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MCET CURRENT WORK EFFORTS: MAY 2008

OAKLAND COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

The Oakland County Community Mental Health Authority (OCCMHA) was the lead organization in developing MCET. The OCCMHA contract is evolving into a comprehensive approach of compensated consumer involvement in evaluation and improvement efforts.

- **Community Access System:** This involves approximately 2,000 phone survey interviews occurring throughout the fiscal year involving consumers and individuals representing consumers and their experience with the community access system services. The interview focuses on the manner individuals were treated and how informed the community access system staff were and gathering data and information regarding satisfaction and follow through for individuals found eligible as well as those found non-eligible, including community linkage efforts. As is part of virtually all of our evaluation efforts, the survey also inquires of the individuals experience in defining what single most important aspect of the service was best and what opportunity for improvement should be considered.
- **Supports and Services:** This involves approximately 500 interviews, mostly face-to-face, occurring during the second quarter of the fiscal year and involves both consumers with mental illness and developmental disabilities and families with children with serious emotional disturbances or developmental disabilities. The fundamental focus of the interviews is satisfaction with various aspects of their key supports and services provider.
- **Customer Services:** This involves approximately 250 phone survey interviews occurring throughout the fiscal year involving individuals who have received services from the OCCMHA Customer Services unit. In general terms, the survey focuses on the individuals' satisfaction with the responsiveness, treatment, knowledge and outcomes.
- **Person-centered/Life Plan and Life Outcomes:** This is a new evaluation endeavor and is occurring in the third and fourth quarters of the fiscal year. This will involve intensive face-to-face interviews with a small number of consumers and will focus on the quality of their life and the achievement of measurable and desired real life outcomes across key life domains with annual follow up for two years. This

evaluation effort will include both consumers with mental illness and developmental disabilities.

- **Focus Groups:** This is an annual event and is occurring during the third and fourth quarters of the fiscal year. The event is planned with consultation by the Consumer Evaluation Sub-Committee of the OCCMHA Consumer Advisory Committee and for FY 07/08 applies a structured group interview focus group format involving three areas: Person-centered Plan, Crisis Plans and Supports and Services. Within each of these areas there both quantitative and qualitative questions/statements that are intended to gain insights of consumers understanding of the concepts and practices and what is occurring, what is desired, what is working well and what are opportunities for improvement relative to each of these areas. Each Focus Group will be homogenous and the overall endeavor will include both consumers with mental health and developmental disabilities and families with children with serious emotional disturbances.
- **Recipient Rights:** This is a newly developing endeavor that will be implemented by the beginning of the fourth quarter of the fiscal year and will involve the OCCMHA Recipient Rights Advisory Committee. This effort is intended to learn of the satisfaction with the services of the OCCMHA Recipient Rights unit of individuals who have filed recipient rights complaints. This is different than the efforts of monitoring and improving matters of legal, regulatory and policy compliance. This evaluation effort will initiate with stakeholder focus groups and ultimately render a method for the measurement of key indicators of satisfaction.

LAPEER COUNTY COMMUNITY MENTAL HEALTH

MCET assisted Lapeer County Community Mental Health (LCCMH) in the development of a Mental Health Block Grant (MHBG) that was submitted and ultimately approved by the Michigan Department of Community Health (MDCH). This two-year effort reflects an expansion of MCETs traditional role of consumer evaluation efforts to a more encompassing advancing of consumer opportunities.

- **Project LEAD (Leadership Education and Development):** Working in consultation with a local consumer and community advisory group, including the local community college, MCET is involved in the development and implementation of a Consumer Leadership learning program. The learning program will be implemented in Spring 2008 and will be comprised of several key modules that will be provided to consumer class cohorts with instruction provided primarily (if not solely) by consumer topic area technical and substantive experts and will be conducted at Mott Community College. This endeavor includes an evaluation component. The evaluation will occur at two post time learning program completion periods and will focus on the participants' application of what they learned and what they found most helpful and what modifications (inclusions, deletions and/or modifications) they would suggest for the learning program. The evaluation findings will be applied to efforts to improve the learning program.

