

# RESPONDING TO CRISIS

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2016-2017 Annual Report

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# LETTER FROM OUR PRESIDENT & CEO

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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

*Heather Rae*



**HEATHER RAE**  
CEO



**DOUG WRIGHT**  
BOARD CHAIR



**KAY WHITE**  
IMMEDIATE PAST  
BOARD CHAIR

# 2016-2017 EXPENSES & REVENUE

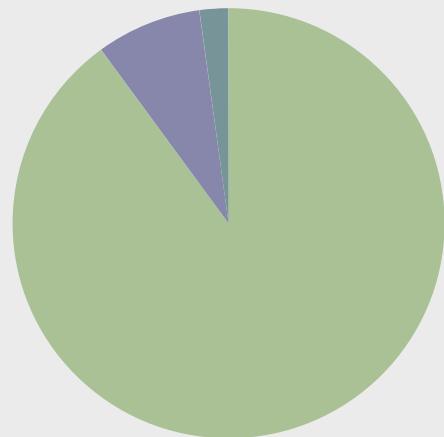
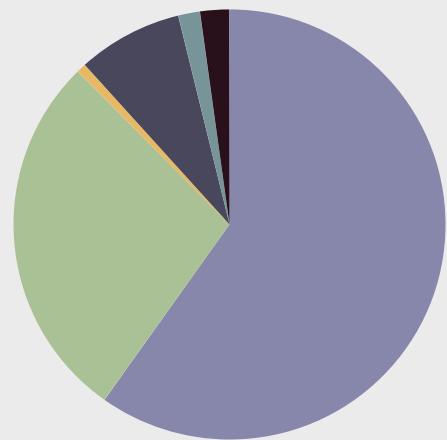
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Common Ground is extremely grateful for the community support which allows us to provide services throughout Oakland County and beyond. We are fortunate to receive funding from a variety of sources including Oakland Community Health Network, Genesee 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>

# NEWS STORIES & TIMELINE

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## 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 23-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.

# GET TO KNOW: CARMEN SERPA, MD

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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!

# 2016-2017 VOLUNTEERS

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Kaitlyn Barner  
Ellen Bean  
Lauren Bernhardt  
Ebony Bertelsmeyer  
Diane Beville  
Nikita Bhatnagar  
Rebekah Bibbs  
Bernadine Bishop  
Mary Bonds  
Daisha Breckenridge  
Elisabeth Brin  
Tre' Brown  
Mostapha Bzeih  
John Cashen  
Sara Castleman  
Autumn Ceci  
Karen Cogsdill  
Nicole Coleman  
Megan Crawford  
Ashley Cronk  
Zena Dailey  
Tamika Davis-Moore  
Megan Dietrich  
Robert B. Dillaber  
Anne Dilorio  
Adam Duberstein  
Amy Ducklow  
Brian Dupuis  
Janet Eason  
Terry Elliott  
Mary Fairman  
Rachael Ferguson  
Emily Ferriolo  
Andrea Filthaut  
Derrick George  
Katherine Gorski  
Stephen Greenhalgh  
Layla Habhab  
Melissa Hakala  
Sajid Hakim  
Eric Hawkins  
Tara Henry  
Kate Hope  
Abbie Hudson  
Emily Iloff  
Art Ingraham  
Michelle Jack  
Kyle Justin  
Whitney Kastner-Besneatte  
Baylee Keppy  
Nicole Kryzhan  
Courtney Kulick  
Gregory Lacey  
Molly Laich  
Paige Lalain  
Marianne Laug  
Allison Lazette-Magnan  
Kareemah Lewis  
Glenn Liebowitz  
Melanie Limer  
Sabahudin Livadic  
Joelle Lochrie  
Todd Losie'  
Margaret Lowe  
Christine Lustig  
David Lutz  
Caitlin Lyons  
Mayna M. Schumacher  
Scott MacInnis  
Sara Majoros  
Kevin McGiness  
Shea McKay  
Beth Meehan  
Daksh Mehta  
C. Michael Madigan  
Joseph Miller  
Delia Miller  
Christine Miller  
Tiffany Milosevski  
Belem Morales  
April Morris  
Nicole Moses  
Jennifer Mossman  
Rosemary Myers  
Judy Nelson  
Cathy Nelson  
Frank O'Donnell  
Adedoyin Okanlawon  
Amy Olind  
Amanda Page  
Darrel Palmer  
Katie Paolucci  
Kimberly Paulson  
Edward Pedersen  
Christopher Petrides  
Christopher Phillips  
Gwen Prais  
Alicia Prehn  
Lakissa Purnell  
Evan Qarana  
Alycia Rappazini  
Ian Redmond  
Daniel Restum  
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Karen Rose  
Maureen Rouse-Ayoub  
Arthur Rubiner  
Christine Ruen  
Alison Rule  
Kimberly Rush  
Leonard S Ballard  
Alyssa Sacka  
Nathan Schmall  
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Celia Shallal  
Jamie Sharpe  
Barbara Shaya  
Timothy Shepherd  
Barbara Shootz  
Lauren Simpson  
Greg Slack, Jr.  
Megan Spees  
Amber Spencer  
Nicole Stafford  
Danielle Stawkey  
Ralph Steinbrink  
Laura Stern  
Olivia Strauss  
Jackalu Sullen  
Laura Sumner  
Kristina Tabor  
Chris Tavernier  
Judie Tomaszewski  
Rick Trabulsky  
David Trimble  
Paige Tyldesley  
Azeldri van der Wath  
James Vlasic  
Marilyn Walker  
Martin White  
Kay White  
Roberta Witulski  
Daniel Yamane  
Samantha Yochim  
Dale Young  
Trevor Zamborsky  
Daniel Zolkower

