

PUTTING PEOPLE
FIRST

ANNUAL REPORT
TO THE COMMUNITY

ConsumerLink

NETWORK

2017

ConsumerLink's Mission

The mission of ConsumerLink Network, Inc. (CLN) is to manage the delivery of an array of supports and services that address complex needs for people with intellectual and developmental disabilities (IDD) in the context of maximized choice and fiscal responsibility. Furthermore, CLN seeks to create, sustain and enhance a network of culturally competent providers who are committed to providing a welcoming environment capable of meeting the complex needs of the people with IDD. Such Supports and services will be characterized by dignity, hope, respect and choice.



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

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From the Board Chair & Executive Director

ConsumerLink Network, Inc. (CLN) is one of the three Managed Comprehensive Provider Networks funded by the Detroit Wayne Mental Health Authority to coordinate Medicaid services and supports for people with intellectual and developmental disabilities (IDD) in Wayne County. Since our humble beginnings in 2002, ConsumerLink has grown from the smallest of the three networks that support people with IDD to the one that now serves half of the active members in the entire county. We have our large and diverse provider network; our community partners; and most of all the people and families we support to thank for our continued growth.

In 2017, we worked on these projects to better support the people we serve:

Improving the Inpatient Hospital Experience for People with IDD – from Admission to Aftercare

ConsumerLink is excited to participate in this project which was developed with StoneCrest Hospital. The primary goals are to improve access, expand treatment, improve communication, and decrease recidivism for people with IDD. Planning began in the fall of 2015 and the program began in September 2017. This project also involves the Detroit Wayne Mental Health Authority, the Oakland Community Health Network, Macomb County Community Mental Health, and MORC.

Annual Resource Fair

ConsumerLink held its annual Resource Fair in conjunction with its providers and the Detroit Public Schools. The event was held at the Jerry L. White Center on Thursday, April, 2017 from 10:00 AM to 3:00 PM.

Starshine Theatre

NSO/Life Choices' Starshine Theatre held its annual performance at the Dearborn Theatre Guild on Friday, August 11, 2017. It was a wonderful example of a partnership that gave 24 young adults within ConsumerLink the opportunity to present and to shine brightly on stage. ConsumerLink supports this community-based program by funding the skill building services needed to prepare for this event.

Employment

ConsumerLink along with its provider, PsyGenics, worked with the Charles R. Drew Transition Center for a third year to allow students who had been getting work-based learning to continue working even when the schools were on break. The systems and funding streams for this program are coordinated to maximize services to the students.

Interpretation and Translation Services

ConsumerLink suggested InDemand Interpreting – a company that provides a video linked interpreter over a cell phone, tablet, notebook, or PC within seconds – as an option for Wayne County providers. This suggestion led to the DWMHA contracting with InDemand in a cost-effective manner by using their bargaining power. As a result, ConsumerLink providers now have another resource to meet the needs of our members and their families who do not use English as their first language.

We sincerely hope your review of the activities outlined in our 2017 annual report will allow you to conclude, as we have, that ConsumerLink Network is making a difference in the lives of the people we support and the communities we serve.

David Pankotai,
Executive Director

Penny Thomas-Brasie,
Board Chair



Guiding Principles

People and their advocates will be our partners in the creation, evaluation and continued development of effective and appropriate supports and services.

All people need opportunities and choices to reach their fullest potential for working and living independently.

Individuals and families should have real choice of supports, services and of the providers of those supports and services.

The system must be designed to ensure the purchase of best value and to ensure cost effectiveness.

People should be supported in a wholistic fashion with a focus on integrated healthcare.

Project | SEARCH[®]



Project SEARCH (School to Work Transition)

We are proud to announce that we partnered with community and educational agencies to continue the success of Detroit Wayne County Project SEARCH Collaborative again in 2017. Project SEARCH empowers students with disabilities as they integrate into the workforce. This year the Wyandotte and Livonia Public Schools were added to the Detroit Wayne Project SEARCH Collaborative in addition to Detroit and Dearborn Public Schools. Livonia Schools found an excellent host business partner in the form of Embassy Suites and they join DTE Energy and Henry Ford College in supporting students in this model program.

