

THE LRE NEWSLETTER

September
2023



The **Main** Thing

September is National Recovery Month. Check out a note about Substance Use Disorders from our CEO, **Mary Marlatt-Dumas** below.

From The CEO **Mary Marlatt-Dumas**

It has been a busy couple of months since the last newsletter. I would like to focus our attention on substance use and recovery for this newsletter.

Substance use disorders (SUD) are spreading rapidly across the nation, creating significant obstacles to achieving whole health -- for individuals and families. The challenge is more complex for families who identify as Black, Indigenous and people of color (BIPOC) because of the intersections of racism, oppression and historic marginalization. BIPOC individuals and families are also less likely to access needed integrated health services, which can intensify SUDs and create disproportionate challenges in seeking recovery support. See more on **Recovery Month** inside.





September marks National Recovery Month. The tagline, **“Every Person, Every Family, Every Community.”** emphasizes that recovery is possible for everyone. Treatment can save a life and can help people with substance use disorders recover from addiction’s powerful effects on their brain and behavior.

I have been busy attending and supporting some of the professional development activities occurring within Region 3 to recognize the importance of professional development.

On August 15th, I was fortunate to attend the Tall Cop Professional Development Day. The presentation was with a nationally recognized speaker on drug paraphernalia and the culture surrounding youth use. The exciting part about the presenter is that he frequented a few gas stations and a mall within region 3. The purpose in doing this is to educate individuals working with youth on the accessibility of legal substances youth are using to get high and alter their moods. These are not just easily accessible, legal, but also readily available in all of our communities in plain sight. Although it is scary to think about, knowledge is power. The more we can arm ourselves with current knowledge in this battle each of us faces as a professional but also as parents, grandparents, and siblings to keep drugs out of the hands of our youth, the greater likelihood we will have the opportunity to make an impact.

The Muskegon Community Opiate Task Force held an Opiate Task Force Summit on August 18th. The event was well attended. The event was kicked off by DJ Hilson, Muskegon County Prosecutor. Followed by Andrew Foster, Detective First Lieutenant West Michigan Enforcement Team of the Michigan State Police who spoke about drug awareness, and community threats. The summit included Alex Elswick, Ph.D. who currently serves at the University of Kentucky as an Assistant Professor and Extension Specialist for substance use prevention and recovery. Dr. Elswick is also the co-founder of the first and largest recovery community organization in Kentucky, Voices of Hope. Dr. Elswick is himself a person in long-term recovery. His knowledge and experience gives hope to the professionals in the field as well as to those struggling with addiction related behaviors. The day wrapped up with a lived experience panel discussion facilitated by James Twestene-O’Toole, MD from Trinity Health. It was definitely an excellent educational experience.

August 31 marked International Overdose Awareness Day (IOAD), the world’s largest annual campaign to end overdose. The day remembers those who have died from drug overdose and acknowledge the grief of the family and friends left behind. It also continues to remind us that the battle is not over and that the professional field needs to stay vigilant in the battle.

Lakeshore Regional Entity is honored to partner with other professional organizations in the community to support individuals in recovery and/or seeking recovery.

