



REPORT

400 Johnson Street • Alpena, Michigan 49707
May 2020



Accredited in 17 Programs

Letter to the Community

Dear Citizens of Northeast Michigan,

The Board of Directors and staff of Northeast Michigan Community Mental Health Authority (NeMCMHA) is pleased to present our Annual Report for fiscal year 2019. We hope it will enhance your understanding of our work. Due to the retirement of Cathy Meske, Executive Director, NeMCMHA had a “changing of the guard” during the last quarter of the fiscal year. Cathy Meske served the public community mental health system for 47 years and had been part of the development of the current system we have in place today.

NeMCMHA exists to serve, and last year we provided services for children with serious emotional disturbances, adults with serious and persistent mental illnesses, adults and children with intellectual and developmental disabilities and individuals with a co-occurring substance use and mental illness diagnosis. In addition, we provide crisis services for anyone within our services area. We have the privilege of providing and arranging high quality, comprehensive behavioral healthcare for 2,434+ of some of our most vulnerable citizens. Last year we also responded to 3,623+ crisis calls. The OBRA Program continues to grow due to the increased need for behavioral health consultation and service to nursing homes. We continued to focus on integrated behavioral and physical health services in our region and closely monitor the people we serve with comorbid diagnosis of chronic obstructive pulmonary disease (COPD), diabetes, high blood pressure, chronic heart conditions and obesity. We have worked closely with the Primary Care Physicians (PCPs) to manage these chronic illnesses and teach the people we serve about prevention, health and wellness. We are treating the whole person – mind, body and spirit. We are very pleased to report that in the last year, 92% of the people we serve had an appointment with their PCP. In 2018, only 77% of adults in the U.S. stated they visited their PCP at least once a year.

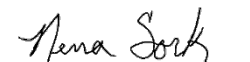
We are proud to have earned another accreditation from CARF International, which is an important endorsement of how our organization operates at all levels. We appreciate your past advocacy efforts and ask for your continued support to keep our public community mental health system accountable to the public and rooted in our counties.

During the recent pandemic, our workers are the essential healthcare workers that have continued to deliver services throughout this challenging period. We want to thank them publicly. They are there on the front lines, going into people’s homes and when a person who we serve tests COVID-19 positive, we are the ones who are taking care of them, supporting them and “walking through this” with them. Our staff are the “ninjas” of the healthcare world. In fact, they are so committed to what we do, many in the communities we serve do not realize we are out there each and every day, 365 days a year. This is the greatest testimony and truest compliment to what our staff do and how they do it. It speaks volumes about the people who choose to work for a Community Mental Health organization. It solidifies the moral and ethical commitment they have made to their profession and contributions to the communities we serve. It is because of their belief in the mission and vision of the organization that they get up each and every day and take on an incredible responsibility however this is just “ordinarily ordinary.” This is our “business as usual” every day, not just during a pandemic.

We are facing uncertain times with unforeseen changes and challenges, both at the State and Federal level. However, we are confident our efforts have positioned NeMCMHA in a positive place to be a proactive 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 Alcona, Alpena, Montmorency and Presque Isle counties and to strive for good physical health and mental wellness for the individual and for the community at large.

Sincerely,


Eric Lawson, Chairman


Nena Sork, Director



Meet Rebecca...

Meet REBECCA STOCKFORD... who began her journey with the Community Support Program after moving to Alpena. She learned about the community and its resources and soon knew what she needed to do to live successfully on her own. Rebecca quickly transitioned from Community Support Program to the Supported Independence Program. With the assistance of staff, the Tech room monitoring staff and case manager, as well as being an active participant in the Fit-N-Fun series, Rebecca learned the skills she needed to get her health issues under control. Rebecca became involved in local walking groups that meet at the Northern Lights Arena. She lost weight, became active, was able to graduate from needing the monitor services and has greatly decreased need for staffing. Rebecca has become very independent choosing what she wants in her day-to-day life and the work she chooses to do.




