



Community
Impact
Summary
2020



**STRONGER
TOGETHER**

About CNS Healthcare

CNS Healthcare (CNS) is a non-profit, Certified Community Behavioral Health Clinic (CCBHC) with seven clinics and two clubhouses in Southeastern Michigan. CNS employs more than 375 professionals, paraprofessionals, and support staff, delivering services to more than 7000 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 summaries, is available on CNS' website — www.cnshealthcare.org

(as of February 1, 2021)

Understand. End Stigma.

Diagnosis First



Mentally Ill Person

Person First



Person with a mental health diagnosis

www.cnshealthcare.org
800-615-0411



From the President's Desk



On January 1st, the world rang in the new year with the singing of *Auld Lang Syne*, watched the ball drop in Times Square, celebrated with friends, and embraced family members with hugs. In many ways, it was business as usual. Later that month, CNS Healthcare marked its tone for the year with an extraordinary grand opening of its newest clinic location and the 1st Certified Community Behavioral Health Clinic (CCBHC) in the City of Detroit. However, soon we all would learn that the following months would be anything but ordinary.

Indisputably the most unprecedented year in our lifetime, the impact of 2020 affected us globally, nationally, locally, and personally. We addressed challenges presented by a global Pandemic, pledged to raise social awareness, worked to mitigate political divides, supported each other in grief and loss, and simultaneously did our part to help execute one of the largest community mental health expansions in Michigan history. CNS Healthcare has emerged from the Pandemic stronger than where we started. We realized that through compassion, sacrifice, and sheer will, we became something more than the sum of our parts, we became **Stronger Together!**

Stronger Together truly reflects the endurance, perseverance, and dedication of the CNS Healthcare Family. As an essential health care provider, closing our doors was never an option. However with the guidance of our Board, the expertise of our leadership team, the devotion of our staff, and the adaptability of our quality clinicians, CNS Healthcare was able to seamlessly address our business needs while continuing to provide excellent care to the individuals we serve. As CEO, I could not ask for a better group of people than the CNS Healthcare family.

I am also grateful to share with you some of the highpoints of CNS Healthcare, in our 2020 Community Impact Summary. Although the ongoing health crisis altered and even cancelled most events last year, our commitment to the community remained intact. Leveraging our vendor relationships, CNS Healthcare was able to donate masks, gloves, and hand sanitizer to several community organizations. Additionally, we were a major sponsor for two turkey giveaway events. We were able to provide over 500 smartphones and tablets to persons served for the provision of Tele-Health services. Through social media content and voter registration rallies, CNS Healthcare increased voter education and awareness in the community. CNS Healthcare participated in national thought leader and influencer panels on racial equity, facilitated ongoing dialogue with local leaders regarding police reform, and involved grassroots community organizations to strengthen our standard of cultural inclusivity.

In 2020, CNS Healthcare ended the year with an even bigger celebration – the merger of CNS Healthcare and Northeast Integrated Health. Over the years, the two long-standing community mental health organizations established and maintained a comprehensive partnership in service and support of each other and the communities we serve. The merger allows us to strengthen our shared programs, leverage assets, and expand services across Wayne, Oakland, and Macomb counties.

Now in 2021, I look forward to continuing the commitment to our CNS Healthcare family and the people we serve. We learned a lot about ourselves and each other during the past year. Regardless of our differences in background and experiences, we have **PROVEN** that there is nothing we cannot accomplish if we work together. Even bigger and better things are ahead for CNS Healthcare, and I cannot wait to take that journey with you. *Stronger Together!*

Michael K. Garrett
President & CEO CNS Healthcare

Our Target of Zero: Zero Suicides

Aiming for zero is a common goal in healthcare: zero medication errors, zero falls, zero surgical mistakes...CNS Healthcare is aiming for zero suicides. The heartbreaking reality is that over 47,000 people die annually in the United States from suicide, with over 1,500 of these suicide deaths in Michigan. Each loss is tragic and has an impact on family, friends, and community members with grief that can last a lifetime. With an eye on the trend in Michigan, where the rates of suicide have increased 33% from 1999 to 2016, compared to a nationwide rise of 25% over the same period, CNS is cognizant of the need to increase attention to this public health issue.

