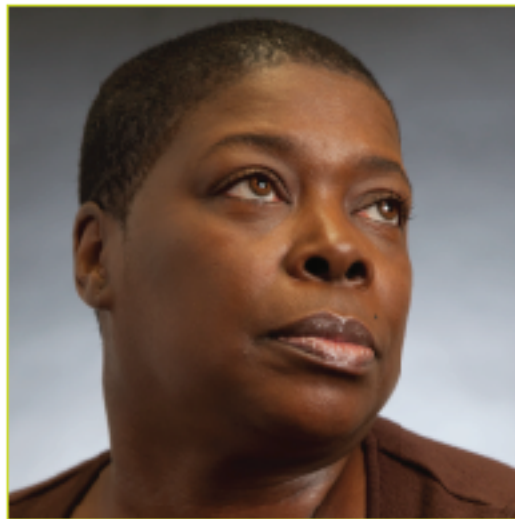




COMMUNITY NETWORK SERVICES



ADVANTAGE CNS...
TRANSFORM • TRANSCEND • THRIVE

ANNUAL REPORT 2012 – 2013

WHO WE ARE

Community Network Services, Inc. (CNS) is a private, non-profit human services agency that provides comprehensive behavioral health services. CNS offers a wide spectrum of community-based support services. Delivered by bachelor- and master-level counselors and psychologists, CNS' services assist consumers with managing their mental illness and gaining maximum independence toward self-worth and recovery. CNS provides social service supports for all aspects of consumers' lives, reaching well beyond psychiatric or psychotherapeutic interventions.



INTEGRATED CARE

CNS has a health clinic for families in the Waterford/Pontiac area in partnership with the Oakland Integrated Healthcare Network (OIHN). CNS provides the mental health services and OIHN offers primary care. "Integrated" means a patient's care team includes both medical and behavioral health professionals in one setting, delivering services, as needed. Patient care is also coordinated with dentistry and specialty providers.

A STANDARD OF EXCELLENCE

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

OUR MISSION

As the health care provider-of-choice, CNS' mission is "Transforming lives and transcending expectations on the journey to wellness."

OUR VISION

CNS is committed to being "The source for exceptional wellness solutions."

WORDS FROM A CLIENT

Desiree Ann Wilson

“The most compelling assistance I received was when Visions opened their doors to me... not ajar, but wide open. They embraced me and my illness...”



WORDS FROM A CLIENT

Gracie Grewing

“I’m grateful to CNS because now I can rely on myself and not on others.”

MESSAGE FROM THE PRESIDENT



As President/CEO of Community Network Services (CNS), it is my honor to provide a review on how CNS created opportunities throughout 2012-2013 for the people whose interests we serve, consumers living with mental illness and substance use disorders. This annual report articulates the ways we advocated for and improved services to consumers.

Essentially, this report is about people, an organization's greatest resource. It is about CNS' case managers, therapists, physicians, nurses, peers and support staff's commitment to and compassion for their work. The 250 CNS employees who take their duty to society seriously as they daily serve Oakland County's most vulnerable citizens – consumers recovering, on their journey to wellness.

CNS was founded on the belief that people living with mental illness and substance use disorders warrant access to integrated, high-quality health care, and other supportive services that make it possible for them to live better lives in their community. This conviction is embedded in CNS' DNA. It is the CNS advantage. I thoroughly appreciate all of the hard work and sacrifices made by CNS staff, which has created a highly-regarded organization that last year served more than 5,000 consumers with mental illness and substance use disorders.

Consumer recovery can be complex. In keeping with its core values of respect, recovery and empowerment, CNS has chosen to provide high-quality, mental health services to the people we serve in a community setting. While inpatient hospitalization is an important part of treatment for some consumers, we find that community-based services produce better outcomes for people actively involved in their recovery process.

