



Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
Detroit, MI 48202-2943
Phone: (313) 833-2500
www.dwihn.org

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

FULL BOARD
Wednesday, April 17, 2024
Detroit Wayne Integrated Health Network
Administration Building - 1st Floor Boardroom
8726 Woodward Ave.
Detroit, Michigan 48202
1:00 p.m.
AGENDA

- I. CALL TO ORDER
- II. ROLL CALL
- III. APPROVAL OF AGENDA
- IV. MOMENT OF SILENCE
- V. APPROVAL OF BOARD MINUTES – March 20, 2024
- VI. RECEIVE AND FILE – Approved Program Compliance Committee Minutes – March 13, 2024
- VII. ANNOUNCEMENTS
 - A) Network Announcements
 - B) Board Member Announcements
- VIII. BOARD COMMITTEE REPORTS
 - A) Board Chair Report
 - 1) Board Committee Appointments
 - 2) Regional Chamber of Commerce 2024 Mackinac Policy Conference – Mackinac Island, Michigan (May 28th– 31st, 2024)
 - 3) Hill Day – June 5th & 6th 2024 – Washington, DC
 - 4) Community Mental Health Association of Michigan (CMHAM) Annual Summer Conference – June 11th & 12th 2024 – Grand Traverse, Michigan (Elections)
 - 5) Community Mental Health Association of Michigan (CMHAM) Annual Fall Conference – October 21st & 22nd 2024 – Grand Traverse, Michigan
 - B) Executive Committee
 - 1) Update Annual Meeting – July 17, 2024
 - C) Finance Committee
 - D) Program Compliance Committee
 - E) Recipient Rights Advisory Committee

Board of Directors

Dr. Cynthia Taueg, Chairperson
Karima Bentounsi
Jonathan C. Kinloch

Kevin McNamara, Vice Chairperson
Angela Bullock
Bernard Parker

Dora Brown, Treasurer
Lynne F. Carter, MD
William Phillips

Eva Garza Dewaelsche, Secretary
Angelo Glenn
Kenya Ruth

Eric W. Doeh, President and CEO



IX. SUBSTANCE USE DISORDER (SUD) OVERSIGHT POLICY BOARD REPORT

X. UTILIZATION MANAGEMENT (UM) PROGRAM EVALUATION FY23 *(Program Compliance)*

XI. UNFINISHED BUSINESS

Staff Recommendations:

- A. BA#23-61 (Revision 2) – Hotel St. Regis Board Meeting Space *(Executive)*
- B. BA#24-06 (Revision 5) – Detroit Wayne Integrated Health Network (DWIHN) Provider Network System FY 23/24 – Additional Providers *(Program Compliance)*
- C. BA#24-12 (Revision 2) Tobacco-Free Policy Pilot Project; CHESS Recovery Pilot Project; Sobriety House Pilot Project and Annual Interfaith-Based SUD Conference *(Program Compliance)*
- D. BA#24-14 (Revised 1) – Multicultural Integration Programs and DWIHN Veteran Navigator *(Program Compliance)*

XII. NEW BUSINESS

Staff Recommendations:

- A. BA#24-60 – Michigan Consortium for Healthcare Excellence (MCHE) *(Program Compliance)*
- B. BA#24-61 – City of Detroit Co-Response Partnership Training *(Program Compliance)*
- C. BA#24-63 – Western Wayne Therapeutic Recreation *(Program Compliance)*
- D. BA#24-65 – Purchase of Property -8642 Woodward Avenue, Detroit (Catholic Charities of Detroit) *(Executive)*
- E. BA#24-66 – Additional Fire Suppression Work – Milwaukee Building (Macomb Mechanical) *(Executive)*

XIII. AD HOC COMMITTEE REPORTS

- a. Policy/Bylaw Committee
- B. Strategic Plan Committee
- C. Board Building Committee

XIV. PRESIDENT AND CEO MONTHLY REPORT

- A. Update Crisis Care Center
- B. Update Provider Stability Plan
- C. Update Integration Pilot
- D. Update Long Term Residential Care

XV. COMMUNICATIONS/MEDIA REPORT

XVI. PROVIDER PRESENTATION – Wayne Center

XVII. REVIEW OF ACTION ITEMS

XVIII. GOOD & WELFARE/PUBLIC COMMENT/ANNOUNCEMENTS

Members of the public are welcome to address the Board during this time for no more than two minutes. (The Board Liaison will notify the Chair when the time limit has been met.) Individuals are encouraged to identify themselves and fill out a comment card to leave with the Board Liaison; however, those individuals that do not want to identify themselves may still address the Board. Issues raised during Good and Welfare/Public Comment that are of concern to the general public and may initiate an inquiry and follow-up will be responded to and may be posted to the website. Feedback will be posted within a reasonable timeframe (information that is HIPAA related or of a confidential nature will not be posted but rather responded to on an individual basis).

XIX. ADJOURNMENT



**DETROIT WAYNE INTEGRATED HEALTH NETWORK
BOARD COMMITTEES
2024-2025
(Effective April 1, 2024)**

Standing Committees

EXECUTIVE COMMITTEE

Dr. Cynthia Taueg, Chair
Kevin McNamara, Vice Chairperson
Dora Brown, Treasurer
Eva Garza Dewaelsche, Secretary
Kenya Ruth, Immediate Past Chair

FINANCE

Dora Brown, Chair
Kevin McNamara, Vice Chair
Karima Bentounsi
Eva Garza Dewaelsche
Angelo Glenn
Kenya Ruth

PROGRAM COMPLIANCE

Commissioner Jonathan C. Kinloch, Chair
Lynne F. Carter, M.D., Vice Chair
Angela Bullock
Bernard Parker
William Phillips

RECIPIENT RIGHTS ADVISORY

Angelo Glenn, Chair
Commissioner Jonathan C. Kinloch, Vice Chair
Kenya Ruth

Substance Use Disorder Oversight Policy Board

Thomas Adams, Chair
Dr. Kanzoni N. Asabigi
Maria Avila
Thomas Fielder
Angelo Glenn
Antoine Jackson

Commissioner Jonathan C. Kinloch
Margo Martin
Kevin McNamara
James Perry
Ronald Taylor
Darryl Woods, Jr.

Ad-Hoc Committees (Meet as Required)

POLICY

William Phillips, Chair
Angelo Glenn, Vice Chair
Dora Brown
Jonathan C. Kinloch
Bernard Parker

BUILDING

Bernard Parker, Chair
Dora Brown, Vice Chair
Eva Garza Dewaelsche
Jonathan C. Kinloch
Kevin McNamara

STRATEGIC PLANNING

Lynne F. Carter, Chair
Karima Bentounsi, Vice Chair
Angela Bullock

NOMINATING

Appointments to this Committee will be made in January 2024, in accordance with the Board By-Laws

MEETING DATES:

Board Executive Committee
Recipient Rights Advisory Committee
Substance Use Disorder Oversight Policy Board
Finance Committee
Program Compliance Committee
Full Board
Nominating Committee
Bylaw/Policy and Strategic Planning Committee
Strategic Planning Committee

Meets Third Monday at 12:30 p.m.
Meets Bi-Monthly First Monday at 1:00 p.m.
Meets Third Monday at 10:00 a.m.
Meets First Wednesday at 1:00 p.m.
Meets Second Wednesday at 1:00 p.m.
Meets Third Wednesday at 1:00 p.m.
Meets annually or as necessary
Meets as necessary.
Meets as necessary.



**DETROIT WAYNE INTEGRATED HEALTH NETWORK
FULL BOARD
Meeting Minutes
Wednesday, March 20, 2024
1:00 p.m.**

BOARD MEMBERS PRESENT

Kenya Ruth, Chair	Eva Garza Dewaelsche
Dr. Cynthia Tauog, Vice Chair	Commissioner Jonathan C. Kinloch
Dora Brown, Treasurer	Angelo Glenn
Ms. Karima Bentounsi	Kevin McNamara
Lynne F. Carter, M.D.	

BOARD MEMBERS ATTENDING VIRTUALLY: None

BOARD MEMBERS EXCUSED: Ms. Angela Bullock; Mr. Bernard Parker and Mr. William Phillips

SUBSTANCE USE DISORDER OVERSIGHT POLICY BOARD: Mr. Thomas Adams, Chair, Substance Use Disorder Oversight Policy Board

GUEST(S): – Mr. Daniel Varner, President & Chief Executive Officer; Ms. Felicia Hunter, Chief Mission Officer; Mr. Edward Steinberger, CFO; and Ms. Kara Hicks - Goodwill of Greater Detroit

CALL TO ORDER

The Board Chair, Ms. Ruth, welcomed and thanked everyone for attending and called the meeting to order at 1:15 p.m.

ROLL CALL

Roll call was taken by the Immediate Past Chair, Mr. Angelo Glenn and a quorum was present.

APPROVAL OF THE AGENDA

The Board Chair called for a motion on the agenda. **It was moved by Ms. Garza Dewaelsche and supported by Dr. Carter approval of the agenda.** There was no further discussion. **Motion carried.**

MOMENT OF SILENCE

The Board Chair, Ms. Ruth, called for a moment of silence. Moment of Silence taken.

APPROVAL OF BOARD MINUTES

The Chair called for a motion on the Board minutes from the Full Board meeting of February 21, 2024. **It was moved by Mr. Glenn and supported by Ms. Garza Dewaelsche to approve the Full Board minutes of February 21, 2024.** There was no further discussion. **Motion carried.**

RECEIVE AND FILE

The approved minutes from the Finance Committee meeting of February 7, 2024 and the approved minutes from the Program Compliance Committee meeting of February 14, 2024 were received and filed.

ANNOUNCEMENTS

Network Announcements

Ms. T. Devon, Director of Communications, reported on two events. It was reported that March 20th is March Madness at the Children's Center; the event will be held from 12:00 p.m. to 4:00 p.m. Ms. Devon noted the Children's Center does an excellent job at including fathers and male caregivers in various training activities. The Children's Center will also hold "Fatherhood Conversations" on March 21st from 4:00 p.m. to 6:00 p.m. All of the information can be found on the DWIHN app. It was reported that Pershing High School reached out to DWIHN in regard to the News story about a 15 year old being sold marijuana from a vape shop. Our SUD department under the direction of Ms. J. Davis and her team did an excellent job and gave a presentation about the effects of marijuana on the brain. Pershing has invited the SUD department to return and provide Narcan training. The SUD department has also been invited to Romulus High School to provide the same presentation and Narcan training. It was also reported that Mr. G. Lindsay performed a rap at Pershing High School for the students.

The Mental Health Youth Council (MHYC) application process closes this Friday at 5:00 p.m. The opportunity to participate in the MHYC is extended to 9th -12th graders and is a paid advocacy position that DWIHN is leading for Wayne County residents. Students and parents can go to the DWIHN website to apply.

Mr. Doeh announced that there was an award ceremony held at the DMC to recognize the work that our peers were doing with folks coming into the emergency department and getting them into residential treatment. The numbers had been in the single digits; however, because of the pilot program and the great work of Ms. J. Davis and her team the percentage is now up to 73%. It was noted that our own Ms. Bentounsi started the program, and the DMC presented her with an award. Mr. Doeh reported there were balloons, flowers and some cash; so he received the three items and what was left was the award which he received on behalf of Ms. Bentounsi. The DMC Key Contributor award was presented to Ms. Bentounsi at the Full Board meeting. The board congratulated her on the accomplishment. There were no further Network announcements.

Board Announcements

The Chair called for any board announcements. Ms. Ruth, Chair extended congratulations on behalf of the Board to Ms. Bentounsi on her recent nuptial. There were no further board announcements.

It was noted the record should reflect that Ms. Brown, Board Treasurer joined the meeting and Mr. Adams was on the call via Zoom.

The Board Chair, Ms. Ruth reported the CEO Annual Incentive Compensation Objectives for FY2023/2024 was the next item on the agenda and noted the document had been reviewed by the Executive Committee and Mr. Doeh and he was in agreement with the document. The Chair called

for a motion. **It was moved by Mr. Glenn and supported by Ms. Garza Dewaelsche approval of the CEO Annual Incentive Objectives for FY2023/2024.** There was no further discussion. **Motion carried unanimously.**

BOARD COMMITTEE REPORTS

Board Chair Report

Ms. Ruth, Chairperson gave a verbal report. It was reported the City of Detroit reappointments had been confirmed; Dr. Cynthia Taueg and Ms. Eva Garza Dewaelsche have both been reappointed to the Board. Congratulations were extended to both board members. Board members will receive an email from Dr. Taueg requesting committee preferences for the upcoming year; board members were encouraged to respond to the email as requested. The Board Chair noted that Exigent approval had been requested by Administration and provided for Board action #24-59 – Purchase of 2013 Cummins Generator on March 12, 2024.

The Chair noted the National Council for Mental Wellbeing – NatCon 24 will be held April 15th -17th 2024 in St. Louis, Missouri and at this time Mr. Glenn and Ms. Bullock are scheduled to attend; the Chamber of Commerce 2024 Mackinac Policy Conference will be held on Mackinac Island May 28th – May 31st 2024 and there are several board members and staff members scheduled to attend.

The Chair noted the Community Mental Health Association of Michigan (CMHAM) Annual Summer Conference will be held in Grand Traverse, Michigan June 11th and 12th 2024. Elections will take place at the conference; individuals must be present to be elected and voting delegates will be needed. Mr. Phillips has noted his intentions to attend and Dr. Taueg is considering attending.

The Chair noted the Community Mental Health Association of Michigan Annual Fall Conference will be held October 21st and 22nd 2024 in Grand Traverse, Michigan and at this time Ms. Bentounsi has noted her interest in attending. Board members that are interested in attending any of the conferences were directed to contact the Board Liaison. There was no further discussion on the Board Chair report. The report of the Board Chair was received and filed.

Executive Committee

The Board Chair, Ms. Ruth reported that at the Executive Committee a vote was taken regarding the Annual meeting. It was recommended that the Annual meeting be held during the month of July instead of May. **It was moved by Commissioner Kinloch and supported by Ms. Gaza Dewaelsche to accept the recommendation from the Executive Committee and move the Annual Meeting to the month of July with a date to be determined.** There was no further discussion. **Motion carried.** The Executive Committee report was received and filed.

It was noted the record should reflect that Dr. Taueg, Board Vice Chairperson, joined the meeting.

Finance Committee

Ms. Brown, Committee Chair provided a verbal report. It was reported the committee met on Wednesday, March 6, 2024. There was a carryover of \$32 million in Medicaid savings and the maximum allowed is \$46.2 million. We have a PA2 balance of \$9,330,007 and there were three board actions recommended for consideration to the Full Board for approval. Our liquidity remains strong and cash flow remains sufficient to support operations. There was no further discussion. The Finance Committee Report was received and filed.

Program Compliance Committee

Dr. Taueg, Committee Chair provided a verbal report. It was reported that the committee met on Wednesday, March 13, 2024. There was a full agenda and the committee received numerous reports and updates; Dr. Taueg was particularly impressed by the report from the Children's Initiative Department, as it was reported that we had over 11,000 unduplicated children served. Dr. Taueg noted that this number does not include the children served through the school success initiative. We are reaching our young population, and we were happy to hear about that significant figure. Lastly, there were six board actions presented at the meeting and all were recommended to move forward for approval to the Full Board. There was no further discussion. The Program Compliance Committee report was received and filed.

Recipient Rights Advisory Committee

Mr. Glenn, Chair, Recipient Rights Advisory Committee (RRAC) gave a verbal report. It was reported the Recipient Rights Advisory Committee met on March 4, 2024. Three investigators were hired and one member was added to the Recipient Rights Advisory Committee. The Office of Recipient Rights, the director and staff passed a three-year assessment with substantial compliance and it was noted that these results were thought to be official. The educational piece provided at the meeting was on the Dignity and Respect policy. Congratulations were extended to Dr. Polly McCalister, the department and to the committee members of the Office of Recipient Rights. There was no further discussion. The Recipient Rights Advisory Committee report was received and filed.

SUBSTANCE USE DISORDER (SUD) OVERSIGHT POLICY BOARD REPORT

Mr. Adams, Chair of the Substance Use Disorder Oversight Policy Board, noted the board was scheduled to meet on Monday, March 18, 2024. A written report was provided for the record. It was reported that there were four board actions that were approved unanimously. There were two presentations one from Latino Family Services and the other from Integrated Health, Population and Assessments. It was a very fruitful meeting. The SUD Oversight Policy Board Chair noted additional details could be found in the report. There was no further discussion. The report of the Substance Use Disorder Oversight Policy Board was received and filed.

FY2023/2024 Resolution #1 – Resolution Appointing Board Members to the Substance Use Disorder Oversight Policy Board

The Chair reported that FY2023/2024 Resolution #1 was before them which was to appoint Board members to the Substance Use Disorder Oversight Policy Board. **It was moved by Commissioner Kinloch and supported by Dr. Taueg approval of FY2023/2024 Resolution #1 – Resolution Appointing Board Members to the Substance Use Disorder Oversight Policy Board.** The Resolve was read into the record; Now, Therefore, Be it Resolved that: The DWIHN Board of Directors hereby reappoints Maria Avila, Angelo Glenn and Jonathan Kinloch to the SUD Board, with effective dates of appointment and termination of appointment, as set forth below: Maria Avila; Angelo Glenn, Jonathan Kinloch effective date of Appointment April 1, 2024 and effective date of Termination of Appointment March 31, 2027, I hereby certify that the foregoing Resolution was adopted by the Detroit Wayne Integrated Health Network Board of Directors on this Twentieth (20th) day of March 2024. There was no further discussion. **Motion carried.** The reappointed SUD Board members were congratulated by the Board of Directors for their commitment to the people we serve.

