

President's Column

Dear NEOCMN members,

Thanks so much to all the members that attended our Annual NEOCMN Conference. The evaluation comments were all very positive, with some great suggestions, too.

A special Thank You to all the members of the Conference Committee for your hard work and preparation for an awesome 2 days of networking and learning.

A great big THANK YOU to all of our sponsors and exhibitors. Without your help and support, we wouldn't be able to have the best conference in Cleveland!

Please let me know if you have any suggestions for improvement. NEOCMN is all about the members!

Sincerely,

Sue

sue.sammons@
cantonermerc.org

1-330-489-1381



this issue

Meeting Minutes **P.2**

Meeting Exhibitor **P.5**

Meeting Announcement **P.6**

Updated Events **P.8**

May is Mental Health Awareness Month

Communicating with People with Mental Illness: The Public's Guide

Strategies for communicating effectively with people with mental illness. Post published by David F. Swink on Oct 19, 2010 in Threat Management.

John arrived in Washington this morning after a fifteen-hour bus trip. He spent his last twenty dollars for the bus ticket and he ponders how to get more cigarettes as he slowly walks toward the Capitol. Looming on the horizon, it appears like something from another time or planet and it beckons John toward it as the voices in his head grow louder. Families touring the city hardly notice his tattered clothing or the fearful look in his eyes. The ones who do notice, walk carefully out of their way to avoid him.

As he drifts up Pennsylvania Avenue, he sees the white sparkling mansion, home of the President, and he wonders if the most powerful man on earth can stop his pain and suffering. He shuffles toward the gate but the fences, concrete blocks, and uniformed Secret Service officers dissuade

John from further approach. He continues his quest down the avenue. He pauses to look at the man made of bronze standing on the pedestal gazing out on the water like a figurehead on the bow of the great domed mother ship. He pulls himself together and walks into the office of his senator.

"I have to see the Senator!" he demands. "Do you have an appointment?" replies the staff member. "No, but he's expecting me," says John confidently, as he continues to explain his quest. "He's got to stop them!" "Who?" asks the staff member. "The NSA, or the CIA, I'm not sure who they are. They're using Echelon and V2K to control my mind... brainwashing me, causing cyberworms in my brain and ruining my life!"

This scene is not unusual in government agencies in the nation's capital and in other public agencies around the

country. At least ten percent of our population will require treatment for some form of mental illness in their lives. We all know people who have experienced some form of mental disorder or perhaps you have yourself.

Communicating with People Who Are Mentally Ill

In our society there is a powerful negative stigma attached to mental illness, especially the more severe forms, like schizophrenia. Schizophrenia is a type of psychosis that is generally characterized by hallucinations, disordered thinking and delusions. Schizophrenia is what John suffers from. Most schizophrenics and others who are mentally ill are no more likely to be dangerous than the general population but because of their bizarre and unpredictable behavior they often frighten people. Of course, some mentally ill people are dangerous.

(Continued on page 3.)

NEOCMN CONTACTS

OFFICERS

2015 President

Sue Sammons
330-489-1381

2015 VP /

2016 President-Elect

Gary Walker
216-658-0112

2015 Secretary

Jane Perkins
440-235-6797

2014-2015 Treasurer

Sheryll Jarus
440-572-0629

COMMITTEE CHAIRS

Conference

Carol Dahl
Rochelle Garrett

Education & Planning

Bobbie Birch

Legislative

Jane Perkins

Membership

Charlene Szunyog

Nominating

Lori Lilly

EDITORIAL POLICY

Opinions expressed in articles or features are those of the author and do not necessarily reflect the views of NEOCMN or the editor. The editor reserves the right to edit, accept or reject contributions, whether or not solicited.

CASE IN POINTE!

Laura O'Neill
Editor & Designer

NEOCMN
P.O. Box 461044
Cleveland, OH 44146
1-800-363-6266

neocmn@juno.com
www.neocmn.org



General Meeting Minutes

Date: March 18, 2015

Location: St. Michael's Woodside

The meeting was called to order by President, Sue Sammons at 6:14 PM.

The meeting took place in the newly remodeled St. Michael's Woodside's main banquet room.

