



# Annual Report

2012

  
**Community Care  
Services**

# 2012 Annual Report

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# Dear Friends,



SUSAN KOZAK

2012 has flown by and Community Care Services (CCS) has grown and developed at a significant rate. We recently completed a new, three-year strategic plan which focuses on the integration of physical health/mental health/substance abuse treatment into our new business model, as well as into our new mission and vision.

Integrating care for those we serve will result in a system of care that is focused on the customer, improve health outcomes and increase efficiency, which results in cost savings.

Moving forward, we also will continue our focus on growing and expanding our community relationships and collaborations. We have committed to becoming more visible in our communities and to more aggressively educate about mental illness and substance abuse, helping to reduce the stigmas of both of these prevalent diagnoses. Stigma and shame often result in death; therefore, it is our responsibility to demonstrate through measurable outcomes that treatment does save lives.

This year, CCS provided more than 96,000 services to 5,000+ individuals and families. Children comprise approximately 14 percent of our services; we continue to enhance our services to better meet the needs of this population.

Michigan ranks ninth in the nation for adults under the state's judicial jurisdiction. With these high rates, there have been increases in early release from prison. Our Mental Health/Substance Abuse Correction Outreach Intensive Treatment (M-COIT) program had a 28 percent increase in individuals served this past fiscal year, and continues to demonstrate a reduced rate of recidivism compared to overall Michigan rates. Drug court referrals have also increased and we intend to continue to add additional evidence-based programming including trauma-informed services.

We anticipate another year of significant change and willingly embrace the challenges at hand. Our high-energy and active board of directors and dynamic staff reinforces and values a positive culture of hope for those we serve.

We look forward to a new year in which we can expand our impact in the communities that we serve.

Susan Kozak  
Executive Director

**Over 96,000**

services provided

**Over 5,000**

individuals and families served

**14 percent**

of services are provided to children

**28 percent**

increase in individuals served by M-COIT program

# About Community Care Services

Community Care Services (CCS) specializes in the outpatient treatment of mental health and substance use disorders by providing counseling services to both prevent and address these problems.

Working together, we develop a helpful, caring, and professional relationship with all our clients. Our professionals provide an extensive range of services for children, adults and families. The comprehensive evaluation and treatment services are specifically geared to meet the needs of individuals and families. We strive to remove barriers to healthcare and promote prevention, personal responsibility, interdisciplinary treatment, health education and collaboration with other community partners. We offer hope and help for a brighter future.

## Our History

CCS was established more than 30 years ago with the merger of two organizations – Six Area Coalition and Cornerstone Counseling. Today, Community Care Services' 124 staff members and volunteers provide outpatient mental health and substance abuse services to more than 5,000 individuals and families annually. As a non-profit agency, Community Care Services works to reduce the impact of substance abuse and mental illness in our community.

## Mission and Vision

The mission of Community Care Services is to improve lives by providing hope, building recovery, and fostering wellness within our communities. Community Care Services will be an innovative leader, providing community based, integrated health and wellness programs and services.

## Our Services

- Outpatient Mental Health and Substance Abuse Programs
- Child and Family Outpatient Programs
- Women's Intensive Outpatient Program
- Turning Point
- Drop In Center
- Mental Health/Substance Abuse Correction Outreach Intensive Treatment (M-COIT)
- Horizon: Assertive Community Treatment (ACT)
- Homeless Resource Team
- Integrated Dual Diagnosis Treatment
- Supported Employment
- Supported Education



Coming to Community Care Services has changed my life. Everyone makes me feel like I am so important.



This place has helped my whole family. I give Community Care Services an A+ overall.



I am very grateful to the staff and counselors for all they have done for me in achieving my recovery. Thank you all so much.



This program is working for me and I am glad to be here every day. This is a great group of people.

## Our Values

- We believe in the value and worth of every person. We will treat everyone with dignity and respect by asking, listening, and honoring the individual.
- We believe in a positive culture. We understand, we care, and we are hopeful. We treat everyone - people we serve, family members, employees - with kindness, gentleness, hospitality, cheerfulness, and respect. We serve individuals in a positive way, even when the circumstances are challenging.
- We believe in the continuous quality improvement of staff and board through sharing, education, and information.
- We believe that our role in recovery is to help individuals develop satisfying, hopeful, and fulfilling lives in the community of their choice.
- We believe in supporting the whole person, mind, body, and spirit. Healthcare, supports, services, and treatments are integrated so all aspects of life are positive, productive, and balanced.
- We believe in providing access to quality healthcare services for all persons in our community.
- We believe in raising community awareness of issues and needs related to integrated health in order to reduce stigma.

