



## President and CEO Report to the Board

**Eric Doeh**  
**July 2022**

### ADVOCACY/LEGISLATIVE EFFORTS

DWIHN working with our lobbyist firm Public Affairs Associates (PAA) to meet with various legislators, elected officials, and other healthcare leaders to discuss the state of behavioral healthcare services in Michigan ongoing budget discussions in Lansing and the goals and direction of DWIHN. Currently, both Houses have preliminary approved a FY 23 budget that will be presented to the Governor's office.

A Study Session between the Full PIHP Board and the SUD Oversight Policy Board is tentatively slated for August 12<sup>th</sup> between 9am-4pm and will address overall organizational topics including: *System ReDesign, CCBHC, Children Services, SUD Services, Strategic Plan.*

### ENGAGEMENT INITIATIVE

Our Diversity Equity and Inclusion (DEI) Committee welcomed two new members, one from our Customer Service/Member Engagement Department and the other from our Children's Initiatives Department working with our Youth United Group. In conjunction with our new DEI Administrator, the committee has established an email, [diversity@dwihn.org](mailto:diversity@dwihn.org), to address issues system-side where they would like to see improvements in diversity, equity and inclusion policy, procedure and training matters.

Customer Service/Member Engagement visited 13 adult foster homes involving 36 members to share information about DWIHN and person-centered planning.

On July 5, 2022, I spoke at the DWIHN program at Wayne State University's Biomedical Career Advancement Program (BCAP) summer research experience for high school youth interested in pursuing careers in health science. Here students work alongside senior research/clinical faculty to explore research investigation in a highly enriched environment.

The U.S. Attorney's Office partnered with the City of Detroit to hold two peace picnics, titled "Peacenic", in the 8<sup>th</sup> and 9<sup>th</sup> Precincts of the Detroit Police Department. One was held on July 9<sup>th</sup> and the other on July 17<sup>th</sup>. The goals of these events are to provide information and services to community members in these locations and for community members to interact with government and law enforcement personnel in a positive environment. Both the U.S. Attorney and the Mayor are personally invested in these efforts. These picnics are part of Project Safe Neighborhood, a federal, state, and local community engagement and violence reduction effort. The events were held in two areas of Detroit that have some of the highest rates of violent crime in the city, in addition to using traditional law enforcement methods to help decrease the violence, as well as marshalling resources to improve infrastructure in these areas.

### FINANCE

DWIHN implemented an across the board provider rate increase of 5% (retroactive to October 1, 2021) for all fee for service programs, with the exception of a specific array of programs/contracts. Consistent with the Current Procedural Terminology (CPT) codes that were increased on October 1, 2021, DWIHN will be implementing a one-time supplemental 5% rate increase (retroactive to

October 1, 2021). The supplemental payment will be paid out in three increments – October 1, 2021 thru March 31, 2022 will be disbursed in mid-July of 2022; April 1, 2022 thru June 30, 2022 will be disbursed in mid-September of 2022; July 1, 2022 thru September 30, 2022 will be disbursed in mid-December of 2022.

Effective October 1, 2022, consistent with the CPT codes that have been previously increased, DWIHN will implement a 2.5% rate increase. DWIHN will work with PCE to increase the respective fee schedules in time for the upcoming fiscal year.

The Michigan Department of Health and Human Services (MDHHS) will impose a 2.9% Medicaid rate reduction for fiscal year 2023. This amounts to a Medicaid reduction of approximately \$24 million.

## FACILITIES

Milwaukee Task	Completion Date
Community Engagement Meeting	3/3/2022
Milwaukee Care Center Building Permit Plan Review	3/10/2022
Community Engagement Meeting	3/10/2022
Community Engagement Meeting	3/17/2022
Milwaukee Care Center Construction Vendor Presented for Board Approval	4/20/2022
BZA Hearing (Parking Lot Only)	5/24/2022
BZA Decision Letter Awarded	6/2/2022
Construction Mobilization / Fencing Installed	6/13/2022
<b>Care Center Groundbreaking</b>	<b>6/22/2022</b>
Office and Boardroom Tasks / Community Meeting Space	Completion Date
Considine Center Space Acquisition	4/1/2022
Installation Mobile Onsite Office	4/18 - 5/2/2022
Woodward Task	Completion Date
Community Engagement Meeting	2/10/2022
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
<b>Care Center Groundbreaking</b>	<b>7/21/2022</b>

