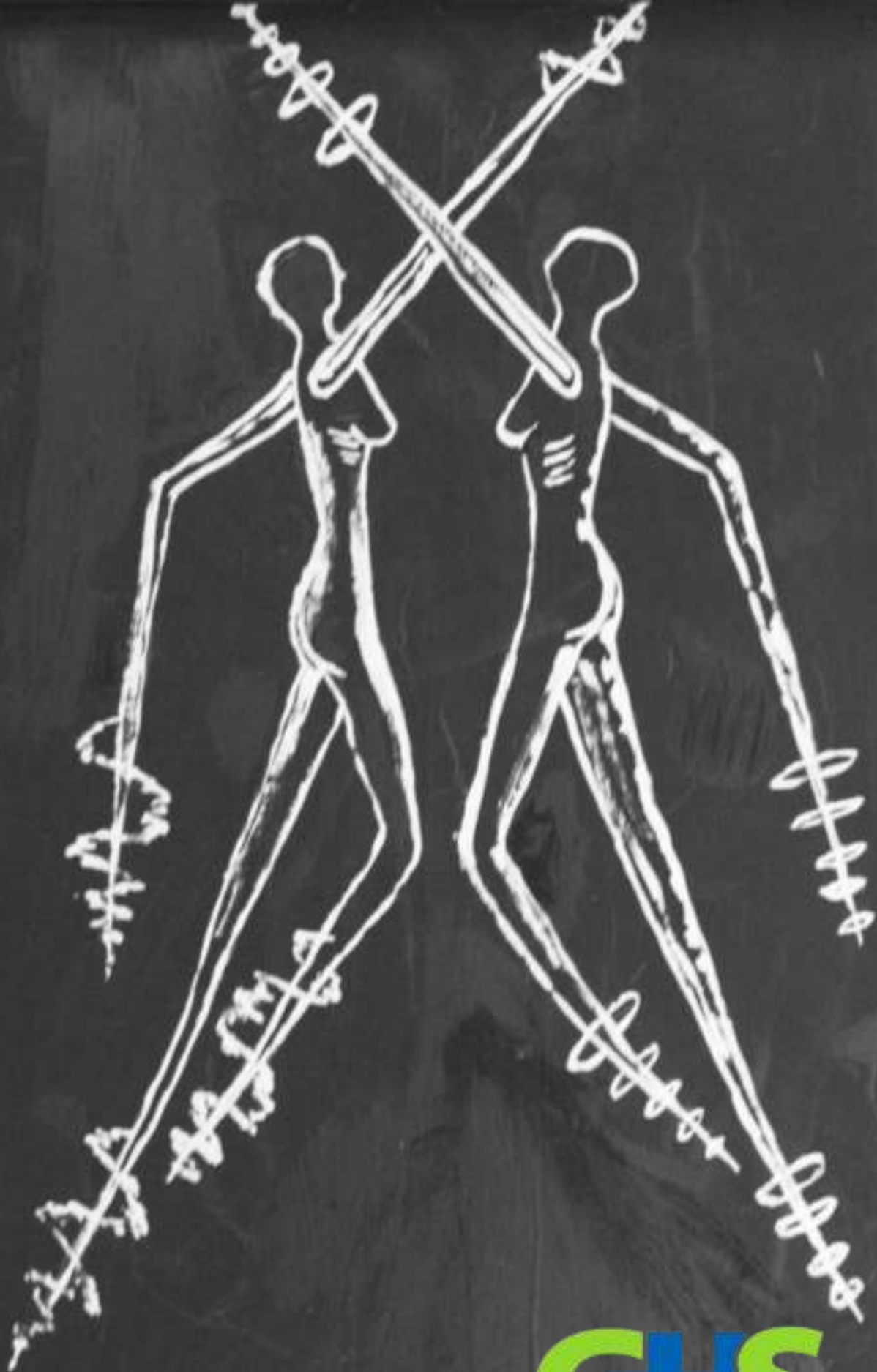


Annual Report Fiscal Year 2016



Artwork by Stephen Ray



Genesee HEALTH SYSTEM

Hope and health in the community.

