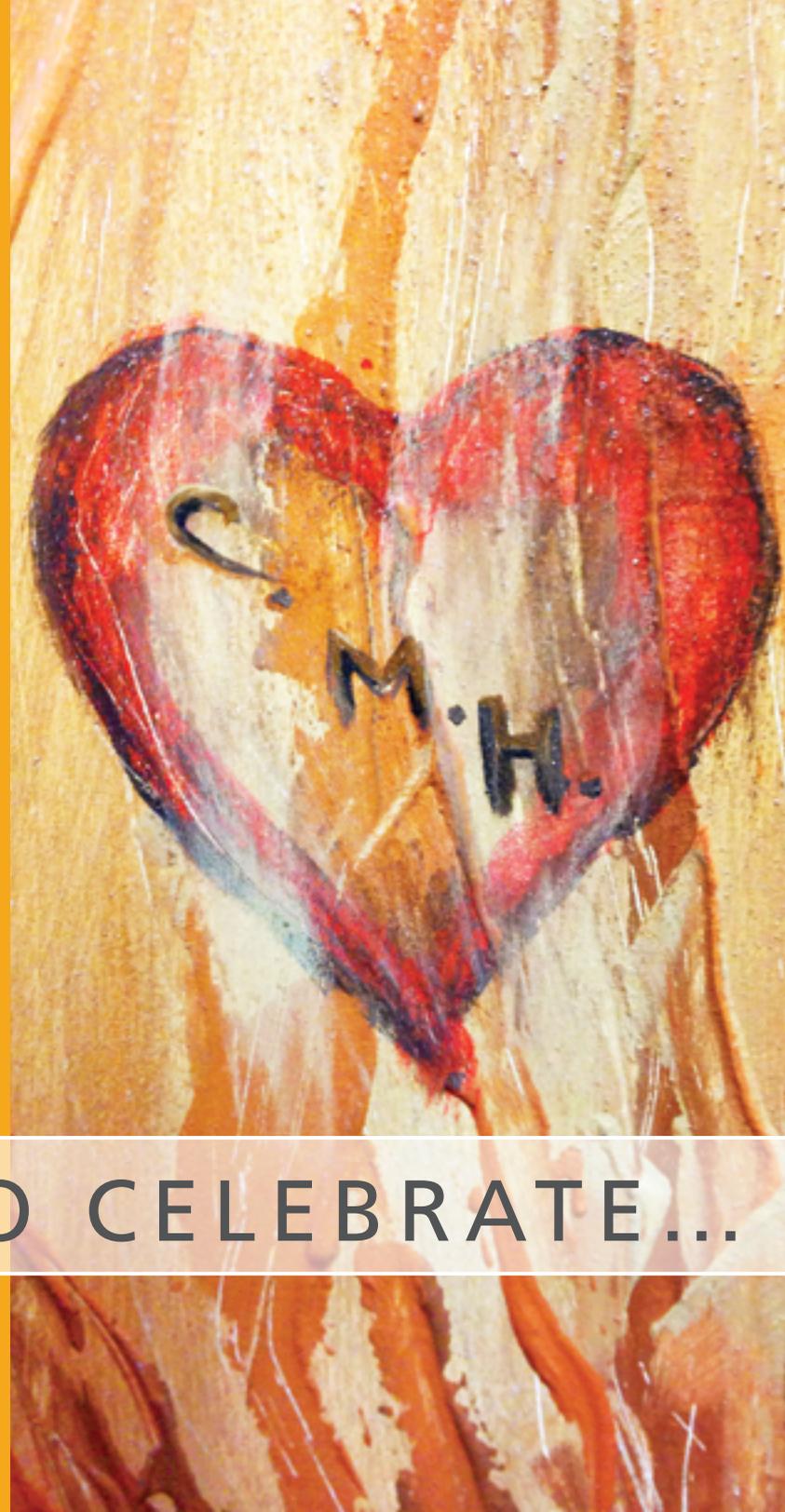




Community

MENTAL HEALTH
CLINTON • EATON • INGHAM

2014 Report
to the
Community



A TIME TO CELEBRATE...

