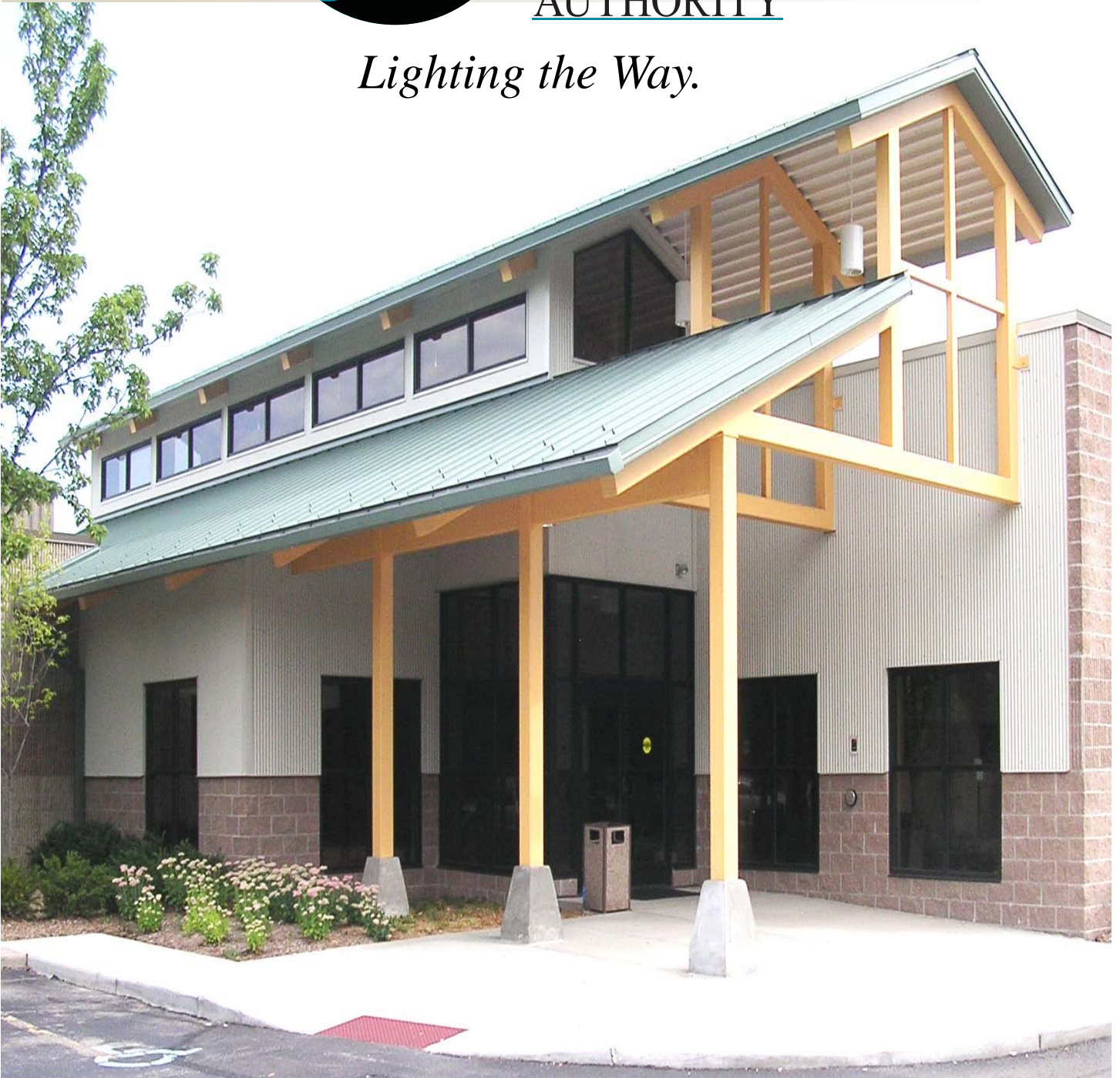




**MONROE
COMMUNITY
MENTAL
HEALTH
AUTHORITY**

Lighting the Way.



Points of Interest:

- Building Renovation
- Fiscal Year 2007-2008
- Consumer Success Stories
- Program Development

Annual Report

To Our Community



**MONROE
COMMUNITY
MENTAL
HEALTH
AUTHORITY**



Jane Terwilliger
Executive Director

Mission

“Provide quality behavioral health care in partnership with consumers and our community to enrich lives and promote wellness.”



