

D & M Consultants, Inc.

October 2005

CONGRATULATIONS KINSEL AND PREMIER LODGES

On September 6, 2005, Simon Pop, Corporate Compliance Officer from Easter Seals of SE Michigan, conducted a Corporate Compliance Audit for Premier and Kinsel Lodges. The audit involved a full day review of such areas as safety, health and accessibility, recipient rights, incident reporting, HIPAA compliance and staff training. The final score at the end of the audit was 98%. Easter Seals CEO John Cocciolone sent an email the next day with these comments; *"I wanted to send you a quick note of congratulations on your agency's recent audit by our Quality and Corporate Compliance Staff. Your rating of 98% is one of the highest achieved through this comprehensive assessment. All of your managers and staff should be proud of this accomplishment. It is obvious that the D & M Premier Lodge has a real commitment to quality. More importantly it also demonstrates your organizations commitment to serving people with disabilities, with the dignity and respect they deserve. Thank you again for being a leader in services for people with mental illness."* D & M takes great pride in the work we do as an agency. Thank you for your recognition of that.

A COMMITMENT TO QUALITY

Throughout the years, I watched many of the consumers of Ever-Glo Janitorial succeed personally and professionally. However, it's not all the time that someone's successes stand above everyone else's.

Mark A. has been with the Lodge and Ever-Glo Janitorial, Inc. since 1995. He has been involved with all aspects of the business and has served as a crew chief and vice-president.

Currently, Mark is part of the Sterling Crew. As well as working during the week, Mark frequently volunteers for Saturday special service work and works every Sunday at one of our newest contracts. In the past year, Mark has definitely brought his "A" game to the table.

Mark exhibits all the characteristics that any employer would love to have. He reports to work everyday on time and has no unexcused absences. He respects the rules of the company and is always available to help out when it is needed. Mark's crew chief Chuck stated that, "Mark would give you the shirt off his back if you asked."

Mark's most important attribute is his commitment to the highest quality of work possible. Mark is always very thorough and rarely has to re-do any of his work. His crew chief recently said, "I know when Mark is assigned a job that it will be done right."

Thanks Mark for doing a great job and to being committed to the success of Ever-Glo Janitorial. Your efforts are appreciated and are not overlooked!

Mission Statement

D & M Consultants, Inc. is committed to the provision of quality service for persons seeking psychiatric rehabilitation by offering choices that include housing, recreational, vocational and therapeutic opportunities.

Vision Statement

In facilitation of this mission, it is the vision of D & M Consultants, Inc. that individuals we serve will recognize their self worth, find fulfillment through achievement and overcome defeat by perseverance. In attainment of this vision, individuals we serve will become integral contributors to the community in which they live

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D & M ANNUAL RECOGNITION DINNER

In a previous newsletter, we told you about D & M Consultants, Inc. Yearly Award Program which honors and recognizes individuals for the following categories: 1) Employee of the Year, 2) Consumer of the Year, 3) Parent/Guardian of the Year and finally 4) Community Person/Neighbor of the Year. This years winners included Susan Y., Charles H., Mr. and Mrs. Antone, and John Schaefer respectively.

We recently had a luncheon and an intimate ceremony to honor this years recipients. It was held at Premier Lodge which provided a family like atmosphere. One of the Lodge members, Jon N., made his famous meatloaf. He prepared the meal throughout the day and it was excellent. No leftovers here! His meal was the talk of the day and his efforts are appreciated. Everyone pitched in to make this a really special event and we would like to thank everyone for their assistance.

I, along with my co-workers, had the honors of presenting the awards to the deserving recipients. It was truly my pleasure to do so and it is especially gratifying when you are honoring those that you respect and admire. I must report that more than one person became a little emotional as the ceremony unfolded.



Chuck gives his speech

We would like to say a special thank you to John Schaefer from Advanced Care Pharmacy. He is responsible for delivering our consumers medications each month. He always treats our consumers with respect and kindness. We appreciate his hard work and dedication to our programs. John is well liked and respected by the consumers and is a part of the D & M family. Upon receiving his award John said, "Thank you for allowing me to come into your home and making me feel so welcomed. This award means a lot to me." All of us at D & M feel fortunate to have someone as reliable as John. His positive attitude and kind words are just a few of the reasons he was our obvious choice for Community Person of the Year.



John Schaefer accepts his award

All of the recipients were well deserving and we would like to say thanks and congratulations to all of this years winners. We are looking forward to doing this again next year.

RECREATION CORNER

Hi, this is Mark your Recreation Coordinator for D & M Consultants. I wanted to share with you some of the activities that we have participated in this summer. We enjoyed a day at the Detroit Zoo with Coney Island food to follow. We played Bocce Ball along with playing catch when we spent the day at Stony Creek Park, and oh yes, the food was good too. Recently we headed to Frankenmuth for a day of sight seeing, smells of roasted almonds and of course the chicken. The recreational activities that we plan and participate in are all about the and having a good time. We enjoy each others company as well as the beautiful weather that Michigan summers bring. For fall, we are planning trips to the Cider Mill for warm donuts and cider along with a Halloween Party. Watch our future newsletter for more recreational updates.



