



CNS Healthcare: A Community of Caring

Community Impact
Summary 2019





ABOUT CNS HEALTHCARE

CNS Healthcare (CNS) is a non-profit, Certified Community Behavioral Health Clinic (CCBHC) with five clinics and two clubhouses in Southeastern Michigan. CNS employs more than 250 professionals, paraprofessionals and support staff, delivering services to more than 6,000 people, annually. CNS provides comprehensive integrated health services in partnership with several community organizations, and uses a patient-centered approach to identify, support and promote the overall health of children, adolescents, adults and older adults.

CNS services include psychiatry, therapy, assessment, case management, substance use disorder and recovery services. Services are delivered in a holistic, trauma-informed manner to meet the needs of individuals and help improve their quality of life.

CNS is accredited by the Commission on Accreditation for Rehabilitation Facilities (CARF). More information, including services and previous community impact statements, is available on CNS' website, www.cnshealthcare.org.



FROM THE PRESIDENT'S DESK

Looking back over the past 12 months, I can say with great confidence that it has been a year full of progress. Some of our momentum started in 2018, with our rebranding from Community Network Services to CNS Healthcare. Other progressive aspects have resulted from a strong strategic implementation of our Certified Community Behavioral Health Clinic (CCBHC), solidifying CNS Healthcare as **A Community of Caring**.

You may ask, what does being a Community of Caring mean for CNS Healthcare? A community of caring is a dynamic support system designed to provide the individuals we serve a comprehensive wellness experience. It is where physical and mental health, recovery and rehabilitation, and social and financial stability is prioritized in a creative, diverse, and inclusive environment.

As highlighted in this Community Impact Summary (CIS), in 2019 CNS Healthcare increased its partnership with organizations in the Lesbian, Bisexual, Gay, Transgender, Queer/Questioning, Intersexual, Asexual, plus (LGBTQIA+) community to continue to be an example provider of inclusivity. Due to the diligent efforts of our professional team, we also made great strides in the expansion of our children's services, through school-based therapy.

This year's CIS not only highlights the remarkable services and programs provided by CNS Healthcare, but it also gives insight into the people motivating our mission, through our *Board Member Spotlight*. This inaugural feature underscores our unwavering commitment to external stakeholders and our expanding footprint in the communities we serve.

As always, I am grateful to the CNS Healthcare staff, senior leadership team, and board for all that we have accomplished this year. Together, we will continue this progressive momentum and I look ahead to another decade of success.

Michael K. Garrett
President & CEO
CNS Healthcare

JUST BE YOU: ALL ARE WELCOME AT CNS

CNS Healthcare is proud to serve a variety of diverse communities within the state of Michigan. Areas served range from the city of Detroit, to the western edge of Oakland County. We pride ourselves on providing a welcoming environment for people of all ages, races, religions, and orientations.

In 2019, CNS took several important steps to better serve the LGBTQIA+ community to ensure that CNS is a friendly and safe place for all people to receive services and recover. To that end, CNS began partnering with the Services & Advocacy for LGBT Elders (SAGE) to provide training to CNS clinicians and support staff to improve care for LGBT adults served at CNS. Trainings included three, one-hour workshops on the history of the LGBT population, LGBT specific terms and definitions, an overview of statistics and demographics of the LGBT community in Michigan, and an in-depth, informative discussion challenging learners' internal biases and the impact on care.

In addition, CNS Healthcare also participated in many outreach and networking events that serve the LBGTAIQ+ community. Events included Detroit Pride, Affirmations Transgender Health Fair, SAGE LGBT Older Adult Summit and other networking events through the LBGDT Detroit Chamber of Commerce, where CNS is a member.

CNS Healthcare continues to work to improve the health and wellness of the LGBTQIA+ community through ongoing efforts focused on providing behavioral health care in a safe, trauma-informed and accepting environment. Today is the day to reach out!



CCBHC: PROVIDING VITAL TOOLS FOR RECOVERY

Being a Certified Community Behavioral Health Clinic (CCBHC) allows CNS Healthcare to provide life changing services to people who otherwise would not qualify, including those with no insurance, underinsured, or underserved groups. Since becoming a CCBHC in 2018, CNS has provided services to thousands of people who might otherwise have slipped through the cracks.

