

# CENTRA WELLNESS NETWORK

## 2023 ANNUAL REPORT



### YEAR IN REVIEW BY CWN

#### EXECUTIVE DIRECTOR

Joseph "Chip" Johnston

Hello everyone! It is my honor to present to you Centra Wellness Networks (CWN) annual report. What was last year like? Well, frankly it can all be summed up in one word, "Transition". Everything is in transition, here are just a few: Many staff that weathered the storm of Covid-19 while working at CWN have moved on to other opportunities or to be closer to family. This trend is not unique to CWN but is occurring all over health care and behavioral health care across the state and the nation. So as someone who uses our services or as a community partner, you might be seeing some brand-new faces and with that I and the Board of CWN remain committed to providing training, support, and good customer service with every opportunity.

Another "transition" is with respect to insurance coverage. Re-enrollment into federal programs such as Medicaid whereas before this was waived is back on. Many are losing coverage or are moving on to other insurance plans. This movement causes CWN to try and maximize individuals benefits and puts a greater focus on natural supports in the community such as community groups, etc...

State "transitions" continue with often difficult access to State secure facilities particularly with respect to children and adolescents. This is leading to long wait times with our other community partners particularly the hospitals and jails. This again is not unique to CWN but is an access issue to an appropriate level of care.

Finally, a good "transition" is the diversity of programs that CWN now offers and is strengthening via partnerships with community providers such as Catholic Human Services, Benzie County Sheriff's Office, School systems, Senior Centers, and on-and-on with programs such as Opioid Health Homes, Behavioral Health Homes, Mobile Crisis response, Community integration, and a variety of prevention programs. We also look forward soon to a Substance Use Disorder Health Home which when it comes to fruition will be incorporated into CWN.

#### **OUR MISSION:**

*Enhancing Freedom to lead a meaningful life through quality behavioral health care, leadership, promoting individual wellness and teamwork within the community.*

#### **Vision:**

*To see a community where everyone's life is valued, has meaning and each person is treated with dignity and respect.*



