

2010 REPORT TO THE COMMUNITY



MISSION ACCOMPLISHED!

Dear Friends and Colleagues of CLS:

This year of 2011 has been the first in the history of Community Living Services that we can take pride in the fact that there are no more institutions for people with developmental disabilities in the State of Michigan. This is especially meaningful for CLS because we were created specifically for the purpose of relocating people from institutions and creating housing options for them in the community. We can all be proud as citizens of Michigan that we are the largest in the country to have closed all of its state institutions for people with developmental disabilities.

We need to recognize the many heroes of this accomplishment. Above all, the people who lived there and their families, particularly those who brought about a Federal lawsuit to close Plymouth Center, were the force behind the statewide commitment to this effort. There were many leaders, many of whom are still involved today, who can be recognized for the emancipation of people into their rightful communities. These include former political figures, state officials, county leadership and professionals. However, most critical to this historic emancipation from the walls of the institutions is a network of non-profit organizations and foster parents who stepped up and provided direct support in homes located within each and every community of Wayne County.

I'd like to properly credit the CLS provider network for their past and continuous support in the organization and management of direct support workers who day in and day out, assist people in homes and in day support and employment situations to have a meaningful life. There can be no limit to the amount of appreciation that is deserved upon the thousands of highly caring individuals who provide people with disabilities, the support they need to live, work and participate in their communities and overcoming the barriers that have always existed to being able to close the institutions once and for all.

As we have moved forward in our thinking and revisiting our values, we have moved even closer to real membership and life outcomes in supporting people in our communities. There can be no end to our mission other than to come full circle where people no longer live in any type of facility specific to their disability. We are on a path that we can never stop moving toward nor allow any turning back.

Jim Dehem
President/CEO



RON AND SANDI WARD



Ron and Sandy Ward

“At the open house held prior to opening the Berwyn House almost 32 years ago, I promised parents and families of the individuals who were to reside there, that they would be lovingly cared for and treated as family, and to this day we’ve kept our promise and we are proud of that,” said Ron Ward, Finance Director of Community Spirit Homes, Inc. a former Provider agency to CLS (CSH, Inc is now exclusively a staffing agent).

About 33 years ago, Ron and his wife Sandi wanted to be foster parents. “Plymouth Center placed an ad indicating it was searching for foster parents so we went to the meeting,” said Sandi Ward. “There we met Frank Schuch, who at the time, was working for the state and trying to get people

out of Plymouth Center. He told us about this new plan to move people into the community so Ron and I talked and thought this was a good thing.”

The Wards visited Plymouth Center and when they saw that people were sitting on the floors in a big room doing nothing Ron said “I know we can do a lot better than this.”

Their first home opened up in 1980 and had 6 people in it. “The first few months were a big challenge,” said Sandi. “But we were quickly trained in many areas and we learned a lot.”

Their business grew and so did the number of homes they administered over the years. When the notion of Self-Determination came about, reducing the number of people living together and smaller homes, the Wards did not want to move in that direction.

“We were scared that we would be breaking up our families,” said Sandi. And so they continued with the “group home” model for many years until fiscal realities got the best of them.

“We sat down with Jim Dehem, Paul Newman and Bill Yordy and discussed options,” said Sandi. “And in February 2010, we embraced the philosophy and principles of Self-Determination and applied them to our company and everyone we support.



Glen Griffin enjoys some time at his home with his mom and sister.

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OUR MISSION IS...

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

OUR VISION IS...

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 control of resources to implement them.

FINANCIALS

Community Living Services, Inc.
Consolidated Statement of Activities
 September 30, 2010

