



**Community Living Services, Inc.**

**Oakland County**

**Handbook of Services**

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## YOUR CONTACTS

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Support Coordinator/Independent  
Support Coordinator

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Self-Determination Coordinator

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Phone Number

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Phone Number

Community Living Services  
Oakland County Division  
24200 Woodward Avenue  
Pleasant Ridge, MI 48069  
Phone: 248-547-2668  
Toll Free: 1-866-381-7600  
Customer Service: 248-547-2668  
After Hours Emergency On-Call: 734-238-7246  
TTY: 1-866-469-7600  
Fax: 248-547-3052  
[www.comliveserv.com](http://www.comliveserv.com)

If you need someone to help you understand this information, or if you need this document translated, call your Support Coordinator/Independent Support Coordinator or Diana Kaszyca at 248-547-2668. Requests for this document to be translated will take 3-4 weeks to be processed.

This information is accurate as of January 3, 2020. For the most current information, contact Community Living Services at 248-547-2668.

This handbook can be made available in large print, Braille, and electronically upon request.

## OUR MISSION

To assist and advocate for each person:

- To exercise control and authority over his/her own life
- To live a life of freedom, with opportunity and relationships as do family, friends, and neighbor
- To share in full community membership and citizenship

## **OUR 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 control of resources to implement them.

## **SELF-DETERMINATION**

Self-Determination begins with the Person-Centered Planning process where dreams 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 life
- Choose services
- Choose where and with whom they want to live
- Get involved in the community

The individual chooses their own Service Providers rather than having an agency do it. This allows them to evaluate and control the quality of the services.

After a plan and a budget are set up, a Support Coordinator works with an individual in choosing Service Providers. Your money is handled by an organization called a Fiscal Intermediary. This is a company such as a bookkeeping or accounting firm. It handles the person's individual budget. The payments are authorized by the person and the Support Coordinator helps keep track of the budget. An individual controlling their own budget is the key to economic and personal freedom in the Self-Determination process.

## ***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.

## **COMMUNITY LIVING SERVICES, INC.**

Community Living Services, Inc., Oakland County Division (CLS-OC) is a non-profit organization that promotes community inclusion, full citizenship and a self-determined life for people with developmental disabilities. CLS is contracted by the Oakland Community Health Network (OCHN). In other words, CLS works with a network of providers that offers community supports and services and provides staff to assist with coordination of those services.

CLS-OC serves approximately 842 adults and children with developmental disabilities in Oakland County. CLS-OC works to provide supports suited to an individual's wants and needs in a manner that the individual, his or her family and support circle direct and control.

CLS-OC provides people with Person-Centered Planning and Supports Coordination to assist with:

- Housing
- Employment
- Community Resources
- Public Entitlements
- Access to Health and Therapeutic Services
- Transportation
- Networking within Communities to Build Relationships

## **SERVICES**

The services and supports offered through CLS include:

- Advocacy & Support
- Behavioral Health Supports
- Behavioral Health Treatment/ Applied Behavioral Analysis (ABA)

- Children's Services
- Clinical Supports
- Community living supports
- Durable Medical Equipment Procurement & Environmental Modifications
- Emergency & Crisis Services
- Gentle Teaching
- Independent Facilitation
- Medical & Pharmaceutical Supports
- Medication Treatment Review Committee
- Respite Care
- Rights Protection & Advocacy
- Rights Restrictions Due Process Committee
- Self-Determination: Individualized Budgets
- Skill-Building Services
- Substance Abuse Services
- Supported Employment Services, including Micro Enterprises
- Supported Independent Living Services
- Supports Coordination

## **Oakland Community Health Network (OCHN)**

OCHN is a Prepaid Inpatient Health Plan (PIHP) and a Manager of Public Policy Organization under contract with Michigan Department of Community Health in Lansing. OCHN is the starting point to access mental health services in Oakland County. OCHN has a network of organizations, under contract, that provide mental health and substance abuse services and supports in Oakland County. Community Living Services of Oakland County (CLS) is one of several Core Provider Agencies that are contracted with OCHN to provide mental health services to people with intellectual and developmental disabilities, people with serious mental illness, and children with Serious Emotional Disturbances in Oakland County. There are two Core Provider Agencies including CLS that provide services to individuals with developmental disabilities.

### ***For Individuals with Intellectual and Developmental Disabilities***

Community Living Services Oakland County Division  
 24200 Woodward Avenue  
 Pleasant Ridge, MI 48069  
 248-547-2668

Annette Downey, President and CEO  
Lisa Ballien, Executive Director of Oakland County Division  
Dr. Tony Kim, Medical Director  
After Hours: (734) 238-7246

MORC  
1270 Doris  
Auburn Hills, MI 48326  
248-276-8000

***For Individuals with Serious Mental Illness***

Community Network Services  
279 Summit Drive  
Waterford, MI 48328  
248-745-4900

Community Network Services  
38855 Hills Tech Drive  
Farmington, MI 48331  
248-994-8001

Easter Seals – Michigan  
2399 E. Walton Blvd.  
Auburn Hills, MI 48326  
248-475-6400

Easter Seals Adult Mental Health  
22170 W. Nine Mile  
Southfield, MI 48034  
248-372-6800

Training and Treatment Innovations  
1225 E. Big Beaver Rd.  
Troy, MI 48083  
248-524-8801

Training and Treatment Innovations  
1450 S. Lapeer  
Oxford, MI 48371  
248-969-9932

***For Children with Serious Emotional Disturbance***

Easter Seals – Family Mental Health  
2399 E. Walton Blvd.  
Auburn Hills, MI 48326  
248-475-6300

Oakland Family Services  
114 Orchard Lake Rd.  
Pontiac, MI 48341  
248-858-7766

**FUNDING**

Funding for Michigan’s public mental health system comes from a combination of federal and state dollars, including Medicaid funds. This funding flows from the state of Michigan’s Department of Health and Human Services through a network of county Community Mental Health Agencies and Authorities. In Oakland County, OCHN is the major funding source for CLS-OC.



## **SERVICE CAPACITY**

The number of people who receive supports through CLS-OC is determined by the number of people who choose CLS-OC as their Core Provider Agency. As of December 31, 2019, CLS-OC supports approximately 842 people.