**CRISIS SERVICES ARE AVAILABLE**

**7 DAYS A WEEK/24 HOURS A DAY**

**CALL: 1-877-398-2013**

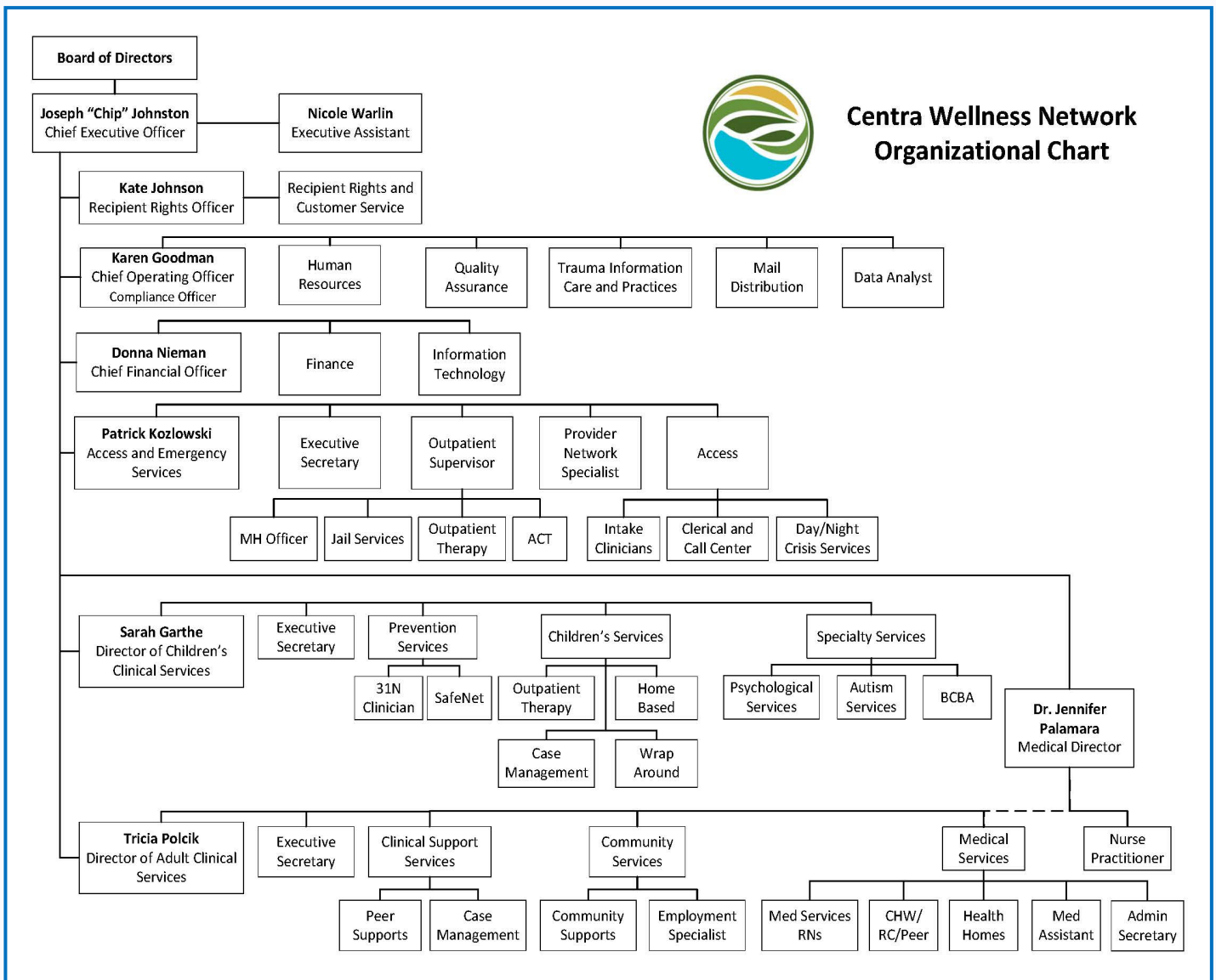


# CENTRA WELLNESS NETWORK

## Maneuvering Organizational Change

Over this past year Centra Wellness Network decided to make organizational changes. We separated our Children and Adult Services and combined all intake, crisis and therapy services under our newly formed Access and Emergency Services (A&ES)

This organizational change allows CWN to provide a focused approach to services, specific to age group and level of need. Providing staff specialized in the best practice models of treatment for specific age groups assists individuals, children and family to meet with staff that will focus on their needs, and work with them developing a plan for treatment. Below is a snapshot of CWN's new organizational structure.



## A SUCCESS STORY FROM OUR ABA PROGRAM

### CENTRA WELLNESS NETWORK'S ABA SERVICES PROVIDES COMMUNITY AND SITE BASED SERVICES MAKING SIGNIFICANT DIFFERENCES IN CHILDREN AND FAMILIES.

CWN operates an ABA program, both community and site based that offers behavioral interventions and training for children diagnosed with Autism Spectrum Disorder (ASD). Over the past three years of operating this program CWN has provided support to families and assistance to numerous children. Here is one story of a young 3 year old child that attended our program.

The client came to us at three years old with little communication and a lot of behaviors that were interfering with his ability to function in their home environment and within the family.

Understandably the parents were frustrated and not sure what else they could do to help their child. Many times family (parents) can notice something is changed in their child, however may not know what to do, or who to turn to in discussing what they are seeing and experiencing with their child.

When they find their way to CWN for screening and testing, and they want to enroll in services our team develops a solid rapport with the child and family, and work to get parents to allow for our team to come to their home to work with their child in the home setting, including parents, siblings and others who may live in the family home.

For this client the parents were instrumental in their son's success of by allowing CWN's Behavior Techs to come to the home even though it was uncomfortable at first. As the staff worked with this young child, they provide recommendations and the parents routinely followed through on assignments without hesitation.

Once the client was able to manage some difficulties and did well within the home, staff were then able to move into the community with the client while having the parents there with us to work on behavior reduction within the community and continued growth and progress.

Without the parent support and willingness to follow treatment recommendations this young boy would have never been able to be as successful as he was. The child remained in our services and participated in treatment for just under 2 years before graduating and completing treatment. He is now kindergarten, his adjustment to kindergarten was appropriate and he remains able to function within the classroom and continuing to functioning at age-appropriate levels.

We wanted to share this story and the success of this young boy and his family, and his ability to function in his school environment and home environment without significant behaviors blocking his abilities.