"Acorns of Hope"

*When we are young we are enchanted by nature
As the summer of life occurs, we start to change
The drama of the free falling leaves
The long, blue shadows stretch out upon the snow
and bring peace*

*A time for friendship
A time for the bough to break
A time for the tree to mend
A time without stigma*

*The bud that mystifies
Warm breezes of summer bring security of recovery
The mending of minds captures the wholeness once lost
A full spectrum of gratitude for all life has taught me*

*A time for renewal
A time for reforming
A time for the harvest of restoration
A time for insightful moments of lights that helps us grow*

The poem above was written in 2014 during the CMHA-CEI Creative Recovery Writer's Workshop with the guidance of Julie Barron, Senior Customer Service Representative, and Rebecca Hoadley, Customer Service Switchboard Operator.

Under the direction of local artist, Catherine Tanning-Popowich, Creative Recovery Coordinator, Becki West, and other Customer Service Representatives, the group also created an "Acorns of Hope" mural to commemorate the 50th Year Celebration of CMHA-CEI.

You may view the mural and poem on the first floor of the Community Mental Health building located at 812 E. Jolly Road in Lansing. Selected pieces of the art have also been featured throughout the pages of this report.



Dear friends,

The year 2014, which marked the 50th anniversary of the founding of this organization, saw a number of significant changes – from the formation of a regional Medicaid behavioral health network, spanning 21 counties to the expansion of Medicaid coverage to tens of thousands of our community's members; from the strengthening of our work in the supportive housing arena to the further development of a wide range of new partnerships related to the integration of physical and behavioral health care. In the midst of this change, as this annual report outlines, are a large number of efforts which are bound together by our willingness to take on bold challenges, to foster creativity and innovation in the design and implementation of solutions to hard-to-solve difficulties.

Our work, marked by resilience, recovery, creativity, and collaboration is demonstrated, every day, through millions of encounters—encounters that make life richer for the 11,000 persons served by CMHA-CEI every year.

For the past 17 years, this CMHA-CEI has been a sponsor of the Annual Martin Luther King Jr. Holiday Commission Celebration. The statement that this organization makes at this event, using a quote from Dr. King as its foundation, underscores our commitment to continue to pursue Dr. King's vision of justice. That statement reads:



“Human progress is neither automatic nor inevitable. Every step toward the goal of justice requires sacrifice, suffering, and struggle; the tireless exertions and passionate concern of dedicated individuals.”

—Dr. Martin Luther King, Jr.

The Community Mental Health Authority of Clinton, Eaton, and Ingham Counties – which, for over five decades has worked for justice with and on behalf of thousands of this community’s most tireless, passionate, resilient, and, at times, vulnerable members – congratulates the Commission and joins them in celebrating and continuing the legacy, memory, and struggle of Dr. Martin Luther King, Jr.

So, as we look toward 2015, we are encouraged by the impact of over five decades of the community mental health movement, a movement built around ensuring that we all are able to live lives of meaning.

We are also fully aware of the economic, political, and stigma-based barriers that must be overcome as this movement continues to ensure full citizenship and community participation for all of us, regardless of disability. We look forward to the continuation of this movement and CMHA-CEI’s role in fostering its progress.

Robert Sheehan, Executive Director



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Community Support Services for Developmentally Disabled (CSDD)

Supports Intensity Scale

The Supports Intensity Scale (SIS) is an assessment used to measure supports needs. It is being implemented across the state for all persons who receive Community Mental Health services and have a developmental disability. It focuses on activities and skill sets that are common to most adults in our society. The SIS is completed in a group setting with a trained assessor, the consumer and at least two people the consumer knows well. The assessment helps people with disabilities determine the supports they need to participate fully in the community. For example, the SIS measures what supports would be needed for an individual to participate in employment or volunteer work. The information from the SIS can be used in the Person Centered Planning process. CSDD will be completing the SIS for every person served over the next three years.

Autism Services

The rate of Autism continues to climb. Most recently, the Centers for Disease Control reported that 1 in 68 children will have an Autism Spectrum Disorder (1 in 88 in 2013). CSDD is in its second year of implementing the Medicaid Autism benefit for children ages 18 months through five years. In FY 2014, over 53 children were evaluated for an Autism Spectrum Disorder. Forty children received Applied Behavioral Analysis (ABA) from Residential Options Inc. ABA is an intensive therapy that assists children in developing communication and social skills and prepares them to be successful in the school environment. Both families and Case Managers report they can see considerable progress in the children receiving these services.

