



QUARTERLY PROVIDER BULLETIN

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**NORTH COUNTRY COMMUNITY
MENTAL HEALTH AUTHORITY**

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**Access to Services & Customer Service:
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877-470-4668 TTY: 711**

North Country CMH receives its principal funding from the Michigan Department of Human and Health Services (MDHHS)



Licensed Residential Home Maintenance and Reporting Requirements

By Lani Laporte, Contract Manager (llaporte@norcocmh.org)

Home Managers and providers should annually review the overall appearance and condition of each licensed residential home under contract to determine needed repairs, and when appropriate take pro-active action to repair in advance of the conditions becoming severe. It is recommended that Providers develop a 3 to 5-year schedule of future planned maintenance or furniture replacement, and budget accordingly. Regardless of the cause of damage, repairs should not be unusually delayed. **Home’s that have had limited access to repair options due to COVID are now encouraged to catch up on necessary repairs.**

A review of the home’s condition and needed maintenance are included in parts of the annual Home Site Survey, a contractual requirement, and in NCCMH’s annual Facility Evaluations conducted by the Contract Manager.

According to licensing regulation [Administrative Rules](#), licensees are responsible for:

1. Assuring the cleanliness and repair of interior wall surfaces, furniture and fixtures (*), appliances, as well as assuring the safety of the premises. Safety and maintenance measures may include (depending on owned or leased home) septic cleaning, alarm and fire protection system servicing, HVAC servicing, window cleaning and garbage pickup, among other responsibilities.
2. Exterior home maintenance and providing a safe environment. These responsibilities may include (depending on owned or leased home) snow removal, landscape trimming, gutter cleaning, lawn mowing, debris removal, among other responsibilities.
3. Provision and maintenance of special lifts or other equipment or vehicles utilized by the licensee in the care of clients, or as may be necessary per a client’s IPOS.

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Licensed Residential Home Maintenance and Reporting Requirements

(*) A Licensed Residential Home contracted providers' responsibility for the provision of furniture is stated in State of Michigan Licensing Rules and Statutes, which may be referenced [here](#).

EXAMPLES OF HOME CONDITIONS which require *immediate resolution* include but are not limited to:

1. Holes in structural walls, doors/locks that no longer shut properly, damage to cupboards, or other interior surfaces, damage to stairs or entrances, cracked or uneven walkways, absence of screens on bedrooms, or other unsafe structural conditions.
2. Damaged furniture or fixtures which are unstable, dysfunctional, or otherwise unsafe or unsanitary (i.e. furniture legs are missing or uneven, flooring is separating or uneven, furniture is soiled and uncleanable, or furniture upholstery has holes or substantial surface wear).

Examples of needed repairs to a licensed home: Wall damage, irregular concrete driveways, furniture replacement or repair.



IN CASES WHERE THE HOME IS LEASED through an arrangement between NCCMH and a 3rd Party Landlord, the repair or replacement of the facility may mean that the provider makes direct contact with an outside responsible party, according to the following examples:

- A) CONTACT THE LANDLORD or their designated repair services or representative** in cases where the home systems are dysfunctional, i.e. heating, cooling, hot or cold water supply, septic or sewer services, alarms or fire protection systems, or structural deficiencies (roof leaks, storm damage, exterior painting or structural disrepair, downed trees or ramp/patio conditions). Home Managers and staff should have posted contact information for all facility landlords in case of emergency or needed repairs, including a listing of vendors acceptable to the landlord.

In the case of sudden loss of mandatory services which affect safety, security or functioning of the home, such as water leakage, structural damage or fire, sudden loss of water supply (hot or cold), heating or air conditioning, or other critical services, **the provider should take immediate action to repair the problem and simultaneously report the problem to the landlord and NCCMH's contract manager.**

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DCW Competency Guidelines - Accepted by MDHHS Leadership!

By Lani Laporte, Contract Manager (llaporte@norcocmh.org)

The DCW Competency Guidelines, MI DCW Advisory Committee Webinar Registration Letter & Links, developed by the statewide Direct Care Workforce Advisory Committee have been accepted by the MDHHS leadership as Michigan's quality standards for DCWs. The guidelines are based on national guidelines and include **all DCWs** who provide essential services through behavioral health, community mental health, PACE, and long-term care systems to support individuals with disabilities and older adults in a range of settings including their own homes.

