

CENTRA WELLNESS NETWORK

2022 ANNUAL REPORT



YEAR IN REVIEW BY CWN EXECUTIVE DIRECTOR

Executive Director,
Joseph "Chip" Johnston

Greetings from Centra Wellness Network, (CWN)

I am happy to report that CWN has achieved a three year national accreditation for our integrated services (all service populations) which includes: Assertive Community Treatment, Case Management/Services Coordination, Community Integration, Crisis Intervention, Health Homes, Outpatient Treatment, and Prevention. CWN has been accredited by CARF international since 1983.

One of the items CARF international noted was that despite Covid-19 CWN expanded services primarily in our School Prevention programs and in our Behavioral and Opioid Health Homes. Our Health Homes focus on coordination with individuals and their medical care needs. We have too many individual successes to list here.

This next year has us focusing on honing skills, community relations, and clinical practices/interventions. We are also looking to improve the flow of our services for the people we serve, from point of first contact to on-going services to discharge.

As always, it has been a pleasure to serve the citizens of Benzie and Manistee Counties and we look forward to providing the best behavioral health care we can with the resources we and the community have for the next year.

Chip

OUR MISSION:

*Enhancing Freedom
to lead a meaningful
life through quality
behavioral
health care,
leadership, pro-
moting individual
wellness and team-
work 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.*

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HOURS A DAY**

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CENTRA WELLNESS NETWORK HEALTH HOME SERVICES

For almost a decade, CWN has recognized the relationship that exists with a person’s mental health and their physical health. Over ten years ago CWN wrote its first grant supporting an “integrated health” approach to services. Persons were provided care coordination by a nurse. The nurse provided coordination with other health providers, assisted the client in all areas of health management, and assured medications and other medical needs were being met. This was particularly helpful to many of the clients who had several health care providers managing different illnesses. When a client has several health issues it can become overwhelming, and difficult to keep track of. The nurse care coordinator worked with clients to assist in meeting all the health appointments and requests other providers would request. Additionally the coordinator was able to share information between all providers assuring that everyone involved had the most recent information regarding the clients well-being.

From this grant process CWN worked with the state in developing a program that evolved into Health Homes. There are two types of health homes (a health home is a service, not a location): Behavioral Health Home and Opioid Health Home. Centra Wellness Network offers both.



BHH has 142 enrolled with 12 pending enrollments

OHH has 62 enrolled with 2 pending enrollments

Total Services Delivered with Clients FY2022:

1st Quarter: 1480

2nd Quarter: 1359

3rd Quarter: 1369

4th Quarter: 1487

Total FY2022: 5695

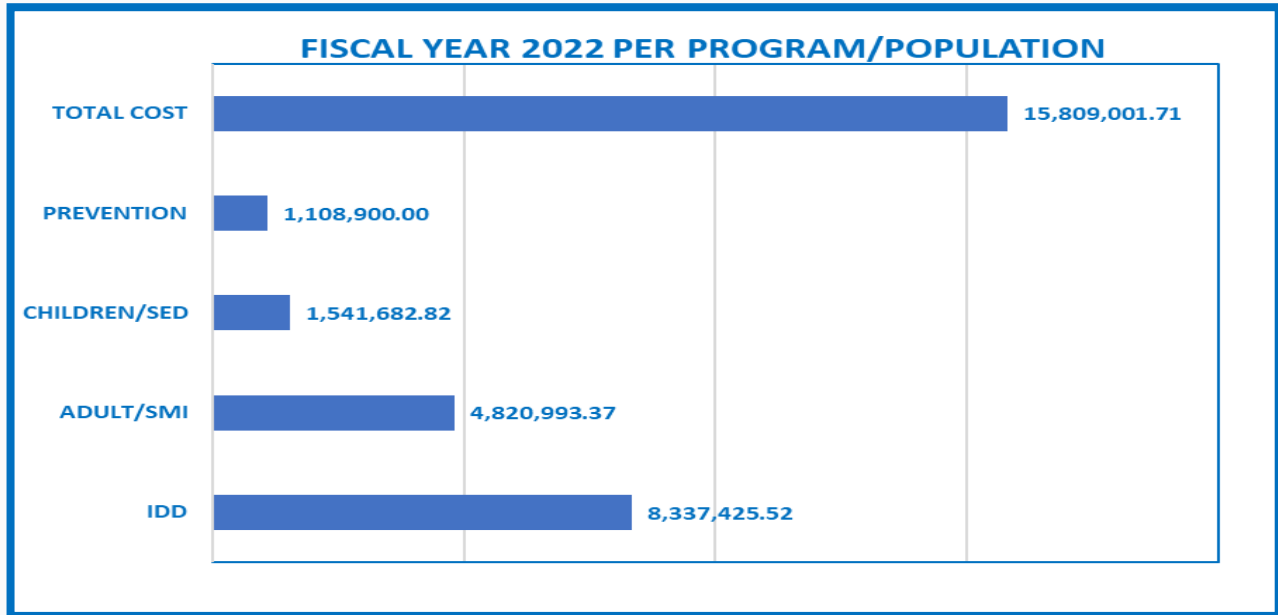
**Total services provided for
FY2022: 5695**

