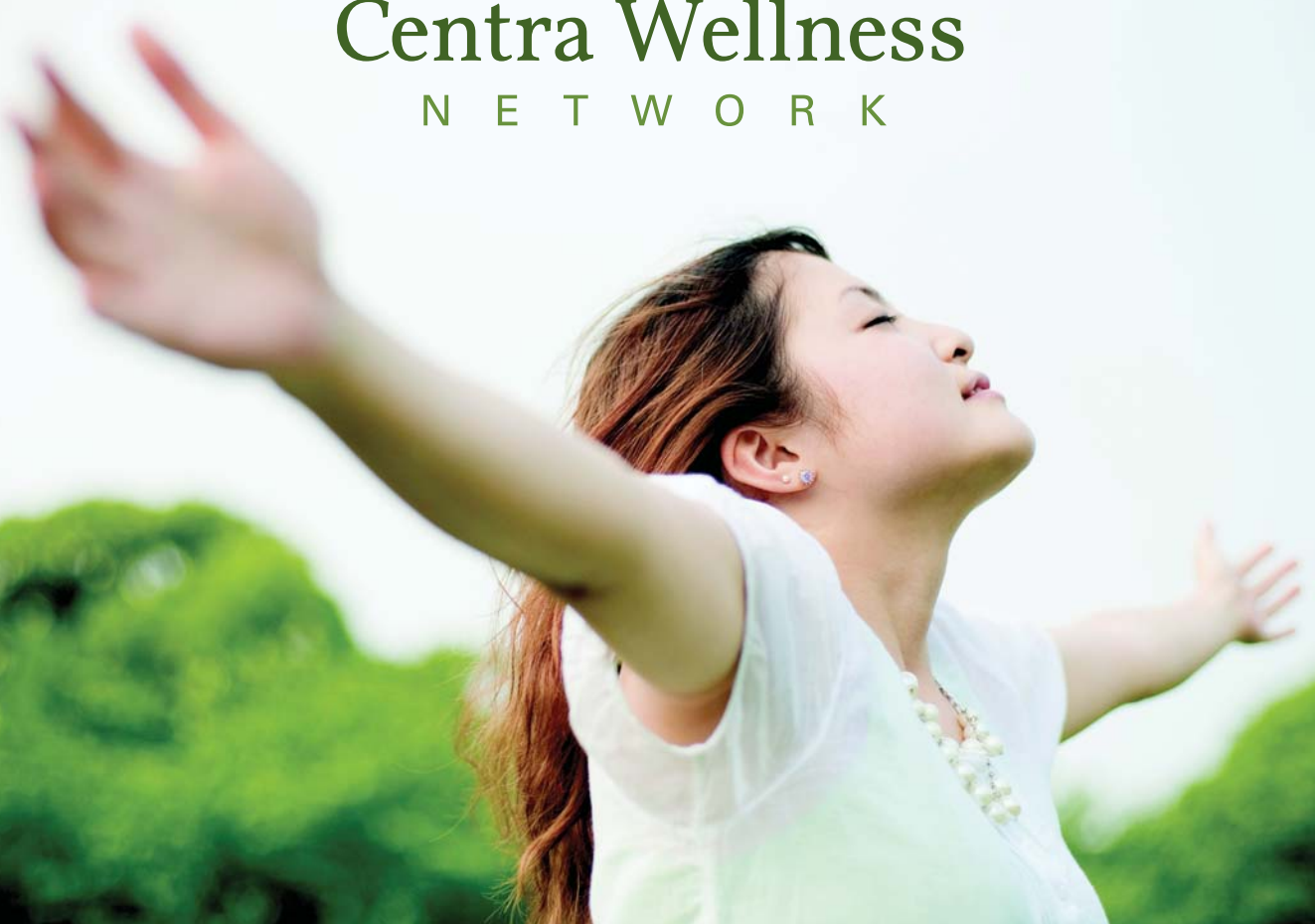


HELPING RESIDENTS OF ALL AGES ACHIEVE GOOD MENTAL  
HEALTH AND PARTICIPATE FULLY IN COMMUNITY LIFE.



