



Hiawatha Behavioral Health

Mission Statement

Hiawatha Behavioral Health partners with consumers and other community groups to support a quality of life for individuals with severe mental/emotional illness, developmental disabilities and those experiencing a crisis, by facilitating resilience, recovery, and independence.

Schoolcraft County

125 N. Lake Street
Manistique, MI 49854

906.341.2144 or toll free 1.800.839.9443

Mackinac County

114 Elliott Street
St. Ignace, MI 49781

906.643.8616 or toll free 1.800.839.9443

Chippewa County

3865 S. Mackinac Trail
Sault Ste. Marie, MI 49783

906.632.2805 or toll free 1.800.839.9443



The Commission on Accreditation
of Rehabilitation Facilities

Revised 10/01/13

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Hiawatha Behavioral Health

Fostering

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Hope

bagosendan

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Recovery

noojimo

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Wellness

Mino-bimaadizi

To The Citizens of

Chippewa, Mackinac and Schoolcraft Counties

1-800-839-9443 TTY (906) 632-5539

www.hbhcmh.org

Customer Service Guide

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Welcome To Hiawatha Behavioral Health

Fostering Hope, Recovery and Wellness to the People of Chippewa, Mackinac and Schoolcraft Counties

Hiawatha Behavioral Health (HBH) was formed on October 1, 1997, as the result of a merger between the Eastern Upper Peninsula and Schoolcraft County Community Mental Health Boards. Hiawatha Behavioral Health is governed by a 12 member Board of Directors, with an equal number of representatives from each of the three counties.

HBH is non-discriminatory; services are available regardless of race, color, nationality, religious or political belief, gender, age, disability, sexual orientation, or your ability to pay. Programs and services at Hiawatha Behavioral Health are partially funded by the Michigan Department of Community Health.

Mission

Hiawatha Behavioral Health partners with consumers and other community groups to support a quality of life for individuals with severe mental/emotional illness, developmental disabilities and those experiencing a crisis, by facilitating resilience, recovery, and independence.

Values

Hiawatha Behavioral Health places the utmost value on the following:

- Respect rights, choices, and needs of each individual
- Treat individuals with compassion, respect, and dignity
- Focus on the strengths of each person
- Continually strive to improve

Vision

To serve as a catalyst for positive social change, promote a philosophy of recovery, and assure the highest quality of behavioral health services in our community.

People and Mission - First and Always

Schoolcraft County Resource List

Mental Health Counseling

| | |
|---|----------------|
| Alliance Against Violence and Abuse | 906-341-0035 |
| Alliance Domestic violence Shelter (Escanaba) | 1-800-682-1649 |
| Sault Tribe Health Center | 906-341-7677 |
| Hiawatha Behavioral Health | 906-341-2144 |
| Hiawatha Behavioral Health toll free | 1-800-839-9443 |
| Sault Tribe Health Center | 906-341-7677 |
| Schoolcraft County Family Resource Center | 906-341-8601 |

Other

| | |
|---|--------------|
| Child and Family Service/Project SODA | 906-341-4486 |
| Community Action Agency | 906-341-2452 |
| Community Health Department-LMAS | 906-341-6951 |
| Delta-Schoolcraft ISD | 906-341-6935 |
| Department of Human Services | 906-341-2114 |
| Good Neighbor Services | 906-341-3927 |
| Housing Commission (Escanaba) | 906-341-5052 |
| Legal Services of Northern Michigan | 906-786-2303 |
| Michigan Dept. of Career Development | 906-341-5126 |
| Public Transportation | 906-341-2111 |
| Schoolcraft Rural Health Clinic | 906-341-2153 |
| Saint Vincent DePaul | 906-341-8181 |
| Schoolcraft Memorial Hospital | 906-341-3200 |
| Senior Citizens Service Center | 906-341-5923 |
| Social Security Administration (Escanaba) | 906-786-9615 |
| Schoolcraft Sheriff Department | 906-341-2122 |
| Michigan State Police Post | 906-341-2101 |
| Manistique City Police/EMS/Fire | 906-341-2133 |
| Schoolcraft County Survivors of Suicide Support Group | 906-450-9090 |