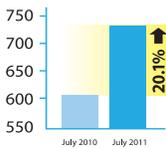
	2008	2009	2010
REVENUES			
Community Mental Health Contracted Revenues	\$119,975,692	\$120,780,492	\$120,835,194
Carve-Out and Pass Through	7,271,992	6,712,534	6,697,569
Grant Revenue	1,223,293	1,193,747	1,125,083
Interest Income	128,999	58,944	54,079
Other Income	641,288	212,159	177,631
Extraordinary Income	<u>8,236,994</u>	<u>0</u>	<u>0</u>
Total Revenues	<u>\$137,478,258</u>	<u>\$128,957,876</u>	<u>\$128,889,556</u>
EXPENDITURES:			
Salaries, Wages and Benefits	\$12,001,808	\$11,625,679	\$11,875,172
Professional Fees/ Contract Services	7,405,752	6,440,787	4,884,706
Administrative Expense	2,951,972	1,765,516	1,684,956
Occupancy	1,501,508	1,568,713	1,222,671
Provider Payments	91,971,507	90,378,532	91,617,232
Home Leases	4,588,897	4,275,947	3,867,228
Maintenance and Repairs – Homes	1,031,681	717,677	971,507
Other Member Related	1,347,031	1,347,031	1,676,497
Day Programs	10,705,733	9,718,753	9,810,460
Depreciation	132,218	132,721	165,737
Other Expenses	<u>186,027</u>	<u>73,523</u>	<u>131,389</u>
Total Expenses	<u>\$133,824,134</u>	<u>\$128,044,879</u>	<u>\$127,907,555</u>
Change in Net Deficit	3,654,124	912,997	982,001
Net Assets (Deficit), Beginning of Period	<u>(2,339,100)</u>	<u>1,315,024</u>	<u>2,228,021</u>
Net Assets (Deficit), End Of Period	<u>\$1,315,024</u>	<u>\$2,228,021</u>	<u>\$3,210,022</u>
Average Per Member Per Month Revenue (PMPM)	3,668.42	3,447.72	2,891.05

OAKLAND COUNTY NEWS



The Oakland County offices are now located in Fabulous Ferndale!

Community Living Services, Oakland County Division (CLS/OC) provides supports for people of all ages with developmental disabilities throughout Oakland County.



Our Oakland office continues to grow and support more and more people each month. Being one of only a handful of agencies nationally that serves people exclusively via a Self-Determination model of support has led not only to great outcomes for the approximately 750 people served by CLS/OC, but has also led to some nice recognition in state-wide and national venues.

CLS/OC is widely known for excellent presentations promoting **Income Generation for ALL** and **Self-Determination Success Stories** – explaining how people are making great things happen in their lives by self-directing their supports and services through Person-Centered Planning and the use of individual budgets.

“We feel very lucky to be able to do the work we do. It doesn’t get any better than going to work each day and helping people achieve active, rich, and respected lives as valued members of their community,” said Executive Director of the Oakland County Division Annette Downey.

CLS/OC recently moved their offices from Berkley to Ferndale. The new address is now 642 East Nine Mile Road, Ferndale. “We love our new location, and we continue to appreciate the collaborative partnership we have with our funding source, the Oakland County Community Mental Health Authority,” said Downey. “We are extremely grateful for the opportunity to serve people with disabilities in Oakland County.”

TRACKING PROGRESS

Some improvement efforts have been made within the CLS system which stem from our philosophy and were built into a formal Quality Assessment and Performance Improvement Program (QAPIP). The QAPIP has undergone many revisions to address the expanded requirements and responsibilities CLS assumed when it became a Managed Care Provider Network in 2002. The measures are meant to track our progress in adhering to our Mission and Vision.

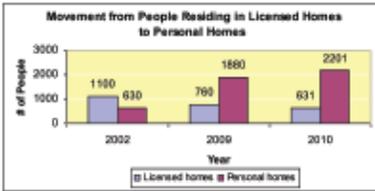
In 2008, CLS earned the following Outcomes Management Exemplary Statement from CARF reflecting recognition for its commitment to quality improvement:

“CLS is commended for its extensive and thorough outcomes management system which gathers and utilizes information with a focus on managing the quality of service provision by its providers. Though the organization has a contractual

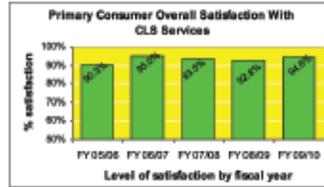
responsibility to monitor its network’s performance, ensure compliance, and implement needed corrective actions with a continuous quality improvement focus, CLS has developed an outcomes management system that exceeds expectations by taking a grass roots approach when utilizing information gathered at multiple levels in an effort to facilitate ongoing improvement of service delivery. This is evidenced by its outstanding data gathering and reporting format that provides both current and historical data for status review and trending analysis which promotes implementation of continuous quality improvement activity.”

Below are a few of the current indicators that assist guiding us along this path. Some of them compare where we started as an MCPN in 2002 to where we are today.

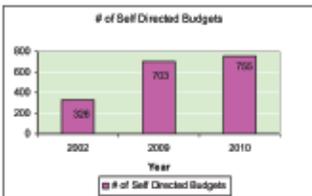
TRENDS



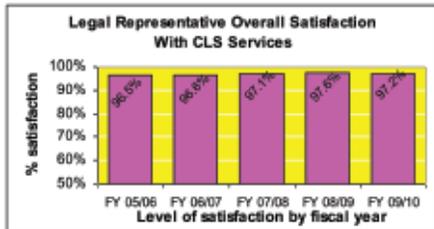
Moving from Licensed Residential Homes to Personal Homes where people live with their families, own their own home, or sign their own lease.



