



COMMUNITY NETWORK SERVICES
www.cnsmi.org

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Farmington Hills, MI 48331
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Waterford
279 Summit Drive
Waterford, MI 48328
800-273-0258

CONSUMER-RUN DROP-IN CENTERS

Comfort Zone
39575 West Ten Mile Road, Suite 204
Novi, MI 48375
248-427-9762

F.A.I.R.
484 Auburn Road
Pontiac, MI 48322
248-334-6667

CLUBHOUSES

Our House Club House
2045 West Maple Road, D405
Walled Lake, MI 48390
248-668-0922

Visions Club House
38 East Montcalm
Pontiac, MI 48342
248-335-8710

COMMUNITY EDUCATION PROGRAM

CNS Anti-Stigma Program
www.cnsantistigma.org
248-409-4227

"Like" us on Facebook: <http://on.fb.me/MIYKqY>
"Follow" us on Twitter @CNSAntiStigma



The future holds
great promise.



2011 Annual Report



WHO WE ARE

Community Network Services (CNS) is a private, non-profit human services agency that provides comprehensive behavioral health services. Established in 2002, CNS is committed to providing essential mental health services and supports that: (a) meet the needs of persons served; (b) help individuals improve the quality of their lives; (c) promote each individual's recovery; and (d) enhance each person's inclusion and participation in their community.

CNS is accredited by the Commission on Accreditation for Rehabilitation Facilities (CARF). This certification signifies our standing as an organization whose services conform to nationally and internationally recognized service standards.

OUR MISSION

Community Network Services is a mental health care provider that identifies, supports, and promotes opportunities for eligible persons in Oakland County with mental illness, including substance use. Our services include assessment, case management, psychiatry, therapy and recovery services.



PRESIDENT'S MESSAGE

Community Network Services, Inc. started from humble beginnings 10 years ago. A small group of entrepreneurs had a vision to provide service to some of our most vulnerable citizens, and to do that in a more effective way than had ever been done before. This group laid the foundation for our present-day company of case managers, therapists, physicians, nurses, peers and support staff -- 250 staff in all -- organized for a single purpose, to provide top quality services to people in need. I am humbled and honored to take over the reins of such a wonderful organization. I thoroughly appreciate all of the hard work and sacrifices made creating a

highly-regarded organization that last year served more than 4,000 adults with mental illness in Oakland County.

The future of Community Network Services holds both great promise and great challenge. The implementation of the Affordable Care Act will bring many new opportunities for expansion and new business ventures. The impending healthcare changes will require just about every entity associated with the provision of medical services to modify its operations. CNS is no different. In the next iteration of health care, CNS will add primary medical care to our existing operations. It is our belief that under the new terms of the healthcare reform law, there will be over 40,000,000 additional customers nationwide looking for providers of medical services. This represents a tremendous opportunity for organizations to expand their operations and capture a brand new segment of an expanded healthcare market.

I firmly believe that Community Network Services has a great story to tell and quality services to offer. With your help, we can continue to build something truly special that will serve as the gold standard for the delivery of recovery-focused healthcare.

Michael Garrett, President
Community Network Services

LEADERSHIP TEAM

- Michael Garrett
President
- Brad Ewing, MA
Vice President of Business Development
- Marti Hurford, PhD
Vice President of Corporate Compliance
- Janaki Kasi, MA, LLP, MBA
Vice President of Programs
- Angela Rainge
Interim Vice President of Finance
- Corina Lazar, MD
Medical Director
- Marion Dockery
Director of Community Living Support
- Kim Watkins, MS
Director of Human Resources
- Andre Burnett
Facilities Manager

- Valerie Gibson, RHIT
Manager, Health Information Services and Chief Privacy Officer
- Sharon Jamal, MSW, LMSW
Manager, Programs
- Mary E. Madigan
Manager, Development and Community Relations
- Tai Nguyen, MBA
Manager, Information Technology
- Joyce Rademacher
Interim Manager, Finance
- Hardish Verma, LMSW, ACSW
Manager, Practice and Utilization Management
- Frances Yokley, LMSW, CAADC
Manager, Programs
- Debra Robertson, CCAM
Executive Assistant to the President and Recipient Rights Liaison