In 2019, the organization initiated the zero-suicide philosophy and framework, striving to improve staff comfort and skills in working with those who are experiencing suicidal thoughts. Understanding the importance in addressing suicide among those served, a staff committee was formed, and with direction from OCHN, CNS Healthcare worked to implement a Clinical Pathway for individuals identified at an increased risk for suicide. For some this may have been sufficient, but understanding that lives are irreplaceable, the organization was mindful that more needed to be done. CNS Healthcare officially joined the Zero Suicide movement in August 2020 when CNS became one of 17 organizations in the country to receive SAMSHA's Zero Suicide Grant award. Zero Suicide is a framework constructed around evidence-based practices and has been implemented

world-wide to improve suicide care within health and behavioral health systems. There are seven elements within the formal model: Lead, Train, Identify, Engage, Treat, Transition, and Improve—with each of these elements connecting to one another and repeating continuously. The grant allows CNS to formally implement evidence-based prevention and intervention services throughout our healthcare organization. This award provides the agency with a five-year grant to develop a Suicide Prevention Team and work to formalize the implementation of the Zero Suicide model. The team has been able to implement a more thorough umbrella of services for suicide care—to include varying levels of support for those identified at risk with current ideation, and is working with program staff to offer training, support, and guidance when working with individuals who are experiencing thoughts of suicide.

As the Suicide Prevention Team moves forward, they will conduct evidence-based trainings in prevention and intervention to staff throughout the organization, as well as offering opportunities for community members to become a part of a suicide safer community. As with any complex issue, collaboration is key. The team has established participation in local taskforces and coalitions, with the road map for more intensive collaboration with entities in our service area and throughout the state.

While the goal of zero seems lofty, CNS Healthcare has a history of striving for innovation, incorporating best practices, and utilizing staff expertise to partner with those we serve; **together we WILL make a difference.**

The World Needs You. Stay.



Zero Suicide

Crisis Text: 741-741

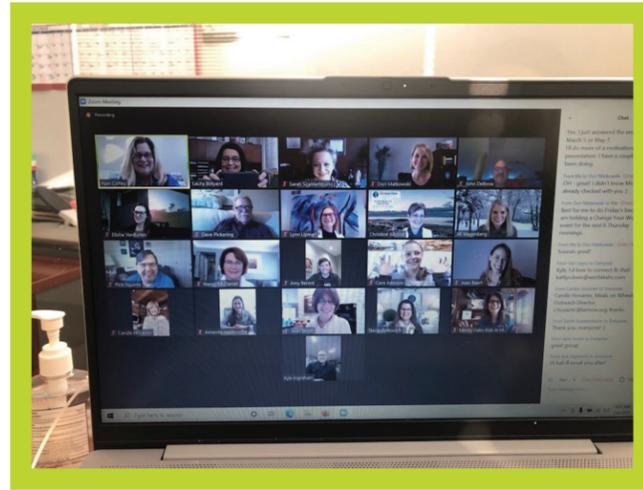
Crisis Call: 800-273-8255

More Information: 800-615-0411



Meeting Community Needs

CNS Healthcare’s clinical teams, made up of case managers, peers, therapists, and support staff evolved with the times in 2020, adjusting to rapidly changing circumstances to meet the needs of persons served. These talented teams offered many support services to help every person achieve their treatment goals.



The **Intake Department** helped hundreds of people access services at CNS. By completing intake assessments virtually, they increased the number of intake appointments available to better serve people and address their needs.

Targeted Case Management Teams provided virtual and face-to-face services. Certified Peer Support Specialists (CPSS) and Case Managers did an exceptional job adjusting to the changes in service delivery, setting the example that vital in-person services could be provided safely during the Pandemic. Many case management services were also provided through virtual care, providing exceptional support, referrals, and the engagement and person-centered planning process.



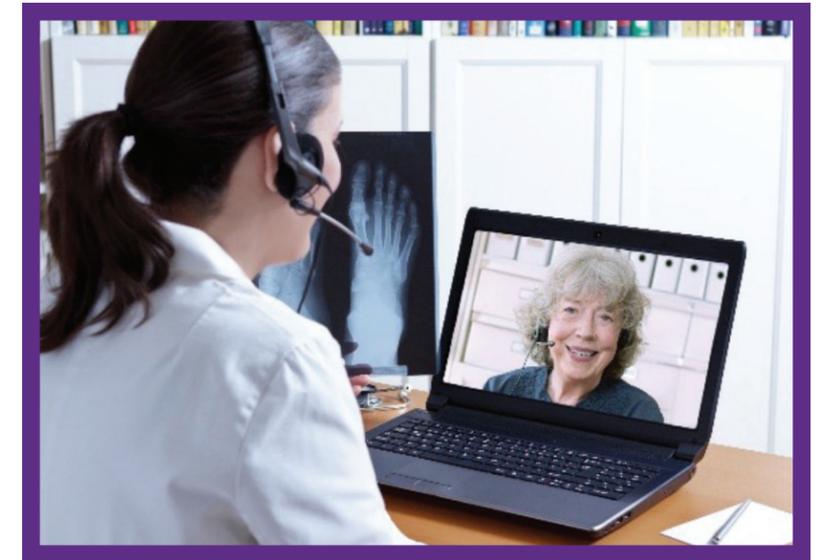
Assertive Community Treatment (ACT) Teams continued to operate in the community for those with higher needs or co-occurring substance use disorders, focusing on mental and physical wellness.

