



PISTONS

# Passionate Service...that's CNS

2015 ANNUAL REPORT






## About CNS

Community Network Services, Inc. (CNS) is a private, non-profit organization that provides comprehensive behavioral health services in Michigan. CNS' dedicated team of fully-licensed psychiatrists, therapists, nurses, case managers and support staff serve customers' needs on their journey to wellness. CNS provides passionate services to its customers, which focus on quality care and reach well beyond psychiatric or psychotherapeutic interventions.

Caring for the body and mind is the objective of integrated care. A customer's integrated care includes primary care providers and behavioral health professionals working in one setting, delivering services, as needed. Aligned with federal and state health care initiatives, Community Network Services and its partners are at the forefront of providing treatment centered on the customer's needs and achieving the best outcomes for individual care.

Community Network Services has the highest level of accreditation and certification in mental health services through the Commission on Accreditation for Rehabilitation Facilities (CARF). CNS' CARF certification is a qualified endorsement that CNS' services conform to nationally and internationally recognized service standards.



## From the President



Traditionally, annual reports reflect on an organization's accomplishments – the journey it has taken as well as its plans to ensure a brighter future. Categorically, this information is vital. At Community Network Services, equally as important is recognizing the exemplary efforts, dedication and compassion of CNS' staff.

In 2015, Community Network Services experienced transformation and growth. Numerous factors contributed to this progression, most notably the evolving health care landscape. Regardless of the dynamics, employees were a fundamental component for CNS' customers.

When, customers take the time to craft a letter about the outstanding services rendered by CNS' staff, I know what they have written is sincere and important. Following are excerpts from consumers' letters praising CNS' employees.

CNS treated a successful, self-employed attorney who had a major mental health episode, which ended the lawyer's practice. "My treatment at CNS, specifically with my case manager, provided me deep insight and counseling. My case manager gave me an understanding of the causes of my illness; instilled a sense of purpose; and taught me coping skills to use in my ongoing recovery. Without, my case manager's guidance and support, I believe my physical and mental health would have deteriorated, beyond help. My mental health recovery has been significant. I can now be safely recommended as an attorney, and resume practicing law."

Free transportation to appointments is a service valued by many CNS customers. A consumer wrote how much this service is appreciated, and indicated all CNS drivers are good, but one stands out. "The driver is kind with everybody; and treats the elderly, slow movers and people with walking issues with gentleness and kindness. We confide in the driver who listens and understands. This driver may be our one and only contact that day. The driver helps us to feel human, treats us with dignity and respect."

Yes, I am publicly thanking the CNS team for its expertise, benevolence and concern. Some of my proudest moments are reviewing consumers' letters, which detail how CNS contributed to and saved lives, marriages, careers and/or relationships. Invariably, every testimony is based on the fact a CNS employee went the extra mile and delivered **passionate service!**

Sincerely,

A handwritten signature in black ink that reads "Michael K. Garrett". The signature is written in a cursive, flowing style.

Michael K. Garrett  
President & CEO

## CNS Honors Consumers

Annually, May is recognized nationally as Mental Health Month. In commemoration of Mental Health Month, CNS hosts an award ceremony for its consumers to celebrate their recovery efforts.

Consumers are nominated by CNS staff, and honored with the following awards:

- Essential Piece of Recovery
- Pinnacle of Success Making a Difference (for a family member or natural support)
- Setting a High Standard
- Stigma Buster

The 2015 luncheon was held at Glen Oaks Country Club in Farmington Hills. Approximately, 100 consumers, their friends, family, and CNS staff were in attendance.

A CNS consumer made remarks during the celebration. Then, everyone enjoyed a wonderful lunch, followed by dessert and the awards presentation.



# CNS Fights the Flu

On September 28 and 29, 2015, Community Network Services held its first annual Flu Vaccination Clinics in conjunction with Advance Care, the Visiting Nurses Association (VNA) and Oakland Integrated Health Network (OIHN). The Center for Disease Control and Prevention (CDC) recommends everyone over six months old receive a flu vaccine, annually.

Some interesting facts about the flu from the CDC include:

- The flu vaccine uses a dead virus; you cannot contract the flu from it
- Thousands die from the flu every year in America
- Most people have no reaction to the flu shot

“Previously, the flu has hit CNS’ staff and consumers hard,” said Dr. Michele Reid, CNS Chief Medical Officer. “We are glad to do our part to keep people healthy in our corner of Oakland County.”