Sheryll Jarus announced that the CCM Review Class will be held if at least 10 people sign up for the class. If not enough people sign up, we will consider having the class next year.

Membership Committee

Charlene Szunyog reported that we have 175 members as of today.

Nominating Committee

Consider running for Vice-President 2016, President-Elect 2017; Secretary 2016 or Treasurer 2016-2017.

Consider receiving your newsletter on-line only!

- A newsletter link is emailed bimonthly along with a Member Update.
- Receive your newsletter a week earlier!

Let Laura O'Neill know that you prefer your newsletter on-line.

Conference Committee

Carol Dahl reminded everyone that this year's conference is April 23 & 24.

She also invited everyone to sign up for next year's Conference Committee.

Please stop and visit all of our exhibitors and thank them for supporting NEOCMN. Their support is essential to our conference.

Sue introduced tonight's

exhibitors Drew from Mentis and Diane from LDR Spine.

Speaker, Denis Schaad, BASW, presented the program titled "Brain Injury: The Continuum of Care".

The meeting adjourned at 7:14 PM.

Submitted by ,

Jane Perkins
NEOCMN Secretary 2015

Cuyahoga Heights to buy Hillside Party Center property

Do you remember Hillside Party Center?

NEOCMN's last meeting at Hillside was in November 2004.

This is a portion of an original article that was published in the Liberty News & Views newspaper.

The Cuyahoga Heights Community Improvement Corporation met and approved a purchase agreement to buy the Hillside Party Center building and property at 4617 E. 71 Street, currently owned by Emanuel Diligente of Spadachi, Inc., for a total purchase price of no more than \$600,000.

Mayor Jack Bacci said that in a good faith gesture, Diligente will be allowed to lease the party center from the Village until August 1, allowing him to fill all his current bookings.

The mayor said the building will be demolished and the site made "shovel ready" for a new business to bring added tax revenue to the village.

As part of the purchase agreement, Bacci said Diligente agreed to terminate all court proceedings against the Village.

(Continued from page 1.)

Popular media fuel stereotypes about mental illness and dangerousness, because that is how they generally are portrayed on the screen. Newspapers sensationalize crimes committed by people with mental illness. Our fear of mentally ill people also stems from our own inability to communicate with them and our lack of knowledge about mental illness. Just because they may be behaving in ways that don't make sense to us, doesn't mean that we can't provide them with service that is part of our jobs to provide any constituent or customer.

Guidelines for Communicating with a Person with Mental Illness

Be respectful to the person. When someone feels respected and heard, they are more likely to return respect and consider what you have to say.

If they are experiencing events like hallucinations, be aware that the hallucinations or the delusions they experience are their reality. You will not be able to talk them out of their reality. They experience the hallucinations or delusional thoughts as real and are motivated by them. Communicate that you understand that they experience those events. Do not pretend that you experience them.

Some people with paranoia may be frightened, so be aware that they may need more body space than you.

Do not assume that they are not smart and will believe anything you tell them.

Mental illness has nothing to do with the person's intelligence level. Do not lie to

them, as it will usually break any rapport you might want to establish.

Do not just pass them on to another person like a "hot potato" just to get rid of them. This may save you time in the short run, but may come back to haunt you later, or cause problems for someone else. Anyone who is passed unnecessarily from one person to another can become angry or violent. Refer them to someone else only if it is an appropriate referral.

Listen to the person and try to understand what he/she is communicating. Often, if you do not turn off your communicating skills, you will be able to understand. Find out what reality based needs you can meet.

If needed, set limits with the person as you would others. For example, "I only have five minutes to talk to you" or "If you scream, I will not be able to talk to you."

Keep a current list of community resources, like shelters, food programs, and mental health services that you can suggest to them (if they need it). Some people will not accept the suggestion, but some will.

Call for help (police, security, or colleagues) if you feel physically threatened or need help de-escalating the person.

Mental Illness and Violence

Mental illness alone does not increase the risk of violence, but when mental illness is combined with other risk factors such as substance abuse, it does increase the risk of violence. Previous research has produced mixed results about the link between mental illness and violence.

