

D & M Consultants, Inc.

March 2006

AN INTERVIEW WITH TTI

D & M Consultants, Inc. holds a contract with Training & Treatment Innovations (TTI) to provide mental health services. At a recent providers meeting D & M Consultants was chosen as, "Provider of the Quarter." Valerie, program coordinator of Premier and Kinsel Lodges sat down with Pam, case-manager for TTI and asked her how she feels about the services provided by D & M. The following are excerpts from that interview.

Val: After placing one consumer at D & M what were your reasons for placing two additional consumers?

Pam: Al has done so well since being placed at the Lodge that it prompted me to place two additional consumers. D & M staff have a good relationship with the consumers they work with as well as with TTI. I was also very pleased with how involved you are with the consumers.

Val: What changes in these two consumers have you noticed since being placed at D & M?

Pam: More independent, not relying so much on TTI staff. Thinking more for themselves.

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REPRESENTATIVE SMITH VISITS PREMIER

D & M Consultants, Inc. Consumer Action Group which is comprised of staff and consumers from Premier and Kinsel Lodges and Shared Housing have a mandate to make contact with MI Representatives and make them aware of our Psychosocial Rehabilitation Programs. As such we recently hosted Representative Alma Wheeler-Smith for an informal meet and greet at Premier Lodge with the consumers, relatives and staff of D & M. We were aware that Representative Smith is a strong advocate for persons with mental illness as evidenced by her receiving the Phyllis Levine Legislative Advocacy Award at last years Power Day in Lansing. This was a great chance for the consumers to have their voices heard. The theme for the day was empowerment and that there is no limit to what can be achieved when one is given the opportunity and support. The Consumer Action Group would like to thank Representative Smith for allowing us the opportunity to show case our unique programs and we truly feel that we have a friend in Lansing.



Representative Alma Smith

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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Val: What do you feel as a case manager are strengths of the Lodge program and D & M Consultants?

Pam: The work component is vital to the consumers. D & M's staff level of involvement and care with the consumers is impressive. The staff follow through with things consistently.

Val: What is different about D & M (Lodge) from other programs that you work with?

Pam: The Lodge promotes independence in all aspects of the consumers lives. There is proven personal growth in the consumers served. The Lodge is their home!

D & M would like to thank Pam for taking the time to do this interview. We look forward to continuing our relationship with TTI consumers and staff.

SHINING BRIGHTLY

This spotlight solo shines brightly on Lori F. Lori has been living in the Shared Housing program in Royal Oak for the past year. Lori has been instrumental in helping to get Shared Housing off the ground and has assumed many roles in the home including chairing house meetings and managing the finances. Lori is a member of the Consumer Action Group whose purpose is to stay current with mental health issues as they arise. Additionally, the group works to make contact with MI Representatives in Lansing, establish a relationship, and provide knowledge about Psychosocial Rehabilitation programs. Lori has been able to use her nursing degree to help TTI train potential staff to work in the field. D & M supports Lori in the pursuit of her dreams.



Look at that smile

AN UPDATE FROM THE RECREATION COMMITTEE

Hello everyone, this is Mark with an update from the recreation committee. We try to find fun and affordable activities that appeal to everyone and does not put too much of a dent in the wallet. We visited the Huckleberry Railroad in December. We had dinner, a show and a evening train ride throughout the village which was decorated for the holiday season. In January, we went to the Universal Mall for a movie and lunch in their food court and everyone enjoyed themselves. We will be going to the Great Lakes Crossing Mall in March where there are lots of things to do ranging from movies, food courts, as well as arcade and interactive style games. Of course if you like to shop then there is plenty of opportunity for that as well. We are going to Brass Pointe to celebrate Matt's birthday this month and we always have a good time there.

A PARENT'S TESTIMONIAL

"Premier Lodge is a lovely, well-managed, well-maintained home. There are great opportunities for work as well as community based activities. Maureen feels very fortunate to be there. Furthermore, she takes pride in doing a better job for her corporation."
Jerilee Mchard

STAFF TRAINING UPDATE

D & M Consultants staff Rodney Howard, Jim Hiel-scher, Valerie Windham and Sue Yagiela all attended an Excel Basics class through Fred Pryor Seminars. Excel basics is a computer class that teaches users to design spread sheets and create templates that will enable a more efficient system of data management.

Sue Yagiela attended a seminar hosted by Michigan Assisted Living Association (MALA) on preparing for new criminal background check requirements.

