

2008 Report to the Community

Include *all of us*



COMMUNITY MENTAL HEALTH AUTHORITY

CLINTON • EATON • INGHAM



The artwork featured in this report is from the 2008 Mental Health Awareness Day Youth Art Show. All pieces of art were created by local youths. Art serves as a vehicle for people to better understand themselves, their community and their world.

Left: Noura, 19

Below: Moreblessing, 18

Far right: Angus, 12

Right: Eliseo, 17

"I think of dreaming and being in the world. I want to be an artist."



Include *all of us*



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Since its formation in 1964, the Community Mental Health Authority of Clinton, Eaton, and Ingham Counties (CMH) has worked to ensure that all of our community's members are included in the life of this community. In 2008 this commitment continued, with the Board of Directors, staff, contract providers, community partners, consumers and families of this CMH working to foster community acceptance and embrace those of us with a wide range of abilities and disabilities. In fact, we view such acceptance and embrace as not only essential to fostering mental health, but as indicative of the community's well-being and vitality. Our 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 integration.

CMH's vision statement, in fact, underscores the concept of community acceptance in ensuring the quality of life of those whom CMH serves and all of our fellow community members:

CMH 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.

Persons with mental health needs include those with a mental illness, emotional disturbance, developmental disability, and/or substance use disorder.

You will see, in this 2008 Annual Report to the Community, a number of stories of community acceptance and mutual support. These stories are emblematic of the tens of thousands of such encounters – encounters that make life richer for the 9,300 persons served by this CMH.

So, as we look toward 2009, we are encouraged by the impact of four decades of the community mental health movement – a civil rights movement in every sense of those words – and its continued success in ensuring full citizenship and community participation for all of us, regardless of disability. We look forward to the continuation of this movement and CMH's role in fostering its progress.

Robert Sheehan EXECUTIVE DIRECTOR



Stories of Community



Howard, 16
Take Your Best Shot
"This is a person's journey
into adulthood. The grass
is resistance and resistance
is futile."

Art Continues to Play a Role in Recovery

The Creative Recovery Program supported by a two year Mental Health Block Grant from the Michigan Department of Community Health until September 31, 2008, continued throughout the 2008 fiscal year with the award of a new grant from the Capital Region Community Foundation and other private donations. Participants (adults with severe and persistent mental illness and/or developmental disabilities) in the program produced a publication "Creative Expressions," made available to the community, of their activities with photos of art and other forms of creative expression. Creative Expression workshops included writing, yoga, music, and crafts. Volunteers from the community assisted in the workshops.



Over 42 persons participated in craft making in December of 2008. Valerie (pictured above) is a volunteer instructor in the Creative Recovery Program.



Smiles for Everyone

Each year the Community Mental Health Authority of Clinton, Eaton, Ingham Counties offers the opportunity for consumers of all ages, their families and friends, staff of CMH and their families and friends, to come to the Potter Park Zoo to enjoy the many activities provided by CMH and the Potter Park Zoo. In 2008, over 1,000 people attended. This CMH raises money throughout the year to provide for free refreshments, free educational goodie bags, and free hats and mittens for attendees.

St. Johns Middle Schoolers share their puppets with a consumer from the Community Services for the Developmentally Disabled program, at the annual Potter Park Zoo event sponsored by CMH.

This year the Diversity Committee helped to staff this event. CMH was especially excited that the Okemos High School Key Club (high school age students from Okemos), sponsored by the Kiwanis, could help. Several other community volunteers assisted as well.

Residents from the CMH House of Commons program filled over 1,000 goody bags which were given out that day. This is a most unique event where persons from all walks of life come together, work together, and share in a very rewarding three hours.



Children's Mental Health Awareness Day

In May of 2008 twenty youth who receive services through the Impact System of Care contributed art celebrating Children's Mental Health Awareness day. The art work was on display at Lansing City Hall where several youth, Judge Lawless, and other Ingham County officials spoke about the importance of a community-based approach to children's mental health services. Over 100 community members attended this celebration to show their support for children and children's mental health.

