

President and CEO Report to the Board Eric Doeh June 2022

ADVOCACY/LEGISLATIVE EFFORTS

Mackinac Policy Conf...DWIHN worked with our lobbyists firm Public Affairs Associates (PAA) to meet with various legislators, elected officials and other healthcare leaders while in Mackinac to discuss the state of behavioral healthcare services in Michigan, ongoing budget discussions in Lansing and the goals and direction of DWIHN.

Highlights from the CMHAM Summer Conference:

- Angelo Glenn was nominated for CMHAM Treasurer. Vote to take place at upcoming regional meeting.
- Comm. Jonathan C. Kinloch was elected to CMHAM Regional Board to represent DWIHN.
- Comm. Jonathan C. Kinloch was chosen to serve on the CMHAM Legislative and Policy Committee.
- Eric Doeh will serve another term on the CMHAM Legislative and Policy Committee.

The Board of Director's Annual Meeting is slated for July 22, 2022, 11:00 am–2:00 pm (see draft agenda attached at the end of the report).

DWIHN is working with CMHAM and the Michigan Department of Labor and Economic Opportunity to address the behavioral health workforce shortage. The most recent joint effort is the development of a federal grant submission that, if funded, would strengthen (or, in many cases, create) a talent pipeline for persons to become Direct Care Workers/Direct Support Professionals through its MiCOACH Career Opportunity Academies for Community Health that aims to guide our high school students into this much needed career pathway by developing training programs and registered apprenticeship programs that will remove workforce barriers.

ENGAGEMENT INITIATIVE

The Dreams Come True fund is a project of the DWIHN Constituents' Voice member advisory group. It was created to support Detroit-Wayne members in achieving their personal goals toward community inclusion. Awards are up to \$500 per individual. Last year, we awarded 10 mini-grants. DWIHN currently allocates \$2,500 towards the program; thus far a total of \$4,500 has been individually raised. To increase the Dreams Come True opportunities we provide this year, DWIHN will be offering a 1-1 match of the individual funds raised.

At the direction of the DWIHN Board of Directors, we will be launching a workplace survey through a third party that measures and aims to increase employee engagement, reduce turnover, improve performance and recruit talent. The survey looks at engagement, morale and organizational culture in qualifying our organization for recognition as a regional and national Top Workplace. The survey responses are processed with proprietary comparative analytics and benchmarking tools, which will be shared with us to identify any blind spots and bright spots, so that we can act and make data-driven decisions. Survey results will aid as recognition as a Top Workplace in local national and regional newspapers to help attract local workforce talent to our dynamic organization.

DWIHN will be holding our Annual Employee Appreciation Picnic on Friday, July 15, 2022 from 4:00-7:00 p.m. at Handy Park, 26590 Capitol Redford, Michigan.

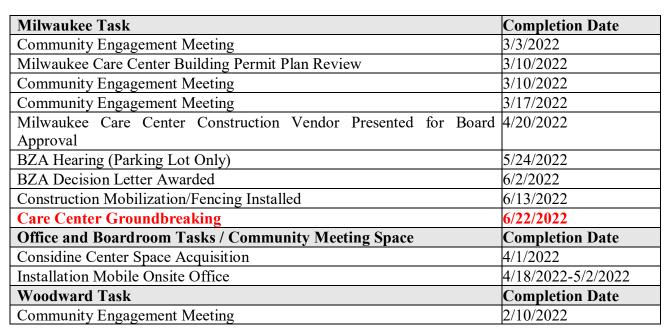


FACILITIES

COMING SOON CARE CENTER

Bringing Behavioral Health Crisis Services to the Community

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Your Link to Holistic Health

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TETRA TECH

Woodward Admin Building Permit Plan Review	2/24/2022	
Zoning Board Hearing	3/2/2022	
Woodward Admin Building Zoning Approval	3/10/2022	
Woodward Admin Building Construction Contract Award	3/25/2022	
BZA Hearing (Parking Lot Only)	5/24/2022	
BZA Decision Letter Awarded	6/2/2022	
Woodward Admin Building Construction Commence	6/10/2022	

CHIEF CLINICAL OFFICER

Integrated Services/Health Home Initiatives:

The goal of Health Homes is to increase outcomes and decrease costs by eliminating barriers to care through enhanced access and coordination. Michigan has two integrated health homes for the specialty behavioral health population - the Behavioral Health Home for serious mental illness/serious emotional disturbance and the Opioid Health Home for opioid use disorder.