## **CHIEF CLINICAL OFFICER**

### 1915i SPA

The Michigan Department of Health and Human Services (MDHHS) 1915i SPA waiver support application rollout process is scheduled to begin July 1, 2022. For those individuals receiving any 1915i SPA service, and who are not currently receiving waiver services, a single page document will need to be completed and uploaded to the State's Waiver Support Application (WSA) database following PIHP review and approval. Per MDHHS this is a requirement from the Center for Medicaid and Medicare (CMS) in which the State has to issue final approval for all requests for 1915 waiver support services. DWIHN has identified all leads at the CRSP level to complete this process as well as internal staff that will review and upload submission of the waiver support applications. Training is currently being provided by MDHHS.

### Case Management Assessment

To best meet the needs of individuals assessed and determined to benefit from case management services, a Case Management workgroup, along with the CCO and staff on the CPI team has been formed and is close to finalizing a process that will allow clinicians operating within their scope of practice to complete readmission and annual assessments. Implementation is slated for mid-August. This initiative will also reduce the burden on the provider network with regard to the assessment requirement and Master's level staff. Stakeholder feedback was included in the development of this model through a workgroup of DWIHN Adult service providers, I/DD and children providers.

### Returning Citizens/ Jail Diversion/Mental Health Court

For the month of June, there were 134 releases from the jail. Collaborative efforts continue with the DWIHN Access Department and the Wayne County Jail to make the screening process for eligible persons more seamless so that those individuals can be linked and coordinated with services without delay.

For the month of June, the Veterans Court had nine graduates. A total of 39 graduates have completed Veterans Court to date. Mental Health Court had 13 participants, four of whom are employed. The current providers for Mental Health Court are Adult Well Being Services and Community Care Services/Hegira.

There were two Returning Citizens for the month of June. The assigned providers for Returning Citizens are Community Network Services, Central City Integrated Health, Team Wellness and Hegira.

## **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. Continuing to work with various departments to streamline business processes.

### Business Processes

SOGIE Staff Record - Participated in PCE training and worked internally to determine best approach for MHWIN to ensure our systems are all inclusive and are representing the staff accordingly.

Smartsheets - Created several new smartsheets including the CRSP Notification Form for Quality, the Service Delivery Expansion Survey for Children's Initiatives and Strategic Planning, the DWIHN Strategic Plan Workgroup Invitation, the Respite Survey Form, and the ASD Re-Evaluation Form.

MHWIN Multi Factor Authentication (MFA) - As part of increasing security and best practices, the Multi Factor Authentication rollout process was started with DWIHN staff.

#### Applications and Data Management

Henry Ford Hospital Project: Real time data exchange established with Henry Ford Hospital and CRSP providers to ensure data exchange and notifications around hospitalizations can be made.

### **HUMAN RESOURCES**

Development training continues for DWIHN's Senior Management staff. We are pleased to announce the hiring of nine new employees, including our new Diversity, Equity and Inclusion Administrator, Chamika Phillips. They are all welcomed additions to DWIHN's staff. 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.

### **INTEGRATED HEALTH CARE**

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)

Current enrollment is 25 persons. Detroit Wayne is one of five 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. It 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.

Barriers: Staffing turnover and difficulty hiring (there is a minimum staffing model that providers are expected to meet to provide BHH). Calibrating the message to encourage people to enroll, as the program is supplemental and strictly opt-in.

Plan: 1) Met individually with each provider to discuss barriers, expectations, and recommendations; 2) Strategized and created a message to help people served see the value and assuage concerns they have about enrolling in the program, 3) Adding additional providers to this service array.

