

# RESPONDING TO CRISIS

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2016-2017 Annual Report

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

Hello Friends,

Welcome to the 2017 Common Ground Annual Report. Last year was memorable on many fronts. We finished the year in good financial position thanks to your support and the hard work of staff who worked diligently to manage the agency's resources.

We opened the Sober Support Unit. The SSU is a 23-hour program designed to monitor individuals who need detoxification services and have no health risks associated with the withdrawal process. The Sober Support Unit emphasizes peer and social support programming while continuously monitoring medical condition. The goal of the program is de-escalation of the individual with coaching, linkages to treatment, and appropriate follow ups. This is a voluntary program staffed by paramedics and recovery coaches.

We were successful in raising the necessary funds to expand our crisis chat and text service to 24/7. To date we have received more chat and text requests than we did all last year! Adding this service was important for two reasons: 1. Young people are typically more comfortable using this approach and 2. Often people are in situations where they can't speak to communicate their crisis. Due to the rigors of hiring and training staff we are now getting the overnight shifts staffed.

We are now working with a county and state coalition in our efforts to provide counseling to victims of human trafficking. Common Ground provides counseling and support to victims.

We welcomed a new Medical Director: Carmen Serpa, MD to the agency. Dr. Serpa has already made a huge impact on our agency. You can read more about her on page 6.

If you are reading this report, you are most likely a donor, volunteer, staff member or supporter. We appreciate all you do to support Common Ground. While this report presents an agency performing at a high level, there is still more to be done. We continue to seek volunteers and additional funding to support our resource and crisis helpline and our emergency preparedness. We are on call when a crisis strikes and need additional staffing to meet this need. While we were very successful in raising the initial startup costs to expand chat and text service, it will need additional funding in year two and beyond. We also want to expand our mobile crisis response team to 24/7.

Thank you for supporting Common Ground.

Heather Rae  
PRESIDENT AND CEO



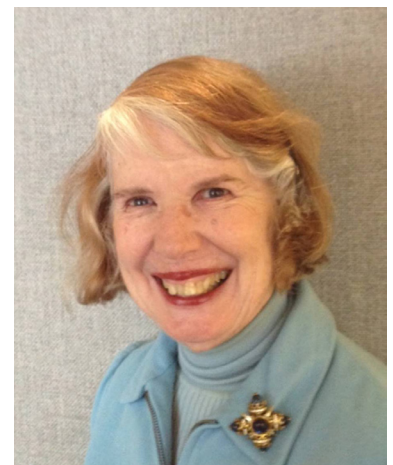
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# 2016-2017 EXPENSES & REVENUE

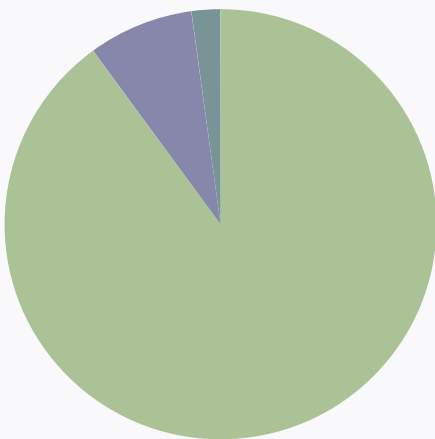
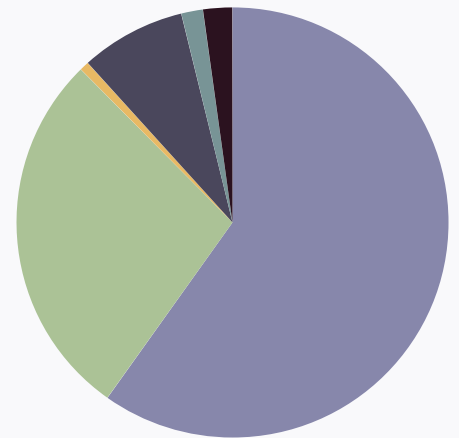
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Common Ground is extremely grateful for the community support which allows us to provide services throughout Oakland County and beyond. We are fortunate to receive funding from a variety of sources including Oakland Community Health Network, Genesee Health System, various state and federal grants and our generous donors. With your continued support, Common Ground will continue to help people move from crisis to hope.

We invite you to visit Common Ground to see how your support is making a difference. Contact Jeff Kapuscinski, Director of Business Development at 248-451-3730 to schedule a visit.

Thank you.

