



COMMUNITY MENTAL HEALTH
CLINTON • EATON • INGHAM

2001 Report

cmh board of directors

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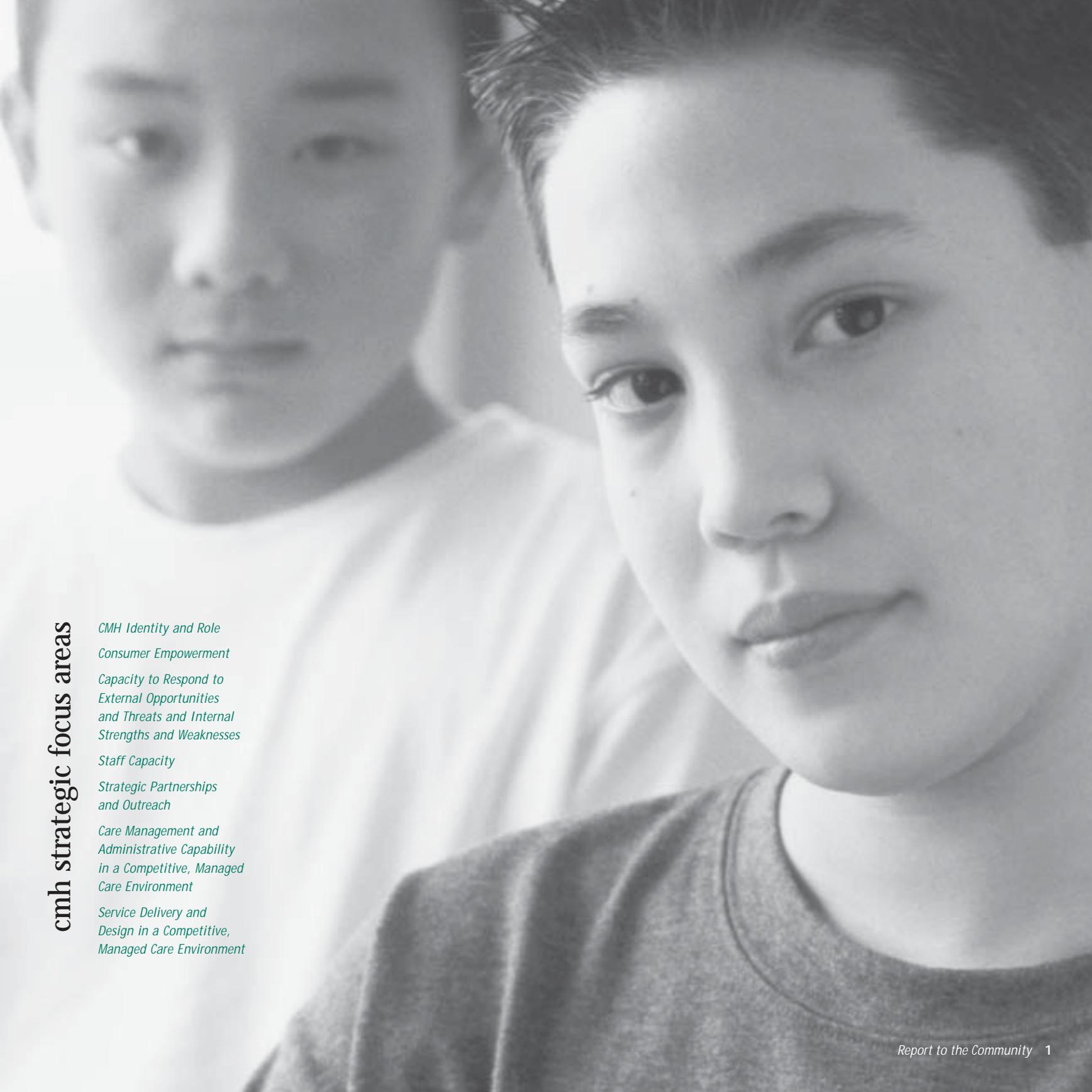
Linda Keefe

Steve Manchester

Janice Tower

The Community Mental Health Board of Clinton-Eaton-Ingham is committed to providing quality services and achieving the best possible outcomes for individuals, families and the community.

