



# LETTER TO THE COMMUNITY

In 2019, Community Mental Health Authority of Clinton, Eaton, and Ingham Counties adopted the "Together we can" tagline reflecting the ongoing collaboration of our dedicated staff, Board of Directors, network of providers, community partners, funders, consumers, and advocates. It is with their passion, inspiration, and support that we strive to fulfill our CMHA-CEI vision of access to a wide range of resources, quality of life, and full community participation for the individuals and families we serve.

In the spirit of "Together we can" the 2019 Annual Report to the Community highlights our collective efforts across Clinton, Eaton, and Ingham Counties over the past year, touching the lives of over 13,000 individuals and families. In partnership, we addressed the need for greater access to crisis stabilization, trauma-informed care, and specialty behavioral health services in our community by becoming a federal Certified Community Behavioral Health Clinic (CCBHC) Expansion Grantee from Substance Abuse Mental Health Services Administration (SAMHSA).

Our focus as a new CCBHC grantee in year one was on meeting certification requirements, hiring, and training additional staff, expanding crisis stabilization, increasing care coordination for those with chronic health conditions, building infrastructure for data collection, expanding our capabilities for insurance billing, launching urgent tele-psychiatry, wellness coaching, and enrolling individuals into CCBHC services. In this report, you will find more information about CCBHC and other initiatives undertaken in 2019, as well as stories of individuals and families we serve who inspire us with their resiliency and determination.

Each year brings unique opportunities, challenges, and change to our organization and 2019 was no exception. As we prepare to meet future challenges, you can be assured that we will continue to eagerly step up each day to deal with the threats, realities, and rewards of doing the work that we do, inspired by those we serve, the progress that has been made, and the work that must yet be done. We will continue to collaborate, innovate, and provide consistent quality care to those we serve, while also contributing our best ideas and effort to support transformation because...

**Together We Can Create Change.** 

**Sara Lurie, Chief Executive Officer** 

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

### 2019

### **Board of Directors**

#### Chair

Jim Rundborg

#### **Vice Chair**

Paul Palmer

#### **Secretary**

Joe Brehler

#### **Board Members**

Dale Copedge Raul Gonzales Dianne Holman

Al Platt Dave Pohl

Kay Pray Kay Randolph-Back

Emily Stivers Maxine Thome

# OUR **Mission**

CMHA-CEI's mission is to fulfill two complementary but distinct roles:

#### Behavioral healthcare provider --

providing, directly and through partnerships, a comprehensive set of person-centered, high quality, and effective behavioral health and developmental disability services to the residents of this community.

# Advocate, catalyst, thought leaders, convener --

fostering the transformation of all aspects of community life, eliminating inequities, and promoting the common good for all, especially for persons with mental health needs.





# 2019 Agency Highlights

### HCBS COMPLIANCE

Compliance for Home and Community Based Services (HCBS) Rules under Medicaid is ongoing and in 2019 we took on the very difficult and taxing redesign of service delivery to meet HCBS requirements, assuring that we have an effective, quality skill-building service with lasting compliance to all Medicaid rules and requirements. Following this difficult challenge, we must now look forward, stabilize, and expand these services while we continue our efforts towards compliance in all services that fall under HCBS.

#### CCBHC GRANTEE

As a federal Certified Community Behavioral Health Clinic (CCBHC) Expansion Grantee we completed year 1 of the 2-year grant. The focus was on hiring and training additional staff to expand mobile crisis, urgent care and care coordination efforts, building infrastructure around collecting required data need for the grant and to show outcomes, expanding our capabilities to bill commercial insurers, launching urgent telepsychiatry, wellness coaching, and enrolling individuals into services.

### **INCREASING SAFETY & WELLNESS**

We continued efforts towards improved Safety, Health, and Wellness for consumers and staff with recent Workplace Violence Prevention Trainings and launch of an automated emergency communication system. Offered health promotion such as walking groups, tobacco cessation information, blood pressure monitoring, and publication of the Health Central Newsletter.