In a 2009 landmark study conducted by Eric Elbogen and Sally Johnson (link is external) at UNC-CH School of Medicine, data were evaluated on nearly 35,000 people, all interviewed about their mental health, history of violence, and use of substances between 2001 and 2003. They found that the percentage of participants reporting a mental illness reflected the percentages found in the general population and in other studies.

In a second interview conducted in 2004 or 2005, participants were asked about any violent behavior, such as committing a sexual assault, fighting, or setting fires, in the time between interviews. In the time between the first and second interviews, 2.9% of participants said they had been violent. When Elbogen and Johnson evaluated the possible associations between mental illness, violence, and other factors, having a mental illness alone did not predict violence, but having a mental illness and a substance abuse problem did increase the risk of violence.

When Elbogen and Johnson looked at those who only had a severe mental illness, 2.4% had been violent. But when they looked at those with major depression and substance abuse or dependence, 6.47% had been violent. When they looked at those with schizophrenia, 5.15% reported violent behavior in the time period between the interviews. But when a person with schizophrenia also had substance abuse or dependence problems, 12.66% reported violent behavior in the time between the interviews. The highest risk for violence was found in those who had mental illness,

(Continued on page 5.)

MEMBERSHIP CONTEST

Enroll 1-4 new members to be entered into a drawing for a free membership (\$80 value).

Enroll 5+ new members to be entered into a drawing for \$100 toward NEOCMN's conference registration.

Rules:

- Contest open to members only. Become a member and start referring others! Tell new members to write your name on their membership application form.
- Existing or renewing members cannot be referred.
- Membership is open to all health care professionals involved with or interested in the practice of case management.
- NEOCMN applies for continuing education units for nursing, CCM and social work.
- The contest ends October 31, 2015. Winners names are drawn at the November meeting. (Prizes may not be taken in cash.)

MEETING EXHIBITORS

Seeking exposure to our case management network? Exhibit at one of our general meetings!

Exhibitor tables for 2015 are available for these meeting dates:

- May 20
- July 15
- September 16
- November 18

Table fee:

- \$250 (Jan-Sept)
- \$850 (Nov)

Fees include appetizers for two (2) representatives at the continuing education meetings and dinner for two (2) representatives at the November meeting. As well as a 50 word company description in NEOCMN's newsletter *Case in Point!*

Contact Laura O'Neill at 800-363-6266 or oneill397@windstream.net.

CHARITIES COLLECTION

Bobbie Birch is collecting coupons and cell phones at each general meeting.

Manufacturer's Coupons are sent to military families to use at the commissary on base. Coupons are valid for 6 months after the expiration date.

Cell Phones are for the Domestic Violence and Child Advocacy Center. Cell phones & batteries are needed; chargers, cases, and manuals are not needed.

What Everyone Needs To Know About Anxiety

The Huffington Post | By Lindsay Holmes

Think you can spot someone with anxiety in a crowd?

The disorder, which touches 18 percent of American adults, is one of the most common mental health issues in the world. It can affect your coworkers, your loved ones, or your neighbors.

But its prevalence isn't all there is to know about the mental health disorder.

Take a look at the information below, which shows just how many ways anxiety can affect someone's life. If the facts prove anything, it's that anxiety sufferers are certainly not alone.

Anxiety disorder is the most common mental illness in the world according to a World Health Organization survey.

- 20% of adolescents experience a mental health problem, most commonly depression or anxiety
- 70% who attempt suicide have an anxiety disorder
- Mental disorders like anxiety with behavioral disorders are the primary reason 20 to 29 year olds are disabled and cause 40 million years of disability.
- Anxiety disorders are in the top 10 reasons for disability in all regions across the World except East Asia and Eastern Europe. Anxiety disorders hit Tropical Latin America the hardest as the reason for disability behind low back pain and major depressive disorder

6 Main Types of Anxiety Disorders

- **Generalized Anxiety Disorder** - Long lasting anxiety not specific to a situation or object.
- **Panic Disorder** - Quick hit of terror often followed by trembling and difficulty breathing.
- **Obsessive Compulsive Disorder** - Repetitious obsessions and compulsions.
- **Social Anxiety Disorder** - Intense fear in and of social interactions managed with avoidance.
- **Specific Phobias** - Fear of a specific situation or object.
- **Post-Traumatic Stress Disorder** - Anxiety from a traumatic experience.

