



## Annual Report Fiscal Year 2017

**GHS** Genesee  
**HEALTH SYSTEM**

*Hope and health in the community*

GENESEE  
**Community Health**  
CENTER

## **GHS' Art Contest**

*Every year, GHS has an art contest for individuals who are in treatment, or who have been in treatment at some point in their lives.*

*Congratulations to Frank Turnage who was the winner of the 2017 Art Contest. His work is featured on the front page.*



My name is Frank Turnage and I was born with Cerebral Palsy. I am 60 years old and still have a lot of new things I love to explore. I love to paint, it is an important part of my life. This particular one is of my good friend's first house in Kentucky. The medium I chose was water colors as I love the way the paper pulls the paint, which can actually create colors that make the painting "pop," therefore, there are no mistakes. Painting with Cerebral Palsy can be very challenging but also so much fun.

The challenges were part of the fun as it made me have to get creative in the type of tools I used to create some of the aspects of the painting. For example, an eraser end of a pencil to make the ends of the logs in the woodpile, the edge of a credit card to make the metal roof lines and a sponge to make the bushes in the foreground as well as the fall color in the trees. Being that I only had a black and white photo of the house and some of the details weren't very clear, I used my artistic eye to turn it into color. This helps me turn my paintings into one-of-a-kind art pieces. I am thankful to be part of the Genesee Health System as they offer the HAB waiver and Self-Determination programs which allow me to be out in my community and a member of the Swartz Creek Art Guild where I take watercolor classes. I don't let a disability hold me back from doing what I love to do!

# ANNUAL REPORT TO THE COMMUNITY 2017



2017 continued to be a challenging year for the Flint Community, and GHS was no different.

The Flint Water Crisis has not ended, and will not for a long time. The headlines have faded, but the fear, anxiety and anger will be with the community well into the future.

For our part, we continue to be very involved in most aspects of the recovery, and will be here throughout the ordeal. Clinical staff, administrators, and outreach staff are active every day, helping the community recover. New programs and staff have been added, and more are planned, as we anticipate ongoing challenges, and possibly new ones from the effects of the lead crisis.

We have seen a steady increase in individuals seeking assistance through our Access Center, and most programs have seen increases in volume. We are starting to notice a steady uptick in some of our standard measures of childhood wellbeing. These increases are not surprising, but disturbing none the less.

The community mental health system on a state wide basis is still dealing with attempts to change the model, and integrate with the Medicaid health plans. There was legislation introduced that called for pilot sites, to work with the health plans to develop a model for the state. This direction does hold promise of better integration of physical and behavioral health, but our system is rightly suspicious, as we do not want to lose what makes us special-our consumer first and public policy driven system. We will keep fighting to preserve these, no matter what model wins. We are not sure what our role will be, but GHS has always been a leader in new initiatives, and we are confident that we will be heavily involved in the process.

In spite of all these challenges and unknowns, our commitment to our mission has not and will not waiver. We are here for our consumers, our families, and our community. No matter how long the water crisis exists, no matter what model is chosen for our system, no matter how much demand for services increase, we will be here.

It is our mission, and our commitment to the community.

Thank you.



A handwritten signature in blue ink that reads 'Danis Russell'.

Danis Russell  
Chief Executive Officer



A handwritten signature in blue ink that reads 'Wanda A. Cole'.