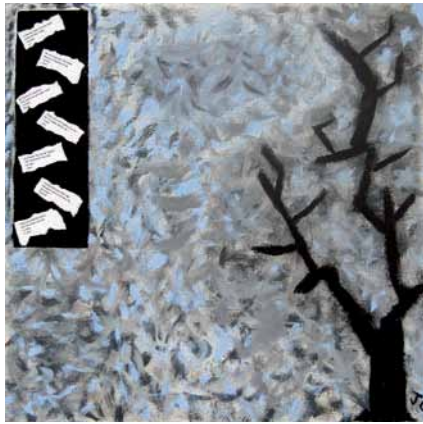
"I think your services have helped my son tremendously. He has changed a lot and our family has become closer."

The youth were asked to paint a representation of their life's challenges as they relate to Children's Mental Health Awareness Day. Above is the exhibit as displayed in Lansing City Hall, Lansing, Michigan



Lexsandra, 9

"I feel so many feelings but which to choose? I will paint them all. Using my emotions, I create cross feelings. I number them with my mind, with ones I feel, how and why I feel them. The 'L' is me, I never know what to feel so I feel them all."



Jonathon, 15

“Broken

Yes I am from pain, from despair, from loss.

I am from the knowledge that safety and security can be gone in an instant.

I am from the earth itself, from the God who created our planet, and the wonder and joy of it all.

I am from love and understanding, from my mother Kate and my father Don, from the love they shared before fate ripped him away from us, and from those who generations before them arrived penniless at Ellis Island.

I am from compassion and giving, from The Boy Scout Law and The Golden Rule.

I am from a confusing God who feeds my soul then strips me of all that I am,

leaving me cold, naked and starving.

I am from summers spent hiking the Appalachian Trail and winters spent in the glittering lights of the Plaza in Kansas City.

More Stories...

Consumer Voter Registration

As a service to the consumers at CMH, a voter registration drive was conducted prior to the November 2008 election. The Customer Service Department staff did an on-line check to see if individuals were registered. Those who wanted to register were able to do so on-line at CMH’s offices. Absentee ballots were sent out to those who requested them. The voter registration is very exciting because the message is that “you are important” and “your vote really does count.”

Movie Day

Over 120 adults with severe and persistent mental illness and developmental disabilities attended and participated in bi-monthly “Consumer Movie” day provided through the CMH Customer Service Department.

Walk a Mile in My Shoes

One in five adults will experience a mental health disorder at some point in their life, yet many of them cannot access the treatment they need. To bring this point and many others to the public’s attention, CMH participates annually in the “Walk a Mile in My Shoes” event along with other mental health agencies across the State of Michigan. The event serves to promote a higher awareness of mental health issues and combat stigma among the public, media and legislators. The CMH representatives march a symbolic mile, meet at the front steps of the Capitol and provide statements on mental health and developmental disabilities and services available throughout Michigan.

Even though it rained, over 2,000 attended the rally. Pictured below are attendees from the tri-county area.



Highlights for 2008

Reaching Consumers Directly

ADULT MENTAL HEALTH SERVICES (AMHS)

AMHS staff have been successfully involved in the rollout of a number of Evidenced-Based Practices over the past year.

Initiatives related to Co-Occurring Disorders – Integrated Dual Disorders treatment are actively underway at the Eaton County Counseling Center and at CMH Case Management Services in Lansing. Five AMHS staff were trained in Family Psycho-Education (FPE) and FPE groups are being conducted at the Clinton County Counseling Center and at Case Management Services in Lansing. FPE is a model of providing case management services with consumers and their self-defined families. Our FPE groups have served a total of 28 participants at AMHS.

CMH and NAMI continue their partnership to provide the Families Helping Families series.

Intensive training continues with Dialectical Behavior Treatment (DBT), a cornerstone of services provided at AMHS for persons with borderline personality disorder. This training will assist teams in gaining up-to-date clinical information about new interventions in DBT.

Another initiative in 2008 included Peer Support. AMHS successfully expanded Peer Support activities as well as the number of Peer Support Specialists who add great value to the Adult Mental Health Services program. These Peer Support Specialists work in the Customer Service office at CMH on Jolly Road, Charter House – the clubhouse, Case Management Services, and PATH Homeless Services. Additionally, in 2008 AMHS contracted with Justice in Mental Health Organization (JIMHO) for ten additional Peer Support positions.

