



2020 Annual Report

Dear Friends and Colleagues,

In an industry that is constantly changing, it takes a very rare type of challenge for us to consider it an emergency. Well, 2020 was certainly a year full of challenges and emergent needs. While already working our way through a shortage of Direct Care Professionals, Social Workers, and clinicians; the year 2020 brought us a pandemic that changes everything very quickly in the world around us.

COVID-19 was and is the most significant challenge for our industry, and the people we serve, that we've seen in decades. After years of working to get people we served connected in their community, we were abruptly forced to keep everyone away from community gatherings to help protect lives. The word "challenge" simply doesn't do the year any justice.

When faced with challenges, our community is lucky to have made it a habit to stay focused on the single reason we're in this business. That reason is to help people with disabilities lead great lives, and we strove to do just that throughout a difficult and tumultuous time.

Community Living Services employees and our partners had turned our homes and cars into mobile offices. We adjusted everything we do so that we could safely and effectively engage with the people we serve, and ensure that nobody was left alone without connections during the pandemic. We continue to work collaboratively with our stakeholders to weather the storm, all the while, ensuring that those we served are able to be the captains of their own ship.

As always, with challenges comes growth. We found, during the state-wide shut-down, that some of the methods we were "forced" to use are actually more effective than what we'd done previously. Telemedicine for example is a new tool in our Support Coordination toolbelt that we learned quickly and will likely continue to utilize ongoing. Whatever the future holds, please be assured that Community Living Services staff and leadership will also remain committed to keeping the people we serve, and their needs, as our top priority.

Warm Regards,

A handwritten signature in black ink, appearing to read "Patricia Denny".

President & CEO

CLS does not exclude people or treat them differently because of race, color, national origin, age, disability, sexual orientation, gender, or gender identity.

If special accommodations are needed to inquire about services, please contact 734-722-6364

CLS 2020 BOARD OF DIRECTORS

Dohn Hoyle	Chair
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MISSION:

To assist and advocate for each person to have the 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.

Wayne County

3,122 people served

Oakland/Macomb Counties

903 people served

Kent County

723 people served



Success Stories

Finding Light in a Time of Darkness

The recent pandemic has been difficult for everyone. Veronica Randolph is no different.

When face-to-face services were abruptly put on hold, Veronica found a way to stay connected to her community living support (or “care-friends” as Veronica likes to say) and her community of

Macomb. In May 2020, Veronica’s family converted their garage into an art studio to allow her to safely stay connected with her “care-friends” and let her make new friends by shouting “Hi!” to everyone who passed. Veronica became a light in a time of darkness through her art and the power of the community. She worked tirelessly through the winter to make holiday gifts and donated them to hundreds of people in her own neighborhood. Veronica found her passion in making jewelry out of clay. She was determined to reach her goal of having a microenterprise. Almost immediately, demand for her jewelry grew so much that Veronica utilized her Self-Determination budget to hire staff who



best met her needs, dreams, and goals. This led to her launching “Mad Pop”, a nonprofit that donates \$1 of every jewelry sale to a special needs organization of Veronica’s choosing. If you want to take a look at some of her work, check out “MadPopByV” on Facebook or Instagram!

Success Stories

Making a Difference

In a society that often tries to keep people in a box, Joe DeJong is paving his own way to break that mold with the help of his community living support partner, Mindy Walker. Through the many years of knowing each other, Mindy has watched Joe realize his own potential. He has learned to advocate for himself, be mindful of others, and to navigate a world that is not always open to him. When the world wanted Joe to focus on learning life skills such as washing dishes and folding towels, he was determined to do more. His dream was to be on the radio and he did just that, by starting his own podcast. Joe and Mindy's dedication and hard work led to the creation of "The Joe Show: Connecting All Abilities". Joe wants to use his humor and kindness to connect people of all abilities while raising awareness to the visually impaired community and to the needs of others. Now, nearly 40 episodes and counting "The Joe Show: Connecting All Abilities" wants to connect people all around the globe. You can tune into "The Joe Show" on the "Whole Picture Podcast" Facebook page or wherever you find your podcasts.



Life is What You Make It

Andre Robinson is no stranger to the Community Living Services family. In 2006, Andre sat with a friend discussing the lack of support they felt they had among the community and came up with the brilliant idea of developing a Peer Mentor program for people with disabilities. Andre wanted to provide a better quality of life for him and his peers by becoming one of the first certified Peer Mentors in Michigan. Andre poured his heart into helping others create their own success stories. Some of his favorite parts included helping others with gaining more independence by setting them up in their own home or providing better accessibility in their homes with ramps. Andre believes in constantly working to make the best version of yourself. With a degree from Central Michigan he continues to educate himself and others. The best advice he wants to give others is to "stay committed to your goals". Andre recently started a new job as a Community Engagement Specialist at Advise Medicare Insurance Company. His mission while working there is to show people they do not have to choose between paying doctor visits or basic human needs, but instead should find a balance. Andre's hard work and passion to make the world better is an inspiration to all of us!