In 2020, CNS also implemented **Team Based Therapy**, a program designed to provide extra assistance by bridging the gap between case management and traditional office-based

CNS Healthcare Clinical Highlights

therapy. Team based therapists meet people in the community and help them build coping skills, stress management techniques, and more.

Because of the COVID-19 Pandemic, many specialized residential providers limited visitation to the homes. The **Specialized Residential Team** was able to work remotely with persons served and home staff. During the past year, our **Community Resource Department (CRD)** maintained and established new relationships with home providers.



Therapists effortlessly shifted services to virtual care at the start of the pandemic. The ability to provide care virtually allowed them to engage with even more people. During times of mental health unrest throughout the country, therapeutic services have been in high demand, and they rose to meet the communities’ needs!

During the last year, unemployment rates around the country have been at record highs. Despite this, the **Individual Placements & Support (IPS) Team** has been extremely successful in helping people find meaningful employment.



The **Psychosocial Model of Rehabilitation (Clubhouse)** has always relied upon side-by-side interactions with clubhouse members. However, during the COVID-19 Pandemic, clubhouse employees quickly shifted to create meaningful, recovery-supporting programming for Clubhouse members. Both clubhouses (Our House and Visions) offered multiple connection opportunities each day, through virtual meetings, mindfulness classes, bingo, and even socially distant home visits to ensure that members felt connected even during times of communal isolation.

Strengthening The Community

Leadership Team



CNS Healthcare is dedicated to ending the stigma of seeking services for mental health and substance use disorders. Community outreach is vital to this goal. In a typical year, CNS clinicians and staff attend resource fairs and events and give community education presentations reaching thousands of people in southeast Michigan. 2020 was not typical, but by adapting our methods and shifting to virtual events, CNS was able to reach thousands of people across the country, collaborating with the American Psychiatric Association, AKA Sorority, The Links, and many more.

2020 events reflected the tumultuous yet resilient atmosphere of the year, including topics like African American Women and Depression, Adverse Childhood Experiences, Substance Use Disorders, Healing from Trauma, and Practical Tips for Mental Wellness During COVID.

As a Certified Community Behavioral Health Clinic (CCBHC), CNS also hosted the first annual *I Am the Storm* Awards Breakfast (March) and Virtual Resource Fair (November) to honor and assist veterans. Politicians and organizations from across the state gathered in support of veterans' mental health and CNS' commitment to serve everyone regardless of insurance status or ability to pay.



Michael K. Garrett
President and Chief Executive Officer



Michele Reid, MD
Chief Medical Officer



Tai Nguyen, MBA
Chief Information Officer



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



Tiffany Sinclair, PHR, SHRM-SCP
Chief Human Resources Officer



Marcy S. Johnson, LMSW
Chief Clinical Officer



Sherry McRill, MA, LLP
Chief Visionary Officer



Nancy M. Gandelot
Chief Marketing and Outreach Officer



Daniel Wagner
Interim Chief Financial Officer

(as of February 1, 2021)

Board Spotlight: Mark Foss



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

I look at CNS as an extension of myself, an organized, structured entity devoted to working with people who have lost their place due to a disease of the brain. CNS takes practical ideas and evidence-based practices to a higher level, integrating communities and families through psychiatry, case management and programs, giving people who have nowhere else to turn the shelter they need on the road to recovery.

I know. I am one of those people! I was diagnosed with mental illness as a teenager, lost in the system, unable to find my calling in life. I knew what I wanted, but not how to get it. I consider my life a work in progress with CNS giving me shelter from the storm and an opportunity to be myself.

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

As a long-standing board member since 2005, I plan to continue being vigilant in contributing my time and effort to CNS. I will do this by helping the board make informed decisions, looking before we leap, utilizing the knowledge I have gained both as a board member and a client.

What does success for CNS Healthcare look like to you?

Success is ensuring that CNS provides high quality services and receives high reviews from the people we serve. I plan on continuing to be a part of that future.

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

In five years, many things can change, but CNS will roll through it as we have before. For our efforts I see CNS as the model for the future of the behavioral healthcare industry.

What is something most people do not know about you?

My interest in mental health began as a child. I felt terrible when hearing news stories about mental health and that nothing could be done for severely mentally ill people. I wanted to understand why this area of the population was so underfunded and ignored.

I was not satisfied with the answers school gave me. I researched on my own, studying everything I could get my hands on. Being diagnosed with mental illness gave me firsthand experience. Instead of becoming a doctor, I became a professional patient. My vested interest in behavioral health is sealed by my diagnosis. I stay involved to keep CNS moving forward.



