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**2017 ANNUAL REPORT  
TO THE COMMUNITY**



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## MISSION

To assist and advocate for each person to have supports they want and need:

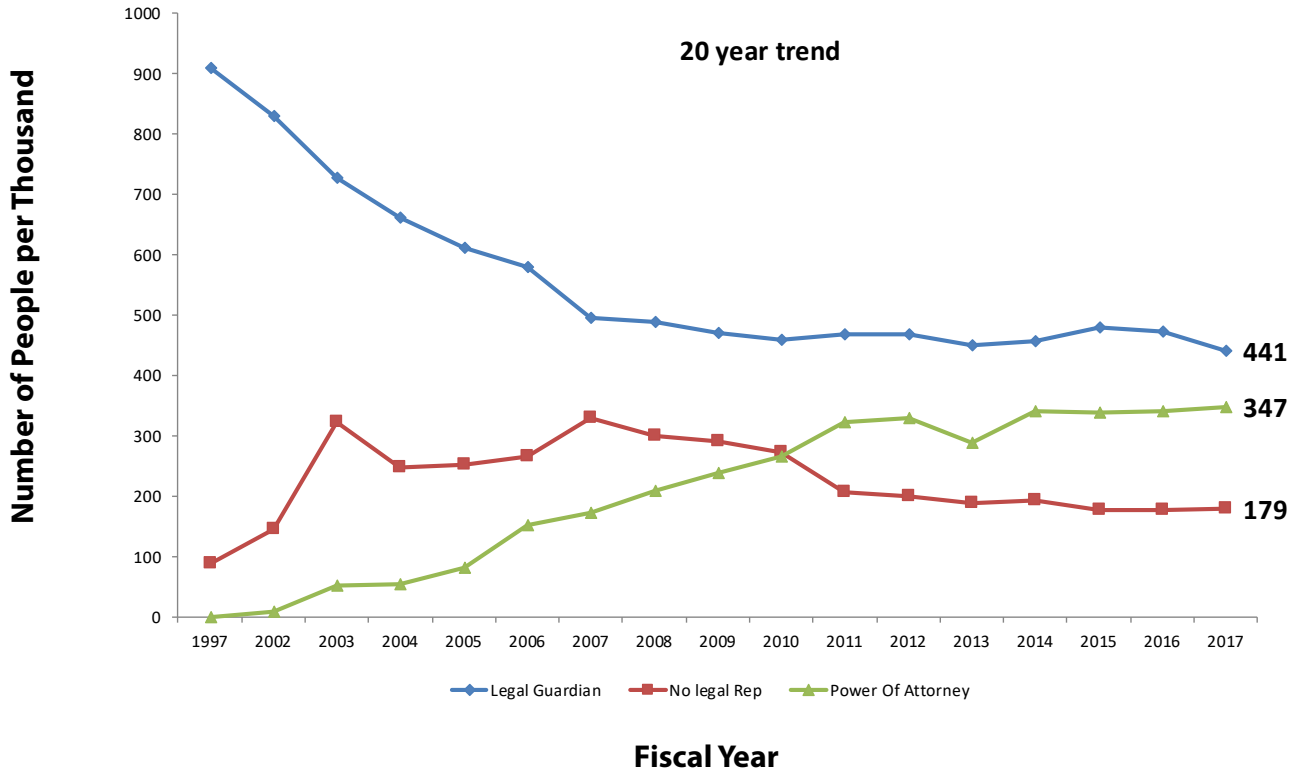
- To exercise control and authority over their lives
- To live a life of freedom, opportunity and relationships as family, friends and neighbors
- To share in full community membership and citizenship

## VISION

People will fully participate in their communities and have a quality of life which comes from freedom and its responsibilities, the authority to make their own life decisions and the financial resources to implement them.

