

Joining Pathways

Mental
Health

Physical
Health



COMMUNITY MENTAL HEALTH AUTHORITY

CLINTON • EATON • INGHAM

2011 Report to the Community

Our Vision

The Community Mental Health Authority of Clinton, Eaton, Ingham Counties (CMHA-CEI) holds a vision of a community in which persons with mental health needs have the opportunity – including the necessary services and supports – to participate, with dignity, in the life of the community, with its freedoms, responsibilities, rewards, and consequences.

CMHA-CEI Customer Satisfaction Survey

Annually, CMHA-CEI surveys those whom it serves to determine their level of satisfaction with CMH services. The results (*percent responding satisfied or very satisfied*) of this survey are presented below.

| | |
|--|-----|
| CMHA-CEI responded promptly to my request for services | 89% |
| CMHA-CEI staff are courteous and respectful | 95% |
| CMHA-CEI staff help me to get the right type of services for my problem | 91% |
| In general, I am satisfied with the services provided by CMHA-CEI | 93% |
| CMHA-CEI staff understand my needs and situation | 91% |
| CMHA-CEI staff have the knowledge and the skills to serve me well | 92% |
| If a friend or family member were in need of similar services, I would recommend my CMHA-CEI program to him or her | 91% |
| The services I receive help me to function better in my life | 92% |
| If I were to seek help again, I would come back to the same program | 90% |
| CMHA-CEI staff follow my person centered plan (PCP) or family centered plan | 89% |
| CMHA-CEI helped me identify natural supports | 87% |

Joining Pathways

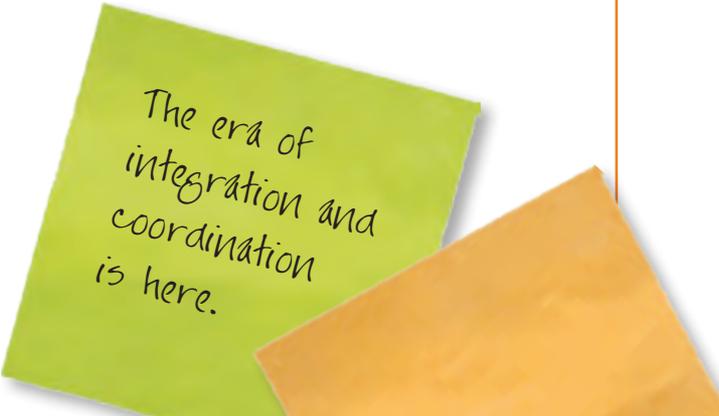
This year's **Annual Report to the Community** highlights the theme of health care integration – the weaving together of the behavioral (which includes mental health and substance abuse disorder services), developmental disability, and physical health care into a seamless system. Such an integrated, seamless system ensures that the services and supports received by a consumer, from the Community Mental Health Authority of Clinton, Eaton, Ingham Counties (CMHA-CEI), are coordinated with the services and supports received from his or her primary care provider; which are coordinated with the services that he or she receives from his or her health care specialist who is treating the consumer's chronic health condition. The era of integration and coordination is here.

Seeing the value of this movement toward integration, for CMHA-CEI consumers and the entire community, CMHA-CEI initiated, over the past several years, a number of health integration efforts with dozens of partners throughout the tri-county community. Some of these initiatives are described in this Annual Report. Others are only beginning. These efforts will result in improved care for those whom we serve and result in a number of new consumer-centered partnerships. Increasingly, you will hear of these partnerships with names such as: Person-Centered Health Homes, Accountable Care Organizations, Specialty Safety Net Accountable Care Organizations, and Comprehensive Behavioral and Developmental Disability Services Providers.

So, as we look toward 2012, we are encouraged by the impact of four decades of the community mental health movement and of the opportunities that lie ahead in health care integration. We look forward to the continuation of this movement and this CMH's role in fostering its progress, now with the added power of the emerging integrated health care environment.



Robert Sheehan, Executive Director



The era of
integration and
coordination
is here.

