



THE CENTENNIAL BRIEFING



CHEYENNE · ELBERT · KIT CARSON · LINCOLN · LOGAN · MORGAN · PHILLIPS · SEDGWICK · WASHINGTON · YUMA

Our mission is to achieve excellence in the provision of behavioral health services that lead to optimal health and well being

CONGRATS STAFF



Andrew Denecke

Obtained his LPC



Britt Lumpkin

Obtained her LAC



Amy Weinischke

Obtained her LAC

IN CASE YOU MISSED IT

Our COVID "huddle" team continues to get feedback that we are slipping a bit in our diligence around our COVID safety protocols. As much as we ALL wish we were beyond COVID concerns, we are still a healthcare facility that is under continued public health orders to be masked and to continue to practice social distancing. Both Centennial's license and some of our individual DORA licenses could be at risk if we do not comply.

In some ways more important, not all of our staff and clients have the extra layer of protection afforded those who have been vaccinated, and in most situations we don't know "who's who". Please protect yourselves and each other by keeping your mask on when with others and keeping social distance! Washing your hands regularly is also still smart of course.

Please route any questions or concerns to Liz Hickman or the COVID group. Thanks everyone!!

JOIN THE CHALLENGE



Registration is now open for Centennial Mental Health Center's Moving Toward Wellness...One Step at a Time Fitness Challenge. Join as part of a team or participate on your own. It's fun. It's challenging. And it's a great way to get and stay fit!

Once you register, you can:

- Create or join a team and get fit together
- Sync with your Fitbit or other device to track your minutes of activity automatically
- Compete for incentives at the end of the challenge

REGISTRATION: May 3, 2021 – May 24, 2021
CHALLENGE: May 17, 2021 – June 27, 2021

Copy and paste this link into a Google Chrome browser to get started:
<https://centennialmentalhealthcenter.globalfitnesschallenge.com/#/login>



CENTENNIAL
MENTAL HEALTH CENTER
Moving lives forward

COMPLIMENTS, COMPLAINTS AND APPEALS

CLIENT SATISFACTION

Client satisfaction with our services is very important to us. We must treat the client fairly and respectfully. If you feel you have been treated unfairly or you have witnessed a client being treated unfairly, we want to hear from you.

HOW YOU MAKE A COMPLAINT

Centennial has a simple process to work out complaints. We have Consumer Service Representatives (CSR) for adult services and Parent/Family Advocates (PFA) for children and family services to help you get your complaint answered.

Even though the CSRs and the PFAs are employed by Centennial, it is their job to represent and protect the client's interest.

The client, may ask anyone, at anytime, to help them pursue a grievance or concern. However, this helper does not take the place of the Consumer Service Representative or the Parent Family Advocate in the Complaint Process.

NOTE: No person receiving services may be terminated from services during the time the Complaint Resolution Process is occurring or during appeal of a decision, unless continuation of services presents a risk to that person or others.

WHAT WE WILL NEED FROM YOU

To make sure we have all the information we need to help with the grievance, please be prepared to tell us the following at the time you call or write:

- Personal Information such as name, phone number, address, date of birth, Medicaid number if you have Medicaid.
 - What is the grievance about, including the date of occurrence, what happened and who is involved.
 - What has been done already to try and resolve the grievance?
 - What is the desired outcome to resolve the grievance?

CHERI TEIGEN
Consumer Service Representative
211 W Main, Sterling, CO 80751
970.522.4549
CheriT@CentennialMHC.org

NICOLE HERRERA
Consumer Service Representative
211 W Main, Sterling, CO 80751
970.522.4549
NicoleH@CentennialMHC.org

KIRSTIN SCHELLING
Parent Family Advocate
211 W Main, Sterling, CO 80751
970.522.4549
KirstinS@CentennialMHC.org