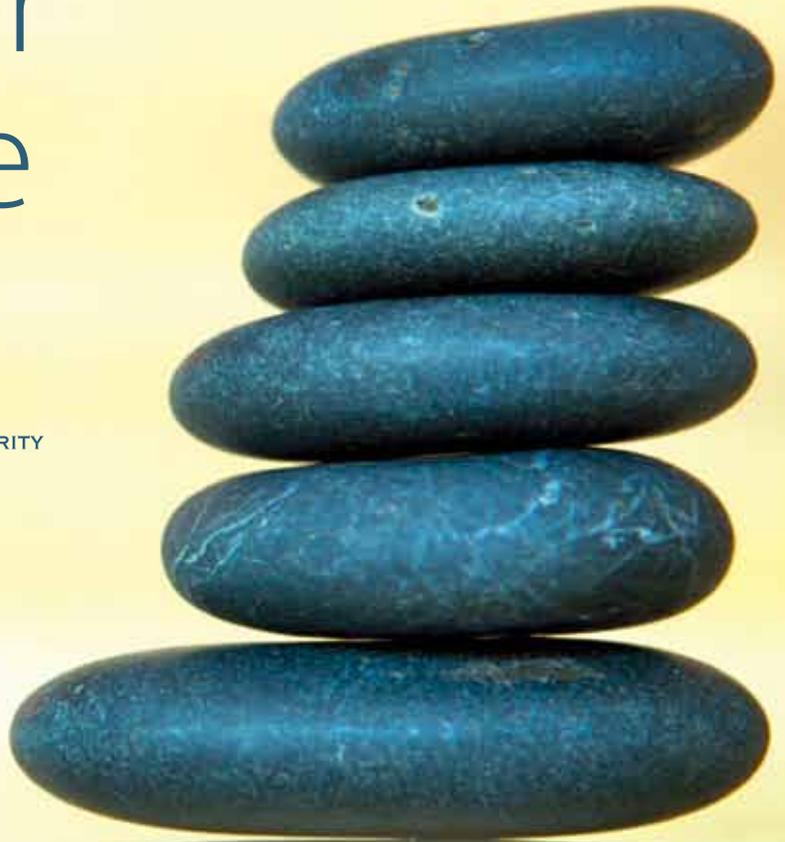


Moving Toward A Better Balance



COMMUNITY MENTAL HEALTH AUTHORITY
CLINTON • EATON • INGHAM



2010 Report to the Community

2010 Board of Directors

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CMHA-CEI 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.



COMMUNITY MENTAL HEALTH AUTHORITY
CLINTON • EATON • INGHAM

Letter from CMHA-CEI Executive Director, Bob Sheehan

For over four decades - through good times and tough times - the Community Mental Health Authority of Clinton, Eaton, Ingham Counties, its staff, community partners, and, at the lead, the consumers with whom we work, have been involved in a bold human and civil rights movement—the community mental health movement.



Bob Sheehan visits the Jolly Java, one of thirty micro enterprises supported by CMHA-CEI.

Since its formation in 1964, CMHA-CEI has taken seriously the charge of ensuring that the rights of persons with mental health needs are protected and expanded. In 2010 this commitment continued with a range of cutting edge, consumer-driven efforts, meeting emerging and longstanding community needs, and equally ground breaking administrative initiatives. These efforts are described throughout this report.

Whether meeting with strong public support or opposition, each of these initiatives was moved ahead by a coalition of CMHA-CEI stakeholders, in pursuit of the goals of this human and civil rights movement.

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.

This **2010 Report to the Community** contains stories of collaborative efforts between CMHA-CEI, its consumers, and its community partners. These stories are emblematic of the thousands of such partnerships—partnerships that make life richer for the nearly 10,000 persons served by CMHA-CEI.

So, as we look toward 2011 – a year that holds fiscal challenges for CMHA-CEI and all of us who live in this state – 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. 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

CMHA-CEI Community Education Series

Community Mental Health Authority of Clinton, Eaton, Ingham Counties (CMHA-CEI) continues to reduce stigma and promote wellness through its Community Education Series.

Several community education events were offered in 2010 and well received by a total of over 900 people in the community. Dialogues were focused on autism, attention deficit disorder, eating disorders, and bipolar disorder.