Mackinac County Resource List Continued

Other Continued

| | |
|---|--------------|
| Mackinac County Department of Human Services (DHS) | 906-643-9550 |
| Mackinac County Health Dept. Infant and Maternal Support Services | 906-643-7700 |
| Mackinac Straights Health System; Ruth Holthius, NP | 906-643-1180 |
| Mary Margaret House (Women & Families) | 231-439-5667 |
| Michigan Department of Career Development Rehabilitation | 906-635-1341 |
| Michigan Works! Service Center | 906-643-6714 |
| MSU Cooperative Extension Service | 906-643-7307 |
| Nehemiah Project Hospitality House for Men | 231-347-0363 |
| Safe Haven Homeless Shelter After Hours | 906-777-2027 |
| Safe Haven Homeless Shelter Monday - Friday 9:00-5:00 | 906-635-3738 |
| Safe Haven Homeless Shelter Weekends and Holidays | 906-632-3344 |
| Salvation Army | 906-632-6521 |

How You Can Become Involved At Hiawatha Behavioral Health

Apply to become a member of any of the following:

- HBH Board of Directors
- Consumer/Family Advocate Panel/Customer Services
- Recipient Rights Advisory Committee
- Strategic Planning Committee
- Safety Committee
- Quality Improvement Council

Other ways you can contribute:

- Complete surveys by mail or phone asking for your input
- Participate in periodic focus groups
- Attend board meetings and public hearings
- Participate in persons served activity/program development groups
- Use suggestion boxes to give input
- Participate in person served-run programs (drop-in centers, social groups, etc.)
- Provide input directly to any HBH employee
- Be an active participant in your treatment planning

**To receive information, contact Customer Services
906-632-2805 or 906-635-3713 or 1-800-839-9443
TTY (hearing impaired line) Call Collect 906-632-5539
Monday – Friday 8:00 am – 5:00 pm**

Emergency Services

Qualified Mental Health Professionals are available for crisis services. Emergency services are available 24 hours a day, 7 days a week, 365 days a year. Accommodations for persons with hearing loss, vision impairments, alternative language needs, physical impairments, reading impairments, etc. will be made as necessary.

What should you do in case of an emergency?

- During business hours, go to Hiawatha Behavioral Health or call your local office
- Call the crisis line - 1-800-839-9443 – TTY call collect 906-632-5539 - anytime - 24 hours per day - 7 days a week
- Go to the emergency room of your local hospital.

Who is eligible for Emergency Services?

All persons contacting the crisis line will be served through immediate contact with a mental health professional. We serve individuals of all ages. There is no fee for these services from Hiawatha Behavioral Health.

What is a Mental Health Emergency?

You may be experiencing a mental health emergency if you feel like harming yourself or someone else. An emergency may also be any emotionally stressful event or traumatic change in your life resulting in unstable conditions for yourself or your family. You may feel completely overwhelmed and you may feel Anxious, fearful, confused, tense, threatened and/or out of control.

Mental Health Services

How do you get Mental Health Services?

If you are in need of mental health services you can simply contact any of the three HBH offices.

- **Mackinac County** **906-643-8616**
 - **Chippewa County** **906-632-2805**
 - **Schoolcraft County** **906-341-2144**
 - **All Counties** **1-800-839-9443**
- TTY/TTD call collect 906-632-5539**

Telephone screenings will be conducted by a mental health professional that will assess your situation and identify which services will best meet your needs. You may be referred to another agency for services. You and the mental health professional will decide what is the best approach to your care. The mental health professional will review your eligibility for public funded mental health services. Priority is given to persons who are functionally disabled due to:

- a. Serious mental illness
- b. Developmental disability
- c. Children and adolescents with serious emotional disturbance

HBH Services

Hiawatha Behavioral Health offers services based on the needs that have been identified in your treatment plan.

