





## **Detroit Wayne Mental Health Authority**

707 West Milwaukee St.

Detroit, MI 48202

313-344-9099

[www.dwmha.com](http://www.dwmha.com)

### **DWMHA Customer Service**

Toll Free: 800-490-9698 or 313-833-3232

TDD/TTY: 800-630-1044

Fax: 313-833-2217 or 313-833-4280

Monday through Friday 8:00 am – 4:30 pm

24-Hour Centralized Access Center

800-241-4949

### **24 Hr Hour Crisis Information and Referral Help Line:**

800.241-4949 or 313-244-7000

TDD/TTY Line 866-870-2599

### **Recipient Rights Office:**

888-339-5595

TDD/TTY Line: 888-339-5588



## **Detroit Wayne Mental Health Authority**

707 W. Milwaukee St.  
Detroit, MI 48202-2943  
Phone: (313) 833-2500  
[www.dwmha.com](http://www.dwmha.com)

FAX: (313) 833-2156  
TDD: (800) 630-1044 RR/TDD: (888) 339-5588

November 1, 2016

Dear Board Members, Staff, Providers and Community Stakeholders:

Welcome to year four of **YOUR** Detroit Wayne Mental Health Authority!

We began our transition in October, 2013 with the goal of being:

- o consumer and community focused;
- o data driven; and
- o evidence based

We have built on these goals by building an exceptional staff comprised of long time agency employees and new hires that many consider the best behavioral health collection of professionals in the state. We have collaborated and partnered with our community and providers to make a meaningful difference in the lives of nearly 80,000 vulnerable persons with serious mental illness, children with emotional disorders, intellectual and developmental disabilities and substance use disorders.

The Detroit Wayne Mental Health Authority takes very seriously its commitment to serve the citizens of Wayne County living with a mental illness, developmental disability and substance use disorder. Through our mission, vision and values we uphold our pledge to improve the behavioral and overall health status of the people in our community.

As we wrap up our third year as the largest public community mental health organization in the state, we can say that we have successfully transitioned into an entity that has maintained its high integrity and commitment to ensuring the highest quality care for some of our community's most vulnerable citizens.

Together we are truly better. As you glance through this report you will see the multitude of community partnerships we have developed with local mayors, first responders, businesses, academia, schools, media, neighborhood associations, faith based communities and our extremely able provider network. Through the help of these community partnerships, collaborations, and by listening to what is needed by the persons we serve – we have grown into a stronger entity that is supported by its commitment to community, family, diversity and supporting the consumer voice.

### Board of Directors

Herbert C. Smitherman, Jr., MD, Chairperson  
Marsha Bianconi  
Constance Rowley

Dr. Cheryl Munday, Vice-Chairperson  
Angelo Glenn  
Dr. Iris Taylor

Bernard Parker, Treasurer  
Timothy Killeen  
Terence Thomas

Dr. Cynthia Taug, Secretary  
Frank Ross  
Heather Underwood

**Thomas Watkins, President/CEO**

Throughout this report you will see highlights of just some of the notable advances we have accomplished this past year including:

- o Generated over \$30 million in new revenue to better serve consumers;
- o Increased direct care staff wages by \$2/Hr;
- o Recognized by the National Council of Behavioral Health for our extraordinary efforts to train over 10,000 community members in Mental Health First Aid;
- o Produced an Emmy nominated documentary with the Flinn Foundation: "Opening Minds, Ending Stigma", combating mental health stigma in our community, that has been recognized across the state and nation;
- o Leader in the effort to mobilize opposition to "298"; and
- o Literally saved 17 lives through our Naloxone training

The DWMHA Board of Directors and staff commitment to make the needs of every person served by our system of care our first priority. Our goal is to be judged by the steps we have made, the challenges we have overcome and the influences we have made, continuing to make a difference in the lives of the people we serve.

There were many skeptics and cynics that expressed great doubt about Wayne County's ability to transition from an "Agency" to an "Authority" as mandated by the State. Yet, "the proof is in the pudding". By any measure what we have accomplished as a team is "remarkable and universally acknowledged."

We give thanks to our dedicated and engaged board of directors, our talented and committed staff, the provider network and our vast and expanding community partners, without whom our success would not be possible.

Sincerely,



Herbert C. Smitherman Jr., MD, MPH  
Board Chairman



Tom Watkins  
President and CEO



# Board of Directors



*Herbert  
C. Smitherman, Jr.,  
M.D.  
Chairperson*



*Dr. Cheryl Munday  
Vice Chairperson*



*Bernard Parker  
Treasurer*



*Dr. Cynthia Taueg  
Secretary*



## *Detroit Wayne Mental Health Authority Board of Directors 2016—2017*



*Marsha Bianconi*



*Angelo Glenn*



*Tim Killeen*



*Frank Ross*



*Constance Rowley*



*Dr. Iris Taylor*



*Terence Thomas*



*Heather Underwood*



## Recognition of a Job Well Done...

*Thank you to the staff and leadership of the Authority for your continued dedication and service to the community. I have been fortunate to work with your CEO, Tom Watkins, throughout my career. And, I am so grateful for his friendship and passionate advocacy on behalf of our citizens who need mental health services. I look forward to continuing to be your partner in this important work.*

Debbie Stabenow  
U.S. Senator

*On behalf of the people of Michigan, thank you for the quality services DWMHA is providing to persons with mental health and substance use disorders. Your entire team has worked hard to significantly improve the care, support and services for vulnerable people in need and it has not gone unnoticed.*

Rick Snyder  
Governor  
State of Michigan

*The transformation of mental health and substance abuse services in Detroit and Wayne County since becoming an Authority, 3 short years ago is nothing short of remarkable. As the largest provider of behavioral health services in the state, the improvements you have made in the uses of public dollars to serve some of the most vulnerable citizens is recognized and appreciated.*

Lt. Governor Brian Calley  
State of Michigan

*I was serving in the Michigan House of Representatives when the Authority Legislation was passed. Few had faith in Wayne County's ability to turn the "Agency" around. Be assured you shocked many of my legislative colleagues by how fast and far you have come in 3 short years. Perhaps the best thing you did was hiring Tom Watkins who has put together an exceptional team of caring, compassionate and competent professionals dedicated to service. Because of your collective leadership the people of Detroit and all of Wayne County, are better off today.*

Phil Cavanagh  
Former State Representative  
Member, Governor's Mental Health and Wellness Commission

*There is a growing realization of the importance of mental health as a key component of community health. In order for our community to thrive, we must effectively address these challenges. I am comforted that someone of Tom Watkins' caliber and talent has agreed to steward this important work in Wayne County.*

Sandy K. Baruah,  
President and CEO  
Detroit Regional Chamber



## DWMHA Strategic Plan

Under the leadership of Dr. Iris Taylor, the DWMHA Board of Directors and management team have been meeting with consumers, families, stakeholders and community partners over the last couple years to solicit feedback on how to best serve the people of Wayne County through our strategic plan. DWMHA will continue to work with our community to improve the health and wellness of the people of Wayne County

The DWMHA Strategic Plan can be found at:

<http://www.dwmha.com/about-us/dwmha-authority-board/strategic-plan-information/>

### **Mission**

We are a safety net organization that provides access to a full array of services and supports to empower persons within the Detroit Wayne County behavioral health system.

### **Vision**

To be recognized as a national leader that improves the behavioral and overall health status of the people in our community.

### **Values**

We are a person centered, family and community focused organization.

We are an outcome, data driven and evidence-based organization.

We respect the dignity and diversity of individuals, providers, staff and communities.

We are culturally sensitive and competent.

We are fiscally responsible and accountable with the highest standards of integrity.

We achieve our mission and vision through partnerships and collaboration



## Voices Shared Through Poetry

### Bridge Building

By Daniel Duane Spyker

I am looking for some water, some life,  
some breath.

I am looking for a feeling, a song, a sigh.

I am looking for knowledge and a tiny bit  
of wisdom,

To span the rocks of a chasm of rage and  
regret.

I cannot build that Bridge alone.

It is beyond my single strength.

I must trust the ones who love me

To construct it with me.

And we'll smile as we work together,

And dance and sing when it is done!



### No Telling

By Mary Ann Bozenski

I could tell you about my sister,  
diagnosed with schizophrenia,  
lost her to suicide.

I could tell you about myself,  
bipolar mixed states.

I could tell you about my cousin,  
also diagnosed with schizophrenia.

I could tell you about my aunt,  
always a little bit different.

I could tell you about my grandfather,  
He died in Eloise.

I could tell you about my mother,  
clinically depressed.

I could tell you about the alcohol, alco-  
holism

and the multitude of family members  
who share that disease.

I could tell you about my father,

But that would be telling...





## Manager's of Comprehensive Provider Network



[www.carelinknetwork.org](http://www.carelinknetwork.org)

CareLink and the Detroit Wayne Mental Health Authority have always worked and supported each other. This was especially evident this past fiscal year as we stood together and coordinated the urgent, seamless transition of SMI/SED consumers from a terminated MCPN into our MCPN, CareLink with the result that no consumer or provider experienced any interruption in services. We could not have accomplished this without the support of each other.

Doreen Nied,  
Executive Director



[www.consumerlink.org](http://www.consumerlink.org)

*I would like to thank the Authority for its support of Project SEARCH. With the funding support in place, the Detroit-Wayne Project SEARCH Collaborative has expanded to include Detroit, Dearborn, Livonia and Wyandotte Public Schools. We look forward to continuing our efforts to support more young adults as they transition from school to work. The Authority has also been supportive of the pilot project intended to improve the inpatient experience for people with intellectual and developmental disabilities. This is a regional effort intended to be implemented in conjunction with Harbor Oaks and StoneCrest Center. ConsumerLink stands ready to implement this pilot and to track the outcomes when approved.*

David Pankotai  
Executive Director



[www.comlivserv.com](http://www.comlivserv.com)

*The partnership between DWMHA and the MCPNs has achieved excellent state and national recognition in the delivery of supports and services to children and adults with intellectual/developmental disabilities, behavioral health needs and substance use disorders.*

*The Authority has a team of experts that have brought more effective and efficient administration than at any time in the history of community mental health services in Detroit and Wayne County.*

*With our partnership with DWMHA, Community Living Services has not only served individuals in Detroit and Wayne County but has also spread our practices and model of services in the community to over 30 states and internationally by means of presentations, technical assistance and training.*

Jim Dehem  
Chief Executive Officer



[www.icarealliance.org](http://www.icarealliance.org)

*The Authority has demonstrated its support of community mental health beneficiaries, direct care workers and providers by funding an increase in the minimum wage paid to direct care workers by \$2.00 per hour and funding a cost of living adjustment for providers. The minimum wage increase will enable providers to compete in the marketplace and recruit, hire and train qualified direct care workers. The cost of living adjustment will improve the financial stability of providers and ease the burden of increased operating costs. A skilled workforce and a stable provider network create a solid foundation for the care and support of all community mental health beneficiaries. The Authority has a limited pool of dollars and has to establish funding priorities. I commend the Authority for establishing the right priorities and doing the right thing.*

Isadore J. King  
President and CEO



## Our New Home

*"I was hired by the Detroit-Wayne Board to help transition the former Agency into an Authority. No one believed this could be accomplished in just six months, but we were successful. Even more amazing has been the progress that has been produced since you have become an Authority. By any measure, the Detroit Wayne Mental Health Authority is significantly better at serving people with developmental disabilities, mental illness and substance use disorders. Board and staff should take great pride in your accomplishments. Hopefully, much more will be accomplished for people with disabilities in the DW area in the future under the strong leadership and commitment to quality that currently exists."*

**Bill Allen**  
Former Chief Deputy  
Director for MH and  
SA Services  
Michigan  
Department of Com-  
munity Health  
Former CEO,  
Oakland Mental  
Health Authority and  
CEI Mental Health

DWMHA completed the move from 640 Temple Street to 707 West Milwaukee in late May 2016. The building on Temple Street had many defects, requiring considerable updating if it was fiscally responsible to move from renting an outdated building to purchasing and renovating a building when DWMHA could purchase and renovate a building which better meets our needs for roughly the same cost per month. It is also exciting to part of the reinvestment in Detroit and building up a new neighborhood in the new center area. These types of investments are building Detroit's Future.

Moving forward this strategic decision will allow us to redirect "rent money" to consumer services.

The new building features open-concept workspaces, large windows, and modern, clean lines. Each floor has its own kitchenette and conversation space to support break times and mingling among coworkers. Staff and Consumers enjoy being part of a neighborhood which is walkable, safe and inviting. We welcome the public to our new home.





## Voices Shared Through Poetry

*I am the voice behind the person who thinks they have no choice. So let's build the bridge where we meet in the center. Come together, speak together as one voice.*

Joyce Whitworth  
Constituents' Voice Member

### Count Me In

By Mary Ann Bozenski

*Don't leave me out  
Standing in the cold  
Looking in at where I'd like to be  
Help me make my circle of friends  
As great as your circle  
Welcome me with open arms  
To your events, opportunities and social functions  
I want to be a part of something bigger than me  
I want something more out of life  
I have dreams and aspirations  
I am willing to work to make them happen  
Don't want anything handed to me  
Once in a while could use a helping hand  
No one should have to go on this journey called life on their own  
When I can't do it alone I know we can do it together  
We can because together we are united  
And united we are empowered  
Empowered to become the you and me we were meant to be  
And that makes for a tremendous community  
So count me in...*

*Constituents' Voice (CV) gives others and myself a real chance to make change happen with Mental Health System. Since becoming part of the CV and DWMHA I have learned that I am able to participate in my own treatment plan and recovery goals.*

Wendy Giles  
Constituents' Voice Member



## Section 298

DWMHA was a leader in working against the privatization of the public behavioral health system. *Crain's Detroit Business*: "Gov. Rick Snyder's \$54.9 billion fiscal 2017 budget calls for privatizing the \$2.4 billion public mental health system by turning over state funding to Medicaid HMOs," says Tom Watkins. He goes on to discuss "ways which we have demonstrated to improve service delivery that don't place profits over people".

**"This past year the debate around 298 has been contentious and beneficial. It reconnected me with your CEO, Tom Watkins who I have known since the early 80's. Tom remains a problem solver to this day, ready to seek common sense solution that help produce person centered public policy. The goal of integrated care is necessary, public policy. Leaders like Tom Watkins will make it a reality."**

**Rick Murdock  
Executive Director  
Michigan Association  
of Health Plans**

Detroit Wayne Mental Health Authority was mentioned in several articles regarding Governor Snyder's proposed 2017 budget. It specifically discusses Section 298, which "calls for carving in behavioral health benefits to the health plans by the end of fiscal 2017." Tom Watkins was quoted stating, "We expect we will have a prominent seat at the table with the administration and the Legislature as they think this move through...There are ways, which we have demonstrated to improve service delivery that don't place profits over people."

Tom Watkins discussed the ongoing budget process during conversations with the workgroups that Lt. Governor Calley has convened saying that "This ... needs to be done in the light of day, not in the dark of night."