Twenty-four Adult Mental Health Services and Contract staff were trained in SOAR (SSI/SSDI Outreach, Access and Recovery), a technical assistance initiative with the goal of increasing the number of homeless persons in Michigan who received SSI and SSDI.

Supported Employment through Charter House, CMH's psychosocial rehabilitation club house, served 98 consumers over the last calendar year.

CHILDREN'S SERVICES

The fourth annual Children's Services summer camp was attended by 42 children and youth between the ages of 5 - 17. Three days a week (for six weeks), children and youth participated in small group activities at various community locations such as local parks, museums, Lugnuts games, and the Reach Art Studio. Fifteen staff and interns were involved with this program.

2008 Community Dialogue Events

- Televised series on "Depression" in collaboration with community partners
- Post Traumatic Stress Disorder – over 70 in attendance
- Attention Deficit/Hyperactivity Disorder – over 70 in attendance
- "Canvas" a movie about Schizophrenia and the family was accepted and shown through the East Lansing Film Festival – over 150 present
- "Canvas" shown at the Hannah Center – over 200 present
- Joe Grecho, writer and film Director of the movie "Canvas" addressed an audience of 200 at the Lansing Center
- Joe Grecho presented in a training for the Lansing Police Department alongside CMH consumers
- African American Mental Health – over 130 present
- Support Group Forum – over 75 present

Highlights for 2008

Reaching Consumers Directly



Brelynn, 17

"The mood represents perseverance in the face of obstacles. The bird represents freedom from struggle and redemption. The world represents opportunity for everything and anything. The mountain from bottom to top means struggling towards prosperity. The dragon represents struggles in everyday life, but we must get past them. The fog represents the shades in front of human eyes and our inability to see the positives. The person is both man and woman, all are equal.

COMMUNITY SUPPORT SERVICES FOR THE DEVELOPMENTALLY DISABLED (CSDD)

Life Consultation and Family Support provided case management services to 1109 adults and children with a disability. Using person-centered and family-centered practices, case managers worked with individuals to develop plans focusing on empowerment, health safety assurances, and community inclusion.

The Transitions program served 819 consumers. In 2008, 76 CSDD consumers were placed into supported employment and 70 micro-enterprises were developed for CSDD consumers. Consumers were active members of the community at 221 active inclusion sites and 121 consumers served as community volunteers. The number of inclusion hours for CSDD consumers was 163,685.

CSDD Dietitians instituted a Healthy Lifestyle Project for the consumers at Rainbow Homes. During the six months the program was run, there were 14 participants. The average weight loss was approximately 32 lbs. In addition to learning about healthy eating, individuals were exposed to various exercise programs. The group from Rainbow Homes participated at the end of the Healthy Lifestyles program in a 5K race at Hawk Island.

The Supported Independence Program, working with consumers to live in their own homes as an integral part of their community, expanded caseloads to serve over 150 individuals. Focus was placed on helping individuals transition from the family or a traditional group home setting to a supported living arrangement in the community.

For consumers wishing to live in their own homes or stay at home with their families, the provider panel was expanded to offer over 20 different agencies that can

provide staffing for community living supports to individuals. Additionally, agencies that serve some of the outlying parts of the tri-county were added to provide these supports to families who were struggling to find care.

The Respite Program enrolled 530 families. Families with Medicaid received their respite services using a fiscal intermediary which allowed the family to remain in control of hiring and choosing their own provider. This fiscal agent assisted them by meeting the necessary payroll and tax requirements of hiring household staff and ensuring compliance with documentation requirements.

Short term children's foster care respite supports were realigned to focus on in-home supports to families with a child with a disability. Over 25 families were provided in-home supports which focused on parent training in treatment regimens designed to help maintain the child within the home setting and facilitate the child's inclusion in the broader community.

CMH's occupational therapist presented two sensory processing programs to the public: Sensory Integration Therapy – Easy Things to Help at Home and in the Classroom; and Sensory Processing Difficulties in Early Childhood which targeted Day Cares and Early Childhood Centers.

CMH's speech and language therapist continued work with Dr. John Eulenberg, Professor – Artificial Language Lab at MSU, and a CSDD consumer on developing a Vowel Cam, which is a practical camera-control system developed to allow people with limited communication skills to have much fuller and stronger spoken communication abilities.