### FOUNDATIONAL TRAUMA TRAINING

We launched foundational training on Trauma for all staff with the screening and discussion of the movie Resilience which covers the health impact of adverse childhood experiences.

### EXPANDING OUTREACH EFFORTS

We continued and expanded our Behavioral Health Promotion and Outreach Efforts into the Community with a strong presence via facilitation or participation in local coalitions, development of a strong social media presence, Together We Can tagline, and the Our Services Brochure, Increasing use of our online screening platform, development of informational videos, Mental Health First Aid Training, and the introduction of Question, Persuade, Refer Training.

### 2019

**Distinguished Service Awards** 

In 2019, CMHA-CEI nominated two civic leaders whose dedication to the community often intersect for the greater good. Linda Vail, Health Officer at Ingham County Health Department and Sheriff Scott Wrigglesworth, Ingham County Sheriff.

Linda has been instrumental in bringing together community stakeholders to address opioid overdoses and overdose deaths. The Ingham County Opioid Prevention Initiative was formed by Linda in 2015 and has increased public awareness and brought the community together to decrease overdose deaths. Linda has continued to stress the importance of addressing the needs of individuals with all Substance Use Disorders within Ingham county, especially those that are incarcerated and at risk of overdose upon release.

Scott has strongly supported the Capitol Area Prescription Drug Task Force, and in August 2017 built secure mobile pill boxes in order to have them available at high school football games.

As Sheriff of Ingham County, Scott and his staff work with CMHA-CEI, the Ingham County Health Department and other agencies to best address the needs of individuals dealing with Substance Use Disorder and other behavioral health issues that are incarcerated. Scott is an active member of Families Against Narcotics and the Ingham Opioid Prevention Initiative. He formed an Overdose Rapid Response Team, bringing together Emergency Medical Services, Road Patrol, and recovery organizations to assist individuals who were seen by paramedics due to overdose.

Scott's dedication can be highlighted in his perseverance in getting the Justice Complex Millage passed in November, 2018. Not only will this millage be used to build a new facility, but Scott ensured everyone involved understood the importance to expand behavioral health services in the jail. The millage language included \$1,000,000 for behavioral health services.

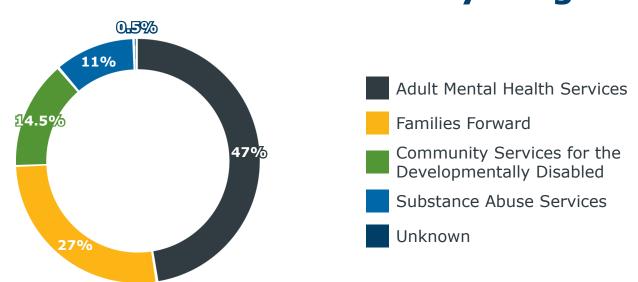




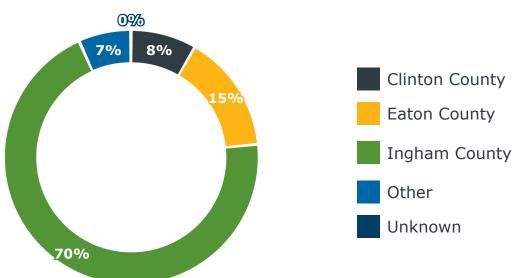
# **MEASURING** Impact

2019 TOTAL NUMBERS SERVED **13,207** 

# 2019 NUMBERS SERVED By Program



# 2019 NUMBERS SERVED By County



# Consumer Advisory Council

# **Empowering Consumer Voice**

The CMHA-CEI Consumer Advisory Council (CAC) provides opportunity for consumer involvement in shaping the CMHA-CEI policies and practices. The CAC is comprised of current and past recipients of services and family members of those who have received services. Members are appointed by the Board of Directors for a term of 2 years. To assure strong linkage to the Board of Directors, the Chairperson of the Program and Planning Committee acts as Board Liaison to the CAC, attending meetings and reporting back to the full Board of Directors.

