

# CENTRA WELLNESS NETWORK 2021 ANNUAL REPORT

## YEAR IN REVIEW BY CWN EXECUTIVE DIRECTOR



I am happy to report that core and prevention services are chugging along; I am also pleased to announce that our Behavioral Health Home which seeks to increase communication between primary care (doctors) and the work we do as a mental health provider to look at the overall health of an individual, *leads the State of Michigan* in terms of the people we serve and the people in

the program. The overall improved health for people has just been fantastic. Our opioid health home (OHH) in collaboration with Catholic Human Services is based on the same principle, is doing very well and saving lives, improving health, and promoting recovery. Although this program and our Medication Assisted Treatment program are not part of our mandated services, we do them because it is the right thing to do and affords the citizens of Benzie and Manistee County a local treatment option.

Centra Wellness Network is beginning to return to a sense of “Normalcy” after a very long and one of our most trying times here, the Covid years. Although we have always been out front with the use of technology to assist what we do, what is key now is that policy makers in Lansing and at the federal level recognize how tele-medicine can be an effective tool in our toolbox. We continue to advocate for flexibility across the board.

Finally, after a year of hard work and working with State Representative Mary Whiteford (Allegan County) and with the assistance of our State Senator Curt VanderWall, we have successfully passed legislation (Public Act 91 of 2022) that aligns Michigan’s ability-to-pay law with that of the federal governments, the last



update was circa 1997. What this effectively did was to not only keep up with the times, but to allow Centra Wellness Network to become a National Health Service Corp (NHSC) site. NHSC sites are in areas of the country that are considered underserved by clinical professionals. Manistee and Benzie Counties are both considered underserved area’s in almost all professions (doctors, nurses, social

workers, etc...). Individuals with clinical degrees who work in underserved communities can have a significant portion of their student debt (tuition reimbursement) paid for if they serve a number of years in that community. This should help CWN significantly with recruitment and retention of these all-important professions. Take care and I wish all of you a healthy next year.

Joseph “Chip” Johnston, Executive Director

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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  
COMMUNITY.**



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

# CWN PROGRAMS AT A GLANCE:

## 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 assisted 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 with lived experience of their own.
- **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>**

**CONTINUED GROWTH IN HEALTH HOMES:**

Centra Wellness Network provides three “types” of Health Homes. A Behavioral/Opioid Health Home (BHH/OHH) is not a physical location but an approach to treatment. HH provide specialized services that “wraps” around the client to assure coordination of all physical and mental health services. Health Homes use Registered Nurses to assure coordination of care.

CWN has been managing Health Homes for the past few years, and each year enrollment continues to grow. We now have three different Health Home programs, Opioid Health Home, Behavioral Health Home and Kids Count, a Health Home for kids.

**To Date: Total count for all HH Enrollments: 188**

**Total Individuals Served (duplicated client contacts):**

1<sup>st</sup> Quarter: 188

2<sup>nd</sup> Quarter: 457

3<sup>rd</sup> Quarter: 522

4<sup>th</sup> Quarter: 616

**Total Individuals Served: 1783**

**Total Services Delivered with Clients:**

1<sup>st</sup> Quarter: 1046

2<sup>nd</sup> Quarter: 1186

3<sup>rd</sup> Quarter: 1638

4<sup>th</sup> Quarter: 1793

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

**Spotlight On Staff:**

**THROUGH THE PANDEMIC CWN WAS ABLE TO SUPPORT STAFF:**

The pandemic as everyone will note had impact on clients, and also on staff. CWN like many other organizations had to adapt to the ever changing landscape of providing mental health treatment. Many of the constant changes and expectations were passed along to staff who would have to learn to rapidly adapt to new process, and ways of providing service. CWN never suspended services. CWN staff learned to juggle the demands of being a mandated service, making sure treatment remained available, and at the same time juggling not only the anxieties of COVID, but also had responsibilities



at home to care and educate their children, had family members become ill, and spouses and partners at home unable to work. Since COVID started we have had to look at ourselves and to truly reflect on the importance of personal well-being not only for the clients, but for ourselves as well. CWN leaned on their Trauma Informed Practices Specialist and our Trauma training to care for staff. When safe to be together we celebrated our team and our adaptability. We recognized those new to the agency and those with 30+ years. We provided events (in person with social distancing) and by Microsoft Teams video. One of the favorite was a cooking class with Rebecca. We walked trails and made sure teams had team building time, and eventually we all gathered back on site. These past couple years helped us to remember our most valued assets..... our staff. With weekly emails providing stress management tips to educational lunch and learns we continue to keep the focus on staff and the support they continue to need to manage their mental health as well.