Media coverage included:

<http://www.craisdetroit.com/article/20160211/NEWS/160219967/michigan-gov-rick-snyders-proposed-budget-would-privatize-mental>

<http://www.deadlinedetroit.com/articles/14465/selwesi-disaster-in-the-making-gov-snyder-aims-to-cut-mental-health-costs#.VuG1pfkrKUK>

<http://www.craisdetroit.com/article/20160211/NEWS/160219967/michigan-gov-rick-snyders-proposed-budget-would-privatize-mental>  
<http://www.craisdetroit.com/article/20160223/NEWS/160229934/house-panel-expresses-concerns-about-snyder-proposal-to-use-medicaid>  
<http://thedailynews.cc/2016/02/24/montcalm-county-board-of-commissioners-oppose-section-298/>

<http://www.craisdetroit.com/article/20160304/NEWS/160309915/michigan-house-appropriations-chair-deletes-snyder-budget-request-to>



Tom Watkins, testifying, before the House Appropriations Subcommittee, February 2016



## Section 298 (cont.)

**“NAMI-MI is proud to partner with the DWMHA. Our mutual efforts have helped lift up persons with mental illness and our collaboration on addressing issue like “298” and combating stigma has been exceptional.”**

**Kevin Fischer  
Executive Director  
NAMI-Michigan**

Tom Watkins, President and CEO of DWMHA published an article in both *The Michigan Chronicle* and *Atlanta Daily World* about Section 298 of Governor Snyder’s 2017 budget proposal. Specifically, he addressed the boilerplate language the consumers and family members worried would privatize mental healthcare, directing funds towards profit, rather than people. “The Michigan Association of Community Mental Health Boards are working with the Snyder administration and the Michigan Health Plan Association in an attempt to have this “scary” boilerplate language removed from the budget bill or significantly modified.”

<http://michronicleonline.com/2016/02/24/mental-health-advocates-demand-a-seat-at-the-table/>

<http://atlantadailyworld.com/2016/02/24/mental-health-advocates-demand-a-seat-at-the-table/>

Tom Watkins wrote an article for *Dome Magazine* regarding Governor Snyder’s proposed budget for 2017, which plans to privatize the public mental health system of care. The Michigan Association of Community Mental Health Boards is working to have this language removed or modified. “Rather than run for the pitchforks and torches, I urge all parties to hit the pause button and use this moment to reflect and find a ways to re-imagine and reinvent our system of care that brings about change – leading to progress for the people we are all charged with serving.”

<http://domemagazine.com/tomwatkins/tw021916>

Mr. Watkins was interviewed by WDET’s Stephen Henderson about the current fight over privatizing mental health services. Governor Snyder’s proposed budget would redirect \$2.4 billion from community services to private insurance companies and Medicaid health plans. While this proposal has been stripped, debate over mental health funding continues.

<http://wdet.org/posts/2016/05/06/83049-watkins-the-war-will-rage-on-over-privatizing-state-mental-health-services/>





## Section 298 (cont.)

### Constituents' Voice Heard on 298

On May 18, 2016 Michael Squirewell, who completed the Smarts for Advocacy training, would be among more than 600 Detroit-Wayne consumers and staff representing 75 different Detroit Wayne organizations during the Annual Walk-A-Mile in My Shoes event held on the State Capitol lawn. During the event, Michael represented the voice of consumers, speaking out against Boilerplate 298 language designed to privatize the public mental health system. He further engaged with Lt. Governor Calley, who was on the lawn.

Constituents' Voice members also registered 41 people on the lawn to vote on that day.

**"We want to be heard. Members must have a say in their own destiny in life, like anyone would. A lot of people are afraid to speak with their primary caregivers of people they get services from, but no one should be left behind. I have compassion and God is leading me and I have that voice to speak on behalf of other people who have gone through or are going through what I have. It is not about a paycheck or fame, but doing the right things for the right reason."**

**Michael Squirewell  
Member  
Inner City Club  
House**



Mr. Squirewell took his platform one step further, inviting the Lt. Governor to visit the Inner City Clubhouse in Detroit to see firsthand the many lives impacted by the good work they achieve daily. The afternoon was spent in open dialogue with the clubhouse members about mental health services, the struggles they encounter daily and their desire to ensure that their voices are heard.





## Transition of Gateway (GCH) to Carelink

On May 18<sup>th</sup>, DWMHA's Board of Directors, based on exceptional staff work and multiple outside audits, voted to end its relationship with Gateway Community Health (GCH) due to serious financial and management issues at GCH. On June 18<sup>th</sup>, DWMHA successfully and seamlessly transferred all existing GCH consumers to Carelink. The goal of the transition was to ensure consumer received the services through the provider of their choice. DWMHA, and GCH jointly developed a closeout process to slowly wind down operations. We worked together to ensure consumer needs were met, any outstanding claims were paid no later than the end of the first quarter of Fiscal Year 2017.

*"Change never comes easy, but with vision, values and community leadership, it can and does happen. Congratulations to the Board, Tom Watkins, CEO, staff, providers and consumers for the alignments that continue to be made to enhance and improve behavioral health services to the citizens of Detroit and Wayne County. The future is full of opportunities as providers, administrators/boards and consumers working together to craft a responsive, efficient, cost effective and integrated care system of care."*

**Jim Haveman,  
Former Director  
Michigan  
Department of  
Community Health**

As directed by our Board, CareLink maintained a contractual relationship with existing GCH providers through September 30, 2016 and honored the GCH negotiated rates through the end of the contract period. Carelink and DWMHA ensured that all providers met the quality standards established by both organizations. Simultaneously, Carelink began the process of credentialing and privileging GCH providers not all already contracted through the Carelink Network. Again, we worked together to ensure all consumers had choice in their provider especially if their current provider was not a Carelink provider.

The transition was seamless, with no impact on the consumer's quality of care. Clearly, by any measure, we met or exceed this expectation. DWMHA continues to be committed to providing quality mental health services to all individuals in the provider network.

As stated above most consumers were transitioned to Carelink on June 18; however consumers who were inpatient and in state hospitals at the transition date were continued to be managed by the small skeleton crew who remained at GCH as part of the closeout. As of September 30<sup>th</sup> all remaining consumers were transitioned to Carelink. The remaining employees at GCH concluded operations by October 31, 2016. It is expected that the final audit will be completed no later than the second quarter of 2017 which will officially close DWMHA transactions with GCH. The staff of DWMHA, Carelink and those GCH staff that assisted during the closeout are commended for the work during this transition.

Once again, we demonstrated our commitment to be an organization that is:

- ◇ Consumer and community focused
- ◇ Data driven, and
- ◇ Evidence based



## National Issues and Partnerships

DWMHA and The National Black Leadership Commission on AIDS (NBLCA), Detroit Branch co-hosted *"The Best Defense is a Good Offense,"* an HIV/AIDS conference in recognition of National Women and Girls HIV/AIDS Awareness Day. This conference came to Detroit through the leadership of DWMHA's Board of Directors member Angelo Glenn who is also on the Board for NBLCA. Dr. Carmen McIntyre kicked off the day with over 300 women of all ages, sharing her personal story of trauma and violence, as well as medical information on the effects of trauma. Keynote speaker Rae Lewis-Thornton discussed how depression and the stigma of HIV/AIDS affected her life. Many thanks to Mr. Glenn, Dr. McIntyre and the Substance Use Disorders team, whose efforts led to the success of this conference.



***"The DWMHA knows how to keep 'community' in mental health. At a time of need, because of the man-made water crisis in Flint, you stepped up and offered moral and financial resources to help our community in a time of need.***

***You truly lived up to your mantra to be an organization that puts the needs of people and our communities first. Your leadership is making a difference in Detroit and Wayne County and across this state. Your friends in Flint thank you for your compassion and generosity."***

**Dan Russell  
President and CEO  
Genesee Community  
Mental Health**

Another successful partnership this past year is one forged with the City of Flint. The DWMHA Board understood that when one member of the family is hurting – we all hurt. The man-made crisis in Flint has had serious implications on our neighbors to the north. While we have tremendous needs here in Detroit-Wayne County, the DWMHA Board made a courageous decision to send ½ million dollars to help the citizens of Flint as they deal with the real health and behavioral health issues this failure of government and the resulting water crisis has wrought on their community. Leadership matters, and DWMHA has stepped up to the plate when it counts.

The DWMHA Board was honored and thanked for this generous and courageous action at the 2016 Spring and Fall Michigan Association of Community Mental Health Board Conferences.







## National Issues and Partnerships (cont.)

### Human Trafficking

Many Detroit Wayne Mental Health Authority consumers experience mental health problems as a result of trauma. One specific type of trauma is often associated with international economies, but it is uncomfortably and increasingly common in the metro Detroit area: human trafficking.

DWMHA co-sponsored the Detroit International Human Trafficking Summit to help shed light on the issue across our international borders. The summit was held in collaboration with Liberty Freedom Now, FBI Task Force and featured keynote addresses from United States Eastern District Attorney Barbara McQuade and Lt. Governor Brian Calley.

In 2015, an estimated 1 out of 5 endangered runaways were reported to the National Center for Missing and Exploited Children as likely child sex trafficking victims. If they are lucky enough to escape, victims return with the psychological wounds of trauma and PTSD, having been raped, physically and emotionally abused, and are often addicted to drugs.

In 2015, there were 152 cases of human trafficking in Michigan, including both sex and labor tracking, and unfortunately these were only the reported cases. DWMHA has made it a point to get involved and be front and center to provide a voice and resources for those vulnerable individuals who find themselves victim to such predators.

**"Heavy lift for Wayne County, and Detroit Wayne Mental Health Authority to become one as an 'Authority of Behavioral Health Services.' As point person overseeing this transition at the State level, not only did you accomplish this difficult endeavor, DWMHA, through the leadership of its Board of Directors, Tom Watkins and their staff continue to provide person centered, high quality services to our most vulnerable citizens in City of Detroit, and Wayne County. So Proud!"**

**Elizabeth Knisely  
Former Director  
Bureau of  
Community Based  
Services  
Michigan  
Department of Health  
and Human Services**





## Children's Initiatives

***"Over the past three years, the Detroit Wayne Mental Health Authority has strengthened the children's system of care by maintaining and adding to the network of programs that serve children and families. School based mental health services were initiated and maintained for children in areas of greatest need. The children's system of care in the Detroit Wayne System is robust and unique in Michigan."***

**Kari D. Walker  
President and CEO  
The Guidance Center**

### School Based Mental Health Initiative Project

During Fiscal Year 2015-2016 DWMHA's Children's Initiatives Department, funded 13 Community Mental Health (CMH) Contract Providers to deliver mental health services in a school based setting. These 13 CMH Contract Providers partnered with a total of 75 schools throughout Wayne County. There are three components to this project: 1). Provide prevention and treatment services to students; 2). Provide parent education; and 3). Provide professional development to school personnel. For the months of May, June and July, a total of 63 workshops/trainings were provided to 436 parents and 742 teachers. Also, during the same time frame, 363 children and youth received individual CMH services in their schools, which improves family participation and decreases school disruption for the children and youth.

### Cultural and Linguistic Competence

Through the Substance Abuse and Mental Health Services Administration (SAMHSA) Implementation Team, Connections' and the Children's System of Care, completed a Cultural and Linguistic Competency (CLC) Assessment in March 2016. Approximately 15 contract providers and system partners agreed to participate in the CLC Assessment. Data collection included input from board members, leadership representatives, direct service providers, youth and parents/caretakers. A total of 986 assessments were collected. The breakdown included the following: 208 Youth, 349 Parent, 296 Direct Service Providers, 70 Leadership Representatives, and 63 Board of Director Members.

Youth United hosted a Culture Day in the Park event at Clark Park in Detroit, MI. The purpose of the event was to engage children, youth and families from the community in an event that was both fun and educational. 157 attendees experienced aspects of various cultures including but not limited to henna tattoos, Native American basket weaving, African Dancers and Drummers, spoken word, and more.

The Children's Initiatives Department held their first Children's Cultural and Linguistic Competence Conference. The Conference was 1 ½ days and was well attended by system stakeholders including: Education, Child Welfare, Juvenile Justice, Mental Health, Parents, Youth and others. There was also a specific Youth Track.

Four CLC training opportunities have occurred around the state, training nearly 500 people; and three videos have been completed and shared on Intergenerational Trauma.



## Children's Initiatives (cont.)

***"DWMHA and its contract agencies focus like a laser on consumer involvement. Early on the Authority involved consumers in the design and implementation of a consumer advisory council. Contracted agencies embrace self-determination, peer-led, and recovery-focused services. Programs, like policy, are best when they are informed by the people they affect. DWMHA is listening to the people it serves."***

**Elizabeth W. Bauer,  
M.A.  
Member, Michigan  
State Board of  
Education, 2003-2011  
Executive Director,  
Michigan Protection  
and Advocacy  
Service, Inc. 1981-  
2001**

### Children's System of Care Block Grant

The Block Grant continues to support the expansion of Connections' System of Care. The targets of this: Trauma-Informed System Expansion, Parent and Youth Voice, Parent Management Training Oregon Model Sustainability, Early Childhood Workforce Development, Transition Age Youth Projects, Pediatric Integrated Health Care, Access of Mental Health Services to Special Populations, and others.

### Parent Support Partner Services

Family Alliance for Change (FAFC) has been providing Parent Support Partner (PSP) services since 2010 to children, youth and families diagnosed with a Serious Emotional Disturbance (SED) since it became a Medicaid billable service. Recently, the Michigan Department of Health and Human Services (MDHHS) has authorized PSP services be delivered to the Intellectual/Developmental Disability (IDD) population. The Children's Initiatives Department is actively working with the Managers of Comprehensive Provider Network to ensure that PSP services are provided to the IDD population in the new fiscal year.

### Youth Peer Support Services

In November 2015, MDHHS offered the first Youth Peer Support Services (YPSS) certification training. YPSS offer support to youth diagnosed with an SED, increasing empowerment and improving level of functioning. Wayne County was the only community prepared to send youth to the training. A total of 6 youth were trained in this model and were able to start billing Medicaid for these services. We currently have 5 YPS providing services in our community.

### Youth United

Over the last several years, Youth United has been working to create a training manual. During the Third Quarter, the training manual, "Youth Under Construction," was finalized. This manual was designed to be used as a guide to develop youth leaders within our System of Care to create a youth voice.

### Proclamation Awarded

On May 5, 2016, Children's Mental Health Awareness Day, Connections' System of Care hosted a county-wide rally promoting Children's Mental Health Matters. During the event, Connections received a Proclamation from a State of Michigan Representative acknowledging the first Thursday in May as Children's Mental Health Day in Wayne County. 106 children, youth and families attended the event.



## Children's Initiatives (cont.)

### Collaborative System Efforts:

IDD Learning Collaborative: Recommended that IDD Learning Collaborative made up of MCPNs, Providers, Advocates and others, to advise on the improvement of services and supports for persons with intellectual and/or developmental disorders.

Supports Intensity Scale (SIS) Implementation: Monitored Year 2 of state's 3-year rollout, participating in local and state steering committees.

JRC Grant: Collaborated with the Developmental Disabilities Institute of Wayne State University and University of Michigan in research regarding the access of people with developmental disabilities to primary care and appropriate medications.

Project Search: Supported evidence-based supported employment program for young people transitioning from school-based programs to adult living.

Home & Community-Based Services Rule (HCBS) Implementation: DWMHA is working with its Residential Providers to increase community inclusion for our consumers by identifying and resolving barriers to implementation of rule. We conducted community outreach (presentations, etc.) to educate providers, consumers, and others regarding the revised rule and its implications. We are participating in state transition steering committee as well as subcommittees, and are working collaboratively with Oakland and Macomb county representatives to ensure regional consistency in implementation.

Direct Care Worker Credential: DWMHA is working with Wayne County Community College to develop and deliver training for direct care workers leading to a recognized credential and creating a viable career path for such workers.

Compassionate Care: Piloted the training of residential direct care workers on compassionate care in collaboration with Wayne State University. This model improves the competence and confidence of the staff in working with consumers to decrease crisis. Outcomes included significant decreases in the most serious and costly incidents and interventions as well as decreased direct care worker turnover and perceived stress.

