in both intellectual functioning and in adaptive behavior, which covers many everyday social and practical skills. This disability originates before the age of 18.

Michigan Department of Health and Human Services Department (MDHHS): This State department oversees public-funded services provided in local communities and state facilities to people with mental illness, developmental disabilities and substance use disorders.

Medically Necessary: A term used to describe one of the criteria that must be met in order for a beneficiary to receive Medicaid services. It means that the specific service is expected to help the beneficiary with their mental health, developmental disability or substance use (or any other medical) condition. Some services assess needs and some help maintain or improve functioning.

Michigan Mental Health Code (MHC): The state law that governs public mental health services provided to adults and children with mental illness, serious emotional disturbance and developmental disabilities by local community mental health services programs and in state facilities.

MI Child: A Michigan Health Care program for low-income children who are not eligible for the Medicaid program. This is a limited benefit. **Contact the CLS Customer Services Department at 734-722-6364** or a CLS Supports Coordinator at 734-467-7600 for more information.

Prepaid Inpatient Health Plan (PIHP): There are 10 PIHPs in Michigan that manage the Medicaid mental health, developmental disabilities and substance abuse services in their geographic areas. All 18 PIHPs are also community mental health services programs.

Recovery: A journey of health and change allowing a person to live a meaningful life in the community of their choice, while working toward their full potential.

Resiliency: The ability to “bounce back.” This is a characteristic important to nurture in children with serious emotional disturbance and their families. It refers to the individual’s ability to become successful despite challenges they may face throughout their life.

Specialty Supports and Services: A term that means Medicaid-funded mental health, developmental disabilities and substance use supports and services that are managed by the PIHPs.

Serious Emotional Disturbance (SED): The Michigan Mental Health Code defines this as a diagnosable mental, behavioral or emotional disorder affecting a child that exists or has existed during the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical manual of Mental Disorders; and has resulted in functional impairment that substantially interferes with or limits the child’s role or functioning in family, school or community activities.

Serious Mental Illness: Is defined by the Michigan Mental Health Code to mean a diagnosable mental, behavioral or emotional disorder affecting an adult that exists or has existed within the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical Manual of Mental Disorders; and that has resulted in function impairment that substantially interferes with or limits one or more major life activities.

Substance Use Disorder (or Substance Abuse): Is defined in the Michigan Public Health Code to mean the taking of alcohol or other drugs at dosages that place an individual’s social, economic, psychological and physical welfare in potential hazard or to the extent that an individual loses self-control as a result of the use of alcohol or drugs, or while habitually under the influence of alcohol or drugs, endangers public health, morals, safety or welfare or a combination of all.

Contact Us

Non-Emergency Services

To access non-emergency related services through CLS, please call **the Customer Services Department at 734-722-6364** during *normal* business hours which are Monday through Friday, 8:00 a.m. to 4:30 p.m.

After Hours

After normal business hours which are 8:00 am to 4:30 p.m., Monday through Friday, please contact the **CLS On-Call Supervisor at 734-238-7246**. At that time, an individual will be able to speak to a person who can assist them in accessing emergency services. A person in crisis can also contact the **DWMHA 24 Hour Crisis/Information and Referral Line at 1-800-241-4949, TDD 1-866-870-2599**. The 24 Hour Crisis/Information and Referral Line provides crisis intervention, suicide prevention, mental health information and referral to services throughout Wayne County.

Glossary of Terms

Accessible: A characteristic of buildings and structures by which people with limited mobility are able to move in or about those buildings and structures. It is also referred to as ‘barrier free’.

Advocate: One who speaks in favor and in support of a person or cause.

Americans with Disabilities Act (ADA): A series of laws passed in 1990 that requires companies to ensure equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, transportation and requiring the establishment of TDD/telephone relay services.

Arc: A national organization for people with developmental disabilities. There are over 1,400 Arcs in the United States.

Autism: Describes a developmental disability typically occurring in the early stages of life which can involve a severe inability to communicate effectively and behavior manifested by a limited ability to understand, communicate and participate in social relationships.

Cerebral Palsy: Describes a disability that can affect movement and posture but does not affect a person’s intelligence. Cerebral refers to the brain. Palsy refers to lack of muscle control.

Circle Member: A person who is invited to join a person’s support network. They usually know the person and are actively involved in their life.

Chosen Representative: A guardian, a member of a person’s support circle.

