



President and CEO Report to the Board Eric Doeh May 2024

FINANCE

The annual audit reports for Detroit Wayne Integrated Health Network (DWIHN) were presented by Plante & Moran, PLLC on May 1, 2024 for the fiscal year ended September 30, 2023. There were no findings reported for the fiscal year ended September 30, 2023.

LEGISLATIVE EFFORTS

Detroit Wayne Integrated Network (DWIHN) is working with the Michigan Department of Health and Human Service (MDHHS) to apply for federal grant funding being made available to CMH/PIHP organizations. Assistance was requested to provide behavioral health supports and services related to the Presidential declaration from August 2023. DWIHN and its provider partners would offer access to behavioral health resources through community outreach in specified areas of Wayne County.

Budget Next Steps:

March–May Subcommittees adopt initial legislative budget recommendations for each state department.

June Budget adopted by the Legislature and presented to the Governor for signature.

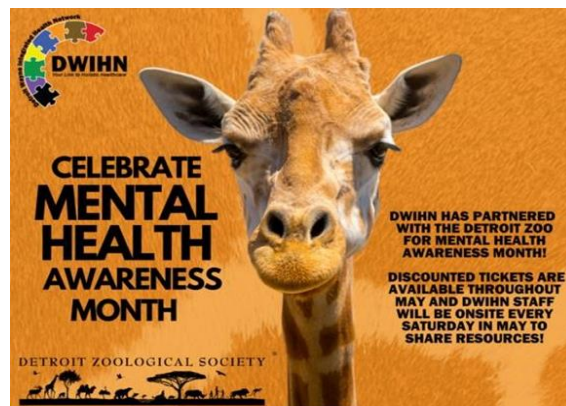
July Governor signs appropriations bill (if Governor issues vetoes, veto overrides are considered); adjustments to the current-year budget are considered.

Governor’s Budget Recommendation outlined funding priorities including:

- *\$193.3 million to establish new CCBHC sites across the state*
- *\$7.3 million to ensure individuals experiencing behavioral health crises have access to the Michigan Crisis and Access Line 24/7*
- *\$5 million for smoking cessation and tobacco prevention programs*
- *\$1.5 million to increase the clothing and holiday allowances for children in foster care.*
- *\$35 million to implement recommendations of the Racial Disparities Taskforce, including neighborhood health grants, mobile health units, sickle cell support and more.*
- *\$1.5 million to fund grants to nonprofit organizations to reduce veteran homelessness.*

ADVOCACY AND ENGAGEMENT

May 2024: DWIHN unveiled its partnership with the Detroit Zoo recognizing May as Mental Health Awareness Month.



This wonderful partnership includes offering discounted tickets to all who attend. Take a minute to check out the video as I enjoy my trip to the Zoo and then go to the link below to grab your discounted tickets.

DWIHN teams will be at the Zoo every Saturday in May (10:00 a.m.-2:00 p.m.) sharing resources and information.

Eric Doeh and Friends at the Zoo: <https://youtu.be/s2xdZqe-LcA>

Discounted Zoo Tickets Website: <https://tickets.detroitzoo.org> – Store Name: DWIHN24

DWIHN had a major presence during the 2024 NFL Draft festivities, from providing crisis care and raising awareness of critical mental health services to honoring NFL legends throughout the weekend. DWIHN co-response teams were stationed downtown with DPD to provide crisis intervention support and behavioral health treatment to individuals in emergency situations in and around NFL Draft activities. DWIHN-trained DPD officers, along with DWIHN's own mobile crisis units, were stationed in hot spots like Ford Field, Hart Plaza and various hotels, restaurants and bars.

On May 8, Dr. Dalia Mammo joining the Wayne County Women's Commission as a panelist Maternal Mental Health Panel hosted by the Wayne County Women's Commission, addressing key issues surrounding pre and postpartum mental health, including breaking the social stigma, identifying signs of at-risk mental health, recognizing available resources and support systems.

On April 30: I, along with Bianca Miles, and members of Youth United, spoke at the National Youth Council Roundtable at Northwestern High School, helping to inspire over 120 9th and 10th grade students at Northwestern High School about breaking down behavioral health stigmas and learning how to be the best advocate for yourself and use the community resource and supports available.

On April 29, DWIHN kicked off its Mental Health Youth Council with twelve (12) Wayne County high schoolers from Detroit, Hamtramck, Romulus and more who are being brought together and are all eager to share their voices, ideas and passion for mental health advocacy and make difference in their communities.

For the 10th year, DWIHN and Grow Detroit's Youth Talent (GDYT) kicked off their city-wide summer jobs program that employs young adults between the ages of 16 and 24 to enable participants to gain occupational skills, exposure to the working world and develop a network of professional contacts and develop working relationships with potential mentors. In addition, DWIHN offers MHFA and QPR training to its attendees.

As a result of DWIHNs work over the last year, I was invited to join the Tri-County Summit Behavioral Health Task Force along with Commissioner Alisha Bell. The goal of the task force is to collaborate on behavioral health and social justice solutions and to help divert individuals with mental help and substance use disorders from correctional institutions and toward more appropriate and culturally competent, community-based behavioral healthcare (see attached resolution below).