In Memoriam

This edition of Genesee Health System's Annual Report is dedicated to Pete Saddington, a long time Board Member at GHIS who passed away in 2016.

Pete was an advocate of mental health and served on the Board of Directors for Genesee Health System for more than 20 years. He was the first consumer Board Chair in the State of Michigan and served from 2001-2003. He received an award from the Michigan Association of Mental Health Boards in 2015 in recognition of those years of service.

GHIS was grateful for his years of service and is better for his leadership and participation. He is greatly missed.



20 YEARS

In 2015, The Michigan Association of Community Mental Health Boards (MACMHB) established the CMHSP Board Member Longevity Award to recognize board members with long years of outstanding service on their local CMH Board.

Pete Saddington
Genesee Health System

This certificate is in recognition of your many years of dedication to your local Community Mental Health Services as a long standing board member. Thank you for your service.

Awarded October 26, 2015

Robert Sheehan
Robert Sheehan, CEO

William R. Davie
William R. Davie, President

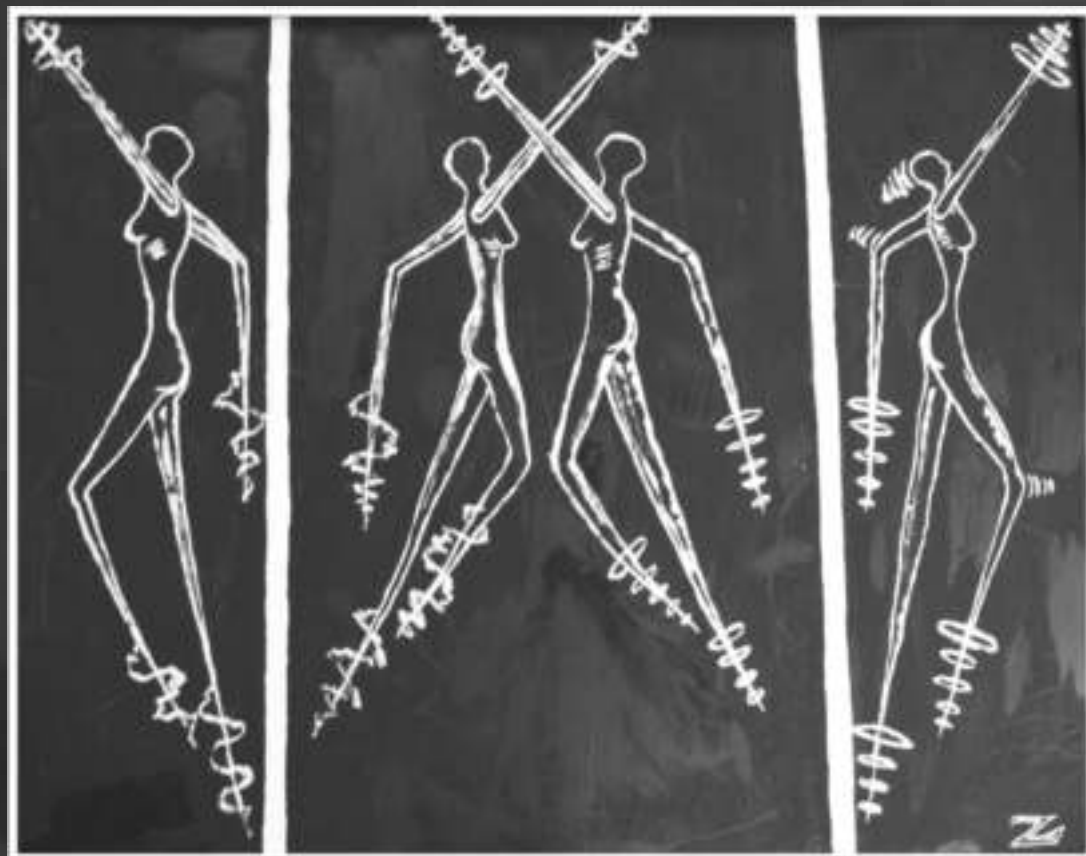
GHS Art Contest Winner 2016

Each year GHS sponsors an art contest for individuals who are or have been in services at GHS or with one of our providers.