Wanda Cole  
GHS Board Chair

## 2016-2017 GHS BOARD MEMBERS

**ADAMS, Pegge** (Exp. 03 31 19); Family Member

**BANKERT, Terry** (Exp. 03 31 21); Family Member

**BERNARD, Jeff** (Exp. 03 31 20); Consumer Representative

**CLACK, Brenda** (Exp. 03 31 19); General Public (County Commissioner)

**COFFELL, Wayne** (Exp. 03 31 21); Family Member

**COLE, Wanda** (Exp. 03 31 20); Consumer Representative, **Board Chair**

**HAMMON, Ted** (Exp. 03 31 18); General Public, **Board Treasurer**

**ELLENBURG, Ellen** (Exp. 03 31 19); General Public (County Commissioner)

**KELLER, Linda** (Exp. 03 31 20); Occupations Having A Working Involvement w/Mental Health Services

**MCCREE, Kyle** (Exp. 03 31 20); General Public, **Board Vice Chair**

**REEVES, Angela** (Exp. 03 31 19); Occupations Having a Working Involvement w/Mental Health Services

**SHULTZ, Judy** (Exp. 03 31 20); General Public

### Our Mission

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

### Our Vision

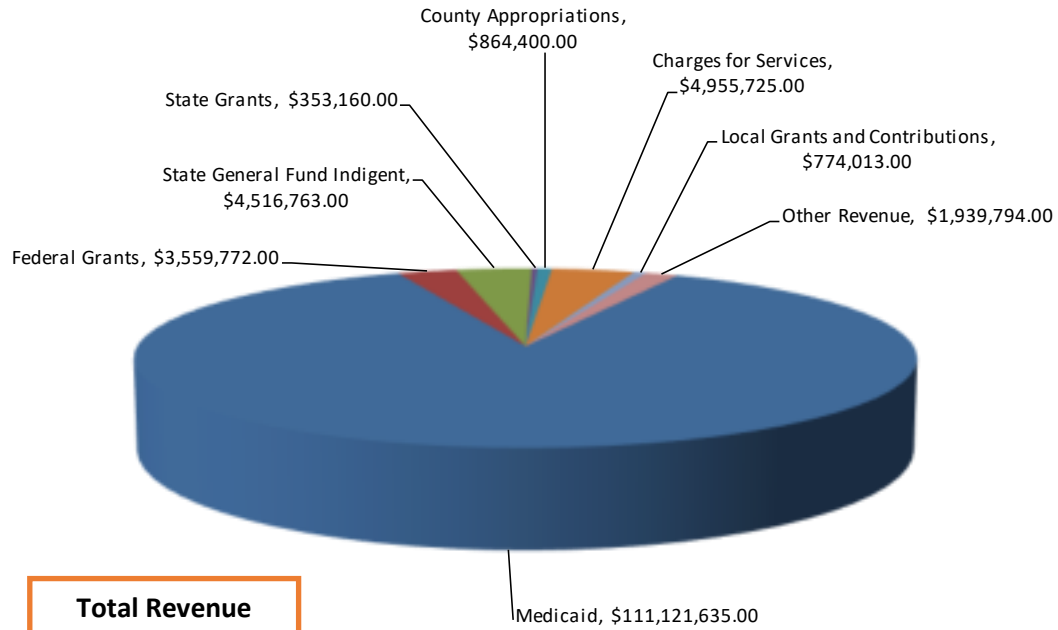
GHHS will take positive action to promote hope and health by recognizing the interconnectedness of the body, the mind, and the community. We will do this by drawing out and strengthening the natural systems of support inherent to all communities so that individuals achieve the lives they desire. We will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