## **WHAT NETWORK PROVIDERS DO**

The CLS network has over 150 service providers that help with housing, personal assistance, finding a job /skill building and clinical services. CLS works with schools to help with transitioning people from school to employment and works with several community organizations building partnerships and resources for people supported by CLS.

## **ACCREDITATION**

CLS maintains accreditation through CARF, an international, not-for-profit organization that accredits human service providers. Accreditation shows that a provider has met standards for the quality of its services. CLS has been accredited by CARF since 2001. From 1996-2001, CLS, Inc. was accredited by The Council.

## **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 CLS at 248-547-2668.

Business Hours: 8:00 a.m. to 4:30 p.m. Monday –Friday  
248-547-2668 (Lori Lindstrom)  
TTY: 1-866-469-7600

After business hours, call the Emergency On-Call Supervisor at:  
734-238-7246.

## **ACCESSIBILITY ACCOMMODATIONS AND LANGUAGE ASSISTANCE**

### ***Accessibility and Accommodations***

In accordance with federal and state laws, all building of CLS are required to be physically accessible to individuals with qualifying 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 of CLS. For more information or for questions about accessibility or service/support animals, contact a CLS Support Coordinator or Lori Lindstrom at 248-547-2668.

If you need to request an accommodation on behalf of yourself or a family member or friend, you can contact your Support Coordinator or Lori Lindstrom at 248-547-2668. You will be told how to request an accommodation (this can be done over the phone, in person, or in writing) and you will be told who at the agency is responsible for handling accommodation requests.

### ***Language Assistance***

If you use a TTY, please 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 your Support Coordinator or Diana Kaszyca at CLS-OC at 248-547-2668 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 your Support Coordinator or Diana Kaszyca at CLS-OC at 248-547-2668 so that arrangements can be made for an interpreter. Interpreters are available at no cost.

If an individual needs Braille assistance, contact your Support Coordinator or Diana Kaszyca at CLS-OC at 248-547-2668 so that arrangements for Braille materials can be made. Braille materials are available at no cost.

## **HOW TO ACCESS SERVICES**

### ***Eligibility for Services***

People who live in Oakland County and meet the criteria listed in the Michigan Mental Health Code for persons with a developmental disability are eligible for services and supports. The Code 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 you or not allow you to do things in three or more of the following activities:

- Taking care of yourself
- Receptive and expressive language
- Learning
- Mobility
- Self-direction
- Ability to live by yourself
- Ability to make money on your own

### ***Eligibility Screening and Intake Process***

Mental Health Services in Oakland County are accessed via Oakland Community Health Network (OCHN) in their ACCESS Department at 1-248-464-6363. OCHN will complete a comprehensive assessment and review any documentation a person may have to substantiate their disability. OCHN will determine the person's eligibility as a person with mental health concerns, serious emotional disturbance, or intellectual and developmental disabilities. If the person is found eligible for services, they are provided with a choice of service providers who serve that population. They will then make an intake appointment with the agency they select. That agency will meet with the person to conduct an intake meeting and initiate services. An intake meeting will be offered within 14 days from the time of the eligibility determination. If the person is being discharged from inpatient treatment, an appointment will be scheduled within 7 days.

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

### ***Non-Emergency Services***

To access non-emergency related services through CLS please call your Support Coordinator or the CLS office at 248-547-2668. If your

Support Coordinator is not available, and it is after hours please contact the CLS On-Call Supervisor at 734-238-7246.

### ***Crisis or Emergency After-Hours Access to Services***

A mental health emergency is when a person can reasonably be expected in the near future to harm him/herself or another, or because of his/her inability to meet his/her basic needs is at risk of harm, or the person's judgment is so impaired that he or she is unable to understand the need for treatment and that their condition is expected to result in harm to him/herself or another individual in the near future. You have the right to receive emergency services at any time, 24-hours a day, seven days a week, without prior authorization for payment of care.

If you have a mental health emergency, you should seek help right away. At any time during the day or night call the CLS After Hours Emergency On-Call System at 734-238-7246. You will reach an Emergency On-Call Supervisor who can assist you in accessing the help that you need. You can also contact Common Ground 24 Hour Resource and Crisis Helpline at 1-800-231-1127.

If you are having a mental health emergency, you should seek help right away. At any time during the day or night call:

Common Ground 24 Hour Resource and Crisis Helpline  
1-800-231-1127

The Common Ground 24-Hour Resource and Crisis Helpline provides crisis intervention, suicide prevention, mental health information, and referral to services throughout Oakland County.

### ***Post Stabilization Services***

After you receive emergency mental health care and your condition is under control, you may receive mental health services to make sure your 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 your condition has been stabilized, you must follow-up with a provider associated with your Core Provider Agency. To enroll in CLS or one of the other Core Provider Agencies you must be an Oakland County resident and have or be eligible for Medicaid. You may contact the ACCESS Center at 1-800-231-1127 to schedule an intake appointment.

## ***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 network. CLS will work to identify services needed, agree upon a fee with the provider, and arrange for payment.

## **PAYMENT FOR SERVICES**

If you are enrolled in Medicaid and meet the criteria for the specialty mental health and substance abuse services, the total cost of your authorized mental health or substance abuse treatment will be covered. If you are a Medicaid beneficiary with a deductible (“spend-down”), as determined by the Michigan Department of Human Services (DHS), you may be responsible for the cost of a portion of your services.

## **YOUR FINANCIAL RESPONSIBILITIES**

As you take more control over your life, you must also assume greater responsibility. CLS, Inc. will partner with you and your Support Circle to explore all resources for supports and services included in your plan. These resources include the following:

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

The State of Michigan requires an evaluation of your Ability to Pay (ATP) for services and supports. This is done with the help of CLS, Inc., which completes an Ability to Pay Determination to decide your financial responsibility for qualified mental health care services.

## **COORDINATION OF CARE**

To improve the quality of services, CLS wants to coordinate your care with the person that cares for your physical health. If you are also receiving substance abuse services, your mental health care should be coordinated with those services. Being able to coordinate with all providers involved in treating you improves your chances for recovery, relief of symptoms and improved functioning. Therefore, you are encouraged to sign a Release of Information so that information can be shared. If you do not have a medical doctor and need one, contact your Support Coordinator and he or she will assist you in identifying one.

