

CNS CARES and INSPIRES



2016 ANNUAL REPORT





ABOUT CNS

Community Network Services, Inc. (CNS) is a private, non-profit organization that provides comprehensive behavioral health services in Michigan. Our dedicated team of fully-licensed professional and excellent support staff are here to serve your needs on your journey to wellness. We provide passionate services to consumers, which focuses on quality care and reaches well beyond psychiatric or psychotherapeutic services. Every consumer is valued and empowered to go beyond recovery and participate in their community.

Caring for the body and mind is the objective of Integrated Care. A consumer's Integrated Care team includes both physical and behavioral health professionals 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 consumer'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 our services conform to national and international service standards.

FROM THE PRESIDENT



As I reflect on Community Network Services' results in 2016, I am inspired. Inspired by the successes of the more than 5,000 consumers living with mental illness and substance use disorders, we serve, annually. Inspired by the dedication and compassion of CNS' staff, and our board of directors' leadership.

Since its inception, CNS has always taken care of consumers' needs. Providing exceptional, integrated mental and physical health care services is part of our DNA. The initiatives highlighted in this annual report, demonstrate how CNS cares (for) and inspires consumers.

In 2016, there was a lot of discussion (among various stakeholders) about redesigning the mental health system. This dialogue, about change, resulted in serious anxiety and concern for some of the people who actually receive our services. People are worried. They want to know, are my services going to be cut? Am I going to be able to see my doctor? What is going to happen to me, if things change?

It is a definite fact, 2017 is going to be a year of change. I want to assure consumers that no matter what happens in 2017, you should not lose hope. **Be inspired.** Why, am I so steadfast in my positive position? Consumers need to know, there are organizations, like CNS, who will advocate and fight everyday on your behalf. Please understand, we are listening and willing to respond to your questions and concerns. We, at CNS, will do everything within our power to make sure the health care system continues to represent you and fulfill your needs.

I want consumers to realize, they do not have to accept the status quo. You have a voice and you need to make that voice heard. When you make your voice heard, you impact the trajectory of change.

Regardless of changes, at CNS, we will continue to provide you exceptional care. Also, I want you to let your voice be heard because your voice is an inspiration to CNS!

Sincerely,

A handwritten signature in black ink that reads "Michael K. Garrett". The signature is fluid and cursive, with a long horizontal stroke extending from the end.

Michael K. Garrett
President & CEO

NEW OFFICE FULFILLS NEED

At a ceremony on Friday, March 3, 2016, CNS President/CEO, Michael K. Garrett, cut the ceremonial red ribbon. This action ushered in a new partnership between CNS and the city of Dearborn. Additionally, CNS strategically selected to partner with HealthChoice of Wayne County to provide services to a large portion of their customer base, which resides in the area.

According to Garrett, "Opening the Dearborn office was an opportunity for CNS to expand its mental health services and resources to a community that we feel has been greatly underserved." During the ceremony, Garrett avowed, "I promise, on behalf of CNS, we will not only operate in Dearborn, we will become part of the fabric of the city and its diverse community."

CNS' Dearborn office, located in Suite 200 at 5901 Chase Street, opened in January 2016. It offers private psychiatry services for adults, and therapy services for adults and adolescents seven- to 17-years old.



CNS GIVES BACK

Although, separated by less than 60 miles, Brownell K-2 STEM School in Flint, MI and CNS' Farmington Hills office have one huge difference. One organization has clean water, and the other one does not.

On Friday, March 18, 2016, CNS employees drove the 59.4 miles to Brownell School to donate baby wipes, disinfecting wipes and hand sanitizer. The Brownell staff was very appreciative of the donations. The students smiled and giggled when, the CNS team brought in all of the items. They were a very polite class and excited to receive the donations.

The items were donated by CNS' employees to help those affected by the Flint Water Crisis. We are very proud, as an organization, of employees who give from their heart (every day) by providing services to our consumers and the communities we serve.



CNS SUPPORTS FAMILY EVENT

As the only mental health provider at the Saturday, July 23, 2016, Elam Family & Friends Block Party, CNS co-sponsored this family-friendly event for the second consecutive year. For years, the Elam's event has been one of the most, well-attended in Pontiac.

