

CARE



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CARE

Community Assessment Referral and Education,

2002 — 2003 Annual Report

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CARF Accreditation for integrated mental health and alcohol and other drug programs in assessment and referral, prevention, case management, children and adolescent services, mental health programs in case management and employee assistance programming.

Honorary Board Members

Denis LeDuc
Magistrate
42-1 District Court

Pamela Gilbert O'Sullivan
Judge
Macomb County Juvenile Court

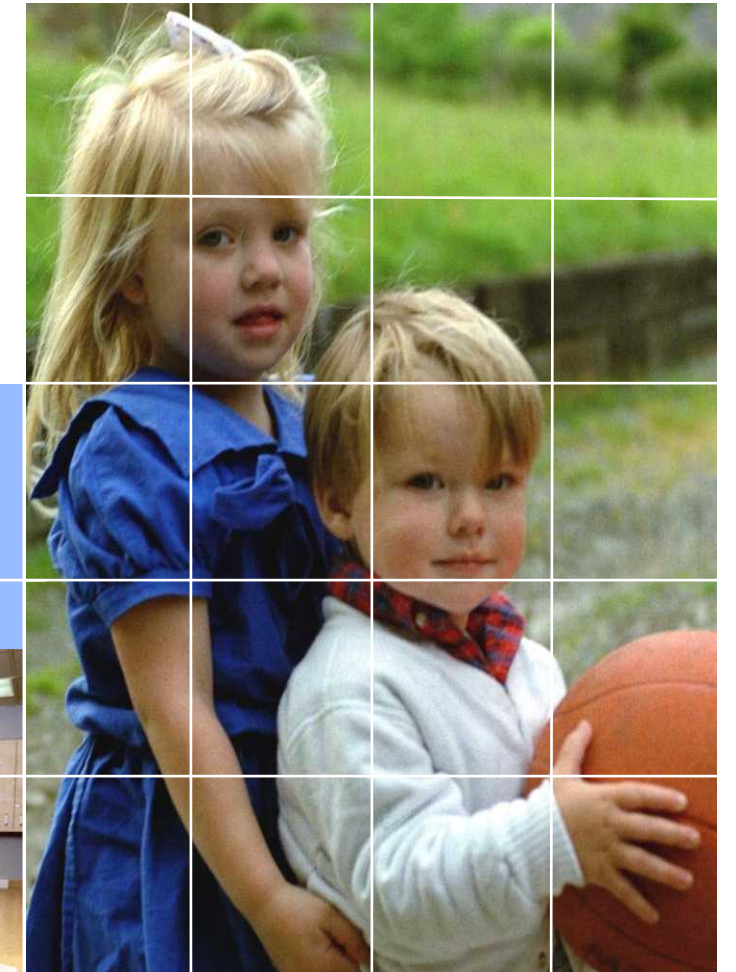
Agnes LeFevre
Retired Family Counselor

Steve Sierawski
Judge
41-A District Court

CARE
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Fraser, MI 48026

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CARE (Community Assessment Referral and Education) is dedicated to the prevention of alcohol, tobacco and other drug abuse. Federal and State funding has been provided through Macomb County Community Mental Health/Office of Substance Abuse to support project costs.



Access Assessment and Referral Services

Serving those experiencing difficulties due to the problematic use of alcohol and/or other drugs.

Family and Student Services

Preventing substance abuse through programs for youth and adults.

Employee Assistance

Cover images used in this Annual Report are clip art pictures and do not portray actual clients.



Since 1977

Our Mission, Vision & Values

Mission

CARE's mission is to strengthen, empower and support individuals and families through the provision of a comprehensive network of quality substance abuse, mental health and employee assistance services.

Vision

We envision a community where the services of CARE are guided by the needs, strengths and choices of the people served. A community where CARE is the premier provider of assessment, referral, education, prevention and early intervention services aimed at substance abuse reduction, mental health and employee assistance. A community where CARE provides innovative and collaborative leadership with other community partners in the evolution of its services. In pursuit of this vision, CARE will ensure that its services are of the highest quality, comprehensive in scope, and tailored to meet individual and family needs regardless of race, creed, color or ability to pay.