## **SERVICE AUTHORIZATION**

Services you request must be authorized or approved by CLS. CLS may approve all, some or none of your requests. You will receive notice of a decision within 14 calendar days after you have requested the service, or within 3 business days if the request is emergent.

Any decision that denies a service you request or denies the amount, scope or duration of the service that your request will be made by a health care professional who has the appropriate clinical expertise in treating your condition. Authorizations are made according to medical necessity and in accordance with the Michigan Mental Health Code. If you do not agree with a decision that denies, reduces suspends or terminates a service, you may appeal that decision.

## **PERSON CENTERED PLANNING**

The process used to design your individual plan of mental health supports, service, or treatment is called “Person-Centered Planning (PCP).” PCP is your right and is protected by the Michigan Mental Health Code.

The process begins when you determine whom, beside yourself, you would like at the Person-Centered Planning meetings, such as family members or friends, and what staff from CLS you would like to attend. You will also decide when and where the Person-Centered Planning meetings will be held. Finally, you will decide what assistance you might need to help you participate in and understand the meetings. During Person-Centered Planning, you will be asked about your hopes and dreams, and will be helped to develop goals or outcomes you want to achieve. The people attending this meeting will help you decide what supports, services or treatment you need, who you would like to provide these services, how

often you need the service, and where it will be provided. You have the right, under federal and state laws, to a choice of providers.

After you begin receiving services, you will be asked from time to time how you feel about the supports, services or treatment you are receiving and whether changes need to be made. You have the right to ask at any time for a new Person-Centered Planning meeting if you want to talk about changing your plan of service.

You have the right to “independent facilitation” of the Person-Centered Planning process. This means that you may request that someone other than the Support Coordinator/Independent Support Coordinator conduct your planning meetings. You have the right to choose from available independent facilitators.

Children under the age of 18 with an intellectual and developmental disability also have the right to Person-Centered Planning. However, Person-Centered Planning 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 pre-planning and Person-Centered Planning using “family-centered practice” in the delivery of supports, services and treatment to their children.

### ***Topics covered during Person-Centered Planning***

During Person-Centered Planning, you will be told about psychiatric advance directives, a crisis plan, and self-determination (see the descriptions below). You have the right to choose to develop any, all, or none of these.

### ***Psychiatric Advance Directive***

Adults have the right, under Michigan law, to a “psychiatric advance directive.” A psychiatric advance directive is a tool for making decisions before a crisis in which you may become unable to make a decision about the kind of treatment you want and the kind of treatment you do not want. This lets other people, including family, friends, and service providers, know what you want when you cannot speak for yourself.

### ***Crisis Plan***

You also have the right to develop a “crisis plan.” A crisis plan is intended to give direct care if you begin to have problems in managing your life or you become unable to make decisions and care for yourself. The crisis plan would give information and direction to others about what you would like done in the time of crisis. Examples are friends or relative to be called, preferred medicines, or care of children, pets, or bills.

## ***Self-Determination***

Self-Determination is an option for payment of medically necessary services you might request if you are an adult beneficiary receiving mental health services in Michigan. It is a process that would help you design and exercise control over your own life and direct a fixed amount of dollars that will be spent on your authorized supports and services, often referred to as an “individual budget.” You would also be supported in your management of providers.

## **SERVICE ARRAY**

### **Mental Health Medicaid Specialty Supports and Services Descriptions**

Note: If you are a Medicaid beneficiary and have a serious mental illness, or serious emotional disturbance, or an intellectual and developmental disabilities, or a substance use disorder, you may be eligible for some of the Mental Health Medicaid Specialty Supports and Services listed below.

Before services can be started, you will take part in an assessment to find out if you are eligible for services. It will also identify the services that can best meet your needs. You need to know that not all people who come to us are eligible, and not all services are available to everyone we serve. If a service cannot help you, your Community Mental Health Agency will not pay for it. Medicaid will not pay for services that are otherwise available to you from other resources in the community.

During the Person-Centered Planning process, you will be helped to figure out the medically necessary services that you need, and the sufficient amount, scope, and duration required to achieve the purpose of those services. You will also be able to choose who provides your supports and services. You will receive an individual plan of service (PCP) that provides all this information.

In addition to meeting medically necessary criteria, services listed below marked with an asterisk \* require a doctor’s prescription.

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-medicare/manuals/MedicaidProvidermanual.pdf](http://www.mdch.state.mi.us/dch-medicare/manuals/MedicaidProvidermanual.pdf)

**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 abuse 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 to better take care of themselves, or to better interact in the places where they live, work, and play.

**\*Behavioral Health Treatment – Applied Behavioral Analysis (ABA)** When a behavior is followed by some sort of reward, the behavior is more likely to be repeated. Through decades of research, the field of behavior analysis has developed many techniques for increasing useful behaviors and reducing those that may cause harm or interfere with learning for individuals with Autism. Applied behavior analysis (ABA) is the use of these techniques and principles to bring about meaningful and positive change in behavior for individuals with Autism.

**Behavior Treatment 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 services may include a plan that talks about the behavior. This plan is often called a "behavior treatment plan." The behavior treatment plan is developed during Person-Centered Planning and then is approved and reviewed regularly by a team of specialists to make sure that it is effective and dignified and continues to meet the person's needs.

**Clubhouse Programs** are programs where members (consumers) 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** are 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)** are activities provided by paid staff that help adults with either serious mental illness or developmental disabilities live independently and participate actively in the community. Community Living

Supports help train, teach, and guide individuals with intellectual and developmental disabilities to eventually complete a task independently.

**Crisis Interventions** are unscheduled individual, or group services aimed at reducing or eliminating the impact of unexpected events on 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 your health condition(s) when a person's Medicaid Health Plan does not cover these items.

**\*Environmental Modifications** are 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 first, before using Medicaid funds for environmental modifications.

**Extended Observation Beds** (or 23-hour stay units) are used to stabilize 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** is 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 Management Services** help individuals manage their service and supports budget and pay providers if they are using a "self-determination" approach.