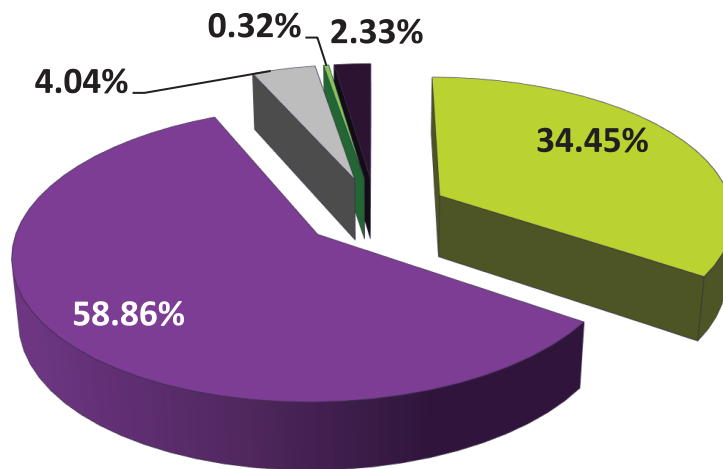
CNS CEO Garrett maintains, "One of the things that attracted CNS to the event is it focuses on the neighborhood. People who don't take part in political processes or other social situations come to this gathering." "I look at the party as an opportunity for CNS to access a hard to reach segment of the Pontiac population," said Garrett.

CNS employees, peers and other professionals staffed its booth. Residents learned more about CNS and how to obtain CNS' services. Since, the party is more than just business – it is also entertaining – CNS hosted a photo booth. People captured the excitement, and left with actual (free) pictures of the fun they had with family and friends.



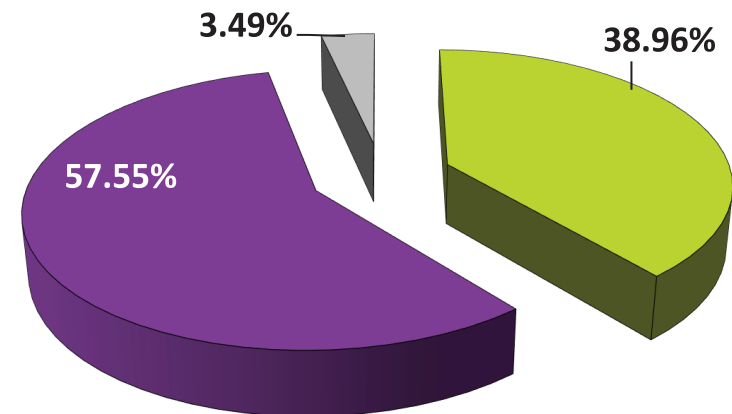
THE PEOPLE WE SERVE

Race



- African American (34.45%)
- Caucasian (58.86%)
- Hispanic (4.04%)
- Native or American Indian (0.32%)
- Other race (2.33%)

Age Group

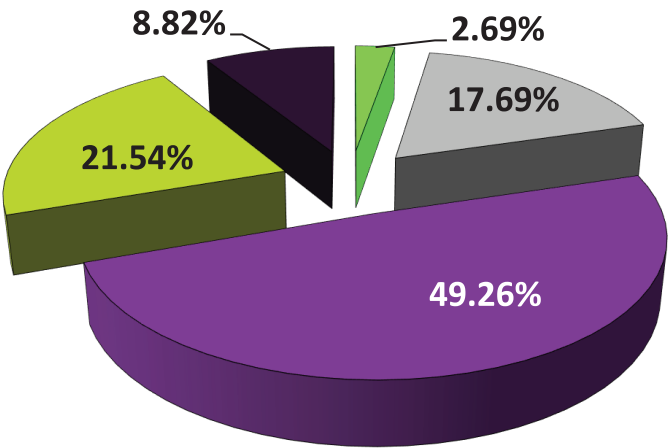


- Age Group: 18-40 (38.96%)
- Age Group: 41-65 (57.55%)
- Age Group: 66-85 (3.49%)

This report provides demographic data about the people we serve at Community Network Services. The data used was for FY16 (From 10/01/2015 to 9/30/2016). The key measures included race, age, education and diagnoses.

