



Hope and health in the community

Annual Report

Fiscal Year 2020

GENESEE
Community Health
CENTER

A stylized graphic of three overlapping leaves in shades of green and yellow, positioned to the right of the text 'Community Health'.



Annual Report Fiscal Year 2020

We are pleased to submit this report to the Flint/Genesee County community.

It is almost getting cliché to say, but this has been the most challenging year we have experienced. The challenges, hardships, and in some cases, personal tragedies due to the pandemic, are hard to put into words. There has been a shared suffering, but we have also all experienced it in a unique and individual manner.

We are proud to say, that in spite of what the year has been, GHS has not wavered from our mission.

- We took decisive action early in the pandemic, and that helped reduce the impact to our staff and consumers.
- We were the first in the area to offer mobile covid-19 testing, then mobile covid-19 vaccinations.
- We will continue to do this as long as the need in the community exists.
- We transitioned to mostly virtual appointments, but continued to see consumers face to face when virtual was not sufficient.
- Our courageous nurses and staff made house calls to deliver vital meds and injections, when nobody was leaving their houses.

In the bleakest hours, we took hope and encouragement from the way the GHS staff, partners and network providers rose to the occasion, mostly without notice or fanfare. It is our mission, and their mission, and they did it time after time.

We thank and salute their courage and selflessness. Our community is lucky to have them.

At this point, nobody knows how long the pandemic will continue, or what the real toll will be. It will probably be years until we know that. And it will be huge. Even with that uncertainty, we assure you that GHS will be here.

Doing what we can to help the community.

Thank you to those who work with and support GHS, our consumers, and our network.

Thank you,



Danis Russell

Danis Russell, CEO



Kyle A. McCree

**Kyle McCree,
GHS Board Chair**

2019-2020 GHS BOARD MEMBERS

ALEXANDER, Patricia (Exp. 03 31 22)

Consumer Representative

BOLES, Kathryn (Exp. 03 31 21)

General Public Secretary/Treasurer

CLACK, Brenda (Exp. 03 31 22)

General Public (County Commissioner)

COFFELL, Wayne (Exp. 03 31 21)

Family Member

COLE, Wanda (Exp. 03 31 23)

Consumer Representative

DANIC, Michael, DO (Exp. 03 31 23)

General Public

ELLENBURG, Ellen (Exp. 03 31 22)

General Public (County Commissioner)

JOHNSON, Jennifer, PhD (Exp. 03 31 23)

Having A Working Involvement w/Mental Health Services

MCCREE, Kyle (Exp. 03 31 23)

General Public, **Board Chair**

REEVES, Angela (Exp. 03 31 22)

Occupations Having a Working Involvement w/ Mental Health Services

Our Mission

Supporting recovery, prevention, health, and wellness of the body, the mind, and the community.

Our Vision

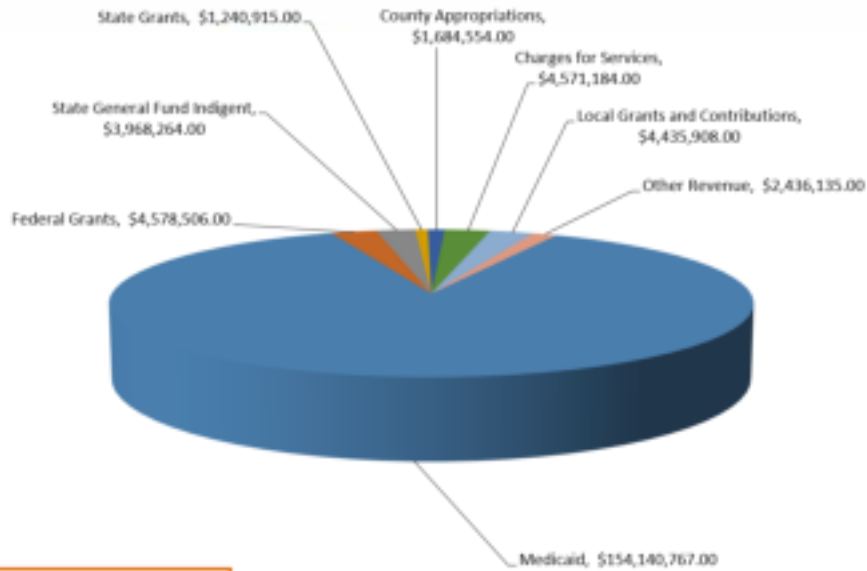
GHS will take positive action to promote hope and health by recognizing the interconnectedness of the body, the mind, and the community. We will do this by drawing out and strengthening the natural systems of support inherent to all communities so that individuals achieve the lives they desire. We will use a relationship based model of care to empower the people we serve and all members of our community to be the drivers of their own health and wellness goals. We will support those who need it with highly qualified caring professional teams able to respond to needs across all spheres of life: physical, mental, social, and spiritual. We believe that recovery is possible, worthwhile, and achievable for everyone.