RESOLUTION

No. 2024-254

By Commissioner Bell

WHEREAS, on September 8, 2023, Macomb, Oakland and Wayne County legislators met during the 15th Tri-County Summit to receive an update on the progress toward regional goals to collaborate on behavioral health and social justice solutions; and

WHEREAS, the increasing number of individuals with mental health and substance-use disorders in the criminal justice system has an enormous impact on our communities; and

WHEREAS, diverting individuals with mental health and substance-use disorders from correctional institutions and toward more appropriate and culturally competent, community-based behavioral health care and treatment is an essential component of national, state and local strategies to provide people with the support they need and to eliminate unnecessary involvement in the juvenile and criminal justice systems; and

WHEREAS, individuals and their health care providers share information with each other to diagnose health issues, make decisions about treatments and coordinate care. Sharing of health information is an essential tool for delivering quality health care and should be examined for continuum of care through the justice systems; and

WHEREAS, county commissioners from Macomb, Oakland, and Wayne can work together to explore this issue through a joint task force; and

WHEREAS, this task force, to be called the Tri-County Behavioral Health Task Force, will examine methods to share behavioral health information through existing health information networks and solicit additional ideas for addressing behavioral health within justice systems; and

WHEREAS, this partnership is a substantive outcome of the 2023 Tri-County Summit, highlighting how government, corporations and institutions within the region can work together to craft desired goals which result in sound solutions for a successful future.

Now therefore be it

RESOLVED that the Wayne County Commission on this 23rd day of April, 2024 joins its colleagues from Macomb and Oakland counties in creating and supporting the Tri-County Behavioral Health Task Force; and be it further

RESOLVED that the task force shall consist of two representatives, as appointed by the respective commissioners, from each county to provide direction and oversight. The task force may also include nonvoting members representing county departments and subject matter experts; and be it further

RESOLVED that the task force shall submit their regional update at the 2024 Tri-County Summit and to each of the respective Tri-County commissions.

(2024-66-018)

INTEGRATED HEALTH PILOT UPDATE

DWIHN continues to make progress with integrating with Medicaid Health Plans. Below is a list of updates of the collaborations with Medicaid Health Plan Partners One, Two, and Three:

Health Plan Partner One

DWIHN and IHC meet monthly for care coordination. Twenty-two members (22) were discussed, thirteen (13) members had gaps in care successfully closed. Six (6) members will be carried over to May.

Health Plan Partner Two

Care Coordination with Health Plan 2 was initiated in September 2020. These meetings occur monthly. Health Plan 2 had twenty (20) members identified as having gaps in care. Sixteen (16) members needed assistance with gaps in care and they were successfully met. Four (4) cases will be carried over to May. The Michigan Department of Health and Human Services' (MDHHS) has required health plans to follow children in the foster care system.

Health Plan Partner Three

DWIHN staff are working with Health Plan 3 on a new project of monitoring individuals who utilized the emergency room department or inpatient psychiatric unit and how to perform data sharing.

There are four (4) CRSP's in the pilot: Neighborhood Services Organization, Lincoln Behavioral Services, Hegira and The Guidance Center. This started on June 16, 2022.

During the month of April, DWIHN and Health Partner 3 met with the CRSP's and discussed any referral problems. Lincoln Behavioral Services stated they are not getting referrals. Health Plan 3 will investigate this. Health Plan 3 went over procedures for the new process for CRSP/DWIHN staff to follow for entrance to the ED.

Shared Platform and HEDIS Scorecard

Healthcare Effectiveness Data and Information Set (HEDIS) is a tool used by health plans to measure performance on important areas of care. DWIHN has developed a HEDIS scorecard based on claims from our CRSP's and claims pulled from the MDHHS claims warehouse CC360. DWIHN is following the guidelines set from the National Committee for Quality Assurance (NCQA) as to the behavioral health HEDIS measures to monitor and report on. These measures are a combination of medical interventions and behavioral health interventions that affect one's recovery and independence in the community.

Vitals Data continued to work on several upgrades that will roll out in May. Vital Data staff and DWIHN met on April 11th and reviewed the upgrades to the platform that will be rolled out in May. Vital Data and DWIHN met with two CRSP providers and discussed their flow process for managing HEDIS Data and if the new upgrades will be helpful. Vital Data presented new products that are AI and that can assist with predictive measures.

During the month of April, the HEDIS scorecard was reviewed at 14 CRSP monthly meetings and FUH data was shared.

CLINICAL OPERATIONS

Health Home Initiatives:

Behavioral Health Home (BHH) -723 members (March- 708, 2.1% increase)