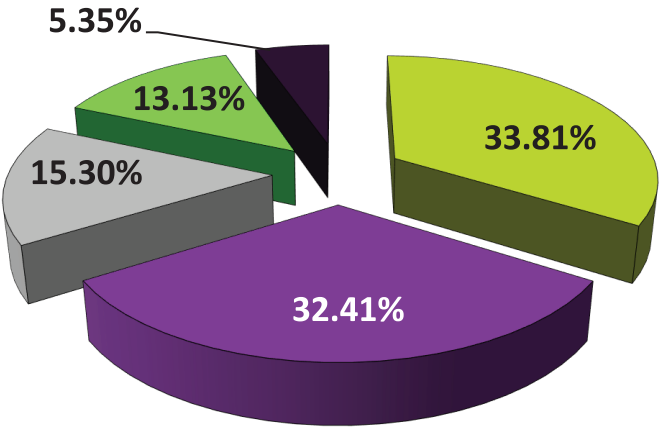


Education Level



- Middle School Education (2.69%)
- Some High School (17.69%)
- High School Graduate/GED (49.26%)
- Some College (21.54%)
- Bachelor's Degree and above (8.82%)

Diagnoses



- Substance Related Disorders (33.81%)
- Mood Disorders (32.41%)
- Psychotic Disorders (15.30%)
- Anxiety Disorders (13.13%)
- Other (5.35%)

CONSUMER'S BOUTIQUE

It has been said, while people may forget your name, they will never forget how you made them feel! At CNS' Consumer's Boutique, our mission was to assist consumers in looking as great as they feel! We held an internal clothing drive where members of our staff donated new and gently used clothes, shoes, and accessories to be given to consumers at the boutique.

Hosted at CNS' Waterford office, consumers who visited the boutique were paired with a personal shopper. They also enjoyed refreshments, and pictures were taken of them. Our combined efforts helped to clothe 125 consumers, people from both of our Clubhouses, and four local homeless shelters!

We always aim to inspire consumers to feel and look their best, while showing them how much we care about their overall well-being. In return, they inspire us to continue to do what we love!

"The Consumer's Boutique was really a labor of love. We wanted to do something extra special for the people we serve. One challenge people do not talk about is mentally ill people do not have clothing, which is why CNS' staff created the boutique. By far, the Consumer's Boutique was one of the most successful CNS initiatives in 2016," said CNS CEO Garrett.





CNS MAKES THANKSGIVING SPECIAL

Community Network Services hosted its 4th Annual Turkey Giveaway on Saturday, November 19, 2016. CNS employees, management and board members help make Thanksgiving special by giving complimentary turkeys to 400 pre-selected families, in need. According to CNS CEO Garrett, "The turkey giveaway is an expression of CNS' commitment to and support of our clients, their families, and the communities we serve."

The Oakland County Sheriff's Office has collaborated with CNS since the beginning, donating resources and time to ensure the success of the turkey giveaway, annually. For the second consecutive year, Pontiac Mayor Deidre Waterman extended her support, time and resources because the partnership is a positive contribution to the community.

Since the inception of CNS' Turkey Giveaway, more than 1,600 families have received Thanksgiving turkeys. CNS' Annual Turkey Giveaway is just another example of the social support services CNS provides to clients, and the communities it serves.





CONSUMERS HELP PLAN, ENJOY PICNIC

Annually, Community Network Services host two consumer picnics. One of the picnics is near the Farmington Hills office and the other one is near the Waterford office – both are highly anticipated events for CNS consumers.

Consumers and employees leave their worries behind for the day. Everyone comes together to enjoy good food and conversation, have fun and appreciate the great outdoors.

Collectively, CNS case managers and consumers plan the picnics, decide the food, games and prizes. The consumers involved in planning take great pride in the events, and have an increased sense of self-worth because of their experience, according to CNS employees.

Every year, CNS employees receive positive feedback from consumers. Comments like “I love coming here,” “This is so much fun,” and “I appreciate you doing this for us” represent consumers’ sentiments about the picnics.