Community Housing Integration Portal (CHIP): DWMHA is developing an interactive housing portal designed to meet the needs of all consumers in Wayne County. CHIP will allow consumers to locate and obtain summary information about individual housing opportunities within the DWMHA network.

**"The Downriver area has benefited greatly from the vested interest that the DWMHA leadership, board and staff have sought fit to have in its residents and community. From the continued support in mental health and opioid abuse kit trainings for our officers to supporting our young people through employment opportunities. DWMHA has truly been a steward in community service."**

**Jim Perry  
Executive Director  
Downriver  
Community  
Conference**



## Clinical Practice Improvement

### Evidence-Based Supported Employment

DWMHA has 11 Evidence-Based Supported Employment (EBSE) providers who are directly contracted with DWMHA to provide EBSE services to adults with mental illness who wish to obtain competitive employment in the community.

Research conducted by SAMHSA has shown that EBSE helps individuals achieve and sustain recovery. EBSE places the consumer in an integrated and competitive setting that provides the opportunity for him/her to work with persons without disabilities. The purpose is for these individuals to live and work in their chosen community, the same as those persons without a disability.

Trained employment specialists provide services that include job development and supports to assist consumers to obtain and maintain employment with ongoing support by employment specialists, such as job coaching and other assistance in overcoming challenges and barriers that may result from working in an integrated setting with individuals with or without disabilities. After many years of grant funding, this fiscal year, all eleven EBSE providers made the shift toward sustainability by becoming Medicaid-billable through the DWMHA claims process.

### Mental Health Matters, and Suicide is Preventable

During the third and fourth quarters of the fiscal year, a heavy focus was placed on educating the lay community on living mentally well. Individuals in this target group were first responders, adolescents, and members of the faith-based community.

There were over 600 youth trained on bullying, substance use, HIV, suicide prevention, and conflict management. The program was offered during summer 2016, and modified to include a five-part behavioral health training series for participating youth. The five module topics were Bullying, HIV/AIDS, Substance Abuse, Suicide Prevention (QPR), and Conflict Management. The employment program was aimed at addressing the increased risk of behavioral health problems during summer downtime, while giving Wayne County youth an opportunity to gain workforce experience. The behavioral health trainings were included to ensure that the program supported the mission, vision, and values of the Detroit Wayne Mental Health Authority. The employment program was expected to include members of the Authority's behavioral health population, while also acting as a preventative program to counteract the increased risk of behavioral health problems during summer downtime. While not all participants completed the optional evaluation, feedback was positive overall.

*"The new and improved Detroit Wayne Mental Health Authority is making a world of difference for our kids. The level of involvement in our annual Metro Detroit Youth Day event on Belle Isle has jumped exponentially over the past couple of years. From your presence in our schools to your support of Mayor Duggan's Summer Youth Program, your leadership and partnership is noticeable and appreciated."*

**Ed Deeb**  
**Founder and**  
**Chairman**  
**Michigan Youth**  
**Appreciation**  
**Foundation**



## Clinical Practice Improvement (cont.)

In an effort to engage children and families, a back-to-school event highlighting suicide prevention and awareness in youth was held at Ford Field disseminating prevention information and school supplies. There were over 400 individuals in attendance.

DWMHA began County-wide training using the Mental Health First Aid and the Question, Persuade, Refer curricula. Herein referred to as the Summer Training Project, this training deployment effort builds upon the efforts of the past two years to train the citizens of Wayne county on the warning signs of mental health and substance use disorders; and to reduce the stigma associated with mental health challenges.

The project forged active partnerships with eight organizations including: Chapel Vision Community Development, Downriver Community Conference, Greater Mount Tabor Baptist Church, Interfaith Health and Hope Coalition, Motor City Youth Federation, Michigan Muslim Community Council, Northeast Guidance Center and City of Detroit Police Department.

Through these partnerships and the work of contracted DWMHA staff, 1,328 adults and youth were trained in MHFA and 1,149 were trained in QPR. 28 individuals were trained and certified to deliver the QPR training. 14 individuals were trained and certified (3 three receiving provisional certifications) to deliver the MHFA training.

### Workforce Development

This fiscal year the CPI department was instrumental in training 50 trainees from University of Michigan, Wayne State University, Eastern Michigan University, and Michigan State University on delivering services within our provider network. Students received inter-professional training on accessing services, the person centered planning process, and integrated health treatment. By creating a centralized entrance, placement, and training process, students have gained experience under the supervision of licensed health professionals.

In addition to preparing a new workforce, the current workforce that provides training of new professionals received additional training on the supervision process, addictions, and integrated behavioral and physical health. 17 current professionals completed certificate programs at University of Michigan School of Social Work through HRSA funds.

Other efforts to recruit and retain a workforce within Wayne County included supporting 8 new health professionals in accessing \$50,000 of student loan repayment assistance through National Health Service Corps Behavioral Workforce programs. Professionals commit to delivering 2 years of service in a health professional shortage area.

***"We have been very pleased to actively partner with the Authority to assure that people in the Muslim community with behavioral health issues have access to high quality care. The Detroit-Wayne community has one of our nation's highest concentration of Muslim-American citizens and recent immigrants in need of behavioral health assistance. Our partnership to assure access and quality care should be emulated by other communities across the state and nation."***

**Dr. Halim Naeem  
President of Naeem  
& Associates**



## Second Annual “Raising the Bar” Conference

On August 1st and 2nd, DWMHA co-sponsored its Second Annual “Raising the Bar” interdisciplinary conference titled “Innovate. Integrate. Motivate”.

Partnering with the University of Michigan, Wayne State University Michigan Area Health Education and NAMI Michigan to offer topics relevant to community members, stakeholders, social workers, public officials, researchers, and medical doctors.

The purpose was threefold: share new clinical academic knowledge with practicing health professionals, share experiences in addressing recovery challenges, and provide an inter-professional opportunity for continuing education credits.

Day 1 saw 224 professionals and Day 2 saw 294 professionals and local as well as national speakers.

Breakouts and plenary sessions focused on Suicide Prevention, Co-occurring Mental Health and Substance Use Disorders, Trauma, Developmental Disabilities, Integrated Behavioral and Physical Healthcare, Effective Behavioral Health Crisis Response, Physical Health Screening and Outcomes, and Cross-System Collaboration. Attendees also had the opportunity to browse research posters and converse with researchers to examine their projects and outcomes.

Keynote speakers included Kevin Hines, Golden Gate Bridge Survivor who now works as a mental health awareness advocate, Robert Anda, MD, MS, Co-Founder of ACE Study and ACE Interface, LLC, Teri Brister, Ph.D., Director of Content Integrity for the Education, Training and Peer Support Center at the National Alliance on Mental Illness (NAMI), and David Mee-Lee, MD, Senior Vice President of The Change Companies.

The Second Annual “Raising the Bar” built upon last year’s strides in reducing silos in behavioral health issues through collaboration.

***“As the DWMHA enters its fourth year as a mental health Authority, I want to congratulate the board and staff for the impressive strides you have made in enhancing care for persons needing behavioral health services throughout our community. The improvements are noticeable by all tireless work in the field. We are proud to partner with you.”***

**David Rosenberg,  
Professor and Chair  
Department of  
Psychiatry  
Wayne State  
University, School of  
Psychiatry**





## Summer Youth Programs

***"Leadership matters and is exemplified at the Detroit Wayne Mental Health Authority. We have been pleased to partner with you to strengthen our families, children and community. Your leadership and commitment, particularly over the past two years to help fund the Mayor's summer youth employment program, has been exceptional. We look forward to continue work together to make a difference for our youth."***

**Tonya Allen,  
President and CEO  
The Skillman  
Foundation**

For the second year in a row, DWMHA funded youth employment through various organizations in Wayne County to employ young people over the summer. Last year, DWMHA contributed nearly \$1.5 million which supported 731 youth being employed. This year DWMHA has funded over \$1.7 million which employed over 950 youth. Funding was allocated to Alkebu-lan Village, City of Belleville, Canton Twp., Detroit City Connect, Downriver Community Conference, City of Dearborn, City of Hamtramck, City of Highland Park, City of Inkster, Redford Township, and City of Westland.

Research has shown that when young people are purposely engaged in education and employment they are more likely to stay away from alcohol, drugs and violence, thus improving their chances of graduating from high school and perhaps going on to attend college, a trade school or university.

This year's program was unique as there was specific curriculum designed for all youth employees to participate in. Each youth underwent ten hours of training on HIV/AIDS, suicide prevention, bullying, substance use prevention, and conflict resolution.

Businesses large and small from around the region are participating in the program in an effort to empower our young people and revitalize Detroit. Jobs included Park Ranger, Camp Supervisor, Police Cadets, and Business Assistants. This investment will prepare youth for their futures, while strengthening our communities and Detroit's financial future.







## Customer Service

The Customer Service unit continued to focus on initiatives that enhance member experience with our services. What better place to start than with the DWMHA new Customer Service-driven "Welcome Center". Upon arrival to our new building, visitors are warmly greeted by a Customer Service team receptionist, who is eager to assist. Since May of 2016 the "Welcome Center" has greeted over 2,811 visitors and routed over 8,295 calls within the Authority.

***"The Constituents' Voice has provided an innovative, diverse and collaborative venue to promote the voice and needs of persons served. It is an active commitment to the continued conversation and necessary improvements that are needed to better serve our community."***

**Jean Herbison  
Executive Director  
PsyGenics**



The Customer Service Call Center's Mitel phone system has significantly broadened the management, tracking and reporting capabilities of DWMHA's call center activity. Over the past year, Customer Service handled a total of 10,228 inquiry calls with an abandonment rate of 1.4%, well below the standard of 5%.

With the recent transferring of the Customer Satisfaction Survey activity from the Quality division, the unit assessed and initiated process improvements with the Consumer driven Satisfaction Survey program. The unit coordinated annual surveys such as the National Core Indicator and the Mental Health Statistic Improvement Program and identified an annual Member Experience survey tool the "ECHO" that will be administered in FY 16/17. The unit also conducted a validation survey with DWMHA's Access Center and developed a Customer Satisfaction survey for the ER stabilization program COPE.

Customer Service's monitoring division was proud to report on the full compliance of contracted provider's annual audit of the mandated Customer Service standards. These standards addressed Customer Service function, grievances, appeals and enrollee rights. DWMHA's Customer Service Unit also received full compliance for these standards by the states' External Quality Review Organization (EQRO).

In the fiscal year, Customer Service developed policy and procedural changes to meet the MI Health Link Dual Eligible project and DWMHA system wide updates.



## Customer Service

Collaborations with the Authority's IT department assisted in developing dashboards for Customer Service's live monitoring of grievances, appeals, claims inquiries and Explanation of Benefits.

In addition to the hiring of an Appeals specialist, adapting policy changes and training of network providers, DWMHA saw increases in the initiation and processing of appeals requests.

Customer Services' outreach efforts were extensive in FY 15/16. DWMHA, in conjunction with Oakland County, trained 113 Peers since 2013, who have graduated and been awarded certification honors from Michigan Department of Health and Human Services. Of the 312 Certified Peers in Michigan, 48 peers graduated in FY2015-'16.

The Persons Points of View team continued to distribute the newsletter quarterly to MCPNs, providers, clubhouses and drop-in centers throughout the county. The "What's Coming Up!" calendar, in its 9th year, was updated twice monthly and remained available electronically and in hard-copy.

***"The Detroit Wayne Mental Health Authority is an amazing community partner and service provider for Detroit. Your commitment to consumer involvement and helping persons that are homeless improve their lives while treating them with dignity and respect is admirable on many levels. We greatly appreciate partnering with you to provide our sleeping bag coats to those in need across the city. We value the shared commitment to collaborating for the betterment of the community we work in and thank you for your work."***

**Veronika Scott,  
Founder and CEO  
The Empowerment**





## Information Systems

***"We have been pleased to support the work of the DWMHA since it became an Authority three years ago. Your commitment to serving the community and some of society's most vulnerable citizens is impactful and appreciated. Congratulations to the board, staff and your community partners for all you do."***

**Paul Hillegonds  
Executive Director  
Health Endowment  
Fund**

During this past fiscal year, DWMHA remained busy executing a number of I.T. projects and tasks. One of the bigger projects was the building move. To set the stage for the move, DWMHA implemented a scanning project to migrate paper documents into an electronic document management system, deployed a security system consisting of cameras, badge access for staff and an automated gate access system at the new building. In the course of one weekend, with assistance from other departments, relocated nearly 200 computer systems to the new building. Shortly thereafter, reduced costs by migrating our datacenter from an off-site location to the new building. Outside of the move, there have been many improvements to the technology utilized at DWMHA. Some of these improvements include: deployment of a robust wireless network, implementation of an e-faxing solution to reduce paper waste, configuration of a call recording system for customer service, and new A/V systems in the large conference rooms that continues to expand and upgrade to meet increasing demands. Additionally, we were able to sell some of our old and unused computer equipment with the proceeds going back into the important work we do here at DWMHA.

Over the course of the fiscal year, we performed a complete redesign of the current website, rolling out a new user-friendly and modern design, improving access to resources, content, contact information, and navigation. Included in DWMHA's new website is a link to each of the departments and key programs that includes a picture of the department lead, as well as, a write-up highlighting their qualifications and what their department offers. DWMHA board members and staff provided outstanding participation and support during this redesign process.







## Integrated Healthcare

### Integrated Healthcare Initiatives

Over the last year, the integrated healthcare department has been involved in several initiatives that support improvements in the integration and coordination of care for individuals served by DWMHA. In collaboration with the IT department, integrated healthcare has provided training and technical assistance to rollout the MI Care Connect platform to a subset of providers. MI Care Connect is a portal that allows providers to access claims and diagnostic data on their patients and includes physical health information including chronic health conditions like diabetes, heart disease and obesity. This added information can be used to create a more comprehensive plan of service that addresses all aspects of health and wellbeing. In addition, the department has been using new population health technologies that enable DWMHA to look at population level data and see opportunities throughout the network in areas like the over or under prescribing of medications, screening for chronic disease and obtaining timely labs.

*"It has been my pleasure to work with Tom Watkins as the leader of the Authority over the last few years. The Henry Ford Health System has forged a strong working relationship with the Authority that bodes well for integrating care as we move forward. Together, the public and private health sector must continue to partner to enhance the quality of care to people in our communities."*

**Nancy Schlichting**  
President and CEO  
Henry Ford Health  
System



Data inform DWMHA's direction and planning to provide additional training and continued monitoring for these target areas. Finally, through a State initiative the integrated healthcare department began meeting regularly with each of the 8 Medicaid health plans in Wayne County to create care coordination plans that address gaps in care and recidivism.



# Management and Budget

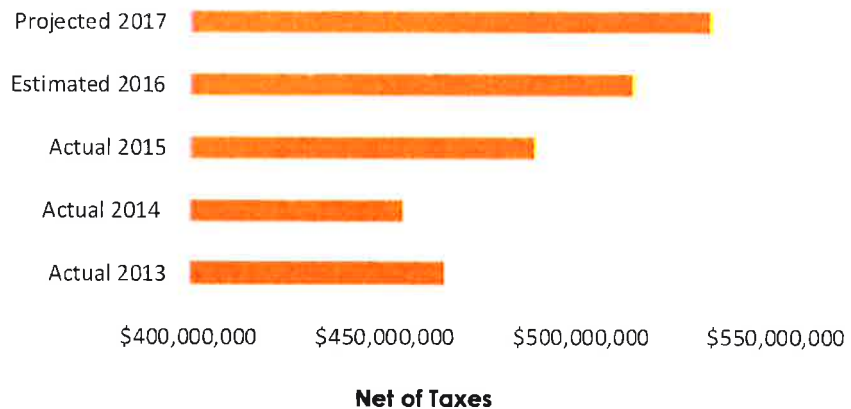
## Financial Stewardship

DWMHA received approximately \$26 million in additional Medicaid as compared to the prior year. This again is attributed to the staff working diligently in transmitting "clean" data to MDHHS. In the past two years DWMHA has generated over \$56 million in new Medicaid.

