



Community Impact Summary
2021



Holding Strong

From The President's Desk



Reflecting over 2021, there is no denying the challenges we have faced over the past year — as individuals and combined, as a company and workplace, and as a global society at large. I am filled with pride when thinking about the resilience of the CNS Healthcare family. Building on our theme from 2020 of **Stronger Together**, we stood with our communities through tragedy, continued to strengthen the novelties of our merger, while expanding our footprint and navigating through the staffing shortages affecting the country. Through it all, CNS Healthcare is

Holding Strong. CNS Healthcare continues to hold strong with the students, faculty, and families of Oxford High School, the community of Oxford, Michigan, and all affected by the events of November 30th, 2021. No one could have predicted that one of our nation's ugliest tragedies would have happened in our own backyard. As the President and CEO, I would like to personally acknowledge the willingness of our Programs leadership and staff to support this community in its time of need. They assisted with onsite counseling, provided crisis resources, and follow-up care. Amid an ongoing pandemic and an overloaded mental health care system, our clinicians, in addition to their obligations, stepped up to the plate. I am grateful to each one of them.



2021 provided CNS Healthcare the opportunity to explore and develop the unique aspects of our merger. We combine to create a dynamic Cultural Diversity Equity and Inclusion Committee, that is comprised of all levels of the organization, from senior to entry. This group has helped mold the synergy of our new family



culture. Additionally, we are proud of the growth of our comprehensive children services. Now serving infants to youth age 17, CNS Healthcare supports over 20 schools throughout the greater metropolitan area. Also, as a result of the merger, we now provide services in seven clinics, 2 clubhouses, and are partnered and co-located with 2 Federally Qualified Health Centers and one pharmacy.



In this Community Impact Summary, you will find a few highlights of CNS Healthcare in 2021, but I affirm that the brightest lights we have are our staff. The resiliency of our staff is unmatched. Beyond the shifts and pivots of the pandemic, is the shortage of mental health care professionals and the overcapacity of the mental health care system across the country. Our highly skilled personnel in Clinic and Programs are unwavering in their

commitment to the individuals, families, and communities we serve. Furthermore, the forward facing staff, such as members of the Customer Care, Transportation, IT, Security, and Facilities teams all continue to make the CNS Healthcare experience one that is top rated. Lastly, no organization can stand without its supports.

From Community Outreach to Finance, Communications to Human Resources, the staff in these areas continue to keep the pulse of CNS Healthcare strong. As stated in our new tagline, Your Community Connection to Wellness, in 2022 CNS Healthcare plans to be just that. This year, we proudly anticipate the opening of our 8th clinic in Macomb County and the inaugural year of the CNS Healthcare Foundation. I stand firm in my dedication to our



persons served, our employees, and our communities; and to making CNS Healthcare an organization that is best in class.

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



www.cnshealthcare.org
800-615-0411



Sherry E. McRill has retired. Thank you for your dedicated service.

Northeast Guidance Center / Northeast Integrated Health / CNS Healthcare

Sherry began her career with Northeast Guidance Center in 1989 as the Program Director of Children and Adolescent services. From 1991 – 2014, she was the Vice President / Deputy Director of the agency and both clinically and administratively responsible for agency-wide behavioral health care programs from infants to older adults. In 2014, she was named President and CEO and remained in that role until Northeast Integrated Health merged with CNS Healthcare at the end of 2020. In 2021, Sherry became the Chief Visionary officer for CNS Healthcare working to integrate the two agencies until her retirement in September 2021.

In addition to being a tireless advocate for children and adults living with behavioral health and substance use disorders, Sherry has been a dedicated volunteer at many community organizations on the Eastside of Detroit. She is a past president and very active member of the Junior League of Detroit, a long-time board member of Jefferson East, Inc., and an advisory board member for the Conner Creek Salvation Army as well as Kevin's Song.

To continue Sherry's dedication to helping the underserved in the metro-Detroit area and to celebrate her legacy, we're happy to announce that we have created the **Sherry E. McRill Legacy Fund**.

The fund supports the programs (Adopt-A-Child, Camp Kelly, Homeless Resource Event (formerly Day of Restoration), and Warm Coats) that she so tirelessly championed during her tenure.

If you would like to donate to the Sherry E. McRill Legacy Fund, you can scan the QR code below or visit the CNS Healthcare website (cnshealthcare.org) and click on the purple donate button in the upper right-hand corner. Once on the donate page, you may select the Sherry E. McRill Legacy Fund from the Campaign tab (it should be the first one listed) and then complete the form as prompted.

Should you have any questions, please reach out to Nancy Gandelot at ngandelot@cnshealthcare.org or 313-510-1723.

Sherry E. McRill
Legacy Fund



SCAN HERE
TO DONATE

CNS Healthcare

CNS Healthcare received fabulous news! We received a three-year CARF Accreditation from the Commission on Accreditation of Rehabilitation Facilities.

CARF is an international accreditor of health and human service organizations governed by a comprehensive set of practice standards to all aspects of service delivery. For CNS Healthcare, this means that we conform to proven business practices and commit to continuous quality improvement.

We extend our thanks and congratulations to everyone, with a special shout-out to the Quality team, for all your efforts preparing for the accreditation process. The CARF surveyors were impressed with the strides made in meeting the standards all while CNS Healthcare navigated the merger of two organizations. They were extremely helpful and offered suggestions as well as recommendations on how to improve the care delivery process.