Greg Lane
Board Chairperson

Dear friends of MCMHA,

We are proud to present this edition of the Monroe Community Mental Health Authority Annual Report. Some of the highlights from the past year include:

- Added an Evidence Based Practice model for Supported Employment with consumers who have a mental illness. MCMHA received a federal block grant from the Michigan Department of Community Health to fund the implementation and we are piloting it for our Affiliation.
- Increased capacity to promote recovery and fight stigma by opening New Directions, a peer run drop in center for people with mental illness, and strengthening our Consumer Advisory Council. Two more consumers have completed the Peer Support Specialist Certification training.
- Implemented the Treatment Foster Care program. We licensed 3 homes and placed our first youth.
- Improved our communication with consumers and their families through focus groups and town hall meetings. This strengthened our relationships with consumers and increased trust. We received many compliments about our Customer Services and our responsiveness to consumer concerns.
- Participated in a statewide Integrated Healthcare Pilot with 5 other CMHs and their community partners. The Family Medical Center (FMC) and MCMHA have partnered to work toward improved access to health care for individuals with mental illness. MCMHA designated space in the Raisinville Road facility for a FMC physician assistant to provide health care services to mental health consumers who do not have a primary care physician.
- Completed the renovation of the MCMHA Raisinville Road facility. Thanks to a Monroe County Building Authority we were able to fund an extensive renovation project. A new entrance was added, the interior of the building was totally restructured to meet our current needs, and the Information System infrastructure was updated. The building is very open with a reception area that runs through the center of the building. The environment is warm and welcoming to consumers and others who visit the building.

Included in this report you will find more specific information about consumers, our accomplishments, and our services. Throughout the coming years we will continue to pursue our mission “to provide quality behavioral healthcare in partnership with consumers and our community to enrich lives and promote wellness”.

Sincerely,

Jane Terwilliger
Greg Lane

Building Renovation

From January through September of 2008 the Raisinville Road offices of Monroe Community Mental Health Authority were renovated. The building was originally built in 1985-86 for Monroe CMHA and was financed with bond proceeds through the Monroe County Building Authority. After 20 years of use and multiple alterations of the space, the building was no longer meeting the needs of the organization and the roof and HVAC system were requiring extensive and costly repairs. The MCMHA Board of Directors considered alternatives and decided that the renovation was required and was a better solution than attempting to relocate. In December 2007, the Monroe County Building Authority offered to include MCMHA in a bond along with other projects it was funding. This allowed MCMHA to finance the renovation at an affordable cost.

The design process incorporated values that promote consumer respect and dignity and reduce stigma. Among the values were:

- ▬ Create an open, welcoming environment that promotes health and recover
- ▬ Reduce barriers between staff and consumers
- ▬ Ensure staff and consumer safety
- ▬ Promote team work among staff
- ▬ Reduce the institutional feel and stigma of the CMH environment
- ▬ Provide space for consumers, advocacy groups, and the general community to use for events that align with the mission of MCMHA
- ▬ Meet the needs of consumers and staff now and into the future

The project was completed and all staff located in their new work areas by September 30, 2008. An Open House was held in November. Feedback from consumers, the community, and staff has been very positive. Most have indicated that the values identified in the design process were achieved. It is important to note that the renovation created tremendous disruption for staff and consumers, but despite the uproar MCMHA staff continued to provide high quality services for consumers.

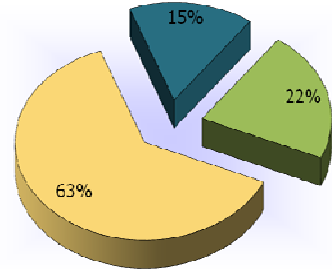
Vision

***“To Provide
quality
behavioral
health care in
partnership with
consumers and
our community
to enrich lives
and promote
wellness.”***