With this mission in mind, CMH provides a wide range of community-based services.



cmh strategic focus areas

CMH Identity and Role

Consumer Empowerment

*Capacity to Respond to
External Opportunities
and Threats and Internal
Strengths and Weaknesses*

Staff Capacity

*Strategic Partnerships
and Outreach*

*Care Management and
Administrative Capability
in a Competitive, Managed
Care Environment*

*Service Delivery and
Design in a Competitive,
Managed Care Environment*



CMH is a locally-based, public organization serving the mental health needs of residents of the tri-county community.

In the year 2001, CMH served more than 12,000 people in Clinton, Eaton and Ingham counties, including:

3,970 adults with mental illness

2,548 persons experiencing difficulty coping with life's stresses

2,204 adults with substance abuse problems

1,899 children and adolescents with emotional disturbance/mental illness

1,317 adults with developmental disabilities

400 children with developmental disabilities



Building for the Future

The past year presented both challenges and opportunities for our country, state, and local communities. The dual impact of the terrorist attacks along the east coast and the stalling economy have significantly impacted all of us. These events are further compounded in Michigan's public mental health system, (the CMH system) by limited state and federal funding. In the face of these challenges, the CMH stakeholders—staff, board members, partners, consumers, and their families—have continued to work to ensure that those whom we serve are afforded the same opportunities of citizenship as all members of our community. Such work has led to the development of a number of new programs, from unique juvenile justice partnerships to the opening of an in-house pharmacy; from state-of-the-art housing and residential treatment programs to a significant expansion in community inclusion opportunities for CMH consumers.

CMH of Clinton, Eaton, and Ingham counties, along with community mental health systems across the state, is involved in the process of seeking certification from the state of Michigan to continue in our role as the mental health care manager for Medicaid recipients in our community. CMH has held that role since 1998 and since then has become increasingly sound clinically, administratively, and fiscally. This strength is the direct result of the creativity, innovation, and dedication of the CMH staff, board, contractual partners, and consumers, and of the nearly one hundred partnerships in which this organization is involved. We applaud all of our colleagues—inside and outside of CMH—for their tireless work in this effort.

We close 2001 and look toward 2002 with optimism, courage and a realistic sense of the challenges and opportunities that lie ahead. On behalf of Community Mental Health of Clinton, Eaton, and Ingham counties, we ask you to join us in our efforts towards building partnerships and strengthening lives.



Carol Ranville
Board Chairperson



Robert Sheehan
Executive Director

Marian Bouwmeester Named MSU School of Social Work Field Instructor of the Year

The Michigan State University School of Social Work honored CMH employee **Marian Bouwmeester** as Field Instructor of the Year for 2000-2001. For the past 13 years, Ms. Bouwmeester has been the Coordinator of CMH's Older Adult Services (OAS) program, promoting a team approach to working with older adults. "It is our goal to provide older adult consumers with a variety of services aimed at maintaining their quality of life and keeping them integrated in their communities," she said.

Regarding her recent honor, Bouwmeester commented, "It was a nice surprise to be selected by the MSU School of Social work as the Field Instructor of the Year. I feel that our whole team is deserving of this award. I have always encouraged placement of students in our program, but the responsibility of supervising the students has been shared among several members of the OAS team."

Ms. Bouwmeester's team has supervised students from a variety of cultural backgrounds including Japan, Korea, and Vietnam. "Working with students from other countries shows us how different cultures deal with their elders as well as people who experience psychiatric problems." she said.

"In general, working with students is very exciting. They keep us informed of new developments, and often bring a breath of fresh air with their enthusiasm. The geriatric population is growing fast, and I believe many professionals will be needed in this area and significant changes will continue to occur."

cmh employee of the year

Dr. Tom Novak



"Young people represent the future of our community. My hope is that Community Mental Health will strengthen its clinical emphasis and continue to provide outpatient services to this important group. I am deeply honored to receive the Employee of the Year Award for 2001, and wish to thank those who have supported me personally and professionally over these many years."