Values

CARE values and respects the ability of all consumers to play a meaningful role in their choices regarding treatment and/or other programs that will influence their futures.

CARE values and recognizes the importance of being part of a comprehensive network of services dedicated to meeting the needs of consumers, their families and the community.

CARE values staff and volunteers and supports their individual growth by providing learning opportunities that increase their abilities, not only as paid and unpaid employees, but also as members of our community.



Letter From Kathy Rager, Executive Di-

Hope Floats was a sappy 1998 comedy starring Sandra Bullock. The movie had the main character divorcing, moving home to a small southern town, only to meet Prince Charming, a non-working rich architect with a big house. They fell in love quickly and, of course, lived happily ever after.

The movie title has more significance than the story ever could. *Hope Floats* envisions inspiration rising out of desperation. I like to think of *Hope Floats* as a byline for CARE's activities. In a society faced with children being raised in abusive and addictive environments, dwindling treatment opportunities and where addiction is still viewed as a moral transgression rather than a health problem, it is hard to keep the hope (or faith).

And yet we do because staff talk about:

- The child who has experienced *Project Focus* says she knows her father's drinking is not her fault.
- A family participating in an *Anger Management* activity reports they like doing things together now.
- A man who completes his third treatment program feels confident that this time he'll stay drug free.

At CARE, hope floats because of the continued support of the Macomb County Community Mental Health Office of Substance Abuse, the Macomb County Board of Commissioners, a dedicated Board of Directors, agency advisory committee members and program volunteers. Agency staff are recognized for their continued efforts to educate and link to treatment those who are struggling with some of life's most difficult situations.



CARE has been chosen as a "Site of Promise" by United Way's Metro Detroit's Promise. This effort, chaired in Macomb County by Sheriff Mark Hackel, will provide an opportunity for CARE to seek support from business and industry. The Macomb County Board of Commissioners presented proclamations to CARE and eight other sites at their September meeting.

Management Team

Executive Director

Kathleen M. Rager, MSA

Employee Assistance Director

Brent J. Chartier, MSA

Assistant Director / Clinical Director

Helen M. Klingert, MS, LLP, CAC1

Prevention Director

Barbara J. Browe, CPC

\$\$\$\$ Make It Happen

Only eight short years ago CARE was funded 100% through the Macomb County Community Mental Health Office of Substance Abuse. An insightful Board of Directors saw the handwriting on the wall and heeded the words of Karen Schrock, then Director of the Department of Substance Abuse for the State of Michigan. Ms. Schrock shared with Macomb County substance abuse providers to "diversify, diversify, diversify." Her message, in response to decreased funding, was taken seriously. The Board recognized that anticipated decreased funding would mean decreased programming unless alternative sources of revenue were obtained. Funding to continue and increase prevention and early intervention programming has been sought and received. Today the agency activities are 64% funded through the Macomb County Community Mental Health Office of Substance Abuse and 36% of agency activities are funded through alternative sources.



**Blue Cross Blue Shield of Michigan
Comprehensive Youth Services
Family Independence Agency
Macomb County Community Mental Health
Macomb County School Districts**

- Fifteen of 21 Macomb County school districts maintain funding agreements with CARE's Student Assistance Center. This funding makes it possible for children, youth and their families to receive evaluations and referrals for substance abuse and/or mental health treatment when it is indicated.
- Blue Cross Blue Shield of Michigan has provided funding to offer short-term problem-solving sessions and the research-based *Reconnecting Youth* program in three school districts - Van Dyke, Clintondale and Fitzgerald. This program will be expanded in the coming fiscal year through funding from a State Incentive Grant and continued support from Blue Cross Blue Shield of Michigan.
- Blue Cross Blue Shield of Michigan will continue to support the *NicotineNarcs*, a group of enthusiastic teens from 13 school districts. The mission of the *NicotineNarcs* is to reduce tobacco use by their peers through media campaigns and advocacy.
- CARE contracted with Comprehensive Youth Services to provide parent education to parents who have children involved in this county's Juvenile Drug Court.
- CARE coordinated with the Macomb Intermediate School District's Early On Program to provide parent education for 24 parents of preschoolers with special needs. CARE also provided 18 parent education classes for parents of young children through the Macomb Intermediate School District's Comprehensive Access for Parents program (CAPs).
- Macomb County Community Mental Health and the Family Independence Agency, using Strong Families Safe Children funding, supported the second year of the Family Assessment and Training Project. Over 150 professionals and parents attended a conference focused on developing parent/professional partnerships.
- The Family Independence Agency provided funding for *Project Focus*, a 14-week program educating 86 parents and children on the impact of alcohol, tobacco and other drugs. These families who have experienced the affects of chemical addiction also had the opportunity to take part in two eight-day summer programs. A third summer program was offered through fundraising efforts.