# Member Spotlight: **Simone Taylor**

Simone Taylor has been receiving services with CMHA-CEI since 2001 and participated in the CSDD-Transitions Central program for sixteen years; she was a "Program Assistant", and enjoyed assisting her peers at the Drop-In Center and helping keep the center clean. She looks forward to starting work training with Peckham, Inc in the Spring.

Simone has been a member of the CAC since 2017. She enjoys being on the council and learning about all the programs and services at CMHA-CEI and throughout the community.

Simone has a passion about learning and teaching others about Black History. Martin Luther King Jr is one of her idols that she personally strives to live by his teachings. Her favorite actor is Carl Weathers, who portrays Apollo Creed in the Rocky series of films, which she has a collection of.

Simone enjoys her free time shopping for clothes and groceries, getting her hair done and reading books. Her favorite quote is, "fulfill your dream and legacy."







# THE ROAD TO CCBHC CERTIFICATION

This year, as a recipient of SAMHSA's Certified Community Behavioral Health Clinic (CCBHC) Expansion Grant, CMHA-CEI completed comprehensive program and systems infrastructure development to help facilitate becoming a CCBHC. These accomplishments included:

- Hiring additional staff
- Establishing Care Pathways for health care integration
- Training staff on CCBHC
- Working with private insurers to increase CMHA-CEI's ability to begin billing third party insurances.
- Recruiting consumers who have received CCBHC services to join the Consumer Advisory Council.
- Establishing Wellness Coaching as a complementary service to Case Management.

- Identifying service gaps and establishing new programs to fill these gaps. Programs include: Telepsychiatry, Medically Assisted Treatment, Crisis Case Management through Urgent Care, and out-patient substance use disorder treatment.
- Working with local hospitals to increase mental health coverage in emergency rooms and increasing referral to CMHA-CEI CCBHC services for target population.
- Working with local courts and police departments to expand mobile crisis interventions in adults and youth.





### **CCBHC**

# **Success Story**

Thomas is a 14-year-old boy who was referred to CMHA-CEI by a community therapist. His parents were told he would end up in residential treatment soon if he didn't get more intensive help, yet insurance would not pay for the intensive treatment he needed. Thomas had a history of violent and aggressive outbursts, as well as suicidal ideation, and self-harm.

During the family's first visit to CMHA-CEI in May of 2019, they were informed of the services available through CCBHC and that the services would be covered by a grant. He was provided with a more intensive intervention, meeting with his therapist three times per week. In addition, the CCBHC therapist took a whole family approach, something the community therapist was unable to do.

An outcome from participation with CCBHC that has had a huge impact on Thomas's life is an accurate medical diagnosis. Prior to coming to CMHA-CEI, Thomas was diagnosed as being bipolar by a medical provider, and he was prescribed lithium. His mother voiced her concerns to the CCBHC therapist, suggesting that Thomas may be autistic instead. The CMHA-CEI team assessed for a clinically appropriate diagnosis, which did not include bipolar disorder. The care team helped the family get the appropriate assessments to diagnose autism as part of the youth's clinical representation along with Intermittent Explosive Disorder. The family, CMHA-CEI care team, and prescribing psychiatrist put together a plan for transitioning him off of Lithium. After several months, the therapy sessions with Thomas were decreased to two per week because he was making good progress. Since CCBHC services have been implemented, Thomas has not been engaging in violent outbursts or self-harm.

Thomas's family is ecstatic with the services they have received through CCBHC and have reported that they finally feel that "we have a good team backing us up and looking out for Thomas." Thomas's mother expressed appreciation that CCBHC services have been able to finally meet the family where they were at and help them move forward.

Names have been changed in this story for anonymity purposes.