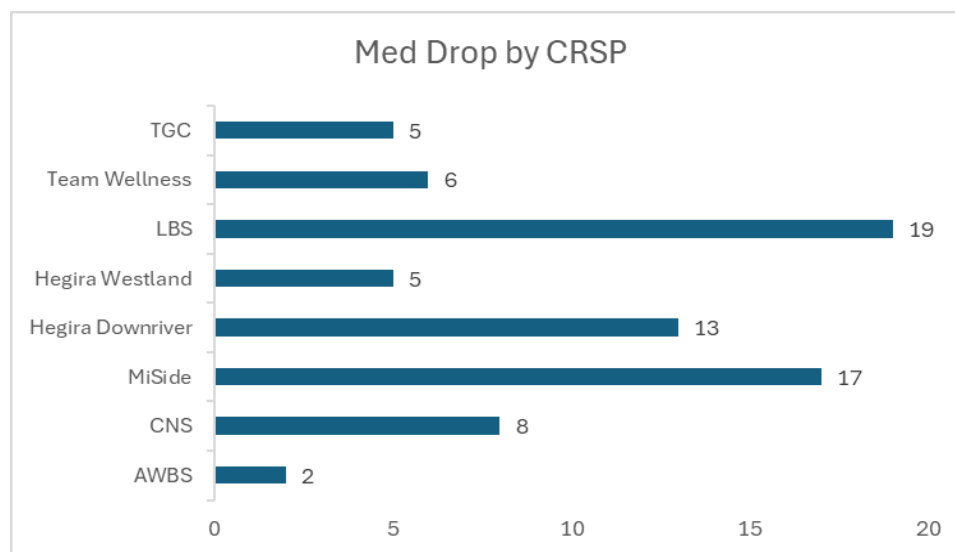
Opioid Health Home (OHH) - 622 members (March- 617, .8% increase)

- Both Health Home programs will expand to all regions in FY2025
- DWIHN's Opioid Health Home met two (2) of the three (3) FY2023 pay for performance measures. DWIHN did not meet the emergency department (ED) utilization measure. The statewide challenge is that it counts negatively when individuals return to the ED for their medications after starting Medication Assisted Treatment (MAT). DWIHN will receive a \$60,532.08 P4P payment in June, which will be distributed to OHH providers scaled to utilization.
- Behavioral Health Home FY2023 Pay for Performance results are expected in the next few weeks.

Adult Services:

Med Drop Program: Med Drop is a community-based intervention that focuses on improving medication adherence for adults. The Med Drop Program has shown an increase in medication adherence and decrease in psychiatric hospitalizations over time.

- Current Enrollment- 75 members (March- 69 members) S
- Successful deliveries- 1988 (March 1562 deliveries)
- New Intakes scheduled (May)- 13
- Zero (0) case closures this month



As of May 31, 2024, Hegira will no longer be contracted with Genoa to provide Med Drop services. KIPA, a company that currently provides Med Drop services for Genoa's Saginaw location, will take over this contract on June 1, 2024. Adult Initiatives has begun discussions with Henry Ford Kingswood to provide education and training on the benefits of Med Drop so the program can be utilized as part of hospital discharge planning.

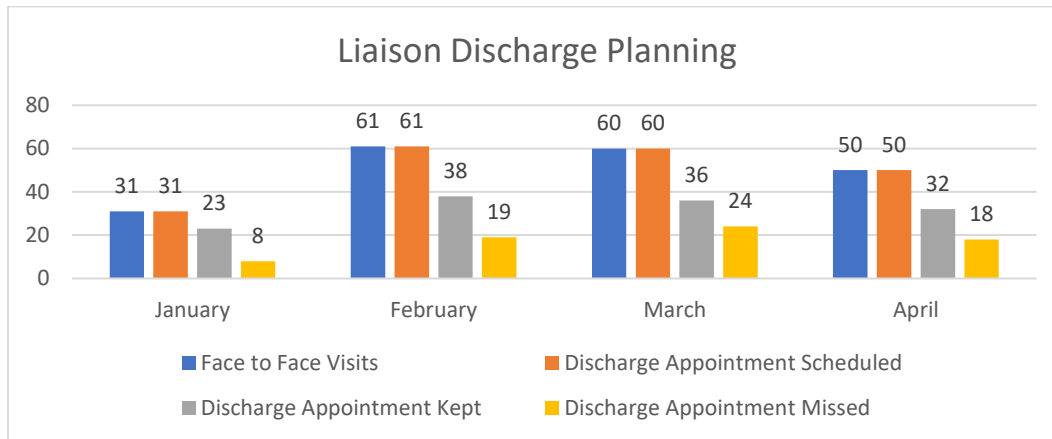
Utilization Management (UM):

The Utilization Management Department is currently evaluating over/under utilization data for each provider, and for the network overall, to determine specific trends. A plan will be developed to address this provider network-wide in the next 30 days. Utilization Management is also undergoing a change in leadership.

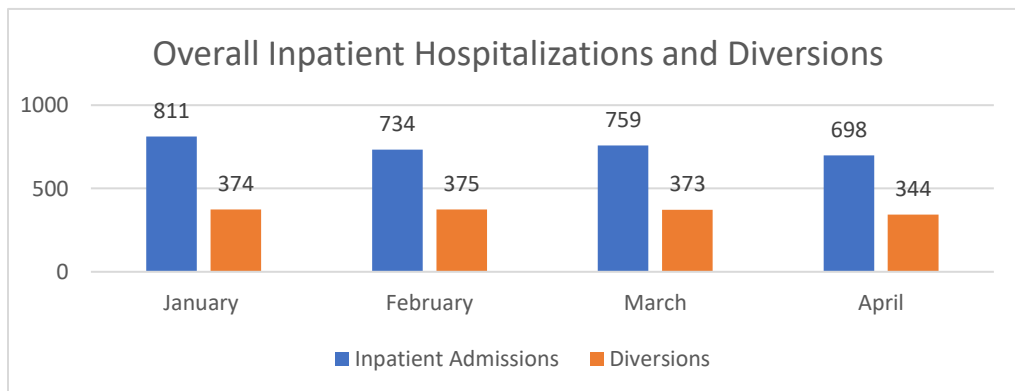
Crisis Services:

Inpatient Hospital Discharge Planning - Liaisons continue to meet face-to-face with members that do not have an assigned provider to do discharge planning (Beaumont Behavioral, Henry Ford Kingswood, and BCA Stonecrest). Liaisons follow up with members in the community upon discharge to ensure hospital discharge appointments are kept.