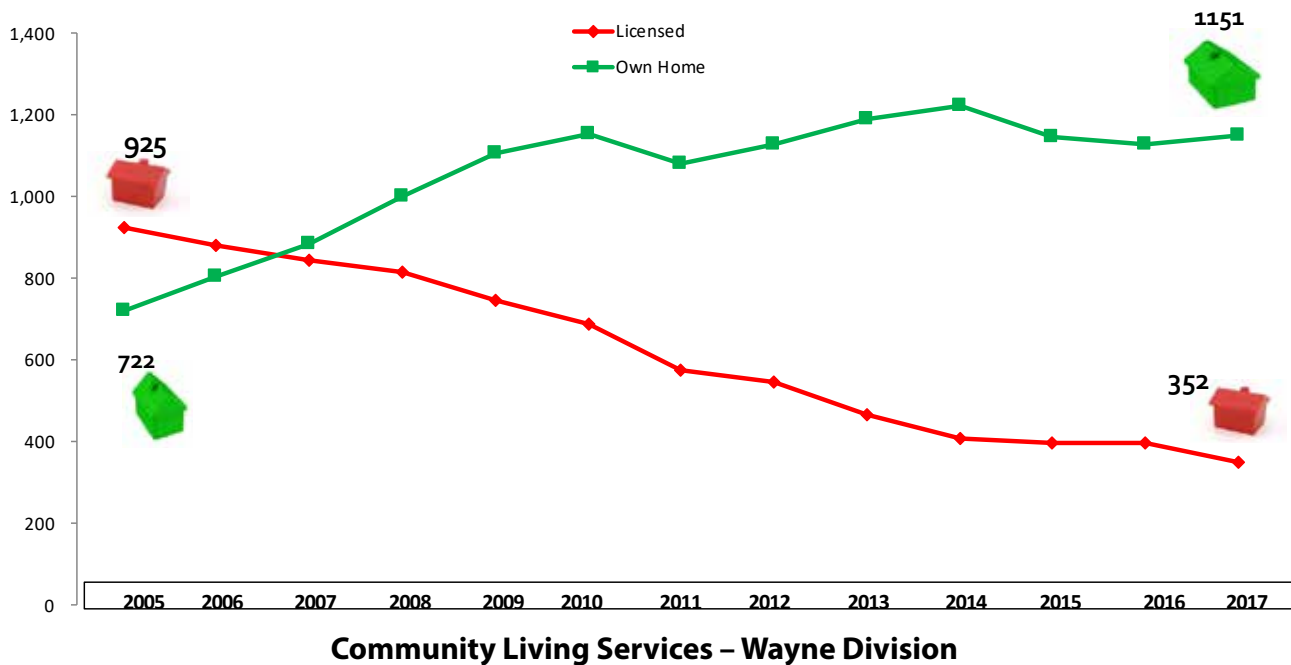
# SUPPORTED DECISION MAKING

## Community Living Services Wayne Division



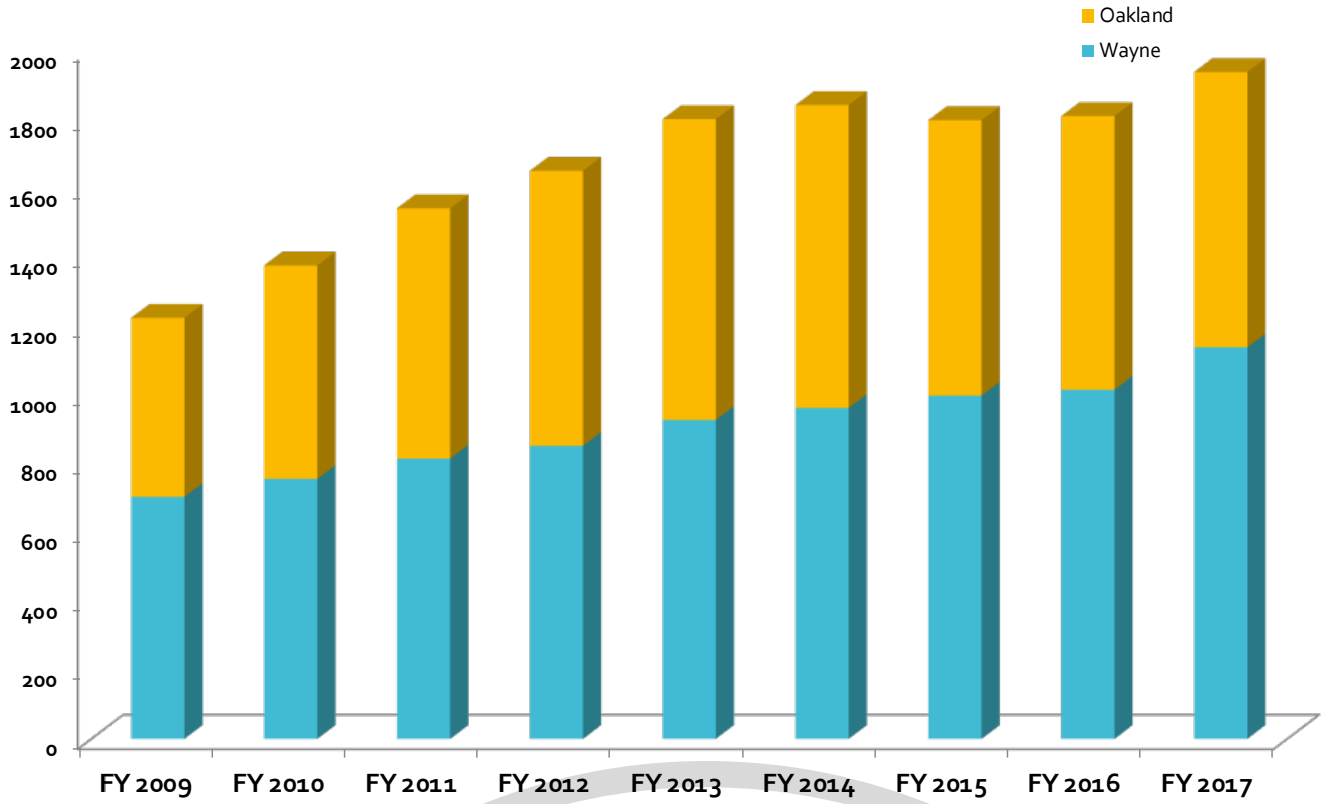
# SYSTEMS TRANSFORMATION – RIGHT OF TENANCY

## 13 Year Trend



Note: In early 1990s CLS supported 1450 people living in 250 homes— licensed for “6 beds”. As of 9/7/16- 397 persons live in 85 group homes; avg 4.4 persons/licensed home. Count in “Own Home” does not include persons living at home with family.

# SELF-DETERMINATION GROWTH IN INDIVIDUAL BUDGETS



# PRESIDENT'S LETTER

## Dear Friends and Colleagues:

In this Annual Report you will read stories of people who have accomplished what they have always been told they could never do. Walter Bagehot was an English businessman and author in the mid 1800's who felt that people should not define you or what you are capable of doing. He was an inspirational journalist who pushed the message that people discourage others with negative statements that say they are not capable-- so why even try? Most everyone has likely had some type of experience in their lives with someone who is discouraging and negative. It can come from family, from educators, people who you thought to be friends or any other person who you may know. Bullying is especially responsible for children being discouraged and feeling a lack of self-worth. Proving others to be wrong is rewarding. Proving that you can do what you have always been told you can't is an especially powerful feeling.

**“THE GREATEST PLEASURE IN  
LIFE IS DOING WHAT PEOPLE  
SAY YOU CANNOT DO”**

**~ WALTER BAGEHOT**

People with disabilities have lived lives of being faced with a lack of expectation, opportunities and outright bullying. Typically, they are defined by their disability and face years of discouragement, particularly in their early years that are the most important to their development in life.

Community Living Services holds as its core value the expectation that life is meant to bring promise. Our mission and organizational purpose is to bring supports to people that create a life like anyone else. We believe that what people with disabilities want are the same desires that everyone has. Most people would say they want the same things in their lives; a home, family and friends, a career, importance to others, dignity and an opportunity to give back. These among others are clearly the fabric of our existence and our daily focus. We love to see the naysayers proven wrong. We feel accomplished ourselves when we see people achieving what they had not felt possible.