In 2012, CNS made significant changes to its health care delivery system, fueled by the passage of the Affordable Care Act (ACA). Since the ACA's aim was to improve health care value, quality and efficiency; strengthen primary care access and increase the availability of primary and preventive health care, CNS began laying the groundwork to provide integrated health care services. Integrated means a patient's care team includes both medical and behavioral health professionals in one setting, delivering services, as needed. Patient care is also coordinated with dentistry and specialty providers. For years, we, at CNS, have looked forward to the day when "mental health" would not be considered a stand-alone discipline, but truly integrated within the whole health vision.

This year's annual report has **Advantage CNS** as its theme. I humbly submit this to you as CNS' standard as we look to the future with hope and inspiration. As CNS continues to build on its foundation, we are confident and excited about a future of helping consumers go beyond recovery – as they transform, transcend and thrive on their journey to wellness!

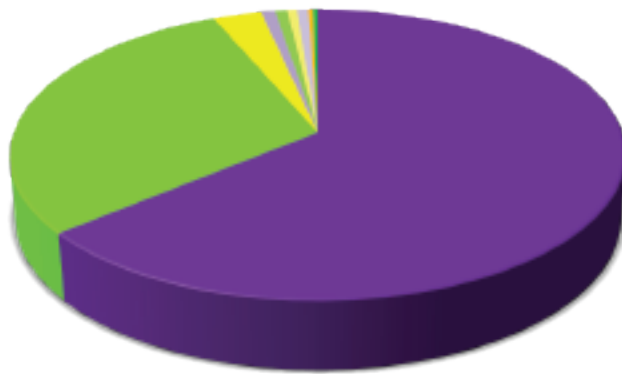
Sincerely,

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

Michael K. Garrett

KNOWING THE PEOPLE WE SERVE

Race



- White/Caucasian(63.96%)
- Black/African American(29.62%)
- Hispanic-Latino(2.97%)
- Some other race(0.85%)
- Arab American(0.76%)
- Asian(0.57%)
- American Indian or Alaskan Native(0.69%)
- Consumer Refused to Provide(0.25%)
- Native Hawaiian or other Pacific Islander(0.05%)
- Unknown(0.28%)

Age



- Age Group: 0-5 (0%)
- Age Group: 5 - 17 (0%)
- Age Group: 18-40 (34.05%)
- Age Group: 41-65 (61.28%)
- Age Group: 66-85 (4.65%)
- Age Group: 86+ (0.02%)

Education

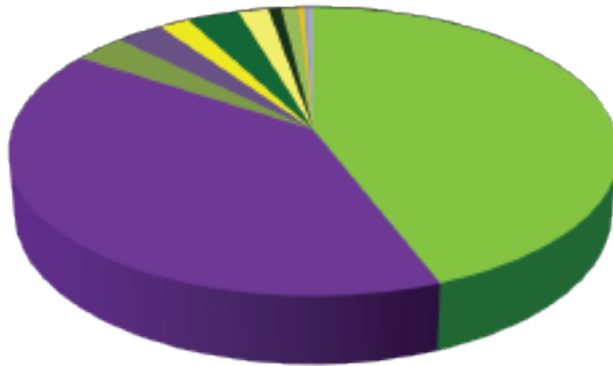


- High School/GED (41.63%)
- Attending Undergrad (24.15%)
- High School (21.39%)
- College Graduate (9.41%)
- In School K-11 (1.29%)
- Unknown (1.29%)
- In Special Ed (0.57%)
- In Training Program (0.28%)

This information provides demographics data of the people we serve at Community Network Services. The data used was for FY13 (From 10/01/2012 To 9/30/2013). The key measures used are race, age, education level, living arrangement, employment, financial status, gender, Program Census and diagnoses.