Peer Supports and Recovery Coaches.

The value these staff persons bring to our clients is immeasurable. We are appreciative of all they do and the difference they make in client’s lives.

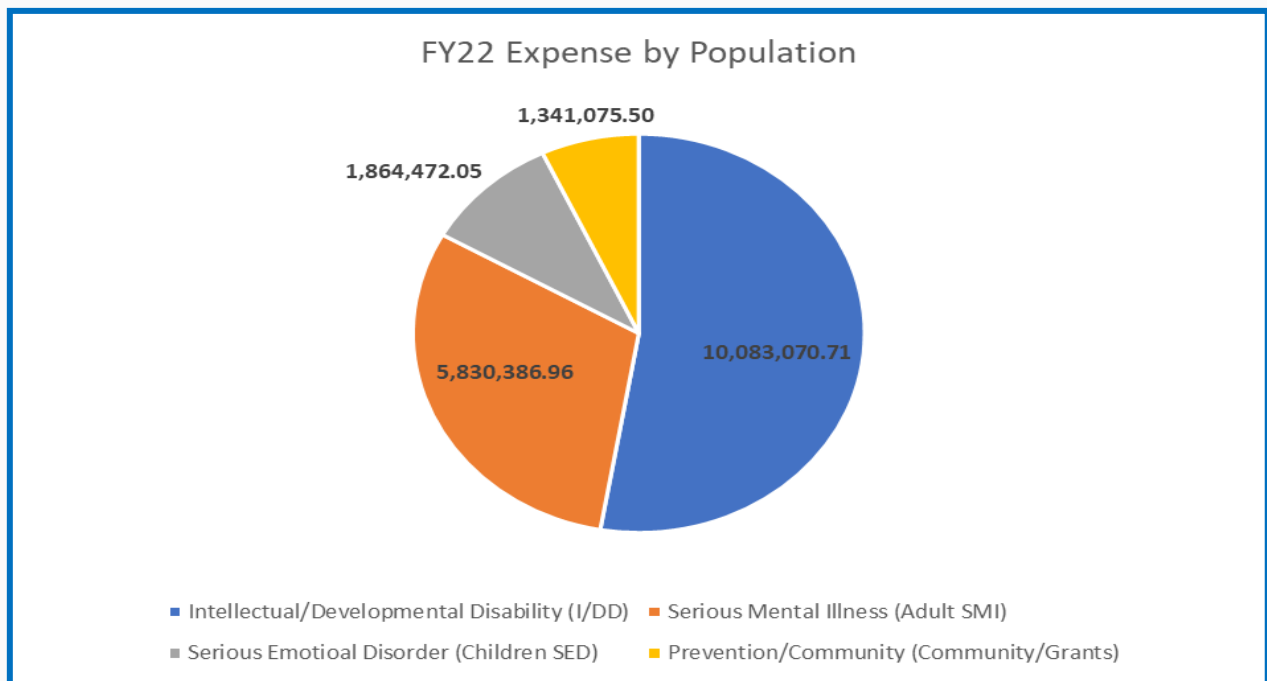
The Community and
Provider Services (CAPS)
Department takes all calls,
screens and schedules
Intakes:
Our Access Center received:
1,322 calls on 2022
Scheduled **894** Intakes
Assisted **2,185** people
And
Provided Services to
1,757 people
Benzie County 668
Manistee County 1089

