

Mission Statement

NorthCare Network
ensures that every eligible recipient receives quality specialty mental health and substance use disorder services and support through the responsible management of regional resources.

Inside this Issue:

- Contact NorthCare .. 2
- Recovery Conference .. 2
- Annual Reminders .. 2
- Annual Performance .. 3
- ROSC Survey Update .. 3
- Consumer Satisfaction .. 4 & 5
- Accessing BH Services. 6
- Intensive Crisis Services .. 6
- Addiction –Coping Roles .. 7
- Trauma .. 7
- Finances .. 8
- Integrated Health Care .. 9
- MyStrength Resource .. 9
- CMH Participation .. 10
- Family Involvement .. 10
- 2019 New Employees .. 11

NorthCare News

A Message from CEO, Dr. Tim Kangas

January 2020, Volume 1, Issue 1

NorthCare Network

1230 Wilson Street

Marquette, Michigan 49855

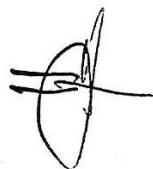
It is hard to imagine the year has passed so quickly since I assumed my role as NorthCare Network's CEO. So many things have happened in this last year that it would be impossible to list them all. One thing that has not changed, nor will it ever, is the commitment that the staff here have towards our mission and the people we serve. All organizations have a mission and vision statement that may sometimes appear to be just flowery words. At NorthCare, those words have a very literal meaning that guides what we do, which is to help individuals live the best and most fulfilled lives possible.

Over the past several years, the public mental health system has seen significant challenges to its very existence. Those challenges have been both financial, through systematic underfunding, as well as structural, with efforts aimed to privatize public mental health and substance use disorder safety net programs. While we all breathed a sigh of relief when the Governor vetoed those efforts, that sense of relief was short lived. The Michigan Department of Health and Human Services has announced a new vision for reform that once again aims to undermine the public mental health system and local control. The words have changed, more flowery, but the meaning is the same, and so too, will be the result if this "new" vision is implemented.

Despite the continued efforts to undermine our system of care and service delivery, NorthCare will maintain its focus on the people we serve through our strong commitment and partnership with the CMHSPs and our comprehensive provider network while continuing to be financially sound. We, as a regional network, work hard to bridge gaps in services and resources by partnering, but not competing. In 2020, you can expect to see even higher levels of collaboration and service integration focused on outcomes for people, but never on profit. We will not waiver in our commitment to prevention and evidence-based approaches to generational issues that have made us a leader in prevention activities. We will continue to be aggressive in our response and collaboration in fighting the opioid crisis, promoting evidence-based treatment approaches and fostering a Recovery Oriented System of Care.

I am very proud of the work that we do at NorthCare Network and all our Providers do across the Upper Peninsula region. My commitment to you is that we will continue to strive to be better. Being only good at what we do will never be enough as the people we serve deserve the best.

Sincerely,



Dr. Tim Kangas, CEO



Contact NorthCare

If you or a loved one is seeking behavioral health treatment, contact NorthCare Network's Mental Health **Access Unit** at **1-888-906-9060** or our **SUD Access line** at **1-800-305-6564**.

For any other questions, concerns, or complaints, contact NorthCare's **Customer Services** at **1-888-333-8030**.

NorthCare is the front door to receiving services at your local community mental health agency or inpatient/residential Substance Use Disorder (SUD) agency.

Regional Customer Service Staff

Copper Country CMH: Sarah Rousseau

Gogebic CMH: Stephanie Otto

Hiawatha Behavioral Health:
Jennifer Sweet

Northpointe Behavioral Health Systems:

Krystal DeWitt

Pathways CMH: Faye Witte

NorthCare Network: Ashlee Kind

Toll-free contact numbers can be found on Page 3 of this Newsletter.

14th Annual Recovery Conference

The **2020 Recovery Conference** will be held on **Tuesday, May 5, 2020**, at **Northern Michigan University in Marquette, Michigan**. This year's conference title is **Dreams, Hope, and Reality**. It is **free of charge** to anyone interested in attending. The target audience for the conference includes individuals in recovery from a serious mental illness or substance use disorder and individuals living with an intellectual or developmental disability.

