C M H Connections

LIVINGSTON COUNTY COMMUNITY MENTAL HEALTH STAFF NEWSLETTER



CONNIE'S CORNER

As I reflect on the last month, it is hard for many reasons: the unknowns, the unpredictability and the sadness. There has not been a strong sense of clarity on how to proceed. There is no real comparison or frame of reference to learn from, so we are doing the best we can to navigate these new waters.

Our lives, training and experience have given us the confidence to get through this and be stronger on the other side. This creates some peace in times of uncertainty. We have held strong to our purpose - to serve our consumers by any means possible. We may all have a different role, but together we are instrumental in ensuring this happens.

Through this experience, I have realized we need to focus on the good because it will get us through this. Our community agencies have pulled together, shared and collaborated even more than before. At our agency, there is a sense of figuring this out together, supporting our consumers and taking care of them in any way possible. We've had people sewing, shopping, cleaning, chasing supplies, providing support, being creative and just stepping up. As a leader, you want to provide the answers and direction, but you also need to admit when you do not know what to do at every moment. Thanks for the patience while we figure this out together.

It is important for all of us to reflect on the lessons to be learned. There are the things we do not take the time to notice. There is some pleasure in boredom. To learn new things about our people, kids and pets. The re-discovery of a simpler time of playing cards, doing puzzles, reading books, trying out new recipes, sorting pictures, purging clutter and running around for no apparent reason. A throwback to my youth which resulted in an impulse purchase of a set of drums which at the time seemed like a good idea - we shall see how this 'plays' out... The desperation and adventure of finding toilet paper, King Arthur flour, Lysol wipes and hand sanitizer, and discovering a new love for potato chips, jelly beans and ridiculous shows on Netflix, Prime and Hulu. This time has forced us to slow down which is a gift. Maybe not the gift we all asked for, but the one we may have all needed.

We are lucky to have you as part of our CMH team,

Connie

WELLNESS WINS

From Your Wellness Committee

Thank you staff for every single thing (big or little) you have been doing over this past month. Please remember that we are all doing our best. And that is enough!

If you have noticed any increase in worry or anxiety, check out the **APPLE** technique as a reminder of ways to cope with these thoughts and feelings.

ACKNOWLEDGE: Notice and acknowledge the uncertainty as it comes to mind.

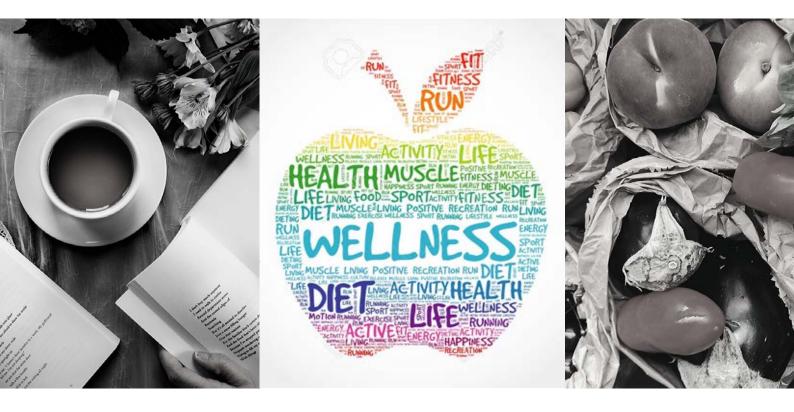
PAUSE: Allow yourself to pause and breathe before reacting.

PULL BACK: Tell yourself that this is the worry talking, and this apparent need for certainty is understandable but not necessary. It is a thought and you are not your thoughts. Thoughts are not statements or facts. Just thoughts!

LET GO: Let go of the thought and watch it pass. It might be helpful to imagine them floating away in a bubble or a cloud.

EXPLORE: Explore the present moment, because right now, in this moment, all is well. Notice your breathing and the sensation of your breathing. Notice the ground beneath you. Look around and notice what you see, what you hear, what you can touch, what you can smell. Then shift your focus of attention to something else - on what you would like to do, on what you were doing before you noticed the worry, or do something else - mindfully and with full attention.