# STORIES OF HOP



# SKILL BUILDING PROVIDES NEW OUTLOOK FOR NYOKO

Nyoko fondly recalls his time at Transitions Central as a time he enjoyed. Nyoko attended Transitions Central, a Day Program formerly operated by CMHA-CEI, from 2015-2019. "I made friends and I enjoyed going out with people. I was involved in Volunteers of America Thrift store for the last two years as well as the Habitat for Humanity ReStore."

Since then, he shared that he started Community Based Skill Building through

CMHA-CEI last Spring and his goal was to independently volunteer at the Habitat for Humanity ReStore and hopefully find a job. However, since getting a job, Nyoko no longer has time to volunteer at the ReStore. Nyoko interviewed and was hired into a position with Dean Transportation in November 2019. "It's good; it's the right fit for me. I wash and clean cars and buses." Reflecting on what he likes about his job, he says, "I am happy and grateful to not be sitting at home doing nothing. I love working the late shift. My supervisor and my co-workers are always there if I have a question or a problem to work out. I got my foot in the door and I make that money!"

Nyoko spoke of the supports that he received from his CMHA-CEI Skill Building Technician, "we were like partners in crime. She was there for me, exploring with me, giving me advice, and rules about what to do and not to do to keep a job. She looked out for me. I appreciate her." When asked what he would tell someone facing the challenge of looking for a job, he shared emphatically, "I would say: Don't worry, you got this, use your strength and don't be scared." In looking to the future, Nyoko says that his next goal is to live independently and his dream is to take a cruise on the Detroit Riverboat. "I've never done that and now that I have money I want to."

# PE AND SUCCESS

#### **WELLNESS COACHING WORKS!**

Sue is a woman in her forties who has been a long-term case management client at CMHA-CEI for over ten years. Because of ongoing struggles with weight, she was recently losing her ability to walk. She developed a fear of falling and started using a walker.

Sue's case manager became aware of Wellness Coaching through CCBHC and thought Sue would be a good fit. She was referred in August 2019 and began meeting with a wellness coach. Initially she met weekly (for six weeks) then reduced the visits to biweekly, while also continuing her meetings with her case manager.

While working with her case manager, she began discussing an interest in going to water aerobics class, so she set her goal in Wellness Coaching to work out three times per week – two times in water aerobics classes and once on her own. Within two weeks she stopped using her walker. Participating in water aerobics had helped her regain more control over balance. By the end of three months (ten Wellness Coaching sessions), Sue had lost 35 pounds! During her Wellness Coaching sessions, much of the focus was on how to mitigate the barriers to Sue's achievement of her goal, including access to public transportation, walking in winter weather, and using the stairs.

The CMHA-CEI nurse care manager later ran into Sue at CMHA-CEI and Sue had only positive things to say about her experience with Wellness Coaching. Sue wants to continue participating in Wellness Coaching and if she sets a different goal, she can participate in another series of sessions. Sue has also been connected with the Peer Support Program, but she would still like to continue with Wellness Coaching. She feels the combination of accountability and mitigating anticipated roadblocks was extremely helpful to her.



#### **VETERAN RECEIVES HONOR AND PEACE**

Estranged from his family, a Vietnam Veteran participated in Older Adults Services (OAS division of CMHA-CEI was staying in a nursing facility for physical rehab following an illness. In visits with the CMHA-CEI Veterans Navigator he was candidly transparent about his past experiences and traumas. One particular visit, he shared how he and his squadron were overrun in the jungle and how he witnessed his high school classmates captured and murdered. As a result, he was upset and did not return to Vietnam from RR (Rest and Recuperation in 1972.

Assuming that he was dishonorably discharged, the veteran reported that he worked odd jobs and never actually maintained consistent employment; ultimately impacted his marriage, eventually resulting in divorce and being estranged from his wife and children. The lack of employment and battle fatigue syndrome now known as PTSD sent the veteran down a dark road of substance abuse for years. Unsure of his discharge the Veteran Navigator helped the veteran fill out the required documentation and sent it to the National Archives in St. Louis, MO. About two months later, the veteran navigator received some paperwork from the National Archives. The documents showed that the veteran had two discharge forms that read honorable and general under honorable conditions.