We're on the web:
www.northcarenetwork.org

Annual Reminders of Important Information

This list of federal rights is provided to you annually. As a Medicaid recipient, you are guaranteed the following rights:

1. Providers that offer Non-English language services.
2. A list of service provider restrictions on freedom of choice (none in the U.P.).
3. Information on grievances, appeals and fair hearing process.
4. Explanation of benefits and authorization requirements.
5. Procedures for obtaining benefits from out of network providers.
6. Directions on how to obtain benefits from our Network Providers.
7. Information on after-hours and emergency coverage.
8. Request policies on referrals for specialty care and other benefits not provided by your primary care provider.
9. Your Medicaid benefit will determine if you will have to pay any cost-sharing responsibilities.
10. Benefits that are available under the state plan but are not covered under contract.
11. Written information on Advance Directives.
12. Additional information on the structure and operation of NorthCare Network.
13. No Physician incentive plans are in use by NorthCare Network or their providers.

The information above can also be found in **NorthCare's Customer Handbook**, which is given to individuals at the start of services and annually thereafter. The handbook can also be found on our website at:
www.northcarenetwork.org.

Want to know more about services? Check out our **Clinical Practice Guidelines** online at:
www.northcarenetwork.org

Annual Performance Reports and Provider Directories

NorthCare and the five Community Mental Health Service Programs (CMHSPs) publish annual performance reports. The reports provide information on how the CMHSPs performed during the year in many different areas. All of the **annual performance reports** are available online at your local CMHSP's website, or you are welcome to call the customer service numbers listed below and they will be happy to mail you a copy.

Provider Directories should be given out to individuals at the time of their first appointment and annually thereafter. **Provider Directories are available online.** If you would like a paper copy, please call the customer service number for your provider below, and they will mail you a copy **within three business days** of your request.

NorthCare Network: www.northcarenetwork.org 1-888-333-8030

Copper Country Community Mental Health: www.cccmh.org 1-800-526-5059

Gogebic Community Mental Health: www.gccmh.org 1-906-229-6100

Hiawatha Behavioral Health: www.hbhcmh.org 1-800-839-9443

Northpointe Behavioral Health Systems: www.nbhs.org 1-800-750-0522

Pathways Community Mental Health: www.pathwaysup.org 1-888-728-4929

Also, the **Substance Use Disorder (SUD) Provider Directory** can be found on NorthCare's website at www.northcarenetwork.org.

Recovery Orientated System of Care (ROSC) is part of an annual contract agreement between the Michigan Department of Health and Human Services (MDHHS) and NorthCare Network. The policy reinforces that supports and services provided to behavioral health consumers are based in recovery. To get your feedback, you may have received a survey in the mail for the past two years asking you how recovery orientated your services and supports were at your local CMHSP and SUD service providers. The table below represents the average scores on the Recovery Self Assessment (RSA) Survey by category in FY19. This data provides our region with starting points on ways to improve and make our system more recovery oriented. **Scores are rated on a 1-to-5 point scale with 5 being the best.**

Average RSA Scores by Respondent Type in FY19			
	Consumers	Providers	Administrators
Overall Recovery Orientation	3.8	4.15	4.34
Life Goals	3.9	4.17	4.4
Consumer Involvement	3.29	3.65	3.6
Treatment Options	3.52	4.08	4.15
Consumer Choice	4.09	4.4	4.5
Tailored Services	3.95	4.16	4.33
Inviting Space	4.26	4.37	4.28

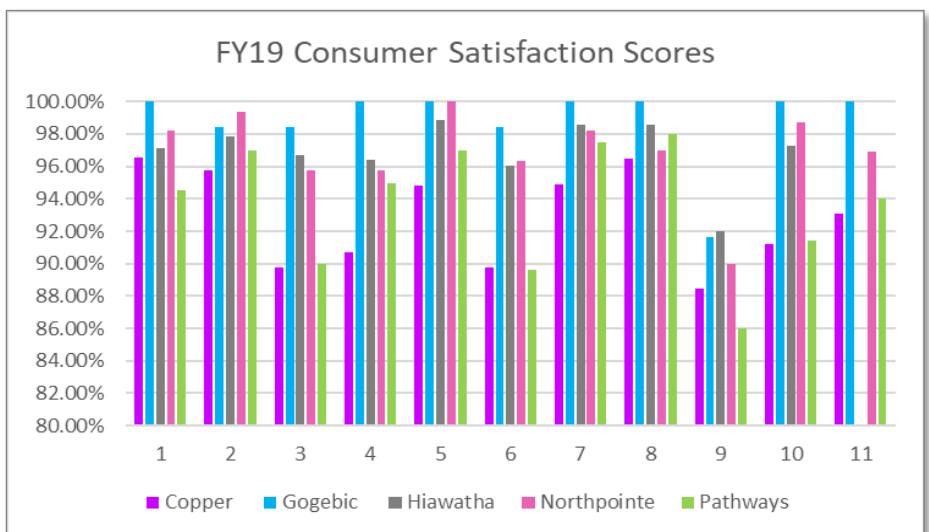
2019 Consumer Satisfaction

These are the results from Part A of the 2019 Consumer Satisfaction Survey.