CNS HEALTHCARE BOARD OF GOVERNANCE

Executive Committee

Mattie McKinney-Hatchett
Chair

Mark Foss
Secretary

Rita Turner
Vice Chair

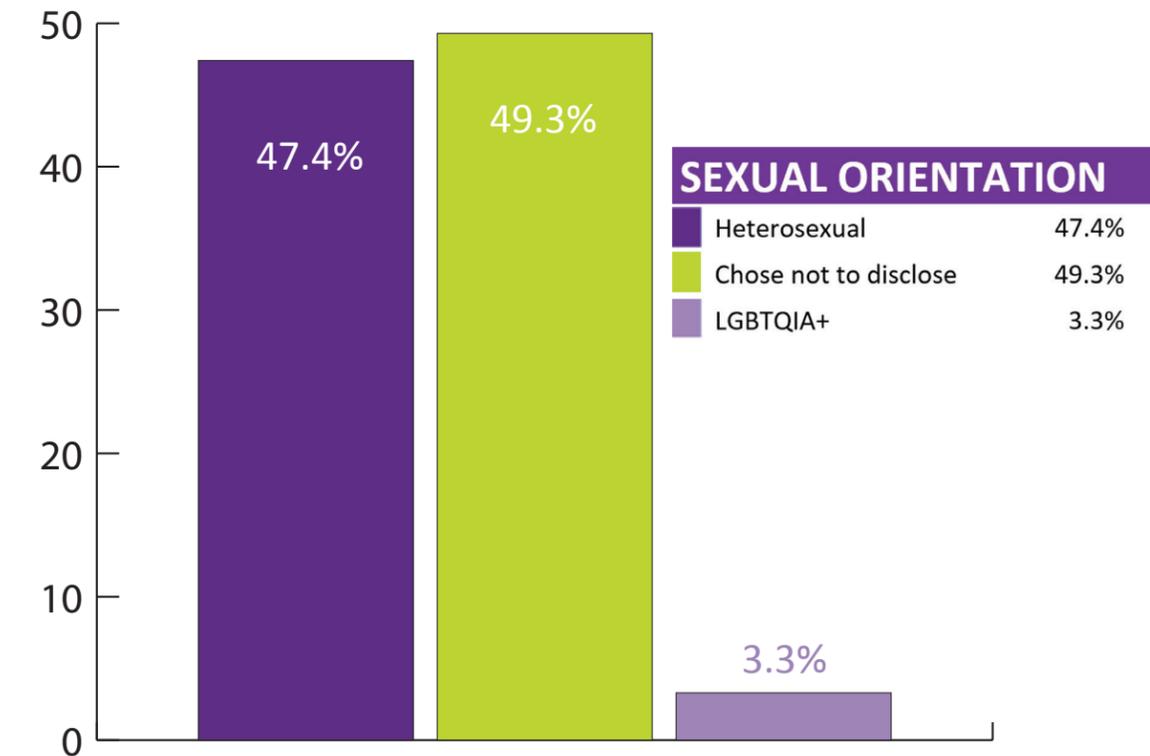