KNOWING THE PEOPLE WE SERVE

Living Arrangement



- Pvt Residence w/Family (44.14%)
- Pvt Residence Alone (40.13%)
- Homeless (3.2%)
- Specialized Residential (2.87%)
- General Residential (1.89%)
- Supported Independence (3.17%)
- Transitional Housing (1.86%)
- Institutional Setting (0.78%)
- Unknown (1.08%)
- Foster Family Home (0.3%)
- Prison/Jail (0.14%)
- Nursing Care Facility (0.44%)

Employment Status



- Not In Work Force (58.33%)
- Unemployed (24.91%)
- Part Time (8.56%)
- Full Time (4.25%)
- Sheltered Workshop (0.99%)
- Self-Employed (0.62%)
- In facility-based activity program (0.46%)
- Unknown (1.24%)
- In unpaid work (0.41%)
- Retired (0.16%)
- Not applicable (0.07%)

Financial Status



- Consumers With Income (70.22%)
- Consumers Without Income (29.02%)
- Unknown/Refused (0.76%)

KNOWING THE PEOPLE WE SERVE

Gender



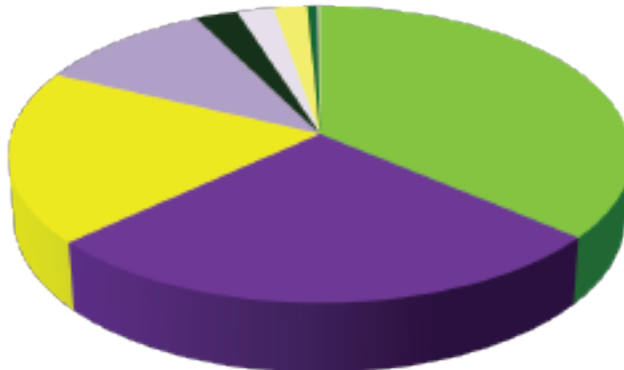
- Female (55.79%)
- Male (44.21%)

Program Census



- CSM (83.28%)
- RSP1 (4.19%)
- RSP2 (4.92%)
- ACT (4.74%)
- Not Assigned yet (1.54%)
- CNS - Hospital Liason (0.85%)
- MPRI (0.39%)
- Clubhouse Only (0.09%)

Diagnoses



- Mood Disorders (36.21%)
- Substance Related Disorders (26.97%)
- Psychotic Disorders (18.85%)
- Anxiety Disorders (10.54%)
- Development Disorder (2.48%)
- Personality Disorders (2.22%)
- Other (2%)
- Demantia (0.58%)
- Unknown/Deferred (0.16%)

CNS PROGRAM ADVANTAGES

Health and Wellness Initiatives

CNS is a leader in the effort to bring peer-led wellness groups to the people who access its services. Support groups are offered on chronic conditions, smoking cessation, wellness monitoring and symptom reduction, walking and whole health. CNS offered 10-week smoking cessation classes led by certified peer support specialists. CNS also offered Whole Health Action Management groups as well as Personal Action Towards Health groups.

Club house members took part in the healthy cooking series called “Cooking Matters” offered by the Gleaners Community Food Bank. Members were taught hands-on meal preparation. Members reported learning that cooking healthy foods can be simple, affordable and delicious.

Tai Chi classes were also offered at the club houses for its members.

Providing Integrated Care to CNS Consumers

Several research studies indicated that consumers with psychiatric illnesses die 15 to 25 years earlier than others. The primary reason is a lack of proper care for their medical conditions. CNS partnered with OIHN (Oakland Integrated Healthcare Network) in March 2013 and has been providing integrated care services (both primary healthcare and behavioral healthcare) to over 600 consumers at its Waterford location. CNS consumers can have their physical health care needs as well as behavioral healthcare needs met in one setting. In addition, dentistry and other specialty services are also coordinated.

CNS staff members have case conferences with primary care staff so that consumer’s needs are better met. In addition, CNS now offers monthly trainings on physical healthcare topics to its case managers, so staff can be more knowledgeable about chronic healthcare conditions and treatments.

Intake Department

There were 1,780 new consumer admissions to CNS during this fiscal year. CNS served over 5,000 consumers during this fiscal year.

CNS PROGRAM ADVANTAGES

Holiday Wish List Campaign

Nearly a dozen corporations, organizations and individuals contributed to CNS Holiday Wish List campaign. In all, more than \$6,000 (in material donations) was provided.