2022 FINANCIAL SUMMARY



AVERAGE COST PER CLIENT	
IDD	48,244.36
ADULT	7,910.97
CHILD/MI	4,615.03
Prevention	4,640.40

FISCAL YEAR 2022			
TOTAL COST	15,809,001.71		
IDD	8,337,425.52	209	53%
ADULT/SMI	4,820,993.37	737	30%
CHILDREN/SED	1,541,682.82	404	10%
PREVENTION	1,108,900.00	289	7%
UNDUPLICATED		156	

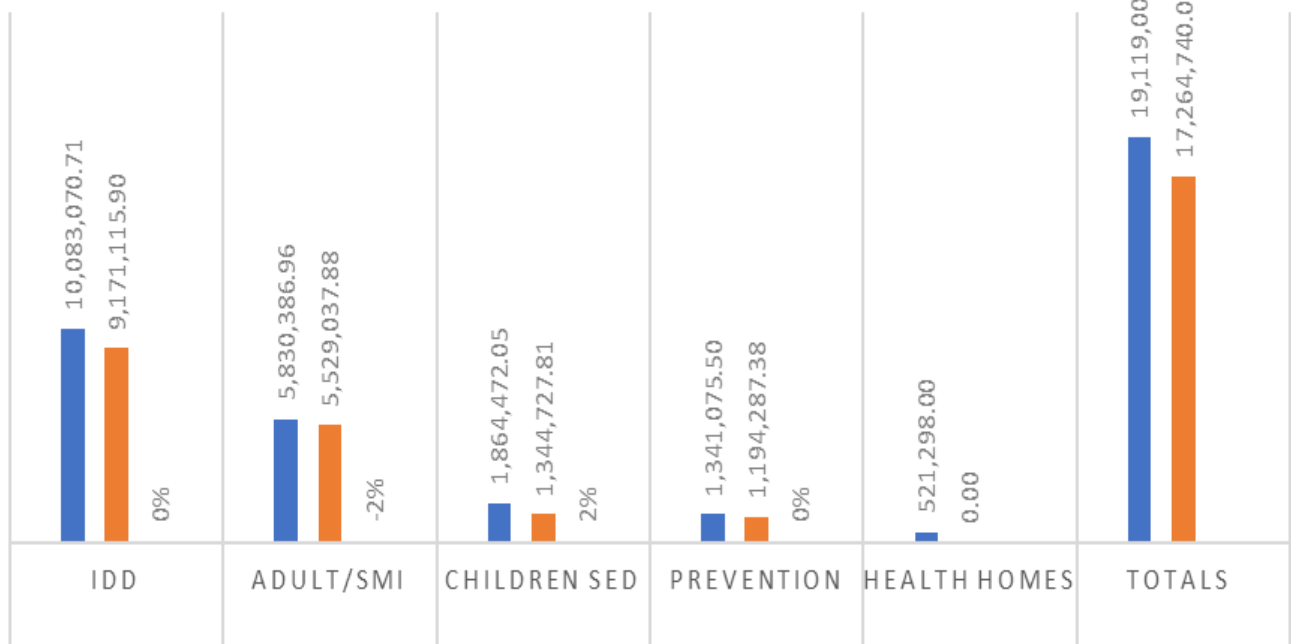


2022 FINANCIAL SUMMARY CONTINUED

BUDGET COMPARISON	FY2022		FY2021		EXPENSE
Total Expense	19,119,005.23		17,264,740.00		
Intellectual/Developmental Disability (I/DD)	10,083,070.71	53%	9,171,115.90	53%	0%
Serious Mental Illness (Adult SMI)	5,830,386.96	30%	5,529,037.88	32%	-2%
Serious Emotional Disorder (Children SED)	1,864,472.05	10%	1,344,727.81	8%	2%
Prevention/Community (Community/Grants)	1,341,075.50	7%	1,194,287.38	7%	0%
Health Homes	521,298.00	3%	N/A		