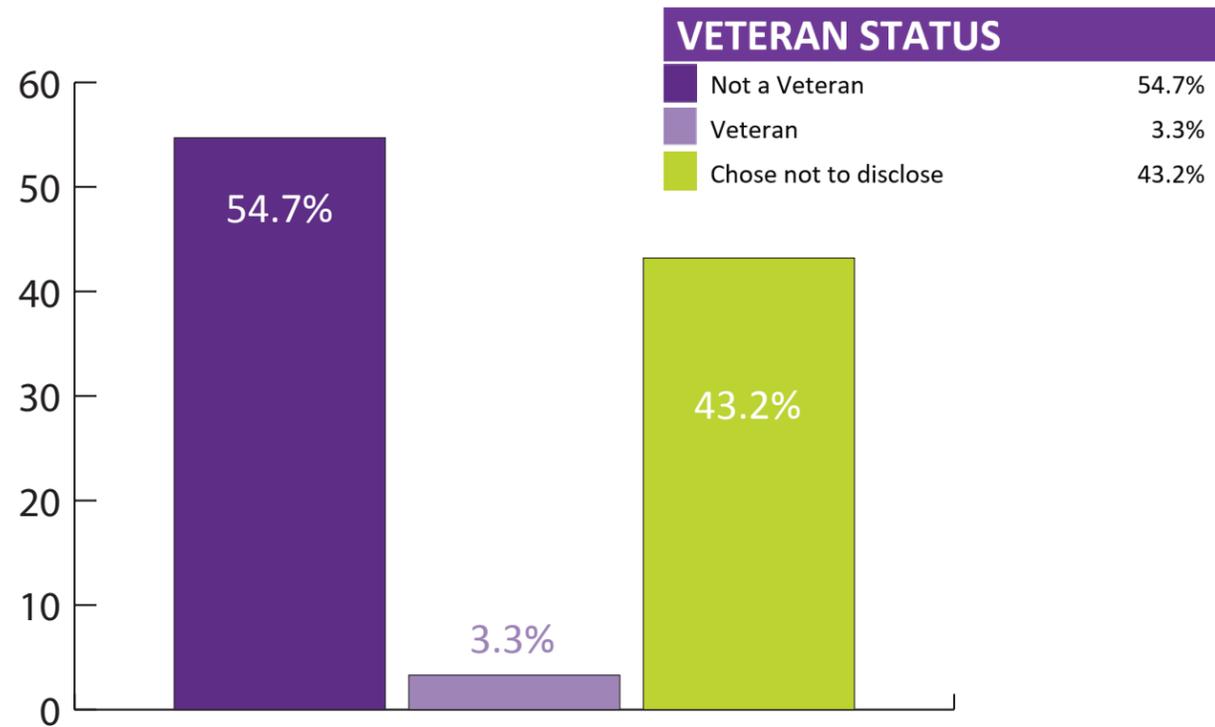
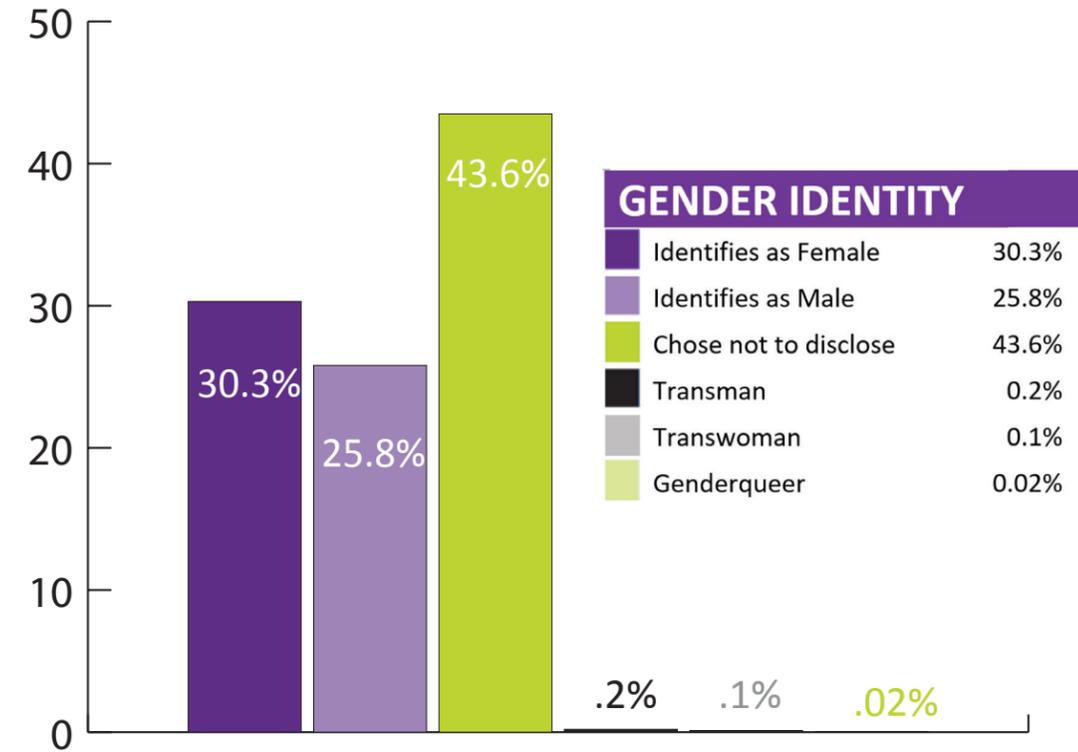
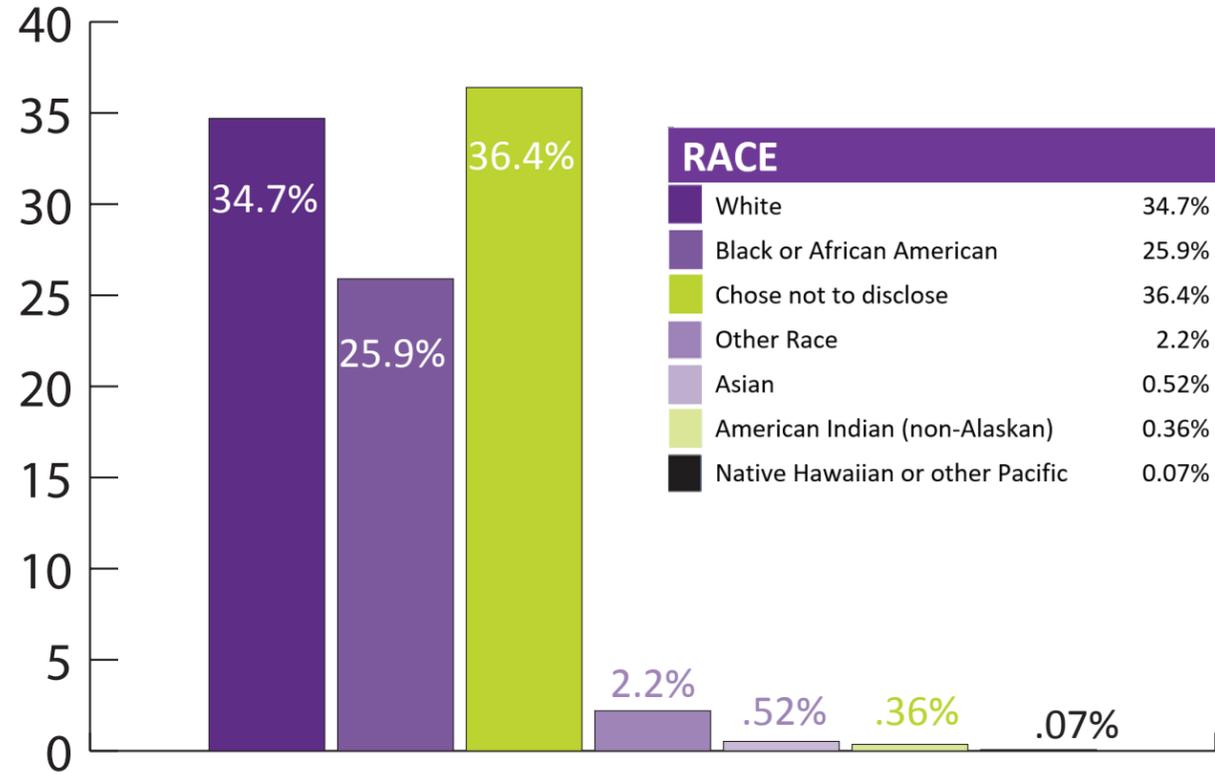
Kaino Phillips
Member-at-Large