Reference:University of Michigan Mental Health Care Package: COPING WITH COVID-19



FEELINGS COME AND GO LIKE CLOUDS IN A WINDY SKY. CONSCIOUS BREATHING IS MY ANCHOR."

-THICH NHAT HANH

Personal Emergency Response System (PERS)

Consumers Served: Developmental Disability/Intellectual Developmental Disabilities/ Mental Illness

How have you adapted to serve your consumers?

We have been updating plans of service to address high risk consumer and evaluate alternative plans, i.e. going home with family, checking in via cell phones etc. We are currently limiting PERS physically reporting to consumers home to protect both consumers and employees.

What are the biggest challenges?

We are dependent on AT&T phone lines. Inclement weather increases dropped phone calls and requires PERS employees to physically reconnected monitors inside consumer homes. We are limiting employees coming into contact in the PERS room - changing staffing pattern to allow a few employees to work at home on a rotating basis.

How is your department adapting or adjusting to this new reality?

Emotions were high during the first few weeks...since then things have settled. I believe that reducing the amount of people in the monitor room, providing opportunities to work from home, disinfecting practices and limiting PERS being in the community has helped stabilize fears.

What is the most important thing we should know about your program?

PERS operate 24-7, 365 days a year. PERS employees go above and beyond to provide services at a moments notice to assure the needs of consumers served are met like helping pass medications, meal prep, staffing concerns etc.

Adult Recovery Services (ARS) and Older Adult (OA)

Consumers Served: MI/Co-occurring population

How have you adapted to serve your consumers?

We have had many adaptations consisting of working remotely, via telephone, zoom; both auditory and visually adapting.

What are the biggest challenges?

Our challenges: not having the ability to utilize resources within our community as we normally would, adapting to the ever changing policies and procedures and quite simply getting use to today's norms in society.

What is the funniest thing that happened to your department since the start of the pandemic?

Wardrobe malfunction [©] one Monday the coordinator crouched down to pick something up off the floor and slit their pants wide open [©] subsequently left the office to continue working at home.

1 W

How is your department adapting or adjusting to this new reality? Many adaptations consisting of working remotely, via telephone, zoom, along with utilizing PPE, and not being able to have face to face contacts.

Finance Team

Consumers Served: All Consumers

How have you adapted to serve your consumers? Adapting to policy changes, researching. Being flexible, going with the flow'

What are the biggest challenges? Not being able to work as efficiently at home as in the office. More difficult to communicate/interact with one another. We can't get our hair done.

Any best practices to share? Daily 'fact or crap' game played through text to keep us connected. Friday night pics of our beverages! Finding the humor, keep things positive.

What is the most important thing we should know about your program? We are a very close knit team; we support each other through everything. We have great senses of humor and always have fun together.

Complex Care Management Program/ Senior Services/IT Court

Consumers Served: MI Patients

How have you adapted to serve your consumers? TeleHealth, checking in with people to offer resources

What are the biggest challenges?

Connecting and building rapport with new clients feels different – adapting to those changes, working at home struggles (technology, balancing act)

Any best practices to share? Designating a specific work space at home, sticking to routines/structure, checking in with colleagues/team

What is the most important thing we should know about your program? We are used to being creative with our consumers, and while this is a new type of creative, we are adapting!

Children's Home Based, Parent Infant Program and Children's Respite

Consumers Served: Our Home-Based Program serves Livingston County children and adolescents from ages 4-18. We currently have 8 Masters level clinicians providing intensive

mental health intervention to upwards of 80 children. Two Home-Based Program Coordinators provide supervision/program oversight and carry several of their own cases as well. During the COVID 19 crisis, it is not unusual for clinicians to have 2-3 contacts a week due to the related increase in anxiety, depression, oppositional behaviors and stress-related family discord. Our Parent Infant Program is embedded within the Home-Based Program and consists of 2 Masters level clinicians serving between 10 to 12 families at a time. We have 4 Mental Health Assistants providing respite resource to families.