UNFINISHED BUSINESS

Staff Recommendations:

- A. BA#21-29 (Revision 2) – Billboard Management Outreach – The Chair called for a motion. **It was moved by Dr. Taueg and supported by Ms. Garza Dewaelsche approval of BA#21-29 (Revision 2).** T. Devon, Director of Communications reporting. The Chair Outfront Media DWIHN Communications is requesting a correction to previously approved BA#21-29R. The amount requested and approved was \$115,000 per year for two years, for a total of \$230,000. The correct amount is \$135,000 for two years, for a total of \$270,000. This correction will add an additional \$40,000 to the contract. The contract term will not change – October 18, 2023- September 30, 2025. The total contract amount is not to exceed \$1,020,000. There was no further discussion. **Motion carried.**
- B. BA#23-57 (Revision 3) Claims, Audit & Utilization Review Systems – BizAnalytix. The Chair called for a motion. **It was moved by Commissioner Kinloch and supported by Dr. Taueg approval of BA#23-57 (Revision 3).** Ms. Hardrick-Crump, Director of Claims, reporting. This revised board action is requesting to exercise the first of two, one-year renewal options, extending the contract to February 28, 2025 for an additional \$84,000. The revised contract amount is not to exceed \$327,600 through February 28, 2025. The Claims Audit and Utilization Review System (CAURS) unlike claim processing subsystems that process one claim at a time, CAURS can be used to analyze post payment data for multiple claims at a time to identify suspicious provider billing patterns along with conducting audit both internally as well as externally working with providers. DWIHN is able to identify adjudication and billing errors, and overpayments. The reports generated by the system will be used to assist in the detection of program fraud and abuse, monitor quality of services and provide a function for the development of program policy. Discussion ensued regarding ownership of the source codes. There was no further discussion. **Motion carried.**
- C. BA#24-01 (Revised) – Michigan Department of Health and Human Services (MDHHS) Children’s Initiatives Grants. The Chair called for a motion. **It was moved by Dr. Taueg and supported by Mr. Glenn approval of BA#24-01 (Revised).** C. Phipps, Director of Children Initiatives reporting. DWIHN is requesting board approval for the revision of A#24-01 due to additional funding secured by Michigan Department of Health and Human Services (MDHHS) for two (2) grants of the three (3) grants. Grant #2 Infant and Early Childhood Mental Health Consultation (IECMHC). The funding amount increased by \$21,067 from \$171,419 to the total not to exceed amount of \$192,486.00 of that amount of \$189,986 will be allocated to Development Centers and \$2,500 to DWIHN for indirect costs. Furthermore, the program is a prevention based and indirect intervention that teams a mental health professional with childcare providers to improve the social, emotional, and behavioral health of children. Grant #3 Infant and Early Childhood Mental Health Consultation – Home Visiting (IECMHC-HV). The funding amount increased by \$65,473 from \$58,470 to the total not to exceed amount of \$123,943.00 of that amount \$121,443 will be allocated to Development Centers and \$2,500 to DWIHN for indirect costs. This program is a prevention based an indirect intervention that teams a mental health professional with home visiting programs to improve the social, emotional, and behavioral health of children. There is no change to the Systems of Care grant (#1). The combined total is an amount not to exceed \$1,679,070. Contract terms will remain the same. A budget adjustment will be forthcoming to certify the additional funds. There was no further discussion. **Motion carried.**
- D. BA#24-06 (Revision 4) Detroit Wayne Integrated Health Network (DWIHN) Provider Network System FY 23/24. The Chair called for a motion. In response to the crisis continuum of care RFP #2023-009 issued on January 2024, this board action is requesting approval for the provision of Crisis Stabilization Units (CSU) services, Pre-Admission Review (PAR) services, and Mobile Intensive Crisis Stabilization Services (ISS) for adults and Children as follows: TEAM Wellness continuation of Adult Pre-Admission Review (PAR) and Crisis Stabilization Unit Adults. Hegira – continuation of adult Pre-Admission Review (PAR) and Crisis Stabilization Unit Adult. Note: Effective March 15, 2024, Hegira will no longer provide Crisis Residential Unit services for adults. The Guidance Center – Continuation of Children’s Pre-Admission Review (PAR). New Oakland – Continuation of children’s mobile crisis services and children’s Pre-Admission Review (PAR). The aforementioned services are fee for service (FFS) based on a standard rate across the provider network. Discussion ensued regarding the services that will no longer be provided by Hegira.

F. BA #24-12 (Revised) Substance Use Disorder Treatment Network FY24 – Brochures and Promotional Items. The SUD Department is requesting approval to spend Public Act 2 funds in the amount not to exceed \$100,000.00 to purchase pamphlets and informative items from Prevention & Treatment Resource Press (PTR Press); C. Wendling Investments LLC, and Novaceuticals to promote SUD prevention, treatment and recovery events. These materials will help raise awareness about the harmful effects of drugs on the human body and keep the community informed about new drugs and trends in society. They will also provide valuable information to parents on how to recognize signs and symptoms of drug use in their children. DWIHN has the discretion to allocate the funds among the providers based upon utilization without board approval for up to the amount not to exceed \$6,955,483.00.

G. BA#24-13 (Revised) – Substance Use Disorder Prevention Network FY24- Additional Prevention Providers. SUD has requested to add provider Changing Lives and Staying Sober (CLASS) to the Prevention Provider Network. CLASS has met the minimum requirements from the proposal RFQ 2023-002 and will contribute to ongoing prevention efforts. Block Grant prevention funds in the amount of \$150,000.00 have been reallocated to CLASS. They will implement communication campaigns and train 20 individuals annually to conduct screenings effectively. There is no change in total funding. Prevention services continue to be funded with \$4,142,847 of Federal Blok Grant dollars and \$2,350,020 of PA2 funding totaling \$6,492,847.00. DWIH has the discretion to reallocate the dollars withing funding sources among the providers without board approval based upon utilization up to an amount not to exceed \$6,492,847.00.

It was moved by Dr. Taueg and supported by Commissioner Kinloch that Board actions BA#24-06 (Revision 4) – Detroit Wayne Integrated Health Network (DWIHN) Provider Network System FY 23/24; BA#24-12 (Revised) – Substance Use Disorder Treatment Network FY24-Brochures and Promotional Items and BA#24-13 (Revised) Substance Use Disorder Prevention Network FY24 – Additional Prevention Providers) under Unfinished Business-Staff Recommendations be bundled. Discussion ensued. It was moved that Mr. Glenn and supported by Commissioner Kinloch approval of Board actions BA#24-06 (Revision 4) – Detroit Wayne Integrated Health Network (DWIHN) Provider Network System FY 23/24; BA#24-12 (Revised) – Substance Use Disorder Treatment Network FY24-Brochures and Promotional Items and BA#24-13 (Revised) Substance Use Disorder Prevention Network FY24 – Additional Prevention Providers as the board actions had all gone through the committee process and had been thoroughly vetted. There was no further discussion. Motion carried.

E. BA#24-07 (Revision 4) Detroit Wayne Integrated Health Network (DWIHN) Operating Budget FY2023/2024. The Chair called for a motion. **It was moved by Ms. Brown and supported by Mr. Glenn approval of BA#24-07 (Revision 4).** Board approval is requested to certify additional revenues totaling \$2,874,361 and authorize expenditures of a like amount as noted below: 1. MDHHS FY2023 carryover funding for Behavioral Health Services (BHS) totaling \$75,083: \$13,621 for Native Americans BHS; \$50,256 for Hispanic BHS; \$11,206 for Vietnam Veterans BHS; 2. Additional \$1,000,000 of funding added to our COVID Treatment Project for provider stabilization 3. Opioid settlement funds totaling \$1,728,225 for fiscal years ended 2023 and 2024. The board action also includes the use of \$71,053 of Medicaid Reserve funds to support the following changes to salaries and benefits: Salary/fringe increase for Mobile Crisis Director \$20,659; salary/fringe increase for Mobile Crisis Office Manager \$11,557; upgrade Director of Clinical Services to Vice President of Direct Clinical Services \$38,837; six Direct Services Clinical positions under-budgeted in error - Federal Block Grant revenue \$143,561; and new Direct Services Administrator position \$165,415.00. There was no further discussion. **Motion carried.**

NEW BUSINESS

Staff Recommendations:

A. BA#24-47 FY23/24 MI Health Link Demonstration Project. The Chair called for a motion. **It was moved by Dr. Taueg and supported by Mr. Glenn approval of BA#24-47 MI Health Link Demonstration Project.** This board action is requesting a two-year continuation contract through

December 31, 2025 with the five (5) Integrated Care Organizations (IC) to receive and disburse Medicare dollars to reimburse the Affiliated Providers for an estimated amount of \$24,000,000.00 MDHHS has extended the MHL Pilot project through 12/31/25 at which time they will implement and launch an Integrated Dual Eligibles Special Needs Plan model by January 1, 2026. The board action will ensure the greatest degree of continuity in the infrastructure and successful transition to the new model, once finalized. There was no further discussion. **Motion carried.**

B. BA#24-58 Accounting System Maintenance and Support. The Chair called for a motion. **It was moved by Ms. Brown and supported by Ms. Bentounsi approval of BA#24-58 Accounting System Maintenance and Support.** S. Durant, VP of Finance reporting. The board action is requesting the approval to exercise a two year extension of our contract with the TM Group to provide system support services for our Microsoft Dynamic GP enterprise resource planning system, handling our accounting, purchasing and payment responsibilities among other things. In addition to providing technical support services, the TM Group will also be responsible for making our annual maintenance payments. The three (3) year contract consist of the following: Licenses and software (pass through to Microsoft)-\$66,857; Consulting support -\$44,650.00. The initial contract totaling \$43,639 was procured via a competitive purchase under \$50,000 for the period of April 1, 2023 through March 31,2024. The two year contract extension runs from April 1, 2024 through March 31, 2026 with a cost of \$67,867. This brings the total contract amount not to exceed \$111,506 through March 31, 2026. There was no further discussion. **Motion carried.**

C. BA#24-Purchase of 2013 Cummins Generator. This Board is requesting board approval to purchase a 2013 Cummins Generator for the Downriver Care Center in the amount not to exceed \$316,933.27. **This item was given exigent approval by the Board Chair, Ms. Ruth on March 11, 2024.**

AD HOC COMMITTEE REPORTS

Policy/Bylaw Committee

The Chair, Ms. Ruth, requested the Policy/Bylaw Committee report. Dr. Taueg, Committee Chair noted the Policy/Bylaw Committee did not meet during the month of March. There was no report.

Strategic Plan Committee

The Chair, Ms. Ruth, requested the Strategic Plan Committee report. Lynne F. Carter, M.D. noted the Strategic Plan Committee did not meet during the month of March. There was no report.

Board Building Committee

Mr. Mike Maskey, VP of Facilities, provided a verbal report on behalf of Mr. Parker Committee Chair. It was reported the Building Committee met on March 6th 2024. Status updates for all four projects including financials for Woodward and Milwaukee and an update was provided for Woodward building. It was noted that we have received a paper copy of our occupancy permit and staff will be brought into the Woodward building on April 1st. The Board congratulated staff on this announcement. The Milwaukee building is having its' final round of occupancy inspections. In regard to the 7 Mile project, it was reported that there were renderings of the exterior of the facility presented at the meeting. We are preparing our submission of the design and structure to the city for site, plan, review, and approval. It was reported that we are still in our due diligence period for the Downriver facility and pending results of a phase 1 and phase 2 Environmental survey for the property. It was also reported that the generator was given exigent approval. We were able to locate a generator for the Downriver project which meets our needs and is readily available and will be placed in storage now that it has been approved. The Board noted that it was

a good job on getting the generator early. There was no further discussion. The Building Committee report was received and filed.

PRESIDENT AND CEO MONTHLY REPORT

Mr. Doeh, CEO and President provided a written report for the record and gave a verbal report. An update on SUD funding and highlights regarding financial developments was shared with the committee. There has been a substantial increase in funding with \$1.5 million specifically allocated for the PA 2 funds. During our meeting with Michigan's Attorney General Dana Nessel, the discussion revolved around the allocation of our Opioid funding, which has also been granted to other municipalities. Mr. Doeh expressed his desire to understand how these funds have been utilized or will be utilized in the future. He mentioned that he has already had conversations with our executive leadership regarding the proposed plans for spending the funds, and there have been some promising ideas presented. As we move forward into the next month, Mr. Doeh would like to present to the board a detailed plan on how we can effectively allocate these funds. It was noted that there were some plans for long term care and next month a potential partnership will be introduced for long- and short-term care within Wayne County. It was mentioned that we did go after those dollars and were not successful; however, we are going to pivot and have a recommendation that will be presented to the board. Mr. Doeh thanked all of the staff, stakeholders, the board and the folks we serve in the North End who have been so accommodating and welcoming us. He encouraged everyone that has not seen the building to visit and noted that the Administration building was a testament to the hard work that all of us have done and this board made possible. It was also nice to hear from the Mayor, the City Council President and we were recognized by the White House when Chief White went there to visit on our work in mental health. It was also reported that the Governor has given her budget recommendation, and the legislators will be spending time reviewing it between now and May; matters will be going to the subcommittees for consideration and in June some form of the budget will be adopted to be signed in July. One of the key items is the money that has been put forth for the CCBHC which is about \$193 million dollars. Recipient Rights received a glowing report on their review from the department and not only on the work that was done, but also in how they were treated by Dr. McCalister and her staff and how they felt in conducting the audit. An overview was provided on the Pipeline dollars that are being advocated in Lansing and discussed at the CMHA Conference and the recruitment efforts being made by DWIHN to attract and retain talented skilled professionals to the workforce. Information was also shared about college tuition and having those that were granted education dollars by the State possibly having to reside in Michigan for a specified amount of time. It was also noted that the Mental Health Youth Council was another pipeline that could be utilized for introducing individuals to Mental Health. Mr. Doeh apologized for the Full Board meeting not taking place in the Administration building as previously promised. However, the audio system needed some additional attention and should be ready for the April meetings. There was no further discussion. The Board Chair thanked Mr. Doeh for the report. The report of the President and CEO was received and filed.

COMMUNICATIONS/MEDIA REPORT

Ms. Ruth, Board Chair, noted the Communications Media Report was provided to the Board in the agenda packet and a full report will be provided next month. There was no further discussion. The Board thanked the Communications Department for the report.

The meeting was recessed for ten minutes at 1:55 p.m. to prepare for the Provider Presentation. The meeting was reconvened at 2:05 pm. by the Chair, Ms. Ruth. The next item on the agenda was the Provider Presentation – Goodwill of Greater Detroit.

PROVIDER PRESENTATION – Mr. Daniel Varner, President & Chief Executive Officer; Ms. Felicia Hunter, Chief Mission Officer; Mr. Edward Steinberger, CFO; and Ms. Kara Hicks - Goodwill of Greater Detroit. A written PowerPoint was provided for the record. Mr. Daniel Varner, President & CEO provided an overview of the Core Ideology of Goodwill of Greater Detroit which included their Vision – A region where everyone has the opportunity to achieve their maximum potential; their Mission – We build pathways to independence through personal development and the power of work and their Core Values which include Integrity; Dignity and Respect; Continuous Improvement; Diversity and Inclusion and Health, Safety and Well-Being. An overview was provided on how Goodwill works; the size of their annual budget; number of employees and that they serve approximately 15,000 people per year across five counties. It was noted there are approximately 150 Goodwills in the United States. The Goodwill provides skill building services for adults with developmental and Intellectual disabilities and there are four class levels that address digital skills, financial literacy; time and task management; workplace communication; problem solving/flexible thinking and self-advocacy. A high level overview was provided on the Steps to Success; the Digital Classroom Experience; Supported Employment in Goodwill Nonprofit Business; and the diverse array of community sites where skill building participants are placed which include McDonalds, the Michigan Humane Society; Walmart and the Dollar Tree to name a few. Information was provided on Mental Health Worldwide and the Clubhouse programs. It was noted that the Clubhouse is a place where relationships and friendships are born and isolation ends and is an intentional community designed to support individuals living with the effects of mental illness; members who attend clubhouse gain transferable skills that assist them in rejoining the world of friendships, employment education and independent living skills. An overview of how the clubhouse works was provided along with member recovery stories. Discussion ensued regarding the length of the classes and the location of the Goodwill. Goodwill brochures were provided to the Board. There was no further discussion. The Board thanked Mr. Varner and his team for the presentation and for their work in the community.

REVIEW OF ACTION ITEMS

None.

GOOD AND WELFARE/PUBLIC COMMENT

The Board Chair, Ms. Ruth read the Good and Welfare statement. Ms. Warick, a citizen addressed the board on some of her outstanding concerns and left a comment card for follow-up. There were no additional members addressing the board for Good and Welfare.

ADJOURNMENT

There being no further business, Ms. Ruth, Chair called for a motion to adjourn. **It was moved by Dr. Carter and supported by Mr. McNamara to adjourn. The motion carried unanimously.** The meeting was adjourned at 2:33 p.m.

Submitted by:
Lillian M. Blackshire
Board Liaison

PROGRAM COMPLIANCE COMMITTEE

MINUTES

MARCH 13, 2024

1:00 P.M.