Our Values

- Welcoming, accessible, responsive services
- Providers who understand the need for relationship
- Inclusiveness founded upon the inherent worth and dignity of every member of the community, with respect and appreciation for diversity of opinions, preferences, and life choices
- Delivery systems that integrate physical and behavioral health care
- Accountable, transparent stewardship of the public's trust
- Good corporate citizenship, partnership, and leadership across the community's many networks of services and supports, both public and private

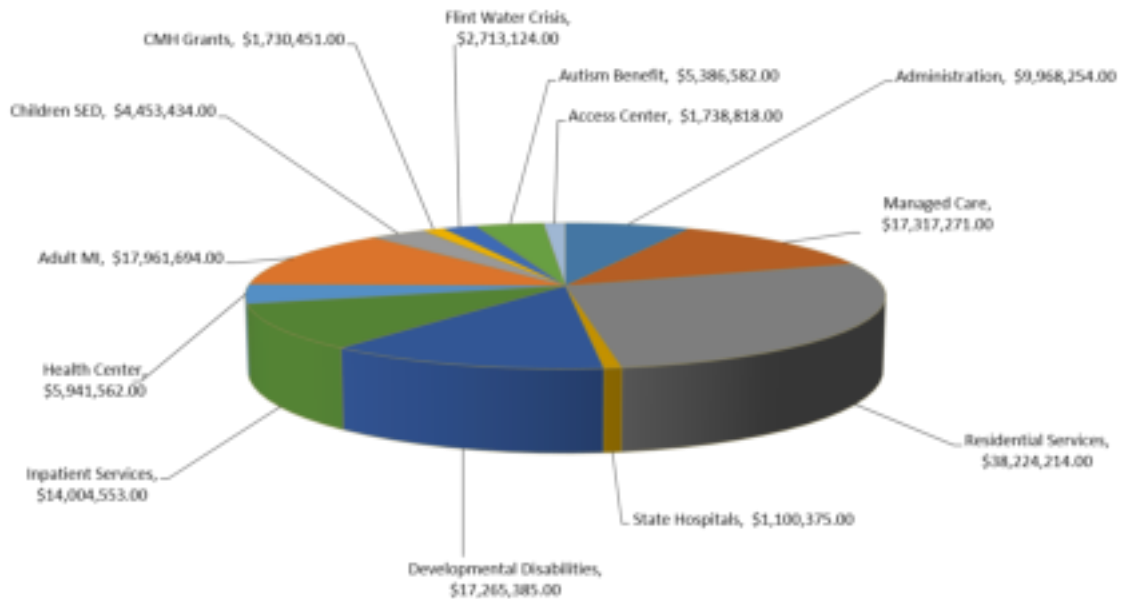
Revenues and Expenditures FY 2020

Revenue Fiscal Year 2020



Total Revenue
\$177,056,023

Expenditures Fiscal Year 2020



Total Expenditures
\$137,805,717

Provider Report Cards

Quality/Compliance Review Scores

| Provider | Program(s) | Focused/ Routine | Start Date | Overall compliance score |
|------------------------------------|---|------------------------------------|------------|--------------------------------|
| | **Adult CM/SC | ***Routine QOC/ C&P | | |
| New Century Supports Services | Adult CM/SC | Routine QOC/C&P | 10/15/2019 | 91% |
| Hope Network Behavioral | Adult CM/SC | Routine QOC/C&P | 11/18/2019 | 93% |
| Consumer Services Inc. | Adult CM/SC | Routine QOC/C&P | 12/3/20/19 | 82% |
| Vocational Independence Program | Adult CM/SC | Routine QOC/C&P | 12/19/2019 | 73% |
| Training and Treatment Innovations | Adult CM/SC | Routine QOC/Q&P | 1/7/2020 | 87% |
| Genesee Health System | Adult CM/SC | Routine QOC/C&P | 1/21/2020 | 89% |
| | ACT - primary and specialty indicators | Routine QOC/C&P | | |
| Hope Network ACT | ACT - primary and specialty indicators | Routine QOC/C&P | 2/4/2020 | 93% |
| Genesee Health System | ACT - primary and specialty indicators | Routine QOC/C&P | 2/18/2020 | 89% |
| | Crisis Stabilization | Routine QOC/C&P | | |
| Hope Network Behavioral | New Passages Mobile Crisis Stabilization Team | Routine QOC/C&P | 3/3/2020 | 93% |
| | Crisis Residential Unit | Routine QOC/C&P | | |
| New Hope Behavioral Services II | Intensive Behavioral Residential with case management | Routine QOC/C&P | 3/17/2020 | 82% |
| Crisis Residential Unit - Tobias | Crisis Residential Unit | Routine QOC/C&P | 3/31/2020 | 94% |
| | Children's CM/SC | Routine QOC/C&P | | |
