



*Hope and health in the community*

# Annual Report

Fiscal Year 2015



# 2015 GHS Art Contest Winner

My name is Frank Turnage and I was born with Cerebral Palsy. I am 58 years old and I am still discovering new things I love to do. My paintings are a piece of my life. I would always mess around with brushes and pencils to be able to communicate, and art is like Occupational Therapy to me. The reason I found out why I like to paint is my case manager from GHS wanted me to talk to a therapist. The therapist used to tell me over and over "Frank, you have to be more independent." This is what drove me to sign up for art classes at my community college, and that was three years ago. I love to use water colors, because of the bright colors. This helps me to turn my paintings into one-of-a-kind art pieces.

I was so excited when I was going to paint "The Honeymoon" because it meant more to me than the lighthouse. For our honeymoon we went to Niagara Falls but we didn't stay in a hotel. We went camping by Niagara Falls and my wife had no idea where we were going, but I found this Golden Hill State Park online with a lighthouse. Every day for a week the first thing we saw when we looked out of the window was the Thirty Mile Lighthouse. It was right by the campground where you could visit or rent the lighthouse. My wife loved lighthouses. We had the chance to go visit the Thirty Mile Lighthouse, so we did.

The light house painting is one that I hold close to my heart, because it brings back so many great memories. I love to paint, because it helps me to better communicate with the world. People are always amazed by my work when they see it. I don't let a disability hold me back from doing what I love to do.





# ANNUAL REPORT TO THE COMMUNITY 2015

We are proud to present our annual report to the community for our fiscal year which ended September 30, 2015.

As has been the case for recent history, the year was very busy. We continue to work with our Region 10 PIHP partners, St. Clair CMH, Lapeer CMH and Sanilac CMH. This new regional model is just two years old. We are starting to jell as a region and are using each other's strengths and experiences to make our respective CMHs better. As time goes on, we are confident that our region will get stronger and better, and continue to increase our quality and efficiencies.

The demand for our services continues to increase at a steady pace. There was a major change this year, with the addition of Healthy Michigan in its first full year of operation. This new program provided health care coverage to hundreds of thousands of Michigan residents. It did have a slightly negative effect on the CMH world, in that the system lost a significant amount of general fund (GF). GF is fairly flexible funding that CMHs can use to fill in treatment gaps, and provide services to individuals without insurance and those who do not meet the criteria for Medicaid. This has affected our ability to provide the same level of services to some individuals, but we are working diligently to make sure everyone receives treatment. This will be a continuing battle that we will fight.

As usual, there were funding challenges. There has been some renewed interest in the discussion of a privatization or bid out of the public system, which occurs every several years. There is an ongoing belief that our public system is ineffective, and that for profit companies could do a better job.

This argument has been around for a long time, and has been tried in multiple states around the country. The results are very similar-if money is saved, it is always at the expense of personal services, and community input into the process. The system has fought and won this battle before, and we are confident that we will fight, and win again if necessary.

As we say every year, the future is uncertain and will undoubtedly bring many new and continuing challenges. As we write this, the Flint Water Crisis is starting to heat up, and looks like it could become very serious. As the largest provider of behavioral health services in the county, we will most likely be called on to assist in some way. Please be assured that we will be ready to serve the residents of Flint and Genesee County, whatever that need is.

Genesee Health System (Genesee County Community Mental Health) has served the community for over 50 years. Whatever the name, funding, or political challenges, we have never wavered from our mission of providing high quality, compassionate services to the individuals and families we serve.

Our commitment to you is that this will not change.

Thank you.



