

CARE



Access to Treatment

Employee Assistance Services

Family & Youth Services

Student Assistance Services

Mission

CARE's mission is to strengthen, empower and support individuals and families through the provision of a high quality comprehensive network of mental health, alcohol, tobacco and other drug dependency disorder 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 alcohol, tobacco and other drug dependency disorder 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.



**2003-2004
Annual Report**

www.careofmacomb.com

caring

resourceful

supportive

responsive

respectful

family-
centered

trusting

hopeful

Letter From Kathy Rager, Executive Director

Thinking, Changing, Rearranging

Many years ago, I read a book entitled *Thinking, Changing, Rearranging*. The book was a “how to” for teens. Changing your thinking could “rearrange” your life in ways that would make you happier.

It is difficult to think that by simply changing your outlook you could make anything better. However, with the support of the Macomb County Board of Commissioners, Macomb County Community Mental Health Office of Substance Abuse (MCOSA), and committed staff and volunteers, we have been able to *think* hard about our goals, *change* some of the ways we do business and *rearrange* delivery of service in ways that positively impact outcomes.

- Current research is now confirming what we already know. Substance use disorders are brain diseases and the absence of effective treatment impacts not only those afflicted but all of society. While substance use disorders are often at the root of crime, domestic violence, suicide and homelessness, adequate funding is not available for treatment. Those with the disease are still viewed as morally bankrupt. CARE has been supportive of those in our community who advocate for increased education regarding substance use disorders. Members of *Project Vox* or the *Voice of Recovery* know that increased education will help decrease and eventually eliminate the stigma attached to the disease. This will open the door to increased funding and acceptance of a disease in which people can recover and lead productive lives. **By educating ourselves in ways that challenge our “thinking” about substance use disorders, we can find solutions.**
- CARE staff has updated the data collection/tracking system for the substance use disorder Access Center. The Center provides Macomb County adults, students and Employee Assistance Center consumers access to treatment for substance use disorders and/or other mental health problems. **By “changing” internal operations we can effectively collect data and track client information to improve accuracy and timeliness of consumer services.**
- Public systems, businesses and private non-profit organizations have continued to work together with CARE to meet the needs of those we serve. Sharing resources helps to reduce duplication of services. One such 2004 project involves CARE, MCOSA and the 16th Circuit Drug Court. A process now exists that allows nonviolent offenders to access drug treatment in a timely fashion. This collaboration utilizes funding in a way that maximizes resources and reduces costs by stream-lining a system that benefits the consumer. Other community partners include the Family Independence Agency, the Macomb Intermediate School District and local schools districts. **By “rearranging” some of the ways we do business, CARE, partnered with other systems, can increase opportunities for community.**

Thinking, Changing, Rearranging! It is challenging, but worth the effort.

In Recognition...

CARE is Named Metro Detroit "Site of Promise"

This dedication was given to CARE from the Macomb County Board of Commissioners in consideration of "contributions to enhance the community, improve the quality of life for others, and for serving as an example of integrity, dedication and commitment."

Taubman Fellowship Awarded

Eric Jackson, Deputy Superintendent of Clinton Township and honorary CARE board member, received a prestigious Taubman Fellowship at Harvard University in Washington D.C. to study administrative policies.

Outstanding Achievement Award

The Macomb County Tobacco Prevention Coalition awarded the *NicotineNarcs* the 2003-2004 Outstanding Achievement Award, The Toby. The award is for programs and activities which have promoted smoke-free environments in Macomb County. The Nicotine Narcs are CARE - sponsored youth from 5 school districts.

2003 Administrative Professional Bonus Award

Carolyn J. Johnson, long time CARE Board member, received this honor from Oakland University where she is employed as the Business Manager.

"Hero from Age Zero" Award Winner

Gayle Gregorczyk, a parent volunteer who serves on the Macomb County Fetal Alcohol Resource Education and Support Advisory Group (MCFARES) received a parent award from the Macomb Intermediate School District and Great Parents-Great Start-Macomb.

Volunteer of the Year

Nancy Temelko, a committed CARE staff person, won a Macomb County Board of Commissioner's Volunteer of the Year Award.

Glass Block Wall Dedication

A tribute to those we love and care about became part of the CARE facility. Glass blocks purchased by staff and community supporters were installed in the CARE lobby. The glass blocks carry messages of hope, inspiration, and strength.

In Tribute and Loving Memory of Agnes I. LeFevre

Mrs. LeFevre, a long time member of the CARE Board of Directors, died November 6, 2003. She was very active in many organizations and had a lifetime commitment to the welfare of people in the community.

New Initiatives at a Glance...