IN-PERSON MEETING

MEETING CALLED BY	I. Dr. Cynthia Taueg, Program Compliance Chair at 1:09 p.m.
TYPE OF MEETING	Program Compliance Committee
FACILITATOR	Dr. Cynthia Taueg, Chair
NOTE TAKER	Sonya Davis
TIMEKEEPER	
ATTENDEES	<p>Committee Members: Dr. Lynne Carter; Commissioner Jonathan Kinloch and Dr. Cynthia Taueg</p> <p>Committee Members Excused: Angela Bullock; Bernard Parker and William Phillips</p> <p>Staff: Brooke Blackwell; Yvonne Bostic; Judy Davis; Dr. Shama Faheem; Monifa Gray; Deabra Hardrick-Crump; Sheree Jackson; Cassandra Phipps; Vicky Politowski; Manny Singla; Michele Vasconcellos; and Rai Williams</p>

AGENDA TOPICS

II. Moment of Silence

DISCUSSION	Dr. Taueg, Chair called for a moment of silence.
CONCLUSIONS	A moment of silence was taken.

III. Roll Call

DISCUSSION	Dr. Taueg, Chair called for a roll call.
CONCLUSIONS	Roll call was taken by Lillian Blackshire, Board Liaison and there was a quorum.

IV. Approval of the Agenda

DISCUSSION/ CONCLUSIONS	Dr. Taueg, Chair called for a motion to approve the agenda. Motion: It was moved by Commissioner Kinloch and supported by Dr. Carter to approve the agenda. Dr. Taueg asked if there were any changes/modifications to the agenda. There were no changes/modifications to the agenda. Motion carried.
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V. Follow-Up Items from Previous Meetings

DISCUSSION/ CONCLUSIONS	A. Children's Initiatives – Provide an update on the number of students that are in the Juvenile Restorative program at the Juvenile Facility – <i>This follow-up item will be covered under the Children's Initiatives quarterly report.</i>
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VI. Approval of the Minutes

DISCUSSION/ CONCLUSIONS	Dr. Tauzeg, Chair called for a motion to approve the February 14, 2024, meeting minutes. Motion: It was moved by Commissioner Kinloch and supported by Dr. Carter to approve the February 14, 2024, meeting minutes. Dr. Tauzeg asked if there were any changes/modifications to the February 14, 2024, meeting minutes. There were no changes/modifications to the meeting minutes. Motion carried.
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VII. Reports

DISCUSSION/ CONCLUSIONS	<p>A. Chief Medical Officer – Dr. Shama Faheem, Chief Medical Officer submitted and gave an update of the Chief Medical Officer’s report. It was reported:</p> <ol style="list-style-type: none"> 1. Behavioral Health Education, Outreach and Updates – Staff continues the “Ask the Doc” Newsletter to bring awareness to the community; Dr. Dalia Mammo, Medical Director of DWIHN’s Crisis Care Center will participate in the awareness newsletters and videos; Agreements with the Nurse Practitioner and Child and Adolescent Psychiatry Fellow programs are completed; and the Physician Assistant program is in final review with Compliance. A meeting with St. Mary Mercy Hospital’s Program Director is scheduled later this week to discuss Crisis Services, rotations, and job opportunities; and in communication with the Authority Health Program Director to explore options with them as well. 2. Psychotropic Medication Adherence – HEDIS SAA is members’ 18 years old and older who remained on an antipsychotic medication for at least 80% of their treatment period. Progress has been made starting from 46% compliance in FY 2021 to 51.8% compliance in FY 2023. HEDIS AMM is members’ 18 years old and older who remained on their antidepressant medications for at least 84 days (12 weeks). Progress has been made starting from 26.94% in FY 2020 to 40.36% in FY 2023. In FY 21, there were 53 members served in the Med Drop program and the enrolled ones had 90.6% medication adherence rate and a 75% reduction in the number of psychiatric hospital admissions. In FY 2022, memos were sent to the Medical Directors and Clinical Directors of providers encouraging them to increase enrollment and one-on-one meetings were held to answer questions and concerns. As a result, Med Drop enrollment increased to 95 members served during this remeasurement; an overall medication adherence rate of 93.1%; and a 61% reduction in the number of psychiatric hospital admissions for enrolled members. In FY 2023, there were 103 members served with a 95% medication adherence rate and 46% reduction in psychiatric admissions. In FY 2024, the current enrollment is 65 which is an increase in nine (9) cases in just one month and seven (7) referrals pending. Medication Adherence Workgroup – Multiple PIHP Directors are currently participating in a joint workgroup to address medication adherence, particularly antipsychotic adherences. 3. Crisis Center and Mobile Crisis Updates – Crisis Center processes and hiring are in the final stages; orientation and trainings for new hires are continuing; 26 peers have been successfully recruited; the State has started the Adult CSU certification process with two pilot sites with DWIHN being one; the first part of uploads of the five-week process has been completed; and hiring of Psychiatrists and Advanced Practice Professionals are in process. The Mobile Crisis launched in December 2023; the Children Mobile Certification was received at the end of February 2024 and services started
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	<p>in March. Data points and reports are being developed for review and presentation to the Board.</p> <p>Dr. Tauzeg opened the floor for discussion. Discussion ensued.</p> <p>B. Corporate Compliance – <i>There was no Corporate Compliance report to review this month.</i></p> <p>The Chair noted that the Chief Medical Officer’s report has been received and placed on file.</p>
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VIII. Quarterly Reports

<p>DISCUSSION/ CONCLUSIONS</p>	<p>A. Autism Spectrum Disorder – Cassandra Phipps, Director of Children’s Initiatives submitted and gave highlights of the Autism Spectrum Disorder’s quarterly report. It was reported that:</p> <ol style="list-style-type: none"> 1. Activity 1: Autism Benefit Enrollment – There was an average of 2,550 members assigned to DWIHN’s ABA Service Provider for FY 24, Q1 which shows a slight increase from FY 23, Q4 (2,233). This is attributed to the expansion of ABA services to the network and some of the ABA providers expanding service locations as well. As of 3/4/24, there are a total of 26 ABA providers that met qualifications to be considered as an ABA provider for the network to meet the needs for autism services. 2. Activity 2: Initial Diagnostic Evaluations – FY 24 (Q1), DWIHN Access Call Center scheduled an average of 175 diagnostic evaluation referrals, which is a slight increase from FY 2023, 166 referrals. DWIHN has an 86% compliance for timely completion of all diagnostic evaluations for this quarter. The compliance rate of completing “scheduled feedback” sessions with families was at 35% and staff is working with those sites regarding barriers in scheduling feedback sessions and assess no show and cancelation data. The feedback sessions are also a focus point for MDHHS. 3. Activity 3: ABA Services – There was a total of 503 members with an Autism Diagnosis (including both initial evaluations and re-evaluations). There were 262 members referred for ABA services and 202 members discharged from ABA services for this quarter. Staff updated the Performance Improvement Plan (PIP) that focused on the percentage of autism services starting within 14 days of ABA authorization effective date and DWIHN is at 95% for FY 24, Q1. 4. Accomplishments – 10 videos related to Autism were added to the Detroit Wayne Connect training website; Staff attended the MDHSS Waiver Conference in November 2023; the Autism Benefit Policy was updated to include the most current MDHHS’ requirements. <p>Dr. Tauzeg opened the floor for discussion. Discussion ensued.</p> <p>B. Children’s Initiatives – Cassandra Phipps, Director of Children’s Initiatives submitted and gave highlights of the Children’s Initiatives’ quarterly report. During FY 24, Q1, DWIHN served a total of 11,526 unduplicated children, youth and families in Wayne County ages 0 to 21 years old (including Serious Emotional Disturbance (SED) and Intellectual/Developmental Disability (I/DD) designations. It was also reported that:</p> <ol style="list-style-type: none"> 1. Activity 1: Annual Report to the Community – The Annual Report “Bloom with Hope” occurred on December 7, 2023 as a part of the System of Care Block Grant with various stakeholders and community partners in attendance. Awards were given to recognize those in the community who have been influential in the advancement of children’s services. 2. Activity 2: Juvenile Restorative Program – As of 2/20/24, there have been 74 referrals, 52 intake assessments completed, 28 active youth enrolled in
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the program and 18 pending intakes. The discharge planning process involves families participating in four (4) parent sessions and ensure there is a school plan in place of either traditional schooling or a GED program. As of 2/20/24, there have been a total of 26 youth discharged from the program (14 youths (53%) successfully completed the program and ready to transition to a lower level of care and/or probation status was terminated; and 12 youth (46%) reoffended resulting in returning back to the Juvenile Detention Facility).

3. **Activity 3: Children ADHD Medication Follow-Up Doctor Visit** – This is a HEDIS Measures that staff is monitoring as a performance improvement plan and implemented various interventions with children’s providers, youth and families. During the initial phase, DWIHN made tremendous progress and as of the last reporting period, we were at 59%. The new goal is to reach 64%. For the continuation phase, the new goal is to reach 76%. The Children’s HEDIS Newsletter was developed in December 2023 and shared with children providers’ network, families and added to the DWIHN’s website and Mobile app. Staff is planning a training to include parents, caregivers and professionals to learn more about ADHD medication and things that help improve consistency.
4. **Quarterly Update** – A Request for Proposal (RFP) was finalized this month and there were five (5) providers who received an award letter to be considered for a contract to expand children behavioral health services to meet the capacity needs for community mental health services in Wayne County.

Dr. Taueg opened the floor for discussion. Discussion ensued. The committee requested a copy of the Children’s HEDIS Newsletter. Provide information on how DWIHN’s accomplishments are publicized (**Action**)

- C. **Customer Service** – Michele Vasconcellos of Customer Service submitted and gave highlights of the Customer Service’s quarterly report. It was reported:
 1. **Activity 1: Customer Service Calls** – For FY 22/23 and FY 23/24, the number of calls that come into the switchboard area varies, yet the abandonment rate remains well below 5%. FY 23/24, the Customer Service Call Center show a slight decrease in the call volume with an abandonment rate greater than the less than 5% standard, which is attributed to the new phone system that was introduced last month in Q1 and the need to reposition staff coverage to accommodate staff vacancies due to PTO. The new phone system has allowed the department to enhance efficiencies in call monitoring and reporting.
 2. **Activity 2: Grievances and Appeals** – FY 23/24, a total of 44 issues were involved and in FY 22/23, 30 issues were involved. The highest categories trending pattern for both fiscal years are interpersonal, Access to Services, Access to Staff and Delivery of Services. These issues are being addressed through the Customer Service’s Performance Monitoring department and DWIHN’s Access Committee. There were no grievances for the MI Health Link in FY 23/24 and only one (1) in FY 22/23. FY 23/24 showed an increase from FY 22/23 in Advance Notices and a decrease in Adequate Notices. There was an increase in Appeals Communication for FY 23/24 (315) compared to FY 22/23 (263).
 3. **Activity 3: Member Engagement** – FY 23/24, the division began incorporating in-person initiatives that had previously been done remotely due to the pandemic; monthly member meetings at various locations resumed with the clubhouses and drop-in centers; the ECHO Survey for Adults and Children 2023 Summary Reports were completed and presented

to various DWIHN's Steering Committees; various member experience surveys have been conducted to address the On-Line Provider Directory Survey; a Disparity Survey was developed to assist the Quality department in its efforts to address the disparity of African American that fail to keep their 7-day post discharge from the hospital appointments; 13 new members have been recruited for DWIHN's Constituent's Voice Advisory Committee; DWIHN was well-represented at the State's Annual Walk-A-Mile in My Shoes in September 2023; and the department presented 10 Dreams Come True Mini Grant Awards of \$500.00 each to recipients at the Dream Come True Gala Luncheon in 2023.

Dr. Taueg opened the floor for discussion. Discussion ensued. The committee requested details on the sample size of the ECHO surveys. **(Action)**

D. **Integrated Health Care** – Vicky Politowski, Director of Integrated Health Care submitted and gave highlights of the Integrated Health Care's quarterly report. It was reported:

1. **OBRA Services** – During FY 24 (Q1), 1,528 referrals were made, of those 618 were assigned for an assessment and 876 required an exemption letter. There were 446 assessments completed with a 97.8% congruency and 9% pends rate. The State expects less than 25% pends for a quarter. The department is still working on hiring contingent staff to help with our 14-day queue to get that down.
2. **Complex Case Management (CCM)** – There are five (5) new cases, 10 open cases and 14 closed cases for this quarter. Of the 14 closed cases, eight (8) met their goals, three (3) were unable to find and one (1) was hospitalized for the past 30 days. The Care Coordination was completed on 51 members, 22 providers received training on CCM and 144 members were contacted about their FUH appointment. Of 144, 32 members made their appointment. Complex Case Management is assisting with decreasing the racial disparity between white and black members who attend the 7-day appointment and reached out to 62 members; they spoke to five (5) and 14 members attended the 7-day appointment. Eleven (11) surveys were received with a score of 98% satisfaction.
3. **Special Care Coordination with Medicaid Health Plans** – Eight-five (85) members were discussed and had coordination during the year. Fifty-three (53) of those members had their gaps in care closed within a month.
4. **HEDIS Scorecard and Affinite Care Management Shared Data Base Development** – FY 23/24 (Q1), Vital Data added the race demographics from claims. All HEDIS measures can now be broken down by race. This enables DWIHN, CRSPs, ICOs and MHPs to be able to see if there are any disparities in the members who are in the denominator and numerator and come up with plans to address. The department is working diligently with Vital Data to fix the problems. It is expected to be resolved in March 2024.

Dr. Taueg opened the floor for discussion. There was no discussion.

The Chair noted that the Autism Spectrum, Children's Initiatives, Customer Service and Integrated Health Care's quarterly reports have been received and placed on file.

IX. Integrated Health Care's (IHC) Population Assessment Presentation Summary

DISCUSSION/

Vicky Politowski, Director of Integrated Health Care submitted and gave highlights of the IHC's Population Assessment. A written PowerPoint Presentation was

CONCLUSIONS	<p>presented for the record. It was reported that 71% of members had an identified Primary Care Physician in 2023. The biggest population is male, and the age range is 22 to 50 years of age. African American is the largest race population (42,000) with Caucasian following (22,000) and the primary language is English. About 44,000 of our members fall under the Serious Mental Illness (SMI) population and 51% are within the Detroit City limits. The top five (5) diagnoses for children ages 0-17 are covered in the report with ADHD (811) being the number one diagnosis. The top physical health diagnoses is still Asthma which continued from last year and a breakdown by zip code is included in the report. The top five (5) behavioral health diagnoses for adults 18 years and up are included in the report with Major Depression (7,538) being number one. The top physical health diagnosis for adults 18 years and up is Hypertension, followed by Diabetes. The top adult SUD diagnosis is heroin, a comparison to last year is included in the report as well as the breakdown by SUD and race. Physical Health diagnoses are broken down by race, asthma followed by obesity being the top diagnoses. Social Determinants of Health is included in the report and Wayne County has the highest social determinants of health for the State of Michigan. The different types of racial disparities broken down by race are included in the report. Dr. Tauzeg opened the floor for discussion. The committee requested a copy of the full presentation of the Population Assessment. Provide a plan/strategy on monitoring children with Hypertension in the School Success Initiative program (Action)</p>
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X. Strategic Plan Pillar

DISCUSSION/ CONCLUSIONS	<i>There was no Strategic Plan Pillar to review this month.</i>
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XI. Quality Review(s)

DISCUSSION/ CONCLUSIONS	<i>There was no Quality Review(s) to review this month.</i>
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XII. VP of Clinical Operations' Report

DISCUSSION/ CONCLUSIONS	<p>Melissa Moody, VP of Clinical Operations submitted and gave highlights of the VP of Clinical Operations' report. It was reported that:</p> <p>A. CCBHC Demonstration Expansion – The State will be adding more agencies to this initiative this year in October. DWIHN is working towards being a part of this initiative and encouraging our provider network to do the same. It is estimated that 173,994 individuals in Region 7 are eligible for CCBHC services. The current enrollment in this initiative is just over 7,000 individuals. The Opioid Health Home and Behavioral Health Home currently both have over 600 individuals enrolled in these initiatives. The State is hoping to get funding to move from an Opioid Health Home Model to a SUD Model so that it will include all of the SUD diagnoses instead of just focusing on opioid use. The State will add two (2) additional codes (Conduct Disorder and other behavioral and emotional disorders) to the Behavioral Health Home program to reach more children and adolescents in the program.</p> <p>B. Crisis Services – The department started a program in January 2024, where our Hospital Liaisons started going out to hospitals to do discharge planning for persons who are not already receiving services from a CRSP provider. There</p>
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	<p>were 31 individuals seen in January and 61 individuals were seen in February. The previous quarter's aftercare appointment compliance averaged approximately 53% show rate and in January (70% show rate) and February (63% show rate). The hospital liaison will continue their outreach efforts.</p> <p>C. Utilization Management – MDHHS provides each region with a specific number of HAB Waiver slots, and it is expected that 95% of the slots be filled continuously. The last two (2) months, DWIHN has remained at 100% utilization for the HAB Waiver program and currently has 30 members on the waitlist. The Utilization Management Timeliness of authorization request (provider requests an authorization to make a disposition to approve, deny or panned back within 14 days) disposition is out of compliance (67%) and required an internal plan of correction. In February 2024, DWIHN was almost at 90% for the 14-day turnaround and our goal is to have a 100% compliance.</p> <p>D. Children's Crisis Plan – DWIHN is working with the children's providers on increasing the number of crises plans that are done with our youth with our goal to be at 85% compliance. Last quarter, we were at 77% (SED) and 76% (I/DD) compliance based on the populations served which is an increase in both areas and we are seeing steady improvements.</p> <p>Dr. Taueg opened the floor for discussion. Discussion ensued. The Chair noted that the VP of Clinical Operations' Report has been received and placed on file.</p>
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XIII. Unfinished Business