*Danis Russell*

Danis Russell  
Chief Executive Officer



*Linda C. Keller*

Linda C. Keller  
GHS Board Chair

## 2014-2015 BOARD MEMBERS

**ADAMS, Pegge** (Appointment Expires 03-31-16)  
County Commissioner

**BANKERT, Terry** (Appointment Expires 03-31-18)  
Family Member

**CLACK, Brenda** (Appointment Expires 03-31-16)  
County Commissioner

**COLE, Wanda** (Appointment Expires 03-31-17)  
Consumer Representative, *Vice Chair*

**HAMMON, Ted** (Appointment Expires 03-31-18)  
General Public

**JONES, Gary** (Appointment Expires 03-31-16)  
Family Member, *Secretary/Treasurer*

**KELLER, Linda** (Appointment Expires 03-31-17)  
General Public, *Board Chair*

**LONG, Robert A** (Appointment Expires 03-31-18)  
General Public

**MCCREE, Kyle** (Appointment Expires 03-31-17)  
General Public

**REEVES, Angela** (Appointment Expires 03-31-16)  
General Public

**SADDINGTON, Peter** (Appointment Expires 03-31-18)  
Consumer Representative

**SHULTZ, Judy** (Appointment Expires 03-31-17)  
General Public

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### The GHS Mission

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

### Our Vision

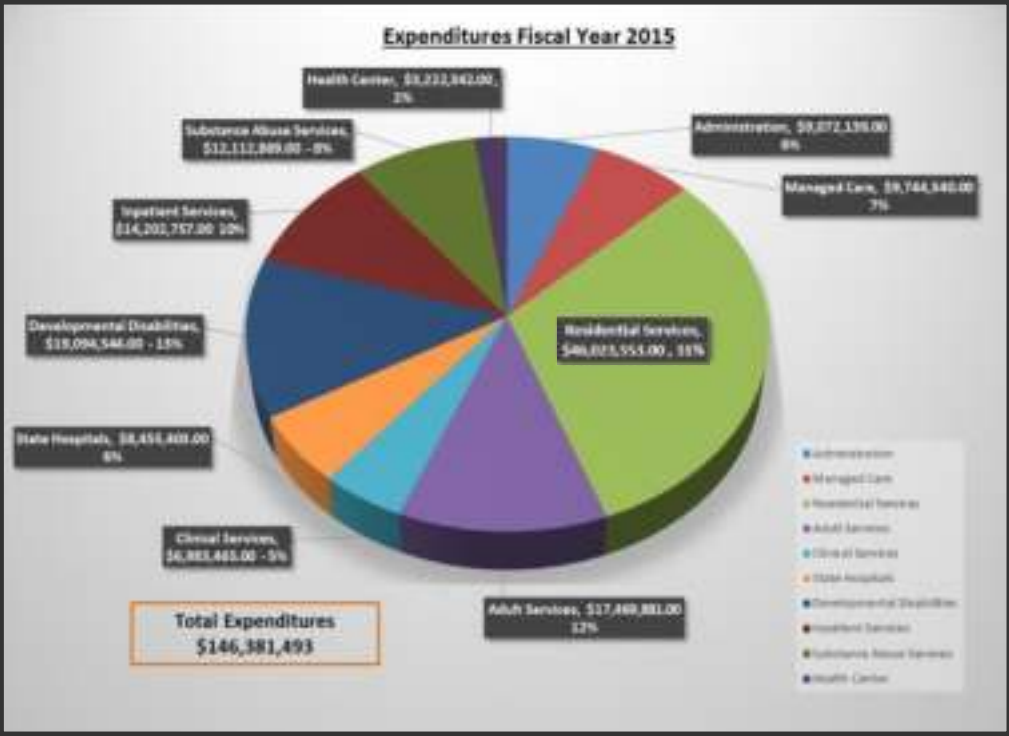
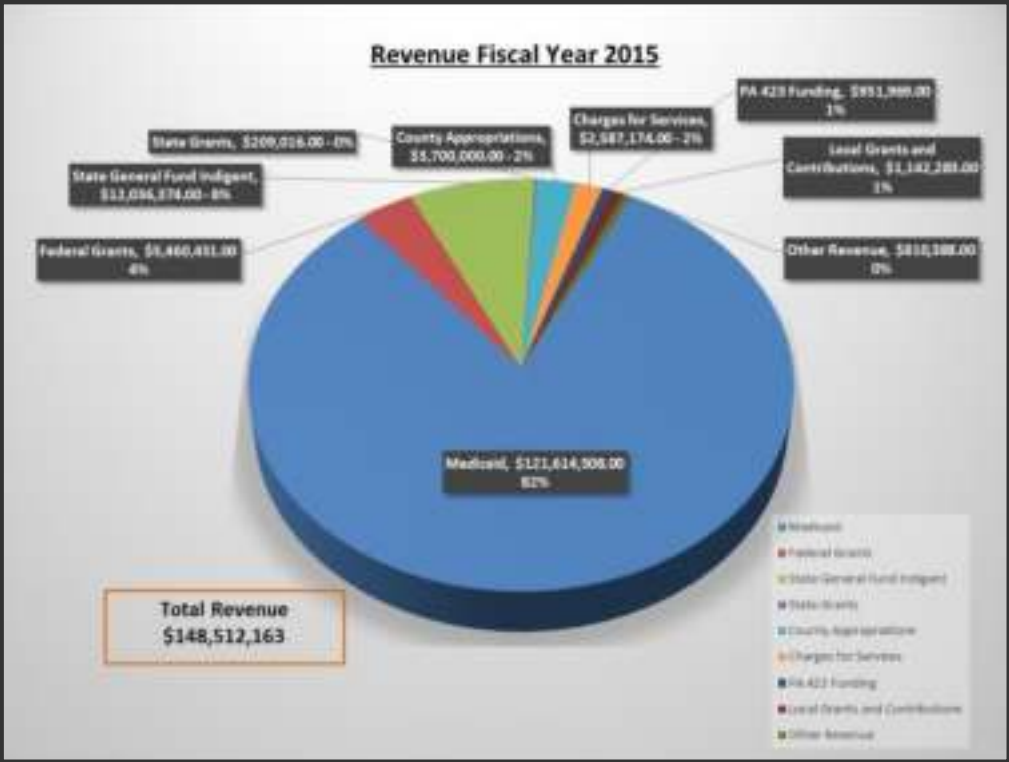
GHS will take positive action to promote hope and health by recognizing the interconnectedness of the body, the mind, and the community. We will do this by drawing out and strengthening the natural systems of support inherent to all communities so that individuals achieve the lives they desire. We will 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 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



