



Interim President and CEO Report

Eric Doe

April 2021

This has been a significant month for DWIHN on so many levels. Our pilot project with DPD and the City of Detroit continues to be hallmark for others to follow. We have been invited to present at the Community Mental Health Association of Michigan (CMHA) Virtual Summer Conference in June. In addition, we continue to make tremendous progress with our collaboration with Third Circuit Court, the Wayne County Jail and other stakeholders with our Wayne County Jail/Mental Health Initiative. Several sub-committees have been developed to draft policies and define processes and procedures that effect linking our more frequent members/familiar faces to services. Some of those sub-committees include: a committee responsible for establishing automated communication/notification to the Clinically Responsible Service Provider (CRSP) within 24 hours of provision of crisis services; and a sub-committee that is tasked with developing processes to improve management and attendance of hospital discharge appointments, that is connecting members to a CRSP within no more than 48 hours after discharge.

MDHHS/LEGISLATIVE UPDATES

I had the opportunity to meet with Michigan Health and Human Services Director Elizabeth Hertel to discuss how DWIHN is prepared to play a significant role in the Department's agenda that benefits the people we serve. Director Hertel communicated her support for DWIHN's leadership and is looking forward to working with us. The Director is especially interested in mobile services, and DWIHN has already taken steps to ensuring that this is part of its array of services.

I also had a very productive meeting with Representative Mary Whiteford who is on the Health Policy Committee and the House Appropriations Committee. DWIHN made our commitment to the people we serve apparent in these conversations and presented a willingness to continue to work collaboratively to ensure access to services and a commitment to keeping behavioral health and mental health services in the public domain. I have several meetings scheduled for the week of April 19 in Lansing with legislators.

I have enclosed a document titled, "Gearing Towards Integration," as part of the CEO's Report. This document does not appear to have an author, but there is ample speculation that it was penned by the health plans. It is another 298 all over again. I have significant concerns with this document for several reasons: 1) It will eliminate the PIHP/CHMSP; 2) It would require the use of managed care entities to administer a Medicaid health care benefit package; 3) It would have a bid/procurement process that would require the applicants to have managed care experience; 4) It would be a statewide implementation contingent upon number of qualified applicants; 5) Under this proposal, the existing flow of funds that are currently appropriated to the PIHPs, would be diverted to the participating Specialty Integrated Plans (SIPs). This is not the SIP that was introduced by the department. In contrast, these SIPs will be the entities that will be awarded a contract to offer comprehensive Medicaid health care benefit package. DWIHN has already begun working

with the Association, stakeholders, the provider network, the people we serve and our lobbyist our opposition to this plan.

NCQA

I am excited to announce that DWIHN has made a giant step forward in our efforts to secure a 3-year recertification from NCQA. DWIHN's preliminary report from NCQA indicates a score of 89.69 out of 100 points. This preliminary score is well within the range necessary to receive another 3-year certification. A major portion of this outstanding preliminary result is due to perfect scores on three of four subject specific file reviews. Major thanks to the leadership of Bernard Hooper and Gail Parker for leading our NCQA efforts and to all the Directors and their staff who submitted their work under rigorous questioning and assessment for months. This is truly a team effort!

DWIHN's NCQA team is currently considering a submission of additional information to support earning even a few more points as excellence is never satisfied. The next step is a review of these preliminary results by NCQA's committee known as the ROC, which will validate the scoring of our submission and the correct application of the standards by the reviewers. DWIHN's final score should be available in May. We will certainly keep you posted.

COVID-19 EFFORTS

DWIHN continues to provide resources for our members during this pandemic including Behavioral Health Urgent Care Services, COVID recovery homes, COVID residential homes, crisis stabilization services, and access to PPE. DWIHN has partnered with the City of Detroit on vaccination efforts. This partnership has resulted in 3,221 persons getting vaccinated. When combined with vaccination efforts in both licensed and unlicensed facilities (members and staff), 7,314 persons have been vaccinated.

