

CENTRA WELLNESS NETWORK

2020 ANNUAL REPORT

YEAR IN REVIEW BY CWN EXECUTIVE DIRECTOR



To say that 2020 was not like any other year seems like an understatement. As mental health providers we not only supported many through grief and loss, but we also felt the impact of grief, loss, and anxiety within our own lives. The global pandemic required us to pause and really look at ourselves and others; and use our skills in a different manner for which we were not really prepared.

Business as usual was required, but at the same time there was nothing usual about anything. As local mental health agencies we remained focused on delivery of mandated services, adapting to universal precautions and constant search for limited PPE supplies and planning of operation that met the numerous Michigan Department of Health and Human Services (DHHS) and Michigan Occupational Safety and Health Administration (MIOSHA) regulations.

Continuously we looked for opportunities to support our partners as we supported our own team. CWN staff and administration rapidly pivoted services, moving those services we could to a remote (home) working environment. Using our grant supported Trauma Informed Care specialist, it was determined that staff would need additional support, skills, and reminders of self-care. The self-care messages, video conferences, and educational materials were so well received by our team that we began sharing it with the school systems.

Additional highlights for 2020 include:

- We were also able to expand our supportive services with Manistee Intermediate School District (ISD) by adding a second full-time behavioral health therapist available not only in Manistee middle and high school but also in the county schools; Bear Lake, Onkama, and CASMAN schools. This collaboration adds to our 30-year strong prevention program of having prevention workers in our elementary schools. .
- Working with Manistee School system, Northern Michigan Health Services Inc, we were able to facilitate the opening of a Children and Adolescent Health Center within Manistee Area Public Schools (MAPS). This is a project that will provide all MAPS students easy access to health and behavioral health services.
- Worked with a Grow Benzie and the Benzie Human Services to provide a hub for children's activities across Benzie county.
- CWN IT staff were instrumental in assisting Jails and Hospitals with technology to provide services through the Microsoft TEAMS platform.
- As shared in past reports 2020 also saw the continued push of a "re-design" of Michigan's Community Mental Health System, with an introduction of private entities having the ability to manage a portion of the system. Many Mental Health Administrators and Regional Directors found themselves having to divide their focus and provide the State with ongoing education and information on the restructure of Michigan's mental health system as well as manage and continue to provide services during the pandemic.

JOSEPH "CHIP" JOHNSTON, MSW

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**OUR MISSION:
 ENHANCING FREEDOM TO
 LEAD A MEANINGFUL LIFE
 THROUGH QUALITY BEHAVIORAL HEALTH CARE,
 LEADERSHIP,
 PROMOTING
 INDIVIDUAL WELLNESS AND
 TEAMWORK WITHIN OUR**



**7 Days a week /
 24 Hour a day
 Crisis Line:
 1.877.398.2013**

CWN PROGRAMS AT A GLANCE:

COVID has brought stress and strain on families, and individuals. We thought it appropriate to remind persons what services we have available for you and or family members. Call us at 1-877-398-2013 to complete a intake and eligibility screening.

CLINICAL PROGRAMS:

- **ASSERTIVE COMMUNITY TREATMENT (adults):** ACT provides basic services and supports essential for people with serious mental illness to maintain independence in the community. An ACT team will provide mental health therapy and help with medications. The team may also help access community resources and supports needed to maintain wellness and participate in social, educational and vocational activities.
- **COMMUNITY LIVING SKILLS (CLS):** CLS are activities provided by paid staff that help adults, with either serious mental illness or developmental disabilities, live independently and participate actively in the community. Community Living Supports may also help families who have children with special needs (such as developmental disabilities or serious emotional disturbance).
- **CRISIS INTERVENTION/CRISIS SERVICE 24/7:** Crisis interventions are unscheduled individual or group services aimed at reducing or eliminating the impact of unexpected events on mental health and well-being.
- **HEALTH SERVICES:** Health services include assessment, treatment, and professional monitoring of health conditions that are related to or impacted by a person's mental health condition. Health services includes Psychiatric evaluations and medication management, opioid health home and behavioral health home and medication assistant treatment programs.
 - ◇ **MEDICATION ASSISTED TREATMENT:** Medication Assisted Treatment is the use of medication in combination with behavioral health services to provide an individualized approach to the treatment of substance use disorder, including opioid use disorder
 - ◇ **OPIOID HEALTH HOME:** Care management services provided by a Nurse to persons withdrawing (with medical supervision) from opioids.
- **HOME BASED SERVICES:** Home-based services for children and families are provided in the family home or another community setting. Services are designed individually for each family and can include things like mental health therapy, crisis intervention, service coordination, or other supports to the family.
- **MENTAL HEALTH THERAPY AND COUNSELING FOR ADULTS, CHILDREN AND FAMILIES:** Mental health therapy includes therapy or counseling designed to help improve functioning and relationships with other people.
- **PREVENTION SERVICES:** Prevention service models, (such as Infant Mental Health, School Success, etc.), use both individual and group interventions designed to reduce the likelihood that individuals will need treatment from the public mental health system.
- **PEER DELIVERED AND PEER SUPPORT:** Peer-delivered services such as drop-in centers are entirely run by consumers of mental health services. They offer help with food, clothing, socialization, housing, and support to begin or maintain mental health treatment. Peer Specialist services are activities designed to help persons with serious mental illness in their individual recovery journey and are provided by individuals
- **SUPPORTS COORDINATION AND TARGETED CASE MANAGEMENT:** A Supports Coordinator or Case Manager is a staff person who helps write an individual plan of service and makes sure the services are delivered. His or her role is to listen to a person's goals, and to help find the services and providers inside and outside the local community mental health services program that will help achieve the goals. A supports coordinator or case manager may also connect a person to resources in the community for employment, community living, education, public benefits, and recreational activities.