With careful planning and a team effort, CSDD was able to support consumers in their move from the State's Mount Pleasant Center to the tri-county community. At year's end, no tri-county residents remained at the Mount Pleasant Center.

SUBSTANCE ABUSE PROGRAM

The Substance Abuse program was given the opportunity to re-open Birch Tree Cottage Detox. This program is for men and women with alcohol and other drug dependence to begin their journey of recovery. CMH has the only sub-acute detox in the tri-county area. Mid-South Substance Abuse Commission has underwritten the cost for this program.

The City of Lansing provided funding for a staff position to augment services to individuals in Ingham County with mild to moderate mental illness and/or substance abuse disorder. The focus for this program has been on the homeless, near homeless, and referrals from the faith community.

Coordination of Care

MENTAL HEALTH AND PRIMARY CARE

In order to coordinate services and provide professional development, CMH Authority of Clinton, Eaton, and Ingham Counties invited mental health and primary care medical staff to join together for a presentation on “Michigan Pharmacy Quality Improvement Program – Lessons Learned.” Dr. Debbie Eggleston, MD, Medical Services Administration, Michigan Dept. of Community Health and CMH’s psychiatric staff were presentors. Additionally, “Morbidity and Mortality Study for Persons with Serious Mental Illness” was presented by the nationally renowned Dr. Joseph J. Parks, M.D., Director of the Division of Comprehensive Psychiatric Services, Missouri Department of Mental Health.

Support Services

HUMAN RESOURCES DEPARTMENT

The Human Resources Department and CMH’s Training Unit proudly launched Essential Learning to over 400 selected staff. Essential Learning is the behavioral health and human service industry’s largest online learning provider. They offer a library of more than 400 interactive clinical and compliance courses with continuing education credits approval. With Essential Learning’s comprehensive system to track, assign and report on trainings completed by staff, CMH is using this program to provide



mandated and elective training to staff. Essential Learning helps CMH achieve and maintain compliance with mandated trainings required by the various regulatory organizations. Essential Learning also assists CMH Clinical staff in acquiring discipline specific CEU’s to maintain their licenses.

INFORMATION SYSTEMS DEPARTMENT (IS)

The IS Department developed and piloted a unified organization-wide electronic person-centered planning system – one more component in CMH’s user-friendly and flexible electronic health record. This department also developed a PIHP-wide electronic Utilization Management Review System.

Taylor, 11
“I didn’t want to paint at first, and then this happened. It is great.

Kamara, 14
“Life. Many different styles of Life.



*“Everyone
is extremely
good to me here,
I would
call this place
my life line.”*

Agency Scores Well Against National Industry Benchmarks

Providing Community-based Services

CMH's staff and provider network, working in over 100 locations and hundreds of homes, workplaces, schools, and neighborhoods across the community, provided over 5 million hours of care to 9,327 tri-county residents in 2008.

In 2008, CMH served:

1,597

children and adolescents with serious mental illness or emotional disturbance

299

children and adolescents with developmental disabilities

1,340

adults with developmental disabilities

1,727

adults and adolescents coping with substance abuse disorder

1,376

adults coping with life's stresses

2,988

adults with serious mental illness

CMH 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.

In May of 2008, CMH was involved in its triennial site visit with the Commission on Accreditation of Rehabilitation Facilities (CARF), the body that accredits the Community Mental Health Authority of Clinton, Eaton, Ingham Counties (CMH), and thousands of other mental health agencies across the country. The CARF findings made against high national benchmark standards, were very complimentary to CMH. Reviewers pointed out a large number of significant strengths. Reviewers were struck by the dedication, professionalism, longevity, and positive, consumer-oriented attitude of the staff who work at CMH and found that staff were truly proud of their work and truly proud to be a part of CMH. Reviewers also stated that they found that the consumers whom they interviewed had very powerful statements that underscored, through personal stories, the quality, value, and importance of the work done at CMH.