The Crisis Services Department saw 50 members in-person on inpatient units in April. All members had an aftercare appointment scheduled per their CRSP preference; 32 members kept their aftercare appointment (64%). Of those members that did not keep their appointments, liaisons continue outreach efforts. Providers have been notified on the expectation in relation to hospital discharge planning along with the associated billing codes.



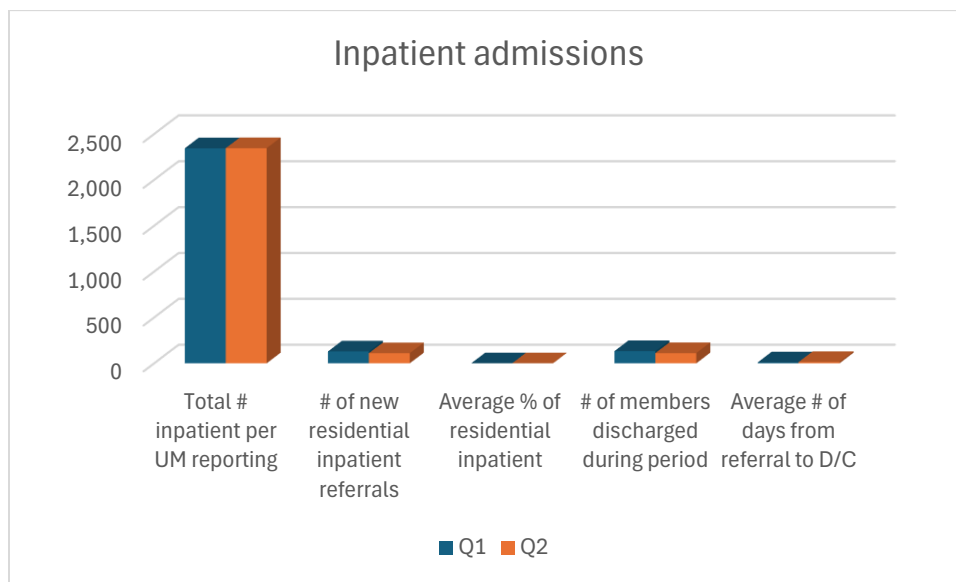
Inpatient Hospitalizations - The Crisis Services Department monitors the rate of inpatient admissions from a crisis encounter. The team works with the screening agencies to identify opportunities for diversion to lower levels of care to decrease inpatient hospitalizations. The team audits the pre-admission reviews for members waiting 23+ hours in the emergency departments and meets with the screening agencies to determine if a lower level of care is appropriate.



There was a reported decrease in inpatient hospitalizations in April from March. The team identifies clinical opportunities within the screening agency documentation and discusses diversion to lower levels of care when appropriate per medical necessity. The team has found a need to train screening agencies on lower levels of care. The team has also met with three (3) partial day hospitalization providers (PHP) and discussed referrals to their programs as options for members who meet criteria for PHP.

Residential Services:

Residential Inpatient and Referral - The Residential Department works with individuals who need assistance with personal care and community living supports in various residential settings. Residential settings may be difficult to secure due to the complex needs of some individuals. A newly established goal within the department is to improve the time it takes to find an appropriate home for persons being discharged from inpatient settings.



	Q1	Q2
Residential Referrals	130	110
Average % Residential Inpatient	5.5%	4.6%
Average No. Days Referral to Discharge	10	13.7

Based on the data indicating the length of time to discharge, the Residential Department adjusted the process of assigning cases. Staff are immediately assigned upon referral to start brokering a placement immediately. Staff are contacting the referral source the same day to schedule the residential assessment. Department managers are reviewing hospitalization numbers weekly.

Children’s Initiatives:

MichiCANS - MDHHS developed the MichiCANS screener and comprehensive assessment for children and youth ages 0 to 21st birthday. This tool is used to support Family Driven, Youth Guided care planning and level of care decisions, facilitate quality improvement initiatives, and monitor outcomes of services. Wayne County was selected as a pilot site in which DWIHN and The Children’s Center (TCC) are currently participating in the Soft Launch Project. The MichiCANS tool will replace the Child and Adolescent Functional Assessment Scale (CAFAS) and Pre-School and Early Childhood Functional Assessment Scale (PECFAS) assessments effective October 2024. In addition, the MichiCANS will also be required for children and youth with serious emotional disturbances (SED) and intellectual developmental disabilities (IDD).

The Soft Launch started January 8, 2024, with DWIHN and TCC as the identified sites for Wayne County and ended March 31, 2024. Below is the chart of total MichiCANS screenings completed by DWIHN Access Department and TCC.

Jan 2024	Feb 2024	Mar 2024	Total
4 screenings	43 screenings	285 screenings	332 screenings

A collaborative decision was made for both DWIHN Access Department and TCC to continue to administer the MichiCANS screenings and comprehensive assessments until the hard launch starts 10/1/2024. In preparation for the October 2024 MichiCANS hard launch, there is a need to update policies and utilization management guidelines in accordance with the upcoming changes. In addition, all SED and IDD children providers need to have appropriate staff trained in MichiCANS screener and assessment tools.