# FISCAL YEAR 2015 REVENUE AND EXPENSES



## INDIVIDUALS GHS SERVED IN FISCAL YEAR 2015

<u>Group Served</u>	<u>Number Served</u>
Intellectual/Developmental Disability	1924
Adult—Mental Illness	8253
Child—Mental Illness	<u>1912</u>
<b>Total Served for MI and I/DD</b>	<b>12089</b>
Adult—Substance Use Disorder	4063
Child—Substance Use Disorder	<u>160</u>
<b>Total Served for SUD</b>	<b>4223</b>
<b>Total admissions to mental health , intellectual and developmental disability and substance use treatment</b>	<b>16312</b>
<b>Total Distinct Individuals</b>	<b>15031</b>



# GHS REPORT CARDS

## Primary Providers

Primary provider	Services provided*	N served	Compliance with standards		Outcomes	Timeliness: Lower #s better	
			Average quality audit score	Inpatient follow-up	Decreased crisis utilization before to after admission	Median days from request to initial assessment	Median days from assessment to service start
Genesee Health System	CM, SC, ACT, HB, autism	6675	Mid-range	Higher	99%	0	0
Hope Network New Passages	CM, SC, ACT, OP, crisis residential, crisis stabilization	2953	Mid-range	Mid-range	97%	7	0
Consumer Services, Inc.	CM, SC, OP	2201	Lower	Mid-range	97%	7	0
Training and Treatment Innovations	CM, SC, ACT, OP	755	Mid-range	Mid-range	91%	5	8
Easter Seals	CM, HB	366	Higher	†	100%	8	0
Oakland Psych	OP	153	Lower	†	†	†	7
Vocational Independence Program	CM, SC	144	Mid-range	†	†	†	†
New Century Support Services	CM, SC	61	Higher	†	†	†	†
<b>* Service descriptions:</b>							
CM - Targeted Case Management		HB- Home-based					
SC - Supports Coordination		OP - outpatient therapy					
ACT - Assertive Community Treatment							
<b>† Not enough cases in this category for a valid report</b>							
<b>Definitions</b>							
Average quality audit score: Average score for quality audits of provider's programs.							
Inpatient follow-up: Rate at which consumers are seen within 3 weekdays (24 hours for ACT and home-based) after inpatient discharge.							
Decreased crisis utilization: Percentage of consumers who (1) have fewer days of crisis service in the three months after program discharge compared to the three months before, or (2) maintain 0 crisis utilization from before to after services.							
Days from request to assessment: Median days from initial request for services, to assessment, for new consumers.							
Days from assessment to service start: Median days from assessment to start of ongoing services, for new consumers.							