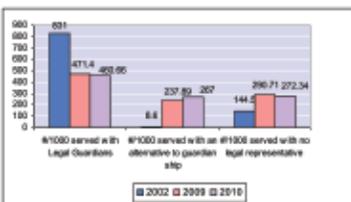
Primary Consumer Satisfaction with an emphasis on satisfaction with Person Centered Planning, Outcomes, Staff, and CLS Services.



People will control their own budgets.



Legal Representative Satisfaction with an emphasis on satisfaction with the Person Centered Planning process, where and with whom the person lives, safety, friends, community participation, and overall satisfaction with CLS.



People will be supported to maintain their personal powers.

The CLS QAPIP encompasses many such indicators and identified trends which assist us to plan for the future. Input is welcome. If any Stakeholders would like to have input by participating on CLS’ review committee entitled the Quality and Utilization Management Committee, please contact Paul Newman, VP of Operations or Gerry McCarroll, Quality Management Director at CLS, (734) 467-7600.

PARKSIDE PIONEERS PROVIDES...

...Fun-Filled Day for Older Adults

Next year will be a big celebration for Alice and James Williams. They will have been married 60 years and they're still going strong!

The Williams have many activities together and enjoy attending Parkside Pioneers, a support for older adults based in Taylor. The goal of Parkside Pioneers is to support families and older adults to stay together in their homes in the community and provide a safe and fun environment for them.

This program is for the most part funded by The Senior Alliance (TSA), Area Agency on Aging (AAA 1-C), The Information Center (TIC) and United Way of Southeast Michigan. These organizations fund opportunities for older adults who live in western and southern Wayne County. The people that attend are only asked for a donation towards their cost of care, the donation is voluntary and based on what people can afford.



Alice and James enjoy their day at the Taylor Parkside Pioneer location.

“The Williams’ daughter found out about the program eight months ago. She was providing daily care to her parents and she needed to find a safe place where they could enjoy their day together with other seniors and also engage in fun activities, while she worked outside the home,” said program manager Helene Slaven.

“We really like coming here, we’re here every day,” said Alice Williams. “My husband and I have been working on a quilt for our twin grandsons. I like to sew and he helps ‘cheer me on’.

The couple lives in Taylor so it’s very convenient for them to visit every day. “It gives us something to do and we have fun here,” said husband James, 88. “We have met some new friends and we enjoy the activities they have here like shopping, bowling and arts and crafts.

Community Living Services and vocational provider NOVA partnered on this project several years ago. The funding through TSA and TIC comes primarily from the Michigan Office of Services to the Aging and the Michigan Department of Community Health. Parkside Pioneers is located on 24730 Eureka Road in Taylor, Monday through Friday 8:00 a.m. to 4:00 p.m. For more information please call 734-947-9219.

The Senior Division provides supports to over 100 adults through In-Home Support, Adult Day Respite, Nursing Home Transition services and by providing assistance to secure key benefits and resources. These services help older adults avoid nursing home placement and allows them to return to their homes and chose the kind of support they need.

The work that CLS does is geared towards keeping older adults at home and supporting families who care for an older loved one. CLS has expanded its business in seven counties to increase its ability to move seniors out of nursing homes and back into community. This year CLS has secured contracts with The Senior Alliance, Area Agency on Aging 1-C, Area Agency on Aging 1-B and The Information Center.

The CLS Senior Services Division is now a partner in the design and implementation of an Aging and Disability Resource Center (ADRC) that will act as a clearinghouse for anyone needing assistance in Wayne County to directly link to and access assistance. The ADRC model is a nationally accepted best practice for helping people access help easily. CLS is partnering with nine other organizations including two major healthcare systems to do this work and anticipates it will greatly improve access to services for people living in Wayne County.

New Opportunity to Support Self-Determination Peers

Several people supported by Community Living Services in both Wayne and Oakland counties have been chosen to become Self-Determination Peers under a new 18-month grant awarded to The Michigan Department of Community Health. The grant, which is from the National Resource Center for Participant-Directed Services, will be used to train and support 40 SD Peers throughout Michigan. The SD Peers will be involved in intensive training on the methods of implementing arrangements that support self-determination. Once the training is completed, SD Peers will be available to provide support and one-on-one counseling to people wanting to use the tools that support self-determination.