**The Customer and  
Provider Services (CAPS)  
Department  
takes all calls,  
screens and schedules  
Intakes for persons  
Seeking mental  
Health services.  
Total unduplicated  
services provided to  
1,542 people  
Benzie County  
583  
Manistee County  
959**

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## 2023 FINANCIAL SUMMARY

### EXPENSES SERVICE CONTACTS AND REVENUE

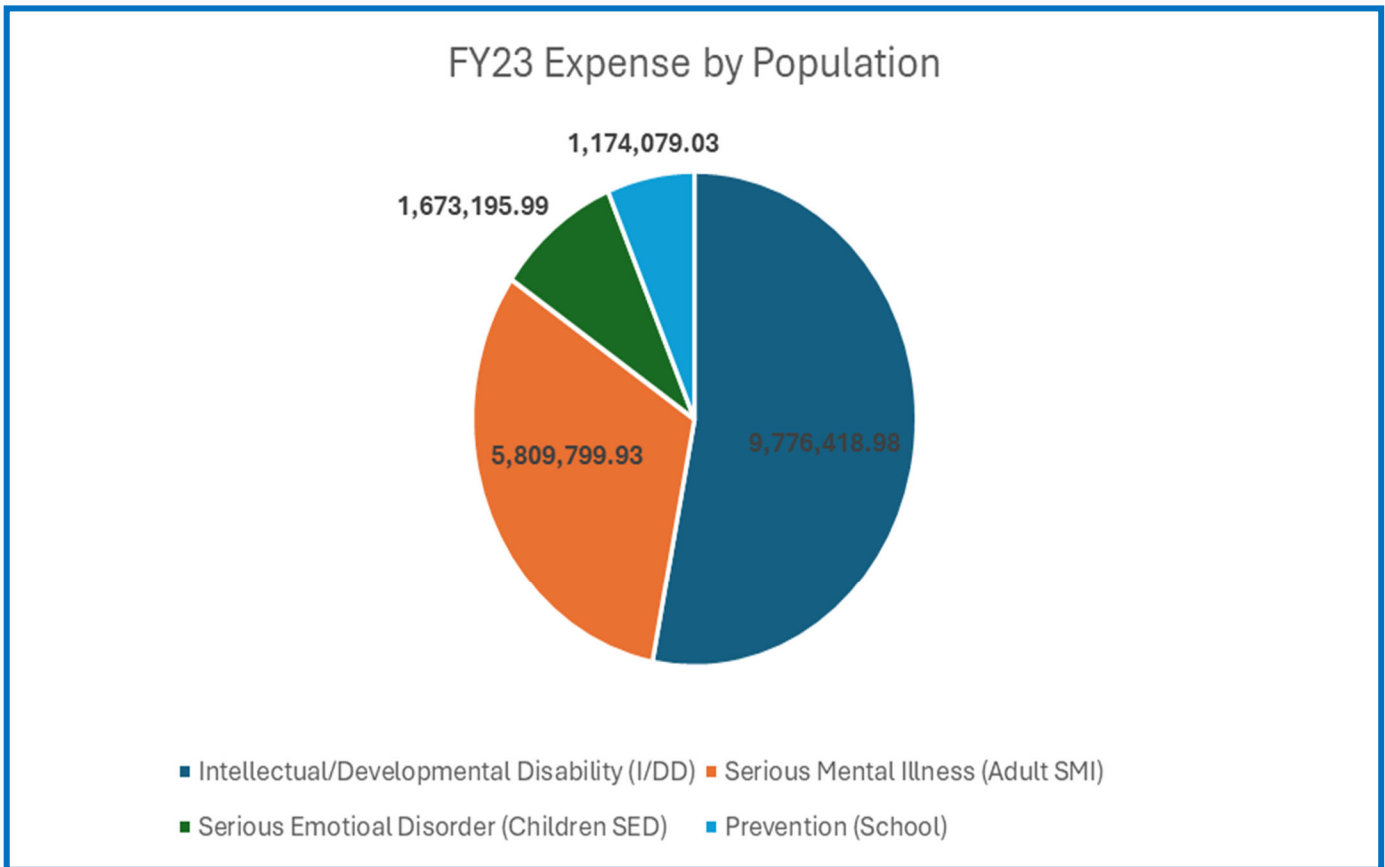


FY23			
<b>Total Cost</b>	\$ 19,134,865.93		
DD	\$ 9,776,418.98	221	51%
MIA	\$ 5,809,799.93	773	30%
MIC	\$ 1,673,195.99	383	9%
Prevention	\$ 1,174,079.03	235	6%
Health Home	\$ 701,372.00		4%
		<b>Unduplicated count of direct contacts</b>	<b>1542</b>