LRE Training Opportunities



Ensuring Accessibility in Member Documents Lunch and Learn Trainings

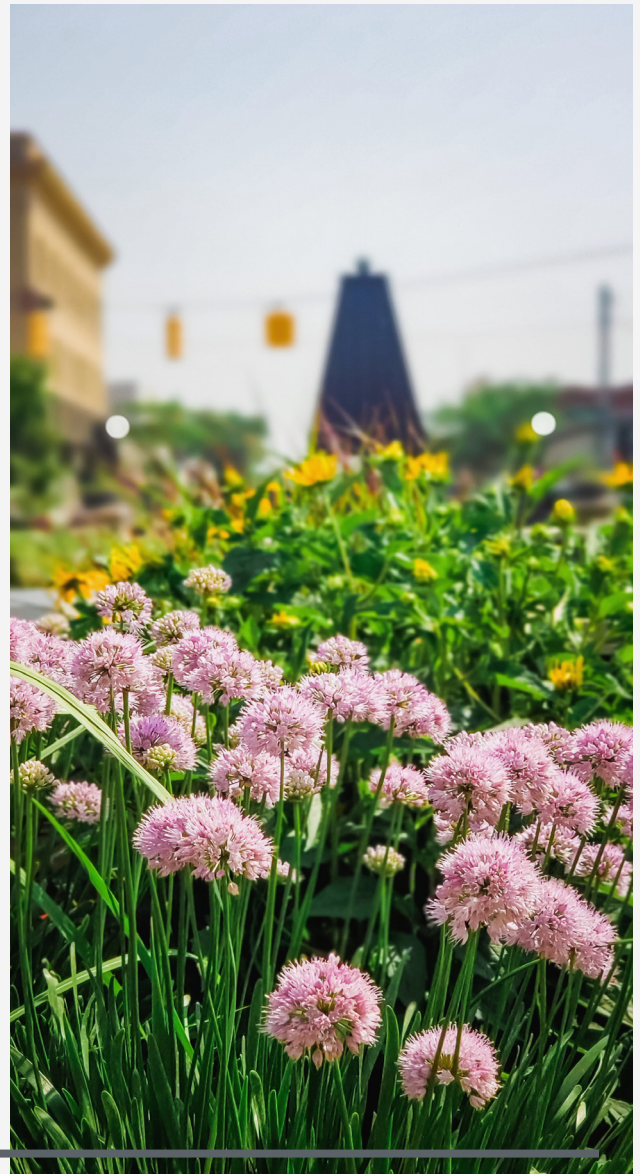
This training is recommended for everyone who works with **notices or documents intended for those we serve**. Attendees will learn:

- How to identify and correct barriers to accessibility in their own writing
- Ways to meet the MDHHS 6.9 grade reading level requirement,
- How to meet the accessibility requirements of 42 CFR,
- Common errors and how to avoid them,
- Person-centered writing/active voice.

For more information, contact Mari Hesselink at Marih@lsre.org.

Upcoming training dates:

- **September 7, 2023**
- **December 7, 2023**
- **March 7, 2024**



NABD Lunch & Learn Training Opportunities.

This training is designed to help learn the basics of filling out a **Notice of Adverse Benefits Determination** (NABD) and when it should be utilized. These trainings are held quarterly. The next training opportunity will be Friday, October 27 from 12-1pm. for more information please contact Michelle Anguiano at MichelleA@lsre.org. Trainings will be held on a quarterly basis during 2024.

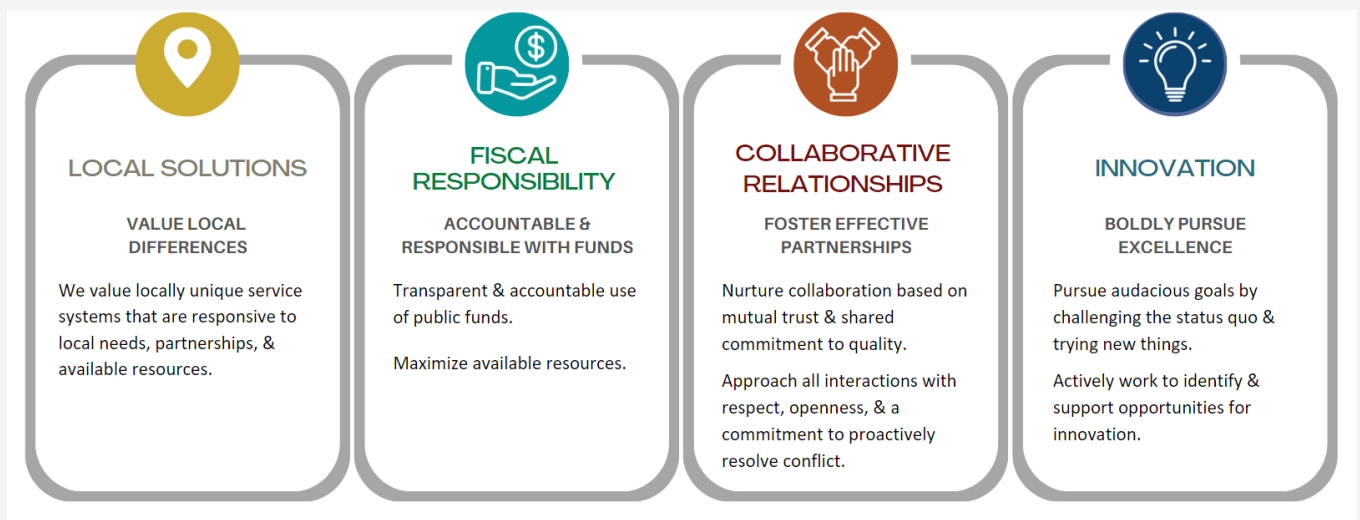
The Lakeshore Regional Entity **Strategic Planning Update**

Mission: Through regional support and leadership for collaboration and innovation, we work to strengthen the public behavioral health system and ensure excellence in services.