2011 Board of Directors

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Guest speaker Debra Jay, Professional Interventionist, explains the affect of substance abuse on the brain.

Bringing Education on Mental Health and Wellness To Communities

CMHA-CEI in partnership with the Capitol Area Health Alliance Mental Health Partnership Council promotes mental health and wellness of those living in the tri-county area, provides resources for quality and accessibility of mental health services within the community, and offers educational events and information to increase awareness and reduce stigma. This year over 1,000 people in the tri-county area attended the presentations.

Presentations included:

- Bullying & Suicide
- Loving Your Caregiver
- Seasonal Affective Disorder
- MSU Research project with the 8th grade at Ovid Elsie M.S.
- Vet2Vet
- Depression as it relates to Veterans
- Intervention: Helping Someone Who Does Not Want Help

What is a culture of gentleness?
A culture of gentleness emphasizes that all people need to: feel safe, feel cared for, be caring towards others, and be engaged in a meaningful life.

Community Mental Health Affiliation of Mid Michigan

The Community Mental Health Affiliation of Mid Michigan is the collaboration of 5 Community Mental Health organizations spanning across 8 counties. The Affiliation was involved in several quality improvement and compliance efforts during 2011. Included in those efforts were External Quality Review audits completed by a national review team and the Michigan Department of Community Health, both of which found the Affiliation to be fully compliant with established standards.

Another area of focus for the Affiliation of Mid Michigan has been on the Affordable Care Act (National Health Care Reform) and on becoming a regional leader in behavioral health-care by providing efficient, effective, high quality care.

In order to achieve this, the Affiliation:

- Provided on-going education through Affiliation sponsored dialogue series
- Participated in national webinars
- Developed workgroups focused on ensuring the Affiliation is ready for Health Care Reform changes

Substance Abuse Services/ Corrections Mental Health

The Recovery Center (TRC), the tri-county's only sub-acute, clinical model detoxification center, has been in operation since October 2010, and with the guidance of the TRC Advisory Council, has closed a longstanding gap in the substance use disorder continuum in this community. The TRC Advisory Council, made up of a number of community partners has worked diligently to create a strong program in effort to meet the needs of the surrounding community.

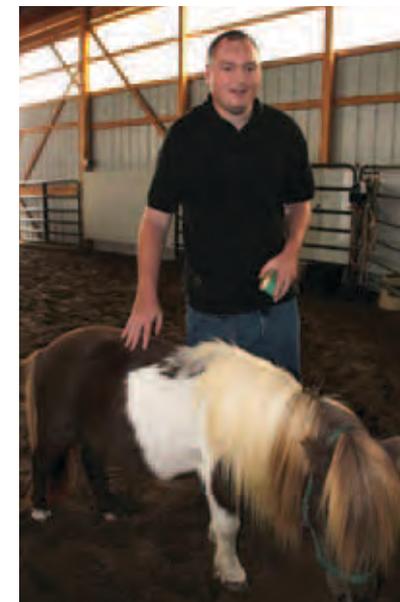
Community partners for the TRC Advisory Council include:

- Sparrow Health System
- Ingham Regional Medical Center
- Ingham Health Plan
- Mid-south Substance Abuse Commission
- City of Lansing Human Relations and Community Services Dept.
- City of Lansing Fire Department
- City of Lansing Police Departments
- Lansing City Rescue Mission
- Volunteers of America
- National Council on Alcoholism-Lansing
- Michigan State University's Olin Medical Center
- Michigan State University's Counseling Center
- 54-A District Court
- Capital Area District Library

The Substance Abuse Services of the Community Mental Health Authority of Clinton Eaton and Ingham Counties continues to work with community partners to continue efforts to serve the community for Medicaid and uninsured individuals.

Community Services for the Developmentally Disabled

Certified Peer Mentors use their own personal experiences to provide essential services that promote self determination, help peers direct their own lives, and support others to become self sufficient. Five consumers recently completed the Peer Mentor Training sponsored by the Developmentally Disabled Council and the Department of Community Health. The next step for the trainees will be to complete an internship with Community Services for the Developmentally Disabled (CSDD) case managers to gain experience working directly with individuals with developmental disabilities.



