Central City Integrated Health


This report represents Central City Integrated Health’s responses to Charting Impact, a joint project of BBB Wise Giving Alliance, GuideStar USA Inc, and Independent Sector. Charting Impact uses five simple yet powerful questions to encourage strategic thinking and help organizations share concise information about their plans and progress toward impact.

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Mission:
Central City Integrated Health’s core mission is to provide a health care safety net in the Detroit community by delivering a significant level of health care and human services to vulnerable populations. We empower Detroit families in achieving wellness. Our goal is to improve health outcomes and reduce health disparities for the vulnerable populations that we serve— including those who face homelessness, poverty, mental illness, substance abuse, reentry barriers, and lack of access to medical care. Central City Integrated Health successfully integrated primary health care through federal funding in 2014. CCIH is the sixth federally qualified health center (FQHC) in Southeast Michigan. The FQHC serves the community with a particular emphasis on the homeless population and residents of public housing. CCIH is an integrated health care provider for primary medical care, mental health, dental services, and housing. In the last year, Central City Integrated Health’s role as a sa...
it represent fulfillment of the BBB Wise Giving Alliance’s *Standards for Charity Accountability*. For more information on Charting Impact, visit [www.guidestar.org/chartingimpact](http://www.guidestar.org/chartingimpact)
1. What are we aiming to accomplish?

- The Board as Agency overseer will position itself to ensure it is helping DCC achieve its mission, vision and strategic goals.
- To remain on the cutting edge of service provision, DCC will increase and formalize policy/research activities that will keep the Agency abreast of funding and treatment changes and ensure the impact of those changes is promptly communicated to clients and staff.
- DCC will streamline services and design a system that will respond efficiently to changes resulting from its policy/research efforts and continue to meet the needs of persons served.
- Staff training will be prioritized and linked to Agency goals so staff will understand the impact of learning on the entire organization. Internal communication will be strategically structured to provide quick feedback to the Agency on the impact of Plan outcomes and Agency changes.
- The strategic focus will enable DCC to prioritize resources and devise an effective operational budget.
- Raising awareness of DCC programs and services will help increase revenues, provide new program opportunities and enhance DCC’s influence in the government policy-making arena.

2. What are our strategies for making this happen?

The Board's goal is to create a diverse Board with the skills and expertise needed to support and govern DCC effectively and keep the Agency focused in achieving its mission and vision. To achieve its goals, the Board will improve the Board recruitment process, develop a Board member retention plan and design a process to ensure members understand their roles and responsibilities. To ensure that DCC's guiding values, namely service excellence and quality improvement, are effectively reflected in operations, the focus will be to change the internal perception of DCC's operational method from crisis management to prepared and focused by enhancing staff training and communications; expand DCC's client outreach process to enable response to a broader client base; and ensure programs and services remain relevant, effective and consistent with established best practices and evidence based care. To establish an annual financial management plan that will help increase current funding levels and diversity revenue, DCC will increase and, at a minimum, maintain existing revenues; diversify revenues; and ensure that costs/expenses are commensurate with funding level. To increase awareness of DCC's programs and services in the community and the impact of those programs on community health, DCC will enhance DCC's reputation as a Community Leader and craft a written annual development plan to address the critical points outlined during the strategic planning process. To remain a relevant, viable organization able to respond effectively to community health needs, DCC will increase and formalize policy/research activities that will keep the Agency abreast of federal, state and local health policy changes, best practices and evidence based care; communicate to staff and stakeholders the impact of changes on DCC operations; and design a system that can efficiently adapt to the changing mental health landscape. To assure staff has the necessary tools to meet the changes in the delivery of health care, DCC will develop a continuous learning environment that prioritizes staff training and ties it to strategic plan outcomes and program operations. This will help staff to align their daily activities with DCC's mission and vision. DCC also strives to improve productivity and staff morale.

3. What are our organization's capabilities for doing this?

Incorporated in 1971, Detroit Central City began with social workers providing assistance in public housing to becoming a community mental health center that now serves nearly 4,200 low-income Detroiters diagnosed with severe and persistent mental illness annually and 800 primary care patients in its FQHC. With the addition of substance abuse treatment, housing assistance and programs for persons reentering the community from jail or prison, DCC became a safety net provider for adults in Detroit and Wayne County. DCC has a professional staff of 127, including psychiatrists, therapists, case managers, nurses and peer mentors; approximately 36 student interns; an 18-member board of directors representative of the population served; and approximately 60 volunteers. DCC has been a safety net provider for behavioral health, public housing and a host of other services. As a new access point for integrated health care, DCC joined the FQHC Council of Southeast Michigan and the Detroit Wayne County Health Authority Primary Care Network Council to coordinate care for the...
Because DCC is recognized for its expertise in the criminal justice system, President & CEO Irva Faber-Bermudez was instrumental in individuals with mental illness or substance abuse problems out of the criminal justice system and into appropriate treatment. In response, DCC convened the Mental Health Diversion Council within the Department of Community Health to develop a method of diverting individuals from the criminal justice system. DCC also spearheaded the creation of an approved practices service site to provide comprehensive array of health services to our community. At the beginning of 2013, Governor Snyder created a Qualified Health Center (FQHC) which was granted. Within 120 days of the award, DCC opened an integrated Federally Qualified Health Center. The integration of physical and mental health care is the foundation of DCC's mission. DCC's mission has evolved to provide effective, evidenced-based mental health and substance abuse treatment, permanent housing, employment assistance, literacy enhancement and support services to persons in our community struggling to cope with stressors of illness. Services provided by DCC enhance consumers' ability to have productive lives in their community and promote improved quality of life. In 2013, after a two-year study of the community, DCC's Board of Directors made an integral revision to the mission statement to include physical health care, and DCC submitted an application to become a Federally Qualified Health Center (FQHC) which was granted. Within 120 days of the award, DCC opened an integrated health center in March 2014 and is now providing primary health care to the homeless, residents of public housing and the community at large, including families, children and veterans. In 2012, DCC revitalized the neighborhood by renovating a 1940s gas station into a pharmacy and building a community garden. Another neighborhood revitalization project, to be completed by the end of 2014, will renovate a vacant apartment building within walking distance of the agency to house homeless, with a focus on homeless veterans. DCC is the first community mental health agency in Wayne County to receive the National Health Service Corps designation as an approved practices service site. Programs such as an FQHC and NHSC will insure that DCC continues to provide a comprehensive array of medical services to our community. At the beginning of 2013, Governor Snyder created a 14-member Mental Health Diversion Council within the Department of Community Health to develop a method of diverting individuals with mental illness or substance abuse problems out of the criminal justice system and into appropriate treatment. Because DCC is recognized for its expertise in the criminal justice system, President & CEO Irva Faber-Bermudez was instrumental in establishing the Mental Health Diversion Council.
chosen as a member of the council.