Throughout the first half of 2023, the LRE has been working on a new 3 year Strategic Plan. The plan was developed with input from LRE staff and CMH staff as well as the LRE Board of Directors. The strategic plan is designed to guide the organization in putting these values into action in the coming years.

Within each value, the plan seeks to enhance the following foundational priorities:

- Fulfill the responsibilities essential to a managed care organization with excellence.
- Ongoing enhancement of coordinated regional efforts to support and partner with Member Community Mental Health Service Providers.



For more information on the LRE Strategic Plan please see the full plan on the [LRE website](https://www.lre.org) or email Chief Operations Officer, Stephanie VanDerKooi at StephanieV@lsre.org.



Behavioral Health 1915(c) **HCBS** **Waivers Renewal** Feedback Sessions

The Behavioral Health 1915(c) HCBS Waivers - which includes the Habilitation Supports Waiver (HSW), Children's Waiver (CWP) and Serious Emotional Disturbance Waiver (SEDW) - expires on September 30, 2024, and is up for renewal. With this renewal, Michigan Department of Health and Human Services (MDHHS) is looking for feedback on these waiver from Medicaid Beneficiaries, their families, staff who provide waiver services, providers, and community partners.

MDHHS is hosting several sessions to receive input on what we can do to improve Michigan's Behavioral Health 1915(c) Waivers. Feedback from these sessions will be used to help inform areas of need and where improvements can be made.

Please click on the links below to register for a session

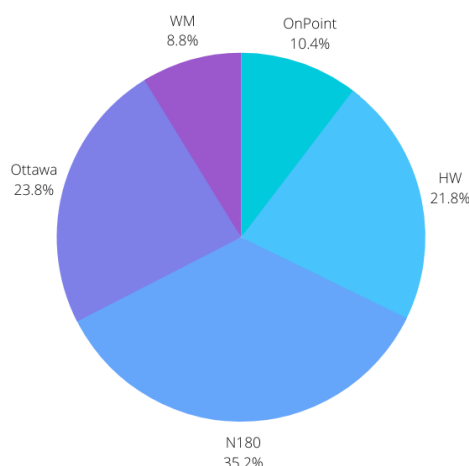
Remaining Session

Session 6: Tuesday, September 27, 2023, 10 - 11:30 a.m.

Customer Satisfaction Survey Results

May 8, 2023 - June 30, 2023

CMHSP # of Completed Surveys Total: 1822



ONPOINT 189

HEALTHWEST 398

NETWORK 180 642

OTTAWA 433

WEST MICHIGAN 160

The **Lakeshore Regional Entity**, in collaboration with our partner CMH's, has created and implemented a revised regional Customer Satisfaction Survey. The data provided in the new survey allowed for an indepth analysis of data not seen on previous versions of the survey. This allowed for the LRE to more clearly identify areas of dissatisfaction within the region.

Overall					
AVERAGE SCORES					
CMHSP	ACCESS & AVAILABILITY	LONG TERM SERVICES	QUALITY	OUTCOMES	OVERALL
OnPoint	2.9	3.4	2.2	3.3	2.8
HealthWest	2.9	3.5	2.4	3.4	3.0
Network 180	2.9	3.4	2.3	3.4	2.9
Ottawa	2.9	3.4	2.3	3.4	2.9
West Michigan	2.9	3.6	2.5	3.6	3.1
LRE	2.9	3.4	2.3	3.4	2.9