What are the symptoms of an anxiety disorder?

36% of people with social anxiety disorder experience symptoms for 10 years before seeking help. Respondents in interviews with a US Census Bureau regard symptoms of an anxiety disorder as normal while mental health professionals treat such symptoms as abnormal.

Here's how to spot an anxiety disorder:

- Constantly on edge
- Shortness of breath
- Insomnia
- Pounding heart
- Sweat
- Fears remain even though you know the outcome is impossible
- Avoid everyday activities because of anxiety

Do you have an anxiety disorder?

- Relax. There is nothing broken with you.
- Anxiety doesn't limit you - only your choice can. You can live a great life.
- Well known people with an anxiety disorder:

Sigmund Freud
Adelle
Johnny Depp
Whoopi Goldberg
Barbara Streisand

(Continued on page 7.)

Please stop and visit all of our exhibitors and thank them for supporting NEOCMN.

Their support is essential to our organization.

(Continued from page 3.)

a substance abuse problem, and a history of violence. These participants had 10 times the risk of violence than those who only had mental illness.

Other factors that predicted violent behavior included a

- history of juvenile detention or physical abuse,
- having seen parental fighting,
- recent divorce,
- unemployment,
- being victimized themselves,
- being younger, male, and low-income.

Another excellent overview of mental illness and violence was conducted by Marie E. Rueve, MD; and Randon S. Welton, MD, Lt Col, USAF in 2008.

Whether a person is mentally ill or not, one does not just "snap" as is often reported in the media. There is generally a progression of behaviors down a pathway toward violence and those behaviors often become noticeable as a person moves down that path. As public service providers, parents, teachers, friends, family, co-workers, and law enforcers, we should learn how to recognize those behavioral warning signs and communicate our concerns to people who might be able to help. Unfortunately, it can be extremely difficult to get help for someone with mental illness that doesn't accept the help.

Remember that not just the homeless and the poor suffer from mental illness. Mental illness has no racial, economic or intellectual boundaries. You may not be

What are the Mental Health Signs and Symptoms to Be Concerned About?

If several of the following are occurring, a serious condition may be developing.

- Recent social withdrawal and loss of interest in others.
- An unusual drop in functioning, especially at school or work, such as quitting sports, failing in school, or difficulty performing familiar tasks.
- Problems with concentration, memory, or logical thought and speech that are hard to explain.
- Heightened sensitivity to sights, sounds, smells or touch; avoidance of over-stimulating situations.
- Loss of initiative or desire to participate in any activity; apathy.
- A vague feeling of being disconnected from oneself or one's surroundings; a sense of unreality.
- Unusual or exaggerated beliefs about personal powers to understand meanings or influence events; illogical or "magical" thinking typical of childhood in an adult.
- Fear or suspiciousness of others or a strong nervous feeling.
- Uncharacteristic, peculiar behavior.
- Dramatic sleep and appetite changes or deterioration in personal hygiene.
- Rapid or dramatic shifts in feelings or "mood swings."

One or two of these symptoms can't predict a mental illness. But a person experiencing several together that are causing serious problems in his or her ability to study, work, or relate to others should be seen by a mental health professional.

in the business of being a social worker or psychologist. You may be too busy at work to spend a lot of time with any one person, mentally ill or not. Many people who you may consider "strange" have a right to seek your services and have a real need that you can meet within your job description. Try to limit your interventions to relatively short periods of time, but realize that taking time to try to communicate effectively with the person may save you a lot of time in the long run and help someone in the process.

Resources

- National Alliance on Mental Illness-<http://www.nami.org/>
- Mental Health America-<http://www.mental-healthamerica.net/>
- American Psychological Association- <http://www.apa.org/>
- National Institute of Mental Health-<http://www.nimh.nih.gov/index.shtml>
- Substance Abuse and Mental Health Services Administration-<http://www.samhsa.gov/>
- NIMH Information about Mental Health Medications-<http://www.nimh.nih.gov/health/publications/mental-health-medications/index.shtml>

GENERAL MEETINGS

NEOCMN holds six general meetings a year, five of which offer speaker presentations. Continuing education credits for nursing (RN/LPN), certified case manager and social work are applied for each presentation.