## Funding Sources

Community Care Services is a 501 (c)(3) health agency serving Wayne County. The organization is partially funded by the Detroit-Wayne County Community Mental Health Agency, Southeast Michigan Community Alliance, Gateway Community Health, and CareLink. Contributions to Community Care Services may be of benefit for your tax purposes. Each year we provide outpatient mental health and substance abuse services to 5,000 individuals and families. With offices in Lincoln Park, Taylor and Belleville, Community Care Services endeavors to reduce the impact of mental illness and substance abuse in all social strata of its communities. In many cases, we are also involved with meeting even more basic needs of the clients that we serve - food items, clothing, furniture or even a place to sleep at night. With the generous help from private individuals and businesses, Community Care Services has made great strides in caring for these needs as well.

For further information in making a donation, please contact us at:

Community Care Services  
Administration Office  
26184 West Outer Drive  
Lincoln Park, MI 48146  
Phone: 313.389.7500  
Fax: 313.389.7515  
Email: [info@comcareserv.org](mailto:info@comcareserv.org)

# Supported Education



LUCINDA BAILEY, SUPPORTED EDUCATION STUDENT

## COMMUNITY CARE SERVICES' SUPPORTED EDUCATION PROGRAM ANNUALLY SERVES OVER 100 MEN AND WOMEN, ASSISTING ADULT MENTAL HEALTH CONSUMERS IN ACHIEVING THEIR EDUCATIONAL AND/OR VOCATIONAL GOALS.

Community Care Services' Supported Education program is a national model and the only one of its kind in Michigan. Held on the campuses of Wayne State University (WSU) and Wayne County Community College, consumers with a high school degree or a GED go through a

and go on to college. "To do so, they face greater odds. Entering college later (their average age is mid 40s), many have some of the most severe types of psychiatric illnesses. Our program helps them rebuild and renew academic skills while showing them how to jump through the usual 'hoops' of the higher education enrollment process,"

has a 40 percent graduation and completion rate. "When we compare our results with the standard performance rates of nontraditional students, we are encouraged by these outcomes," Klinkert said.

With a look to the future, a new collaboration with the WSU School of Education will provide further program research and evaluation.

"The quality of any community can be measured by the educational levels of its citizens. Our program recognizes the importance of a college degree for every individual, regardless of disabilities. We are increasing our students' chances for greater earning power and gainful employment. With increased confidence and self esteem, we watch them move from a life of survival to a healthy future," said Klinkert. ●

### With increased confidence and self esteem, our students move to a healthy future.

structured curriculum which focuses on strengthening their academic abilities, building confidence and assisting with enrollment into post secondary education.

The distinctive 6-month program addresses the many needs of those individuals in the community mental health system who want to better their lives, better their education

said Daniel Klinkert, Supported Education Program Coordinator, whose professional experience includes nine years with CCS.

To evaluate the program, Community Care Services works directly with WSU, whose research of the program results in multiple outcome evaluations. They determined that the program

# Drug Court Program Offers Hope

## THROUGH THE TAYLOR 23RD DISTRICT COURT, COMMUNITY CARE SERVICES CONTRACTS AS A SERVICE PROVIDER WITH THE SOUTHEAST MICHIGAN COMMUNITY ALLIANCE (SEMCA) FOR ITS DRUG COURT PROGRAM (DCP).

**D**eveloped by two CCS therapists Pam Stolz and Lynn Turk, the special program established by a treatment facility develops a cooperative relationship with the legal system in order to best serve the clients. They meet twice a month to review the Taylor Drug Court clients to determine their needs. Many clients have a substance use disorder and/or a co-occurring disorder. CCS provides an intake access for available CCS programs.

“Of great importance in our program is the coordination of care. Individuals are on probation and need to maintain their abstinence and sobriety. They require treatment support and help in developing and sustaining a recovery plan, and learn how to develop the skills to continue a life

free of drugs and alcohol,” said Alan Warbelow, Outpatient Manager for CCS Taylor and Belleville facilities. Alan is a psychologist and a certified alcohol and drug abuse counselor with over 30 years experience in the outpatient field.

The program has approximately 70 admissions annually with an 80 percent success rate. Success is dependent on the individual client completing the program. While there can be relapses, clients must comply and complete probation requirements and meet their own personal goals.