This year the winner was Steven Ray and his winning artwork is called "The Glory of Women Good and Bad."

GHS would like to congratulate Stephen on his winning submission.

Winners are featured on the front of the annual GHS Calendar of Recovery and Annual Report.



My name is Steven Ray and I have been an artist since childhood. I am an abstract artist and my medium is acrylic. The painting is called *The Glory of Women Good and Bad* and was inspired by my perception of women good and bad. The painting itself shows the nature of the two types of women, the halo woman symbolizes the honor of the good, glorious, divine, and excellence of the female race. The bad symbolizes the strength and honor of the wrathful side of women and the majesty and beauty within.

Annual Report to the Community

Fiscal Year 2016

We are proud to provide our report to the Genesee County community for the fiscal year 2016.

2016 was a very unique and challenging year for most of us in Genesee County, and GIS is no different.

You can't talk about 2016 in Flint, without talking about the Water Crisis. The Water Crisis affected every part of residents' lives. That continues to today, and will continue for the foreseeable future.

And we can't talk about 2016 for GIS without spending a little time talking about our part in the Crisis.

GIS got involved very early in the crisis, when called upon by federal officials once the President declared the emergency. Over the following year, a small handful of GIS staff worked long and hard trying to help the community recover.

Just to keep this brief, this is a short summary of GIS activities:

- Set up free counseling centers in the community.
- Set up and facilitated community and professional meetings.
- Worked with state and federal partners to write grants to bring in additional resources.
- Received additional training in order to train the community in various psychological procedures.
- Set up Listening Circles to help caregivers take care of themselves.
- Worked with a national organization to implement a mobile mental health clinic.
- Participated in planning groups, events, and helped sponsor community activities.

This activity continues today.

While the crisis was going on, we also had to attend to our usual mission, without taking resources and efforts away from our consumers, many of whom were also struggling with the water crisis. It was a difficult balancing act, but we think we succeeded. No GIS consumers received less care or resources because of our involvement in the Crisis. This is a true testament to the GIS staff that put in so much extra work. Our gratitude goes out to them.

2016 was also a very active year in the state for mental health activity. There were constant presentations, work groups and community meetings about the 298 legislation that had been stopped in the Governor's budget. There were steady efforts to develop an alternative model to the privatization of the system by giving the mental health business to the health plans. These meetings and planning continue, and we expect the activity will not let up as we head into the new fiscal year and a new proposed budget. There will always be pressure on the system, but the advocates, families, consumers and providers are all dedicated to keeping the system public and preserving our core ideals.

As we head into 2017, we are certain that the pressures and challenges will not subside. They may change, but our system will have to continue fighting. We expect this, and we look forward to working for our consumers. We will never let up, and we will never forget why we exist. This is our mission, and our commitment to you.

Thank you.



David Russell

Chief Executive Officer



Wanda A. Cole

GHS Board Chair



2015-2016 GHS Board

ADAMS, Pegge (Appointment Expires 03/31/19)
County Commissioner

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

CLACK, Brenda (Appointment Expires 03/31/19)
County Commissioner

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

HAMMON, Ted (Appointment Expires 03/31/18)
General Public, **Secretary/Treasurer**