Mackinac County Resource List

Mental Health Counseling

| | |
|--|--------------|
| Bay Mills Mental Health Services | 906-248-3204 |
| Blue Water Behavioral Health Psychiatric Services | 906-635-2969 |
| Catholic Human Services - Cheboygan | 231-627-9917 |
| Hiawatha Behavioral Health Crisis Services | 906-632-2805 |
| Hidden Brook Counseling | 231-487-1885 |
| Lake Superior State University Disability Dept | 906-635-2355 |
| Little Traverse Psychiatric Association - Petoskey | 231-487-2415 |
| Marquette General Hospital Outpatient Psychiatry | 800-562-9753 |
| Mountain View Psychological Services Raquel Fernandez-Earns Ph.d | 906-635-8461 |
| Rainbow's End Counseling/Consulting | 906-635-1390 |
| Sault Tribal Mental Health Services | 906-632-5250 |
| Stephanie Soblaskey Therapist | 906-643-1592 |
| U.P. Stress Center - David Runyan Ph.d | 906-632-3001 |
| Weber & Devers Psychological Services | 906-635-7270 |

Substance Abuse

| | |
|---|--------------|
| Great Lakes Recovery Intensive Outpatient | 906-632-9809 |
| Harbor Hall | 231-597-9235 |
| LMAS District Health Department | 906-643-1103 |
| Men's New Hope | 906-635-5542 |
| New Leaf Substance Abuse Services - Julie Joseph-Barber | 906-635-7270 |
| Women's New Hope | 906-635-2522 |

Other

| | |
|---|--------------|
| Community Action Agency | 906-643-8595 |
| Community Health Access- CHACC (For those without health insurance) | 906-643-7253 |
| Community Health Action Coalition | 906-643-7253 |
| Diane Pepler Shelter | 906-643-0498 |
| EUP Community Dispute Resolution | 906-635-2725 |
| Food Pantry - Engadine (M -9-3; T-9-12; WFSa-12-3) | 906-477-1050 |
| Food Pantry - St. Ignace (MWF 2-4p.m.) | 906-643-7360 |
| Hope Chest Thrift Store (MWF 10 - 4:00 & S 10-3:00) | 906-643-7360 |
| Hope Chest Hotline 24/7 | 906-643-6780 |
| Friendship Shelter - Gaylord | 989-732-5960 |
| Hessel Tribal Center | 906-484-2727 |
| Hospice and Grief Support Group | 906-259-0222 |
| Legal Services of Northern Michigan | 906-632-3361 |
| Sault Ste. Marie Housing Commission | 906-635-5841 |
| Social Security Administration | 906-632-4200 |
| St. Vincent DePaul's | 906-484-3597 |
| Unemployment Agency | 866-500-0017 |
| Veterans Affairs | 906-643-9411 |
| H.O.M.E. (Housing assistance) | 906-643-6239 |

Chippewa County Resource List

Mental Health Counseling

| | |
|--|-----------------------------------|
| Bay Mills Mental Health Services | 906 248-3204 |
| Blue Water Behavioral Health Outpatient Psychiatric Services | 906 635-2969 |
| Dial Help Community Support & Outreach Center | This is as TEXT 906-356-3337 |
| Great Lakes Christian Counseling Services | 906 630-8872 |
| Hiawatha Behavioral Health Crisis Services | 906 632-2805 or 1-800-839-9443 |
| Lake Superior State University Disability Department | 906 635-2355 |
| Little Traverse Psychiatric Association - Petoskey | 231 487-2415 |
| Mackinac Straights Health System; Ruth Holthius Psychiatric NP | 906 643-1180 |
| Marquette General Hospital Outpatient Psychiatry | 800 562-9753 |
| Mountain View Psychological Services - Raquel Fernandez-Earns Ph.d | 906 635-8461 |
| Rainbow's End Counseling/Consulting - Chris Akkanen | 906 635-1390 |
| Sault Tribal Mental Health Services | 906 635-6075 |
| A Therapy World, LLC-Jennifer Olmstead | 906 632-2273 |
| U.P. Stress Center - David Runyan, Ph.d | 906 632-3001 |
| Weber & Devers Psychological Services | 906 635-7270 |

Substance Abuse

| | |
|-----------------------------------|--------------|
| Great Lakes Intensive Outpatient | 906-632-9809 |
| Men's New Hope | 906-635-5542 |
| New Leaf Substance Abuse Services | 906-635-7270 |
| Women's New Hope | 906-635-2522 |