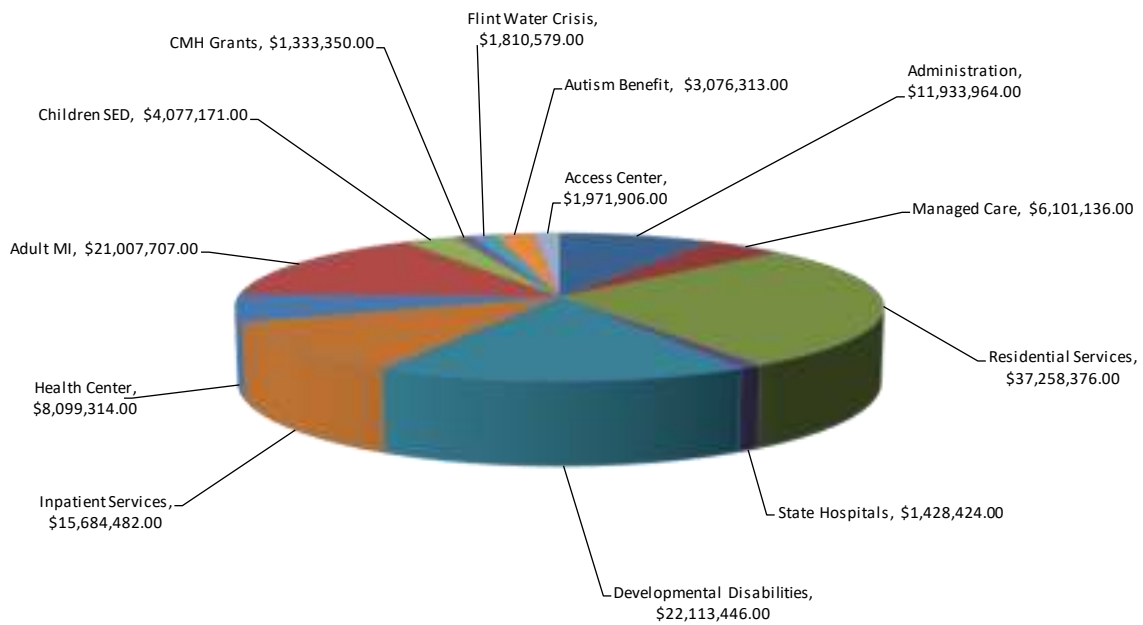
# FISCAL YEAR 2017 REVENUE AND EXPENSES

## Revenue Fiscal Year 2017



**Total Revenue**  
**\$128,085,262**

## Expenditures Fiscal Year 2017



**Total Expenditures**  
**\$135,896,168**

# GHS REPORT CARD

## NUMBER SERVED

Service type	Provider	Distinct consumers served	Distinct services provided
<b>All</b>	<b>All</b>	<b>10,474</b>	<b>908,836</b>
<b>Primary / OP services for SED, SMI and I/DD</b>	<b>All</b>	<b>8,478</b>	<b>166,454</b>
	Genesee Health System	2,899	57,437
	New Passages Behavior Health & Rehabilitation Services	2,483	47,027
	Consumer Services Incorporated	2,480	37,012
	Training & Treatment Innovations, Inc.	770	14,598
	Easter Seals Society	259	6,757
	New Century Support Services, Inc.	61	1,633
	Vocational Independence Program	78	1,074
	1 provider with < 20 consumers or < 1000 services	3	21
<b>Residential services</b>	<b>All</b>	<b>665</b>	<b>327,922</b>
	Central State Community	101	47,744
	Alternative Services Inc.	68	36,327
	Resident Advancement Inc.	56	32,047
	Paiges Community Living Facility	47	24,993
	Michigan Community Services, Inc.	47	24,795
	Bentley Manor Inc.	47	16,641
	Paragon Non-Profit Housing Corporation	29	13,865
	Flatrock Manor - Burton	20	1,195
	29 providers with < 20 consumers or < 1000 services each	161	66,698

## INDIVIDUALS SERVED FY 2017

Group served	Number Served
Adults with Mental Illness	6,296
Children With Emotional Disturbance	2,079
Individuals with an Intellectual/ Developmental Disability	<u>2,074</u>
All	10,449

### 2017 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).

**Outcome measure completion:** Proportion of consumers with state required outcomes measures current. (For FY 2017, 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 zero crisis utilization from before to after services.

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

# GHS SERVICES REPORT CARD FY 2017

Primary provider	Services provided <sup>†</sup>	N served	Compliance with standards		
			Average quality audit score	Inpatient follow-up	Outcome measure completion
Genesee Health System	CM, SC, ACT, HB, autism	2,485	Mid-range	Mid-range	Mid-range
Hope Network New Passages	CM, SC, ACT, OP, crisis residential, crisis stabilization	2,056	Mid-range	Lower	Mid-range
Consumer Services, Inc.	CM, SC, OP	2,012	Lower	Mid-range	Lower
Training and Treatment Innovations	CM, SC, ACT, OP	366	Mid-range	Mid-range	Higher
Faster Seals	CM, HB	207	Mid-range	Mid-range	Higher
Vocational Independence Program	CM, SC	71	Lower	†	Higher
New Century Support Services	CM, SC	60	Mid-range	†	Higher

