

COMMUNITY CARE news

A Newsletter for Members of Community Care and HealthChoices

Winter 2010/2011

The voice of recovery

John used to live in a personal care home with sometimes as many as 30 other people. A few years ago, he accepted an invitation to move into the Fairweather Lodge in DuBois, which is run by Venango Training and Development Center, Inc. Now, he lives with just three people and really likes his new home.

Everyone living at the lodge is self-sufficient and has some type of job. They are responsible for chores around the house, buying food, and preparing meals. There are times when they work together as a team and times when they do things individually. John works at The Cove, the Venango drop-in center, sharing his experiences and supporting others as they grow in recovery.

John feels that the recovery process never quite ends. "You are always in recovery; the process is never quite complete. I have made some really good progress but my recovery journey is not finished. There is always more that people can do to improve their quality of life and well-being. And for some people, part of the process is helping others in their recovery process. Part of my recovery includes helping other people to recover."

John is a person who was diagnosed with bipolar disorder in 1968 when he was in the Marine Corps. He also has a speech disorder called aphasia. John's Personal Medicine (what he *does* to feel better, not what he takes) includes bicycling, walking, going to the movies, and eating at various restaurants with his girlfriend. One of John's favorite things is driving the house van around town for various outings and everyday tasks.

~ Written by Sarah Goldstein
Recovery Consultant, Community Care

CALL COMMUNITY CARE.
A Customer Services Representative
is available to assist you
24 hours a day/7 days a week.

Adams	1-866-738-9849
Allegheny	1-800-553-7499
Berks	1-866-292-7886
Bradford	1-866-878-6046
Cameron	1-866-878-6046
Carbon	1-866-473-5862
Centre	1-866-878-6046
Chester	1-866-622-4228
Clarion	1-866-878-6046
Clearfield	1-866-878-6046
Columbia	1-866-878-6046
Elk	1-866-878-6046
Forest	1-866-878-6046
Huntingdon	1-866-878-6046
Jefferson	1-866-878-6046
Juniata	1-866-878-6046
Lackawanna	1-866-668-4696
Luzerne	1-866-668-4696
McKean	1-866-878-6046
Mifflin	1-866-878-6046
Monroe	1-866-473-5862
Montour	1-866-878-6046
Northumberland	1-866-878-6046
Pike	1-866-473-5862
Potter	1-866-878-6046
Schuylkill	1-866-878-6046
Snyder	1-866-878-6046
Sullivan	1-866-878-6046
Susquehanna	1-866-668-4696
Tioga	1-866-878-6046
Union	1-866-878-6046
Warren	1-866-878-6046
Wayne	1-866-878-6046
Wyoming	1-866-668-4696
York	1-866-542-0299
TTY	1-877-877-3580
En Español	1-866-229-3187

Si Ud necesita la versión en Español,
por favor solicite uno a este telefono
1-866-229-3187.



Wellness programs for members who want to quit tobacco or manage their weight

The Community Care Steps of Hope (SOH) Disease Management Program is integrating physical and behavioral health care with two programs for members, Tobacco Cessation and Weight Management.

These programs were created because so many people smoke and are at unhealthy weights, especially people with serious mental illness. Program staff provide the support that people need to reach a healthy weight and/or quit smoking. These programs started in Allegheny County in 2010 and will be started in other counties across Pennsylvania in 2011.

According to Citrone, L, and Vreeland, B (2008), "Obesity is one of the most common physical health care problems among persons with severe and persistent mental illness."

In 2009, the National Institute of Mental Health reported results from a study that looked at how many people that smoke have a psychiatric disorder and how many people that smoke do not have a psychiatric disorder. What they found is that 41% of people with psychiatric disorders smoke, almost double the number of people who smoke and don't have a psychiatric disorder.

People with psychiatric disorders consume 44.3% of all cigarettes smoked in this country. The high rate of smoking is an important factor in increased rates of physical illness and mortality

in this group.

The Tobacco Cessation and Weight Management programs were developed to:

- Improve the health and well-being of members.
- Provide support and encouragement.
- Promote healthier lifestyle choices.
- Provide education regarding health promotion and prevention.
- Support self-management efforts.

The programs provide guidance, assistance, and support for members who, as part of their recovery plan, are committed to living a healthier lifestyle. Both programs are for HealthChoices (Medicaid) members, age 18-64, with a diagnosis of nicotine dependence or obesity. Program staff identify members who might benefit from the program and send them information and an invitation to participate. Additionally, all members with a serious mental illness are sent a letter describing the program and explaining how to join.