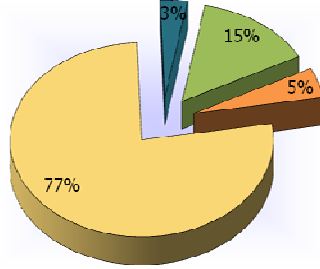
Fiscal Year 2007-2008

Total Population: 1822



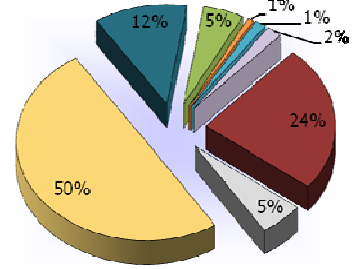
- Children with Mental Illness 283
- People with Developmental Disabilities 394
- Adults with Mental Illness 1145

Total Revenue: \$26,093,876



- State General Fund \$3,802,732
- Local \$1,308,868
- Medicaid \$20,113,499
- Other \$868,777

Total Expenses: \$26,093,876



- State Inpatient Care \$373,394
- Community Inpatient Care \$503,162
- Adult Services \$6,231,221
- Children's Services \$1,439,260
- DD Services \$12,992,588
- Administrative/Support \$3,033,726
- Other \$1,317,564
- Fund Balance \$202,961

Consumer Success Stories

I became very depressed after my father died in 1999. We were very close and when he died I felt a great loss in my life. Then in 2001, I lost my first grandchild. I felt like my heart was tore out of my chest.

I was in and out of the hospital. The medicine I was taking wasn't working. I was always tired and did nothing but sleep. I didn't go out nor did I want to meet people. I kept falling down. I fell and broke my ankle. I was back in the hospital again. While I was in there they tested me and found out I had a heart Algorithm on top of the depression I was experiencing.

My son, Ethan moved me to Monroe and took on as my guardian and payee. I was also put on a new medicine and my health improved very quickly.

Dr. Horn and my case manager, Maria, helped me quite a bit with my recovery. They were very supportive and caring. As time went by my life changed. I had lost my drivers license. I had to go in to the Secretary of State and take a written test and driving test to obtain my license back. I felt like I was 17 again. I did get my drivers license back.

Today I go shopping and I get out as much as I can. I no longer need my son as my guardian and am able to take care of all my needs. I take my own medicines myself, pay my own bills. I'm on the verge of moving back to my own house in Brooklyn. I've planted a garden and have learned to take each day one at a time.

I see my grandchildren as often as I can. We go to the

park and have fun.

What I am trying to say to all of you is don't give up and never stop trying. You will get to where you want to be in life. Don't let anyone tell you that you can't do it because you can. Look, I did it! *By Jean Prill*



I've been in Mental Health for six to eight years and they have helped me very much. When I first started I never held my head up when I walked around or I sat with my head always down. I had no self esteem and I also felt that I wasn't worth the air I was breathing. I couldn't keep my house clean or my appearance up. I was so depressed I just wanted to die. I would get mad every morning I woke up.

Now my head is held high and I have all kinds of self esteem. I keep up my appearance and I keep my house clean. I'm 100% better than when I started and I feel so much better. Mental Health has helped me so much. It's very important to go to your appointments, listen and try the advice given; it works. Have faith in yourself.

I am now very independent. I have a payee and I also baby sit my grandchildren. I don't let anyone take advantage of me or my money. I have a beautiful apartment. I have many good friends that I spend time with. I have traveled to Florida to see my brother and his family for the first time in my life. I also traveled to see my daughter and grandchild in Texas. *By Sheena Metcalf*

Program Development

New Directions Peer Recovery Center

New Directions Peer Recovery Center is located at 118 Cole Road, Monroe, MI 48162 and is run and operated by Monroe County Community Mental Health Authority.

This facility is available for adults who have been diagnosed with a mental illness and/or a substance abuse disorder and who are receiving services from MCMHA. The program moved to the Cole Road location in 2008 and has been spending the last year designing and tailoring the location to meet consumer needs. In 2009 the program received a block grant from the State of Michigan to purchase many items including a flat screen TV, Wii devices, cutting edge art supplies, brand new computers, and library materials just to name a few. All of this equipment and supplies will be available shortly. Please call or stop by to check it out.

Each day there are a series of classes and/or groups that occur at New Directions including the Depression Group, Men's/Women's Issues Group, Laughter Group, Angel Therapy Group, and Nutritional Health Group just to name a few. Please see your Case Manager or contact New Directions at (734) 384-8424 to come for a tour/visit. New Directions is open Monday thru Friday from 10am-5pm and is always staffed by at least one of our Certified Peer Specialists. The facility is supervised by Russ Pavlick who offers a wealth of experience in this type of setting and can offer his own personal story of experience, strength, and hope with anyone who wishes to be inspired. Please come down for a visit, we would love to have you and keep in mind, we are a work in progress.



