



**Common Ground**  
*helping people move from crisis to hope*

2019-2020

# Annual Report



# Letter from the CEO and President

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.



HEATHER RAE  
PRESIDENT and CEO

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.



DON CAMPBELL  
BOARD CHAIR

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

# Uncertain Times Call for Common Ground!

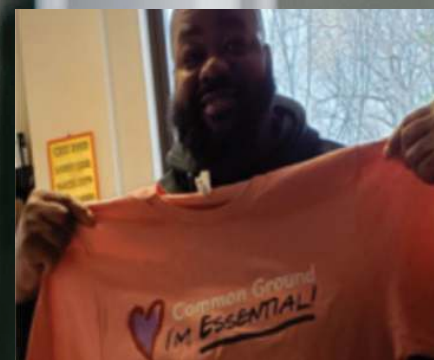
The World Health Organization declared the COVID-19 outbreak a Public Health Emergency of International Concern in January 2020 and a pandemic in March 2020. When the virus reached the United States, Common Ground had to respond, to protect our staff and the people we serve from falling ill to the virus.

One of the first actions that Common Ground took was sending home staff who were able to perform their duties remotely. We also paused non-essential programs, such as our support groups and legal clinic. The mobile unit served people by telephone as it was too risky for the team to go out into the community until we had an adequate supply of Personal Protective Equipment (PPE), which was June 2020.

The demand for our services increased as the pandemic continued to cause uncertainty, anxiety, and isolation throughout the community. It was important that our services remained available, such as our 24-hour Resource and Crisis Helpline, Crisis Assessment Team, Crisis Stabilization Unit (OACIS), Sober Support Unit, Runaway and Homeless Youth Programs, and the Crisis Residential Unit.

At the beginning of the pandemic, Common Ground formed a COVID-19 Taskforce. The Taskforce, comprised of Common Ground staff from various departments, met each week to discuss concerns, implement ideas and changes, and create plans to communicate those ideas and changes to the agency. In addition, our Facilities Department played an integral role in creating a safe environment by ordering PPE, putting up "sneeze guards" in necessary areas and creating a cleaning protocol.

All of these efforts took teamwork, dedication, and flexibility to ensure timely communication and safety for all. A sincere thank you to all of our frontline personnel for continuing to serve people in crisis, despite a very challenging year. We truly could not serve our community without our amazing, dedicated staff. The agency and the community are grateful for your dedication and compassion.





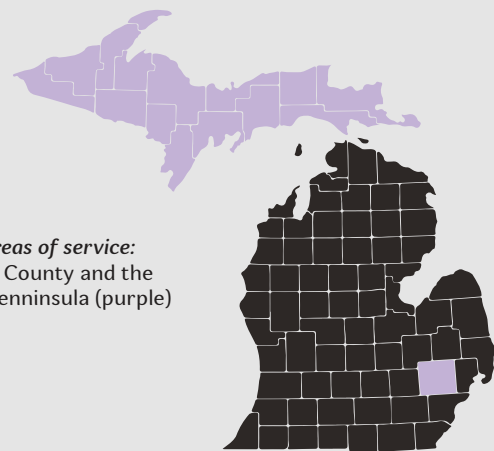
# Common Ground Partners with MiCal

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 state-wide 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.



MiCal areas of service: Oakland County and the Upper Peninsula (purple)



## 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 its 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 may provide treatment for up to three days in 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.

# Air Traffic Control Model Saves Lives!

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 96 hours, and again at 7, 14, 21, 30, 60, 90, 180, 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.

**COMMON GROUND**

8 All    1 CAT    1 OACIS    1 SSU    2 CRU

Category	First Name	Last Name	CON ID	Next Destination	Current Location
CAT	Fred	Kruger	66555	Pending	OACIS
OACIS	First Name	Last Name	CON ID	Next Destination	Current Location
SSU	Erik	Fromm	359874	Discharge	SSU
CRU	First Name	Last Name	CON ID	Next Destination	Current Location
Lobby	Connor	John	785412	Discharge	CRU
EE	First Name	Last Name	CON ID	Next Destination	Current Location
Hospital	Stevens	Samantha	555333	Discharge	CRU
Community	First Name	Last Name	CON ID	Next Destination	Current Location
	Seagull	JL	589755	Discharge	Lobby

*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.*

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 outgoing 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.



# Urgent Care for Behavioral Health



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.