| Easter Seals | Children's CM/SC | Routine QOC/C&P | 4/14/2020 | 83% |
| Genesee Health System | Children's CM/SC | Routine QOC/C&P | 4/28/2019 | 87% |
| Consumer Services Inc. | Children's CM/SC | Routine QOC/C&P | 5/12/2020 | 84% |
| Hope Network Behavioral | Children's CM/SC | Routine QOC/C&P | 5/26/2020 | 92% |
| | Home-Based | Routine QOC/C&P | | |
| Genesee Health System | Children's HB, MST, Wrap-around | Routine QOC/C&P | 6/9/2020 | 89% |
| Easter Seals | Home-Based | Routine QOC/C&P | 6/23/2020 | 84% |
| | Autism | Routine QOC/C&P | | |
| Helping Hands | Autism | Routine QOC/C&P | 7/7/2020 | 66% |
| Genesee Health System | Autism | Routine QOC/C&P | 7/21/2020 | 76% |
| Merakey | Autism | Routine QOC/C&P | 8/25/2020 | 77% |

** CM/SC = Case Management / Supports Coordination

***QOC/C&P = Quality of Care/Credentialing and Privileging

Provider Report Cards

Quality/Compliance Review Scores

| Corporation | Provider Name | Overall % |
|----------------------|---------------------------------------|-----------|
| Aim to Please | Red Barn | 100% |
| A&J | Andrew & Johnson #3 AFC | 100% |
| A&J | Andrew & Johnson #4 AFC (Bray Rd.) | 100% |
| ASI | Beecher Road Home | 100% |
| ASI | Boyle Home | 100% |
| ASI | Cook Home | 100% |
| ASI | Dodge Road Home | 100% |
| ASI | Linden Road | 99% |
| ASI | Macintosh House | 100% |
| ASI | Maple Road House | 100% |
| ASI | Marshall Home | 100% |
| ASI | Morrish Road Home | 99% |
| ASI | Stanley Road | 100% |
| ASI | Weston | 99% |
| Beacon | Lapeer | 93% |
| Beacon | Linden Road | 91% |
| Beacon | Ossineke | 90% |
| Bentley | Bentley Manor #2 | 100% |
| Bentley | Bentley Manor #6 | 100% |
| Bentley | Bentley Manor #7 | 100% |
| Bentley | Bentley Manor #8 | 100% |
| Brannon | BRAG | 99% |
| Burnett | Burnett AFC | 100% |
| Cameron | Cameron AFC #2 | 100% |
| Central State | Herrington House | 100% |
| Central State | Lara Home | 97% |
| Central State | Parkside Home | 99% |
| Central State | Porter Road House | 98% |
| Central State | Richfield House | 99% |
| Central State | Sycamore House | 92% |
| Central State | Vassar Road Home | 97% |
| Central State | Vienna Rd | 100% |
| Central State | Warner Home | 95% |
| Central State | Wilson Rd | 99% |
| Coldwater | Coldwater Place | 100% |
| Consumer Advancement | Fletcher | 99% |
| Consumer Advancement | Woodland Park AFC | 99% |
| David's House | | 100% |