# Centra Wellness

N E T W O R K



ANNUAL REPORT  
NOVEMBER 2011

*Formerly known as Manistee-Benzie Community Mental Health*

## EXECUTIVE DIRECTOR'S REPORT

As usual, a lot has happened at our Agency in the past year. Our Governing Board has affirmed our vision where everyone's life is valued, has meaning, and where each person is treated with dignity and respect. Our mission to enhance freedom to lead a meaningful life through quality mental health care, leadership and teamwork within our community is still holding true. This is at the core of what we do.

After much deliberation, the Board decided to change the name of our agency to Centra Wellness Network to better line up with this vision and mission and in order to eliminate some of the stigma that came with our former name of Manistee-Benzie Community Mental Health. We believe that our new name will provide better access to care. It also reflects our focus on providing services and supports to the whole person that incorporates the principles of recovery and wellness.

This is about more than a new name and logo. Just as Michigan and the nation are adjusting to a 'new normal,' we needed to get ahead of the curve too. And that meant shifting the focus of our organization to serving as a gateway to wellness for anyone in our community who needs help, support, direction or services to recover from a mental illness or live with a developmental disability. With the new name also comes a more visible and demonstrable commitment to make our services accessible and available, in partnership with other health care providers, to focus on the needs of the individual and put them on a path to wellness.

Along with the new name come new initiatives to connect people with Centra Wellness Network services, including a new web site: [www.centrawellness.org](http://www.centrawellness.org)

We would be hard-pressed to find a family or individual that has not been touched in some way by mental illness or developmental disabilities. Regardless of your place in our community, we want you to know that we are here to help you, your family, your colleagues or your co-workers, directly through our services or through services and supports that we refer to.

What all this means is that accessibility, availability and delivery of mental health care and disability services will be collaborated with other health care providers, as needed, to see that we are responding fully to the wellness needs of each and every person. Under the banner of our new

name, the Centra Wellness Network and the people who work here will carry on a proud tradition as a Michigan leader in providing help and hope to those in need.

Under our new banner we are broadening our horizon to work more closely with community care providers, thus enhancing freedom of the people we serve to lead meaningful lives. In responding to the national call to improve our national health care system, we have recently established several new formal and informal relationships with primary care providers and other health care systems in our community. This will allow us to deepen our commitment to integration of the local health care system in order to ease access between behavioral and primary care with a holistic focus. This is showing our commitment to be a leader in the implementation of great health care in our community. We look forward to more such relationships in the future.

We are proud to announce that we have for the 7<sup>th</sup> time in a row obtained a three-year accreditation with CARF as a behavioral health care provider.

We are facing uncertainties in our industry with changes and challenges both at the State and Federal level. However, it is my firm belief that our efforts have positioned Centra Wellness Network in the best possible position to be a pro-active and collaborative partner in whatever environment we may face going forward. We are driven by always keeping the best interest of our neighbors in mind with all of our efforts. We are all honored to serve the citizens of Manistee and Benzie counties and to strive for wellness for the individual and for the community at large.



Executive Director  
Joseph "Chip" Johnston



# HIGHLIGHTS OF 2011

## NORTHERN MICHIGAN HEALTH COALITION

Centra Wellness Network recently signed on as a charter member of the newly formed Northern Michigan Health Coalition together with Crystal Lake Clinic, Northwest Michigan Health Services, Benzie - Leelanau District Health Department and the Manistee Area Community Clinic.

The Coalition has set its vision high to become a regional Patient Centered Medical Home model for rural Michigan. The group collaborates to provide holistic, high quality and integrated health care for people with all levels of income with or without health insurance.

Centra Wellness Network has received a Proposal Development grant from the Blue Cross Blue Shield of Michigan Foundation to support the efforts of the Coalition. "This will begin to build the foundation to provide primary care, acute care, mental health care, substance abuse treatment, dental care and wellness education in our region," says Dr. Richard Nielsen, President of Crystal Lake Clinic.

"We are excited about the support of the Foundation," says Chip Johnston, Executive Director of Centra Wellness Network, "and we are pleased to have these forward thinking organizations as partners, including the Blue Cross Blue Shield of Michigan Foundation."