The clinic was open to the community, and offered free or reduced price vaccines to those without medical insurance. The clinic team, volunteers and visiting nurses vaccinated 138 people. Participants who were vaccinated included people from local group homes, clubhouse members, CNS consumers, employees and family members.



## CNS Cares About Families

Community Network Services hosted one-day of supportive workshops for students, parents and guardians of the School District of the City of Pontiac, and other families living in Pontiac on Saturday, January 31, 2015. The event was held at The Salvation Army in Pontiac, Michigan.

The theme of “NEW DAY, NEW LIFE, AND NEW HOPE” exemplified CNS’ goals of engaging, educating, encouraging and empowering families. “At CNS, we believe the barriers to education reach well beyond the classroom, and have a significant impact on student’s readiness and ability to perform. So, CNS supported families in Pontiac by providing one-day of parental involvement, student achievement, mental and physical health care as well as social supportive workshops and activities,” said CEO Michael Garrett.

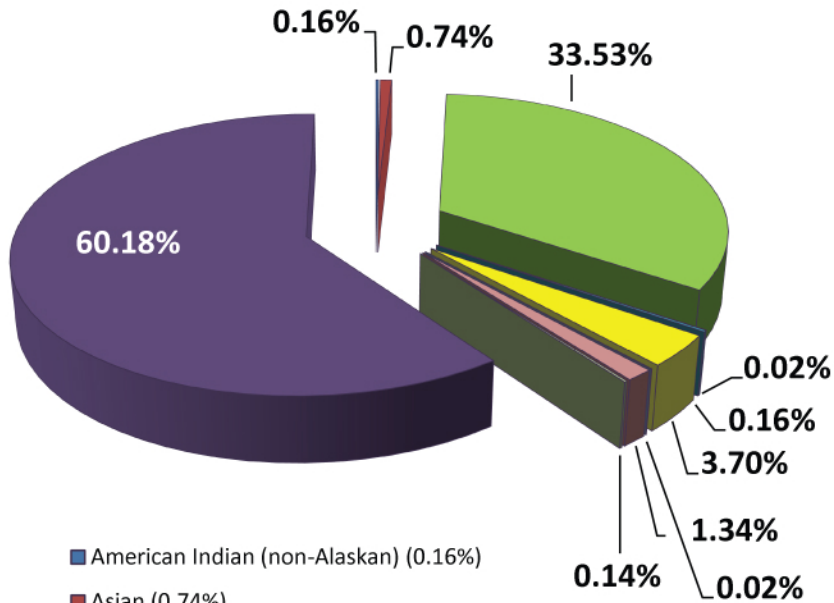
Thought-provoking workshops and discussions engaged parents and guardians. While, kindergarten through 12<sup>th</sup> grade students were occupied with grade appropriate interactive activities.

Other highlights of the day included presentations by national award-winning Christian Hip-hop Artist, Motivational Speaker and Wellness Coach Ituha Cloud. As well as performances by the athletic, enthusiastic and high-flying Detroit Pistons Flight Crew Dunk Team.



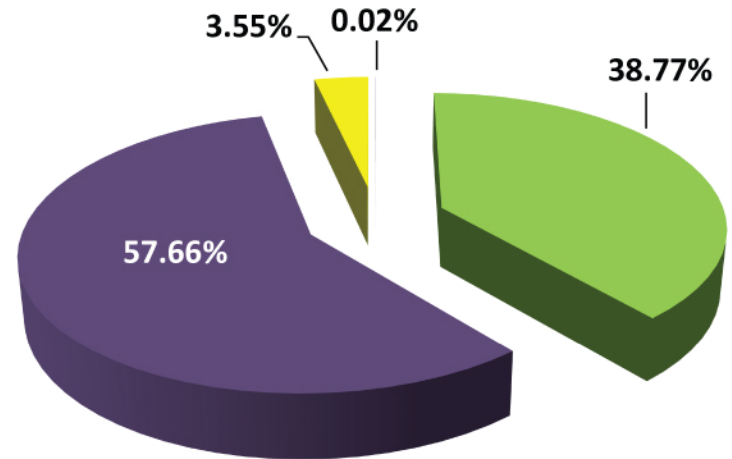
# People CNS Serves

## Race



- American Indian (non-Alaskan) (0.16%)
- Asian (0.74%)
- Black or African American (33.53%)
- Hispanic - Mexican (0.02%)
- Hispanic - Puerto Rican (0.16%)
- Hispanic - Origin not specified (3.7%)
- Native Hawaiian or other Pacific (0.02%)
- Other race (1.34%)
- Refused to Provide (0.14%)
- White (60.18%)