Primary provider	Services provided <sup>†</sup>	N served	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	CM, SC, ACT, HB, autism	2,485	Lower	Mid-range	Mid-range	Mid-range	Mid-range
Hope Network New Passages	CM, SC, ACT, OP, crisis residential, crisis stabilization	2,056	Higher	Higher	Lower	Mid-range	Lower
Consumer Services, Inc.	CM, SC, OP	2,012	Lower	Mid-range	†	Mid-range	Mid-range
Training and Treatment Innovations	CM, SC, ACT, OP	366	Higher	†	Lower	Mid-range	Higher
Faster Seals	CM, HB	207	†	Lower	†	Mid-range	Higher
Vocational Independence Program	CM, SC	71	†	†	†	Mid-range	†
New Century Support Services	CM, SC	60	†	†	†	Mid-range	†
<b>* Service descriptions:</b>							
CM - Targeted Case Management		HB - Home-based					
SC - Supports Coordination		OP - outpatient therapy					
ACT - Assertive Community Treatment							
† Not applicable for this provider / population, or not enough cases in this category for a valid report							



# GHS SERVICE VOLUME FY 2017

Service type	Provider	Distinct consumers served	Distinct services provided
<b>All</b>	<b>All</b>	<b>10,474</b>	<b>908,836</b>
<b>Day program services</b>	<b>All</b>	<b>1,042</b>	<b>214,622</b>
	Michigan Community Services, Inc.	378	84,044
	Freedom Work Opportunities Of Genesee County, Inc	351	72,287
	Vocational Independence Program	128	25,182
	Genesee Health System	123	19,793
	Freedom Work Opportunities, Inc	54	10,415
	Goodwill Industries of Mid Michigan Incorporated	35	2,901
<b>Inpatient, crisis, and state hospital services</b>	<b>All</b>	<b>2,674</b>	<b>30,473</b>
	McLaren - Flint	687	8,412
	Hurley Medical Center	549	6,316
	New Passages Behavior Health & Rehabilitation Services	383	2,878
	HealthSource Saginaw, Inc.	312	2,757
	Havenwyck Hospital Inc	256	2,603
	Common Ground	707	2,184
	Harbor Oaks Hospital	127	1,744
	BCA of Detroit	117	1,280
	7 providers with < 20 consumers or < 1000 services each	158	1,073
<b>Autism services</b>	<b>All</b>	<b>279</b>	<b>48,702</b>
	Genesee Health System	272	44,801
	2 providers with < 20 consumers or < 1000 services each	29	3,539
<b>Other services</b>	<b>All</b>	<b>4,821</b>	<b>120,663</b>
	Michigan Community Services, Inc.	861	59,518
	Genesee Health System	3034	24,015
	Independent Home Care of Michigan	185	13,177
	New Passages Behavior Health & Rehabilitation Services	1110	6,173
	The Disability Network	26	4,787
	Bower Enterprises-IHH Incorporated	61	4,513
	55 providers with < 20 consumers or < 1000 services each	206	3,569

## GHS SERVICE REPORT CARD

### RESIDENTIAL PROVIDERS—QUALITY/COMPLIANCE REVIEW SCORES

Provider / Program (N homes)	Avg score
Brannon Residential (BRAG) (1)	100%
Bumett (1)	100%
Fletcher (2)	100%
Gross, Inc. (2)	100%
Haven Country (1)	100%
Kent's Assisted Living (1)	100%
Maltland (1)	100%
Veloso (1)	100%
Raspberry Manor (1)	99%
Rose Haven (1)	99%
Summers Living (3)	99%
Alternative Services, Inc. (ASI) (11)	98%
McBean Transitional Care (1)	98%
ResCare Premier (2)	98%
Shenwood Care (1)	98%
Andrews & Johnson (2)	98%
Cameron (1)	97%
Coldwater Place (1)	97%
McShen's (1)	97%
Merriman (1)	97%
Paige's (/)	97%
Stone Creek Manor (1)	97%
Bentley (5)	96%
Resident Advancement (8)	96%