Post Partum Depression Initiative - DWIHN, in partnership with the Southeast Michigan Perinatal Quality Improvement Coalition (SMPQIC), received grant funds for providing education and resources pertaining to post-partum depression. It also included eight (8) vouchers to be used by clinical staff for specialized training in post-partum depression.

CCHBC DEMONSTRATION EXPANSION

Certified Community Behavioral Health Clinic- 9,099 members (March- 8,609, 5.7% increase)

- The CCBHC Demonstration will be expanding in Michigan for FY2025. Seven (7) sites are seeking MDHHS certification to join the Demonstration in our region: Judson Center, Neighborhood Services Organization, Hegira, DWIHN, Central City Health, Detroit Recovery Project, Inc., and Team Wellness.
- MDHHS will certify sites by September 1, 2024, for launch on October 1, 2024.
- If all sites receive State certification, and funding is available, there will be a total of 13 CCBHCs in Region 7.
- DWIHN is currently establishing direct clinical outpatient services to provide additional access to Wayne County individuals and will be applying for CCBHC certification. DWIHN is currently developing a co-located clinic in partnership with a Primary Care Provider office in Southgate which will serve adults with behavioral health and co-occurring issues. This will be considered our satellite office with DWIHN’s future site on Woodward as the main outpatient behavioral health clinic.

CHIEF MEDICAL OFFICER

Behavioral Health Education, Outreach and Updates:

Dr. Mammo did Ask the Doc video on Autism Awareness Month in April

<https://youtu.be/zz9qmb613BY>

Teaching Collaborative:

- The Legal Department has been working on some of our collaborative teaching agreements.
 - Teaching Agreement with Nurse Practitioner (NP) Program, Physician Assistant (PA) program and Child and Adolescent Psychiatry (CAP) fellowship have been reviewed by our legal team.
 - The NP and CAP have been signed and finalized; PA agreement is going through final signatures.
- We sent letters to all Psychiatry Residency Programs providing resources on DWIHN Crisis Services and the job opportunities for graduating residents and moonlighting opportunities for Residents who have full license but are still in training.
- Dr. Faheem met with St. Mary Mercy Hospital Program Director regarding Crisis Services, rotation opportunities and job opportunities.

State Medical Director Meeting:

State Medical Director meeting with Dr. Pinals discussed several current topics and challenges such as Crisis Stabilization Units, MichiCANs and use of other screening tools on State's recommendations (pros and cons), Conflict Free Case Management Policy and ongoing discussion on pros and cons of using AI including lack of State and Federal guidelines. DWIHN was appreciated for its Crisis Center ribbon cutting and progress.

Crisis Center and Mobile Crisis Updates:

707 Crisis Center: DWIHN had our Ribbon cutting on April 12, 2024. It was well attended and appreciated. We had several staff from MDHHS attend. We also had some of our Psychiatry Program Directors join, who were excited to have their residents/fellows rotate there.

<https://www.youtube.com/watch?v=I-TLluTesc>

Hiring: We have most of Crisis Center staff hired. There are some contingent positions available along with RN position. Regarding psychiatrist and Advanced Practice professional (APP: NP, PA) hiring.

State Certification: The State has started the Adult CSU certification with two pilot sites, DWIHN being one. We completed our initial submission. MDHHS had an additional request that will be completed over the next 2 weeks. MDHHS will be doing a site visit next week.

Mobile Crisis: Mobile Crisis launched in December. Children mobile certification received end of Feb and services started in March. Currently developing data points and reports to start reviewing and presenting them.

**From 1/1/24 – 3/3/24*

Mobile Crisis operated Adult Only services, Monday – Friday 7am-3p

**Starting 3/4/24 – 3/31/24*

Mobile Crisis operated Adult & Children Services, Monday – Sunday 7am-3p
Timeframe: 1/1/24 – 3/31/24

Data	Result
Total Mobile Crisis Contacts	54
<i>Demographics by Age</i>	
Ages 0 – 7	0
Ages 8 – 12	2
Ages 13 – 17	4
Ages 18 -24	8
Ages 25 -34	13
Ages 35 – 44	8
Ages 45 – 54	11
Ages 55 – 64	6
Ages 65 +	2
<i>Demographics by Race</i>	
Black or African American	79%
White	20%
Other	1%
<i>Demographics by Gender Identity</i>	
Identifies as Female	48%
Identifies as Male	46%
Bigender	1%
Not Collected	5%
<i>Disposition</i>	
Stabilized in the community with follow-up services	19%
Stabilized in the community and individual refused follow-up services	22%
Referred to DWIHN Intensive Crisis Stabilization Team	35%
Mobile Crisis transported to CSU	8%
Transported to ER	11%
Not Collected	5%
<i>Average Response Time</i>	
Time between dispatch to arrival on scene	31 minutes
<i>Average Time on Scene</i>	
Time between arrival and disposition	75 minutes
<i>Percentage of LEO Requests</i>	
Number of times Mobile Crisis requested Law Enforcement backup on scene	0%

QUALITY DEPARTMENT

External Quality Review by HSAG

The upcoming SFY 2024 HSAG Compliance review will be a review of five 5 of the 13 Compliance review standards. The following standard will be reviewed during FY2024:

Standard I—Member Rights and Member Information (**Customer Service**)

Standard III—Availability of Services (**Access Call Center**)

Standard IV—Assurances of Adequate Capacity and Services (**Managed Care Operations**)

Standard V—Coordination and Continuity of Care (**Quality Improvement, CPI**)

Standard VI—Coverage and Authorization of Services (**Utilization Management**)

HSAG will host a technical assistance webinar on May 21, 2024, to discuss the scope of the compliance review activity and instructions for the review. DWIHN's HSAG Compliance review will be conducted on September 6th, 2024. The invitation has been forwarded to the required staff and management team. DWIHN's project plan is in the process of development for review and sharing with the assigned units. QI has begun to meet with assigned staff.