Seven individuals participated in equine assisted learning at Sierra Rose Farms.

In 2011, Community Services for the Developmentally Disabled (CSDD) continued to provide longstanding residential and day programs. CSDD added a new partner, Community Services Oakland to assist in developing a self-tailored schedule for consumers for work, volunteering, and recreational services.

The Autism Support Team partnered again for a second year with the Oak Park YMCA, Mid Michigan Autism Association, and the Lansing Parks and Recreation to hold an integrated Day Camp Site at the Lansing based Oak Park YMCA. These partners in collaboration with St. Johns Parks and Recreation were able to add another integrated camp site in St. Johns. Project STTAR allows for persons with autism to attend and participate in the fully integrated camp.

Adult Mental Health Services

Recovery initiatives have continued to be at the forefront at Adult Mental Health Services (AMHS).

In 2011, as a result of the 2010 Recovery Enhancing Environment Survey, a workgroup has begun the development of a strategic plan for ways to make improvements in 6 key areas:

- Stigma
- Improving CMH services
- Access to community resources (work, school and volunteer)
- Substance abuse treatment
- Recovery enhancing initiatives
- Medical/Psychiatric issues

Co-location of integrated health initiatives have continued over the past year. The co-location project with the Ingham County Health Department (ICHHD) has continued to operate in 2011 with three Mental Health Therapists located at three Federally Qualified Health Center (FQHC) sites and recently experienced the exciting addition of 4 hours of psychiatry to the main ICHD Adult Services location on S. Cedar. Co-located services at the Eaton County office of the Barry-Eaton Health Connections Clinic were added in July 2011 with excellent success thus far.

CMHA-CEI opened their doors wider in 2010 to serve previously "unserved" individuals by establishing The Crisis Recovery Team. In the first 90 days of the program, 45 individuals were served.

A challenge has always been as to how to use Evidence Based Practices in the rural counties of Clinton and Eaton Counties. New options for those residents include:

- Dialectical Behavior Therapy
- Family PsychoEducation
- Integrated Dual Disorders Treatment: Co-occurring Disorders

Peer Support Specialists Julie Barron and Antonio Kelley achieved certificates in Mental Health First Aid training which is a 40 hour Mental Health First Aid Course. As certified instructors of Mental Health First Aid they taught two classes in 2011 and will teach up to six more in 2012. The courses taught are to help the public identify, understand, and respond to signs of mental illnesses and substance use disorders.

Children's Services

Children Services, with an established system of care approach in Ingham County, began the process of expanding that work in Clinton and Eaton Counties, primarily driven by the federal waiver for children with serious emotional disturbance (SEDW). Clinical outcomes for families involved in the system of care (IMPACT) in Ingham County continued to be positive.

CMHA-CEI's Children's Services created the Parent-Young Child Program (PYCP) in response to growing recognition in Clinton, Eaton, and Ingham counties of the need for specialized help for families struggling with intense mental health needs of very young children, ages three through six. Treatment at an early age not only improves a child's current functioning but can divert a child from a future of increasing difficulties and failures in school and the community. During the past year, the Parent-Young Child Program provided more than 2,210 assessment/treatment sessions to 109 preschool children and their families.

Parents report one or more of the following outcomes for themselves: increased ability to meet their child's emotional and developmental needs, increased ability to access needed community resources, and/or increased ability to effectively cope with stress.



Properties-Facilities manager cuts the ribbon for the renovated Welcome Center at the Jolly Road location.

Quality Customer Service

According to most dictionaries, to be welcomed is to extend a kind greeting or reception, as to one whose arrival gives great pleasure. Creating a warm, pleasant, and welcoming environment is not a simple task however CMHA-CEI has committed itself to exemplifying that definition.

In January of 2011, at the Jolly Road site there was a grand opening for the newly renovated Welcome Center after great effort had been taken to make a difference for those coming into the building. Customer Service Representatives working at the reception desk believe the newly renovated Welcome Center provides a different kind of environment than the former provision. People entering the building receive a face to face welcome in a more positive manner.