Provider / Program (N homes)	Avg score
Bertram Haus (1)	96%
Gatti (2)	96%
MI Community Svcs (MCSI) (/)	96%
Patrick (1)	96%
Porter Place (1)	96%
Royster Haven (1)	96%
Central State (14)	96%
Family Support Home (1)	95%
Hope Network / New Passages (5)	95%
Thom (1)	95%
Valley Res Svcs (3)	94%
Communication Access Center (3)	94%
Graham (1)	94%
Flatrock (2)	94%
Kindred Spirit (1)	93%
Alm To Please (1)	92%
Harbor Point Lapeer (1)	92%
Wilson Res Care (1)	91%
Lakeside Park (1)	90%
Clifford Street (1)	89%

### DAY PROGRAMS—QUALITY/COMPLIANCE REVIEW SCORES

Program	Score
Freedom Works of Genesee County	100%
Goodwill Industries	100%
MCSI Compass	100%
MCSI - Westwood	100%
MCSI Wolcott	97%





## **2016-2017 GCHC BOARD MEMBERS**

**DUCKETT, Deborah**, Consumer Representative, Exp: 12/31/19

**DEUTSCH, Sheryl**, Member at Large, Exp: 12/2017

**IRWIN, Anthony**, Consumer Representative, Exp: 9/2019

**LEWIS, E. Yvonne**, Board Chair, Exp: 5/2018

**NICKEL-WHITE, Kasie**, Board Secretary, Exp: 1/2018

**PATRICK-SINGLETON, Jameca**, Member at Large, Exp: 5/2018

**PENDLETON, Sara, MD**, Board Vice Chair, Exp: 4/2019

**PODLESAK, Robert**, Board Treasurer, Exp: 1/2019

**SENNETT, Michael**, Member at Large, Exp: 9/2019

**SMITH, Ericka**, Consumer Representative, Exp: 11/2018

### **Mission of the 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



The Genesee Community Health Center is under the GIS array of services and is centered around you and your family's health. We provide healthcare for adults and children.

Our two locations offer general healthcare services, mental health care and substance abuse counseling.

With our mobile office, we bring healthcare into the community. We're here to support you, offering medical and emotional support along the way.

## ***Personalized Care:***

- Medical Care for Adults and Children
- Dental Services
- Mental Health and Substance Abuse Counseling
- Medication Assistance
- Lead Testing