<p>DISCUSSION/ CONCLUSIONS</p>	<p>A. BA #23-57 (Revised 3) – Claims, Audit and Utilization Review System – BizAnalytix – Staff requesting board approval to exercise the first of two, one-year renewal options, extending the contract to February 28, 2025 for an additional \$84,000.00. The revised contract amount is not to exceed \$327,600.00 through February 28, 2025. The reports generated by the system will be used to assist in the detection of program fraud and abuse, monitor quality of services and provide a function for the development of program policy. Dr. Taueg called for a motion on BA #23-57 (Revised 3). Motion: It was moved by Commissioner Kinloch and supported by Dr. Carter to move BA #23-57 (Revised 3) to Full Board for approval. Dr. Taueg opened the floor for discussion. There was no discussion. Motion carried.</p> <p>B. BA #24-01 (Revised) – MDHHS' Children's Initiatives Grants – Staff requesting board approval to receive additional funding from the Michigan Department of Health and Human Services (MDHHS) for two (2) grants: Infant and Early Childhood Mental Health Consultation (IECMHC) – Funding amount increased by \$21,067.00 from \$171,419.00 to the total not to exceed the amount of \$192,486.00; and Infant and Early Childhood Mental Health Consultation-Home Visiting (IECMHC-HV) – Funding amount increased by \$65,473.00 from \$58,470.00 to the total not to exceed the amount of \$123,943.00. Dr. Taueg called for a motion on BA #24-01 (Revised). Motion: It was moved by Dr. Carter and supported by Commissioner Kinloch to move BA #24-01 (Revised) to Full Board for approval. Dr. Taueg opened the floor for discussion. Discussion ensued. Motion carried.</p> <p>C. BA #24-06 (Revised 4) – DWIHN's Provider Network FY 24 – Staff requesting board approval for the provision of Crisis Stabilization Units (CSU) Services, Pre-Admission Review (PAR) Services and Mobile Intensive Crisis Stabilization Services (ICSS) for adults and children with TEAM Wellness, Hegira Health, The Guidance Center and New Oakland. The aforementioned services are fee-for-</p>
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	<p>service (FFS) based on a standard rate across the provider network. In response to the RFP, there are several pending services awaiting credentialing and empanelment. A revised board action will come before the Board for additional approval of said services. Dr. Taueg called for a motion on BA #24-06 (Revised 4). Motion: It was moved by Commissioner Kinloch and supported by Dr. Carter to move BA #24-06 (Revised 4) to Full Board for approval. Dr. Taueg opened the floor for discussion. There was no discussion. Motion carried.</p> <p>D. BA #24-12 (Revised 1) – Substance Use Disorder Treatment Provider Network FY 24 – Brochures and Promotional Items – Staff requesting board approval to spend Public Act 2 (PA2) funds in the amount not to exceed \$100,000.00 to purchase pamphlets and informative items from Prevention and Treatment Resource (PTR Press), C. Wendling Investments, LLC and Novaceuticals to promote SUD prevention, treatment and recovery events. DWIHN has the discretion to allocate the funds among the providers based upon utilization without board approval up to the amount not to exceed \$6,955,483.00. Dr. Taueg called for a motion on BA #24-12 (Revised 1). Motion: It was moved by Commissioner Kinloch and supported by Dr. Carter to move BA #24-12 (Revised 1) to Full Board for approval. Dr. Taueg opened the floor for discussion. Discussion ensued. Motion carried.</p> <p>E. BA #24-13 (Revised 1) – Substance Use Disorder Prevention Provider Network FY 24 – Additional Prevention Providers – Staff requesting board approval to add provider, Changing Lives and Staying Sober (CLASS) to the Prevention Provider Network. Block Grant prevention funds in the amount of \$150,000.00 have been re-allocated to CLASS to implement communication campaigns and train 20 individuals annually to conduct screenings effectively. There is no change in the total funding. Dr. Taueg called for a motion on BA #24-13 (Revised 1). Motion: It was moved by Commissioner Kinloch and supported by Dr. Carter to move BA #24-13 (Revised 1) to Full Board for approval. Dr. Taueg opened the floor for discussion. There was no discussion. Motion carried.</p>
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XIV. New Business: Staff Recommendation(s)

<p>DISCUSSION/ CONCLUSIONS</p>	<p>A. BA #24-47 – FY 23/24 MI Health Link Demonstration Project – Staff requesting board approval for a two-year continuation contract through December 31, 2025 with the five (5) Integrated Care Organizations (ICOs) to receive and disburse Medicare dollars to reimburse the Affiliated Providers for an estimated amount of \$24,000,000.00. MDHHS has extended the MHL Pilot project through 12/31/25 at which time they will implement and launch an Integrated Dual Eligibles Special Needs Plan model by January 1, 2026. Dr. Taueg called for a motion on BA #24-47. Motion: It was moved by Commissioner Kinloch and supported by Dr. Cater to move BA #24-47 to Full Board approval. Dr. Taueg opened the floor for discussion. There was no discussion. Motion carried.</p>
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XV. Good and Welfare/Public Comment

DISCUSSION/ CONCLUSIONS	<i>There was no Good and Welfare/Public Comment to report at this meeting.</i>
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ACTION ITEMS	Responsible Person	Due Date
1. Children’s Initiatives’ Quarterly Report A. Provide a copy of the Children’s HEDIS Newsletter to the committee. B. Provide information on how DWIHN’s accomplishments are publicized.	Cassandra Phipps	<i>Completed</i> <i>April 10, 2024</i>
2. Customer Service’s Quarterly Report – Provide details on the sample size of the ECHO surveys	Michele Vasconcellos	<i>April 10, 2024</i>
3. DWIHN Population Assessment A. Provide a copy of the full report on the Population Assessment presentation. B. Provide a plan/strategy on monitoring children with Hypertension in the School Success Initiative program.	Vicky Politowski Cassandra Phipps	<i>Completed</i> <i>April 10, 2024</i>

The Chair called for a motion to adjourn the meeting. **Motion:** It was moved by Dr. Carter and supported by Commissioner Kinloch to adjourn the meeting. **Motion carried.**

ADJOURNED: 2:40 p.m.

NEXT MEETING: Wednesday, April 10, 2024 at 1:00 p.m.



**DETROIT WAYNE INTEGRATED HEALTH NETWORK
BOARD COMMITTEES
2024-2025
(Effective April 1, 2024)**

Standing Committees

EXECUTIVE COMMITTEE

Dr. Cynthia Taueg, Chair
Kevin McNamara, Vice Chairperson
Dora Brown, Treasurer
Eva Garza Dewaelsche, Secretary
Kenya Ruth, Immediate Past Chair

FINANCE

Dora Brown, Chair
Kevin McNamara, Vice Chair
Karima Bentounsi
Eva Garza Dewaelsche
Angelo Glenn
Kenya Ruth

PROGRAM COMPLIANCE

Commissioner Jonathan C. Kinloch, Chair
Lynne F. Carter, M.D., Vice Chair
Angela Bullock
Bernard Parker
William Phillips

RECIPIENT RIGHTS ADVISORY

Angelo Glenn, Chair
Commissioner Jonathan C. Kinloch, Vice Chair
Kenya Ruth

Substance Use Disorder Oversight Policy Board

Thomas Adams, Chair
Dr. Kanzoni N. Asabigi
Maria Avila
Thomas Fielder
Angelo Glenn
Antoine Jackson

Commissioner Jonathan C. Kinloch
Margo Martin
Kevin McNamara
James Perry
Ronald Taylor
Darryl Woods, Jr.

Ad-Hoc Committees (Meet as Required)

POLICY

William Phillips, Chair
Angelo Glenn, Vice Chair
Dora Brown
Jonathan C. Kinloch
Bernard Parker

BUILDING

Bernard Parker, Chair
Dora Brown, Vice Chair
Eva Garza Dewaelsche
Jonathan C. Kinloch
Kevin McNamara

STRATEGIC PLANNING

Lynne F. Carter, Chair
Karima Bentounsi, Vice Chair
Angela Bullock

NOMINATING

Appointments to this Committee will be made in January 2024, in accordance with the Board By-Laws

MEETING DATES:

Board Executive Committee
Recipient Rights Advisory Committee
Substance Use Disorder Oversight Policy Board
Finance Committee
Program Compliance Committee
Full Board
Nominating Committee
Bylaw/Policy and Strategic Planning Committee
Strategic Planning Committee

Meets Third Monday at 12:30 p.m.
Meets Bi-Monthly First Monday at 1:00 p.m.
Meets Third Monday at 10:00 a.m.
Meets First Wednesday at 1:00 p.m.
Meets Second Wednesday at 1:00 p.m.
Meets Third Wednesday at 1:00 p.m.
Meets annually or as necessary
Meets as necessary.
Meets as necessary.



WEEKLY Update

Register for Hill Day 2024!



REGISTER FOR HILL DAY 2024 TODAY!

Registration for Hill Day 2024 is now open to National Council members!

For the first time in five years, our premier advocacy event will be held in person! Join us in Washington, D.C., June 5-6 — we couldn't be more excited to come together to learn and advocate for positive change for access to mental health and substance use treatment and care.

IMPORTANT REGISTRATION NOTE

While we will work to accommodate everyone interested in attending Hill Day 2024, space is limited. We encourage you to register as soon as possible through our online registration. To help ensure equitable representation within states, we ask that only 1-2 people per organization register. If you are prompted to join a waitlist after trying to register, we will be in touch regarding next steps. Registration will not be available onsite.

REGISTER NOW!

WHAT IS HILL DAY?

[Hill Day 2024](#) is a two-day program consisting of our Public Policy Institute (June 5) and scheduled Capitol Hill visits (June 6). Registration is free, and we have arranged a discounted room rate for your hotel stay. As an attendee, you get to:

- Hear from the Biden-Harris administration, congressional staff and advocacy experts on the latest mental health and substance use policy developments.
- Explore the new realities of the post-COVID federal funding landscape.
- Dive into the 2024 election cycle and its impacts on mental health and substance use in America.
- Get up to speed on key legislation and talking points, including best practices on making the most out of your Hill Day meetings.
- Meet directly with the offices of your elected officials on June 6 to share solutions and demand action to support and grow the workforce, and to expand access to comprehensive mental health and substance use treatment and care.

BOOK YOUR ROOM AFTER REGISTERING

Hill Day 2024 will be held at the Hyatt Regency Washington on Capitol Hill. Hill Day discounted room rates are available only by using the official Hill Day 2024 housing website link, which you will receive — along with instructions — in your confirmation email after registering.

HOW DO HILL VISITS WORK?

Once you successfully register, meetings will be scheduled for you with your elected officials and their staff. You'll receive a tentative Hill meeting schedule a week prior to the event, with a confirmed meeting schedule provided at the start of Hill Day.

During the Public Policy Institute on June 5, you will be briefed on our 2024 legislative requests and have an opportunity to work with your State Captain and other attendees from your state on structuring your meetings. Briefing materials such as fact sheets and talking points will be provided.

QUESTIONS?

- Have questions about registration, travel, lodging or event logistics? Contact our [Events Team](#).





**Detroit Wayne
Integrated Health Network**

707 W. Milwaukee St.
Detroit, MI 48202-2943
Phone: (313) 833-2500
www.dwihn.org

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

March 2024 SUD OSPB Report

Meeting Conducted on March 18, 2024, at 10:08 a.m.

- **SUD OSPB Board Members in Attendance**
Thomas Adams, Thomas Fielder, Jonathan Kinloch, Darryl Woods, Dr. Kanzoni Asabigi, Angelo Glenn, Ronald Taylor, Antoine Jackson, and James Perry (virtual).
- **Remarks of Eric Doeh, President, and CEO**
In the meeting, Mr. Doeh discussed various matters related to SUD, including PA2 funding, DWIHN received a 1.5 million dollar increase for FY 2024 and the SAMHSA COVID-19 grant that created the opportunity for some providers to receive stability payments. The Governor also recommended a budget of 93-million dollars for CCBHC. Additionally, there was a ribbon cutting ceremony at the Administration building on Woodward on March 6th and the Crisis Care Center building on 707 Milwaukee is scheduled to open sometime in April 2024. Finally, the 7-mile building project renderings for the 7-mile building project will be shared with the full board.
- **New Business**
As part of the new business an overview of Latino Family Services from Lidia Reyes-Flores, Executive Director presented. Vicky Politowski, Director of Integrated Health also gave a presentation on the Population Assessment.
- **Board Action**
There were several Board Actions (BA) programs discussed during the meeting. BA 24-16S received \$90,000 from MDHHS for the Behavioral Tobacco Pilot Program, BA 24-17S CHESS E Recovery Pilot Project was presented for \$36,000 for a 2-year period, BA 24-18S was about the 10th Annual Interfaith-Based SUD Conference in the amount of \$50,000, and BA 24-19S focused on DMC and Sobriety House SBIRT Initiative presented for \$350,000. Chairperson Adams motioned for approval of all the above BAs, and it received unanimous approval from all the SUD OPB members.
- **Informational Reports**
The meeting ended with valuable insights and updates from each SUD section. The SUD Director shared updates on the progress of substance use disorder treatment programs. The Treatment Manager discussed the latest developments in treatment measures taken to

Board of Directors

Dr. Cynthia Tauog, Chairperson
Karima Bentounsi
Jonathan C. Kinloch

Kevin McNamara, Vice Chairperson
Angela Bullock
Bernard Parker

Dora Brown, Treasurer
Lynne F. Carter, MD
William Phillips

Eva Garza Dewaelsche, Secretary
Angelo Glenn
Kenya Ruth

Eric W. Doeh, President and CEO



ensure quality care. The Prevention Manager updated the team on the latest prevention initiatives and activities. The SOR Manager discussed the status of the State Opioid Response grant and the initiatives being taken to address the opioid epidemic. Lastly, the Complex Case Manager updated the team on the progress of naloxone cases being handled by the team.

- **Additional Comments**

DWIHN announced the launch of a Mental Health Youth Council for all high school students in Wayne County. The program is designed to provide paid advocacy opportunities to students in the 9th through 12th grade. DWIHN's legal department welcomed a new attorney, Attorney Huda Alawi, who joined the team in February.

- **Adjournment**

The meeting was adjourned.

Next Oversight Policy Board Meeting April 15, 2024, via Zoom Link Platform



UTILIZATION MANAGEMENT PROGRAM EVALUATION

FY 2023

Demographics

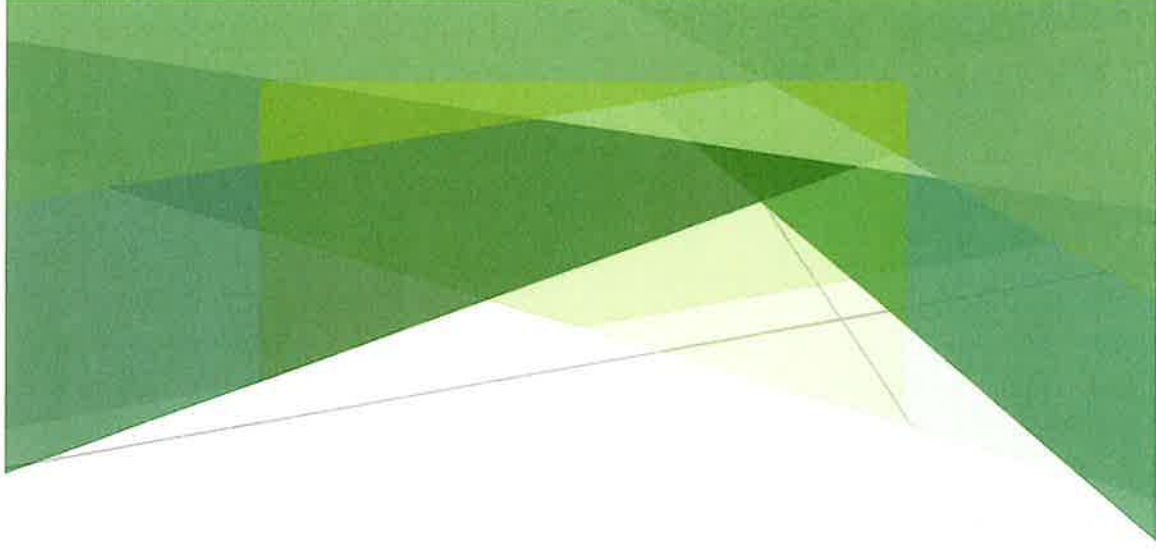
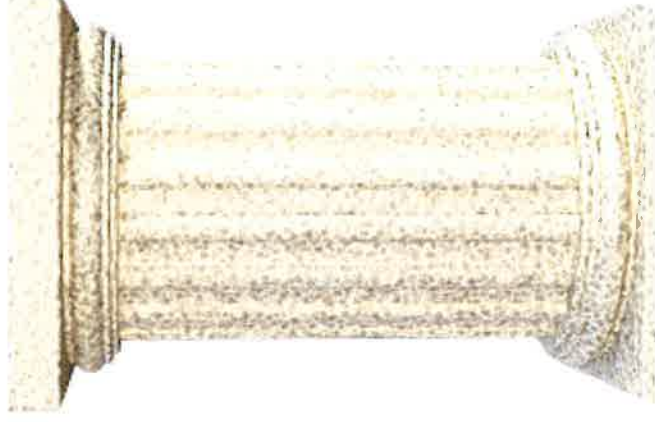
	FY 2022	FY 2023
Unique Members Served	75,944	76,549
General Medicaid - (Includes Medicaid, Healthy Michigan, Habilitation Waiver)	76%	77%
General Fund	8%	8.5%
MiHealth Link	7%	8.4%
Block Grant and State Disability Assistance (SDA)	7%	10.1%



Utilization Management Goals FY 23

Strategic Plan Pillars

1. Customer Services Pillar
2. Access Pillar
3. Finance Pillar
4. Workforce Pillar
5. Quality Pillar
6. Advocacy Pillar



Customer Services Pillar Goals FY 23

	Met	Not Met
1. Utilizing Provider and Practitioner Satisfaction Surveys related to service access and Utilization Management, make recommendations for improvement regarding service provision, treatment experiences and outcomes.	X	
2. Develop Components to Support the Self Determination by enabling individualized budget agreements in the MHWIN system along with a standardized IPOS	X	
3. Increase the competencies around Self Determination, Shared Decision Making and Person-Centered Planning	X	
4. Self-Determination and Self-Directed Arrangements across all populations served.	X	

Access Pillar Goals FY 23

	Met	Not Met
1. DWIHN will achieve and maintain at least 95% enrollment in the HSW	X	
2. Monitor the use of specialty behavioral health waiver programs: Autism- Spectrum-Disorder (ASD) benefit, Habilitation and Supports Waiver (HAB), Children's Waiver Program (CWP) and Serious Emotional Disturbances Waiver (SED) through the development and on-going review of DWIHN policies and procedures and monthly monitoring reports.	X	

HSW Enrollment FY 23

Fiscal Year 23												
	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept
Total Slots	1084	1084	1084	1084	1084	1084	1084	1084	1084	1084	1084	1084
Used	1009	1009	1008	1007	1007	1005	1015	1019	1026	1029	1037	1054
Available	76	76	76	77	77	79	69	65	58	55	47	30
New Enrollments	9	5	6	2	7	6	13	11	13	17	16	22
Disenrollments	4	8	4	8	8	3	4	6	7	6	5	2
Utilization	93%	93.1%	93%	92.9%	92.9%	92.7%	93.6%	94%	94.6%	94.9%	95.8%	97.2%

Finance Pillar Goals

Met	Partially Met	Not Met
	x	

Promote collaboration and provide guidance to the system by identifying patterns of behavioral health service utilization by funding source and by monitoring over and underutilization of services using dashboards.