How have you adapted to serve your consumers? Providing telephone contacts in addition to inserting Zoom and Doxy.me for telehealth contacts. The team has provided additional contact while maintaining physical distancing by delivering consumer necessities such as hand sanitizer and reading material related to coping strategies to help reduce anxiety or depression. Our Home-Based clinicians attend Wrap Around meetings as needed and continue to maintain necessary collaborative relationships with community partners. Our team continues to maintain contact with the psychiatrists by either delivering information to the doctors regarding the consumer's mental health status prior to the appointment, or participating in the appointment via telephone.

What are the biggest challenges? Our biggest challenge has been providing therapy without the luxury of having face to face contacts: physically sitting on the floor to engage a small child in play therapy, implementing components of art therapy, assisting a new parent with the bonding process or assessing a level of crisis during family conflict.

Any best practices to share? Our clinicians are amazing! They have inserted creative strategies such as virtual play, reading a book, playing video games in addition to performing their therapy contacts with parents and families.

What is the funniest thing that happened to your department since the start of the pandemic? Seeing everyone's Pajamas!! And, having their hair tied up in knots {sorry guys}.

What is the most important thing we should know about your program? Our team delivers high-caliber clinical intervention that is very different from that which occurs an office-based setting. We provide intensive therapy and case management in the home or other community setting and team with other professionals on a routine basis. Our clinicians are knowledgeable, adaptable, flexible and dedicated. And, we are closely connected and supportive to each other. We feel that we don't say this often enough...We are so proud of our Home Based team! All of them go above and beyond . Our work is challenging, but they make it rewarding!!!!!

program updates

Genesis House

Consumers Served: Adults in recovery from mental health disorders

How have you adapted to serve your consumers? Daily reach out calls to 65 members, made from staff. Ensuring members are safe, healthy, have basic needs, and have options to connect with the Clubhouse. Twice daily Zoom conference calls for members and staff (15-25 people per call). Virtual Book Club, Education Club, and Wellness Clubs through Zoom lines. Virtual newsletter: members and staff write articles together, create print materials and mail to members on a bi-weekly basis. Care packages: including food items, healthy snacks, activities, resources, and useful information. Delivered to 65 member's doorsteps on week 2. Targeted care packages to members in need moving forward. Wellness- daily challenges and updates from members regarding healthy activities. Social activities via Zoom, including bingo, trivia, and karaoke. Facebook- to share information and videos. Virtual 5K Fundraiser-Coordinating sponsors and participants. Also promotes wellness and raises awareness of mental health issues. (May 2nd). Members encouraged to contact one another. What are the biggest challenges? Time management has become even more difficult. Major components of our program include spending time together and working side by side, and so we are now more focused on relationships and support.

What is the funniest thing that happened to your department since the start of the pandemic? During care package delivery to members' front porches, I would wear one disposable glove to ring the doorbell. I felt like Michael Jackson!

What is the most important thing we should know about your program? We are strong and we will make it through this.

Engagement Center

Consumers Served: Adults with substance abuse issues **How have you adapted to serve your consumers?** The team has worked to do things in different ways. We remain open to face-to-face services for people who are detoxing or need supports for their recovery. We are trying to develop ways to ensure consumers are continuing with their recovery. We are starting SMART recovery and step meetings by zoom.

What are the biggest challenges?

Seeing a community that is already disadvantaged and trying to do things by internet and without in person meetings. Seeing people struggle and relapse is really hard.

Any best practices to share?

Cleaning has become a best practice! Taking care of ourselves and our consumers. If you are sick, stay home for your sake and the sake of others.

What is the funniest thing that happened to your department since the start of the pandemic? Running out of Lysol wipes seems to be the winner on this one. Usually the EC is on top with several bottles of Lysol, Clorox Wipes... however we have had to make our own cleaning solvents. We try to find ways to keep busy outside of just work so planet fitness in house workouts have been an added bonus. We have also decided that we could beat anyone at facemask designs!!