**Health Services** include assessment, treatment, and professional monitoring of health conditions that are related to or impacted by a person's mental health condition. A person's primary doctor will treat any other health conditions that they may have.

**Home-Based Services** for Children and Families are provided in the family home or in another community setting. Services are designed individually for each family, and can include things like mental health therapy, crisis intervention, service coordination, or other supports to the family.

**Housing Assistance** is assistance with short-term, transitional, or one-time-only expenses in an individual's own home that his/her resources and other community resources could not cover.

**Intensive Crisis Stabilization** is another 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 another community setting.

**Medication Administration** is when a doctor, nurse, or other licensed medical provider gives an injection, or an oral medication 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.

**\*Occupational Therapy** includes the evaluation by an occupational therapist of an individual's ability to do things in order to take care of themselves every day, and treatments to help increase these abilities.

**Partial Hospital Services** include psychiatric, psychological, social, occupational, nursing music therapy, and therapeutic recreational services in a hospital setting, 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 consumers of 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 individual recovery journey and are provided by individuals who are in recovery from serious mental illness.

**Personal Care in Specialized Residential Settings** assists an adult with mental illness or developmental disabilities with activities of daily living, self-care and basic needs, while they are living in a specialized residential setting in the community.

**\*Physical Therapy** includes the evaluation by a physical therapist or 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** provide short-term relief to the unpaid primary caregivers of people eligible for specialty services. Respite provides temporary alternative care, either in the family home, or in another community setting chosen by the family.

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

**\*Speech and Language Therapy** includes the 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 Abuse Treatment Services** (descriptions follow the mental health services)

**Supports Coordination or Targeted Case Management:** A Supports Coordinator or Case Manager is a staff person who helps write an individual plan of service and makes sure that the services are delivered. His or her role is to listen to a person's goals, and to 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 or case manager 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 adults who are eligible for mental health services find and keep paid employment in the community.

**Transportation** may be provided to and from a person's home in order for them to take part in a non-medical Medicaid-covered service.

**Treatment Planning** assists the person and those of his/her 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 maintain the child in the family home.

### ***Services for Only Habilitation Supports Waiver (HSW) and Children's Waiver Participants***

Some Medicaid beneficiaries are eligible for special services that help them avoid having to go to an institution for people with developmental disabilities or nursing home. These special services are called the Habilitation Supports Waiver and the Children's Waiver. In order to receive these services, people with developmental disabilities need to be enrolled in either of these "waivers." The availability of these waivers is very limited. People enrolled in the waivers have access to these services listed above as well as those listed here:

**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 provide 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 a community setting. These are devices that are used to call for help in an emergency.

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

**Private Duty Nursing** (for HSW enrollees) is individualized nursing services provided in the home, as necessary to meet specialized health needs.

**Specialty Services** (for Children's Waiver enrollees) are 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 Abuse treatment services listed below are covered by Medicaid. These services are available through Common Ground.

**Access, Assessment and Referral** determines the need for substance abuse services and will assist in getting to the right services and providers.

**Outpatient Treatment** includes counseling for the individual, and family and group therapy in an office setting.

**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 abuse outpatient treatment.

**Sub-Acute Detoxification** is medical care in a residential setting for people who are withdrawing from alcohol or other drugs.

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

*If you receive Medicaid, you may be entitled to other medical services not listed above. Services necessary to maintain your physical health are provided or ordered by your primary care doctor. If you receive Community Mental Health services, your local community mental health services program will work with your primary care doctor to coordinate your physical and mental health services. If you do not have a primary care doctor, your local community mental health services program will help you find one.*

Note: Home Help Program is another service available to Medicaid beneficiaries who require in-home assistance with activities of daily living and household chores. In order to learn more about this service, you may call your local Michigan Department of Human Services' number below or contact the CLS Customer Service Department for assistance.

## **RECOVERY AND RESILIENCY**

“Mental health recovery is a journey of healing and transformation enabling a person with a mental health problem to live a meaningful life in a community of his or her choice while striving to achieve his or her potential.”

Recovery is an individual journey that follows different paths and leads to different locations. Recovery is a process that we enter into and is a life long attitude. Recovery is unique to each individual and can truly only be defined by the individual 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 Person-Centered Planning 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 Recovery 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 and their families. It refers to the individual’s ability to become successful despite challenges they may face throughout their life.

Office & Location	Phone Number	Fax	Zip Codes Served
<b>Central Administration</b> 51111 Woodward Ave Pontiac, MI 48342	248-975-4800	248-975-4855	Serving all Oakland County Zip Codes
<b>Administration I Children's Services</b> 51111 Woodward Ave Pontiac, MI 48342  <i>Children and Adult PS District</i> <i>Adult Home Help</i>	248-975-5400  855-444-3911 248-758-7686	248-975-5550 CPS Fax Only: 248-975-5521	Serving all Oakland County Zip Codes
<b>District II Madison Heights</b> 30755 Montpelier Madison Heights, MI 48071-4698  <i>General Services District</i>	248-583-8700	248-583-8853 (Incoming Only) 248-583-8841 (Main Fax) 248-583-8766 (Main Fax)	48008-10 (Birmingham); 48017 (Clawson); 48025 (Franklin & Beverly Hills); 48030 (Hazel Park); 48067-68, 73 (Royal Oak); 48069 (Pleasant Ridge); 48070 (Huntington Woods); 48071 (Madison Heights); 48072 (Berkley); 48075-76 (Southfield/Lathrup Village); 48083-85, 95 (Troy); 48220 (Ferndale); 48237 (Oak Park); 48301-03 (Bloomfield Twp.); 48304 (Bloomfield Hills); 48307-09 (Rochester Hills)
<b>District III Southfield</b> 25620 W. 8 Mile Rd. Southfield, MI 48033  <i>General Services District</i>	248-262-6400	248-262-6492	48033-34 (Southfield); 48165 (New Hudson); 48167 (Northville); 48178 (South Lyon); 48320 (Keego Harbor); 48322-25 (West Bloomfield); 48327, 48329 (Waterford); 48331-34 (Farmington Hills); 48335-36 (Farmington); 48350 (Davisburg); 48356-57 (Highland); 48374-77 (Novi); 48380-81 (Milford); 48382 (Commerce Twp.); 48383, 86 (White Lake); 48387 (Union Lake); 48390 (Walled Lake); 48393 (Wixom)
<b>District IV Pontiac-Saginaw St.</b> 51111 Woodward Ave 5 <sup>th</sup> Floor Pontiac, MI 48342-2067  <i>General Services District</i>	248-975-5200	248-541-1783	48003 (Almont); 48306 (Rochester); 48321, 26 (Auburn Hills); 48328 (Waterford); 48340-43 (Pontiac); 48346-48 (Clarkston); 48359 (Orion Twp.); 48360-62 (Lake Orion); 48363 (Oakland Twp.); 48366 (Lakeville); 48367 (Leonard); 48370-71 (Oxford); 48430 (Fenton); 48442 (Holly); 48462 (Ortonville)