Behavioral Health Home (BHH):

- Launched May 2, 2022: Members enrolled 3.
- Detroit Wayne is one of 5 PIHPs in the State that participates in the Behavioral Health Home model.
- Behavioral Health Home is comprised of primary care and specialty behavioral health providers, thereby bridging two distinct delivery systems for care integration.
- Utilizes a multi-disciplinary team-based care comprised of behavioral health professionals, primary care providers, nurse care managers, and peer support specialists/community health workers.
- Michigan's BHH utilizes a monthly case rate per beneficiary served.

Opioid Health Home (OHH):

- Current enrollment- 268 (April- 203, 32% increase)
 - Michigan's OHH is comprised of primary care and specialty behavioral health providers, thereby bridging the historically two distinct delivery systems for optimal care integration.
 - Michigan's OHH is predicated on multi-disciplinary team-based care comprised of behavioral health professionals, addiction specialists, primary care providers, nurse care managers, and peer recovery coaches/community health workers.
 - Michigan's OHH utilizes a monthly case rate per beneficiary served.
 - Michigan's OHH affords a provider pay-for-performance mechanism whereby additional monies can be attained through improvements in key metrics.

Certified Community Behavioral Health Clinic- State Demonstration (CCBHC):

- Current Enrollment- 2,739 (24 additional members since May 2022).
 - A CCBHC site provides a coordinated, integrated, comprehensive services for all individuals diagnosed with a mental illness or substance use disorder.
 - $\circ~$ It focuses on increased access to care, 24/7/365 crisis response, and formal coordination with health care.
 - This State demonstration model launched on 10/1/2021 and The Guidance Center is our Region's State Demonstration Provider.

• CCBHC Medicaid recipients are funded using a prospective payment model. ARPA funds and additional general funds will be used for CCBHC non-Medicaid recipients.

Certified Community Behavioral Health Clinic (CCBHC) SAMHSA Grant:

The SAMHSA CCBHC Expansion Application was submitted on May 13, 2022. This is a \$1,000,000/year grant (up to 4 years total being awarded) to 156 organizations nation-wide. Anticipated award date is September 9, 2022, with a project start date of September 30, 2022.

INFORMATION TECHNOLOGY

Therefore Document Management System:

This is a collective effort project among all IT units, this project will take us to a digital solution to accommodate retention requirements, and reduce the need to accommodate physical storage. External Therefore forms for providers to use to request MHWIN access has launched. This will also enable other forms to be designed that data and files up loads for external folks to DWIHN in an easy to use "anybody could do it method".

Business Processes:

- DWIHN Dashboards Prod: Reviewed/Tested all dashboards for developers, identified lead staff for each section and suggested changes/feedback as a means of correcting prior to releasing dashboards to internal stakeholders.
- BHH Progress Note: Created new module so that BHH progress notes can be done electronically as opposed to paper and are set up as a HIE document
- CRSP Change Form: Modified the CRSP Change form based upon changes needed as well as converting it into a PDF fillable document
- Sexual Orientation, Gender Identity, & Gender Expression (SOGIE): Participated in PCE trainings related to updating staff record need to determine how DWIHN will incorporate the possible changes
- Multi Factor Authentication (MFA) Established rollout plan for DWIHN MHWIN users. Will begin rolling out at DWIHN mid-June.

Applications and Data Management:

- PowerBI: Continued development of several comprehensive new Power BI dashboards for use across many departments within DWIH
- Henry Ford Hospital Joint Project: Continued working on the project.
- Vital Data Technology (VDT): Continued working with the vendor on many initiatives including development of a consumer mobile app.
- HSAG: Worked with other DWIHN team on submitting required data and documents and attended the 2022 Michigan PIHP Validation of Performance Measures Virtual Review.

Infrastructure:

• Construction projects: Continue working on supporting the construction project.

HUMAN RESOURCES

Development training continues for DWIHN Senior Management staff. During the month of May, we hired seven full time employees. We finalized the interview process for our new Diversity, Equity and Inclusion Administrator and they are scheduled to begin on June 13, 2022. We are still completing the process of adding a Strategic Administrator to assist in implementing and

expanding behavioral health homes, certified community behavioral health clinics and opioid health homes.