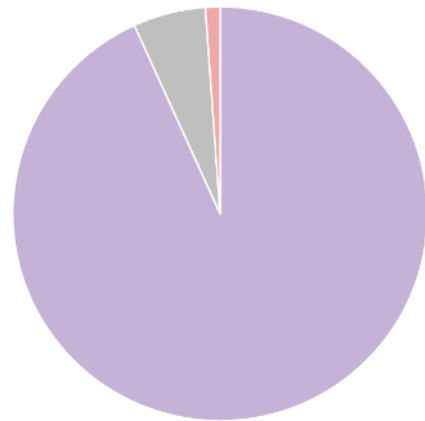
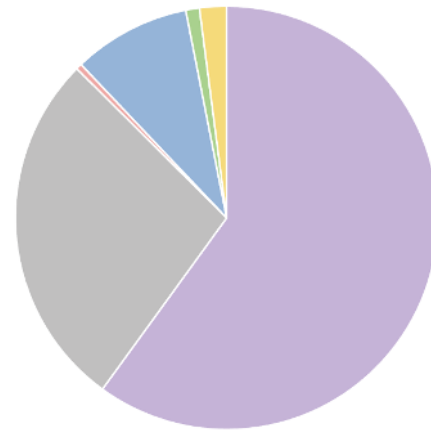
# 2020 Fiscal Year EXPENSES & REVENUE

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.

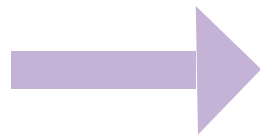
Thank you!

EXPENSES	DOLLARS	PERCENTAGE
Responding to Crisis	9,298,355	62.58%
Providing Safety and Advocacy	4,253,982	28.63%
Community Education/Outreach	69,293	0.47%
Management and General	1,393,728	9.38%
Fundraising	161,684	1.09%
Increase in Net Assets	-319,591	-2.15%
	<b>\$14,857,451</b>	<b>100%</b>



REVENUE	DOLLARS	PERCENTAGE
Grants/Contracts	13,848,048	93.21%
Fundraising	839,507	5.65%
Business Income	169,896	1.14%
	<b>\$14,857,451</b>	<b>100.00%</b>

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



COMMON GROUND (a not-for-profit corporation)		
Statement of Revenue, Support and Expenses		
For the Years Ended December 31, 1990 and 1989		
	1990	1989
Support and revenue		
General fund	\$683,827	\$1,070,173
Donor restricted fund	7,163	--
Total support and revenue	<u>690,990</u>	<u>1,070,173</u>
Expenses		
General fund	649,845	665,540
Donor restricted fund	3,049	--
Plant fund	24,306	20,875
Total expenses	<u>677,200</u>	<u>686,415</u>
Revenue and support over expenses	\$ 13,790	\$ 383,758

# 2019-2020 Volunteers and Interns

Maggie Allesee  
 Stephen Applegate  
 Julie Aronica  
 Richard Astrein  
 Devon Barnard  
 Jonah Benson  
 Jeremy Berkowitz  
 Nikita Bhatnagar  
 Rebekah Bibbs  
 Emily Bidinger  
 Russ Bolinger  
 Mary Bonds  
 Sheriff Michael Bouchard  
 Katie Bressette  
 Elizabeth Brin  
 Kate Brow  
 Lisa Brown  
 Keyanna Burns  
 Don Campbell  
 Jenny Carl  
 Andrew Carter  
 John Cashen  
 Jerry Cavellier  
 Autumn Ceci  
 Judith Christie  
 Dawn Clark  
 Alana Costew  
 Caitlyn Crowel  
 Lyle Dahlberg  
 Gary Dembs  
 Gregory Devoire  
 Megan Dietrich  
 Kristen Dolecki  
 Joe Donovan  
 Danielle Duclos  
 Kelsey Dupuis  
 Faith Elie  
 Andrea Elmore  
 John Erb  
 Angela Evanoff  
 Kristen Ewald  
 Fred Fechheimer

Maya Ferguson  
 Beth Gibbons  
 Catherine Grochowski  
 Amanda Hamilton  
 Kim Harchelroad  
 Eugene Hartwig  
 Eric Hawkins  
 Howard Hertz  
 Sallandra Hilton  
 Jaime Hope, MD  
 Arthur Ingraham  
 Wenping Jiang  
 Kent Johnson  
 Lisa Johnson  
 Jack Kim  
 Amanda Klimek  
 Grant Kropfeld  
 Melissa Krot  
 Philip Krysinski  
 Rhonda Laurencelle, PhD  
 Mary Lefurgey  
 Glenn Liebowitz  
 Sabahudin Livadic  
 Sara Majoros  
 Henry Marcano  
 Rita Margherio  
 Lisa Mason  
 Klarissa Matanos  
 Sharon McMurray-Wurtz  
 Cathy McNamara  
 Daksh Mehta  
 Hon. Fred Mester  
 Jordan Miller  
 Gregory Moore  
 April Morris  
 Chuck Morris  
 Jennifer Mossman  
 Rosemary Myers  
 Scott Najor  
 Cathy Nelson  
 Tawana Nettles-Robinson  
 Vivi Nguyen