Rebecca had a strong desire to work and with the assistance of Supported Employment, Rebecca became employed in August 2013. Over the years, Rebecca has successfully learned her job roles, is very independent and now only receives minimal assistance from a job coach provided through NeMCMHA. If you hear the doorbell ring, Rebecca may greet you with a friendly “hello” and a beaming smile asking if you are interested in purchasing Avon. Her excellent business skills include great customer service, dedication, motivation and marketing to name a few. Rebecca also has a second job as a greeter for classes at NeMCMHA. Everyone is always happy to be met by her friendly disposition and eagerness to assist them. Genny Domke (her co-worker) states, “Rebecca handles any situation with finesse and grace. She always has a willingness to work with a positive attitude. She is a delight and great benefit to the jobs she performs.”

Rebecca also worked the janitorial area at Besser Company with support from NEMROC. She recently decided to leave this job and focus on her Avon business and greeter position. Even though Rebecca is a very busy woman, she recently became involved with the Northern Michigan Regional Entity’s “Regional Entity Partners (REP).” The REP is an advisory council covering a 21-county area in northern Michigan. She is excited about this opportunity and will be a great addition and advocate. When asked about her jobs, Rebecca stated, “I love both of them and I wish this stuff (COVID-19) would be over so I can get back to work and make money!” She has many friends throughout the community and a very busy social life. Her upbeat, outgoing personality makes Rebecca a person that draws people to her and we are very proud of her accomplishments. She is an inspiration to all who know her.



A strong social support system improves overall mental health outcomes and the ability to bounce back from stressful situations.




MHA
Mental Health America
TO LEARN MORE
mhanational.org/may


Empower yourself with resources to overcome the challenges you face

It's important to find support if you're feeling heightened stress and uncertainty brought on by the current coronavirus (COVID-19). myStrength's web and mobile tools are safe, secure and personalized – just for you.


Choose from over a dozen activities, including:




Strategies to manage heightened stress




Tips for parenting during challenging times



Ideas to manage social isolation



Other tools and information for emotional support




SIGN UP TODAY


1. Visit www.mystrength.com and click on "Sign Up."
2. Enter the **Access Code** marked below.
3. Complete the myStrength sign-up process and personal profile.



NeMCMHACommunity

Go Mobile! Download the myStrength mobile app, log in, and get started today.



is presented by



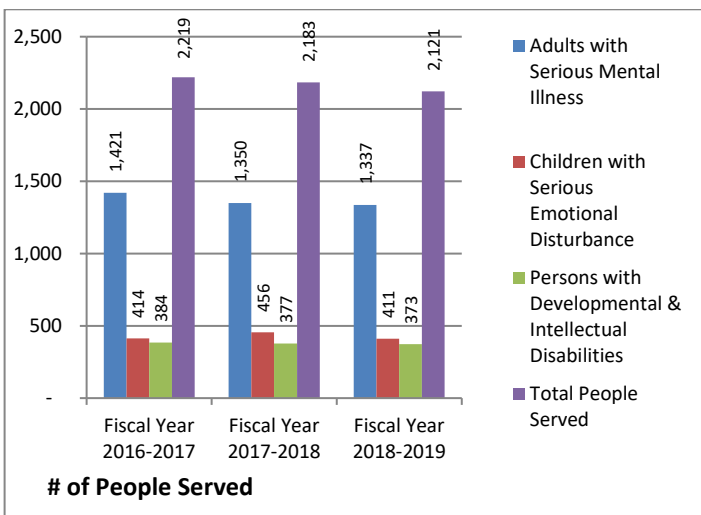
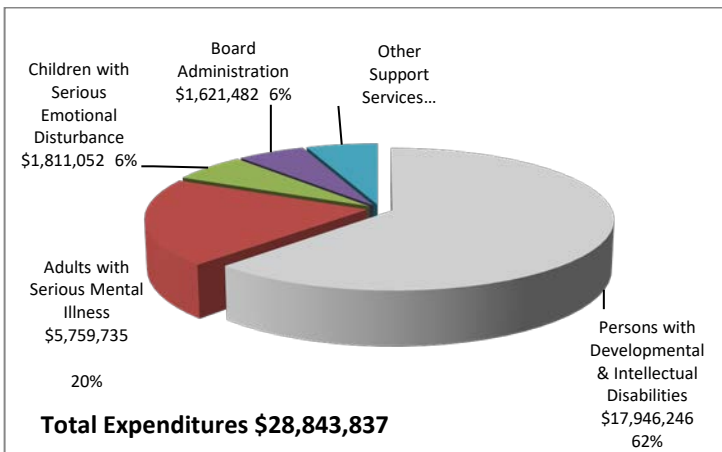
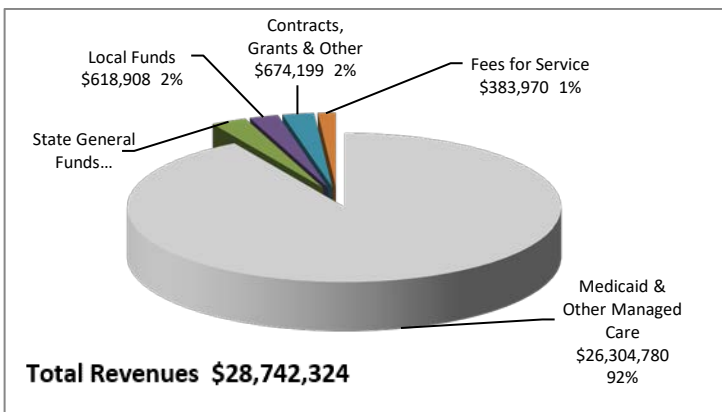



