



Interim President and CEO Report

Eric Doeh

July 2021

The month of July has been significant and busy here at DWIHN. We continue our advocacy and meeting with legislators regarding the system redesign. We launched some major initiatives including our Mobile Health Services and our Integrated Health Services platform. Moreover, we have expanded our jail diversion pilot with five additional cities/municipalities and police departments, and will be expanding to the 12th Precinct in Detroit Police Department. We have begun meeting with our providers that are Certified Community Behavioral Health Clinic (CCBHC) designated to begin that delivery of clinical services beginning in October. We are establishing all of the final and significant pieces including design, budget, communications and outreach regarding our efforts to be a Behavioral Health Home. We are optimistic as a result of recent news at the State level regarding the budget, that DWIHN will be one of the two sites added to the BHH demonstration.

We continue to review and adjust our workforce with respect to a safe return to work structure. We implemented a hybrid work schedule and made use of hoteling spaces to allow for social distancing and other guidelines established by the CDC. As for our crisis continuum and building on Woodward, we met with the Zoning Board for the City of Detroit and have continued to have additional community engagement to ensure that we are building not only an edifice but a partnership with neighbors and community. Our next meeting before the Zoning Board will be on August 16, 2021.

ADVOCACY/LEGISLATIVE EFFORTS

On June 23, we presented before the Wayne County Commission on Integrated Healthcare proposals and introduced House Bills by Sen. Mike Shirkey and Rep. Mary Whiteford. I, along with Robert Sheehan, discussed the proposals. Weeks later a resolution from the Wayne County Commission was passed stating its commitment to DWIHN and the need for Wayne County's most vulnerable residents to be offered high quality services to address serious mental illness, intellectual and developmental disabilities and substance use disorders in the behavioral healthcare community. Indicating that the proposed legislation could disrupt and destroy the community-based behavioral health system.

We continue to work with our lobbyists, Public Affairs Associates (PAA), to meet with legislators on their ideas on reshaping our behavioral healthcare system. We continue ongoing conversations with various legislators to discuss our position and help to inform them on the harm that could come from the various proposed house bills and integrated healthcare proposals. This group includes: Rep. Thanedar, Rep. Aiyash, Rep. Cavanagh, Sen. Chang, Rep. Yancey, Rep. Liberati, Rep. Whitsett, Rep Bullock (tba) and Rep Hammoud (tba). We shared with legislators DWIHN's white paper on the proposals and House Bills. The

document is also located on our website at <https://dwihn.org/carousel-IHC-Prioritizes-People-Public-Health-System.pdf>

DWIHN launched our mobile outreach partnership with Wayne Health and FordX providing COVID-19 vaccinations, physical health and behavioral health screenings. Our integrated health prevention program combines health services and brings them to residents throughout Wayne County. Mobile crisis intervention teams offer community-based services. Staff aboard the mobile units will be able to provide many services including flu shots, blood pressure and HIV screenings, telehealth services, resource assistance, primary care physician referrals and much more. No appointment is needed, ID and insurance are not required.

FINANCE

In response to a request made by DWIHN to the thirteen skill building providers within our Network, seven of them submitted a request for financial assistance. On June 18, 2021, DWIHN issued \$1 million in stability payments to those seven providers.

In 2019, the Michigan Department of Health and Human Services (MDHHS) established a workgroup that focused on the development of standardized costs allocation methodologies across all services and administrative costs. The new methodologies will impact DWIHN in how we account for departmental budgets of our Workforce Development and Residential Units. The change will require certain employee costs to be reported as administrative as opposed to a service cost. DWIHN has reflected this change in the FY22 proposed budget submission.

In January 2020, DWIHN withdrew \$13 million from Independence Bank to assist with cash flow. DWIHN’s CFO will replenish a portion of the cash based on DWIHN’s future cash flow needs.

ACCESS CENTER

Staffing	Provider Projects
<ul style="list-style-type: none"> ○ Implemented performance Metrics for each call center unit. ○ Created standard reporting for evaluation. ○ Focused processes towards “First Call Resolution” ○ Began silent monitoring with real-time feedback ○ Creating a robust Training program for all Access Call Center units 	<ul style="list-style-type: none"> ○ Partnering with Corporate areas on Program implementation ○ Reviewing MHWIN to streamline manual processes. ○ Established a Provider Monthly meeting specific to Access Call Center ○ Developing Policies and Procedures that support Regulatory Standards

CUSTOMER SERVICE

On June 9, DWIHN collaborated with the City of Detroit to host the Vaccine Town Hall Discussion for People with Disabilities with our very own Dr. Shama Faheem and Chief Public

Health Officer Denise Fair. This conversation highlights the partnership of one of our very own peer mentor Jaime Junior who is a member of the City of Detroit's Office of Disability Rights. This town hall is meant to educate and offer resources to the people we serve about the COVID-19 vaccination. The Detroit Office for Disabilities Affairs is designed to increase independence, opportunities, community participation, safety, and wellness of persons with disabilities in the City of Detroit. Our peers work to advocate and ensure inclusion, representation, and equity of persons with disabilities as it relates to the City's programs and services, including housing, transportation, communications and employment opportunities.