MEDICAL DIRECTOR

Behavioral Health Outreach and Education:

- DWIHN has continued outreach efforts for behavioral health services during the Mental Health Awareness month.
- This month's Ask the Doc advocacy videos addressed factors impacting a child's mental health and what can parents do to help and prevent. https://www.youtube.com/watch?v=X2JMA0IR5sE
- DWIHN organized Behavioral Threat Assessment & Management (BTAM) training for Schools on May 26th 2022 that was attended by over 100 attendees by DWIHN staff, school staff, provider network as well by staff from tri-county area. The timing of this was very important because of the tragic incidence of Uvalde, TX that happened 2 days before this training. DWIHN also offered support and resources for children, parents and schools: <u>www.dwihn.org/praying-for-UvaldeDWIHN</u>
- DWIHN's collaborative project with Emergency Medical Service through DEMCA was published in peer review journal on 05/11/2022 and is scheduled to be submitted for PubMed indexing on 06/10/2022. The project involved partnership to improve collaboration, connection with outpatient providers to see if EMS use by members with behavioral health history can be addressed.

https://www.cureus.com/articles/96646-strengthening-behavioral-health-servicesthrough-partnerships-and-data-integration

Quality Improvement Efforts:

The Outcome Improvement Committee has been started and lead by the Medical Director, psychiatry consultant and Clinical officer along, with leads from different departments as well as provider network. The committee started in March 2022 and 19 cases have been reviewed so far. We have been capturing the progress and level of functioning scores before entering the program and will follow up in 6 months to monitor the effectiveness of interventions discussed in the committee.

INTEGRATED HEALTH CARE

In line with the MDHHS/PIHP contract, IHC staff continues to perform Care Coordination Data Sharing on a monthly basis with each of the eight Medicaid Health Plans (MHP) serving Wayne County for mutually served individuals who met risk stratification criteria, which includes multiple hospitalizations and Emergency Department visits for both physical and behavioral health, and multiple chronic physical health conditions. There were 146 cases reviewed during the quarter.

IHC has continued pilot projects with health plans using Vital Data Technology. Twelve new Complex Case Management cases were opened during the quarter and 15 Complex Case Management cases were closed during the quarter; eight of the cases were closed as a result of the members meeting their goals. Information regarding Complex Case Management was also sent to staff at 35 different provider organizations.

CHILDREN'S INITIATIVES

"Putting Children First": Children's Initiatives has been working very diligently to put children first. This includes increasing Access, Prevention, Crisis Intervention, and Treatment Services. In the month of May this initiative included:

- Multiple Youth United events (in collaboration with multiple providers) including a Focus Group, a Stigma Busting Workshop, Greater Community MB Church Mental Health Resource Fair, Courageous Conversations "Youth Mental Health and ACEs", participated at the National Training and Technical Assistance Center (NTTAC) System of Care Strategy Summit, and a Youth MOVE Detroit event that focused on mental health and planning upcoming events. Youth United in collaboration with Family Alliance for Change hosted a Spring Blast family fun event at Hope for Detroit Academy in Detroit, MI 48210. There were over five-hundred (500) in attendance with over three-hundred (300) schoolaged youth.
- The Teen Wellness Summit was held on 5/7/2022 at three locations in partnership with the Detroit Police Department, Children's Initiatives, and Workforce Development
- The Children's Initiative Director fostered an introductory meeting with John Miles, Coordinator for Fatherhood Initiative, and George McCollum, Founder of Defined By Fatherhood. As a result, both fatherhood programs are to coordinate events and resources for fathers and caregivers. The next event is 6/18/2022 for the 1st Annual Father's Day BBQ at Mies Park (Livonia).
- The Children's Initiative Director also held an introductory meeting with Willie Bell, CEO/Founder of Family Assistance for Renaissance Men (FARM) to discuss the mentoring program for men.
- On May 12, 2022, the Children's Mental Health Awareness event took place virtually. The theme was "My Mind Matters". I provided the opening remarks. Cassandra Phipps, Director of Children's Initiative's, spoke briefly about Wayne County Community Mental Health Services. Then there was a youth advocate panel that shared their personal stories and discussed what "My Mind Matters" means to them. The keynote speaker was Frank Blackman, Jr., Youth Advocate, who talked about his personal experience of losing a friend in high school to suicide which eventually led him to becoming a mental health advocate.
- A meeting was held on May 3, 2022 to discuss plans for Behavioral Threat Assessment training and coordination of care with schools. The Director of Innovation and Community Engagement orchestrated the Behavior Threat Assessment Training on May 26; in which Oakland and Macomb counties were also invited to attend; along with community mental health agencies and schools in Wayne county.