JONES, Gary (Appointment Expires 03/31/19)
Family Member

KELLER, Linda (Appointment Expires 03/31/17)
General Public

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

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

REEVES, Angela (Appointment Expires 03/31/19)
General Public

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

The GHS Mission

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

Our Vision

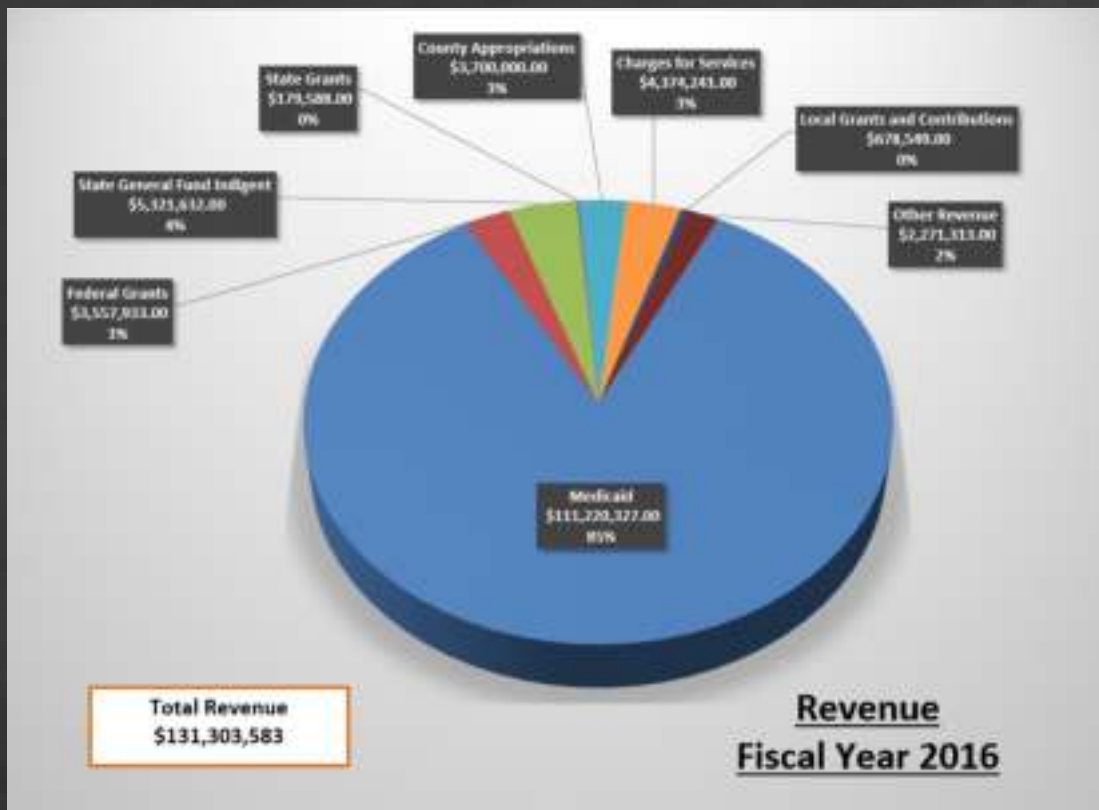
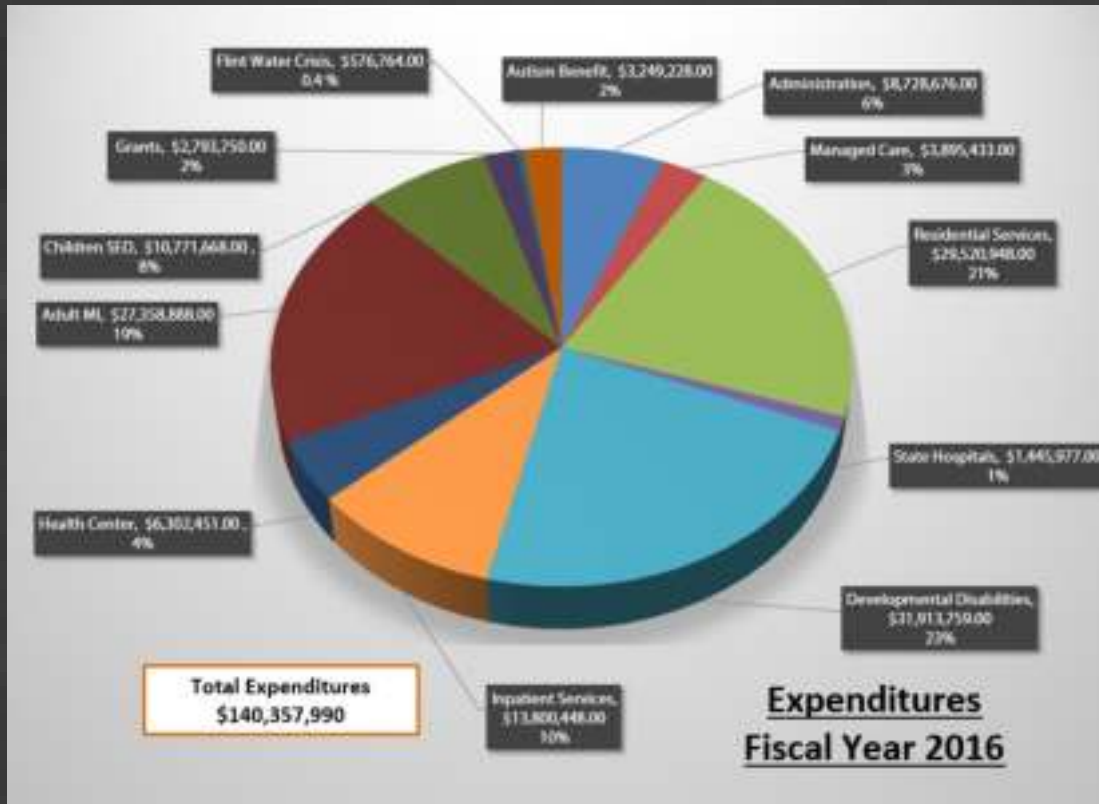
GHS will take positive action to promote hope and health by recognizing the interconnectedness of the body, the mind, and the community. We will do this by drawing out and strengthening the natural systems of support inherent to all communities so that individuals achieve the lives they desire. We will 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 2016 Revenue and Expenses