Community Integration: Being present and participating in the community. This includes being employed, owning a home, participating in community events, volunteering, being known in and being a part of the community.

Community Mental Health Agency and/or Authority: Local agency responsible for the examination and evaluation of the mental health needs of the area it represents and the services to meet these needs. In Wayne County, it is the Detroit Wayne Mental Health Authority (DWMHA).

Culture of Gentleness: The Culture of Gentleness helps facilitate the removal of barriers between people. It breaks down the barriers of control and suggests that if a person feels safe, loved, loving and connected, they will be able to lead a richer, fuller, meaningful life. CLS is committed to the Culture of Gentleness Teaching as a method to help people become members of their communities which will enhance their lives.

Developmental Disability: A condition which occurs before the age of 22 and is the result of a mental or physical impairment. The disability is likely to continue for a lifetime, limiting one's ability to perform basic life activities.

Dispute Resolution Process: The process to resolve a grievance or dispute.

Down Syndrome: Describes a developmental disability associated with specific characteristics due to a chromosomal anomaly (out of the ordinary).

Epilepsy: A disorder of the nervous system in which the brain has excessive electrical activity, causing a temporary loss of control over certain muscles and changing the level of awareness or alertness for a short period of time. These episodes are called seizures, which with proper care, can usually be controlled.

Fair Housing Amendments Act of 1988 (PL100-430): The Fair Housing Act, Title VIII of the Civil Rights Act of 1968, is a national policy prohibiting discrimination in the sale or rental of housing. The 1988 Act, effective March 12, 1989 expanded that protection to people with a disability.

Fiscal Intermediary: An independent organization (For example, a local Arc or an organization, such as a book keeping or accounting firm) that receives, handles and accounts for the funds used for the supports and services that have been authorized in a person's Personal Plan.

Friends of Community Living Services: Friends of CLS is a non-profit, tax exempt fundraising corporation whose mission is to benefit individuals/families who receive services from CLS.

HIPAA: The Health Insurance Portability and Accountability Act of 1996. This act has two purposes: 1.) Protects health insurance coverage for people and their families when they change or lose their jobs and 2.) Requires the Department of Health and Human Services to establish national standards for electronic health care transactions and national identifiers for providers, health plans and employers. It also addresses the security and privacy of health data. Adopting these standards will improve the efficiency and effectiveness of the nation's health care system by encouraging the widespread use of

electronic data interchange in health care. To learn more, go to the Centers for Medicare and Medicaid website, www.cms.gov.

Independent Facilitator: A person who is knowledgeable about the Person Centered Planning process and is certified as an Independent Facilitator after completing the necessary training. This person will direct the Personal Planning meeting. Independent Facilitators will serve as advocates for the Person-Centered process and how planning is conducted.

Individual Budget: An individual budget is driven by a person's dreams and needs. It covers all aspects of a person's life and is created by them and their support circle.

Informed Consent: Providing a person with the information necessary to make an informed decision whether to permit the activity in question and assumes the person understands their options.

Intellectual disability: A disability characterized by significant limitations in both intellectual functioning and in adaptive behavior, which covers many everyday social and practical skills. This disability originates before the age of 18.

Manager of a Comprehensive Provider Network (MCPN): An organization contracting with the DWMHA for the purpose of developing and managing a comprehensive network of Providers and individual practitioners who can meet their enrollees needs. The ultimate goal of each MCPN is to provide people with choices and access to quality care and services delivered by qualified Providers.

Michigan Mental Health Code (MHC) (Act 258 of the Public Acts on 1974 as amended) from *Michigan's Mental Health Code 2001 (current as of 2001)*: "An act to codify, revise, consolidate and classify the laws relating to mental health; to prescribe the powers and duties of certain state and local agencies and officials and certain private agencies and individuals; to regulate certain agencies and facilities providing mental health services; to provide for certain charges and fees; to establish civil admission procedures for individuals with mental illness or developmental disability; to establish guardianship procedures for individuals with developmental disability; to establish procedures regarding individuals with mental illness or developmental disability who are in the criminal justice system; to provide for penalties and remedies; and to repeal acts and parts of acts."

Monitoring: The act of providing oversight to assure compliance with contractual expectations. CLS, the Department of Consumer and Industry Services, home

administrators, staff, advocacy groups, guardians, parents and neighbors are examples of those involved in visiting/evaluating homes to assure appropriate supports are being provided to the people who live there.