Other

| | |
|---|-----------------------------------|
| Chippewa County Department of Human Services (DHS) | 906-635-4100 |
| Chippewa County Health Dept. Infant and Maternal Support Services | 906-635-3572 |
| Community Action Agency | 906-632-3363 |
| Community Health Access- CHACC (For those without health insurance) | 906-635-7483 |
| Diane Peppler Resource Center | 906-635-0566 |
| EUP Food Bank | 906-632-0348 or 1-800-882-1515 |
| Hospice and Grief Support Group | 906-259-0222 |
| Legal Services of Northern Michigan | 906-632-3361 |
| Michigan Department of Career Development Rehabilitation | 906-635-1341 |
| Michigan Works! Service Center | 906-635-1752 |
| Safe Haven Homeless Shelter After Hours | 906-777-2027 |
| Safe Haven Homeless Shelter Monday - Friday 9:00-5:00 | 906-635-3738 or 1-800-528-3532 |
| Safe Haven Homeless Shelter Weekends and Holidays | 906-632-3344 |
| Salvation Army | 906-632-6521 |
| Sault Ste. Marie Housing Commission | 906-635-5841 |
| Social Security Administration | 906-632-4200 |
| U.P. Senior Help Line | 800-338-7227 |
| Veterans Affairs | 906-635-6370 |

Outpatient Services

Outpatient services are provided to individuals with mental illness, emotional disorders, and co-occurring disorders (mental illness and substance use disorder). Services may include:

- Initial Assessment
- Outpatient Counseling
- Psychiatric and Medication Services
- Home-Based Services for Children and Families
- Substance Use Disorder

Persons Served /Community Support Services

Persons Served and Community Support Services are supports to individuals and families provided in home and community settings. Services may include:

- Case Management Services
- Assertive Community Treatment (ACT)
- Drop-In Centers Run By Persons Served
- Supportive Community Living Program
- Residential Support Services
- Respite Services
- Vocational/Skill Building Services
- Family Support Subsidy Program
- OBRA Services
- WRAP (Wellness Recovery Action Plan)

Resolving Your Concerns

There are several options available to you for resolving your concerns:

Informal Complaints are resolved using a negotiation process. Negotiation usually occurs between program employee and the person served. *This option should be tried first.*

For Grievances (*this means if you are dissatisfied with any matter other than a reduction in services or a violation of your rights*) call the Customer Services Representative.

For Complaints (*this means if you have concerns regarding your rights as an individual receiving mental health services, your rights are protected under the Michigan Mental Health Code and you cannot be denied services by exercising your rights*), call the Recipient Rights Officer in your County.

For Appeals (*this means if you are dissatisfied with your treatment plan*) contact Hiawatha Behavioral Health 1-800-839-9443. You may also contact the Department of Community Health by calling 1-877-833-0870.

If you call our HBH offices, your call will be directed to someone who can help you. Call any of the offices collect or call toll free 1-800-839-9443 – TTY call collect 906-632-5539.

Office of Recipient Rights

- Ruth Musser: Chippewa/Mackinac Office 906-632-2805
- Jason Dougherty: Schoolcraft Office 906-341-2144

TTY/TDD call collect 906-632-5539

Toll Free 1-800-839-9443

When should you call the Office of Recipient Rights?

You can call the Office of Recipient Rights (ORR) when you have a question about your rights under the Michigan Mental Health Code; you may call if you believe your protected rights have been violated; or if you feel the intensity, scope or duration of services do not meet your needs. You may file a complaint at any time you think your rights have been violated. You can file a complaint either orally or in writing. Customer Services can also help you file a complaint. More information about your many rights is contained in the booklet titled “Your Rights”.

Customer Service Representative

- Bonnie Kaunisto: Chippewa/Mackinac/Schoolcraft
906-632-2805 or 906-635-3713

TTY/TDD call collect 906-632-5539

Toll Free 1-800-839-9443

When should you call Customer Services?