We received a MDHHS award notification for drop-in center health and wellness (\$7,500) and clubhouse spend down (\$340,019).

Staff engaged, trained and coordinated a train-the trainer session for a diverse group of peers for the DWIHN Oral Health initiative. Training was on June 14 and a practice run was organized for June 28. Additionally, worked with the Coding and Procedure Workshop to develop a Bulletin for tracking use of the service, and facilitates practice session with the peers. DWIHN's four peers in the Integrated Health unit were also trained. The program launched on July 1, 2021. We joined with the University of Michigan to evaluate administration of the program with the six peers employed by Central City Integrated Health Dental Clinic.

FACILITIES

Crisis Assessment Center - Community Engagement & Outreach

- June 29 - City of Detroit Building Zoning Appeals Dept Hearing
- July 2 - Emailed "Community Conversation" invitation flyers to North End Residents, Block Club Members and previous attendees at public hearings
- July 7 - Email from Eric Doeh to appellants
- July 8 - Distributing "Community Conversation" invitation flyers on the blocks surrounding 8726 Woodward
- July 9 - DWIHN staff and our Mobile Health Van participated in Friday's on King Community Outreach Event
- July 13 - Emailed "Community Conversation" invitation flyers to North End Residents, Block Club Members and previous attendees at public hearings
- July 13 - Meeting with Rev. Yvette Griffin, Council of Baptist Pastors
- July 15 - Community Engagement at Proposed Site
- August 16 - City of Detroit Building Zoning Appeals Department Hearing

Milwaukee Building

- ✓ Social Distancing/Glass Installation completed the week of March 22
- ✓ Board Room Renovation
 - relocation/renovation of the board table – waiting on two pieces to arrive for max social distancing
 - installation of carpet ordered, to be installed after table moved
 - moving electrical
 - paint/touch-up to be done after table moved

INTEGRATED HEALTHCARE

DWIHN's efforts in becoming a Lead Entity of a Behavioral Health Home (BHH) for Region 7 is progressing. This BHH model is an integrated care approach to services that treats the whole person in regard to both behavioral and physical health. DWIHN submitted a start-up fund request that is currently being reviewed for approval by MDHHS. The Behavioral Health Home is being expanded to two additional regions across the State and is tentatively slated to begin 10/1/2021. DWIHN is currently working through the Health Home Partner certification process with MDHHS that DWIHN can roll out to our potential Health Home Partners.

DWIHN began its partnership with Wayne Health and Ford X to provide mobile physical and behavioral health outreach and engagement for members of our community. This partnership began in July 2021. DWIHN is providing mental health screening, referral and treatment services in mobile site locations to increase outreach and access to the community. This utilizes a "no 4-wall approach" which improves timely access into services.

RESIDENTIAL SERVICES

Residential staff continues to closely monitor COVID-19 related issues, including tracking the number of COVID positive adult foster care staff members, and the number of persons receiving vaccinations. Each month we are seeing an improvement in overall vaccination numbers. **Over eighty-eight percent (88%) of persons living in licensed residential settings have been fully vaccinated.** DWIHN has seen a significant drop in COVID positive cases in June, with only one case being reported. There was no utilization of COVID transitional homes in June.

CHILDREN'S INITIATIVES

Autism - There continues to be an increase in referrals for autism services. DWIHN is currently reviewing all RFP applications to add additional locations in identified gap areas within the county. DWIHN also has an increased need for autism evaluation services and is working with an identified provider to provide temporary assistance in this area until a new RFP is provided.

Children's Outpatient Services - DWIHN has seen a reduction in children receiving outpatient services over this last year during the pandemic. This is likely related to schools and primary health care offices being closed, which was a significant referral source. DWIHN is working with our children's providers to address barriers to service. DWIHN has increased our outreach efforts by attending community events, schools, and working with our children service providers to increase mental health awareness, information, and access to services. DWIHN has also been holding case consultation meetings between our Crisis Service, UM, Children's Initiatives and Chief Medical Officer to review youth waiting in the ED due to lack of hospital resources or safe discharge plans. This is a proactive collaborative effort to address barriers and develop timely resolution.

POLICE DEPARTMENT CIT AND CO-RESPONSE INITIATIVES

DWIHN continues its collaboration with the Detroit Police Department in providing Crisis Intervention, training and co-response. This assists by connecting persons to crisis

stabilization services and other needed behavioral health services. DWIHN has had other Wayne County police departments outreach to us to request this collaboration. As a result, DWIHN will be expanding these programs to other police departments as well.