The community education events are sponsored by CMHA-CEI and the Capital Area Health Alliance Mental Health Partnership Council. This council is supported by interested consumers, and several local community partners including:

- United Way
- Michigan State University
- Sparrow Health Systems
- Rainbow Homes
- Ingham County Health Department
- Essence of Behavior
- Association of Childrens Mental Health
- Lansing Latino Health Alliance
- Cristo Rey Community Center
- NAMI-Lansing/NAMI-Michigan
- Peckham Inc.
- Lansing Community College
- Tri-County Office on Aging
- Michigan Protection Advocacy Services

"Life is like riding a bicycle. To keep your balance you must keep moving"
—Albert Einstein

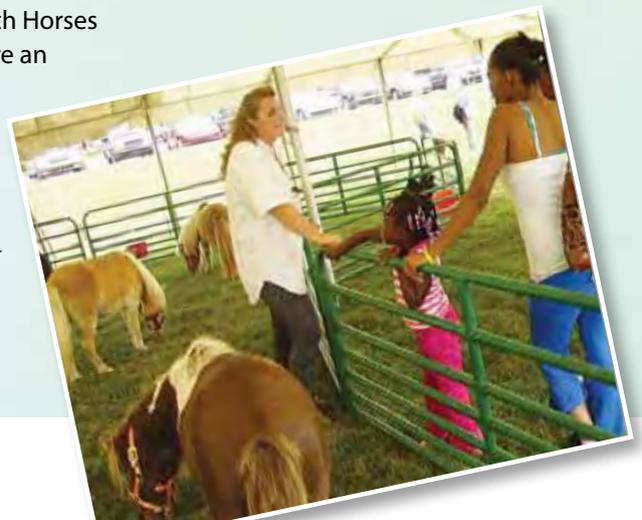
Inaugural Health and Safety Expo

This years first "health and safety" expo brought in over 1,000 people and over 55 vendors. Information was provided on mental illness, nutrition, exercise, bike safety, and other areas for a person's overall health. Lansing Community College Nursing Program provided free health screenings. Miniature horses from Sierra Rose Farms' Healing Hearts with Horses Foundation program were an added attraction.

Free health screenings



Sierra Rose Farms - Healing Hearts with Horses Foundation



Community Mental Health Affiliation of Mid Michigan | www.cmhamm.org

The Community Mental Health Affiliation of Mid Michigan (CMHAMM), of which CMHA-CEI is the hub, continued focusing on improving the quality of services and efficiency of operations in 2010, with strong emphasis on:

- Communicating with stakeholders
- Keeping stakeholders informed about mental health and substance use issues, and affiliation activities
- Involving stakeholders in the decision making process
- Encouraging stakeholders to get involved in the shaping of the system of care of community mental health.

CMHAMM collaborated with stakeholders from around the state to provide material on Self Determination and Person Centered Planning. In maintaining its commitment toward improving the system of care, CMHAMM is keenly aware of the opportunities presented with health care reform and is actively working with stakeholders toward the pursuit of cost effective practices that result in high level quality outcomes.

Beginning in 2010, national health-care experts such as Ron Manderscheid from the National Association of County Behavioral Health and Developmental

Disability Directors kicked off an education series on healthcare reform with legislators and other stakeholders from around the state. Other key experts are scheduled for 2011. CMHAMM will continue to increase it's knowledge base as well as encourage stakeholder participation with the focus on providing quality healthcare services.

stakeholders

Educational activities



Family fun!



Nutrition information



Musical entertainment



health

& safety

Substance Abuse Services/Corrections Mental Health

In early 2009, Substance Abuse Services developed a working partnership with the City of Lansing, Sparrow Health Systems, Ingham Regional Medical Center, Ingham Health Plan, Mid-South Substance Abuse Commission, Volunteers of America, the Lansing City Rescue



Ribbon cutting ceremony for the grand opening of the "Recovery Center" a clinical detoxification program, located in Lansing, MI.

