

WHAT IS THE BRAVO PROGRAM?

The BRAVO Program offers support to people so that they can live, work, and play where they choose. These supports may include help with things like taking care of personal business, grocery shopping, cooking, managing money, getting to doctor's appointments, housekeeping, recreation, taking part in community events, and transportation.

HOW DO I ENROLL?

You should tell your Case Manager or your Primary Clinician that you are interested in enrolling in the program. They will tell you more about the program and include it in your Person-Centered Plan if it looks like the program can help you. You can meet the staff who will be working with you and tell them about yourself and what you want to happen on your visits.

WHAT IS A PERSON-CENTERED PLAN?

Your Person-Centered Plan guides what services and supports you get. It is designed by you, others chosen by you, and your Case Manager or your

Primary Clinician. It builds on your strengths and choices so that you can live a life that is satisfying to you.

WHO DECIDES IF I CAN ENROLL IN THE PROGRAM?

The people involved with this decision are you, your Case Manager, or your Primary Clinician, the Team Coordinator for the program, and other professional staff that may be working with you. Sometimes supports might be limited due to the staff and time that is available for all the people using the program.

WHAT HAPPENS IF I'M NOT ACCEPTED INTO THE PROGRAM?

Your Case Manager, or your Primary Clinician, will work closely with you and the program staff to decide whether or not the program is appropriate for you. If you are found to be ineligible, the reasons for that decision will be given to you in writing. We will be happy to discuss this decision with you. You may be entitled to a second opinion.

Information about other resources that may help you will be explained to you.

WHAT HAPPENS AFTER I'M ACCEPTED?

You will decide what help you need from the program. Your Case Manager, or Primary Clinician, and other staff will help you with this decision and it will become part of your Person-Centered Plan. You will plan a schedule for your visits and you will be sent a schedule every week so that you know who will be working with you and if any changes had to be made. Permanent changes won't be made to your schedule without talking to you first.

WHAT DO I DO IF I HAVE A CONFLICT WITH SOMEONE?

If you have a disagreement with staff, you are encouraged to discuss it with that person. If that is not successful, you may discuss the issue with your Case Manager, or Primary Clinician, or with the person's supervisor. You may also file a formal complaint. See [Your Rights](#) booklet.

WHO DO I CALL WITH QUESTIONS OR CONCERNS?

Dial (906) 482-9400 and ask for your Case Manager or Primary Clinician.

WHO CAN ENROLL IN THE PROGRAM?

You may be able to enroll in a program if:

- ✓ You live in Houghton, Baraga, Ontonagon, or Keweenaw Counties
- ✓ You do not live in a group home

NEW REQUESTS FOR SERVICES

Call NorthCare Network Access and Eligibility toll free at:

1-888-906-9060

FOR EMERGENCY SERVICES

During business hours call:

(906) 482-9404 or 1-800-526-5059

After hours call: **1-800-526-5059**

AREA CLINICS

Rice Memorial Center

901 West Memorial Drive
Houghton, MI 49931
(906) 482-9400

Outpatient Services: (906) 482-9404
TDD/TTY: (906) 482-8037

Rice Memorial Center-CLK Branch

56938 Calumet Avenue
Calumet, MI 49913
(906) 337-5810

Baraga County Center

15644 Skanee Road
L'Anse, MI 49946
(906) 524-5885

Ontonagon County Center

515 Quartz Street
Ontonagon, MI 49953
(906) 884-4804

The Institute

900 West Sharon Avenue
Houghton, MI 49931
(906) 482-4880

COPPER COUNTRY MENTAL HEALTH SERVICES



BRAVO Program

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