Sue Yagiela attended the 2006 CARF (Commission on Accreditation of Rehabilitation Facilities) Conference on Employment and Community Services.

INCIDENT REPORT ANALYSIS

To comply with contracting agency and accreditation sources, D & M Consultants, Inc. completes a semi-annual review of all Incident Reports. As part of this review D & M looks at trends and patterns from the incidents that may demonstrate what changes can be made to reduce or eliminate them. There was a significant decrease in incidents in the second half of 2005. Incidents reported dropped from 28 to only 8. For the first time, there were no incidents reported in the category of medication error during the second half of the reporting period. This is a rewarding outcome. D & M Consultants, Inc. has worked hard to educate consumers on taking medications as prescribed and putting systems in place to reduce medication errors, such as peer monitoring.

SELF ASSESSMENT OF BARRIERS TO SERVICES ANNUAL SUMMARY 2005

D & M Consultants, Inc. selected four goals targeting Attitudinal Barriers. They were:

- (1) Promote positive community awareness for persons with psychiatric disabilities. D & M participated in seven out of eight targeted events to promote positive community awareness. They were NAMI-Walks for the minds of America, Adopt-A-Park for the City of Southfield, Power day at the State Capitol, Volunteering at Salvation Army, Santa's Helper Program, and Carpet Cleaning for Residential Programs for persons with mental illness.
- (2) Continue and strengthen the Consumer Action Group (CAG). Consumer Action Group met seven times through out 2005 to promote empowerment and advocacy for persons with mental illness.
- (3) Promote an increase of interest toward leisure time activities for our consumers. D & M staff set up workshops for consumers to promote an increase in leisure time activities. Four workshops were targeted and two were presented. They were Spring planting and introduction to board games.
- (4) Promote the success of D & M's programs to other agencies in the community. D & M set a goal to promote/market the success of the program to outside agencies. D & M fell short of the targeted number of contacts, but will continue this goal for 2006.

Goals to address financial barriers were addressed. Consumers expressed an interest in wanting to know how to budget their money. Two workshops were held on cost effective living. The first addressed tips on saving money toward utilities such as gas and electric bills. The second workshop was targeted for individuals with their own vehicles. Hands on techniques were given on how to complete your own simple maintenance.

Our consumers have expressed interest and appreciation in the workshops being provided. A survey was sent to each consumer so they might suggest areas of interest for 2006.

A GREAT ENDING TO A GOOD YEAR

Wow, did 2005 come and go quickly! It was a pretty steady year for Ever-Glo but how it ended made it even better.

As mentioned before, Ever-Glo had a steady year. A year that saw no decline in the number of contracts we serve and an incline in the number of employees. During the year we were able to spend our MRS Block Grant money we were awarded and in late 2005, Ever-Glo formed a marketing committee to look for ways to increase business even more.

Having a "steady" year sometimes is viewed as a negative. But with the vocational challenges we face in the State of Michigan, a "steady" year for Ever-Glo is viewed as a successful year. Financially, we remained just about where we started the year at. Our attendance and work performance rates were a little higher than last year and consumer involvement with the business is at an all time high. Currently, every member of our two lodges both work for the business and have an outside responsibility regarding the business. We have van monitors, janitorial supply and chemical monitors, officers, an equipment maintenance monitor, and crew chiefs. Everyone has a stake in their business!!

During the year, we welcomed two new ladies to Premier Lodge and Ever-Glo. Maureen and Patricia came aboard ready and willing to work and haven't disappointed. Maureen joined the Sterling crew and caught on quickly. She has learned most of the janitorial jobs on her crew and is always available to work in a pinch. Patricia is the lone female on our SOS crew and it didn't take her long to set the men straight. Keep up the great work ladies.

In October of 2004, Ever-Glo and D & M Consultants were awarded a Michigan Rehabilitative Services (MRS) Block Grant. Ever-Glo used this money in 2005 to purchase a new computer system, new equipment, and some training courses. The officers now have their own computer system. The equipment has helped Ever-Glo clean more efficiently and the officers are looking forward to more training.

The newly formed marketing committee has set the goals and objectives they want to work on through the spring. They have even accomplished a few of their objectives already and are getting ready to purchase magnetic signs for the vans. Meetings are held every month and are open to all employees.