Two of the exemplary group programs of DCP are the Women’s Intensive Outpatient Program that meets four times weekly for 6 weeks

and the group program format that meets twice a week for eight to ten weeks.

“Our participants can enjoy a fulfilling life by learning how to manage depression, anxiety, grief, and setbacks. The result is that they are able to open up to new opportunities for themselves, such as healthy relationships, stable housing, and employment,” Warbelow said. “For the community, the program reduces the crime rate, and results in a safer environment for residents.”

The program is poised for expansion. It recently added Woodhaven District Court and is opening new case management services to its clients. ●

**Our participants open up new opportunities for themselves, such as healthy relationships, stable housing, and employment.**

# Tim's story

## CCS gave me my life back

**TIM'S GOAL IS TO BECOME A ROLE MODEL FOR OTHERS WITH MENTAL ILLNESS. IT'S CLEAR THAT HE'S WELL ON HIS WAY. HE IS TURNING HIS LIFE AROUND AND CREDITS COMMUNITY CARE SERVICES (CCS) WITH MUCH OF THE SUCCESS IN HIS JOURNEY.**

**A**ctually, CCS gave me my life back," Tim, 44, says. Tim has come far from where he was just a few years ago. He talks openly about his gratitude. "I'm so glad I got help. I want to show others with mental illness that they can achieve a new path for themselves and reach their goals." He's now living on his own, working part time as a peer support specialist at the Supported Education Program of CCS, and thanks to the CCS Supported Education program, he's enrolled at Wayne County Community College (WCCC) in a pre-social work bachelor's degree program.

Tim's journey has been a long and difficult one. It's a story full of disappointment and instability, and complicated by a family

experiencing abuse, poverty, and mental illness. When Tim was born his biological father disappeared and his single mother struggled financially to raise him. They were often on welfare. She soon married his adopted father. However, that often abusive relationship ended when his adopted father abandoned them. Tim was only 7 years old.

He and his mother and half sister "moved around a lot," says Tim, from Wyandotte, to Lincoln Park to Southwest Detroit – including a total of three moves while he was in middle school. When Tim was in 8th grade his mother married again, this time to a man who fortunately is still part of his life.

"But Mom was on a downward spiral," Tim explains. She had depression, an undiagnosed bipolar disorder and suffered from poor

health. After smoking and drinking for many years, she died of a massive heart attack at age 52.

While school is now part of his promising future, it was a mixed blessing for Tim growing up. In early elementary school he displayed hyperactivity and was placed in special education with a diagnosis of emotionally impaired. Thanks to a reevaluation by his principal in 5th grade, he returned to a mainstream program, graduating successfully from elementary, middle and high schools.

In fact, while at Southwestern High in Detroit he earned honors and was the editor of the school yearbook.

But life had more difficult times in store for Tim. After graduation he joined the U.S. Army, where he served as a medical specialist.





TIM, TODAY



TIM, BEFORE HIS INVOLVEMENT WITH CCS

During that time, a sudden, heartbreaking experience turned his life upside down. His fiancée and their unborn child were tragically killed. He was diagnosed with bipolar disorder and medically discharged from the military in 1989.

The next years were very difficult. "I hid that diagnosis, not only from others, but worst of all, from

myself." He was in a lot of emotional pain. "I had a good job as a senior assistant restaurant manager, but I started drinking just to get the courage to go to work." He began binge eating, weighing in at over 500 pounds. He became unemployed and unemployable.

Then in 2004, depressed and suffering a heart attack scare, a hospital psychiatrist referred him to CCS. "CCS saved me. In so many ways I had given up. They gave me the medical and emotional care I needed. It took a while, it didn't happen overnight. I was reluctant."

"Today I can tell you that I have many people at CCS to thank. Like Flo Bond who brow beat me, thank goodness, into going to Turning Point. I'm grateful for those who supported me in making the arrangements for my 2005 gastric bypass surgery. I also want to thank therapist Stephanie Sorbet, director

Stephen Batson, Dr. Choung Cho, former director Kathy Wheeler and unit leader Kathy Tadsen. Each had a part in getting me back on track."

Despite all that's happened, today Tim is in school and employed. How is such achievement possible? Maybe it's because Tim had the courage to ask for and take the help he was offered at CCS.

"You know, I was a fairly good writer in high school – that skill helps me at WCCC," Tim says. "I'm doing well and I am aiming for a bachelor's degree that will help me help others."

