



Management Report

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Company History

About us - Case Management of Michigan, Inc. grew out of the need to successfully assist consumers in transitioning from state institutions toward more independent community placements. Since 1995 we have been at the forefront of providing cost effective and flexible case management services, resulting in significant cost reduction and promoting choice and independence for individuals.

We work with seriously mentally ill adults, including individuals with extensive histories of psychiatric hospitalizations and multiple unsuccessful community placements as well as individuals with NGRI status.

Case Management of Michigan, Inc. collaborates with adult foster care providers to carefully assess consumers' needs and create individualized plans for success with residential placements. Small caseloads and intensive case management services allow us to be an active force in our consumers' lives, which often results in our consumers enjoying their longest community placements. We believe that reducing the cost of care can be achieved while improving the quality of life for our consumers.

Our Vision

Case Management of Michigan will be the industry leader in providing effective case management services that improves the quality of life for our consumers.

Our Mission

Case Management of Michigan, Inc. is dedicated to providing a broad scope of behavioral health services to adults with severe mental illness. Services are oriented around a person-centered approach aimed at fostering choice and progressive development for each individual while promoting the most independent environment.

Our Values

Our philosophy is to improve the progress of personal development and goal attainment as well as the quality of life for each individual. We achieve this through our collaborative approach with consumers, comprehensive assessments, advocacy based services, proactive monitoring and crisis intervention. Our values demonstrate our commitment to our mission.

Person-Centered Approach

Our vision to improve the quality of life for our consumers is directed by the principles of a person-centered approach. This allows individuals, with the support of their family or other natural supports, to choose their future while we assist in identifying and building on personal strengths, which promote goal attainment.

Quality Improvement

In the rapidly changing service delivery system, we are committed to continuously evaluate and improve our services to provide the highest degree of quality possible. Improving quality though all levels of the organization is a fundamental belief of Case Management of Michigan; this is achieved by both internal and external evaluative processes.

Accessibility

Case Management of Michigan, Inc. is committed to customer focus. We strive to provide flexible and culturally sensitive services to yield the best outcomes for each individual. Our staff is available 24-hours per day as we maintain a proactive involvement in each of our consumer's lives. We deliver services in the consumer's environment and believe in providing services as needed rather than a "one size fits all approach."

Efficiency

Case Management of Michigan, Inc. prides itself on its efficacy of service delivery. Small caseloads are maintained in order to provide personalized and devoted services to each individual. This fundamental tenet also allows Case Management of Michigan, Inc. to adapt services to meet the needs of multiple referral sources and communities.

Our Services

Hospital Liaison Services

Allow the professionals at Case Management of Michigan, Inc. to monitor and suggest placement options to assist consumers to live more independently. Utilizing standard tools including the LOCUS or Multnomah Community Assessment Scale, Case Management of Michigan, Inc. can act as the consumer's advocate to encourage an expedient placement in the community.

Assessment

The first step to a successful placement is a comprehensive assessment. Case Management of Michigan, Inc. identifies the most independent placement setting. We then meet with the potential consumer, AFC provider, hospital, and CMH staff to determine and coordinate the most appropriate services.

Placement

Once the appropriate facility has been identified, Case Management of Michigan, Inc. will coordinate transportation, benefits, and the Person-Centered Planning process. The assigned case manager will meet with the new client within twenty-four hours to implement an interim treatment plan and begin the PCP process. In addition to the traditional professional assessments, we also elicit goals from the client, guardian, and any other appropriate parties.

Ongoing Care

Our commitment to our clients is demonstrated by frequent case management contacts. Case management contacts are designed to support the individual, encourage positive problem solving behaviors and promote progressive development. We work collaboratively with CMH Liaisons to develop unique approaches to better assist clients through the continuum of care. Case Management of Michigan, Inc. also provides periodic/service reviews, 24 hour on call services, representative payee services, recipient rights services, and coordinates psychiatric medication reviews.

Demographics

During the fiscal year, Case Management of Michigan, Inc. served 163 consumers from 15 different Community Mental Health Authorities in Michigan. Demographics are as follows:

Gender

Male 108
Female 55

Age Group

18-40 104
41-65 51
66-85 5

Ethnic Background

African-American 11
White 150
Hispanic 2

Case Management of Michigan, Inc. works with each referral source and consumer to provide proper placement in the least restrictive environment while ensuring enough support to decrease the number of overall hospitalizations and the number of days spent in the hospital. This provides consumers with more continuity in their life and creates psychiatric stability. On average consumers had experienced 1.13 psychiatric admissions to the hospital in the year before placement with Case Management of Michigan, Inc. Often these individuals had spent over a year in a psychiatric hospital. The average number of psychiatric hospital days for the year prior to receiving services from Case Management of Michigan was 210 days.