Contact Customer Services when you have a question about mental health services or when you need information about what resources may be available in the community. You may also call if you are dissatisfied with any aspect of your treatment. You will receive written resolution not later than 60 days of filing a grievance/complaint. More information is contained in the booklet titled “Northcare Customer Service Handbook”.

Seclusion Restraint/Restriction of Rights

Hiawatha Behavioral Health prohibits the use of seclusion and restraint. A time limited emergency physical hold may only be used to protect you or others. Your rights can only be limited if approved in your treatment plan and for only as long as necessary and stated in your plan. Please contact the Recipient Rights Officer or HBH employee for further information

Recovery*

A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

Four major dimensions that support a life in recovery:

- **Health:** overcoming or managing one’s disease(s) or symptoms—for example, abstaining from use of alcohol, illicit drugs, and non-prescribed medications if one has an addiction problem—and for everyone in recovery, making informed, healthy choices that support physical and emotional wellbeing.
- **Home:** a stable and safe place to live;
- **Purpose:** meaningful daily activities, such as a job, school, volunteerism, family caretaking, or creative endeavors, and the independence, income and resources to participate in society; and
- **Community:** relationships and social networks that provide support, friendship, love, and hope.

Guiding principal of Recovery:

- Recovery emerges from hope
- Recovery is person-driven
- Recovery occurs via many pathways
- Recovery is holistic
- Recovery is supported by peers and allies
- Recovery is supported through relationship and social networks
- Recovery is culturally-based and influenced
- Recovery is supported by addressing trauma
- Recovery involves individual, family, and community strengths and responsibility
- Recovery is based on respect

Recovery is a deeply personal process of (re)gaining physical, spiritual, mental, and emotional balance. No matter how long a person has experienced symptoms of mental illness, or how severe the symptoms appear, people can and do recover.

*2011 SAMHSA’s Working Definition of Recovery

Who would help me create this document?

Your primary clinician at HBH can help you write your advance directive.

What form do I use for my Psychiatric Advance Directive?

There is no single form required by Michigan law. However, HBH has developed a form to assist individuals in writing a crisis plan. This form, known as “My Plan for Difficult Times/Advance Directives” will meet the legal requirements. You may also download a form from the Department’s website at <http://www.michigan.gov/mdch> or www.northcare-up.org

What is a Patient Advocate?

A Patient Advocate designation must be in writing, signed, witnessed as provided in subsection (4), dated, executed, voluntarily, and before its implementation, made part of the patient’s medical record with, as applicable, the patient’s attending physician, the mental health professional providing treatment to the patient, the facility where the patient is located, or at HBH or hospital that is providing mental health services to the patient.

When would my Patient Advocate make decisions for me?

A Patient Advocate may exercise the power to make mental health treatment decisions only if a physician and a mental health practitioner both certify, in writing and after examination of the patient, that the patient is unable to give informed consent to mental health treatment.

What if I change my mind?

The patient’s revocation of the Patient Advocate designation: Even if the patient is unable to participate in medical treatment decisions, a patient may revoke a Patient Advocate designation any time and in any manner by which he or she is able to communicate an intent to revoke the Patient Advocate designation.

Coordination of Care

Behavioral health care is a part of health care. Mental and physical health care should be provided in a coordinated manner and complement each other. In best practice behavioral health care, there is ongoing communication and coordination, based upon the needs of each individual, with the primary care physician and other health care providers. Coordination of care with all providers involved in treating you improves your chances for recovery, relief of symptoms and improved functioning. You are encouraged to sign a “Release of Information” so information can be shared. If you do not have a medical doctor and need one your clinician can assist you in finding a medical provider

Corporate Compliance

An effective compliance program provides a mechanism for reducing fraud and abuse, improving operational quality, improving the quality of health care and hopefully reducing the costs of health care. Through the program we can demonstrate our commitment to honest and responsible conduct, improved clinical documentation and a methodology that encourages employees to report potential problems.

Corporate Compliance Officer

- Chippewa/Mackinac/Schoolcraft—906-341-2144
TTY/TDD call collect 906-632-5539 Toll Free 1-800-839-9443

Your Input Is Important

We are here to assist you. Your participation in our organization is important to us and offers an opportunity for you to help us fulfill our mission. Your active participation is encouraged. The following is a list of Boards, committees and groups that may be of interest to you.