Wardcliff Abilities Center

The Wardcliff Abilities Center, a program of CMHA-CEI, opened in March of 2014 in the former Wardcliff Elementary School building located in East Lansing, MI. The center was established as a result of the growing demand for implementation of evidence-based practices for children and adults with autism spectrum disorders and other developmental disabilities. The staff assigned to the center – part of the Clinical Services Unit – has multiple years of experience working with these populations.

The establishment of the center will allow for more efficient treatment and the ability to implement new technology. There will continue to be opportunities for children and adults to practice new skills in their home, community, job site, and other daily life settings. There are several rooms geared for individual speech therapy and supportive group therapy as well.



1963

President Kennedy signed the Community Mental Health Act, and Michigan adopted Public Act 54 permitting counties to form Mental Health Boards.

1964

On August 11, 1964 the Ingham County Commissioners created the Ingham County Community Mental Health Board (this agency).

Adult Mental Health Services (AMHS)

Bridges Crisis Unit

The Bridges Crisis Unit (BCU), a crisis residential program, provides 24 hour care to consumers needing intensive behavioral health intervention. Individuals may be referred by CMHA-CEI Crisis Services, from inpatient programs seeking extended stabilization services, or an AMHS program.

A consumer recently served by BCU wrote the following about their experience and, more specifically, the support they received from the program peer support specialist:

“When I first came to CMHA-CEI Crisis Services I was apprehensive and had negative thoughts about being here. I thought this was a place for crazy people! Not wanting to admit my problems, I stayed to myself and felt nervous, scared and lonely. Gradually I started to open up to the doctors. When it came to group I still was in denial, thinking ‘I’m not telling my personal feelings to strangers!’ Then I sat in Carol’s group and her story gave me inspiration as well as admiration and the confidence to express myself. I can’t say why, but I felt at ease talking in her group. She truly is a blessing to me! I find myself laughing and telling jokes, something I haven’t done in a long time. All the staff have been nice and very helpful and most of all patient! Focusing on my needs and concerns.”

“I know I am headed in the right direction. I want to thank you for accepting me in your program. It opened my eyes and gave me confidence to go back into society with a different thought process and the confidence to succeed. I know if I fall I have a place I can come to for help! So thank you, and God Bless.”

Charter House

Charter House, a psychosocial model clubhouse program, received a grant in 2014 from the Michigan Department of Community Health for staff training organized by the International Center for Clubhouse Development (ICCD). This grant will allow two staff and one member to attend comprehensive clubhouse training. This training educates clubhouse programs in meeting criteria for ICDD certification – a goal Charterhouse would like to achieve by 2018.

Dialectical-Behavioral Treatment Provider

CMHA-CEI has been a provider of dialectical behavioral treatment (DBT) services, a cognitive behavioral based therapeutic intervention for individuals with emotional dysregulation issues, since 1995. The components necessary for compliance with full fidelity include skills training groups, individual psychothera-

py, 24 hour on-call crisis capability, ongoing provider training, and peer support specialist services. The Michigan Department of Community Health first awarded CMHA-CEI this designation in 2009 and now again in 2014 with another comprehensive DBT team in Mason/St. Johns.

Older Adult Services

Older Adult Services moved to a new facility located at 1305 E. Jolly Road, Lansing in 2014. This move allows all OAS programs to be housed in one physical space and increases Day Program access for those needing assistive devices such as walkers and wheelchairs. The following programs moved to the new location from the main Jolly Road campus:

- *Older Adult Services Program*
- *Older Adult Day Program*
- *Nursing Home Case Management*
- *OBRA*

For more information on these programs visit www.ceicmh.org.

1968

Clinton and Eaton counties joined the organization, forming the Tri-County Community Mental Health Board; Services for the Developmentally Disabled was established.

Early 1970s...

Substance Abuse Treatment was added, making our organization one of the first (and one of the few) CMH's in the state to offer substance abuse treatment.



My Story by Nicole Wright



In 1994 Deb Slater, a case manager at Community Mental Health, called to tell me about a new group that was starting – Dialectical Behavior Therapy (DBT). When she called I was homebound and lonely. I told her I was scared! She said she thought the group could really help me, so I tried it.

In the group we learned coping skills and, after a few months, I started to see that they really worked! I was able to handle my feelings and accept reality better. I started to develop courage and confidence. DBT gave me was a new way to think, which in turn changed my behavior. DBT taught me how to be an emotionally healthy adult and how to take care of myself.