DWIHN applied for the Michigan Block Grant for COVID Supplemental Funding and was awarded \$1,545,000 over 3 years to assist with crisis training, Mental Health First Aid, outreach efforts, autism awareness, prison and jail re-entry, and enhanced discharge from inpatient settings in order to reduce risks of COVID-19 transmission.

FINANCE

DWIHN has concluded its audit for the period ending September 30, 2020. DWIHN has no reported findings for the fifth consecutive year. The audit will be presented by Plante Moran at the May 2021 Finance Committee meeting. In summary:

- DWIHN was unable to contribute 7.5% of its Medicaid capitation into its Internal Service Fund (ISF) as a reserve to cover any medically necessary Medicaid services in excess of our current funding model.
- DWIHN disbursed \$17.6M of the \$22.2M in DCW revenue to its providers.
- DWIHN incurred \$21.7M in HMP Medicaid savings.
- PA2 funds were increased by \$1.3M
- The Michigan Department of Health and Human Services (MDHHS) has not responded to the letter sent from DWIHN on July 23, 2020, requesting a waiver to carry forward general fund dollars above the 5% contractual cap. DWIHN has proceeded with the

assumption that this request has been approved and has included approximately \$3.6M in its FY2021 budget.

- DWIHN had \$3.6M in unspent SUD Treatment block grant funding.
- Administrative costs increased by \$2M.
- Overall, DWIHN incurred an increase in revenues and a decrease in expenditures as a direct result of Covid-19.

As reported last month, the Michigan legislation has extended the \$2.25/hr. direct care worker (DCW) increase through February 28, 2021. Legislation has now approved extending the DCW increase through September 30, 2021 along with an increase in the rate from \$2.00/hr. to \$2.25/hr.

INTEGRATED HEALTHCARE

The new Director of Integrated Health, Vicky Politowski, started with DWIHN on March 29, 2021. DWIHN is working with Vital Data on outcome measures that will assist us in monitoring provider performance and assist with new Health Home efforts. DWIHN is well-positioned to implement a Behavioral Health Home model in this region and is advocating at the State level to be included in an expansion of these services. This also includes CCBHS expansion efforts.

RESIDENTIAL SERVICES

Residential staff continues to monitor COVID-19 related issues, including tracking the number of COVID positive adult foster care staff and members and number of persons receiving the vaccinations. To date, 4,093 persons living in both licensed and unlicensed residential settings (including DCW staff) have been vaccinated.

CHILDREN'S INITIATIVES

DWIHN is in the final stage of completion of the RFP for Autism services to meet service gaps within Wayne County and Detroit. DWIHN will announce the RFP the week of April 12, 2021 and will hold informational sessions. Providers participating in the School Success Initiative received training on how to add outreach data in MH-WIN. This includes all three tiers of the School Success model. This will allow DWIHN to monitor outreach efforts and penetration rates.

SUBSTANCE USE SERVICES

DWIHN has started an Opioid Health Home pilot with MDHHS. DWIHN received technical assistance from MDHHS and the three regions who have been utilizing this model over the past year. DWIHN is the Lead Entity for our region and has nine Health Partners that will be providing the direct services. A list of eligible persons was provided from MDHHS and we provided that information to the Health Partners to start outreach efforts.

ACCESS CENTER

The DWIHN Access Call Center is streamlining internal processes to maximize customer satisfaction and overall Call Center efficiency. We successfully addressing backlog issues

from the initial Wellplace transition by utilizing existing clinical staff from other departments on a short-term basis. We developed a plan moving forward to hire part-time clinical staff to handle authorizations. At the end of our 90-day Call Center transition, we will be sending out a survey to providers and community stakeholders to get a better outlook and start evaluating the transition.

ADVOCACY/LEGISLATIVE EFFORTS

We continue to work with our lobbyists Public Affairs Associates (PAA) to engage legislators (Shirkey and Bizon) on their ideas on reshaping our behavioral healthcare system. A meeting is set up for April 21, 2021.