Summer Safety Fest

The first Annual Summer Safety Fest was held on May 26, 2004 at Metro Beach Metropark. The festival was presented by Safe Macomb and the Safe Summer Coalition who are dedicated to keeping Macomb County safe. Over 800 Head Start preschoolers, their siblings and parents attended.

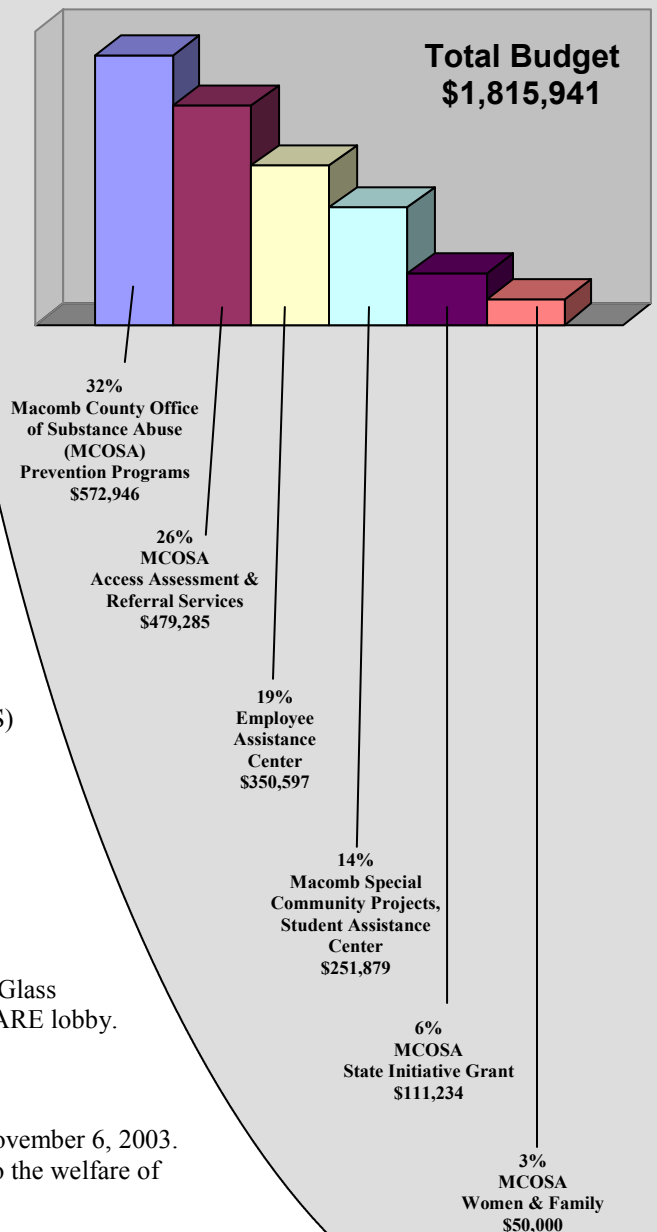
Greater Macomb Project Vox

Greater Macomb Project Vox has begun to organize those people in recovery from alcoholism and other drug dependency. This county-wide movement educates the community on the need to de-stigmatize the disease of addiction and advocate for adequate treatment.

2004 EAC Conference

The first Annual Employee Assistance Center Conference was held in September with over 100 people in attendance. The conference, *Mind, Body and Work Connection*, offered workshops for both management and staff including stress management, balancing work and home, and providing accommodations for employees with disabilities.

Agency Budget



respond

connect

focus

hope

heal

act

Access Assessment & Referral

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

Access Assessment & Referral

In 2003, the Detroit Metropolitan Community Survey ranked alcoholism and other drug dependency as the first concern among Macomb County residents. The findings reflect the perceptions, concerns and experiences of over 1,500 selected households & businesses.

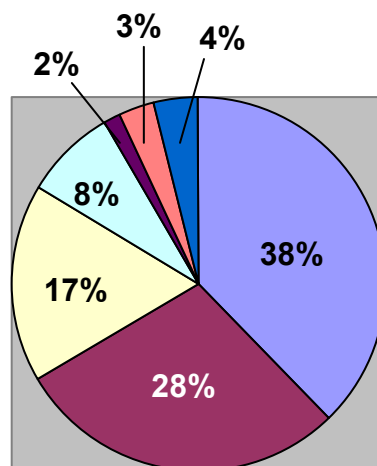
Access Assessment and Referral (AAR) has long recognized the impact alcoholism or other drug dependency has on individuals and families. As a free standing agency, independent of any treatment provider, those experiencing a substance use problem can receive a comprehensive assessment and referral to the most appropriate treatment provider. To encourage positive outcomes, consumers who are authorized to receive public funding and receive residential or intensive outpatient services, receive follow-up and case management services.