Northeast Michigan Community Mental Health Authority
October 1, 2018 – September 30, 2019

Sources and Uses of Funds

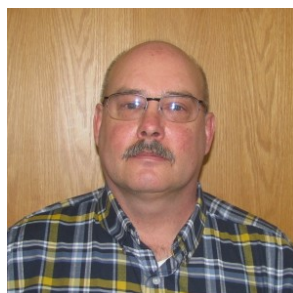
Total Revenue	\$28,742,324
Total Expenditures	\$28,843,837
Net Income/(Loss)	\$ (101,513)

[Post-retirement benefits are not offered at NeMCMHA. Employee Pensions are 401 Plans, which are fully funded.]



Four Board Members Appointed / Re-appointed to NeMCMHA Board

Members of the four-county board of directors governing Northeast Michigan Community Mental Health Authority are appointed by each county's board of commissioners to serve a three-year term. Due to staggered terms, four Board members are appointed each year. The Board also had the resignation of one Board member in January with Alpena County appointing Bob Adrian to fill the remainder of that term. Respective counties reappointed Bonnie Cornelius, Roger Frye and Gary Nowak to a new three-year term. The Board is still searching for an Alpena County candidate. Ideally, this candidate should have lived experience as the Board must be comprised of a certain number of primary consumers and family members. If you are interested in filling this role, please contact the Alpena County Board of Commissioners for an application.



Bob Adrian
Alpena County



Bonnie Cornelius
Alcona County



Roger Frye
Montmorency County



Gary Nowak
Presque Isle County

2020 NeMCMHA Board

Alcona County
Bonnie Cornelius, *Secretary*
Gary Wnuk

Montmorency County
Roger Frye, *Vice Chair*
Albert LaFleche

Alpena County
Bob Adrian
Judy Jones
Vacancy
Eric Lawson, *Chair*
Pat Przeslawski

Presque Isle County
Lester Buza
Terry Larson
Gary Nowak, *Past Chair*



TAKING A SCREEN IS AN EASY WAY TO CHECK IN ON YOUR MENTAL HEALTH.



MAY IS 2 MENTAL HEALTH MONTH



NeMCMHA Quality Improvement – Satisfaction Surveys...

NeMCMHA provides various opportunities for persons served to express their level of satisfaction with our services. The Prepaid Inpatient Health Plan (PIHP), known as the Northern Michigan Regional Entity (NMRE), provides us with five satisfaction surveys that are consistent across the 21 counties of northern lower Michigan. This allows for trending of needed areas of improvement activities. In addition, we assess satisfaction at the annual plan of service and during plan of service reviews and through public forums at predetermined times of the year.