On April 7, 2021, a letter of support was sent to Director Hertel for DWIHN to be a Behavioral Health Home to support the people we serve and our programs and services.

On March 29, 2021, we sent a letter of concern to Sen. Curtis VanderWall and the Senate Health Policy Committee regarding SB 191. With input from our Chief Medical Officer, Dr. Shama Faheem, we indicated that proposed changes could be unfair to the vulnerable persons we serve as they can be involuntarily hospitalized or restrained. We additionally, asked that further consideration of the bill include involvement from local CMHSPs and patient advocate groups to help design, train, and support clinicians.

Following communication with Wayne County surrounding COVID-19 Vaccination Clinics, DWIHN starting to engage providers and persons served in Western Wayne County and Downriver communities and offered a series of clinics on a walk-in basis.

On March 11, 2021, DWIHN sent communication to MDHHS, the Wayne County Health Department and Wayne County mayors seeking support for persons served by DWIHN to receive COVID-19 vaccinations. DWIHN has taken a proactive approach to providing vaccinations to persons we serve through a collaboration with the Detroit Health Department.

CUSTOMER SERVICE

DWIHN hosted three events for Developmental Disability Awareness month in collaboration with community partners, Michigan Developmental Disabilities Council, Arc of Detroit, Services to Enhance Potential, Champions of Tomorrow, and Warriors on Wheels.

In collaboration with the Detroit Health Department and the Michigan Community Health Workers Alliance, we are working on a series on social determinants of health, now known as *Bridging the Gap: A Peer and Community Health Worker Collaborative*. On March 26, the Collaborative hosted a session involving approximately 70 participants. The topic was COVID vaccination. Japari Paul with the Detroit Health Department was the lead speaker.

We are developing a Plan of Correction to strengthen the Ambassador program. Policy, updated curriculum and routine engagement of Ambassadors are being reviewed.

FACILITIES



Crisis Assessment Center

- ✓ January - Prelim meeting with community was held
- ✓ February - All mechanical, abatement, plumbing, electrical, stormwater plans uploaded to City
- ✓ February – prelim paperwork submitted to Flagstar Bank
- ✓ March 90% - construction site plans delivered to City Final Plan Review
- ✓ End of March - Public hearing with City of Detroit
 - April 12 - Issue RFP
 - May 19 - Go before Full Board with General Contractor award and Flagstar Bank Financing

A meeting was held on March 5 with Flagstar Bank to discuss moving forward with the construction loan for the Crisis Assessment Center. Ms. Durant and a representative of Flagstar put together a draft term sheet for presentation to the Executive Committee and then Full Board in May.

Milwaukee Building

Social distancing/glass installation was completed the week of March 22, 2021.

Board Room Renovation updates:

- Relocation/renovation of the board table – waiting on two pieces to arrive for maximum social distancing
- Installation of carpet ordered, to be installed after table moved
- Moving electrical, in progress
- Paint/touch-up to be done after table moved

MDHHS 90-DAY RETURN SITE REVIEW OF DWIHN/REGION 7

The review is scheduled for April 22 through April 30, 2021. The follow-up review will evaluate the current status of the Corrective Action Plans submitted by DWIHN in response to the full site review that was conducted March 9 to October 16, 2020. It is DWIHN's expectation that the documentation will support remediation at both the individual and system levels to ensure compliance.

AUDIT

We are preparing for our State of Michigan audit (June) by reviewing cases, and noting any deficiencies and correcting them.

COMMUNICATIONS

In the Media

Crain's news article highlighting DWIHN's co-response teams that pair officers, mental health professionals for emergency calls goals include connecting people in need with services to reduce incarceration, homelessness.

<https://www.dwihhn.org/news-dwihhn-dpd-bx-health-project.pdf>

DWIHN is educating on Autism Awareness Month through our social media sites in addition to articles in the Michigan Chronicle, Latino Press and PSAs on WDIV-TV.