Educational information is sent to participants in both programs every three months. Participants who ask for additional assistance receive monthly support phone calls. Participants can call the Steps of Hope staff if they have questions or want to talk about the materials they receive. Staff support members in reaching their tobacco or weight goals.

If you would like more information about the Steps of Hope Tobacco Cessation or Weight Management programs, please call the Steps of Hope toll-free number, 1-866-225-8044, 8 a.m. to 4 p.m., Monday through Friday. If you would like, Steps of Hope staff will explain the program to your doctor.

Note: The Steps of Hope Tobacco Cessation and Weight Management programs do not advertise, market, or promote products or treatment services to members or providers.

Let's talk!

Community Care would like to know what's on your mind. We want to know if you are satisfied with the behavioral health services you are receiving, if you need help finding a mental health or drug and alcohol services provider, and why you might be missing your behavioral health appointments. We

want to answer your questions about treatment and hear your ideas about ways to improve services. You can call us with your feedback or come to a Member Advisory Committee (MAC) or Family Advisory Committee (FAC) meeting. **MAC and FAC meetings are held four times a year in each region. Call the toll-free number listed below to save a seat at the next meeting or for information about upcoming meetings.**

Adams County (1-800-860-7041)					
MAC	02/02/11 1 pm	Adams Hanover Counseling Services 33 Frederick Street, Hanover, PA	FAC	02/02/11 4:30 pm	Adams County Library, 3rd Floor 140 Baltimore Street, Gettysburg, PA
Allegheny County (1-800-696-9531)					
MAC	02/14/11 2 pm	Life'sWork 1323 Forbes Avenue, Pittsburgh, PA	FAC	02/07/11 6:30 pm	Community Care One Chatham Center, 7th Floor 112 Washington Place, Pittsburgh, PA
Berks County (1-800-860-7041)					
MAC	02/01/11 10 am	Mosaic House 525 Franklin Street, Reading, PA	FAC	02/01/11 1 pm	Community Prevention Partnership 227 North 5th Street, Reading, PA
Bradford/Sullivan/Tioga/Wayne Counties (1-877-241-1459)					
MAC	03/10/11 10:30 am	The Main Link 17 Pine Street, Towanda, PA	FAC	03/23/11 1 pm	New Horizons 1100 Church Street, Honesdale, PA
Carbon/Monroe/Pike Counties (1-866-653-3705)					
MAC	02/25/11 12:30 pm	Carbon/Monroe/Pike MH/MR 730 Phillips Street, Ste A, Stroudsburg, PA	FAC	02/07/11 9:30 am	New Hope Recovery Center 801 Main Street, Stroudsburg, PA
Centre/Mifflin/Juniata/Huntingdon Counties (1-866-483-3765)					
MAC	03/02/11 1 pm	Sunshine Connection 518 South Juniata Street, Lewistown, PA	FAC	03/21/11 5 pm	Juniata Valley Tri-County MH-MR Program 399 Green Avenue Extended, Lewistown, PA
Clarion/Jefferson/Clearfield Counties (1-866-484-1558)					
MAC	03/08/11 3 pm	Dream Team Center 501 East Market Street, Clearfield, PA	FAC	03/25/11 3 pm	The COVE 301 South Brady Street, DuBois, PA
Columbia/Montour/Snyder/Union/Northumberland/Schuylkill Counties (1-877-241-1459)					
MAC	01/20/11 3 pm	Hidden River Clubhouse 1935 W. Market Street, Pottsville, PA	FAC	01/26/11 11 am	Outlook Drop In Center 609 Market Street, Bloomsburg, PA
Warren/McKean/Potter/Forest/Elk/Cameron Counties (1-866-484-1558)					
MAC	03/02/11 3 pm	Dickinson Mental Health Center 9 Main Street, Bradford, PA	FAC	03/23/11 3 pm	Dickinson Mental Health Center 324 Allenhurst Avenue, Ridgway, PA
York County (1-800-860-7041)					
MAC	02/09/11 3:30 pm	United Way Building of York County 800 East King Street, York, PA	FAC	02/09/11 5 pm	United Way Building of York County 800 East King Street, York, PA

3 years smoke free!

~ Written by Sarah Goldstein
Recovery Consultant, Community Care

"I am so happy! October 19, 2010, was my 3-year smoke-free anniversary!," says Rochelle, a Community Care member. "I had to make so many changes in order to quit smoking, but it was worth it. Now that I quit, food tastes better, things smell better, and I feel great! My skin looks wonderful! And the money that I save by not buying cigarettes I put towards gas for my car!"