Visions Clubhouse

At the beginning of the fiscal year, Visions Clubhouse had no Transitional Employment Positions (TEPs). By April 2013, Visions had four TEPs – three at Buffalo Wild Wings and one at the Daily Diner. Ten Visions members went camping in Port Huron in August. Visions was able to raise \$800 for its annual camping trip through donations and fundraising events. Visions Clubhouse was open during all major holidays providing various activities such as holiday dinners, parades, movies, etc.

The Clubhouse started fiscal year 2012 with 12 members working in the community, and ended with 20 members employed in the community – a 67 percent increase! Fiscal year 2012 started with 46 percent of Visions' members in independent living situations and ended with 58 percent living independently. Active membership increased by 11 percent through the year.

Consumer Run Drop-in Centers

FAIR Drop-in Center is the second largest consumer run Drop-in Center in the State of Michigan with its average daily attendance of over 80 consumers. Comfort Zone Drop-in center, located in Novi, became independent in its operations in March 2013.

Michigan Prisoner Reentry Initiative (MPRI)

Twenty-two consumers were released from prisons, and are on parole. Seventy-two percent of them participated in the evidence-based practice, Moral Reconciliation Therapy program. National re-offense rates range from 50 percent to 60 percent. However 68 percent of the parolees who were served in the MPRI program did not return to prison, during the fiscal year. Thirty-six and one-half percent of consumers were able to obtain stable employment and 68 percent were able to obtain health insurance.



Nearly a dozen corporations, organizations and individuals contributed to CNS Holiday Wish List campaign.



CNS PROGRAM ADVANTAGES

Improved Programming on the ACT Teams

CNS scored high in a survey of participants in the Assertive Community Treatment program. Positive responses increased in 2012 to nearly 90 percent for social connectedness, a priority objective. ACT Teams provided a number of groups to improve social connectedness for consumers. The teams offered the following groups:

- Community Inclusion
- Substance Abuse Groups
- Wellness Group
- Managing Emotions
- Family Psych Education
- Whole Health Action Management (WHAM)

Each group was held weekly, and participation ranged from 5 to 15 consumers. Consumers reported that the groups help them to obtain information that they may have not received and allowed them to connect with the case managers of the team on a different level.

Young Adult (YA) Programs

Activities: Yoga, Annual YA Picnic, Coping Skills Groups, mindfulness, promoted relaxation, movies, skating, bowling, visiting holocaust museum, Museum of African American History, community libraries, guest speakers on domestic abuse, and safe sex.

- 25 percent (10 of 40) YA consumers reported they started using breathing techniques to cope with stress and anxiety.
- Gleaner's "Cooking Matters" 6-week class (August-September 2013), with grocery store tour, 38 percent (15 of 40) consumers reported they started to cook on their own, at home
- GreenPath Financial Educator presented introduction to Budgeting Money and Credit, 30 percent (12 of 40) consumers reported they used learned budgeting skills
- 10 (25 percent) attended educational programs
- 40 (100 percent) had community inclusion
- 15 (38 percent) remained employed



CNS PROGRAM ADVANTAGES

Older Adults Program

CNS's Older Adult team increased the number of older adults served by this specialty component by 12 percent during the 2013 fiscal year. With this growth in consumers, there was also a 28.5 percent growth in the number of consumers who attended social and educational support groups offered by CNS or their local community. Getting out of the home and participating in activities within CNS and the community offered older adults the opportunity to address the issues of loneliness, safety in the community and the importance of connecting with medical care. By the end of the fiscal year, 92 percent of those served were connected with a primary care physician for ongoing treatment of their medical concerns. The linkage to primary care services contributed to a 5 percent reduction in the number of older adults who received medical care from emergency rooms.

Supported Employment (SE) Program

SE continues to assist motivated consumers with their goal to obtain competitive employment. SE Staff (at the Clubhouse Level and the Agency Level) has combined efforts to assist consumers in securing competitive employment placements.