The Veteran Navigator rushed out to share the good news with veteran. Almost immediately the veteran became overcome with emotion, reflecting back on how he could of have had a better life, saved his marriage, bought a house and established a career. The veteran was very appreciative and grateful stating "for years I didn't know and I was scared to find out, because during this time in the U.S. soldiers returning from the War were not always welcomed." With his head in his hands and tears running down his face the veteran said "now I can die in peace, knowing that I served honorably!"

About 2 weeks later the veteran experienced cardiac arrest and passed. The veterans brother who was his next of kin contacted the veteran navigator to aid with coordinating the arrangements with the funeral home, veteran benefits. The funeral service was held at Ft. Custer located in Augusta, MI where the veteran laid to rest, surrounded by his family and honored with a 21-qun salute.









# Expanding Critical Incident Stress Management

This past year the CMHA-CEI Critical Incident Stress Management Team has doubled in size in the past year and now has nearly thirty CISM trained team members. CMHA-CEI has provided CISM services to over 40 people in the past year, serving local city governments, churches, group homes, school districts, hospitals, and has provided stand-by support to numerous CMHA-CEI trauma training events.

One of these CISM interventions helped form a partnership with the City of East Lansing that led to "The Talks," a series of mental health related discussions for the community designed to support and educate the public, answer questions, and link community members with mental health services. The Talks have now been taken into numerous communities as part of Families Forward's regular outreach and prevention efforts.

#### **CISM Accomplishments**

- 30 CISM trained team members
- Over 40 community members served in past 12 months to local communities *Including: cities, churches, group homes, schools, and hospitals*
- On-sight support at multiple ACES training events
- Have helped create community partnerships

# THE IMPACT OF PREVENTION

## Outreach Activities

#### 307 people trained in **Mental Health First Aid Training** (Youth & Adult)

8 Hour Behavioral Health Crisis Training

### **54** people trained in

**Question, Persuade, Refer Training** 1 Hour Suicide Prevention Training

#### **717** people received assistance from **Substance Use Disorder Recovery** Coaches

#### 1,550 people engaged with Statewide/community coalitions, boards, workgroups, task-forces, and councils

#### 966 people presented to within **Local & Statewide community** presentations

Topics include CMHA-CEI services, access, eligibility, prevention & wellness, Stand Against Stigma, and the behavioral health screening platform

#### 6,330 people engaged within **Community Events**

Including health fairs, festivals, statewide rallies, Vendor/Exhibitor presence, CMHA-CEI organized community events

#### 900 people completed an

**Online Behavioral Health Screening** 1,369 people visited the screening platform. 65.74% of people who visit the site completed a screening.

### Community Partners



















































# Stand Against Stigma **Gains Momentum**

It is the mission of the Stand Against Stigma Movement to reduce stigmatizing language, thoughts, and behaviors by promoting positivity, hope, inclusion, and acceptance of behavioral health issues throughout the community.

The Stand Against Stigma Movement does not stand up for just one sub-group of behavioral health. It is the aim of this Movement to end ALL stigma surrounding mental illness and substance use disorders.

In 2019, many local leaders and agencies showed their support for this campaign and it was shared across social media.







# Zoo Event **Draws Large Crowd**

On Saturday, September 14, 2019 CMHA-CEI held it's annual community outreach event at the Zoo! This year's event held unique changes that increased participation and fun!

Over 1,000 people joined CMHA-CEI at the Zoo for fun in the sun, face painting, meet and greets with Wonder Woman and Captain America, a scavenger hunt, Sno-Cones, activities, and more!

This event was sponsored by ABA Insights LLC, Central State Community Services, Inc., and Peckham, Inc.