The goal of our CARF survey is to ensure that exceptional performance and safety are paramount and integrated throughout the organization to ensure that persons served received the highest quality service. We are confident that we are achieving that goal.



Empowering Our Communities

CNS Healthcare believes in being part of the community, not just doing business in a community.

Here are a few of our community initiatives from 2021:



Season of Caring

CNS Healthcare continued its tradition of giving back to the community in 2021 through the Season of Caring. The holidays can be trying for many, both emotionally and economically. Through the Season of Caring, CNS ensures the community knows there are resources available for their comfort and support.



CNS kicked off the 2021 season with the ninth annual Turkey Giveaway. A total of 2,500 turkeys were purchased by CNS and distributed at three locations, in collaboration with the Wayne County and Oakland County Sheriff's Office and the Detroit Police Department. The Season continued with the Adopt-a-Family program, providing holiday presents to more than 70 children receiving services at CNS, and the Warm Coats program, providing over 600 coats and more than 1,000 hats, scarves, and gloves to persons served.



Homeless Resource Event

CNS Healthcare's Crisis Intervention Team (CIT) and its community partners hosted a mobile homeless resource event providing food, warm clothing, coats, hats, gloves, and hygiene kits to Detroit's homeless population. The event also worked to improve health equity and empower individuals by providing health screenings, benefits registration and much more.



Suicide Education and Prevention



CNS Healthcare's Suicide Prevention team, in partnership with Kevin's Song, sponsored a summer virtual conversation series to help and encourage families to learn to talk, listen, and prevent suicide. "Let's Watch Together" used movies as a tool to bond, spark difficult but necessary conversations, and to promote open dialogue among families for the purpose of identifying and addressing mental health needs. This unique three-part event provided viewers valuable mental health, crisis, and suicide prevention information. Over 500 people participated, either live or via Social Media, in these discussions.

If you want to support CNS' suicide prevention efforts, visit cnshealthcare.org/shop to purchase apparel. Every purchase supports suicide prevention efforts in Michigan and helps to normalize conversations about mental health and suicide.



Clinical Highlights



Throughout the challenges of the pandemic and a national provider staffing shortage, CNS Healthcare staff remained committed to providing essential services to those most in need. Their resiliency and adaptability in responding to new services requests and meet community needs was truly inspiring to see.

Clinicians at CNS have taken significant steps in maximizing resources by using data to monitor the effectiveness of our program services and leveraged technology to provide services virtually when appropriate. Continued virtual care services ensure people continued to receive the care they needed despite the pandemic. Virtual care continues to increase access to CNS services, resulting in more effective services and more people reached.

CNS was not immune to the staffing shortages that plagued organizations around the country in 2021. To address these shortages, we utilized recruitment firms, provided sign-on bonuses, retention bonuses, increased the employee referral incentive, and worked with universities to hire new graduates. To retain staff, CNS revised staffing structures and added new positions to provide critical support in the service areas most in need.



CCBHC Demonstration State

In October 2021, CNS received provisional certification as a fully operational Certified Community Behavioral Health Clinic (CCBHC) with the State of Michigan Demonstration Pilot. This important achievement is a step forward for CNS Healthcare and mental health care in the State of Michigan. During the last two months of 2021, CNS saw almost **4,000 individuals** and provided over **25,000 unique services!** As a part of the CCBHC demonstration state, CNS can expand and improve on services to those who are underinsured, uninsured, and specific underserved populations, resulting in improved access to vital mental health and substance use disorder services.



Veterans Services

Over the past year, CNS partnered with the Veterans Health Administration and two community-based agencies that serve veterans to improve identification of persons at-risk and their referral to care. In addition, CNS partnered with Missilia, an organization which serves female veterans by conducting monthly support groups. CNS continues to prioritize veteran services by holding bi-monthly Veterans Committee meetings to improve their engagement and retention in services. The committee hosted two events in 2021, the Veterans Resource Fair and the I Am The Storm Awards Breakfast (celebrating women veterans) to highlight the importance of veteran mental health.



Crisis Services

CNS Healthcare is committed to being available for persons served and the community at large during psychiatric emergencies. Some of the crisis services provided include Community Outreach for Psychiatric Emergencies (COPE), in contract with Hegira Health, Inc., and Psychiatric Urgent Care Clinic (PUCC), which offers same-day psychiatric services to adults experiencing symptoms.