Want to guess where he hopes to work someday as a counselor?

Yes, that's right, at CCS. ●

**"CCS saved me. In so many ways I had given up. They gave me the medical and emotional care I needed. It took a while, it didn't happen overnight. I was reluctant. Today I can tell you that I have many people at CCS to thank."**

# Susan's story

## CCS gave me security

**BORN AND RAISED IN DEARBORN, SUSAN CLEARLY REMEMBERS GROWING UP IN A STRESS-FILLED HOME. TO ADD TO HER DIFFICULTIES, WHEN SHE WAS A TEENAGER SHE WAS DIAGNOSED WITH MENTAL ILLNESS AND DEPRESSION.**

**A**fter high school graduation she knew she wanted to escape her abusive childhood and her severely mentally ill father. She was soon married. Unfortunately, that too became an abusive environment.

In her first seven years of marriage she had five children. "All I knew was being a mother," says Susan. She felt isolated, with few options. "I didn't even have a driver's license." She believed she was trapped, never imagining that she would someday have the courage to leave.

Yet Susan did leave. "In my abusive marriage I thought I was drowning and losing myself. But my children were most important to me, so I stayed because they needed me. Once they were grown, I knew the time was right, no matter what the cost."

Her decision did not come quickly or easily. After 32 years of a painful marriage filled with emotional, verbal and physical abuse, she walked out with no money - sacrificing both the home she lived in and the financial security of being married. She took with her only a suitcase. Scared and alone, she traded a lifetime of abuse for freedom and peace of mind.

The next several years were difficult. Susan's life became physically and emotionally challenging. Feeling afraid not only for her immediate situation but for her future, Susan was homeless and living in a domestic violence shelter.

Her psychiatrist referred her to a psychiatric day treatment program at Heritage Hospital. Once there Susan had the courage to reach out and ask for help. She listened to the social worker who recommended

the Homeless Resource Team (HRT) at Community Care Services (CCS), a place where services are provided to homeless mentally ill adults in shelters, community agency offices, hospitals and other community settings. It was a decision that changed her life.

As she began the CCS program, Susan experienced what she describes as a "great sense of relief." She felt hope for the first time in many years. She entered Safe Haven Shelter and within several months was in a program called Project Permanency. From there she entered the HRT program at CCS. Staff members helped her find an attorney for her divorce through the Salvation Army. CCS offered her housing and transportation solutions. Currently she receives Section 8 housing support and lives independently in her own apartment.



Through the M-COIT program, I am better able to understand the need for me to be compliant with my medications to help keep me stable, calm, alert and not depressed. I am able to talk about my problems openly and honestly.



I could not ask for better care than Community Care Services.



Thanks, Community Care Services, for helping me with my road to recovery.

Most important to Susan is how well the program continues to assist her with her mental illness. It offers psychiatric services such as weekly group meetings, monthly appointments with a psychiatrist, a supportive social worker and medication management.

She mentions the many CCS friendships she has made. She is also grateful for the staff. "CCS gave me independence and security – especially financially. The professional team members helped me find myself. I am particularly thankful for my social worker, Marjorie Russo. She runs our weekly small group sessions. She does that and she is a great counselor. Marjorie is very helpful, answering questions, listening to challenges, and providing support as needed.

Over the last four years I have benefited from the many resources

that she has made available to me."

Today Susan's life is one of independence. "I feel well. I now enjoy a close relationship with my five children who all live nearby. They have given me beautiful

### As she began the CCS program, Susan experienced what she describes as a "great sense of relief." She felt hope for the first time in many years.

grandchildren, with the seventh one due this spring. For me, family is what my life's all about."

She has exciting goals for the future. With careful planning underway, in the next several months Susan is moving from her apartment to a small rental home, complete with a yard and sidewalks, in a real 'neighborhood.'

"I will be near my family, of course. I will continue to babysit for my

grandchildren." One of the first things she wants to do is own a pet. "I want to give a good home to a rescue dog." She looks forward to long walks with her new friend.

Did she ever imagine this peaceful

life for herself? She laughs quietly.

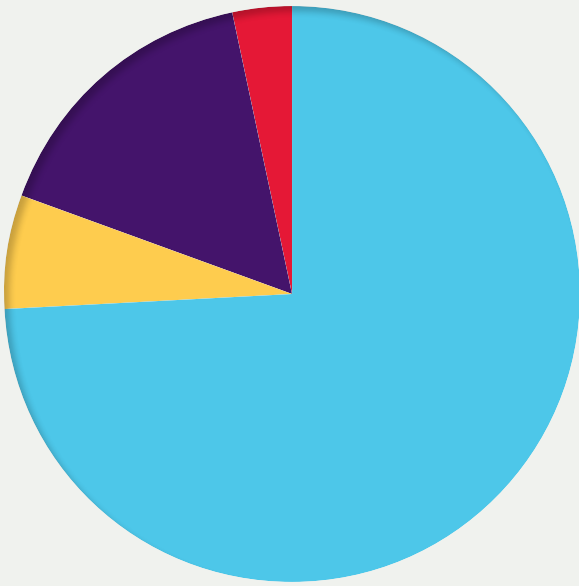
"No, not at all. I know I'm very fortunate." ●

# Financial Report

## Donors

Adult Well Being Services  
Allen Maintenance  
American Benefits Council  
Anthony and Geraldine Caropreso  
Anthony Arminiak  
Arab American and Chaldean Council  
Ardyce Myhre  
Arnold and Andrea Allen  
Barbara Bohmann  
Boisvenu & Company, P.C.  
Brenda Friday  
Brenda Kahn  
Casey Koppelman  
Cathy Bandy  
David and Margret Evangelista  
Dennis and Josephine Mahoney  
Detroit Central City, CMH, Inc.  
Detroit Symphony Orchestra  
Diane Timm  
Dr. Porter, Clark Chiropractic Clinic  
Dr. Nancy Weaver  
Evelyn Longmire  
First United Methodist Church  
FYI  
Gateway Community Health  
Gleaners  
Greektown Casino-Hotel  
Health Alliance Plan  
IMN Solutions, Inc.  
James Rumrill  
Jana Drugs  
Jill Blackson  
John and Constance Simmons  
Journey of Hope Community Church  
Julie Stich  
Karen Schrock  
Kelli Kolsrud  
Lincoln Behavioral Services  
Linda Mlodzienski  
Linda Ruvolo  
Lisa Norris  
Louis Bernstein  
Marco Consulting Group, Inc.  
Marilyn Larese, MJL Performance Solutions, LLC  
MSPC Certified Public Accountants and Advisors, P.C.  
Northern California Carpenters Regional Council  
Pamela Kaul Gresty  
Perry Jones  
Peter Chang Enterprises, Inc.  
Pierino Frozen Foods, Inc.  
Plunkett Cooney  
Robert Pfeifer  
Robert Tressler  
Roger Bong  
Sally Lyle  
Sandra Antil  
Scott and Mary Gray  
SEMCA  
Shirley Medler  
St. Thomas Community Thrift Shop  
Stacy Van Alstyne  
Staff of the International Foundation of Employee Benefit Plans  
Sweet Lorraine's  
Sylvia Plotkin  
Thomas DeRoche  
Total Credit Union  
Valentine Salazar  
Van A. Reidhead and Collegues  
Wayne County Community College District  
Wayne-Metropolitan Community Action Agency  
Western Wayne Family Healthcare  
William and Reene Martin  
William Fix  
Zervos Financial Services, LLC  
Zukin's Rib Shack - Downriver

## TOTAL REVENUE BY CATEGORIES



74%

### Payers totaling 74.29% of total revenue

- Gateway Community Health
- HAP
- Blue Cross Blue Shield
- Carelink
- Miscellaneous payers

16%

### Grants and contracts totaling 15.9% of total revenue

- Gateway Community Health
- SEMCA
- HUD
- Detroit-Wayne County Community Mental Health Agency

7%

### Fees totaling 6.54% of total revenue

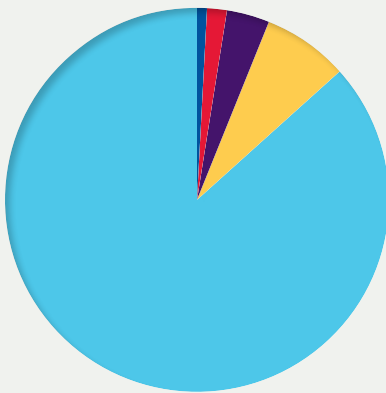
- Consumer co-pays and deductibles
- Medicaid – State of Michigan
- Medicare
- Medicare HMO