During FY 23, it appeared that services were being underutilized. This was attributed to agencies have a lack of understanding of the use of the SUG guidelines. Many CRSP agencies were implementing standard practices of requesting authorization for the exact number of services covered by the SUG to provide flexibility for the member to utilize up to that amount. Going into FY 24 this is something the UM Department will be working with the CRSP agencies to address.

Preliminary data reviewed for 3 of our CRSP agencies shows that in September 2023 for example the utilization of several services was significantly lower than the amount of the services that was authorized.

Finance Pillar Goals - September 2023

CRSP 1: Service	Units			Percent Claimed
	Authorized	Units Claimed		
ACT Assertive Comm Treat -- H0039	1,568	417		26.59%
Community Living Supports -- H2x15	1,092	800		73.26%
BHH -- S0280	36	4		11.11%
Targeted Case Management -- T1017	17,783	520		2.92%
Therapy, Mntl Hlth Chd/Adlt -- 9083x	7,251	113		1.56%
Therapy, Mntl Hlth Chd/Adlt--90853	5,533	44		0.80%
Therapy, Mntl Hlth Chd/Adlt -- 992xx	4,354	213		4.89%

Workforce Pillar Goals

	Met	Not Met
<p>Assure fair and consistent UM/review decisions based on MCG, Local Coverage Determination (LCD), National Coverage Determination (NCD) and/or American Society of Addiction Medicine (ASAM) medical necessity criteria by monitoring the application of the applied criteria and service authorizations for behavioral health services (including substance use disorders) using a standard inter rater reliability process system wide.</p>	X	

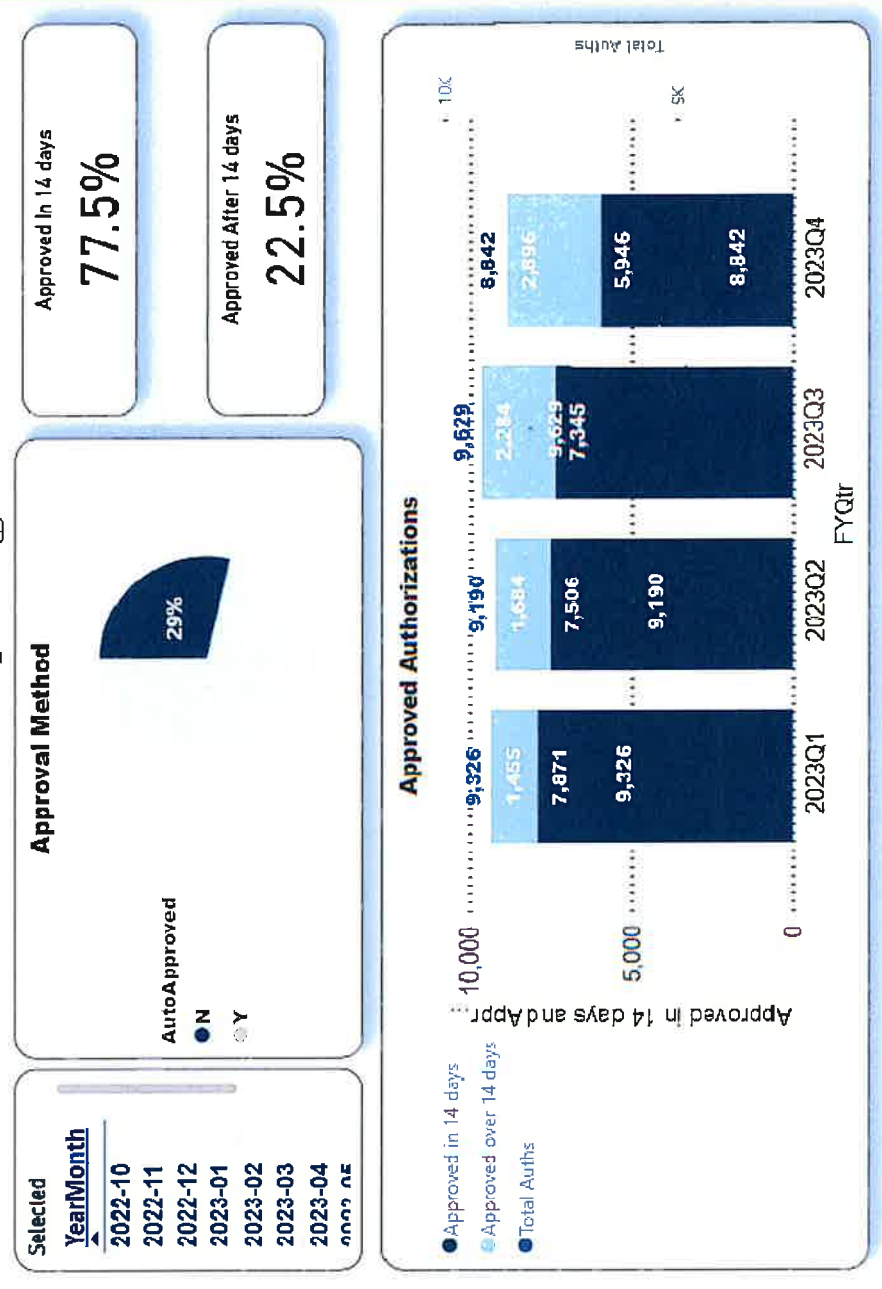
FY 23 Interrater Reliability Testing Summary

GROUP	# OF STAFF TESTED	# Successfully Passed
COPE	16	16
New Oakland	18	18
DWIHN Residential Unit	17	17
DWIHN UM, MDs, SUD, Autism	29	29
ACT Staff – TGC, NEG, CCIH, LBS, AWB, CCS, Hegira, DCI, Team	38	38
TOTALS	118	118

Quality Pillar Goals

	Met	Partially Met
<i>Engage community stakeholders in the development and implementation of processes that promote clinical review procedures, practices and correction actions to ensure systemwide compliance with DWIHN, State, Federal regulations and National Committee for Quality Assurance (NCQA).</i>		X

Quality Pillar Goals



For FY 2023 it was discovered that the previous method for tracking timeliness of UM Reviews was inaccurate.

Upon correcting the inaccuracy, it was noted that for FY 23 there was a 77.5% compliance rate (approved within 3 days for urgent pre-service reviews, approved within 14 days for non-urgent pre-service reviews).

GOALS FOR FY 24

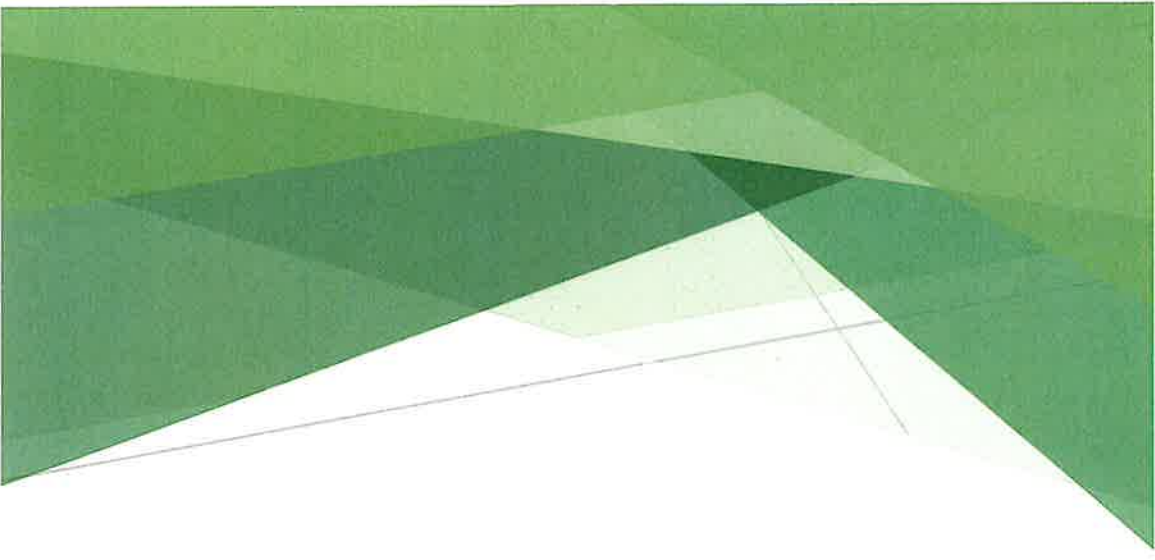
Increase compliance of timeliness of authorization dispositions to 90%

Address the over/under utilization trends with the provider network.

Achieve MMBPI 15% or less hospital recidivism quarterly standard for adults and children.**

Maintain HSW Enrollment of 95% or above.

QUESTIONS?



Board Action Taken

The following Action was taken by the Full Board on the 17th day of April, 2024.

- Approved
- Rejected
- Modified as follows:

with the correction of the number of persons served.

Tabled as follows:

Executive Director -initial here: _____

Signature: Lillian M. Barchew
Board Liaison

Date: 4/17/2024

**DETROIT WAYNE INTEGRATED HEALTH NETWORK
BOARD ACTION**

Board Action Number: 23-61R2 Revised: Y Requisition Number:

Presented to Full Board at its Meeting on: 4/17/2024

Name of Provider: Hotel St. Regis

Contract Title: Hotel St. Regis - Board Meeting Space

Address where services are provided: None

Presented to Executive Committee at its meeting on: 4/15/2024

Proposed Contract Term: 3/1/2024 to 3/31/2024

Amount of Contract: \$ 106,453.00 Previous Fiscal Year: \$ 86,784.00

Program Type: Modification

Projected Number Served- Year 1: Persons Served (previous fiscal year):

Date Contract First Initiated: 4/1/2022

Provider Impaneled (Y/N)?

Program Description Summary: Provide brief description of services provided and target population. If propose contract is a modification, state reason and impact of change (positive and/or negative).

The Detroit Wayne Integrated Health Network (DWIHN) is requesting approval of BA #23-61R2 to modify/extend the existing contract with the Hotel St. Regis to hold offsite DWIHN Board and Committee Meetings through March 31, 2024.

As we finalized construction at our Woodward Building, it became necessary to extend our contract for additional dates in March 2024. **The total cost of the new agreement is \$5,785.00 for the period 3/1/24-3/31/24**, bringing the **total amount of the contract not to exceed \$106,453.00**, and a term through March 31, 2024.

This is the final revision to the agreement as board meetings will be held at the new Administration Building effective April 1, 2024.

Outstanding Quality Issues (Y/N)? If yes, please describe:

Source of Funds: Multiple

Fee for Service (Y/N):

Board Action #: 23-61R2

Revenue	FY 23/24	Annualized
MULTIPLE	\$ 106,453.00	\$ 106,453.00
	\$	\$
Total Revenue	\$	\$

Recommendation for contract (Continue/Modify/Discontinue): Modify

Type of contract (Business/Clinical): Business

ACCOUNT NUMBER: 64922.941000.00000

In Budget (Y/N)? Y

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

Eric Doeh

Stacie Durant

Signed: Wednesday, April 10, 2024

Signed: Wednesday, March 20, 2024

Board Action Taken

The following Action was taken by the Full Board on the 17th day of April, 2024.

- Approved
- Rejected
- Modified as follows:

€ Tabled as follows:

Executive Director -initial here: _____

Signature: Lillian M. Boushara Date: 4/17/2024
Board Liaison

**DETROIT WAYNE INTEGRATED HEALTH NETWORK
BOARD ACTION**

Board Action Number: 24-06R5 Revised: Y Requisition Number:

Presented to Full Board at its Meeting on: 4/17/2024

Name of Provider: DWIHN Provider Network - see attached list

Contract Title: Provider Network System FY 23/24

Address where services are provided: Service Provider List Attached

Presented to Program Compliance Committee at its meeting on: 4/10/2024

Proposed Contract Term: 10/1/2023 to 9/30/2024

Amount of Contract: \$ 805,847,768.00 Previous Fiscal Year: \$ 804,448,924.00

Program Type: Continuation

Projected Number Served- Year 1: 77,000 Persons Served (previous fiscal year): 75,943

Date Contract First Initiated: 4/1/2024

Provider Impaneled (Y/N)? Y

Program Description Summary: Provide brief description of services provided and target population. If propose contract is a modification, state reason and impact of change (positive and/or negative).

BA # 24-06 R5 is requesting the addition of the following 3 providers to the DWIHN provider network:

3 residential providers:

1. Genuine Home Care (Credentialed 2/13/2024)
2. Life Chore Services Limited Liability Company (Credentialed 1/30/2024)
3. Cita Angels (Staffing Agency) (Credentialed 3/12/2024)

In addition, 24-06 R4 inadvertently omitted mobile crisis services from Hegira as part of the RFP award in the narrative section however the dollar amount was included.

BA # 24-06 R5 requires no budget increase due to the reallocation of funds within the total budget.

Detroit Wayne Integrated Health Network (DWIHN) is requesting approval for continued funding for the Provider Network System for the fiscal year ended September 30, 2024. This will allow for the continued delivery of behavioral health services for individuals with: Serious Mental Illness, Intellectual/Developmental Disability, Serious Emotional Disturbance and Co-Occurring Disorders.

The services include the full array behavioral health services per the PIHP and CMHSP contracts. The amounts listed for each provider are estimated based on prior year activity and are subject to change.

Board Action #: 24-06R5

Note 1. The board action amounts include: Mental health treatment services, Autism, Children's Waiver, SED Waiver, children crisis services and SUD Medicaid, HMP and block grant treatment, Behavioral Health Home and Opioid Health Home services which are supplemental, voluntary services that Medicaid members with specific diagnoses may opt into to receive comprehensive care coordination facilitated by a health home care team and EBSE claims based activity.

In addition, it should be noted that the hospitals listed under HRA change based on consumers stay. As such, hospitals may be added and amounts reallocated without board approval to avoid delay of payment; the funds are a pass through from MDHHS.

Outstanding Quality Issues (Y/N)? N If yes, please describe:

Source of Funds: Multiple

Fee for Service (Y/N): Y

Revenue	FY 23/24	Annualized
Multiple	\$ 805,847,768.00	\$ 805,847,768.00
	\$	\$
Total Revenue	\$	\$

Recommendation for contract (Continue/Modify/Discontinue): Continue

Type of contract (Business/Clinical): Clinical

ACCOUNT NUMBER: MULTIPLE

In Budget (Y/N)? Y

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

Eric Doeh

Stacie Durant

Board Action #: 24-06R5

Signed: Friday, April 5, 2024

Signed: Friday, April 5, 2024

Board Action Taken

The following Action was taken by the Full Board on the 17th day of April, 2024.

- Approved
- Rejected
- Modified as follows:

€ Tabled as follows:

Executive Director -initial here: _____

Signature: Lillian M. Parkhurst Date: 4/17/2024
Board Liaison

DETROIT WAYNE INTEGRATED HEALTH NETWORK BOARD ACTION

Board Action Number: 24-12R2 Revised: Y Requisition Number:

Presented to Full Board at its Meeting on: 4/17/2024

Name of Provider: Sobriety House Inc

Contract Title: SUD FY24 Treatment

Address where services are provided: 'None'

Presented to Program Compliance Committee at its meeting on: 4/10/2024

Proposed Contract Term: 4/1/2024 to 9/30/2024

Amount of Contract: \$ 7,490,483.00 Previous Fiscal Year: \$ 6,765,483.00

Program Type: Continuation

Projected Number Served- Year 1: 1,500 Persons Served (previous fiscal year): 1500

Date Contract First Initiated: 3/25/2024

Provider Impaneled (Y/N)? Y

Program Description Summary: Provide brief description of services provided and target population. If propose contract is a modification, state reason and impact of change (positive and/or negative).