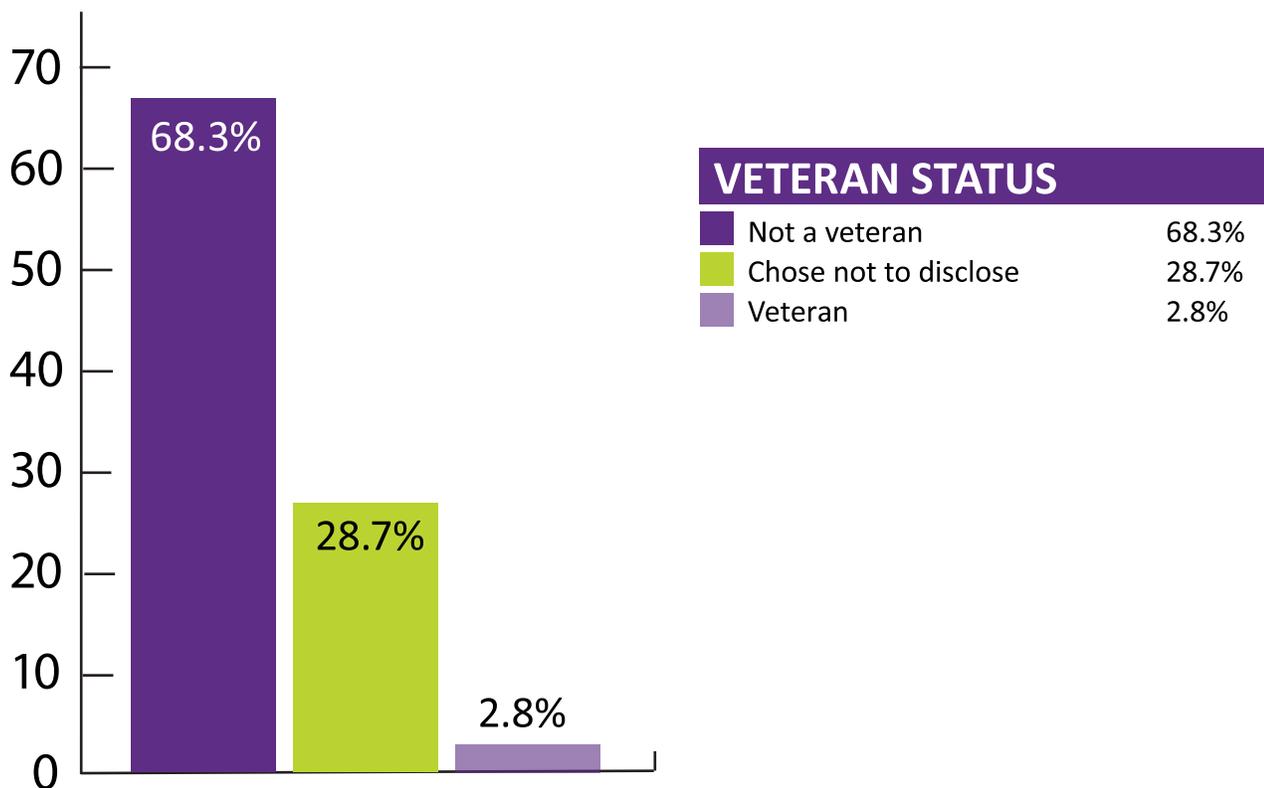
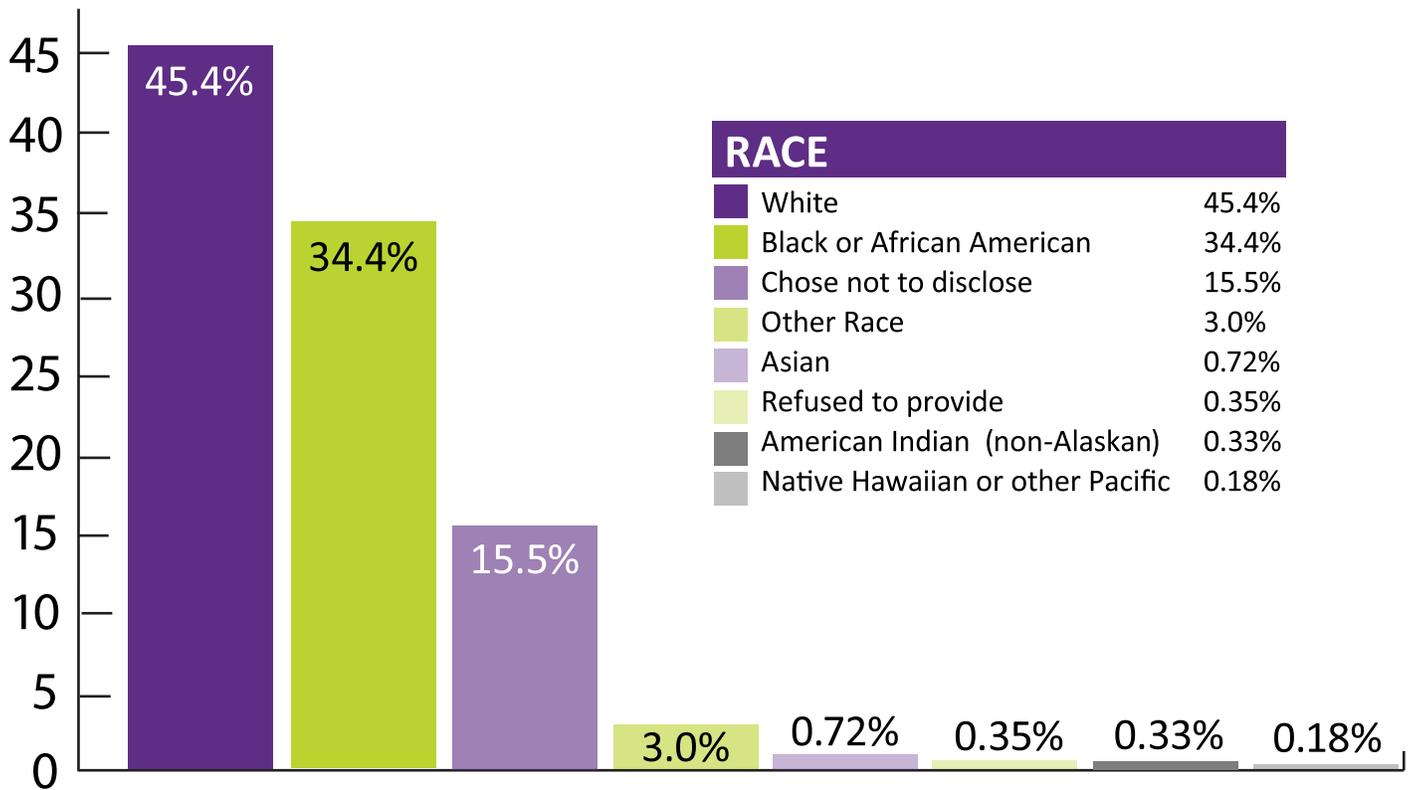
The Crisis Intervention Team (CIT) (formerly CAPP) continues to provide essential support to police responding to persons experiencing mental health crises to divert unnecessary arrests. CIT clinicians work with trained officers to deescalate crises and ensure that people encountered feel safe, respected, and heard in their community. In 2021, CIT worked with officers at the 9th and 4th precincts of the Detroit Police Department. The outcomes and feedback are positive, and CIT is proving to be beneficial to the community, persons served at CNS, and the police department. CIT plans to expand in 2022, adding the 7th precinct, and potentially additional police departments outside of Detroit.