*"As the Acting Director of the old mental health agency, I have seen the 'Authority' take wings during these first few years of transition. Without hesitation, I can say that the difference is like night and day. Being independent of county government has resulted in the effective recruitment and blending of old and new staff into a rich, diverse, capable workforce. The development of dedicated information technology has created a laser focus on the consumer and quality services. The commitment to quality is evidenced by recent action that invests in a wage increase of over \$2/hour for direct care workers, who are the heart of our system. The Authority is to be congratulated for its many endeavors.*

**Sandy Peppers  
Acting Director  
Detroit Wayne  
County Community  
Mental Health  
Agency  
COO, (Retired)  
Detroit Wayne Mental  
Health Authority**

### Traditional Medicaid



The additional funds were used in two meaningful ways. First, DWMHA was able to pass along a dollar per hour increase to the Direct Care Workers (our lowest paid workers in the system of care) effective January 1, 2016 which totaling \$12.8 million. Secondly, in 2014 the State raised the Minimum Wage however did not provide an increase to account to our residential providers. Therefore, DWMHA was able make them whole with a 75 cents minimum wage increase which totaling \$13.3 million. The previous average minimum wage of a Direct Care Worker was approximately \$8.15/hr; the current minimum wage is \$9.15/hr.

## DWMHA and Wayne County

One of the remaining issues outstanding between DWMHA and Wayne County was the legacy costs for former Agency retirees in the Wayne County System. Representatives from DWMHA and Wayne County have been negotiating for the past two years on both pension obligations and Other Post-Employment Benefits (OPEB). DWMHA reached a settlement in the spring of 2016. DWMHA fully funded all County legacy costs related to retired Agency employees' pension and retiree health care totaling over \$30 million .



## Management and Budget (cont.)

### Procurement and Local Business

All DWMHA procurement of goods and services are governed by the Procurement Policy and the Procurement Ethic's Policy which can be found at [www.dwmha.com](http://www.dwmha.com)

The Detroit Wayne Mental Health Authority (Authority) procures annually nearly over \$500 million dollars of goods and services, including behavioral health service. The Authority prides itself on supporting local businesses in Wayne County and believes that Authority funds should be spent locally. In addition, the Authority understands that small businesses are the "life blood" of the U.S. economy. As a result, the Authority is proud to acknowledge that 80% of the vendors/providers utilized are located in Wayne County, thus illustrating the Authority's commitment to the local community. Many of the local vendors are small businesses.

*"As the Association that represents the residential providers throughout Detroit Wayne County we are extremely appreciative of the leadership and commitment to enhancing quality care demonstrated by DWMHA since becoming an Authority. The wage increases the Authority has provided to direct care staff are unparalleled across the state and addresses the inequities that have existed for decades. Leadership matters-- and it is evident at the Authority."*

**Robert L. Stein**  
General Counsel  
Michigan Assisted  
Living Association





## MI Health Link/Dual Eligible Project

DWMHA continues to oversee the MI Health Link program for the dual eligible population, which aims to improve overall health care and customer satisfaction by using care coordinators at the health plans, the provider network and at DWMHA. DWMHA is the largest participating county and over 50% of the 37,000 individuals in the MI Health Link project are from Wayne County. Of those, more than a third are served by a DWMHA provider.

*"I am grateful for the safety net of having the community mental health system to help me get through a time in my life when I didn't know where to turn for help. Now, I have been given the opportunity to give back, both by working directly for the people we serve, as well as by representing people who might not otherwise have a voice as the chair for the DWMHA Constituents' Voice advisory group. This work is some of the more personally meaningful activity that I have done professionally."*

**Peter Polychroni**  
**CONSTITUENTS'**  
**VOICE Chair and**  
**Housing Specialist**

Total Enrollment By Region September 2016

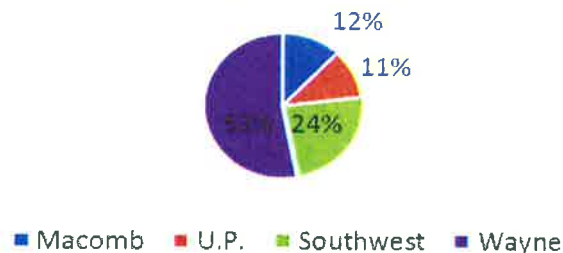


Figure 1: MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES (MDHHS) CHAMPS DATA WAREHOUSE

In April of 2016, DWMHA was one of the first in the demonstration to implement the electronic transfer of health information to health plans through the health information exchange. This advancement has streamlined referrals from the health plans and supported improvements in coordinated care. Integrated care staff hold regular meetings to provide information about the program and answer questions and concerns for consumers, family members and providers.

In addition, the MI Health Link Transitions in Care team works closely with the DWMHA UM department, area hospitals, and the MI Health Link ICOs to assist the most vulnerable individuals transition smoothly to a lower level of care. Last year, the team interacted with approximately 320 high risk members with a myriad of health and social challenges. The team works with community mental health agencies, adult protective services, MCPNS, primary care providers, medical health plans, housing providers, and the legal system to address member concerns and ensure that individuals and their families are properly linked to services. Common issues include: chronic homelessness, multiple chronic health conditions, lack of connection with primary care or behavioral health services, substance abuse issues, and involvement with the legal system or the MI Mental Health Court's diversion program. The team has provided support and advocacy to the members themselves, their families and their guardians who have had challenges maneuvering within the health system.





## MI Health Link/Dual Eligible Project (cont.)

*"By being able to voice my opinions on matters of mental health and substance abuse affords the system with new innovative ways to improve services by listening to the voices of recovery. The CONSTITUENTS' VOICE gives me an opportunity to stay up to date on changes affecting the services and care of persons served the system."*

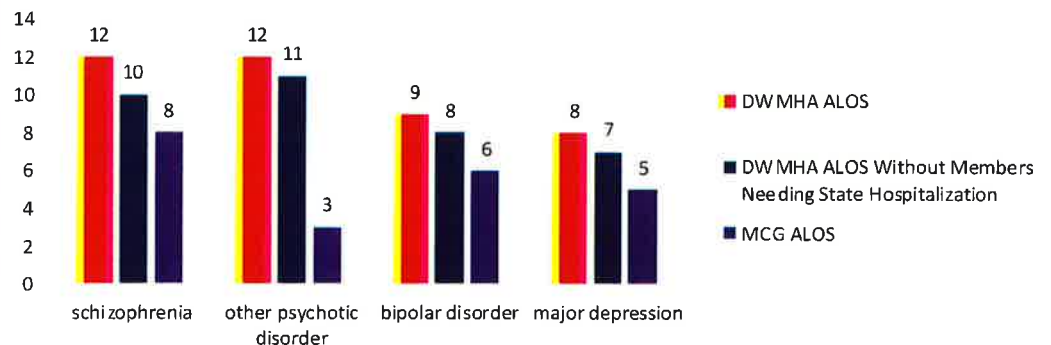
**Rogena Spencer  
Constituents' Voice  
Member**

DWMHA is committed to providing quality services to the members served in the MI Health Link Program. DWMHA strives to ensure members are receiving individualized care that is effective, provided in the least restrictive setting, and is medically necessary. It is imperative that members receive the appropriate level of care while not over or under utilizing services. The DWMHA UM Department conducts an annual analysis in order to identify trends in service utilization. This annual analysis serves to identify prospective areas of over or under-utilization of behavioral health care services in the MI Health Link Program that will be monitored going forward.

During the last fiscal year, the DWMHA UM Department implemented a standardized review application to ensure consistent documentation and specifically addressed level of care decisions and effective discharge planning. However, the Average Length of Stay (ALOS) in psychiatric inpatient continued to increase FY 2015-2016. DWMHA recently purchased MCG's Indicia clinically based software to further streamline the clinical review process and support the goal to reduce the ALOS. The Indicia software offers robust evidence based guidelines. The implementation of this software began in October 2016 and will support more consistent clinical decision making and identify members at risk of extended stay. It also includes detailed discharge planning criteria with the intent to improve aftercare treatment planning and compliance.

An analysis of DWMHA's FY 2015-2016 utilization management data for the MI Health Link Program revealed the top four diagnoses for acute inpatient admissions as being schizophrenia, other psychotic disorders, bipolar disorder and major depression. As a general rule and as many studies have indicated, more chronic illnesses such as schizophrenia, bipolar disorder and psychosis are associated with longer lengths of inpatient stays. Below is a chart comparing DWMHA's Average Length of Stay (ALOS) with MCG's Behavioral Health 2016 ALOS for these conditions: chronic and frequent.

**Average Length of Stay FY 2015-2016**





## MI Health Link/Dual Eligible Project (cont.)

### Hospitalization

DWMHA's ALOS for inpatient psychiatric hospitalization is higher, therefore, presents with opportunities for improvement. A root cause analysis of the DWMHA data identified the following challenges contributing to the average length of stay: difficulty in placement post hospitalizations including homelessness, non-compliance with both medication and/or therapy, the number of comorbid medical conditions that needed to be addressed during the inpatient stay as well as the number of co-occurring substance use and mental health conditions particularly those members not willing to address their substance use issues.

High rates of potentially avoidable hospital readmissions are generally seen as indicators of poor coordination of care and inefficient use of behavioral health care resources. For adults with mental illnesses in the MI Health Link program, poor transitions among care settings are especially problematic and can increase the risk of hospital readmission and symptom exacerbation. Although the number of acute inpatient admissions have not decreased since the onset of the MI Health Link program, the DWMHA UM Department and Care Coordination Department have been working collaboratively during FY 2015-2016 to assist at risk members on discharge planning while the members are hospitalized. Members having two or more previous admissions, those with multiple medical conditions, those that are homeless, those with co-occurring disorders and/or those that are pregnant are identified by the UM Department at the onset of an acute inpatient hospitalization. We then alert the Care Coordination team of the at risk member and his/her admission, and the Care Coordination staff conduct telephonic and face to face meetings with the hospital staff, the member, their family and/or the ICO care coordinators to ensure appropriate discharge planning and successful transition to outpatient supports and services.

Going forward, monthly case conferences with both departments will be implemented to collaborate and extend efforts in relation to member follow-up appointments. Detailed discharge plan including completed medication reconciliation and identification and use of higher intensity outpatient services to support diversion as needed (e.g. partial hospital, respite and referrals to complex case management).

DWMHA has implemented a crisis plan policy that requires all members receiving services within DWMHA provider system to develop an individual crisis plan using the person centered process. The crisis plans are expected to provide assistance and interventions to avert hospitalization for members that frequent the emergency rooms or have multiple hospital admissions or multiple crisis situations for FY 2016-2017.

***“Community Care Services has had successful collaborations with DWMHA in working to maintain funding of our Supported Education program. This program is the only one of its kind in the State and is highly recognized for its success in preparing individuals for higher education.”***

**Jill Blackson  
Deputy Director  
Community Care  
Services**



## MI Health Link/Dual Eligible Project (cont.)

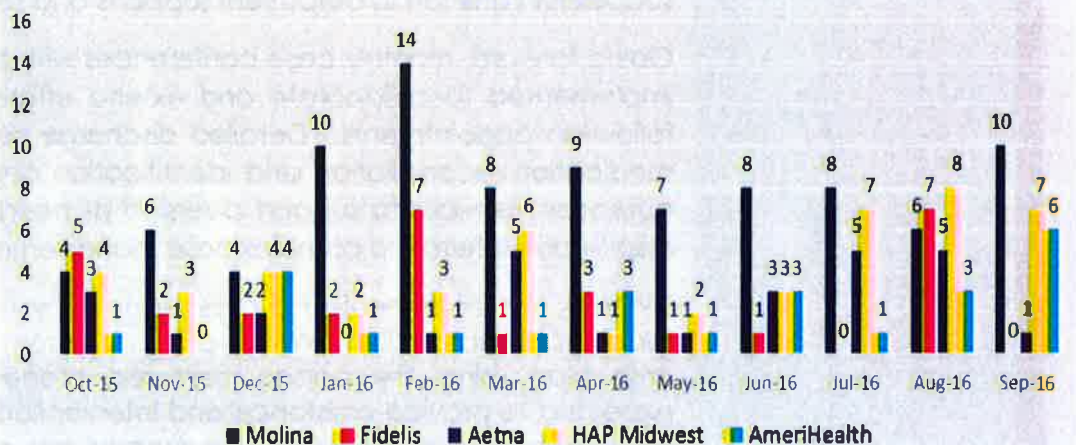
### Crisis Management

As part of DWMHA's commitment to member services, DWMHA also implemented mobile crisis stabilization services as of May 2015 through a program called Community Outreach for Psychiatric Emergency (COPE) with Hegira Programs, Northeast Guidance Center and Neighborhood Service Organization. Crisis stabilization services are structured treatment and support activities provided by a multidisciplinary team under the continual supervision of a psychiatrist. Operating twenty four (24) hours a day, seven (7) days a week, a COPE team responds to the person's location, including but not limited to Hospital Emergency Rooms, Specialized AFC Homes, law enforcement settings, homeless shelters, public locations (like restaurants), private residence, or other appropriate location and provides mobile outreach crisis services, including screening and assessment, counseling/therapy, and therapeutic support services. The team attempts to defuse a crisis situation, enacting a person's crisis plan when available and appropriate; resolve presenting problems; procure needed services and resources; and arrange extended support. Extended support may include daily on-site visits, or that team member-most likely a certified peer support specialist – remains with the consumer for a number of hours as needed, to provide supervision, monitoring, support and assistance. The implementation and expected outcomes of this service for FY 16-17 is a decrease in emergency room department utilization post crisis stabilization including "high frequency" individuals, a decrease in inpatient hospitalization and an increase utilization of out-patient services and other community based supports.

*"Constituents Voice has been a place where I can exercise skills that I have developed from over 40 years of public advocacy. Combined with my lived experience of a significant mental illness, will continue to make me an effective spokesperson, advocate, teacher, and enabler for those who have not learned to speak as I have; but yearn to learn how to do it, so they can speak for themselves!"*

**Daniel Duane Spyker**  
**Constituents' Voice**  
**Member**

**Number of Diversions From Acute In-Patient Admission  
 FY 2015-2016**





## Crisis Service Delivery

### Improving Crisis Service Delivery: Crisis Stabilization and Mobile Crisis

Overcrowded emergency rooms have become a treatment setting of last resort for behavioral health consumers waiting for inpatient psychiatric beds. This psychiatric boarding, as it is called, is rampant across the nation and State, and Wayne County is no exception. A group of area Emergency Departments (EDs) invited DWMHA to one of their regularly occurring meetings to discuss the issue.

An emergency services task force was created, which included the PIHPs from Oakland and Macomb counties. Data was collected to complete a time study, leading to an identification of the points of delay and areas of responsibility between EDs and PIHPs.