The Welcome Center has spurred initiatives based on environmental changes, staff trainings for customer service, and changing the dynamic culture of the organization to fit a more consumer focused orientation.

Human Resources

The Human Resources Department was charged with addressing internal and external hiring barriers in pursuit of achieving CMHA-CEI diversity goals. This initiative was guided by the Diversity Advisory Council's (DAC) of CMHA-CEI commitment toward the advancement of our diversity goal through utilization of the richness of individual's backgrounds, skills and experiences. As a result of these efforts, the Human Resource Department was featured at the 2011 Lansing Regional Chamber Employer Conference on Workplace Diversity. As a featured sponsor, the Diversity Initiative was showcased during the conference by logo display, the website, and marketing materials.

The Diversity Advisory Council is composed of representatives from Front Line Staff, Supervisors, Administration, Unions and the Board of Directors working to improve diversity at CMHA-CEI.

CMHA-CEI Human Resource staff attended the following events in 2011 to increase recruitment:

- Capital Area Michigan Works Journey to Jobs
- Lansing Community College's Health Career Days
- Michigan State University Diversity Career Fair
- Western Michigan Career Fair
- Calvin College Winter Careerfest and Health Career Day
- Davenport University Health Professions Career Day



Consumers were requested by the United States Psychiatric Rehabilitation Association of Michigan to speak on the steps of the Capitol for Power Day.

Information Services

In 2011 a wide variety of improvements were made in the CMHA-CEI information systems. These changes focused on quality, regulatory requirements, infrastructure, and organizational efficiency.

The projects included:

- Major improvements to the CMHA-CEI "Electronic Medical Record," a system designed to put clinical records at a clinician's fingertips during treatment, including multiple new clinical forms
- Installation of WIFI, upgrading of all satellite computer "servers," and replacement of communication circuits to these locations with higher speed lines
- Implementation of a secure email system, allowing emails with confidential information to be securely encrypted to government standards and sent across the country to providers
- A new computerized telephone system providing higher quality at a lower annual cost
- Customer Services call tracking system
- Significant revision to all CMHA-CEI "data warehouse" systems

Psychiatry

Psychiatry at CMHA-CEI has been evolving significantly over the past year with many new endeavors. The Bridges Crisis Unit and Emergency Services has expanded services to offer a psychiatrist on the weekends decreasing hospitalization.

CMHA-CEI psychiatrists have been involved in the community at the Carefree Clinic and Michigan State University as clinical faculty, teaching medical students and residents. The psychiatry staff have also involved with the residency education committee, State subcommittees, and national psychiatric subcommittees. Psychiatrists were also involved in 2011 in the RAISE study (Recovery After an Initial Psychotic Schizophrenic Episode).

CMHA-CEI has made significant progress in collaboration with community partners and primary care physicians. CMHA-CEI now provides well needed psychiatric consultation to the Ingham County Health Department.

The psychiatric staff is embracing electronic medical record keeping, has started electronically prescribing prescriptions, and providing Telepsychiatry services throughout several sites in the state.

Primary and Behavioral Health Care Integration

CMHA-CEI's health care integration efforts are driven by the view that the abilities and disabilities that we possess, as a community – whether it be a community that is bound by geography, family ties, common challenges, or interests – are what make us who we are, a community founded on the concept of mutual support and partnering. The issue is receiving additional attention with the passage of the Patient Protection and Affordable Care Act of 2010. Spurred by these factors, CMHA-CEI has launched a series of aggressive efforts to address this issue. Some of those efforts include:

- MSU Residency at CMHA-CEI offices
- MSU Residency and Federally Qualified Health Centers at CMHA-CEI Offices
- Mental Health Services for Sparrow Family Medicine Residency Program
- Active involvement in state and local electronic medical record technology initiatives
- Health checks by CMHA-CEI staff or contractors included with behavioral health care visits
- Healthy lifestyles education by consumers, with consumers
- Joint educational efforts of behavioral and primary care providers
- Addressing the needs of high use consumers of health care resources