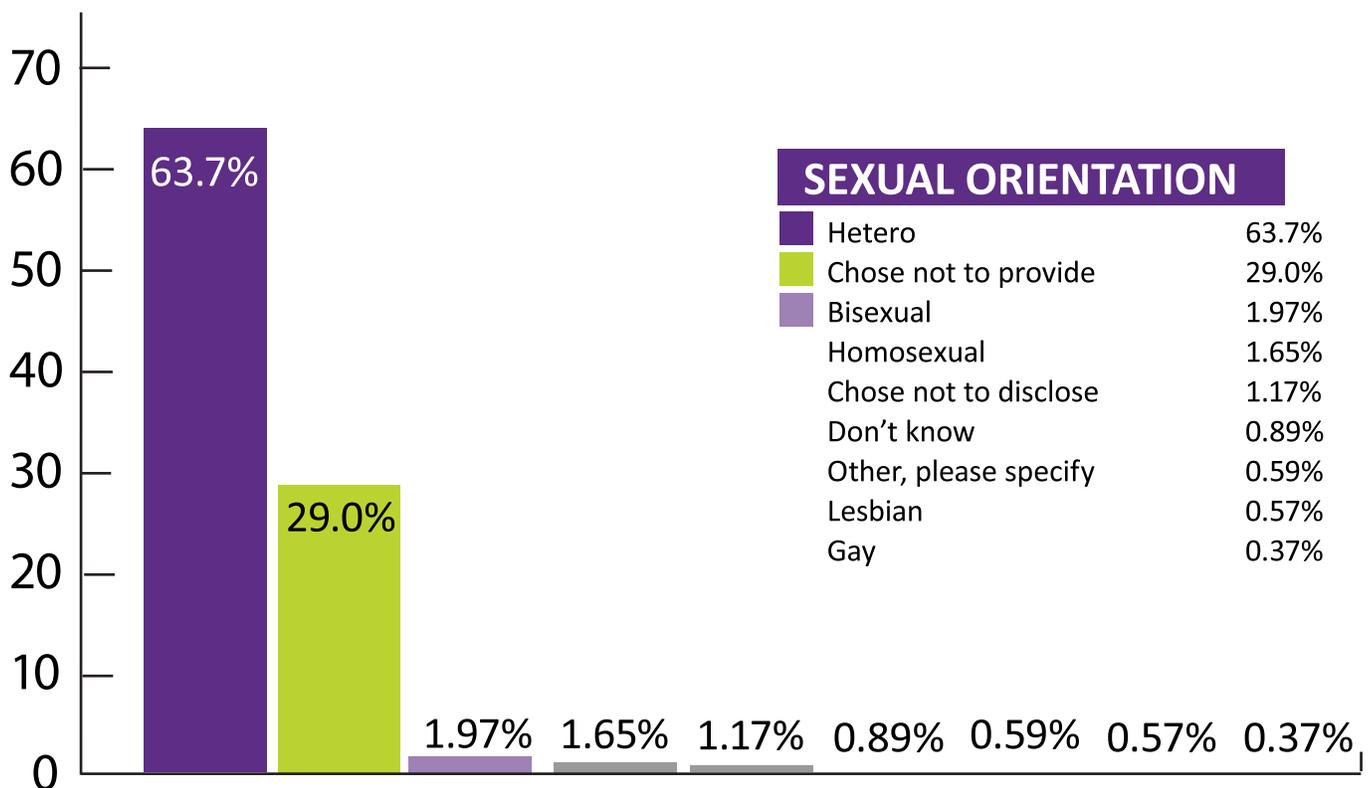
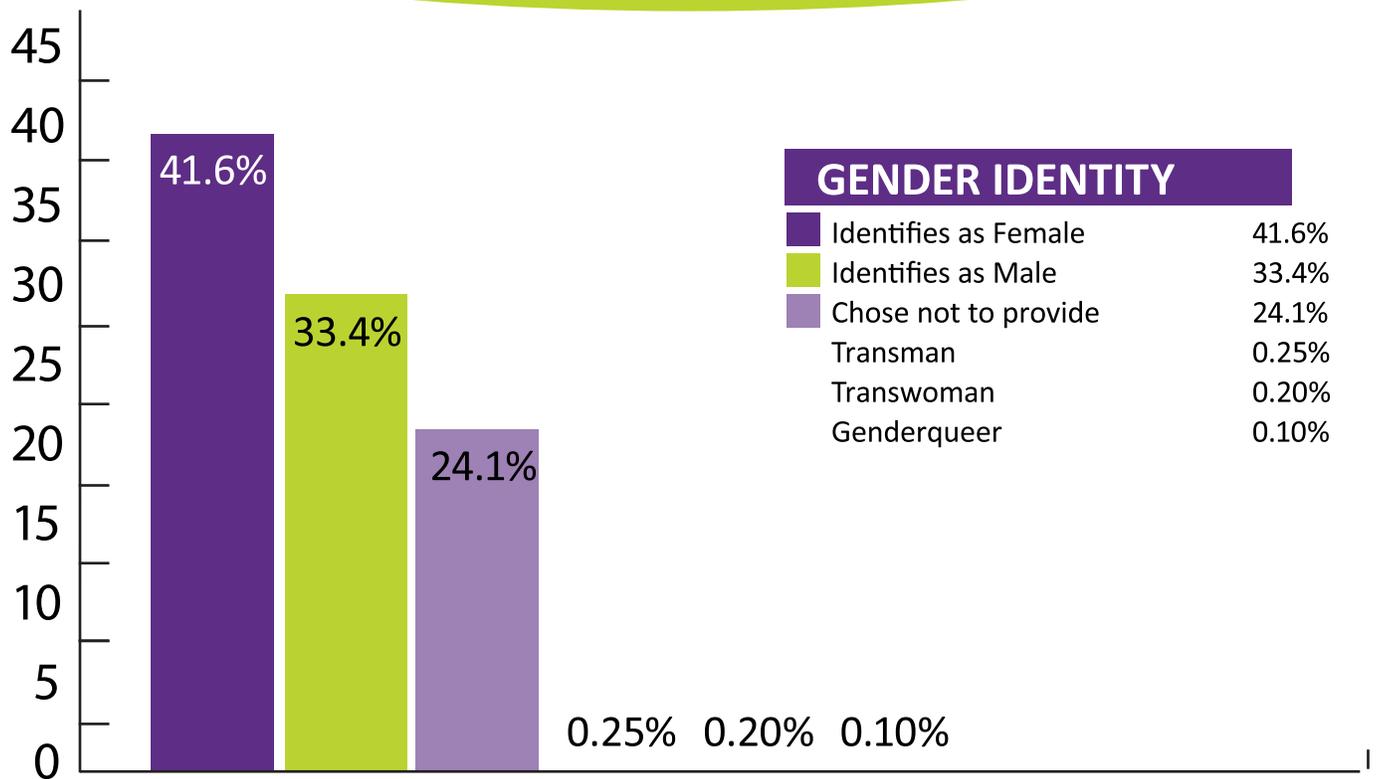
School-Based Services