From October 2012 to September 2013, the combined efforts of employment staff led to finding and securing 95 employment placements for the consumers CNS served. Employment Specialist at CNS continued to invest in building trusting relationships with employers in the Oakland County, researching various employment web sites and general job development activities in search of employment opportunities. Services provided by SE Staff that strengthen consumer's chances of obtaining competitive employment included: resume writing development, interviewing skills development and general barrier reduction activities. Relationship building with Michigan Rehabilitation Services also continued to be a key component of the program.

“SE continues to assist motivated consumers with their goal to obtain competitive employment.”



COMMUNITY



Walk-A-Mile Rally 2013

May 08, 2013 was a gorgeous day in Lansing, Michigan, and it was the day that over 2,500 people from across the state gathered at the Michigan State Capitol Building to deliver a special message. The message was clear, and to the point, "Walk-A- Mile in My Shoes." The 2013 rally was the largest ever in the event's nine year history.

May is National Mental Health Awareness Month and the Walk-A-Mile Rally depicted awareness, vividly. Advocates from Michigan's 83 counties gathered to educate legislators and the public with a message of hope and equality for all. Signs were waving in the air with inspirational messages such as "I AM Important" and "We are not an illness, we are voters!"

CNS Anti-Stigma Program Leader Malkia Newman delivered a keynote message that resonated with the spirit of President Kennedy's intent in creating the Community Mental Health Act, 50 years ago. This Act altered the delivery of mental health services and new approaches to treatment. Ms. Newman's voice rang with truth that both inspired and excited those in attendance. As she continued to deliver this very powerful message, the crowd chanted along with her – "Walk-A-Mile in My Shoes!"

Many people do not understand that the negative feelings and stigma commonly associated with mental illness and developmental disabilities can keep others from getting the help and support needed. The annual Walk-A- Mile Rally seeks to make a difference by educating and spreading awareness to the public. When measured by increased education and awareness, the 2013 event was a huge success.

“*Walk-A-Mile in My Shoes!*”

OUTREACH

Clubhouse Members Learn How to Cook Nutritiously

Sixteen Our House and Visions Clubhouse members took part in the first of a six-part healthy cooking series called Cooking Matters™ offered by the Gleaners Community Food Bank. Taught by Chef Rohani Foulkes and Nutrition Associate Rebecca Blauw, members came to the class with an avid interest in improving their cooking skills in order to improve their health, save food budget dollars, and cook for themselves and others.



Phil Hussey shared with the group that he wants to start eating healthy and “prove to his family that I can do this.” Nicole Fazzio indicated that she wants to “learn different recipes, so I will not have to cook ramen noodles, every day.” Better managing chronic disease was an objective for Keith Zinger. “I’m diabetic and so, I’m looking for new ideas for cooking healthy for myself.”

With six specialized lessons, Cooking Matters™ classes include hands-on meal preparation that teaches participants that cooking healthy foods can be simple, delicious, and affordable. In addition, participants receive a cookbook and groceries at each class session, so that they can practice what they learned at home.

Debbie Giles, Director at the Clubhouse, stated after the class that “our members really enjoy learning how to cook healthy. One member came in the very next day with her prepared stew, sharing samples with others.”

“*I’m diabetic and so, I’m looking for new ideas for cooking healthy for myself.*”

COMMUNITY



CNS Open House Events Draw Community Interest

CNS started offering free “Open House” events called Community Connections to showcase recovery stories and the effective array of mental health programs CNS provides.

Two events were held in June and July 2013 at the Our House Clubhouse in Walled Lake and the Visions Clubhouse in Pontiac, which drew 40 participants. Clubhouse members gave riveting testimonies about their recovery journeys along with remarks from CNS leaders about its case management, therapy, housing and supported employment programs.

Feedback from the events has been overwhelming. Lisa Durand, from Active Faith Community Services in South Lyon said, “I really loved seeing the heart of your consumers.” John Smith, Sr., from Shepherd’s Fold Church in Pontiac stated, “Actually, the program could have been longer. I really liked hearing the personal testimonies.”