FOR A FURTHER LISTING OF SERVICES CHECK OUT OUR WEBSITE:

<https://www.centrawellness.org>

ELIGIBILITY FOR MENTAL HEALTH SERVICES:

As we remind everyone of the services offered at CWN (previous page), this may also be a good time to provide a guide on how to access our services, and what makes a person eligible for services from CWN. First anyone can stop by our offices or call our [24 hour Crisis/Services Line at 1-877-398-2013 to request help](tel:1-877-398-2013).

Calling the number listed will put you in touch with persons from our Customer And Provider Services (CAPS) team. The CAPS team member will gather information and review if you may be eligible for CMH services. *Yes, I did say qualify*; not all behavioral health issues require the intensive level of service a community mental health agency provides. Some people may be having what is referred to as mild or moderate level of mental health issues. If your mental health needs are not severe enough to require mental health services, our staff will attempt to provide you direction on how to seek services elsewhere.

A Community Mental Health Agency provides services to persons experiencing severe and persistent mental health issues, or intellectual/developmental disabilities for both adults and children. The scope and severity of their illness has had a major impact on a persons ability to participate with family, develop and sustain positive relationships, get or keep a job or allow them to participate in a positive way within the community. Anyone applying for CWN services is screened to assure they meet the criteria of *medical necessity* (as defined by the Mental Health Code and our contract with the State of Michigan).

Once your screening is completed and qualification determined you are scheduled to meet with a Master Level Therapist for an Assessment. The Assessment can be a long process and can take a couple hours, so be prepared!! Through that Assessment the Therapist will assist to determine all the services you may benefit from, then set an appointment for you to meet the person/team you will be working with for the remainder of your recovery.



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

Our Values:
We are Client Focused
Provide Transparency in
Decision-Making
Positive Work and
Treatment Environment
Responsive to Shareholder needs

Centra Wellness Network strives to support community growth and development of services needed to support a healthy community. These efforts continued throughout the pandemic and numerous efforts remained successful as we continued to build on the vision for a Children's and Adolescent Health Center on the campus of Manistee Middle/High School, and to work to build supports in the schools by assisting in the hiring and addition of Mental Health Clinicians in the School system in Manistee.

CWN CONTINUED TO PROVIDE SERVICES DURING COVID:

As the Pandemic escalated through the state directives and orders from the Department of Health and Human Services were dispersed weekly. The overall message to all mental health providers in the state was that services will continue, persons seeking and/or in treatment would continue to need services and we as a mental health agency had to quickly identify ways of assuring clients were seen, and at the same time follow state wide emergency orders.

At the onset we made quick adjustments, then within a month or two we were able to better navigate through the directives, instructions and mandates provided us by the state. CWN did not close or stop services throughout the pandemic. Our services delivery was adjusted and MDHHS allowed for us to not only meet as needed face to face with people, but to be able to call them on the phone or meet over video. The use of video was something provided for some time within our Meds Services department so the implementation of video conferencing for telehealth purposes was not difficult, and many of our clients found the use of video or phone easier as they too were trying to maneuver the direction being provided by state and local health departments.