Youth and Family Programs

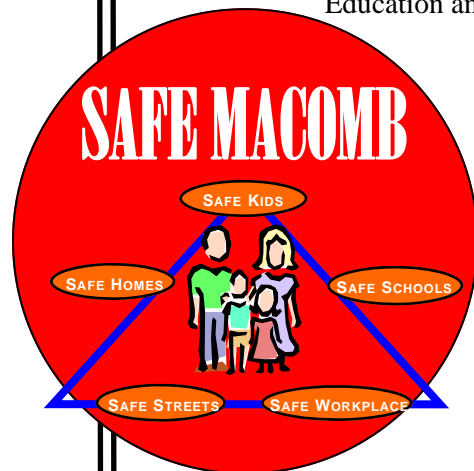
Building strong relationships

CARE's Alcohol, Tobacco and Other Drug Prevention Services offer a balanced approach to programming. Implementing research-based strategies, staff recognize the importance of providing activities that positively impact all segments of society — school, home, community and workplace. Successful activity during the year included:

- Conducting parent education series using the Systematic Training for Effective Parenting Model (STEP) for 998 parents. Some workshops provide specific information for single parents, stepfamilies, children with special needs including ADHD as well as those with young adults over 21.
- Conducting substance abuse prevention series for 4,694 preschool/kindergarten children using the Paper People Model.
- Supporting 92 single parents and their children through three 8-week education programs focused on developing communication skills.
- Anger Management series for 92 adolescents and their parents with the goal of implementing techniques that manage emotions.
- Presenting substance abuse informational sessions to over 14,843 students, parents, educators and other professionals.
- Actively participating in the county's Tobacco Reduction Coalition guided by the Macomb County Health Department and the Macomb County Prevention Coalition.
- Presenting "Parents on Parade," the 8th annual conference for 524 parents. Over 36 businesses and agencies collaborated on this event.
- Offering the *Start Making It Liveable* (SMILE) program in cooperation with the 16th Circuit Court Family Division to 1,556 divorcing parents.
- The development of a Fetal Alcohol Spectrum Disorder (Fetal Alcohol Syndrome) Education and Advocacy group.

New Initiative

Safe Macomb, a coalition lead by Turning Point-Safe Homes, Traffic Safety Association-Safe Streets, the Macomb County Youth Violence Prevention Council-Safe Schools, the Macomb Chapter of Michigan Safe Kids-Safe Kids and CARE-Safe Workplace envision a community where safety and well-being are experienced by all.