The AAR provides specialty services for women at risk of abusing alcohol or other drug dependency. Pregnant women, pregnant women who inject drugs and women with dependent children are given a high priority status. CARE plays a key role in coordination of treatment and ancillary services. During the 2003-2004 fiscal year, 196 women received women's specialty services.

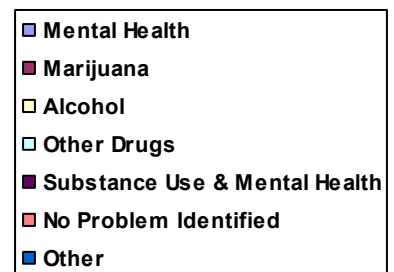
Depending on funding and clinical needs, referral information may be provided through a telephone or face-to-face assessment with a trained clinician. The clinicians complete a comprehensive assessment, and with input from the consumer, coordinate appropriate treatment referrals.

Of those consumers who filled out a satisfaction survey, 96% reported that the AAR met their needs.

To assess satisfaction with the treatment referral, CARE case managers contact consumers 90 days following their discharge from intensive services. Of those who responded to the 90 day follow-up survey, 94% reported that they were satisfied with the referral service provided. This information confirms that CARE's clinicians are effectively matching consumers with appropriate service agencies.



**Assessments for
3,166 Adults
by Primary Problem**



Employee Assistance Center

The evolution of Employee Assistance Programs (EAP) has been both exciting and concerning. The original purpose of EAP's was to provide comprehensive education and treatment services for the business community. EAP's came at a time during the early nineteen seventies, when alcohol use by employees was becoming a problem in the workplace. Employers were becoming concerned about the impact of employee alcohol use in regards to absenteeism, tardiness, and reduced production. Concern for their businesses and a better understanding of alcoholism lead some visionaries to develop an idea that would provide assistance to employees over the next thirty years. What evolved were strong and structured programs that would further develop to provide assistance not just to those suffering from addiction, but to those experiencing a myriad of mental health concerns.

At the end of the century and into the next millennium, the economy suffered and rapid technology impacted not only businesses but individuals and families. The concept of EAP's changed - for the worse. In an effort to cut budgets and fully utilize technology, traditional EAP's became 1-800 numbers. Face to face assessments became telephone screens. Important core services were dropped or took a back seat. The Employee Assistance Center has struggled with these changes and has had many meetings in regards to "what we wanted to do."

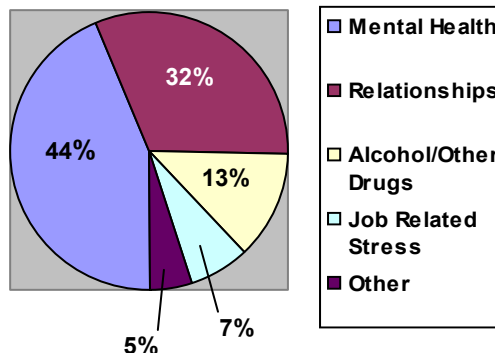
It was decided that CARE would continue to offer comprehensive full service programming through the five core services set forth by the Employee Assistance Professionals Association. To do less would compromise our values.

Those five core services are:

- Professional clinical services, including assessment, referral and short-term problem resolution for employees and their families. **(To ensure unbiased assessments and referrals, the agency continues to remain freestanding, not affiliated with any treatment agency.)**
- Supervisory training in constructive and confrontational skills and the employee assistance program referral process.
- Consultation services on human resource issues and policy development.
- Training and substance use professional services to assist in compliance with federal laws requiring Drug Free Workplace and Department of Transportation drug testing.
- Professional and personal development training for employees and management.

In 2003 - 2004, the Employee Assistance Center conducted 152 hours of training that provided information to 3,101 employers and their employees.

**EAC Assessments
for 394 Consumers**



diversify

motivate

energize

prepare

change

create

**Employee
Assistance
Center**

*Helping employees with
problems that impact
their work performance.*

educate

nurture

aspire

unite

grow

live

Family & Youth Services

*Preventing substance use and
mental health disorders
through programs
for youth and adults.*

Family & Youth Services

Alcohol, tobacco and other drug use continue to cause severe problems for individuals, families and society. However, it has become evident over the years that the process leading to alcohol, tobacco and other drug dependency can be circumvented through proven prevention strategies. The National Institute on Drug Abuse has over thirty years of research has identified of important factors that can assist in the prevention of substance use disorders.