Currently we continue to offer clients choice in regards to meeting with their case manager, therapist, nurse or psychiatrist. We have in person options, telehealth, Telemed and phone contacts if needed. We will continue to assure client and staff safety by completing COVID screenings on everyone coming into the offices, or when meeting with a CWN clinician or staff. With at least 77% of CWN staff vaccinated we still require precautions and use of masks, social distancing, disinfecting and of course screenings. We will comply with all mandates put forth and operate with caution as our state and nation continue to battle the COVID pandemic.

Collaborative Efforts Increase Services to Area Schools:

Centra Wellness amid the COVID pandemic continued their efforts in collaborating with community partners in building services and strengthening resources such as our hiring a *Master Level Therapists in Manistee, Onkama, Bear Lake and CASMAN schools*. We are adding this second therapist to provide behavioral health services to students in need. This initiative is available through educational funding provided to the Manistee Intermediate School District, who in turn contracts with CWN. This program called CareConnect for Manistee and BLOC for Bear Lake, Onkama and CASMAN schools assist students who may be struggling with school, peers, family or any other issues impeding their ability to be successful.

CWN also worked with Northwest Michigan Health Services, Inc. (NMHSI) and Manistee Area Public Schools (MAPS) on the **Opening of a Children's Adolescent Center at Manistee Jr/High School Building on 12th street**. The CAC provides health and behavioral health services to MAPS students. (Current discussions are occurring with Benzie County Schools to discuss replicating these services in some ways to serve Benzie students as well).

Program Spotlight: TRAUMA INFORMED PROGRAM

CENTRA WELLNESS NETWORK TRAUMA INFORMED PRACTICES: (TIP)

CWN TRAUMA STATEMENT(2020)

CWN will provide care and support, developing an organizational structure and treatment framework that involves recognizing and understanding the effects of all trauma and responding with best practice assessments and treatment awareness, cultural sensitivity, compassion and support. Trauma informed care emphasizes the physical, psychological, and emotional safety for clients, staff and community members and will assist in developing a sense of control and empowerment.

LESSONS LEARNED DURING THE PANDEMIC:

VALUABLE EXPERIENCES AND LESSONS LEARNED DURING COVID-19 PANDEMIC:

In January Centra Wellness Network hired a Trauma Informed Practices Specialist. This grant funded position was built to guide us in building a trauma informed work environment that provides a sense of safety and comfort in our operations and practices, and service delivery. Our new hire, Rebecca Jadwin, was only on the job a few months working with staff and supervisors to outline a plan for meeting our goals. Working with trauma informed teams, their first task to was developed a Trauma and Vision Statement supported by the CWN Board and management. It was shortly after the development and approval of our Trauma Statement and Vision that our work environment started changing rapidly due to the pandemic.

However, like everything else, our trauma focus had to shift. We recognized not only the stress reported by clients, but the stress and changes impacting staff were just as significant. Rebecca worked through this past year to provide supports to staff, offer training in techniques to manage our stress levels and to start a dialogue that allowed us to recognized our vulnerabilities in this field. Staff dialed in for video guides, and read weekly updates and skills suggestions, participated in agency events. We learned valuable lessons. We were often told the impact of secondary trauma on health care providers; this past year we have experienced it first hand and will go into our second year with more knowledge and understanding. And our eventual goal is to share this knowledge and these skills with our partners and community members.

CENTRA's TRAUMA INFORMED PRACTICES (TIP)

VISION STATEMENT:

Our interactions reflect an understanding of trauma's prevalence and effects, support for restoring wellness, and unconditional positive regard.

Our team thrives on prioritizing health lifestyle skills, strengthening one another, and having compassion for all people.

Our goal is physical, psychological, and emotional safety for clients, staff, and our community through collaboration and empowerment.

CWN STAFF MET WITH A TOTAL OF 2,438 ADULTS AND CHILDREN IN 2020:

Benzie County

- **Total 706 Persons**

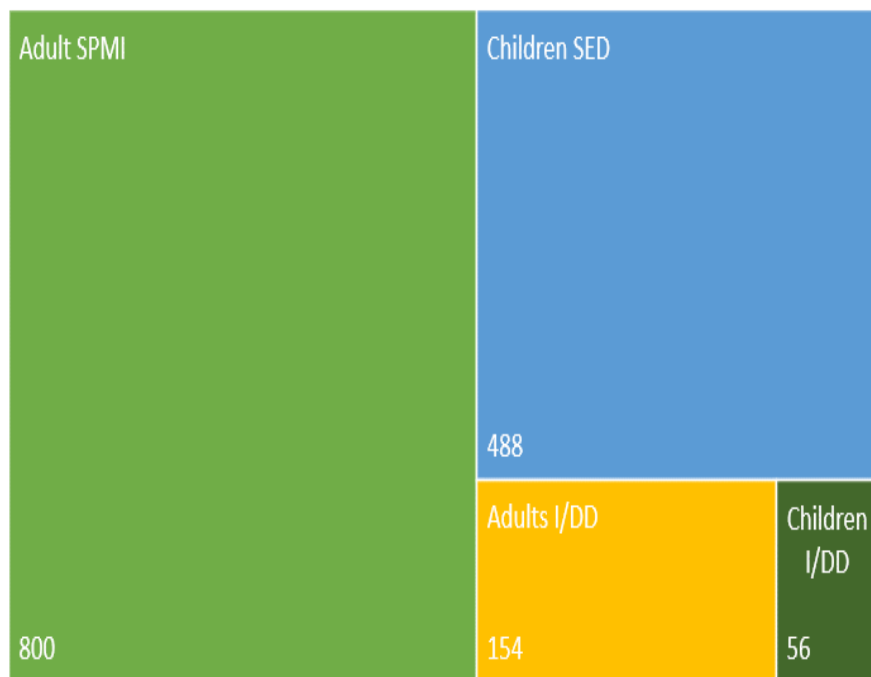
Manistee County

- **Total 1,732 Persons**

For FY20 Customer and Provider Services (CAPS) department received a total of 1,065 (phone calls and walk ins to the clinic). Of the total calls and walk ins CWN scheduled **656 person** for intakes.

Through COVID we saw a decrease intakes by approximately 83 persons. It is speculated intakes were impacted by COVID restrictions.

FY 2020 UNIQUE COUNT OF CLIENTS



Adult with Serious Persistent Mental Illness (SPMI)
 Adults/Children with Intellectual/Developmental Disabilities (I/DD)
 Children with Serious Emotional Disturbances (SED)

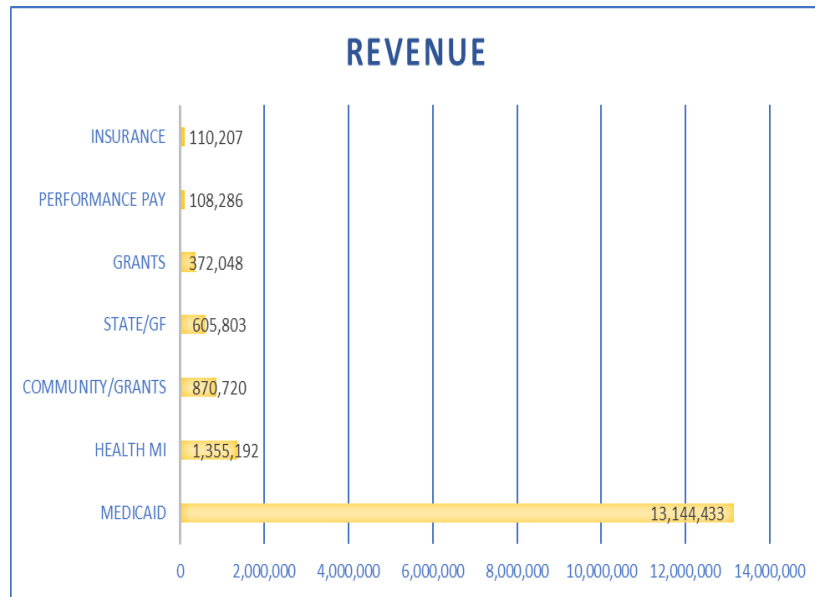
UNIQUE COUNT FOR 2020

ADULTS WITH SEVERE AND PERSISTENT MENTAL ILLNESS (SMPI)	800
CHILDREN WITH SEVERE EMOTIONAL DISTURBANCES (SED)	488
ADULTS WITH INTELLECTUAL/DEVELOPMENTAL DISABILITIES (I/DD)	154
CHILDREN WITH INTELLECTUAL/DEVELOPMENTAL DISABILITIES (I/DD)	56