**Warm Regards,  
Jim Dehem, President and CEO**





# SUCCESS STORIES



## MICHAEL

Michael loves the spotlight and public speaking. That's why his enthusiasm and zest for life work well with his job. Michael gets paid to train new direct care staff on how they should treat people with disabilities. The name of his powerful presentation is called "People First Police Pledge" and in class he asks everyone to raise their right hand and take a pledge, essentially "deputizing" them to watch their language and not use hurtful words. "We don't use words like 'patient, client or consumer', we are people," says Michael. His presentation is funny and direct. He drives home the point that words can be harmful and disrespectful. He also wants everyone to call him by his name, not use a label or refer to him by his disability. He always ends his lesson with a story of accomplishment, like the time he hired a limo driver to take him to a professional wrestling event. "It was one of my dreams. I found an accessible vehicle that took me to Joe Louis so I could see John Cena, Bautista and The Undertaker battle it out. It was a dream come true and I tell the story to show people that you can do anything as long as you put your mind to it. Just because I'm in a wheelchair doesn't mean I'm not living."



## MARY

"For the first time in my life, I have my own place. I never thought I could do it on my own," said Mary, single mom of four. This past year has been a big one, moving out, learning how to budget, getting her children enrolled in school all while holding down a job. "I was living in a house with 11 other people and my voice was never heard. It was time for me to speak up for myself." Mary and two of her children have disabilities but she wasn't going to let that stand in her way. With the help of her Supports Coordinator and others, she began searching for a home. "It is a dream come true. I can decorate the way I want and my boys have a safe place after school. This is not something I thought I could do on my own. I'm a shy person and keep to myself but for the first time in my life, I'm using my voice and not letting others speak for me." Mary receives supports coordination services from CLS and receives help from a staffing agency to help with daily activities.



## MARK AND RANDY

This duo has been good friends for decades. Both men have been working for over 20 years. Mark, the taller of the two gentlemen, works at Feldman Chevrolet and Randy at Kroger. Both take impeccable care of their home, mowing the lawn, taking out the garbage and making sure their music isn't too loud for the neighbors. They love to play music which led to them owning a DJ business, complete with speakers, lights and dance music. "We play parties and events but are always looking for more gigs," says Mark. The guys enjoy camping and traveling when they get a spare moment. Randy, who is a little quieter of the two, enjoys playing hockey and ushering at his church. The two agree they love working and spending their paychecks but they have learned how to save with guidance from their Supports Coordinator and the Arc of Northwest Wayne County which serves as a fiscal intermediary to help with budgeting and paying bills.

# FINANCIALS

	2015	2016	2017
<b>REVENUES:</b>			
Community Mental Health Contracted Revenues	\$131,826,626	\$146,839,473	\$151,344,834
Carve-Out and Pass Through	1,045,118	1,072,287	1,213,304
Cost Settlement	5,493,649	842,409	5,962,063
Grant Revenues	142,371	141,732	350,000
Interest Income	8,204	5,573	15,933
Other Income	690,450	962,253	228,588
Total Revenues	<u>\$139,206,418</u>	<u>\$149,863,727</u>	<u>\$157,199,741</u>
<b>EXPENDITURES:</b>			
Salaries, Wages and Benefits	15,043,280	16,099,996	15,380,292
Professional Fees / Contracted Services	6,535,995	5,364,134	6,528,915
Administrative Expense	2,998,635	2,582,051	2,566,363
Occupancy	1,405,486	1,238,001	1,236,947
Provider Payments	100,142,540	107,489,893	114,308,131
Home Leases	2,192,845	2,089,317	1,952,067
Maintenance and Repair - Homes	1,105,793	1,132,945	839,180
Other Member Related	752,014	4,138,746	4,138,746
Day Programs / Vocational	8,635,823	9,366,737	10,189,899
Depreciation	210,641	123,278	116,515
Other Expenses	34,333	34,640	15,155
Total Expenses	<u>\$139,057,385</u>	<u>\$149,659,738</u>	<u>\$157,272,210</u>
Change in Net Assets	149,033	203,989	1,842,512
Net Assets / (Deficit) Beginning of Period	\$2,887,481	\$3,036,514	\$823,368
Net Assets / (Deficit) End of Period	\$3,036,514	\$3,240,503	\$2,665,880
Average Per Member Per Month Revenue (PMPM)	<u>\$3,046</u>	<u>\$3,146</u>	<u>\$3,301</u>