SUBSTANCE USE SERVICES

The Opioid Health Home (OHH) pilot currently has 85 individuals enrolled. DWIHN is the Lead Entity for our region and has nine Health Partners providing the direct services. The official start date for the OHH Medicaid carve out program is October 1, 2021 (it is currently being funded with SOR funds). The team meets weekly on its implementation plan to ensure DWIHN is capturing all needed information in our electronic health record and to be prepared for the roll out on 10/1/2021.

DWIHN continues is Naloxone Training and providing kits for providers. DWIHN is increasing the number of providers that can train and provide Naloxone in the community. MDHHS is implementing use of the SAM to replace the GAINs assessment starting October 1, 2021. DWIHN has assisting with providing this training in preparation for this implementation. **DWIHN is also receiving additional COVID-19 Relief funding (\$3 Million) through the State of Michigan.**

QUALITY IMPROVEMENT

DWIHN has been accredited for three years through the National Committee for Quality Assurance (NCQA). DWIHN received high marks and perfect scores in several critical areas including Member Experience, Self-Management Tools, Clinical Practice Guidelines, Clinical Measurement Activities, Coordination of Behavioral Healthcare and Collaboration between Behavioral Health and Medical Care. DWIHN scored 92.49 out of a possible 100 points.

Performance Measurement Validation - The validation of performance measures is one of the mandatory external quality review activities that the Balanced Budget Act requires state Medicaid agencies to perform. The purpose of the PMV is to validate the data collection and reporting processes used to calculate the performance measure rates. The 2021 PMV review was held on June 16, 2021. Outcomes from the review will be reported to Program Compliance and other appropriate committees as required.

COMMUNICATIONS

DWIHN staff jumped in to assist some of our members and providers that were devastated by the recent floods, we provided supplies and resources in the Dearborn area. Additional resources were provided to our members and providers through statewide and federal agencies who were offering assistance to flood victims.

I sat down with Fox 2 to discuss how everyone is adjusting due to the pandemic and that people change at a different pace. I also discussed our free Mental Health Checkup screening that's available at www.dwihn.org.

<https://www.fox2detroit.com/video/952679>

On June 9, DWIHN Chief Medical Officer Dr. Faheem and Children's Initiatives Director Cassandra Phipps were invited by the City of Detroit's Office of Disability Affairs to

participate in a roundtable discussion about the benefits of the vaccine for adults and children, and also the stigma associated with it.

On June 22, DWIHN Chief Medical Officer Dr. Shama Faheem provided a mental health presentation to staff at WSU Office of Community Engagement Research which is a part of the Wayne State Clinical Research Service Center. Dr. Faheem spoke about the importance of the vaccine.

Also, on June 22, Clinical Officer Ebony Reynolds provided a Mental Health presentation to Wayne County District 7 constituents in Commissioner Gabe Leland's district. This was a well-attended event and the group was appreciative of the mental health information and resources DWIHN offered.

Our "Ask the Doc" segments continue in a bimonthly newsletter sent throughout our provider network and community stakeholders to help address and educate people about COVID-19. The newsletters send information about COVID-19, vaccinations and answers questions that are sent in by staff, people we serve, etc. Please visit AskTheDoc@dwihn.org

MDHHS 'Stay Well Campaign' - DWIHN shares social media posts provided by MDHHS which focuses on share workshops and webinars geared toward different audiences including immigrants, the unemployed, teens, healthcare workers, grief support & family webinars.

In the Media

Andrea Smith was interviewed on Rev. Horace Sheffield's show, Real Talk. She discussed DWIHN's CIT program and partnership with the Detroit Police Department.

<https://furman.wetransfer.com/downloads/3fd9fbaae0edb62de064af0b95be2c1620210625010740/32300d16f0bfc6bdfc414ca6f14193f620210625010740/23fd12>

DWIHN was invited to partner with the Michigan Chronicle for their special Mental Health issue in which DWIHN was featured on the back page and shared resources like the Mindwise assessment and the MyStrength app.

https://issuu.com/michronicle/docs/mind_yourself_-_maintaining_mental_health_admist_a

Scripps - Mental Health messaging continues on Channel 7, TV 20 & Bounce which focuses on promoting the resources that are available to anyone with mental health concerns as well as sharing the 24/7 Access Helpline 24/7.

Comcast - DWIHN's SUD department has a partnership with Comcast. The 6-month agreement allows Comcast to air SUD messages on various platforms. So far, it's been a successful program with:

- 198,831 impressions
- 1,347 total hours of the audience interacting with DWIHN messages
- 78% of the commercials were seen in full completion

Social Media

MDHHS Stay Well Campaign - DWIHN shares social media posts provided by MDHHS which focus on share workshops and webinars geared toward different audiences including immigrants, the unemployed, teens, healthcare workers, grief support & family webinars.

Outfront Media

New billboards are up in all locations, most focus on mental health and wellness and are geared toward young people and men.