## MEDICAID SERVICES HEALTH PLAN

If you are enrolled in a Medicaid Health Plan, the following kinds of health care services are available when your medical condition requires them.

- Ambulance
- Chiropractic
- Doctor visits
- Family planning
- Health check ups
- Hearing aids
- 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 you are enrolled in one of the health plans listed below you can contact the health plan directly for more information about the services listed above. If you are not enrolled in a health plan or do not know the name of your health plan, you can contact CLS for assistance.

### **Aetna Better Health of Michigan**

1333 Gratiot, Suite 400

Detroit, MI 48207

(866) 316-3784

<http://aetnabetterhealth.com/michigan>

### **Blue Cross Complete of Michigan**

100 Galleria Officentre Ste. 210

Detroit, MI 48226

(800) 228-8554

<http://www.mibcn.com>

### **Trusted Health Plan Michigan, Inc.**

600 Renaissance Center, Suite 2100

Detroit, MI 48243

(844) 427-2671  
[www.trustedhpmi.com](http://www.trustedhpmi.com)

**United Healthcare Community Plan**  
26957 Northwestern Highway  
Suite 400  
Southfield, Michigan 48033  
(248) 559-5656  
(800) 903-5253  
[www.uhcommunityplan.com](http://www.uhcommunityplan.com)

**Molina Healthcare of Michigan**  
880 W. Long Lake Rd.  
Troy, Michigan 48084  
(248) 925-1700  
(888) 898-7969  
[www.molinahealthcare.com](http://www.molinahealthcare.com)

**Total Health Care**  
3011 West Grand River Blvd, Suite 1600  
Detroit, Michigan 48202  
(313)871-2000  
(800) 826-2862  
[www.totalhealthcareonline.com](http://www.totalhealthcareonline.com)

**Meridian Health Plan of Michigan, Inc.**  
1 Campus Martius Suite 700  
Detroit, Michigan 48226  
(888) 437-0606  
[www.mhplan.com](http://www.mhplan.com)

**McLaren Health Plan**  
G 3245 Beecher Road, Suite 200  
Flint, MI 48532  
(888) 327-0671  
[www.mclarenhealthplan.org](http://www.mclarenhealthplan.org)

## **SERVICES NOT COVERED**

For a complete list of services that are not covered by CLS or OCHN, please contact OCHN Customer Service at 1-800-341-2003.

Examples of non-covered services are as follows:

**Developmental Disabilities Institute /Wayne State University**  
4809 Woodward  
268 Leonard Simons Bldg 6

Detroit, MI 48202  
(313) 577-2654

**Ann Arbor Center for Developmental and Behavioral Pediatrics**  
3031 Miller Road  
Ann Arbor, MI 48103  
(734) 997-9088

## **GRIEVANCES AND APPEALS PROCESSES**

As an Applicant for or Recipient of Mental Health Services, you have the right to exercise several options if your request for services or supports is denied reduced, suspended or terminated, or if you disagree with any part of your Personal Plan regarding your current services and supports.

### ***Grievances***

You have the right to say that you are unhappy with your services or supports or the staff who provide them, by filing a “grievance.” You can file a grievance any time by calling, visiting, or writing to Oakland Community Health Network (OCHN). You will be given detailed information about grievance and appeal processes when you first start services and then again annually. You may ask for this information at any time by contacting the CLS.

### ***Appeals***

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

You may:

- Ask for a “Local Appeal” by contacting OCHN at 800-341-2003 and/or
- After completion of a Local Appeal if still dissatisfied you can ask for a Medicaid Fair Hearing before an administrative law judge (a state appeal).

Your appeal will be completed quickly, and you will have the chance to provide information or have someone speak for you regarding the appeal. You may access

any of or multiple options as presented below at the same time if you do not agree with a decision that is made that denies your request for services, or reduces, suspends or terminates services that you already receive, or you do not agree with a part of your Personal Plan.

You may speak with the CLS Representative at 1-248-547-2668. The representative will:

- Help you address your concerns using the Local Dispute Resolution Process. If necessary, the CLS Representative will schedule a meeting with you and the involved parties to seek resolution to your concerns.
- Arrange for a Second Opinion, if you are denied mental health services from CLS
- Help you secure a Second Opinion if you are denied hospitalization.
- Assist you with filing an appeal. If you receive Medicaid benefits and the action involves a service paid for by Medicaid, CLS will assist you if you wish to request a Medicaid Fair Hearing after completion of a Local Appeal.
- Help you exercise any of the options mentioned below. The CLS Representative will answer your questions and help you complete any forms necessary.