## CUSTOMER SERVICE

The Michigan Association of Community Mental Health Boards (MACMHB) is managing a Mystery Shopper program with the intent of measuring customer service at the participating organizations every six months. At this point, twelve (12) Community Mental Health organizations (big and small) participate from across the state, Centra Wellness Network being one of them.

Customer Services Representatives of each organization makes the anonymous phone calls to these organizations and rate the callers' customer service experience.

The most recent six-month report from MACMHB reveals that our own Customer and Provider Services (CAPS) received the highest overall score in Michigan.

## CARF ACCREDITATION

Centra Wellness Network recently received another full three-year accreditation from CARF in the following areas of operation:

- Assertive community treatment
- Case management and service coordination
- Community integration services
- Crisis intervention
- Outpatient treatment services
- Supported living services
- Community services
- Employment services

"This achievement," says Brian Boon, President and CEO of CARF, "is an indication of your organization's dedication and commitment to improving the quality of the lives of the persons served. Services, personnel and documentation clearly indicate an established pattern of practice excellence." This accreditation will extend through May 2014.



## Gainful Opportunities



Mardelle shows off her handmade jewelry micro-business as an exhibitor at the annual MI CMH Boards conference at the Grand Traverse Resort in October. Over 650 attendees translated to good sales for her at the two-day event.

## IN OUR COMMUNITY

### COOKING MATTERS

In March of 2011, a group of 15 consumers participated in Cooking Matters, a six-week class offered through the Manistee Community Kitchen.

“Cooking Matters” was held once a week for six weeks. The weekly classes were two hours long, and hosted by Brandon Seng with the Community Kitchen. Classes were taught by a volunteer chef, Brian Kissel from the Blue Slipper Bistro, and a nutritionist, Dr. Rosemary Benjamin (Dr. Rose). Brandon Seng worked together with Brian and Dr. Rose to help participants learn how to budget for, plan and prepare healthy meals at St. Mary’s Kitchen in Manistee.

Staff made sure consumers arrived and participated through active side-by-side attendance throughout the program. Cooking Matters received great reviews both consumers and staff. Some appreciated bringing home a bag of fresh groceries weekly, and the skills to prepare a meal at home. Others thought the grocery tour at Olesons, with the challenge to buy groceries on a budget, was fun in a competitive spirit. Integration at its best was evident in the community thanks to the dedication from all.

It wasn’t long after Cooking Matters classes ended and it was time to think about growing fresh healthy food at the Sophia Street Garden. For the second year in a row, this garden of raised beds affords opportunities for consumers to grow vegetables, learn about gardening, and join others in community. A tremendous response is noted this year with 58 consumers of Centra Wellness Network gardening actively.

### LIFE IN FOCUS

People with developmental disabilities learn to use cameras to share their stories in words and pictures. They take pictures to represent issues and experiences in their daily lives and discuss their photos and stories in a group. This helps group members find deeper meanings, make changes in their personal lives, identify common issues and reflect on their community’s strengths and concerns.

People develop powerful voices and learn to use pictures and words to share their own stories. They will increase their skills and confidence that lead to stronger relationships and a better life.

Their stories focus on crucial advocacy issues from a personal standpoint, which will help policy makers and communities see life through the eyes of people with disabilities. Increased understanding and a strong voice will lead to better services, policies and stronger communities.



*A group of consumers in a meeting in Manistee sharing and discussing their photographs.*

### SOPHIA STREET GARDEN

For the second year in a row, the Sophia Street Garden offers opportunities for Centra Wellness Network consumers to grow vegetables, learn about gardening, and to establish relationships with other gardeners. Such community integration for people with disabilities is at the core of what Centra Wellness Network is all about.

The growth in the garden is gorgeous and bountiful; just take a look at the lush green plants that are producing gargantuan vegetables. The garden is growing in a big way for gardeners also. Over 100 community members, including 58 consumers associated with Centra Wellness Network, actively worked in the raised beds this summer. Growing produce such as corn, potatoes, tomatoes, cucumbers, peppers, carrots, fresh herbs, lettuce and some beautiful sunflowers proved to make for an abundant harvest.



