

2018 - 2019

ANNUAL REPORT

EXECUTIVE DIRECTOR
IRA COMBS, JR.



*"Reflecting Highest Standards
Improving all Services
Empowering All Individuals"*



Executive Director Review



To the Stakeholders of Christ Centered Homes, Inc.
(Customers/Guardians/Funders/Employees):

The following is an overview of the corporate strategic plan developed by the Board of Directors of Christ Centered Homes, Inc. at the direction of CARF in our 2019 survey and under the leadership of the Executive Director. In 2018-19, Christ Centered Homes had grown exponentially at approximately 20% every six months in additional business. This growth was attributed to the organization's strategy coupled with the strategy of LifeWays, the primary funder of Christ Centered Homes' programs, and was designed to achieve the following things:

1. To assist our Funders in transitioning consumers from the institutional setting to the community-based setting.
2. To reduce our funder's exposure/expense from their general fund budget.
3. To achieve the overall mission of the deinstitutionalization and successful community integration as defined in all of our mission statements.
4. To assist the consumer in their effort to achieve personal, maximum independence through a person-centered/directed program strategy.

It was discovered in the process that Christ Centered Homes was grossly underfunded in the amount of \$500,000 in program funding. This deficit was discussed with CARF, who recommended that the right-sizing initiative as executed in a Corrective Action Plan and continue until program funding was at levels to guarantee the health and safety of all consumers and support best practice standards of quality improvement.

As a result of the right-sizing initiatives, Christ Centered Homes:

- Closed nine programs and reduced its budget by \$2 million
- Negotiated with contract manager for a correction in funding to address the \$500,000 budget deficit.
- Negotiated a strategy to expedite filling the nine vacancies in existing facilities.
- Negotiated funding to a level that includes employee fringe benefits as a part of its funding formula.

It appears that these particular initiatives worked to bring Christ Centered Homes in line inasmuch as our compliance reviews have improved and we are now off provisional status.



Financial Review

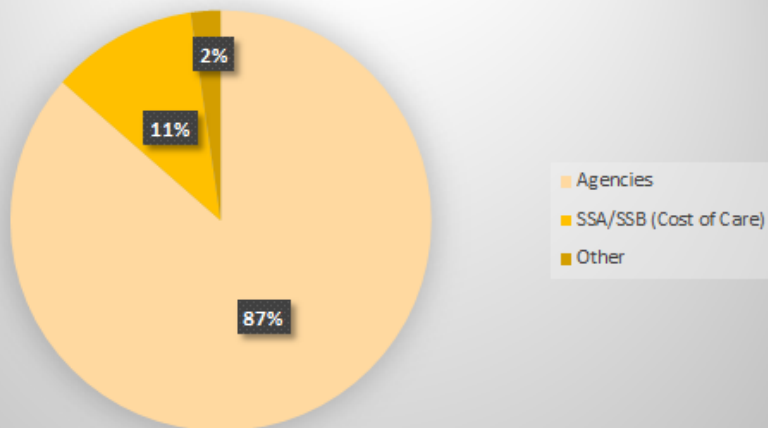
87%

Christ Centered Homes Received in Revenue \$6329261.23 from Agencies
\$823854.28 from SSA/SBA
\$168986.94 from Other Sources

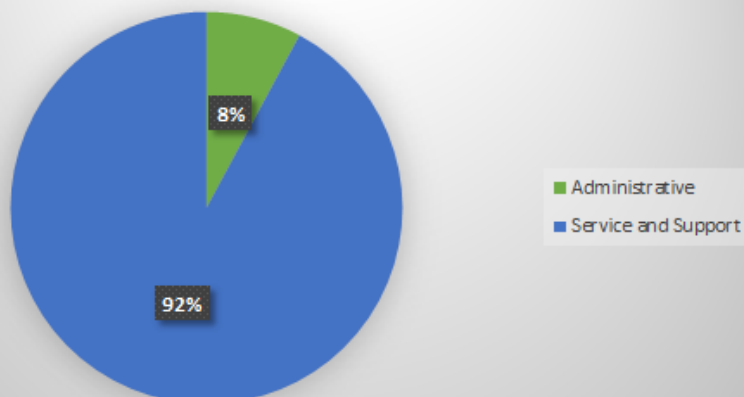
92%

Christ Centered Homes Expense Summary goes toward Service and support (\$7,054,538.47 and Administration (\$602,485.29

