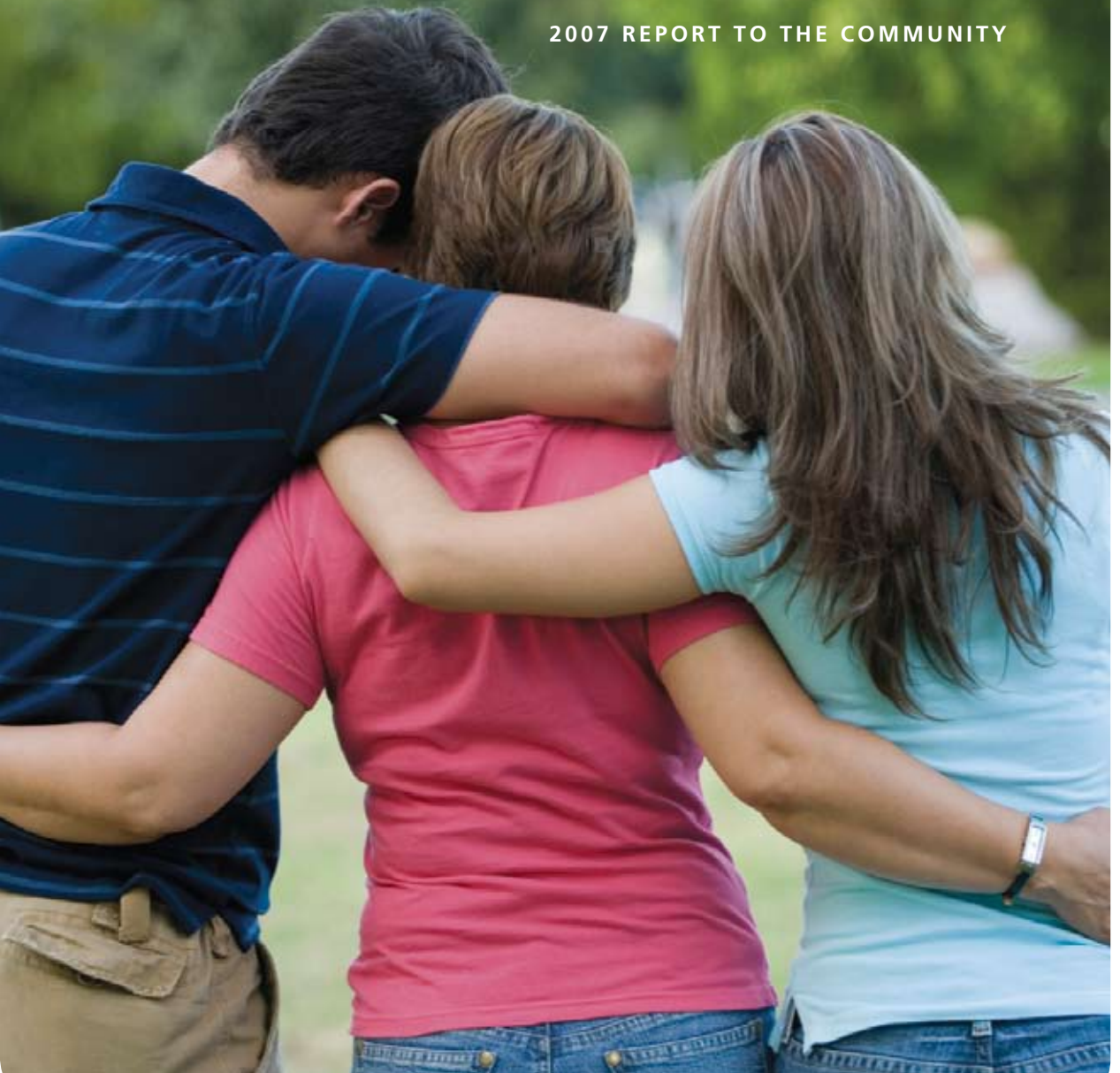


2007 REPORT TO THE COMMUNITY



COMMUNITY MENTAL HEALTH AUTHORITY

CLINTON • EATON • INGHAM

Families Helping

*It takes a
Community...*

Families

2007 Board of Directors

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CMHA-CEI Holds a Vision...

...of a community in which persons with a mental illness, emotional disturbance, developmental disability, and/or substance use disorder, 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,

And a Mission...