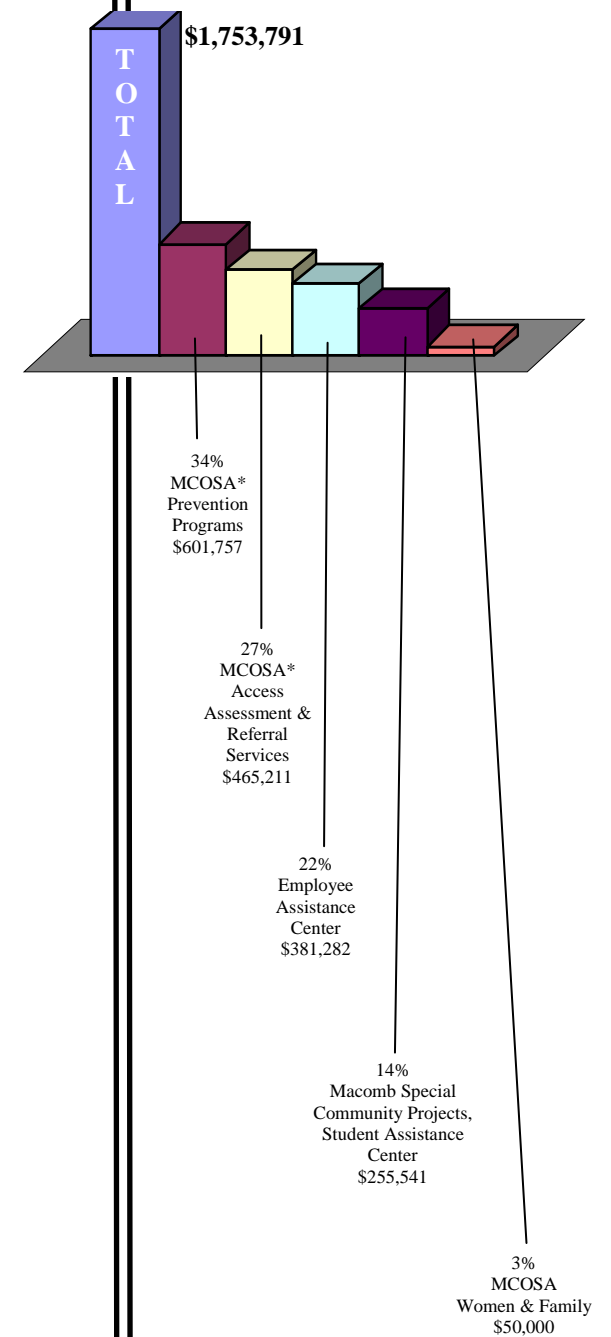


Thank You

Support from the community

All Star Pizza, Fraser
 America's Finest Printing, Fraser
 Belvidere Boat Club
 Benedetto's, 15 Mile, Clinton Twp
 Child Magazine
 Cook Real Estate & Research Co, Livonia
 Copyrite Printing, Roseville
 Costco, Hall Road, Shelby Twp
 Dale Office Plus, Masonic, Fraser
 Disney Publishing Family Fun Magazine
 Dominic's Pizza, Garfield, Clinton Twp
 Doug Cook & Family
 Dunkin Donuts, Cass & Groesbeck, Clinton Township
 Dunkin Donuts, 15 & Groesbeck, Clinton Twp
 Family Circle Magazine
 Greg's Bakery, Garfield, Clinton Twp
 Kentucky Fried Chicken, Garfield, Clinton Twp
 Kroger's, Garfield, Clinton Twp
 Manhattan Marketplace, Hall Road, Macomb Twp
 Mike Nardone, Tile, Marble & Stone, Clinton Twp
 Nancy Buscemi Catering
 Nickelodeon Magazine
 Nino Salvaggio International Marketplace, Harper, St. Clair Shores
 Original Pita Sub Shop, Garfield, Clinton Twp
 Papa Romano's, Common & Utica Road, Roseville
 Parents Magazine
 Patrick Studios, Mound Road, Warren
 Pizzo's Bakery, Garfield, Clinton Twp
 Sam's Club, Hall Road, Utica
 Target, Hall Road, Utica
 The Ladies of New Baltimore Place, New Baltimore
 The Parenting Magazine
 The Soup Alley, Mount Clemens
 Tim Horton's, Hayes, Sterling Heights
 Tim Horton's, Groesbeck, Clinton Twp
 True Industries, Roseville
 United Way Nonprofit Facilities
 Vince & Joe's Market & Deli, Garfield, Clinton Twp

Agency Budget



*MCOSA - Macomb County Community Mental Health Office of Substance Abuse

Access Assessment and Referral Services

Helping those with problems related to alcohol and other drug use



The Macomb County Community Mental Health Office of Substance Abuse established a central assessment and referral program (Central Diagnostic & Referral) so county residents could access substance abuse treatment through a free standing agency, independent of any treatment provider. CARE, originally the Substance Abuse Information Center, has provided service since 1977.