CNS was awarded the Detroit Public Schools Community District (DPSCD) Mental Health Counseling Services for Student Support contract in 2021. This exciting opportunity furthers CNS' mission to improve access to mental health services for children in academic settings. The contract aims to strengthen mental health supports for DPSCD students and their families by providing prevention and education, assessment, intervention and referral, and community support. CNS provides mental health services in 25 schools across Wayne and Oakland Counties.



The People We Serve





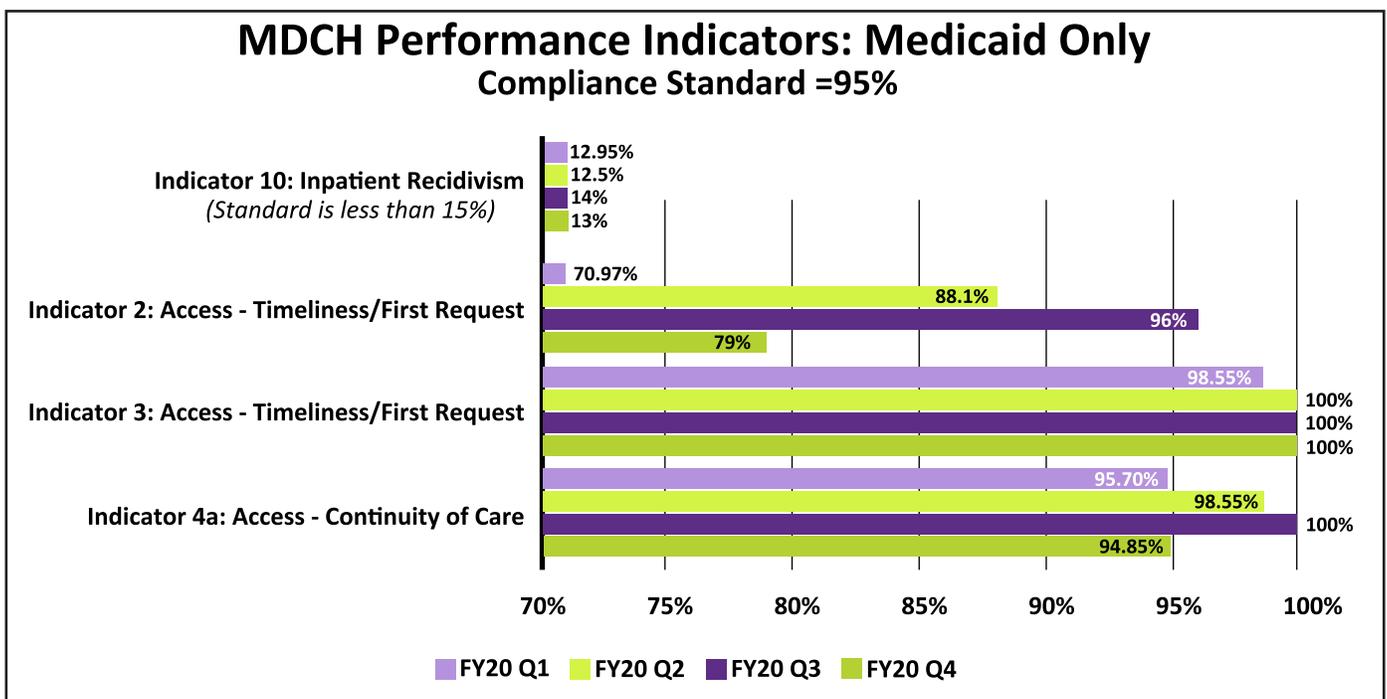
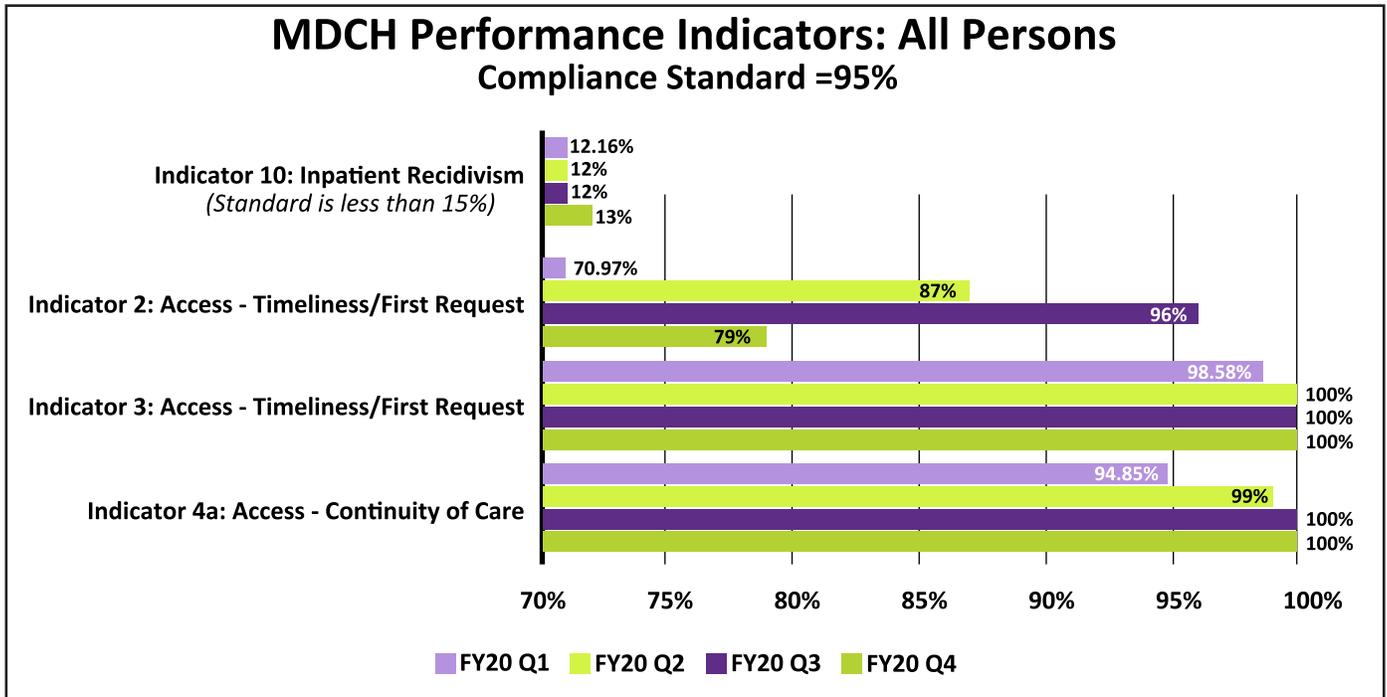
Michigan Department of Community Health Performance Indicators