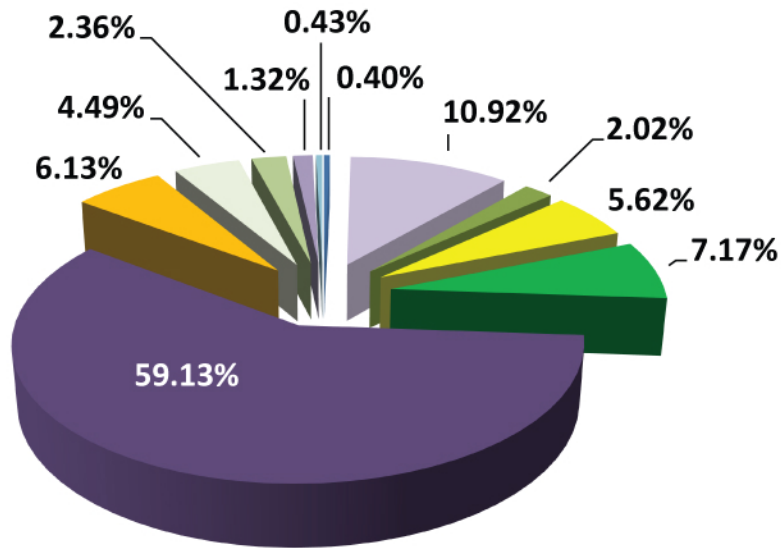
## Age Group



- Age Group: 18-40 (38.77%)
- Age Group: 41-65 (57.66%)
- Age Group: 66-85 (3.55%)
- Age Group: 86+ (0.02%)

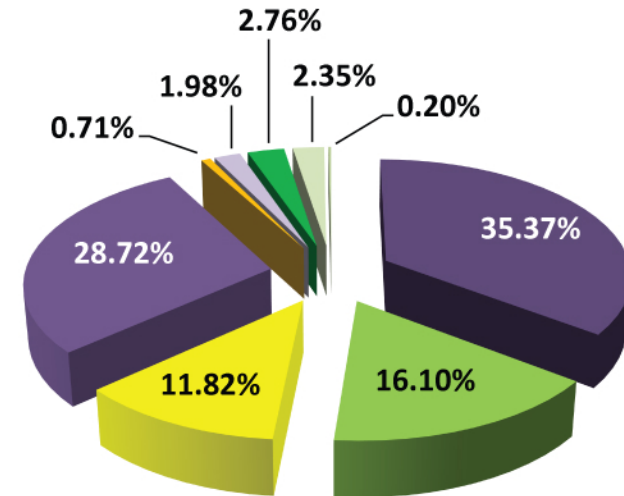
This report provides demographic data about the people served at Community Network Services. The data used was for FY15 (From 10/01/2014 to 9/30/2015). The key measures included race, age, education and diagnoses.

## Education Level



- Graduate or professional school (0.4%)
- 4 Years of College/Bachelor's (10.92%)
- 3 Years of College/University (2.02%)
- 2 Years of College/Associate Deg (5.62%)
- 1 Year of College/University (7.17%)
- Grade 12 or GED (59.13%)
- Grade 11 (6.13%)
- Grade 10 (4.49%)
- Grade 9 (2.36%)
- Grade 8 (1.32%)
- Grade 7 (0.43%)

## Diagnoses



- Mood Disorders (35.37%)
- Psychotic Disorders (16.1%)
- Anxiety Disorders (11.82%)
- Substance Related Disorders (28.72%)
- Demantia (0.71%)
- Personality Disorders (1.98%)
- Development Disorder (2.76%)
- Other (2.35%)
- Unknown/Deferred (0.2%)



## Happy Thanksgiving... Courtesy of CNS

Annually, Community Network Services hosts its complimentary Turkey Giveaway. CNS' compassionate employees willingly brave Michigan's cold, snowy winters on the Saturday before Thanksgiving to serve as volunteers, distributing turkeys.