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David and Heather Sullivan

Jennifer Xenos

## Remembering Jamie Keller

Claudia Jackson

## Remembering Michael Butz

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## Remembering Christopher Dundon

Chantal Wentworth-Mullin

## Remembering Pearl Kubick

Beverly Norbury Seidel

## Remembering Elsie Campbell

Mary Ann and Danny Weingarden

## Remembering Ben and Judy Ewing

Kay White

## Remembering Brad Lang

Kara Wawrowski

## Remembering Nicole Lynn Clouse

Mary Bush

Candy Clouse

Gary DeGrandchamp

Samuel Flanders

Georgana Gersabeck

Cheryl Humphries

Elaine Jablonski

Barbara Jaschuk

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Kathy Solan

Katherine Stahlbush

David Susko

Conne Terova and Brenda Banwell

Nancy Thornburgh

Tara VanConant

## Remembering Jennifer

### Margaret Gamble

David Hanes

## Remembering Kenneth Golla

Kathryn Simon

## Remembering Brady Lund

Katie Larsen

Charles Lund

Kimberly Rundhaug

## Remembering Dave Goss

Mike and Dianne Kern

## Remembering Ben Ewing

Kay White

## Remembering Janelle's

### Grandmothers

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## Remembering Corey McCourt

The June and Cecil McDole

Charitable Fund

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Mary Reyes

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Kathleen Michalski

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Michelle Saffran

## Remembering Bobi Jean Cox

Bobby and Sandra Cox

## Remembering the Husband of

### Denise Martin

Lewis and Beverly Siegel

## Remembering Damian Jablonowski

Gretchen and Tom Anderson

## Remembering Damian Jablonowski

Barbara Shreve

## Remembering Michael David Jones

David DeCoster

Merle Duey

Marilyn Greening

Hoi Dak Hung

Ray and Lela Keim

Carol Murdock

## Remembering Marie Jozefiak

Kara Wawrowski

## Remembering Julie Diehl

Mary Louise Connolly

Bill Cutting

John and Signe Jarvis

Julie Jarvis

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Jeffrey Weiss  
Carolyn Iwrey

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## Remembering Marge

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Alan Schwartz*

*Honoring Taylor Beardsall  
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*Honoring Judith K. Christie  
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*Honoring Fred Fechheimer  
United Jewish Foundation*

*Honoring Luke Hassevoort  
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Joseph Galasso*

*Honoring Marnie Lewbel  
Stefany Freeman*

*Honoring Darrell and  
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Ashley Poirier*

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Jo Ann Cline  
Maury Okun*

*Honoring Susan Moray  
Muriel Moray*

*Honoring Natalie Newman  
Christine Boffi*

*Honoring Tony Rothschild  
Kathleen Straus  
Carol Yamasaki*

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Julie Francis*

*Honoring Kay White  
Jan Hewlett*

*Honoring Kevin B Williams  
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*Honoring Diana Wise  
D. Pippel*

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Cindy Cox	Mr. and Mrs. John and Debbie Erb	Kathy Gleason
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D	Kate Farwell	Mr. and Mrs. Kenneth Gresh and Sandra
Lorraine D'Angelo	Fred Fechheimer	Brough-Gresh
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(248) 456-8150

### RESOURCE AND CRISIS CENTER

1200 N. Telegraph Road, Bldg. 32E  
Bloomfield Hills, MI 48302  
(248) 451-2600

### THE SANCTUARY

751 Hendrie Blvd.  
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(248) 547-2260

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