“Clubhouse members gave riveting testimonies about their recovery journeys...”

OUTREACH

Recovery Achievements Honored at Celebration of Excellence

More than 100 people attended the 10th Annual CNS Celebration of Excellence Awards Ceremony on May 23rd at Bay Pointe Country Club, which honored six extraordinary individuals. The six honorees exhibited particular determination, skill development and achievement in their recovery journeys.



Brian Rosenbaum won the “Essential Piece of Recovery” award for his success in integrating recovery into daily life and coaching others. Mr. Rosenbaum is an active member of the Our House Clubhouse where he assists with clubhouse tasks, motivates others and teaches reading skills.

The “Pinnacle of Success” award honors the consumer who is an inspiration to others by making great strides in their own recovery. Michael Simpson, this year’s awardee, has been described as the “face of self-determination” because of his quarterly self-determination presentations and leadership training.

Two consumers shared the “Setting a High Standard” award, Heather Millross and Heather Pike, given to those who made the most outstanding improvements in the past year. Ms. Millross increased her independence and strengthen her recovery through workforce readiness. Similarly, Ms. Pike made large gains in her career aspirations by completing training to be both a medical assistant and a phlebotomist.

Isaiah Wicker and Joe Evans shared the “Stigma Buster” award. Each has become well-regarded for their advocacy efforts. Mr. Evans writes eloquent letters on a regular basis to government officials advocating for individuals receiving mental health services and works to heighten fellow clubhouse members’ sense of empowerment. Mr. Wicker has made it his mission to educate others about mental health challenges and engages in conferences and on boards as a strong mental health consumer advocate.

Also, honored was Sheila Sullivan from Pineview residential home who earned the “Making a Difference” distinction given to those who work as a strong partner to others on their recovery journeys. Ms. Sullivan was recognized for taking extra care in increasing self-esteem in residents and providing a warm and welcoming home environment.

QUALITY MANAGEMENT ADVANTAGE

Quality Management 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 Authority (OCCMHA), Commission on Accreditation of Rehabilitation Facilities (CARF), and Michigan Department of Community Health (MDCH). 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

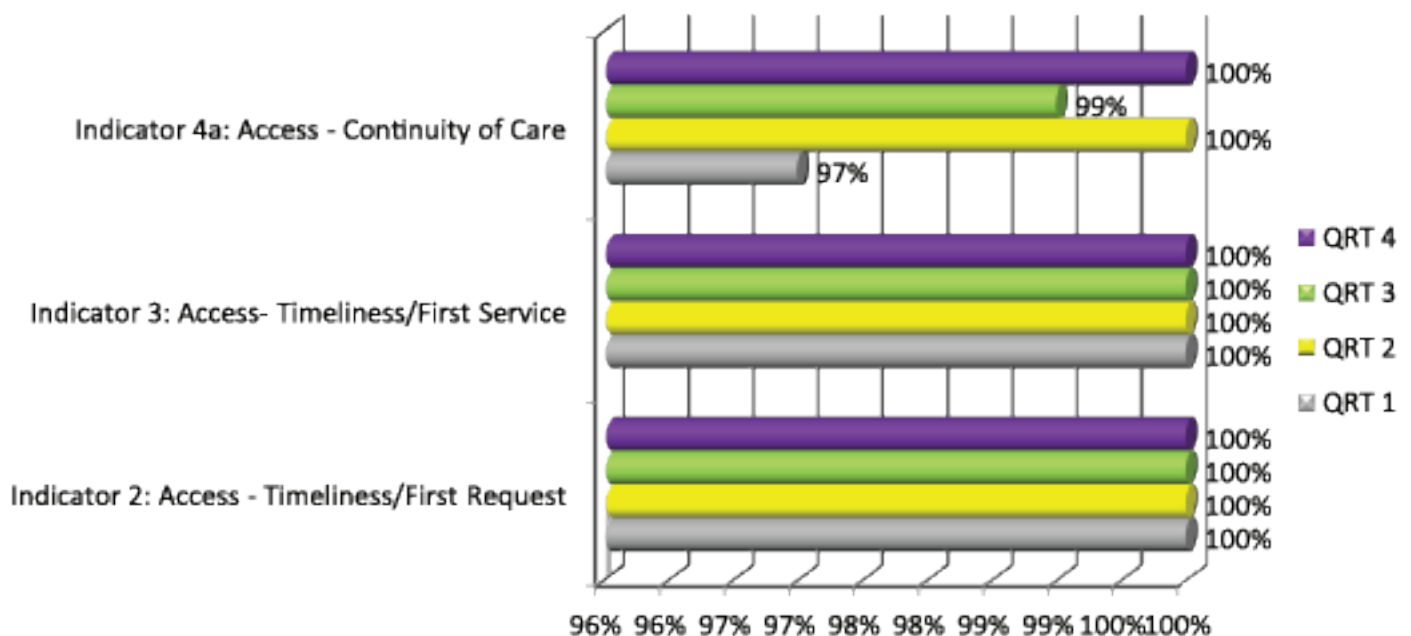
Indicator 2: % of Persons Receiving an Initial Assessment within 14 Calendar Days of First Request