“[CCBHC] has changed my life completely,” shares Jeanne J, an individual receiving servicing because CNS Healthcare is a CCBHC. “More people can benefit from it,” she continues, and “it should be made permanent.”

Jeanne credits CNS Healthcare and the tools provided to her by her treatment team for revolutionizing her physical and mental health. “CNS Healthcare and their various programs have allowed me to stay focused on my recovery and to help others, which is very important to me. Having a Person-Centered Plan (PCP) has allowed me to use therapy and take less medication for my mental health recovery. Dialectical Behavioral Therapy (DBT) has been a tremendous help because it gave me skills to use when dealing with emotionally charged events in my life.” She added more tools to recovery toolbox by participating in peer-led classes like Whole Health Action Management (WHAM) and Wellness Recovery Action Plan (WRAP).



To help her physical health, Jeanne participated in cooking classes and exercise groups at CNS. She learned to make healthy food choices in grocery stores by reading labels and knowing what staples to keep in her pantry.

Jeanne’s commitment to improving her overall health is an inspiration to many. Her story encourages others to advocate for what they need and use every provided tool to progress on their journey to recovery. “I never imagined that I could ever encourage anyone,” she confesses. “I was too ashamed of what I had gone through; agoraphobia, PTSD, RTS, anxiety and depression. But, participating in programs, groups and events at CNS has allowed me to encourage others.”

Recovery is an ongoing battle, and Jeanne admits that she still “struggles to keep my anxiety under control. But now I have skills and an awesome support team at CNS to help me. I have come to admire and respect people that are employed in the mental health profession. Those individuals are nothing short of amazing,” she shared, thanking her case managers, therapists, and peer support specialists.

CNS Healthcare applauds Jeanne for sharing her story, and believes that CCBHCs should become a permanent part of the mental health system, providing a safety net to children, adults, and families nationwide. CNS will continue to work with local partner organizations and national groups to advocate for the expansion of CCBHCs. All people should have access to high quality, affordable mental health care!

HEAD OF THE CLASS: SCHOOL-BASED THERAPY

Sound mental health is a vital part of the overall health and wellbeing of children and families. To support and strengthen mental health services for school aged children and their families, CNS Healthcare took youth services to a new level in 2019 by partnering with multiple schools to provide onsite behavioral health counseling and psychotherapy to support academic success and improved wellbeing.

Therapists, specializing in children aged 7-17, provided onsite, school-based behavioral health services to schools in Southfield, Milford, Highland, White Lake (Huron Valley Public School District) and Detroit (Detroit Community Schools, private charter, serving K-12). CNS also partnered with Schoolcraft College in Livonia to provide onsite behavioral health counseling and support to students experiencing acute stress and/or more chronic life challenges to reduce stress and support educational goals.

In addition to providing onsite behavioral health services in schools, CNS provides outpatient services to support children and families at all the CNS clinics. These services, aimed at improving children's emotional wellbeing and development, include outpatient psychiatry, psychotherapy, home-based case management, informational and support groups. CNS is here to support you and your family!



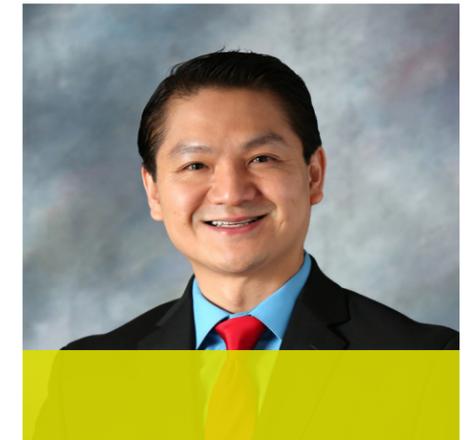
LEADERSHIP TEAM



Michael K. Garrett
President and Chief Executive Officer



Michele Reid, MD
Chief Medical Officer



Tai Nguyen, MBA
Chief Information Officer



Darnell T. Boynton, ESQ
Chief Corporate Compliance Officer
and General Counsel



Marcy S. Johnson, LMSW
Chief Clinical Officer



Charles Allen, CPA, MSBIT
Chief Financial Officer



BOARD MEMBER SPOTLIGHT: KAINO PHILLIPS

Kaino Phillips, is a native of Pontiac, and the son of the late Clarence Phillips, the former Mayor of Pontiac, and life-long educator, Lorene Phillips. He has been in the field of corporate sales and management for 23 years. Currently, he is President/ CEO of the Clarence Phillips Ascend Foundation.