**CWN  
ASSISTED  
2379  
INDIVIDUALS  
AND  
PROVIDED  
SERVICES TO  
A TOTAL OF  
1,767  
ADULTS AND  
CHILDREN IN  
2021:**

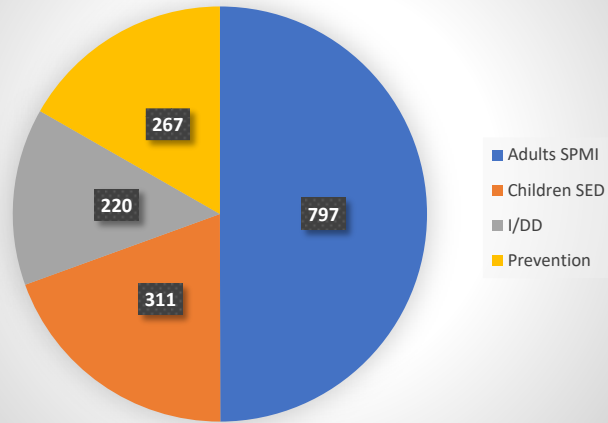
**Benzie County  
Total 455  
Persons**

**Manistee County  
Total 1,312  
Persons**

**For FY21**  
Customer and  
Provider Services  
(CAPS) depart-  
ment received a  
total of **1,269**  
(phone calls and  
walk-ins to the  
clinic). Of the total  
calls and walk-ins  
CWN scheduled  
**657** person for  
intakes.



**UNIQUE/UNDUPLICATED COUNT FOR 2021**



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

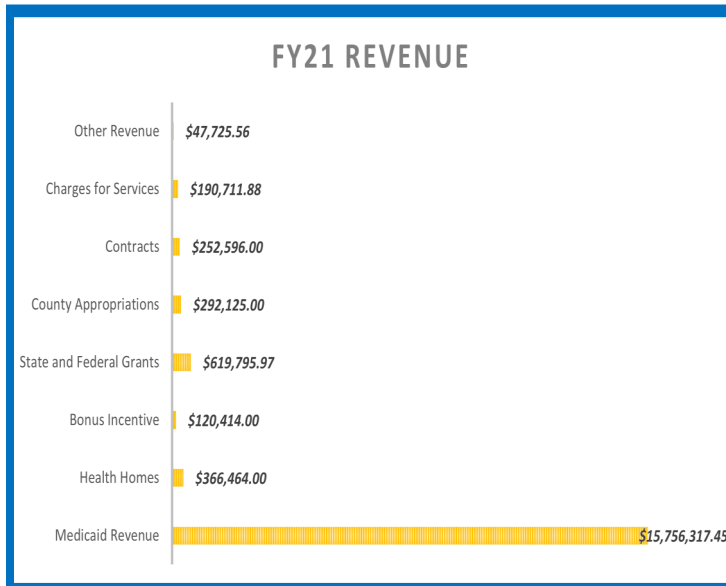
**UNIQUE/UNDUPLICATED COUNT FOR 2021/TOTAL: 1528**

ADULTS WITH SEVERE AND PERSISTENT MENTAL ILL- NESS (SMPI)	797
CHILDREN WITH SEVERE EMOTIONAL DISTURBANCES (SED)	311
INDIVIDUALS WITH INTELLECTUAL/DEVELOPMENTAL DISABILITIES (I/DD)	220
Prevention/Community	267

# 2021 FINANCIALS

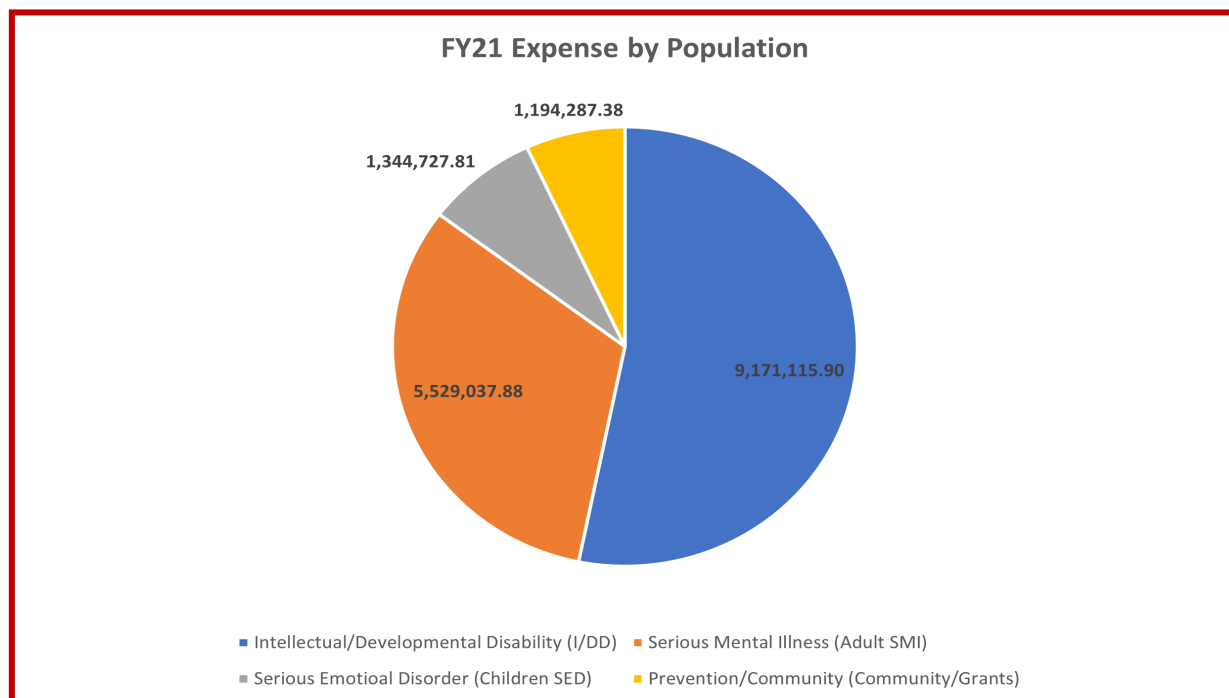
## REVENUE FOR 2021:

<b>MEDICAID</b>	<b>\$ 15,756,315.45</b>	<b>89%</b>
<i>of total budget is Medicaid</i>		
HEALTH HOMES	366,464.00	2%
STATE BONUS INC.	120,414.00	1%
HEALTHY MI	1,344,192.00	8%
STATE/FED GRANTS	619,795.97	4%
CONTRACT	252,596.00	1%
CHARGEST FOR SERV.	190,711.88	1%
STATE/GF	605,803	4%
<i>of total budget for Hospitalizations and community need</i>		
PERFORMANCE	\$ 108,286	1%
INSURANCE	\$ 110,207	1%
<b>TOTAL REVENUE :</b>	<b>\$17,646,149.86</b>	



## Expenditures per Population:

	2021	% TOTAL	2020	CHG:
Intellectual/Developmental Disability (I/DD)	\$ 9,171,115.19	53%	\$7,703,768.00	6%^
Serious Mental Illness (Adult SMI)	\$ 5,529,037.88	32%	\$5,286,900.00	0%
Serious Emotional Disorder (Children SED)	\$ 1,344,727.81	8%	\$2,114,740.00	-5%
Prevention/Community (Community/Grants)	\$ 1,194,287.38	7%	\$1,301,695.00	-1%
<b>TOTAL EXPENSE:</b>	<b>\$17,264,740.00</b>		<b>\$16,407,123.00</b>	



### **Retention and Recruitment of Qualified Staff / Filling Difficult Roles:**

As our nation, and communities begin to adjust to living with COVID and all the variants, people are starting to get back to interacting within the community. And some people have had time to reflect on life, their living arrangements and their careers. Centra Wellness has felt the impact of this time and personal reflections. As the pandemic went on, some of our staff started to review life and their work. Some have decided to leave the field, while others retired. CWN has always prided itself in the longevity of its employment agreements with staff. We have 15, 20 and 30+ year team members that we have celebrated over the years. During our change in practices and limited contacts during COVID, some of our staff decided it was time to retire, or change careers.

So what do we do to recruit and retain employees? We have implemented programs that support staff well-being, we reviewed what we refer to as “perks” that we offer our employees and what makes CWN a good place to work, where people are valued.

#### **Our recruitment includes:**

- An environment that is Trauma Focused and provides support to not only clients but also understands, respects and support vicarious trauma of staff
- Salaries that provide are in line with the most recent market analysis in our region and throughout the State
- A PTO program with new hires receiving 160 hours—this program is a front loaded program making PTO available at hire
- BC/BS benefits with vision and dental
- Flexible work schedule within your team
- Paid training for CEUs and licensure
- Reimbursement for continued education (5,250.00 dollars annually)
- 12 paid holidays
- Employee recognition and awards
- Retirement benefits
- Health Coverage when retiring from agency at age 58 with 10 years of continuous employment.
- Clinical Supervision for Licensing requirements
- Referral incentive for referring someone who is hired for an open position.
- Employment incentives after completion of training
- Flex spending accounts (pre-tax) for Health, Prescription and Child-care cost
- Health Reimbursement Account - Account provide by CWN to off set medical deductibles

Check out our webpage for current listing of positions available:

**<https://www.centrawellness.org>**



***Our Values:  
We are Client  
Focused  
Provide Trans-  
parency in  
Decision-  
Making  
Positive Work  
and  
Treatment En-  
vironment  
Responsive to  
Shareholder  
needs***

#### ***CENTRA'S TRAUMA IN- FORMED 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 healthy 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.*

## **CENTRA WELLNESS NETWORK CURRENT BOARD OF DIRECTORS:**

Don Smeltzer, Benzie County  
Dennis Risser, Manistee County, Board Chair  
Don Tanner, Benzie County, Board Vice Chair  
Brian Gutowski, Manistee County  
Paula McLain, Benzie County  
Pauline Jaquish, Manistee County Commissioner  
Dr. James Uhl, Manistee County  
Tim Markey, Benzie County Commissioner  
Rhonda Nye, Benzie County Commissioner  
Richard Schmidt, Manistee County Commissioner  
Terry Pechacek, Manistee County, Board Secretary



## **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