



## Communication Protocol: Parent Support Partners

The following chart below shows the Parent Support Partner (PSP) communication protocol for System of Care provider staff:

<b>Communication Protocol</b>	
<b>Detroit Wayne Integrated Health Network (DWIHN)</b>	<b>Association for Children's Mental Health (ACMH)</b>
<b><u>Debbie Martinez</u> (Parent Involvement Manager)</b>	<b><u>Kelly Bailey</u> (Parent Support Partner Statewide Coordinator)</b>
➤ New Hire Info/Staffing Changes	➤ Information regarding upcoming trainings and events (i.e. links, dates, etc.)
➤ Cohort Paperwork (i.e. Organizational Readiness, etc.)	➤ Monthly and Annual Technical Assistance (TA) Call (Scheduling, Meeting Information, Coordination)
➤ Recertification Application (PSP)	➤ Coaching and Orientation Call coordination
➤ Recertification Certificate (PSP)	➤ Supervisor Roundtable invites/information
➤ Questions and Technical Assistance (TA) other than monthly/annual/recertification TA	➤ Yearly TA coordination for those already certified in PSP
➤ Training concerns and follow-up	

As the Prepaid Inpatient Health Plan (PIHP), DWIHN will be the direct contact to MDHHS if there are any communication barriers, questions, and or concerns relating to ACMH.

Information along with any questions and or concerns regarding Parent Support Partners (PSP) that falls under the DWIHN category send to Debbie Martinez (Parent Involvement Manager) [dmartinez@swsol.org](mailto:dmartinez@swsol.org).

In addition, ACMH will direct any Children Service Provider operational concerns to System of Care Manager, Sherri Ruza ([sruza1@dwihn.org](mailto:sruza1@dwihn.org)).

### **ACMH Staff:**

- Krissy Dristy (Program Manager, YPS & PSP), [kdristy@acmh-mi.org](mailto:kdristy@acmh-mi.org)
- Kelly Bailey (Parent Support Partner Statewide Coordinator) [kbailey@acmh-mi.org](mailto:kbailey@acmh-mi.org)
- Sara Reynolds (Youth Peer Support Statewide Coordinator) [sreynolds@acmh-mi.org](mailto:sreynolds@acmh-mi.org)
- Lori Hooker (Administrative Assistant for PSP and YPS) [lhooker@acmh-mi.org](mailto:lhooker@acmh-mi.org)
- Jane Shank (Executive Director) [jshank@acmh-mi.org](mailto:jshank@acmh-mi.org)