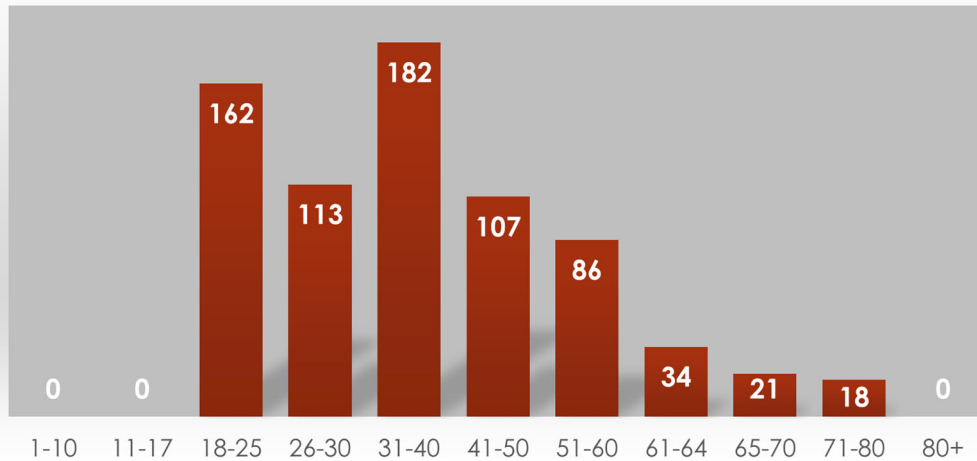
Financials



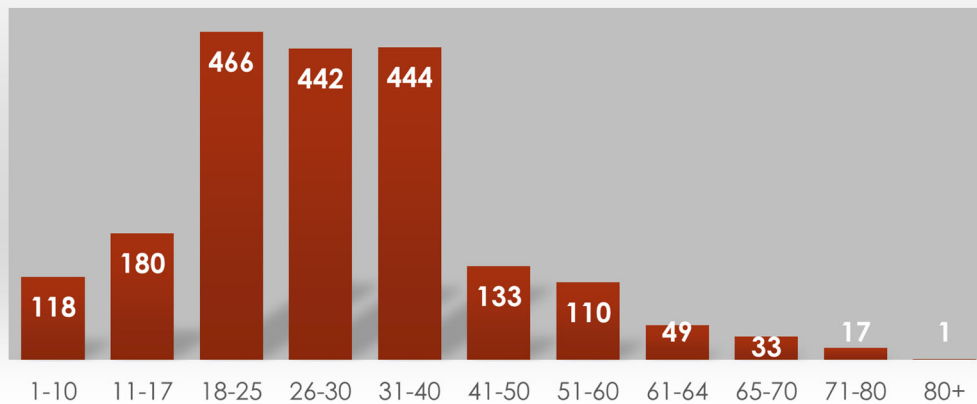
	2018	2019	2020
REVENUES:			
Community Mental Health Contracted Revenues	\$135,346,586	\$133,379,536	\$80,269,719
Carve-Out and Pass-Through	1,531,713	1,835,944	106,680
Cost Settlement	-	-	-
Grant Revenues	197,232	-	-
Interest Income	42,224	70,363	21,220
Other Income	572,770	849,477	645,255
Total Revenues:	\$155,690,525	\$136,135,320	\$81,047,333
EXPENDITURES:			
Salaries, Wages, and Benefits	14,982,129	12,632,371	10,432,681
Professional Fees/Contracted Services	6,475,240	7,036,690	5,320,924
Administrative Expense	2,459,224	3,691,244	1,685,529
Occupancy	420,488	450,988	434,238
Provider Payments	116,296,539	102,175,058	59,271,497
Home Leases	659,125	107	-
Maintenance and Repair (Homes)	465,332	318,347	138,983
Other Member Related	3,773,214	526,250	395,724
Day Programs/Vocational	10,330,551	9,454,736	2,181,745
Depreciation	417,570	429,576	457,838
Other Expenses	13,244	21,241	154,069
Extraordinary Expense/(Contra Expense)	0	0	0
Total Expenses:	\$156,292,656	\$136,736,608	\$80,473,228
Change in Net Assets	(602,131)	(601,288)	574,105
Net Assets/(Deficit) Beginning of Period	\$8,268,199	\$7,666,068	\$7,064,779
Net Assets/(Deficit) End of Period	\$7,666,068	\$7,064,780	\$7,638,884