For the third consecutive year, on Saturday, November 21, 2015, CNS kicked off the holiday season by giving away turkeys to families, in need, in the city of Pontiac. In 2015, CNS teamed up with the city of Pontiac, Pontiac City Council Members and the Oakland County Sheriff's Office to distribute the free turkeys, which ensured more than 400 pre-selected Pontiac families celebrated Thanksgiving Day.

CNS CEO Michael Garrett said, "During Thanksgiving, the CNS team wants to make sure families who have been struggling all year share a traditional Thanksgiving meal with their loved ones and have a Happy Thanksgiving!"

Since the inception of CNS' turkey giveaway, more than 1,200 families have received Thanksgiving turkeys, courtesy of CNS. The Annual Turkey Giveaway is just another example of the social support services CNS provides to consumers, and the citizens of the city of Pontiac.





## CNS...Committed to Eliminating Stigma

On Tuesday, August 4, 2015, Community Network Services in partnership with Northeast Guidance Center hosted an “Advocating for Anti-Stigma” VIP Reception for the National Medical Association’s (NMA) Annual Convention and Scientific Assembly in Detroit, Michigan. The reception was held at the Detroit Marriott Hotel at the Renaissance Center, and featured a keynote address by former National Football League (NFL) player, Dwight Hollier.

NMA President Lawrence Sanders, Jr., MD gave the welcome address. CNS’ Anti-Stigma team provided personal testimonies, depicting their stories through poetry, music and the spoken word. The team delivered the message that hope and recovery are possible.

Dwight Hollier, who currently serves as the NFL’s Vice President of Clinical Services and Wellness, spoke on the importance of eliminating prejudices, and the stigma attached to people with mental disorders. He also discussed his experience with depression and seeking help. Hollier has made it his mission to raise awareness about mental disorders, and to provide resources for NFL players, from their rookie year through retirement, coping with adversities.





## CNS Sponsors Meijer Shopping Spree

Consumers are empowered through CNS' services to live better lives in their communities. CNS provides passionate services to its consumers, which was demonstrated when, CNS case managers took consumers on a shopping spree.

CNS maintains that clean apparel and fashionable clothing can contribute to increasing one's self-image and self-esteem. Therefore, CNS provided 200 consumers an opportunity to shop for clothing or shoes at Meijer, in September 2015. Consumers living in residential facilities on fixed incomes and low allowances for personal care items were nominated by their case managers to participate in the shopping spree. Participants choose their own items, and were encouraged to purchase outfits appropriate for job interviews.

One consumer reflected on the shopping spree, saying, "This has been an awesome day for me. I got some basics such as underwear and socks, and a couple frills – really, nice skirts and a blouse for work. I am so appreciative – thank you, CNS!"



## MHFA Creates Healthier Communities

Mental Health First Aid (MHFA) is a national, evidence-based curriculum that teaches participants a five-step action plan, which can be used to help people experiencing symptoms of a mental illness or undergoing a mental health crisis. MHFA has been endorsed by President Obama as the single best way to equip communities with the information and tools necessary to assist those in need.

Community Network Services has a long-standing commitment of providing education in the communities it serves. In 2015, that commitment extended to offering free Mental Health First Aid courses to faith leaders, law enforcement, college and university staff and students, those in the medical field, and other members of the community.

Participants attended eight-hour sessions at CNS, and actively engaged in training to learn about mental illness, how to recognize when someone needs help, and how to provide the help needed. A three-year certification in MHFA from the National Council for Behavioral Health is presented to participants who complete the course.



# Quality Management

Quality Management (QM) at CNS is an integrative process of continuous assessment and monitoring that strives to improve care and service provided to CNS consumers. Activities are monitored, according to a variety of quality indicators as outlined in the Annual QM plan, Oakland County Community Mental Health (OCCMHA), Commission on Accreditation of Rehabilitation Facilities (CARF), and Michigan Department of Health and Human Services (MDHHS). These indicators assess the direct care programs delivered by CNS. Based on quality indicator measurements and continuous evaluations of the program components, opportunities for improvement are identified. These opportunities enhance quality of care and service provided to CNS consumers by maintaining relevant accessibility to services, improving efficiency and effectiveness and achieving the highest level of customer satisfaction possible.