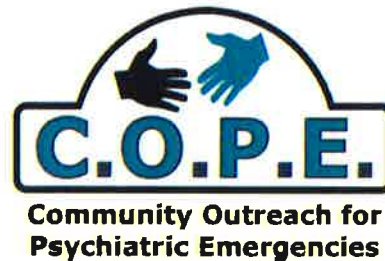
#### Areas for improvement for DWMHA included:

- ◇ Simplifying and centralizing the crisis assessment and authorization process
- ◇ Standardizing medical clearance criteria
- ◇ Meet the State's performance standard of 3 hours from the request for hospitalization to the communication of the decision
- ◇ Deliver state of the art 24/7 crisis-line technology

An element that was missing from our array of crisis services was Crisis Stabilization, which is a lower level of crisis services than inpatient hospitalization, allowing the consumer to remain in the community while having intensive services. DWMHA chose to bid out the Crisis Stabilization services, taking this opportunity to centralize and simplify the assessment and authorization process from 5 separate MCPNs to one entity.

*"I feel it is a privilege to be a part of CONSTITUENTS' VOICE. It gives others and myself a real chance to make change happen with the Mental Health System. Since becoming part of the CONSTITUENTS' VOICE and DWMHA I have learned that I am able to participate in my own treatment plan and recovery goals."*

**Wendy Giles**  
Constituents' Voice  
Member



Hegira Programs, Inc., in collaboration with Neighborhood Services Organization and North East Guidance Center, three long-standing provider partners in our community, won the bid, creating the Community Outreach for Psychiatric Emergencies, or COPE. A medical clearance protocol was developed using the latest literature and piloted with the Henry Ford Health System in January 2016. It proved to be safe and well accepted, so was fully implemented with the onset of the COPE program. Starting in March 2016, COPE has delivered crisis assessments, crisis stabilization, mobile crisis and authorization services. As of 9/30/16 COPE responded to 6,374 requests for services, averaging 35 calls per day. They have reduced the average length of time from the request for service to the disposition from 21 hours to 2 hours.



## Crisis Service Delivery (cont.)

The crisis line services were also bid out, and ProtoCall, the nation's leading provider of telephonic behavioral health services, now provides our crisis line services. Problem solving and innovation continue to be developed in the Hospital Partnership meetings, Emergency Services Task Force, and Hospital Liaison meetings.

*"I feel it is a privilege to be a part of CONSTITUENTS' VOICE. It gives others and myself a real chance to make change happen with the Mental Health System. Since becoming part of the CONSTITUENTS' VOICE and DWMHA I have learned that I am able to participate in my own treatment plan and recovery goals."*

**Wendy Giles**  
**Constituents' Voice**  
**Member**



HPI is pleased to continue to work with the Authority in the ongoing development of its managed care strategy to further develop community-based treatment alternatives. The recent implementation of mobile crisis and the future expansion of crisis residential services are just a few of the innovative paths designed by the Authority to successfully diminish barriers to accomplish treatment alternatives for community-based care. We remain extremely positive in this environment of managed care that the Authority and its board of directors will continue to focus on treatment value in the least restrictive environment for the behavioral health consumers of Wayne County. We are extremely encouraged by the further development of SUD programs and prevention programs in order provide early intervention to potential consumers of the SUD community. HPI continues to look forward to ongoing development of a strong, progressive partnership with Detroit Wayne Mental Health Authority.

**Edward Forry**  
**Chief Executive Officer**  
**Hegira Programs**



*"I felt like my world had come crashing down. It was my call DWMHA that put me on a path of helping others. It was after seeing their commercial on TV I knew I wanted my experience to make a difference in someone else's life. Steve Kuhlman referred me to The Living Room Drop In Center where I became aware of the Behavioral Health Workforce Development Program. This program has made a significant impact on my life. I have learned that my voice, and lived experiences can make a difference. I recently completed my internship and am now moving forward with the goal of becoming a Certified Peer Support Specialist. I have reinvented myself, and it is a result of the Authority and the workforce program."*

**Edna Washington**  
Peer Support  
Specialist

## Office for Peer-Participant Advocacy

### Home and Community Based Services

During this fiscal period, the Office for Peer-Participant Advocacy continued to advance community inclusion concepts and practices. Particular emphasis was placed on educating consumers and peers about the Home and Community Based Services (HCBS) Final Rule which sets forth new requirements to support Medicaid beneficiaries choosing services in their own home or community rather than institutions or other isolated settings. Implementation will require paradigm shifts across mental health systems, structures, and professionals to achieve compliance, and further requires support and education to consumers and families who often lack the skills to be self-directed.

### Engaging and Empowering Constituents' Voice

The Constituents' Voice (CV) has been very active joining and engaging other consumers in deliberations that affect their services. Winter 2016, a total of 15 individuals participated in NAMI Smarts for Advocacy, a hands-on advocacy training program that helps people living with mental illness, friends and family transform their passion and lived experience into skillful grassroots advocacy techniques. Kevin Fischer, the Michigan NAMI President was the facilitator.

The Constituents' Voice also finalized the framework for the George Gaines and Roberta Sanders Fund for Community Inclusion (GGRSFCI). The GGRSFCI makes small discretionary grants available to people who receive services to fulfill a personal goal that enhances their general presence and participation in society.





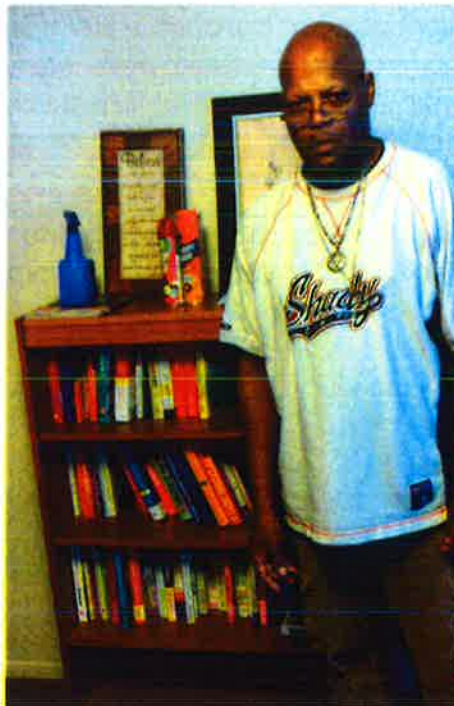
## Office for Peer-Participant Advocacy (cont.)

Of the 135 applications that were submitted, the CV peer reviewers identified 10 recipients for the awards. They follow:

| First Name | Last Name   | Age | Goal Area           | Amount    |
|------------|-------------|-----|---------------------|-----------|
| Anthony    | Davison     | 59  | Arts/Sports         | \$ 500.00 |
| Mattie     | Edwards     | 23  | Self Determination  | \$ 400.00 |
| Robert     | Hall        | 30  | Employment          | \$ 500.00 |
| DeAndre    | Jones       | 21  | Self-Determination  | \$ 500.00 |
| Janet      | Officer     | 54  | Education           | \$ 350.00 |
| Steven     | Patterson   | 55  | Peer Support        | \$ 500.00 |
| Camille    | Summerlin   | 19  | Education           | \$ 500.00 |
| Quiana     | Turner      | 29  | Education           | \$ 500.00 |
| Sakinah    | Turner      | 39  | Education           | \$ 500.00 |
| Kathleen   | Whittenburg | 43  | Valued Social Roles | \$ 500.00 |

*"I know and understand the disadvantages that having a disability can cause. But I know that we can be leaders and our dreams can come true if we stay positive and support one another. By sharing information and having a positive attitude we can re-build our self-esteem and confidence this will lead to respecting each other and improving are quality of life."*

**Steven Patterson  
Community Inclusion  
Award Recipient**



Steven Patterson (pictured) used his award to start a book club at a center in his neighborhood. His desire to expand the minds and options for others, which he believes can be achieved through written word.

Designed to also help raise funds for the mini-grant program, the Constituents' Voice held its second annual conference, *Shift Happens: A Practical and Real Community Inclusion Conference* on September 15 & 16 at the Sacred Heart Major Seminary in Detroit. The two-day event attracted a diverse audience of 331 participants (166 consumers; 165 providers). Keynote speakers

included Sandy Peppers, DWMHA Director of Special Projects and Angela Martin with the Michigan University Affiliated Program, Developmental Disabilities Institute. Based on survey results, objectives to convey an understanding of the purpose of the rule were achieved (88.6%). Participants indicated increased ability to identify ways that consumers' roles will be different (91%), describe possible barriers and means to overcome each (88.6%), explain the difference between community integration and community inclusion (93.2%), and identify ways to support individuals get more involved in their community (100%).



## Office for Peer-Participant Advocacy (cont.)

### EVOLVE

Also helping to link mental health initiatives between CMHs in Southeastern Michigan, the OPA! unit started a new training series, entitled EVOLVE. Designed to build service member's capacity to be more involved in their care and treatment, the sessions occurred quarterly. As with this initial session that took place on March 30, 2016 at the Detroit Recovery Project in Detroit, MI, both consumers and providers from the Tri-county area attended the special meetings. As well, vendors at the events included: Wayne County Community College, VSA of Michigan, Our Place Drop-in Center, Project VOX (Macomb County), Friends Assisting in Recovery (Oakland County), DWMHA Customer Service, Michigan Voter Registration Center, Oakland Anti-Stigma Crew, the Arc of Detroit, and the Macomb-Oakland Regional Center (MORC).

### Peers Are Colleagues

To save cost and make trainings easily accessible, DWMHA expanded the work of the Tri-County collaboration to offering professional development opportunities to peers. During the last fiscal year we provided four certification trainings, to consumers from Macomb, Oakland and Wayne County which 48 individuals completed. In cooperation with MDHHS, we also hosted the Certified Peer Specialist Curriculum Update training to which 45 area peers attended at Detroit Recovery Project. Currently, DWMHA has 312 Certified Peer Support Specialists. The Tri-County Peers Connect was also a new initiative among the three counties. Quarterly, peers of all types (i.e., youth, adults, peer supports, peer mentors, and recovery coaches, Veterans, etc.) were convened for training and networking. An average of 80 peers met each time.

DWMHA hosted a State Peer Mentoring Certification training on August 24 & 25 at the Center for Excellence in Southgate, including 15 participants from Wayne County. DWMHA staff person Robert Spruce was the lead trainer. All Detroit Wayne trainees were folded into the DWMHA Behavioral Health Workforce Development Program (BHWDP) which was designed to increase the number and quality of peers in the workforce. To build system capacity for the Home Community Based Services Final Rule, which was initially focused on individuals having intellectual/developmental disabilities, efforts to increase peer mentors was of particular importance.

In 2016, 12 of the 30 BHWDP recruits were people served by the IDD system who aspired to be trained and certified to provide supports and services to their peers. Major program components include a 90-120 hour internship and training. In terms of outcomes, peer mentoring services was offered at seven organizations. Adult Well-Being and Team Wellness are new among the provider sites placing and employing peer mentors. Of those who are certified, nine are currently employed. Two of the individuals are

*"When I first entered the [Behavioral Health Workforce Development Program], I was a little nervous as we all are trying something new. I'm now working at Team Wellness Center. I wanted to show everyone what I was capable as a person with a developmental disability. I've often heard you can't do this. Since I have been in the program, it has changed my life for the better. It has given me more willpower, more confidence and an assortment of other tools. It has also taught me to be the best peer mentor I can be and to always strive for the best."*

**Ron McGough**  
Certified Peer Mentor





## Office of Recipient Rights

employed by the Authority, and the remainder are employed with various I/DD providers within the network. Team Wellness hired two program completers.

FY16 was an exciting year in the Office of Recipient Rights. Some would call it the end of a long journey; we prefer to characterize it as laying the foundation for continued excellence in being consumer and community focused. To understand this, some background is needed.

*"The positive changes made in Wayne County since becoming an Authority are noted and appreciated by our Arc chapters and members in Wayne County. Thank you for striving to assure persons with intellectual and developmental disabilities are able to live self-determined lives in their communities."*

**Sherri Boyd**  
Executive Director  
The Arc Michigan

In late FY14, the Michigan Department of Community Health (now Michigan Department of Health and Human Services or MDHHS) Office of Recipient Rights (ORR) conducted the triennial assessment of the Detroit Wayne Mental Health Authority (DWMHA) Recipient Rights system. Thirteen major deficiencies were found and DWMHA ORR was found to be in less than substantial compliance with recipient rights system standards set by the State. This directly impacted DWMHA's certification status with MDHHS and jeopardized its ability to contract with MDHHS. The submission of an accepted plan of correction to MDHHS-ORR started the long journey. For the next 12 months, the DWMHA ORR worked very hard to implement the plan of correction. This required many changes to processes, procedures, and staffing. In partnership with MDHHS-ORR, DWMHA ORR was able to implement most of the necessary changes and by the end of FY15, was found to be in substantial compliance with the recipient rights system standards outlined in the Michigan Mental Health code. By achieving substantial compliance, DWMHA's certification status was changed so that its ability to contract with MDHHS was no longer in jeopardy. But the journey continued.

Although DWMHA ORR had attained substantial compliance at the end of FY15, it continued to implement the outstanding minor elements of the plan of correction with the goal of achieving full compliance. During FY16, DWMHA ORR continued to achieve incremental compliance. This incremental progress was a direct result of the technical assistance received from MDHHS-ORR and the support of the DWMHA Administration. In April, 2016 DWMHA ORR was reassessed by MDHHS-ORR and was found to be in full compliance with recipient rights systems standards. DWMHA ORR continues to hone processes and procedures, reallocate resources, and hire additional staff in preparation for the September, 2017 MDHHS-ORR triennial assessment of the DWMHA ORR rights system with the goal of achieving full compliance.

One cannot pinpoint a specific individual or group of individuals who should get credit for this accomplishment. The "heavy lifting" was done by the DWMHA ORR staff and they get the bulk of the credit. However, it could not have been accomplished by solely receiving technical assistance from MDHHS-ORR. Nor could it have been accomplished with solely the support of the Administration. This accomplishment was the direct result of **ALL** of the involved groups working together.



## Office of Recipient Rights (cont.)

### Recipient Rights Advisory Committee (RRAC)

The RRAC is a critical component of the recipient rights system. It is composed of DWMHA Board members and volunteers from the community; no DWMHA staff are members. Although it has many responsibilities outlined in the Mental Health Code, the most critical function is to protect ORR from pressures that could interfere with the impartial, even-handed, and thorough performance of its functions. The RRAC has continued to do this, and also be involved in providing guidance to the DWMHA ORR. In FY16, there was a change in the Recipient Rights Advisory Committee membership and Tim Killeen was appointed the new chairperson. These changes have energized the RRAC and they are more involved in executing their responsibilities.

*“People need support, and the Authority is doing a good job. What I see is that the language needs to be worked on. Some people are doing a good job and know that members don’t want to be called “consumers.” But, overall, people are coming to the table and being heard. I really like the [Constituents’] Voice. We know that our opinions are being heard.”*

**Ray Schuholz**  
Certified Peer Mentor

# YOU HAVE RIGHTS

When receiving services from  
**Detroit Wayne Mental Health Authority**

If you or someone you know needs help understanding their rights, or would like to talk with someone about filing a complaint, contact the Office of Recipient Rights at

**Toll Free: 1-888-339-5595**

**TDD: 1-888-339-5588**

**Fax: 313-833-2043**



*Detroit Wayne Mental Health Authority  
Office of Recipient Rights  
707 W. Milwaukee, 2<sup>nd</sup> floor  
Detroit, MI 48202-2943*



## Quality Improvement

### EQR Summary

Health Services Advisory Group, Inc. (HSAG), the External Quality Review Organization for the Michigan Department of Health and Human Services (MDHHS), Behavioral Health and Developmental Disabilities Administration, conducted three mandatory external quality review (EQR) activities required by the Balanced Budget Act of 1997 (BBA). The result of the three reviews are as follows:

#### Compliance Monitoring

There was a follow-up review to address three areas that were less than fully compliance last year. The result of this review is that all findings were address. We are in full compliance, with no plan of correction required.