WALKING FOR HEALTH, ADVOCACY

Throughout 2016, CNS consumers and staff were active in the community at various walks. These included Walk for Warmth, Heart Walk, Walk a Mile in My Shoes and the NAMI Walk. Since the walks were at least a mile each, it was easy to accomplish the recommended 30 minutes of movement. Spirits were lifted with each step, which in turn improved well-being and socialization.

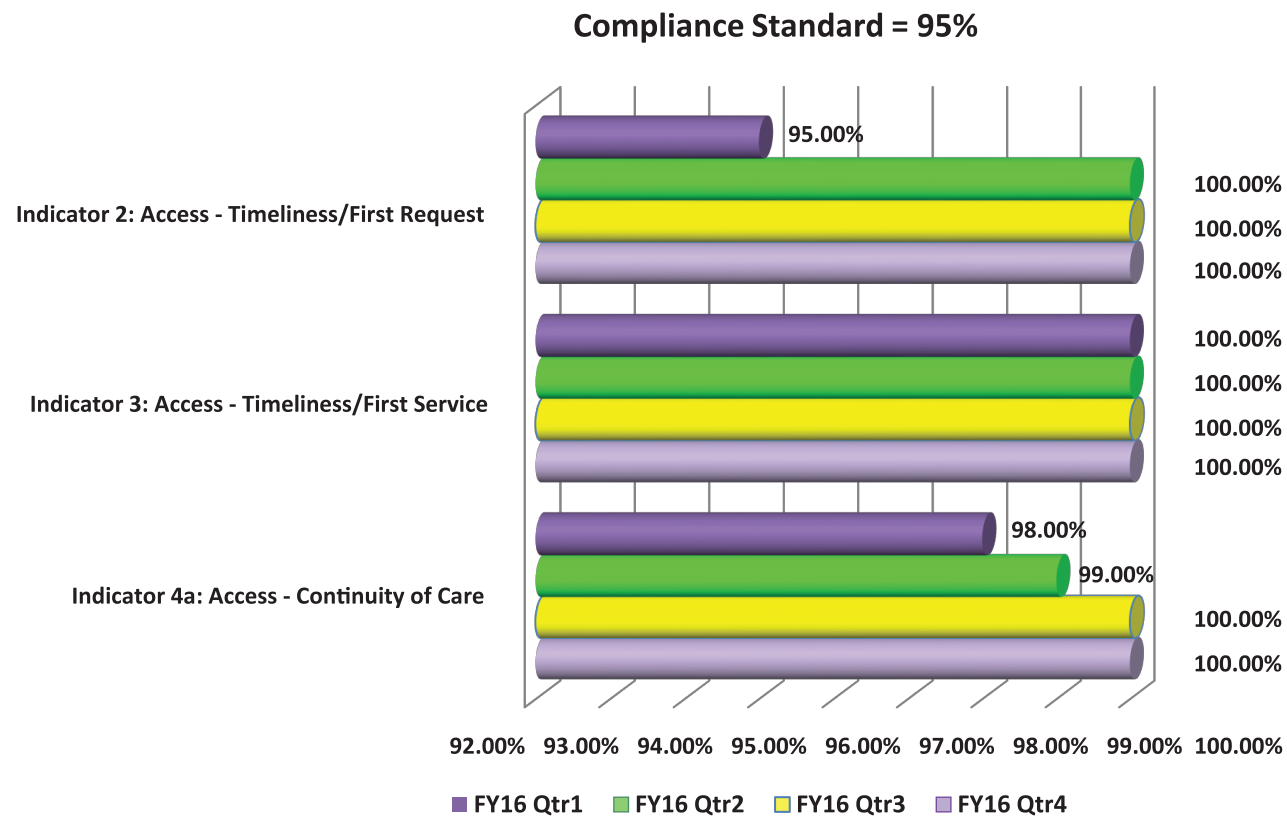
According to CNS CEO Garrett, “The Walk a Mile in My Shoes’ event is really important because it helps raise awareness and increases understanding about the struggles of people with mental illnesses.” Garrett said, “NAMI is a national organization that advocates for mental health throughout the country. CNS’ annual support and participation in the walks help spread positive messages about mental health.”