...to actively work to bring about our vision through mental health service provision, community development, advocacy, and health plan administration. (See detailed mission statement at www.ceicmh.org.)

mission & vision

Families Helping Families:

It Takes a Community

In 2007, as in the past forty-four years since this organization was founded, the Board of Directors, staff, contract providers, community partners, consumers and families of this Community Mental Health Authority of Clinton-Eaton-Ingham Counties (CMHA-CEI) have worked to foster the natural support networks that exist in our families, schools, workplaces, places of worship, and throughout our community. We view these natural helping networks as the key to the mental health of our community.

In fact not only are they essential to fostering mental health, but these networks are also indicative of the community's well-being and vitality. Our efforts are driven by the view that the strengths that we possess as a community—whether it be a community that is bound by geography, family ties, common challenges, or interests—are greater than the strengths that any one of us possesses alone. It is only through the concept of mutual support that we are able to address the needs in our community.

CMHA-CEI's recently revised vision statement, in fact, underscores the concept of mutual support and the role that our community plays in ensuring the quality of life of those whom CMHA-CEI serves and all of our fellow community members:

CMHA-CEI holds a vision of a community in which persons with a mental illness, emotional disturbance, developmental disability, and/or substance use disorder, 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.

You will see, in this **2007 Report to the Community**, a number of stories of mutual support—families helping families, consumers helping consumers. These stories are emblematic of the tens of thousands of such encounters—encounters that make life richer for the 10,000 persons served by this CMHA-CEI.

So, as we look toward 2008, we are encouraged by the impact that natural, community-based, mutual relationships can have on the lives of individuals, families, neighborhoods, and the community as a whole. We look forward to the continued strengthening and multiplication of these relationships and CMHA-CEI's role in fostering and growing them.



Robert Sheehan, Executive Director

Community Mental Health Authority of Clinton-Eaton-Ingham Counties

The Community Mental Health Authority of Clinton, Eaton and Ingham Counties

Non-Crisis Services

Residents of the tri-county community in need of *non-crisis services* from CMHA-CEI may call **517.346.8318** or toll free **1.888.800.1559**.

Crisis Services

Residents of the tri-county community in need of *crisis services* from CMHA-CEI may call **517.346.8460** or toll free **1.800.372.8460**.

The Community Mental Health Authority of Clinton, Eaton, and Ingham Counties (CMHA-CEI) serves in a variety of roles designed to ensure that Michigan's citizens, especially the most vulnerable, have access to full citizenship and to high quality mental health and substance abuse services and supports. These roles include:

Community Mental Health Services Program

CMHA-CEI is the local public mental health and substance abuse service provider, serving the citizens of Clinton, Eaton, and Ingham Counties.

Medicaid Prepaid Inpatient Health Plan (PIHP)

CMHA-CEI manages the Medicaid-funded mental health and substance abuse services for the citizens of eight counties: Benzie, Clinton, Eaton, Gratiot, Ingham, Ionia, Manistee, and Newaygo. This organization carries out its PIHP role through the Community Mental Health Affiliation of Mid-Michigan.

Public Agency Serving the Needs of Michigan Citizens

CMHA-CEI is a public agency which serves, through the dedicated work of its staff (*over 800 employees*) and its contractual providers (*over 600 employees*), the needs of four groups of Michigan citizens:

- Children and adolescents with emotional disturbance
- Adults with mental illness
- Adults, children, and adolescents with developmental disabilities
- Persons with substance abuse disorders

Community-based services and supports offered by CMHA-CEI:

- A wide range of therapies
- Housing support and services
- Vocational support and services
- Community integration and inclusion
- Coordination of services
- Psychiatric care
- Parenting skills development
- Life skills
- Inpatient hospitalization
- Mentoring
- Residential treatment
- Respite services
- Methadone treatment
- Crisis intervention
- Community education



Over **60%** of CMHA-CEI services are offered in the home, school, workplace or neighborhood of those served. Additionally, CMHA-CEI has over **100 locations** throughout the tri-county area.



Julie Barron Receives Andy Carlson Award

Each year the Consumer Advisory Council of the Community Mental Health Affiliation of Mid-Michigan awards the Andy Carlson Award to a member of the Council who has done outstanding work for mental health. The 2007 award went to Julie Barron, CMHA-CEI Customer Service Representative for Clinton, Eaton, Ingham Counties.

Mental Health Ambassador Training

—by *Julie Barron*

As trained Mental Health Ambassadors, other consumers and I visit community organizations to explain what CMHA-CEI does, who CMHA-CEI serves, and how CMHA-CEI affects the community at large. We present a PowerPoint presentation, which we received from Michigan Association of Community Mental Health Boards (MACMHB) and revised to fit our needs. We distribute informative handouts, a Customer Service brochure, a Community Mental Health contact list, and the annual CMHA-CEI Report to the Community. Following the presentation, we leave them with the Ambassador Handbook provided by MACMHB. This handbook covers everything from the PowerPoint and more. Along with the formal presentation, we each share our stories—in our own words—about our mental illness and recovery.