BOARD OF GOVERNANCE

Members

- Lauren Hicks Barton, MD
- Susan F. Cuevas
- Harold Nevils
- H. Bill Maxey
- Sharon M. Craig
- Rev. John E. Smith
- Michael Sosin
- Mary Alfonso
- Sarah Spicer

Executive Committee

- Evelyn Reinke, Chair
- Artie Davenport, Co-Chair
- Benjamin Anderson, Treasurer
- Mark Foss, Secretary
- Linda Koch, Member at Large





OUR APPROACH

Community Network Services, Inc. (CNS) supports adults with mental illness by helping them build upon their strengths and plan for their future. Working with the people we serve, we assist in finding paths to well-being and independence. By fostering empowerment, we enable mental health consumers to maintain their dignity. We do this through these primary services:

- Psychosocial Assessment
- Assertive Community Treatment
- Case Management
- Therapy
- Psychiatry
- Recovery Supports
- Integrated Dual Disorder Treatment for Mental Illness & Substance Use

We provide services in a holistic manner, helping persons with mental illness improve their physical health, join the workforce, develop financial and organizational skills, and improve socialization through:

- Nursing Services
- Supported Employment
- Clubhouses
- Drop-In Centers
- Community Living Support
- Young Adult Program
- Family Psycho-Education
- Individual and Group Therapy
- Moral Reconciliation Therapy
- Dialectical Behavioral Therapy
- Michigan Prisoner Re-Entry Initiative

We offer an unusually comprehensive variety of group-based therapy and support options including Personal Action Toward Health (PATH); Smoking Cessation; Wellness Recovery Action Plan (WRAP); Women in Recovery Survivors of Trauma; Family Education and Support Group; Walking Group; Art Group; Journey to Wellness: Life Skills Group; Anxiety Group; Anger Management Group; and many others. Several hundred CNS consumers participate in groups each month.

CNS is a leader in efforts to provide peer support to mental health consumers. Peer Support Specialists are mental health consumers themselves who have made especially significant progress in their recovery and are able to assist others in making similar strides. CNS employs 28 peers in all our programs, including Recovery Supports Programs and support groups. We are proud of the particularly effective contribution to recovery made by our Peer Support Specialists.

COMMUNITY EDUCATION

The CNS Community Education program provides an array of behavioral health topics to a broad cross section of the community including hospitals, high schools and colleges, faith communities, human service agencies, and civic organizations. Primary among our offerings is Mental Health First Aid, a 12-hour, internationally recognized program designed to teach people how to help someone experiencing a mental health crisis. We also offer a course called Mental Health 101 that provides a brief introduction to mental health for those seeking to understand the causes, symptoms and treatment of mental illness.

CNS launched the Anti-Stigma Program in 2005 to address the stigma that is often unfairly attached to persons with mental illness. Our Anti-Stigma program has made over 400 presentations and reached over 25,000 people statewide, nationally and internationally with our message of hope and recovery. We have won several awards for our anti-stigma work including, most recently, an Honorable Mention for Excellence in Consumer Advocacy from the National Council for Community Behavioral Healthcare.

CNS believes that community education about mental health challenges helps to facilitate integration of people living with mental health and substance use issues into our communities. Awareness of mental health issues and sensitivity training is built through many formats including public forums, social media, newsletters, advocacy, and testimony to legislative committees.