Provider Report Cards

Quality/Compliance Review Scores

| Corporation | Provider Name | Overall % |
|--------------------------|-------------------------|-----------|
| Family Support | | 96% |
| Flatrock | Burton W. | 98% |
| Flatrock | Flint | 100% |
| Flatrock | Flint Town. | 98% |
| Flatrock | Flushing | 98% |
| Gatti | Gatti 1 Western Home | 100% |
| Gatti | Gatti 2 Lochhead Home | 100% |
| Graham | Graham | 98% |
| Gross AFC Inc | Gross AFC | 100% |
| Gross AFC Inc | Gross AFC #2 | 100% |
| Haven | Haven Country II | 100% |
| Haven | Haven Country AFC | 100% |
| HN/NP | New Hope Residential #1 | 100% |
| HN/NP | New Hope Residential #2 | 100% |
| Hope Network | Bridle Path Home | 100% |
| Hope Network | Hegel Road House | 100% |
| Hope Network | Kersey Home | 100% |
| Hope Network | Lake Road Home | 100% |
| Hope Network | Westwood Home | 100% |
| Hope Network | West Lake | 100% |
| Hope Network | Harbor Point Nunica | 100% |
| Hope Network | Harbor Point Lapeer | 100% |
| Kent | Kent's Assisted Living | 100% |
| Kindred Spirit | Kindred Spirit | 100% |
| Lakeside | Lakeside Park | 100% |
| Maitland | Manor | 100% |
| McBean Transitional Care | Lynton /CarpenterHome | 100% |
| McShen | McShens AFC | 100% |
| MCSI | Ameno Home | 100% |
| MCSI | Berneda Home | 100% |
| MCSI | Farmtree Home | 100% |
| MCSI | Granada House | 100% |
| MCSI | Jennings Home | 100% |
| MCSI | N. Elms Home | 100% |
| MCSI | Neff Home | 100% |
| MCSI | River Road Home | 99% |
| MMSR | Bertram | 100% |

Provider Report Cards

Quality/Compliance Review Scores

| Corporation | Provider Name | Overall % |
|---|--|-----------|
| Paige's | Crossroads Home | 99% |
| Paige's | Kimberly Oaks Home | 98% |
| Paige's | Paige AFC | 95% |
| Paige's | Paige Supervised Comm Liv Inc. Arrowhead Home | 95% |
| Paige's | Paige Court Street | 100% |
| Paige's | Paige Community Living Pasadena Home | 95% |
| Paige's | Reid Road House | 100% |
| Patrick Community Living Facility, Inc. | Woodmoor Home | 95% |
| Porter | Porter Place | 100% |
| Prader willi | Homes | 99% |
| Quality Living | Group Living Facility | 98% |
| Quality Living | Paragon Apartments | 99% |
| Raspberry | Raspberry Manor | 100% |
| ResCare Premier | Holly House | 100% |
| Resident Adv. | Atlas Park Home | 100% |
| Resident Adv. | Burleigh Home | 99% |
| Resident Adv. | Embury Home | 100% |
| Resident Adv. | Henderson Home | 99% |
| Resident Adv. | Lin-Hill Home | 93% |
| Resident Adv. | Long Lake Home | 100% |
| Resident Adv. | Maple Woods Home | 95% |
| Resident Adv. | Nandi Hills Home | 98% |
| Resident Adv. | Spring Meadows Home | 100% |
| Royster | Haven | 91% |
| Stonecreek | Stone Creek Manor | 98% |
| Summers Living | Shumpert's Home | 98% |
| Summers Living | Summers Bray Home | 99% |
| Summers Living | Summers Linden | 99% |
| Thorn | AFC | 94% |
| Turning Leaf | | 100% |
| Valley Res Servs | Joal Home | 100% |
| Valley Res Servs | Wilson Road AIS Home | 100% |
| Veloso | | 100% |
| Wilson Res Care | Buell Lake | 100% |