FY 22/21 COMPARISON BUDGET

■ FY22 ■ FY21 ■ % change



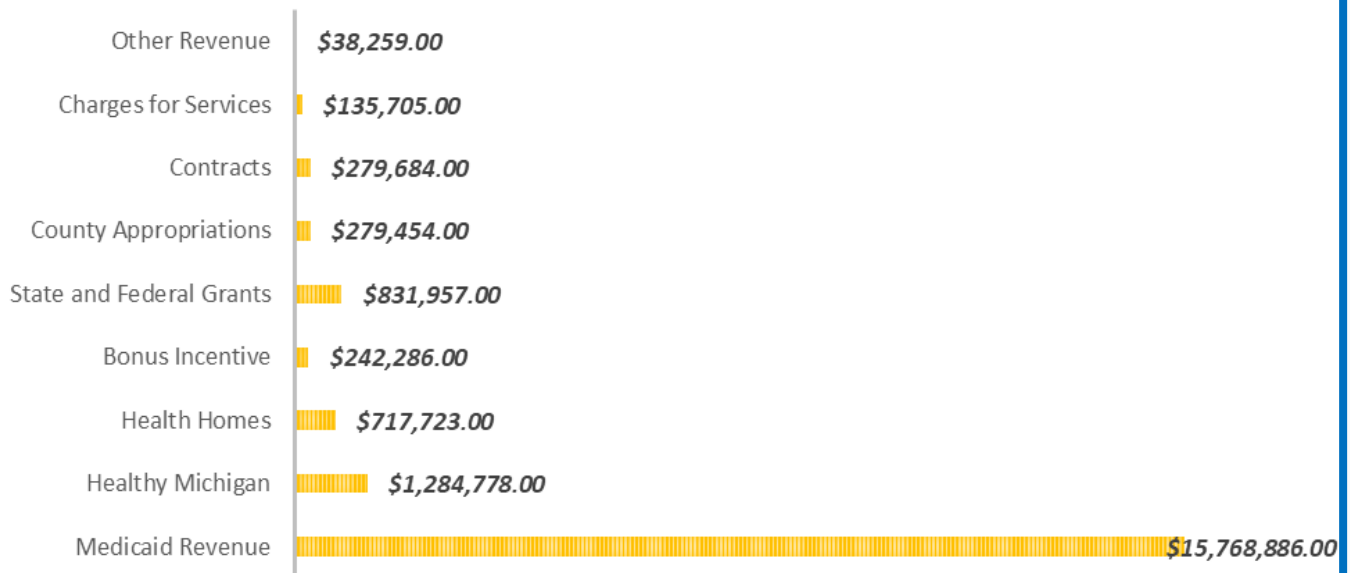
2022 FINANCIALS

REVENUE SOURCES		
Medicaid Revenue	15,768,886.00	81%
Healthy Michigan	1,284,778.00	7%
Health Homes	717,723.00	4%
Bonus Incentive	242,286.00	1%
State and Federal Grants	831,957.00	4%
County Appropriations	279,454.00	1%
Contracts	279,684.00	1%
Charges for Services	135,705.00	1%
Other Revenue	38,259.00	0%
Total Revenue	19,578,732.00	

REVENUE



FY22 REVENUE



CARF ACCREDITATION

For at least the past twenty years, Centra Wellness Network has participated in a CARF Survey. CARF stands for Commission on Accreditation of Rehabilitation Facilities. During the survey, an external agency reviews our processes and policies, interviews clients and staff and then consults with us on how we can make improvements. This tells our clients, our board, and other stakeholders know the high level of standards to which we're upheld. Following the survey, a determination is provided regarding the status of the accreditation. Below is an excerpt of what the CARF reviewers said:

On balance, Manistee Benzie Community Mental Health Organization dba Centra Wellness Network demonstrated substantial conformance to the standards. Centra Wellness Network (CWN) has been an integral partner of the Northern Michigan Regional Entity for over 31 years and has successfully navigated the past three years with tireless effort, open communication, and innovation. In response to the COVID-19 pandemic, the board of directors and leadership team focused on ensuring the delivery of quality care, including transitioning to telehealth services immediately once approval from the state was received.

