

NorthCare Network

200 West Spring Street - Suite 2
Marquette, Michigan 49855

1.16.19

Dear Community Stakeholder,

The Michigan Department of Health and Human Services (MDHHS) contract with NorthCare Network emphasizes the need for a Recovery Oriented System of Care (ROSC). NorthCare recognizes you as one of the key players in the overall system of consumer recovery.

A recovery-oriented system of care supports an individual's journey toward recovery and wellness by creating and sustaining networks of formal and informal services and supports. The opportunities established through collaboration, partnership, and a broad array of services promote life enhancing recovery and wellness for individuals, families and communities.

As we enter 2019, NorthCare would like to recognize all that you do to better the lives of the consumers of Mental Health and Substance User Disorder services and encourage you to continue your efforts and strive to become recovery oriented.

Each stakeholder plays a special part in the overall wellbeing of our consumers and our community. Just some of the key stakeholders include:

- Community Mental Health Specialty Programs serving those with serious mental illness, intellectual/developmental disabilities or children with severe emotional disturbance.
- Residential and Outpatient Substance Use Disorder providers, supporting consumers in gaining and maintaining recovery.
- Janzen House, Room at the Inn, the Warming Shelter, and all services in the Upper Peninsula aiding those who are homeless.
- Adult Foster Care Homes, providing daily assistance to those who are unable to live independently, and Child Caring Institutions caring for our youth.
- Superior Alliance for Independent Living (SAIL) for supporting independent living skills development.
- Lakestate, Goodwill, Trico, Highline, MRS, Northern Transitions and other employment assistance providers offering meaningful work and teaching valuable skills to consumers.
- Upper Peninsula Health Systems- Marquette and War Memorial Hospital Psychiatric units and other psychiatric units outside the Upper Peninsula, along with Bay Haven Crisis Residential, for helping those in crisis.
- Law Enforcement, including jail staff, involved in jail diversion efforts to best serve those with mental illness via appropriate treatment in an appropriate location.
- Health Departments, Community Hospitals, and Primary Care Providers providing the medical care to consumers and promoting integrated treatment through effective coordination.
- Local MDHHS offices, maintaining insurance benefits for Medicaid consumers and ensuring safety of consumers through CPS/APS investigations.
- Community Therapists providing services to all individuals not directly in the public system.
- Upper Peninsula Health Plan ensuring adequate provider network and managing benefits for consumers.
- Local volunteer organizations giving aid to all those who need it.
- And many more...

I invite you to look at the enclosed information and data regarding our recovery efforts and encourage you to strive to become recovery oriented at your agency.

Thank you,

TOGETHER

we can positively impact consumers lives

Dr. Tim Kangas
NorthCare Network CEO



Customer Service: 888-333-8030 or (906) 225-7254

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www.northcarenetwork.org

To Request Behavioral Health Services Call: 888-906-9060



ROSC

Recovery Oriented Systems of Care (ROSC) is a part of the annual contract between the Michigan Department of Health and Human Services (MDHHS) and NorthCare Network. The policy enforces that supports and services provided to behavioral health consumers are based in recovery.

The ROSC is the *system* of care that supports an individual's journey toward recovery and wellness through creating and sustaining networks of formal and informal services and supports with the goal of promoting life enhancing recovery and wellness for individuals, families, and communities (ROSC TSC 2010).

The following elements are integral to ROSC:

- Holistic and integrated services beyond symptom reduction
- Person-Driven
- Continuity of care - assertive outreach and engagement; and ongoing monitoring and support
- Culturally responsive services
- Occurs via many pathways
- Peer supports and services
- Community health and wellness.
- Family and Significant Other Involvement
- Systems/services anchored in the community
- Evidence- and Strength- based practices
- Trauma informed
- Based in respect

For two years now, NorthCare has sent a survey to a sampling of consumers of Community Mental Health (CMH) and Substance Use Disorder (SUD) services. The 32 question Recovery Self-Assessment Revised (RSA-R) survey evaluates six key areas and provides an overall recovery score. The six areas are:

- Life Goals
- Consumer Involvement
- Diverse Treatment Options
- Consumer Choice
- Tailored Services
- Inviting Space

On a scale of 1-5; with 5 being the best response, NorthCare had an overall score of 3.78.

The lowest rated area by consumers was consumer involvement, followed by diverse treatment options, in both FY17 and FY18 (see graph below). Based on those results; a plan was created to improve areas where NorthCare did poorly. To address these issues, NorthCare has:

- Implemented the MyStrength program. MyStrength is an online resource that provides evidenced based practice recommendations to you based on how you are feeling. This program is open to the community using access code NCNCommunity. For more information, visit <https://mystrength.com/>.
- Held anti-stigma trainings at area hospitals to reduce stigma associated with substance abuse.
- Improved policies and updated training requirements.