Employers of DCWs continue to be challenged by the acute DCW shortage. Although not mandated, adopting competency guidelines is a huge step forward in addressing the problem by recognizing the importance of the DCW workforce. The Committee's primary goal is to use these standards to increase affordable training options for employers and DCWs and to make it easier and quicker to hire and retain qualified DCWs. Having such standards will lead to skills that transfer from job to job across all programs in the state. They will serve as the basis for building DCW credentials and career pathways. In time, we hope this helps others see DCWs as professionals and leads to a DCW workforce that is bigger and more stable. Multiple studies indicate that taking these steps can stabilize the DCW workforce



TAKE ACTION! CONTACT YOUR LEGISLATORS --- Encourage them to support the Michigan DCW Training and Credentialing Infrastructure Proposal

As mentioned in a recent eblast, a modified version of the statewide DCW training and credentialing infrastructure proposal is in the current MI House FY2023 DHHS budget. Here is the link for HB 5784 (H-1). Scroll to page 247, section 1970 (d) beginning on line 29:

https://www.house.mi.gov/hfa/PDF/Summaries/22h5784h1_DHHS_Budget_Bill.pdf

Now that the DCW Competency Guidelines are supported by MDHHS, **THIS is an essential next step**. We need to make it clear to MDHHS and the State Legislature that a statewide infrastructure to support DCW training, credentials and career pathways is not in place yet. The funding to put it in place is critical to addressing the DCW shortage. Let your legislators know how important it is to support and fund this proposal. Point out the language in the House budget. **It is our understanding that the Legislature hopes to wrap the final budget up by the end of June so this is time sensitive. Now is the time to advocate!**

PLEASE CONTACT THE REPRESENTATIVE OR STATE SENATOR FOR YOUR GEOGRAPHIC REGION AND LET YOUR VOICE BE HEARD!

STATE SENATORS

[Curt Vanderwal \(District 35\): PO BOX 30036 Lansing, MI 48909-7536, 517-373-1725; SenCVanderwall@senate.michigan.gov](#)

[Wayne Schmidt \(District 37\): PO BOX 30036 Lansing, MI 48909-7536, 517-373-2413; SenWSchmidt@senate.michigan.gov](#)

[Jim Stamas \(District 36\): PO BOX 30036 Lansing, MI 48909-7536, 517-373-7946 OR 855-347-8036 \(toll Free\); SenJStamas@senate.michigan.gov](#)

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Licensed Residential Home Maintenance and Reporting Requirements

B) CONTACT NCCMH'S CONTRACT MANAGER

in cases where client behaviors have damaged either the structure, furniture, furnishings, flooring, or created unsafe conditions. NCCMH's contract manager should also be contacted when maintenance issues occur which are not able to be resolved through provider contact with the landlord.

If unsure as to when to replace or repair worn or damaged furniture and fixtures, or if you have concerns over a landlord's response, flooring, or unresolved structural issues on the home, it is always appropriate to contact NCCMH's Contract Manager at llaporte@norcocmh.org or providerrelations@norcocmh.org. NCCMH reserves the right to request a copy of provider's annual facility review and to work with the provider to assure the home's conditions are maintained in a satisfactory manner.

Staff from the NCCMH Charlevoix office hosted a booth at the Char-EM ISD Day of Wellness.