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

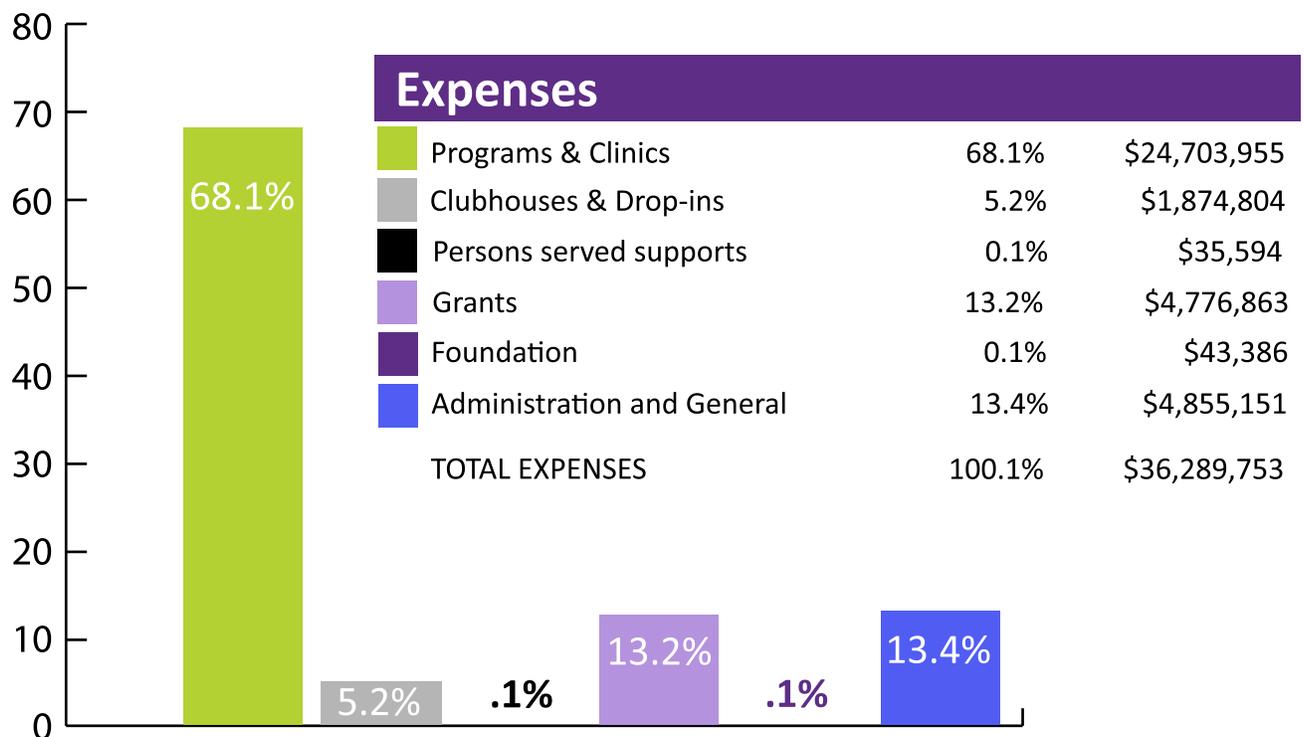
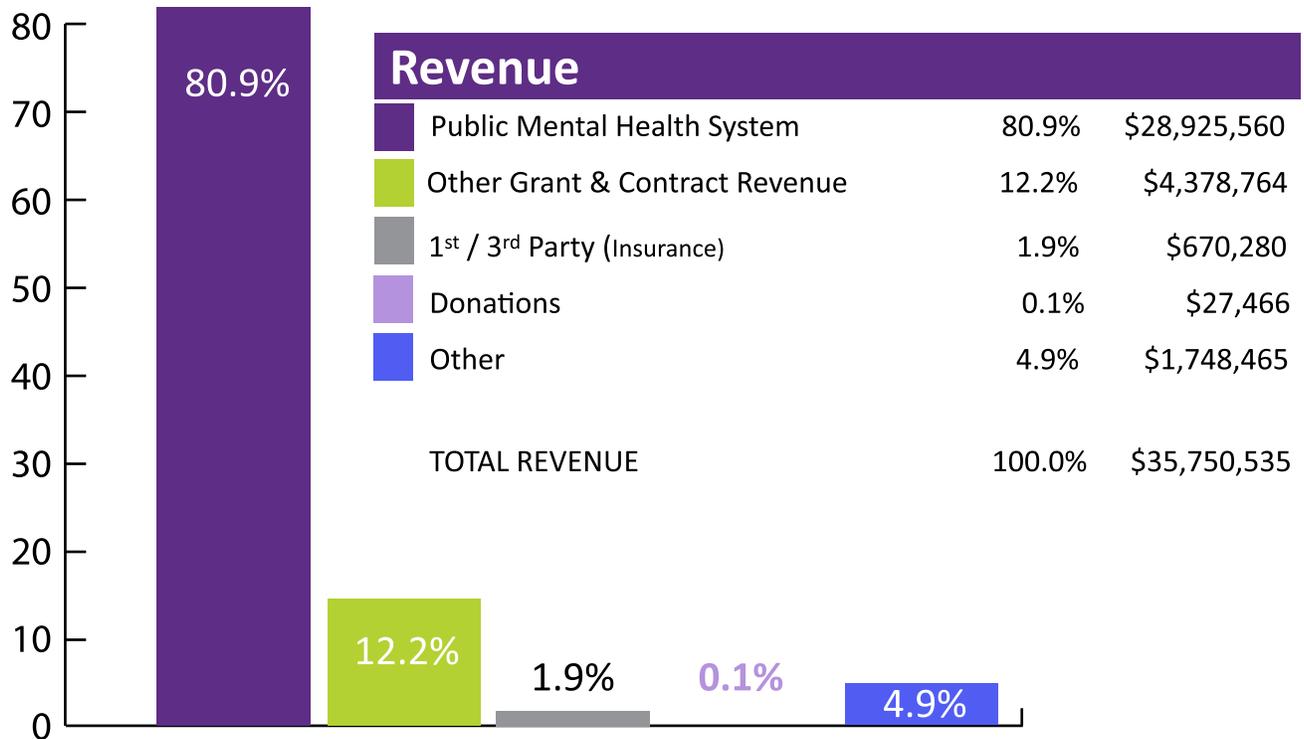
Indicator 2: % of Persons Receiving an Initial Assessment within 14 Calendar Days of First Request