What is the most important thing we should know about your program?

We are an after hours facility. We are here to serve the needs of people looking to be in recovery or who are already in recovery and just looking for support. We are a safe haven, non-judgmental, relaxed and balanced atmosphere for people struggling with substance abuse.

A big thank you to all. We are all in this together. Every day is a new day with a new opportunity. Working together is the only way we are going to make it through!!!



program updates



OBRA (Omnibus Budget Reconciliation Act)

Consumers Served: Adults with SPMI(serious and persistent mental illness) and/or I/DD (intellectual/developmental disability) who are residing in or transitioning to nursing facilities

How have you adapted to serve your consumers? Conducting phone interviews for assessments. Increased communication with nursing facility social workers to ensure we're getting an accurate understanding of the situation.

What are the biggest challenges? Having to go through nursing facility social workers, who are understandably very busy, for coordination. We need to work with them to gain access to needed records through faxing and to arrange, arrange phone appointments with residents who do not have their own phones, among other things. Also, trying to meet the State OBRA criteria and deadlines with these new challenges in place.

Any best practices to share? Being patient and considerate knowing that everyone is working with new challenges and adapting to work with creativity. Being willing to cut people slack when things are not working as we expect.

How is your department adapting or adjusting to this new reality? Full use of technology to get a job done that usually relies heavily on face-to-face assessment and collateral info. We are now relying primarily on phone calls and faxes.

What is the most important thing we should know about your program? Our program is put in place to ensure that people are receiving appropriate care, especially mental health, in the least restrictive appropriate setting or setting of their choice, not as a fast track into nursing facilities.

DD Team 2

Consumers Served: DD/IDD adults/children

How have you adapted to serve your consumers?

Zoom, phone, email, adjusting schedules, asking more about foods/resources

What are the biggest challenges?

Mailing documents (not safe to mail hard copies), even scheduled phone meetings are hit and miss, getting people to engage over the phone, MISSING THE "SOCIAL" PART OF SOCIAL WORK!! Changing over to mac.

Any best practices to share?

Wash hands, don't touch face, 6' away from others, google voice, set up home office by a window, set up virtual meetings through May

What is the funniest thing that happened to your department since the start of the pandemic?

White board statuses in the office. Texting a coworker nonwork-related information. (too many texts at once...)

What is the most important thing we should know about your program?

We are making it still happen for our people. We have worked hard to build our community's and population's resilience and it really shows. We're still working!! Our people are reliant upon others for even basic needs, and a lot of work goes into it. Everyone is rising to the challenge and finding new ways to make things run smoothly

2280 Front Support Staff/Records

Consumers Served: All consumers

How have you adapted to serve your consumers? Continue to be patient. Most consumers are concerned about appointments and what to expect, offering options for med reviews, everything is done by phone, no one comes into the building.

What are the biggest challenges? Majority of my work can not be done from home. How is your department adapting or adjusting to this new reality? Rotating our times in the building and working from home. One day at a time. Keeping in communication. We are taking turns working from home and coming into the office.

What is the most important thing we should know about your program? Our job is very important. We try hard to make it run smooth. We work as a team and support each other. Anything else you want to share: I hope at the end of this we have found someway to better ourselves and realize the things that matter.

Customer Service

Lesson learned: We will work hard to provide the best service possible under whatever circumstances we are facing. Current model of customer service involves Leslie with a computer on

her lap and two dogs on her knees.

Funny story: Leslie was giving a woman information about services on the phone. She didn't tell her that she was working from home. The mailman came by and Teddy started barking on high alert. The customer was very taken aback and then amused when Leslie explained that the she was working from home and just hold for a minute for the dog barking to quiet down.

Assertive Community Treatment (ACT) Team

Consumers Served: Adults with severe and chronic mental illness **How have you adapted to serve your consumers?** Utilizing phone calls and telepsych extensively. Nurse is providing injections in the community, CMH entrance and parking lot. Assisting clients with getting oral medications from pharmacies. Being available by text or phone call Monday through Friday.