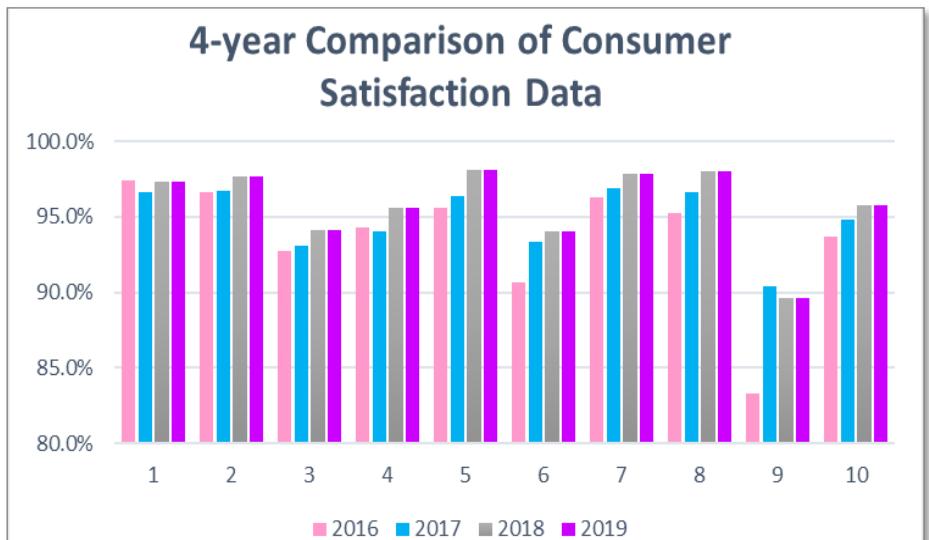
The graph on the right represents the percentage of consumers that reported overall satisfaction by CMHSP. (**Note:** graph axis is from 80% - 100 %)

Note: Question number 11 was added in FY19. No data was available from Hiawatha Behavior Health on this question.

The graph below shows a comparison of satisfaction data for the region **over the past 4 years**. Most satisfaction questions have been on an uptrend since 2016 and regionally we continue to improve overall satisfaction.



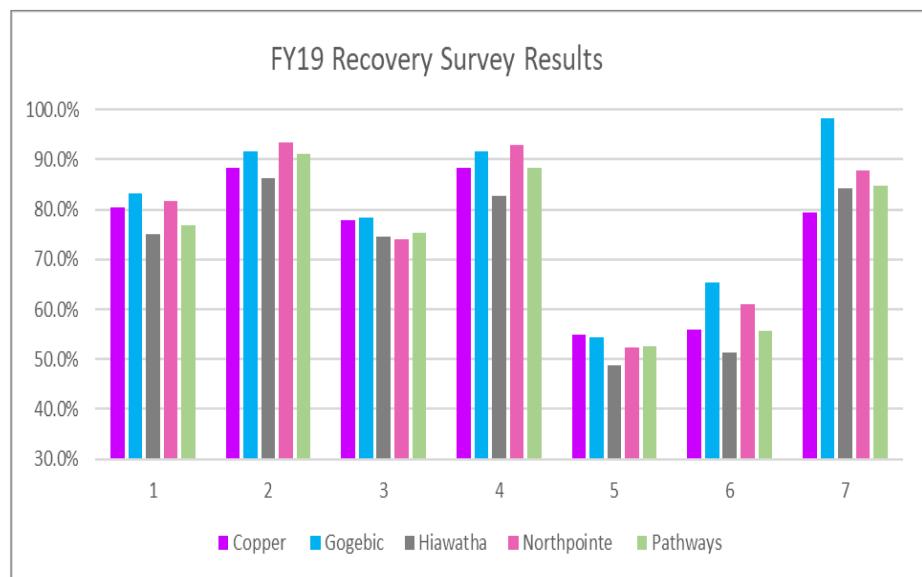
1. Appointments are scheduled at times that work best for me.
2. I am informed of my rights.
3. I feel better because of the service received.
4. I know what to do if I have a concern or complaint.
5. Staff are sensitive to my cultural/ethnic background.
6. I was able to get the type of services I needed.
7. My wishes about who is and who is not given information about my treatment are respected.
8. My wishes about who is and who is not involved in my treatment are respected.
9. I am satisfied with the telephone crisis service when calling the crisis line after business hours or on weekdays and/or on weekends.
10. I would recommend these services to a friend or relative.
11. I am able to communicate with my case manager easily.