LIFEWAYS

MCETs work with Lifeways also reflects an expansion of our role as well as a limited time endeavor.

- **Planning for Consumer and Consumer Organizations Opportunities:** This effort is occurring over a six month period in the fiscal year. Working with consumer organizations and Lifeways, the intended outcome is develop a “*Book of Business*” of consumer opportunities in the management and delivery of supports and services and to advance sustainable consumer organizations necessary to advance these opportunities.

OAKLAND COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

MCET assisted the OCCMHA in the development of a MHBG that was submitted and ultimately approved by the MDCH. This two-year effort involves the Recovery orientation and related evaluation and improvement efforts.

- **Recovery and Evaluation:** This is currently at the initial implementation stage. This effort will work in consultation with a Sub-Committee derived from the OCCMHA Consumer Advisory Committee and will involve the environmental and individual evaluation of the Recovery orientation, Also, the Sub-Committee will be involved in reviewing OCCMHA critical documents, such as policies and contracts, and offer feedback relative to the systematic promotion of Recovery.

EASTER SEALS—SOUTHEASTERN MICHIGAN

MCET also works with provider organizations is their efforts of continuous quality improvement that include the voice of consumers.

- **Post System Discharge Survey:** This involves approximately 630 phone survey interviews occurring throughout the fiscal year involving adults and families regarding their satisfaction with the mental health related supports and services they received and the outcomes that were achieved.

DEVELOPMENT

We are currently working with several communities in the development of consumer evaluation endeavors. These efforts have included MCET meeting with the local public system (as requested) that we have engaged initial exploration of what the needs and desires are relative to their overall evaluation and improvement efforts, their strengths and opportunities for improvement and consumer evaluation efforts and local sustainable capacity and competency development. Of course, as a business that provides valued and efficient services, MCET does desire to have a role in any relevant developments. However, our consumer advocacy orientation most importantly desires

the valued and sustained role, including of compensated consumers, in evaluation and improvement efforts.

Over the past 18 months, MCET has greatly expanded its business through the implementation of a very ambitious Strategic Plan that reflects four key expectations, as follows:

- **Advanced Sophistication:** MCET is committed to compensated consumers performing all aspects of evaluation efforts. This includes providing proper support and oversight, relevant learning, applied plans and necessary tools. As key examples of advancing our business sophistication and related required infrastructure, MCET has developed systematic methods in implementation and management planning, purchased SPSS® and has developed Individual Work and Support Plans with each compensated consumer contract staff. Compensated consumer staff has demonstrated exemplary work performance as their roles have expanded beyond survey implementation into all area related to evaluation services and products as well as the management of evaluation endeavors.
- **State Wide Services:** MCET was established as a state-wide entity. Our improved services and products are efficient and of high quality. Our changed approach of recognizing, supporting and responding to the unique needs of communities has increased MCETs viability as a state-wide enterprise.
- **Local Capacity and Competency Development:** MCET has evolved from being more oriented as a “self contained defined service package” to a perspective of supporting local consumer evaluation efforts capacity and competency development. This interest includes both initial and sustained and improved consumer evaluation efforts. This orientation has led MCET to better work with communities to assist them in thinking through and planning relative to not only their unique needs but also about the structure required to support a sustained response. This includes identifying and examining the strengths and development opportunities of what they currently have in place. Decisions regarding MCETs role are as expansive or as limited relative to what the community defines is needed.
- **Expansion of Role:** Although MCETs is focused on evaluation and improvement efforts, we are willing to consider and have pursued opportunities that are broader in nature. Opportunities of this sort have at least an indirect relationship in that they are intended to advance valued consumer participation and ownership of the policy, management and delivery of disability related supports and services. These opportunities are considered only if MCET has the capacity and competency to do the work in an effective and efficient manner and are most likely reflective of areas where there are limited resources qualified to do the particular work.

UPDATED: 05/08