Organizations we have visited include the Volunteers of America, LCC Social Work class; MSU Psychiatry class; Women's Business Club; Salvation Army, Neighborhood Association; and Lansing Police Department. We have also done a presentation for the CMHA-CEI Partnership Council. We have had positive feedback from those we have presented to and we look forward to doing more training in the future.

New micro-enterprise opens for business

In September of 2007, walls were erected carving out a corner of the Drop In Center in Mason, Michigan to create **MishMash**. Creativity was ramped up to find ways of transforming an office cubicle into a unique shop with an eclectic assortment of goods. The internet yielded Martha Stewart's thoughts and HGTV provided more. Consumers had ideas of what they thought would be nice and visitors did too. Props were purchased or gathered from roadside cast offs. Donation solicitations brought more items in the door. Staff and consumers worked together to organize, label and price goods. Consumers with micro-enterprises worked quickly to produce things to sell while onlookers started talking about starting their own micro-enterprises. MishMash celebrated its grand opening on October 24, 2007.

These are just a few of the items offered for sale: pet supplies including Pet Pantry treats, baby blankets, jewelry, handbags, scarves, hats, briefcases, sea shell potpourri, candles, picture frames, scrapbooks, Bubble Shop items, pottery and more.

This micro-enterprise is one of many run by CMHA-CEI consumers with the support of the Community Services for the Developmentally Disabled program at CMHA-CEI.

Consumer-Run Storefront Opens in Mason

Consumers in CMHA-CEI's Community Services for the Developmentally Disabled program launched a micro-enterprise in Mason in 2007. The "MishMash" store offers a variety of goods for purchase by the public which are created, refurbished, assembled, and/or packaged by CMHA-CEI consumers.



2007 Highlights & Accomplishments

Ten Week Educational Series

CMHA-CEI and the National Alliance on Mental Illness (NAMI) have been working together over the past year offering ongoing support for families. The education series *"Families Helping Families"* is offered two times a year. CMHA-CEI's Family Education and Support Counselor and NAMI-Lansing volunteers form the team that presents this series. The ten week series includes sessions on grief, recognizing signs and symptoms, medications, treatment options, dealing with family stress, building communication skills, dual diagnosis of substance abuse and mental illness, dealing with difficult symptoms, and supporting recovery.

CMHA-CEI Family Guidance Service

The CMHA-CEI Family Guidance Service (FGS) provides individual and family psychotherapy, case management, psychiatric medication services, children's emergency services, respite/mentor services, overnight respite, behavior management consultation, social recreational services, homeless and transitional youth services, juvenile justice mental health screening and referral, and residential and inpatient services. The services provided are intensive, flexible, strength-based, and family-centered. FGS has been providing home-based services as an alternative to more costly and restrictive out-of-home services since 1985.

The FGS program has earned national recognition for its innovative approach and positive outcomes. The Michigan Department of Community Health's Level of Functioning Project identified FGS as "an exceptionally effective home-based children's program, achieving better outcomes than any other program in the state, as evidenced by its success with severely impaired youth." Researchers from the University of South Florida, under the auspices of a Substance Abuse and Mental Health Services federal grant, have identified FGS as "an innovative and promising best practice model for the treatment of children with severe emotional disturbance."

CMHA-CEI Family Guidance Services provides in-home and community-based services yearly to children and adolescents who have severe emotional disturbance and are at moderate risk for psychiatric out-of-home placement.

Creative Recovery

The Creative Recovery program offers workshops, coordinated and facilitated entirely by consumers of mental health. These workshops were offered in Clinton, Eaton, and Ingham Counties for 2007 to adults who have mental illness. Workshops were provided at various sites including: group homes, the Justice in Mental Health Organization (JIMHO) drop in center, the Charterhouse Clubhouse and the Jolly Road CMHA-CEI facility in Lansing.

Art pieces produced from the workshops were displayed at the Community Mental Health building throughout fiscal year 2007. Many pieces were used during presentations made for different organizations, and other pieces were sold at a silent art auction (artists received 50 percent of the sales).

This program has been well received and its purpose continues to be to promote independence, strengthen self-esteem, encourage the making of new friends, and aid in eliminating isolation.