It was not easy for Rochelle to quit after smoking for nearly 25 years, but she had bronchitis and her doctor suggested she stop smoking and talked with her about ways to help her quit. Rochelle picked the method that she felt best suited her needs, set a quit date, and asked her family and friends for their support.

Rochelle overcame her cravings for a cigarette by eating sunflower seeds and licorice. Her favorite times to smoke were first thing in the morning, after she ate, and before bed. She changed her routines so that she didn't smoke at those times. Now, Rochelle says that when she smells smoke on other people it burns her nostrils. She repainted her house when she quit smoking to make the walls white again. Also, she took the ashtray and lighter out of her car so there is no temptation to smoke while driving. Rochelle has a lot to be proud of—she made a commitment to stop smoking and she did! "I have never felt better!"

Talk with your doctor about quitting smoking. Or call the Community Care Steps of Hope staff for assistance at toll-free 1-866-225-8044. You can also visit Community Care's website (www.ccbh.com) for more information or call:

National Free Quit Line:

1-800-784-8669; or

Great Start Pregnant Smokers Quit Line:

1-866-667-8278

SAVE THE DATE!

Community Care's spring conference is March 23, 2011 at the Omni William Penn Hotel in Pittsburgh. The conference will focus on recovery for the mind and body. Watch for details!

Keep active!

Whether you build a snowman or bundle up and take a walk, being active every day, even in winter, improves quality of life and supports proper growth and development — including healthy minds, bodies, and relationships. And don't forget diet – eat healthy meals and buy snacks that are low in sugar. Making healthy choices can help your entire family lose weight and stay in shape.



Parents can help prevent teen dating abuse

~ PA Department of Public Welfare

One in three teens reports abuse in their dating years. Abuse can be physical, emotional, sexual, or mental. Starting in the childhood years, parents can play an active part in preventing abuse. Data suggests that how a parent raises a child from the early years can affect teen dating experiences. Children copy what is around them. If they are taught abuse, then abuse will be normal for them. If a parent hits or insults a child or another parent, then a child will learn abusive ways. Parents can teach children how to solve problems without hitting, putting down, threatening, or shouting. Parents can help a child to develop a healthy and respectful outlook when they:

- Speak in a clear and calm tone.
- Consider the child's point of view and unique needs.
- Teach the joy of life.
- Go along with or celebrate a child's ideas.
- Give love and kindness every day.
- Laugh often with the child.
- Discourage watching violent television and movies.

Parents who are living with abuse can seek counseling. If a child sees abuse at home or on television, speak with the child on his or her level about the sadness of violence. Discuss with teens how violence negatively affects them and others they care about. By the time a teen is dating, respect and the right to say "no" should be understood. For you and your child, always feel free to contact your local domestic violence shelter for counseling and other support options. If you are worried about your safety and you need to talk, please call:

National Domestic Violence Hotline (www.ndvh.org)
1-800-799-7233 (SAFE)

1-800-787-3224 (TTY for the Deaf)

National Teen Dating Abuse Hotline
(www.loveisrespect.org)

1-866-331-9474

1-866-331-8453 (TTY for the Deaf)

Plans for quality improvements

Community Care providers plan to improve readmission and follow-up rates in the coming year by:

- More closely involving family and other support people in discharge planning.
- Educating staff about available outpatient resources and how best to work with individuals with both mental health and drug and alcohol issues.
- Improving communication between inpatient and outpatient providers.
- Stressing the importance of aftercare at the beginning of treatment.
- Using programs like Wellness Recovery Action Planning and Peer Support Specialists.

If you have questions or comments, call 1-888-251-2224 and speak to a Quality representative.

Your Community Care provider should give you an appointment:

- **RIGHT AWAY...**
if you have a life-threatening emergency.
- **WITHIN ONE HOUR...**
if you have a non life-threatening emergency.
- **WITHIN 24 HOURS...**
if you have an urgent need.
- **WITHIN SEVEN DAYS...**
if you have a routine behavioral health need.

Call us if you have a problem getting an appointment within these time frames or if there are things that make it hard for you to keep your appointments.

Are you satisfied with your behavioral health services?

Every county served by Community Care has a team of people that works to make sure consumers and their family members are satisfied with the behavioral health services they are getting. The satisfaction team in Allegheny County is named Consumer Action Response Team (CART). The satisfaction teams in the other counties are called Consumer /Family Satisfaction Teams (C/FST).

