



2021 Annual Report

Hello Friends and Allies,

As we continue to adapt to the changes around us, we certainly know there is much to be proud of. Since March of 2020, we've seen a multitude of unforeseen challenges including COVID 19, workforce shortages, and different relationships with some of our long term funders. These challenges weren't just met by strength, resilience, and determination, they were met with an open-mindedness and a conviction to ALWAYS keep the people we support and their needs as our number one priority.

We've developed new and more effective ways to embrace technology and provide telehealth (remote) services to flexibly meet the needs of those we serve. We have kept our front door open to enroll new people who choose us as their Support Coordination service agency. This has allowed us to serve a record number of new people and welcome these wonderful people into our service system. We've also assisted hundreds of people to sign up for the Habilitative Support Waiver, maintaining the highest levels of care for those with the highest levels of need.

As we've seen the individuals we support grow and create their own path in the world, we've been able to do the same as a company, a community, and a family. There is always potential for more changes and challenges to come. These include potential funding changes at the state level as our Michigan legislature seeks to change the way services are delivered, and we are experiencing a staffing crisis at all levels of our industry. How will CLS react to these potential future challenges? I think you already know: We'll see the challenges, we'll meet them, and we'll learn to grow and we will successfully adapt in whatever the future new environments may look like. Regardless, we will continue to keep our energy targeted on providing high quality, person-centered, and self-directed services focused on assisting the people we serve to live happy and healthy lives in their local communities.

Warm Regards,

President & CEO

CLS does not exclude people or treat them differently because of race, color, national origin, age, disability, sexual orientation, gender, or gender identity.

If special accommodations are needed to inquire about services, please contact 734-722-6364

CLS 2020 BOARD OF DIRECTORS

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MISSION:

To assist and advocate for each person to have the supports they want and need:

- To exercise control and authority over their lives
- To live a life of freedom, opportunity and relationships as family, friends and neighbors
- To share in full community membership and citizenship

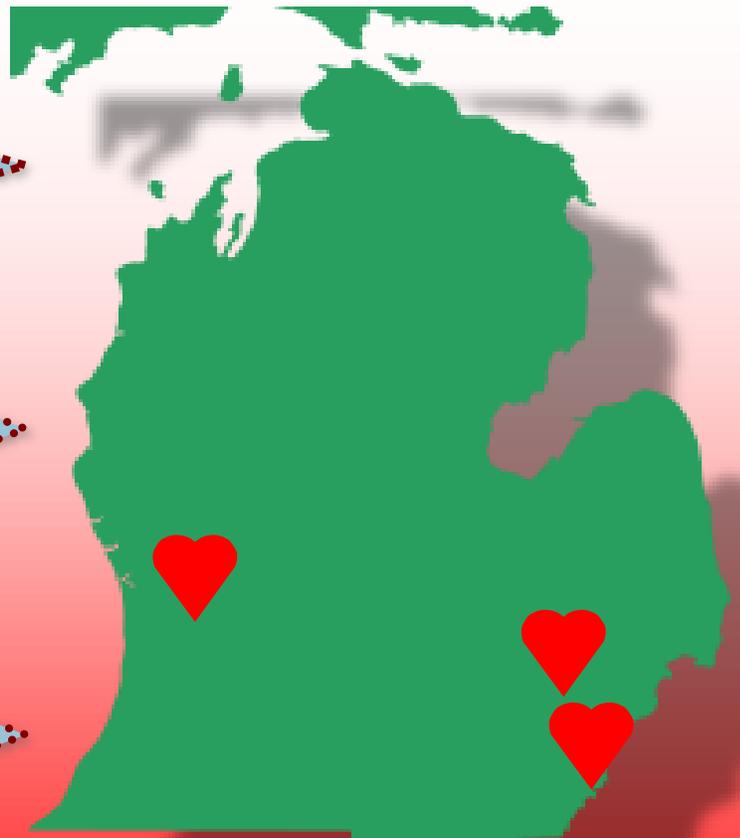
VISION:

People will fully participate in their communities and have a quality of life which comes from freedom and its responsibilities, the authority to make their own life decisions and the financial resources to implement them.

Wayne County
3,052 people served

Oakland & Macomb Counties
903 people served

West Michigan
(Kent, Ottawa, & Barry Counties)
768 people served



2021 Profile

How We've Coped

Everyone had a different experience through the COVID-19 Pandemic. As 2021 comes to an end, so too does shut-downs, restrictions, and inconvenient modifications of daily life end. We wanted to take some time to discuss the real impact that the last two years has had on a person. Luckily, CLS is the home of Mr. Ray Schuholz. Ray is a prolific speaker on the topic of rights of individuals with disabilities; a community advocate; and one of the first certified Peer Mentors in the State of Michigan. His life story is always on display, and for good reason. Ray understands the distance we've come as an industry and as a community.