Mission, and the National Council on Alcoholism-Lansing Chapter, to work towards moving CMHA-CEI's small clinical detoxification program from its location in Mason into Lansing. Leaders in the region underscored the great unmet need for this service by individuals, living closer to Lansing's urban center, who could not access the program in Mason. The Subacute Detoxification Advisory Board and CMHA-CEI worked to obtain the funding needed to lease and renovate a central Lansing site to meet the needs of a larger population base. A building was located at 810 W. Saginaw in Lansing near Sparrow Hospital's St. Lawrence Campus; remodeled into an eleven bed facility and opened on October 25, 2010. The partners

worked hard to bring, to reality, this vision of a facility that would serve consumers of not only the larger region but of those who were not able to access the Mason site.

In addition to the Recovery Center CMHA-CEI, with funding through the Michigan Department of Corrections/Prisoner Re-Entry initiative through Capital Area Michigan Works, started a cognitive behavior program, designed to serve identified parolees in the Lansing region. The program supports 8 treatment groups, of 12 parolees per class, on a weekly basis. The program brings individuals into treatment increase positive thinking and positive behaviors. These skills assist individuals in living and working in the wider community.

Community Services for Developmentally Disabled (CSDD)

The trend of increased service requests across all service areas continued in 2010. The implementation of Gentle Teaching Concepts in 2010 made it possible for staff to significantly reduce the number of restrictive and intrusive techniques utilized with consumers reducing the use of physical management overall. Gentle Teaching emphasizes that all people need to feel safe, feel cared for, be caring towards others, and be engaged in a meaningful life. The focus of treatment will continue to shift to help people connect to others, provide environments that work to prevent behavioral issues before they occur, and focus on helping people engage in and create a community. In 2010 over 61 staff were trained in these concepts. Ten staff achieved an advanced level of training and four staff members become certified as Trainers. This will enable all staff in the program to be trained in Gentle Teaching over the next two years (including contractual staff).

Self-Determination continues to be offered in this program and CSDD staff continue to work to create alternatives for people who wish to receive services outside the traditional settings of Group homes and Day programs.

Volunteers

Volunteering is an important part of the Transitions units in the CSDD program. Transitions staff recognize that giving back to the community is often part of a meaningful life. Participants can be found volunteering in many sites throughout the tri-county area. They participate in Kiwanis Aktion clubs, hold several fundraisers to provide supports to community, and in 2010 these groups hosted a picnic for military families in St. Johns, provided funds to Angel House, supported those in need during the holiday times, raised funds for the Scheffel Memorial toy project, and sponsored a trip to the Andy T's pumpkin patch for pre-schoolers with special needs.

Micro-Enterprises

Along with volunteering, consumers are involved in micro-enterprise businesses. These are small businesses geared toward individual consumer interests. Examples of micro-enterprises include t-shirt printing, jewelry making, van washing, and selling fresh popcorn.

Autism Support Team

CSDD formed an Autism Support Team to address the growing number of people diagnosed with autism. In 2010, the team:

- Developed an integrated summer day camp for children ages 5-17 years old in collaboration with the Mid Michigan Autism Association, the Oak Park YMCA, and the Lansing Parks and Recreation program
- Sponsored three community education dialogue events sponsored by the Capitol Area Health Alliance Mental Health Partnership Council.

Adult Mental Health Services

After being awarded a three-year contract in 2010 with the Michigan Department of Community Health, for adults with persistent and severe mental illness experiencing homelessness, the Clinton County Counseling Center will be expanding services to include additional outreach and housing supports to at least four homeless consumers. In addition, the Clinton County Counseling Center will provide greater support and coordination with other agencies such as the Department of Human Services, Relief After Violent Encounter, and Capital Area Community Services. Enhanced case management services related to this initiative will assure that consumers will have safer, accessible and more inclusive housing options.

In 2010, Mental Health Therapy services provided within the Ingham County Health Department (ICHHD) reached more adults who would previously have not been able to receive these services. Mental health counseling is available at three ICHS Community Health Center locations: South Cedar Street, Sparrow on Michigan Avenue, and St. Lawrence.

Between October 1, 2009 and September 30, 2010, a total of 2255 encounters for 600 ICHD patients were recorded. A new project is underway with the Barry-Eaton Health Department to provide Mental Health Therapy services in Charlotte.



Representative Joan Bauer accepted an invitation and made a personal visit to the Charterhouse Clubhouse.