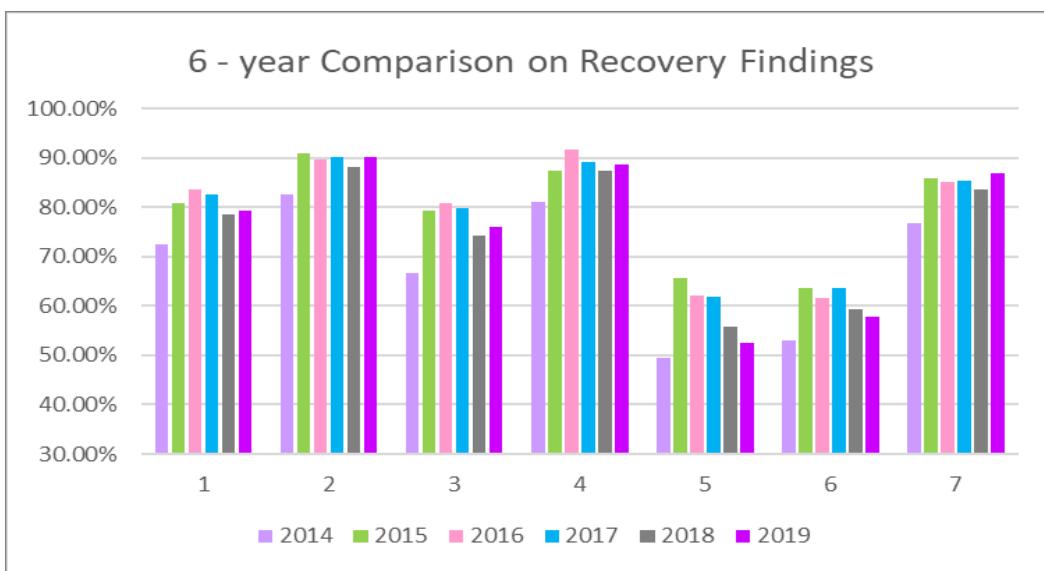
Recovery Survey Results

These are the results from Part B of the 2019 Consumer Satisfaction Survey. This graph below represents the percentage of consumers who overall agreed to the Recovery questions by CMHSP, indicating that they feel supported in their recovery and are hopeful about their future in recovery. (Note graph axis is 30% - 100%).

- 1. I am hopeful about my future.**
- 2. I am willing to ask for help.**
- 3. I believe that I can meet my current personal goals.**
- 4. I have people I can count on.**
- 5. Coping with my mental illness is no longer the main focus of my life.**
- 6. My symptoms interfere less and less with my life.**
- 7. My services and supports from Community Mental Health are helping me in my recovery.**



The graph below shows a comparison of Part B – Recovery Question data over the past 6 years. As a region we were trending to lower scores, peaking in 2016 for most questions. Since 2016 we have had a negative trend for many of the recovery questions; however, most trended positive this year. Data from FY19 shows a positive trend for 5 of the 7 questions. This shows that overall the region has a positive outlook in their Recovery. Questions 5 and 6 continue to be the lowest scoring questions and are the outliers this year in that they continue to trend below the averages.



Accessing Behavioral Health Services Through NorthCare Network

[How to Access Mental Health Services through NorthCare.](#) NorthCare provides Access phone screenings to assist callers in determining if they are eligible for Community Mental Health Service Program (CMHSP) services. Because these agencies provide specialty services, not everyone will qualify. The CMHSPs are set up to provide intensive services to adults with Severe Mental Illnesses (SMI), children with Serious Emotional Disturbances (SED), or individuals with Intellectual or Developmental Disabilities (I/DD) indicated prior to age 22. If you are interested in receiving services at your local CMHSP, you or your guardian will need to participate in a phone screening that takes 20 to 30 minutes to complete. Questions will include information about prior treatment(s), current symptoms, substance use, ability to function with daily activities, and risk of harm to self/others.