#### Opioid Health Home (OHH)

The current enrollment is 280 (May- 268, 5% 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. OHH utilizes a monthly case rate per beneficiary served. 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 is 3,150 (15% increase from May). A CCBHC site provides a coordinated, integrated, comprehensive services for all individuals diagnosed with a mental illness or substance use disorder. It focuses on increased access to care, 24/7/365 crisis response, and formal

coordination with health care. This State demonstration model launched on October 1, 2021. The Guidance Center is the designated provider for Region 7.

#### Certified Community Behavioral Health Clinic (CCBHC) - SAMHSA Grant

The SAMHSA CCBHC Expansion Application has been submitted. This is a \$1,000,000/year grant (up to 4 years total being awarded) to 156 organizations nation-wide. The anticipated award date is September 16, 2022, with a project start date of September 30, 2022.

### **RECIPIENT RIGHTS**

The ORR has completed and submitted their Semi-Annual report to the State of Michigan. For the reporting period of October 1, 2021 to March 31, 2022, they processed 765 allegations, investigated 614 allegations and substantiated 202 investigations.

ORR completed the filling of their new Recipient Rights Manager and Prevention Manager positions. The Prevention Manager position was announced to the Recipient Rights Advisory Committee at their July 11, 2022 meeting, where staff explained the purpose and process for how the ORR will implement a focus-driven training plan to prevent substantiated violations within our provider network.

### **CHILDREN'S INITIATIVES**

**Putting Children First:** The Children's Initiatives Department has been working very diligently to put children first. This includes the goals of increasing Access, Prevention, Crisis Intervention, and Treatment Services. During the month of June, this initiative included:

#### Access

- Provided a resource table at a picnic for Father's Day with DWIHN Fatherhood Initiative and Defined By Fatherhood on June 18, 2022.
- Meetings were held with various agencies to explain children's services and discuss opportunities for partnerships (YMCA, HAND grant to prevent youth homeless, Detroit Guardian Angels Ball in August 2022, Gun Violence Prevention).

#### Prevention

- On June 14, Family Alliance for Change and The Children's Center hosted a virtual Parent Forum titled "Breaking the Silence: Parent Abuse-When Children Abuse Their Parents".
- On June 13, our Children's Initiative Director presented on how women and children have been impacted by COVID 19 at the Michigan District Baptist Women's Division (UPLIFT).
- On June 15, Youth United hosted a Town Hall: Stomp Out Bullying".
- Collected feedback from Children Providers regarding progress and barriers with doctor coordination of care.

### **UTILIZATION MANAGEMENT**

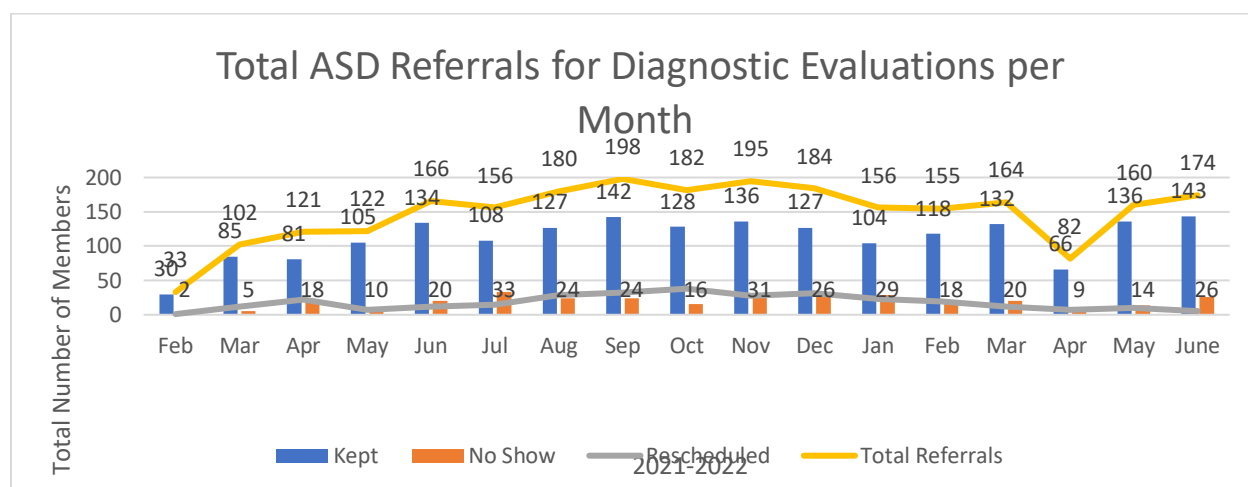
DWVHN has continued to evaluate improving efficiencies within the UM Department. UM has updated several Service Authorization Guidelines (SUGs) to align with medically necessary services. It was recently identified that the authorizations requested are based on the calendar year, not treatment plan year, which is calculating incorrect authorization amounts in the system. DWVHN is working with PCE to correct this issue. DWVHN has eliminated the pre-authorization for several mandated services that are not based on medical necessity as well. Starting in 2023, the Michigan Department of Health and Human Services (MDHHS) will require a SIS Assessment be completed every 3 years