Peer Support Initiatives grew significantly in 2010:

- 10 permanent Peer Support Specialists (PSS)
- 4-6 members of Charter House Clubhouse are participating in a 6 month Transitional Employment Peer Support experience which has created a pool of trained Peers available and ready when there are permanent positions open
- 14 Peer Support Specialists are available to AMHS consumers through a contract with Justice in Mental Health Services

Recovery has been in the forefront of AMHS and a Recovery Enhancing Environment survey was conducted in 2010. AMHS Peer Support Specialists are assisting AMHS leadership with the dissemination of the results to staff and consumers with the goal of improving recovery outcomes.

Other initiatives:

- Dialectical Behavior Therapy team reached full fidelity in April, 2010 and the team has assisted in diverting over 80 incidents of self-harm which could have resulted in psychiatric hospitalizations
- From July 1, 2009 to June 30, 2010 164 individuals received mental health services through the Opening Doors program funded by the City of Lansing
- AMHS received a block grant for Supported Employment
- The Crisis Response Team will be operational by Spring 2011, serving those who do not qualify for enhanced case management with short term services.



Traveling exhibit of art created by Ingham County youth for Children's Mental Health Awareness Day titled "Who We Are"

Childrens Services

Family Guidance Service under the Children's Services program has long been recognized for producing exceptionally good outcomes with children with serious mental health challenges and their families. Researchers from the University of South Florida and Michigan State University studied the Family Guidance model of home-based services and deemed the model ready for replication in other Community Mental Health sites. A guide entitled, "A Replication Guide for the Family Guidance Model of Home-Based Services" was created.

Family Guidance Service staff with the Ingham County 30th Judicial Circuit Court Family Division and the Ingham County Department of Human Services recruited and trained prospective foster care parents for the "Therapeutic Foster Care (TFC)" program which is available to Ingham County youth involved in the juvenile justice and/or child welfare systems and who exhibit serious behavioral problems. The trained foster care parents are part of an interagency treatment team which works closely with both the child and the permanent parents to ensure the child's successful return to the family home. The Community Mental Health Authority of Clinton, Eaton, Ingham Counties received provisional certification as a TFC provider from the Michigan Department of Community Health.

Children's Services (continued)

In 2010, Family Guidance Service began offering an evidence-based treatment for children who have been exposed to trauma. Four therapists completed a year-long training in Trauma Focused Cognitive Behavioral Therapy. The therapy is designed to decrease anxiety, depression, intrusive thoughts, and behavior problems which may be related to traumatic experiences, and increase social, safety, and coping skills. The therapy also helps parents understand how trauma can affect the neurological, biological, psychological, and social development of children and what parents can do to help their children.

Dialectical Behavior Therapy is another evidenced based treatment. This highly structured program teaches specific skills to both youth and their parents/caregivers. In 2010, the program was expanded to include a skills group for adolescent males ages 13-17 years, in addition to two on-going groups for girls. The Ingham County juvenile court, CMHA-CEI staff, youth, and parents agree that this therapy has been very effective in helping youth to manage difficult emotions and behaviors.

The Early Intervention Service of Children's Services program served over 284 infants, toddlers, preschoolers and their families in 2010. This intervention of the very young child in need can facilitate lasting changes which will help the child succeed and prevent difficult, often long term problems what may develop later.

For over five years Eaton County, through its Juvenile Justice Millage has contracted with CMHA-CEI to provide home-based intensive therapy for Eaton County children ages 3-5 with significant behavioral and mental health concerns.

Ongoing collaboration with community partners has played and continues to play a very important part in a child being successful.

Psychiatric Practice

CMHA-CEI psychiatry staff has been involved in many new and exciting projects, including:

- Design of a telepsychiatry system (providing psychiatric services to distant locations through the use of live video and electronic health records) to CMHA-CEI's Affiliation partners throughout the state, who lack access to psychiatrists, and to CMHA-CEI locations throughout the tri-county region
- The Bridges Crisis Unit (CMHA-CEI's adult crisis residential program) now has psychiatric coverage seven days a week, including holidays and weekends
- Participation in the national RAISE (Recovery After an Initial Schizophrenia Episode) study funded by the National Institute for Mental Health, on the use of a range of interventions designed to provide treatment to persons experiencing their first psychotic episode
- A collaboration with Information Services and its clinical programs to refine and expand CMHA-CEI's electronic medical/health record and its electronic prescribing capacity
- Developing and implementing standardized routine vital sign documentation and screening for metabolic syndrome at all medication clinic sites
- Continuation of the Coordination of Care project including joint trainings with primary care providers, local hospital emergency departments, and university and hospital physicians