Central Diagnostic & Referral, renamed Access Assessment and Referral (AAR) in 2002, offers comprehensive assessment and referral services for those qualifying county residents experiencing alcohol or other drug problems. Follow-up and case management is provided to consumers authorized for

intensive services and helps to ensure consumers receive the quality of care necessary to experience a successful recovery.

Women's Specialty Services

The AAR provides specialty services for high-risk women, particularly pregnant women and women with dependent children, as well as advocating for treatment services for women. CARE coordinates ancillary and support services and provides after-care enhancing the consumers' chance for success. During the fiscal year, 134 women received specialty services.

Student Assistance Center

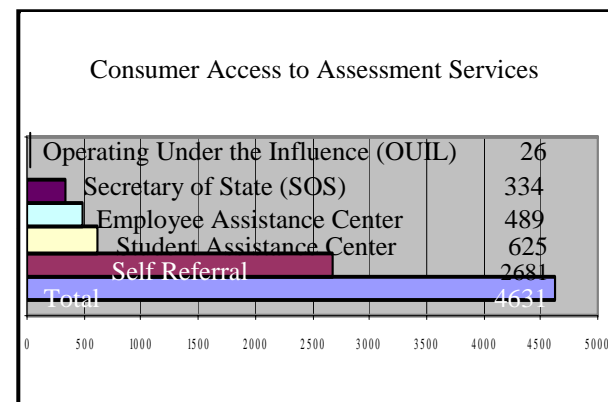
The Student Assistance Center provides assessment and referral services to qualified children who are experiencing mental health or substance abuse problems.

Fiscal Year Follow-Up Data

A total of 1,154 consumers authorized by CARE for intensive services were discharged during the year. Of that number, 70 percent completed the assigned treatment program. One hundred ten or 15 percent scheduled for follow-up were contacted by telephone and completed the 90-day post-treatment follow-up survey conducted by the CARE Case Manager. Of this number 82% reported that their lives had improved as a result of treatment.

Consumers were contacted 60 days after outpatient treatment. Of 194 respondents:

- 96% report being satisfied with CARE's services.
- 91% report still being drug free.
- 83% report being satisfied with the treatment agency.
- 79% report that their life has improved as a result of treatment.



[^]Picture: Ellen Tucker and Pat Mroch, AAR staff, celebrate at CARE's Open House.

The Employee Assistance Center

Assisting employers and their employees

Established in 1977, the Employee Assistance Center (EAC) provides assessment and referral services for employees working at 86 organizations including school districts, municipalities and small to medium sized businesses. The Employee Assistance Consultants work directly with employers and organized bargaining units to provide services that help reduce costs and increase job performance. The fiscal year marked several exciting developments in the EAC. The EAC has provided service for Selfridge Air National Guard's (SANG's) 127th wing, under the direction of Col. Robert H. Johnston, since 1999. The 927th Wing, led by Col. Kenneth D. Suggs, contracted with the EAC in 2002 to provide services to its personnel.



- EAC staff conducted several management trainings for the Air National Guard's Civil Engineering Training Services Center (CETSC). Trainings for management personnel in Savannah, Georgia; Portland, Oregon and Minot, North Dakota were held.
- The EAC finalized plans to provide Employee Assistance Program (EAP) services to vendors outside metro Detroit: the Waukesha, Wisconsin based NEAS, and the Lansing based CARES EAP. EAC staff responded to requests for training for critical incident stress debriefings and short-term problem solving services for these company's local employees.
- The EAC added a toll-free number to ensure that out-county and out-of-state employees have access to services.
- The EAC's Employee Assistance Program Awareness Month promotion proved beneficial for client companies as individual problem-solving sessions for employees increased 40%.

EAC Evaluation of Clinical Services

As part of its quality assurance process, Employee Assistance Center staff survey a portion of clients each year to measure satisfaction and program effectiveness.

- 97% said they were satisfied with the EAC services.
- 89% said their emotional health had improved because of the EAC.
- 77% said the EAC was either helpful or extremely helpful in improving their lives.
- 72% said their family life had improved.
- 51% felt in better physical health.
- 36% said they felt better spiritually.
- 36% said their legal circumstances had improved.

[^]Picture: EAC Clinician/Consultant, Brenda Szalka before the EAC display during open enrollment for Macomb County Employees.