There are plenty of good reasons consumers want to be at the garden. It is beautiful and easy to access as it is located right in the city of Manistee. Staff made it easy by accompanying consumers, working side by side, educating, encouraging and modeling good work. The evidence of their discipline is pretty clear. The plants are lush and green and reports from staff and consumers are that the harvest is bountiful enough to share.

Consumers not only enjoyed the gardening work but especially loved the home made dinners with the fresh produce that came from their own hands. Some started from seeds, some grew plants and many successes and delights in the harvest were shared with others.



## CASE STUDY: DIALECTICAL BEHAVIORAL THERAPY

Susan (not her real name), now 40, was sexually abused by a neighbor from the age of eight until thirteen. She was also date-raped at age thirteen. As a teenager she viewed this as her fault and didn't realize until much later in life that this was actually rape.

She tells her story of engaging in self harm in the form of purging, stating that she felt as if she was going to explode and purging released all of the emotions she couldn't express any other way.

Susan turned to a much older man and married young looking for a way out of her pain. Married life didn't help her with her emotions and at twenty she was purging and cutting daily. She

found herself pregnant almost immediately in the marriage and had her second child soon after her first. Her relationship with her husband was unstable and he attempted to control her through verbal abuse.

Susan's poor sense of self and the stressors of young motherhood caused her to turn to drugs and alcohol in an attempt to self-medicate. Her mood instability only worsened with the problems of drugs and alcohol and she tried to cope with self-doubt and trauma reactions by self-harming.

She attempted suicide multiple times and was hospitalized over 30 times from adolescence until 2009. Her suicidal attempts have been near lethal. She spent 12 days in a coma and nearly died from her last attempt.

It was in 2009 that she joined the Dialectical Behavioral Program (DBT). This evidenced based therapy program was developed by Marsha Linehan and is considered the best evidenced based treatment for people with Borderline Personality Disorders. DBT is an intensive multi-function program that helps teach skills to those suffering from emotional, behavioral, cognitive, interpersonal and self-dysregulation.

Since enrolling in the DBT program Susan has stopped all self-harming behaviors. She is no longer using drugs and alcohol to avoid her emotions. Her mood has been stable and she has been moving forward in her life for the first time. By learning and implementing healthy coping skills she has learned how to observe, describe and sit with her emotions. She has not been hospitalized since starting DBT.

It has been said that DBT is too expensive of a treatment, but the reality is that the therapy is 50% less costly than traditional treatment. Individuals in this type of therapy often no longer require service or may need only supportive services. With DBT, individuals learn how to cope and develop mastery in their lives, which Susan is a living proof of.

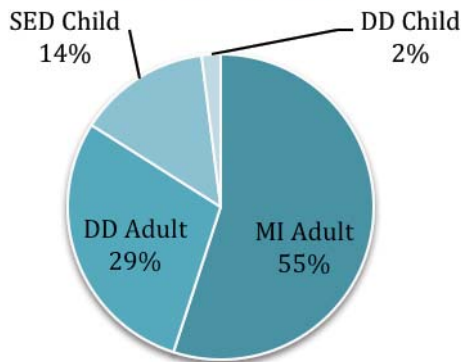
## BOARD OF DIRECTORS

**Don Smeltzer**, Chairperson, *Benzie*  
**Dennis Risser**, Vice Chairperson, *Manistee*  
**Annie Hooghart**, Secretary, *Manistee*  
**Tom Kelley**, *Benzie*  
**Kellie Stapleton**, *Benzie*  
**Don Tanner**, *Benzie*  
**Joann Worden**, *Benzie*  
**Lynn Edmondson**, *Manistee*  
**Ken Hilliard**, *Manistee*  
**Richard Schmidt**, *Manistee*  
**Leslie Wilson**, *Manistee*  
**James Wisniski**, *Manistee*