Later another case manager told me about Charter House, a psychosocial rehabilitation program through CMHA-CEI. I was scared to try it, but I did. It was rough at first but I was accepted there. I was treated with respect and dignity. It gave me something to do, my life had purpose. I was there a little over two months when a staff member asked me if I would be interested in working. I was pretty surprised but said yes, and began working.

CMHA-CEI has helped me. Over the years I have stopped smoking (13 years), stopped drinking (24 years), stopped harming myself (14 years) and stopped needing emergency services (14 years). I got married and my husband and I are buying our own home. I have my own job, working 20 hours a week at MSU in food services. I have been working there for 17 months. I will always be indebted to CMHA-CEI for all of their support.

1972

Transitional Living House (a co-ed adult foster care home) was developed. House of Commons (a men's residential substance abuse treatment program) opened in April, 1972.

Families Forward » Children First

In 2014 CMHA-CEI Children Services staff adopted a new name that would more accurately reflect the child and family therapeutic treatment supports that we provide. "Families Forward, Children First" reflects the progress and hope that comes with every child and family we serve.

Parent-Infant Program

The CMHA-CEI Parent-Infant Program became the first in the nation to earn the Early Attachments: IMH Home Visiting™ certification for quality provision of services and adherence to the rigorous program standards established by the Michigan Association for Infant Mental Health. Infant Mental Health is a relationship-based treatment approach, for families with infants and toddlers through age 3, that builds on parent and infant/toddler strengths and supports the nurturance and care needed for their child's optimal development. Infant Mental Health services for the families of Clinton, Eaton and Ingham counties has been provided by CMHA-CEI for over 35 years.

1974

The Michigan Mental Health Code superseded Public Act 54. The Coordinating Agency began.

Appletree Respite/Crisis Group Home

The Appletree therapeutic respite/crisis group home celebrated its five year anniversary in 2014. Managed through a partnership with CBIRS, Inc., the home has been a tremendous success since it opened in 2009. The 6-bed facility is utilized as a 24/7 respite and crisis support service. Last year, nearly 200 youth participated in respite/crisis services at Appletree, providing families with a much needed opportunity for a therapeutic, well supervised, structured support. This is often what enables caregivers to keep on in their efforts to manage children with high needs and it is a key component in our array of services.

1975

Community Mental Health Board Clinton, Eaton, Ingham.

Summer Camp

CMHA-CEI's "Camp for 20" was born in 2003. At that time, 20 children were paired with 10 para-professional staff and sent off to summer camp for 2 weeks. The experience – valued by families, enjoyed by children – became a blueprint for future years.

Fast forward to 2014 when over 30 staff served over 80 children, growing what was a small pilot into one of our larger initiatives. The program is a fun experience for kids who might not otherwise be able to attend a summer camp due to their high needs. During the six weeks that our camp now spans, children build friendships, develop social skills and learn about the many recreational resources our community offers.

Over the years we have partnered with businesses and organizations including Parkwood YMCA, City Limits East and Ingham County Parks and Recreation. We continue to look for innovative ways to provide children with a positive and educational camp experience.

Successful Partnering

CMHA-CEI, in collaboration with the Ingham County Department of Human Services, was one of two counties statewide chosen to pilot a parenting program that will work specifically with families that have children placed in the foster care system. It is anticipated that after the successful pilot phase the model will be replicated statewide.

Parenting Through Change for Reunification (PTC-R) is a parenting group structured to provide evidence-based parenting sessions to families with specialized needs in regard to their children's difficult behaviors. The hope is that this will lead to reduced time for children in foster care and more successful reunification.

PTC-R is based on the premise that parents are their children's best teachers and children learn most effectively through encouragement and structure. Group sessions build upon parent's, children's and care-

giver's current strengths while identifying areas that need more support. Parents learn new strategies to increase effective practices based on the PMTO model such as cooperation, limit setting, problem solving, positive involvement, and supervision. The program includes weekly group sessions while the children are in foster care, booster groups, and weekly home-based sessions when reunification is imminent.

Families Forward is excited to be a part of this initiative and what it offers to families in our community.

There When It Matters

Timely therapeutic supports to children and families make a difference. Families Forward is creatively enhancing the continuum of care available to children with Serious Emotional Disturbances and their families to provide an array of seamless, supportive services that are flexibly tailored to match the level of need.