2011

by the Numbers:

Governmental Fund – Statement of Revenues, Expenditures, and Changes in Fund Balance

Year ended September 30, 2011

Revenues:

| | |
|---------------------------------|--------------|
| ● Federal sources | \$2,065,181 |
| ● State sources | \$13,244,563 |
| ● Local sources | \$3,172,266 |
| ● Medicaid contracts | \$79,094,569 |
| ● Other contracts | \$8,265,286 |
| ● Charges for services and fees | \$731,213 |
| ● Investment income | \$52,288 |

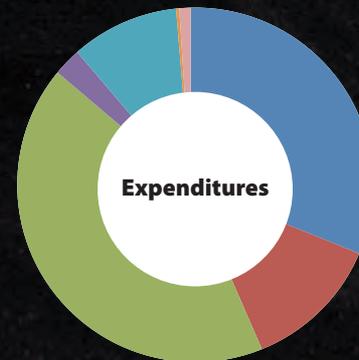
Total Revenues **\$106,625,366**

Expenditures:

| | |
|---------------------------------------|--------------|
| ● Adults with mental illness | \$33,120,004 |
| ● Children with emotional disturbance | \$13,141,348 |
| ● Developmental disabilities | \$45,485,381 |
| ● Substance abuse | \$2,750,055 |
| ● Board administration | \$10,506,301 |
| ● Community Benefit | \$301,697 |
| ● Supportive Housing | \$1,995 |
| ● Affiliation | \$1,087,185 |

Total Expenditures **\$106,393,967**

Excess of Revenues over Expenditures **\$231,399**



In addition to CMHA's revenues and expenses for its Clinton, Eaton, and Ingham operations, CMHA receives \$39,136,424 in Medicaid revenues with which it purchases Medicaid services, for the residents of its eight county Affiliation region, from its six community mental health and substance abuse coordinating agency affiliates. When these funds are reflected in CMHA's budget, its annual FY 2011 revenues were \$145,761,790 and its annual FY 2011 expenses were \$145,530,391.

1,894

children and adolescents with serious mental or emotional disturbance

1,653

adults and children/adolescents with developmental disabilities

2,237

adults and adolescents coping with substance use disorder

4,619

adults with serious mental illness or coping with life's stresses

CMH Distinguished Service Award | Past Recipients

2011

City of Lansing
Lansing Police Department
Lansing Fire Department
Sparrow Health System
Ingham Regional Medical Center
Ingham Health Plan
Mid-South Substance Abuse Commission
Volunteers of America
City of Lansing Rescue Mission
Emergency Medical Associates
National Council on Alcoholism, Lansing Chapter

2010

The Gallery Cafeteria,
Michigan State University
St. John's Kiwanis Club

2009

U.S. Senator Debbie Stabenow
Sue Hull, Former Director
Ingham Co. Dept. of Human Services
Ingham County Circuit Court,
Family Division

2008

Care Free Clinic
School of Social Work,
Michigan State University
Justice in Mental Health Organization

2007

Dr. Elizabeth Imeson

2006

Dr. John Eulenberg,
Michigan State University

Annual Meeting | Past Presenters

Debra Jay, Professional Interventionist
Susan Ford Bales
(daughter of President Gerald Ford)
Janet Olszewski, Director, MI Dept. of Community Health
Bill Allen, Deputy Director, MI Dept. of Community Health
Dr. Sharon Banks, Superintendent, Lansing School District
State Senator Paul DeWeese
State Senator Virg Bernero
Rick and Dick Hoyt - Team Hoyt
(son and father stigma-battling marathon running team)
The Figureheads
(hip hop group with a stigma-battling message)
Joseph Greco
*(director of the movie, **Canvas**, which portrays the life of a woman with schizophrenia and her family)*
Taylor Cross and his mother, Keri Bowers
(autism advocates and filmmakers)
Lansing Mayor Virg Bernero



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