GHS Services Report Card

2016 Report Card definitions

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.

Outcome measure completion: Proportion of consumers with state-required outcome measures current. (For FY 2016, this refers to the CAFAS and PECFAS measures.)

Crisis utilization: Average number of days of crisis care per month of enrollment in the provider's programs. In general, lower numbers represent better performance.

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.

Self-reported outcomes: Proportion of consumers who noted improvements in their lives or symptoms on GHS's annual consumer survey.

The Region 10 PIHP now oversees all Substance Use Disorder services, so those numbers are not included here.

Service type	Provider	Distinct consumers served	Distinct services provided
All	All	9,985	1,023,052
Primary / OP services for SED, SMI and I/DD	All	8,005	168,895
	Genesee Health System	2,780	56,415
	Consumer Services Inc.	2,373	38,442
	New Passages Behavior Health & Rehabilitation Services	2,301	47,817
	Training & Treatment Innovations, Inc.	736	16,090
	Easter Seals Society	206	5,532
	New Century Support Services, Inc.	62	1,804
	Vocational Independence Program	84	1,571
	Oakland Psychological Clinic PC	124	1,146
	Catholic Charities	5	42
Residential services	All	678	405,457
	32 providers with < 20 consumers or < 1000 services each	182	95,889
	Central State Community	82	52,507
	Alternative Services Inc.	65	40,367
	Resident Advancement Inc.	58	36,595
	Michigan Community Services, Inc.	44	33,823
	Paiges Community Living Facility	48	33,457
	Bentley Manor Inc.	44	19,305
	Paragon Non-Profit Housing Corporation	30	14,739
	Greenley Square Mannor	31	10,655