Services include:

URGENT CARE

Urgent Care provides an immediate response to families after an emergency services contact or hospital discharge, to increase engagement, manage risk, and improve outcomes, and decrease the need for psychiatric hospitalizations.

FAMILY CARE MANAGEMENT

Family Care Management helps youth and families manage longer term mental health concerns by identifying community supports, providing brief therapeutic interventions, and linking them with continued access to services.

TARGETED CASE MANAGEMENT

Targeted Case Management provides greater flexibility in frequency and intensity of contact, allowing a more responsive approach to individual family need.

1976

Mental health treatment was de-institutionalized – individuals from state hospitals and developmentally disabled centers began living in the community with local supportive mental health services.



A TIME TO CELEBRATE...



50 YEARS

On September 8, 2014, the Community Mental Health Authority of Clinton-Eaton-Ingham Counties – which was formed in 1964 – held a public open house to mark 50 years of services to the tri-county communities.

Over 700 were in attendance at the event. The celebration recognized the fact that people with mental health needs can now live and work in their own communities and not be housed away in State institutions. In past years, persons with mental health needs often struggled to find respect and dignity in the face of stigma and did not have a chance for recovery.

Today, this organization delivers quality integrated physical and mental health supports and services to children and adults with developmental disabilities, mental illnesses, and substance use disorders. CMHA-CEI *responds* to the community's needs and *empowers* people to achieve the lives that are important to them.



Early 1980s...

Full-Management came on board when CMH began taking on the clinical and financial responsibility for care for a person who leaves a state hospital or DD center (now known as Managed Care).

CMH became a Medicaid Type 21 provider.

1983

CMH contracted with the Justice in Mental Health Organization (JIMHO) to provide supportive services to adults with mental illness and later to develop a drop-in center.



ARS OF SERVICES



"Pathway to Wellness" Opens

During the 50th Anniversary celebration, an outdoor walking path opened to staff, consumers and their families, and the local community. The path, on the north west side of the CMHA-CEI Jolly Road parking lot, has approximately 640 steps from start to finish. The shredded bark cushioning the path was donated by the Board of Water and Light and the signs are the result of a grant from the Capital Area Health Alliance.

Phase II of the project will continue the path down the east side of the parking lot. A brick patio with benches and landscaping will also be added, providing a place to relax and enjoy being outside.

The Walking Path Committee, in collaboration with CSDD, plans to offer the opportunity to purchase an engraved brick to honor or remember a special person or event. The bricks will be placed in the patio area along the Pathway to Wellness. All of the proceeds from the sale of engraved bricks will go to support Project Starfish, an organization that loans money to CMHA-CEI consumers who have a need that cannot be filled by any other source.

PHOTO CAPTIONS:

- 1 Welcome to the CMHA-CEI open house
- 2 Executive Director Bob Sheehan
- 3 Memorabilia from 50 years of services
- 4 Volunteers enjoying the day
- 5 Cheerful greeter with free balloons
- 6 Artists autographing framed keepsake
- 7 Offering refreshments to visitors
- 8-10 Pathway to Wellness, PlayMakers host and participants

1984

Agency name changed to CMHB-CEI (Community Mental Health Board of Clinton, Eaton, Ingham counties.)

1985

Family Guidance Services of Ingham County Counseling Center (Children's Services) began providing home-based services.

1986

CMHA-CEI moved from Greenlawn Avenue to 808 Southland Street.



Substance Abuse Services and Corrections Mental Health (SAS)

Administration

In 2014, all programs within Substance Abuse Services (SAS) had new managers at the helm and also a new Director. The SAS Administrative office re-located to Mason. New management brought new ideas and energy for program development.

SAS partnered with several organizations within the City of Lansing and formed a work-group to address the super utilization of Emergency Medical services and Emergency Departments by individuals with substance use disorders. The work group meets monthly to focus on individuals who often have three to four emergency service contacts (ambulances, Emergency Department admissions) daily. The work group develops inter-agency care plans for each individual identified and works to enhance services for each individual's needs.



The Recovery Center

The Recovery Center, a program of CMHA-CEI, is now a medically monitored detoxification program, versus the former clinically managed detoxification program. With professional clinical staffing and the addition of Registered Nurses on most shifts including weekends, The Recovery Center can provide individuals with chronic conditions a longer stay (short term residential) offering them a chance to further stabilize, and allowing staff more time to find appropriate continued care options and support positive change.