# GHS REPORT CARDS

## Substance Use Disorder Providers

Provider	N consumers served	Average quality audit score	Timeliness: lower is better	
			Median days from request to initial assessment	Median days from assessment to start of services
Catholic Charities	801	Mid-range	8	7
Holy Cross	908	Mid-range	0	0
Flint Odyssey House	871	Higher	2	3
Sacred Heart	1205	Lower	7	8
Oakland Psych	69	Mid-range	8	*
* Not enough cases in this category for a valid report				
<b>Definitions</b>				
Average quality audit score: Average score for quality audits of provider's programs				
Days from request to assessment: Median days from initial request for services, to assessment, for new consumers.				
Days from assessment to service start: Median days from assessment to start of ongoing services, for new consumers				





# GHS REPORT CARDS

## Residential providers' performance on GHS facility/record audits

### Corporations with all homes at 100% (N homes)

Bentley Manor Inc. (5)	Fletcher AFC (2)	Gross AFC Inc. (2)	ResCare Premier (2)
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### Individual homes scoring 100%

Blair CFC	Brannon Residential Achievement Group Inc. (B.R.A.G.)	Burnett AFC
Cameron AFC #2		Kent's Assisted Living
Lynton Home		Merriman AFC
Raspberry Manor		Woodmoor Home
Veloso AFC		
	Flatrock (Bertram Manor)	
	McShens AFC	
	Stone Creek Manor	

### Corporations with at least one home below 100% (average of all home scores is shown)

Paige's Supervised Community Living Inc. (7)	99.9%	Alternative Services Inc. (11)	99.7%	Gatti Group Homes (2)	99.5%	
Quality Living Systems (2)	99.5%		Summers Living Systems (4)	99.3%	Communication Access Center (2)	99.0%
Hope Network New Passages (4)	98.8%		Sherwood Care Facilities Inc. (4)	98.5%	Haven Country (2)	98.5%
Resident Advancement (9)	98.2%		Central State Community Services (13)	98.2%	Andrews & Johnson (2)	98.0%
Alternative Community Living Inc. (2)	98.0%		Wilson Residential Care Services (2)	98.0%	Michigan Community Services Inc. (7)	97.7%
Valley Residential Services (3)	97.3%		Greenley Square (2)	97.0%		

### Individual homes scoring below 100%

Genesee Regional CRU	99.0%	Coldwater Place	99.0%	Maitland Manor	99.0%	
Porter Place	99.0%		Graham AFC	98.0%	Lakeside Park AFC	98.0%
Family Support Home	97.0%		Thorn AFC	97.0%	Bertram Haus	96.0%
Royster Haven	96.0%		Rose Haven AFC	95.0%	Clifford St. AFC	94.0%
Kindred Spirit	89.0%		Rice AFC	89.0%		

# GENESEE COMMUNITY HEALTH CENTER CALENDAR YEAR 2015 SUMMARY



## Health Center Services

Genesee Community Health Center (GCHC) opened its doors in October 2012 to provide integrated primary and behavioral healthcare in two easily accessible main sites, one near downtown Flint and one within a public housing site in Flint. Services include:

- ✦ Complete Health Care for Adults and Children, including Screenings, Well-Child visits, & Physicals
- ✦ Care for Diabetes, Asthma, Blood Pressure, Cholesterol and other Chronic Conditions
- ✦ Access to Lab and X-ray Services
- ✦ Oral Health Services
- ✦ Community Health Coach Services, including Transportation, Education, Outreach, and Enrollment in Health Care and Benefit Programs, Care Coordination, and Recovery Support
- ✦ Onsite Mental Health and Substance Abuse Services, including Medication-Assisted Treatment for Opioid and Alcohol Dependence

## Population Served

The Genesee Community Health Center (GCHC) provides care to anyone in need, regardless of insurance status or ability to pay.