#### Performance Improvement Project Validation

Full validation, no plan of correction required.

#### Performance Measurement Validation

Detroit Wayne Mental Health Authority performed below standard for the adult population of Performance Indicator 1 and for both populations of Performance Indicator 10. HSAG recommended that the PIHP investigate the reasons behind this decline and explore options for rate improvement. Additional crisis residential facilities could help to reduce the hospital recidivism rate for the next reporting period. Additionally, we need to develop a process to verify the data submitted by the MCPNs. A plan of correction is required.

### Strategic Planning

The staff have worked with the Board's Strategic Planning Committee to develop a system-wide Strategic Plan. We have revised the Mission, Vision, and Values. As well as, identified Pillars, which are the foundation upon which the plan is built. Hi level organizational goals have been identified and the overall business structure for service delivery has been tentatively approved. We have conducted four forum for public comments on the Strategic Plan.

### Michigan Department of Health and Human Services

Michigan Department of Health and Human Services conducted its annual site review March 14-April 22, 2016. The review included: 1915(c) Waiver Site Review (which included Habilitation Supports Waiver (HSW), Children's Waiver Program (CWP), Waiver for Children with Serious Emotional Disturbance (SED),- overall score is 98%, and Substance Use Disorder (SUD) Administrative Review – score is 100%.

### Quality Improvement Activity

Fall Risk Performance Improvement Project has screening assessment data entered into MH-WIN where >500 I/DD consumers have received a fall risk screening. The fall risk screening will assist the provider system in reducing the number of injuries as well as prompt the provider to review the number of medications prescribed for the members, seek additional physical health screening/assessment for the members.

*"The progress made in Detroit Wayne County since you have become an Authority is remarkable and universally acknowledged. Your leadership in helping to shape behavioral health policy at the local, state and national level has risen exponentially over the last 3 years. On behalf of the MACMHB's thank you for all you do to enhance quality for people we serve and support."*

**Robert Sheehan**  
Chief Executive  
Officer  
Michigan Association  
of Community Mental  
Health Boards



## Substance Use Disorders

### Substance Use Disorders

The Substance Use Disorders (SUD) Unit had a busy and exciting year. One success was the Annual Synar checks. The federal Synar Amendment requires states to have and enforce laws against the sale of tobacco products to youth under 18 years old. DWMHA helps to inform and educate the public about the risks to youths using tobacco products, which resulted in a significant reduction from 32% in 2015 to 17% in 2016 in tobacco retailers selling to underage youth. Celebrating our compliant tobacco retailers, DWMHA hosted its first Retailer Recognition Event October 2016, honoring the 78 out of 96 inspected retailers who did not sell cigarettes to undercover police youth decoys.

A further effort to protect our youth was the Underage Drinking Forum in April 2016 held at the Northwest Campus of the Wayne County Community College. The event was attended by 85 youth, who were exposed to technology, presentations, and videotaped youth testimonies.

Technology was also highlighted in two further initiatives this past year. SUD treatment providers are encouraged to utilize the Network for Improvement of Addiction Treatment (NIATx) Model, using Contingency Management Techniques with various NIATx projects. Providers may purchase iPhone and Android evidence-based telephonic applications supporting recovery purposes such as A-CHESS, Hazelden, FDA and others.

DWMHA purchased the self-management application MyStrength in April 2016. It is available for use by SUD and co-occurring disorders consumers, providers, DWMHA staff, and the community via smart phones and web-based access. It uses proven, evidence-based interventions grounded in Cognitive Behavioral Therapy, Mindfulness, Positive Psychology, Motivational Interviewing and other empirically validated therapeutic approaches. It is designed to be used independently or in conjunction with other care.

***"Mental health is fundamental to public health. We're partnering to think about how best to support our community on critical issues at this juncture: homelessness, HIV, substance use, and overdose - from Naloxone training for first responders to the Mayor's Summer Youth program. Our partnership is fundamental to shaping the health environment in Detroit."***

**Abdul El-Sayed, MD,  
DPhil  
Executive Director &  
Health Officer  
Detroit Health  
Department**





## Substance Use Disorders (cont.)

Transgendered individuals have disproportionately high rates of HIV infection and Substance Use Disorders due to discrimination, stigma, barriers to medical care, and other factors. To meet the growing needs of the Transgender and SUD population, two HIV programs were added: Community Health Awareness Group (CHAG), and Health Emergency Lifeline Programs (HELP). These programs will provide outreach, support and resources related to SUD and mental health, general healthcare, health insurance, food security, housing/shelter, HIVE and other sexually transmitted illness prevention services to the historically underserved transgender community in targeted areas of Detroit.

***"It is with great enthusiasm that I commend The DWMHA as you enter your fourth year as an 'Authority.' Having served as Chief Judge of Wayne County Probate court for 18 years, I can say, without equivocation, that the improvements made in service to persons with mental illness,***

***developmental disabilities and substance use disorders have been significant. You have an exceptional team, led by a visionary CEO, Tom Watkins, who I have known and worked with for nearly four decades. You should be proud of the difference you are making in the lives of vulnerable people."***

**Milton Mack  
(Probate Judge, Ret.)  
State Court  
Administrator  
State of Michigan**

Another prevention effort aimed at reducing communicable diseases as well as unwanted pregnancies was the provision of latex condoms by DWMHA to our provider network. They are distributed at health fairs as appropriate to the audience across the Detroit/Wayne County area.

Prescription medication abuse is a growing problem resulting in a dramatic increase in poisoning incidents and deaths. In early 2016 DWMHA and the Greater Detroit Area Health Council (GDAHC) co-hosted a Prescription Drug Abuse and Heroin Overdose Summit. Lt. Governor Brian Calley opened the day via video conference. The Summit was attended by four hundred people across the State, including northern Michigan, as well as out of state participants. Response was positive, highlighting Medication Assisted Treatment, prevention and treatment efforts from the Detroit Wayne area. The presentations are available on the DWMHA website.

**Life without  
Addiction?  
Priceless**

**24Hr Crisis Helpline  
800-241-4949**

**Here to Talk. Here to Help.**





## Substance Use Disorders (cont.)

DWMHA purchased Detera Drug Deactivation bags to be distributed to the provider network, community, and at public health events as a prevention effort in response to the prescription and opioid crisis. These bags provide a convenient, discreet, environmentally and socially responsible method for disposing of unused, unwanted, or expired prescription pills, liquids, and patches. These biodegradable bags contain an activated carbon that breaks down chemical compounds in the drugs, deactivating them, which renders them ineffective for misuse/abuse, and making them safe for landfill disposal.

*"Since becoming an 'Authority', three short years ago the Black Caucus Foundation have been extremely pleased to partner and collaborate with your entire team to help in serving our community. Leadership matters and from your CEO, Tom Watkins who we have worked with for decades to Dr. Carmen McIntyre, Chief Medical Officer to Darlene Owens, Director of Substance Use Disorders the Detroit Wayne Mental Health Authority is partnering with our community to make a difference."*

**Nicole T. Stallworth**  
Executive Director  
Black Caucus  
Foundation of  
Michigan

The site visit from the Michigan Department of Health and Human Services (MDHHS) was very successful. The SUD unit scored 100% in all 13 categories evaluated. We built on those successes by launching as well as maintaining innovative programs including:

- ◊ Wayne County jails services-outpatient services; relapse recovery services with peer recovery coaches; and women's specialty services.
- ◊ Chance for Life for citizens returning from jail.
- ◊ Acupuncture services.
- ◊ Screening, Brief Intervention, and Referral for Treatment (SBIRT) and Computer Based Training for Cognitive Behavioral Therapy (CBT4CBT) in short and long term residential services.
- ◊ ECHO Program-outpatient, case management, relapse recovery services in churches.
- ◊ Obesity and Health Programs to east Detroit, Inkster and Highland Park communities.
- ◊ Weekly women's conferences covering trauma, women's studies, parenting, self-esteem and empowerment, yoga, spirituality groups, smoking cessation, and weight loss groups.

**Addicted?  
Admit it.**

**Here to Talk. Here to Help.**

**24Hr Crisis Helpline  
800-241-4949**

**DWMHA**  
The Care is Integrated/Innovative



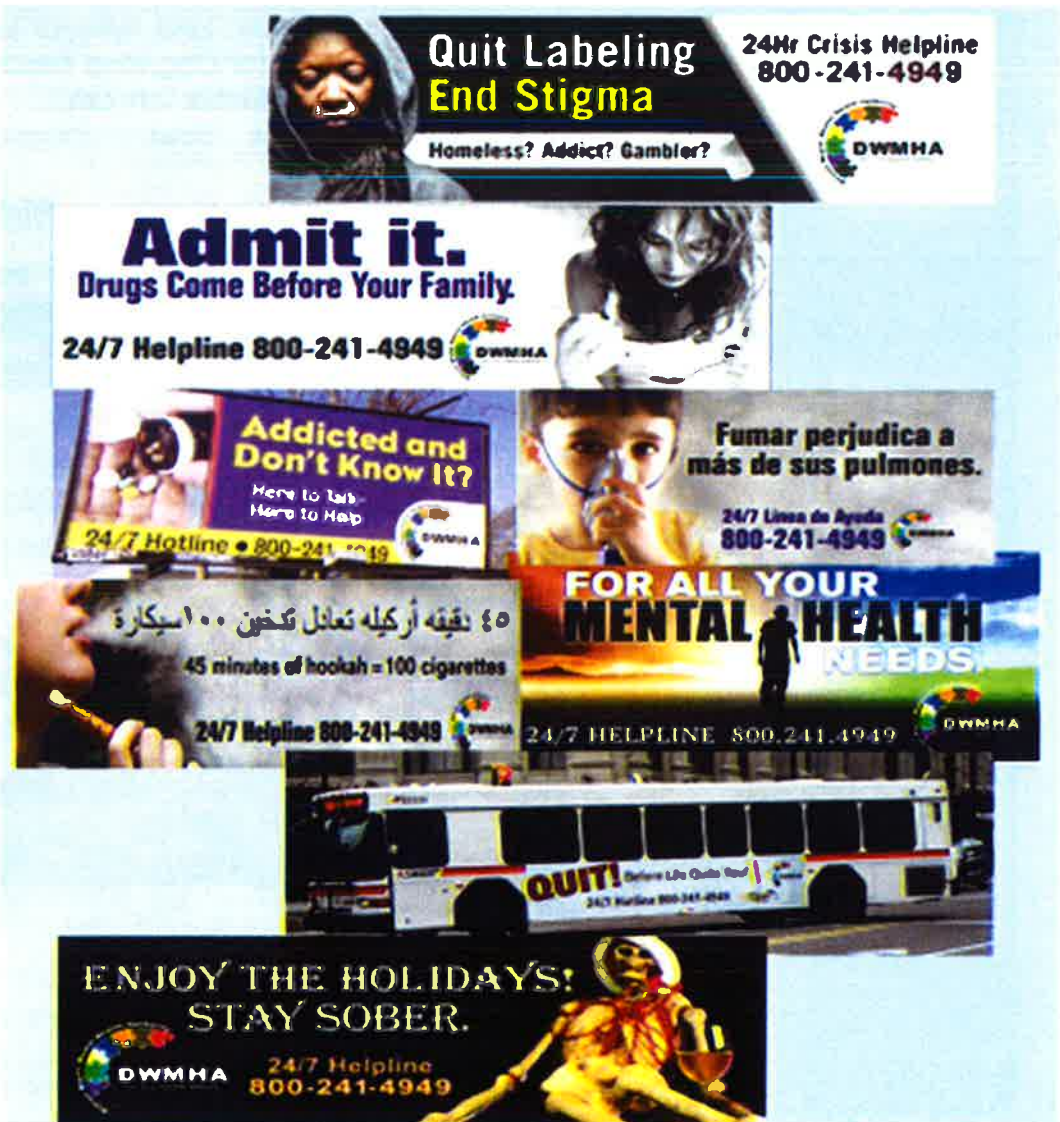
## DWMHA Naloxone Trainings – Saving Lives

Since early 2015, DWMHA began a billboard campaign with advertisements appearing on major freeways, streets, in neighborhoods and on buses throughout Wayne County. The billboards address substance use disorders, and direct persons to the DWMHA toll free helpline. As cultural competency plays a key role at DWMHA, we want to ensure that our message is both culturally sensitive and informative, and that nobody is excluded from access to services in Wayne County. Billboards have been installed in English, Spanish and Arabic.

Throughout the campaign, the Authority has installed over 100 billboards promoting our 24-hour Crisis Helpline 1-800-241-4949. At any given time we have roughly 18 billboards installed and rotated around the major thoroughfares of the City of Detroit and throughout Wayne County. They are placed in neighborhoods and also on DDOT and SMART bus routes (both on the interior and exterior of the bus), informing citizens about the dangers of alcohol, prescription drugs, heroin and smoking; and directing them to mental health services in their community.

*"The DWMHA has stepped up the past few year to assist their community partners in improving the quality and quantity of mental health services. As a public relations professional I have been impressed with your effort to promote your 800-241-4949 crisis line and the Emmy nominated documentary: Opening Minds and Ending Stigma you produced with the support of the Flinn Foundation. Thanks for all you do to support our community and end the stigma of mental illness."*

Michael Layne  
President  
Marx Layne & Co.





## DWMHA Naloxone Trainings – Saving Lives

***"The men and women of the Detroit Police are extremely grateful for the partnership with the Detroit Wayne Mental Health Authority. The Mental Health First Aid and Naloxone training provided by the Authority has proven to be invaluable to the officers and has already helped save lives."***

**James E. Craig,  
Chief of Police  
Detroit Police  
Department**

To date, because of our and our community partners' efforts, 17 lives have been saved. In early 2016, DWMHA purchased and began the distribution of 2,500 Naloxone kits to reverse opioid overdose. Kits were distributed to first responders in Detroit, Dearborn, Hamtramck, Highland Park, Inkster Grosse Pointe, Melvindale, Taylor and the Michigan State Police during a number of training sessions arranged to properly equip the recipients on administering the drug. Administering a second dose may be necessary for individuals with higher amounts of opiates in their system to ensure they don't go back into overdose. Therefore each trainee received two kits.

Naloxone binds to the body's opioid receptors, blocking the effects of opioids. When administered during the correct timeframe during an overdose, this treatment can be life-saving, enabling people to get the longer-term treatment they need and deserve. Naloxone is an ideal treatment because individuals can neither get high on it nor abuse it, and it has no effect on individuals without opioids in their system.

With thirteen lives saved within the first year of deploying the training program, one of them caught on the officer's dash cam. We know this effort is paying great dividends for our community. Lt. Governor Brian Calley acknowledged our work on social media. First responders must report any usage of the kits and return to DWMHA to replace them free of charge.







## **Second Annual Faith-Based Substance Use Disorders Conference**

On July 21, DWMHA hosted the second annual Faith-Based Substance Use Disorders Conference. The conference engaged clergy, community members, and behavioral health professionals together in a dialogue about substance use prevention, treatment, recovery and behavioral health awareness.

Breakout sessions included topics including human trafficking, opioid addiction, underage drinking, marijuana use, self-esteem, suicide prevention and identifying drug trends in your community. The keynote speaker was Vincent DeMarco, President of the Maryland Citizen's Health Initiative, a coalition of over 1,000 organizations seeking to insure quality affordable health care. The Initiative was the lead organization working for the Governor's Working Families and Small Business Health Care Coverage Act of 2007 which expanded health care to over 100,000 uninsured Marylanders.