## NUMBER OF PERSONS SERVED

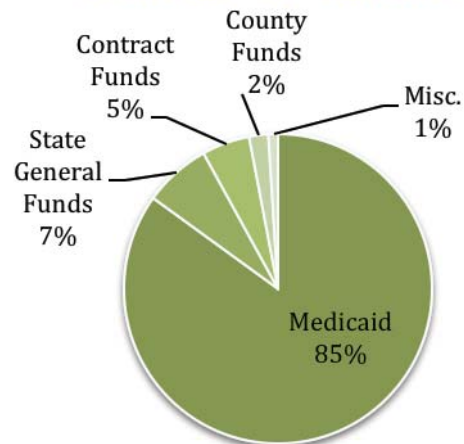
Adult with Mental Illness (MI) – 671 (55%)  
Adult with Developmental Disability (DD) – 166 (29%)  
Child with Severe Emotional Disorder (SED) – 357 (14%)  
Child with Developmental Disability (DD) – 26 (2%)

### USE OF FUNDS



Total Persons Served: 1220

### SOURCES OF REVENUE



Total Revenue: \$13,107,609

## Going Green!

Consumers Steve H. and Teddy C. work to sort and condense garden plastic to be picked up for recycling. This pilot work training program was begun with community partners, including donated space



to store and sort at a local greenhouse, the plastic was delivered to the site by the Benzie County Recycling Program, and will be picked up and recycled by East Jordan Ironworks.

## OUR SERVICES

Centra Wellness Network provides wellness-oriented services and support for individuals with mental illness and/or developmental disabilities and for children with emotional disturbances. Our purpose is to help qualified individuals of all ages in their pursuit of happiness by removing any barriers towards recovery in order to achieve good mental health and to fully participate in community life, utilizing all its resources in accordance with their individual needs, wants, and desires.

Once a person is determined to qualify for Centra Wellness Network supports and services, the process of getting to the services that meet the purpose described above is called Person Centered Planning (PCP). With the assistance of a Centra Wellness Network Supports Coordinator, this requires full participation of the person wanting services and his/her chosen significant others (if the person so wishes) to ensure that the person's needs, wants and desires are addressed in an individual plan of service. The individual plan of service can be amended at any time as the person progresses with his/her life.

The supports and services resulting from this process are provided on an individual basis, regardless of diagnosis, or, if the person chooses, in small groups. The person has the right to choose which staff person he/she wishes to utilize as support staff within reasonable financial and organizational parameters of Centra Wellness Network, including any of our service provider organizations. Within the same parameters, the person also has a right to hire his/her own support staff with the potential use of a Fiscal Intermediary (a third party that is used to help the person to manage an allocated support budget).

If a person only requires medication management services, it is available by itself without the process described above.



We specifically provide the following services and supports:

- Assertive Community Treatment
- Assessment
- Assistive Technology
- Behavior Management Review
- Clubhouse Programs
- Community Inpatient Services
- Community Living Supports (CLS)
- Crisis Interventions
- Crisis Residential Services
- Enhanced Pharmacy
- Environmental Modifications
- Extended Observation Beds (or 23-hour stay units)
- Family Skills Training
- Fiscal Intermediary Services
- Health Services
- Home-Based Services for Children and Families
- Housing Assistance
- Intensive Crisis Stabilization
- Intermediate Care Facility for Persons with Mental Retardation (ICF/MR)
- Medication Administration
- Medication Review
- Mental Health Therapy and Counseling for Adults, Children and Families
- Nursing Home Mental Health Assessment and Monitoring
- Occupational Therapy
- Partial Hospital Services
- Peer-Delivered and Peer Specialist Services
- Personal Care in Specialized Residential Settings
- Physical Therapy
- Prevention Service Models
- Respite Care Services
- Skill-Building Assistance
- Speech and Language Therapy
- Supports Coordination or Targeted Case Management
- Supported/Integrated Employment Services
- Transportation
- Treatment Planning
- Wraparound Services for Children and Adolescents

Use our Free Online Screening Tool for Mental Health and Alcohol Disorders at [centrawellness.org/our-services](http://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 within our community.

## VALUES

Consumer Focused, Staff Sensitive, Responsive to Stakeholder Needs



**Centra Wellness**  
NETWORK

[www.centrawellness.org](http://www.centrawellness.org)



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Benzonia, MI 49616

**Manistee County**  
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