If you do not appear to qualify for the intensive services through the CMHSP, NorthCare's Access Department will provide you with information about other counseling options in your county. This screening is for non-emergency ongoing services only. *If you feel you are in crisis and/or in need of hospitalization, please contact your local CMHSP and ask to speak to a crisis worker, or go to your local ER or call 911.* CMHSP crisis numbers are below:

Copper Country: 1-800-526-5059

Hiawatha: 1-800-839-9443

Pathways: 1-888-728-4929

Gogebic: 1-906-229-6120

Northpointe: 1-800-750-0522

[How to Access Substance Use Disorder \(SUD\) Services through NorthCare.](#)

For Outpatient Services, contact NorthCare Network for a list of outpatient Substance Use Disorder Providers. You can call a provider in your area and make an appointment to start outpatient services at any time.

For Intensive Inpatient Services: If you feel you need a more intensive level of care, such as residential treatment, call and schedule a screening/referral appointment by contacting: **NorthCare SUD Services at 906-225-7222 or 1-800-305-6564**, available **Monday through Friday, 8 a.m. – 5 p.m.** EASTERN time. You will be scheduled a time to call back and have an SUD screening and referral with one of our NorthCare SUD clinicians.

NorthCare's SUD service is not an emergency service. If you feel you need medical attention, you should report to your local hospital. **Eligible Clients:** Individuals with Healthy Michigan, Medicaid, or MI Health Link coverage, or those who meet the NorthCare Network SUD's sliding fee scale.

Individuals with private insurance should contact their insurance carrier for referral to treatment information.

Intensive Crisis Stabilization Services (ICSS) for Children

ICSS is a short-term alternative to inpatient psychiatric services for youth in their home or community. A team of two staff will come visit the youth to help stabilize the emotional or behavioral functioning of the youth and de-escalate a crisis. This service applies to youth ages 0-21 in coordination with their parents/caregivers who are eligible as having a serious emotional disturbance (SED); intellectual or developmental disability (I/DD); or co-occurring SED and substance use disorders; have Medicaid eligibility; and live in the UP. If the youth you are caring for appears to be in crisis but does not require immediate emergency assistance, please call your CMH to discuss the situation. If it seems appropriate, staff will respond within 2 hours. Or, staff will discuss and possibly recommend traditional crisis services with you. This service is not 24-hours and is NOT an emergency service. If the youth requires immediate assistance or is in imminent danger, call 911.



Coping Roles in Families with Addiction

The addicted family model was first written about in 1979 by Sharon Wegscheider-Cruse in a pamphlet titled *The Family Trap: No One Escapes from a Chemically Dependent Family*. The model is used to explain the roles that commonly occur in families with a member suffering from addiction. Although dysfunctional, these roles are taken up by family members in order to cope with the problems that stem from their loved one's addiction. Missing from this image is the person with addiction, commonly referred to as the "Victim." On the outside, they (the Victim) may appear hostile, manipulative, charming, and self-pitying. They may also have rigid values and blame others for their problems. However, on the inside, they may feel pain, guilt, fear, and shame. If you or a family member suffers from addiction, you may identify with one of these roles.

Family 'Survival' Roles

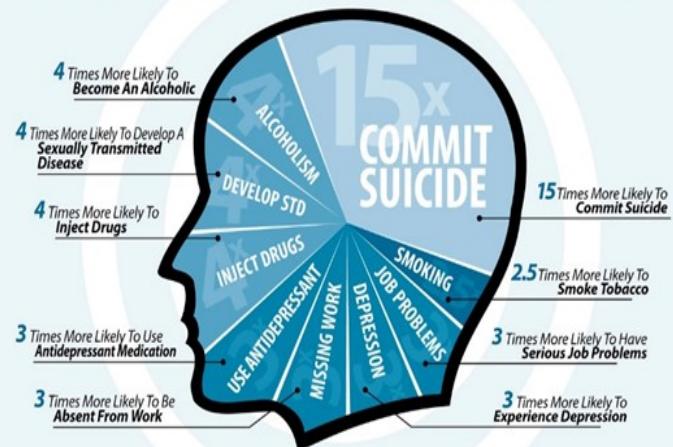
Source: <http://www.addictioninfamily.com/family-issues/unhealthy-families/>