What makes the mission and work of CNS Healthcare important for you?

CNS Healthcare is a one stop health shop that is highly competent, professional, and able to help with very difficult circumstances. We provide an outlet in which an individual who might not be the most economically anchored can walk through CNS doors and let our team go to work. I have personally sent an individual to our doors because they were crying out for help. That individual is still here and flourishing due to the passion and professional potency that our CNS employees possess as well as their willingness to go the extra mile. That is what I can be proud of.

What contributions do you bring or plan to make by serving on the CNS Healthcare board?

It is my job to keep my ear to the streets given the fact that I deal with thousands of people annually through my job. It is through my various walks of life that I have created and incubated a wide suite of relationships. These relationships with influencers and policy shapers are needed so that CNS can continue to grow. My goal is to open doors for CNS. Everyone has a gift, and mine is working a room and being able to speak with people to get them to see value in the need of various causes. What better cause is there than CNS?

What does success for CNS Healthcare look like to you?

I want CNS to be a place that people see as their safe place. A place where they know that they can be taken care of on all levels and maintain the highest degree of pride. In the minority-based community, especially the African American community, dealing with mental illness is frowned upon. Mental illness is real and if it goes unattended, that little campfire becomes the second version of the sun and we know what type of heat the sun generates...IT INCENERATES. When I see that little kid coming to school so much happier because mommy and daddy found the help they needed, I call that success.



What is your vision for CNS Healthcare in the next 5 years?

In 5 years, I envision growth; new locations starting in the Tri-County area (Oakland, Wayne, and Macomb Counties), and then up the I-75 corridor to cities like Flint and Saginaw. The work and ground that we could cover there would be priceless.

What is something most people do not know about you?

I have never had a drink or smoked anything in my life. I remember one of my boys saying that I was the hippest square that he had ever met. I am a 10-time World Champion in softball. I have been blessed with some great teams.

