

Courageous.



Resilient.



Strong.



2003 Annual Report



COMMUNITY MENTAL HEALTH AUTHORITY
CLINTON • EATON • INGHAM

2003 Board of Directors

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Paul Pratt
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Secretary

Pamela Stants

Carol Ranville

Lisa Dedden

Chris Swope

Mark Egres

*Nolan Owen**

Linda Keefe

Janice Tower

Jo Anne Gager

**Deceased*



In Memory of Nolan Owen

Tuesday, September 9, 2003 Board member Nolan Owen passed away. Mr. Owen worked with many organizations, most notably as a member of the Community Mental Health Authority of Clinton-Eaton-Ingham Counties for over twenty years. He worked as the Community Service/Labor Representative for the Capital area United Way, served in the U.S. Navy and throughout the years was active in many organizations including the Greater Lansing Labor Council, Immaculate Heart of Mary Parish, Knights of Columbus, and the I.B.E.W. Local 352. Nolan was a strong labor leader and mental health advocate who served as a mentor for hundreds of human service professionals and volunteers.

*"Mr. Owen has contributed much to the
Community Mental Health Authority of
Clinton-Eaton-Ingham Counties and to those
whom we serve. He will be greatly missed."*

As our 40th year of providing innovative, high quality, community-based services to the citizens of the tri-county region comes to a close, the Community Mental Health Authority of Clinton-Eaton-Ingham Counties (CMH) can look at our work with pride. Pride in delivering leading edge mental health services to over 10,388 mid-Michigan citizens, in assisting them in improving the quality of their lives, the lives of their families and the quality of the life of the community in which they live.

Dear Friends,

Community Mental Health Authority of Clinton-Eaton-Ingham Counties (CMH) squarely faced another round of tough budget-related decisions. With the leadership of the Board of Directors and the collaboration and guidance of consumers, labor, community partners, and management, we crafted a balanced budget. While the resulting budget involved sacrifice by all, the core values and responsibilities of this CMH were retained with the focus on meeting the needs of the most vulnerable citizens in our community.

In spite of these significant budget constraints, we developed and carried out a wide range of cutting edge initiatives, a few are described throughout this Annual Report. In 2003, CMH:

- became a Mental Health Authority (allowing it to greatly reduce the cost of financing its operations);
- led the formation of an innovative Transition Coalition (designed to ensure a smooth transition from adolescence to adulthood, for youth without parental support);
- served as keynote speakers, trainers, facilitators, and authors at hundreds of local, statewide, and national conferences, workshops, books, and journals;
- carried out dozens of in-services open to community members and practitioners, that highlighted clinical best practices;
- formed innovative partnerships with local hospitals and the Michigan State University Department of Psychiatry;
- was recognized as a national model for homebased services to at-risk youth; expanded its web site to serve as a source of information on the state's budget and actions that citizens can take to impact it;
- fostered, with consumers, a number of micro-enterprises; and implemented a number of cutting edge community empowerment programs (dealing with health care access, the arts, and employment) with federal and state grant dollars.

As in years past, partnerships were key to our efforts. We called upon our partners to work with us to rethink how we do what we do, to lend a hand, to share some of our burden, and to walk with us down paths that were new to us and to them. And they responded.

We close 2003 knowing we have weathered together, many clinical, fiscal, and organizational challenges, while improving the organization and the lives of those we serve. We look toward 2004 with the knowledge that the challenges we faced have made us more courageous, resilient, creative, and strong—qualities that are critical to our ability, as an organization and as a community, to survive and thrive in good and bad times. So, we ask you to join CMH in continuing to work, side by side with those whom we serve, to better the lives of the citizens of this community, the community of Clinton, Eaton, and Ingham Counties.


Sara Clark-Pierson
Board Chairperson


Robert Sheehan
Executive Director



John Lanting

Employee of the Year

John Lanting, has been an employee of the Community Mental Health Authority of Clinton-Eaton-Ingham Counties (CMH) for over 12 years. He has worked for Community Services for the Developmentally Disabled in the Residential Program at the Gypsie Lane home for five years (since the program opened). Mr. Lanting has assisted individuals in recognizing their dreams, and in achieving their goals through careful planning, teaching skills and long term support.