The House of Commons

With an increasing understanding of the significance that experiencing trauma has on men, CMHA-CEI's House of Commons maintains staff are trained in the Men's Trauma Recovery and Empowerment Model (M-TREM). M-TREM is a fully manualized group intervention for trauma survivors and focuses on emotions and relationships. M-TREM helps men develop a shared emotional vocabulary and increased capacities to address relationship dynamics. This model, along with ongoing emphasis on meditation, auricular acupuncture and emotional regulation through Cognitive Behavioral therapies, supports CMHA-CEI's House of Commons efforts to assist men in their recovery process.

Clinton County Counseling Center

CMHA-CEI's Clinton County Counseling Center continues to work closely with community partners in Clinton County. In 2015, the center will be collaborating with the Clinton County Substance Abuse Prevention Coalition to provide peer-to-peer coaching and peer recovery services to consumers. The center has also entered into agreements with the newly-formed Mental Health Specialty Court and other local Probation offices to provide additional counseling services within the CMHA-CEI Clinton Counseling Center's outpatient clinic.

Early 1990s...



1999

CMHB-CEI moved from Southland St. to 812 Jolly Rd., Lansing, MI.



Correctional Assessment and Treatment Services

CMHA-CEI's Correctional Assessment and Treatment Services (CATS) program, located within the Ingham County Jail offers both substance abuse services utilizing an outpatient model and Mental Health (MH) Screening and Jail Diversion for individuals who may have a persistent mental illness. Over the past two years, CMHA-CEI's CATS program saw 1,304 individuals for MH screening in 2013 and 1,222 individuals in 2014. CMHA-CEI's CATS program continues to provide case management services for individuals identified by program staff as requiring continued MH Services by ensuring, at release from jail, that the individuals follow through with appointments, have applied for health insurance if previously un-insured and work with the next provider of service.

Community Education

CMHA-CEI continues its efforts to reach out into the community by offering free educational events on behavioral health topics. In 2014 the focus was on offering free Mental Health First Aid training. The funding for trainings was provided through Network 180 who received a grant and in partnership with several counties including CMHA-CEI, provided over \$70,000 to train trainers and train persons in Clinton, Eaton, Ingham County. A total of twenty-two Adult Mental Health First Aid classes and twenty-four Youth Mental Health First Aid classes were conducted with a grand total of 864 persons trained in Clinton, Eaton, and Ingham counties. Classes will continue to be offered in 2015.

Anti-Stigma training was also delivered to CMHA-CEI staff in 2014 to reduce stigma in the work place where consumers are frequently in contact with employees. The agency incorporated the training into their on-line trainings.



Early 2000s...



COMMUNITY MENTAL HEALTH AUTHORITY

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2002

- Joined CMH's of five other counties; became known as the CMH Affiliation of Mid-Michigan.
- Became an Authority instead of a Board; renamed Community Mental Health Authority of Clinton, Eaton and Ingham (CMHA-CEI) counties.
- Became a Medicaid Prepaid Inpatient Health Plan (PIHP).

Quality Assurance, Customer Services and Recipient Rights

The Quality Assurance, Customer Services and Recipient Rights (QCSRR) Department was proud of its many accomplishments in 2014, especially the leadership in promoting the continued efforts to spearhead the Commission on Accreditation of Rehabilitation Facilities (CARF) International efforts toward the achievement of the accreditation award that was granted on July 16, 2014. Due, in part, to the efforts of the QCSRR Department staff, our agency's accreditation will extend through June of 2017. CMHA-CEI has received continuous CARF Accreditation since the inception of our CARF Accreditation efforts in 2005.

This accreditation recognizes the outstanding work performed by the staff of the Adult Mental Health Services

Department, Community Services for Developmental Disabled, Families Forward, and Substance Abuse Services/Correctional Mental Health. Continued CARF accreditation recognizes CMHA-CEI's continued dedication and commitment to improving the quality of the lives of the persons served by this organization. The quality of the services provided, the personnel and extent of clinical documentation is clearly indicative of an established pattern of the excellence of our clinical practice.

According to the letter from CARF, International, "Your organization should take pride in achieving this high level of accreditation." The QCSRR Department certainly echoes this sentiment and applauds CMHA-CEI in receiving this level of accreditation.



