



ANNUAL MEETING

July 2023

MISSION AND VISION

- ▶ We are a healthcare safety net organization that provides access to a full array of integrated services that facilitate individuals to maximize their level of function and create opportunities for quality of life.
- ▶ To be recognized as a national leader that improves the behavioral and physical health status of those we serve, through partnerships and direct service that provides programs promoting integrative holistic health and wellness.

CEO STRATEGIC PLAN

- ▶ **Year 1: Clinical Integration / Right-sizing Organization**
- ▶ Obtained NCQA certification for the 2nd time, to implement best practices to provide high-quality care, access and consumer protections
 - ▶ Care coordination to reduce fragmented care.
 - ▶ Complex case management, a challenge for initiatives where complex cases are common.
 - ▶ Data exchange between health plans and behavioral healthcare organizations, to support clinical quality and patient experience measurement and improvement.
- ▶ Increased Jail Diversion Programs
- ▶ Established Behavioral Health Homes/Opioid Health Homes
- ▶ **Year 2: Operational and Financial Structure**
 - ▶ Implemented Value Based Payment and became a Manager of Care
 - ▶ Leveraged grant dollars and expanded Mobile Health and Crisis Services
 - ▶ Established universal credentialing with Medversant
 - ▶ Created a Risk Matrix that institutes Universal Compliance/Quality
 - ▶ Integration with key health plan partners
- ▶ **Year 3: Regional Collaboration**
 - ▶ On target for establishing multiple Crisis Care Centers throughout Wayne County
 - ▶ Expanding CCBHCs to best serve Wayne County residents

LET'S TALK ABOUT THE NUMBERS

FY 22-23
DWIHN Served
59,429 People

Populations Served
IDD - 6,616
SMI - 35,018
Children - 17,795

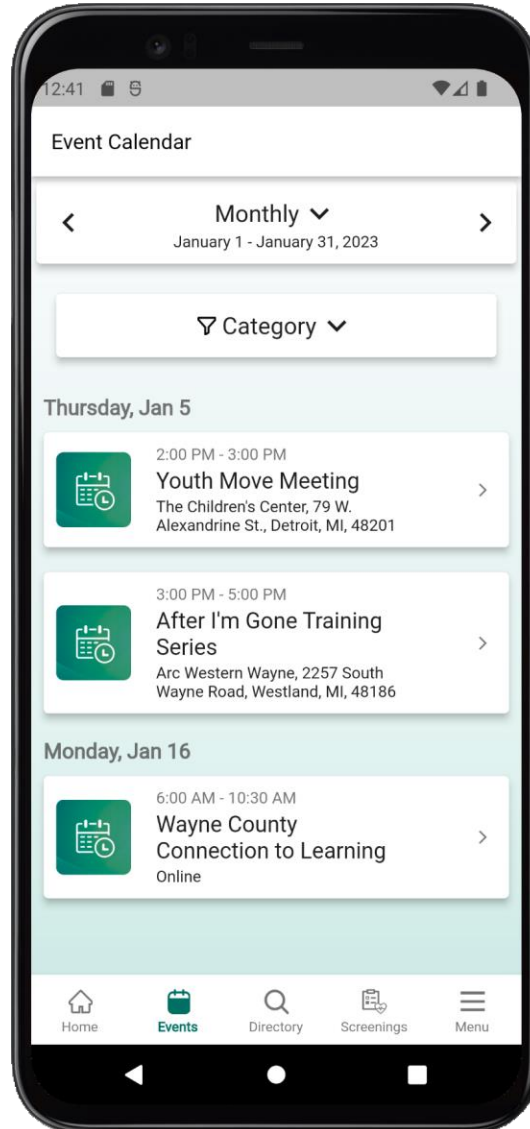
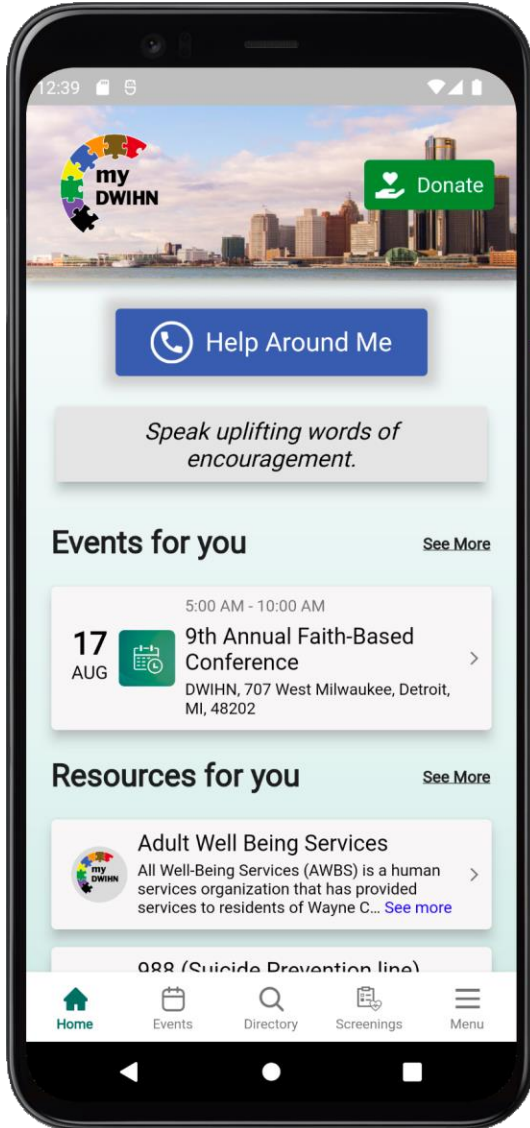
Access Center
Received 206,880
Calls