Indicator 3: % of Persons Who Started Services within 14 Days of Assessment

Indicator 4a: % of Persons Discharged from a Psychiatric Inpatient Unit Seen within 7 Days

MDCH Performance Indicators

Compliance Standard = 95%



WORDS FROM A CLIENT

Bret Lange

“ CNS helped me get my direction back in life. ”



WORDS FROM A CLIENT

Gail Kim Clark

“ My CNS family gave me hope and made me believe in myself. ”



EXECUTIVE TEAM



Michael Garrett
President



Janaki Kasi, M.A., M.B.A.
Vice President, Programs



Michele Reid, M.D.
Medical Director



Jerry Bammel
Vice President, Finance



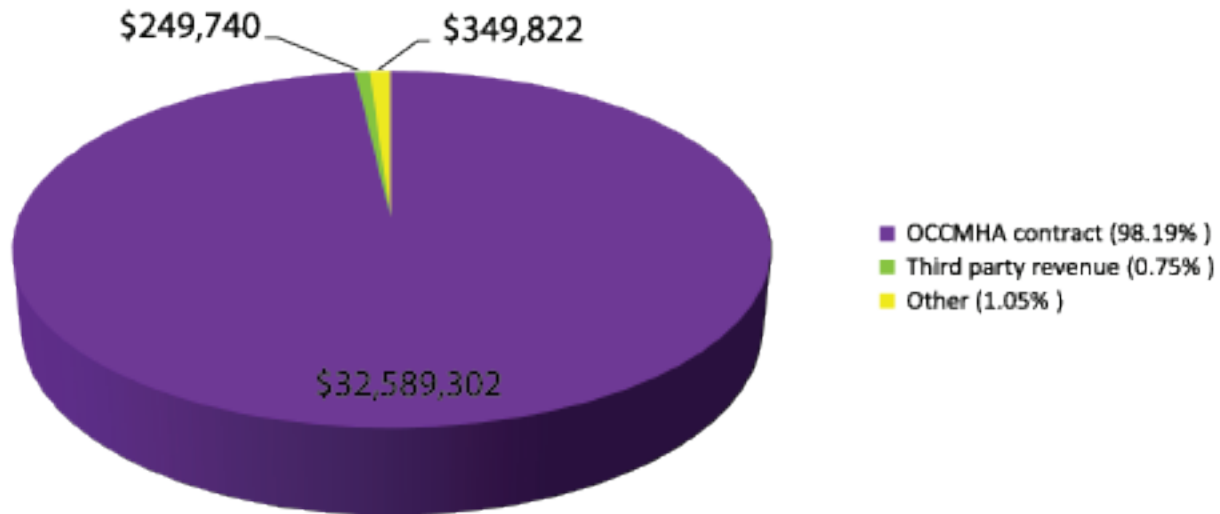
Medgar Scott
*Vice President,
Human Resources*