Provider Report Cards

Quality/Compliance Review Scores

| Provider Name | Overall % |
|---------------------------------|-----------|
| Freedom Work Opportunities | 100% |
| Freedom Works of Genesee County | 100% |
| Goodwill Industries | 99% |
| MCSI Compass | 100% |
| MCSI - Westwood | 100% |
| MCSI Wolcott | 100% |
| VIP | 100% |

| Provider Name | Overall % |
|--------------------------------------|-----------|
| Expert Care | 98% |
| Independent Home Care | 100% |
| Life Center | 100% |
| Maxim | 87% |
| MCSI - CLS/Respite | 94% |
| Res. Adv. Cedar Shores | 93% |
| Resident Advancement Heatherwood Apt | 96% |
| Resident Advancement Ballenger Apt | 93% |
| Valley Nursing & Staffing | 100% |
| ASI | 79% |

Individuals Served FY 20

| Group Served | Adults | Children |
|---|--------------|--------------|
| Adults with Mental Illness or Children with Emotional Disturbance | 6183 | 1843 |
| Both Mental Illness and Developmental Disability | 598 | 515 |
| Individuals with an Intellectual/ Developmental Disability | 928 | 471 |
| Water Supports & Mild-Moderate | <u>209</u> | <u>161</u> |
| All/Total | 7,918 | 2,990 |

Annual Report Fiscal Year 2020

As another year passes, Genesee Community Health Center (GCHC) continues to provide health care services that support our community. This year, in particular has been an extremely challenging year. Dealing with the COVID-19 pandemic and the racial injustice that dominated 2020 has left a lasting impact on our community as well as the nation. Yet the power of our communities, specifically here in Genesee County, offers us hope, coming together to provide systems of care and support so that all men, women and children regardless of their race, ethnicity or sexual orientation will have equal access to healthcare and community supports.

GCHC has expanded the access to high quality, integrated care in Genesee County by opening up a new location at 2298 S Center Rd., increasing psychiatric providers at our Center City location, and increased access to behavioral health and substance use services at both locations. Our health care team is here to support you in your journey to better health. GCHC continues to be recognized as a Level III Patient Centered Medical Home with NCQA accreditation.

The challenges of this past year have made our partnerships within the community stronger and has allowed Genesee Community Health Center to stand out as a healthcare leader. Our health care team provided services throughout this difficult year offering both telehealth and in person services in a safe environment. We initiated a mobile COVID 19 testing and vaccine team that worked out in the community, helping to ensure equal access to these services. Additionally we offered virtual Narcan trainings and peer support groups lead by our behavioral health team.

We continue to unapologetically serve the unserved and underserved populations in Genesee County. Guided by love and fortified by indignation at the racial injustice pervading our society, we have redirected ourselves to ensuring that every person has equal access to high quality health care, behavioral health care and preventative services.



Jean Troop
Executive Director



Claudnyse D. Holloman
GCHC Board Chair

2019-2020 GCHC Board Members

| Name | Position | Term End | Sector |
|------------------------|------------|------------|-----------------------|
| Holloman, Claudnyse | Chair | 7/19/2021 | Legal |
| Oliver-Yancey, Yolanda | Vice Chair | 8/17/2021 | Business |
| Olson, Sam | Treasurer | 09/26/2022 | Justice System |
| Schwartz, Steve | Secretary | 02/21/2022 | Consumer |
| Bagley, Autumn | At Large | 09/26/2022 | Parent Representative |
| Duckett, Deborah | At Large | 12/31/2021 | Consumer |
| McCree, Kyle | At Large | 05/16/2022 | Business |
| Thrash-Sall, Erica | At Large | 02/21/2022 | Business |
| Podlesak, Robert | At Large | 04/23/2023 | Consumer |