Issued \$26.3M in
Stability Payments
to Provider Network

Issued \$41.8M in
Workforce Retention
Payments

DWIHN Hired 126
employees

MyDWIHN Mobile App



DWIHN CARE CENTER

- ▶ DWIHN Care Center will add 39 Beds
- ▶ Centrally located
Construction began in Summer 2022
- ▶ Anticipated Completion
Fall 2023
- ▶ 707 W. Milwaukee
Detroit



DWIHN Care Center

ADULT CSU 12 Bed/Recliners	CHILD CSU 6 Beds	ADULT CRU 15 Beds	BEST PROGRAM 6 Beds
<ul style="list-style-type: none"> • 18 years or older • Mental Health and/or Substance Use Crisis • 24/7/365 • All acuity levels accepted • Multidisciplinary team • 72-hour LOS 	<ul style="list-style-type: none"> • Mental Health and/or Substance Use Crisis • 24/7/365 • All acuity levels accepted • Multidisciplinary team • “Family First” approach 	<ul style="list-style-type: none"> • 18 years or older • Mental Health primary diagnosis • 24/7/365 • Voluntary treatment • Multidisciplinary team • Up to 14 days LOS 	<ul style="list-style-type: none"> • 18 years or older • 24/7/365 • Voluntary treatment • Peer run program • Not in immediate crisis but need support • Lowering recidivism • Up to 14-day LOS

Integrated Care Vision

- ▶ Follow-up care after hospitalization for mental illness helps improve health outcomes and prevent readmissions.
- ▶ Closely monitoring hospitalizations to reduce the number of members needing hospitalization services.
- ▶ Providing follow-up care to patients after psychiatric hospitalization to improve patient outcomes and decrease the likelihood of re-hospitalization and the overall cost of outpatient care.
- ▶ Children's crisis intervention and assessment services
- ▶ Expands the presence of FQHCs in our communities for greater access to integrated healthcare



Care That Puts People First



Integrated Behavioral Healthcare Campus

- ▶ Facility would serve Wayne County and adjacent communities
- ▶ Medical, Dental, vision and pharmacy services for persons of all ages
- ▶ Mobile transportation services to appointments
- ▶ 24-7 Walk-in Crisis Assessment, Treatment, Community Services Coordination
- ▶ Children's crisis intervention and assessment services
- ▶ Peer Supports

7 Mile / Southfield
Detroit



MOBILE CRISIS SERVICES

- ▶ Obtained \$4.5 million in grant dollars to provide mobile services
- ▶ July/Aug 2023 - 10 DWIHN vans strategically placed throughout Wayne County to assist persons in need of behavioral health assistance.
- ▶ 24 hr. mobile face-to-face and telephonic clinical pre-admission review and disposition determination
- ▶ Adult community-based face-to-face mobile crisis stabilization
- ▶ The goal is to improve access to services by having a “no four walls” approach.
- ▶ The ability to provide this service will be an asset to the community and an important factor in reducing hospital admissions as it allows persons seeking service to be transferred to the crisis center



CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC (CCBHC) GOALS

- ▶ Launch outpatient treatment sites to provide CCBHC services to individuals with mild to moderate behavioral health needs, including substance use disorder and access to the full range of CCBHC services.
- ▶ Train all clinical CCBHC staff in Evidence-Based Practices
- ▶ Implement complex care management practices to increase care coordination and improve chronic disease management for individuals with comorbid behavioral and physical health conditions.
- ▶ Increase the percentage of intakes of persons seeking services which are completed in a timely manner

DWIHN CCBHC OBJECTIVES

- ▶ Increase screening and access to service capacity for children and adults in Wayne County with behavioral health needs
- ▶ Enhance complex care management approach to provide care coordination for individuals with physical and behavioral health needs, including high risk co-morbidities
- ▶ Establish evidence-based service delivery for individuals with substance use disorder, with a special focus on Opioid Use Disorders
- ▶ Provide evidence-based care management and health education to children and families to improve HEDIS measures for children and youth

Crisis Intervention Teams and Co-Response Model

- ▶ DWIHN has trained over 44 municipalities and other entities in Crisis Intervention
 - ▶ Reducing volume of calls to 911 for mental health-related emergencies
 - ▶ Improving access & utilization of proactive care services for individuals experiencing a mental health nexus
 - ▶ To reduce the trauma that people experience during a mental health crisis.
 - ▶ To use law enforcement strategically during crisis situations—increase the role of mental health professionals, peer support specialists, and other community supports.



Detroit Police Department Co-Response



- ▶ There are 20 DPD Co-Response Officers Citywide through our partnership.
- ▶ In their first evaluation there were **8,475** mental health-related encounters between a Behavioral Health Specialist and an individual in crisis.
 - ▶ **2,852 (33.7%)** of these individuals had a previous encounter
 - ▶ **1,421 (49.8%)** enrolled in mental health-related services.
 - ▶ **African American (46%), 12.5% Caucasian, and 3.6% Hispanic.**
 - ▶ **2,480 individuals diverted from jail by being connected to services.**
 - ▶ *Of these 2,480 individuals diverted from jail, 77.8% were African American.*
- ▶ The Co-Response program is designed to address the systematic barriers for Detroit residents by utilizing jail diversion, community outreach, and triaging resources.

Putting Children First

Specialty Populations:

- ❑ Children ages 0 to 6yo
- ❑ Young adults 18yo to 21yo
- ❑ Foster Care Outreach / Assessments
- ❑ Pediatric Integrated Health Care
- ❑ School Based Counselors in 72 Schools

Goals:

- ❑ Access, Prevention, Crisis Intervention and Treatment

FY 2022 Census:

- ❑ Served a total of 45,225 children, youth ages 0 to 21 and provided resources to their families.

Mental Health Care- Putting Children First



Here to Talk. Here to Help. 800-241-4949



Working for Our Youth

- ▶ Established a Juvenile Restorative Day Treatment Program for youth discharged from Juvenile Detention.
- ▶ Youth United Celebrates 20 years of being a leading Peer Advocacy outreach arm for us.
- ▶ Partner with Children Providers to host workshops throughout the summer for K-12 students to learn entrepreneurship skills and develop self-care products.
- ▶ DWIHN highlighting our young people and awarding \$22,000 in scholarships to Wayne County high school students.
- ▶ Infant and Early Childhood Mental Health Consultation
 - ▶ Consultation to providers to avoid expelling children from care, to address challenging behavior in positive ways, and to provide learning environments that are equitable and free from bias - promoting children's development and resilience.



Community Outreach

- ▶ **Billboards** - Hundreds of thousands of people see the DWIHN billboards every day and on average about two million impressions are estimated weekly.
- ▶ **TV/Print/Radio/YouTube** - Messaging in multiple languages on *Kids on Kids in Crisis, Accessing Mental Healthcare Addiction, Suicide, Alcohol Use, Vaping, and Who is DWIHN?*
- ▶ **Social Media** - Launched TikTok and Snapchat with our young people and saw tremendous growth on our Facebook platform and as the top driver to our website.
- ▶ **Community Partners** - every month DWIHN staff works with our providers partners, advocates and stakeholders in participating in dozens of town halls, fairs, forums, conferences and events to help bring educational resources to the community.



THANK YOU