During the Fiscal Year 2008, the Community Mental Health Affiliation of Mid-Michigan (the eight county regional partnership made up of the CMHs in Benzie, Clinton, Eaton, Gratiot, Ingham, Ionia, Manistee, and Newaygo counties) had a number of compliance and quality improvement audits completed. Three of the audits were External Quality Reviews completed by the Health Services Advisory Group (HSAG). Included in those three reviews are the Performance Improvement Project (PIP) review, the Compliance Monitoring Review, and the Performance Measures Validation review. Another audit completed for 2008, conducted by Michigan Department of Community Health (MDCH), Division of Quality Management and Planning, focused on compliance with the requirements of the Mental Health Code, the Medicaid Provider Manual, and the current contract with MDCH. In addition, the Prepaid Inpatient Health Plan (PIHP)

also completed two separate reviews of all the CMH's within the Affiliation. The Information Services audit consisted of reviewing Encounter, QI and Medicaid Performance Indicators. The Utilization Management/Quality Improvement/Provider Network site audit focused on areas of compliance as they relate to federal and state requirements.

These audits underscored many strengths within the Affiliation as well as noting areas of potential quality improvement. Overall the findings revealed strong compliance with state and federal requirements. A number of best practices were identified setting a standard for the State's 46 CMHs.

2008 Financial Highlights

Fiscal Year 2008 Revenues

CLINTON-EATON-INGHAM OPERATIONS ONLY

Federal Funds	\$ 2,908,203
State of Michigan	\$ 12,894,255
Local	\$ 3,279,933
Earned Contracts	\$ 4,963,866
SSI/SSA/Food Stamps	\$ 1,471,109
Fees	\$ 513,277
Interest Income	\$ 337,672
Medicaid	\$ 61,473,147
Use of Fund Balance	\$ 98,931
TOTAL	\$87,940,393

AFFILIATION REVENUE

Clinton-Eaton-Ingham Counties Medicaid Substance Abuse to Coordinating Agencies	\$ 832,155
Affiliates Medicaid Substance Abuse to Coordinating Agencies	\$ 472,293
Affiliates Medicaid Mentally Ill and Developmentally Disabled	\$ 32,566,335
TOTAL REVENUES	\$ 121,811,177

Fiscal Year 2008 Expenditures

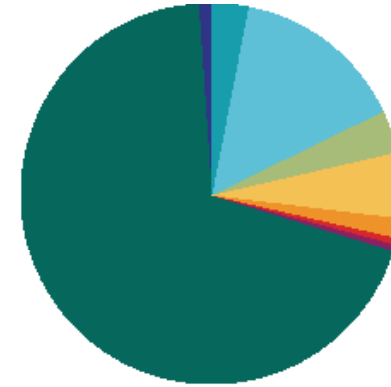
CLINTON-EATON-INGHAM OPERATIONS ONLY

Services to:

Adults with Mental Illness or other Mental Health Needs to Coordinating Agencies	\$ 25,131,397
Children with Severe Emotional Disturbances	\$ 8,838,076
Adults with Developmentally Disabilities	\$ 34,859,551
Children with Developmentally Disabilities	\$ 2,906,833
Adults with Substance Use Disorder	\$ 2,934,679
Community Benefit	\$ 66,333
Board Administration	\$ 7,339,843
CMHAMM Administration	\$ 842,920
Local Match	\$ 1,195,976
Medicaid Tax	\$ 3,824,785
TOTAL	\$87,940,393

AFFILIATION EXPENDITURES

Clinton-Eaton-Ingham Medicaid Substance Abuse Coordinating Agencies	\$ 798,715
Affiliation Medicaid Substance Abuse Coordinating Agencies	\$ 453,314
Affiliation Medicaid Mentally Ill and Developmentally Disabled	\$ 31,257,650
Affiliation Medicaid Tax	\$ 1,361,105
TOTAL EXPENDITURES	\$ 121,811,177



Revenues
Fiscal Year 2008
CLINTON-EATON-INGHAM
OPERATIONS ONLY



Expenditures
Fiscal Year 2008
CLINTON-EATON-INGHAM
OPERATIONS ONLY



Sintenesha, 15

To me this painting, with all its different colors, means I'm a very moody person. The lighter colors represent all the good moods and the dark, my really bad moods. All together the mixed colors represent me being not at all mad to mad in seconds time.

NON-CRISIS SERVICES Call the CMH Access Department at 517.346.8318 toll free 1.888.800.1559

CRISIS SERVICES In the case of a mental health emergency, call 517.346.8460 toll free 1.800.372.8460