DWIHN Clinical Officer developed a workgroup with Children's Infant Mental Health (IMH) providers, DWIHN-Access, and Children's Initiatives Director to streamline access screening for children and families of children ages 0-6. Met with MDHHS and regarding the Autism diagnostic referral process for families seeking further diagnostic evaluation for children on the Autism spectrum. Worked with the Autism department to expand information and resources on Autism services for children and families. Updated website and brochures on how to access services.

UTILIZATION MANAGEMENT

DWIHN has continued to evaluate Service Authorization Guidelines (SUGs) to align with medically necessary services. The Children's Initiatives Department worked collaboratively with the Utilization Management Department to develop SUGs for children specific codes that had no

previously established guideline. There were also some adjustments based on data review and provider feedback. DWIHN also met with Clinically Responsible Service Providers (CRSPs) and another local PIHP to discuss bundled authorizations based on level of care. This would result in the Clinically Responsible Service (CRSP) staff to only enter one authorization of services contained in the bundle array. DWIHN was notified by MDHHS that they are considering the requiring a SIS Assessment be completed every 3 years for those persons diagnosed with Intellectual/Developmental Disabilities that are also receiving Waiver Services, starting in FY-2023. A final determination has not been made to date.

AUTISM

There were approximately 257 autism benefit authorization requests manually approved during the month of May. There were approximately an additional 153 authorizations approved via the automatic approval process, for a total of 410 approved authorizations. There are 2,287 cases currently open in the autism benefit. There were 341 General Fund Authorization approvals during May 2022. There were 1,452 approvals for non-urgent, pre-service authorizations. This number is reflective of non-SUD, non-urgent pre-service authorizations.

RESIDENTIAL SERVICES

There were eight homes that were closed in the month of April. All members were successfully relocated. The DWIHN Residential Team continues to track and monitor requests for assistance from providers and resultant timeliness. The Residential Department received 174 residential referrals in the month of May (91% made contact within 48 hours, 9% in 3-5 days). There were two home closures in the month of May.

There were 878 authorization requests in the month of May, and of those, 99% were approved with 14 days. The Residential Team continues to provide monthly authorization refresher trainings for CRSP providers, in addition, DWIHN meets with CRSPs monthly to review system /process updates, identify potential barriers and discuss resolutions.

There was no significant change in COVID-19 cases in congregate settings in the month of May. There have been eight reported positive member cases and four positive staff cases of COVID-19 and no related deaths. There was no utilization of COVID-19 Transitional Homes in the month of May. Currently, over 90.4% of persons living in licensed residential settings have been fully vaccinated. Also, 1,518 residential members have received a booster vaccination.

SUBSTANCE USE SERVICES

DWIHN's Naloxone Initiative program has saved 1058 lives since its inception. Again, the saved lives are under reported, especially during this time of COVID pandemic. DWIHN only reports those saves that have documentation to support this initiative. DWIHN reports the following for 2022: Naloxone saves – 401; Unsuccessful saves – 5.

Mobile care units continue to increase access to services and availability of Naloxone. Programs have not reached the volume achieved pre-COVID, however additional mobile care units have been deployed and social distancing protocols are in place to serve all consumers while keeping patients safe. Mobile Care units have identified agencies and community hot spots to partner with, including but not limited to, government housing, senior living facilities, identified overdose hot spots, liquor stores, homeless shelters, food pantries, and at-risk subcultures.

In the month of May Utilization Management staff approved 1,130 SUD authorizations. There were 304 urgent authorizations approved. Out of those 304, 298 (98%) were authorized within 72 hours. There were 826 non-urgent authorizations and 808 (98%) were approved within 14 days.

SUD Community Care/Hegira Merger: Multiple meetings were held with the SUD Supervisor at Hegira/CCS regarding approximately 140 plus cases that will require discharge from CCS, new treatment referrals to the correct Hegira site, new admit forms and new authorizations. The CCS contract in MHWIN had to be reactivated for Hegira/CCS SUD staff as they could not access cases to be discharged. Once technical issues are resolved, a deadline for the project needs to be communicated.

CRISIS SERVICES

Requests for Service (RFS) for children increased slightly this month and the diversion rate increased by 2% as compared to April. Noteworthy is that face to face evaluations have resumed for The Guidance Center and The Children's Center, and New Oakland Family Centers will resume in the month of July. There were 190 intensive crisis stabilization service (ICSS) cases for the month of May, a 22% increase compared to April.

There was a 3% decrease in the number of requests for service for adults in May compared to April, and the diversion rate increased slightly in May. The Crisis Stabilization Unit (CSU) at COPE served 251 cases in this month, a 30% increase from April at 192. The Mobile Crisis Stabilization Team provided services to 53 members in May, down from 77 in April.