FY 2018 Revenue



FY 2018 Expenses



Quality Standards Compliance



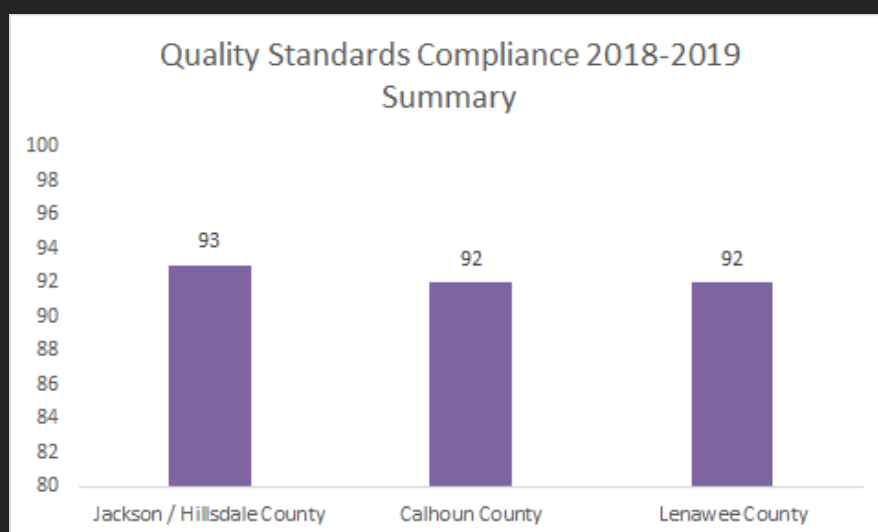
INTERNAL MONITORING

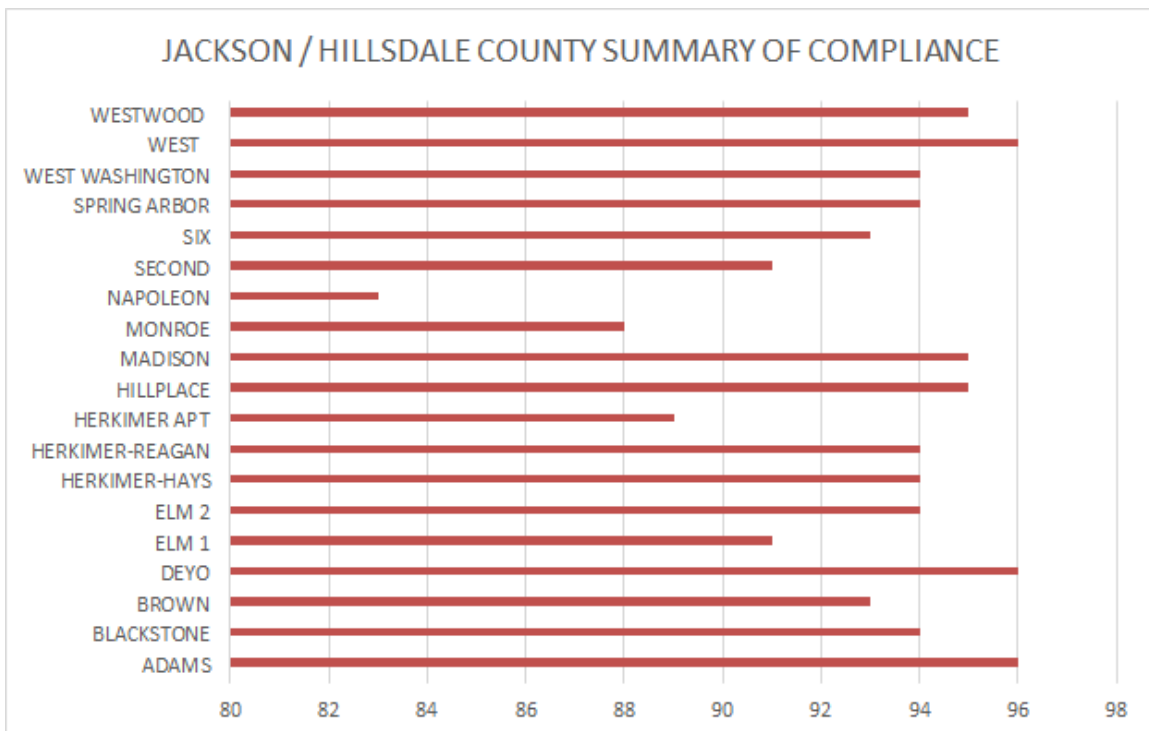
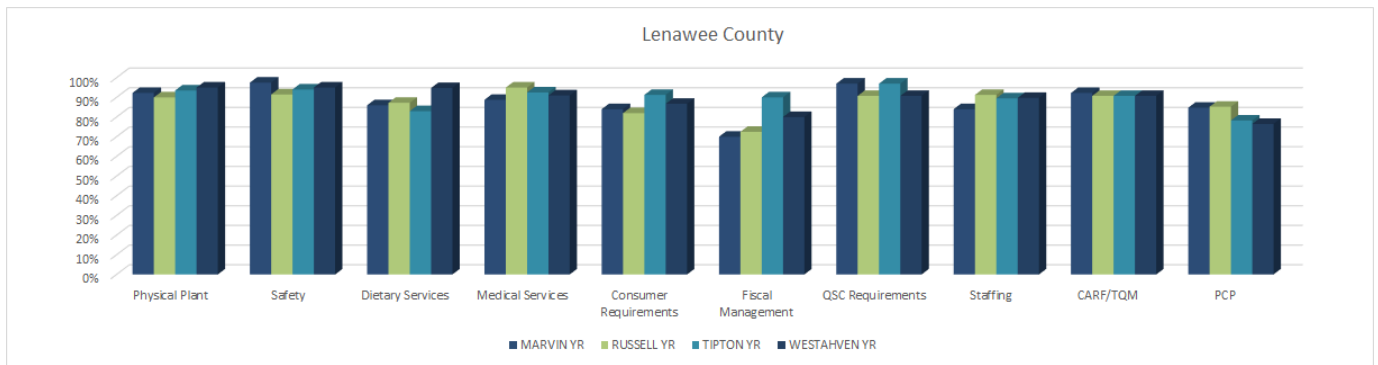
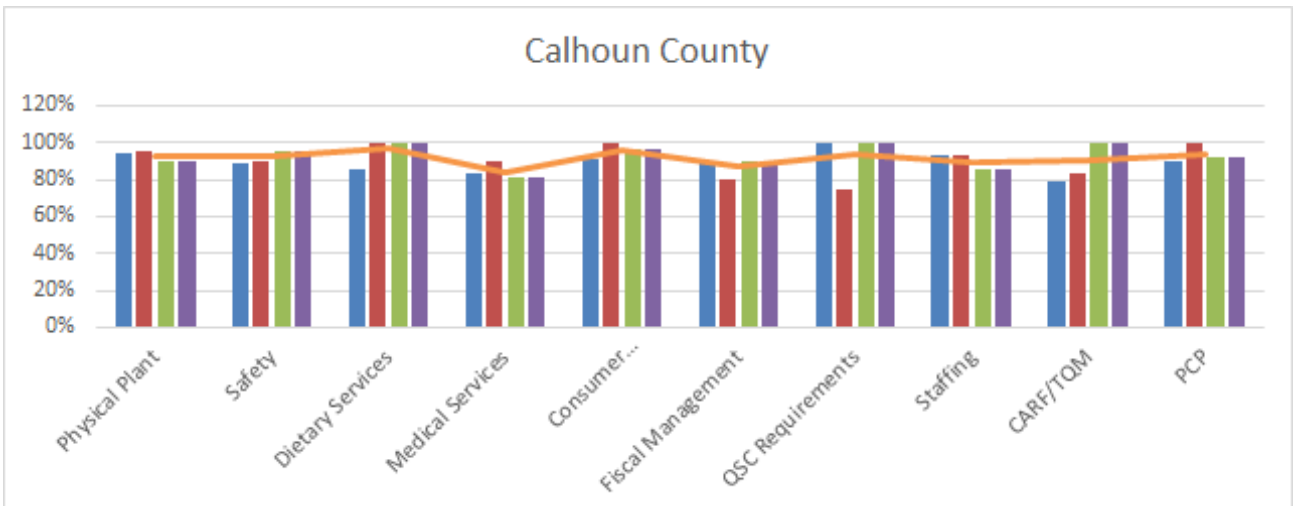
In the ever decreasing mental health services funding environment , providers must strategically design and deliver services that result in the achievement of outcomes mandated by regulatory stakeholders as well as those identified by persons receiving services. Christ Centered Homes, Inc. has established outcome measurements and collects data to evaluate its effectiveness and efficiency in achieving those desired outcomes. Internal and external audits are essential tools used for data collection and analysis in meeting these objectives.