3%

### Miscellaneous revenue totaling 3.27% of total revenue

- Fees for health information records
- Donations/fundraisers

## TOTAL REVENUE BY PAYERS



**\$4,912,448** Gateway 86.57%

**\$410,000** Carelink 7.23%

**\$202,000** SEMCA 3.56%

**\$87,000** Blue Cross 1.53%

**\$63,000** Other 1.11%

## TOTAL REVENUE COLLECTED FROM FEES



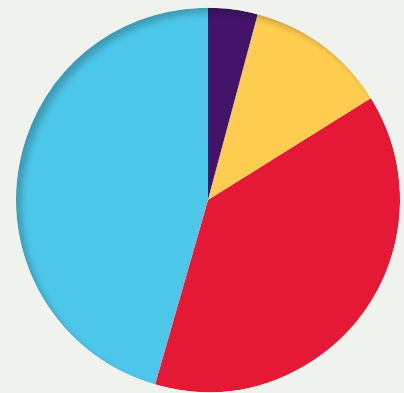
**\$427,000** Medicare 85.45%

**\$26,200** Medicaid 5.24%

**\$15,500** Co-Pays and Deductibles 3.10%

**\$31,000** Medicare HMO 6.20%

## TOTAL REVENUE GENERATED BY GRANTS AND CONTRACTS



**\$551,997** Gateway 45.46%

**\$143,119** HUD 11.79%

**\$53,000** SEMCA 4.36%

**\$466,115** DWCCMHA 38.39%

# Board of Directors

**Lisa Norris** • *President*  
Private Practice

**James Rumrill** • *Vice President*  
Nissan – North America

**Sally Lyle** • *Treasurer*  
Computer Confidence

**Sandra Antil** • *Secretary*  
LISC

**Anthony Arminiak**  
Wayne County  
Community College District

**Cathy Bandy**  
Van Buren Public Schools

**Martin Baxter**

**William Fix**  
Journey of Hope Community Church

**Perry Jones**  
Retired

**Valentine Salazar**



**BACK ROW** (LEFT TO RIGHT) PERRY JONES, MARTIN BAXTER, WILLIAM FIX  
**MIDDLE ROW** JAMES RUMRILL, VALENTINE SALAZAR, ANTHONY ARMINIAK  
**FRONT ROW** SANDRA ANTIL, SALLY LYLE, LISA NORRIS





## Administrative Offices

26184 West Outer Drive  
Lincoln Park, MI 48146

**313.389.7500**

MRC/TTY: 800.649.3777

Fax: 313.389.7515

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

## Outpatient services

### Lincoln Park Unit

26184 West Outer Drive  
Lincoln Park, MI 48146

**313.389.7500**

MRC/TTY: 800.649.3777

Fax: 313.389.7510

### Belleville Unit

416 Sumpter Road, Building B  
Belleville, MI 48111

**734.697.7880**

MRC/TTY: 800.649.3777

Fax: 734.697.7377

### Taylor Unit

26650 Eureka, Suite A  
Taylor, MI 48180

**734.955.3550**

MRC/TTY: 800.649.3777

Fax: 734.955.3562

## Other programs

### Horizons ACT

26650 Eureka, Suite A  
Taylor, MI 48180

**734.955.3663**

MRC/TTY: 800.649.3777

Fax: 734.955.3890

### Dual Diagnosis ACT

26650 Eureka, Suite A  
Taylor, MI 48180

**734.955.3550**

MRC/TTY: 800.649.3777

Fax: 734.955.3890

### M-COIT

26180 West Outer Drive  
Lincoln Park, MI 48146

**313.389.2209**

MRC/TTY: 800.649.3777

Fax: 313.383.7293

### IOP Substance Abuse Program

26184 West Outer Drive  
Lincoln Park, MI 48146

**313.389.7500**

MRC/TTY: 800.649.3777

Fax: 313.389.7510

### Women's IOP

26650 Eureka, Suite A  
Taylor, MI 48180

**734.955.3550**

MRC/TTY: 800.649.3777

Fax: 734.955.3562

### Turning Point

1736 Fort Street  
Lincoln Park, MI 48146

**313.382.7861**

MRC/TTY: 800.649.3777

Fax: 313.382.7906

### Homeless Resource Team

26180 West Outer Drive  
Lincoln Park, MI 48146

**313.294.8822**

MRC/TTY: 800.649.3777

Fax: 313.383.7293

### Drop In Center

1742 Fort Street  
Lincoln Park, MI 48146

**313.928.1187**

MRC/TTY: 800.649.3777

Fax: 313.382.7906