Creative Recovery

"Creative Recovery" is an arts and crafts program designed for adults who are currently receiving services at CMHA-CEI due to a mental illness and/or a developmental disability. This program is staffed by Customer Service Representatives (CSR) who are uniquely qualified for their positions. Each CSR has received services from Community Mental Health at some point and is currently in recovery from a mental illness. This journey gives the CSR the ability to understand the challenges of mental illness and to assist others in moving towards recovery.

In 2014 CSRs provided CMHA-CEI consumers the Creative Recovery opportunities listed on the following page:

2003

"Substance Abuse Services" renamed to "Substance Abuse Services and Corrections Mental Health" to reflect crisis intervention services provided in the tri-county jails & the Lansing Police Department Detention Unit.



- **Arts and Crafts** – painting on canvas and pottery, card making, seasonal crafts and other projects.
- **Stitches in Time** – (no longer available) needlework and other handicrafts in a supportive group environment.
- **Writer’s Workshop** – hands on poetry, journals, and other forms of writing with guest poets.
- **Monthly movies and popcorn**
- **WHAM (Whole Health Action Management)** – class designed to promote a healthy mind and body by setting and achieving goals.
- **Smoking Cessation and Health Choices** – focused on making a healthy lifestyle change by reducing or eliminating a smoking habit.
- **Workshops** – topics including Diabetes and Finances.
- **NIA and Meditation Groups**

Information Services

Information Services (IS) focused on ongoing infrastructure upgrades in 2014, including:

- “SmartCare” Electronic Health Records system which will provide clinicians real-time access to all parts of consumers’ health records to support treatment, increase efficiency, and ease regulatory compliance. The new system will also allow inclusion of scanned images and automate processes for connecting to pharmacies and labs.
- A new data “warehouse” for the collection of encounter information. CMHA-CEI agencies can connect to the warehouse, submit information, and view results. The system submits data to the Department of Community Health on behalf of the Mid-State Health Network.
- Significant changes and upgrades to systems that integrate CMHA- CEI data systems with others, including the Department of Community Health and Great Lakes Health Information Exchange.

Human Resources

Human Resources (HR) continued developing employment strategies to ensure CMHA-CEI’s workforce is the capacity, diversity and skill level needed to meet the growing demand for behavioral healthcare, developmental disability services and substance use services.

In collaboration with the Diversity Advisory Council, Leadership, and the Board of Directors, HR launched the Management Mentorship Program. This program supports succession planning and recruitment initiatives by ensuring a rich pool of candidates within CMHA-CEI to fill management position vacancies. The 2014 participants in the program were comprised of employee representatives from all programs.



2004

Night Care unit renamed Bridges Crisis Unit (a short-term crisis program with 16 beds).

Community Support Services renamed Adult Mental Health Services.

Customer Satisfaction

Annually, CMHA-CEI surveys those whom it serves to determine their level of satisfaction with CMHA-CEI services. Following are the results of the 2014 survey (percent responding satisfied or very satisfied).

The CMHA-CEI staff...

- *responded to my request for services*..... **91%**
- *are courteous and respectful*..... **94%**
- *helps me get the right type of services for my problem* **91%**
- *understand my needs and situation* **91%**
- *have the knowledge and skills to serve me well*..... **94%**
- *followed my person-centered or family-centered plan*..... **91%**
- *helped me identify natural supports* **87%**

If a friend or family member were in need of similar services, I would recommend my program to him or her **90%**

The services I receive help me to function better in my life..... **91%**

If I were to seek help again, I would come back to the same program **89%**

In general, I am satisfied with the services provided..... **93%**

2012

CMHA-CEI also became the Substance Abuse Services Coordinating Agency for eight counties.

Finance

CMHA-CEI Reimbursement Services

From the very beginning of the Affordable Care Act (ACA), CMHA-CEI's Reimbursement Staff have promoted and provided assistance for consumers and others in the community in obtaining affordable, accessible, and quality healthcare.

The Affordable Care Act, also known as HealthCare Reform, became federal law in 2010, and provides Michigan consumers with important protections and benefits. During the past year the CMHA-CEI's Reimbursement Eligibility Assistants have led the way providing outreach for consumers and the community by hosting or participating in several events throughout the tri-county region, where people could stop by and ask questions. Staff would walk them through the actual application process.