His "Ray of Hope" presentation has been seen by thousands across the country and includes stories of state-run institutions, changes in our community over the years, and more importantly, his story of living a self-determined life.

We sat with Ray and asked him the effect of COVID-19 on his personal and professional life.

How did your day-to-day life change during COVID?

I was no longer able to go into the office or visit with people in-person. It was very scary, and I was unsure about how long the pandemic would last. I watched the news a lot to stay as informed as possible. I kept thinking we can all make it and prayed we would all get through it.

How did your job change during COVID?

My job changed a lot during COVID because I was unable to go into the office which was new to me. I had to learn a lot of new technology like Microsoft Teams, Zoom, and other forms of communication. I had to also start participating in Tele-Health for peer mentoring services by talking with individuals over the phone instead of meeting them in person. I would reach out to my boss or coworkers for help and guidance with all the changes. Staff meetings were all online instead of in-person. I also had to learn how to manage my scheduling and everything electronically.



What did you do to keep yourself active in the community during COVID?

I worked a lot from my car when needed and checked in with many of the individuals I support. I was unable to go into the library and things that I did in the past but as soon as they opened, I started going there again. STEP opened in 2021 for in-person meetings and I was able to go there to work with a job coach. I was able to meet up with my friends in public settings like restaurants. As things were slowly opening, I would go out with a few friends while wearing masks.

Did the people you mentor have new challenges and goals during COVID? What were they?

Yes, one of the main new challenges that I seen was that individuals were not wanting to meet face-to-face. People faced uncertainty with so many community places closed to the public. It was hard for individuals to meet up with their friends and stay active in the community with everything shut down during the pandemic. Individuals struggled more with coping with life challenges as well as struggled with people coming into their home out of fear. Individuals also struggled with the idea of getting sick and wanted to be as cautious as possible. A lot of the goals became finding ways to cope with the challenges created through the pandemic.

What was your advice to people you mentored to help them cope with COVID?

My advice is to keep hope alive and think positively. There are ways to still live our lives while remaining safe in the community. We will get through this! This is all new to us, but the more we learn about COVID, the more we can protect ourselves. I encourage individuals to talk with their support circles when needed.

Now that we're (partially) back to normal, are you seeing changes? Are people ready to be back in person again? Are you still using some of the skills you learned during COVID ?

I'm still using both TeleHealth and starting to slowly see people in person. I'm still seeing a lot of people that are scared to do face-to-face visits but are at least talking about it now and want to make the switch soon. I notice a lot of people are wanting to do a combination of meeting in person during a visit and using TeleHealth during the next visit. People are not all the way comfortable yet with people coming into their homes, but it does seem they are slowly making the transition. I'm also meeting with individuals over Zoom or Teams and still using that technology.