Demographics

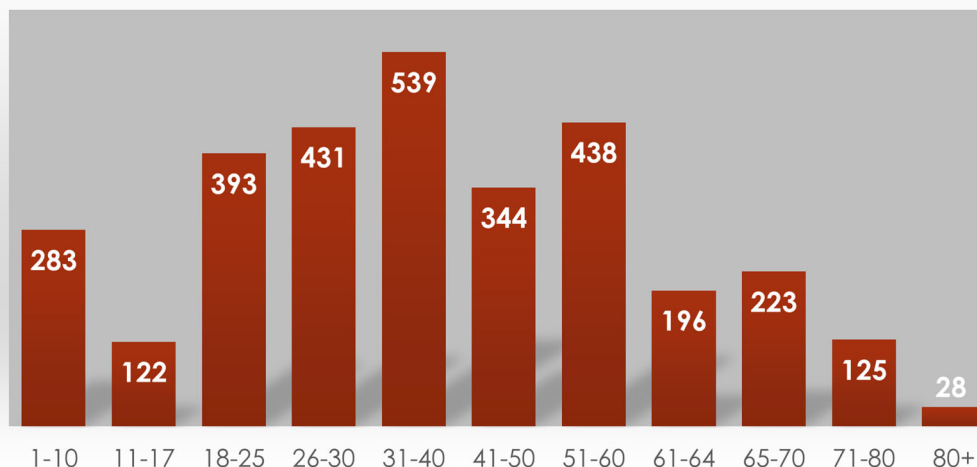
Kent County Age Range



Oakland/Macomb County Age Range

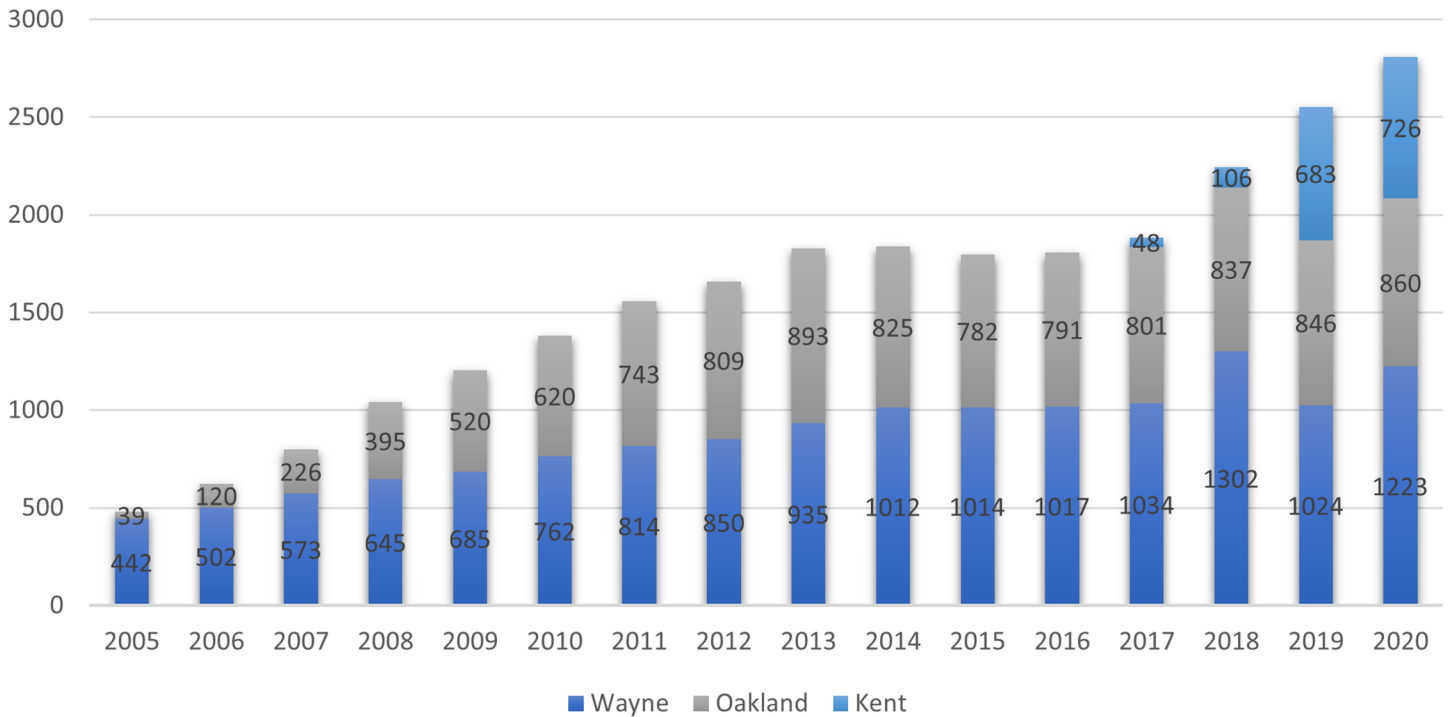


Wayne County Age Range



Self-Direction

Number of People Choosing to Self-Direct Their Supports





Wayne County

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Wayne, MI 48184

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Fax: (734) 467-7646

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Oakland/Macomb County

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Pleasant Ridge, MI 48069

(248)547-2668

Kent County

625 Kenmoor SE, Ste 301
Grand Rapids, MI 49546

(616) 430-8388

www.comliveserv.com

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CLS Oakland County is funded by the Oakland Community Health Network.

CLS Macomb County is funded by Macomb County Community Mental Health Services

CLS Kent County is funded by Network 180.



Developmental Disabilities
Mental Health • Substance Recovery



network180