Principles for substance use prevention have been established through the identification of risk and protective factors. Children shown at greatest risk of developing substance use are those showing anti-social patterns of behavior including poor social coping skills, failure in school performance and approval of drug-using behaviors. Protective factors identified as significant include strong family bonds where there is consistent discipline, academic success and accepted social skills.

CARE has used the risk and protective factors as a basis for program development and implementation. All programs, grounded in research principles, are consistent with those that build on family strengths, develop social-competency behaviors, enhance positive peer relationships, and pro-social behaviors and teach problem solving skills aimed at the refusal of drugs and other harmful actions.

- 1,041 parents participated in the *Systematic Training for Effective Parenting* (STEP) series.
- 3,963 children participated in the *Paper People* health education program.
- 12,158 individuals learned information through community presentations and education that would assist them in making decisions that would impact their lives.
- 8 parent/professional groups are active in their communities implementing zero tolerance strategies aimed at changing community norms toward alcohol, tobacco and other drugs.
- MCFARES (Macomb County Fetal Alcohol Resource & Education Support) responded to 52 parents seeking help in raising children diagnosed with Fetal Alcohol Spectrum Disorder (FASD).
- Project Focus, a year-round program for children living in families where alcohol and other drug use is a problem, was held at two Macomb County locations. Over 60 families and 129 children took part in education and activities focused on the prevention of alcohol or other drug use.
- The Prevention Advisory Committee continues to assure community input focused on the development of effective strategies thus reducing alcohol, tobacco and other drug use by both youth and adults. Twenty-six committee members meet quarterly to address growing community concerns.

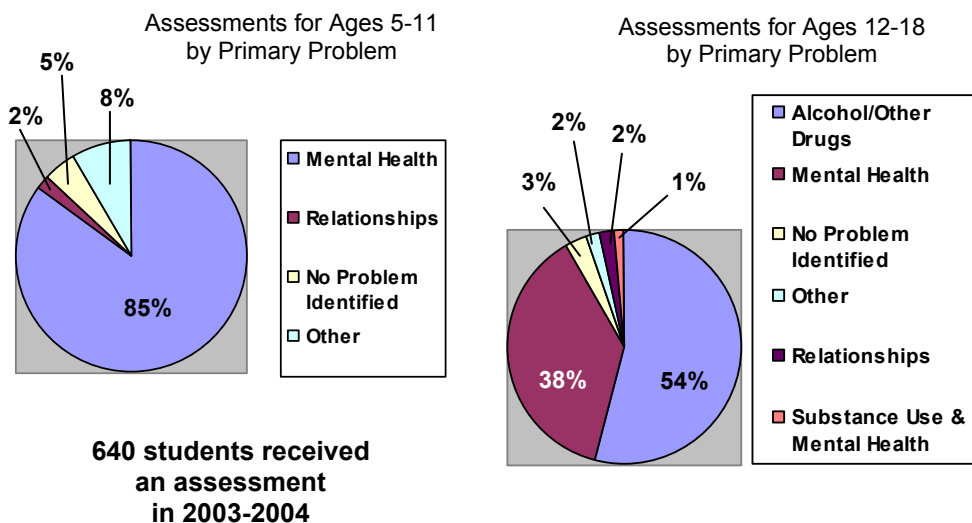
Student Assistance Center

The Student Assistance Center offers families the opportunity to receive a thorough assessment for their children who are experiencing problems because of mental health problems or alcohol/other drug use. A plan of action is developed and resources are provided for those in need of treatment or other services.

The agency has formal agreements with 18 school districts in Macomb County. This allows a seamless process of access, treatment and aftercare. Assessment services are offered free to those students attending schools in districts where formal agreements are in place. Participating districts are: Centerline, Chippewa Valley, Clintondale, East Detroit, Fitzgerald, Fraser, Lakeshore, Lakeview, L'Anse Creuse, Mt. Clemens, Richmond, Roseville, St. Clair Shores Alternative Education, South Lake, Utica, Van Dyke, Warren Consolidated, and Warren Woods Public Schools.

The Student Assistance Center offered *Anger Management* classes for students ages 11-18 and their parents who are having difficulty managing strong emotions. The six-week educational series provides an opportunity for both parents and youth to explore their relationship, get a better understanding of emotions and the role they play in communication, and develop ways to manage their angry feelings.

CARE offers Reconnecting Youth, a daily skill-building program for middle school students in five Macomb County school districts: Centerline, East Detroit, Fitzgerald, Lakeshore, Van Dyke Public Schools. Forty-two youth received information on alcohol, tobacco and other drugs, managing strong emotions, problem solving and communication skills.



develop

mature

explore

enrich

trust

care

Student Assistance Center

Assisting students get help for mental health and substance use disorders.



Community Assessment Referral & Education
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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.

CARE



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