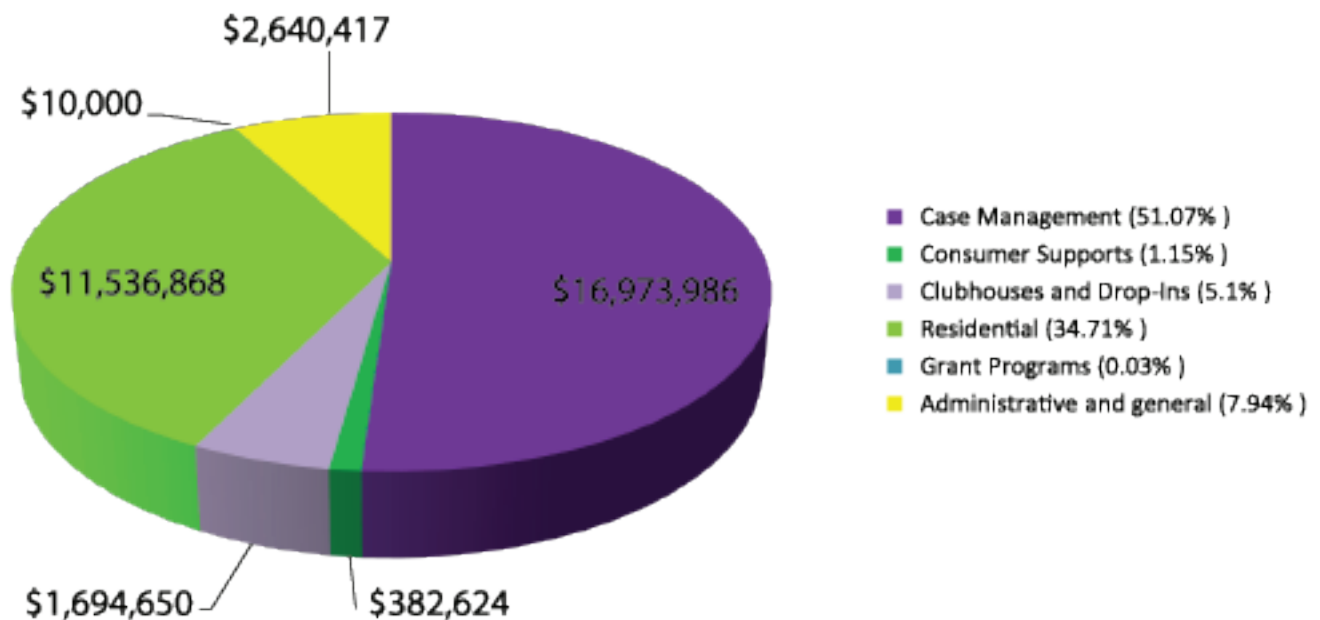
Debra Robertson
*Executive Assistant to the
President*

FINANCIAL SNAPSHOT*

Revenues



Expenses Per Services



This information provides a financial snapshot for Community Network Services. The data used was for FY13 (From 10/01/2012 To 9/30/2013). The key measures used are revenues and expenses per services.

MANAGEMENT TEAM

Michael Garrett
President

Jerry Bammel
Vice President, Finance

Janaki Kasi, M.A., M.B.A.
Vice President, Programs

Medgar Scott
Vice President, Human Resources

Michele Reid, M.D.
Medical Director

Debra Robertson
Executive Assistant to the President

BOARD MEMBERS

Benjamin Anderson
Chair

Mary Alfonso

Dr. Lauren Hicks Barton

Eric Hawkins
Treasurer

Sharon M. Craig

Harold Nevils

Mark Foss
Secretary

Evelyn Reinke

H. Bill Maxey
Member-at-Large

Michael Sosin

Sarah Spicer



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