



CENTRAL CITY
INTEGRATED HEALTH

2018 ANNUAL REPORT

OUR MISSION

To achieve wellness in the community by providing an array of primary and behavioral health care, housing and substance abuse services with dignity and respect.



OUR HISTORY

Central City Integrated Health (CCIH) has a long history of providing evidence-based medical and behavioral health treatment and services, in tandem with creating housing, employment and community re-entry opportunities for Wayne County residents. CCIH was founded in the late 1960s as part of the “Model City Neighborhood Program” and incorporated in 1971, as Detroit Central City, a 501(c)(3) private non-profit agency.

CCIH remains steadfast in Midtown Detroit and now provides fully integrated services to the City of Detroit’s most vulnerable populations: those recently released from crisis centers, jails, prisons and area hospitals; as well as those who suffer from mental illness, substance use disorders, chronic medical conditions and homelessness.

CCIH advances the City’s goal to reduce homelessness by providing permanent, stable housing. It is passionate about the rehabilitation of Detroit buildings into supportive housing, in order to increase the diversity of available housing options in areas with growing development activity and rising rent costs. It works diligently in assisting individuals with long-term homelessness or special needs by providing community-based support services to maintain stable housing.

As a Federally Qualified Health Center (FQHC), CCIH provides comprehensive, primary medical, behavioral health and dental care to residents of Detroit and Wayne County. People are never turned away based on their lack of insurance or inability to pay for services.

OUR SERVICES

INTEGRATED PRIMARY AND COMPREHENSIVE BEHAVIORAL HEALTH CARE SERVICES

PEDIATRIC CARE AND VACCINATIONS

COMPREHENSIVE DENTAL SERVICES

FULL BODY WELLNESS AND HEALTH COACHING

CHRONIC PAIN MANAGEMENT

EDUCATIONAL AND EMPLOYMENT SERVICES

PERMANENT SUPPORTIVE HOUSING AND HOMELESS SUPPORT SERVICES

SUBSTANCE USE DISORDER TREATMENT

COMMUNITY RE-ENTRY SERVICES/JAIL DIVERSION PROGRAMS

CASE MANAGEMENT AND RESOURCE ASSISTANCE

SHUTTLE SERVICE

CALL CENTER

REAL ESTATE DEVELOPMENT



A LETTER FROM OUR **PRESIDENT & CEO**

At Central City Integrated Health, we are redefining what health care means and redeveloping how it is delivered. As the only health care facility in metro Detroit that offers integrated wraparound care that includes primary, dental and behavioral health services as well as housing, community re-entry and employment services, we are creating significant impact in the lives of our consumers, our communities, and our region.

It is the integration that is changing lives and the way we think about “health care.” An ill or injured person cannot heal if they have nowhere to sleep. A person released from prison who struggles with mental illness faces challenges to stay out jail and find employment. Our Care Teams include customized care personnel to meet each consumer’s need – whether it is a physician, a psychiatrist, housing or employment specialist. This holistic approach ensures each consumer receives the care needed for improved health and quality of life.

In 2018, we made strides in our delivery system in order to be able to reach more people and expand our services. We opened our pediatric services. We opened our new dental clinic. We broke ground and renovated Saint Rita Apartments which will provide additional housing units for previously homeless consumers. We also received funding for a major renovation of Peterboro, one of our properties that houses 70 units.

Also in 2018, we researched the obstacles that prevent consumers from getting the care they require. We made investments that were implemented in early 2019. The simple obstacle of adequate transportation is addressed with our new shuttle service. We also built up a call center, making CCIH is the first of our kind to have a fully staffed call center for scheduling and screening consumers.

Integration at CCIH goes beyond the services we offer our consumers. We also integrate communities by making investments in health care, transportation and other services for populations that are too often overlooked. We are breathing life into communities with neighborhoods that are not the focus of recent gentrification efforts.



Ryan M. Lepper, President & CEO

2018 was also the year that we focused attention on ourselves. Our work is important, and it can be tough. Our staff, operations and morale needs be healthy so we can help our consumers get healthy. Morale in the health care delivery business can be a persistent challenge and obstacle to efficiency and employee retention. It is often overlooked and it shouldn’t be. We are striving to create a better experience not only for our consumers, but for our employees. We hired a Chief Talent Officer, Bob Mailloux, who is implementing some recognition programs as well as employee focus groups to empower our staff in the creation of our culture. Through increased communication, collaboration and transparency, we look to make CCIH the preeminent workplace in the nation for integrated care.

Lastly, I recently was asked about what is the biggest myth about leadership. I believe the position of CEO is given way too much credit for the success of an organization. I may steer the bus, but there are many people involved in ensuring the bus is roadworthy. I want to thank everyone that makes our mission at CCIH possible.

Ryan M. Lepper

President & CEO | Central City Integrated Health

A LETTER FROM OUR **BOARD CHAIR**

As Board Chair, it is my pleasure to introduce the Central City Integrated Health (CCIH) 2018 Annual Report.

This has been a year of great growth and exciting expansion. Our president and CEO is gaining some recognition in the community and region, which is promoting and furthering our mission.

Our state and nation is experiencing a mental health crisis. Our mission of treating the whole person is part of the solution to this crisis. It is easy to see how someone suffering from mental illness will experience obstacles to proper care and treatment if they don't have housing or other support systems in place. CCIH's integrated approach to health care is part of the answer to this nationwide, ongoing issue.

We are starting a conversation on how care to our overlooked populations should be approached and delivered for the benefit of society as a whole. Recently, Mayor Duggan recognized one of the residents of our housing program as a successful example of what can happen when a person is holistically treated with dignity and compassion. We are moving the city forward, one person at a time.

In 2018, our annual fundraiser was highly successful in garnering donations and we look forward to the next one. We also look to see new board members join our organization over the next year.

We are proud supporters of the City of Detroit and look to the city's continued support of our mission to make a positive difference in the lives of its most vulnerable residents.

Janice McCrary

Central City Integrated Health Board Chair

Our services are available:



6 DAYS/ WEEK

Primary and Pediatric Care, Dental Care, Housing and Community Re-Entry and Jail Diversion services are available Monday – Friday;

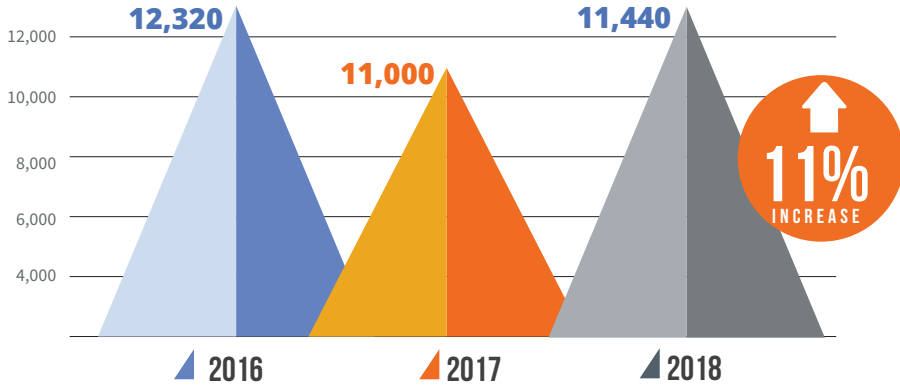
Behavioral Health services are available Monday – Saturday

CCIH created partnerships with the Michigan Department of Corrections and the Mental Health Court to assist recently released individuals with re-integration into the community

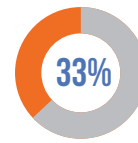


In addition, CCIH partnered with area employers to provide participants of CCIH's employment services programs with meaningful employment within the community

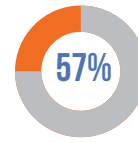
HOMELESS INDIVIDUALS IN THE CITY OF DETROIT



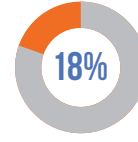
Annually in Detroit, there are between 8,000 and 14,000 people experiencing homelessness.



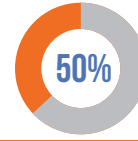
Approximately one-third of Detroit's homeless live with mental illness



Fifty-seven percent of Detroit children live in poverty



Detroit has the highest percentage of uninsured residents in the state at 18%



Almost half of adult Detroiters are not participating in the labor force

- CCIH has served as the developer for 149 affordable housing units through the Low Income Housing Tax Credit program
- The number of consumers who used CCIH's Dental Clinic almost doubled in 2018

- Nine people graduated from CCIH's Mental health Court Program
- Recidivism levels for participants in all of CCIH's Community Re-Entry and Jail Diversion services was decreased in 2018

- The recidivism rate for consumers who participated in CCIH's Intensive Jail Diversion Pilot program has remained below five percent since its inception in 2015
- CCIH treats individuals regardless of their ability to pay

1/3

ONE-THIRD OF DETROIT'S HOMELESS SUFFER FROM MENTAL ILLNESS

450

IN 2018, DETROIT HAD THE HIGHEST NUMBER OF DRUG-RELATED OVERDOSE DEATHS IN THE STATE AT MORE THAN 450.

3 OUT OF 4

THREE OUT OF FOUR OF THOSE RELEASED FROM PRISONS WILL HAVE A HISTORY OF SUBSTANCE ABUSE

93%

THIRTY-NINE PERCENT OF DETROITERS LIVE BELOW THE POVERTY LINE

CCIH PROVIDES HOPE AND SEES RESULTS:

650



CCIH MANAGES MORE THAN 650 AFFORDABLE HOUSING UNITS THAT HOUSE INDIVIDUALS WHO WERE FORMERLY HOMELESS

4000



MORE THAN 4,000 CONSUMERS USED CCIH'S ARRAY OF MEDICAL, DENTAL AND BEHAVIORAL HEALTH SERVICES IN 2018

237



CCIH IS THE LEAD SERVICE PROVIDER FOR 237 UNITS OF SPECIAL NEEDS HOUSING FOR FAMILIES THROUGH THE LOW INCOME HOUSING TAX CREDIT PROGRAM

213



CCIH PROVIDES 213 LEASES OF AFFORDABLE APARTMENTS FOR INDIVIDUALS WHO ARE HOMELESS WITH SEVERE AND PERSISTENT MENTAL ILLNESS



CENTRAL CITY INTEGRATED HEALTH OVERVIEW

The National Committee for Quality Assurance designated Central City Integrated Health (CCIH) as a Patient Centered Medical Home (PCMH) in 2017, and in 2018, CCIH reached Level III, the highest level of recognition from this independent national organization dedicated to improving health care for all.

A PCMH is recognized for practices successful in delivering team-based, integrated health care with the intent of obtaining maximal health outcomes for patients.

CCIH's ongoing initiatives to reach homeless and vulnerable populations in need of services include providing outreach and care coordination at various community awareness and advocacy events, area churches, schools and organizations. Some of our additional outreach included staff participation in Giving Goods Day; Restoration Day; Safe Sleep Walk-N-Rally; and Unsheltered Point in Time (PIT) Count, where sleeping bag coats and other warm weather items and hygiene kits were distributed to individuals experiencing homelessness.

Our CCIH staff continues to provide onsite insurance enrollment assistance to uninsured and underinsured patients. During 2018, more than 100 individuals received insurance enrollment assistance.

CCIH's commitment to integrating health services starts with our proactivity in combating homelessness through its Housing Division. The basic provision of shelter is bedrock to individuals and families and their ability to care for themselves. In many cases, it is difficult for those who are experiencing homelessness to receive therapy, treatment and services effectively when obtaining shelter and/or food is their primary concern. Regardless of the past behaviors that contributed to a person's homelessness, CCIH staff work to provide new solutions, strategies and approaches to our consumers.

Our philosophy regarding housing is threefold: first, we recognize our consumers as human beings, not numbers, and treat them respectfully; secondly, we understand that we exist solely due to our consumers; and lastly, we believe that all people are capable of change.

In 2018, CCIH was awarded \$1,855,257 in HUD grants to provide Permanent Supportive Housing (PSH) to eligible consumers. This grant will provide approximately 140 housing units to individuals who may otherwise remain homeless or insecurely housed. CCIH was also awarded a Detroit Wayne Mental Health Authority (DWMHA) sub grant of \$793,535 which supports approximately 70 additional housing units.

Another area where CCIH brings hope is to the chronically unemployed and those recently released from incarceration. CCIH bridges the gap with employers through its employment and vocational services program; and helps those recently released from jails and prisons re-enter the community successfully, to prevent recidivism.

CCIH staff participates in several community outreach program including an Annual Community Health Fair



CCIH expanded its Dental Clinic from one chair to six in 2018



A patient answers questions during an exam with a Wayne State University resident.

Candidates participating in CCIH's Supported Employment program come from Wayne County and may be dealing with chronic health conditions, homelessness and/or mental health and substance use issues. The program is open to any CCIH consumer who uses services. In 2018, 119 new employment cases were opened.

CCIH's Jail Diversion and Re-Entry Services program is devoted to those individuals returning to the community from the criminal justice system, who may benefit from mental health services instead of serving time in jail. The program is designed to give those with a history of incarceration jobs and life skills needed to successfully re-enter the community. Individuals released from jail or prison have needs like the general public, such as for comprehensive and considerate health care and community supports, but often

do not have resources. Without these resources, recidivism is more likely to occur. In 2018, 531 individuals were serviced through CCIH's various Community Re-Entry and Jail Diversion programs.

CCIH continues to provide the best possible care for its consumers through its dedication to continual education for its employees and beneficial partnerships with other organizations. CCIH is participating in partnership with Meridian Michigan Community Health Network to improve patient outcomes through value-based care initiatives, and increasing access to care to decrease the over-utilization of hospital and emergency departments for outpatient and ambulatory services. CCIH is also collaborating with the University of Michigan to develop experiential rotations for social work students to teach integrated behavioral health, primary care services and

substance use disorder treatments. Further, CCIH collaborated with Medical Network One, organizing educational sessions for staff regarding diabetes diagnosis and care management.

One of the many ways in which CCIH integrates not only its services, but with the community, is through its accredited Inner City Clubhouse. Clubhouses are community centers that provide members who suffer from mental illness with community supports and participation. The clubhouse offers educational and employment opportunities; crisis interventions; and social activities and events. Clubhouses are a powerful demonstration of the fact that people with mental illness can, and do, lead normal, productive lives.

NEW DEVELOPMENTS



PETERBORO PLACE RENOVATION

CCIH was awarded a \$7.2 million Low Income Housing Tax Credit for renovation of its Peterboro Place Apartments. Through the grant, the 60,431-square foot, 70-unit affordable housing development in Midtown will undergo repairs and upgrades to its kitchens, windows, mechanical operations and lobby.



DENTAL CLINIC EXPANSION

To address the needs of more than 16,800 individuals without a dental home, CCIH opened a one-chair dental clinic providing comprehensive dental services to Michigan residents regardless of their ability to pay. The member base quickly grew to 500 individuals making it clear that an expansion was in order. In 2018, with the help of a HRSA Capital and Oral Health Expansion grant, CCIH built a new, state-of-the-art, six-chair dental suite on the second floor of the Health Center campus at 10 Peterboro Street. The new dental clinic offers preventative, basic and many major restorative services.



EVIDENCE-BASED SUPPORTIVE EMPLOYMENT TRAINING

CCIH's Evidence-Based Supportive Employment program is working with the Detroit Wayne Mental Health Authority to train its staff to provide Dialectical Behavioral Therapy services to CCIH members.



AUTOMATED PRESCRIPTION REFILL

CCIH initiated an automated prescription refill request process, wherein pharmacies can electronically request medication refills on behalf of the patient. The requests are processed securely within our Electronic Medical Record and provide an efficient and expeditious process for patient convenience.

PATIENT CENTERED MEDICAL HOME (PCMH) LEVEL III

CCIH is designated as a Level III Patient-Centered Medical Home, the highest level of recognition from the National Committee for Quality Assurance, an independent national organization dedicated to improving health care for all. The PCMH accreditation recognizes practices successful in delivering team-based, integrated health care with the intent of obtaining maximal health outcomes for patients.

HRSA OPERATIONAL SITE VISIT

CCIH is a HRSA funded Federally-Qualified Health Center, staffed by licensed health care professionals who provide quality care to all people regardless of insurance status or income level. In June 2018, CCIH successfully completed its second Operational Site Visit.

MEANINGFUL USE (MU) STAGE II

CCIH completed Stage II Meaningful Use attestation demonstrating advanced clinical processes focused on data collection and the secure exchange of patient information to improve patient engagement and care coordination.

MICHIGAN COMMUNITY HEALTH NETWORK (MCHN)

CCIH is participating in partnership with Meridian Michigan Community Health Network (MCHN) to improve patient outcomes through value-based care initiatives, increasing access to care, thereby decreasing the over-utilization of hospital and emergency departments for outpatient and ambulatory services. The success of the program has encouraged discussions with other Health Plan carriers; similar programs are expected to begin in 2019.

WAYNE STATE UNIVERSITY SCHOOL OF MEDICINE

CCIH provides an excellent learning experience for physicians in training, offering the opportunity to work with patients dealing with complex health conditions and a variety of socioeconomic barriers to care. CCIH was asked to increase the number of third year medical students including the Continuity Clerkship program due to positive experiences and feedback shared by previous participants. CCIH is now recognized as a continuity clinic site of choice.

ANNUAL COMMUNITY HEALTH FAIR

CCIH staff hosted an event promoting women's health and wellness including the provision of pap smears and mammograms, weight assessments and nutrition counseling and referrals for colorectal cancer screenings for female patients.

INNER CITY CLUBHOUSE ACCREDITATION

Inner City Clubhouse is accredited through Clubhouse International. Clubhouse International accreditation acknowledges those Clubhouses committed to successfully fulfilling all required International Standards for Clubhouse programs; namely, Membership, Relationships, Space, Work-Ordered Day, Employment, Education, Functions of the House and Funding, Governance and Administration.

ACCOMPLISHMENTS IN 2018

EVIDENCE-BASED SUPPORTIVE EMPLOYMENT

CCIH's Evidence-Based Supportive Employment program met the National Fidelity requirements as an evidence-based program and now works directly with Mental Health Court consumers to obtain employment.

ENHANCING BEHAVIORAL HEALTH WORKFORCE GRANT AWARD

CCIH is collaborating with the University of Michigan, through a unique grant opportunity, to develop experiential rotations for students preparing to become social workers to teach integrated behavioral health and primary care services, and opioid use disorder (OUD) and other substance use disorder (SUD) treatment, including medication-assisted treatment (MAT).

DIABETIC HEALTH FAIR

CCIH hosted a Diabetic Health Fair focusing on diabetic specific services and education for patients. Staff were on site to provide diabetic screenings, comprehensive health education, foot exams and retinal imaging.

DIABETIC EDUCATION

In collaboration with Medical Network One, our Physician Organization, CCIH organized educational sessions for staff regarding diabetes diagnosis and care management. Sessions emphasized diabetes management with diet and exercise and discussions about potential complications and available resources. Staff were educated on how to manage their own diabetes as well as how to increase patient awareness regarding the impact of diabetes on mental health.

PEDIATRIC VACCINE FAIR

CCIH staff hosted an event promoting child health and wellness including the provision of recommended childhood vaccines and health and wellness advice to uninsured and underinsured children/families in the community.

GRANTS FOR PERMANENT SUPPORTIVE HOUSING (PSH) AND HOMELESS PREVENTION

CCIH was awarded \$1,855,257 in HUD grants to provide Permanent Supportive Housing (PSH) to eligible consumers. This award will provide approximately 140 units of Permanent Supportive Housing to individuals who may otherwise remain homeless or otherwise unstably housed.

CCIH was awarded a DWMHA sub grant of \$793,535 which supports approximately 70 Permanent Supportive Housing units.

Huntington Bank awarded CCIH's Housing Division a \$3,500 grant to provide homeless prevention assistance to those experiencing homelessness at risk of homelessness.

OUTREACH EFFORTS

CCIH continues ongoing initiatives to reach homeless and vulnerable populations in need of services including providing outreach and care coordination at various community awareness and advocacy events, area churches, schools and organizations. Staff were present at Giving Goods Day, Restoration Day and Safe Sleep Walk-N-Rally. Additionally, staff participated in the Unsheltered Point In Time (PIT) Count; wherein, sleeping bag coats and other warm weather items such as hats, gloves, scarves and hygiene kits were distributed to individuals experiencing homelessness.

Likewise, outreach staff continue to provide onsite insurance enrollment assistance to uninsured and underinsured patients. During 2018, over 100 individuals received insurance enrollment assistance.

RECOGNITIONS

CCIH's Chief Housing Officer, Curtis Smith, was named Chair of the Detroit Continuum of Care (CoC). The Detroit CoC distributes and evaluates approximately \$26 million in annual HUD funds to address homelessness in Detroit, Highland Park and Hamtramck.

HOME FOR THE HOLIDAYS

CCIH kicked off its inaugural annual holiday giving campaign, A Home for the Holidays. The campaign helped raise funds to provide new furniture, appliances and other household items to new residents of Saint Rita Apartments.

ANNUAL FALL FUNDRAISER

In November 2018, Central City Integrated Health held its Annual Gala, our biggest fundraiser of the year, at the Charles Wright Museum of African American History, aka The Wright.

"Mind, Body and Jazz" was a night to remember with a strolling buffet, under the stars of the museum rotunda to the tunes of the Ian Finkelstein Trio and Jazz Saxophonist Randy Scott. This fundraiser was a five-year high for fundraising and a good time was had by all!

"Mind, Body, Jazz" was the theme of CCIH's annual fundraiser at the Charles Wright Museum



INTEGRATED PRIMARY CARE AND COMPREHENSIVE BEHAVIORAL HEALTH SERVICES

ADULT CARE

Primary care services include patient wellness management; health promotion and maintenance; disease prevention; patient counseling and education; and the diagnosis and treatment of acute and chronic illnesses.

PEDIATRIC CARE

Pediatric care includes the provision of primary care services for children including well child visits, recommended vaccinations and medical care for children who have short-term or long-term illnesses. Pediatric staff performs evaluations and age appropriate screenings to aid in mental, physical and emotional growth and development. Staff advises patients, parents or guardians concerning diet, activity, hygiene and disease prevention and recommends interventions to modify behaviors associated with health risks.

DENTAL CARE

Dental services include the provision of high quality, comprehensive, patient-centered oral health care for adults and children. Dental staff perform preventative, basic and select major dental services. Additionally, staff provides education to patients/families and the community about oral health-related disease and prevention and self-management of acute and chronic conditions.



The number of consumers for CCIH's dental services almost doubled in 2018

OUTPATIENT CLINIC SERVICES

The outpatient clinic services staff provides behavioral health treatment consistent with patient needs. Available services include: medication management, psychiatry, counseling, case management, peer support and wellness services. The program integrates recovery-based principals in order to enhance patient understanding of their own abilities and encourage an active life, personal autonomy, social identify, meaning and purpose of life and a positive sense of self regardless of the level or degree of his or her mental illness.

IDDT AND CO-OCCURRING

Symptoms of substance abuse or addiction can mask symptoms of mental illness, and symptoms of mental illness can be confused with symptoms of addiction. CCIH staff is specially trained to identify and treat individuals suffering from dual diagnoses. The Integrated Dual Disorder Treatment (IDDT) model is an evidence-based practice that improves quality of life for people with co-occurring severe mental illness and substance use disorders by combining substance abuse services with mental health services provided within the same service organization by the same treatment team. IDDT emphasizes that individuals achieve big changes like sobriety, symptom management, and an increase in independent living, through a series of small, overlapping, incremental changes that occur over time.



CCIH's approach to wellness integrates all its services: from primary and behavioral health to employment, housing and community re-entry



CCIH prides itself on its well-constructed, well-maintained affordable housing

ACT

Assertive Community Treatment (ACT) is a service-delivery model that provides comprehensive, locally based treatment to people with serious and persistent mental illnesses. Unlike other community-based programs, ACT provides highly individualized services directly to patients. ACT recipients receive the multidisciplinary, round-the-clock staffing of a psychiatric unit, but within the comfort of their own home and community. To have the competencies and skills to meet a consumer's multiple treatment, rehabilitation, and support needs, ACT team members are trained in the areas of psychiatry, social work, nursing, substance abuse and vocational rehabilitation.

AFC

Adult Foster Care (AFC) homes are residential settings that provide 24-hour personal care, protection and supervision. Individuals in adult foster care settings may have a developmental disability and/or a mental illness and may be physically challenged or in some other way unable to live without direct supports. Residents receive an additional continuum of necessary services, supports, or treatment provided in an adult foster care facility to meet the unique daily living challenges of individuals with a serious mental illness or developmental disability.

INNER CITY CLUBHOUSE

Clubhouses are a powerful demonstration of the fact that people with mental illness can, and do, lead normal, productive lives. Clubhouses are local community centers that provide members with opportunities to build long-term relationships that, in turn, support them in obtaining employment, education and housing, including: a work-ordered day structure in which the talents and abilities of members are recognized and utilized within the Clubhouse; participation in consensus-based decision-making regarding all important matters relating to the operation of the Clubhouse; opportunities to obtain paid employment in the local labor market through a Clubhouse-created Transitional Employment Program; assistance in accessing community-based educational resources; access to crisis intervention services when needed; evening/weekend and major holiday activities; social and recreational events; and assistance in securing and sustaining safe, decent and affordable housing.



Any CCIH eligible for services through the DWMHA is able to participate in its Supportive Employment program

COMMUNITY RE-ENTRY AND JAIL DIVERSION SERVICES

CCIH's Community Re-Entry and Jail Diversion Services division was established to specifically address the needs of individuals diagnosed with a severe and persistent mental illness as well as having a history of incarceration in state prisons and/or county jails. The division is composed of state and local diversion programs as well as ongoing, recovery-based programs. Referrals come through contracted services with the state and the Detroit Wayne Mental Health Authority (DWMHA) as well as CCIH's access department.

CCIH's staff provide an array of services responsive to the needs of returning citizens including peer support services, vocational services, skill building and integrated dual disorder services. The consumer's treatment needs and intensity of services are determined through the state contracted agency, or for individuals requiring inpatient or community treatment, determined in collaboration between the state agency, DWMHA and CCIH.

Once consumers agree to participate in a program, it becomes part of his or her probationary status.

CCIH prison release and jail diversion programs include an Intensive Treatment program, Clinic Services, Mental Health Court and Supportive Employment.

INTENSIVE RETURNING CITIZEN PROGRAMS

CCIH's Intensive Treatment Program was created for adults 18 years of age and older, who have been incarcerated in the city, county or state correctional facilities and are returning to the community. Potential participants are screened while still incarcerated or identified by a probation or parole officer once the individual meets the admission criteria while in the community.

The program's uses a cross-system collaborative approach of service which may include mental health, substance abuse, criminal justice and vocational services. The representatives of the various systems and the consumer work together as a team to create a planned systematic sequence of formal and informal linkages within the community in which she/he are or will be, living.

The program target to maintain recidivism below 30 percent was achieved throughout 2018.

MENTAL HEALTH COURT

Mental Health Court is a State of Michigan initiative between the office of the court and community mental health. The goal of the initiative is to reduce the recidivism rate of consumers by providing intensive treatment to individuals identified as having multiple encounters with the criminal justice system that appear to be directly related to the symptoms of mental illness.

The philosophy of Mental Health Court is that by providing appropriate services in the community coordinated with the criminal justice system, an individual may more likely follow through with treatment recommendations.

CCIH is responsible for ongoing peer and case management services throughout the involvement of the consumer in the court services. The case manager provides linkages to community services and monitors their effectiveness and offers supportive services which may include skill-building groups and support groups that address the behaviors required to remain in the community. The peer support specialist works with the consumer to establish additional supports and develop a Wellness Recovery Plan when appropriate. The specialist also leads a recovery-based group on an ongoing basis throughout the consumer's involvement in the court program.

The program's target of maintaining recidivism under 15 percent was achieved throughout 2018.

DIVERSION RECOVERY AND RE-ENTRY/ CLINIC SERVICES

This initiative is a case management model provided to those who have completed the intensive case management program and/or who have been released from jail through the Jail Plus process but are not in the early release program; or who are released from prison through the Michigan Department of Corrections Prison Reentry Initiative (MPRI) process who are in need of services or ongoing services as an outpatient.

Services are based on coordination with the State of Michigan Department of Corrections and its contractor, Professional Consulting Services (PCS), Wayne County Jail, Health, and the Detroit-Wayne County Mental Health Authority. Consumers who agree to participate in the program are referred through the community and/or their parole or probation officer; or may have also served their maximum sentence but would benefit from services to address specific needs.

The program's goal of maintaining recidivism under 25 percent was achieved throughout 2018.

INTENSIVE JAIL DIVERSION PILOT PROGRAM (IJDPP)

Recent studies have revealed that 68 percent of Wayne County jail inmates suffer from depression, bi-polar disorder or generalized anxiety disorder. In addition, research suggests individuals with these diagnoses are at increased risk for substance use disorders.

This program focuses on consumers who are interacting with law enforcement pre-booking, as well as those who are in jail or are transitioning out of jail. The CCIH Team is available 24 hours, seven days a week to triage consumers within 48 hours of being identified by police or referred by prosecutors, jail staff or the courts. More than a 100 non-violent consumers with mental illness or co-occurring disorders (COD) participated in this program in 2018.

Program participation lasts for up to one year. Those admitted into the program while in jail, may remain in the program for up to one-year post release.

EVIDENCE-BASED SUPPORTIVE EMPLOYMENT

This program identifies and develops job opportunities in the community for CCIH consumers, as well as provides supportive services to them to obtain and maintain employment.

The philosophy of the program is that individuals diagnosed with severe and persistent mental illness have the right and capability to work as a core element to recovery as meaningful employment provides consumers with skills to manage their own recovery.

Eligibility is based on consumer choice and no CCIH consumer eligible for services funded through the DWMHA, is excluded who wishes to participate.



CCIH renovates abandoned buildings in Detroit for affordable housing

FINANCIAL
STATEMENT



FISCAL YEAR ENDED SEPTEMBER 30, 2018 (UNAUDITED)

REVENUE: \$ 15,556,749

Billed Revenue		
Carelink	\$4,123,781	26.51%
Medicare & Private Pay	\$3,621,252	23.28%
Grant Revenue		
Grant Funding	\$2,755,650	17.71%
HUD	\$2,035,784	13.09%
HRSA	\$2,429,676	15.62%
Other Revenue		
Fundraising	\$77,844	0.50%
Other	\$512,762	3.30%

EXPENSES: \$ 14,319,271

Behavioral Treatment Services	\$4,497,720	31.41%
Community Re-Entry Programs	\$2,282,387	15.94%
Supportive Housing Services	\$3,681,111	25.71%
Psychosocial Rehabilitation	\$582,695	4.07%
General Healthcare	\$2,847,444	19.89%
Other	\$427,914	2.99%



CCIH Annual Employee Appreciation Day



Gray St Housing Community Garden



CCIH uses quality products in its building renovations

BOARD OF DIRECTORS

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Board Chair, Chair Quality and membership

ALFONSO BERMEA

Vice Chair and Quality committee

KARIN A. PLUMMER

Secretary, Chair membership committee

JESSICA R. PAPPAS

Chair, Development Committee

SHEREEDA CARR

Member

BARBARA A. HUBBARD-FRAZIER

Member

GHANA JONES

Member

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Member

NIKKENYA MOLETT

Member

DANIEL D. SPYKER

Member

CHRIS URBANIK

Member

JOHN WHITE

Member

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RYAN LEPPER

President and Chief Executive Officer

KIMBERLY FARROW, MD

Chief Medical Officer and VP of Clinical Operations

SANDRA WARE

Chief of Staff and VP of Development and Strategic Growth

LATRICE BERRY

Chief Financial Officer

ROBERT MAILLOUX

Chief Talent Officer

ANGEL PERDUE

Chief Revenue Officer

CURTIS SMITH

Chief Housing Officer

KRISTI THOMAS, DDS

Chief Dental Officer

VIRGIL WILLIAMS

Executive Director of Comprehensive Behavioral Health

DOROTHY AUSTIN

Director of Nursing

JULIAN HAYES

Director of First Impressions

NORRIS HOWARD JR.

Director of Community Reentry and Employment Services

CHERYL MADEJA

Director of Quality Assurance

SARAH SPANNBAUER

Director of Operational Development and Special Projects

CARL COLEMAN

Housing Coordinator

KRYSTAL DAVIS

Housing Coordinator

JANET NESBITT

Support Staff Coordinator

ASHLEY SHADLE

Quality Review Coordinator

IN MEMORIAM: BETTY CORLEY

In late October 2018, Betty Jean Corley's Central City Integrated Health colleagues threw her a surprise party to commemorate her 46 years of service. They did not realize it would also be a good-bye party.

Betty died January 23, 2019, leaving a void at CCIH that cannot be replaced. Betty had two jobs her entire 74 years and CCIH was blessed to be one of them. As a dedicated 46-year employee of CCIH, Betty distinguished herself as a pillar to CCIH's mission. Betty was a

servant leader who loved helping CCIH consumers, many of whom are the most vulnerable in our community.

Betty was known for her pleasant, professional and inviting manner and voice. While her voice is now silent, the memory of her will not be forgotten. We plan to rename the Central City Integrated Health's Intake/ Access Suite of offices to The Betty J. Corley Welcome Center.






Dr. Miller




**CENTRAL CITY
INTEGRATED HEALTH**


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