Previous year performance:

DWIHN demonstrated that we successfully remediated 33 of 35 elements, indicating the necessary policies, procedures, and initiatives were implemented and demonstrated compliance with the requirements under review. The two elements that were not compliant were Standard XII. (Element 7 and 8). A technical assistance call was not required as the PIHPs are in discussions with MDHHS regarding the applicability of the API requirements; however, DWIHN must proceed with fully implementing the Patient Access API to comply with all requirements of 42 CFR §431.60 and the CMS Interoperability and Patient Access Final Rule (CMS-9115-F). Quality has begun to meet with IT to work with PCE to make this deliverable as required.

Strengths: DWIHN successfully addressed all citations except for 2 elements as noted above.

Performance Monitoring Activities

MDHHS 1915(c) Waiver and 1915(i) SPA Review Summary

Administrative - Fully compliant

Clinical Records

MDHHS reviewed:

- 118 case records from 21 CRSP Providers
 - 10 Children's Waiver Program CWP
 - 25 Habilitation Supports Waiver HSW
 - 10 Serious Emotional Disturbances Waiver SEDW
 - 73 iSPA
- 111 sets of Progress Notes for CLS & vocational services.

Trends

- Improvements seen in 11 HSW performance measures and 7 SEDW measures. **Strengths**
- Full compliance in the CWP!
- Maintained full compliance with administrative portion of the review!

- DWIHN’s standardized Integrated Biopsychosocial Assessment. When completed fully, the IBPS meets the health care appraisal standard.
- Most records were well documented, thorough assessments, good documentation of member satisfaction, and evidence of coordination of care.

Areas for improvement

- HCBS documentation in the IPOS
- Documenting member choice of providers
- Remediation Plan being completed
- Staff Qualifications - MDHHS reviewed the qualifications of 620 staff from 21 CRSP providers and 62 Service providers
 - 180 Professional
 - 440 Aide

Trends

Improvements in performance measures for professional staff.
Full compliance with Professional and non-professional CWP staff

Areas for improvement

Direct Support Professionals receiving training on the IPOS

HUMAN RESOURCES

During the past month, DWIHN has hired the following staff:

Behavioral Health Technician - Contingent		Crisis Services
Behavioral Health Technician Supervisor - Contingent		Crisis Services
Call Center Manager		Call Center
Call Center Representative - (Contingent)	3	Call Center
		Mobile Crisis
Dispatch Coordinator (Contingent)	2	Operations
		Mobile Crisis
Mobile Crisis Clinician	2	Operations
		Mobile Crisis
Mobile Crisis Clinician (Contingent)		Operations
OBRA Evaluator		OBRA
Peer Support Specialist - Crisis Services	3	Crisis Services
Peer Support Specialist - Crisis Services (Contingent)	3	Crisis Services
Peer Support Specialist - Mobile Crisis Services	3	Crisis Services
Registered Nurse - Crisis Services	3	Crisis Services
Registered Nurse - Crisis Services (Contingent)	3	Crisis Services

DWIHN HR has continued its Supervisory Institute for management staff. Group D began on their sessions April 16, 2024. The next cohort for the Harvard Business School Online is scheduled to

this month. DWIHN HR has continued contract negotiations with the GAA and AFSCME unions. (As part of those negotiations, both unions agreed to an extension of their collective bargaining agreement.)

DIVERSITY, EQUITY & INCLUSION

- **2024 WSU Community-Engaged Research (CEnR) Summit**
 - Day 1: April 11 – A Career as a Community Health Worker: Starting Out & Staying in (Panel Discussion)
 - Day 2: April 12 – Building Bridges, Sharing Solutions: Community-Academic Partnerships for Equity
 - Check-UP updates & Research Network Updates
 - Presentation by Dr. Kenyatta Dotson (Rx Kids)
 - Panel Discussion
 - Break Out Sessions
- **2024 CLC Summit Planning Meeting (collaboration with Children’s Initiative)**
 - Secure Venue (Westland City Hall)
 - Set Date (Friday August 29th, 2024)
 - Theme: ‘Accountability is Our Responsibility’
 - Speakers
- **Detroit Community Health Equity Alliance Monthly Meeting (D-CHEA)**
 - D-CHEA will work to inform and develop initiatives to advance health equity with emphasis on Detroit’s persistent poverty areas, where a substantial proportion of the neighborhood has lived in poverty for decades. The committee plans to collaborate to bring about community-level change towards health-promoting opportunities and behaviors. Funded through CVS Health.