Guests are welcome to attend a meeting for a fee of \$20.

The November meeting is a special networking meeting open to members only. Reservations are required for all meetings.

LOCATION ST. MICHAEL'S WOODSIDE

General meetings are held at **St. Michael's Woodside**, located at 5025 East Mill Rd., Broadview Hts., OH 44147.

Directions to **St. Michael's Woodside** are on their website www.stmichaelswoodside.com or on MapQuest.com.

REGISTRATION Reservations Requested

Register for a general meeting by calling the voice messaging system at 800-363-6266 by the reservation deadline (5:00 PM on the Friday before the meeting).

Meeting sign-in starts at 5:30 PM. The business meeting begins between 6:00-6:15. A one hour CE presentation begins at 6:30. Sign-in is required for continuing education credit.

Invitation to Exhibit at NEOCMN General Meetings

Exhibiting at a general meeting creates a prime opportunity for you to generate leads, meet new prospects, strengthen existing relationships, introduce new products and services, and gain recognition as a partner with managed care.

Meetings are held every other month at St. Michael's Woodside located at 5025 East Mill Rd. in Broadview Hts., Ohio near Interstate 77 and Wallings Road.

Meeting Exposure Includes:

- 8 foot skirted table for a table top display.
- Appetizers for two (2) representatives at the January, March, July and September meetings; dinner for two (2) representatives at the November networking meeting.
- Approximately 3 hours of network and exhibit time.
- Introduction and recognition from podium during meeting.
- 50 word company description in Case in Point! newsletter.
- Placement of literature at each table or individual seat.
- Contact hours for attending general meeting.
- You may offer a door prize for meeting drawing (not required) and collect business cards.

2015 Meeting Dates

*(All meetings are on
Wednesday evenings)*

- January 21
- March 18
- May 20
- July 15
- September 16
- November 18
*(Special networking /
holiday meeting.)*

NEOCMN - General Meeting Exhibitor Registration Form

Name _____
Company _____
Address _____
City, State, ZIP _____
Phone _____
Email _____

REGISTRATION PROCESS

1. Select Meeting (check box)

- January \$250*
 March \$250*
 May \$250*
 July \$250*
 September \$250*
 November \$850**

* Exhibitor table may be shared with another vendor for half the cost.
** Networking / holiday meeting.

2. Select Payment

- Full payment enclosed
 Charge my MasterCard / VISA / Discover /
American Express / Diners Club

ACCOUNT NUMBER _____

EXPIRATION DATE _____

AMOUNT \$ _____

RECEIPT MAILED TO:

NAME _____

ADDRESS _____

CITY, STATE, ZIP _____

AUTHORIZED SIGNATURE _____

3. Clip and mail to:

NEOCMN, PO Box 461044, Cleveland, OH 44146

Credit card information can be faxed to -
330.468.1014

Website: www.neocmn.org

CAREER OPPORTUNITIES

Post your job
opportunities on our
website!

- NEOCMN Members -
Complimentary Job
Postings
- Non-members -
\$100 charge per job
position.

Positions are posted for
90 days.

CASE IN POINTE! NEWSLETTER

NEOCMN's Case in Point!
Newsletter is distributed
six (6) times a year.

Please consider
submitting your
interesting articles to the
editor of the newsletter!

CURRENT TRENDS

Please submit current
industry trends to
NEOCMN's Case in Point!
editor.

Let us help you to
share what is new
and changing in our
healthcare environment.

Event: General Meeting
Date: Wednesday, May 20, 2015
Time: 6:05 Business Meeting
 6:30 Presentation
Place: St. Michael's Woodside
 5025 East Mill Road
 Broadview Hts. OH
 440-526-9696
Topic: "An Overview of
 Aphasia"
Speaker: Denise Simcox, MA,
 CCC-SLP, CBIS
Register: Call 800-363-6266
Deadline: 5:00 PM, Friday,
 March 15, 2015

**RESERVATIONS ARE
 MANDATORY**

In order to receive 1.0 contact hours, criteria for successful completion is to attend the entire presentation and to turn in an evaluation form at the end of the presentation.