"Outstanding CMH employee" brings to mind qualities such as dedication to consumers and colleagues, attention to their needs, a high level of knowledge and skills, and contributions to the human services profession and to the agency as a whole. Dr. Thomas Novak embodies these characteristics and more...

Thomas Novak, Ph.D. has been an employee of Community Mental Health for nearly twenty-five years. He currently works as a psychologist in Child and Adolescent Outpatient Services, providing clinical intervention to emotionally and behaviorally troubled children and their families. Dr. Novak has special expertise in diagnostic assessments, psychological testing, Attention Deficit Hyperactivity Disorder, and special education law and regulations—and he shares his knowledge freely with consumers and colleagues.

A strong advocate for professional ethics and consumer rights, Dr. Novak researched and made recommendations to CMH concerning the impact of increased access by Protective Services to the records of consumers without their consent. His recommendations were ultimately adopted by the CMH Board. These activities were undertaken by Dr. Novak outside of his regular working hours due to his genuine concern for the rights of consumers and his belief in the importance of ethical standards of practice.

Those who know Dr. Novak consistently describe him as sincere, respectful, knowledgeable, and helpful. His recognition as Employee of the Year is well deserved, and highlights not only his exemplary contributions to CMH, its consumers, and the profession at large, but also the outstanding work he and his colleagues in the Child & Adolescent Outpatient Services routinely perform.

2001 Highlights & Accomplishments

Clinical Pharmacy Services of Mid-Michigan

In June, Clinical Pharmacy Services of Mid-Michigan opened its doors to a new private pharmacy at the CMH Jolly Road facility in Lansing. It is the first (and only) pharmacy operating within a CMH program in Michigan for the exclusive benefit of CMH consumers.

Clinical Pharmacy Services is staffed by two full-time pharmacists plus pharmacy technicians and other specialists. A wide range of specialized services are offered including: specialized packaging for adult foster care, 24-hour service, consultation, and delivery.

A Pharmacy & Therapeutics Committee made up of CMH staff, physicians, and nurses also operates through the new pharmacy. The committee analyzes over 60,000 prescriptions written by CMH doctors each year to help determine the most clinically appropriate medications for consumers.

The Director of the Michigan Department of Community Health commended CMH for the pharmacy initiative which will greatly improve quality of care.



Clinical Pharmacy Services staff.



House of Commons Expansion

In March, CMH opened a new 40-bed facility in the City of Mason to provide residential services for adult men with substance abuse disorders. This new House of Commons replaced the aging 28-bed facility located in Lansing since 1972.

The expanded facility was made possible through partnerships with Ingham County and the Michigan Department of Corrections. The county provided financing and a modern building, which was renovated using a state remodeling grant of \$320,000, and \$375,000 of Community Mental Health funds.

The result is a state-of-the-art treatment facility for the benefit of the citizens of Clinton, Eaton, and Ingham counties. The larger building meets increased demand for services and reduces costs through lower administrative expenses.

New Technology at CMH

CMH, like other progressive organizations, has embraced modernization and the acquisition of new technology to improve the quality of services and to reduce operating costs.

In September, CMH purchased ECHO software, used for recording clinical and consumer information. This new Windows-based system was selected by CMH staff on the basis of ease of use, compatibility with current CMH practices and the modernity of the underlying computer language. The ECHO company has worked closely with CMH staff to customize the system to meet the demands of the managed care environment. The new system will be fully operational in 2002.

CMH Consumer Buys Home Via Groundbreaking Effort

Over the last several months, a CMH CSDD consumer and 17 partner organizations worked diligently to make it possible for this consumer to become a homeowner. A partnership between this consumer, CMH, supports coordinators, Fannie Mae (*the federally chartered housing financing body*), Bank One, Michigan State Housing Development Authority (MSHDA), several non-profit housing organizations, and the Cities of Lansing and East Lansing—made this consumer's long held dream a reality.