Outcome Measures

During the fiscal year 2008-2009 our entire caseload averaged 7.79 hospital days. While this is a slight increase from past years it represents a 96.29% decrease in hospitalization days. This decrease has saved approximately \$18,952,5132 for the referral agencies based on an average State Hospital daily rate of \$575.00. In addition, these consumers have experienced more stable placements that in turn create a feeling of success for the consumer and their families.

Additional cost analysis has demonstrated the ongoing success of Case Management of Michigan, Inc. Using the current cost of psychiatric hospitalization verses community placement, our services will save at least \$11,850 per consumer in community placement per month. This means a cost savings of \$142,200 per consumer, per year that is maintained in a specialized foster care setting with intensive case management services.

As we continually evaluate consumers through routine visits, some consumers have demonstrated the skills and psychiatric stability that allows them to move into less restrictive environments. During the fiscal year 2008-2009, 35 consumers moved to less restrictive environments. This represents 21.47% of all consumers being served during the year moving to less restrictive settings.

Additional outcome measures include:

Percentage of consumers with active public benefits: 98.5%

Percentage of consumers seen within 48 hours of placement: 100%

Percentage of consumers involved with natural supports: 84.6%

Percentage of consumers attending day programs: 23.5%

Percentage of Macomb County consumers attending day programs: 94%

Percentage of consumers working or involved with

Michigan Rehabilitation Services: 8.9%

Percentage of consumers attending school: 4%

Planned Quality Improvement Activities

At Case Management of Michigan, Inc., we strive to continually increase the quality of our services. An annual quality improvement plan is completed based on input from a variety of sources including feedback from annual surveys, internal and external audits, and the results from our advisory board meetings.

Trends

Financial: The provision of mental health services continues to be a highly volatile market responding to a number of factors including increasing numbers of individuals being diagnosed with a mental illness, reductions in funding based on State and Federal budget issues resulting in continuous pressure for Community Mental Health Agencies to reduce the cost of care, and the number of individual hospitalized. The fiscal year 2008-2009 was again a record year for our agency in terms of consumers served, and services billed, however the cost of doing business continues to rise.

Clinical: For years we have discussed the increasing severity of individuals referred to our agency, and this trend continues. In addition to an increase of individuals with Borderline Personality Disorder, we have seen an increase in individuals with significant physical aggression being referred for community based placement. This pattern, while creating challenges, does provide some opportunity for our agency as we have demonstrated the ability to manage these cases more effectively than traditional case management entities. We have had some pressure from Community Mental Health Agencies to see consumers on a reduced basis. Case Management of Michigan, Inc. continues to advocate for our established frequency of case management contacts as we believe this is one of the keys to our success with our consumers.

Marketing: In 2004 Case Management of Michigan, Inc. responded to an RFP by Macomb County Community Mental health and was awarded the contract to provide longitudinal case management to individuals in Macomb County in a variety of settings. Since that time we have established a caseload, and opened a satellite office in Macomb County. January of 2007 saw the launch of a Transitional Independence Program, designed to assist consumers make the transition from specialized adult foster care settings to independent apartments, through intensive case management and increased staffing in the apartment program.

It is expected that the trend of “privatization” of some or all-clinical services will continue, and this will provide our organization with additional growth potential in the future. Case Management of Michigan, Inc. continues to monitor trends in community mental health and will market our services as a cost saving alternative.

Case Management of Michigan, Inc. continues to hold contracts with fifteen different Community Mental Health agencies including:

- Clinton-Eaton-Ingham CMH
- Au-Sable Community Mental Health

- Genesee County CMH
- Hiawatha Behavioral Healthcare Authority
- Macomb County CMH
- Network 180 (Kent County)
- North Country Community Mental Health
- Northpointe Behavioral Health
- Ottawa County CMH
- Pathways
- Saginaw County Community Mental Health Authority
- Sanilac County CMH
- Treatment and Training Innovations (Oakland County)
- West Michigan Community Mental Health
- Washtenaw County CMH

Case Management of Michigan, Inc. continues to mail marketing materials on an annual basis. Additional marketing activities included attendance as an exhibitor at the spring 2009 Michigan Association of Community Mental Health Boards Conference. In October 2009 we rolled out a significantly improved website.

Infrastructure: Case Management of Michigan, Inc. is now located in the Historic State Theater building in Kalamazoo, which provides a more central location for the homes we service. In addition we have opened a satellite office in Mount Clemens, MI. and our caseloads continue to grow in Macomb County.

Staff: Staffing levels have remained consistent over the past year, allowing up to maintain caseloads of 20-25 consumers per case manager.

Audits/Accreditation: Case Management of Michigan, Inc. has continued to demonstrate significant compliance with industry standards. We are regularly audited by multiple counties for clinical and billing standards.

Case Management of Michigan, Inc. was awarded a three year Council for the Accreditation of Rehabilitation Facilities (CARF) in October of 2007, we will prepare for a new audit during 2010.

Case Management of Michigan, Inc. continues its commitment to serving individuals with severe mental illness and assisting them to improve their adaptive functioning through a person centered planning approach.