Northeast Ohio Case Management Network (NEOCMN) (OH-220, 1/1/2016) is an approved provider of continuing nursing education by the Ohio Nurses Association (OBN-001-91), an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Awarding of contact hours does not mean that ANCC, OBN or ONA endorses any product.

General Meeting Exhibitor

Mentis Ohio, LLC

Mentis provides the highest level of post-acute neuro-rehabilitation to persons who have sustained a brain injury and are challenged by restricted mobility, social interaction,

communication, employability and community re-entry. Mentis focuses on the life goals and aspirations of each individual it serves, promoting recovery, re-entry, responsibility and innovation.

(Continued from page 4.)

Will you seek help?

Every famous athlete admits to feeling anxiety. You can feel anxious because you care. Anxiety is normal so be with it.

An anxiety disorder differs from anxiety in intensity and duration. It's normal to be self-conscious and embarrassed at an event and enters towards a disorder when you avoid the event because of such fears.

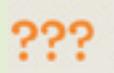
What to do about it:



Build relationships with people important to you for social, physical and emotional support. This promotes comfort, safety, and recovery from long-term mental health effects. Most people recover from anxiety disorders over time if they are able to restore their basic human needs and get support when needed.



Develop skills to perform well in situations you are anxious over. Competence leads to confidence.



Unfamiliar territory produces fear and anxiety. Your support network and skill development makes the unknown known.



Minimize caffeine intake, quit smoking, and drink in moderation to reduce a pounding heart and body jitteriness.



Seek professional help from a psychologist.



Feeling good is not a condition of living good. Instead of wanting a feeling to disappear then behaving a particular way, be compassionate with yourself and directly go to the end result of living a meaningful life.



Avoidance can manage anxiety, but rarely helps over time. Learn how a world-leading anxiety expert dealt with his social anxiety at: www.towerofpower.com.au/anxiety

EDUCATION

Commission for Case Manager Certification

**1120 Rte 73, Suite 200
 Mount Laurel, NJ
 08054**

Call: 856-380-6836
Fax: 856-439-0525
Web: ccmcertification.org

Missed CEU?

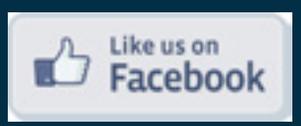
Send letter referencing meeting date of missing CEU, along with a self-addressed stamped envelope to:

NEOCMN,
 P.O. Box 461044,
 Cleveland, OH 44146

**MEETING
 EXHIBITOR
 OPPORTUNITIES**

Exhibitor opportunities are available for all 2015 general meetings. Please see form on page 5 for costs.

Reserve your spot today!





Mission Statement

Northeast Ohio Case Management Network promotes educational and networking opportunities for health care professionals involved in the practice of case management related activities.

Upcoming Events

- January 21 **"Boundaries"** presented by Julia Ellifritt, LISW-S; St. Michael's Woodside, Broadview Heights
- March 18 **"Brain Injury: The Continuum of Care"**, presented by Denise Schaad, BASW; St. Michael's Woodside, Broadview Heights
- April 23-24 **NEOCMN Conference & Exhibit**; LaCentre Conference & Banquet Facility, Westlake
- May 20 **"An Overview of Aphasia"**, presented by Denise Simcox, MA, CCC-SLP, CBIS; St. Michael's Woodside, Broadview Heights
- July 15 **"The Impact of Grief in the Workplace"**, presented by Andy Getz, LISW; St. Michael's Woodside, Broadview Heights
- August **NEOCMN CCM Review Class**
- September 16 Tentative Topic - Ohio Revised Code Advanced Directives, **Rachel A. Kabb-Effron, Esq., CELA**; St. Michael's Woodside, Broadview Heights
- November 18 **Networking / Holiday** - Members Only; St. Michael's Woodside, Broadview Heights

Case in Pointe! Volume 21, Number 3 May 2015

Northeast Ohio

NEOCMN

Case Management Network

PO Box 461044, Cleveland OH 44146-1044