Staff members are trained in trauma-informed care, embracing the model for daily service delivery. Through the CARF review auditors noted CWN's long history of quality service delivery, leadership in the region, and willingness to tackle new challenges instills confidence that it has the ability to address the recommendations...

This accreditation is active until May 31, 2026. This achievement is an indication of your organization's dedication and commitment to improving the quality of the lives of the persons served. Services, personnel, and documentation clearly indicate an established pattern of conformance to standards.

As with all previous surveys, Centra Wellness Network received substantial conformance to the standards, receiving the highest level of accreditation effective for three years. The Three-Year Accreditation applies to: Assertive Community Treatment (ACT), Case Management/Services Coordination, Community Integration, Crisis Intervention, Health Home and Prevention.

CWN continues to seek CARF Accreditation to give confidence to the person seeking/utilizing our services along with their allies, our community members, and our Board of Directors and employees that the services provided are those of the highest quality, ethical, and integrity standards.



Quality Improvement

Each year, Centra Wellness Network participates in an annual Quality Improvement Plan. The goals are established according to multiple accreditation standards, regulations and contract requirements. Quality Improvement Plan goals include but are not limited to Access to Care, Monitoring of Business Functions, and conducting satisfaction surveys. Below are some snapshots of Quality Improvement Plan goal progress.

Safenet, BTC and Residential Services Satisfaction Surveys completed. Responses showed **96%**

satisfaction of parents from the Safenet program, **100% satisfaction** from case holders and guardians regarding the Behavior Treatment

Committee and residential services and **99% satisfaction** from individuals who participate in services such as psychiatric, case management and peer supports.



In collaboration with the Northern Michigan Regional Entity, CWN and the region identified two new Performance Improvement Projects. Over the next year, the quality improvement teams will review (1) Health Home enrollment in the Region. The goal is 5% (currently the whole region is .25%, however we're at about 7.5%) and (2) reducing the no-show rate.

On a quarterly basis, the Northern Michigan Regional Entity audits a representative sample of the Medicaid Claims Centra Wellness Network submits. The audit looks to see if there is a treatment plan that includes the code and is signed by primary staff and the client/guardian and if there is a signed note reflecting the code billed. During 2022, 100% of claims were found compliant.



Each year we review access standards such as how quickly individuals are able to be seen by a clinician when they walk in and how long individuals wait on the phone when they call. **100%** of phone access standards and **91%** walk in standards have been met.

Per the MDHHS/Community Mental Health Service Provider (CMHSP) Managed Mental Health Supports and Services Contract, an annual submission is submitted to MDHHS. This reporting includes Estimated Full Time Equivalents (FTEs), Request for Service and Disposition of Requests, Waiting List and Needs Assessment information. This is reported in February of the following year. For the FY2022 period, the workforce for specialized residential was 39 and for other settings up to 60.5 FTEs.

The CWN waiting list numbers declined from the prior year with 0 clients. CWN had a total of 1,322 people call in or walk in for services during the year, of those 296 were referred out with non-Mental Health needs, 132 did not meet eligibility requirements and 894 were scheduled for an assessment. During this reporting period an update was provided by the Quality Manager regarding priority needs and planned actions for the year based on the stakeholder meeting and areas of concern noted within the annual needs assessment.

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 Members 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: (2023 Board Appointments)

COUNTY:

COMMITTEE ASSIGNED:

Dennis Risser	Manistee County	Recipient Rights and Personnel Committees
Don Tanner, Chair	Benzie County	Executive, Policy Committees
Terry Pechacek, Vice Chair	Manistee County	Executive, Personnel Committee
Tim Markey, Commissioner	Benzie County	Community Services Committee
Rhonda Nye, Secretary, Commissioner	Benzie County	Executive Committee
Janice McCranner, Commissioner	Manistee County	Personnel Committee
James Uhl	Manistee County	Recipient Rights, Community Services and Policy Committees
Paula McLain	Benzie County	Finance Committee
Richard Schmidt, Commissioner	Manistee County	Community Services Committee
Don Smeltzer	Benzie County	Recipient Rights and Policy Committee
Brian Gutowski	Manistee County	Finance Committee
Mike Szokola	Manistee County	Finance Committee

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