CNS HEALTHCARE BOARD OF GOVERNANCE

Executive Committee
Mattie McKinney-Hatchett
Chair

Mark Foss
Secretary

Rita Turner
Vice Chair

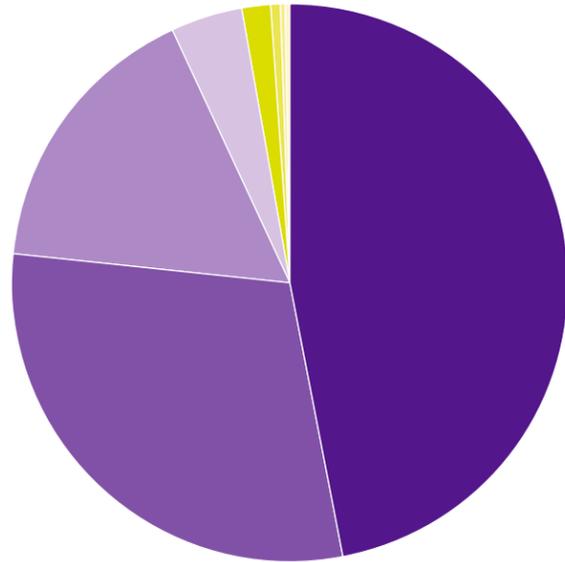
Kaino Phillips
Member-at-Large

Jeff Perry
Treasurer

Members

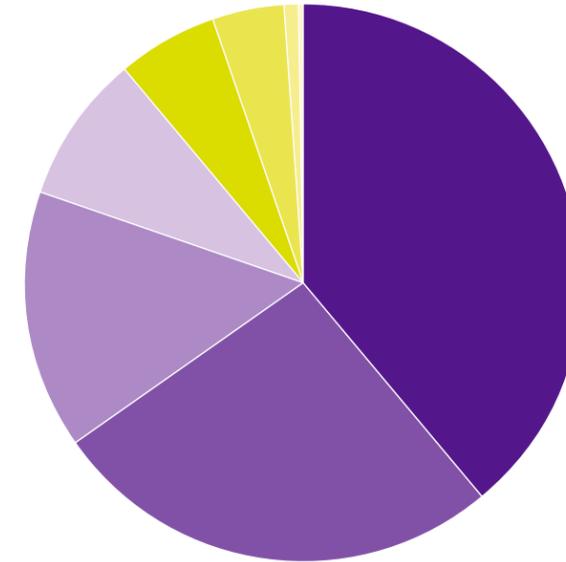
H. Bill Maxey
David Patterson
Sarah Spicer
Ben Anderson
Harold Nevils Jr.
Lucy Payne
Ron Borngesser

THE PEOPLE WE SERVE



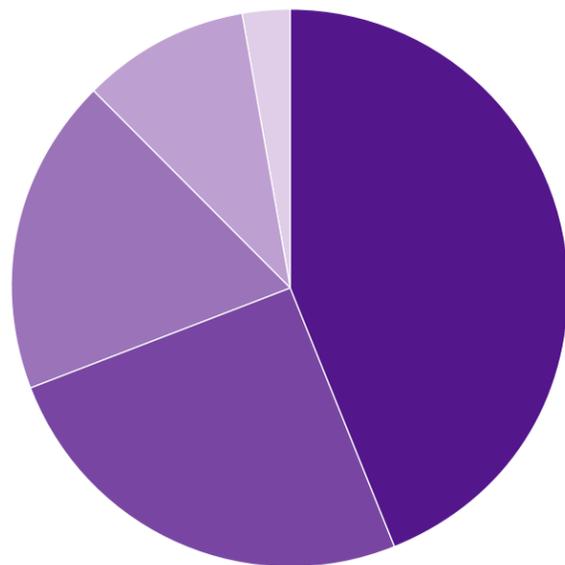
RACE

American Indian (non-Alaskan)	0.42%
Asian	0.60%
Black or African American	29.96%
Hispanic	0.05%
Native Hawaiian or other Pacific	0.07%
Not reported	16.28%
Other race	1.46%
White	46.96%



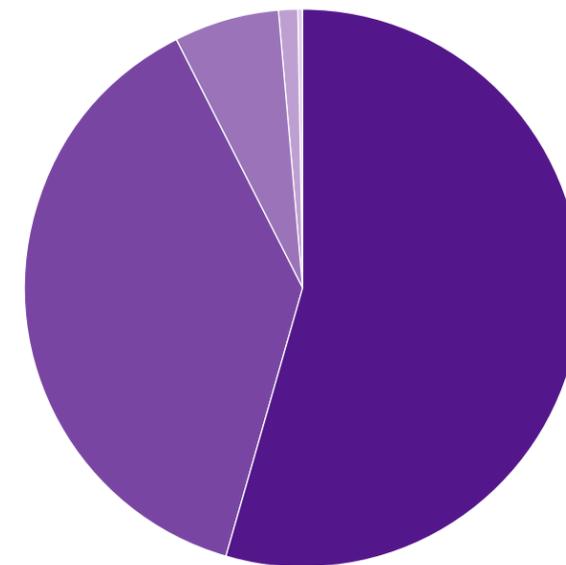
DIAGNOSES

Anxiety Disorder	14.90%
Dementia	0.11%
Development Disorder	0.81%
Mood Disorder	39.00%
Other	4.35%
Personality Disorder	5.74%
Psychotic Disorder	8.68%
Substance Related Disorders	26.42%



EDUCATION LEVEL

Middle School	2.63%
Some High School	18.32%
High School Graduate/GED	44.14%
Some College	25.29%
Bachelor's Degree and above	9.62%