FINANCIALS FOR FISCAL YEAR 2020

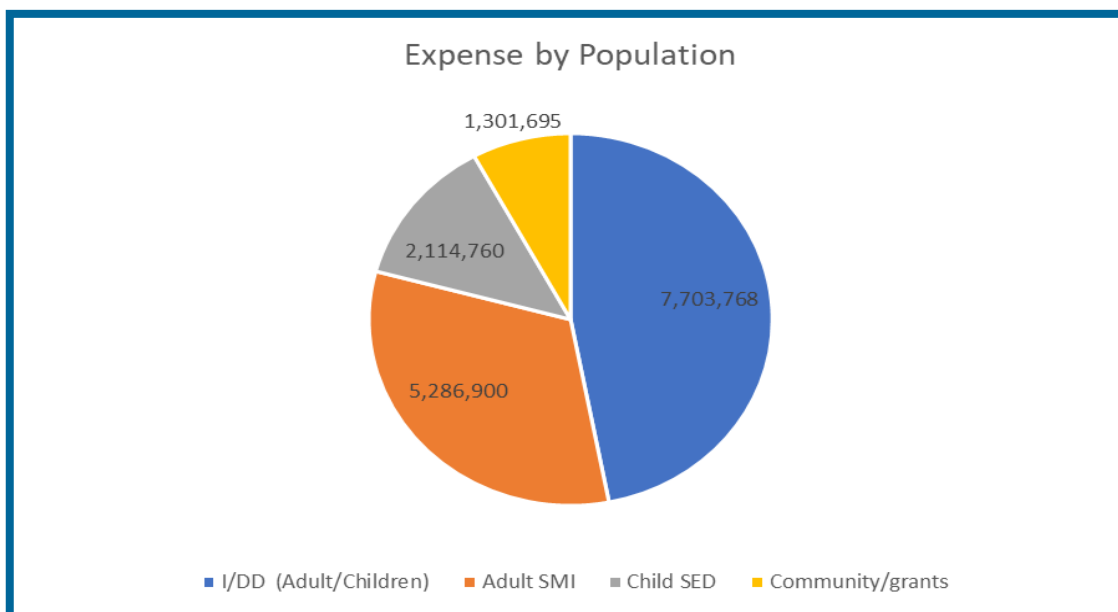
REVENUE FOR 2020:

MEDICAID	\$ 13,144,433	79% of total budget is Medicaid
HEALTHY MI	\$1,344,192	8%
CONTRACT/OTHER	\$ 870,720	5%
STATE/GF	\$ 605,803	4% of total budget for Hospitalizations and community need
GRANTS	\$ 372,048	2%
PERFORMANCE	\$ 108,286	1%
INSURANCE	\$ 110,207	1%
TOTAL REVENUE :	\$16,566,689.00	



Expenditures per Population:

	2020	2019
Intellectual/Developmental Disability (I/DD)	\$ 7,703,768 47%	(-1%)
Serious Mental Illness (Adult SMI)	\$ 5,286,900 32%	(+2%)
Serious Emotional Disorder (Children SED)	\$ 2,114,760 13%	
Prevention/Community (Community/Grants)	<u>\$ 1,301,695</u> 8%	(-1%)
Total Expenditures per Population:	\$16,407,123	16,254,735



CENTRA WELLNESS BOARD OF DIRECTORS:

Don Smeltzer, Benzie County
Dennis Risser, Manistee County, Board Vice Chair
Don Tanner, Benzie County, Board Chair
James Wisniski, Manistee County
Mary O'Connor, Benzie County
Pauline Jaquish, Manistee County Commissioner
Dr. James Uhl, Manistee County * (*New Member*)
Tim Markey, Benzie County Commissioner * (*New member*)
OPEN SEAT, Manistee County
Rhonda Nye, Benzie County Commissioner, Board Secretary
Richard Schmidt, Manistee County Commissioner
Terry Pechacek, Manistee County * (*New Member*)



JOIN THE CWN TEAM:

We are a creative and progressive team that supports and provides assistance not only to clients served in both Benzie and Manistee Counties, but also to our staff and peers. Currently we are recruiting for motivated, engaging and talented people to join our team. We are hiring for professional and para-professionals level positions. If you are interested in learning more about Centra Wellness Network GO TO:

WWW.CENTRAWELLNESS.ORG

Centra Wellness Network strives to provide quality services to clients, but also is attentive to providing the best for their employees. We offer *competitive wages, a retirement health care plan, BC/BS with a health reimbursement account (HRA) to offset deductibles, Flex spending, 457 and Money Purchase plans. Additionally, we provide support for continued education in a related field of practice to Mental Health and provide a generous amount of time off starting with 160 PTO hours your first year of employment. Give us a call or visit our website.* We provide supervision for licensure, pay for continuing education and certification, and much, much more.

Come Join our Team

CENTRA WELLNESS NETWORK

Administrative Offices —310 Glocheski Drive, Manistee MI 49660
Manistee Wellness Center — 2198 US 31 South, Manistee MI 49660
Benzie Community Resource Center, 6051 Frankfort Hwy., #200, Benzonia, MI 49616