FINANCIAL SNAPSHOT



REVENUES		EXPENSES	
\$31,688,786	98.87%	\$16,766,804	52.21%
	OCCMHA Contract		Case Management
197,660	0.62%	463,221	1.44%
	1st & 3rd Party		Consumer Supports
165,606	0.52%	1,712,211	5.33%
	Other		Clubhouses and Drop-Ins
Total Revenues		10,576,784	32.93%
\$32,052,052			Residential Supports
		152,287	0.47%
		197,883	0.62%
			Depreciation
		2,246,751	7.00%
			Administration
		Total Expenses	
		\$32,115,941	

KNOWING THE PEOPLE WE SERVE

RACE

White/Caucasian	65.42%
Black/African American	27.97%
Hispanic-Latino	2.77%
Arab American	0.86%
Native American/Alaskan	0.64%
Asian	0.75%
Native Hawaiian/Pacific Islander	0.03%

AGE

Age Group: 18-40	34.85%
Age Group: 41-65	61.18%
Age Group: 66-85	3.97%

EDUCATION

High School/GED	41.56%
Attending Undergrad	23.36%
High School	22.6%
College Graduate	9.05%
In School K-11	1.26%

LIVING ARRANGEMENT

Private Residence with Family	44.64%
Private Residence Alone	36.97%
General Residential	4.35%
Specialized Residential	3.6%
Homeless	2.82%
Supported Independence	2.34%
Institutional Setting	0.99%
Transitional Housing	0.64%
Foster Family Home	0.4%
Prison/Jail	0.4%
Nursing Care Facility	0.3%

EMPLOYMENT

Not In Work Force	48.72%
Unemployed	33.34%
Part Time	8.51%
Full Time	3.84%
Sheltered Workshop	1.15%
Self-Employed	0.64%
In Facility-Based Activity Program	0.54%
In Unpaid Work	0.38%

PROGRAM CENSUS

Case Management	68.32%
Recovery Supports Programs	19.98%
Assertive Community Treatment	5.96%
CNS - Hospital Liaison	0.99%
Young Adult Program Case Management	0.89%
Clubhouse	0.08%
Michigan Prisoner Re-Entry Initiative	0.05%
Common Ground	0.03%

DIAGNOSES

Mood Disorders	37.27%
Substance Related Disorders	28.12%
Psychotic Disorders	17.0%
Anxiety Disorders	10.72%
Developmental Disorders	2.22%
Personality Disorders	1.74%
Dementia	0.66%



CONSUMER SATISFACTION SURVEY

Each year, the Oakland County Community Mental Health Authority (OCCMHA) conducts a satisfaction survey for the Michigan Department of Community Health (MDCH). The MDCH survey is targeted toward consumers served by the Assertive Community Treatment (ACT) program, an evidence-based program serving people with the highest level of need. Data shown below were collected from 117 ACT consumers in a two week period of September 2011.



DOMAIN	DESCRIPTIVE STATEMENTS	SCORE
ACCESS - Entry into mental health services is timely and convenient.	<ul style="list-style-type: none"> The location of the services was convenient. I was able to get all the services I thought I needed. 	93%
PARTICIPATION IN TREATMENT PLANNING - The extent to which the consumer felt involved in their treatment.	<ul style="list-style-type: none"> I felt comfortable asking questions about my services and medications. I, not staff, decided my treatment goals. 	96%
QUALITY & APPROPRIATENESS - Each person is treated as an individual, with a plan that addresses strengths as well as goals and assures the individual's involvement.	<ul style="list-style-type: none"> Staff here believe I can grow, change, and recover. Staff helped me obtain the information I needed so that I could take charge of managing my illness. 	94%
OUTCOMES - The extent to which mental health treatment had a positive effect on well-being, relationships, life circumstances, and potential recovery.	<ul style="list-style-type: none"> I deal more effectively with my problems. I do better in social situations. My symptoms are not bothering me as much. 	83%
GENERAL SATISFACTION - The extent to which an individual assesses their experiences with the provider to be positive.	<ul style="list-style-type: none"> I like the services I receive here. If I had other choices, I would still get services from this agency. 	96%
SOCIAL CONNECTEDNESS - The extent to which an individual experiences a connection with their community.	<ul style="list-style-type: none"> I am happy with the friendships I have. I feel I belong in my community. 	87%
FUNCTIONING - The extent to which a consumer experiences improved performance.	<ul style="list-style-type: none"> I do things that are more meaningful to me. I am better able to take care of my needs. 	92%