IT SERVICES

Business Processes:

- **Crisis Care Center**
 - Staff setup continues to occur in MHWIN related to the prescribers and inclusive of hard token setup for MFA authentication.
- **Electronic Visit Verification (EVV)**
 - The State has moved the target implementation date to 9/1/2024 for Behavioral Health EVV.
 - Discussions taking place with Fiscal Intermediaries & MDHHS report request for local modifiers.
- **SUD Risk Matrix**
 - SUD Risk Matrix reviewed with SUD Department
 - Security setup for SUD CRSPs taking place which will allow start of setting up applicable SUD CRSP staff within the next couple of weeks.

- **Outpatient Care Clinic**
 - Staff setup continues to occur in MHWIN.
 - Contract and fee schedule complete in MHWIN.
- **Provider Contracting**
 - MCO Provider credentialing quarterly reports forms are complete. Full unit testing will commence after e-mail testing.
 - Working with MCO on continued development of annual provider contracting forms.
- **Document Management**
 - UniFlow hybrid setup completed, Copiers in Milwaukee and Woodward have Therefore client access.
- **Questica**
 - This is on hold waiting for Finance / HR review. The last IT step was “Finance and HR with API integration between Dynamics GP, ADP, and the Questica budgeting app. Integration configuration is continuing”.
- **Henry Ford Joint Project**
 - Delivering final numbers for the Governor’s award submission
- **Provider Network Adequacy Dashboard**
 - Preparing to send additional columns of data for the accuracy portion of the Quest contract.
- **EQI reporting**
 - Preparing FY2024 P1 submission
- **Eligibility data load process assessment**
 - Review the data load logic for eligibility data to improve the warehouse's reporting capability.
- **Building Desk Hoteling**
 - Set up for Envoy hoteling desk reservation completed. System deployed at Woodward Building. Starting deployment at Milwaukee building.
 - Setting up Conference room phones with Genesys system.

Infrastructure / Security / IT Compliance

- **Building Construction**
 - Woodward/Milwaukee still pending blueprint and diagram from vendor (Bluestone).
 - Milwaukee ISP: Waiting on Secondary BGP configuration.
 - Continue configuring the building security and video camera systems to meet the needs of the Crisis Center.
 - Woodward office open and available.

- **Security**
 - Configuration of Graylog SIEM/SEM (Security Incident and Event Monitoring/Security Event Management) continues.
 - We are reviewing vendors and systems for SOC (Security Operations Center) functionality.
 - All ICO security audits are complete. Molina has accepted our response to their CAP and the Audit is closed.
 - The vCISO project is continuing and working on SOC selection and SEIM configuration. It is currently working on internal scans and addressing findings.
 - Continuing working with business units on the DWIHN BCP/DR plan, transitioning from information gathering to action planning.
 - Vetting and removing Azure SSO applications found added by users.
 - Working with facilities on setting up infinias door access system and programming the key zone mapping for staff access.
 - Four SIRs (Security Incident Report) were created and under investigation.

- **Onboarding/Offboarding**
 - Ongoing and continuous development process with HR to finalize a new automated onboarding/offboarding process in Therefore to meet Access Control standards in compliance frameworks.

- **SQL Server upgrade**
 - Post migration performance tuning of server and query job analysis is underway.

- **Genesys Phone System**
 - The DWIHN team completed the setup of Speech and Text analytics within the system to improve call management and prioritization. We are analyzing initial data to optimize practices.
 - Starting the process of converting the Reach Us Detroit communications process over to the Genesys system.

COMMUNICATIONS

Social Media Influencer	# of Posts	Engagement/Impressions
The Capital Brand/Randi Rosario	2 Posts, 4 Story Posts	Over 28.3K total views
Kathleen Springer	6 Posts	815 Likes/275 Shares

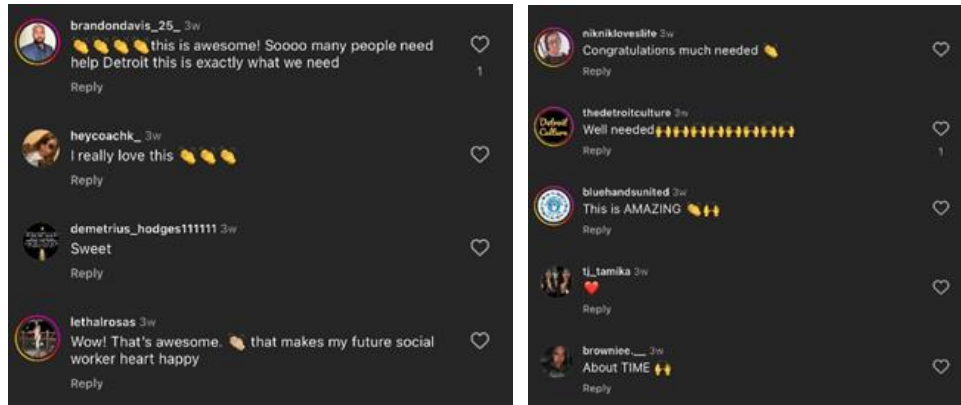
In April, our influencers focused on promoting Children's Mental Health Awareness Day in May. Highlighting our commitment to raising awareness and promoting positive mental health initiatives among younger audiences.

We increased our visibility for the opening of our Crisis Care Center ribbon cutting throughout all areas of Detroit and Wayne County.

Influencer Kathleen Anne Springer played a key role in raising awareness of our mobile crisis units within the Downriver community, while also spotlighting the assessment and services offered through our 'MyDWIHN' app.