This revised board action is requesting the approval for four initiatives for a total amount of \$436,000 in PA2 and \$99,000 in block treatment funds, respectively for a total amount of \$535,000.

The following details the request:

- (1) \$50,000 in PA2 funds to support the 10th Annual Interfaith Based "WELLNESS BEYOND THE WALLS" Conference. The conference provides faith-based leaders with an opportunity to connect with educators, researchers, and professionals to address real concerns related to substance use disorders and mental health. This initiative is in collaboration with Leaders Advancing Healthy Communities (LAHC).
- (2) \$350,000 in PA2 funds to allocate for the Sobriety House and Detroit Medical Center (DMC) Screening Brief Intervention to Treatment (SBIRT) initiative. This initiative has been a lifeline for members identified as at risk for SUD problems, and the peers providing support to the community and members served in the emergency department (ED) and Federally Qualified Health Centers (FQHCs) have been invaluable.
- (3) \$36,000 in PA2 funds for CHESS Health to pilot a program to improve recovery outcomes made available through the Connections app, backed by CHESS Health 24/7 peer engagement team. The allocation is for FY24 and FY25.
- (4) through block grant treatment funds, the Michigan Department of Health and Human Services (MDHHS) will

Board Action #: 24-12R2

be partnering with three sites, (Growth Works, National Council on Alcoholism and Drug Dependence and Hegira Health Inc.) to develop and implement a tobacco-free policy facility-wide. The project will offer training, technical assistance, and best practices. The total amount for each pilot site will be \$30,000.00 (\$90,000 for all three sites; plus \$9,000 for indirect) starting May 1st for a total of \$99,000.

Treatment services will be funded with Federal Block Grant dollars (\$5,726,383) and PA2 funds (\$1,764,100), together totaling \$7,490,483 for the fiscal year ended September 30, 2024.

DWIHN has the discretion to allocate the funds among the providers based upon utilization without board approval up to the amount not to exceed \$7,490,483.

Outstanding Quality Issues (Y/N)? N If yes, please describe:

Source of Funds: Block Grant, PA2

Fee for Service (Y/N): Y

Revenue	FY 23/24	Annualized
Block Grant	\$ 5,726,383.00	\$ 5,726,383.00
PA 2	\$ 1,764,100.00	\$ 1,764,100.00
Total Revenue	\$ 7,490,483.00	\$ 7,490,483.00

Recommendation for contract (Continue/Modify/Discontinue): Continue

Type of contract (Business/Clinical): Clinical

ACCOUNT NUMBER: MULTIPLE

In Budget (Y/N)? Y

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

Eric Doeh

Stacie Durant

Board Action #: 24-12R2

Signed: Monday, April 1, 2024

Signed: Monday, April 1, 2024

Board Action Taken

The following Action was taken by the Full Board on the 17th day of April, 2024.

- Approved
- Rejected
- Modified as follows:

€ Tabled as follows:

Executive Director -initial here: _____

Signature: Lillian M. Backshere Date: 4/17/2024
Board Liaison

**DETROIT WAYNE INTEGRATED HEALTH NETWORK
BOARD ACTION**

Board Action Number: 24-14R1 Revised: Y Requisition Number:

Presented to Full Board at its Meeting on: 4/17/2024

Name of Provider: Detroit Wayne Integrated Health Network

Contract Title: Multicultural Integration Programs and DWIHN Veteran Navigator

Address where services are provided: 707 Milwaukee Avenue, Detroit, MI 48202

Presented to Program Compliance Committee at its meeting on: 4/10/2024

Proposed Contract Term: 10/1/2023 to 9/30/2024

Amount of Contract: \$ 836,920.00 Previous Fiscal Year: \$ 902,783.00

Program Type: Continuation

Projected Number Served- Year 1: 900 Persons Served (previous fiscal year): 800

Date Contract First Initiated: 10/1/2023

Provider Impaneled (Y/N)? N

Program Description Summary: Provide brief description of services provided and target population. If propose contract is a modification, state reason and impact of change (positive and/or negative).

The Detroit Wayne Integrated Health Network (DWIHN) is requesting approval to amend the original board action for Comprehensive Services for Behavioral Health - 2024 with the Michigan Department of Health and Human Services (MDHHS).

This Fiscal Year 2024, there is a one-time increase in the budget for the Multicultural Integration Programs in the amount of \$75,083.00. The additional funding is a result of dollars that were carried over in the previous fiscal year. The additional funds will be allocated to American Indian Health and Family Services (AIHFS), Community Health and Social Services, Center (CHASS), Southwest Counseling Solutions (Hispanic and Veterans). This amendment does not include an increase for Association of Chinese Americans and DWIHN Veteran Navigator as there were no carry over funds from prior year.

Revenue for these services are supported by E-Grants & Management Systems (EGrAMS) categorical funds for Ethnic Services. The amount of the proposed term of this Memorandum of Understanding is October 1, 2023 through September 30, 2024 and will not exceed \$836,920.

Outstanding Quality Issues (Y/N)? N If yes, please describe:

Source of Funds: Multiple

Fee for Service (Y/N): Y

Board Action #: 24-14R1

Revenue	FY 23/24	Annualized
MDHHS	\$ 818,220.00	\$ 818,220.00
State General Funds	\$ 18,700.00	\$ 18,700.00
Total Revenue	\$ 836,920.00	\$ 836,920.00

Recommendation for contract (Continue/Modify/Discontinue): Continue

Type of contract (Business/Clinical): Clinical

ACCOUNT NUMBER: MULTIPLE

In Budget (Y/N)? Y

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

Eric Doeh

Stacie Durant

Signed: Friday, April 5, 2024

Signed: Friday, April 5, 2024

Board Action Taken

The following Action was taken by the Full Board on the 17th day of April, 2024.

- Approved
- Rejected
- Modified as follows:

€ Tabled as follows:

Executive Director -initial here: _____

Signature: Lillian M. Gaudin Date: 4/17/2024
Board Liaison

**DETROIT WAYNE INTEGRATED HEALTH NETWORK
BOARD ACTION**

Board Action Number: 24-60 Revised: N Requisition Number:

Presented to Full Board at its Meeting on: 4/17/2024

Name of Provider: Michigan Consortium for Healthcare Excellence

Contract Title: Michigan Consortium for Healthcare Excellence

Address where services are provided: 'None'

Presented to Program Compliance Committee at its meeting on: 4/10/2024

Proposed Contract Term: 10/26/2024 to 10/25/2027

Amount of Contract: \$ 391,900.00 Previous Fiscal Year: \$ 464,434.00

Program Type: Continuation

Projected Number Served- Year 1: 0 Persons Served (previous fiscal year): 0

Date Contract First Initiated: 1/1/2019

Provider Impaneled (Y/N)?

Program Description Summary: Provide brief description of services provided and target population. If propose contract is a modification, state reason and impact of change (positive and/or negative).

This board action is to request a renewal of a three year contract to the Michigan Consortium for Healthcare Excellence (MCHE) in the amount of \$130,000 per year, or \$390,000 for the full contract. This three year contract will cover FYs 2025, 2026, and 2027. The amount is estimated based on prior year costs and actuals may differ.

In Addition, an exigent memo was prepared to request \$1,900 for coverage of an outstanding balance to this vendor from the previous contract. **The total amount being requested is not to exceed \$391,900.**

DWIHN is a member of MCHE, as are the other ten PIHPs. MCHE has a contract with MCG to provide the nine out of the ten PIHPs with a utilization management software tool called Indicia. This software is a clinically validated and evidence based tool for clinical decision-making. The amount of the contract is allocated amongst all 9 PIHP's based on covered lives in each region.

Outstanding Quality Issues (Y/N)? N If yes, please describe:

Source of Funds: Multiple

Board Action #: 24-60

Fee for Service (Y/N): N

Revenue	FY 25-27	Annualized
MULTIPLE	\$ 391,900.00	\$ 391,900.00
	\$	\$
Total Revenue	\$	\$

Recommendation for contract (Continue/Modify/Discontinue): Continue

Type of contract (Business/Clinical): Clinical

ACCOUNT NUMBER: 64917,815000.00000

In Budget (Y/N)? Y

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

Eric Doeh

Stacie Durant

Signed: Friday, March 22, 2024

Signed: Friday, March 22, 2024

03/22/2024

Board Action Taken

The following Action was taken by the Full Board on the 17th day of April, 2024.

- Approved
- Rejected
- Modified as follows:

Tabled as follows:

Executive Director -initial here: _____

Signature: Lillian M. Boushara Date: 4/17/2024
Board Liaison

DETROIT WAYNE INTEGRATED HEALTH NETWORK BOARD ACTION

Board Action Number: 24-61 Revised: N Requisition Number:

Presented to Full Board at its Meeting on: 4/17/2024

Name of Provider: Detroit Wayne Integrated Health Network

Contract Title: City of Detroit Co-Response Partnership Training

Address where services are provided: 'None'

Presented to Program Compliance Committee at its meeting on: 4/10/2024

Proposed Contract Term: 2/6/2024 to 6/30/2025

Amount of Contract: \$ 488,000.00 Previous Fiscal Year: \$ 0.00

Program Type: New

Projected Number Served- Year 1: 1,274 Persons Served (previous fiscal year): N/A

Date Contract First Initiated: 2/6/2024

Provider Impaneled (Y/N)?

Program Description Summary: Provide brief description of services provided and target population. If propose contract is a modification, state reason and impact of change (positive and/or negative).

The board action is requesting the approval to receive and expend funds from the City of Detroit for CIT training for an amount not to exceed \$488,000 for the period 2/6/24 through 6/30/25.

The City of Detroit received funds from the American Rescue Plan Act (ARPA) and has entered into agreement with DWIHN via a competitive bid process to satisfy specific training needs. We will enter into several comp source agreements for the period of **2/6/2024-6/30/2025** with vendors to execute the approved project. Mental Health First Aid for Public Safety - which requires a special certification to instruct, and Crisis Intervention Team (CIT) Training are the models.

DWVHN will provide training focusing on de-escalation and connecting individuals to care through education. The list of proposed instructors is attached. Although the funds are federal, DWIHN is considered a contractor and therefore is not required to report the expenses on our annual Schedule of Federal Awards (SEFA).

Funds can be reallocated between providers up to an amount not to exceed \$488,000.

Outstanding Quality Issues (Y/N)? N If yes, please describe:

Board Action #: 24-61

Source of Funds: Local Funds

Fee for Service (Y/N): N

Revenue	FY 24/25	Annualized
Local Grant	\$ 488,000.00	\$ 488,000.00
	\$ 0.00	\$ 0.00
Total Revenue	\$ 488,000.00	\$ 488,000.00

Recommendation for contract (Continue/Modify/Discontinue): Continue

Type of contract (Business/Clinical): Clinical

ACCOUNT NUMBER: 64941.822402.00000

In Budget (Y/N)? N

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

Eric Doeh

Stacie Durant

Signed: Friday, April 5, 2024

Signed: Friday, April 5, 2024

Board Action Taken

The following Action was taken by the Full Board on the 17th day of April, 2024.

- Approved
- Rejected
- Modified as follows:

Tabled as follows:

Executive Director -initial here: _____

Signature: Lillian M. Boushara Date: 4/17/2024
Board Liaison

**DETROIT WAYNE INTEGRATED HEALTH NETWORK
BOARD ACTION**

Board Action Number: 24-63 Revised: N Requisition Number:

Presented to Full Board at its Meeting on: 4/17/2024

Name of Provider: Charter Township of Canton

Contract Title: FY24 Western Wayne Therapeutic Recreation

Address where services are provided: 'None'

Presented to Program Compliance Committee at its meeting on: 4/10/2004

Proposed Contract Term: 4/1/2024 to 9/30/2024

Amount of Contract: \$ 75,000.00 Previous Fiscal Year: \$ 75,000.00

Program Type: Continuation

Projected Number Served- Year 1: 4,150 Persons Served (previous fiscal year): 4149

Date Contract First Initiated: 4/1/2024

Provider Impaneled (Y/N)?

Program Description Summary: Provide brief description of services provided and target population. If propose contract is a modification, state reason and impact of change (positive and/or negative).

DWIHN is requesting approval to enter into an agreement with the Charter Township of Canton through the Townships Department of Leisure Services - Therapeutic Recreation, **in an amount not to exceed \$75,000 for the period of April 1, 2024 through September 30, 2024**, to provide programs and opportunities for individuals with disabilities residing in Western Wayne County. The program is available for funding through 45 CFR 158.150 health and wellness.

The widely-recognized benefits to people with disabilities, including those with intellectual and/or developmental disabilities, involve participation in ongoing and regular skill-building and therapeutic recreational activities.

The Therapeutic Recreation Program specifically provides positive and appropriate skill-building and leisure services to individuals with disabilities including intellectual and developmental disabilities (IDD), Serious Emotional Disturbance (SED), and Serious Mental Illness (SMI) within Wayne County.

Outstanding Quality Issues (Y/N)? N If yes, please describe:

Board Action #: 24-63

Source of Funds: Medicaid

Fee for Service (Y/N): N

Revenue	FY 23/24	Annualized
Medicaid	\$ 75,000.00	\$ 75,000.00
	\$	\$
Total Revenue	\$	\$

Recommendation for contract (Continue/Modify/Discontinue): Continue

Type of contract (Business/Clinical): Clinical

ACCOUNT NUMBER: 64941.827206.00021

In Budget (Y/N)? Y

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

Eric Doeh

Stacie Durant

Signed: Thursday, April 4, 2024

Signed: Thursday, April 4, 2024

Board Action Taken

The following Action was taken by the Full Board on the 17th day of April, 2024.

- Approved
- Rejected
- Modified as follows:

€ Tabled as follows:

Executive Director -initial here: _____

Signature: Lillian M. Boushara Date: 4/17/2024
Board Liaison

**DETROIT WAYNE INTEGRATED HEALTH NETWORK
BOARD ACTION**

Board Action Number: 24-65 Revised: N Requisition Number:

Presented to Full Board at its Meeting on: 4/17/2024

Name of Provider: Pending

Contract Title: Purchase of Property Located at 8642 Woodward

Address where services are provided: None

Presented to Executive Committee at its meeting on: 4/15/2024

Proposed Contract Term: 5/1/2024 to 4/30/2025

Amount of Contract: \$ 620,000.00 Previous Fiscal Year: \$ 0.00

Program Type: New

Projected Number Served- Year 1: Persons Served (previous fiscal year):

Date Contract First Initiated: 5/1/2024

Provider Impaneled (Y/N)?

Program Description Summary: Provide brief description of services provided and target population. If propose contract is a modification, state reason and impact of change (positive and/or negative).

This board action is requesting the approval to purchase the property located at 8642 Woodward, Detroit, MI 48202 (adjacent to DWIHN's Administrative Building), from Catholic Charities of Southeast Michigan for **an amount not to exceed \$620,000**. DWIHN is awaiting the independent appraisal and will negotiate further(if necessary) based on the valuation. DWIHN will utilize local funds to purchase the building.

As DWIHN is continuing to expand its presence and access to patient care by providing direct behavioral health care services. It should be noted that DWIHN is already the owner of the parking lot located behind this building.

This location will serve as the main site for DWIHN's direct behavioral health services. Services will include, but will not be limited to, outpatient therapeutic behavioral health services, case management, psychiatry, medication management and peer support services. These services will cover gaps in care for community mental health eligible beneficiaries and will support DWIHN in satisfying its contractual obligation to meet performance indicator benchmarks established by MDHHS. The population served will be children and adults who meet eligibility for community mental health services and choose DWIHN as their behavioral health provider to deliver services.

Outstanding Quality Issues (Y/N)? If yes, please describe:

Board Action #: 24-65

Source of Funds: Local Funds

Fee for Service (Y/N):

Revenue	FY 23/24	Annualized
Local Funds	\$ 620,000.00	\$ 620,000.00
	\$	\$
Total Revenue	\$	\$

Recommendation for contract (Continue/Modify/Discontinue): Continue

Type of contract (Business/Clinical): Business

ACCOUNT NUMBER: 00000.158000.00022

In Budget (Y/N)? Y

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

Eric Doeh

Stacie Durant

Signed: Tuesday, April 9, 2024

Signed: Tuesday, April 9, 2024

Board Action Taken

The following Action was taken by the Full Board on the 17th day of April, 2024.

- Approved
- Rejected
- Modified as follows:

€ Tabled as follows:

Executive Director -initial here: _____

Signature: Lillian M. Backshus Date: 4/17/2024
Board Liaison

**DETROIT WAYNE INTEGRATED HEALTH NETWORK
BOARD ACTION**

Board Action Number: 24-66 Revised: N Requisition Number:

Presented to Full Board at its Meeting on: 4/17/2024

Name of Provider: Pending

Contract Title: Additional Milwaukee Building Fire Suppression Work

Address where services are provided: None

Presented to Executive Committee at its meeting on: 4/15/2024

Proposed Contract Term: 4/18/2024 to 7/31/2024

Amount of Contract: \$ 205,778.00 Previous Fiscal Year: \$ 0.00

Program Type: New

Projected Number Served- Year 1: Persons Served (previous fiscal year):

Date Contract First Initiated: 4/18/2024

Provider Impaneled (Y/N)?

Program Description Summary: Provide brief description of services provided and target population. If propose contract is a modification, state reason and impact of change (positive and/or negative).

DWIHN Facilities is requesting board approval of BA #24-65 to issue a contract to Macomb Mechanical to address some additional construction violations related to fire protection in the existing floors of the 707 W. Milwaukee facility that were issued by the City of Detroit. These violations were discovered during our final life safety inspection review. The violations will require additional fire suppression coverage located on floors 3 and 4 of the facility.