As part of its commitment to cultural competence, CMHA-CEI established a **Spanish Web Site**. The website provides the Spanish speaking community with much of the information available on the English public web site. **Visit www.ceicmh.org/Spanish.**

2007 HIGHLIGHTS & ACCOMPLISHMENTS – *continued*

Mental Health Partnership Council

The Mental Health Partnership Council of Clinton, Eaton, and Ingham Counties was formed in 2005 to promote mental health in the tri-county community through accessible, high quality prevention and treatment services. The council is made up of community members and organizations concerned about mental health, including CMHA-CEI consumers, families, and other partners. Membership is open to all who want to work to broaden and deepen understanding of mental health issues.

CMHA-CEI provides ongoing staff support to the Mental Health Partnership Council, ensuring that mental health is at the core of community discussions on health care through educational and dialogue-rich events. In 2007, the Mental Health Partnership Council became a committee of the Capital Area Health Alliance (CAHA), an alliance of local health providers, insurers, employers, and consumers designed to ensure high quality and cost effective health care.

Legislative Briefings

CMHA-CEI hosted quarterly informational meetings for elected and appointed officials as a venue for the discussion of a range of issues related to mental health.

Recipient Rights

CMHA-CEI Recipient Rights Office received a score of 290.75 out of 292 from the Michigan Department of Community Health Office of Recipient Rights. The score reflects the high standards set by the CMHA-CEI Recipient Rights Office.

Suicide Prevention Training

CMHA-CEI's Adult Mental Health Services staff provided suicide-prevention training to the Care Free Medical and Dental Clinic staff. This clinic ensures access to affordable, primary health and dental care for those without health insurance in the community.

Health Information Technology Training

CMHA-CEI assisted in developing a statewide training on health information technology in 2007.



Susan Ford Bales

Susan Ford Bales, daughter of former President Gerald Ford and Betty Ford, is the spokesperson for the renowned Betty Ford Center. Ms. Bales addressed the impact of substance abuse on the family, as well as prevention and treatment programs, at a March CMHA-CEI Community Dialogue event.

2007 Community Dialogue Events

One of the key efforts of the Mental Health Partnership Council is the sponsorship of a series of Community Dialogue Events (CDE), designed to educate the community on mental health related issues, combat stigma often associated with mental health issues, and provide a venue for the frank and supportive discussion of mental health issues. CDE events for 2007 included:

Substance Abuse Disorder: The Impact on Families

*Keynote Speaker: Susan Ford Bales, spokesperson
Betty Ford Center*

Attention Deficit/Hyperactivity Disorder in Adults and Children: Treating the Disorder

*Keynote Speaker: Dr. Gilbert Masterson, Medical Director of Child & Adolescent
Forest View Psychiatric Hospital*

African American Mental Health: Issues, Diagnosis and Treatment

*Keynote Speaker: Dr. Joan Jackson-Johnson, Director of Human Relations
City of Lansing*

Post-traumatic Stress Disorder: An Overview

*Keynote Speaker: Brian Martis, MD, Medical Director
PTSD Clinic, VA Ann Arbor Healthcare System*

2007 HIGHLIGHTS & ACCOMPLISHMENTS – *continued*

CMHA-CEI Scores 10 Out Of 10

CMHA-CEI, in its role as a Medicaid Prepaid Inpatient Health Plan, was visited by the Healthcare Services Advisory Group (HSAG) to determine compliance in 10 areas including data integration, data control, and documentation of performance indicator calculations. HSAG determined that this CMHA-CEI was “fully compliant.”

IMPACT

Impact System of Care (Impact) is an initiative funded by the federal Center for Mental Health Services to create a System of Care for children and youth with serious emotional and behavioral needs. Impact is a partnership of child and family serving agencies, it is a partnership of everyone who cares for families. In 2007 benefits of the initiative were assessed and it was found that:

- Families and youth believe that the new teams include people who can help them meet their goals
- Parents who participate in leadership trainings say that they are more knowledgeable about services and supports and are prepared to participate in the System of Care
- Agency staff reported that information shared from each agency helps develop care plans and helps to meet the goals of the families

Data in 2007 shows the characteristics of youth being supported by Impact:

- 55% Male
- 45% Female

Most are between the ages of 15 to 18 years (57%) and 12 to 14 years (33%)

- 60% White
- 40% African-American
- 14% Hispanic

(Total is more than 100% because individuals may claim more than one racial background)

Of the families who completed services in 2007, 69% showed a significant level of improvement.

“

How do you put into words what FHF meant to us? It kept our sanity intact while going through a most difficult time. Knowing we weren't alone gave us the support we needed to help our son. It kept us focused. Plus, it gave us insight into his emotional problems. CMHA-CEI & NAMI were—*literally*—life savers.