Frankenmuth, Michigan

KEEPING BUSY IN OUR COMMUNITY

What is CAG? It is the *Community Action Group* formed over 1 year ago. The group is made up of 3 consumers and 2 staff. John is the chairman and I, Lori, am the secretary. The purpose of CAG is; 1. To become politically active in regards to mental health issues. 2. To get the word out to consumers, parents, and government officials about who we are and the things that may potentially affect us. On the local and federal level we have sent letters to State and Federal Representatives and Senators regarding proposals for increasing the pay for mental health professionals. We have also encouraged our Representatives to **not pass** the bill proposed by President Bush to decrease Medicaid reimbursement for Psychosocial Rehabilitation. One of our current goals is to have a Barbeque for State Representatives and Senators along with parents and consumers to let them know who we are, what we do, and what is important to us. We will also be distributing our newsletter to area hospitals along with other mental health professionals.

SECOND ANNUAL NAMI WALKS FOR THE MINDS OF AMERICA

On May 21, 2005 seven D & M consumers and two staff participated in the Second Annual NAMI Walks. Despite warm temperatures, hundreds of people flocked to Belle Isle to show their support to bring awareness of mental illness to others. Thankfully, in anticipation of the heat, plenty of water was made available to those walking the 3.2 miles around Belle Isle.

D & M staff and consumers collected over \$300.00 in advance, to pledge on the day of the walk.

We want to thank all of you who helped with this pledge. We topped last years amount collected and look forward to next years walk.



3.2 miles...no problem!!

NEW TECHNOLOGY....READY FOR THE TEST

Within the last year, D & M Consultants has made revisions to the automated information system that was previously used. The updated system allows for data input and tracking that is more streamlined and time efficient. Data input screens have been developed that will produce reports at selected intervals. One of those reports include tracking a six month period of incident reports by incident type and site. The benefit of this report will allow D & M staff to analyze data that may show a pattern or trend. From there, a plan of correction can be developed which may in turn reduce the number and/or type of incidents. Another benefit of the revised system allows D & M staff to generate Emergency Information Sheets that can be changed to accommodate new information as it occurs, such as medications. These updated sheets can be printed and in place the same day a change occurs.

It has been seven years since the first automated system was developed. As a first attempt, we felt we were on track for collecting information. As time passed, we became more aware of what we needed to collect, how to use the information that we collected and to do this in a manner that would be efficient. The new automated system has been tweaked and tweaked again to best fit our needs. As we get a better idea of what the reports look like we probably will make adjustments again. One of the more attractive features of this system is that updates can be easily made and put into use almost immediately.

Currently, we are reviewing information for the first six months of 2005.



2005 MICHIGAN IAPSRs CONFERENCE

The Bavarian Inn in historic Frankenmuth, Michigan was the site for the 15th Annual Michigan IAPSRs Conference. The weather could not have been better as 120 people, professionals and consumers, gathered for this two day event. There were twenty different workshops to choose from on a variety of topics.

The keynote speaker was Janice Grady from Washington D.C. Ms. Grady currently works as a training specialist with the Office of Organizational Development at the DMH Training Institute of Washington D.C. Ms. Grady is a survivor in several areas including child abuse, drug addiction and homelessness all while suffering from a mental illness. After years of treatment in all of these areas her "greatest" moment came when she was diagnosed and treated for her mental illness, the root of all her problems. When this happened she found the strength to conquer her other demons. She now works with other women whose lives are similar to her past.

The evening was capped off by a short play written by John Kosik, who has been a mental health advocate for over 30 years. It was about a mother with a mental illness and her daughters struggle to cope with it. It was sad and funny but most importantly dealt with the stigma of mental illness and one persons desire to overcome them. Many of the conference attendees related their own personal experiences with those in the play. Comments were shared by the audience and everyone seemed to enjoy the play.

As the conference closed, the organizers asked everyone to fill out conference evaluation forms. These, along with the workshop evaluation forms, allowed the IAPSRs Board to get valuable feedback. The workshops were well received, the accommodations were pleasant and the overall conference experience was a positive one. Hope to see you all next year!!!



Keynote speaker Janice Grady

MRS BLOCK GRANT

A year ago, D & M Consultants was awarded a Block Grant through Michigan Rehabilitation Services for Ever-Glo Janitorial, the consumer run business. Some of the money was spent to update Ever-Glo's equipment and they purchased a new floor buffer, a n 18 gallon wet/dry vacuum, three more commercial vacuums and a much needed portable carpet spotter machine. More recently they ordered some training courses on video and the guys/gals are really looking forward to hours of training! Ever-Glo is also getting great use out of the new computer system that was purchased over the summer. A few of the Officer's already utilize the new system while others will get training this year.