Facilities will allocate and transfer funds from the existing construction project contingency to cover the additional work. **The total amount of the contract will not exceed \$205,778.00, with a contract term to 7/31/24.**

Outstanding Quality Issues (Y/N)? If yes, please describe:

Source of Funds: Multiple

Fee for Service (Y/N):

Revenue	FY 23/24	Annualized
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Multiple	\$ 205,778.00	\$ 205,778.00
	\$	\$
Total Revenue	\$	\$

Recommendation for contract (Continue/Modify/Discontinue): Continue

Type of contract (Business/Clinical): Business

ACCOUNT NUMBER: 00000.158000.00018

In Budget (Y/N)? Y

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

Eric Doeh

Stacie Durant

Signed: Wednesday, April 10, 2024

Signed: Wednesday, April 10, 2024

Board Action Taken

The following Action was taken by the Full Board on the 17th day of April, 2024.

- Approved
- Rejected
- Modified as follows:

€ Tabled as follows:

Executive Director -initial here: _____

Signature: Lillian M. Backshus Date: 4/17/2024
Board Liaison



President and CEO Report to the Board

Eric Doeh

April 2024

FINANCE

Detroit Wayne Integrated Health Network (DWIHN) opened a separate checking account through Flagstar to facilitate an IntraFI Cash Service (ICS) agreement whereby the cash is swept daily to a Federal Deposit Insurance Corporation (FDIC). The funds are 100% FDIC insured and allow protection of the large cash balance held at Flagstar. Approximately \$30 million will be held in the “normal” depository account to manage the monthly average operating inflows and outflows of cash due to timing of deposits.

In accordance with loan agreements, Flagstar has begun its appraisal of the two buildings (707 W. Milwaukee and 8726 Woodward) to convert the loan based on 75% of the appraised value. At such time, the \$21 million held in the cash collateral account will be released and deposited into the new ICS account.

The Michigan Department of Health and Human Services (MDHHS) will be increasing rates based on the following three (3) areas:

1. Overtime related to hazard pay included in the base wages for workers (\$0.16/hr.)
2. Understated disenrollment assumptions
3. Decline in the enrollment of individual’s that are considered Disabled, Aged and Blind (DAB).

MDHHS will disburse \$116 million, of which DWIHN estimates to receive 20% (\$23 million). These payments will be disbursed during the period April-September 2024 and will be retroactive to October 1, 2023. It should be noted that in March 2023, DWIHN retroactively increased rates by \$1.00/hr. for overtime and other costs related to hazard pay.

The final spending of General Fund for the fiscal year ended September 30, 2023 amounted to \$26,331,114, overspending by \$171,868. DWIHN received Section 236 transfer of \$1,275,000.

The three (3) annual financial audits are complete and will be presented by Plante Moran at the May Finance Committee meeting.

LEGISLATIVE EFFORTS

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

Budget Next Steps:

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

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

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

Governor’s Budget Recommendation outlined funding priorities including:

- *\$193.3 million to establish new CCBHC sites across the state*
- *\$7.3 million to ensure individuals experiencing behavioral health crises have access to the Michigan Crisis and Access Line 24/7*

- \$5 million for smoking cessation and tobacco prevention programs
- \$1.5 million to increase the clothing and holiday allowances for children in foster care.
- \$35 million to implement recommendations of the Racial Disparities Taskforce, including neighborhood health grants, mobile health units, sickle cell support and more.
- \$1.5 million to fund grants to nonprofit organizations to reduce veteran homelessness.

ADVOCACY AND ENGAGEMENT

- April 4: President and CEO, Eric Doeh “Putting Children First” and Addressing Youth Mental Health on WDET and helping to launch our Mental Health Youth Council.
- April 12: DWIHNs 707 Crisis Care Center ribbon-cutting with elected officials, community stakeholders, advocacy groups, faith-based leaders, neighborhood block clubs and more. Receiving media coverage from our local media partners and social media support about the increased access crisis care and other behavioral health services.
- April 25: Autism–Building a Community for Parents: Recognizing Autism Awareness Month, DWIHN held a forum to connect parents and caregivers to find strategies and supports to navigate their journey of raising a child with Autism.
- April 29: DWIHN kicks off its Mental Health Youth Council with an amazing group of twelve (12) Wayne County high schoolers who are being brought together to help give a voice to their issues and shape programs, services and policies surrounding behavioral healthcare.
- Upcoming Events: Partnership with the Detroit Zoo recognizing May being Mental Health Awareness Month.

CLINICAL OPERATIONS

Health Homes: A care management/coordination program for high-need, high-cost Medicaid beneficiaries with chronic health conditions. The goal of health homes is to improve outcomes and decrease costs by increased coordination of services. Michigan has two health home programs: Behavioral Health Home and Opioid Health Home.

Opioid Health Home (OHH): 617 enrollees

- Health Homes are monitoring provider utilization and have issued improvement plans as needed. The team expects results on FY22-23 OHH Pay for Performance measures in the next few weeks. The P4P measure is a 5% performance payment that is proportionally distributed to qualifying providers. DWIHN anticipates meeting at least five (5) of the six (6) performance measures.
- MDHHS is looking to move to a more expansive "SUD Health Home" model, which would add alcohol and stimulant use disorders to the qualifying diagnoses list. This expansion will depend on the final state budget.

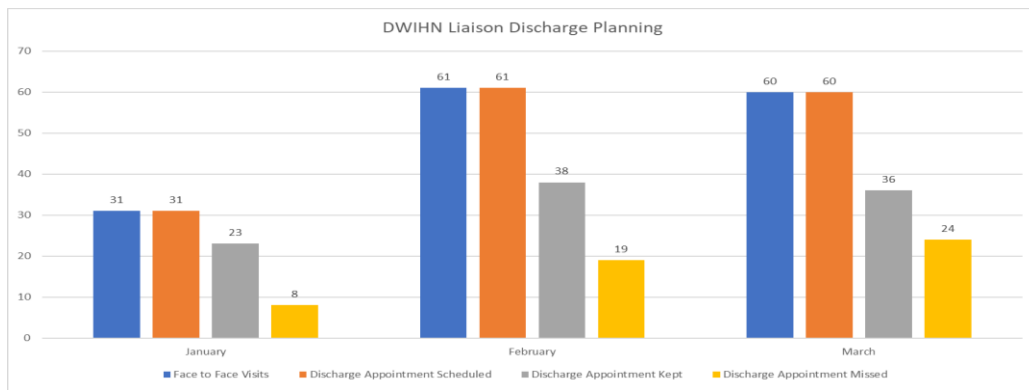
Behavioral Health Home (BHH): 708 enrollees

- DWIHN expects results on FY22-23 BHH Pay for Performance measures in the next few weeks. The P4P measure is a 5% performance payment that is proportionally distributed to qualifying providers. DWIHN anticipates meeting at least five (5) of the six (6) performance measures.
- MDHHS will add two additional codes to the BHH program in FY24-25: F91 & F98 [Conduct disorder & Other behavioral and emotional disorders with onset usually occurring in childhood and adolescence]. The goal is to reach more children in the program.

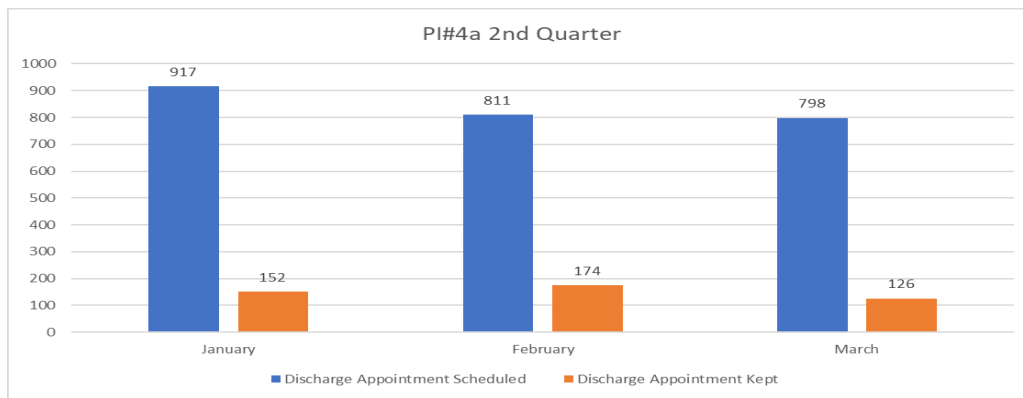
DWIHN will offer the provider network the opportunity to apply to join the BHH or OHH programs for FY24-25 through a Request for Information (RFI) process that will expand the health home network and increase the number of persons we can reach with these programs.

Crisis Services:

DWIHN Hospital Discharge Planning Initiative - Hospital Liaisons in the Crisis Services Department meet with individuals face-to-face at the in-patient hospitals. Liaisons discuss the member’s needs, their chosen Clinically Responsible Service Provider (CRSP), and discharge appointment information. DWIHN Liaisons follow up with individuals in the community upon discharge to ensure are appropriately linked and their appointment is kept with their chosen clinical provider. The two tables below show the benefit of Hospital Liaisons coordination with assisting individuals in keeping their post hospital discharge appointment. The first table shows persons that kept hospital discharge appointments with the support of Hospital Liaisons. The second table is that did not have coordination with a Liaison. Liaisons visited 152 individuals this quarter on inpatient units and 63% kept their 7-day follow-up appointments. For individuals that miss their follow-up appointments, liaisons reach out to the person and notify the chosen provider.



*Data



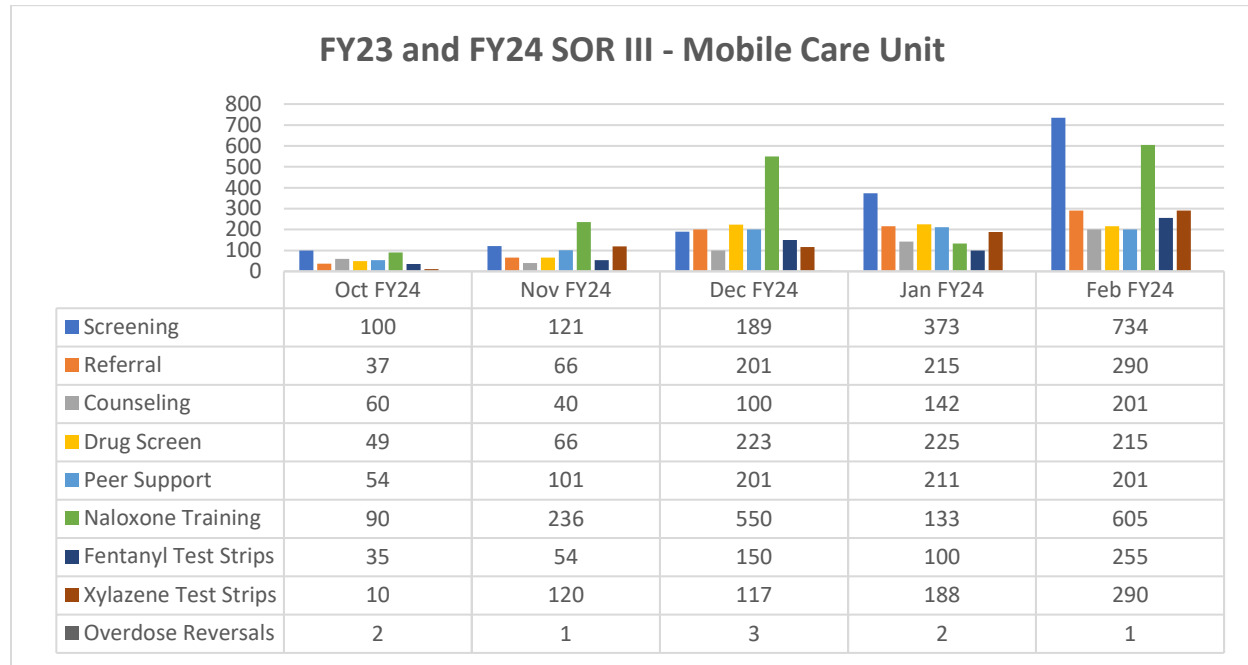
Preliminary: In the 2nd Quarter, approximately 20% of individuals kept their hospital discharge appointments overall.

Post-discharge follow-up has been difficult due to a lack of accurate contact information for individuals. The team has worked with PCE to ensure screening agencies verify contact information upon completion of the pre-admission review. While visiting individuals in hospitals, liaisons will ensure contact information is accurate prior to discharge and included on hospital discharge planning worksheet.

Substance Use Services (SUD):

The State Opioid Response (SOR) Program in Wayne County is a federal initiative to combat the opioid epidemic. Administered by the Michigan Department of Health and Human Services, the program expands access to treatment, improves care quality, and provides community-based support. Mobile Units are being utilized to increase access and provide services within the community.

The below is mobile unit data for the Overdose Education and Naloxone Distribution (OEND) with Harm Reduction programming for this fiscal year. It is interesting to note that there was a significant increase in OEND and Mobile Unit services provided in Wayne County, which can be attributed to launching two new mobile units and adding xylazine test strips into programming.



MDHHS is exploring opportunities to secure additional funding to support this project. This will allow for more resources to be dedicated to the project, which could help increase education and access to services.

Adult Services:

Med Drop: Med Drop is a community-based intervention that focuses on improving medication adherence for adults. The Adult Initiatives team is working to increase participation with individuals accessing Med Drop services.

There are currently 69 individuals participating in the program. There were 1,302 successful Med Drops in January and 1,756 successful Med Drops in February. Adult Initiatives began collaboration with the Michigan Department of Corrections-Returning Citizens Program to help identify individuals who would benefit from the program. To date, two (2) individuals have been identified in this program and are working on enrollment. Updates this quarter:

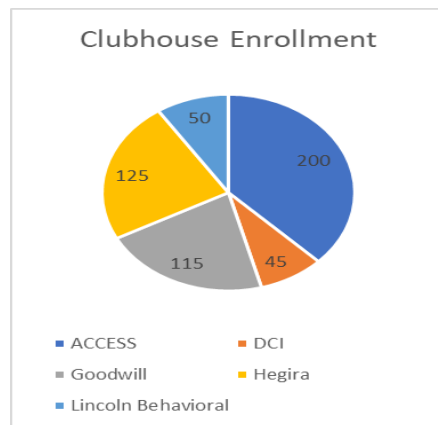
- 31 new referrals
- 14 new cases enrolled
- 8 individuals: declined at intake, moved out of the state, or were referred to ACT program
- 9 individuals are scheduled for intake

Clubhouse: Clubhouse is an accredited psychosocial rehabilitation program that provides daily vocational and social activities to individuals with serious mental illness. Clubhouse is a voluntary program that is based on a work order day. This work order day offers varying opportunities, applicable to individuals with varying cognitive capabilities, including working within administration, enrollment, hiring, training, public relations, kitchen services, and advocacy. The goal is to help individuals gain vocational skills, purpose, and confidence. Individuals choose how to utilize the clubhouse, including participation in varying activities, roles, and responsibilities within the clubhouse, and who they wish to interact with.

All the Clubhouses within DWIHN’s provider network are accredited by Clubhouse International. There are five (5) Clubhouses provided by the following CRSPs:

- ACCESS (Hope House)
- DCI (New Direction)
- Goodwill (A Place of Our Own)
- Hegira (Turning Point)
- Lincoln Behavioral (The Gathering Place)

The current membership total at each location, as of the current date, is as follows:



*Please note that membership has been down since COVID restrictions but has been increasing.

Adult Initiatives is increasing their role in Clubhouses, including maintaining accreditation, monitoring memberships, and observing through scheduled visits. Adult Initiatives will engage in meetings with Clubhouse International, attend training courses as it pertains to improving understanding and oversight, and attend bi-annual reviews at locations. Adult Initiatives will engage further with the Michigan Clubhouse Guidance Board to maintain notice of regular changes, improvements, and concerns.

Assisted Outpatient Treatment (AOT) - The court orders an individual to receive community-based mental health treatment. It is aimed at individuals who are consistently non-adherent to needed treatment for mental illness. DWIHN works with the Behavioral Health Unit (BHU) on these shared individuals.

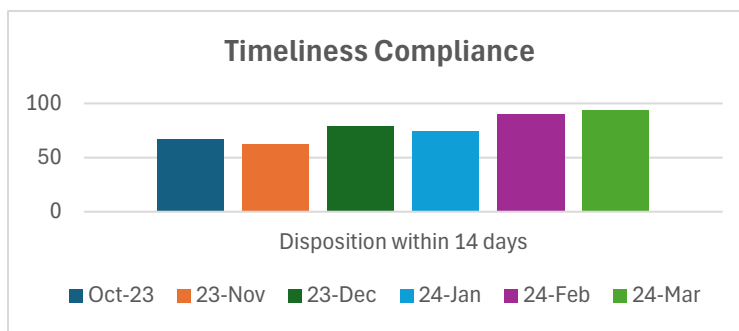
- Currently we have 62 individuals under NGRI supervision and there are 1,062 individuals on current AOT orders.
- DWIHN has increased staffing and restructured our AOT team to allow for increased support and monitoring. DWIHN has two (2) AOT coordinators to oversee all the AOTs in Wayne County as well as provide education and training to the community. They are the point people working with the Wayne County Probate Court- Behavioral Health Unit (BHU). DWIHN has an AOT case manager who has begun to provide direct support to the individuals as well as continued support and direction to the Clinically Responsible Service Providers.

- DWIHN recently was awarded MDHHS funding to support the continued infrastructure of our AOT program.