Quality and Customer Service

The Customer Service Unit is now staffed with six full and part-time employees. Our Customer Service representatives are uniquely qualified for their positions. Each one must have received services here at CMHA-CEI and be in recovery. Their journey gives them the ability to understand the challenges of mental illness and to assist others in moving towards recovery. As a Customer Service Representative, they may assist with concerns, resources, complaints and provide information about CMHA-CEI services. To reach a customer service representative, one must call the customer service line (517-346-8246.) Their office hours are 8 a.m. to 5 p.m.

The Clinical Records Unit is part of CMHA-CEI's movement towards a fully electronic clinical record. In April 2010, the records staff began scanning paper documents that prior to then would have been filed in a paper record. The scanned records can now be viewed by staff electronically which results in the ability to make treatment decisions more quickly and efficiently.

Incident reports, which until December 1, 2010 followed a long paper trail to the desks of clinicians who needed to review them, are also electronic. The forms are completed electronically within CMHA-CEI and through a web portal at contract sites, arriving at CMHA-CEI within hours of the incident. This progressive system allows quick notification of events and the opportunity for timely follow-up and response. The changes will benefit consumers and assure that opportunities for improvement are identified, and acted upon through the quality improvement process.



Applying for a job is made easier by using the web based online job application process.

Human Resources Department

The CMHA-CEI Human Resources Department Training Unit oversees training curriculums for all on-site and web based training for CMHA-CEI employees and direct care staff working with contract providers.

On average, over 2000 individuals participate in on-site and web based training throughout the year. In 2010, five staff instructors became recertified in Therapeutics Options and the Registered Nurse Trainers acquired recertification for administering and training others on performing tuberculosis testing.

Marcia Nelson, Senior Trainer, along with several other CSDD staff acquired Gentle Teaching Instructor Certification. The training unit also began preparation for a partnership with the Center for Positive Living Supports to become a regional training site. As a regional site CMHA-CEI will serve as a regional location for staff to attend a two day training designed for direct

support professional and first line supervisors. This training will provide an overview of Positive Living Supports and is also a foundation for providers wishing to conduct their own internal training.

In addition to the Training Unit, the CMHA-CEI Human Resources Department began preparations to transition from a paper employment application process to a web based online job application process in 2006. Latasha McWright, Human Resources Assistant, took the lead on this initiative in February of 2010 and upon completion the agency began accepting on-line employment applications. This system provides convenient easy access for applicants to apply for positions from the agency's main web site 24 hours a day seven days a week. By the end of 2010 the agency had received an astonishing 2,500 applications.

Information Services

2010 saw many changes in CMHA-CEI's Information Systems as the organization implemented a broad variety of electronic systems. Some changes focused on improvements to the electronic medical record, others focused on quality, and many were made to increase organizational efficiency. Completed projects included:

- Significant improvements to the Electronic Medical Record by upgrading "Clinician's Desktop." This brought electronic signatures and other useful features
- A paperless Document Imaging System, as a combined effort with the Records Unit
- A variety of enhancements to the Clinical Forms System, including new forms and new features
- A new Clinical Records Review System
- A new Incidents system to speed the collection and review of information about critical incidents
- A new Medicaid Eligibility Tracking System, built to connect to Michigan data Warehouses
- A reprogrammed data warehouse to interface with the new Michigan CHAMPS system
- A web-based Job Applicant Center, working with staff of the Human Resources Department

The year also brought substantial upgrades to computer and technical infrastructure. In addition to a new telephone system, over 150 laptop computers were deployed to clinical staff who work in the field, and the remaining 500 desktop PC's were either upgraded or replaced.



Becki

CMHA-CEI Customer Service Representative

My name is Becki, and I have been a Customer Service Representative (CSR) since 2006. One of the necessities of my position as a CSR is to be a current or past CMHA-CEI consumer. This benefits the consumers that I help because I am able to relate to their issues and find solutions to their problems in an effective manner. I can also show them that just because one has a mental illness doesn't mean you are not able to achieve great things – you *can* achieve great things.