Continuing to expand outreach assistance, the CMHA-CEI's Reimbursement Eligibility Assistants partnered with the Clinton County Jail, Eaton County Jail, and Ingham County Jail to assist inmates that are nearing release to apply for Healthy Michigan. With the coordinated aid of our DHS partners, these people are able to have healthcare coverage immediately upon release.

As trained and federally Certified Navigators, CMHA-CEI's Reimbursement Eligibility Assistants continue to help people understand the benefits and options available to them and will assist in the application process for both the Health Insurance Marketplace and Healthy Michigan.

2013

The State of Michigan re-organized PIHP's; the Midstate Health Network was formed as the region's PIHP; CMHA-CEI was no longer a PIHP and the CMH Affiliation of Mid-Michigan was discontinued.

CMHA-CEI General Fund Expenses*

	DOLLARS	PERCENT
Adults w/ Mental Illness	\$32,149,380	30.76%
Children w/ Emotional Disturbance	\$10,331,928	9.88%
Adults w/ Developmental Disabilities	\$43,534,258	41.65%
Children w/ Developmental Disabilities	\$4,016,590	3.84%
Substance Abuse	\$2,312,000	2.21%
Board Administration	\$9,066,545	8.67%
Community Benefit.....	\$459,036	0.44%
Supportive Housing.....	\$511,649	0.49%
Affiliation Administration	\$349,687	0.33%
Local Match	\$868,373	0.83%
Medicaid Tax.....	\$924,851	0.88%
TOTAL CEI EXPENSE	\$104,524,297	
Substance Abuse Medicaid PEPM - Affiliates	\$31,316	
Medicaid PEPM - Affiliates	\$10,593,183	
Coordinating Agency	\$9,757,666	
ABW - Affiliates	\$153,083	
ABW - Substance Abuse	\$3,868	
Medicaid DHS Incentive - Affiliates.....	\$88,160	
TOTAL EXPENSE.....	\$125,151,573	

CMHA-CEI General Fund Revenues*

	DOLLARS	PERCENT
Federal Funds.....	\$4,853,391	3.80%
State of Michigan.....	\$12,231,119	9.59%
Local.....	\$4,790,816	3.75%
Earned Contracts	\$5,060,566	3.97%
Medicaid PEPM	\$92,135,986	72.21%
Medicaid PEPM - Substance Abuse	\$2,867,410	2.25%
Medicaid PEPM - DHS Incentive	\$414,935	0.33%
Medicaid - Fee for Service.....	\$3,023,156	2.37%
SSI / SSA	\$684,347	0.54%
Fees	\$1,443,498	1.13%
Food Stamps	\$95,865	0.08%
Interest Income	\$36,961	0.03%
TOTAL CEI REVENUE	\$127,638,050	

**The financial information contained in these tables are based on preliminary unaudited financial statements for the quarter ended September 30, 2014.*

2014

CMHA-CEI opened Wardcliff Abilities Center to provide services to individuals with autism and other developmental disabilities.

September 8, 2014

CMHA-CEI celebrated 50 years!





Community

MENTAL HEALTH
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**Community Mental Health Authority
of Clinton Eaton & Ingham Counties**

812 East Jolly Rd., Lansing, MI 48910

Phone: 517-346-8200

Mental Health Crisis: 517-346-8460

About Our New Logo

A great many stakeholders have repeatedly pointed to the fact that the identity and role of this organization have been expanding, fairly consistently, for the past decade – an expansion caused by this organization's responses to the rapidly changing health and human services environment. Given this expansion in identity and role, the CMHA-CEI Board of Directors and staff recognized the need to ensure that the organization's brand (*how the public sees us*) is defined by a unifying logo and a look which:

- Makes clear that the diverse services and components within this CMHA-CEI (over 150 distinct programs) are all part of **A SINGLE ORGANIZATION...**
- While ensuring these diverse services and components also stand out as **DISTINCT PROGRAMS** tailored to the unique needs and strengths of persons and groups.

During 2014, a pair of Marketing and Branding Steering Committees made up of representatives from the Board of Directors and staff from across CMHA-CEI, working with two Lansing-based marketing firms, Edge Partnerships and GUD Marketing, oversaw a community perception survey and the design of a new logo and a unifying look in the organization's printed and electronic materials.

That new logo (the release of which was timed to coincide with the celebration of the organization's 50th anniversary) appears throughout this annual report – a report designed by another long-time member of CMHA-CEI's marketing partnership, reZüberant Design (formerly McNenly Group).