Community Law Enforcement Liaison engaged 24 individuals this month. DWIHN received 132 Assisted Outpatient Treatment (AOT) orders from Probate Court this month and respective CRSPs are notified to incorporate these orders in treatment planning.

In May 2022, there were 203 contacts made with community hospitals related to movement of members out of the emergency departments, which is a 7% decrease in contacts from April. Out of the 203 encounters, 63 were diverted to a lower level of care, an overall diversion rate of 31%. Hospital liaisons were involved in 53 cases that were NOT on the 23-hour report, and of those cases, 14 of those cases went inpatient resulting in a diversion rate for those NOT on the 23-hour of 74%. Hospital liaisons received 19 "crisis alert" calls collectively and the crisis alert diversion rate was 100% for May. The DWIHN Discharge Hospital Liaison was involved in 16 cases prior to establishing the pilot program beginning 5/1/2022. There were 10 referrals from clinical specialists within Utilization Management at DWIHN and 6 were self-referrals from the Discharge Hospital Liaison.

COMMUNICATIONS

<u>Print:</u> *The Detroit News 5/4/22*

Opinion: How more collaboration will improve mental health care in Michigan

DWIHN President and CEO Eric Doeh, penned an Op-Ed for The Detroit News that highlighted ways that collaborative efforts statewide can make a positive impact on how mental health care is provided.

The Detroit News

OPINION This piece expresses the views of its author(s), separate from those of this publication.

Opinion: How more collaboration will improve mental health care in Michigan

Eric Doeh

Published 11:00 p.m. ET May 4, 2022

Across Michigan, we have a mental health crisis. The effects of staff shortages, the COVID-19 pandemic, access to mental health care services and a growing caseload — particularly in pediatric care — mean too many Michigan residents can't access services.

And Michigan is not alone. This is a problem across the country.

(link to article requires paid subscription)

Cureus 5/11/22

Strengthening Behavioral Health Services Through Partnerships and Data Integration DWIHN leadership team including Eric Doeh, Dr. Shama Faheem and Andrea Smith published an article based on data sharing project that identified the high volume of EMS runs involving people who receive services through DWIHN.

https://www.cureus.com/articles/96646-strengthening-behavioral-health-services-through-partnerships-and-data-integration

Digital:

State of Reform 5/2/22

What They're Watching: Eric Doeh, Detroit Wayne Integrated Health Network

DWIHN President and CEO, Eric Doeh discussed DWIHN's efforts to increase access to behavioral health and physical health care in Wayne County on State of Reform's digital series - What They're Watching.

https://stateofreform.com/featured/2022/05/access-to-care-michigan/

Law enforcement officers from all over Michigan attended the Third Annual Michigan Crisis Intervention Team Conference, hosted by Detroit Wayne Integrated Health Network and Oakland Community Health to promote a safer response to people having mental health emergencies. Articles directly related to this event are posted below.

Patch 5/4/22

Oakland Community Health Network and Detroit Wayne Integrated Health Network hosted the Michigan Crisis Intervention Team Conference.

https://patch.com/michigan/royaloak/michigan-crisis-intervention-team-cit-conference-2022 Oakland Press 5/7/22

Crisis Training Offered for Law Enforcement Officers

https://www.theoaklandpress.com/2022/05/07/crisis-training-for-law-enforcement-officers/

The Michigan Department of Health and Human Services expanded the Behavioral Health Home (BHH) initiative to more counties in Michigan. The new counties lie within the CMH Partnership of Southeast Michigan and Detroit Wayne Integrated Health Network Prepaid Inpatient Health Plans.

State of Reform 5/12/22

MDHHS expands Behavioral Health Homes to Southeast Michigan PIHP regions https://stateofreform.com/featured/2022/05/behavioral-health-homes-michigan/

Eagle Heard Local 5/18/22

Michigan expands Behavioral Health Home initiative

https://www.ehextra.com/feature_pages/michigan-expands-behavioral-health-home-initiative/article_ac1e9746-d610-11ec-8193-7bb7b81f3945.html

Michigan Chronicle 5/2022

The Michigan Chronicle featured DWIHN on their Mental Health tab throughout May as well as the DWIHN success story below.



Staff Recognition:

DWIHN Deputy Chief Legal Counsel, Yolanda Turner, was selected as a Michigan Chronicle 40 Under 40 Honoree.