for those persons diagnosed with Intellectual/Developmental Disabilities who are also receiving Waiver Services. A final determination has not been made to date.

There were 1307 approvals for non-urgent, pre-service authorizations (outside of the ASD benefit). These are authorization requests that required manual review by UM Clinical Specialists. Of those requiring manual approval, 1145 authorizations were approved within 14 days (87.6%). It is DWIHN’s goal to review/approve all authorization requests within 3-5 days. Reviewing and updating the SUGs and working with PCE on the authorization calculation error is anticipated to make a large positive impact on this timeliness expectation.

## AUTISM

Total open cases in the WSA for the month of June is 2,314, which is an increase of 23 cases from the previous month. The total comprehensive diagnostic evaluation scheduled by the Access Call Center for the month of June was 174 which is an increase of 14 referrals from the previous month.



As demonstrated in the above graph, there was a sharp decline in autism referrals in early Spring due to a mandate from the State that children be referred for an autism evaluation directly from their primary health care provider. The State has since pended that mandate and we have subsequently seen a rise in referrals to pre-mandate levels.

## RESIDENTIAL SERVICES

Five homes closed in the month of June, with all members successfully relocated. The Residential Team continues to track and monitor requests for assistance from providers for residential placement. The Residential Department received 146 residential referrals in the month June. There has been a reported increased in complex cases, including persons being discharged from nursing homes, which is requiring DWIHN to expand its current residential provider network to meet those needs. As a result, we have added two new residential providers to our network.

There were 1035 authorization requests in the month of June and 78% were approved within the initial 14 days and 22% were returned for more information and subsequently approved within 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 change in COVID-19 cases in congregate settings in the month of June. There have been five reported positive member cases and zero positive staff cases and no related deaths. There was no utilization of COVID-19 Transitional Homes. Currently, over ninety percent (90.4%) of persons living in licensed residential settings have been fully vaccinated. Currently, 1,806 residential members have received a booster vaccination, which is a 19% increase compared to the month of May.

## **SUBSTANCE USE SERVICES**

As of June 30, 2022, there were a total of 1,159 authorizations that were approved. There were 318 urgent authorizations approved. Out of that number, 300 (94%) were authorized within 72 hours. There were 841 non-urgent authorizations and 839 (99%) were approved within 14 days.

DWIHN's Naloxone Initiative program has saved 1062 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 June 2022: Naloxone saves – 4, Unsuccessful saves – 0.

MDHHS conducted the SUD State Opioid Response (SOR) Year Two Site Visit on June 9, 2022. The review's goal was to verify that SOR grant activities and services for opioid use disorder followed federal and state requirements to support prevention, treatment, and recovery activities. There were 16 areas reviewed and included the following: Contracting; Monitoring Providers; Criminal Background Checks; Charitable Choice; Confidentiality; Use of Grant Funds; GPRA; Evidence-Based Prevention Program; Evidence-Based Treatment Program, Eligibility of Individual, Use of Medication Assistant Treatment; Treatment in Criminal Justice Program; Data Waiver Training; Marijuana Attestation; HIV & Hep Testing; Recovery Housing. It was determined that DWIHN complies with MDHHS requirements and was provided with three recommendations that involved provider Contracts/Statements of Work.