Several of our providers were featured in the Latino Press article highlighting "*Racial Disparities in the Black and African American Communities*".

DWIHN is conducting a survey of its Residential Providers to determine the IT and Telehealth needs of people living in our homes and need access to devices in order to connect to the Internet to better assist them with their telehealth support needs. Results of the survey will be utilized to support a grant received to support persons living in group home settings.

Over the past few months, we have ignited our *Ask the Doc* segments to address and educate people about COVID-19. Addressing questions and myths from quarantining, masks, social distancing and vaccine efficacy and where people can get a COVID Vaccination.

AskTheDoc@dwihhn.org

Crain's Detroit – Reporter Jay Greene covered DWIHN's Crisis Center that will be opening near the Boston Edison area within the next 18 months or so. Greene also highlighted DWIHN's Behavioral Health pilot partnership with the Detroit Police Department and the city of Detroit's Housing Department.

<https://www.crainsdetroit.com/health-care/detroit-wayne-mental-health-building-crisis-center-near-boston-edison-neighborhood>

<https://www.crainsdetroit.com/health-care/detroit-wayne-police-team-fix-broken-mental-health-response>

Channel 7 – WXYZ also covered the pilot program between DPD and DWIHN as well as a separate story listing DWIHN as a mental health resource.

<https://www.wxyz.com/news/local-news/investigations/detroit-police-department-aims-to-better-serve-those-struggling-with-mental-illness>

<https://www.wxyz.com/news/managing-mental-health-here-is-a-list-of-michigan-mental-health-resources>

910 AM – Trent Sanford and Drake Phifer of CPI/WFD hosted a 60-minute segment on Horace Sheffield's channel where they discussed black male access to the COVID vaccinations.

OutFront Media – New billboards are up throughout several locations in Wayne County including Detroit, Hamtramck, Dearborn and Southwest Detroit, promoting coping during COVID-19, mental health awareness, stigma, SUD, and recovery.

Community Newspapers - DWIHN partnerships continue with the Michigan Chronicle, Latino Press, The Hamtramck Review and the Arab American News. Messaging in all

publications includes information on mental health resources, the DWIHN Access Center, disability-related information as well as substance use prevention, treatment and recovery. The latest stories focus on young people and addiction during the pandemic, DWIHN's partnership with law enforcement and SUD Providers, highlighting SUD Provider SOOAR.

What's Coming Up Videos – Customer Service and the Communications Department produce a monthly video called *What's Coming Up* which covers information to keep the people we serve engaged. Videos are published on DWIHN's website and social media including YouTube.

Social Media

The top performing Facebook post for March included the Crain's Detroit coverage on the access and crisis center, our partnership with the DPD pilot and Channel 7 listing DWIHN as a mental health resource. Our top performing Instagram post was a graphic promoting World Teen Mental Wellness Day with 20 engagements. Twitter's top performing post promoted the Men's Mental Health Panel with DWIHN SUD Provider Marseille Arbuckle. Our top performing LinkedIn post was my *Mind Matters* interview. Our total audience growth has increased .5%. Facebook followers have increased by 46% and LinkedIn followers have increased by 100%.

Community Outreach

Constituent's Voice hosted a virtual Q&A where former DWIHN Board Member Dr. Smitherman addressed questions and concerns about the COVID vaccine. Customer Service also held its EVOLVE meeting and a month-long series called "*Real Talk: Being Black with a Disability*". DWIHN Ambassadors distributed resource information at the Spring Spirit Festival at St. Suzanne Cody Rouge Community Resource Center in Detroit.

DWIHN, along with the City of Detroit Health Department, continues offering COVID vaccinations to all providers and people served, living or working in the city of Detroit. In March, there were 2176 people vaccinated. This story ran on WXYZ Channel 7.

Thank you so much. That concludes my report.

Sincerely,

Eric Doe