During Fiscal Year 2019 (FY19), the NMRE used a Survey Monkey process. This captured over 1,060 surveys across our region of persons diagnosed with a mental illness/serious emotional disturbance. Of those, 286 were completed by persons receiving services from NeMCMHA. The service areas addressed in the surveys included Assertive Community Treatment (ACT), Adult/Child Case Management, Medication Services, Clubhouse and Outpatient Services. Of those surveyed, 93% indicated they would use CMH services even if there were other service providers to choose from, and 96% indicated they would refer a friend or family to our services.

For persons diagnosed with an intellectual/developmental disability (I/DD), NeMCMHA sent 346 satisfaction surveys in FY19. We received 156 returned surveys; of these returned surveys 98% indicated they were treated with dignity and respect and 95% indicated they were satisfied overall with the services they receive. One area of improvement we identified is that we will develop a process that helps people we serve with an I/DD diagnosis to identify and express when they do not like something about their services. Although we will look at improving in this area, NeMCMHA received a 79% satisfaction rating for this question and this was the lowest rating for a response in the entire survey. The highest negative response of any questions on the survey was 4%.

The annual Plan of Service meetings assess individuals for their satisfaction with services. In FY19, of the 937 individuals assessed for satisfaction of overall services, 98% reported satisfaction.

Person receiving services from NeMCMHA also participated in a recovery survey provided to us from the NMRE. This survey captured information on recovery practices, involving recovery orientation, life goals, individual involvement, and treatment options, individual's choice, inviting space, and tailored services. We were able to identify two areas as needing improvement. The first area is to encourage attendance at open meetings at NeMCMHA. The second is to increase participation of the persons we serve in the development of new programs or services. NeMCMHA received the highest ratings in staff helping persons served develop life goals beyond just symptoms and stability. The question that received the highest score identified staff encouraging high hopes and expectations regarding recovery.

NeMCMHA will continue to survey persons served as this allows us to assess the perception of persons served related to the services they are receiving. Surveying annually allows NeMCMHA to better meet the expectations of those we serve and to continue to improve the services we are providing.



NeMCMHA Receives Re-Accreditation from CARF

The Commission on Accreditation of Rehabilitation Facilities (CARF) is an international, non-profit organization founded in 1966. CARF International has surveyed hundreds of thousands of programs around the world since it was founded. CARF International accreditation provides a visible symbol that assures the public of a provider's commitment to continually enhance the quality of services and programs with a focus on the satisfaction of the persons served.

NeMCMHA received their notification from CARF indicating achievement of a three-year accreditation for 17 of our programs serving Children and Adolescents, Adults and individuals with an Intellectual/Developmental Disability. The CARF review team consisted of four surveyors from around the country, each with a specific area of focus that is their expertise. Agency staff welcomed the CARF team to their program, home or office and with pride provided the CARF team with the evidence they needed to address the many standards in the accreditation process. The CARF certification process also provides the organization with recommendations for continued opportunities for improvement in areas of the organization.

Meet Andrew, a true story of success and recovery...

When Andrew began experiencing mental health symptoms at age seventeen, he established services with CMH. Andrew was not initially interested in prescribed medications causing him to suffer for several months prior to his first psychiatric hospitalization. Although some progress was made over the next few years, he experienced additional hospitalizations as a result of stopping his medications. After his last inpatient discharge, it was recommended Andrew attend Clubhouse. He began attending Clubhouse just one time per week. Andrew found it was nice to no longer be socially isolated and to spend his days being more productive. His Clubhouse participation increased and he was invited to attend a two-week training at Clubhouse International in Massachusetts with fellow Clubhouse peers and staff members. After visiting Clubhouse International, he began helping with the Touchstone Services Clubhouse transition. Joining the Advisory Board at Clubhouse also gave him an opportunity to participate in a leadership role.



Andrew previously enjoyed attending Healing Voices Group. In fact, this led Andrew to be encouraged to apply for his current position as an agency Peer Support Specialist. As a Peer Support Specialist, Andrew appreciates feeling trusted and being held to a high regard.