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DCW Competency Guidelines – Accepted by MDHHS Leadership

STATE REPRESENTATIVES

Daire Rendon (District 103): S-1387 House Office Building, P.O. Box 30014, Lansing, MI 48909, 517-373-3817; DaireRendon@house.mi.gov

John Damoose (District 107): S-1486 House Office Building, P.O. Box 30014, Lansing, MI 48909, 517-373-2629 JohnDamoose@house.mi.gov

Ken Borton (District 105): S-1389 House Office Building, P.O. Box 30014, Lansing, MI 48909, 517-373-0829; KenBorton@house.mi.gov

Sue Allor (District 106): 428 Capitol Building, P.O. Box 30014, Lansing, MI 48909-7514, 517-373-0833; SueAllor@house.mi.gov



2022 PROVIDER MEETING SCHEDULE:

Tuesday, August 2, 2022
Tuesday, November 1, 2022

PROVIDER QUARTERLY UPDATE - OFFICE OF RECIPIENT RIGHTS, HEALTH & SAFETY

Lifting and Back Safety

By Linda Kleiber, Safety Specialist (lkleiber@nrcocmh.org)

Can you think of even one occupation where you never have to lift an object? Lifting objects can range from very light, such as a piece of paper or a pen, to very heavy objects like boxes. Lifting is very much a part of our everyday jobs. Since it is something we do so often, we tend to do it without thinking, or at least we do until we strain a muscle, or worse, hurt our backs.

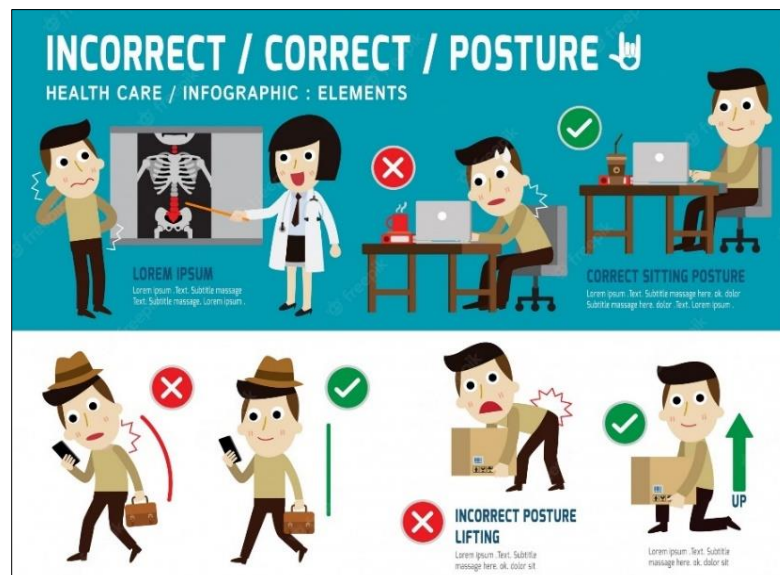
Lifting incorrectly can result in a variety of injuries. Back strain is a very common one. It results from overstretching certain muscles, but it can be avoided by practicing safe lifting techniques.

Safe lifting plays an important role in keeping your back healthy and there are several techniques that take strain off the lower back area. They recommend you “size up the load”. That means to look it over. Decide if you can handle it alone or if you need help. When in doubt, ask for help. Moving a box or other object that is too heavy for one person is not worth strained and sore back muscles. Also “size up the area”. Look over the area you are carrying the object to and make sure it is clear of obstacles before beginning.

Good foot position allows you to keep your balance and bring into play the full power of your leg muscles. Leg muscles are more powerful and more durable than back muscles. Let your leg muscles do the work. Use your feet to change direction. Don't twist your body. Twisting compounds the stress of the lift and affects your balance. Keep your chin up; it helps maintain correct back posture.

When you have someone helping you lift an object, lifting and lowering should be done in unison.

Don't underestimate the importance of being in good physical condition. Years of poor posture, overeating, lack of exercise, stress and improper lifting can catch up with you. Learn how your back works and what you can do to keep it strong. Ask for your physician's recommended stretching, warm-up, and reconditioning exercises.



Recipient Rights - Treatment Environment

By Brandy Marvin, RR Specialist (bmarvin@norcocmh.org)

MHC 330.1708 Suitable services; treatment environment; setting; rights. (2) Mental health services shall be provided in a safe, sanitary, and humane treatment environment.

The Office of Recipient Rights (ORR) will often utilize Licensing And Regulatory Affairs (LARA) Administrative Rules when determining whether or not a provider or its employees has failed to provide a safe, sanitary, and humane treatment environment.