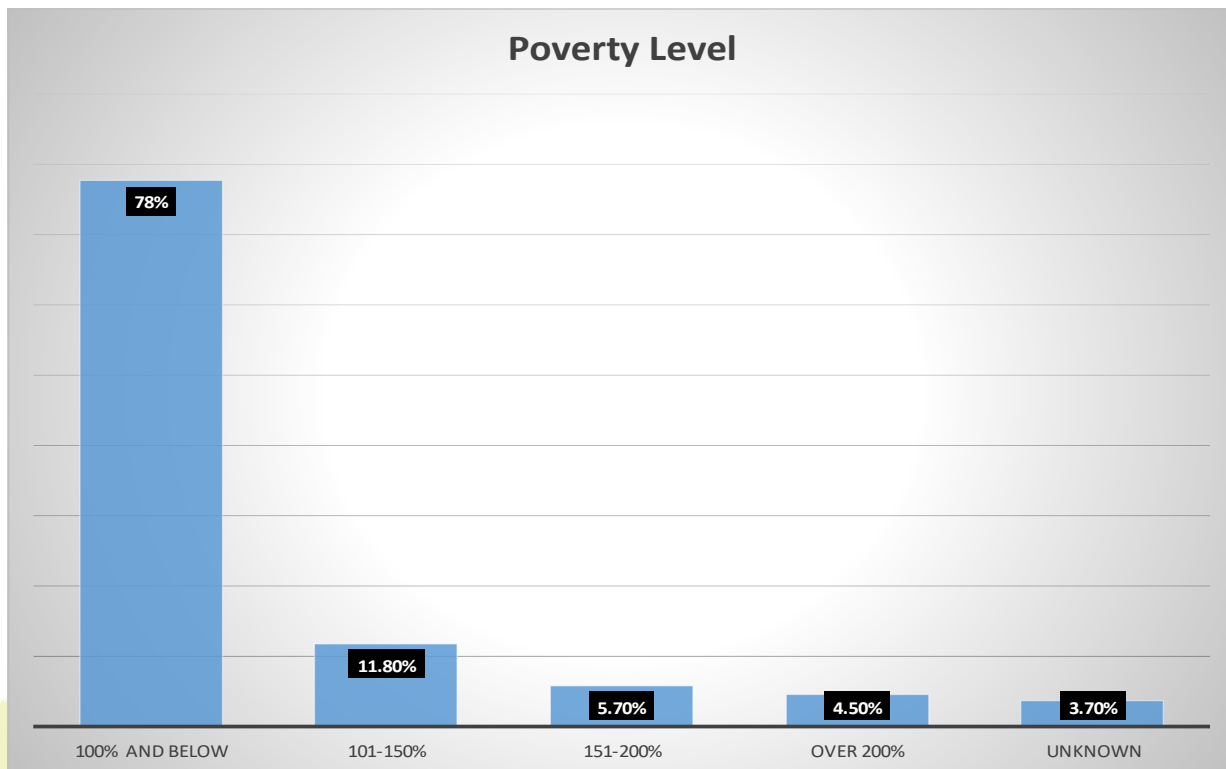
Vision and Mission of Genesee Community Health Center:

The GCHC Board shall offer health services for Genesee County residents through a network of community health centers operated by GCHC for the purpose of ensuring that low-income Genesee County residents have access to an organized, comprehensive system of primary and preventative health care services. GCHC's mission is to improve health and health equity in Genesee County through the provision of high quality healthcare services and programs in an integrated, patient-centered environment with a priority focus on homeless and public housing residents. While the GCHC Board is committed to meeting the healthcare needs of homeless residents and public housing consumers as its priority population, it remains committed to meeting the healthcare needs of other underserved populations so long as this does not interfere with its mission to priority consumers.

