

HELPING RESIDENTS OF ALL AGES ACHIEVE GOOD MENTAL
HEALTH AND PARTICIPATE FULLY IN COMMUNITY LIFE



Centra Wellness

N E T W O R K



ANNUAL REPORT
JULY 2013

Formerly known as Manistee-Benzie Community Mental Health

FROM OUR LEADERSHIP

Our agency continues to go on the path of integrated health care in our partnership with local and regional care providers. The coalition that formed in 2011 has gained a couple of organizations in the past year. Our nine coalition partners provide primary care, mental health care, specialty health care, substance abuse treatment, public health services, dental care, and assistance to the elderly.

We are all firmly committed to collaborate keeping the person that receives the care in focus. Convenience, quality care, and affordability are key ingredients in our vision. We very much appreciate the recent contributions from the Blue Cross Blue Shields of Michigan Foundation and the Oleson Foundation to assist us in this effort.

As a result of this collaboration, we have made the plunge to move our offices from Third Street in Manistee in to the new Manistee Wellness Center on the south side of Manistee together with several of our partners. The facility is designed with integration and collaboration in mind and gives the customer the opportunity for one-stop health care service.

We are also engaged in our new partnership with Northern Michigan mental health organizations. The Northern Michigan Regional Entity will consist of CWN, Northern Lakes Community Mental Health, North Country Community Mental Health, Au Sable Valley Community Mental Health and Northeast Michigan Community Mental Health. This entity will administer Medicaid covered services in 21 counties across Northern Lower Michigan beginning in January 2014. This re-alignment of community mental health agencies in Michigan is the result of the state's attempt to make our public mental health system more efficient.

Back home we are proud of our Board and staff that are so dedicated to the people that we serve. The staff is in every nook and cranny of our community every day seeing people and keeping them as healthy and well as possible. In the process we collaborate with law enforcement agencies, schools, senior centers, health care providers, housing agencies, transportation agencies and any conceivable beneficiary of our services.

Challenges ahead for our community remain how to best serve the mild to moderately mentally ill and those with private insurance. CWN remains hopeful that through continued collaboration between governmental, non-profit, and for-profit organizations, we will maximize the outreach and treatment to those individuals.

It is our privilege to serve the communities of Benzie and Manistee Counties.



Chip Johnston
Executive Director



Don Smeltzer
Board Chair

MANISTEE HOUSING COMMISSION AND CENTRA WELLNESS NETWORK PARTNERSHIP MAKES FOR BETTER LIVES FOR PEOPLE WITH DISABILITIES.

The importance of a home for a person with a mental illness or an intellectual disability is no different than for anyone of us. Where and how a person lives is probably one of the most important aspects of living a fulfilled life. It has been demonstrated time and time again that for a person to recover from a mental illness, his/her living arrangement is crucial.

“Not many years ago,” says Chip Johnston, Executive Director of Centra Wellness Network, “persons with disabilities generally had to resort to live in state institutions or in group homes with other persons, not by choice but as an imposed condition in their lives. Fortunately times have changed. A person who receives services from Centra Wellness chooses where to live, whether or not he/she will share living space and if so, with whom.”