## WAYNE DIVISION TRAINING DEPARTMENT HIGHLIGHTS

The Training Department had attendance of over 5,000 people in 2017 for classes provided to direct care workers, CLS employees, people receiving services and their families. These events included topics such as: Dementia and Developmental Disabilities, Ethics and Pain Management, Disability Benefits 101, and Culture of Gentleness.

The department also partnered for the second year in a row with the Alzheimer's Association, featuring classes geared toward helping people with dementia.

Another highlight of the year was a day spent with nationally renowned speaker David Pitonyak who shared about "The Importance of Belonging".



**David Pitonyak discusses community engagement**

## PEER MENTORS AND ADVOCATES SHINE IN 2017!



**Sarah receives a standing ovation**

Sarah has always dreamed of creating a 'Disability Exhibit,' one in which she shares the history of people with disabilities. The dream became a reality in March 2017 when she kicked off National Disability Awareness Month with her exhibit at the Wayne Historical Museum. After the exhibit debut, she was invited to attend a Detroit Wayne Mental Health Authority Board meeting to discuss her display and she received a standing ovation!

David also received a standing ovation when he was honored with the "Partners in Excellence" award during the Community Mental Health Association of Michigan's Annual Fall Conference. The theme for the event was "Honor the Past... Treasure the Present... Dream the Future." David shared his personal story of how he and his support circle have put supports in place to make him successful.



**David shares his story of success**



## TYLER

You better put on your running shoes if you're going to catch up with Tyler, he is a fast mover and has a very busy life. On a cold afternoon, he and his staff were cutting up veggies and food prepping for the week. "Kroger has some good deals," says Tyler after just coming back from the grocery store. Tyler loves to be in the kitchen and he loves being on a schedule. Tuesday is grocery shopping and food prep. Wednesday is cleaning, not his favorite thing to do. "I don't really like cleaning my house but I know it has to be done," says Tyler who shares the condo and living expenses with his roommate, his brother.

Tyler is currently employed at Sanctuary at Bellbrook, independent living for seniors. On Mondays he volunteers at the Older Person Commission and is quite adept at getting there. As soon as he gets his work schedule he calls and arranges his own public transportation. "I have to call them two days in advance to make arrangements." Tyler receives self-determination arrangements from his CLS Oakland County Independent Supports Coordinator and is taking a more active role in learning how to budget his money. Tyler also hired his direct care staff Carol who he has known for almost 10 years. "We have a lot of fun together! She helps me with some things but I am very independent and need just a little help. I'm learning new things every day."



## THERESA

"Some people have said to me, 'You've got it made, you're on Social Security, you don't have to do anything,' and I tell them that staying home and not doing anything is just existing and there is no fun in that. I want to live and have adventures," said 33-year old Theresa. "I like to travel and make each trip a learning opportunity. There is so much to explore in this world." Theresa is quite comfortable living on her own in her quiet down-river apartment. She doesn't drive because of Cerebral Palsy so she takes the SMART bus to work and gets help from family members. "I'm working as a Human Resources assistant and I'm happy to say I'm up for a promotion. I'm also taking college courses toward a Master's degree in business. I like to stay busy." Theresa is always learning and researching new

things to do and see and has this piece of advice for anyone that wants to give up, "Don't let your disability define you. You may get a thousand 'no' answers but there will be that one time you get a 'yes' and you're on your way."



## IZZIE

"One of my goals is to participate in a TED talk. I like to help people and that would be a good way to show that people with disabilities can make an impact on the world," said 24 year old college student Isabella.

"Izzie" as she likes to be called is attending Eastern Michigan University, pursuing her Master's degree in Educational Leadership with a concentration in Higher Education and Student Affairs. She received her undergraduate degree in Disability Studies from EMU in 2017.