I started my new journey at CMHA-CEI in August of 2010 and in December I became a Certified Peer Support Specialist. This allows me further opportunity to expand my skills and offer consumers additional choices and resources. I never would have thought that I would have such a rewarding job because I have a mental illness. If it wasn't for Community Mental Health along with support from my friends and family, and a lot of hard work, I would not be where I am today and in recovery.

You may have seen me on occasion in our beautiful new lobby or you may have heard my voice when you called the agency for Customer Service. I am also a member of the Consumer and Stakeholders Advisory Council and was a part of the "Anti-Stigma" grant created to help educate and promote mental health and reduce stigma in schools and the community. I also serve on the (Improved Practices Leadership Team (IPLT) workgroup and the subgroup for that committee. We are currently developing a DVD which highlights CMHA-CEI services and recovery. This will allow new and current consumers the opportunity to see the great work that CMHA-CEI does and that recovery is possible. I look forward to working with everyone and to what the future holds.

"It has been a long, bumpy and hilly adventure but I am now on smooth ground. I strive and hope to give back to CMHA-CEI and make a difference in the lives of others and the consumers we serve."

CMHA-CEI's staff and provider network, working in over 100 locations and hundreds of homes, workplaces, schools and neighborhoods across the community, served 9,662 tri-county residents in FY 2010, including:

1,894

children and adolescents with serious mental illness or emotional disturbance.

1,619

adults and children/adolescents with developmental disabilities

2,060

adults and adolescents coping with substance use disorder

4,089

adults with serious mental illness or coping with life's stresses

FY 2010 Revenues

(Clinton, Eaton, Ingham Operations Only)

■ Federal sources.....	\$2,796,254
■ State sources	12,697,847
■ Local sources	3,270,890
■ Medicaid contracts.....	74,185,335
■ Other contracts	7,964,910
■ Charges for services and fees.....	670,086
■ Investment income.....	21,420
Total Revenues	101,606,742



In addition to CMHA-CEI's revenues and expenses for its Clinton, Eaton, and Ingham operations, CMHA-CEI receives \$36,485,652 in Medicaid revenues with which it purchases Medicaid services, for the residents of its eight county Affiliation region, from its six community mental health and substance abuse coordinating agency affiliates. When these funds are reflected in CMHA-CEI's budget, its annual FY 2010 revenues were \$138,092,394 and its annual FY 2010 expenses were \$135,654,598.

FY 2010 Expenditures

(Clinton, Eaton, Ingham Operations Only)

■ Adults with mental illness.....	29,090,373
■ Children with emotional disturbance.....	12,542,526
■ Developmental disabilities.....	43,272,424
■ Substance abuse	2,595,003
■ Board administration.....	10,574,199
■ Community Benefit	113,596
■ Affiliation.....	980,826
Total Expenditures	99,168,946



2010

by the Numbers

Report to the Community Past Presenters

Susan Ford Bales
(daughter of President Gerald Ford)

Janet Olszewski, Director,
MI Dept. of Community Health

Bill Allen, Deputy Director,
MI Dept. of Community Health

Dr. Sharon Banks, Superintendent,
Lansing School District

State Senator Paul DeWeese

State Senator Virg Bernero

Rick and Dick Hoyt - Team Hoyt
*(son and father stigma-battling
marathon running team)*

The Figureheads
*(hip hop group with a
stigma-battling message)*

Joseph Greco
*(director of the movie, **Canvas**,
which portrays the life of a woman
with schizophrenia and her family)*

Taylor Cross and his mother, Keri Bowers
(autism advocates and filmmakers)

Lansing Mayor Virg Bernero

Distinguished Service Award Past Recipients

2010

The Gallery Cafeteria,
Michigan State University
Nan Simon,
St. John's Kiwanis Club

2009

U.S. Senator Debbie Stabenow
Susan Hull, former Director,
Ingham Co. Dept. of Human Services
Randy Rauch, Director,
Ingham Co. Dept. of Human Services
Maureen Winslow, Administrator,
Ingham County Circuit Court,
Family Division

2008

Care Free Clinic
School of Social Work,
Michigan State University
Justice in Mental Health Organization

2007

Dr. Elizabeth Imeson

2006

Dr. John Eulenberg,
Michigan State University



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