



COMMUNITY NETWORK SERVICES



AT CNS...ACHIEVEMENT MATTERS

2013 – 2014 ANNUAL REPORT

about CNS

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 in 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.

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.

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.



FROM THE

president



Daily, Community Network Services addresses the behavioral health needs of the Oakland County community, and annually serves more than 5,000 consumers living with mental illness and substance use disorders. As President/CEO, I am proud to share CNS' 2013-2014 Annual Report. The theme, **At CNS...Achievement Matters**, highlights some of the excellent clinical programs and support services the CNS team provided consumers.

CNS' commitment to consumers also means we must be a valuable community partner. During the 2013-2014 timeframe, CNS provided significant behavioral health and support services to communities. Likewise, community partners contributed to the interests of CNS consumers. A sincere thank you to our community partners, donors, the CNS Board, elected officials, friends, family members, and vendors as well as the CNS team for your continued advocacy, collaboration, expertise, compassion and unwavering support.

In subsequent pages, you will learn about a number of initiatives CNS achieved throughout the year. Two are so significant, I am compelled to highlight them.

First, under the direction and approval of the CNS Board, the organization totally revised its brand, image, logo, mission and vision statements. CNS' new brand, now, represents more than just a logo on a vehicle. It is our **promise** to consumers that with CNS they **CAN Transform • Transcend • Thrive** on their journey to wellness.

Second, in 2013, the American Psychiatric Association (APA) Division of Diversity and Health Equity (DDHE) selected Community Network Services as its partner to host a Leadership Summit in Detroit in June of 2014. The APA Leadership Summit addressed issues relevant to Detroit's recession, and the effects of this economic tsunami on the mental health of metropolitan Detroit communities. With its partners, CNS coordinated and hosted an exceptionally, successful APA DDHE Leadership Summit. My sincere gratitude to the summit's keynote speaker, The Honorable Debbie Stabenow, United States Senator, Michigan.

Nearly 20 years ago, CNS was founded on the belief that people living with mental illness and substance use disorders deserve access to integrated, high-quality, mental health services, so they can live meaningful lives in their communities. We remain committed to this philosophy, at CNS...consumer achievement matters!

Sincerely,

A handwritten signature in black ink that reads "Michael K. Garrett". The signature is fluid and cursive.

Michael K. Garrett
President & CEO

ANTI-STIGMA *team*

CNS' nationally recognized, award-winning Anti-Stigma Program touched and transformed the lives of people across the country during 2013-2014, some highlights include:

- Senator Stabenow invited Malkia Newman to stand with her at the Washington, D.C. press conference announcing the Excellence in Mental Health Act
- CNS employees Malkia Newman and her Case Manager Carlotta Mahone were featured in the National Council's Commemorative Magazine, which recognized the 50th Anniversary of President Kennedy's 1963 Community Mental Health Act. Newman and Mahone's story was one of 50 chosen from around the country
- CNS Anti-Stigma Team illustrated the sky is its limit at ITC Holdings' Dream Cruise Charity Fundraiser. The team was on hand to provide mental health resources at this premier event
- CNS Anti-Stigma Team supported Guidance Opportunity Development Under Construction Youth Organization's 3rd Annual Abuse Awareness Event
- The Michigan Association of Community Mental Health Boards invited Newman to share her story with 600 plus attendees at its 2013 Fall Conference commemorating the passage of President Kennedy's Mental Health Act
- CNS senior leadership and Newman in conjunction with Lucy McBath, mother of Jordan Davis who was fatally shot for playing loud music, testified at a Congressional Black Caucus hearing in D.C. about violence/trauma, and the mental health effects in minority communities



PUSH MEDICAL DIVIDE *summit*

On January 22, 2014, Reverend Jesse Jackson and the Rainbow PUSH Coalition, an initiative of the Citizenship Education Fund (CEF), hosted a Health Care Summit (Summit) in Cleveland, Ohio. The Summit's theme, "The Medical Divide," illustrated that in spite of all the technological advancements in modern medicine, there are medical and economical inequities in America's health care delivery system, as it relates to people of color and the disenfranchised. The conference also focused on how the (then, recently passed) Affordable Care Act (ACA) would help fill the void of access to quality, health care to millions of Americans. The goals of the Summit were to examine the inequities and bring inclusive strategies to the forefront of the health care industry's landscape.

CNS President Michael K. Garrett was invited to moderate a workshop. Garrett discussed The Importance of Mental Health; the challenges faced by minorities and marginalized populations as well as viable solutions, particularly, the parity in benefits as a result of the ACA. CNS Medical Director Michele Reid, M.D. also spoke as a subject matter expert in the Access to Health Care and Affordable Health Care Act workshops. Community Network Services' team joined Ohio-based hospitals, national pharmaceutical companies, other health care providers and suppliers, Ohio's national, state and local elected officials to discuss and develop strategies/solutions that addressed the medical, socio-economic inequities in urban America.



ANNUAL COMMUNITY *reception*

Community Network Services, Oakland County's largest, publicly funded mental health care provider, celebrated people at its 12th Annual Community Reception on October 30, 2014. The event was held at the Suburban Collection Showplace in Novi, Michigan.