Andrew notes his employment, involvement with Clubhouse, exercise, nutrition and medication have helped him to achieve and maintain recovery. If Andrew were to give advice to other individuals coping with a mental illness, he would encourage them to take care of themselves physically, mentally and emotionally. He also believes medication is helpful for those who need it.

Andrew's hobbies consist of reading, spending time with family and friends, and physical exercise including bicycling, basketball, swimming and attending a local gym. He is also a talented musician and enjoys playing the guitar.



NeMCMHA is funded, in part, by the Michigan Department of Health and Human Services

Continued from Page 4

Re-Accreditation (cont'd)

Per CARF's accreditation decision, NeMCMHA received the following feedback from the review team, "On balance, NeMCMHA demonstrated substantial conformance to the standards. NeMCMHA is respected in the community. Funding sources, persons served, and referral sources have all expressed satisfaction with the services provided. The organization's continued commitment to CARF's values and the diligence and eagerness with which it addresses the standards are evidenced in the provision of quality services to NeMCMHA persons served. Teamwork and an atmosphere of cooperation are noted across the organization. NeMCMHA benefits from the talented leadership's commitment and competence. It enjoys the appreciation and satisfaction of persons served, family members, referral sources, and other stakeholders. The organization's services, setting, and environment communicate a sense of respect across its business operations and service delivery."

Each year, CARF updates its standards manuals to ensure that its standards are relevant and guide service excellence. The staff at NeMCMHA focus on CARF standards for excellence all year long. NeMCMHA has been accredited by CARF since 2007.



1 IN 5 PEOPLE WILL HAVE A MENTAL HEALTH CONDITION IN THEIR LIFETIME.

TAKING A SCREEN IS AN EASY WAY TO CHECK IN ON YOUR MENTAL HEALTH.

HELP US REACH OUR GOAL OF A #MILLIONINMAY. VISIT MHASCREENING.ORG





NeMCMHA Launches new website...www.nemcmh.org

[Some parts still under construction]

At the end of the fiscal year, Management Team began to address the problem we were having with recruitment of staff. One of the biggest barriers was our current system required applications for employment be completed on a paper system and these forms had to be printed off, completed and either dropped off at the main office, mailed in or faxed to the Human Resources department. We realized we were missing many potential applicants because we did not have the ability to have a prospective employee complete and submit an application online. We knew from our online advertising data that over 70% of people viewing our job openings did so on their smart phone device. These same people were unable to complete the application process on their phone after viewing the job listings. We needed to streamline the process in order to stay competitive in recruiting potential employees. Our current website did not have the capacity to add online job applications.

We reviewed several web page designers both locally and within the NMRE region and the Management Team with Board approval chose a developer to assist us with designing and implementing a “new website.” In addition, we added a Facebook page and a YouTube channel so that we can have better communication with the communities we serve. The new website has a direct link to the Northeast Michigan Community Foundation which manages our endowment fund. This will allow donations to our Northeast Michigan Community Mental Health fund to be much easier.

Although the website was “still under construction,” we were able to launch it in the beginning of the COVID-19 crisis. Our hope is to better communicate with the public during this time. We have provided contact information, our hours of operation, available mental health services, crisis services, community safety recommendations and tips for managing anxiety and depression during this challenging time. We are also advertising new positions that we are looking at hiring and during this time when so many people are laid off or their jobs are being eliminated we are hoping to hire to fill our current vacancies. Access the website at www.nemcmh.org and you can learn about our Mission and Vision, news and events, services we provide, employment opportunities and community resources.



How to **SUPPORT A LOVED ONE**
Going Through a Tough Time During **COVID-19**

1 Treat the person with respect and dignity .	2 Offer consistent emotional support and understanding .	3 Have realistic expectations .
4 Give the person hope .	5 Provide practical help .	6 Offer information .

*Information provided in the Mental Health First Aid curriculum. **Mental Health First Aid is managed, operated, and disseminated by the National Council for Behavioral Health.