"I want to use my degree to help other students with disabilities navigate the college system. Right now I'm working as a grad assistant in the Disability Resources Center on campus so I'm getting a lot of experience. I tell students all the time, don't be afraid to ask questions. Many times kids are not fully equipped for the college experience. I can help with that."

When Izzie isn't attending school she's having fun with her Sigma Delta Tau sorority sisters or getting lost in a good book.

# A YEAR IN



## Lt. Gov. signs restraint and seclusion bill

Michigan Lt. Gov. Brian Calley ended last year on a high note by signing legislation that would end non-emergency restraint and seclusion in schools. Looking over Calley's shoulder is State Rep. Frank Liberati who co-sponsored the bill.



## EWF 2017

The annual Evening with Friends event brought in 700 attendees. Fox 2 News personality Roop Raj presented several people with recognition awards including Kent County resident Aaron.



## Take Your Legislator to Work

Jerome, who works at First Choice Windows and Doors in Inkster, was honored with the Take Your Legislator to Work Day award and got to meet his State Senator David Knezek. Pictured with them is business owner Jennifer Mehdi.



## OCHN Awards

Tyler and Michael were recognized for their advocacy and their employment record at the Oakland Community Health Network luncheon. They were given the "Helping Hands" award.





# PICTURES



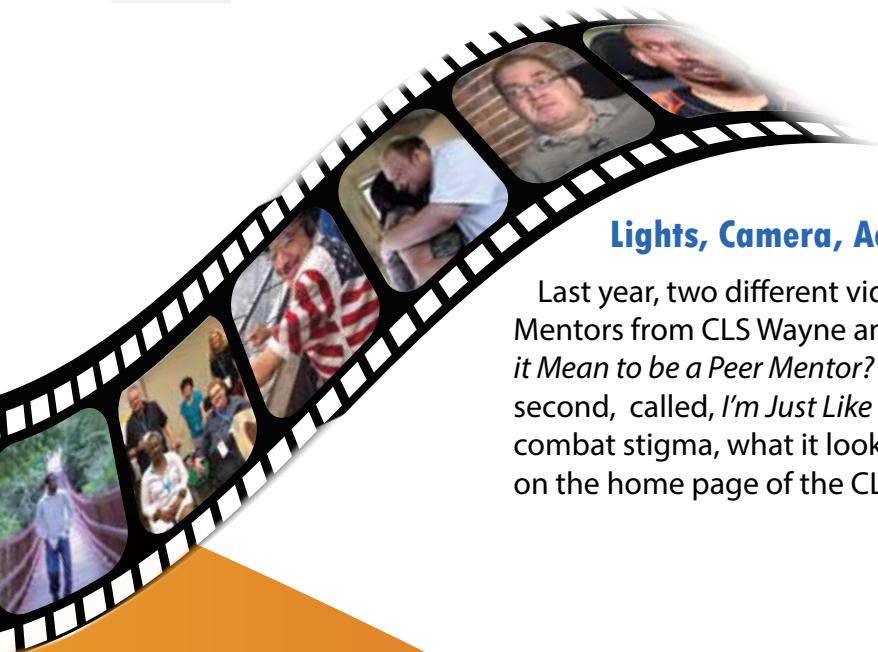
## Person of the Week

Autumn was featured on Channel 7's Person of the Week segment and was interviewed by news personality Alicia Smith about her small business, Autumn's Magical Music.



## WAIM

The 13th annual Walk a Mile in My Shoes Rally in Lansing attracted about 2,500 attendees. The rally is held to bring awareness to mental health issues. Roommates Eric and Ed attended with friends.



## Lights, Camera, Action!

Last year, two different videos were created featuring many of the Peer Mentors from CLS Wayne and Oakland County divisions. The first, *What Does it Mean to be a Peer Mentor?* Explains the role of the Peer Mentor and the second, called, *I'm Just Like You* is designed to help people understand and combat stigma, what it looks like and how to combat it. Both can be found on the home page of the CLS website, [www.comlivserv.com](http://www.comlivserv.com).