In his position as a residential technician, John, an excellent cook, has assisted individuals in weight loss by teaching them to eat healthier. He has also taught residents in the home how to cook. Mr. Lanting always looks for teachable moments. He makes up quizzes and discusses current events with the residents. He drives residents to appointments and has even offered his own home to a resident that could not cope with staying in a hotel during a time when the Gypsie Lane home needed repair. He helped raise funds to purchase a television and entertainment center for the residents of Gypsie Lane, adding his own funds to accomplish this. Staff commented, "John was born to do this type of work, it is his calling in life. He is one of the most intelligent, caring, loving, sensitive, patient, selfless, compassionate, and funny individuals I have had the privilege to know". John Lantings' contributions to CMH make him a well-deserved recipient of the Employee of the Year Award.

Partners in Excellence Award

Pamela Stants, Community Mental Health Authority of Clinton-Eaton-Ingham Counties' (CMH) Board member, was one of four recipients of the Partners in Excellence award, presented during the fall 2003 conference of the Michigan Association of Community Mental Health Boards (MACMHB), held in Traverse City. This award honors mental health services consumers who have worked to reduce stigma and strengthen the community mental health movement. Ms. Stants was recognized for her years of commitment to CMH, the Community Mental Health system, and those whom we serve.



Pamela Stants receives Partners in Excellence Award.

Myrtle Yoshinaga Clinical Excellence Award

Psychologist, Dr. Jacque Moss, of the Crisis Services Department (formally Emergency Services), was recipient of the 2003 Myrtle Yoshinaga Clinical Excellence Award.

Dr. Moss received her B.S., M.S., and Ph.D. in psychology from Iowa State University, completing her internship at the University of Maryland. She has been employed with the Community Mental Health Authority of Clinton-Eaton-Ingham Counties (CMH) for seven years. Dr. Moss is one of several trainers for Therapeutic Options, the program chosen by CMH to help staff lessen the likelihood of physical violence with consumers.

Dr. Moss exhibits clinical excellence in every facet of her work. Professionals throughout the region and mental health consumers value her expert opinion and view her as impressive, bright, and caring. Consumers leave after meeting with her with a smile on their faces knowing that she listened. Dr. Moss states "Clinically, I am most interested in how consumer's reactions to their challenges change over their lifetimes (or don't change)".

Gilbert W. DeRath Humanitarian Award

Mary Kay Brothers, an employee of the Eaton County Counseling Center of the Community Mental Health Authority of Clinton-Eaton-Ingham Counties (CMH), was the recipient of the 2003 Gilbert W. DeRath Humanitarian Award. Ms. Brothers was recognized as being a conscientious and steadfast advocate for the Eaton County community. Ms. Brothers has been an employee of Community Mental Health for over twenty-five years. She has served on the Child Abuse and Neglect Council for over ten years.

Ms. Brothers has been active in the Eaton County Continuum of Care, a group which helps coordinate services for the needy in Eaton County. In addition, Ms. Brothers has been a resource person for Circuit court judges, teachers, social workers, pastors, and other community leaders. Because of her notoriety as a caring and knowledgeable therapist and advocate, she is consistently asked to give talks and in-services on various mental health and client advocacy issues. Ms. Brothers is held in high regard by all who have had the pleasure of working with her.



Highlights of 2003

In 2003, Community Mental Health Authority of Clinton-Eaton-Ingham Counties:

- *Obtained authority status*
- *Led a transition coalition*
- *Staff assisted during blackout*
- *Held a housing option seminar*
- *Co-sponsored workshop*
- *Received Self-Determination grant*
- *Offered in-service with renowned clinician*
- *Sponsored a dual recovery workshop*
- *Celebrated National Schizophrenia Day*
- *Continued its long term relationship with MSU Department of Psychiatry*
- *Reported success for its Community Outreach Project*
- *Staff were named to the Flinn Foundation Panel*
- *Presented to local early childhood educators*
- *Expanded its web site for FY 2004 budget input*

CMH Obtains Authority Status

In September of 2002 the Michigan Department of Community Health certified Community Mental Health Authority of Clinton-Eaton-Ingham Counties (CMH) as an Authority. At that time the official name of the organization became Community Mental Health Authority of Clinton-Eaton-Ingham counties.