As we walked to raise awareness and funds, a sense of personal satisfaction was achieved along the way. We look forward to extending our momentum by participating in more community events and in-house programs in the future.



QUALITY MANAGEMENT

MDCH Performance Indicators: All Consumers



This report provides MDCH Performance Indicators for Community Network Services. The data used was for FY16 (From 10/01/2015 to 9/30/2016). The key measures used are MDCH Performance Indicators: Indicator 2, Indicator 3 and Indicator 4a.

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*



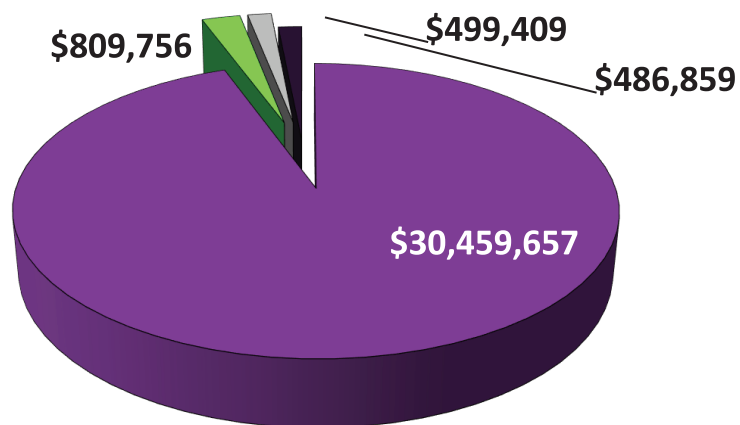
Jerome Bammel
*CPA, CGMA, MBA
Chief Financial Officer*



Karen Gray, MA
Chief Human Resources Officer

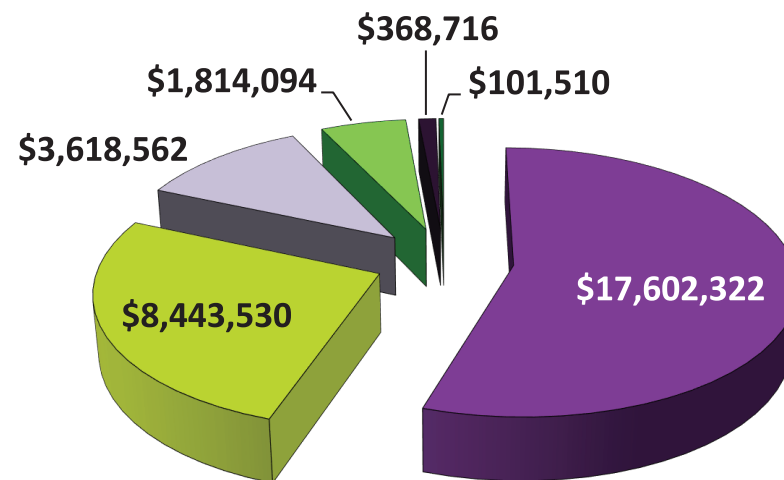
FINANCIAL SNAPSHOT

Revenues



- Public Mental Health System (94.43%)
- Other Grant and Contract Revenue (2.51%)
- Third party revenue (1.55%)
- Other (1.51%)

Expenses Per Services



- Programs and Clinic (55.1%)
- Residential (26.43%)
- Administrative and General (11.33%)
- Clubhouses and Drop-Ins (5.68%)
- Grant Programs (1.15%)
- Consumer Supports (0.32%)

This report provides a financial snapshot for Community Network Services. The data used was for FY16 (From 10/01/2015 to 9/30/2016). The key measures used are revenues and expenses per services.

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

BOARD MEMBERS

Benjamin Anderson, *Chair* ■ Sharon Craig, *Vice Chair* ■ Eric Hawkins, *Treasurer* ■ Mark Foss, *Secretary* ■ H. Bill Maxey, *Member-at-Large*
Randolph Carter ■ Joseph Evan ■ Mattie McKinney-Hatchett ■ Harold Nevils, Jr. ■ Lucy Payne ■ Ken Rutkowski ■ Sarah Spicer ■ Rita Turner



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Community Mental Health Authority.