Dear Friends,

Welcome to Common Ground’s Fiscal Year 2020 Annual Report. This year has been remarkable in so many ways. Obviously, the pandemic and its impact on our community posed many challenges. It’s also been a year that demonstrated the collective strength of Common Ground’s character and resolve. We stayed on the job and met the increased community demand for our services. We had another strong financial performance, and we implemented a new crisis traffic coordination system (CTC) that will save lives.

This Report contains stories about our new CTC and the accompanying SAMHSA (Substance Abuse and Mental Health Services Administration) grant. We will give you an update on our contract with the State of Michigan to leverage our Resource & Crisis Helpline experience to respond to crisis calls/texts/chats for the entire State of Michigan.

Common Ground is celebrating its 50th anniversary this year. Although the purpose of this Report is to inform you about what we have accomplished, we also want to tell you about where we are headed as an agency.

By the end of this calendar year, we will open a virtual Behavioral Health Urgent Care Clinic. This Clinic will be an important element in the crisis continuum and will help many people throughout our community. Currently, our community is well equipped with urgent care centers for physical health, but there are none for behavioral health. That is why Common Ground is taking the unprecedented step of opening an urgent care clinic for behavioral health. You can read more about our plans later in this Report, but please know we are committed to our mission of helping people move from crisis to hope, regardless of where they live or the type of insurance they have.

When you think about other emergency services, you don’t generally think about capacity. For instance, we do not have just one police department or one fire department in our county. That would make for ridiculously long waits for service. What if we had only one hospital? Citizens of our large community would never stand for the lack of these emergency services. However, for behavioral health crisis services, Common Ground operates the only full-service behavioral health crisis center in our area. With a population of 1.2 million people, Oakland County should have 3 or 4 additional crisis centers!

I believe the citizens of Michigan are beginning to understand the importance of crisis services for all people and will join the advocacy movement in our state to adequately fund them.

Whether you are a person who received our crisis services, donor, a volunteer, or an interested community member, thank you for your support of Common Ground.

Heather Rae
President and CEO
Common Ground Partners with MiCal

When Heather Rae became the President and CEO in 2015, she made it her goal to serve ALL people, regardless of insurance, background, or location. When MDHHS (Michigan Department of Health and Human Services) selected Common Ground as the staffing vendor for the Michigan Crisis and Access Line (MiCAL) in December of 2020, it showed promise towards that goal.

MiCAL is staffed 24 hours a day, seven days a week and will provide all citizens of Michigan with crisis telephone/text/chat services and "warm line", which is a recovery-based telephone service operated by Certified Peer Support Specialists across the state who have had their own recovery experience. MiCAL will also provide informational resources and facilitated coordination with local systems of care such as the public behavioral health system, crisis providers across the state, and other entities. In addition, MiCAL will have access to statewide information such as available psychiatric beds, substance use disorder services, and crisis residential services so that availability of these critical resources are at our fingertips.

The Upper Peninsula with lead entity NorthCare Network, and Oakland County with lead entity Oakland Community Health Network, are the two pilot regions. These pilot sites were chosen because of their geographic diversity and Common Ground’s current knowledge of resources in each region.

Now more than ever, MiCAL, combined with the expertise of Common Ground’s staff and leaders, will expand the crisis safety net for all Michiganders experiencing a crisis.

Board Member Spotlight!

Meet Fred Fechhiemer, a long-time Board Member and proud supporter of Common Ground!

How did you become involved with Common Ground?

My late wife, Rosemary Holland, met Tony Rothschild almost 50 years ago. Rosemary and I quickly developed a friendship with Tony and Mona, and their two children. We shared many holidays together. Shortly after Tony became CEO of Common Ground, he asked Rosemary to serve on his board. When for health reasons Rosemary was no longer able to serve on the Board, Tony invited me to replace her. I am passionate about Common Ground’s mission to help people in stress move from crisis to hope.

What are the recent changes in Michigan’s Mental Health Code?

Common Ground operates a crisis center in Oakland County which annually helps approximately 8,000 persons experiencing a mental health crisis or severe emotional disturbance. A person experiencing a mental health crisis or severe emotional experience needs prompt treatment in a quiet setting, something seldom provided in hospital emergency rooms or jails. The recent amendments to Michigan’s Mental Health Code, which was adopted in 1974, make clear that Common Ground, and other crisis centers in Michigan, may not only provide assessments to people who come to it but also provide treatment to them to reduce a crisis stabilization unit setting. Most people who experience a mental health crisis are able to avoid hospitalization if they receive prompt intensive care. The recent amendments will not only help Common Ground’s crisis center but will also enable many other communities throughout Michigan to either begin new or expand existing crisis centers.

What do you want people to know about Common Ground?

Common Ground provides an amazing array of services each year to over 88,000 Genesee and Oakland County residents. Common Ground’s programs are too numerous to describe but include operating a telephone, text and chat helpline for people experiencing problems, assisting people with severe mental health issues, assisting teenagers and young adults with emotional and other issues, helping people with drug and alcohol issues, assisting people who are victims of crime, and providing numerous support groups such as for families who have experienced a suicide and victims of sexual abuse.

But what I most want the public to know about Common Ground is that it has an amazing group of employees and volunteers who are dedicated to assisting their clients.