Approximately, 300 attended this year's conference at the Dearborn DoubleTree.

***"The Coalition, our Board of Directors and its many volunteers, have been enthused to partner with the Authority to help spread the word about treatment availability and to combat stigma and denial, each of which is often a huge barrier to people seeking help throughout Detroit and Wayne County. The Authority's active engagement with the faith based community since becoming an Authority is unprecedented and is a model for the state and nation."***

**Ron Beford  
Executive Director  
Interfaith Health &  
Hope Coalition**





## Utilization Management

*“What a difference a few years make. As a former Michigan Legislator, I witnessed the struggles to assure the people of Detroit and Wayne County in need of mental health care received the services they need and deserve. The conversion to an Authority has witnessed a renewed focus on quality care for some of Michigan’s most vulnerable citizens. We value our productive collaborative partnership to collectively add value to our community.”*

**Gilda Jacobs  
President and CEO  
Michigan League of  
Public Policy**

The UM Department developed and implemented UM Guidelines to serve as the basis for providing and authorizing services efficiently, and give service provision for members enrolled in the MI Health Link Program. DMWHA specialty providers now have the ability to enter services in the MH-WIN system automated for review and claims processing. Similar processes are in development for other direct contracts managed by DWMHA.

The UM Guidelines recommends the specific services, annually frequency, HCPCS codes and integrate standardized assessment scores from the Level of Care Utilization Scale for Adults (LOCUS), the Supports Intensity Scale (SIS) and/or the American Society of Addiction Medicine (ASAM).

In preparation NCQA accreditation, the UM Department has updated the following policies to national standards: Behavioral Health Medical Necessity Criteria, Behavioral Health Utilization Management Review, Denial of Service, UM-Provider Appeal Policy, Inter Rater Reliability. All policies and procedures have standardized forms, procedures and reporting metrics.

To reduce recidivism, the UM Department has implemented a standardized review format and established benchmark reviews.

### Hospitalizations and Recidivism - FY 2016

#### Acute Inpatient Admissions by Disability Designation

| Recidivism - DD | Recidivism - MI | Recidivism - SED | Recidivism - Total |
|-----------------|-----------------|------------------|--------------------|
| 13              | 201             | 22               | 236                |

#### Acute Inpatient - Recidivism by Disability Designation

| DD Admissions | MI Admissions | SED Admissions | Total Admissions |
|---------------|---------------|----------------|------------------|
| 45            | 1,032         | 108            | 1,185            |

|                                   | Provider Name                     | Admissions                    | ALOS      |    |
|-----------------------------------|-----------------------------------|-------------------------------|-----------|----|
| <b>Acute Inpatient Admissions</b> | Stonecrest Center Hospital        | 194                           | 12        |    |
|                                   | Behavioral Center Of Michigan     | 191                           | 12        |    |
|                                   | Other – Non Contracted Facilities | 176                           | 1         |    |
|                                   | <b>Top 10</b>                     | Havenwyck Hospital            | 71        | 9  |
|                                   |                                   | Henry Ford Wyandotte Hospital | 71        | 7  |
|                                   |                                   | Henry Ford Kingswood Hospital | 52        | 6  |
|                                   |                                   | Samaritan Behavioral Center   | 41        | 11 |
|                                   |                                   | Beaumont Hospital - Taylor    | 34        | 8  |
|                                   |                                   | Harbor Oaks Hospital          | 33        | 11 |
|                                   |                                   | Sinai-Grace Hospital          | 31        | 7  |
|                                   | <b>Summary</b>                    | <b>894</b>                    | <b>84</b> |    |



## Utilization Management (cont.)

### UM - Provider Appeals

The UM Department implemented a Provider-UM Appeal Policy to provide procedural and operational guidance to providers for the development and consistent processing of UM & Provider appeals.

The UM Appeals Coordinator manages all administrative and medical necessity provider appeals including maintenance of a system to register, track and report appeals data.

### Substance Use Disorder (SUD) Services

To ensure access to services demand, 24/7 Wellplace, DWMHA's access center trained and hired staff to conduct the initial screening and referral process of SUD services. During FY 2016, Pioneer has processed 11,525 authorizations from over 75 SUD providers. An initial package of services is authorized based on the ASAM level of care criteria and funding source.

The UM Department's four SUD UM Review Specialists provide medical necessity re-authorization determinations of SUD and/or co-occurring services for all levels of care including detoxification, long and short term residential, intensive outpatient, outpatient, case management, recovery services, housing, women's specialty and/or faith based services.

### Autism Spectrum Disorder (ASD) Benefit

During the Fiscal Year 2016, UM staff completed 3,643 clinical reviews authorizing ABA services. Since the start of the ASD Benefit in April 2013, DWMHA has served 1,818 consumers. Nine hundred and eighteen (918) referrals have been received for the ASD Benefit during the 2016 Fiscal Year. DWMHA currently has twelve ASD Benefit Service Providers.

### Introducing MCG - INDICIA

DWMHA has purchased new medical necessity software. NCQA requires a standardized tool guiding utilization management functions and clinical review decisions are made based on National Coverage Determinations (NCD) and Local Coverage Determinations (LCD) These evidenced based clinical behavioral healthcare guidelines provide standardized medical necessity criteria and is used by over 2,200 healthcare organizations.

Benefits of the software included the improve effectiveness of utilization review and management function system wide as well as support on-going initiatives and efforts to reduce costs, such as coordination of benefits and care. Use of the software will assist in the elimination of medically unnecessary inpatient and other service utilization; simplify the referral process; and facilitate assessing the need for initial and/or continuing care.

***“Ever give an agency a challenge and they exceed expectations? The newly funded Applied Behavior Analysis (ABA) services for individuals with Autism needed all hands on deck for the families in Detroit and Wayne County. With expertise from Tom Watkins and Nicole Dwyer, their team is now a leader providing timely quality services in Michigan. Keep raising the bar for autism services - which will lead to increased social interactions, communication and skills to succeed in school and employment for many.”***

**Lisa Grost  
Autism Manager  
Michigan  
Department of Health  
and Human Services**



## Awards and Accolades

***"The Wayne County Probate Court appreciates the collaborative problem solving approach the DWMHA has established to meet the needs of persons with mental illness, intellectual and developmental disabilities and persons with substance use disorders. The leadership of Tom Watkins and his team has been exemplary. Thank you for the unwavering commitment to enhance the lives of those persons touched by DWMHA."***

**Freddie G. Burton, Jr.,  
Chief Judge  
Wayne County  
Probate Court**



### Andre Johnson Honored at White House

On April 29, Andre Johnson, President & CEO of Detroit Recovery Project, was recognized as one of ten "Champions of Change" by the White House. The award was part of an Obama administration effort to respond to a nationwide epidemic with heroin and prescription opioid abuse.

Johnson is a former drug user himself, who has been in recovery for 28 years. Detroit Recovery Project, one of our high quality SUD provider network members, utilizes individuals helping others like themselves, based on experience. Detroit Recovery Project was awarded \$100,000 for a recovery management and support program to provide housing in Highland Park, Hamtramck, and Harper Woods. Johnson was selected from among 920 people nominated.

<http://www.freep.com/story/news/politics/2016/04/22/detroit-man-honored-white-house/83356498/>

### Stacie Durant and Seana Williams Honored as "Women of Excellence"

DWMHA was blessed to again be recognized by The Michigan Chronicle as having community leaders at DWMHA. The Chronicle honored our Chief Financial Officer, Stacie Durant, and Seana Williams-Page, SUD Oversight Policy Board Member, during its 2016 "Celebration of Excellence Awards." The awards highlight local African-American men and women who inspire others through vision and leadership, exceptional achievements, and participation in community service. Last year's Chronicle awardees included Dr. Carmen McIntyre and Dr. Cheryl Munday for the Women of Excellence and Andrea Smith for the 40 Under 40.





**"We have been extremely proud to partner with the Detroit Wayne Mental Health Authority to enhance service to persons with a serious mental illness in Detroit and Wayne County. Our collaborative work to break down the stigma surrounding mental illness has been recognized at the state and national level. Working together we expect to continue to add value and make a significant difference in the years ahead."**

**Andrea Cole  
Chief Executive  
Officer  
Flinn Foundation**

## **Awards and Accolades (cont.)**



### **Carmen McIntyre, M.D., Chief Medical Officer**

Was recognized by Crain's Detroit Business Magazine as a 2016 Healthcare Hero for Advancements in Healthcare, recognizing the institution and training of an Opioid overdose training program for DWMHA to help reduce the prescription drug and opioid abuse epidemic in Wayne County. She single-handedly has trained hundreds of first responders and distributed 2,500 Naloxone kits to be used throughout their communities. Within the first six months of the program the officers and their kits saved seventeen lives last year alone.

<http://www.crainsdetroit.com/article/20160717/AWARDS05/160719929?X-IgnoreUserAgent=1>

### **Opening Minds, Emmy Nomination & SAMHSA**

Detroit Wayne Mental Health Authority's anti-stigma documentary "Opening Minds-Ending Stigma" has aired on both CBS and NBC, shared and distributed statewide among our provider network and within the mental health community, screened nationally at conventions and has been seen by tens of thousands. The two part documentary continues to educate viewers about mental illness and the stigma surrounding it. It has received several high accolades.

"Opening Minds, Ending Stigma: A Young Person's Perspective" was nominated for an Emmy by the Michigan Chapter of The National Academy of Television Arts and Sciences in the category of Children, Youth, and Teen Program Specials.

The documentary was also was recognized by the Substance Abuse and Mental Health Services Administration's (SAMHSA) Voice Awards. The Voice Awards recognize exemplary television and film productions that raise public awareness, as well as consumer/peer/family leaders whose work and personal stories of resilience demonstrate that recovery from mental health conditions and addictions is not only possible, but is taking place every day.

In August 2016, the documentary received a Bronze Excellence in Community Communications and Outreach (ECCO) Award from SAMHSA in the Strategy Category – Overall Communications Campaign.





## Awards and Accolades (cont.)

### Mental Health First Aid Community Impact

The National Council for Behavioral Health honored DWMHA with the Mental Health First Aid Community Impact Award at the beginning of 2016. DWMHA won the award for our work in training 10,000 teachers, students, community members, first responders, clergy, and youth in Mental Health First Aid (MHFA). To expand the impact of MHFA, DWMHA partnered with the Veterans Administration Medical Center, the regional National Guard Armory, local police academies, and the airport authority.

*"I am pleased to offer my enthusiastic congratulations for the quality services you have provided since transitioning to a Behavioral Health Authority 3 years ago. The National Council was pleased to recognize your achievements with our Award of Excellence for Community Impact at our national conference. Your commitment to quality care is evident by training over 10,000 community members in Mental Health First Aid Training!"*

**Linda Rosenberg,  
President and CEO  
National Council of  
Behavioral Health**



MHFA is a training program to equip trainees with the knowledge and resources to respond to an individual experiencing a mental health crisis, whether it be psychosis, suicidality, a panic attack, a manic episode, or another manifestation of mental illness. Often first responders and community members do not know how to react when they see an individual in crisis, which can lead to the person not receiving the care and treatment they need. Mental Health First Aid is a way of addressing the situation and handling it appropriately. It is our goal that it will eventually be as ubiquitous as CPR training.

<http://www.thenationalcouncil.org/about/awards/>

This summer DWMHA committed a significant amount of resources to continue to train first responders, clergy, school employees and the general public in MHFA. Our efforts have resulted in approximately 1,000 new persons trained in MHFA in 2016, with classes scheduled throughout Wayne County.

### Outreach Recognition

Michael Shaw, Customer Service Project Consultant received the ARC Legacy award.





## Awards and Accolades (cont.)

**"Leadership matters. The transformation of the old mental health agency to the new Authority has been nothing short of amazing. The collaboration and partnership with local government and our first responders has been outstanding. Thank you for the difference you are making for persons in need and helping to strengthen our communities."**

**Bill Wild**  
**Mayor of Westland**  
**Chairman**  
**Conference of**  
**Western Wayne**

As DWMHA continues to invest in our youth, our former Communications and Integrated Health intern **Ciearra Jefferson** was honored during her commencement from Howard University from President Barack Obama. During the President's address, Ciearra was called out by name — Obama telling how she turned down Harvard to go to Howard, and how her single mother worked tirelessly to help make it happen. "People like Ciearra are why I remain optimistic about America," he said. "Young people like you are why I never give in to despair."

Ciearra overcame the odds set before her and persevered. She was the recipient of the Bill Gates Millennium Scholarship that funds her education through her doctoral program. She currently has a full-time position as an executive coordinator of community affairs with the Detroit Medical Center as she pursues her Master's in Public Health with a concentration in Prevention Science at Emory University. In addition she is working with Barnes and Nobles on releasing a self-guide book she has written titled GOALS (Gaining Optimal Achievements despite Life's Setbacks).



**Karra Thomas**, SUD Prevention Manager received the "Preventionist of the Year" award by the Michigan Prevention Association.

**Tom Watkins** received the "Humanitarian of the Year" award by the Chance for Life Organization.

DWMHA was awarded with the "Mental Health First Aid Community Impact Award" from the National Council on Behavioral Health. Since 2013, the Detroit Wayne Mental Health Authority has achieved the ambitious goal of training more than 10,000 members in Wayne County in Mental Health First Aid, including teachers, first responders, law enforcement officers, veterans and their families, students, faith-based community members, social service providers, Spanish-speaking communities and the general public.

<http://www.thenationalcouncil.org/about/awards/>



## Awards and Accolades (cont.)

**Dr. Carmen McIntyre** was appointed by Governor Rick Snyder to the Mental Health Diversion Council. The council is housed within the Michigan Department of Health and Human Services and implements the state's diversion plan, meant to divert those with mental health disorders from jail to treatment.

[http://www.michigan.gov/snyder/0,4668,7-277-57577\\_57657\\_59871-376032--00.html](http://www.michigan.gov/snyder/0,4668,7-277-57577_57657_59871-376032--00.html)

**"The DWMH Authority is OUR Authority.**

**From the beginning, Tom Watkins (who is no stranger to the "community") and his team have actively engaged and listened to community based leaders and more importantly acted on our input.**

**Thank the entire Authority team for truly being: consumer and community focused, data driven and evidenced based."**

**Marvis Coffield  
Chief Executive  
Officer  
Alkebu-Ian Village  
Detroit, MI**

**DWMHA** received the "Agency of the Year" award from Westland Youth Assistance Road to Horizons.

<http://www.hometownlife.com/story/news/local/westland/2016/01/31/westland-youth-assistance-awards/79531534/>



DWMHA Consumer and Contractor **Sheldon Hill** was selected as one of five out of thousands of nominees for a SAMHSA Voice Award. After being a crack-cocaine addict for 27 years, Sheldon has been in recovery for 14. He uses his life experiences to educate the community and help others in recovery. His story was recognized by both Crain's Detroit Business and the Michigan Chronicle.

[http://www.craindetroit.com/article/20160728/BLOG010/160729848/detroiter-overcomes-addictions-to-become-award-winning-recovery#utm\\_medium=email&utm\\_source=cdb-afternoon&utm\\_campaign=cdb-afternoon-20160728](http://www.craindetroit.com/article/20160728/BLOG010/160729848/detroiter-overcomes-addictions-to-become-award-winning-recovery#utm_medium=email&utm_source=cdb-afternoon&utm_campaign=cdb-afternoon-20160728)

<http://michronicleonline.com/2016/08/10/a-lifetime-of-drug-abuse-still-found-my-success/>

DWMHA's **Youth United** received SAMHSA's Silver Excellence in Community Communications and Outreach (ECCO) Award for their Reach Out! Suicide Forum for Youth and Parents. The Forum was created to train on how to recognize signs and symptoms of suicide, resources, and how to talk to youth who may need help.