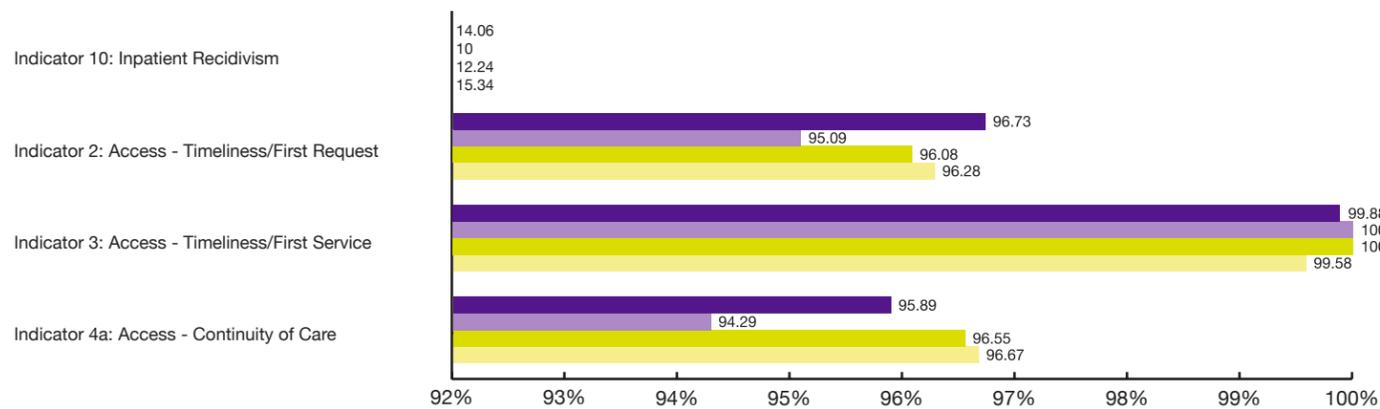
AGE GROUP

6-17	1.07%
18-40	38.03%
41-65	54.72%
66-85	6.03%
86+	0.15%

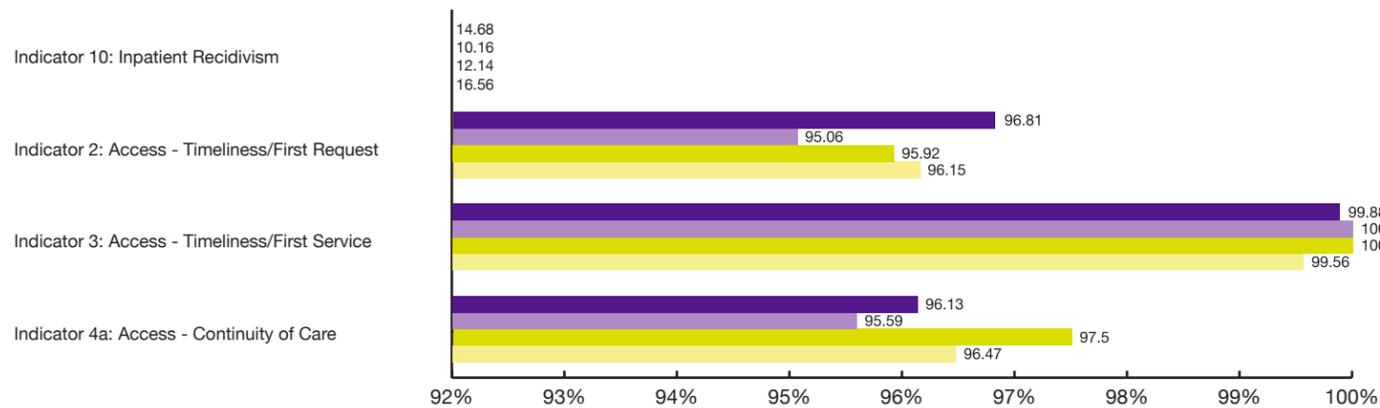
MDCH PERFORMANCE INDICATORS

Indicator 2: % of Persons Receiving an Initial Assessment within 14 Calendar Days of First Request
 Indicator 3: % of Persons Who Started Services within 14 Days of Assessment
 Indicator 4a: % of Persons Discharged from a Psychiatric Inpatient Unit Seen within 7 Days