While GCHC specializes in meeting the needs of the homeless and residents of public housing, services are available to anyone.

A sliding fee discount scale is available to anyone making less than 200% of the Federal Poverty Level. In 2015, that meant \$48,500 annually for a family of four or \$23,540 for an individual.

## How We're Different

GCHC believes that health is about the whole person. That means we offer highly-qualified nurse practitioners working together with social workers, coaches, medical assistants and other support staff to meet all of your care needs.



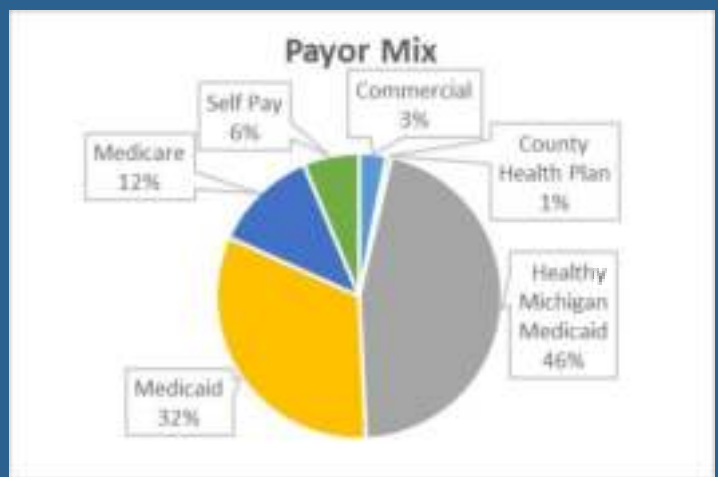
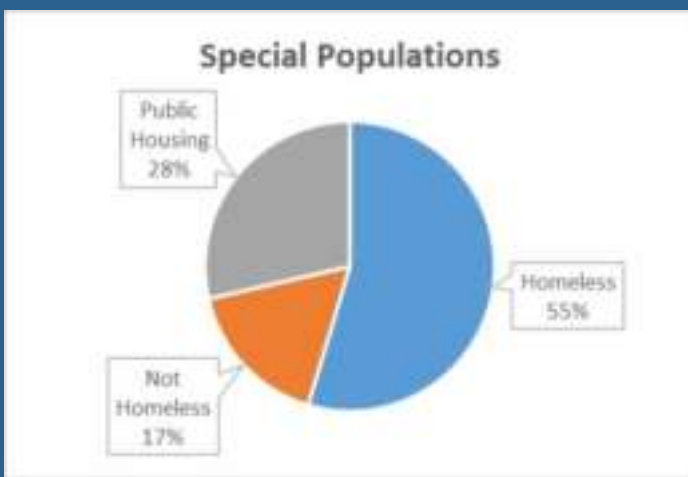
Honor Potvin, MPH  
Interim Executive Director



## Patient Demographics

In 2015, GCHC provided **12,850 visits** to a total of **2,836 unduplicated patients**. All patients are under 200% of the Federal Poverty Level.

Service Type	Encounters	Patients
Behavioral Health	2,255	639 (duplicated with primary care)
Primary Care	10,595	2,836 unduplicated
TOTAL	12,850	2,836



## Highlights from 2015

Our Community Health Coaches are a unique part of our service offerings. Coaches bring their lived experience to benefit our patients through a variety of pathways. Most notably, coaches played a key role in reducing GCHC patients' unnecessary usage of the Emergency Department by 80% within 3 months. They also lead programs that have significantly increased breast and cervical cancer screening rates and are currently working to increase colorectal screening rates.

## Plans for 2016

2016 brings many new and exciting programs to the Genesee Community Health Center.