## DWMHA IN THE NEWS

The Detroit Wayne Mental Health Authority continues to be in the forefront in the media and community news outlets on many issues that affect the health and well-being of the people we are committed to serve in Wayne County. In our third year, we remain steadfast in informing news outlets on the importance and positive impact of community mental health of everyday life.

### Community Engagement: Mental Health First Aid Training

Local print and TV media stations covered the MHFA Training Event organized by DWMHA in collaboration with the Flinn Foundation and the Detroit Crime Commission. Dozens of Detroit and Wayne County law enforcement and first responders took part in a weeklong Mental Health First Aid (MHFA) Instructor Training Classes. Through the program, participants became certified MHFA trainers. The Mental Health First Aid program enabled first responders to identify and react appropriately to mental health crises in the field beyond what their departmental training could provide. Participants in the program are now qualified to share what they learned with their departments through eight-hour training sessions. This is a huge stride toward de-stigmatizing mental health in the community and responding appropriately to those in crisis.



<http://www.hometownlife.com/story/news/local/westland/2015/11/29/westland-police-mental-health-training/76456278/>



## DWMHA IN THE NEWS (cont.)

### Mental Health Stigma and Opioid Epidemic and Abuse

WWJ broadcast live from the DWMHA and Greater Detroit Area Health Council's Prescription Drug Abuse and Heroin Overdose Summit in February 2016. The event addressed the spreading epidemic of opioid use in Michigan. Coverage was also received on FOX2 and WXYZ.

Additionally, Dr. Carmen McIntyre was featured on Channel 4's Flashpoint. Discussing how stigma stops people from seeking treatment, and the issue of requiring dangerous behavior in the 72 hours before a person can receive mandated treatment. Chief Craig called the current state of mental health a "public safety crisis."



<http://www.clickondetroit.com/flashpoint/flashpoint-chief-craigs-state-of-the-city>



In April 2016, Dr. Carmen McIntyre, chief medical officer for the Authority, led the first of many training sessions with Wayne County first responders as DWMHA is distributing over 2,500 Opioid Overdose Kits to local law enforcement agencies. In the first six months of the Overdose Kits being on the streets, seventeen (17) lives had been saved!



## DWMHA IN THE NEWS (cont.)

DWMHA's crisis line was mentioned in a *Detroit Free Press* story about opioid overdoses in Garden City. "Thirteen people have died from heroin and prescription drug overdoses in Garden City since January and of that number four were in their 50s."

<http://www.freep.com/story/news/local/michigan/wayne/2016/10/11/heroin-drug-overdoses-garden-city/91887074/>

Detroit Wayne Mental Health Authority and its 800 crisis helpline number were cited in a Fox Detroit article about a couple who overdosed on heroin. A video of the pair went viral with over 3.8 million online views after they crashed their car and witnesses came to the scene, videotaping and attempting to revive the pair. Addiction specialist Tony Allen is quoted saying, "Some people may need to see that and wake up and say it's time to go to Detroit Wayne Mental Health Authority. And if they do need to get some help, call 1-800-241-4949." Over the last few weeks, Dr. Carmen McIntyre provided the life-saving techniques and medicine to 175 DPD first responders including 100 new officers. In addition, DPD is now including the free Opioid Overdose Training and kits provided by DWMHA on a regular basis to all officers.



<http://www.fox2detroit.com/news/local-news/142444627-story>

<http://www.fox2detroit.com/news/local-news/142726712-story>

<http://www.detroitnews.com/story/news/local/detroit-city/2016/05/26/detroit-ferndale-cops-naloxone/84985996/>



# DWMHA IN THE NEWS (cont.)

## Mental Health Stigma and Mental Healthcare

The Detroit Wayne Mental Health Authority was featured on CBS 62 "Eye on Detroit". Several spots aired throughout the day showcasing the great team together with community partners--adding value and making a difference every day.

<https://vimeo.com/wwwjftvcw50/review/145135668/7af268597f>

Tom Watkins was featured, along with Kevin Fischer, Executive Director, NAMI-MI, on Chuck Stokes' *Spotlight on the News* on WXYZ-TV Channel 7, discussing our anti-stigma efforts the latest in mental healthcare in our region.



<http://www.wxyz.com/news/political/spotlight-on-the-news/spotlight-on-the-news-stabenow-on-scotus-flint-cuba-watkins-fischer-on-mental-health>

Fox2 covered Northeast Guidance Center Annual Anti-Stigma Forum in Detroit addressing stigma and other mental health issues. I served as a presenter celebrating May as Mental Health Awareness Month along with Fox 2's Lee Thomas, DPD's Chief James Craig, Dr. Michelle Reid & Sherry McRill of Northeast Guidance Center. An article about the forum was published in Macomb Daily on May 29, 2016.

**Anti-stigma forum inspires, energizes, uplifts**

The article features several photos of participants and speakers at the forum. The text describes the event as a gathering where community members and professionals came together to discuss mental health issues, reduce stigma, and celebrate Mental Health Awareness Month. Key figures mentioned include Tom Watkins, Kevin Fischer, and others from the DWMHA and NAMI-MI.



## DWMHA IN THE NEWS (cont.)

Seventeen students graduated from a Supported Education Program designed to help people with mental health issues get ready to attend college. The free six-month program is funded through DWMHA and offered by Community Care Services out of Lincoln Park. All 17 graduates will be attending college in the fall.



<http://www.detroitnews.com/story/news/local/wayne-county/2016/07/12/students-overcome-mental-health-obstacles/86999164/>

People living in Flint are experiencing mental health issues caused by the ongoing water crisis, including stress, anxiety and fear over what the future holds as they continue to rely on bottled water and filters more than two years after problems first surfaced with the drinking water. The Detroit Wayne Mental Health Authority Board made a \$500,000 dollar contribution to help the Flint CMH with their effort. "Part of the anxiety and depression stems from not knowing when the crisis will end and some of it is fear of the unknown", said Danis Russell, CEO of Genesee Health System.



<http://www.freep.com/story/news/local/michigan/flint-water-crisis/2016/08/06/flint-water-crisis-donations-lead/88064570/>

There was media attention on DWMHA's decision to raise pay nearly a dollar for direct care workers. On January 9, Tom Watkins appeared on WCHB's "The Senior Solution" with host Paul Bridgewater, President and CEO of the Detroit Area Agency on Aging to discuss the recent wage increase. An article also appeared in *The Detroit News* and on the Warren Pierce Show on WJR radio.

<http://www.detroitnews.com/story/news/local/wayne-county/2015/12/31/raise-coming-direct-care-workers-wayne-co/78127952/>





## DWMHA IN THE NEWS (cont.)

Crain's Detroit covered U.S. Deputy Secretary of Labor Christopher Lu's visit to Detroit in April to highlight the regions' investment in its summer employment program. DWMHA partnered again in 2016 with the City of Detroit and other cities around Wayne County by committing over \$1,700,000 to youth employment programs this past summer. Detroit Mayor Mike Duggan kicked off the Grow Detroit's Young Talent which employed over 8,000 young Detroiters. Similar programs were instituted in Westland, Hamtramck, Highland Park, Canton, Dearborn, Taylor and other Wayne County cities.



<http://www.crainsdetroit.com/article/20160418/NEWS/160419810/labor-official-to-visit-detroit-urge-businesses-to-give-youths>

In late 2015, DWMHA's resident psychiatrist and Chief Medical Officer Dr. Carmen McIntyre began a new venture with the Michigan Chronicle titled "Ask the Doctor". The mental health advice segments appear bi-monthly in the Michigan Chronicle and community members can submit questions to Dr. McIntyre who addresses topics and answers based on her expertise on everything from PTSD, Opioid Abuse, Depression and School Bullies.

### ASK THE DOCTOR

**Question:** "What do you think about Medical Marijuana for some or all psychiatric diagnoses, such as anxiety, panic attacks, rage outbursts, etc.?"

The Michigan Medical Marijuana Program allows for persons who have been issued a registry identification card to possess 2.5 ounces of usable marijuana. There are specific qualifying conditions, and a physician with a "bonafide physician-patient relationship" completes a form



Dr. Carmen McIntyre

validating the disabling condition. Physicians do not "write" a prescription for marijuana. The only "psychiatric diagnoses that qualify for the program are Post-Traumatic Stress Disorder (PTSD) and Agitation due to Alzheimer's Disease. The data for this "medical" use of marijuana is fairly weak. It is modestly effective for pain relief, particularly nerve pain; appetite stimulation for people with AIDS wasting syndrome; and control of chemotherapy-related nausea and vomiting. However, it is not considered a "first-line" treatment nor has it been shown to be more effective than other treatments.



## DWMHA IN THE NEWS (cont.)

### Op Ed Articles

Tom Watkins penned numerous articles including *The Detroit News*: overviewing the Authority's accomplishments since splitting with Wayne County. These accomplishments include over 10,000 Mental Health First Aid trainings, funding for mobile crisis stabilization and related services, increasing the pay of direct care staff, eliminating costs and expanding revenue, becoming a demonstration site for MI Health Link, and the "Opening Minds, Ending Stigma" series.

<http://www.detroitnews.com/story/opinion/2015/12/26/wayne-county-mental-health-services/77910648/>

*Battle Creek Enquirer*: The irreversibility of suicide, including a personal testimony about his two brothers. "Suicide kills 38,000 Americans each year, translating into about 104 deaths by suicide a day, or one every 12 to 13 minutes. We must do more as a society to let people know there is both hope and help available."

<http://www.battlecreekenquirer.com/story/opinion/columnists/2016/02/09/tom-watkins-suicide-lasts-forever/80073968/>

*Battle Creek Enquirer*: The controversy surrounding the political attack ads on and media attention concerning people of different faiths. Diversity is an American strength. All of us have a responsibility to stand up and speak out against hate.

<http://www.battlecreekenquirer.com/story/opinion/columnists/2016/03/16/tom-watkins-pull-america-together/81855026/>

*Michigan Chronicle*: How the State Board of Education has stepped up and in an effort to help children and families manage difficult life transitions, by developing voluntary guidelines designed to make LGBTQ (lesbian, gay, bisexual, transgender and questioning) students feel safe and protect them from harassment.

<http://michronicleonline.com/2016/04/04/being-lgbtq-should-not-be-a-death-sentence/>

CW50's *Street Beat*: Spoke with Paul Prange about the special services available to Wayne County residents with mental illness, intellectual and developmental disabilities and substance use disorders. We also addressed the new crisis services being made available that impact the overall healthcare in our region.



<http://cw50.cbslocal.com/2016/04/01/street-beat-mental-health-issues/>



## DWMHA IN THE NEWS (cont.)

WDET: Tom Watkins spoke with Amy Miller on Governor Rick Snyder's proposed budget for community mental health services and work group that will consider alternatives to what the governor has outlined.

<http://wdet.org/posts/2016/03/15/82706-should-michigan-privatize-mental-health-care/>

The Detroit News: The need for greater community conversations on AM910 following the killings of Anton Sterling, Philando Castile, and five police officers this month. According to President Obama, "After being pulled over, African-Americans and Hispanics are three times more likely to be searched. Last year, African-Americans were shot by police at more than twice the rate of whites. African-Americans are arrested at twice the rate of whites. African-American defendants are 75 percent more likely to be charged with offenses carrying mandatory minimums. They receive sentences that are almost 10 percent longer than comparable whites arrested for the same crime." "The death, carnage and stain on our national psyche will only begin to be erased when we say enough is enough, mean it and take action."

<http://www.detroitnews.com/story/opinion/2016/07/12/address-dallas-divides/86955538/>

Education Online News: The successes we have had around community outreach, mental health awareness, expanding to our school systems and law enforcement and even offering free training throughout the community.

<http://www.educationviews.org/interview-tom-watkins/>

Dome Magazine: *Michigan's Obamacare Saving Lives* "Since its inception in April of 2014, the Healthy Michigan Plan has shown countless times that not only is there a need in Michigan for this program, but it's actually benefiting the lives of Michigan residents and our overall healthcare system," said Nick Lyon, director of the Michigan Department of Health and Human Services. "We could not have positively impacted more than 600,000 lives without the tireless support of our Healthy Michigan Plan champions within the legislature and across our business and healthcare community.

<http://domemagazine.com/tomwatkins/tw081216>

Battle Creek Enquirer: About Lieutenant Governor Brian Calley's visit to the Inner City Clubhouse. The article discussed the importance of human connection across social divides, and the impending budget decision by the Snyder administration.

<http://www.battlecreekenquirer.com/story/opinion/columnists/2016/09/19/tom-watkins-human-decency-trump-political-ideology/90576590/>

### **Social Media**

DWMHA has maintained a strong social media presence for several years, with spikes in traffic on hot button topics. Our social media posts have continued to climb into the thousands, thanks in part to a recent partnership with digital marketing strategists at Social COOP Media. Social COOP strategizes the timing of posts during prime hours to optimize traction. In addition to searching and creating content, Social COOP collaborates with DWMHA's Communications Department to optimize messaging, coordinate special events and content relevant to mental health, self-care, online screenings, accessing services, and the sociopolitical & scientific climate surrounding DWMHA's work. In the first few months of our partnership with Social COOP our social media traffic increased by 25 percent.





## Voices Shared Through Poetry

### I Bring It

By Toney Sampson

I bring unhappiness, I bring sadness, I bring the pain  
 I bring lies in your eyes and steal the joy you bring  
 I bring jokes to your hopes of becoming a man  
 I hold the key to destroy your hopes in life's plan  
 I bring madness, ungladness, I bring the unexpected  
 You want it, come get it, I won't be disrespected  
 I bring heartache, headaches, I bring things unlikely  
 I bring the unknowns that make people want to fight me  
 You dislike me, you invite me to a fight you can't win  
 I bring the understanding to realize the thought is within  
 I bring Mondays make Tuesdays look messed up on  
     Wednesdays  
 I take your pride and ride it cause them the games that I  
     play  
 I bring Thursday into Friday put Saturday on layaway  
 I bring Sunday into Monday I start the week all over  
     I look inside myself while I try to stay sober  
 I bring something to the table, ain't able to say what it is  
     I bring in your life not knowing what I did  
 I bring hate to your heart, keep your mind upset and  
     pissed  
 I bring stars from above and only give you one wish  
 I bring it, I bring it, and that's no doubt; the gift that I bring  
     they can't figure out  
 I bring things from the sky that can't be explained  
 I say this they can't spit and they don't even know my  
     name  
 I bring things to my mind cause ain't no one above me  
 If you love me, don't judge me, cause I'm still in recovery  
     I bring the whole world the sober side of me  
 I thank my lucky stars I'm here where I need to be  
 Don't bring me no bad news, don't bring me hopes  
     and wish  
 If you got a gift to give, too late it was already given



### Stigma

By Mary Ann Bozenski

We see it on the news  
 Oh what negative reviews  
 What a tale they spin  
 While they focus in  
 On the harm that was done  
 Minimizing battles won  
 Accomplishments are overlooked  
 Success stories are seldom booked  
 On the afternoon or evening news  
 Where we are bombarded with their  
     views  
 On the dangers of mental illness  
 And the people who are mentally ill  
 What tragedy has taken place  
 Who can we find to blame  
 Not how can we help you  
 Live the life you deserve  
 Find the peace you need