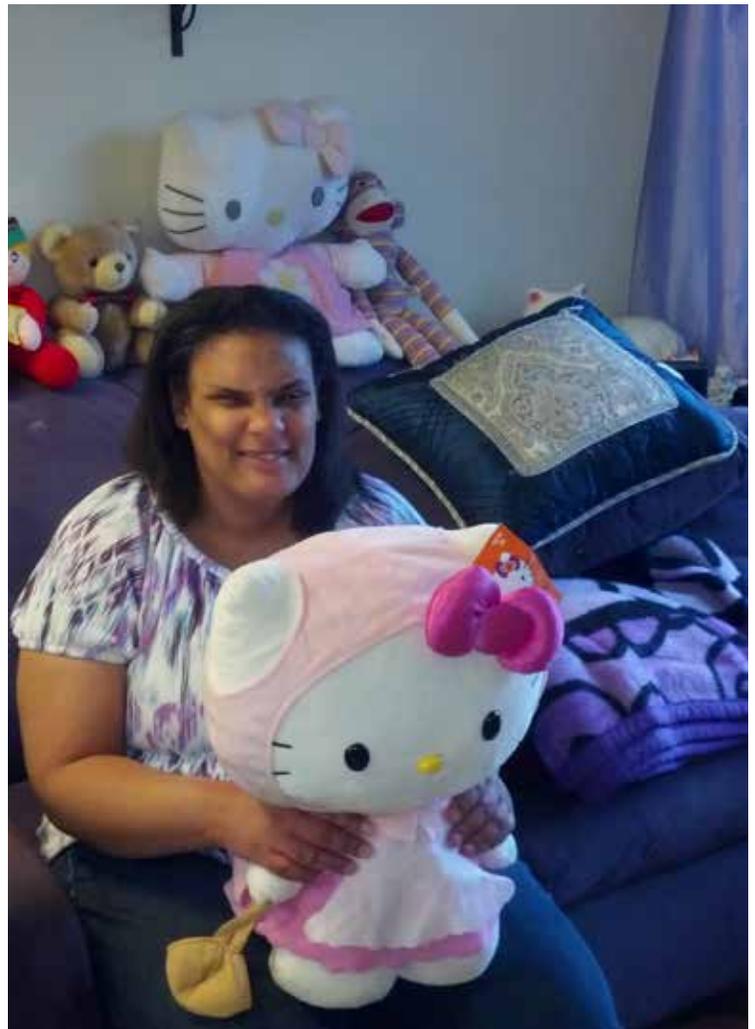
The Manistee Housing Commission and Centra Wellness Network have worked cooperatively for several years to provide stable living arrangements for area residents who face obstacles in securing traditional housing. “We have worked together to provide housing to those who previously were left to live in group homes,” says Clinton McKinven-Copus, Executive Director of the Housing Commission.

“Centra Wellness Network staff provides a variety of supports dependent on the need of the individual resident. A person may only need some occasional assistance to pay bills and to get to the grocery store and another person may need regular staff support in the home itself,” says McKinven.

Roberta has lived at Century Terrace, receiving community living support services from Real Life Living Solutions and CWN, for nearly 2 years.

Through this living arrangement, Roberta has developed basic cooking skills and has more access to her community. She takes the Dial-A-Ride bus independently to math tutoring classes at Michigan Works, to her volunteering job at Medical Care and to access local shopping. “My favorite part of living at Century Terrace,” says Roberta, “is to have all my pals living here.” Because of skills she has developed during this time, Roberta requires minimal staffing.

This support has proven to be much less expensive to the tax payer than the traditional group home model with professional in-home staff. And it provides for a healthier arrangement for the residents. Manistee Housing



Commission operates properties at Century Terrace, Harborview, and family homes scattered across the City of Manistee. Fifty individuals served by Centra Wellness have, in the past few years, taken advantage of the residential options that the Housing Commission offers.

“The relationship between Centra Wellness and Manistee Housing Commission,” says Johnston, “is a win-win situation for the tax payer, the community at large and more importantly for the individual with a disability in his/her pursuit of happiness, the most revered component of life in America.”

HEALTH CARE INTEGRATION IS TAKING SHAPE



Northern Michigan Health Coalition was established in June of 2011 and has a membership of local and regional health care providers. The formation was spurred by the establishment of the National Affordable Care Act in anticipation of a focus on holistic local health care provisions for people of all ages and abilities with or without health insurance. A collaborative agreement has been signed by:

- Crystal Lake Clinic (a private for profit primary care provider organization)
- Centra Wellness Network (a public community mental health care provider)
- West Shore Medical Center (public hospital system)
- Northwest Michigan Health Services, Inc (a Federally Qualified Health Center)
- Benzie-Leelanau Health Department (a public health department)
- District Health Department # 10 (a public health department)
- Catholic Human Services (a private non-profit mental health and substance abuse care provider)
- Area Agency on Aging of Northwest Michigan (a private non-profit long term care provider)
- Michigan Community Dental Clinic (a private non-profit dental care provider)

With its diverse partnership, its combined catchment area principally covers 25 counties of northern Michigan. The Coalition partners have committed to develop an integrated health care system with the triple aim of improved patient experience, improved health care outcomes of the population, and lower health care costs. The coalition is striving to create a health care system, based on the principles of a Patient Centered Medical Home, which will be a model for rural Michigan.

Several of the partners of the coalition moved, in April 2013, into the new 17,000 sqft Manistee Wellness Center in Manistee and will offer primary health care, mental health care, substance abuse treatment, specialty health care, elder services, laboratory, and specialty services to the general population. The center has been designed with integrated care in mind with a shared entrance, waiting room, and reception providing the patient the experience of going to one provider. This will alleviate some of the stigma that oftentimes is associated with seeking and receiving mental health care specifically. Also, some support staff will be shared via contractual agreements and clinical staff of all agencies will share clinic areas and break rooms in order to optimize team work.