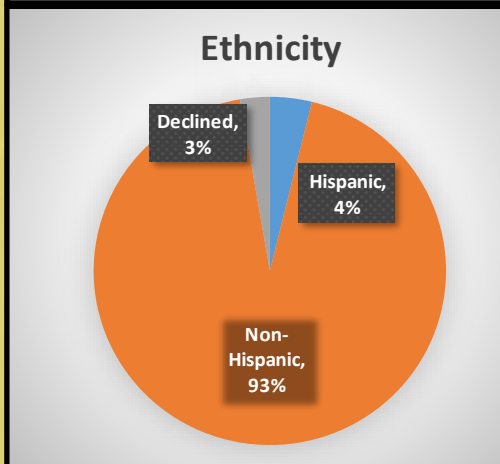
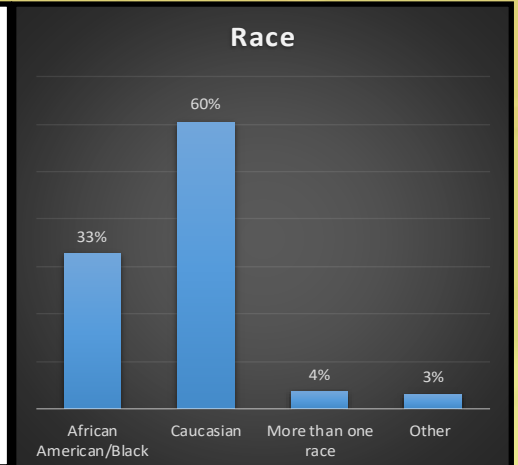
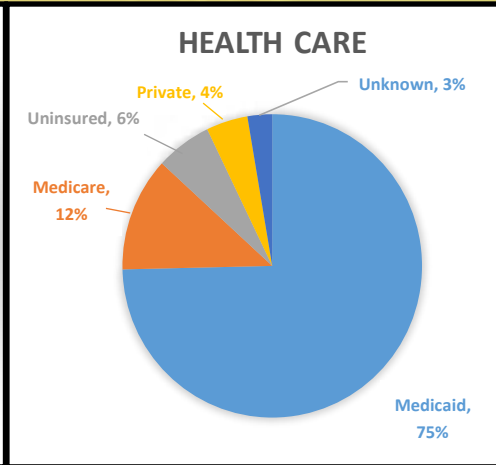
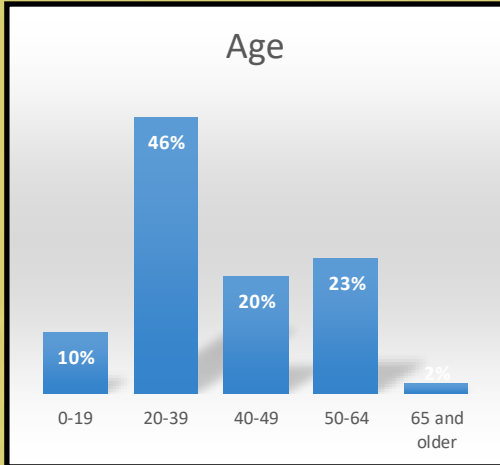
Wendy Ringo, MD, MPH  
GCHC Executive Director



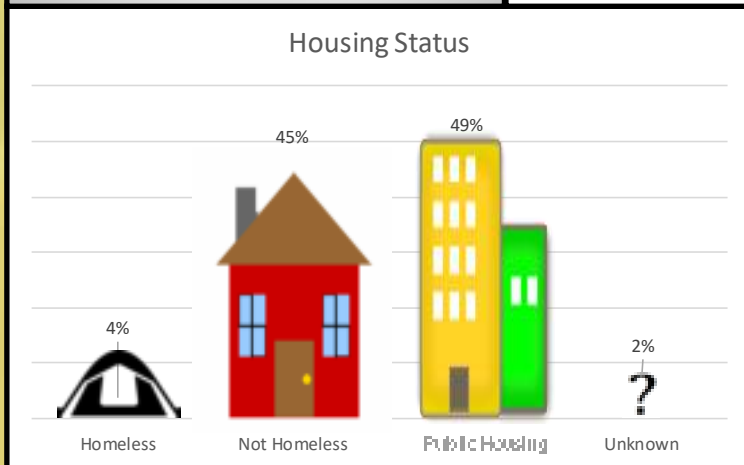
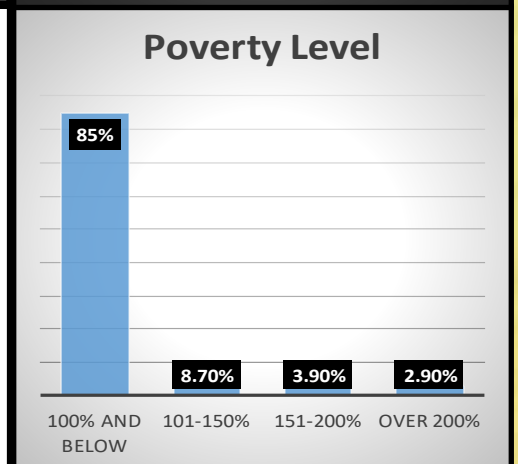
725 Mason St. Flint 810.496.5777 | 3109 Kleinpell St. Flint 810.422.5834