The people on the satisfaction teams are in recovery themselves or have a family member in recovery. Satisfaction teams help consumers and their family members with concerns and complaints about services they receive. Team members ask consumers and their families if they are satisfied with their treatment and for ideas about how services can be improved. Providers are told the ideas for improvement. Providers are not told the name of the person suggesting the improvement, just the suggestion. To talk to a satisfaction team member, call the toll-free phone number for your county listed in the table to the right.

Another way to be sure you are satisfied with your behavioral health services is to participate in Community Care's advisory committee meetings for members and families (MAC and FAC). See page 3 for details.

CONSUMER/FAMILY SATISFACTION TEAMS	
Adams	1-717-843-6973
Allegheny	1-800-300-6026
Berks	1-610-775-3000
Bradford	1-570-265-0620
Cameron	1-866-773-0302
Carbon	1-610-377-3794
Centre	1-877-270-1642
Chester	1-610-363-6164
Clarion	1-866-773-0302
Clearfield	1-866-773-0302
Columbia	1-570-416-0718
Elk	1-866-773-0302
Forest	1-866-773-0302
Huntingdon	1-877-270-1642
Jefferson	1-866-773-0302
Juniata	1-877-270-1642
McKean	1-866-773-0302
Mifflin	1-877-270-1642
Monroe	1-610-377-3794
Montour	1-570-416-0718
Northumberland	1-570-648-8545
Pike	1-610-377-3794
Potter	1-866-773-0302
Schuylkill	1-570-628-0155
Snyder	1-570-416-0718
Sullivan	1-570-265-0620
Tioga	1-877-315-6855
Union	1-570-416-0718
Warren	1-866-773-0302
Wayne	1-877-315-6855
York	1-717-843-6973

If you have a complaint about a service you are receiving in the HealthChoices program, you have the right to file a complaint or have a family member file a complaint for you. For more information about complaints and grievances, see your Member Handbook or call Community Care. The Community Care Member Handbook is posted on our website, www.ccbh.com (in English and Spanish). Call us if you would like to have a handbook mailed to you.

Pharmacy Corner

Tips for Preventing a Cold

A lot of people catch colds in the winter. There are some things that you can do to try not to catch a cold this winter, such as:

- Wash hands often. The best protection against the common cold is washing your hands often with soap and water, especially after spending time in public places. Teach your children the importance of hand washing, too. If you are not able to wash your hands, use an alcohol-based hand sanitizer.
- Use tissues. Sneeze or cough into a tissue. Throw used tissues away right after you use them, and then wash your hands. If you don't have a tissue, sneeze or cough into the bend of your elbow.
- Try not to touch your face. Cold viruses enter the body through the eyes, nose, or mouth.
- Keep surfaces clean. Wipe things such as door knobs, light switches, telephones, remote controls, counter tops, and sinks with soap and water or a disinfectant solution after use by a person with a cold. Wash the toys of children who have colds.
- At mealtime, do not share food, cups, and silverware.
- Use things that can be thrown away if someone in your family has a cold. Use paper towels in the kitchen and bathroom to dry hands after washing instead of a cloth towel. The person with a cold can use throw-away paper cups so other people don't catch the cold.
- Try to live a healthy lifestyle. Get enough sleep, eat right, and exercise to keep your body healthy and ready to fight a cold if one occurs.

Member safety

To improve the safety of our members, Community Care reviews:

- Treatment records for quality of care.
- Harmful events.
- All member complaints about safety.

Community Care will sometimes visit the office of a provider who wants to join our network to make sure it is a safe place for our members.

Also for your safety, be sure to ask your behavioral health and physical health providers to coordinate your care. By doing so, you can be sure that the medicines that each prescribes are safe to take together.

There is a connection between some behavioral health disorders and physical health conditions. Be sure that your care is coordinated.

Preventive health

Community Care has two Preventive Health Programs for members: a Depression Program for adults and an Attention Deficit Hyperactivity Disorder (ADHD) Program for parents/guardians of children up to 12 years old.

Participants in the programs are mailed a series of 3 free newsletters that include information about the disorder and what people can do to help themselves or their children feel better. Information on Late Life Depression for anyone age 65 and older is also available.

Please call the Preventive Health toll-free confidential phone line, 1-866-639-2943, for more information. The Preventive Health program newsletters are also posted on the Community Care website, www.ccbh.com.

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Important Health Information Inside!