## **Mobile Crisis**

#### **Adult Mobile Crisis Services**

Adult Mental Health Services - Crisis Services has now expanded and launched "Mobile Crisis Services" for adults. In this we are able to support our community partners by going to assess individuals who are at the Emergency Rooms, medically admitted, located at one of our local shelters, or via assisting our police departments when they believe there is a need for psychiatric support. Services provided include; psychiatric risk assessments, service need identification, case consultation and hospital diversion.

**Hours of operation:** Sunday - Friday 10 am to 10 pm and Saturdays 10 am to 6 pm **Direct Phone:** 517-346-9559 **Crisis Line:** 517-346-8460.

#### **Children's Mobile Crisis Services**

Families Forward has implemented and continues to grow its Intensive Crisis Stabilization Service (ICSS). ICSS is a comprehensive community based service. The team consists of Parent Supports and Mental Health Therapists. The array of services include Mobile Crisis Service, Urgent Care Services, Crisis Walk-in Services and Parent Peer Supports. The teams are trained in crisis intervention and assessment of youth based mental health concerns. The team provides development of crisis and safety plans to address risk and behavioral issues that are driven by mental health and/substance abuse concerns.

**Hours of operation:** Monday - Friday 10 am to 10 pm

# **Jail Services Expansion**

On August 7, 2018, the electorate of Ingham County approved the Justice Millage, which will provide for a new Justice Complex. The millage language authorized funding for "programming for treatment of Substance addictions, treatment of mental health and reduction of re-incarceration among arrested persons."

CMHA-CEI Substance Abuse Services employees were involved in a workgroup consisting of several county organizations to explore human services needs that part of the millage would be utilized for. CMHA-CEI Corrections Assessment & Treatment Services (CATS) program will receive \$452,650 which will fund five new positions.

Since March 2019, the program has enrolled over 75 individuals, who in pasts years would not have been able to have access to ongoing therapy.

The Justice Behavioral Millage also allowed for the hire of a Nurse Case Manager who works directly in partnership with the ICHD/Jail Medical to reduce duplication of effort and to create a more successful transition process for all interested clients exiting the jail. The Nurse Case Manager is an integral partner in the current initiative to have a Medication Assisted Treatment program within the Ingham County Jail.



# Diversity Advisory Council Hosts **Lunch and Learn Series**

The Diversity Advisory Council of Community Mental Health Authority of Clinton, Eaton and Ingham Counties has committed to providing 'Lunch & Learn' events each year to enhance cultural awareness and understanding within the organization.

#### **2019 Featured Topics**

- 'Veteran PTSD in the Workplace & Strategies to Assist' presented by Mike Poyma of INVESTVets, who reaffirmed his commitment to improving outcomes for military service members, veterans and their families by identifying stigma in the workplace for veterans with post-traumatic stress disorder.
- 'Global to Local Refugee Crisis' presented by Erika Brown Binion, CEO of the Refugee
  Development Center, she provided a brief overview of the world refugee crisis and
  described the refugee journey to Lansing, MI where newcomer populations are served.
- 'Human Trafficking' presented by Dr. Jeremy Norwood, who defined human trafficking, the key elements in any case of trafficking, the scope (globally, nationally, locally), and commonly held misconceptions about trafficking victims.

Lunch and Learns have become a popular employee event and provide a forum to promote the strategic vision of the Diversity Advisory Council, embodying educational opportunities on various cultural issues that may impact our employees, consumers and community. We are committed to enhancing Diversity and Inclusion, and seek to expand our diverse workforce, along a number of dimensions to include race, color, religion/creed, national origin, sex, age, disability, veteran status, genetic information, citizenship, sexual orientation, culture, perspective, education and experiences.

# Cannect

With a vision to provide a better operating environment for our employees, allowing more time to be focused on core business functions, clinical activities, and serving our community the Finance and Human Resources Departments have taken steps toward aligning business processes with industry best practices.