## MDCH Performance Indicators

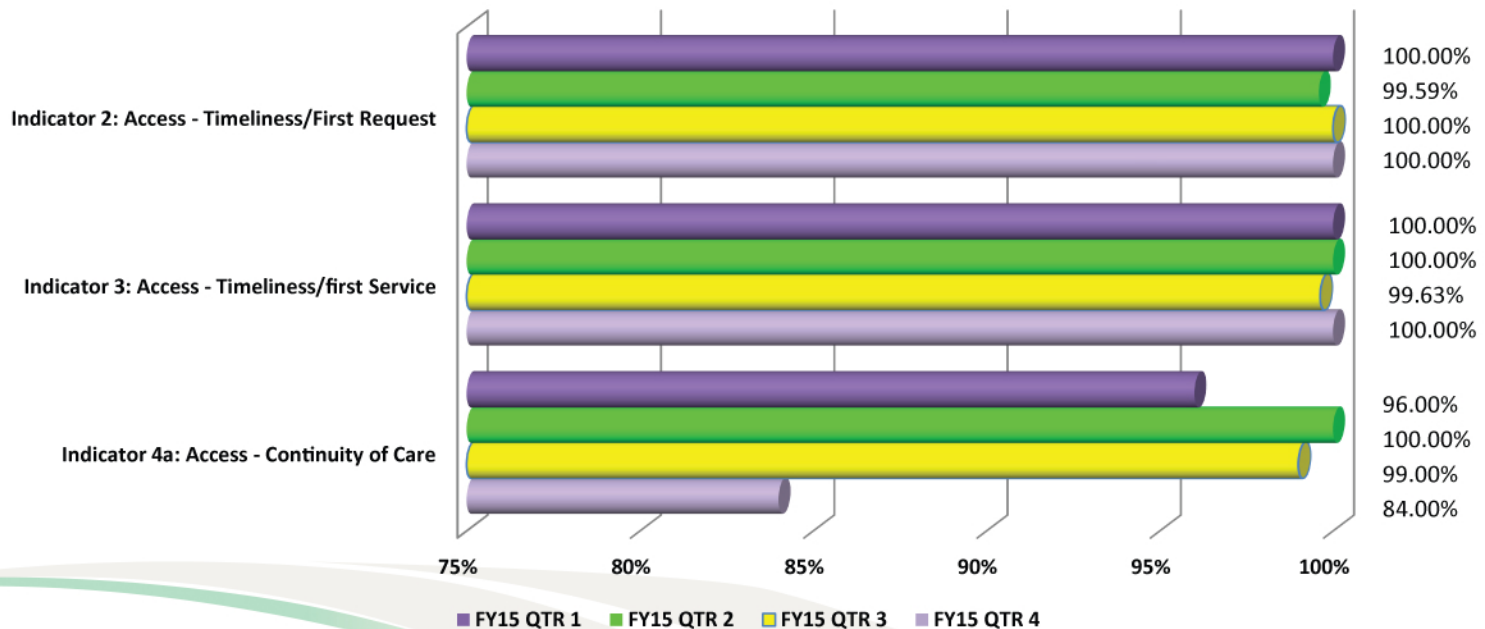
Indicator 2: % of people receiving an initial assessment within 14-calendar days of first request

Indicator 3: % of people who started services within 14-days of assessment

Indicator 4a: % of people discharged from a psychiatric inpatient unit, seen within 7-days