EXPENSES	DOLLARS	PERCENTAGE
Responding to Crisis	7,824,998	59.84%
Providing Safety and Advocacy	3,631,517	27.77%
Community Education/Outreach	91,005	0.70%
Management and General	1,031,413	7.89%
Fundraising	212,346	1.62%
Increase in Net Assets	285,394	2.18%
	<b>13,076,673</b>	<b>100%</b>



REVENUE	DOLLARS	PERCENTAGE
Government Grants	11,761,692	89.94%
Public Support	1,033,543	7.90%
Business Income	281,438	2.15%
	<b>13,076,673</b>	<b>100%</b>





## SSU

This year we opened the Sober Support Unit (SSU). This unit is designed to help individuals who are in need of substance use services. People in the SSU can expect 24-hour care that tends to all of their needs, with trained paramedics on hand to help guide individualized care. The SSU is available to anyone who is suffering from the effects of drugs or alcohol and is in need of access to treatment.

## Birmingham Art Fair

Our 43rd Annual Birmingham Art Fair was a huge success and a lot of fun! With over 150 artists, our silent auction tent featured artwork in various mediums, and helped us raise more than \$25,000. Our donor tent, one in which we offered swag and refreshments, provided an opportunity to honor our donors! We can't thank everyone enough for supporting us and coming out to the Art Fair.



## Adopt a Family

Every year Common Ground solicits sponsors who wish to adopt families in need for the holidays. This program brings joy to not only the families, but also the people who give. This past year we helped 159 individuals have a great holiday season.

## Chat and Text

The text and chat line has truly been a gateway to a larger audience of people we were not reaching before. This line, now open 24-hours, allows people to text or chat with trained professionals about any crisis, through a platform that makes them feel comfortable.





You can't always predict when someone will need crisis care. Crisis services are designed to quickly assess, diagnose, triage, and treat an individual in their time of need. Common Ground provides access to Crisis Intervention Specialists who can frequently help deliver the care needed before the crisis escalates and requires an emergency room visit or inpatient hospitalization.

To be able to respond quickly to community needs in a disaster, Common Ground has dedicated mental health staff, in both our crisis stabilization unit and the Resource and Crisis Helpline, composed of specially trained professionals who know how to respond to specific mental health issues.

Common Ground also responds to crises with mobile crisis teams. The purpose of these teams is to intervene with individuals who may be experiencing or are about to experience a mental health crisis in the community by offering real-time support and partnering with people to determine the best course of action.

Common Ground wants to help everyone in the manner most convenient and comfortable for them. A new way to do that is through tele-help. Tele-help is the delivery of psychiatric assessment and stabilization using telecommunications technology such as videoconferencing. If someone is unable to get to us and we are unable to get to them, tele-help would provide an opportunity to stabilize the situation. In fact, tele-help has several benefits including:



- **Faster stabilization and potentially better outcomes**
- **The ability to see more patients**
- **Greater patient satisfaction**
- **Lower costs**

Common Ground is committed to helping those in crisis. Tele-help can help Common Ground help others, but we need your help. Equipment, staffing and training are required to institute a tele-help program. Help us help others.





**DR. CARMEN SERPA**  
COMMON GROUND MEDICAL DIRECTOR

*Common Ground helps people move from crisis to hope. That phrase is Common Ground's mission, but what does it truly mean? What constitutes a crisis? It can be a difficult concept to grasp, but not for Medical Director, Carmen Serpa, MD. She is responsible for developing level of care guidelines and practice protocols for psychiatric and health care service delivery.*

*Dr. Serpa was born in Peru, received her undergraduate degree at the University of South Florida and her medical degree from Ross University. Dr. Serpa knew early on she wanted to focus her career in crisis work and emergency psychiatry. After receiving her medical degree, she worked as a consultant in a primary care practice in Barcelona Spain for a year before starting her residency in psychiatry at Wayne State University. She worked in the non-profit environment in Wayne and Oakland counties before coming to Common Ground in 2014 as a staff Psychiatrist.*

*Dr. Serpa does not have a private practice. She enjoys providing solutions and hope to those most in need. "It feels good, at the end of the day, to know I have contributed to a positive outcome in someone's life." While defining crisis is not an exact science, Dr. Serpa has some advice for those unsure if their situation rises to the level of a crisis: "Don't wait. We can help you find a solution. We are not a last resort, but rather a resource for those who need help."*

*Dr. Serpa has committed herself to improving the safety and well-being of the staff at Common Ground and the people we serve. She advocates for our county's growing needs in mental health treatment by saying "We will need more beds, expand our facility and develop more locations that offer similar services like us that can accommodate the growing problems people are facing."*

*Welcome Dr. Serpa!*

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Ebony Bertelsmeyer  
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Nikita Bhatnagar  
Rebekah Bibbs  
Bernadine Bishop  
Mary Bonds  
Daisha Breckenridge  
Elisabeth Brin  
Tre' Brown  
Mostapha Bzeih  
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Sara Castleman  
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1200 N. Telegraph Road, Bldg. 32E  
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(248) 451-2600

### THE SANCTUARY

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