Quality					
AVERAGE SCORES					
CMHSP	CONNECTED TO COMM RES SUP	TREATMENT TEAM ANSWERED QUESTIONS	I FEEL WELCOME	I KNOW HOW TO FILE A GRIEVANCE	I KNOW HOW TO FILE AN APPEAL
OnPoint	2.8	3.2	2.9	0.6	0.7
HealthWest	3.3	3.5	3.5	0.8	0.8
Network 180	3.2	3.2	2.9	0.8	0.8
Ottawa	3.1	3.3	3.2	0.8	0.8
West Michigan	3.4	3.6	3.4	0.8	0.8
LRE	3.1	3.3	3.2	0.8	0.8

Access & Availability				
AVERAGE SCORES				
CMHSP	I HAVE OPTIONS	I KNOW THE NUMBER TO CALL	APPTS WORKED	LOCATION APPTS WORKED
OnPoint	3.3	2.8	3.3	3.2
HealthWest	3.2	3.1	3.4	3.3
Network 180	3.3	3.0	3.2	3.3
Ottawa	3.4	2.8	3.4	3.4
West Michigan	3.6	2.9	3.4	3.4
LRE	3.3	2.9	3.3	3.3

Long Term Services					
AVERAGE SCORES					
CMHSP	SATISFIED WITH CASE MGR	SATISFIED WITH COUNSELOR	SATISFIED WITH PSYCHIATRICS	SATISFIED WITH SUPPORT COORD	DECIDED MY GOALS
OnPoint	3.2	2.9	2.6	3.3	3.1
HealthWest	3.3	3.2	3.0	3.1	3.4
Network 180	3.4	3.1	3.1	3.4	3.1
Ottawa	3.4	3.4	3.4	3.4	3.1
West Michigan	2.6	2.8	3.3	3.5	3.4
LRE	3.3	3.2	3.2	3.3	3.2



RECOVERY IS FOR EVERYONE

Every **Person**. Every **Family**. Every **Community**.

National Recovery Month is a national observance held every September to educate Americans that substance use treatment and mental health services can enable those with a mental and/or substance use disorder to live a healthy and rewarding life.

There are millions of Americans whose lives have been transformed through recovery. Since these successes often go unnoticed by the broader population, Recovery Month provides a vehicle for everyone to celebrate these accomplishments. Each September, tens of thousands of prevention, treatment, and recovery programs and facilities around the country celebrate Recovery Month. They speak about strides made by those in recovery and share their success stories with their neighbors, friends, and colleagues. In doing so, everyone helps to increase awareness and foster a greater understanding about mental and substance use disorders.

National Addiction Professionals

day is Wednesday, September 20, 2023. Over the last couple years, overdose rates have reached the highest numbers on record. Now, more than ever, it is necessary to take time to recognize the importance of the addiction profession and the efforts of addiction professionals make to support their community.

2023 Addiction Professionals Toolkit



NATIONAL ADDICTION PROFESSIONALS DAY

WEDNESDAY, SEPTEMBER 20, 2023

Addiction professionals are amazing!



LARA 2023 Substance Use Disorders Service Program Administrative Rules FAQ



On June 26, 2023, the **Michigan Department of Licensing and Regulatory Affairs** (LARA), Bureau of Community and Health Systems Substance Use Disorders (SUD) Service Program **Administrative Rules** went into effect. The new rules include important changes such as the addition of branch offices and mobile units; the requirement for programs to offer naloxone to all recipients with a history of opioid use; the expansion of staff development and training requirements; the broadening of the types of counselors who can provide counseling services; and the deregulation of screening and assessment, referral, follow-up (SARF), buprenorphine treatment, and naltrexone treatment services. This **Frequently Asked Questions (FAQs)** resource addresses some of the most common questions about the new rules.



The LRE Board of Directors

The Lakeshore Regional Entity Board of Directors **meeting is on the 4th Wednesday of each month**. Unless otherwise noted, prior to each Board meeting a Work session is scheduled for 11am. The Board meetings are held in person at the GVSU-Muskegon Innovation Hub, 200 Viridian Dr., Muskegon, MI 49440. Please note, the November meeting is on the 3rd Wednesday, due to the Thanksgiving Holiday.

Upcoming Board Meetings

September 27, 2023

October 25, 2023

November 15, 2023

Lakeshore Regional Entity

5000 Hakes Dr., Ste 100, Muskegon, MI 49441

www.lsre.org

Telephone contact:

Business Hours 231-769-2052
Compliance 800-420-3592
Appeals 800-897-3301
feedback@lsre.org

E-mail contact: