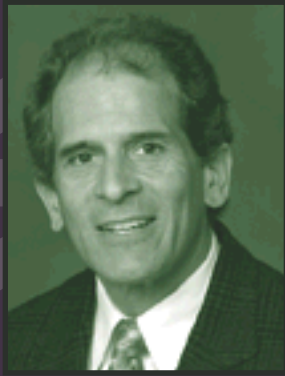


2004-2005 PROGRESS REPORT



SAGINAW COUNTY COMMUNITY MENTAL HEALTH AUTHORITY



Philip Grimaldi,
Board Chairman

SCCMHA MISSION STATEMENT

“As the public manager of supports and services for citizens with mental illness, developmental disabilities and chemical dependency and their families, SCCMHA actively strives to develop a system of care and a community that values and embraces the potential and contributions of all individuals with disabilities.”



Sandra M. Lindsey, CEO

SCCMHA VISION STATEMENT

*“A belief in potential
A right to dream
An opportunity to achieve”*

From the Board Chairman

I am honored to serve as chairman for the Board of Directors of Saginaw County Community Mental Health Authority. It is truly inspiring to be part of a team whose focus is dedicated to delivering the highest quality of services possible for our consumers. The administration and leadership of the Board of Directors has much to be proud of as we look over the accomplishments of 2004.

Part of our mission is the ultimate inclusion of our consumers with the Saginaw community by breaking down the stigma of mental illness and disability and providing support, knowledge and understanding through collaboration with other community organizations. This year, SCCMHA collaborated with many organizations, notably the Saginaw County Jail, the Saginaw office of the Michigan Department of Human Services, the Family Division of the 10th Circuit Court, the Saginaw Substance Abuse Treatment and Prevention Services, as well as local schools and the Intermediate School District to help achieve this goal.

In the 2003-2004 Progress Report, we informed you of the three-year accreditation we received from the Commission on Accreditation of Rehabilitation Facilities (CARF). This “seal of approval” is an endorsement for our efforts of striving to achieve the highest quality services possible for our consumers.

Defining quality is not something the Authority does on its own. In fact, we renewed our efforts to include SCCMHA consumers in all aspects of our business. We proudly report that SCCMHA now employs six different consumers. In addition, we continue to welcome the important input from all of the consumers that are regular members of our quality committees, oversight structures and leadership groups.

On behalf of the Board of Directors, allow me to also offer congratulations to the management team and staff of SCCMHA for their heroic and successful needs analysis and implementation of policies and procedures to address compliance with the new voluminous federal regulations under the Balanced Budget Act. In addition, the successful procurement process to select new software products that will shape our information management needs and state reporting well into the future must also be acknowledged.

We have many high hopes as we tackle 2005. We plan to continue focusing on collaboration, ultimately resulting in our providers and the community working together towards one, overarching goal – enhancing the quality of our consumers’ lives by providing them with high-quality, effective services.

Looking back on our successful track record, the determination of our consumers, the tireless enthusiasm and talents of our staff and provider network and the dedication of our community, I have no doubt that this dream will someday become a reality.

Respectfully,

Philip Grimaldi, Chair
SCCMHA Board of Directors

From the CEO

Somebody once asked Thomas Edison, one of the greatest minds and hardest workers in American history, why he had more than 20 scientists working with him.

“If I could solve all the problems myself,” Edison said, “I would.”

Saginaw County Community Mental Health Authority cannot, by itself, meet all the mental health needs of our community. Fortunately, we don’t have to. Because the synergy we have with our “partners” just keeps getting stronger ... and helps us make a more positive impact on the community.

The Children’s Mental Health System of Care Team is just one example. It includes the leadership of three of the major players in the continuum of mental health care for children: the Department of Human Services (formerly known as the Family Independence Agency), the Family Division of the 10th Circuit Court in Saginaw and SCCMHA.

In the past, each of these agencies and institutions were involved in meeting some of the multiple and varied needs of children with serious emotional disorders. But they worked independent of each other – duplicating services in some areas, managing gaps in others.

By working together, the team is well on its way to creating a user-friendly, efficient and seamless system to better meet the needs of children with serious emotional impairments and their families.

Our joint effort with the Saginaw County Sheriff’s Department is another good example. Together, SCCMHA and Sheriff Charles Brown have established a program to provide on-site psychiatric care at the Saginaw County Jail. This helps the jail more quickly and efficiently meet the needs of inmates with mental illness – without compromising inmate or deputy safety. A psychiatric presence at the jail has also greatly added to our already successful pre- and post-booking jail diversion activity in place for several years now.

Partnership with Advanced Care Pharmacy of Shelby Township and Healthway Pharmacy here in Saginaw led to the opening last year of a pharmacy on-site in our Hancock Street office. This has made it more convenient for our consumers to get prescriptions filled and hence improved medication compliance.

The arrangement has also greatly reduced our indigent medication costs as Advanced Care has taken over the management and dispensing of our sample medication and patient assistance drug programs. The Advanced Care partnership has brought an expertise to us not only in the form of specialty pharmacy subject matter expertise, but in addition, a better understanding and integration of the role of medication in patient care and education. The Saginaw County Jail is also benefiting from our partnership as inmates seen by our psychiatrist also have access to our sample medication program for a small dispensing fee paid to Advance Care.

One of our oldest partnerships is the Crisis Intervention Service based in the Emergency Care Center at Covenant HealthCare. Covenant provides office space and resources necessary to provide mental health and substance abuse crisis services. SCCMHA provides referrals, consultation and evaluation services.

Continued

SCCMHA Service Network Partners

The Michigan Department of Community Health requires SCCMHA, as a prepaid health plan, to have a system to monitor provider performance and verify the delivery and documentation of funded services. These two key compliance and quality oversight functions apply to all SCCMHA service network members and is a primary focus of the SCCMHA network services management role.

The first official audit cycle for SCCMHA of the provider network members was completed by the end of FY 2004. A total of 153 audits were completed, and the average audit score for providers across all program services sites and types was 89%. Audit scores are published and all providers are expected to follow through on corrective actions specific to their programs. In addition, 30 providers were specifically recognized for their required training compliance this year. Overall, SCCMHA is very pleased with this system outcome measure of provider competency and adherence to standards. Continual quality improvement is an ongoing expectation for the network, with special emphasis placed on advancing consumer voice and choice at all service delivery sites and provider self-monitoring of compliance areas, including routine proactive problem-solving responses.

SCCMHA placed specific emphasis on needed supports and resources for licensed residential programs, and implemented a specific home manager training program this year, as well as targeted communications and in-services to assist this crucial and challenging area of service delivery.

Advanced Care Pharmacy opened shop at SCCMHA, providing not only full medication and pharmacy consulting supports for programs and individuals served, but also pharmacy management and planning integration for the first time.

It was a busy and exciting year. In a constant environment of change and challenges, SCCMHA is especially grateful for the community partnership of the service provider network programs and staff that support individuals on a daily basis in their lives with their specific needs. SCCMHA will continue to encourage provider feedback and input and work to expand venues for provider dialogue and communication.

From the CEO . . . Continued

As you'll read inside, we recently honored Covenant's efforts in meeting this important community need with the Bernice Barlow Community Partnership Award.

You can also read more about Carolyn and Ted Rapson, in whose honor we have created the Living the American Dream Award. The Rapsons are part of our extraordinary provider network: the people who, day in and day out, help make life better for those with mental illness and developmental disabilities.

Our partners include volunteers and community leaders such as Eileen and Louis Vescio – whom we've also honored for their tireless advocacy for our consumers and their families.

The list of valuable volunteers expands greatly when we look at programs such as Learning Links. Through this program, volunteers willing to share their expertise have helped our consumers learn a variety of things to help improve their quality of life. Last November, for example, they helped consumers learn more about the election process. Even more importantly, they assisted consumers in registering and getting to the polls – ensuring that their voices are heard in the political process.

We've also seen an increasingly important role being played by our most important partners: our consumers. Last year we had over 40 different consumers participating in our standing quality and leadership committees. SCCMHA also had the largest consumer delegation from anywhere in the state attend the annual Person Centered Planning Conference.

That kind of involvement has sparked new confidence and growth on their part. Their feedback and input, in turn, has helped SCCMHA get better at finding ways to provide treatment and supports that are meaningful and facilitate positive outcomes.

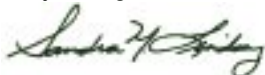
The integration of our consumers in the community has no better example than right here in our offices – where we now have four consumers working part-time as case management assistants and two others working in our Customer Services office. My office has also provided a regular Temporary Employment Position for our Bayside Lodge Clubhouse members.

The success of our many partnerships fills me with optimism. The trust and spirit of cooperation between SCCMHA and our partner organizations is at an all-time high.

No doubt, that optimism is occasionally challenged. Michigan's continuing financial turbulence is one of the greatest challenges we face. That turbulence can translate into decreases in publicly funded programs such as Medicaid – which pays for more than half of the services delivered to Michigan's citizens with mental illness and developmental disabilities. It could lead to cuts in the state's General Fund formula to community mental health organizations across our state. General Fund dollars support indigent care and state hospital utilization, areas where SCCMHA is already overspent.

But the partnerships, both old and new, that have been formed and the leadership we've seen from our partners are building a solid future for Saginaw County and its residents – for generations to come.

Respectfully,



Sandra M. Lindsey, M.S.W., A.C.S.W.

Chief Executive Officer

Saginaw County Community Mental Health Authority

Everyday Heroes

The word hero conjures up vivid associations. Philanthropists. Politicians. Peacemakers. Spandex-suited figures wearing brightly-colored capes. Larger-than-life characters who have worked tirelessly to make the world a better place. But sometimes the most influential heroes are the ones who receive little or no praise – who steer clear of the limelight – the ones for whom helping others is just a part of their everyday lives.

On Tuesday, May 17, we hosted our fourth annual consumer and community recognition event – the Everyday Heroes Banquet. It's where we come together to celebrate the achievements of consumers as they share their personal success stories of overcoming the challenges of disability. At this year's banquet we honored 16 consumer heroes; Dalia Smith, Amelia Johnson, Michael Schuster, Mark Leffler and the My Choice Meals on Wheels volunteers, which include Joyce Adrow, Calvin Ashford, Carl Booker, Paquita Campbell, Larry Gahagan, Jill Jurek, Alfred Kelly, Kelvin Layton, Sandra Lindstrom, Yvonne Miree, Arthur Polzin and Vasilicoula Zestos.

We also honored a new batch of heroes as we recognized several of our advocates and providers whose efforts give consumers the support they need to better their lives. The four new awards unveiled at this year's banquet included: The Community Partnership Award; the Living the American Dream Award; the Quality of Life Award; and the Leadership, Advocacy & Family Support Award. Each of these awards have been dedicated and created in honor of individuals who have gone above and beyond the expected, and have helped consumers with mental illness and developmental disabilities obtain the services they need and achieve the quality of life that they deserve.

The names of these advocates, community leaders and volunteers will not be unfamiliar. All of them have done great work in our community; all have played integral roles in the success of SCCMHA's mission. And, on May 17, we honored them for the work that, for each of these heroes, is just a part of something they do every day.

Community Partnership Award

It has been said that Bernice Barlow's name is synonymous with civil rights in Saginaw. A passionate activist, community leader and former elementary school teacher, Bernice has long been dedicated to the advancement of equality in all its forms in the Saginaw community.



Bernice Barlow

In thirty years as president of the Saginaw branch of the NAACP, she spearheaded the advancement of civil rights in the community, playing a key role in the desegregation of Saginaw School District employees. Because of her relentless efforts, Bernice has earned numerous awards on the local, state and national level.

In her role as board member of SCCMHA, Bernice, with her signature zeal and passion, pursued understanding and improvements in the quality of life for mental health consumers. Over the years, Bernice served as a member of the Program, Recipient Rights and Ends committees. She has also served in leadership roles with the Saginaw Education Association and the Tri-County Fair Housing Association.

Her commitment to the advancement of community understanding and the advancement of the rights of those who are in the minority have caused tremendous changes in the Saginaw community. Her dedication and passion are why we have created the Community Partnership Award in her honor. This award will henceforth be awarded to individuals and organizations who best embody the spirit of societal collaboration.

This year, we will present the Bernice Barlow Community Partnership Award to Covenant HealthCare. The collaboration of Covenant HealthCare and SCCMHA has long been a touchstone of community partnership in Saginaw County. For 15 years, SCCMHA and Covenant have delivered services to our consumers that would not have been possible on an individual basis. The partnership's influence has allowed SCCMHA to reach out into the community to work hand-in-hand with law enforcement officials and other area hospitals, enabling us to respond to the Saginaw community with 24-hour/7-days a week behavioral emergency services.

Living the American Dream Award



Carolyn and Ted Rapson

Dreams are the stuff that Carolyn and Ted Rapson's work is made of. The Rapsons have long been champions for advancements in mental health. Through Open Arms, their involvement with The Arc of Saginaw and SCCMHA, Carolyn and Ted have aided many consumers in obtaining independence and inclusion in the Saginaw community. Both Carolyn and Ted are active members of the Quality of Life work group, and Carolyn serves on the Self-Determination committee of SCCMHA.

Supporting housing endeavors is only part of the work that the Rapsons do. They help consumers with all aspects of their lives, through involvement in the community through volunteer work and activities, and in personal joys such as arranging vacations. They're helping those with mental illness and developmental disabilities to "do what everyone else does," as Carolyn puts it.

Carolyn and Ted are visionaries, going above and beyond the expected to provide our consumers with the quality of life that they desire and deserve. They are truly shining examples of how belief in a person's dreams can change their life for the better. Their dedication to providing extraordinary consumer support, their commitment to break the stigma of mental illness and disability in the community, and their selfless dedication to their consumers are why SCCMHA honors them with creation of the Living the American Dream Award, which will henceforth be awarded in their honor.

Quality of Life Award



Agnes Rambo

In an interview for the SCCMHA Spring 2002 Intralink, Agnes Rambo said: "It's been my mission to help others, especially children who do not get the care and love they deserve."

Agnes's dedication to mental health spanned three decades and resulted in the improvement of the quality of life for countless individuals. She was an SCCMHA board member from 1971 to 1979, and served on the first Citizen's Advisory Council, a group of which she was a part until 2002. When the SCCMHA building at 500 Hancock was dedicated in 1979, Agnes was part of the ceremony.

Her involvement in the creation of a specialized residential program for developmentally disabled women culminated in 1980 with the creation of the Rambo House – named in Agnes' honor. The house, still in operation today, enables residents to receive needed support and learn life skills in a home-like environment.

Agnes held leadership and volunteer roles with numerous other organizations for many years, including but not limited to: the Girl Scouts, Saginaw City Council, Saginaw Republican Women, Commission on Aging, Saginaw County Board of Supervisors, Saginaw Community Hospital (now HealthSource Saginaw), Saginaw County Fair, the Presbyterian Church and the AARP.

Her passing in February 2005 at the age of 95 left a legacy of advocacy and civic leadership. Her lifelong dedication and relentless pursuit of the improvement of quality of life for mental health consumers is why we honor her memory with the Quality of Life Award. In the future, the award will be known as the Agnes Rambo Quality of Life Award, and will be given annually to an SCCMHA network provider.

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Leadership, Advocacy & Family Support Award

Having a daughter born with a mental illness would cause any parent to become an advocate. Eileen and Louis Vescio just took their duties a step further.

Community leaders, advocates and entrepreneurs, the Vescios have long been involved in mental health issues in the Saginaw community. As former owners of Vescio Supermarkets, they aggressively sought inclusion in the community by hiring people with disabilities as employees in their stores. Then, in 1987, they attended a meeting of the local branch of the National Alliance for the Mentally Ill, a nonprofit, grassroots support and advocacy organization supporting mental illness.



Eileen and Louis Vescio

They were hooked. The Vescios became members of the chapter, and soon turned their involvement into leadership positions. Louis served as president of the state NAMI from 1989 to 1990. Eileen acted as president for the local branch of the NAMI from 1990 to 1991. When Louis took over the position of branch president from 1991 to 1992, Eileen became the chapter's secretary-treasurer and group leader.

The Vescios' advocacy efforts have won acclaim at all levels. For employing people with disabilities in their supermarkets, Louis received the national Employer's Merit Award from the President's Committee, and was named Outstanding Employer of the Year by the Michigan Governor's Commission.

Currently, Louis is chairman of the Michigan Business and Professional Association and vice-chair of the Michigan Food and Beverage Association. He is also president of Friends of Bayside Lodge.


Eileen has served on SCCMHA's Community Advisory Council for four years, assuming the leadership roles of secretary and incoming chairperson. She continues her roles as secretary-treasurer and group leader for the local Tri-County NAMI branch serving Saginaw, Bay and Midland counties.

The Vescios' tireless efforts of championing for the betterment of those with mental illness have resulted in the enhancement of the quality of life for countless consumers and their families. It is with great pleasure that we honor them with the creation of the Leadership, Advocacy & Family Support Award, hereafter to be awarded in their honor to an individual or group whose leadership and advocacy goes above and beyond the expected.

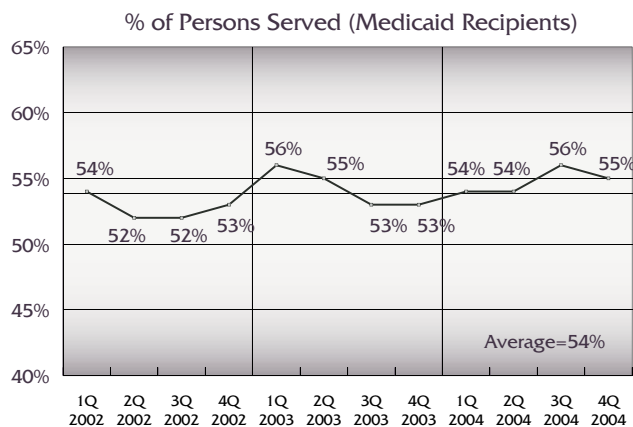
If you were to look inside our organization and ask yourself, "What is it that is unique in this place?" you might consider any number of different characteristics. In a service organization such as community mental health, you might look at things that people have in common, how they dress, how they speak to each other, how they address their customers, their reception or even their service. These are characteristics that reflect the culture of the organization, the things that they do and the value they strive for in their best efforts. We would hope, if you were looking into SCCMHA, one thing you would notice is how often the topic of conversation is on quality improvement.

In August 2004, the SCCMHA Quality Program was cited as exemplary by the Council on Accreditation of Rehabilitation Facilities (CARF). The staff at the mental health center take their work very seriously, whether they are serving consumers or providing administrative support. At SCCMHA, we believe that quality is a way of working, a way of serving and a way of thinking. The quality program reaches out to all of our consumers, our partners in the community, our staff and our operations.

Two Quality Improvement Projects were initiated in FY 2004: the Maximum Benefit Project and the Health Care Integration Project. These quality improvement projects are demonstration projects that were required of all Prepaid Inpatient Health Plans by the State of Michigan.



"Saginaw County Community Mental Health Authority is awarded a Three-Year Accreditation. The board, chief executive and staff are commended for the consistent way in which the organization's programs strive to meet the needs of persons served."
CARF Survey Report
August 2004



The Maximum Benefit Quality Improvement Project was chosen by SCCMHA to help address the needs of the SCCMHA consumers who are eligible for health insurance through Medicaid, Medicare, MICHild or other programs. Health insurance is especially important to those who rely on prescription medications to manage chronic illness. The staff of MedAssist worked with our agency to help develop our ability to identify those who might be eligible for insurance but had not applied or had been turned down. We would like to acknowledge the support of the Saginaw County Department of Human Services for their willingness to work with SCCMHA to provide outreach to people with mental illness and developmental disabilities. As a result of our teamwork, we have increased the number of our consumers enrolled in a health care insurance plan.

The Health Care Integration Project is a statewide effort to be sure that the "carve-out" of mental health service in the Michigan Medicaid

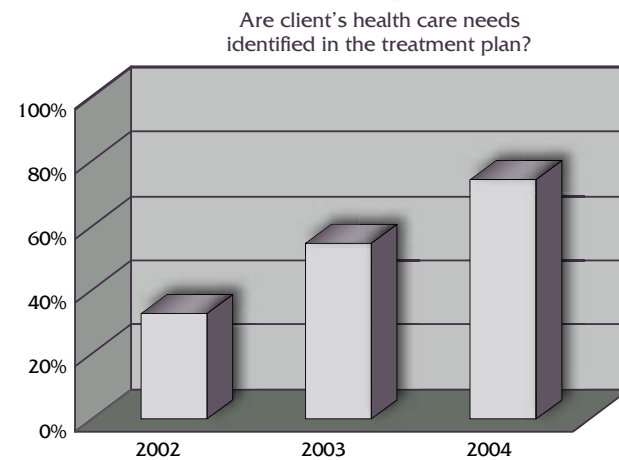
Managed Care Program does not result in poor coordination of care. The importance of the coordination of physical health care and mental health care cannot be overstated. The "mind-body connection," as it has been referred to, is especially critical when a person is receiving medication for treatment of his or her mental illness. The goals of this quality project are to improve communication between doctors and to be sure that all persons served in community mental health also have access to primary health care. We are especially grateful to our project representatives from the Medicaid Health Plans serving Saginaw County residents: Community Choice, Great Lakes, HealthPartners, Molina and McLaren. Two other local health care agencies have also contributed: Health Delivery Inc. and Healthy Futures. These agencies have helped us examine ways to be sure that we are meeting the health care needs of SCCMHA consumers.

The Reach for Quality is the theme of our FY 2004 Quality Report. This last year, our staff decided that the best improvements would come not from little adjustments, but from big changes. In this day and age in health care, data management and service delivery are

"On balance, SCCMHA is an exceptionally well-managed, innovative, publicly funded organization."
CARF Survey Report
August 2004

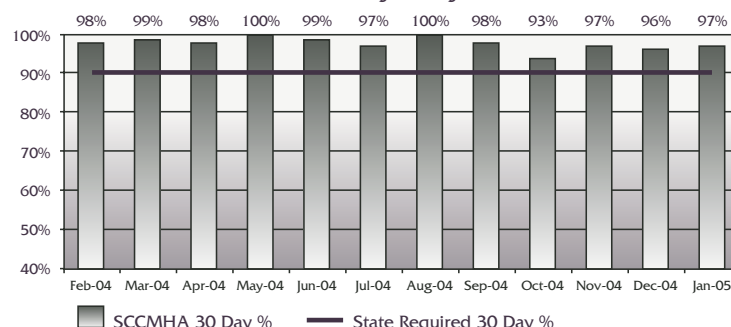
If you are interested in helping us with our quality program, please consider contacting us by phone at (989) 797-3584 or visit us at our web site at www.sccmha.org. We would like your comments and suggestions. We also invite you to attend one of our Citizens Advisory Council meetings. Our meetings are open to the public on the first Thursday of every month at 7 p.m. in the Saginaw County Mental Health Center at 500 Hancock. Your comments are important to us.

Health Care Integration Studies



closely tied to information systems. SCCMHA began the process of changing to a new information system this year. So many of our administrative as well as clinical performance indicators are dependent on the information system tools that the staff use daily to perform their jobs. Timeliness of Claims Paid is only one of the many services that are sensitive to information technology. The Health Information Privacy and Accountability Act (HIPAA) required us to update our technology in order to be compliant with this new federal law.

**Timeliness of Claims Paid
30-Day Analysis**



SCCMHA Network Service Members

Specialized "Type A" Residential Providers

Alpha Omega Home Care
Angel's Place Corporation
Armstead AFC
Babion's Foster Care
Benchmark Development, LLC
Benchmark Homes #3, LLC
Benchmark Homes of Saginaw No. 5
Bethesda Lutheran Group Home
Carruth AFC
DeMott's AFC Home
Garchow AFC
Great Lakes Regional Care Inc.
Harmony House AFC
Hartung AFC Home
Hidden Valley Home
HomeLife Inc.
Hoonstra AFC Home
Hope Network Behavioral Health Services
Hope Network Southeast
Hopkins AFC Homes
Ivy Manor
Jan's AFC Home
Karen's AFC Home
Krasinski AFC Home
Kunta AFC
Listening Ear Crisis Center
Lou's AFC
Magline Whitley AFC Home
Nam's AFC
New Hope Behavioral Services, LLC
Parham AFC
Patton AFC
Quality Living AFC
Rapson AFC
Rose Hill Center
Saginaw Bay Human Services
Santino AFC
Schiavone Enterprises, Ltd.
Select Residential
Sewell's AFC Home
Sewell's Care II
Stephani's Place
Team Mental Health Services Inc.
Wallace Street Assisted Living Center
Whitley's AFC Home I

Supported Independent Program (SIP) Providers

Benchmark Development, LLC
Benchmark Homes of Saginaw No. 5
Bethesda Lutheran Homes and Services
Cotton Independent Living
Hopkins SIP Homes
Jubeju SIP
Rendon's Enrichment SIP
Sen-Tif Inc.
Team Mental Health Services Inc.

Specialized "Type B" Residential Providers

Central State Community Services Inc.
Continuing Care and Advancement
Inter-Disciplinary Advantage
New Passages
Quality Living Services Inc.
Resident Advancement Inc.
Saginaw Bay Human Services, Inc.
Transitional Living Systems
Tri Cities Community Services Inc.
Valley Residential Services Inc.

Respite/Community Living Support Providers (CLS)

Barker, Sharon
Bethesda Lutheran Homes and Services (CLS only)
Bradford, John (CLS only)
Chinery, Tammy (CLS only)
Cox, Linda-Albert (Respite only)
Dobson Health Care Services Inc. (CLS only)
Dow, Pamela
Duranso, Wendy
Edwards, Dave
Eli, Willa (Respite only)
Fath, Tammy
Finazzi, Victoria
Greer, Robine
Hall, Emily
Hare, Lorraine
Heartland Home Healthcare (CLS only)
Kaplan, Clarice
Knoellinger, Nichole
Krys, Rachel (Respite only)
Lockwood, Anna (Respite only)
Lutenske, Neva
Lutheran Home Care Agency (Respite only)
Manser, Vicky (CLS only)
McCall, Wynell
Mid-Valley Interim Healthcare (CLS only)

Miller, Matt (CLS only)
Napieralski, Kimberly
Price, Kristen
Saginaw Bay Human Services (CLS only)
Schultz, Ashley
Short, Deborah
St. Mary's Guardian Angel Respite and Adult Day Services (Respite only)
Stephens, Mark and Vickie (Respite only)
Studs, Angela
SVRC Industries Inc. (CLS only)
Thornton, Christina
Transitional Living Systems (CLS only)
Training and Treatment Innovations (TTI) (CLS only)

Children's Waiver Providers

Dobson Health Care Services Inc.
Gentiva Health Services
Heartland Home Healthcare
Mid-Valley Interim Healthcare
SCCMHA Children's Waiver

Pharmacy Providers

Advanced Care Pharmacy Services, Saginaw, LLC
Rite Aid Pharmacy

Crisis Service Providers

Covenant HealthCare
Hope Network Behavioral Health Services
New Passages
SCCMHA Access Unit
SCCMHA Crisis Intervention Services

Outpatient Service Providers

Child and Family Services
DOT Caring Center
List Psychological Services
Professional Psychological and Psychiatric Services
Saginaw Psychological Services
Westlund Guidance Clinic

Case Management/Support Coordination Service Providers

Case Management of Michigan
Center for Independent Living (CIL)
SCCMHA Community Supports Services
SCCMHA Family Services Unit
SCCMHA OBRA/PASARR Unit
SCCMHA Support Coordination Services
Training and Treatment Innovations
Wayne Center

Clubhouse/Employment/Skill Building Service Providers

Cass Valley Enterprise, (TBHS)
Goodwill Industries of West Michigan, Inc.
SCCMHA Community Ties North
SCCMHA Community Ties South
Services to Enhance Potential (STEPS)
SVRC Industries Inc.
Touchstone Services Inc.
Training and Treatment Innovations

Limited English Proficiency

Boese, Sue
Language Line Services
Pierce-Martinez, Trinidad
VOICE
Yachanin, Ladessa – Deaf Intervention

Enhanced Health Service Providers

Faubel, Sally
Koch, Deborah
Legleightner, LLP, Corwin
Lubeckjy, Anne
Montle, Dawn
On Call Nurses, Inc.
Saginaw Bay Human Services
SCCMHA Enhanced Health Services
Soave, Mary
Tranberg, PhD, LP, Daniel
Zaroff, LLP, Mar

Inpatient Providers

Bay Regional Medical Center
Forest View Psychiatric Hospital
Hadley Center for Psychiatric Care
HealthSource Saginaw
Michigan Psychiatric and Behavioral Associates, PC
Memorial Healthcare Center
Pine Rest Christian Mental Health Services
St. Mary's Medical Center

Substance Abuse Providers

Saginaw County Substance Abuse Treatment and Prevention Services

Guardianship

Guardianship Services of Saginaw County

Open Arms and Open Hearts

Carolyn and Ted Rapson are your average Saginaw citizens. With extraordinary hearts. Who, every day, help dreams take flight.

The husband-and-wife team is the founder of Open Arms, a specialized residential and housing organization founded in 1976 for those with developmental disabilities and mental illness. Most recently, the Rapsons have been helping consumers realize what has been, for some, a lifelong dream: owning their own home.



Vicki Samuel and Michael Schuster

This is a dream come true for the Rapsons, as well. They had attempted to launch this form of independent living 10 years prior, but, as Carolyn says, "the system just wasn't ready for it." Instead, the Rapsons made themselves ready. They traveled extensively, looking at other independent living programs in different states – and different countries – to get a picture of how such a program could be shaped.

In 2003, Ted was looking on the Internet for housing options with a consumer, and came across a site showing a subdivision of condominiums for sale. "She said, 'That's where I want to live,'" says Ted. On Dec. 29 of that same year, the Rapsons purchased four of the 16 condos.

Today, nine Open Arms consumers live in their own condos and actually own them. Two individuals are renting condos, and 28 more are living in their own apartments with support.

The program experiences its fair share of difficulties – such as overcoming community stigmas or arranging financing. But their collaboration with community organizations such as SCCMHA, Citizens Bank and the Saginaw County Residential Housing Corporation have been "instrumental" in helping them achieve their goals.

The Rapsons hope to expand upon the success of the housing program. Carolyn wishes to address the strong need for housing for developmentally disabled parents with children. Ted would like to someday develop an entire subdivision of single-family homes and condos, with consumers living side-by-side with other members of the community.

There are many rewarding stories that stem from the Rapsons' efforts. One of those stories is of Michael Schuster, who, in 1986, was the first individual through their program to have his own apartment. Ted speaks of two of their residents who were originally living in institutions. Over a 20-year span, they were moved from institutions, to group homes, to apartments. Now, they jointly own their own home.

"It's fun to watch [the consumers] as they progress from renting a home to home ownership," says Ted. "There are many more responsibilities, and it's fun to watch them take those on."

The Rapsons remain humble about their role in the program, asserting that it is truly the mental health consumers to whom praise should be given.

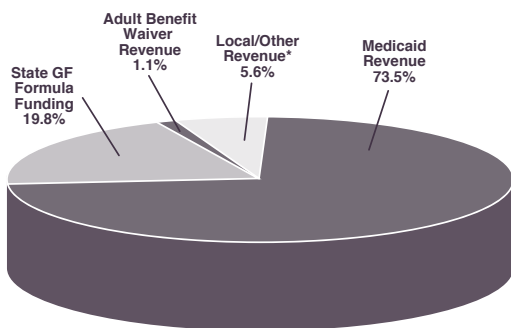
"We couldn't have done the things we did without the people with developmental disabilities having faith and wanting to do it," says Carolyn. "They were willing to see the dream. And live it!"

NUMBER OF CASES BY SERVICE POPULATION

Service Description	Adults with Mental Illness	Children with Emotional Impairments	Children with Developmental Disabilities	Adults with Developmental Disabilities	Agency Totals
Inpatient Services	623	97	4	45	769
Respite Care	0	8	93	23	124
Family Support Skills	1	1	0	1	3
Home Based Services	45	149	5	0	199
Residential Services	124	0	0	205	329
Wraparound Services	0	3	0	0	3
Crisis Residential Treatment	198	4	0	15	217
Community Living Supports	124	49	10	237	420
Clubhouse – Bayside Lodge	83	0	0	20	103
Enhanced Health Services	838	130	35	369	1,372
Outpatient Services	2,179	465	16	360	3,020
Crisis Intervention Services	1,532	247	9	76	1,864
Case Management/Support Coordination	888	67	49	670	1,674
Skill Building Services	6	0	0	279	285
Supported Employment/Supported Independent Housing	20	0	0	83	103
Service Totals	6,661	1,220	221	2,383	10,485

(Duplicated Count)

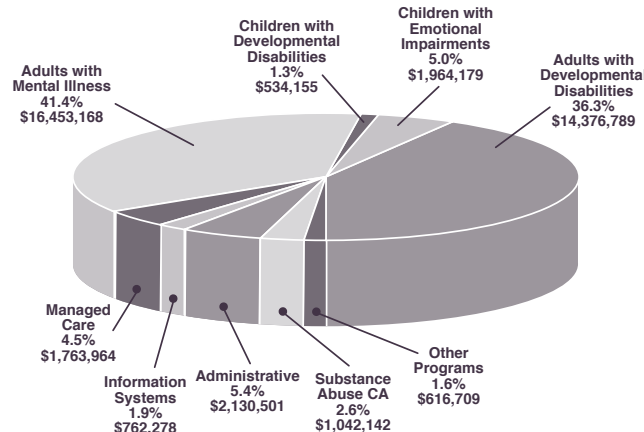
SCCMHA FISCAL YEAR 2004 PROGRAM REVENUE



Total Revenue: \$39,147,151

* Includes Saginaw County match in amount of 2.7%

SCCMHA FISCAL YEAR 2004 PROGRAM EXPENSE



Total Expense: \$39,643,885



SAGINAW COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

500 Hancock
Saginaw, Michigan 48602

CONTACT INFORMATION

SCCMHA General Information/Switchboard
(989) 797-3400

Service Authorization and Access
(800) 258-8678

Office of the CEO
(989) 797-3501

Human Resources Department
(989) 797-3488

TDD (Hearing Impaired)
(989) 797-3460

Recipient Rights Office &
Customer Services
(989) 797-3452

Crisis Center: Crisis Receptionist
(8 a.m. – 5 p.m.)
(989) 797-3476

Crisis Center (24 hours/after hours)
(989) 792-9732

Toll Free (24 hours/after hours)
(800) 233-0022

Towerline/Community Ties North
1040 Towerline Rd.
Saginaw, MI 48601
(989) 754-2288

Community Ties South
17940 Lincoln
New Lothrop, MI 48460
(989) 845-7336



Saginaw County Human
Service Collaborative Body

SUMMARY OF SERVICES PROVIDED FISCAL YEAR 2004

Number of Consumers Serviced (Unduplicated)

Adults with Mental Illnesses	3,234
Children with Emotional Impairments	694
Children with Developmental Disabilities	158
Adults with Developmental Disabilities	647
Total Consumers	4,733

*Includes 186 Family Subsidy Consumers