WORKSHOPS/TRAINING UPDATES

- In June 2005 D & M staff Rodney Howard and Sue Yagiela attended a workshop on Borderline Personality Disorder. The workshop was written and presented by Greg Lester, PHD.
- Valerie Windham recently attended an informative SSI/SSD workshop regarding the upcoming changes within the Social Security and Medicaid systems. The workshop was presented by Michael Walling.
- D & M is pleased to report that all staff and consumers are now American Red Cross CPR and First Aid certified.

GETTING THE RIGHT FIT

Hello from Shared Housing. Well, another busy year is more than half over. We have done a lot of exciting things this year with more to come. I would like to take this time and let Lori tell you what she has been up to lately.

Rodney: So, Lori what are you doing these days?

Lori: Well, I am currently volunteering with Training & Treatment Innovations as an assistant trainer.

Rodney: Tell me more about that.

Lori: I work with a nurse and we are responsible for training staff to work in various mental health facilities such as group homes. So far we have done training in medications and how to fill out med sheets properly. Recently, we had training classes in health and nutrition.

Rodney: How has doing this made you feel?

Lori: I'll tell you that it is great to be able to use some of the skills that I went to school for. My background is as a nurse and I began my career working at Clinton Valley Center. It was always my desire to work in the field and since I am not able to do that right now, this is the next best thing.

Rodney: How did you get involved in this?

Lori: D & M has a contact at TTI and they let them know that I was interested in a volunteer position and that my degree is in nursing. I met with the training nurse and it took off from there.

I was able to do more in the recent training as the instructor is getting more comfortable with my work. I was allowed to work with individuals that have no idea that I am also a consumer.

Rodney: It sounds like a perfect match. What happens from here?

Lori: I will continue to work with the nurse when training is scheduled. I am hopeful that it will lead to possibly a paid position as an assistant trainer. I would like to thank D & M for thinking of me for this position and for TTI for giving me the opportunity to use my skills. I have been looking for something like this to do and this is what I would consider perfect.

No thanks needed Lori, we wish you success in your pursuits and are confident that you will do well.



Rodney, Liz and Lori

SPOTLIGHT SOLO

D & M Consultants, Inc. staff and consumers would like to shine the spotlight brightly on Jonathan N. Jon, as we call him, has been with D & M since 1999. He initially lived in the Royal Oak apartment program then decided that he would try out the lodge where he has resided for the last two years. Jon is a definite asset to the lodge and he holds the position as the lodge chore monitor. Jon was unsure of himself when first taking on this responsibility. However, his confidence has grown



Jon as Little Bo Peep

allowing him to give instruction as well as constructive criticism when warranted. A few of Jon's hobbies include listening to his wide assortment of music cd's as well as playing the drums while one of his housemates plays the guitar. We are pleased to have Jon as part of the D & M family. Congratulations Jon, keep up the good work.

DURATION TO BE PROUD OF

Longevity, according to Webster means: *a long duration of individual life or length of life.* But for the individuals that D & M serves it means much more. Possibly time out of the hospital, time towards independence or time to find oneself again.

We have proudly provided service for the following individuals for the durations listed. Chris- 16 years, Matt and Tom-15 years, Chuck-13 years, Mark, John and Eric-10 years, James and Ana- 7 years, Jon and Lori- 6years, Liz- 3 years and Alec 1 year.

D & M staff would like to congratulate each of you regarding your longevity in our programs.

D & M Consultants, Inc.
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Service Sites

Premier Lodge
25071 W. Ten Mile Rd.
Southfield, MI 48034
(248) 352-4995

Kinsel Lodge
24803 Kinsel Rd
Southfield, MI 48034
(248) 357-6426

D & M North
2780 Patrick Henry Drive
Auburn Hills, MI 48326

D & M Shared Housing
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Accredited
Since August 2001

We're on the Web...
www.dmconsultants.org

D & M Consultants, Inc. is a 501c3 Not-For-Profit Corporation holding contracts with Community Network Services, Easter Seals Adult Mental Health Services and Training and Treatment Innovations

LODGE MEMBERS DO EUROPE....

Tasks Unlimited, another successful Fairweather Lodge program, in Minneapolis, Minnesota provided the opportunity of a lifetime for some hardworking lodge members. In April of this year 6 members from 4 lodge programs vacationed in Europe for 10 days. To make their dream come true these 9 members participated in the Tasks Unlimited Wellness Program to earn points that would contribute to the cost of their trip. Three of the six members work full time and do not receive any form of disability. Their work, participation in the wellness program and earnings from their janitorial company provided a memory making event they thought could never happen. The members came home loaded with souvenirs, pictures, and memories to share with their friends, family, and co-workers.

NEW TRAINING "PILOT" PROGRAM

Good news for Providers that serve specialized residential settings for adults with mental illness. Training and Treatment Innovations, Inc. (TTI) has been awarded a contract for a "pilot" training project that will provide the full spectrum of training that is required by the Department of Community Health (DCH). This contract was awarded by the OCCMHA. At this time the only trainings not available through this project are recipient rights, CPR and first aid and HIPPA.

This opportunity for training has come at a much needed time. We would like to thank the individuals who recognized the necessity for this. Making sure that Service Providers have the required training available will ultimately benefit those we provide services to.