What are the biggest challenges? Trying to see clients for injections 3 days a week vs 5 to minimize exposure in the building and to other coworkers. Doing most injections at consumer's homes takes more time. Scheduling some consumers for phone call doctor appointment has been challenging, especially consumers without a phone. Some consumers are very isolated and our visits are their primary

social interaction. In the case of two consumers with either no family or limited family support, we are doing grocery delivery. In the case of two other consumers, we are picking up refills at offsite pharmacies. Fortunately we have been able to renew or extend all ATO's so far. Not as much detail can be communicated between team members via email, text, etc.

Any best practices to share? Always communicating with the team regarding consumers and keeping everyone updated. Developing and updating a medication dispensing log that is updated constantly with a fail safe set of the same information on our dry erase board (also of course documented in progress notes). We have had a reliable record of who has what and when they need something next. -Running text message threads so everyone stays on the same page.

What is the funniest thing that happened to your department since the start of the pandemic? Angle getting toilet paper for her birthday.

How is your department adapting or adjusting to this new reality? We are adjusting well and working together well as a team. We were also able to work out a schedule so everyone minimizes exposure but our consumers are still taken care of and have staff available as needed.

Human Resources

We are working hard to implement all COVID19 policies and best practice safety measures as soon as the as we are informed of them from the State and Federal government, and the Livingston Co. health department. We truly care for the health and safety of all LCCMHA employees. You are very important to us.

Best Practices: If you are have been exposed to COVID19 or are experiencing any symptoms, please make sure to report this is HR right away and stay home. Again, we want to keep you and your co-workers healthy and safe. Please see information sent out previously from BCBSM to states that they are waiving fees from telehealth services at this time.

Adult Med Clinic

Consumers Served: Adults with serious mental illness, substance use, intellectual/developmental disabilities who need psychiatric and nursing care

How have you adapted to serve your consumers? The team has been remarkably creative in how to serve consumers. For consumers with injectable meds, nurses are providing injections in their cars, in draped area of vestibule and on their home porches. Doctors have learned a variety of telehealth platforms to support their consumers. Initially doctors were still seeing consumers onsite and even doing court order renewals in the community. Now they have become well versed with audio calls, video calls and how to assess in a more remote manner.

What are the biggest challenges? Staff members have PPE but it's very limited and they are quite careful with it.

Any best practices to share? When in doubt, wash your hands!

What is the funniest thing that happened to your department since the start of the pandemic? When Laura put a protective shoe covering on her head. She was trying to improvise prior to going to a consumer's home and had nothing for her head. She looked just like a smurf!

What is the most important thing we should know about your program? We are still providing face-toface services and going to great lengths to be sure consumers get their meds. We provide direct patient care for long-acting injectables in people's homes. We have great communication with the doctors. We talk with consumers about their anxiety and are the first line of triage. We adapt. This is what nurses do: we make it work! LETS has been providing essential transport for Clozaril labs and infusion appts. They have been a great support when medical needs warranted a transport.

program updales



Family Case Management/Miller Support Staff/Nurse

Our program includes office-based therapy in Child and Adolescent Services, the Miller building support staff and the Miller building nurse.

Consumers Served: 115 therapy or case management cases

How have you adapted to serve your consumers? Our team has adapted to providing therapy services by phone or telehealth platforms. Our children's services psychiatrists have also adapted to reach out directly to consumers through video or phone so consumers don't have to come to the building for medication review appointments if that is their preference and this has required our nurse Abbi to learn some new platforms quickly.

What are the biggest challenges? Some of our biggest challenges include keeping young children engaged in telehealth sessions; helping families remember telehealth appointments amidst their new schedules; helping families know how to use webcams appropriately so we don't just see the inside of a kiddo's nose or run around the room; finding ways to be more independent when we are used to working on teams, which is especially true for our support staff who have been working shifts alone.

Any best practices to share? Our therapists have been very creative and innovative in ways to engage children and adolescents in telehealth therapy such as screen sharing books, practicing yoga or deep breathing together, and playing movement games or board games together.