You may file a Recipient Rights Complaint with the Oakland Community Health Network Office of Recipient Rights by calling:

1-877-744-4878

If you wish to mail your complaint, please send it to:

Oakland Community Health Network  
Office of Recipient Rights  
5505 Corporate Dr. #2614  
Troy, Michigan 48098

If you receive Medicaid benefits and the action involves a service paid for by Medicaid, you have the additional option of requesting a Medicaid Fair Hearing within 90 days through the Michigan Department of Health and Human Services. (MDHHS) by a completed MDHHS Request for Administrative Hearing form or by writing to the following:

**REQUEST FOR STATE FAIR HEARING**  
Michigan Department of Health and Human Services  
Michigan Administrative Hearing System  
PO Box 30763  
Lansing, MI 48909

You may also call the Administrative Tribunal at 1-800-648-3397 for additional information, Fax 517-763-0146

## **RECIPIENT RIGHTS**

Every person who receives public mental health services has certain rights. The Michigan Mental Health Code protects some rights. Some of your 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 Office of Recipient Rights (ORR) was created to protect the rights of people in the State of Michigan who receive mental health services. Examples of protected rights guaranteed by the Michigan Mental Health Code are:

- suitable services, including a safe and humane living environment
- treatment suited to condition
- the right to use one's personal property, and spend their own money as chosen
- freedom of movement, which includes the right to live in the least restrictive environment possible
- freedom from abuse and neglect

Alleged violations of the rights of people receiving supports from CLS, Inc. will be investigated. A complaint may be filed by calling the 24-hour, toll-free hotline which is: 1-877-744-4878. You can also mail in your complaint to:

Oakland Community Health Network  
5505 Corporate Dr. #2614  
Troy, MI 48098

More information about your many rights is contained in the booklet titled "Your Rights." You will be given this booklet and have your rights explained to you when you first start services, and then once again every year. You can also ask for this booklet at any time.

You may file a Recipient Rights complaint any time if you think staff violated your rights. You can make a rights complaint either orally or in writing.

If you receive substance abuse services, you have rights protected by the Public Health Code. These rights will also be explained to you when you start services and then once again every year. You can find more information about your rights while getting substance abuse services in the "Know Your Rights" pamphlet.

You may contact your local community mental health service program to talk with a person in the Recipient Rights Office with any questions you may have about your rights or to get help to make a complaint. CLS can also help you make a complaint. You can contact the Office of Recipient Rights at 1-877-744-4878.

Your Supports Coordinator should discuss with you your rights annually and give you a copy of the “Your Rights” handbook.

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 right has been violated, appropriate action will be recommended. A summary report of the investigation is sent to the complainant, the person, and the guardian (if applicable). A notice of your appeal rights and an explanation of the process are sent with the summary report. CLS, Inc. has a policy that prohibits retaliation against anyone who files a Recipient Rights complaint.

## **FREEDOM FROM RETALIATION**

If you use public mental health or substance abuse services, you are free to exercise your 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 mean of coercion, discipline, convenience or retaliation.

## **CONFIDENTIALITY AND FAMILY ACCESS TO INFORMATION**

You have the right to have information about your mental health treatment kept private. You also have the right to look at your own clinical record which is fully maintained in an Electronic Health Record. You may also add a formal statement about them if there is something you do not like. Generally, information about you can only be given to others with your permission. However, there are times when your information is shared in order to coordinate your treatment when it is required by law.

Family members have the right to provide information to CLS about you. However, without a Universal Consent signed by the individual, 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 Universal Consent to share with others.

If a person is receiving substance abuse services, they have rights related to confidentiality specific to substance abuse services.

Under HIPAA (Health Insurance Portability and Accountability Act), you will be provided with an official Notice of Privacy Practices from CLS. This notice will tell you all the ways that 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 feel their rights to privacy has been violated.

If a person feels their confidentiality rights have been violated, they can call OCHN Recipient Rights office at 1-877-744-4878.

## **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:** Michigan Health Care program for certain low-income adults who are not eligible for the Medicaid program. Contact CLS for more information. This is a narrowly defined benefit that does not entitle you 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.

**CA:** An acronym for Substance Abuse Coordinating Agency. The CAs in Michigan manage services for people with substance use disorders.

**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 or Medicaid services. State

administrative law judges who are independent of the Michigan Department of Community Health perform the 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 the individual's income during that month. Once the individual's income has been reduced to a state-specified level, the individual qualifies for Medicaid benefits for the remainder of the month.

**Intellectual and 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.

**Health Insurance Portability and Accountability Act of 1996 (HIPAA):** This legislation is aimed, in part, at protecting the privacy and confidentiality of patient information. Patient means any recipient of public or private health care, including mental health care, services.

**MDCH:** An acronym for Michigan Department of Community Health. This state department, located in Lansing, 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 his/her mental health, intellectual and developmental disability or substance use (or any other medical) condition. Some services assess needs and some services help maintain or improve functioning.

**Michigan Mental Health Code:** 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.

**MIChild:** 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 Service Department or your Supports Coordinator for more information.

**PIHP:** An acronym for Prepaid Inpatient Health Plan. There are 18 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 a 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 abuse supports and services that are managed by the Pre-paid Inpatient Health Plans.

**SED:** An acronym for Serious Emotional Disturbance, and as defined by the Michigan Mental Health Code, means 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 the power of 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, welfare, or a combination there of.

## **SUPPORT COORDINATION AND INDEPENDENT SUPPORT COORDINATION**

The Support Coordinator or Independent Support Coordinator is the primary contact for you, your chosen representative, and family members. Your Support Coordinator serves as your advocate and coordinator of supports and services. They will encourage you to connect with family, friends, and get involved in meaningful relationships. They are responsible for following Person-Centered Planning and the CLS, Inc. Guiding Principles while working on your behalf for necessary supports identified within the Person Centered Plan. Support Coordinators/Independent Support Coordinators can help you with the following:

- Person Centered Planning (dreams, needs, etc.)
- Setting up yearly or desired meetings
- Concerns about your home
- Progress toward dreams/goals
- Health concerns
- School
- Finding a job
- Things to do in the community
- Volunteer activities
- Finances (SSI/SSB, Medicaid/Medicare)
- Advocacy

CLS has a network of credentialed Support Coordinators/Independent Support Coordinators who are available for you to interview and select. If you know someone who meets the qualifications of a Support Coordinator and wishes to provide this service for you, they can become a part of the credentialed network by successfully completing all of the credentialing requirements. You may contact CLS at any time if you wish to interview a different Support Coordinator.

## **CLS, INC. PARTNERSHIPS WITH PEOPLE AND FAMILIES**

You and your family are the experts who know your wants and needs. You and your support circle have a right to make choices that will be in your best interest. This partnership actively includes people and families in the planning, development, implementation, and evaluation of Person Centered Plans. All are

involved in a partnership for the wise use of public funds and the responsibility that comes with independence.