### MDCH Performance Indicators: All Consumers

Compliance Standard = 95%



# Leadership Team



**Michael K. Garrett**  
*President/Chief Executive Officer*



**Michele Reid, MD**  
*Chief Medical Officer*



**Darnell T. Boynton, ESQ**  
*Chief Corporate Compliance  
Officer and General Counsel*



**Tai Nguyen, MBA**  
*Chief Information Officer*



**Janaki Kasi**  
*MA, LLP, CAADC, MBA*  
*Chief Clinical Officer*



**Jerome Bammel**  
*CPA, CGMA, MBA*  
*Chief Financial Officer*

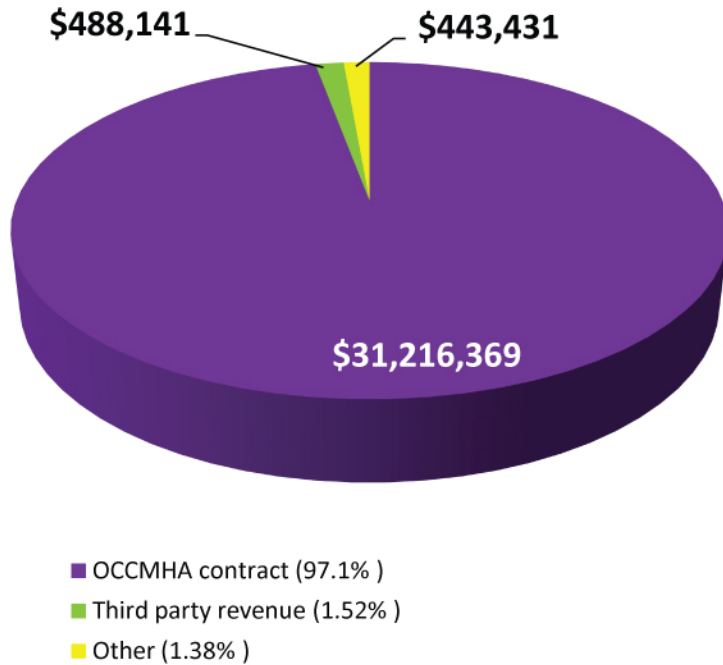


**Karen Gray, MA**  
*Chief Human Resources Officer*

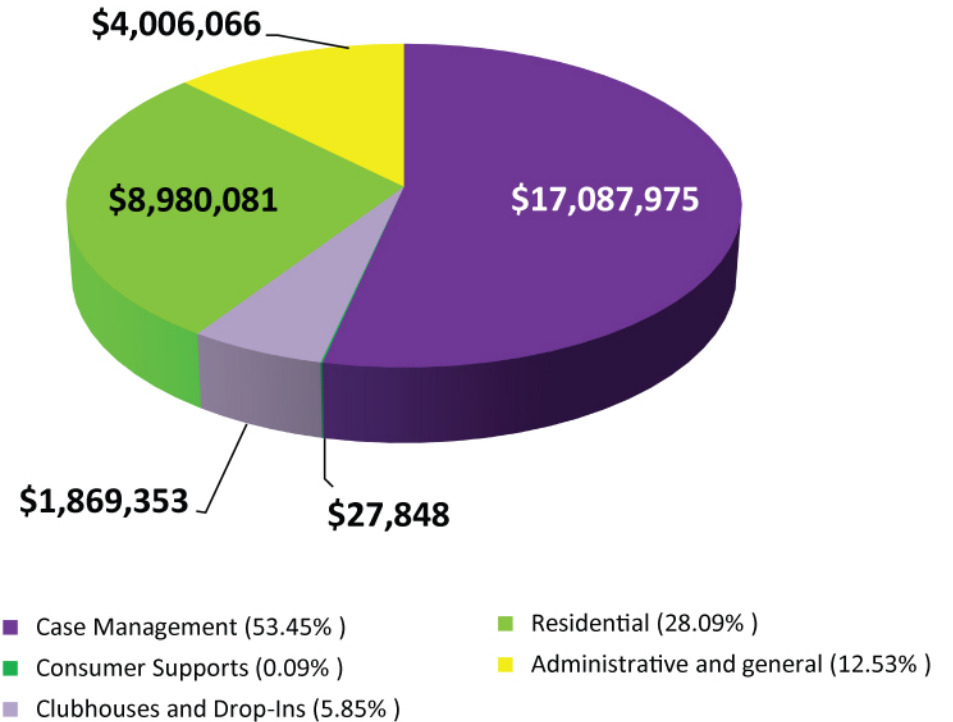


# Financial Snapshot

## Revenues



## Expenses Per Services



This report provides a financial snapshot for Community Network Services (CNS). The data used was for FY15 (From 10/01/2014 to 9/30/2015). The key measures used are: Revenues and Expenses per services.

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*President/Chief Executive Officer*

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**Karen Gray, MA**  
*Chief Human Resources Officer*

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Community Mental Health Authority.