# GCHC

## NUMBERS AND DEMOGRAPHICS SERVED

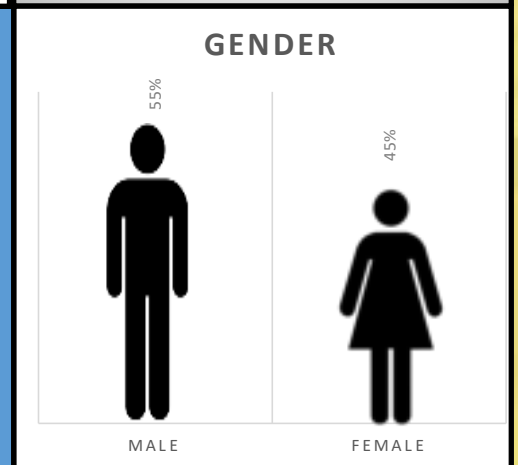


Service	# Visits	# Individuals
Behavioral Health	5789	1822
Primary Care	14403	4122
Dental	416	n/a





**Dental**  
416 Patients



## COMMUNITY HELP CENTERS

GHS joined with many community organizations to open HELP Centers.

Help Centers serve as a "one-stop shop" offering **FREE** resources for Flint residents including:

- Lead-fighting foods and produce
- Physical health options
- Mental health services
- Personal care items
- Filters, replacement cartridges
- Resource packets with informational material about additional services and events related to the Flint Water Crisis

GHS has the mobile unit at each location to assist individuals with mental health and community resources.



FREE & Available to everyone, no income requirements!

### Community HELP Center

Bethel UMC 1309 N. Sallenger Hwy Mondays 10am-3pm  
Aubury UMC 1653 Davison Rd Tuesdays 10am-2pm  
*(American Sign Language Interpreter present at Aubury location)*  
Greater Holy Temple COGIC 6702 N. Dart Hwy Thursdays 10am-3pm

Food • Water-Related Supplies • Education Opportunities  
On-site Enrollment for Health and Basic-Needs Services  
Employment Resources • Mental & Physical Health Options  
Community Resource Information • and more...

COME INSIDE for additional valuable resources:  
Sink & Shower Filters, On-site Food Demonstrations

...

Partnering Organizations:  
City of Flint, The Food Bank of Eastern Michigan, Genesee County Health Department, Genesee Health System, Greater Flint Health Coalition, Habitat For Humanity, Hamilton Community Health Network, Michigan Department of Health & Human Services, Mott Community College, Michigan State University Center for Community & Economic Development, United Way of Genesee County, Valley Area Agency on Aging

For more information call 2-1-1 or go to [FlintCare.com/HELPcenters](http://FlintCare.com/HELPcenters)

## GHS AND MOTT CO-LOCATE SOME CHILDREN'S SERVICES

Mott Children's Health Center and Genesee Health System announced that they are collaborating to co-locate portions of Genesee Health System's Child & Family Services program within the Mott Children's Health Center building to enhance the delivery of behavioral health care to children in the Genesee County area.

The Mott Children's Health Center provides medical, dental and behavioral services to eligible children in Genesee County, while Genesee Health System is the public mental health provider for the county. This collaboration represents a powerful combination of skills to meet the healthcare needs of area children and will offer easier referrals between organizations, resulting in better service care and treatment for children and families. Co-locating helps to increase accessibility for the community and individuals seeking services, expands behavioral services available to Mott patients, and provides integrated health care that will further help in reducing barriers to seeking mental health services.

# GHS IN THE COMMUNITY

GHS continues to be active in the community. We are often at community resource fairs. Our speaker bureau is available and talks to many groups per month about mental health, resources, signs and symptoms and much more. Our Mobile Unit can be found at many resource fairs, at HELP Centers, and many other community locations. GHS participates in Commit to Fit events, has several staff that participate in the Crim, and partnered with The Disability Network for the annual ADA Picnic Celebration. Follow us on Facebook, Twitter, and LinkedIn to find out where we are next!



# 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)



### Center City

725 Mason Street  
Flint, MI 48503

### Atherton

3109 Kleinpell Street  
Flint, MI 48507

810.496.5777

[www.genchc.org](http://www.genchc.org)

