

CareLink

NETWORK

2017

CARING FOR OUR
COMMUNITY
ONE PERSON
AT A TIME

ANNUAL REPORT TO THE COMMUNITY

CareLink Network Mission Statement

The mission of CareLink Network, Inc. is to provide a comprehensive community based supports to youth and adults with serious emotional and behavioral health issues in the manner that promotes member choice. CareLink will manage and deliver a broad and innovative array of supports and services that address core member needs in the context of person centered planning, maximized member choice, self-determination, high quality clinical and psychiatric services and fiscal efficiency. Furthermore, CareLink will continually seek to create, sustain and enhance a network of culturally competent providers.

CareLink's values and principals are to be:

- Community Based
- Comprehensive
- Member Focused (Family Focuses-Child Centered)
- Member Empowered
- Collaborative
- Culturally Competent

CareLink believes that savings achieved must be re-invested towards improving system capabilities and quality. It is our intent to reduce gaps in the system, such as transportation, duplication paperwork that hampers immediate treatment, too few resources and other important considerations.



CARF has accredited
CareLink Network as a Behavioral Health
Services Management Network.

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From the Board Chair & Executive Director

The CareLink Network is one of four Managed Comprehensive Provider Networks (MCPN) funded by the Detroit Wayne Mental Health Authority. Three of the MCPNs serve persons with intellectual and developmental disabilities, and CareLink is the only MCPN serving adults who are seriously mentally ill (SMI) and children with serious emotional disorders (SED) who reside in Wayne County. Since 2002 CareLink has had steady consumer growth, but in 2016 enrollment nearly doubled when the only other MCPN for the SMI/SED population transitioned to CareLink. Not only did we successfully and seamlessly continue services to consumers with no interruptions we also doubled our provider outpatient network.

Adding more consumers and providers has led to the development of operations efficiencies. For example, we now have every contracted community hospital and partial hospital trained to enter clinical reviews into our electronic record, the DASH system. The result has been a significant decrease in the number of phone calls from our clinical staff to hospitals. Additionally, our Provider Relations Department empowers providers through one-on-one engagement, service, support, and education. Providers have access to our secure Provider Portal which contains orientation modules for new providers, giving access to resources for training, and development. Provider relations representatives ensure that providers have access to the most current information and act as liaisons for problem-solving, helping providers navigate our system. These efficiencies ensure time is spent where it counts, with our members.

CareLink is committed to the care of consumers in Specialized Residential settings requiring medically necessary community living supports and/or personal care training to increase their skills to develop independence. Our Residential Care Managers are in the field daily assessing consumers for this level of care. CareLink's Quality staff monitors our contracted homes to ensure consumers reside in safe settings where we would feel comfortable leaving our loved ones. The Quality team also monitors service delivery by the review of staff and progress notes. The diligent oversight of CareLink's Residential Care Managers and Quality staff has resulted in numerous contract compliance meetings in 2017. This means that residential home providers are being held accountable to our high standards. To support the residential provider staff, we offer documentation training sessions for the Direct Care Workers to ensure improvements in progress notes. We also hold quarterly Case Management training for the Community Mental Health outpatient staff covering the services available network-wide, reviewing policies and procedures and providing updates on new programming or resources.

We continue to strengthen our relationships with DWMHA and our Community Partners through our willingness to problem solve, take on special projects, and manage additional tasks for the benefit of our consumers with ever-shrinking resources. For example, with the closing of a Community Mental Health service provider in 2017 we coordinated with DWMHA, a series of resource fairs communicating directly with consumers to ensure no one was without services.

One of CareLink's ongoing initiatives is the promotion of integrated healthcare. Poor physical health can lead to an increased risk of developing mental health problems. Similarly, poor mental health can negatively impact physical health, leading to an increased risk of some conditions.

Our goal is to make a difference in the lives of people we support and the community we serve.