TRAUMA: It's Impact and How We Help

According to the American Psychological Association (2019), "Trauma is an emotional response to a terrible event like an accident, rape, or natural disaster. Immediately after the event, shock and denial are typical. Longer term reactions include unpredictable emotions, flashbacks, strained relationships and even physical symptoms like headaches or nausea. While these feelings are normal, some people have difficulty moving on with their lives." Trauma-informed care is a strengths-based approach to the impact of trauma that emphasizes physical, psychological, and emotional safety for both providers and survivors. Trauma-informed care creates an increased sense of control and promotes empowerment (Hopper, Bassuk, & Olivet, 2010).

PEOPLE WHO HAVE EXPERIENCED TRAUMA ARE:



MDHHS has a modifier added to services for trauma treatment. The modifier is limited to Home-based (H0036), mental health therapy, or trauma assessment when providing Trauma-focused Cognitive Behavioral Therapy or Child Parent Psychotherapy or family training using *Caring for Children Who Have Experienced Trauma: A Workshop for Resource Parents Curriculum* (pre-approved by MDHHS). In FY19, NorthCare served 115 consumers for a total of 963 services using this modifier. If you have experienced trauma, some people find it helpful to discuss the trauma with a therapist. **MyStrength**, an online tool, has also added a Trauma and Post Traumatic Stress Disorder module to their resources. Talk to your CMH for more information about trauma services or visit www.myStrength.com.

NorthCare Finances

The NorthCare Network region receives resources for quality mental health and substance use disorder services through a contract with the State of Michigan. These services are in turn funded by federal Medicaid resources, and NorthCare Network is responsible for ensuring quality mental health and substance use disorder services reach all eligible individuals across the five Community Mental Health Service Programs (CMHSPs).

Community Mental Health Service Programs by County

Copper Country	Gogebic	Hiawatha	Northpointe	Pathways
Baraga	Gogebic	Chippewa	Dickinson	Alger
Houghton		Mackinac	Iron	Delta
Keweenaw		Schoolcraft	Menominee	Luce
Ontonagon				Marquette

Our Vision

NorthCare Network envisions a full range of accessible, efficient, effective and integrated quality behavioral health services and community based supports for residents of Michigan's Upper Peninsula.

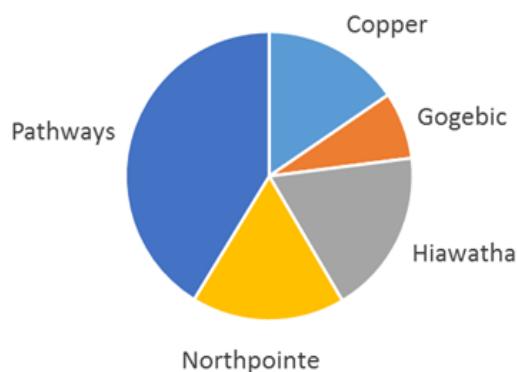
Medicaid funding comes in multiple forms: the **“State Plan,” Habilitation Supports Waiver, Healthy Michigan Plan, Autism Benefit Waiver, and DHIP** (which is for children in foster care or child protective services). From October 1, 2018 to September 30, 2019 the Upper Peninsula received over \$96 million in Medicaid resources.*

Some program funding is based on county of service; those dollars are sent directly to the responsible CMHSP. The State Plan provides most of the funding that NorthCare Network is responsible for managing to ensure services and supports are available to every eligible person in the region. NorthCare Network distributes State Plan funding based on percentages. The percentages are calculated by a blend of historical costs and current expenditure trends. The total Medicaid cost per region is determined by adding together the total cost for each of the five CMHSPs and calculating the percent of the total cost by CMHSP.

(*Preliminary data based on year-end estimates including the Healthy Michigan Population)

Distribution of Medicaid “State Plan” Funding

Copper = 15.50%
Gogebic = 7.85%
Hiawatha = 17.77%
Northpointe = 17.15%
Pathways = 41.76%



Integrated Health Care

The human body is a complex system of brain and body connections. How you feel physically impacts how you feel emotionally, and vice versa. NorthCare Network has been working with our CMH, Substance Use Disorder (SUD), and MI Health Link provider networks to encourage and enhance the delivery of Integrated Health Care to the individuals receiving specialty mental health services for individuals with serious mental illness (SMI), SUD, or intellectual/developmental disabilities (I/DD). Integrated Health Care is the care that results from a team of providers including your case manager, therapist, primary physician, and social and community supports working together to address your total health and wellness.