What is the funniest thing that happened to your department since the start of the pandemic? During one telehealth appointment a boy showed up without his shirt. The therapist politely asked him to put on a shirt and he got fully dressed. She also sees a sibling and when they first consumer was finished and was getting his sibling for their session he was heard off camera saying "you need to go put on a shirt first." Our team got a good laugh at some of the new boundaries we need to set when consumers are not coming to our office and we are seeing them by video.

How is your department adapting or adjusting to this new reality? Overall there is a lot of teamwork happening to support consumers and staff. We are working staggered schedules in the office and so are not in the office at the same times together. We've been having team meetings by Zoom, doing phone, supervision, and sharing resources through email. People have all established home office spaces where they are able to have privacy during telehealth sessions.

What is the most important thing we should know about your program? Our team is very diverse and represents therapists, secretaries and our nurse. Even though we have varied roles, our team is very supportive of each other. Everyone in the children's department has been very adaptable and flexible. Staff have had a good attitude and open mind about adjusting their work during difficult times and have gone above and beyond to offer support to consumers. I'm proud to be a part of such a dedicated, caring team.

Community Independence Program (CIP) Program

Consumers Served: Adults with Mental Illness

How have you adapted to serve your consumers? Doing everything by phone. Scheduling phone appointments for a time to call in the future, but doesn't always work out when calling during that time. Expanded working hours to work later in the day.

What are the biggest challenges? Different being on the phone and not seeing the visual ques. Sometimes clients don't pick up phone. Some workers have children which can make it challenging if they are not used to doing remote work. Normal CSM work is easier to do in person with signing documents.

Any best practices to share? Go outside and walk in the sun or snow, Take breaks! What is the funniest thing that happened to your department since the start of the pandemic? Had to learn how to use technology in a way that we haven't before, even the basics. The team has been sharing a group text thread to keep in touch daily with funny and positive things to keep us going.

How is your department adapting or adjusting to this new reality? Adapting Things are better then in the beginning, It is smoothing out but still have challenges and difficulties in this process. What is the most important thing we should know about your program? We all work very well together and each individual brings unique strengths to the table. We all contribute with collective ideas and participation as equals. We all help each other out regardless of titles, all jumping in whenever it's time. It's a very good group of people to be part of daily.

Wraparound and Peers

Consumers Served: Youth and parents /caregivers of youth

How have you adapted to serve your

consumers? We are trying to conduct FTF meetings via Zoom, having lots of phone contacts. **What are the biggest challenges?** Families not showing up for meetings, families not returning phone calls, and technology issues.

Any best practices to share? Learn to adjust expectations such as time/frequency of meetings. What is the funniest thing that happened to

your department since the start of the pandemic? One facilitator has used the

background feature on her Zoom meetings and had a palm tree up. One family thought she really was on vacation.

How is your department adapting or adjusting to this new reality? Doing our best to stay positive, provide support / encouragement, and get others to come to the table to support the family. We're adaptable!

Developmental Disabilities children with autism (DD Team 1)

How have you adapted to serve your consumers? Text through google voice which is extremely convenient. Maximizing all approved technology. Checking in with consumers more often

What are the biggest challenges?

Families who don't have technology, no access to hard copy paper files when needed and other things we use at the office (copy, fax).

Any best practices to share? Keeping in touch is where the gold is. What is the funniest thing that happened to your department? Lots of animal sightings during zoom meetings

What is the most important thing we should know about your program? we care very much about our consumers. we specialize in keeping the most plates spinning at one time without letting anything crash to the ground It's not a glamorous gig but day in and day out the staff on DD Team 1 show up for others and each other and help insure folks are safe, healthy and living their best life. This is amazing and as their supervisor, I am humbled to work along side them.

program updales



Intake/ Jail Diversion

How have you adapted to serve your consumers?