The departments will be implementing Oracle Fusion Cloud applications for Human Capital Management, Enterprise Resource Planning, and Enterprise Performance Management. Metaformers Inc. was chosen as the systems implementer and business transformation partner. Metaformers was chosen as they offer unique capabilities in applying Oracle-delivered best-practice solutions to public sector organizations.

It was equally important to not only have the right business partner, we also wanted our new solution to have an identity; something that created a personal connection to our staff. The name chosen was **Connect.** 

#### Some of our key goals of the program include:

- Replacement of aging legacy systems
- Adoption of best practice based business processes
- Automation of workflows
- Engagement and visibility for stakeholders of business processes
- A secure system of record

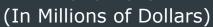
This is a two-year project and the HR and Payroll/Benefits phase of work will occur during 2020 and implementation will take place in January 2021.

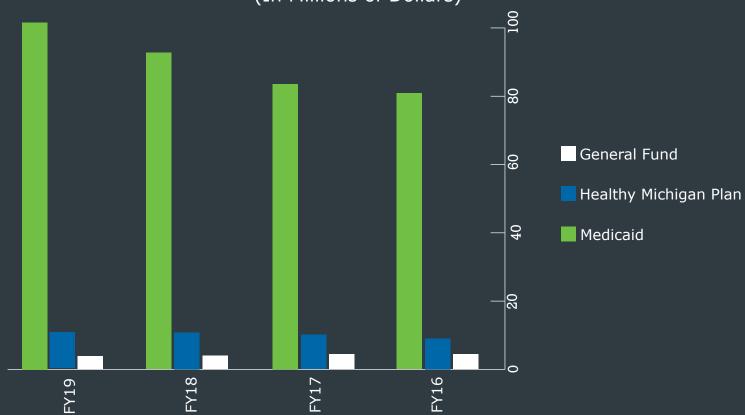
### **Customer Satisfaction**

CMHA-CEI responded promptly to my request for services	91%
CMHA-CEI staff are courteous and respectful	96%
CMHA-CEI staff helps me to get the right type of services for my problem	91%
In general, I am satisfied with the services provided by CMHA-CEI	91%
CMHA-CEI staff understand my needs and situation	90%
CMHA-CEI staff have the knowledge and skills to serve me well	93%
If a friend or family member were in need of similar services, I would recommend my CMHA-CEI program to him or her.	89%
The services I receive help me to function better in my life	91%
If I were to seek help again, I would come back to the same program	91%
CMHA-CEI staff follows my person centered plan (PCP) or family centered plan	92%
CMHA-CEI helped me identify natural supports	88%

### **CMHA-CEI FUNDING SOURCE TRENDS**

2016-2019





GENERAL I OND EXPENSES	DOLLARS	FERCEIVI
Adults w/ Mental Illness Children w/ Emotional Disturbance Adults w/ Developmental Disabilities Children w/ Developmental Disabilities Substance Abuse Board Administration Community Benefit Supportive Housing Local Match TOTAL EXPENSE	\$13,688,700 \$55,679,085 \$2,701393 \$2,990,626 \$13,634,842 \$728,988 \$- \$ 846,699	33.33% 10.11% 41.12% 2.00% 2.21% 10.07% 0.5% - 0.63%
GENERAL FUND REVENUES*	DOLLARS	PERCENT
Federal Funds	\$2.780.310	2.03%
State of MichiganLocal	\$4,969,392 \$4,686,348 \$6,532,269 \$114,634,640 \$1,867,281 \$715,367 \$531,340 \$102,923	3.63% 3.42% 4.77% 83.11% 1.36% 0.52% 0.39% 0.08% 0.02%

TOTAL REVENUE ...... \$136,844,188



Together we can.

www.ceicmh.org

facebook.com/ceicmh

812 E Jolly Rd, Lansing, MI 48910

**Non-Crisis:** 517-887-8318

Mental Health Crisis: 517-346-8460