Once the trainings are conducted in various counties throughout the state, the SD Peers will have more knowledge, practices and resources on the mechanics of developing and implementing arrangements that support self-determination than most people in the state.

"I really enjoy being involved in the Self-Determination Peer project. It's giving me an opportunity to really understand my budget so I can help other people with theirs." - Ron McGough



KENNY'S IN CONTROL!



Kenny Rollins enjoys living in his own home and likes the quiet neighborhood.

“They put you in a straight jacket and they dope you all up,” said Kenny Rollins who used to live in almost all of the state-run facilities in Michigan. “I’ve lived in Plymouth Center, Caro, Northville, Mt. Pleasant, lots of places but finally I am peaceful and I like where I’m living now.”

When you first meet Kenny his sheer size alone can be intimidating. He’s almost 7 feet tall and wears a size 17 shoe.

“Kenny used to have a bad reputation when he lived in those places,” said Larry Maniaci, Executive Director of Homes of Opportunity and Kenny’s Provider. “There were all kinds of rumors about him breaking things and getting angry but we see none of that anymore. He is a very responsible and laid back gentleman.”

Kenny has been working at a local restaurant for several years and he really enjoys the paycheck he receives. “I like to buy clothes and go to the movies when I can,” said Kenny. “I also like to keep my house clean. My roommates and I share cleaning the house.”

Kenny tries to stay in touch with some of his family members and enjoys when they all get together for reunions. “I remember a lot about my family. I have a sister who lives in Iraq and she makes sure she tells me that she’s proud of me.”

RON AND SANDI WARD

CONTINUED FROM PAGE 2

People now have their names on their leases and several people moved to a new location with fewer people.

“Glen is quite happy with his roommates and has had consistent staff for years,” said mom, June Griffin. “When Ron and Sandi talked about Self-Determination I trusted what they were telling me and it has worked out very well.”

“It’s the best move we ever made! said Sandi.

“Everyone is comfortable and relaxed. People are taking pride in their homes and everyone seems to be getting along quite well. Our staff really can see the difference in how people are more outgoing and more relaxed with fewer people in their home. We did expect major problems and there have been none. They’re getting more personal attention and that’s the best thing. I would definitely recommend Self-Determination to anyone.”

FIRST CERTIFIED PEER MENTORS IN THE STATE!

The Developmental Disability Council of Michigan has certified the first Peer Mentors for people with disabilities in the State of Michigan, Andre Robinson of Detroit and Ray Schuholz of Westland! They are both tireless advocates for people with disabilities and have worked countless hours to reach this goal!

Executive Director of the DD Council Vendella Collins said, “Andre and Ray put a lot of time and effort into making Peer Mentoring a reality for people with developmental disabilities. Without their perseverance, this process would have taken so much longer. I hope people will take advantage of the knowledge and experience these two men have to offer.”

Being a Certified Peer Mentor enables Andre and Ray to speak at conferences, share their success stories, teach Peer Mentoring classes and be available to their peers for counseling. They will continue to promote self-advocacy, empowerment and personal responsibility for success.

“I’m proud to be the first person to be certified. I’ve been working with this project for years and now I’ll be able to help someone get through the system which can be so confusing and live their life the way they choose” said Robinson.

Schuholz said, “This is so important to me because people have helped me in my life so it’s my turn to help them and others.”

Both men put in hours of training and attended many workshops for more than a year to become certified. Some of the important things they learned were why it’s so important to use People First Language, how to live a self-determined life and the best way to advocate for themselves and others. Both were also instrumental in creating the Peer Mentor program along the way!



From left to right: Charliss Brandon and Tracey Vincent from the Michigan Department of Community Health, Vendella Collins, Director of the Michigan Developmental Disabilities Council, Andre Robinson, Certified Peer Mentor and Ray Schuholz, Certified Peer Mentor



COMMUNITY *Living* SERVICES

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Metro Place Center

35425 Michigan Ave. West

Wayne, MI 48184-1687

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Toll Free: (866) 381-7600

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Wayne County

Manager of a Comprehensive Provider Network

Funding through the Detroit-Wayne County Community

Mental Health Agency and the Department of
Community Mental Health

Oakland County

Funded through the Oakland County
Community Mental Health Authority

642 East 9 Mile Road

Ferndale, MI 48220

248-547-2668

The CLS Senior Services division

is funded by: United Way of Southeast Michigan, The Senior Alliance, Area Agency on Aging 1-C, Area Agency on Aging 1-B, Detroit Area Agency on Aging 1-A, The Information Center and the City of Allen Park