As an Authority, nothing changes with respect to the rights and responsibilities of the three counties, CMH's obligations to residents of the counties, or in the ways in which CMH provides services. Nor are there changes to the obligations of CMH to its employees and staff, including contractual obligations. The one significant change, and the central reason for becoming an Authority—is that CMH can now use conventional mortgage arrangements when purchasing properties. In the past, CMH was limited to 10-year land contracts, which were extremely costly. As an Authority, CMH can finance or re-finance properties at more favorable terms, ranging from 15 to 25 years. The savings to the organization were substantial—between \$250,000 and \$350,000 in FY 2003.

CMH Leads Transition Coalition

With support from a state grant, Community Mental Health Authority of Clinton-Eaton-Ingham Counties (CMH), working with a number of human service and judicial organizations from throughout the tri-county region, has formed the Transition Coalition. This coalition works to address issues related to ensuring a smooth transition from adolescence to adulthood for youth without parental support. Such support may include housing, education, income, health care and mental health care. This support is especially critical, and often lacking, for youth with serious emotional disturbances.

CMH Medical Director Appointed to Two State Committees

Community Mental Health Authority of Clinton-Eaton-Ingham Counties (CMH) Medical Director, Jonathan Henry, MD, was appointed to the state's Medicaid Pharmaceutical and Therapeutics Committee (P&T) and the Mental Health Advisory Committee (MHAC). The former oversees the implementation of state policy and practice in the use of pharmaceuticals in the Medicaid program—a hot topic given the rising costs of pharmaceuticals. The latter works to improve coordination between the CMH system, which is responsible for managing the mental health and substance benefit for Michigan's Medicaid recipients and the Medicaid Health Plans (aka QHPs), which are responsible for managing the physical health benefit of these recipients.

CMH Children's Services Program Selected as a National "Best Practice" Program

The Community Mental Health Authority of Clinton-Eaton-Ingham Counties Family Guidance Service provides in home and community-based family centered treatment services to more than 350 children and adolescents each year who have severe emotional disturbance and are at moderate to high risk for psychiatric out-of-home placement.

Recently, CMH's Family Guidance Services (FGS) was recognized nationwide for its innovative approach and positive outcomes. The Michigan Department of Community Health's Level of Functioning Project has 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 Administration federal grant, have identified FGS as an innovative and promising best practice model for the treatment of children with severe emotional disturbance. The program was also featured in the Detroit Free Press highlighting its success with families.

The 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.





Cathy Binder, Clubhouse member, being presented a resolution from State Senate by Senator Virg Bernero in honor of the 25th Anniversary of Charter House.

Charter House Celebrates 25 Years!

In 1976, Fountain House received a grant from the National Institute of Mental Health to train others to create clubhouses in their own communities. In 1978, a group of consumers and staff from Lansing went to New York, when they returned, Charter House was born. Community Mental Health Authority of Clinton-Eaton-Ingham Counties' Charter House was the first clubhouse in Michigan.

In April of 2003, Charter House celebrated its 25th Anniversary. Since its inception, the clubhouse has added Transitional Employment, Supported Employment, Supported Education, and other services. Persons dealing with the effects of psychiatric illnesses are brought together to work, learn and socialize with help from the staff, to reach their goals. These goals include returning to work or school; and finding meaning, fulfillment and enjoyment from life despite the challenges they face.

"Charter House is where I got my act together. I also got my first taste of working both within the Charter House and out in the community. I have met some people here who I know will be my friends long after I leave. Charter House helped me to get my self esteem back up."

-Maggie R.

"The reason I like coming to Charter House is that there are lots of people I consider friends. Charter House is my home away from home. The staff at Charter House are good people who try real hard to help us. I hope Charter House will stay open for mentally ill people because it makes me feel like I have a purpose. Thanks for caring for me."

-Sue P.

"I've been coming to Charter House a long time. It's a place where you can socialize, be around people who don't judge you and work a couple hours of the week to have extra spending money. We can also get into groups and talk about different topics."

-Louise U.

"Charter House means seeing other people with the same problems and understanding what they are going through."

-Maryette R.

CMH Provides Customized Supported Employment

The Community Services for the Developmentally Disabled program of the Community Mental Health Authority of Clinton-Eaton-Ingham Counties (CMH) has been providing customized supported employment services for people with disabilities since 1978. There are now over 200 people working in the community as a result of receiving these services and over 40% of all consumers served are now working in the community through supported employment. Supported employment differs from regular job placement in that consumers are asked what kind of job they would like, job developers meet with employers to find a good match, and long term support is provided to the consumer to ensure they keep their job.