CONSUMER TESTIMONIALS



CANDICE DEAN

After suffering most of her life from depression, Candice came to CNS one year ago after a difficult period that included job loss and the threat of eviction. With the help of her case manager, Candice was connected to resources "with amazing speed" and after briefly living in transitional housing, Candice recently signed a lease on her own apartment. Candice reflected that "It's terrible to be that sad. I would have committed suicide without CNS services... my case manager showed me I could get some help, I could get through this".



KEYONTE MOORE

Keyonte is challenged with mental illness and developmental disabilities. He has lived in many specialized housing situations, including state hospitals and group homes. Working with his CNS case manager for the past year and a half, Keyonte has succeeded in finding a group home where he feels safe and secure while holding a full-time job at New Horizons. These days,

he enjoys a wide variety of social activities ranging from playing basketball to playing cards with friends in his group home. "My case manager helped me become calmer, take my medication regularly, and solve problems," Keyonte shared. He added, "I also like talking to my doctor, he's a really cool guy". New Horizons recently honored Keyonte with an award for his excellent work ethic.

MICHAEL SIMPSON

The path that Michael has taken in life has included many seemingly intractable difficulties. Which makes the story of his recovery particularly remarkable. Says Michael, "I've been coming to CNS for the majority of my life. At the beginning, I lived in a Room & Board which was not good because the other people there drank and did drugs. I chose the right path. My case manager reminds me of my appointments and tells me about opportunities to demonstrate my talent. I used to be down in the dumps, in and out of hospitals. My case manager keeps me on an even keel, to not become manic". For the past six years, Michael has thrived in his own apartment with staff assistance he chose. He enjoys taking care of his cat, has furthered his talent for auto mechanics, and has created his own DJ business.



CINDY KOVACIK

Cindy first experienced symptoms of mental illness as a teenager. As she puts it, "I've been sick for 30 years, in and out of hospitals". That is why today she rejoices at the progress she has made - "it's like heaven and hell, I couldn't have done it without CNS". Cindy has made dramatic strides in her recovery, advancing from the ACT program - our highest level of services - to the RSP program for consumers needing minimal support.

Cindy praises the case managers and doctors she has worked with over the years, crediting them with helping her achieve many things and ridding her life of negative influences. Cindy commented on a case manager she worked with the longest, "she was an angel to me, believed in me, performed miracles, really".

KEN KNOWLES

Most week days, Ken Knowles can be found at Our House Clubhouse in Walled Lake where he enjoys relationships with other members, social activities and skills-building programs. Mr. Knowles faithfully attends employment group meetings where he learned about Transitional Employment opportunities such as the janitorial jobs he held at CVS and Bank of America. He continues to use those skills for the maintenance benefit of the clubhouse. Mr. Knowles was a social work student at Eastern Michigan University when mental illness interrupted his life at age 19. Mr. Knowles stated, "When you have onset of a mental illness, you lose that part of your life". At Our House Clubhouse, Mr. Knowles thrives on structure, friendships, and education.



SHERALYN ABRAMS

Sheralyn has struggled with major depression her whole life. "Every morning's a new experience", she says. Three years ago, she was in a desperate situation, "I was in a terrible state, I couldn't get my thoughts together, I was deeply anxious and considered suicide". With vital support from her doctor and her case manager, she was able to weather that storm. Looking back, she considers the role CNS played to be life-saving. Sheralyn attests to the strength she derives from her case manager who she regards as a great listener, "People don't want to deal with you when you're depressed. My case manager pays attention to my situation and offers not just one but several solutions". Beyond that, Sheralyn values Art Groups on Thursdays, which she has been attending for two years, as a great place to make friends and create art she can share with others.