Treatment Foster Care Program

Purpose

The purpose of the Monroe CMHA Treatment Foster Care program is to provide intensive mental health services and treatment for children diagnosed with a severe emotional disturbance and their families who are in need of placement outside of the home in order to address significant child or family issues. The goal of the program is to stabilize families, reduce behaviors and symptoms that have resulted in out of home placement, increase child and family functioning, reduce cost to the local child system of care, avoid hospitalization or detention or out of county and/or residential placements for children and to re-unify families.

Type of Foster Care Provided

The Monroe CMHA Foster Care Program provides specialized "Treatment Foster Care", (TFC) which includes three components of evidenced based or promising practices. First, the project utilizes the TFC principles, Foster Parent training and level system approach recommended by Patty Chamberline. This model has been shown through research to have statistically significant positive outcomes for children. Further, the model utilizes a Parent Management Training (PMTO) therapist to provide therapy to the biological family during placement of the child in order to address key parenting and functioning issues of the family prior to reunification and for a minimum of six months after reunification with the child. This evidence based best practice is currently being implemented at Monroe CMHA. Finally, the TFC program case manager utilizes the Wraparound model and approach in working with families and foster families to ensure a community collaborative, strengths based and family driven approach. Wraparound is a promising practice and is well established in Monroe County.

Treatment Philosophy and Approach

The Treatment Foster Care model operates from a family and youth centered model of treatment. Each plan of service developed for families participating in this program is strength based and tailored to the individual needs, culture and desired outcomes of the children and families involved. The TFC program includes satisfaction survey results and/or feedback from families and children in regards to the planning process, goal attainment and services provided.

The Treatment Foster Care program is reviewed and given feedback by Monroe CMHA Parent Advisory Council

Program Development

biannually. Parent Advisory Council Members participate in gathering feedback and follow up information for program improvement from families and youth receiving treatment. A TFC Parent is a member of the parent advisory council.

The Treatment Foster Care program supervisor and case manager have been trained in the Wraparound Process and values to ensure a family driven model of treatment and use the Wraparound facilitation model to develop plans. The TFC supervisor is currently the Coordinator for the local Wraparound Case Consultation meeting and will receive additional input from community agencies and parent representatives on this team. In addition, the Monroe Human Services Collaborative Network Executive Council receives semi-annual reports on the program and its progress for additional feedback and guidance.

Desired Program Outcomes

The TFC program will improve the emotional health and functioning of children and youth most at risk for displacement from their families and institutionalization and allow for family reunification, improved functioning and positive outcomes.

Children and Youth from high risk families who previously may have not been served by Monroe CMHA due to diversion through the courts or DHS or other out of county placements will report that their mental health needs are more effectively being met and addressed by the local system in which the children/youth are placed as a result of the collaborative treatment approach.



If you would like more information or have any questions you may contact Yvonne Strand; Program Supervisor for Treatment Foster Care and Wraparound Programs at (734) 384-0327.

Personal Emergency Response System (PERS)

What is PERS?

Individuals who want to live in their own homes, but who need some assistance to do so no longer have to have a staff person in their homes at all times. The Personal Emergency Response System (PERS), which has been used in other counties in Michigan for the last ten years, is now available to consumers in Monroe County.



The PERS monitor is installed in an individual's home just like a phone. When it is active, staff in a monitoring room in Livingston County can hear everything in the consumer's home. The monitoring room staff is trained on an individual's person centered plan and know what to listen for and how to provide the prompts that a person might need. Whether they have a question, need help, or just want to talk, consumers can interact with the monitoring staff whenever the system is active. The monitor can be used at any time of the day or night. It is often used during times when an individual doesn't need direct staff assistance, but may need verbal prompts.

If a consumer asks for assistance with something, the monitor staff provides prompting to help the consumer. If a consumer needs direct assistance, the monitor staff calls the consumer's CLS staff to go to the home. The CLS staff is aware that they are "on call" and are able to get to the consumer's home within fifteen minutes. If the consumer's needs are urgent, the monitor staff calls 911 immediately, and then calls CLS staff and the consumer's emergency contacts.