You are also a partner with CLS, Inc. Our organizational by-laws include a requirement for one-third primary and secondary consumer representation on the CLS, Inc. Board of Directors as well as the various committees that meet at CLS, Inc. That means that decisions about policy and oversight of agency operations are continually done by people who use CLS, Inc. services themselves or represent people who do. If you are interested in being a part of the CLS, Inc. Board of Directors or being a committee member, please call 734-467-7600 and ask for the President/CEO's assistant. CLS, Inc. will provide transportation to these meetings and you will be reimbursed if it interferes with your current job schedule.

## **COMMITMENT TO SAFETY**

CLS, Inc. is committed to offering you choices about your life. CLS, Inc. works to balance that with supporting you in a manner that reduces your 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.

## **REASONABLE ACCOMMODATIONS**

If you need accommodations to attend meetings, CLS, Inc. staff will meet with you and your Support Circle at times and places that are convenient and accessible. We will schedule meetings that are convenient for you, provide interpreters, and arrange conference rooms that will accommodate wheelchairs. If you have a need for reasonable accommodations, you may talk with your Support Coordinator of CLS Representative.

## **ASSISTIVE TECHNOLOGY**

CLS, Inc. supports your desire to communicate and control your 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. Some other examples of assistive technology include: special

buttons to open doors and answer phones, speech devices, ceiling tracks, specialized wheelchairs, computers and phones.

## **CLS, INC. STAFF INFORMATION**

All CLS, Inc. employees are expected to comply with the CLS Code of Ethics and must pass a criminal background check. They must also:

- Maintain State of Michigan licensing and/or certification, as appropriate for their jobs
- Receive annual Recipient Rights training
- Receive annual Cultural Diversity training
- Receive Health Insurance Portability and Accountability Act of 1996 (HIPAA) training
- Receive Safety/CPR/First Aid training

## **CONFLICT OF INTEREST**

Conflict of interest situations are prohibited by CLS, Inc. and its funding sources. CLS, Inc. 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.

## **GENTLE TEACHING**

The technique of Gentle Teaching uses positive approaches to help facilitate the removal of barriers between people. It breaks down the barriers of control and suggests that if you feel safe, loved, loving and connected, you will be able to lead a richer, fuller life. CLS, Inc. is committed to Gentle Teaching as a method to help people become members of their community which will enhance their lives.

## **CULTURAL DIVERSITY**

CLS, Inc. is committed to providing supports and services that are effective and sensitive to a multicultural population. CLS, Inc. values diversity and is committed

to serving people respectfully, competently and in an atmosphere free of discrimination and harassment.

CLS, Inc. has a Cultural Diversity Committee which explores the diverse ethnic and cultural differences represented by you, your staff, CLS staff, and people in surrounding communities. The Committee provides training to staff and providers to increase awareness and sensitivity regarding ethnic and cultural groups.

Translation, interpreter, Braille and sign language services are available upon request.

## **RISK VS. CHOICE**

CLS, Inc. believes that all people have the right to the dignity of risk. 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, Inc. is committed to getting to know the people we support and demonstrating due diligence to identify potential risks in their lives. CLS staff will take immediate action to safeguard people we support when there are identified health or safety concerns. Support Coordinators/Independent Support Coordinators will assure that the individual's Person Centered Plan clearly identifies what the concern is and how it is being addressed.

CLS, Inc. acknowledges that some people we support will make decisions that we deem potential risks to the person's safety or well-being. When we are aware of risky decisions, we are committed to the following:

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

## **POLICY AND PROCEDURE FOR USING RESTRICTIONS**

Any limitation, intrusion or restriction of your rights must be given consent by you or your chosen representative, if applicable. Your Circle must support the

proposed restriction and it must go into your Personal Plan. Included in it must be the proposed length of time for the restriction and a clear plan for the eventual elimination of it.

There are two different types of committees that review this information, the Behavior Treatment Review Committee (BTPRC) and the Medication Treatment Review Committee (MTRC).

The BTPRC reviews restrictions and intrusions put in place to protect your health and/or safety.

A restriction is a program or practice that limits your freedom of movement or access. Examples include:

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

Intrusions are those techniques that affect your bodily integrity, personal space or privacy to achieve therapeutic aims.

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 to complete the task)
- Use of psychotropic medication to change behavior when the behavior is not the result of a diagnosed psychiatric disorder

A Rights Representative from OCHN participates on the committee to make sure rights are protected and they monitor the process to make sure all plans for limitations/restrictions are in accordance with applicable law and policy. CLS, Inc. policy prohibits physical restraint.

The MMRC 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 MMRC are sent to the

prescribing psychiatrist for review. Your psychologist is usually the person who presents to the MMRC.

The Michigan Mental Health Code 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 AND ADVOCACY SERVICES, INC.**

Michigan Protection and Advocacy Service, Inc. 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

517-487-1755

Fax: 517-487-0827

Web site [www.mpas.org](http://www.mpas.org)

## **GLOSSARY OF TERMS**

**Accessible** – A characteristic of buildings and structures by which persons with limited mobility are able to move in or about those buildings and structures, also referred to as ‘barrier free’.

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

**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 intellectual and developmental disabilities as well as other disabilities. There are over 1400 local Arcs in the United States, each one supporting people with its own programming emphasis.

**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 effect movement and posture that 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 very well and are actively involved in the person’s life.

**Community Integration** – Being present and participating in the community at large. This includes having the opportunity to be employed, owning a home, participating in community events, volunteering, knowing others, be known within the community and generally be a part of the routines of a community.

**Community Mental Health Agency** – 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 Oakland County, it is the Oakland Community Health Network.

**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 bookkeeping or accounting firm) that receives handles and accounts for the funds used for the supports and services that have been authorized in the personal plan.

**Friends of Community Living Services (Friends)** –This organization is the fundraising subsidiary of CLS, Inc. Friends disburses money to expand and improve the lifestyles of people with developmental disabilities who receive supports from CLS, Inc. Through contributions and fundraising activities, Friends provides opportunities to individuals in developing relationships, community/family experiences, connections that can lead to support circle development, personal assistance, or the production of personal income.