Jim Davis (pictured at right) is one of 4 consumer couriers hired by CMH to deliver mail and records to staff at the Jolly Road facility. Mr. Davis has been employed by Community Mental Health for more than four years now. CMH Occupational Therapists adapted his wheelchair to handle records, summon staff and open doors. After years of living in state institutions, Davis now has his own house, his own job, and more importantly control over his own life, Jim has been a great addition to the staff and has become a regular part of daily operations at the Jolly Road facility.



Jim Davis prepares mail for delivery at the Jolly Road facility.

CMH Joins Consortium for Psychiatric Resident Education

In 2003, a letter of agreement was signed between Michigan State University's (MSU) Department of Psychiatry, Community Mental Health Authority of Clinton-Eaton-Ingham Counties (CMH), and St. Mary's Mercy Medical Center of Grand Rapids to form the Governing Board for the MSU Consortium for Psychiatric Resident Education. St. Mary's Mercy Medical Center will serve as the fiduciary for funding the consortium. Additionally, MSU and Community Mental Health will continue to provide educational and patient care experiences for psychiatric residents.

The intent of this Consortium is to:

- allow for the receipt of funding, by the MSU Department of Psychiatry, for the support of its psychiatric residency program;
- develop innovative training methods for residents and medical students; to encourage the development of expertise and experience, on the part of residents, relative to serving person enrolled in Medicaid;
- improve the recruitment and retention of psychiatrists who will provide care in the public sector, within Michigan. This agreement, underscoring the long-term relationship between CMH and Michigan State University's Department of Psychiatry, will secure a stronger fiscal foundation for the residency program—a program that is critical to this area's ability to attract and retain community-based psychiatrists.

FY 2003 Revenues

Clinton-Eaton-Ingham Operations Only

Federal Funds	\$1,716,883
State of Michigan	\$14,787,633
Local	\$3,722,625
Earned Contracts	\$2,379,326
SSI/SSA/Food Stamps	\$1,112,649
Fees	\$533,997
Interest Income	\$77,662
Medicaid	\$42,155,766

Affiliation Expenditures

Clinton-Eaton-Ingham Counties	
Medicaid Substance Abuse to Coordinating Agencies	\$747,597
Affiliates Medicaid Substance Abuse to Coordinating Agencies	\$436,475
Affiliates Medicaid Mentally Ill and Developmentally Disabled to Coordinating Agencies	\$29,075,367
TOTAL REVENUES	\$96,745,979

FY 2003 Expenditures

Clinton-Eaton-Ingham Operations Only

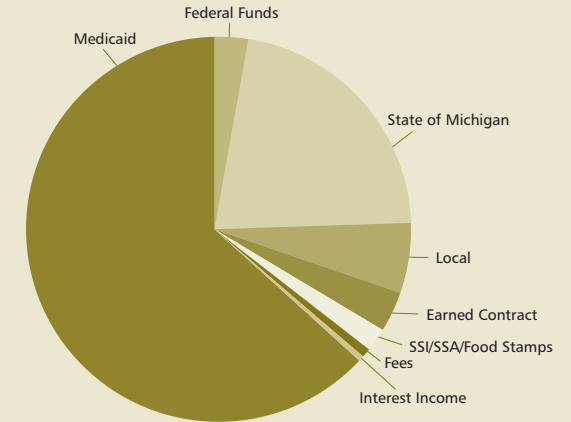
Central Access, Emergency Services, Utilization Management	\$1,739,240
Services to Adults with Mental Illness or other Mental Health Needs	\$18,917,377
Services to Children with Emotional Disturbance & Mental Illness	\$5,971,267
Services to Adults with Developmental Disabilities	\$28,031,104
Services to Children with Developmental Disabilities	\$1,831,122
Services to Adults with Substance Abuse Problems	\$2,318,976
Board and Prepaid Health Plan Administration	\$5,892,554
Local Match (for Medicaid draw down)	\$1,577,175