Ads:

WDIV-TV 4

In May, DWIHN had a message airing on WDIV which focused on Mental Health Care. <u>https://www.youtube.com/watch?v=gBaC2kjmHGc.</u> DWIHN also had ads in the Hamtramck Review, La Prensa, and the Latino Press.

Community Outreach:

5/2-3/22 - DWIHN hosted the Michigan Crisis Intervention Team (CIT) Conference in Novi.

5/7/22 - DWIHN staff participated in the *DPD's* Teen Wellness Summit. DWIHN staff was stationed at each of the three event locations in Detroit and DWIHN CEO and President provided remarks.

5/12/22 - Youth United hosted "My Mind Matters" a virtual Youth Mental Health Day Event.

5/12/22 - DWIHN participated in Heal: A Community Mental Health Conversation and Mental Wellness Event in Highland Park.

5/15/22 - DWIHN participated in the 6th Annual Saving Lives Together Suicide Prevention Awareness Walk and Mental Health Fair in Grosse Pointe Woods.

5/21/22 - DWIHN participated in the "A Mind Coming Out of Darkness: Self-Care Is Not Selfish" event, a mental health resource fair in Detroit

5/21/22 - DWIHN participated in What Every Parent Should Know About....a suicide prevention event hosted in Troy, by Common Ground.

5/21/22 - DWIHN sponsored/participated in the Tri County Veterans Event at UWM in Pontiac.

5/25/22 - DWIHN participated in The Children's Center Faces of Trauma event in Detroit.

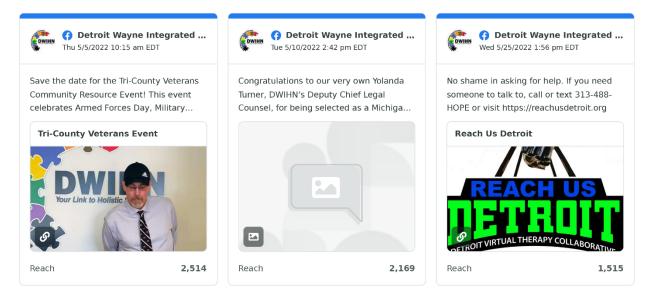
5/27/22 - DWIHN participated in WCCCD's Mental Health Panel Discussion in Detroit.



Social Media:

Impressions, and engagements grew significantly in May across all DWIHN social media accounts.

Top Performing Posts:



Performance Summary

View your key profile performance metrics from the reporting period.

Impressions	Engagements	Post Link Clicks
126,973 7182.5%	4,197 7 96.6%	848 746.7%

Ask the Doc:

DWIHN's Chief Medical Officer, Dr. Shama Faheem, continues to educate the public and DWIHN stakeholders with her bi-monthly newsletter and digital content which contains information about COVID-19, vaccinations and answers questions that are sent in by staff, people we serve, etc. This is sent to Providers, stakeholders and posted on the DWIHN website and social media.



Annual Meeting (Draft)

Wednesday, July 20, 2022 Burton Manor Conference Center 27777 Schoolcraft, Livonia

11:00a.m. – 12:00p.m – Board Meeting 12:30p.m. – 2:00 p.m. Program

12:30-12:50	Lunch	Year in Review Video plays while people enter room
12:50-12:55	Eric Doeh/President/CEO	Welcome Remarks
12:55-12:57	Chair Angelo Glenn	Welcome Remarks
12:57-1:02	Chair Angelo Glenn	Board Recognition
1:02-1:10	Glenn and Doeh	Outgoing Board Members:
		Chief William Riley
		Incoming Board Members:
		William Philips
		Eva Garza Dewaelsche
1:10-1:12	Eric Doeh, President/CEO	Introduces DWIHN Accomplishment video
1:12-1:18	Year in Review Video	Major DWIHN Projects (video):
		Care Center Putting Children First
		Mobile Clinic Services School Based Success
		DPD Pilot/CIT SUD Services
		Workforce Initiatives
1:18-1:25	Eric Doeh, President/CEO	Vision for DWIHN
		CCBHC – Legislative Advocacy – Integrated Health
		Campus-BHH
1:25-1:35	Guest Speaker	MDHHS
		Farah Hanley
1:35-1:45	Recognitions	Putting Children First
		Direct Care Workers
1:45-1:50	Thomas Adams, SUD Board Chair	Recognition of Narcan Saves
	Judy Davis, SUD Director	City of Wayne Police Chief Ryan Strong
		Redford Township, Grosse Ile, Lincoln Park & 11 th
		Precinct
1:50-1:55	Angelo Glenn	Closing remarks