Financials

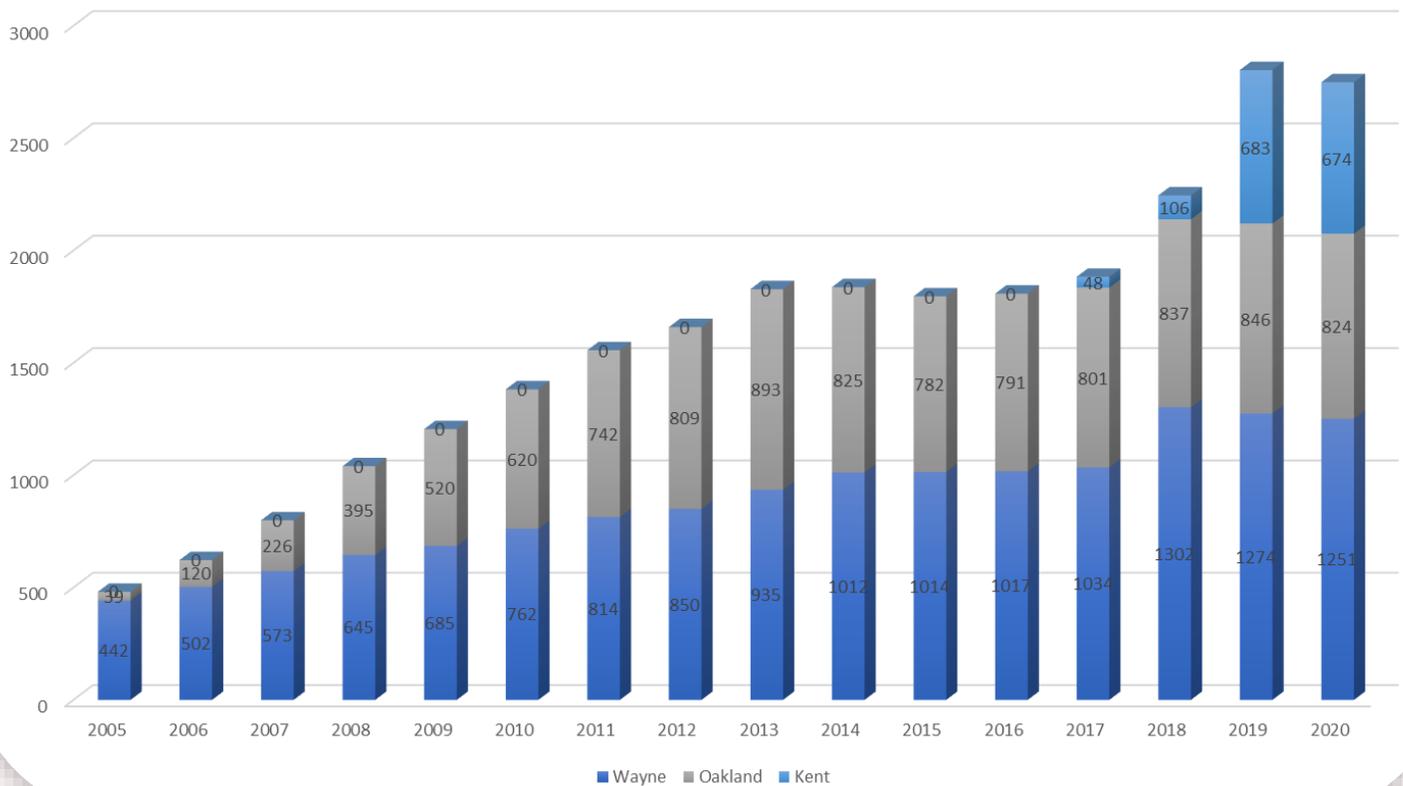


	2019	2020	2021
REVENUES:			
Community Mental Health Contracted Revenues	\$133,379,536	\$80,269,719	\$76,909,200
Carve-Out and Pass-Through	1,835,944	106,680	44,219
Interest Income	70,363	21,220	3,739
Other Income	849,477	645,255	2,951,558
Realized Gain Disposal of Assets	-	4,459	19,711
Total Revenues:	\$136,135,320	\$81,047,333	\$79,928,427
EXPENDITURES:			
Salaries, Wages, and Benefits	12,632,371	10,432,681	12,067,774
Professional Fees/Contracted Services	7,036,690	5,320,924	4,562,763
Administrative Expense	3,691,244	1,685,529	1,695,375
Occupancy	450,988	434,238	428,571
Provider Payments	102,175,058	59,271,497	56,037,742
Home Leases	107	-	-
Maintenance and Repair (Homes)	318,347	138,983	181,641
Other Member Related	526,250	395,724	456,999
Day Programs/Vocational	9,454,736	2,181,745	1,101,901
Depreciation	429,576	457,838	434,760
Other Expenses	21,241	154,069	39,969
Extraordinary Expense/(Contra Expense)	0	0	0
Total Expenses:	\$136,736,608	\$80,473,228	\$76,999,495
Change in Net Assets	(601,288)	574,105	2,928,932
Net Assets/(Deficit) Beginning of Period	\$7,666,068	\$7,064,779	\$7,628,884
Net Assets/(Deficit) End of Period	\$7,064,780	\$7,638,884	\$10,567,816

Self-Direction



Total Number of Individuals With a Self-Determined Budget



As Michigan's premier provider of services under the Self-Determination Model, CLS is proud to support so many people through this unique, progressive, and innovative approach to service delivery.

FREEDOM:

to decide how one wants to live their life.

AUTHORITY:

over a targeted amount of dollars.

SUPPORT:

to organize resources in ways that are life enhancing and meaningful to the individual.

RESPONSIBILITY:

for the wise use of public dollars and recognition of the contribution individuals with disabilities can make in their communities.

CONFIRMATION:

of the important role that self-advocates must play in a newly redesigned system.



Wayne County

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Pleasant Ridge, MI 48069
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West Michigan (Kent/
Ottawa/Barry)

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Grand Rapids, MI 49546

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CLS Wayne County is funded by
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Health Network.

CLS Oakland County is funded
by the Oakland Community
Health Network.

CLS Macomb County is funded
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ty Mental Health Services

CLS Kent County is funded by
Network 180.



Developmental Disabilities
Mental Health • Substance Recovery



network180