Sharon & Bernie Kremsreiter

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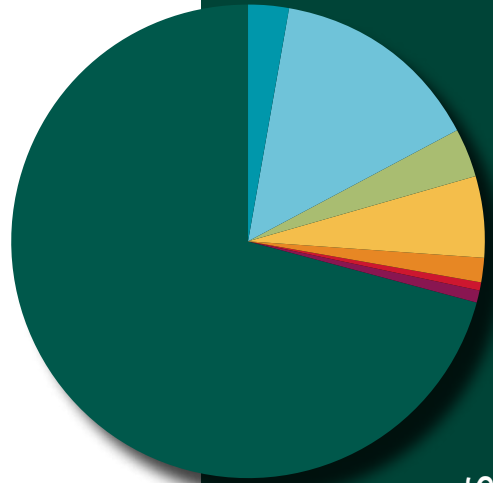
FY 2007 REVENUES

Clinton-Eaton-Ingham Operations Only

● Federal Funds.....	\$2,595,403
● State of Michigan	\$12,812,134
● Local.....	\$3,057,184
● Earned Contracts.....	\$4,897,353
● SSI/SSA/Food Stamps.....	\$1,285,071
● Fees.....	\$529,009
● Interest Income	\$759,689
● Medicaid.....	\$62,784,023

Affiliation Revenues

Clinton-Eaton-Ingham Medicaid Substance Abuse Coord. Agencies	\$919,791
Affiliates Medicaid Substance Abuse Coord. Agencies	\$560,148
Affiliates Medicaid Mentally Ill and Developmentally Disabled	\$30,367,694
TOTAL REVENUES.....	\$120,567,499



REVENUES

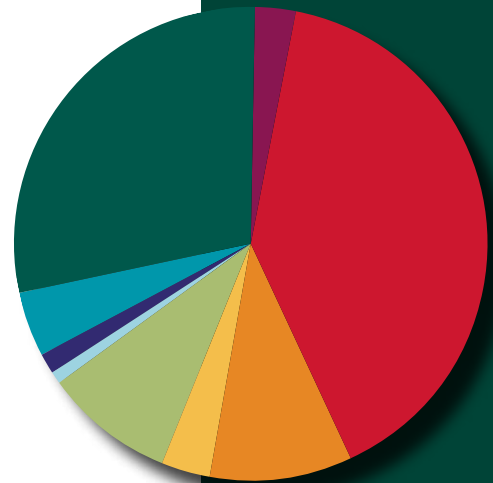
FY 2007 EXPENDITURES

Clinton-Eaton-Ingham Operations Only

● Services to Adults with Mental Illness or other Mental Health Needs.....	\$24,982,228
● Services to Adults with Substance Abuse Problems	\$2,469,970
● Services to Adults with Developmental Disabilities	\$34,552,843
● Services to Children with Emotional Disturbance.....	\$8,443,215
● Services to Children with Developmental Disabilities	\$2,977,594
● Community Benefit	\$104,223
● Board Administration.....	\$7,582,263
● CMHAMM Administration	\$843,887
● Local Match.....	\$1,195,976
● Medicaid Tax.....	\$3,645,457

Affiliation Expenditures

Clinton-Eaton-Ingham Medicaid Substance Abuse Coord. Agencies	\$842,405
Affiliates Medicaid Substance Abuse Coord. Agencies	\$513,021
Affiliates Medicaid Mentally Ill and Developmentally Disabled	\$30,367,694
Affiliates Medicaid Tax	\$1,848,826
TOTAL EXPENDITURES	\$120,369,602



EXPENDITURES

Providing Community-based Services

CMHA-CEI's staff and provider network, working in over 100 locations and hundreds of homes, workplaces, schools, and neighborhoods across the community, provides over 5 million hours of care to tri-county residents every year. In 2007, CMHA-CEI served:

3,149

Adults with serious mental illness

1,321

Adults experiencing difficulty coping with life's stresses

1,831

Adults coping with substance abuse problems

1,300

Adults with developmental disabilities

1,653

Children and adolescents with serious mental illness
or emotional disturbance

298

Children and adolescents with developmental disabilities

CMHA-CEI is working to ensure that these individuals and their families 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.



COMMUNITY MENTAL HEALTH AUTHORITY

CLINTON • EATON • INGHAM

812 E. Jolly Road • Lansing, MI 48910

www.ceicmh.org

CMHA-CEI is an equal opportunity employer.