The PERS monitor allows consumers to live in their home with greater independence and freedom. It is also less expensive than having a staff person in the home when no direct assistance is needed, which allows MCMHA to

provide community living support services to more consumers.

In the last six months, MCMHA has seen a significant increase in the use of the PERS monitor. The department that provides services to individuals with Developmental Disabilities now has five consumers using the monitor, up from only one a few months ago.

The department that provides services to adults with a mental illness has two consumers using a monitor. An additional two CLS sites are expected to begin using the monitor in August.

If you have any questions or would like more information on the PERS monitor, please contact Lisa Longsworth, DD Department Head, at 384-8930.

Integrated Health Initiative

As part of our affiliation's five year strategic plan, Monroe CMHA has been developing our integrated health initiative. Integrated health involves increasing communication and coordination among the providers of mental/behavioral health and physical health of our consumers. For decades, mental health has been segregated from physical health. Physical health has become so specialized and fragmented, that it is extremely difficult for our consumers and all of us, to receive medical and behavioral health care that is coordinated and consistent. Moreover, recent studies have shown that people with mental illness die 25 years earlier than the rest of the population, from diabetes, heart disease and other chronic illnesses. Through the integrated health initiative we aim to change this. We are working to integrate health care internally, within our agency, for our consumers, and externally with the primary health care providers, both individual primary care physicians and the Family Medical Center.

Internally, we have implemented prescriber/nurse teams for all of our adult consumers at the Raisinville site. Beginning April 6, 2009, consumers have been assigned a prescriber (psychiatrist or nurse practitioner) and a registered nurse to their treatment team. Much like going to the family doctor, each time a consumer comes in to see the prescriber, they see a nurse first. The nurse checks such things as their blood pressure, weight, any changes in their medical medications, lab results, and most recent physical and dental exams. This information is then given to the prescriber, to assist in the assessment of consumers' needs.

In between appointments the nurse is available by phone to consumers for any questions or concerns about medications or medical symptoms.

We are working with the Family Medical Center (FMC); a Federally Qualified Health Center (FQHC), to: 1) bring one of their prescribers to our facility to see consumers who do not have a primary care physician; and 2) place some of our staff at the FMC to see many of their patients with behavioral health needs. We now have a

Physician's Assistant (PA) from the FMC at Raisinville one day a week. She has begun to see over 400 consumers who currently do not have a primary care physician. Eventually consumers who have met their goals will transition to the community for their psychiatric needs and medical care at FMC. This is a great start to having a "one stop shop" for our consumers' physical and mental health needs.

Down the road we hope to expand our integrated health programs to include wellness groups, such as exercise and smoking cessation, as well as chronic illness management with our consumers. We will continue our work with the FMC, placing a mental health professional and a psychiatrist at one or more of their sites, to begin to integrate physical and behavioral health care for their patients. We will also be working more closely with individual primary care physicians in the community to coordinate the physical and behavioral health care needs of our all of our consumers, children and adults. Over the next five years we hope to be able to provide all of our consumers with integrated quality health care for their behavioral and physical needs, both onsite and throughout the county.



Regina South from the Family Medical Center

If you would like more information or have any questions you may contact Dr. Hanke, Medical Director, at (734) 384-8854.

Monroe Community Mental Health Authority

P.O. Box 726

Monroe, MI 48161



Lighting the Way.



Assertive Community Treatment Office

9 South Monroe Street
Monroe, MI 48161
(734) 384-0150

Crossroads Clubhouse

207 North Monroe Street
Monroe, MI 48162
(734) 243-6401

Customer Services

Bridgitte Gates
(800) 885-7340 (local)
(877) 779-9707 (regional)

Monroe Community Mental Health Authority

1001 South Raisinville Road
P.O. Box 726
Monroe, MI 48161
Main & 24 Hour Crisis Line (734) 243-7340

New Directions Peer Recovery Center

118 Cole Road
Monroe, MI 48162
(734) 384-8424

Recipient Rights Office

Shelley Koyl (734) 384-0018
Elke Meek (734) 384-0158

Services provided by Monroe Community Mental Health Authority are funded in part by the Michigan Department of Community Health, Lansing, MI 48909