We are continuing to address service and crisis calls as well as doing intakes, hospitalizations and Substance Abuse Screenings from everyone in the community. We have to work in an environment where we do not have releases or paperwork always available. We are doing everything by phone with our google numbers and are using our personal technology in our homes. We are maintaining a small staff in the office to help navigate our new environment and support crisis calls coming into the office. After hours staff are working remotely only-"Thank You After hours" Jail Diversion staff are going into the jail as little as possible and are using jail technology/kiosks to communicate with inmates whenever possible.

What are the biggest challenges?

Reduction of community resources due to the pandemic as well as not being able to have eyes on people we are helping make decisions re treatment for. Trying to manage working from home with all the distractions - like home schooling (kids need to use the same technology we are using) etc... Managing our own focus and worry about others and the world - needing to manage our own mental health.

Any best practices to share?

Motivational interviewing goes a long way when on the phone. Sharing mindfulness and grounding seem to be a regular go to as well. Helping people provide structure to their lives.

Funniest thing? Our first Echoing Zoom conference call!

How is your department adapting or adjusting to this new reality?

No problems - constant communication with each other... sharing what we have learned and making sure everyone gets their needs met.

I/DD Team 3

Consumers Served: Birth to death - Physical and/or cognitive disabilities ranging from mild to severe These consumers have co/occurring diagnosis (substance abuse, mental illness, trauma)

How have you adapted to serve your consumers? Technology utilization, adapting clinical flow, providing tools to be more accessible to our consumers

What are the biggest challenges? Reaching people via phone from an unfamiliar number. Restructuring processes to continue to meet normal expectations. Preparing an appropriate home work space that supports productivity full time at the last minute (some people needed to improve their technology). Access to postage, faxing, printers, hard files, and network drives.

Any best practices to share? Beth's process for med reviews. Zoom required meetings are much more effective (especially for therapy). Access to texting.
What is the funniest thing that happened to your department since the start of the pandemic? Pets interrupting team meeting during the first week.

How is your department adapting or adjusting to this new reality? Amazingly. They report having more time now that they have cut out driving, increasing their capacity for numbers served. They report feeling more accessible to their consumers and report that their PC is more accessible as well.

What is the most important thing we should know about your program? Because of the complexity of our population, flexibility is one of the most developed skills for staff. We have to possess a knowledge base that spans an entire lifetime. Must be knowledgeable about medical, mental health, and environment and how it affects consumers, and their families, and their natural supports. The SC's are the point persons for every provider, doctor, family member as well. They all do an outstanding job juggling so many responsibilities. program updales



Administrative Team

What are the biggest challenges?

Solving the crisis of the moment, working from home is very difficult, technology challenges of staff, keeping up on new guidance from the state, figuring out how to support our agency doing things remotely and maintaining communication, finding ways to support staff/agency/consumers, questions without answers and making up answers.

Any best practices to share?

Keep others in mind. Be kind. Daily planning meetings as a team. Learning how to do zoom meetings.

What is the funniest thing that happened to your department since the start of the pandemic?

Reviewing a resume of someone with a **Bachelorette** degree in social work, Matt learning to cover the phones, Diane chasing the FED EX guy to take his temperature, Kate gets all the FACT or CRAP daily polls wrong. The overwhelming glee, sense of calm and normalcy when Connie found toilet paper at COSTCO!

How is your department adapting or adjusting to this new reality?

We see a lot of each other and are learning a lot about each other. Laughing is good. Interviewed a job candidate through zoom and it went well.

What is the most important thing we should know about your program?

We are here to serve. We are very proud and amazed by our CMH team.

Livingston Community Mental Health Board

We would like to thank each and everyone of you for making sure our consumers and cared for and safe. It takes a special commitment and talent to make our work seem seamless. You are our unsung heroes and we are proud to have all of you as part of CMH.

THANK YOU FOR ALL YOU DO!

If we could have planned for this what would you have done first? 113



If you were stranded at home with only your family during a pandemic, what is the ONE THING would you make sure to have with you?