Affiliation Expenditures

Clinton-Eaton-Ingham	
Medicaid Substance Abuse Coordinating Agencies	\$747,597
Affiliation Medicaid Substance Abuse Coordinating Agencies	\$436,475
Affiliation Medicaid Mentally Ill & Developmentally Disabled	\$29,075,367
TOTAL EXPENDITURES	\$96,538,254

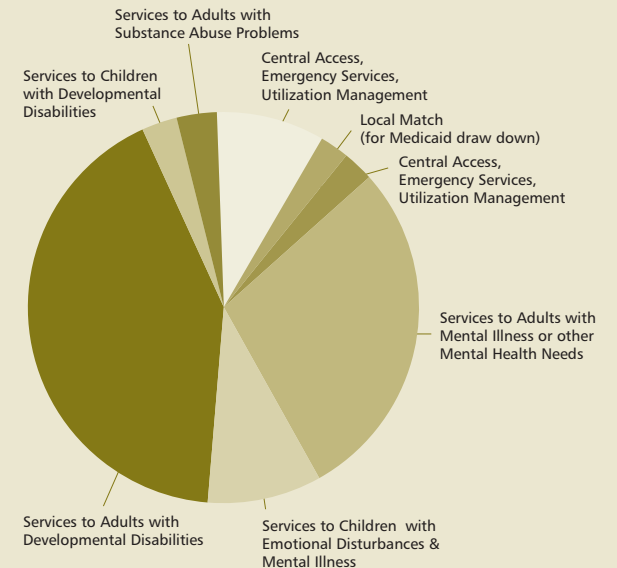
FY 2003 Revenues

Clinton-Eaton-Ingham Operations Only



FY 2003 Expenditures

Clinton-Eaton-Ingham Operations Only



CMH Customer Satisfaction Survey

Annually, Community Mental Health Authority of Clinton-Eaton-Inham Counties (CMH) surveys those whom it serves to determine their level of satisfaction with CMH services. In 2003, 1,595 consumers responded. The results of this survey are presented below.

	Percent responding satisfied or very satisfied
CMH responded promptly to my request for services.	88%
CMH staff are courteous and respectful.	95%
CMH staff helps me to get the right type of services for my problem.	90%
In general, I am satisfied with the services provided by CMH.	93%
CMH staff understand my needs and situation.	91%
CMH staff have the knowledge and skills to serve me well.	92%
If a friend or family member were in need of similar services, I would recommend my CMH program to him or her.	89%
The services I receive help me to function better in my life.	90%
If I were to seek help again, I would come back to the same program.	89%
CMH staff follows my person centered plan (PCP) or family centered plan (FCP).	86%
CMH helped me identify natural supports.	84%

2003 Advisory Councils

Children's Services

Director *Al Way*
 Board Liaison *Vacant*
 Members *Lee Tobar Hazert, Virginia Kenney-Sweet, David Buck, Robin Laurain, Anna Macielinski*

Substance Abuse Services/ Corrections Mental Health

Director *Judi Cates*
 Board Liaison *Vacant*
 Members *Craig Harris, Terry Jackson, Laura Kimble, Gene Moyer, Diane Noga, Tonya Randall, Betty Smith*

Adult Mental Health Services

Director *Michael Brashears*
 Board Liaison *Pamela Stants*
 Members *Cathy Johnson, Greta deWolf, Carol Kennedy, Elaine Knox*

Community Services for the Developmentally Disabled

Acting Director *Pat Miller*
 Board Liaison *Jo Anne Gager*
 Members *Carol Ranville, Blake Miller, Ramona Adams, Lauri Esch, Carol Ferris, Lillian Flannery, Jan Gormely, Beverly Lockhart, Eleanor Luecke, Joanna Smith, Teri Tregloan, Fee Fong Wessel, Ron Zimmerman*

**In the year 2003, Community
Mental Health Authority of
Clinton-Eaton-Ingham Counties
served more than 10,377
people including:**

2,764

adults with serious mental illness,

1,870

adults experiencing difficulty coping
with life's stresses,

2,472

adults with substance abuse problems,

1,247

adults with developmental disabilities,

1,734

children and adolescents with serious mental
illness or emotional disturbance,

290

children and adolescents with
developmental disabilities.



COMMUNITY MENTAL HEALTH AUTHORITY
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CMH Administrative Offices
812 East Jolly Road, Lansing, MI 48910
CMH is an equal opportunity employer