



Annual Report

2013



2013 Annual Report

Table of Contents

Letter from the Executive Director 3

About Community Care Services 4

Financial Report and Donors 6

Rachel's Story • *There's Hope in Here* 8

Women's Intensive Outpatient Program 9

Samuel's Story • *Still Defying the Odds* 10

Summer Camp • *Never Stop Learning* 11

Trauma-Informed Organization 12

Board of Directors 13

Achievements and Recognitions 14

Dear Friends,



SUSAN KOZAK

EACH YEAR AT COMMUNITY CARE SERVICES (CCS), WE INCREASE THE NUMBER OF INDIVIDUALS SERVED AND THE LIVES THAT ARE TOUCHED.

In 2013, we provided 126,000 hours of support and services to more than 5,300 individuals and families in our community.

As we enter the second year of our strategic plan, we continue our commitment to the development and implementation of integrated health care, consumer-focused recovery services, and the provision of effective, evidence-based treatment. CCS continues involvement in the National Council for Community Behavioral Health's Trauma Informed Learning Community and we are well on our way in this transformational process (*see story on page 12*). During the past year, we have trained more than 70 percent of our clinical staff on at least one evidenced-based treatment. We continuously reach out for promising, new and innovative treatment models such as this one.

CCS also participated with Southeastern Michigan Community Alliance and Wayne State University in training and research related to the non-medication treatment for chronic pain and addiction. We will soon participate in collaboration with The University of Michigan in the implementation of new evidenced-based practices related to life goals and self care.

Mental illness and substance abuse are complex disorders and can affect all aspects of a person's life – from physical health, to housing, to social relationships. That is why CCS goes beyond providing basic psychiatric and substance abuse services.

Thanks to the generosity of our supporters – we were able to provide a fun and learning-filled children's camp (*see story on page 11*), laptops for our Supported Education graduates and care packages for the homeless. These are additional resources which support the recovery journey.

At CCS, we look forward to another year of challenges and progress. We do this work knowing that with the right treatment and services, hard work, and perseverance people with mental illness and substance use disorder can and do get better. We know because we experience it every day.

Thank you for your ongoing support.

Susan Kozak, Executive Director

126,000

HOURS OF SERVICES PROVIDED

Over 5,300

INDIVIDUALS AND FAMILIES SERVED BY CCS

Over 70%

OF OUR CLINICAL STAFF HAVE BEEN TRAINED ON AT LEAST ONE EVIDENCE-BASED TREATMENT

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 provide outpatient mental health and substance abuse services to 5,300 individuals and families annually. As a non-profit agency, CCS works to reduce the impact of substance abuse and mental illness in our community.

MISSION AND VISION

The mission of CCS 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 (IDDT)
- 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

Financial Report

Donors

Adult Well Being Services

Allen Maintenance Corporation

Ms. Sandra Antil

Arab American and
Chaldean Council

Mr. Anthony Arminiak

Mr. David Atkinson

Ms. Cathy Bandy

BASIC

Mr. Martin Baxter

Ms. Jill Blackson

Boisvenu & Company, P.C.

Ms. Jessica Camp

Dr. Thomas Clark

Detroit Central City Community
Mental Health, Inc.

Detroit Symphony Orchestra

Dairy Queen (Dix in Lincoln Park)

Mr. Joseph Enos

Mr. Ali Fakih

First United Methodist Church

William and Dottie Fix

Neal and Miriam Freeling

Ms. Brenda Friday

FYI

Gateway Community Health

Gracious Seasons

Scott and Mary Gray

Greektown Casino

Health Alliance Plan

J.P. Morgan Chase Foundation

Jana Drugs

Mr. Perry Jones

Journey of Hope
Community Church

Ms. Susan Kozak

Larry and Muriel Lage

Lenhard Financial Services

Leon's Restaurant

Ms. Sally Lyle

Ms. Shirley Medler

Ms. Linda Mlodzienski

Ms. Lisa Norris

PCE Systems

Plunkett & Cooney

PNC Bank

Ms. Megan Podlaski

Dr. Michael Porter

Mr. Todd Reid

Mr. James Rumrill

Ms. Linda Ruvolo

Scioto Security Company

Sibley Gardens

Southeast Michigan
Community Alliance

Southgate Computers

Stevenson Keppelman Associates

Sweet Lorraine's Café

Taylor Rotary

William and Pamela Walsh

Mr. Alan Warbelow

Wayne County Community
College District

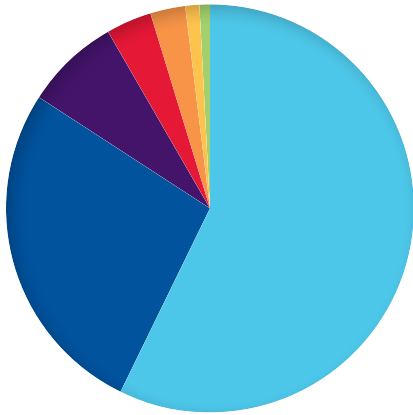
Wayne Metro Community
Action Agency

Dr. Nancy Weaver

Ms. Lisa Wolfe

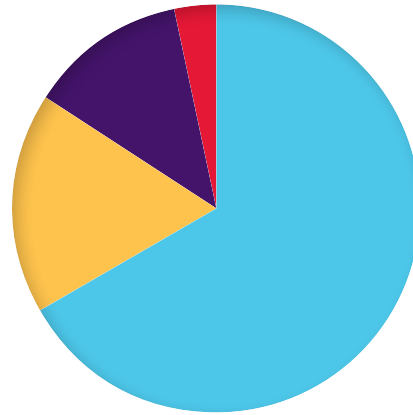
Zervos Group, Inc.

REVENUE BY PAYERS



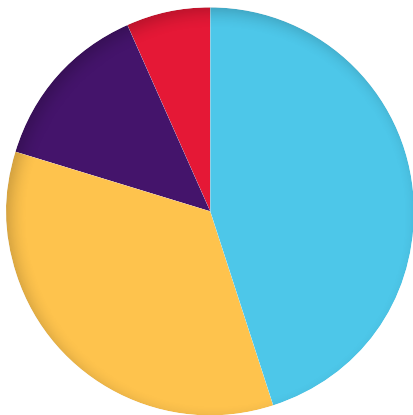
Gateway Medicaid 57.29%	\$4,250,677
Gateway General Fund 27.04%	2,006,358
Carelink 7.52%	557,839
SEMCA 3.69%	273,503
Blue Cross/Blue Shield 2.61%	193,542
Misc Commercial 1.10%	81,747
Health Alliance Plan 0.75%	55,518

REVENUE COLLECTED FROM FEES



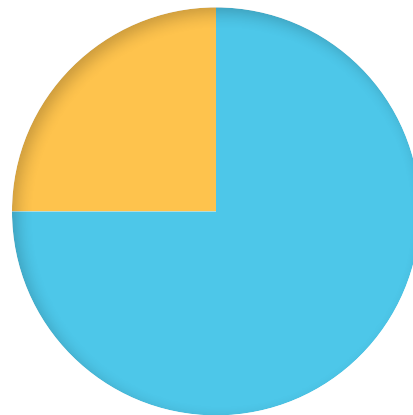
Medicare 66.81%	\$358,254
Medicare HMO 17.46%	93,616
Medicaid Injections 12.65%	67,827
Self-Pay/Co-Pay/ Deductibles 3.08%	16,517

REVENUE GENERATED BY GRANTS AND CONTRACTS



Gateway 45.10%	\$479,152
DWCCMHA 34.83%	369,952
HUD 13.47%	143,119
SEMCA 6.60%	70,130

MISCELLANEOUS REVENUE



Donations/Fundraisers 75.08%	\$49,861
Miscellaneous/HIM 24.92%	16,546

Rachel

“There’s Hope in Here.”

OUR WOMEN’S INTENSIVE OUTPATIENT PROGRAM



Now 29 years old, Rachel can recall how she was first introduced to marijuana when she was eight years old and cocaine at 14. It was the norm for her household and her neighborhood. She desperately sought the attention of her parents, but never received it. Yelling and hitting was how Rachel perceived love during her childhood years.

“I really started to downspiral when I wanted to see why crack cocaine was so much more important to my child’s father than me and our baby,” explains Rachel. “That’s when I got addicted.”

She then went through a turbulent stage of being in and out of the court system and rehabilitation when she met Lynn Turk and Pam Stolz, social workers in Community Care Services’ then DayBreak Program, which is now the Women’s Intensive Outpatient Program (WIOP).

“I’ve had to repeat the program, but I graduated last year,” says Rachel. “This time I was tired of my old ways. I came in with an open mind to get the tools I

“I was tired of my old ways. I came in with an open mind to get the tools I needed. If you are tired of running and living that lifestyle, there’s no hope out there. There’s hope here.”

needed, because when the courts threatened to take my daughter from me, I lost my confidence, too.”

Even Pam and Lynn knew Rachel was different when she entered the program in 2013. “We knew she had hit rock-bottom and was ready for change,” explains Turk. “The look in her eyes was different – it was one of determination.”

Rachel found that the program introduced her to people like her that had the same problems. “I watched them grow and they watched me grow. We didn’t shock anyone with our stories. There’s no judge. Everyone had been where I had been.”

She puts it very simply... “If you are tired of running and tired of living that lifestyle, there’s no hope out there and there’s hope here.”

To watch a video featuring Rachel’s personal story, visit our website, www.comcareserv.org. This piece was also edited in a 30-second commercial that aired on Comcast in the Downriver area in November. This marketing effort was funded by SEMCA. ●

Women's Intensive Outpatient Program

COMMUNITY CARE SERVICES' WOMEN'S INTENSIVE OUTPATIENT PROGRAM (WIOP) OFFERS A WAY FOR WOMEN STRUGGLING WITH ANY CHEMICAL ADDICTION TO GET THEIR LIFE BACK.

As part of the program, women meet together in a group of about eight with an experienced, certified chemical dependency and mental health professional for 16 hours each week. Addiction has caused each of these women to lose control of their lives, which has threatened their well-being and confidence. This disastrous

in the program. Resources include: group therapy, educational groups, stress management techniques, case management, psychiatric exams and referrals, aftercare to focus on continued recovery, Narcotics and Alcoholics Anonymous referrals and assistance with medical and dental care.

To eliminate barriers to participation, financial help and transportation may be available. For more

The program structure is such that women find others like them in a supportive, healthy community with the additional resources to recover. Physical, emotional and spiritual aspects of each person are addressed, as well as how chemical use affects the family.

combination leads to loss of jobs, homes and children.

As 2013 program graduate Rachel explains, "I had no hope. I had no future. All them dreams and hopes and desires, they was gone. I was just waiting for death to take place." (See more of Rachel's story on the page 8.)

The program structure is such that women find other women like them in a supportive, healthy community with the additional resources to recover. "We address the physical, emotional and spiritual aspects of each person and then how chemical use affects the family," explains Pam Stolz, a social worker

information on the WIOP call **313.389.7500** or visit our website, www.comcareserv.org ●

Samuel

Still Defying the Odds

DIAGNOSED IN HIS MOTHER'S WOMB WITH TRISOMY 18*, SAMUEL OVERCAME THE ODDS ON HIS FIRST DAY OF LIFE – HE LIVED.

Fast forward 10 years, this vivacious and energetic young man was the recipient of the 2013 William E. Foreman Consumer Advocate of the Year Award at this past November's Community Care Services' Awards Banquet. But that doesn't mean his road was easy.

In preschool, his mother, Barbara McDaniel, noticed that he wasn't doing what the other children were doing. "I knew that he understood what I was saying," says his mother, "but he had trouble getting the words to come back out – it was his speech and language that he struggled with." Eventually, McDaniel was told her son had pervasive development disorder NOS, attention deficit hyperactivity disorder, oppositional defiant disorder and also autism, and he had to do second grade twice.

Through the school system, McDaniel was connected with therapist Margot Wodkowski (also known as Miss Margot) in May 2010. That relationship led to Samuel joining CCS's Literacy Group in 2011 – for children ages seven through 11 within the CCS system – to provide psychosocial and peer support while motivating them to learn during the regular school year. "Miss Margot...she works magic," explains McDaniel. "She spent a lot of time with Samuel and would meet with him one-on-one. He would just cry if he couldn't see Miss Margot."

*A condition resulting from an error in cell division at conception. Less than 10 percent of Trisomy 18 children survive until their first birthday, with a higher mortality rate for boys. **Source:** www.trisomy18.org

Samuel then was enrolled in a summer extension of the Literacy Group called Summer Camp. Therapists and the students experience hands-on learning onsite or at various venues that may not always be in the family's budget. "The Summer Camp was wonderful for him. He was experiencing different outings; it's just wonderful, and he would let me know the things that he is doing, and there is not one time that he wanted to miss it," says McDaniel.

This past fall, Samuel returned to school, now placed in a special education class for his exact grade, and his mother saw a change. Where typically Samuel would be screaming and crying about not wanting to go back to school, this year he couldn't wait to get there and McDaniel would find him finishing his homework on the ride home! In addition, Samuel was the first student from a special education class to receive his school's Student of the Month recognition. As McDaniel says, "It's all because of Community Care Services and Miss Margot!" ●



Summer Camp Never Stop Learning

COMMUNITY CARE SERVICES' (CCS) LITERACY GROUP WAS INITIALLY FUNDED BY GRANT DOLLARS TO SUPPORT CHILDREN, AGES 7 – 11, ALREADY IN THE CCS SYSTEM TO PROVIDE PSYCHOSOCIAL AND PEER SUPPORT WHILE MOTIVATING THEM TO LEARN DURING THE REGULAR SCHOOL YEAR.

During the summer months, literacy group kids are invited to attend “summer camp” to continue fostering hands-on learning, teamwork, and positive peer interactions in our offices and within the community. Group participation is capped at 12 for onsite activities, while field trips can accommodate 15. However, there is always a waiting list for camp!

Outcomes for participants in the literacy group/ summer camp show positive results. School grades are measured throughout each student’s participation in our program and show that *all* participants improve their grades *and* had a positive increase in their ability to socialize with their peers.

Both programs now are completely funded by generous donations which allowed our summer camp participants to experience the thrill of museums, theatres, botanical gardens, factories, farms and enjoy the simple pleasures of magic and puppetry.

Onsite activities were just as “hands-on.” Students created volcanoes and through their own handiwork made them erupt, while also creatively writing about their “volcanic” experience. The class also took



Summer camp participants ride Greenfield Village's 1913 Herschell-Spillman carousel and band organ in Dearborn.

common items and witnessed the objects’ various reactions in soda pops, while personalized self-expression was taught through speech and art projects.

This children’s program is always in need of donations, both financial and in-kind, from the communities we serve – financial donations are now easily made through PayPal on our website’s donations page, www.comcareserv.org/donations ●

All participants improved their grades and had a positive increase in their ability to socialize with their peers.

Trauma-Informed Organization

TRAUMA IS A NEAR UNIVERSAL EXPERIENCE OF INDIVIDUALS WITH BEHAVIORAL HEALTH PROBLEMS BASED ON THE RECENT ADVERSE CHILDHOOD EXPERIENCES STUDY CONDUCTED BY THE CENTERS FOR DISEASE CONTROL AND PREVENTION AND KAISER PERMANENTE.

Community Care Services has joined National Council for Behavioral Health's Trauma-Informed Care Learning Community initiative.

Our organization is now part of a larger Learning Community – organized by the National Council for Community Behavioral Health – made up of 60 other organizations nationwide that are working and learning to improve the way we meet

the needs of people with trauma experiences. If we assume that our patients' presenting issues are not related to trauma, then we miss a great opportunity to help. Also, if we assume trauma may be playing a role, then we begin to pay attention to signs of trauma and ask the right questions.

CCS's staff strives to be a quality healthcare, human services and social safety net organization that is designed to address the impact of trauma for every

Our organization is now part of a larger Learning Community – organized by the National Council for Community Behavioral Health – made up of 60 other organizations nationwide that are working and learning to improve the way we meet the needs of people with trauma experiences.



single person in that organization – even down to the social workers who relives traumatic experiences daily with their patients. We will continue to keep our stakeholders abreast of all new developments within this exciting initiative. ●

Board of Directors

Lisa Norris • Board President
Clinical Director, Detroit Central City Health Center

Sandra Antil • Board Vice President
Deputy Director, Detroit LISC

William Fix • Board Treasurer
Pastor, Journey of Hope Community Church, Taylor

Anthony Arminiak • Board Secretary
Downriver Campus President
Wayne County Community College District

Martin Baxter
Retired, General Motors

Jessica Camp
Faculty, University of Michigan – Flint

Ali Fakh
President / Owner,
Alpharm Corporation – Southfield
and Jana Drugs – Lincoln Park

Perry Jones
Retired Executive, Community Action Agency

Susan Kozak
Executive Director, Community Care Services

James Rumrill
Senior Manager of Purchasing, Nissan



BACK ROW (LEFT TO RIGHT)

Perry Jones,
Anthony Arminiak,
Martin Baxter, Ali Fakh,
James Rumrill and
William Fix

FRONT ROW

Susan Kozak
and Lisa Norris

NOT PICTURED

Sandra Antil
and Jessica Camp

Achievements and Recognitions

NOVEMBER 2012

Community Care Services' First Annual Awards and Recognition Dinner was held on November 1, 2012. Several awards were presented throughout the evening including seven *Consumer Advocate of the Year* awards, a *Consumer Exceptional Success* award, two *Staff Member of the Year* awards, two *Board Member Appreciation* awards and nine *Staff Tenure* awards. The event was very successful with more than 200 people in attendance.

JANUARY 2013

Community Care Services was selected by the National Council on Behavioral Health to participate in the Trauma Informed Care Learning Community. Trauma Informed Care is an evidenced-based therapy that involves understanding, recognizing, and responding to the effect of all types of trauma. It emphasizes physical, psychological, and emotional safety for both providers and survivors, and creates opportunities for survivors to rebuild a sense of control and empowerment. CCS continues to promote the use of evidence-based services throughout the agency. *(See related story on page 12.)*

FEBRUARY 2013

CCS participated in the 2013 Point-In Time Homeless Count. This event occurs every two years and involves volunteers canvassing the community to gather demographic information on the homeless. In exchange for participating in the survey, blankets, bus tickets, breakfast bars, water, hygiene kits, etc., are provided to the homeless individual. If requested, individuals may also be transported to nearby shelters.

MARCH 2013

Pam Stolz and Lynn Turk, WIOP social workers, were featured speakers at the 23rd Michigan Association of Drug Court Professionals Conference in Lansing, Michigan. *(Learn more about WIOP on page 9.)*

Charley, a member of the Turning Point Clubhouse, was recognized by his employer for 15 years of employment. Congratulations, Charley!

APRIL 2013

The Meaningful Use Electronic Medical Record was implemented on April 8. *Meaningful use* is a term that comes from the Federal Affordable Care Act and includes requirements for all health care medical records. The goal is to increase efficiency, allow for consumer access and provide a cost savings over time.

2012

2013

Students graduate from the Supported Education Program

SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
		First Annual Awards and Recognition Dinner		CCS begins participation in the Trauma Informed Care Learning Community	Point-In Time Homeless Count event	Michigan Association of Drug Court Professionals conference	The Meaningful Use Electronic Medical Record is implemented	Dialectical Behavioral Therapy (DBT) training	Gateway Community Health Annual Awards Luncheon		Community Job Readiness event

MAY 2013

Five staff members participated in Dialectical Behavioral Therapy (DBT) training. DBT differs from traditional Cognitive Behavioral Therapy (CBT) in its emphasis on validation – a powerful tool whereby the therapist and the patient work on “accepting” uncomfortable thoughts, feelings and behaviors rather than struggling with them. Once an identified thought, emotion or behavior has been validated, the process of change no longer appears impossible, and the goals of gradual transformation become reality. The term dialectics refers to the therapist’s goal of establishing a balance between acceptance and change and effectively integrating these two fundamental principles of successful therapy. DBT also focuses on the development of coping skills – specific behavioral techniques used to combat the disabling symptoms of mental illness. Responses from the consumers participating in the DBT program have been powerful.

The spring fundraiser, Saddle Up for Community Care Services, was held on May 16, 2013. Proceeds from the fundraiser were used to fund the children’s summer camp, purchase laptops for the 2013 Supported Education graduates and purchase care packages for consumers of the Homeless Resource Team.

JUNE 2013

Thirty-four students graduated from the Supported Education Program in June and July. In recognition of their accomplishment, each graduate received a new laptop computer. Supported Education is a program that

assists adult mental health consumers to achieve their educational and/or vocational goals. The program runs on the campuses of Wayne State University and Wayne County Community College. Consumers go through a structured curriculum which focuses on strengthening their academic abilities, building confidence and assisting with enrollment into post secondary education.

Eight members of the Turning Point Clubhouse received Recovery Recognitions at the Gateway Community Health Annual Awards Luncheon. Congratulations to all! The Clubhouse is a program for mentally ill adults based on the Psychosocial Rehabilitation Clubhouse Model. It stresses skill-building, identifying strengths, and the expectation of recovery and hope. The key element is helping people with mental illness integrate into society by involvement in meaningful work. Members of Turning Point take on the Clubhouse jobs that increase their self-confidence and employable skills.

AUGUST 2013

Close to 100 individuals participated in the Community Job Readiness Event held on August 22, 2013. The day featured The Michigan Works mobile employment RV, assistance with resume development, electronic job searches, completing online job applications, telephone assistance for attendees who qualified and Medicaid application assistance for CCS clients.



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

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

Temporary Address

1069 Buckingham Avenue
Lincoln Park, MI 48146

313.382.7861

MRC/TTY: 800.649.3777

Fax: 313.382.7906

New Address as of Fall 2014

1605 Fort Street
Lincoln Park, MI 48146

Homeless Resource Team

26180 West Outer Drive
Lincoln Park, MI 48146

313.294.8822

MRC/TTY: 800.649.3777

Fax: 313.383.7293