- **Exercise equipment**
- Weights
- Munchies
- Chloroform
- Electricity
- Snacks
- **Toilet Paper**
- Netflix
- Extra food
- More money for food
- Kraft mac and cheese
- Love/patience
- Coffee
- Doughnuts
- Xbox
- My mental health
- Funny movies A good cup of tea
- To us this would be a perfect home without the pandemic
- Some kind of screen cell phones, laptops, TVs, tablets (we all value these as a means to stay in touch with consumers, our families, and to get information about the world)
- If I had ALL my family with me, I can't think of much more I would want! Family is everything.

- Everyone's contact information
- Internet-100%
- Potato Chips
- Favorite beverage
- Pets
- Yoga mat Diffuser
- Door to my room
- Chocolate
- Baking supplies
- Sunshine
- Chap stick / Hand lotion
- Books
- Lots of ice cream
- Tacos
- Noise cancelling headphones
- Lots of love



COVID Kudos Corner

Who gets the most flexible award or a SHOUT OUT?

Honestly, the list of staff was so impressive it is just too long to list here...

Thank you to each one of you for going above and beyond to ensure our consumers and staff are cared for and their needs are met! You really are amazing!

Special Kudos to our CMH Board Members for the support during the COVID crisis!

to try...what else are you doing?

recipes

2 Ingredient Pumpkin Muffins:

1 (15 ounce) can pumpkin (just plain pumpkin -- NOT the canned pumpkin pie filling)

1 (15.25 ounce) box spice cake mix (or yellow cake or chocolate cake mix)

Instructions: Preheat oven to 375 degrees F.

Spray a muffin tin with cooking spray or line with baking cups. If using paper liners, I suggest that you give the paper liners a little spritz of nonstick spray as well, just to prevent any sticking.

In a large bowl, use a spatula to fold together pumpkin and dry cake mix. Then I like to use an electric mixer to make sure that the batter is fluffy and completely combined. It will be thick! Use a scoop to fill prepared muffin tins with batter.

Bake for 18-20 minutes or until a toothpick inserted in the center comes out clean. Cool in pan for about 5 minutes and then remove muffins to a wire rack to finish cooling.

Recipe Notes: This recipe yields approximately 13 standard-size muffins OR approximately 30 mini muffins.

Cook's Tips: This is really just a method, which can be tailored any number of ways to suit your family's tastes. My kids love the pumpkin spice flavor that you get with a spice cake mix, but you can also use a yellow cake mix or a chocolate cake mix instead. Want to make pumpkin mini muffins? Use the same instructions, but bake the batter in a mini muffin tin for about 8-10 minutes. Want to make cupcakes? Just dollop these pumpkin spice muffins with a bit of cream cheese frosting, or cover chocolate muffins with chocolate frosting. The combinations are endless! Freeze the extras! These two ingredient pumpkin muffins keep really well in the freezer, so stash some away for easy breakfasts or snacks throughout the fall. You can thaw them in the microwave or leave them to sit on the counter for an hour or so.

Saute a banana with coconut oil. Top with favorite nut butter.

<u>Banana Bread Bars</u> <u>With Brown Butter</u> <u>Frosting</u>





Avocado Salad with Fresh Herbs AND Pepitas

Dying eggs with beets and onions

DIRT CUPS Oreo-crumb+ choc mouse+ gummey worms



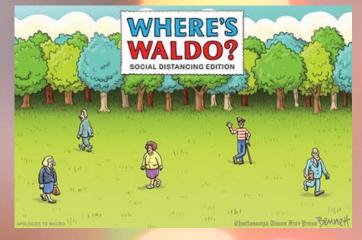
HEALTHY NO BAKE

<u>Soft and Chewy</u> <u>French Bread</u>



memes

TO GET THROUGH THIS









An Englishman, an Irishman and a Scotsman walk into a ba<u>r.</u>

Those were the days...

QUARANTINE HIERARCHY OF NEEDS



"When I was a boy and I would see scary things in the news, my mother would say to me, "Look for the helpers. You will always find people who are helping." To this day, especially in times of "disaster." I remember my mother's words and I am always comforted by realizing that there are still so many helpers — so many caring people in this world." *-Fred "Mister" Rogers*

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