AVERAGE COST PER CLIENT:	
Intellectual Developmental Disability (IDD)	\$ 44,237.19
Severe Persistent Mental Illness (SPMI Adult)	\$ 7,515.91
Severe Emotional Disability (SED Children)	\$ 4,368.66
Prevention	\$ 4,996.08

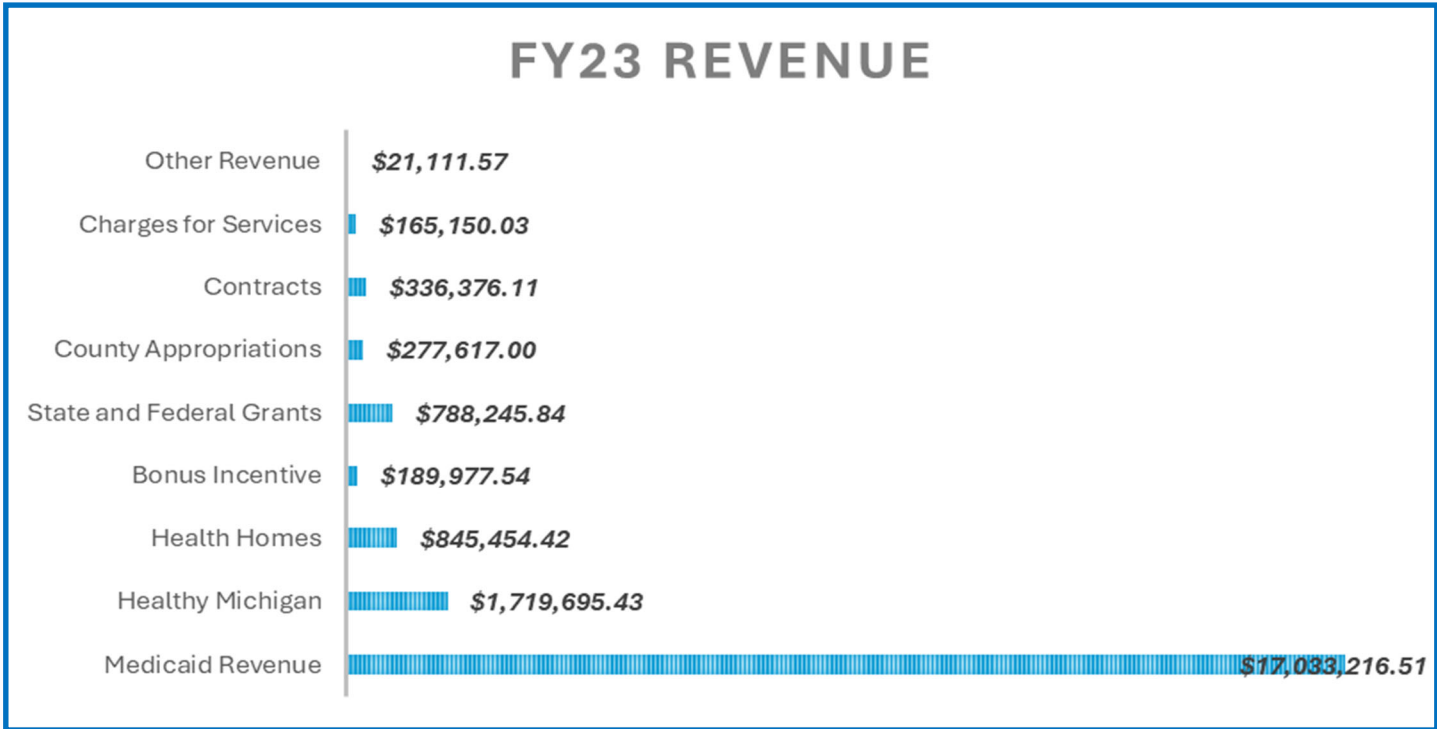
## 2023 FINANCIAL SUMMARY CONTINUED

	FY2023		FY2022		
<b>Total Expense</b>	<b>19,134,865.93</b>		<b>19,119,005.23</b>		
Intellectual/Developmental Disability (I/DD)	9,776,418.98	51%	10,083,070.71	53%	-2%
Serious Mental Illness (Adult SMI)	5,809,799.93	30%	5,830,386.96	30%	0%
Serious Emotional Disorder (Children SED)	1,673,195.99	9%	1,864,472.05	10%	-1%
Prevention (School)	1,174,079.03	6%	1,341,075.50	7%	-1%
Health Homes	701,372.00	4%	521,298.00	3%	1%