R400.14401-Environmental Conditions covers a wide range of health and safety standards including septic systems, lighting, ventilation, plumbing, hot and cold water and inside air temperatures, garbage removal, pest controls, food preparation and storage, laundry, appliances, and equipment sanitation and maintenance, maintenance of premises, home furnishings and housekeeping standards.

NCCMH monitors these conditions during site reviews on an annual basis to ensure recipients are being provided with 'Suitable Services' in safe and healthy environments. Throughout the year it is also the responsibility of all NCCMH staff (Supports Coordinators, Registered Nurses, Supported Employment, Support Staff, etc.,) and service provider employees (Direct Care Workers, Home Supervisors, Regional Managers, etc.,) to assure environmental conditions of each location are safe, sanitary, and maintained as they should be.

A few examples of a failure to provide a safe, sanitary, and humane treatment environment include: torn or missing screens, broken windows, holes in the walls/doors, broken or uneven sidewalks, any hazardous debris, unfinished/missing/broken hand-railings, dirty/unsanitary living spaces, unkempt walkways, pests, unsafe stairways, torn furnishings, broken appliances, and/or any other issue deemed unsafe or unfit for use or for any unsanitary environmental issues.

What should I do if I notice an issue? Be sure to immediately bring your concern to your supervisor who should then contact and inform the owner/operator responsible for the maintenance and operation of the site. In most cases a work-order will be submitted (in a timely manner) for any needed repairs or replacements. Your supervisor should also promptly respond to any unsanitary practices and/or issues of concern.

When does it become (an otherwise) reportable issue? If/when appropriate action to correct the issue has not been taken (within a reasonable amount of time), it would be appropriate to contact NCCMH ORR @ 1-800.281.0481 or Contract Manager, Lani Laporte @ 231.439.1297



True or False

1. It is the responsibility of all contracted staff to ensure recipients are receiving services in a safe and healthy treatment environment. (TRUE)
2. Attention to Health and Safety issues should be corrected in a timely manner. (TRUE)
3. NCCMH staff are not responsible for monitoring locations during in-person contacts? (FALSE)
4. Report health and safety issues to NCCMH-ORR and/or Contract Manager-Lani LaPorte whenever corrective action to remedy an issue has not been completed in a timely manner. (TRUE)

The Importance and Benefits of Drinking Water

By Alyssa McCauley, Behavioral Health Home Care Manager (amccauley@norcocmh.org)

The human body is made up of more than half water. So naturally we must fuel our bodies with water. Consuming enough water every day is important for your health. Drinking water can prevent dehydration, a condition that can cause unclear thinking, result in mood change, cause your body to overheat, and lead to constipation and kidney stones.

Water helps your body keep a normal temperature, lubricates and cushion joints. Protects your spinal cord. Get rid of wastes through urination, perspiration, and bowel movements.

According to the CDC, daily fluid intake recommendations vary by age, sex, pregnancy, and breastfeeding status.

Tips to Drink More Water

- Carry a water bottle with you and refill it throughout the day.
- Freeze some freezer safe water bottles. Take one with you for ice-cold water all day long.
- Choose water over sugary drinks.
- Opt for water when eating out. You'll save money and reduce calories.
- Serve water during meals.
- Add a wedge of lime or lemon to your water. This can help improve the taste and help you drink more water than you usually do.
- Make sure your kids are getting enough water too.

Residential or Service Sites subject to site reviews are requested to please create a signature sheet (example below) to record that staff have read and will comply with the material presented in the Quarterly Recipient Rights, Health and Safety pages of this bulletin, which replaces the previously issued Quarterly Brochure. This bulletin also replaces annual updates of Environmental Emergencies, Recipient Rights, and Medications. Sign off sheets will be monitored during annual site visits. We suggest printing & posting the Quarterly Recipient Rights and Safety pages of this bulletin on site, as well as reviewing them during staff meetings.

JUNE 2022

NAME	SIGNATURE	DATE
Mary Smith	<i>Mary Smith</i>	6/13/22
Ben Hur	<i>Ben Hur</i>	6/13/22

Environmental Emergencies
Recipient Rights
Medication Updates