GHS Service Report Card

Service type	Provider	Distinct consumers served	Distinct services provided
Inpatient, crisis, and state hospital services	All	2,535	28,535
	Common Ground	681	2,055
	McLaren Medical Management, Inc.	679	8,086
	Hurley Medical Center	627	7,296
	New Passages Behavior Health & Rehabilitation Services	418	2,906
	Havenwyck Hospital Inc	233	2,353
	Healthsource Saginaw, Inc.	217	2,006
	BCA of Detroit	123	1,371
	6 providers with < 20 consumers or < 1000 services each	142	895
Other services	All	4,365	228,767
	Genesee Health System	2,042	57,019
	New Passages Behavior Health & Rehabilitation Services	1,050	5,497
	Michigan Community Services, Inc.	831	54,560
	Freedom Work Opportunities Of Genesee County, Inc	299	40,890
	Vocational Independence Program	127	24,173
	INDEPENDENT HOME CARE OF MICHIGAN	162	14,634
	Freedom Work Opportunities, Inc	57	9,710
	Bower Enterprises-IHH Incorporated	79	5,272
	The Disability Network	28	5,025
	Bentley Manor Inc	21	2,637
	56 providers with < 20 consumers or < 1000 services each	153	3,338
Day program services	All	1,049	191,398
	Michigan Community Services, Inc.	374	64,203
	Freedom Work Opportunities Of Genesee County, Inc.	343	67,407
	Vocational Independence Program	131	26,338
	Genesee Health System	128	20,050
	Freedom Work Opportunities, Inc.	61	10,949
	Goodwill Industries of Mid Michigan Incorporated	36	2,451



Report Card (cont.)

Residential Provider Audit Scores

Provider (N homes)	Average audit score
Andrews & Johnson (2)	98%
ASI (11)	99%
Bentley (5)	95%
Bertram Haus (1)	99%
Brannon (1)	97%
Burnett (1)	100%
Cameron (1)	100%
Central State (13)	97%
Clifford Street AFC (1)	92%
Coldwater Place (1)	95%
Comm. Access Ctr. (2)	98%
Family Support Home (1)	97%
Flatrock (2)	98%
Fletcher AFC (2)	99%
Gatti (2)	99%
Graham (1)	98%
Greenley Square Manor (2)	99%
Gross AFC Inc (2)	100%
Harbor Point Lapeer (1)	94%
Haven Country (2)	98%
Hope Network (4)	99%
Kent's Assisted Living (1)	100%
Kindred Spirit (1)	96%
Lakeside Park (1)	90%
Maitland AFC (1)	100%
McBean Transitional Care (1)	97%
McShens AFC (1)	98%
MCSI (7)	99%
Merriman AFC (1)	100%
Middleton AFC Home (1)	100%
Paige's (7)	99%
Patrick (1)	98%
Porter Place (1)	96%
Quality Living (2)	96%
Raspberry Manor (1)	98%
ResCare Premier (1)	100%
Resident Adv. (9)	97%
Rose Haven (1)	100%
Royster Haven (1)	95%
Sherwood Care (4)	97%
Stone Creek Manor (1)	98%
Summers Living (3)	99%
Valley Res Servs (3)	96%
Veloso (1)	100%
Wilson Res Care (2)	97%



GHS Service Report Card

Primary provider	Services provided*	N served	Compliance with standards		
			Average quality audit score	Inpatient follow-up	Outcome measure completion
Genesee Health System	CM, SC, ACT, HB, autism	6675	Mid-range	Mid-range	Mid-range
Hope Network New Passages	CM, SC, ACT, OP, crisis residential, crisis stabilization	2953	Mid-range	Mid-range	Mid-range
Consumer Services, Inc.	CM, SC, OP	2201	Mid-range	Mid-range	Lower
Training and Treatment Innovations	CM, SC, ACT, OP	755	Mid-range	Mid-range	N/A
Easter Seals	CM, HB	366	Mid-range	†	Higher
Oakland Psych	OP	153	N/A	†	N/A
Vocational Independence Program	CM, SC	144	Lower	†	N/A
New Century Support Services	CM, SC	61	Higher	†	N/A