The Quality Improvement Steering Committee reviewed the effectiveness and efficiency of its primary monitoring tools: Master Audit, Compliance Threshold, and Safety Audit. Also reviewed were the methods used for data collection, duplication of effort, inclusion and adherence to new and revised regulatory indicators. All three monitoring tools were revised accordingly.

EXTERNAL MONITORING

Residential Reviews are performed on at least an annual basis in licensed and unlicensed settings by the LifeWays MCO for Jackson and Hillsdale counties. Performance Indicators include: Quality of Life Planning, Person-Centered Plan(s), Medical Records, Environment of Care, Staff Training, and Recipient Rights. All Residential Reviews were above the MCO threshold of 90%.





CHRIST CENTERED HOMES CONSUMER DEMOGRAPHICS



Christ Centered Homes, Inc. serves persons in Jackson, Hillsdale, Lenawee, and Calhoun Counties.

Counties	Ages	18-44	45-64	Over 65
Jackson/Hillsdale County		18	30	11
Lenawee County		4	9	9
Calhoun county		2	3	0
Total Served = 88		24	40	20

Ethnicity

African American Males	7
African American Females	4
Caucasian Males	46
Caucasian Females	30
Hispanic or Other Males	1
Hispanic or Other Females	0

Total Demographics 88

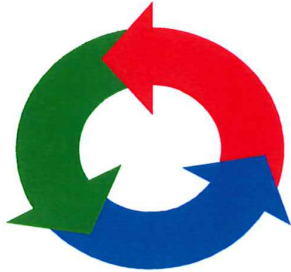
Christ Centered Homes, Inc. conducted an Employee survey during the period July, 2019 to September, 2019 to assess staff satisfaction on the job and services provided to our consumers. A total 160 employees were provided surveys to complete with 141 returned or 88%. Where there was dissatisfaction, it was noted within the following:



- **Question# 1 disagree 2.86% and strongly disagree 1.43% regarding staff training/orientation being sufficient information to support their job responsibilities.**
- **Question# 2 disagree 0.71 % and strongly disagree 0.71 % staff being familiar with consumer records/home records.**
- **Question# 3 disagree 4.26% and strongly disagree 2.13% receiving sufficient support from Management regarding home operations and job duties.**
- **Question# 4 disagree 8.63% and strongly disagree 5.76% staff feeling recognized and valued.**
- **Question# 5 disagree was higher percentage of 21.28% and strong disagree 3.55% staff included in problem solving giving an increased job satisfaction.**
- **Question# 6 disagree was 7.09 and strongly disagree at 1.42% staff being included in the person-centered planning process.**
- **Question# 7 disagree 11.35% and strongly disagree at 1.42% staff being satisfied with the service provided to the consumers.**
- **Question# 8 disagree 12.06% and strongly disagree at 7.09% being satisfied as an employee of CCH.**
- **Question# 9 disagree 7.80% and strongly disagree 1.42% asked staff if CCH should create a Employee Celebration Day!**

CORPORATE BOARD OF DIRECTORS

2019



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*"Reflecting Highest Standards,
Improving all Services,
Empowering all Individuals."*

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