- Hiawatha Behavioral Health Boards/Committees
- Board of Directors
- Consumer Advisory Panel (CFAP)/Customer Services
- Recipient Rights Advisory Committee
- Safety Committee
- Strategic Planning Committee
- QI Council
- NorthCare Customer Services Committee
- Recovery Council
- Regional Interagency Consumer Committee

Volunteer groups/Work programs

- Programs run by persons served

Educating other Persons Served in the Community

- Focus Groups
- Special Projects

Program Development and Planning

- Continuous Quality Improvement
- Overall Program Operations

Groups meet periodically to discuss:

- How HBH is meeting or not meeting your expectations
- What new that services might be needed in our community
- How our services can be improved

Additional Services That May Be Available To You

Language Translation

Language translation is available free of charge to anyone seeking services at Hiawatha Behavioral Health. Contact the HBH office in your County for more information.

- Chippewa 906-632-2805
- Mackinac 906-643-8616
- Schoolcraft 906-341-2144

Toll Free 1-800-839-9443 – TTY Call Collect 906-632-5539

Hearing Impaired

Persons with hearing impairments can call our TTY/TDD line collect at 906-632-5539.

Persons Requiring Reading Assistance

If you prefer, someone at HBH will go over the guide with you and answer any questions you may have about receiving services. Audio versions of the Northcare Customer Service guide will be provided if requested.

Independent Facilitation

The Michigan Mental Health Code established the right of individuals to have their Individual Plan of Service developed through person centered planning. It should be developed to assist you with meeting your goals and needs. An Independent Facilitator can help you through the process of person centered planning. Independent Facilitators are NEUTRAL. They walk you through the process of Person Centered Planning but do not influence your viewpoint or your decisions. If you are interested in having an Independent Facilitator at assist you, ask your clinician how you can contact a trained facilitator.

Natural Supports

Supports provided that assist individuals in achieving goals of independence and productivity. They may be family members, friends, neighbors, your church, etc. who help you with day to day activities. Your clinician can help you recognize who they are and how they can help in your recovery.

If you would like more information, have any questions or would like to get involved, contact your Customer Services Representative at: 906-632-2805 or 906-635-3713 Monday – Friday 8:00 am – 5:00 pm.

Self Determination

A belief that people who require support from the public mental health system should be able to decide what they need in terms of the life they seek, have access to meaningful choices, and have control over their own lives. Self determination is based on four principles.

- The freedom to choose where and with whom you want to live, who and how to connect with in the community and the opportunity to contribute in your own way and develop your own personal lifestyle.
- The authority to control a sum of money to purchase supports/ services and have control over your resources.
- To have the support to develop a life dream and achieve it by arranging resources and personnel to assist you in living your desired life in the community.
- To develop a sense of responsibility by being accountable for spending public funds efficiently on life fulfilling supports and services.

Advance Directives Basics

An Advance Directive is a written instruction such as living will or durable power of attorney for healthcare. The Durable Power of Attorney (DPOA) allows a person to appoint a *Patient Advocate* to manage their healthcare needs when they are not able to do so. The legal authority for an Advanced Directive is established in Michigan state law in Public Act 386 of 1998. An individual 18 years of age or older who is of sound mind at the time a Patient Advocate designation is made may designate in writing another individual who is 18 years of age or older to exercise powers concerning care, custody, and medical or mental health treatment decisions for the individual making the Patient Advocate designation.

Psychiatric Advance Directives

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.

Why should I create a Psychiatric Advance Directive?

It is your choice whether or not to create a Psychiatric Advance Directive. We can assist you in developing a plan. In an advance directive, you will name a patient advocate who will help manage your mental health care needs when you cannot do so. The Psychiatric Advance Directive will not qualify for any physical illnesses, accidents or terminal illness. Through the Wellness Recovery Action Planning (WRAP) process, Peer Support Specialists can assist individuals in developing a plan for difficult times that will specifically address mental health concerns