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



Finances



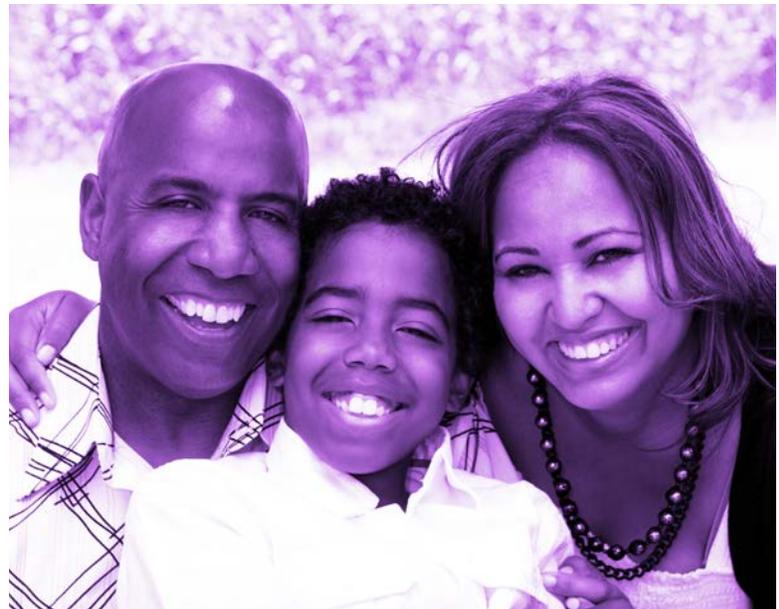
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Grants

CNS Healthcare was awarded a grant to provide devices to underserved communities in Wayne County. The funds were used to purchase and distribute smartphones, data cards, laptops, and other devices that support telehealth visits which will allow more people access to behavioral health care.



United Way
for Southeastern Michigan

The Oakland Together grant, distributed through the United Way of Southeastern Michigan, helps us enhance our ability to reach the underserved individuals of Oakland County. Specifically, this grant awarded funds to purchase needed telehealth equipment (smartphones, data cards, laptops and desktops for group home settings), translation and TTY devices, computer peripherals (such as web cams and microphones), and transportation cards (bus passes, LYFT and UBER gift cards).

Google awarded CNS Healthcare an ongoing Google Ad Grant through its non-profit initiative. This grant gives us free advertising on Google searches to help direct more people to the CNS Healthcare website.



CNS Healthcare Eastside (formerly Northeast Integrated Health) was awarded a multi-year SAMHSA grant that designates CNS Healthcare Eastside as a Certified Behavioral Health Care Clinic. While CNS Healthcare was already a CCBHC prior to the merger with Northeast Integrated Health, this brings CCBHC certification to the entire organization and allows us to service anyone regardless of their insurance status or ability to pay.

A grant from the Detroit Industrial School provided funding for emergency food provisions for persons-served and their families out of our children's clinic on the Eastside of Detroit.



DETROIT INDUSTRIAL SCHOOL



Young Women's Home Association

Thanks to a generous grant from the Young Women's Home Association, CNS Healthcare was able to provide warm coats, hats, and gloves for children being served in our clinics in Wayne County during our annual Warm Coat Giveaway.

2021 Board Member Spotlight



Board Chair Mattie McKinney Hatchett is a political and educational powerhouse in the city of Pontiac and Oakland County as a whole. A native of Cleveland, Ohio, she settled in Pontiac in 1963 after finishing her education at Bowling Green State University. Ms. Hatchett is a former Oakland County Commissioner and retired school administrator. She has led the CNS Healthcare Board since 2019.

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

It is such a great need today. There are so many people who are having mental challenges like depression and anxiety. People need counselors to talk to and people to help them organize their lives and CNS Healthcare provides that.



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

The greatest contribution I bring to the CNS Board is my 50 plus years of community service. I understand the pulse of the community and by me sharing that and volunteering it ensures that the people that we serve get the kind of service they need. In addition, I am a retired educator, so I bring that experience to CNS Healthcare.

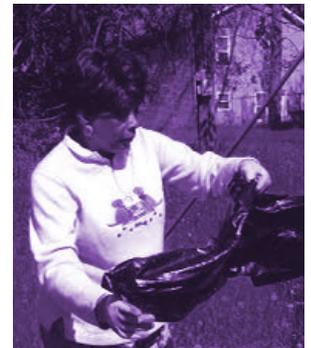


What does success for CNS Healthcare look like to you?

When we set goals, implement a plan, and accomplish those goals that is success to me. When we retain the majority of our staff, that is success to me. When we continue to expand our footprint into other counties, that is success to me.

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

My vision for CNS Healthcare is to see services and service areas expand. I particularly would like to see our children's services increased. Our youth are going through so much trauma and they need support. I would also like to see our development into more public universities and institutions of higher learning to increase interventions for young adults.



What is something most people do not know about you?

I have a great love for animals. I raised cats and dogs all of my life. Additionally, I used to be a dancer. I love dancing. I studied tap dancing and modern dancing throughout high school and college. Another little-known fact is that when I retired, I planned to take training courses on the art of storytelling. I love to read to children. I enjoy broadening multi-cultural perspectives through the sharing of diverse stories, particularly those of the African American experience. I still desire to become a theatrical storyteller. I often volunteer at the Pontiac library and in district elementary schools during National Reading Month, which is the month of March.

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