Finally, we saved the best for last. At the end of the year as everyone is getting ready to relax and bring in the New Year, Ever-Glo gets the first of two calls that gave them a, "Happy Holiday." The new Super Center, which is a deluxe Secretary of State open 6 days a week, in Clinton Twp. needed a janitorial company and Ever-Glo was awarded the contract. Three days later, another Super Center in Livonia, requested Ever-Glo as their janitorial company based on the manager's previous positive experience with Ever-Glo. So just like that we ended the year with two new contracts.

Lets take a breather and get ready for 2006!

AWARD WINNERS

D & M recently celebrated it's second annual Award Program to show recognition to individuals who have made contributions to our programs. While it is impossible to fully recognize everyone for their contributions we wanted to let people know that their efforts are greatly appreciated and do not go unnoticed. The following people were chosen for recognition.

Employee of the year: Valerie Windham

Val has been with D & M for 8 years and she has always been a dedicated advocate for the lodge members. Val is described as focused and determined to provide the best services for the lodge members and will leave no stone unturned in that pursuit. Val works well with and has the respect of all of her consumers and co-workers.



Consumer of the year: Mark A.

Mark has been a member of the lodge for a little over 10 years. In addition to his duties with Ever-Glo Janitorial, Mark also has assumed the role of Recreation Coordinator and Safety Monitor for the lodge. Mark is an original member of the Consumer Action Group and works closely with staff and other members of the group to stay abreast of current mental health issues.



Parent/Guardian of the year: Mr. and Mrs. Schoenfeld

The Schoenfelds have always been very supportive of D & M and its programs. They have supported a number of community projects that D & M has been involved with. Whether its making phone calls or writing a letter, their willingness to assist at every turn is very much appreciated.



Community Person/"Neighbor" of the year: Todd W.

Todd works for Van Dyke Crotty who provides the work uniforms for Ever Glo. You want to reflect an appearance of professionalism when you pull up to a work site and having clean proper fitting uniforms are very important to that image. Todd also has a great relationship with Ever Glo management and workers.



D & M congratulates all of the award winners and thanks you for your dedication.

ANNUAL PROFESSIONAL STAKEHOLDER SURVEY SUMMARY

Annually D & M sends out a Professional Stakeholders Survey to individuals at the agencies we work with. We ask for feedback in the following areas: Satisfaction, dignity and respect, quality of Life, health and safety, staffing, management and programming. The collective score was 84%. Comments from those surveyed felt that the strengths of D & M were professionalism of staff and their noticeable respect for consumer quality of life.

WALKING FOR WARMTH

D & M Consultants, Inc. staff and consumers are pleased to report \$345.00 was raised for the OL-SHA sponsored Walk For Warmth this year held on February 25th at the Pontiac Silverdome. Staff and consumers met at 9am with donations in hand and walked for two hours to assist in keeping families warm this winter. We would like to thank all of you that were gracious in donating money to this worthy community event.

D & M Consultants, Inc.
25071 W. 10 Mile Road
Southfield, MI 48034

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
816 Maplegrove
Royal Oak, MI 48067
(248) 336-2694

Everett J. DeHut
President and CEO

Susan J. Yagiela
Director of Operations

Jim Hielscher & Rodney Howard
Editors



Accredited
Since August 2001



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

TIME FLIES

A HOLIDAY MEMORY FROM ROBIN

Hello from Shared Housing. Well it has been a year since the consumers decided to leave their apartment living and start the Shared Housing program. It has been an eventful year of learning new things like planting flowers, mowing the lawn and shoveling snow. The consumers take pride in the upkeep of their home and they participated in the yearly street yard sale. It was a great opportunity to connect with the community. The consumers have assumed various roles in the home and they work together much like a family to make sure that things are taken care of. One of the biggest changes has been the feeling of empowerment and independence that has been developed and expanded upon in the last year. Shared Housing hosted the Lodge members for this years Thanksgiving Feast and a good time was had by all. We will be having an open house soon!!

Thank you for sharing the holiday with all of the glee and joy that the season brings. I think of how wonderful it has been to become a member of the lodge. I feel that I am in an optimal environment and enjoy spending time with housemates. I am grateful that my family came to enjoy a holiday meal with us. Staff was most thoughtful to have given their joyous feelings and regards to all of us. Did I mention how good the food was? I wish the best for each of the individuals who helped to bring us together to share a great meal and each others company. I look forward to getting together again this year and spending time with family and friends. Please come and join us this year and help share in the joy that the holiday season brings!!