**2023 FINANCIALS**

Revenue Resources:		
Medicaid Revenue	\$ 17,033,216.51	80%
Healthy Michigan	\$ 1,719,695.43	8%
Health Homes	\$ 845,454.42	4%
Bonus Incentive	\$ 189,977.54	1%
State and Federal Grants	\$ 788,245.84	4%
County Appropriations	\$ 277,617.00	1%
Contracts	\$ 336,376.11	2%
Charges for Services	\$ 165,150.03	1%
Other Revenue	\$ 21,111.57	0%
<b>Total Revenue</b>	<b>\$ 21,376,844.45</b>	



## Quality Improvement

### Fiscal Year 2023 Quality Snapshot

Every year, from October 1 to September 30 of the next year, we follow a plan based on laws and rules. We look at how fast we can get people help and how happy people are with the help they are getting. Now we have all the information from our last fiscal year. See some of the good work we do below!

Centra Wellness has had some version of Health Home for 9 years. This year, the programs became CARF Accredited! We look at a lot of things to see how Health Homes help people. We look at a risk score based on things like diagnoses, emergency room visits, and hospital stays. The lower the risk score the better.



**1 in 3** people in Health Home showed a lower risk score!



**Over half** of the individuals with reported hypertension showed better control of their blood pressure.



**1 in 5 people** in Health Home had fewer visits to the emergency department.

During the year **14,662** hours of services were provided to **1,725** individuals in the community.



**338 hours** were spent with individuals in the community during a time of crisis either in person or via phone.

**91 community members** accessed crisis services by walking in and were connected with a clinician in 15 minutes or less.

**432 contacts in Manistee and 435 contacts in Benzie** were made by Jail Services.

**102 individuals** were served by the Medication Assisted Treatment program for individuals with an Opioid Use Disorder.



**119 children in Benzie and 117 children in Manistee** were seen in the prevention program (SafeNet) in schools.

A survey of parents and guardians who worked with the SafeNet Prevention services showed over **95% satisfaction** with services!



**148 people** came to us thinking they needed to go to the hospital for a mental health crisis and over **70%** stayed in the community with effective safety planning.

## CENTRA WELLNESS NETWORK BOARD OF DIRECTORS

Centra Wellness has a 12 member board of directors. The board has five members from Benzie County and seven from Manistee County. Out of twelve members there are four county commissioner, two from Benzie and two from Manistee. County Commissioners are appointed by their respective Boards and all other members are appointed by the County Board of Commissioners of each county.

As a member of the CWN Board, each person is assigned additional responsibilities. Each board member is not only responsible to attend the monthly board meeting, they are assigned to one of the six committees of the board. The committees include, Recipient Rights, Personnel, Executive, Community Services, Finance and Policy Committee. The CWN Board of Directors meets the second Thursday of each month. All Board meetings are held at either Benzie County Resource Center or the Administrative Offices are on a rotating basis between Manistee and Benzie County.

The CWN Board of Directors provide the “road map” for services that the Director follows assuring community members receive the best care. They also oversee the wellness of CWN staff and assure that their hard work is acknowledged.

The CWN Board of Directors has always had a positive relationship with the staff and have a sincere interest in the well being of both staff and clients.

BOARD MEMBERS:		COUNTY:	COMMITTEE ASSIGNED:
Terry Pechacek	Chair	Manistee	Executive, Personnel Committees
Don Tanner	Vice Chair	Benzie	Policy, Executive Committees
Rhonda Nye	Secretary	Benzie	Executive Committee
Richard Schmidt		Manistee	Community Services (CSR)
Tim Markey		Benzie	Community Services (CSR)
James Uhl		Manistee	Recipient Rights, Community Srv., Policy Committees
Don Smeltzer		Benzie	Recipient Rights, Policy Committees
Janice McCraner		Manistee	Personnel Committee
Paula McLain		Benzie	Finance Committee
Brian Gutowski		Manistee	Finance Committee
Jack Loynes		Manistee	Finance Committee
Aaron Smith		Manistee	Recipient Rights, Personnel Committees

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