## **CRISIS SERVICES**

Requests for Service for children decreased by 24% this month and the diversion rate decreased 33% as compared to May. Noteworthy is that, due to staffing issues, The Guidance Center will be working with The Children's Center to assist in completing daytime screenings when a full-time screener from The Guidance Center is not available. There was no significant change in Requests for Service for adults in June compared to May 2022.

There were 157 intensive crisis stabilization service cases for the month of June, a 17% decrease compared to May. The CSU at COPE served 301 cases in this month, a 19% increase from May at 251. For the month of June, the Team Wellness CSU provided services to 139 individuals, a slight decrease from the month of May. The Mobile Crisis Stabilization Team provided services to 57 members in June, up from 53 in May.

The Community Law Enforcement Liaison engaged 30 individuals this month. The number of ATRs for the month of June increased by 15% (329 completed for this month as compared to 286 in May).

## **COMMUNICATIONS**

### Digital/TV:

**WDIV-TV 4**-The DWIHN Care Center groundbreaking garnered much media attention as Channel 4 aired a story on its 5:00 p.m. evening news and previewed the story on its Flashpoint show the Sunday prior to the event.



<https://www.clickondetroit.com/video/flashpoint/2022/06/12/flashpoint-interview-michigans-largest-mental-health-services-discuss-how-our-nation-is-affected/>

**Radio**

WWJ Newsradio 950 Medical Reporter Dr. Deanna Lites attended the groundbreaking ceremony and the report aired three times that same day:

<https://www.audacy.com/wwjnewsradio/news/local/detroit-breaking-ground-on-new-mental-health-center>

**Print**

The DWIHN Care Center gained attention in several local newspapers including MI Chronicle, Latino Press, Arab American News and the Hamtramck Review.

<https://www.arabamericannews.com/2022/06/15/detroits-care-center-the-first-of-its-kind-in-the-heart-of-the-city>

**Community Outreach**

- 6/4 - DWIHN participated in the Detroit Public School Community District Career and Transition Training Expo in Detroit
- 6/15 - Youth United hosted a Virtual Stomp Out Bullying Townhall
- 6/18 - DWIHN participated in Defined by Fatherhood's Health Circuit and BBQ in Detroit
- 6/18 - DWIHN participated in Echo Detroit and SHAR House's Juneteenth Block Club Event in Detroit
- 6/22 - DWIHN hosted the Groundbreaking Ceremony for new Care Center
- 6/23 - DWIHN participated in the 10<sup>th</sup> Annual Wayne County Fatherhood forum. I provided opening remarks

**Men's Wellness Event**

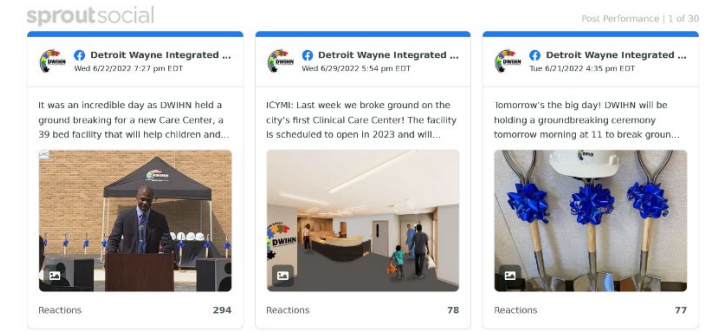
DWIHN was invited to a Men's Wellness event sponsored by Detroit Police Department, discussing men's mental health. Doeh and SUD Board member Daryl Woods were panelists.





Social Media

Top Performing posts were all related to the DWIHN Care Center.



**TikTok**

In June, DWIHN started a Tik Tok channel and several reels were posted including one about Pride month.



Outdoor Billboards





A robust marketing campaign focused on SUD continues on many media platforms:

- Ask the Messengers
- Comcast
- Mind Matters with Dr. Michele
- WDIV-TV 4
- Global Media TV
- Fox 2 News
- Channel 7
- Recovery Global Live You Tube channel
- Cumulus Radio 96.3 WDVD-FM, New Country 93.1 FM, WJR 760 AM
- Streaming audio/video on Spotify and Pandora