**Gentle Teaching** – The technique of gentle teaching helps facilitate the removal of barriers between people. It breaks down the barriers of control and suggests that if you feel safe, loved, loving and connected, you will be able to lead a richer, fuller life. CLS, Inc. is committed to gentle teaching as a method to help people become members of their community which will enhance their lives.

**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. You can read about HIPAA at the CMS website, [www.cms.gov](http://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 a training curriculum. 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** – A budget driven by the 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.

**Michigan Mental Health Code** (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 an fee; 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.”

**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, as parent, relative, neighbor, church member or friend.

**Parents and Advocates of CLS, Inc.** – A support group for parents, guardians, family, friends and advocates of the people who are receiving supports through CLS, Inc. This organization is a registered member of the Michigan and national Arc.

**Personal Assistant** – One who is trained to provide support and care to a person. The Person Centered Plan authorizes and describes the personal assistance to be provided.

**Person Centered Plan** – A written plan completed as needed/requested, outlining the dreams of the individual, their choices for services, providers, and identifying the amount, duration and frequency of supports needed to maximize health and safety.

**Person-Centered Planning Process** – The process of planning for and supporting an individual receiving services that builds upon the individual’s capacity to engage in activities that promote community life and that honor the individual’s preferences, choices, and abilities. The Person-Centered Planning 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 developmental disabilities. The person may choose a provider to provide needed supports such as residential, vocational and/or clinical.

**Self-Advocacy** – People actively supporting their own causes, ideas or policies.

**Social Worker** - An individual, who possesses Michigan licensure as a master's social worker, or Michigan licensure as a bachelor's social worker, or has a limited license as a bachelor's social worker or master's social worker. Limited licensed social workers must be supervised by a licensed MSW (MCL 333.18501 - 507).

**Support Circle** – People who know and care about the individual and are committed to assisting the person communicate his/her vision of a desired future. They learn together and invent and implement new courses of action to make the vision a reality.

**Support Coordinator/Independent Support Coordinator** – An individual who serves as an advocate and broker of supports and services for persons with developmental disabilities. The Support Coordinator/Independent Support Coordinator focuses efforts on connecting people to networks of family, friends, and meaningful relationships. They are responsible to adhere to Person-Centered Planning and CLS, Inc. Operating Principles while advocating for necessary supports identified within the Person Centered Plan.

**Supported Employment** – 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 your needs. This is an agreement between you and the staffing agency; you interview the agency, hire the staff and at times may have to fire the staff.

## COMMON ACRONYMS

ABA	-Applied Behavior Analysis
ADA	- Americans with Disabilities Act
AAIDD	- American Association on Intellectual and Developmental Disabilities
AFC	- Adult Foster Care
APS	- Adult Protective Services
ARC	- Association for persons with Intellectual and other Disabilities
BSW	- Bachelor of Social Work
CAC	- Citizen's Advisory Council

CARF	- The Commission on Accreditation of Rehabilitation Facilities
CLS, Inc.	- Community Living Services, Inc.
CMHSP	- Community Mental Health Services Program
CP	- Cerebral Palsy
CPA	- Core Provider Agency
CSR	- Customer Services Representative
CSW	- Certified Social Worker
CTH	- Community Training Home (Foster Care)
DCH	- Department of Community Health
DCIS	- Department of Consumer and Industry Services
DD	- Developmental Disability
DDI	- Developmental Disabilities Institute of Wayne State University
DWIHN	- Detroit-Wayne Integrated Health Network
FIA	- Family Independence Agency
HIPAA	- Health Insurance Portability and Accountability Act
IEP	- Individual Education Plan
IPOS	- Individual Plan of Service
ISD	- Intermediate School District
LBSW	- Licensed Bachelors Social Worker
LMSW	- Licensed Masters Social Worker
LPN	- Licensed Practical Nurse
MI	- Mental Illness
MR	- Mental Retardation
MRCA	- Michigan Residential Care Association
MSW	- Master of Social Work
MTRC	- Medication Treatment Review Committee
OBRA	- Omnibus Budget Reconciliation Act of 1987
OCHN	- Oakland Community Health Network
ORR	- Office of Recipient Rights
OT	- Occupational Therapist
P&A	- Michigan Protection and Advocacy Services
P&A of CLS	- Parents & Advocates of Community Living Services
PCP	- Person-Centered Plan
PSY	- Psychologist
PT	- Physical Therapist
RRDPC	- Rights Restriction Due Process Committee
QIDP	- Qualified Intellectual Disability Professional
RD	- Registered Dietitian
RN	- Registered Nurse
RSDI	- Retirement Survivor Disability Benefits
RSW	- Registered Social Worker
SLP	- Speech and Language Pathologist
SSA	- Social Security Administration
SSDI	- Social Security Disability Benefits

SSI - Supplemental Security Income  
TTY - Teletypewriter for people with speech or hearing impairments

## **IMPORTANT PHONE NUMBERS**

CLS Oakland County Division	248-547-2668
CLS, Inc. Switchboard:	734-467-7600
Toll Free:	1-866-381-7600
TTY:	1-866-469-7600
After Hours Emergency On-Call:	734-238-7246
OCHN Office of Rights and Advocacy:	1-877-744-4878
Michigan Relay:	1-800-649-3777 or dial 711

## **ADVOCACY CONTACTS**

The Arc of Michigan <a href="http://www.arcmi.org">www.arcmi.org</a>	1-800-292-7851
The Arc of Oakland <a href="http://www.thearcoakland.org">www.thearcoakland.org</a>	1-248-816-1900
Autism Society of America: Oakland County Chapter <a href="http://www.asaoakland.org">www.asaoakland.org</a>	1-248-631-4612
NAMI: National Alliance on Mental Illness <a href="http://www.nami.org">www.nami.org</a>	1-800-950-6264
NAMI-Metro Detroit <a href="http://www.namimetro.org">www.namimetro.org</a>	1-248-348-7196
Michigan Protection and Advocacy Service: <a href="http://www.mpas.org">www.mpas.org</a>	1-800-288-5923