Primary provider	Crisis utilization - lower is better		Decreased crisis utilization - higher is better		Self-reported outcomes
	Adults	Children	ACT and HB	CM and SC	
Genesee Health System	Lower	Mid-range	Mid-range	Mid-range	Higher
Hope Network New Passages	Higher	Higher	Higher	Higher	Higher
Consumer Services, Inc.	Mid-range	Mid-range	N/A	Mid-range	Higher
Training and Treatment Innovations	Mid-range	N/A	Higher	Lower	Mid-range
Easter Seals	N/A	Lower	Mid-range	Mid-range	Mid-range
Oakland Psych	†	N/A	N/A	N/A	N/A
Vocational Independence Program	†	N/A	N/A	N/A	N/A
New Century Support Services	†	N/A	N/A	N/A	N/A

*** Service descriptions:**

CM - Targeted Case Management

SC - Supports Coordination

ACT - Assertive Community Treatment

HB- Home-based

OP - outpatient therapy

† Not enough cases in this category for a valid report



Report Card (cont.)

Other Programs—Audit Scores

Provider Name	Average audit score
Expert Care	100%
H Care	97%
Independent Home Care	96%
Life Center	98%
Maxim	98%
MCSI	99%
Resident Advancement	99%

Day Programs—Audit Scores

Provider	Average quality audit score
FWOGC, Inc.	100%
Goodwill Industries of Mid-MI	100%
MCSI	100%
GHS Community Integration Center	99%
Freedom Works - Grand Blanc	96%
Vocational Independence Program (VIP)	95%

Number of Individuals Served in 2016

Group Served	Number Served
Intellectual/Developmental Disability	1927
Adult—Mental Illness	5852
Child—Mental Illness	2206
Total Served for MI and I/DD	9985



Flint Water Crisis Response

Organization and Community Partnerships

GHIS joined the Red Cross and other community agencies to develop the Flint Community Recovery Group. Within the Recovery Group, GHIS lead the Flint Community Resiliency Group that focused on the mental health of the community. The resiliency group had several focuses including Community Outreach, Planning and Coordination, Data and Gap Analysis, Stress Management, Psychological First Aid Training, Working with the Faith Community, and Identifying and Communicating with Vulnerable and Underserved Populations.

GHIS worked with several funders including the Children's Health Fund, the Mott Foundation, SAMHSA and others to bring specialized training and outreach that included a mobile treatment unit to provide community counseling. GHIS also worked with the University of Michigan Flint and several community partners along with the Centers for Disease Control for a large community assessment.

GHIS partnered with the Food Bank, several community churches and organizations to bring one stop HELP Centers where residents can get water, food, and mental and physical health assistance.

Many community partners joined together to develop a film titled "Prescription for Hope" which was designed to give hope to Flint residents and connect them to needed information and water related supports services. The video can be found on Genesee Health System's YouTube page.



Training

GHIS offered several trainings to the community. In addition to Mental Health First Aid, GHIS worked with National Center for PTSD, the National Child Traumatic Stress Network, the Substance Abuse and Mental Health Services Administration (SAMHSA), and the National Public Health Corps to bring Skills for Psychological Recovery training and Psychological First Aid training for professionals who work with the community.

GHIS hosted a Community Outreach Engagement Summit for workers who were working with the public, conducting home visits and providing neighborhood canvassing.



GHIS and several community partners provided a Community Resilience Summit where the community learned progress, plans, and reflection while promoting the skills of resilience.

GHIS worked with the Children's Health Fund to provide specialized training to GHIS' Outreach Workers that included Compassion Fatigue, Mindfulness, Recognizing 'Red Flags', Providing Appropriate Interventions, and Ways to Promote Resiliency.



State and Federal Agencies

The National Public Health Corps sent several waves of staff, many of which worked closely with GIS staff, and several were housed in the GIS building.



The Centers for Disease Control (CDC) worked with GIS and many community agencies including the University of Michigan Flint to complete a Community Assessment for Public Health Emergency Response (CASPER).

The US Surgeon General, Vivek Murthy, spent part of a day working with the Flint Community Resiliency Group (FCRG) while visiting Flint.



The Lieutenant Governor, Brian Calley, attended many of the FCRG meetings.

Congressmen Kildee and Upton came to visit one of the HCLP Centers.