The oral health program is bringing vital dental services to our patients to complement our holistic service approach.

A grant from Blue Cross Blue Shield of Michigan made it possible to provide our integrated services onboard our new mobile health clinic. The mobile health clinic will bring a primary care provider, social worker, and health coaches to locations throughout Genesee County. Information about the mobile health clinic locations and events will be available soon at [www.genchc.org](http://www.genchc.org).

## 2014-2015 GCHC BOARD MEMBERS

**E. Yvonne Lewis** (Term Expires 5/31/18)  
*Board Chair*  
Expertise: Healthcare, Community Healthcare Advocate

**Jameca Patrick-Singleton** (Term Expires 5/18/18)  
Expertise: Homelessness

**Deborah Duckett** (Term Expires 1/1/27)  
Consumer Representative

**Terrence Clark** (Term Expires 5/31/17)  
Expertise: Housing

**Sheryl Deutsch** (Term Expires 12/31/17)  
Expertise: Pharmaceuticals

**Mareca French** (Term Expires 10/15/16)  
Community Representative

**James Milanowski** (Term Expires 10/15/16)  
*Treasurer*  
Expertise: Health Plans

**Kasie Nichel-White** (Term Expires 5/20/18)  
*Secretary*  
Expertise: Adult Education

**Sara Pendleton, M.D.** (Term Expires 8/18/16)  
*Vice Chair*  
Expertise: Health Care

**Robert Rouse** (Term Expires 10/21/18)  
Consumer Representative

**David Challender** (Term Expires 7/1/17)  
Consumer Representative

### **Mission of the Genesee Community Health Center:**

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.



## Bringing Awareness to Mental Illnesses

The Walk A Mile in My Shoes Rally celebrated it's 11th year in 2015. The Rally is held on the Capitol Steps in Lansing every year in May to highlight Mental Health Awareness Month. It's an opportunity to help get rid of the stigma and myths surrounding mental illness by bringing awareness as well as an opportunity to meet with our lawmakers to discuss policy around mental illness and mental wellness. (Below: top right, Representative Joe Graves, top left, Representative Phil Phelps)

Over 3,000 people attended from around the state, and more than 100 advocates attended from Genesee County.

Consider attending in the future. Watch our website or our social media sites for more information.





**We all struggle** with our moods at times. Anxious or depressive thought can weight us down. Some of us may struggle with drugs or alcohol. Seeking help and focusing on your mental health is important.

**Now you can use web and mobile tools to help get better and stay mentally strong.**

myStrength is confidential - just for you. It offers personalized resources to improve your mood. Learning to use myStrength's tools can help overcome the challenges of drug and alcohol abuse.



## SIGN UP TODAY

1. Visit [www.myStrength.com](http://www.myStrength.com).
2. On the myStrength.com home page, click on "Sign-up."
3. Enter the following Access Code: **GHScommunity**
4. Complete the myStrength sign-up process with a brief Wellness Assessment and personal profile.
5. Go Mobile! Using the access code above, get the myStrength app for iOS and Android devices at [www.mystrength.com/mobile](http://www.mystrength.com/mobile)



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## Statewide Traveling Art Show

### “Creative Minds Changing Minds”

CMHs across the state submitted the best artwork in their areas for a statewide art show that helped reduce stigma through understanding that mental illness is just a portion of their lives. People are parents, children, siblings, aunts and uncles, as well as employees and artists. People are multi-faceted and only ask that we “see them” not their diagnosis.

GHS partnered locally with the Vista Center to ensure that visitors had a full and rich experience when visiting the art show. GHS brought it to Flint in December of 2014 where it spent some time at the Second Friday Art Walk downtown Flint, then spent several weeks on display at the Courtland Center mall.

GHS would like to thank all artists, both local and statewide for their contribution to help stop the stigma of mental illness.



# Contact Us



## Crisis Services

24 hours / 7 days  
810.257.3740  
TTY 810.232.6310  
Toll Free 877.346.3648

## Mental Health and Substance Abuse 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](http://www.genhs.org)



810-496-5777  
[www.genhc.org](http://www.genhc.org)