The theme of "Recovery & Beyond..."

Transform • Transcend • Thrive embodied CNS' mission of being the exceptional wellness solution for consumers on their journey to wellness. The program's master of ceremonies was FOX 2 Entertainer Reporter Lee Thomas. Thomas has made contributions to mental health through his advocacy for Vitiligo, as a motivational speaker and by authoring the book, *Turning White*.

Annually, CNS recognizes an individual who has advocated for and made significant contributions to ensure mental health parity. The Honorable Sander M. Levin was the 2014 Recipient of the CNS Mental Health Award for his significant influence such as supporting the ACA, co-sponsoring the Excellence in Mental Health Act, and strengthening the quality of care for those living with mental illness.





The highlight of the evening was CNS keynote speaker Dr. Lonise Bias, Substance Abuse Prevention Advocate, International Motivational Speaker, Trainer, Certified Youth/Family Life Coach and Consultant. As a result of the death of her two sons, Len and Jay Bias, Dr. Bias' career was launched as a public speaker. Len Bias died due to cocaine intoxication two days after being drafted by the Boston Celtics, in 1986. Jay Bias was murdered in a drive by shooting at a mall in 1990. Dr. Bias brought a message of hope, which inspired and motivated the 350 plus participants.

Moreover, CNS honored six extraordinary consumers who had exhibited determination, skill development and achievement in their recovery journeys.

APA DDHE *reception*





In 2005, the American Psychiatric Association Division of Diversity and Health Equity launched a series of town-hall style meetings to inform underserved communities about mental health disparities and the impact of these disparities on overall health, economic productivity, and societal well-being.

APA DDHE selected Detroit, as one of the cities for its 2014, two-day leadership summit. APA selected Detroit because of its economy and the enormous affect financial stressors have on every aspect of people's lives. APA partnered with Community Network Services to host the summit.

The summit kicked off on Thursday, June 12, 2014, with a VIP Reception at Marygrove College's Madame Cadillac Building. Entertainment was provided by the Al McKenzie trio. CNS Medical Director Michele Reid, M.D. was the mistress of ceremonies for a brief program. It included a welcome by Marygrove College President Dr. David Fike; remarks by CNS President Michael K. Garrett, NEGC Vice President Sherry McRill and APA DDHE Director Annelle Primm. FOX 2 Entertainment Reporter Lee Thomas – also, a motivational speaker, author and advocate for Vitiligo – was the keynote speaker.

APA LEADERSHIP *summit*

The APA charged CNS with identifying and bringing together local stakeholder groups to collaborate and develop sustainable action plans to help eliminate mental health disparities in metropolitan Detroit. To do so, CNS partnered with Northeast Guidance Center (NEGC) and Marygrove College.

Nearly 175 attendees, including local, regional and national health care professionals, business, ecumenical and educational leaders, consumers, peers, the community and elected officials addressed issues relevant to Detroit and the region's economic recession and the effects on the mental health of local communities. National and local subject matter experts showcased approaches designed to help citizens cope with the situation and achieve wellness in spite of the economic challenges.





The Friday, June 13, 2014 Leadership Summit's Plenary Session opened with Dr. Annelle Primm providing a comprehensive overview of other communities' mental health disparities and solutions. Next, conference attendees had the opportunity to participate in one- of four-concurrent workshops – Access, Stigma, Healing or Public Policy – during the morning sessions.

APA LEADERSHIP *summit*

The luncheon keynote speaker, U.S. Senator Debbie Stabenow (D-MI), provided first-hand, in-depth information about her (then) recently passed Excellence in Mental Health Act (S.264). The law expanded funding for community mental health centers and improved the quality of care at the centers. Lunch continued with a TED-STYLE TALK on “The State of Mental Health” moderated by CNS President Garrett with panelists President/CEO Tom Watkins, Detroit Wayne Mental Health Authority and Camara Phyllis Jones, M.D. M.P.H, Ph.D., Senior Fellow, Satcher Health Leadership Institute, Morehouse School of Medicine.





The APA DIVISION OF DIVERSITY AND HEALTH EQUITY Leadership Summit fostered knowledge sharing and facilitated collaborations and networking with the objective of bringing positive change to the metropolitan Detroit area.

The afternoon begin with powerful messages of hope, inspiration, recovery and success with presentations by CNS Peer Malkia Newman; and national award-winning Christian Hip-hop Artist, Motivational Speaker and Wellness Coach Ituha Cloud. The summit concluded with workshop reports, call-to-actions and next step plans.