Social Media Outreach:

DW IHN is actively elevating mental health awareness on social media by sharing informative content, engaging narratives, and fostering a supportive online community. DW IHN is creating a digital space that encourages dialogue, educates the public, and helps reduce the stigma associated with mental health challenges.



Social Media Performance Report Summary:

- Impressions: 163,249 down 43.6%
- Engagements: 9,549 down 31.6%
- Post Click Links: 4,072 down 33.5%
- Engagement Rate: 5.8% up 21.5%
- Total Audience Growth over the last month was 17,733.

Google Analytics:

- 1,988 Business Profile interactions
- 3,107 People viewed the DWIHN Business Profile
 - 2,140 (69% Google search - desktop)
 - 785 (25% Google search - mobile)
 - 147 (5% Google Maps - mobile)
 - 35 (1% Google Maps - desktop)
 - 1,705 Searches DWIHN was shown in users search results
- DWIHN – 790
- dwhin - 85
- dwihn training – 82
- dwctraining – 79
- Wayne County CMH - 77

Earned Media Report:

(Hyperlinks connect to story and interviews)

707 Crisis Care Center Building Grand Opening:



- Day Of Coverage
 - [WXYZ Channel 7](#) covered all aspects of the day on multiple platforms with **reporter Sarah Michals** giving viewers a walkthrough of the facility, a “look live” and interviews with Grace Wolf along with persons served touring the facility.
 - **Fox 2** was on scene to capture the ribbon cutting program, with a walkthrough.
 - **WDIV** covered the event with a shared camera feed from Fox 2.
 - **WWJ’s Luke Sloan** interviewed Eric Doeh prior to the ribbon cutting.
 - **Detroit News’ Sarah Rahal** interviewed Eric Doeh to discuss the new facilities and services.
 - **105.1 The Bounce** shared the story in the “*Shannon’s Scoop*” segment of their **Morning Bounce** program.
- Post Event Coverage
 - **Hamtramck Review** attended the grand opening to capture moments to share with its community. The story is on the front page of the April 19 edition.
 - Online news source [Hoodline.com](#) shared a summary perspective of 707 Crisis Care Center referencing several DWIHN crisis care stories, from Detroit News, Fox 2, and WXYZ.
 - Grace Wolf joined [WDET The Metro](#) on April 25 again to share more about the 707 Crisis Care Center - [Ask the Messengers](#) TV show was on scene to cover the ribbon cutting and aired their coverage on Sunday, April 28 on Channel 20.
 - [Open Minds Weekly](#) News Wire picked up the story and published on April 24.

2024 NFL Draft Support and Outreach:

- The [Hamtramck Review](#) highlighted DWIHN’s presence at the 2024 NFL Draft in its **Odds and Ends** Section on page 3 of the online paper that was released April 26.

Mobile Crisis Units:

- On April 4, [Fox 2’s Hilary Golston](#) interviewed Manager Virginia Harrell and Peer Recovery Coach Karen Hopes on their roles with the expanded Mobile Crisis Unit team and the impactful work DWIHN does for Crisis Care.

Mental Health Youth Council:

- WDET’s Tia Graham of [The Metro](#) podcast spoke with me on April 2 about the new initiative to elevate youth voice in steering mental health services with the creation of the Mental Health Youth Council.
- An appeal for Mental Health Youth Council applicants ran in the [April 5th Hamtramck Review](#).

Mobile Outreach:

The DWIHN Mobile Outreach Clinician added new events to the calendar and continued partnerships with Wayne Metro and Black Family Development. The clinician has a collaborative working relationship with ICNA Muslim Family Services and will continue to work with them once a month. ICNA Muslim Family Services had a large food drive with 300 people.

DWIHN attended a few significant events in April including an event with Emagine Health Service in Dearborn with 150 individuals, and the DPD Criminal Victim's Rights Walk with 120 people. The final event of the month was working with the Detroit Police Department’s Co-Response team during the NFL Draft.

Category	
Number of mobile events attended	10
Number of meaningful engagements	1117
Number of screenings in the system	0
Number of follow-up calls made	15
Number of referrals made as a result of follow up	4
Benefit assistance referral	1
Bill payment referral	0
Complex Case Management referral	0
Connection to Access Center	3
Housing referral	0

Community Outreach: DWIHN/Youth United/ Youth Move Detroit:

In April, DWIHN took a prominent role in providing resources and supporting the mental health needs of visitors at the 2024 NFL Draft in Detroit. Over the three-day event, which drew as many as 700,000 attendees, DWIHN was present every day.

DWIHN also actively engaged in various outreach activities, including participation in the 2024 National Youth Leadership Regional Council Roundtable at Northwestern High School in Detroit, the P-CCS 3rd Annual Mental Health and Wellness Fair in Plymouth, and the 2nd Annual Autism Awareness Fun Day in Dearborn Heights.

Additionally, DWIHN hosted a virtual "Building Community," discussion aimed at providing resources and fostering a sense of community among parents with children on the autism spectrum.

Upcoming Events:

May 22nd: S.O.U.L.S. Chat: Faith Talk Mondays, 6:30-7:30 pm

Every Saturday in May, DWIHN staff will be handing out resource information at the Detroit Zoo in recognition of May as Mental Health Awareness.