Doreen Nied,
Executive Director

Carrie Floyd,
CareLink Board Chair

In the Community



Art Adventure

On Valentine's Day, volunteers joined The Children's Center for a Family Art Adventure. The Children's Center uses art as a fun, non-threatening way of exploring social interactions and life experiences. There were activities designed to provide art education and appreciation in a safe environment, allowing children to express themselves and build self-confidence. Pizza and gift bags were also provided for attendees.



Skill Building: Made in the Market

Made in the Market is a Michigan, non-profit corporation 501(c)(3) established in 2012 to provide supports, services, and opportunities to people with mental illness and developmental disabilities in Wayne County.

Made in the Market employs instructors that work directly with consumers to teach culinary and other skills and works with currently enrolled providers to make its programs available to members of the CareLink and ConsumerLink Networks. Made in the Market currently provides opportunities in the culinary arts and in the future, it may produce goods for sale to the general public.



May 11, 2017, marked the 14th anniversary of Mental Health Matters, an evening of education and celebration. This annual event celebrates BHPI's consumers, providers, and partners who are doing great things in our community. Mental Health Matters is attended by 400 guests, providing an opportunity for networking and celebrating the past year's successes.

In 2017, BHPI again chose to host the event at Detroit's Eastern Market, Shed 5. Food, refreshments, and dessert were provided by area restaurants and consumers from Made in the Market, who also served food and celebrated with us. Guests visited an exhibitor fair; met old and new friends over good food; heard inspiring messages from guest speakers; and enjoyed a great awards ceremony.

BHPI was pleased to welcome Detroit Mayoral Candidate and Mental Health Advocate Myya D. Jones, as the special guest speaker. Ms. Jones is a passionate advocate for mental health awareness. She discussed her experiences with mental illness in an empowering speech about overcoming obstacles and striving for success. Award-winning television news reporter, author, and motivational speaker, Lauren Hudson hosted the event and the InsideOut Literary Arts Project performed poetry about mental health composed for the event. Consumer Council Chair, Marcus Cox and Co-Chair, Steven Peterson also shared their inspiring personal stories of hope and achievement.



MENTAL HEALTH *Matters*



Mental Health Matters

CareLink Network Board of Directors

Board Chair

Nicole Wells Stallworth

*Vice President, Government & Community Relations,
Oakland University*

Chair

Carrie Floyd

Self-Employed Financial Consultant

Secretary

Suzanne Keller

Retired, Psychologist

Treasurer

Veronica Madrigal

*CEO/Owner Madrigal and Associates, LLC,
Behavioral Health & Leadership Consultation*

Dr. Tiffany Sanford

The Wellness Plan

Fr. Edward Zaorski

SS. Andrew & Benedict and St. Mary Magdalen

Sarah Clark

Eric De La Rosa

Bessie Tyler

CareLink Network Executive Leadership

Doreen Nied,

Executive Director

Financial Statement

Balance Sheet

	September 30, 2017 Audited
Assets	
Cash	\$ 1,952,466
Certificates of Deposit	2,500,000
Accounts Receivable	
Detroit Wayne Mental Health Authority	15,320,288
Other	302,404
Total Assets	\$ 20,075,158
Current Liabilities	
Accounts Payable	\$ 1,286,735
Unsettled Claims and Claims	16,868,090
Accrued Liabilities	44,500
Total Liabilities	\$ 18,199,325
Net Assets - Unrestricted	1,875,833
Total Liabilities and Net Assets	\$ 20,075,158

Income Statement

Fiscal Year Ended
September 30, 2017
Audited

Revenue

Contract Revenue	\$ 276,545,422
DWMHA Initiatives	-
DWMHA Incentives	133,333

Total Revenue

\$ 276,678,755

Expense

Direct Patient Care	\$ 268,053,528
Administration	8,583,395

Total Expense

\$ 276,636,923

Operating Income

\$ 41,832

Interest Income

14,688

Increase/(Decrease) in Net Assets

\$ 56,520

Unrestricted Net Assets - Beginning

1,819,313

Unrestricted Net Assets - Ending

\$ 1,875,833

CareLink

N E T W O R K

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