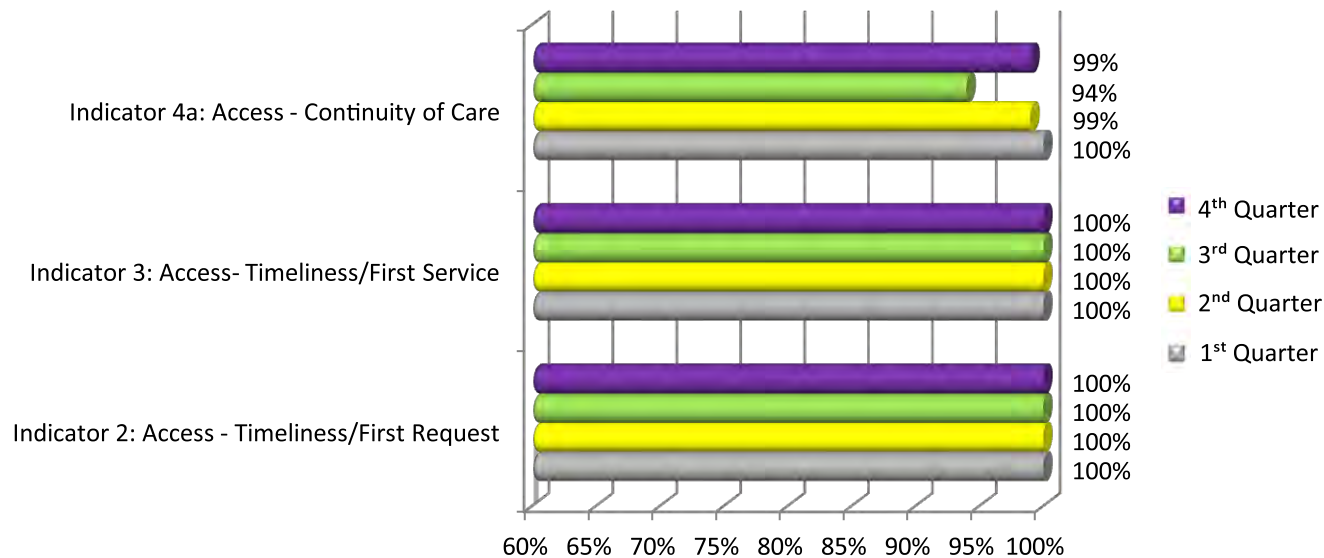
QUALITY MANAGEMENT *advantage*

Quality Management at CNS is an integrative process of continuous assessment and monitoring that strives to improve care and service provided to CNS customers. 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, 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 customers 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%



EXECUTIVE *team*



Michael Garrett
President



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



Medgar Scott
*Vice President,
Human Resources*



Michele Reid, M.D.
Medical Director



Jerry Bammel
Vice President, Finance



Debra Williams
*Executive Assistant to the
President*

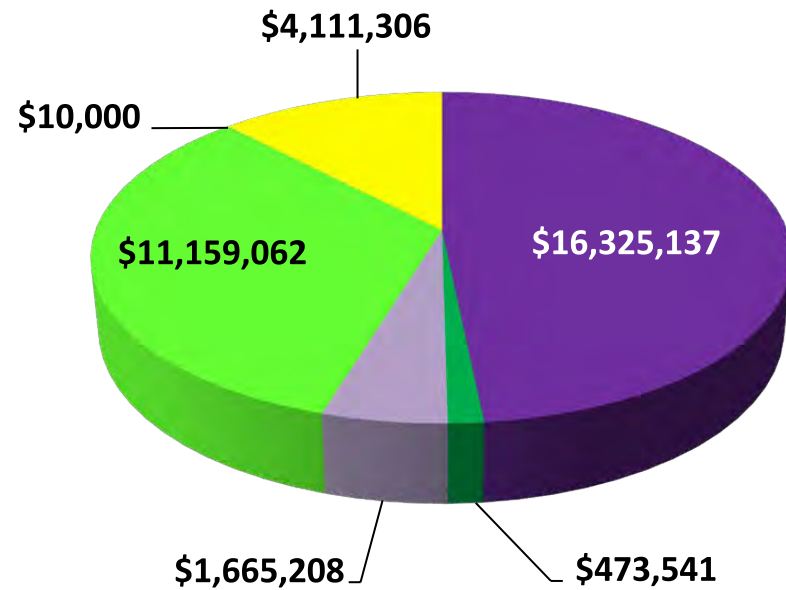
FINANCIAL *snapshot*

Revenues



- OCCMHA contract (98.08%)
- Third party revenue (0.83%)
- Other (1.09%)

Expenses Per Services



- Case Management (48.38%)
- Residential (33.07%)
- Consumer Supports (1.4%)
- Grant Programs (0.03%)
- Clubhouses and Drop-Ins (4.93%)
- Administrative and general (12.18%)

This report provides financial snapshot for Community Network Services (CNS). The data used was for FY14 (From 10/01/2013 to 9 /30/2014). The key measures used are: revenues and expenses per services.

EXECUTIVE 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 Williams
Executive Assistant to the President

BOARD MEMBERS

Benjamin Anderson
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Mary Alfonso
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Harold Nevils

H. Bill Maxey
Member-at-Large

Lucy Payne

Evelyn Reinke

Michael Sosin

Sarah Spicer



Farmington Hills
38855 Hills Tech Drive, Suite 200
Farmington Hills, MI 48331

Waterford
279 Summit Drive
Waterford, MI 48328

Pontiac
1841 Perry
Pontiac, MI 48340

Southfield
24600 Northwestern Highway
Southfield, Michigan 48075

800.615.0411

www.cnsmi.org