Michigan Rehabilitation Services (MRS) now leads the expansion of Project SEARCH throughout Michigan. The Wayne County Project SEARCH Collaborative also owes its success to the Michigan Bureau of Services to Blind Persons, Services to Enhance Potential (S.T.E.P.), and JVS.



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.

This year, 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

From Our Partners

What ConsumerLink's Community Partners say about the Network

Communication

"When I reach a manager level individual, I receive an immediate response to an issue."

"The open lines of communication has been a huge plus for our agency. We don't feel alone or stranded in difficult situations. We know that we truly have a partner in ensuring quality services for the members we serve."

Dedication

"ConsumerLink provides current and accurate information to its provider network. Consumer Link hosts routine provider meetings where information is shared. Consumer Link is very responsive to questions and concerns providers and their staff may have."

"ConsumerLink leadership does an exceptional job advocating for providers and consumers throughout their network."

"Keep up the great work with the population we mutually serve.... and thank you!"

Partnership

"Consumer Link best supports our agency by being open and always willing to listen. There is a unique understanding amongst the administrative/executive staff on what actually is done on the front line. They understand exactly what's done from day to day which in turn allows them to support us in a real life realistic manner. Ultimately the members receive practical, realistic and needed services."

"As a network partner in the community working closely with consumers struggling with developmental disabilities and requiring intensive psychiatric supports."

ConsumerLink Network Board of Directors

Board Chair

Penny Thomas-Brasie
Retired, NSO

Secretary

Alicia Ramon

Treasurer

LeKisha Franklin-Shorter
*Transition Specialist Citywide/
Detroit Public Schools*

Shawnese Laury-Johnson
Bureau of Services for Blind Persons

Ingrid Draper

Retired, Detroit Public Schools

Yuself Seegars

Peer Mentor

Orlando Harris

Peer Mentor

Stratford Johnson

*Auditor, State of Michigan –
Gaming Control Division*

Michelle Rower

CEO, Starr Vista

ConsumerLink Network Executive Leadership

David Pankotai
Executive Director

Financial Statement

Balance Sheet

	September 30, 2017 Audited
Assets	
Cash	\$ 49,004
Certificates of Deposit	2,500,000
Accounts Receivable	
Detroit Wayne Mental Health Authority	7,448,153
Other	138,599
Total Assets	\$ 10,135,756
Current Liabilities	
Accounts Payable	\$ 599,551
Unsettled Claims and Claims Incurred But Not Reported	8,190,984
Total Liabilities	\$ 8,790,535
Net Assets - Unrestricted	1,345,221
Total Liabilities and Net Assets	\$ 10,135,756

Income Statement

Fiscal Year Ended
September 30, 2017
Audited

Revenue

Contract Revenue \$ 100,707,699
DWMHA Initiatives 100,000

Total Revenue

\$ 100,807,699

Expense

Direct Patient Care \$ 97,555,698
Administration 3,157,680

Total Expense

\$ 100,713,378

Operating Income

\$ 94,321

Investment Income

5,676

Increase/(Decrease) in Net Assets

\$ 99,997

Unrestricted Net Assets - Beginning

1,245,224

Unrestricted Net Assets - Ending

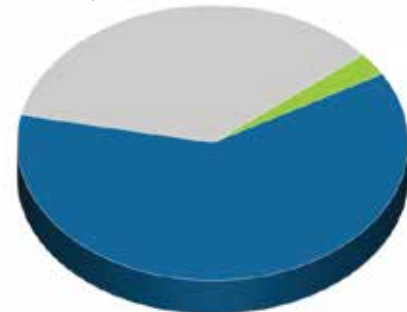
\$ 1,345,221

Highlights during the year:

- Enrollment increased by 9.74%
- Revenue increased by 27.86%
- Program expenditures increased by 28.67%
- Administrative expenditures increased by 7.37%
- The number of unique consumers receiving services increased by 9.74%
- More than 213 thousand claims were processed.
- More than 75% were completed in 15 days or less.

Distribution of Services: FYE 9-30-2017

- Outpatient Services 61.56%
- Residential Services 35.70%
- Inpatient Hospitalization 2.74%



ConsumerLink

NETWORK

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