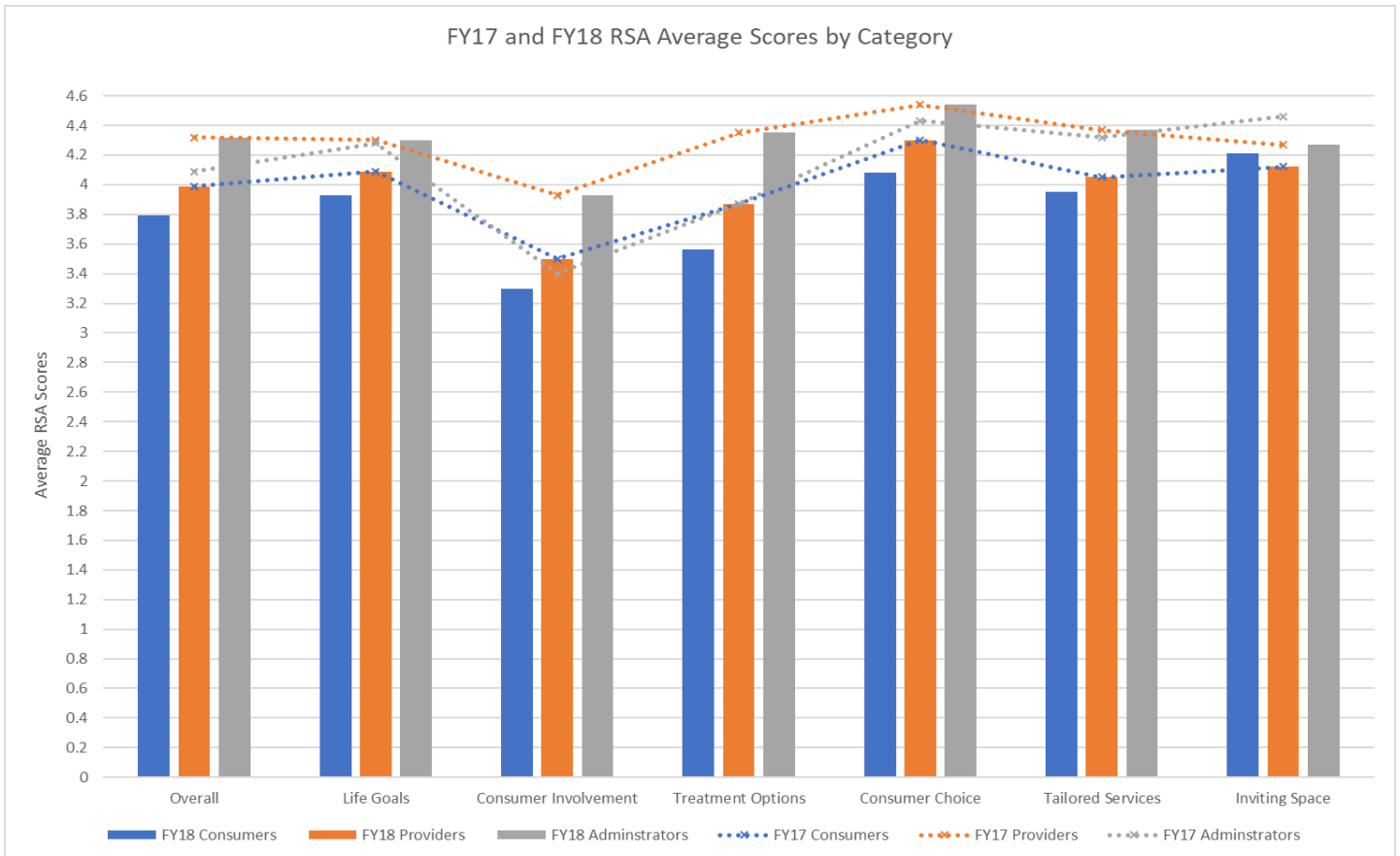
RECOVERY (SAMSHA 2012)

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

Overall Recovery Orientation	3.78
Life Goals	3.87
Consumer Involvement	3.31
Treatment Options	3.52
Consumer Choice	4.05
Tailored Services	3.92
Inviting Space	4.21

In FY19, to further our ROSC efforts, NorthCare will:

- Inform community stakeholders about the ROSC and our efforts.
- Encourage coordination with community providers including primary care doctors, dentists, etc. to ensure holistic and effective treatment of the whole person.
- Update community referral letters annually.
- Work with Upper Peninsula Health Plan (UPHP) to produce health education materials and outreach to shared consumers on diabetes prevention.



Thank you for reviewing this information. Further ROSC information is available on our website, www.northcarenetwork.org.

If you have any ideas of how we can work together to make our system more recovery-oriented, please let us know. We look forward to working with you to make the community the best it can be.

Thank you,

Brittany Pietsch, LMSW
NorthCare Network
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