As the coalition matures, the plan is to share a common data registry with which all providers will be able to access health information for its shared patients. This will enable greater care coordination.

The integration between our Coalition partners will also be implemented, in both counties, with provider staff co-located at different organization sites on a part-time basis; with an easily accessible referral system between the organizations; via physical presence or phone participation in planning meetings for a combined case load; and in other ways as the system evolves over the next few years.

ROSE'S STORY



- I want to tell you a little bit about me and how I have come to be a happier person. In my life I have always been happy but I always think a person can do better and enjoy their knowledge and use it to the best of their ability.

I went to Parma High School in Parma, Michigan. There, the books were hard but in my heart I wanted to study. I had to move around a lot because the county kept shut-

ting down the schools. It was difficult for me because I felt like every time I started to make progress at one school, it would shut down, and I would have to start over at another. I was determined and eventually did graduate in 1965.

After high school I took care of my older sister, Mary. This experience was good for me because it made me feel needed. It also taught me that others have problems too. Learning this helped me to have compassion and understanding for others.

In 1968, I was diagnosed with schizophrenia and put on medications. Life was doing good, I was able to work and care for myself. But for some reason, at age thirty-five, things started to spiral down. I wasn't feeling myself and was feeling pretty depressed.

I ended up in an adult foster care home in Benzonia. They closed down so I switched to an adult foster care home in Frankfort. The foster care homes were nice but I felt I could still do better for myself. So I took the initiative and got active.

Now I have my own apartment in Frankfort. I love it there. I have a roommate, and we get along very well. We both attend the Benzie Drop-In. It is very nice. I have been helping with doing chores around the Drop-In every day. Today the Benzie Drop-In is a positive place in my life. The Drop-In gives more to me than I could ever give them.

KENT'S STORY

In 2008, my dad and his wife took me to Centra Wellness because I told them that I was going to kill myself. When I first met with one of the counselors I was nervous but we talked about ways to avoid thinking of suicide.

The personal challenges that I have is working with others, making friends, and keeping a job. I have had eight jobs in my life. I have been diagnosed with five disorders: Fetal Alcohol Syndrome, Bi-Polar Disorder, Depression, Obsessive Compulsive Disorder and Asperger's Syndrome. Ever since I started a new med things have been getting better.

My social life has changed ever since I went to Centra Wellness. Before I was diagnosed with all these disorders, I would go to the bars every weekend, but now I barely go out.

What led me to recovery were my dad and his wife. If it wasn't for them I would probably not be alive today.

The most memorable moments of my recovery were finding employment and meeting new people. I realize that there was hope when I got the part-time job and working with my coworker.

As for my life now, I am keeping my options, open, living alone in an apartment, paying my bills on time, and living my life as God intends me to. I write a lot of fiction and hope to get published. My other hopes and dreams for

the future is to either get SSI or join the United States Army, get married, raise a family and to get a full-time job. I would like everyone to know that I am a hard worker, confident, outgoing, respectful, kind passionate and eager to learn and accomplish as many goals as I can before I get to heaven.



SEVEN YEAR OLD JOHNNY GETS HELP

Screaming in the classroom, unable to control his anger, was a daily routine for 7 year old Johnny. The parents, who were repeatedly called by the overwhelmed school staff, felt at a loss and contacted Centra Wellness Network (CWN). A counselor from CWN observed Johnny's behaviors in the classroom and found that the meltdowns were related to his difficulty understanding his school work.

He was generally successful in school so the fact that his behavioral problems were linked to his academics was not initially apparent. After the observation, the child was tested for learning disabilities and staff found that he had difficulty in certain areas of his school work. Johnny expressed that he felt embarrassed, alienated and misunderstood by kids and others around him.

School staff and the counselor collaborated and implemented strategies developed to address his academics. They helped him to regulate his emotions in a healthy manner and assisted the parents to develop techniques that were designed especially for his needs. The Safenet prevention program staff of CWN that help elementary students in need was working with Johnny to promote a sense of confidence and develop healthy social skills.

Through collaboration between school staff, CWN staff, and Johnny's family he has learned to regulate his emotions and has, in the process, developed new friendships and found success with his school work.



CWN staff plays with some students as part of prevention services

SELF-ADVOCATES IN ACTION



Kate Johnson and Sara Piersma are posing with their banner in Lansing when participating in the 9th annual Walk-A-Mile In My Shoes Rally on the steps of the State Capital. The statement that they read to the crowd as they carried their flags up to the steps was "Stigma is fueled by silence, awareness is the best remedy."