The independence and pride that homeownership has provided was very evident as the consumer spoke at a recent press conference about the effort. Joining the consumer at the press conference, held at CMH's Jolly Road offices, were: a regional vice president of Bank One, administrators of Fannie Mae and MSHDA, Lansing Mayor Dave Hollister, and Congressman Mike Rogers. It is hoped that this pioneering effort opens the door for similar home purchases by other persons with disabilities.

CMH Transition Coalition Receives State-Wide Award

The Transition Coalition, formed by CMH, to address the needs of at-risk youth as they transition toward independence, won the Association for Children's Mental Health's Collaboration Award. The coalition was formed as a part of CMH's grant-funded Transitional Youth Program and is a model of collaboration across disciplines, statutory mandates, and service provider boundaries. The Coalition has been instrumental in redesigning this community's work with at-risk teens moving toward independent living—a population with needs for which most systems are ill-equipped.

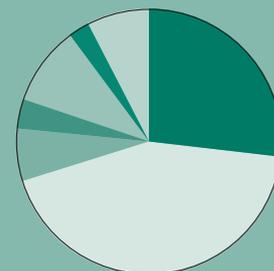
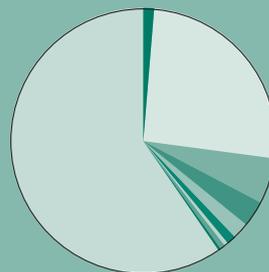


CMH is committed to continually improving the quality of life in local communities.

To that end, we aggressively seek funding from a wide range of revenue sources, including federal, state, and local governments, private insurance carriers, and other purchasers of mental health services and then reinvest those funds in the local community—serving local citizens and creating local jobs. In 2001, CMH reinvested over \$64 million in the tri-county community, in services to over 12,000 residents. Additionally, with more than 800 employees, CMH is the 15th largest employer in the region and, through contracts with other providers (totaling over \$20 million annually), creates an additional 500 jobs in our community.

Revenues (FY 2001)

Federal Funds	\$846,501
State of Michigan	\$16,709,124
Local	\$3,615,453
Earned Contracts	\$2,048,197
SSI/SSA/Food Stamps	\$1,310,125
Fees	\$727,637
Interest Income	\$308,212
Long Term Debt Proceeds	\$400,000
Risk Reserve	\$200,000
Medicaid	\$38,596,792
Total Revenue	\$64,762,041



Expenditures (FY 2001)

<i>Services to Adults with:</i>	
Mental Illness or Other Mental Health Needs	\$17,416,588
Developmental Disabilities	\$28,126,163
Substance Abuse Problems	\$4,153,258
<i>Services to Children with:</i>	
Developmental Disabilities	\$2,325,141
Emotional Disturbance and Mental Illness	\$6,277,759
Central Access, Emergencies, Utilization Management	\$1,669,558
Board Administration	\$4,933,578
Total Expenditures	\$64,902,045

Children's Services

Lee Tobar Hazaert, *Chair*
Ginger Kenney-Sweet, *Vice Chair*
Al Way, *Director*
Joan Jackson Johnson, *Board Liason*
Bud Burgess
Robin Laurain
Bobbie Lemon
Anna Macielinski
Norbert VanOchten

Comprehensive Substance Abuse Treatment Program

Judi Cates, *Director*
Bud Burgess, *CSS Liaison*
Janice Tower, *Board Liason*
Terry Jackson
Joyce Larkin
Jeralyn Delisi Lowe
Betty Smith

Community Support Services

Carol Kennedy, *Chair*
Frank Knox, *Vice Chair*
Pat St. George, *Director*
Pamela Stants, *Board Liason*
Sharon Allaire
Bud Burgess
Greta DeWolf
Faith Freeman
Cathy Johnson
Elaine Knox
Maryette Richards
Dani Woods

Community Services for Persons with Developmental Disabilities

Lauri Esch, *Chair*
Ken Slater, *Director*
Carol Ranville, *Board Liason*
Lillian Flannery
Joanne Gager
Beverly Lockhart
Eleanor Luecke
Blake Miller
Joanna Smith
Teri Tregloan
Fee Fong Wessel
Ron Zimmerman