Each year your case manager should complete a health questionnaire with you as part of your person-centered plan. Understanding your physical health goals helps link you to supports and services in your community or give you the tools and education to achieve your health goals through self-management. Individuals with SMI, SUD, and I/DD conditions with co-morbid physical health conditions face special challenges in achieving whole-person health. By working with your personal physician, the CMH and SUD provider networks can address your physical health goals through a coordinated approach. Individuals receiving integrated preventative care are more likely to see improvements in their blood pressure, weight management, healthy blood sugars, and health behaviors. Each year as you direct your person-centered plan, ask about the **Behavioral Health Consent Form** and consider who is part of your wellness journey care team.

Each CMH has wellness groups and activities based in the community to support physician recommendations. For example, Pathways CMH has been active with the InSHAPE model with great results. InSHAPE evaluations across the country consistently demonstrate that participants experience positive changes in their nutrition and exercise patterns, reductions in waist circumference and blood pressure, as well as increases in self-efficacy. Pathways participants have reported feeling better about themselves, having better control of their blood sugars, and realizing their whole-person health goals. If you are interested in achieving health goals and learning healthy behaviors, be sure to ask your case manager about the resources in your community to help you realize those goals. Many organizations and agencies offer supports to individuals with a variety of shared experiences outside of the CMH and mental health system. For example, the **UP's Veteran Navigator at NorthCare** can link persons with a history of military service and/or their family members to resources tailored to their unique experience.

For more information on our Veteran Navigator services, please see the article on the back page.

MyStrength Online Resource

Is everyone aware of the great resource that NorthCare's Integrated Care Team has arranged? It is a personal wellness service called myStrength and it is available through the Internet. Major health care providers are partnering with myStrength.

The myStrength service is provided **FREE to everyone; yourself as well as your family and friends.** By using the myStrength site, individuals can make meaningful changes in their lives and improve their wellbeing. MyStrength provides its users with a wide range of health information. They say their service is "**the health club for your mind.**" **Feel Healthy and Happy** by using the MyStrength site today!

SIGN UP TODAY

1. Visit www.mystrength.com and click on "Sign Up."
2. Enter Access Code: **NCNCommunity**
3. Complete the myStrength sign-up process and personal profile.

Want to Make Decisions at your CMH?

If you are interested in making a difference at your CMH, participating in the Customer Service Committee might be for you. The Customer Service Committee provides 1) oversight of regional consumer involvement activities; 2) ensures Customer Service functions delegated to network providers are being completed in a manner consistent with the contract and regional, state, and federal mandates and; 3) shares information and best practices that allows management of Customer Service functions with a focus on common standards. Please contact your local CMH Customer Service Committee staff member if you are interested in impacting positive change. This opportunity is limited to two people per CMH committee. (*Expressing interest does not guarantee membership.*)

Copper Country CMH:	Sarah Rousseau	1-800-526-5059
Gogebic County CMH:	Stephanie Otto	1-906-229-6120
Hiawatha Behavioral Health:	Jennifer Sweet	1-800-839-9443
Northpointe Behavioral Health:	Krystal DeWitt	1-800-750-0522
Pathways CMH:	Faye Witte	1-888-728-4929



Want Your Family To Get Involved?

Family Psychoeducation (FPE) is a group-based treatment where the staff, consumers, and consumers family members* work together to support recovery. The focus of discussions is the illness. Typically, multiple consumers and family members will participate in the same group, although single-family groups can be an option. In an FPE group, participants help each other to identify what is going well, what could be better, and various options to improve the problem selected during that meeting.

FPE empowers families to participate in the recovery process and connects consumers and families to others that are struggling with similar issues. FPE is designed for adults with serious mental illnesses; mainly schizophrenia and bipolar disorders. If you are interested in more information about FPE, read the article found on the Improving MI Practices website:



[https://www.improvingmipractices.org/
practice-areas/family-psychoducation.](https://www.improvingmipractices.org/practice-areas/family-psychoducation)

If FPE seems like something you are interested in, contact your CMH to express your interest to join a group.