GIS worked with the Michigan Department of Health and Human Services (MDHHS) to apply for and receive the SAMHSA Flint Resiliency In Communities After Stress and Trauma (ReCAST) grant. MDHHS was also in attendance at the Flint Resiliency Meetings, and met with GIS staff regularly.

Community Outreach

Early on in the water crisis GIS provided several community locations where residents could come and talk to a mental health professional about stress and other related concerns.

GIS offered several community talks at various places of worship where community residents could hear about stress reducing techniques and learn more about coping in a crisis.

GIS created several outreach teams and venues—a dedicated phone line for water related concerns (810-257-3777), a dedicated website for updates (www.genhs.org/water), workers who provide information and referrals through door-to-door neighborhood canvassing, a mobile mental health unit that travels around the city where residents can stop in to receive counseling, information and referrals.

GIS provided Listening Circles throughout the county to hear resident's concerns and to help focus outreach efforts.

GIS continues to attend community resource fairs to provide information about the water situation and mental health needs.



GHS Flint Water Crisis Services and Supports Summary

On January 4, 2016, Genesee County declared a state of emergency in response to the Flint Water Crisis. GHS quickly worked with many community members and organizations to help. A number of services, meetings, facilitations and other activities within the community began. Some of the services and supports that GHS provided are listed below.



- Provided community based crisis intervention in many locations throughout the city
- Provided community workforce training through Mental Health First Aid, Psychological First Aid, and Skills for Psychological Recovery (SAMHSA SERG grant funded)
- Community Outreach Workers and Family Navigators were at water distribution sites, senior centers, schools, neighborhood canvassing, and special outreach events (funded through the one year SAMHSA SERG grant)
- Mobile Mental Health Unit provides daily mental health support on the mobile unit, located at senior centers, schools, Boys and Girls Club, and special community events (provided through multiple funders through the Children's Health Fund)
- Mental health supports and services under General Fund dollars provide psychiatric treatment, case management, and outpatient therapy
- Targeted Case Management under the Flint Water Medicaid Waiver provides home based assessment, linking, coordinating, and monitoring services for children under age 21, and pregnant women, impacted by the Flint Water Crisis
- Provided an Infant Mental Health Specialist who works with child caregivers in the community, funded through Race to the Top MI Department of Health and Human Services
- Mental health consultants are placed at primary care providers through MDHHS Michigan Child Collaborative Care Program grant with University of Michigan offering mental health support
- Genesee Community Health Center (GHS' Federally Qualified Health Center) provides primary health care to the Flint community, with a special focus on homeless and families in public housing; care provided at two Flint locations and through a mobile medical unit
- MyFlintStrong.com free web based community resource to assist individuals in developing coping skills and resiliency



- A community partnership with Food Bank, community churches, and other community resources offer three HELP Centers (one stop location for water, food, physical and mental health needs, as well as educational resources)





- Implemented Listening Circles
- Collaborated with Children's Health Care Access Program (CHCAP) through Greater Flint Health Coalition to provide targeted case management for children identified with high lead levels
- Collaborated with Wayne State University to provide outreach support as part of the Legionella study
- GIS outreach workers supported the Centers for Disease Control In the Community Assessment for Public Health Emergency Response (CASPER) assessment of behavioral health status/needs related to the Flint Water Crisis (for a copy of the report go to: http://www.michigan.gov/documents/flintwater/CASPER_Report_540077_.pdf)
- GIS is a community partner for the SAMHSA Flint Resiliency in Communities After Stress and Trauma (ReCAST) grant



"The rapid response to the Flint Water Crisis taxed GHS' existing staff resources, requiring a handful of staff to work long hours during the week, on weekends, and answering emails and telephone calls well into the evening hours, as we worked with Federal, State and Local officials attempting to coordinate the response. Many of our GHS staff also live in the city of Flint, causing them to experience the water crisis in multiple dimensions. But, the universal truth that I think is the foundation of all of this—we are a CMH. We changed our name, but we never forget that community is still the first word in that name."

- Danis Russell, GHS CEO



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

Genesee Health System
Is a member of the
Region 10 PIHP