CMH of Clinton-Eaton-Ingham On Board with Gratiot, Ionia and Newaygo Counties

CMH has announced that it will join the Community Mental Health Boards in Gratiot, Ionia, and Newaygo Counties to form the Community Mental Health Affiliation of Mid-Michigan. The Affiliation will enable the group to submit a consolidated Application for Participation as a Prepaid Health Plan to the Michigan Department of Community Health. This partnership will provide the foundation for administrative and service delivery efficiencies for the members and add to the stability of community programs by assuring that we are designated as the recipient of all Medicaid funds for specialty services for our consumers.

The affiliation will be officially formed in FY 2002 and will begin operating in FY 2003. This partnership among mid-Michigan CMH's is a harbinger of how mental health service agencies will be organized in the coming years.

CMH Key Partner in School Readiness Program

CMH was part of a collaborative effort which resulted in substantial funding for two comprehensive programs aimed at improving the academic and social performance of children as they enter school. The Eaton and Ingham county initiatives are funded through the ASAP-PIE program created by the State School Aid Act, and involve the coordinated efforts of a large number of prevention, treatment, education, and child care providers. CMH's Children's Services program is leading CMH's involvement in this groundbreaking effort, which will greatly improve school readiness for thousands of this community's children.

CMH Joins Forces with the Lansing Police Department

In 2001, CMH entered into a contract with the Lansing Police Department to provide Emergency Services/Crisis Intervention at the Lansing City jail. CMH professional staff are on call to handle cases referred by the detention units when individuals with suspected mental illness or behaviors consistent with mental illness are being held. This cooperative program, in conjunction with CMH's existing programs in all three county jails, greatly enhances prompt treatment and provides detention officers throughout the tri-county area with an immediate source of mental health expertise.

Lansing Housing Commission Supports In-House CMH Program

In an innovative partnership, CMH recently opened an office at the Lansing Housing Commission's South Washington Park site. CMH staff working from this office:

- *monitor and support the functioning of the residents of the building who are CMH consumers;*
- *identify residents who are not currently being served by CMH, but who may need to be linked with CMH for short term or longer term supports and services;*
- *provide assessment of residents in other subsidized housing units operated by the Commission; and*
- *provide training and de-briefing for Commission staff on issues related to mental illness or mental health concerns.*

This project is the result of a long-standing relationship between CMH and the Lansing Housing Commission and sets the stage for other collaborative efforts.



In a 2001 survey, CMH customers reported high satisfaction with the quality and effectiveness of the services they received in the tri-county area.

The survey questions and the percentages of customers who reported being “satisfied” or “very satisfied” are listed below:

	2001	2000	% change
CMH responded promptly to my request for services.	89%	85%	+4%
CMH staff helps me get the right service for my problem.	91%	84%	+7%
CMH staff understand my needs and situation.	89%	82%	+7%
CMH staff have the knowledge and skills to serve me well.	90%	81%	+9%
If a friend or family member were in need of similar services, I would recommend CMH.	89%	84%	+5%
The services I receive help me to function better in my life.	90%	74%	+16%
If I were to seek help again, I would return to the same program.	90%	77%	+13%

Although the World Trade Center and Pentagon tragedies did not occur close to home, all of our lives were touched by these events. While the initial shock and disbelief may have subsided, it is important to pay attention to the emotional aftershocks and reactions commonly experienced following such events.

Within our local community, the CEI Community Mental Health Board responded to the nation's crisis with a series of support groups intended to encourage people to express their reactions and share steps helpful in moving forward. Support groups for both children and adults were open to the public, free of charge. Groups were run by both adult and child therapists who provided general information on topics such as grieving, common reactions to traumatic events, effective coping strategies, and what parents need to know to respond to their children's concerns.



COMMUNITY MENTAL HEALTH

CLINTON • EATON • INGHAM

Administrative Offices
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CMH is an equal opportunity employer