*family is defined by the consumer and may include non-related supports.

Word Scramble

c e i c h o

h i n g w a s

v e t p r e n

i e n f r d s

I l e n w s s e

g i e h n e y

o p e h

m a g e n a

Answers on page 11

New Employees at NorthCare

In 2019 **many new** staff members joined our team. We are happy to welcome them to NorthCare!

Courtney Brusso, LMSW, CADC—Managed Care Clinical Specialist

Courtney was born in Laurium, Michigan, and attended grade school in the Copper Country. She then finished high school in the Detroit area. Courtney now lives in Negaunee, with her youngest daughter and two dogs. We are so happy that she found her way back to the Upper Peninsula. Courtney has four wonderful children and twin grandchildren on the way! She joins us this year with experience previously working at GLRC – ARS, OSF St. Francis Hospital and Pathways CMH. Courtney loves to cross-country ski and kayak in her free time.

Jen Roberts, BS—Data analyst

Jen is originally from Paulding, Michigan. (And yes, she has seen the infamous Paulding Light!) She grew up a Watersmeet Nimrod and went to NMU for her Bachelor's in Computer Information Technology with a second degree in marketing. Since 1988, she has lived in Marquette, MI, Green Bay, WI, Wausau, WI, and Cody, WY. NorthCare is happy she made her way back to the U.P. where she now lives in Ishpeming with her two boys. Jen loves camping, hiking, fishing, BBQ's and anything outdoors in the summer. However, she is beginning to NOT be a fan of the U.P. winters. Her favorite activity is travel, with her trip to Maui topping them all. Yosemite National Park and Wyoming are a close second/third.

Tami LeBlanc, LMSW, CAADC—Clinical Director

Tami is a native of the Upper Peninsula (originally from West Ishpeming) and graduated from Westwood High School. She earned her bachelor's degree from NMU and completed her master's degree in Social Work from Michigan State University. Tami has worked in a variety of settings, including community mental health and Marquette General Hospital. Tami also worked previously at NorthCare, so we are happy to have the return of her expertise. Tami has three grown children whom she enjoys spending time with. She enjoys outdoor sports including: mountain biking, hiking, running and cross-country skiing. She also loves to travel.

Jason Wallner, BS—Veteran Navigator

Jason has served in the Michigan Army National Guard since 1998 and is currently assigned to the 107th Engineer Battalion, Ishpeming, MI. He is an OIF and OEF Veteran, having served in Baghdad, Iraq (2007-08), and Kandahar, Afghanistan (2012-13), conducting Engineer route clearance operations. A lifelong resident of the U.P. and father of three, his son is in the US Air Force while his daughters attend Negaunee Schools. In his free time, Jason enjoys spending time outdoors with his family and enjoying the wonders of the U.P.!

Nicole McGill, LLMSW—Managed Care Clinical Specialist

Nicole was born in California but has spent most of her life in Ishpeming, Michigan. She is a NMU Alumni from 2012, and she earned her master's degree in Social Work from Walden University in 2016. Nicole has a 13-year-old daughter named Julia, and four dogs that keep her busy. Nicole enjoys mountain biking, snow shoeing, and traveling. Nicole has worked in many settings including home health, hospice, skilled nursing facilities and geriatric behavioral health. Nicole has chosen to broaden her horizons by assisting a larger population through mental health services. She is excited to be on the NorthCare Team!

Scramble answers: choice, washing, prevent, friends, wellness , hygiene , hope, and manage.

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Are You A Veteran? Do You or Anyone You Know Need Help with Veteran Services?

Learn What a Veteran Navigator Can Do for You!

Every warrior needs support at some point. That's why the Michigan Department of Human and Health Services (MDHHS) has a **Veteran Navigator** who can advocate for you and connect you to the services that are available to you as a Veteran, service member, or military family member.

Your regional **Veteran Navigator** will guide you through the many resources of Veterans Affairs. **Navigators** are always informed on current changes through the Department of

Veterans Affairs by maintaining close relationships with state and county Veteran organizations. Your **Navigator** can assist with many of the challenges you might be facing such as healthcare services, assistance with food, housing, and other local resources.

Contact your NorthCare Network
Veteran Navigator, Jason Wallner
at 906-233-1361 or Toll Free 888-333-8030



https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_93573---,00.html