Mike Nolta  
 Jaclyn Pffingsten  
 Gwen Prais  
 Anshul Puli  
 Megan Rasaiah  
 Jim Reinhart  
 Gary Robb  
 John Roberts  
 Shelley Roberts  
 Arthur Rubiner  
 Chris Ruen  
 Gabryelle Sandefur  
 Erin Schlitt  
 Mayna Schumacher  
 Mike Shihadeh  
 Barbara Shooltz  
 Matthew Silvasi  
 Hon. Edward Sosnick  
 Addison Stanley  
 Darrell Steger  
 Brandon Stenger  
 Colette Stimmell  
 Teresa Sullivan  
 Pamela Theisen  
 Marvin Thornsberry  
 John Tuohy  
 Noel Villajuan  
 James Vlasic  
 Kathy Walgren  
 Colin Westphal  
 Kay White  
 Kevin B. Williams  
 Rebecca Willis  
 Eric Wisniewski  
 Paige Wolski  
 Amy Wood  
 David P. Wood, Jr. MD  
 Matthew Worpell  
 Doug Wright  
 Andrea Yeager  
 Bella Yzerman  
 Sophia Zollner

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!



# IN MEMORIAM

**In memory of Irene Astrein**  
Judy Adelman

**In memory of Mark Byszkowski**  
Robert and Karen Adkins  
Kirstin Byszkowski  
Brian and Lynn Reuter  
Carol Stanek  
Nick and Mary Trbovich

**In memory of Elizabeth Christopher**  
Howard Friedman  
Ann and Jeff Goettman  
Adrienne Kozlowski  
Justi Miller  
Gwen Poth  
Melissa and Chip Tea

**In memory of Conall Doherty O'Shea**  
Kevin O'Shea

**In memory of Rachele Domke**  
Benjamin Perdok

**In memory of Lawrence Robert Dunn**  
Amy Dunn

**In memory of Riley James Frush**  
Jerome and Gail Beale

**In memory of Joshua Goldberg**  
Lynda and Ron Charfoos  
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Nancy and Joe Gorman  
Donna Held  
Arnold and Sharyanne Kollin  
David and Anita Lieberman  
Albert Macknis

**In memory of Kenneth Golla**  
Kathryn L. Simon

**In memory of Rosemary Holland**  
Drs. Edward and Kathleen Sheridan  
Janet Stark

**In memory of Robert Blake Johnson**  
Jann Devereux

**In memory of John Kjellstrom**  
Shirley Aston  
Bill and Judi Bartling  
Amy Casai  
Jo Ann Cline  
Sandy Coleman  
Frances Copp  
David Chaundy  
Maryann Gostomski  
Florence Gusho  
Steve and Sara Majoros  
Randy and Christine Maycock  
Patty and John Zafarana

**In memory of Janice Eder Levin**  
Eileen MacDonald  
Dennis and Jennifer Patterson

Nancy Polen

**In memory of Cheryl Levine**  
Monica Brady  
Harry Levine  
Alix Rezman  
Pamela Shelby

**In memory of Corey McCourt**  
Kevin J. Petras

**In memory of Bernice Michlin**  
Cartrenia Colbert  
Leonard Zucker

**In memory of Gladys Ruth Baldwin**  
Nanci and Allen Einstein

**In memory of Tommy Mullen**  
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**In memory of Tony Rothschild**  
Paula Jorné  
Thomas McCormick  
Dean and Anne Sousanis  
Janet Stark  
Charles Wilbur  
Carol Yamasaki

**In memory of Grove Shaw**  
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Jacob and Lillian J. Sherbin

**In memory of Lauren Stanfield**  
Kyle Jones  
Marilyn and Ron Mast  
George Smrtka  
Janet and Rick Stanfield  
Nick and Courtney Thompson

**In memory of Dru Szczerba**  
Mary Ann and Danny Weingarden

**In memory of Rebekah Warnick**  
Andrew Offenbacher

**In memory of Robin Wisniewski**  
Mark and Patricia Wisniewski

# LEGACY SOCIETY

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Donations contributed between October 1, 2019 - September 30, 2020.

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Lynda and Ron Charfoos  
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Children's Foundation  
Christ the Redeemer Catholic Church  
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