GENESEE COMMUNITY HEALTH CENTER VISITS AND PATIENTS

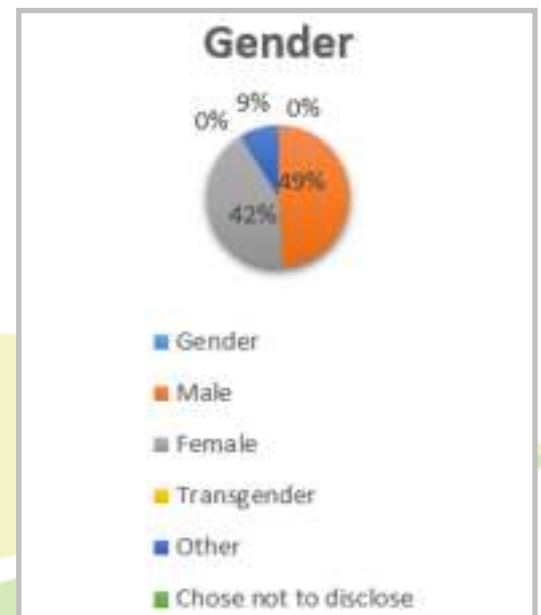
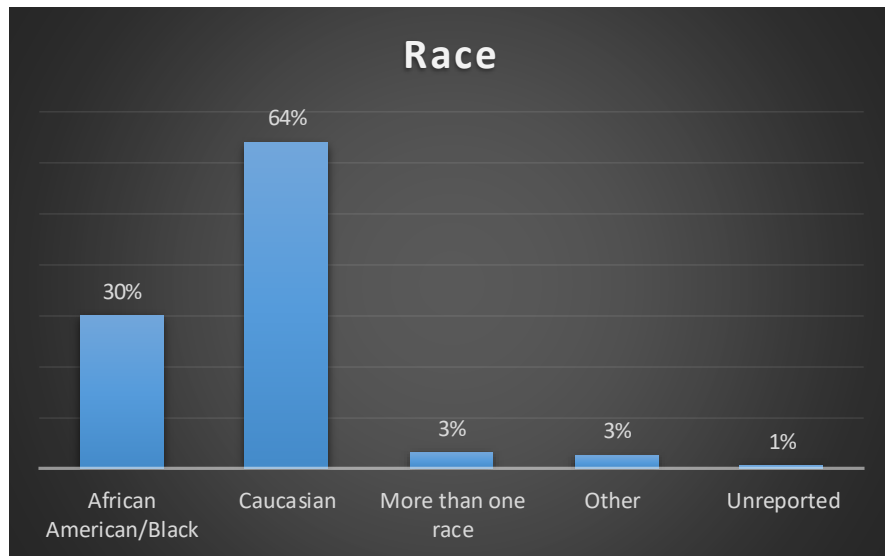
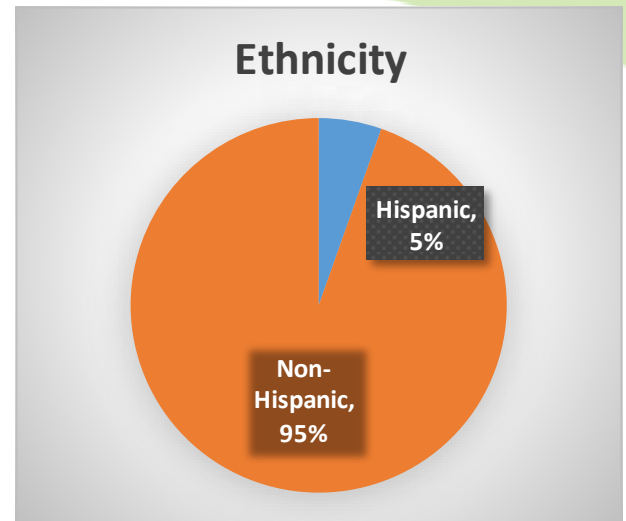
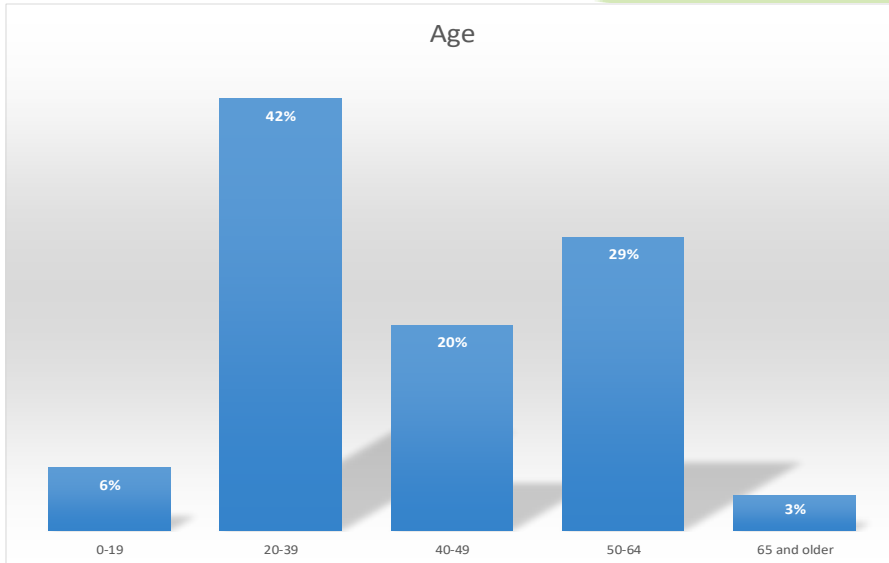
| Type of Visit | Total Encounters | Patients |
|-------------------|------------------|----------|
| Behavioral Health | 7908 | 2231 |
| Primary Care | 11023 | 2881 |
| Dental | 159 | 75 |