In May 2020, Common Ground was awarded a three-year Follow-up Expansion grant from the Substance Abuse and Mental Health Services Administration (SAMHSA). This grant will help implement the ‘Air-Traffic Control’ Model, where concepts from the airline industry focused on avoiding delays and plane crashes by managing the air traffic across airports are applied to the behavioral health crisis system we call crisis traffic coordination (CTC). The CTC approach centralizes the functions of staying connected to individuals through the crisis services continuum, removing barriers to services, and arranging for follow-up. We will also provide coordination of care within 24 hours by linking people at high risk of suicide to service providers and validating those connections occurred. This grant seeks to increase individuals’ engagement and participation in mental health and related community services, decrease law enforcement involvement, reduce hospitalizations, and ultimately reduce suicide attempts and deaths by suicide.

We have established and implemented follow-up services that include contacting individuals at the following points in time: 24, 72, and 365 days. At each contact we assess the suicide risk of individuals, review safety plans and lethal means reduction, if applicable, verify their level of connection and engagement in mental health and related community services, provide additional resources and support, and most importantly, facilitate connections to the community in which they live. Ultimately, we want people to know that we care about their well-being and are available to support them on their wellness journey.

We are also in the process of developing bi-directional software that provides real-time performance outcome dashboards, facilitating shared information about the coordination of crisis interventions and ongoing services. The software will provide real-time communication in sharing the status and disposition of linkage/referrals for individuals needing intensive services, allow for outpatient scheduling, share and track bed inventory, and quickly and efficiently determine the closest available services. This will provide greater efficiency in operations throughout Common Ground. Our Crisis Traffic Coordinators will be a key component in ensuring a continuously smooth, swift, and barrier free access to services throughout the crisis continuum.

We hope to share the new system soon and look forward to additional technological platforms associated with this project in the near future.

Air Traffic Control Model Saves Lives!

This online database identifies where individuals are within the crisis continuum. This new tool will allow Common Ground to ensure each individual’s connection to services and safety.
Common Ground will open a virtual Behavioral Health Urgent Care Clinic (BHUCC) later this year and is planning on opening an in-person BHUCC in south Oakland County in 2022.

The Behavioral Health Urgent Care Clinic is ideal for adults and children who without urgent intervention from prescribers, clinicians, and recovery coaches would experience an increase in psychiatric symptoms such as depression or anxiety. This heightened state could require a visit to an emergency room or another intensive service at the Resource and Crisis Center.

In addition, BHUCC will:

1. Add Behavioral Health Urgent Care to our crisis continuum to fill a community need.
2. Provide care in a more convenient location for those in the south part of Oakland county (and virtually).
3. Serve more people.
4. Allow more cost-efficient care for those with commercial insurance.
5. Provide health insurers with lower cost services for behavioral health crises as an alternative to an emergency department.

The services to be provided at the BHUCC include the following:

- Psychiatric Evaluation
- Medication review
- Prescriptions for bridge medication
- Crisis Mental Health Assessment
- Health Assessment
- Crisis intervention/crisis therapy
- Care Coordination/Discharge Planning (coordinating care with insurers, routine outpatient providers, scheduling follow up appointments, and follow up to ensure the person served was connected).

The in-person BHUCC, when opened, will also be convenient for residents in nearby counties. For the more than one million people residing in Oakland County, the BHUCC will be another lifeline for adults, families and youth struggling with a behavioral health crisis.
2020 Fiscal Year

EXPENSES & REVENUE

Fiscal 2020 financial results were negatively impacted by the pandemic. We are confident that the Paycheck Protection Program and other funding will help us recover in the current fiscal year. Common Ground is grateful for the support from the community which allows us to continue providing services. We appreciate the funding we have received from a variety of sources, including Oakland Community Health Network, Genesee Health System, state and federal grants and our generous donors. Common Ground will continue to help people move from crisis to hope, thanks to your continued support.

If you are interested in how your support is making a difference, we invite you to visit Common Ground. Contact Jeff Kapuscinski, Chief of External Relations at 248-451-3730 to schedule a visit.

Thank you!

EXPENSES

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<tr>
<th>Category</th>
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<td>Responding to Crisis</td>
<td>9,298,355</td>
<td>62.58%</td>
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<td>Providing Safety and Advocacy</td>
<td>4,253,982</td>
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<td>Community Education/Outreach</td>
<td>69,293</td>
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<td>Management and General</td>
<td>1,393,728</td>
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<td>Fundraising</td>
<td>161,684</td>
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<td>Increase in Net Assets</td>
<td>-319,591</td>
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Total Expenses: $14,857,451 (100%)

REVENUE

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<tr>
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<td>Grants/Contracts</td>
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<td>Fundraising</td>
<td>839,507</td>
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<tr>
<td>Business Income</td>
<td>169,896</td>
<td>1.14%</td>
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Total Revenue: $14,857,451 (100.00%)

See how much we have grown over the last 30 years!

Common Ground’s Interns & Volunteers contributed 9,252 hours throughout the 2019-2020 fiscal year.

We appreciate the amazing work and dedication the volunteers and interns showed during one of the most challenging times in our 50 year history. Thank you!
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Royal Oak, MI 48067
(248) 547 - 2260

Resource and Crisis Center
1200 N. Telegraph Road, Bldg. 32E
Pontiac, MI 48341
(248) 451 - 2600

Crisis Intervention & Recovery Team
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