Natural Supports: People or entities in a person's life who are not paid to perform care giving or support functions but who do so naturally, such as a parent, relative, neighbor, church member or friend.

Personal Assistant: A person who is trained to provide support and care to an individual. The Personal Plan authorizes and describes the personal assistance to be provided.

Personal Plan: A written plan completed as needed/requested, outlining the goals of a person, their choices for services, Providers and identifying the amount, duration and frequency of supports needed to maximize health and safety.

Person-Centered Planning Process (PCP): The process of planning for and supporting an individual receiving services that builds upon their capacity to engage in activities that promote community life and that honor their preferences, choices and abilities. The PCP process involves families, friends and professionals as the individual desires or requires.

Provider: An agency or individual that offers services and supports to people with intellectual or developmental disabilities. The person may choose a Provider to provide needed supports such as residential, vocational and/or clinical.

Support Circle: People who know and care about the individual and are committed to assisting them in communicating their vision of a desired future. They learn together, create and implement new courses of action to make their vision a reality.

Supports Coordinator: This is a CLS employee who serves as an advocate and broker of supports and services for people with intellectual or developmental disabilities. The Supports Coordinator focuses efforts on connecting individuals to networks of family, friends and meaningful relationships. They are responsible to adhere to the PCP process and CLS, Inc. Operating Principles while advocating for necessary supports identified within the Personal Plan.

Supported Employment: This is paid employment in a community workplace requiring varying degrees of staff support to maintain that employment.

Staffing Agent: An agency that provides staffing supports and services unique to a person's needs. This is an agreement between the person and the staffing agency. The person interviews the agency, hires the staff and at times, may have to fire the staff.

COMMON ACRONYMS

AAID: American Association on Intellectual and Developmental Disabilities

ADA: Americans with Disabilities Act

AFC: Adult Foster Care

APS: Adult Protective Services

BSW: Bachelor of Social Work

CAC: Citizen's Advisory Council

CARF: The Commission on Accreditation of Rehabilitation Facilities

CLS: Community Living Services or Community Living Supports

CMHP: Child Mental Health Professional

CMHSP: Community Mental Health Services Program

CP: Cerebral Palsy

CSR: Customer Services Representative

CTH: Community Training Home (Foster Care)

DD: Developmental Disability

DDI: Developmental Disabilities Institute of Wayne State University

DHHS: Department of Health and Human Services

DWMHA: Detroit-Wayne Mental Health Authority

HIPAA: Health Insurance Portability and Accountability Act

IEP: Individual Education Plan

IDD: Intellectual and Developmental Disability

IPOS: Individual Plan of Service

ISD: Intermediate School District

LARA: Licensing and Regulatory Affairs

LBSW: Licensed Bachelor's Social Worker

LMSW: Licensed Master's Social Worker

LPN: Licensed Practical Nurse

MI: Mental Illness

MRC: Michigan Residential Care Association

MTRC: Medication Treatment Review Committee

OBRA: Omnibus Budget Reconciliation Act of 1987

ORR: Office of Recipient Rights

OT: Occupational Therapist

P&A: Michigan Protection and Advocacy Services

PCP: Person-Centered Plan

PSY: Psychologist

PT: Physical Therapist

RRDPRC: Rights Restriction Due Process Review Committee

RD: Registered Dietitian

RN: Registered Nurse

RSDI: Retirement, Survivors and Disability Insurance

RSST: Registered Social Service Technician

SC: Supports Coordinator

SLP: Speech and Language Pathologist

SSA: Social Security Administration

SSB: Social Security Benefits

SSI: Supplemental Security Income

TTY: Telecommunication for people with speech or hearing impairments

IMPORTANT PHONE NUMBERS

CLS Switchboard: 734-467-7600

Toll Free: 1-866-381-7600

TTY: 1-866-469-7600

After Hours Emergency On-Call: 734-238-7246

Customer Services: 734-722-6364

Office of Rights and Advocacy: 734-722-4734

CMH Office of Recipient Rights Hotline: 1-888-339-5595

Michigan Relay: 1-800-649-3777 or dial 711

ADVOCACY CONTACTS:

The Arc Dearborn: 313-562-1787

The Arc of Detroit: 313-831-0202

The Arc Downriver: 734-283-0710

The Arc of Northwest Wayne County: 313-532-7915

The Arc of Western Wayne County: 734-729-9100