MDCH Performance Indicators: All Persons Compliance Standard = 95%



MDCH Performance Indicators: Medicaid Only Compliance Standard = 95%



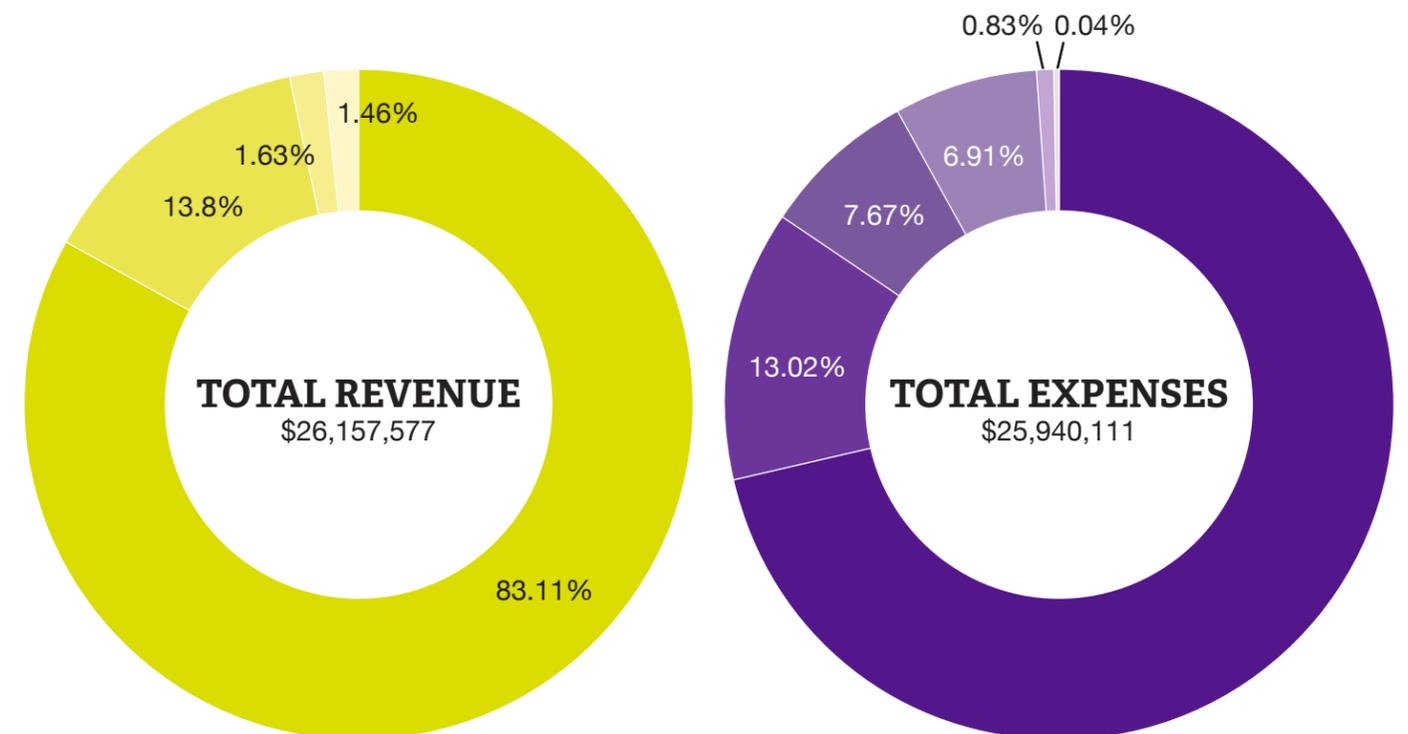
FINANCES

REVENUE

Public Mental Health System (OCHN/DWIHN)	\$21,738,402
Other Grant & Contracts	\$3,610,756
1st/3rd Party and Ability to Pay	\$425,928
Other	\$382,491
Total	\$26,157,577

EXPENSES

Programs & Clinic	\$18,554,810
Consumer Supports	\$11,407
Clubhouses and Drop-Ins	\$1,989,033
Residential	\$214,849
Grant Programs	\$1,792,032
Administrative & General	\$3,377,980
Total	\$25,940,111





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24230 Karim Boulevard, Suite 100
Novi, MI 48375

Waterford Office
279 Summit Drive
Waterford, MI 48328

Detroit Office
15560 Joy Rd.
Detroit, MI 48228

Southfield Office
24600 Northwestern Hwy
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1841 N Perry St.
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