They and their group had a fun time, enjoying the sun and being with a large group of people raising awareness on why Mental Health services are important.

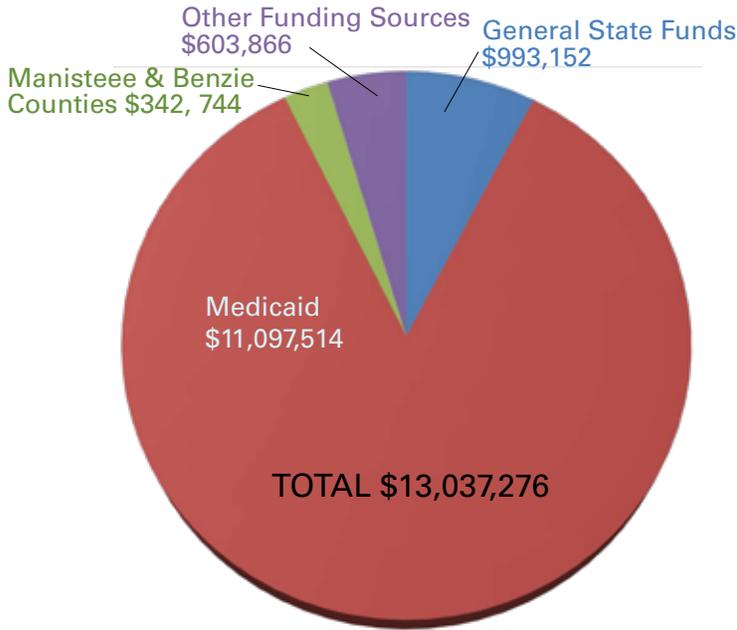
BOARD OF DIRECTORS

Don Smeltzer, Chairperson (Benzie)
 Dennis Risser, Vice Chairperson (Manistee)
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 Annie Hooghart, Secretary (Manistee)
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 James Wisniski, Sr. (Manistee)

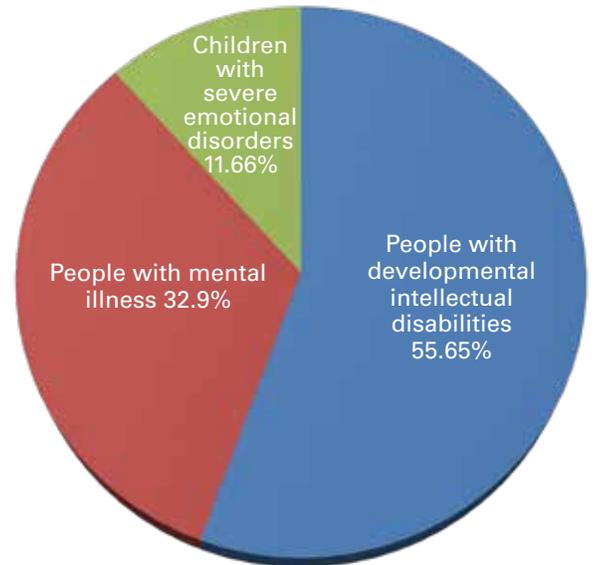
PEOPLE WE SERVE

Adults with a mental illness	786	(57%)
Adults with a developmental disability	171	(12%)
Children with emotional disorders.....	401	(29%)
Children with a developmental disabilities	21	(2%)
TOTAL INDIVIDUALS SERVED.....	1,379	

WHERE THE MONEY COMES FROM



FOR WHOM THE MONEY IS SPENT



GRANTS RECEIVED

During the past year, Centra Wellness Network received a \$ 50,000 matching grant from the Blue Cross Blue Shields of Michigan Foundation as well as a \$5,000 grant from the Oleson Foundation. The purpose of the funds is to assist us and the Northern Michigan Health Coalition to establish substantial integrated health care in our area. Thanks to their support, we are able to implement an integration structure for a patient-centered medical home in our region.

We also received a \$ 15,000 grant from Department of Community Health for staff training purposes.

Use our Free Online Screening Tool for Mental Health and Alcohol Disorders at centrawellness.org/our-services

24 - Hour Crisis Line and General Info: **1-877-398-2013**

VISION

We see a community where everyone's life is valued, has meaning and each person is treated with dignity and respect.

MISSION

Enhancing freedom to lead a meaningful life through quality mental health care, leadership and teamwork withing our community.

VALUES

Consumer Focused, Staff Sensitive, Responsive to Stakeholder Needs



Centra Wellness
N E T W O R K

www.centrawellness.org



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