DEMOGRAPHICS



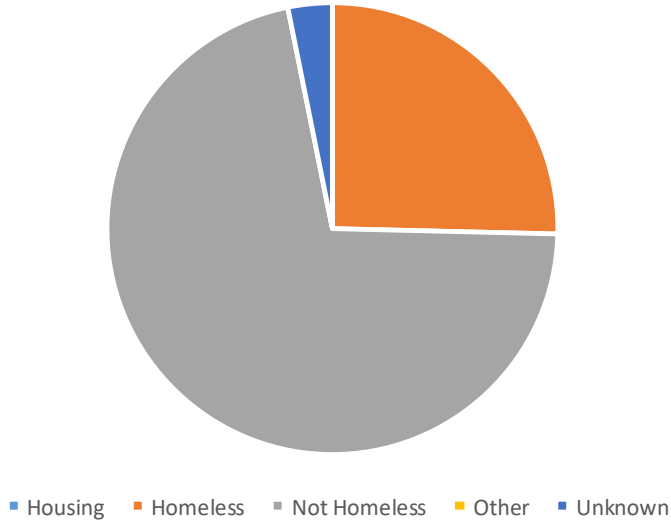
GENESEE COMMUNITY HEALTH CENTER

DEMOGRAPHICS

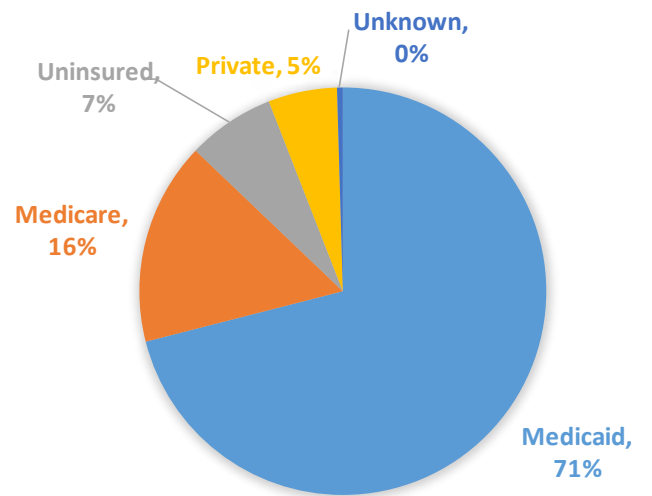


DEMOGRAPHICS

Housing Status



HEALTH CARE



LOCATION CHANGE

GCHC moved our Atherton location from Kleinpell to Center Road in October of 2020. With our new, easy to find, centralized location, we can continue to serve Genesee County residents with the care and professionalism that they've come to expect from the friendly providers at GCHC.



Contact Us



Crisis Services

24 hours / 7 days
810.257.3740
TTY 810.232.6310
Toll Free 877.346.3648

Mental Health and Substance Use Disorder Access Center

Monday—Friday; 8 AM—5 PM
810.257.3740
TTY 810.232.6310
Toll Free 877.346.3648

Customer Services

Monday—Friday; 8 AM—5 PM
810.257.3705
TTY 810.257.1346
Toll Free 866.211.5455

Chief Executive Officer

810.257.3707

Website

www.genhs.org



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Flint, MI 48503

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2298 Center Road
Burton, MI 48519

810.496.5777
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