Jeff Perry
Treasurer

Members

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

The People We Serve



Michigan Department of Community Health Performance Indicators

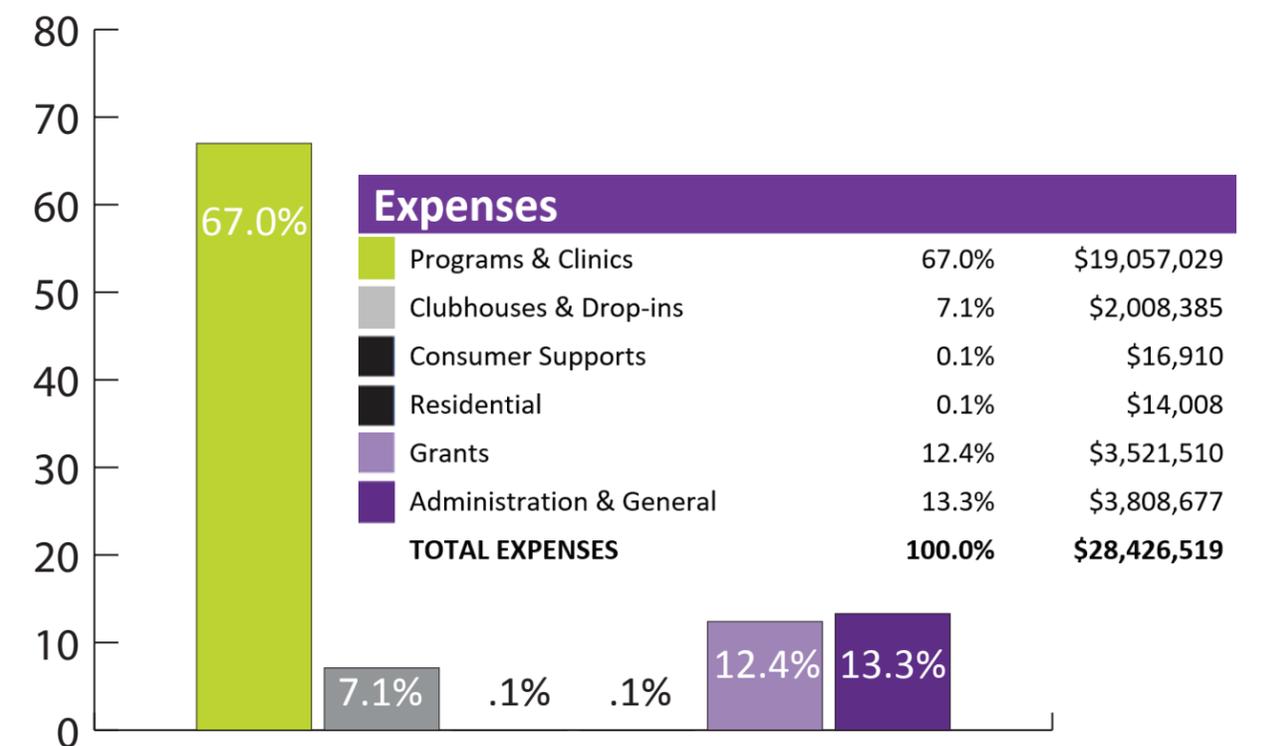
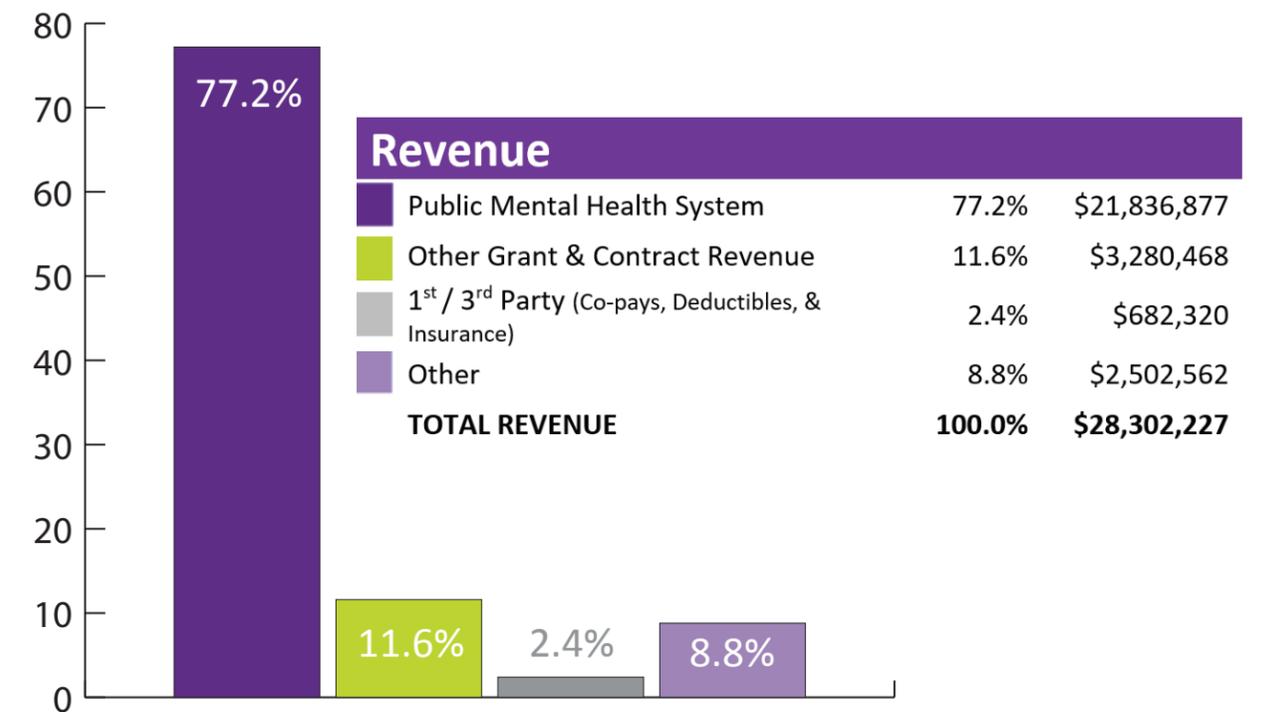
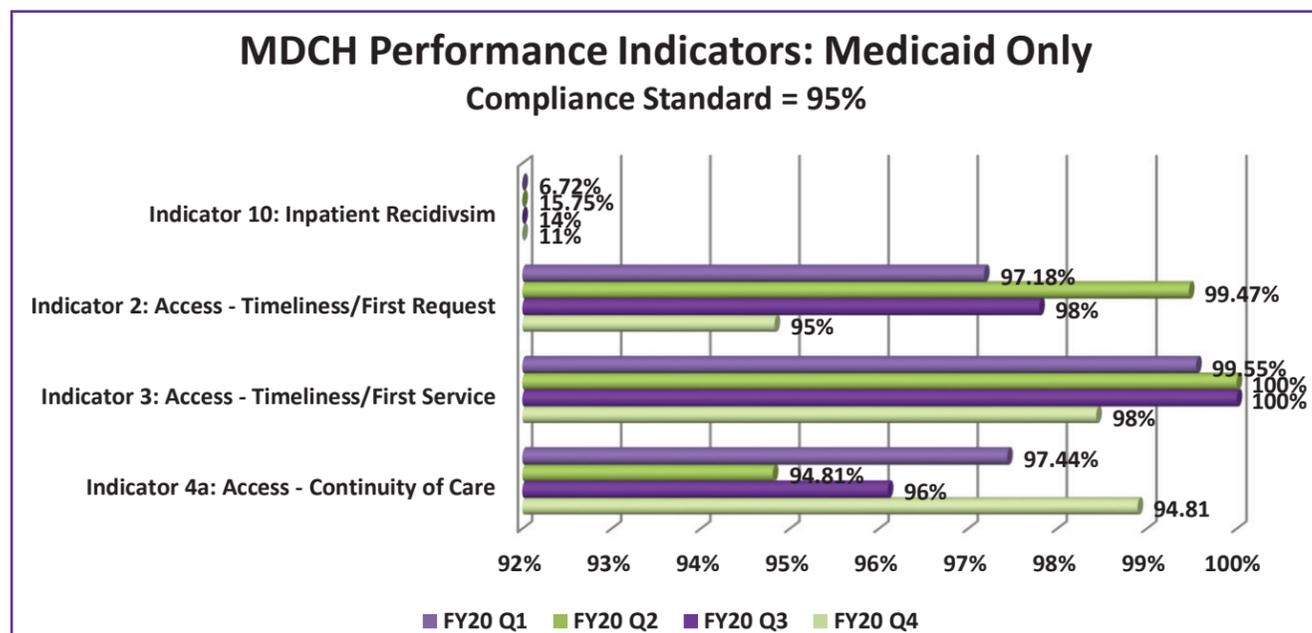
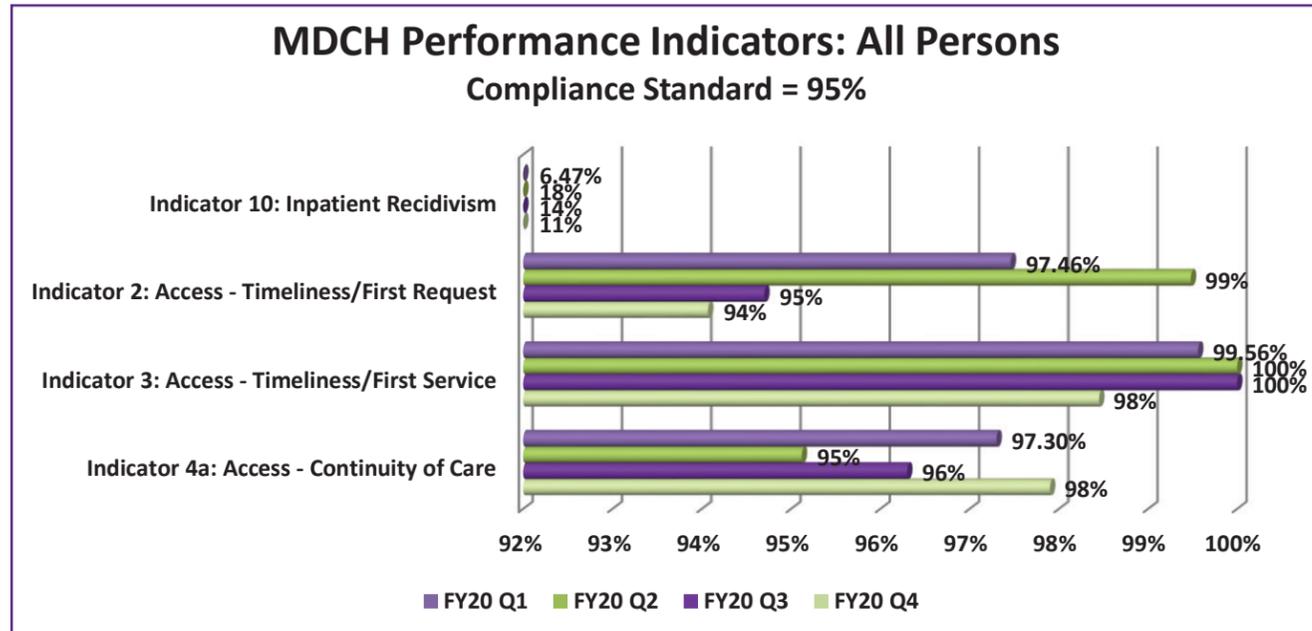
Finances

Indicator 10: % of Persons Discharged from a Psychiatric Inpatient unit that were re-admitted within 30 days (recidivism)

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



Locations

Corporate Headquarters

Novi
24230 Karim Boulevard, Suite 100
Novi, MI 48375

Detroit
2900 Conner Avenue, Buildings A + B
Detroit, MI 48215

Offices

Detroit / Eastside (Adult Services)
12800 E. Warren
Detroit, MI 48215

Pontiac
1841 N. Perry Street
Pontiac, MI 48340

Detroit / Eastside (Children's Services)
Eli Z. Rubin Children's Wellness Center
20303 Kelly Road
Detroit, MI 48225

Southfield
24600 Northwestern Hwy
Southfield, MI 48075

Detroit / Westside
15560 Joy Road
Detroit, MI 48228

Waterford
279 Summit Drive
Waterford, MI 48328

Clubhouses

Our House Clubhouse
28200 Franklin Road
Southfield, MI 48034

Visions Clubhouse
185 Elizabeth Lake Road
Pontiac, MI 48341



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