Utilization Management (UM):

Utilization Management Timeliness - Authorization Requests are categorized as non-urgent pre-service requests. These requests are to be dispositioned within a 14-day timeframe from the date of the request. Timelessness of authorization request disposition was out of compliance (67.4%) and required an internal plan of correction including:

- Onboarding and training of new UM staff
- Cross Department collaboration to review any Authorizations that were out of compliance
- Redistribution of assigned caseloads among staff based on volume
- Clear old, “returned” authorization requests that the requesters have not re-submitted
- Refresher training to the provider network on necessary documentation for authorization approval
- Performance Improvement Plan for identified providers who have consistently submitted backdated authorization requests and/or have been non-responsive when requested for additional information from UM.



Residential Services:

Residential Level of Care Assessments: The Residential Department initiated an internal Performance Improvement Plan to complete all outstanding licensed residential member’s assessments. These assessments evaluate the personal care and community living support needs of individuals. As of February 2024, all Residential Assessments for persons living in licensed homes were complete (1,045 assessments). The projected completion of all assessments in specialized unlicensed AMI settings is mid-April. Residential will schedule assessments annually to ensure individuals’ needs meet medical necessity are met. In addition, the team has started to schedule residential Assessments for persons in IDD settings as well.

Children’s Initiatives:

1915iSPA Services: MDHHS has implemented the 1915iSPA that transitioned the existing behavioral health 1915 (b)(3) supports and services to this new authority. These services include *Community Living Support (CLS), Enhances Pharmacy, Environmental Modifications, Family Support and Training, Fiscal Intermediary Services, Housing Assistance, Respite, Skill Building, Specialized Medical Equipment & Supplies, Supported Employment, and Vehicle Modification.*

As part of the requirement to receive these services, Medicaid beneficiaries must have an assessment/evaluation completed to determine eligibility for enrollment into the §1915(i) SPA and be enrolled into the Waiver Support Application (WSA). Initially MDHHS indicated that Community Living Supports, Family Support and Training, Skill Building, and Supported Integrated Employment were included in the EPSTD benefit and would not require this approval process. On March 21, 2024, MDHHS

issued a memorandum informing that these services were in fact not included in the EPSTD benefit and would require 1915iSPA enrollment and approval. This will impact 950 youth.

DWIHN informed children’s providers of the 1915i SPA update during provider meetings held this month. Children’s Providers will begin submitting the 1915i SPA enrollment form to the WSA system after the 4/28/24 start date per MDHHS request.

School Success Initiative (SSI): The School Success Initiative (SSI) is an evidence and prevention-based mental health program provided to students K-12 in Wayne County. The program aims to ensure that students and families have access to services in school, are provided psychoeducation training and are being helped with reducing the stigma related to receiving behavioral health support and services. The SSI program is needed to address the behavioral health needs of students by providing Tier 1, Tier 2, and Tier 3 services to students in school.

For the month of March 2024, there were a total of 16 SSI referrals in which 12 of the referrals qualified as Tier 3 for community mental health services. *Note: March 2024 data is as of 3/28/24.*

FY 24, Q2	Jan 2024	Feb 2024	Mar 2024
Total SSI Referrals	18	30	16
Total Tier 3	17	23	12

The monthly SSI Provider meeting was held this month in which Detroit Public School Community District (DPSCD) representatives were in attendance. SSI Providers are currently unable to deliver SSI services in DPSCD schools until the background screening process has been completed. DPSCD explained the next steps for SSI therapists to complete the background screening to resume delivering services.

INTEGRATED HEALTH PILOT UPDATE

The Detroit Wayne Integrated Health Network (DWIHN) continues to make progress with integrating with Medicaid Health Plans. Below is a list of updates of the collaborations with Medicaid Health Plan Partners One, Two, and Three.

Health Plan Partner One

DWIHN and IHC meet monthly for care coordination. Eleven members (11) were discussed, three (3) members required coordination with their assigned CRSP. One (1) member will be carried over to April.

Health Plan Partner Two

Care Coordination with Health Plan 2 was initiated in September 2020, these meetings occur monthly. Health Plan 2 had thirteen (13) members identified as having gaps in care. Five (5) members needed assistance with gaps in care. Four (4) cases will be carried over to April. MDHHS has required health plans to follow children in the foster care system. Health Plan 2, IHC and Children’s Initiatives met to discuss how DWIHN provides services to this population and how the health plans could be involved. In the month of April, Health Plan 2 and IHC will meet to write the pay for performance of how health plans and DWIHN stratify members for care coordination. Health Plan 2 is on the shared platform and is used for care coordination.

Health Plan Partner Three

DWIHN staff are working with Health Plan 3 on a new project of monitoring individuals who utilized the emergency room department or inpatient psychiatric unit and how to perform data sharing. There are four (4) CRSP’s in the pilot: Neighborhood Services Organization, Lincoln Behavioral, Hegira and Guidance Center. This started on June 16, 2022

During the month of March, DWIHN and Health Partner 3 met with the four (4) CRSP's and went over the flier that was completed for the initiative. The four (4) CRSP's logo will be on the flier. Health Plan 3 will send the process for CRSP staff to follow for entrance to the ED.

Shared Platform and HEDIS Scorecard

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

Vital Data continued to work on several upgrades that will roll out in April. Vital Data staff will be at DWIHN on April 11. DWIHN and Vital Data will go over all updates and test them to see if they are working. Meetings are planned with two CRSP providers to make sure they can see updates with their logins.

During the month of March, the HEDIS scorecard was reviewed at 11 CRSP monthly meetings and FUH data was shared.

CCHBC DEMONSTRATION EXPANSION

The State of Michigan expanded the CCBHC State Demonstration sites on October 1, 2023. The DWIHN network now has a total of six (6) approved CCBHC sites including ACCESS, CNS Healthcare, Elmhurst Home, Development Centers, and Southwest Counseling Solutions- MiSide. DWIHN continues to provide technical assistance with CCBHC providers. MDHHS's goal is to have 26,099 individuals enrolled in CCBHC services in FY23-24. Current enrollment stands at 8,609; an increase of 19.78% from February 2024. The Governor's proposed budget was released with funding to expand the CCBHC Demonstration in FY25. The DWIHN team is working internally with MDHHS to validate data to ensure claims and service information are being captured accurately. The expansive eligibility of CCBHC across Medicaid and all types of non-Medicaid persons makes accurate tracking a challenge.

CHIEF MEDICAL OFFICER

Outreach and Education

DWIHN has started adult and child mobile crisis services to help individuals in the community with goal of being 24/7 over the summer. DWIHN is approaching the opening of Crisis Center at Milwaukee location. We are Michigan's first of two sites to be going through the certification process. We have gone through the documentation submission process and will have the site review in May.

Crisis Services

DWIHN has started adult and child mobile crisis services to help individuals in the community with goal of being 24/7 over the summer. DWIHN is approaching the opening of Crissi Center at Milwaukee location. We are Michigan's first of two sites to be going through the certification process. We have gone through the documentation submission process and will have the site review in May. In terms of Psychiatric providers, DWIHN has hired a Medical Director, five (5) Advanced Practice Providers (out of 8 FTE), two FTE psychiatrists are still open, and we have hired three (3) contingent psychiatrists to cover some shifts.

Quality Department

Michigan Mission Based Performance Indicators:

The Michigan Mission Based Performance Indicators (MMBPI) measures how effectively DWIHN is serving people in need. These indicators include timeliness, reduction of hospitalizations, and overall improvement of people's lives. There are six (6) reportable performance indicators that have been

established by the Michigan Department of Health and Human Services (MDHHS). It is the responsibility of the Pre-Paid Inpatient Health Plan (PIHP) to collect, analyze, and submit data on a quarterly basis to MDHHS.

Please find below the finalized rates for the 1st Quarter 2024, compared to the preliminary rates for the 2nd Quarter 2024. Note that the rates for the 2nd Quarter are preliminary and will be finalized on June 30, 2024. DWIHN has performed exceptionally well, achieving scores of 90% or higher in five out of six state performance indicators. We have successfully reduced Indicator 10 (Recidivism) for adults from 17.58% in Q1 to 14.87% in Q2 (preliminary), a 2.71% improvement. Our consistent performance with PI#10 (children) is also noteworthy. However, there is a need for improvement in PI#2a, which currently stands at 51.0% for (Q2) against the standard of 57%.

Performance Indicators	Population	1st Quarter	2nd Quarter Preliminary	Standard
Indicator 1: Percentage who Received a Prescreen within 3 Hours of Request	Children	99.30%	98.25%	95% or higher
	Adults	96.44%	97.02%	95% or higher
	Total	97.03%	97.27%	
Indicator 2a: Percentage who Received completed Integrated Biopsychosocial within 14 days.	Total population rate	47.64%	51.0%	57% or higher
Indicator 2b(e): Percentage of New Persons Receiving a face-to-face service for Treatment or Supports within 14 calendar days of a request for persons with SUD)	Total population rate	86.58%	85.10%	68% or higher
Indicator 3: Percentage who Received completion of follow up services within 14 days of completed Biopsychosocial.	Total population rate	85.22%	84.2%	83% or higher
Indicator 4a & 4b: Percentage who had a Follow-Up within 7 Days of Discharge from a Psychiatric Unit/SUD Detox Unit	Children	97.78%	93.63%	95% or higher
	Adults	98.67%	93.17%	95% or higher
	Total	98.60%	93.40%	
	SUD	97.25%	95.74%	95% or higher
Indicator 10: Percentage who had a Re- Admission to Psychiatric Unit within 30 Days	Children	8.62%	5.42%	15% or less
	Adults	17.58	14.87%	15% or less

The root cause of this issue is the shortage of staff, which has affected providers' ability to complete the Integrated Biopsychosocial assessment within the required 14 days of the request for PI#2. To address this shortage, DWIHN has implemented financial incentives and will closely monitor outcomes through providers meetings and data outcomes to determine the effectiveness of the incentive model.

Plans:

- The QI team is working with CRSP providers, internal DWIHN departments, and hospital liaisons to coordinate care for discharge planning.
- DWIHN will continue to monitor and focus its efforts on the following identified interventions:
- Working with the CRSP to address staff shortages throughout the network to ensure that members receive services within the appropriate timeframes.
- Working to increase network capacity in effort to improve compliance.
- Continuing to work with DWIHN's Crisis Team to identify any potential delays in care.

- Continuing engagement and collaboration with members' outpatient (CRSP) providers to ensure continuity of care, especially when members present to the ED in crisis but may not require hospitalization.
- Providing referrals to Complex Case Management (CCM) for members with high behavioral needs.

MDHHS Annual Full Site Review

MDHHS is currently conducting a Full Site Review of Detroit Wayne Integrated Health Network (DWIHN). The review will cover several programs including the Habilitation Supports Waiver for Persons with Developmental Disabilities (HSW), the Children's Home and Community-Based Services Waiver (CWP), the Children's Serious Emotional Disturbance Home and Community-Based Services Waiver (SEDW), and the 1915 (i) State Plan Amendment (iSPA). The review is scheduled to conclude on Friday, April 26, 2023. The purpose of the review is to ensure compliance with the Home and Community-Based agreements with the Centers for Medicare & Medicaid Services.

DWVHN has received positive feedback during the review of their clinical case records and staff qualifications files. MDHHS is currently assessing 118 clinical case records of members who are receiving Waiver and iSPA services, along with 398 staff professional and aide files. During the review of member clinical records and staff files, MDHHS has noted numerous strengths, such as evidence of staff credentials and training, health appraisal within the IBPS, evidence of satisfaction, high praise for some plans of service, and high praise for some Wraparound plans.

Accreditation Reviews:

DWVHN is subject to External Quality Reviews (EQR) through the Health Services Advisory Group (HSAG) to ensure compliance with all regulatory requirements in accordance with the contractual requirements with MDHHS. HSAG completes three separate reviews annually: the Compliance Monitoring Review, Performance Measure Validation (PMV) and Performance Improvement Project (PIP).

In March, DWVHN received notification from HSAG stating that the Performance Measurement Validation (PMV) Review for FY2024 will be scheduled between July 22–August 2, 2024. The Performance Improvement Project submission for initial validation is due on July 15, 2024, and the Compliance Review is scheduled for September 6, 2024. HSAG will conduct a technical assistance webinar on May 21, 2024, to provide instructions for the Compliance Review and discuss its scope. DWVHN received Full Compliance of 100% in all reportable areas for FY2023 PMV Review and Compliance Review. The goal of the PIP is to achieve significant improvement sustained over time through ongoing measurements and interventions.

DWVHN successfully completed the certification process by submitting all required documents to NCQA on February 26, 2024, involving all departments.

HUMAN RESOURCES

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

Behavioral Health Technician	Crisis Services Operations
Behavioral Health Technician – Contingent (2)	Crisis Services Operations
Call Center Clinical Specialist – Contingent (2)	Call Center
Call Center Representative (2)	Call Center
Call Center Representative – Contingent (2)	Call Center
Clinical Specialist	Crisis Services Operations
Clinical Specialist – Special Projects	Children’s Initiatives
Director of Residential Services	Residential Services
IT Desktop Specialist II (2)	Information Technology
Mobile Crisis Technician (2)	Mobile Crisis Deployment

Mobile Crisis Technician – Contingent (2)	Mobile Crisis Deployment
Nurse Practitioner (2)	Crisis Services Operations
Peer Support – Crisis Services (5)	Crisis Services Operations
Peer Support Specialist – Crisis Services (6)	Crisis Services Operations
Peer Support Specialist – Mobile Crisis - Contingent	Crisis Services Operations
Psychiatrist – Part-Time (2)	Crisis Services Operations
Registered Nurse – Crisis Services (5)	Crisis Services Operations
Registered Nurse – Crisis Services – Contingent	Crisis Services Operations
Residential Care Specialist	Residential Services

DWIHN HR has continued its Supervisory Institute for management staff, with Group D scheduled to begin on April 16, 2024. The next cohort for the Harvard Business School Online is scheduled to begin in May 2024. DWIHN HR has continued contract negotiations with the GAA and AFSCME unions. (As part of those negotiations, both unions agreed to an extension of their collective bargaining agreement.)

DIVERSITY, EQUITY & INCLUSION

2024 WSU Community-Engaged Research (CEnR) Summit Steering Committee Meeting

- **2024 CEnR Summit**
- Day 1: April 11 – A Career as a Community Health Worker: Starting Out & Staying in (Panel Discussion)
- Day 2: April 12 – Building Bridges, Sharing Solutions: Community-Academic Partnerships for Equity
- AM/PM – Breakout Sessions/Workshops

Detroit Community Health Equity Alliance Monthly Meeting (D-CHEA)

- D-CHEA will work to inform and develop initiatives to advance health equity with emphasis on Detroit’s persistent poverty areas, where a substantial proportion of the neighborhood has lived in poverty for decades. The committee plans to collaborate to bring about community-level change towards health-promoting opportunities and behaviors. Funded through CVS Health

IT SERVICES

Crisis Care Center

- Staff setup continues to occur in MHWIN related to the prescribers and inclusive of hard token setup for MFA authentication.

Electronic Visit Verification (EVV)

- The State has moved the target implementation date to 9/1/2024 for Behavioral Health EVV.
- Coordinating with PCE on the authorization spec file & provider spec file

Consent to Exchange Health Information – HIE

- Programming completed for all applicable CCBHC/OHH/BHH providers to submit the consent via HIE process.

SUD Risk Matrix

- SUD Risk Matrix reviewed with SUD Department. Working to set up security for the applicable SUD CRSPs as a preface for opening the SUD Risk Matrix to the SUD CRSPs.

Provider Contracting

- MCO Provider credentialing quarterly reports forms are complete. Email notifications for PNMs and provider workflows are 90% complete. Full unit testing will commence after e-mail testing.
- Working with MCO on continued development of annual provider contracting forms

Questica

- Finance and HR with API integration between Dynamics GP, ADP, and the Questica budgeting app. Integration configuration is continuing.

Henry Ford Joint Project

- Delivering final numbers for the Governor's award submission

Provider Network Adequacy Dashboard

- Preparing to send additional columns of data for the accuracy portion of the Quest contract.

EQI reporting

- Preparing FY2024 P1 submission

Eligibility data load process assessment

- Review the data load logic for eligibility data to improve the warehouse's reporting capability.

Building Desk Hoteling

- Setting up Envoy hoteling desk reservation system with Azure for SSO and user provisioning.
- Setting up Conference room phones with Genesys system

Infrastructure/Security/IT Compliance

Building Construction

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

Security

- Configuration of Graylog SIEM/SEM (Security Incident and Event Monitoring/Security Event Management) continues.
- We are reviewing vendors and systems for SOC (Security Operations Center) functionality.
- All ICO security audits are complete. Molina has returned a CAP with two issues and will respond to them by 4/12/2024.
- The vCISO project is continuing to analyze the Threat domain. It is currently working on internal scans and addressing findings.
- Vetting and removing Azure SSO applications found added by users
- Working with facilities on setting up infinias door access system and programming the key zone mapping for staff access.
- Four SIRs (Security Incident Report) were created and under investigation (Missing hardware from IT area, Hardware lost by staff, Hardware not properly data sanitized, and Improper forwarding of e-mail containing PHI).

Onboarding/Offboarding

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

SQL Server upgrade

- Post migration performance tuning of server and query job analysis is underway.

Genesys Phone System

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

COMMUNICATIONS

Influencer Marketing Update:

Social Media Influencer	# of Posts	Engagement/Impressions
The Capital Brand/Randi Rosario	5 Story Posts, 2 Posts	Over 62K total views
Detroit Youth Choir	2 Story Posts, 2 Post	1,380 total views
Kathleen Springer	4 Posts	Over 8.4K Video Views

The Detroit Youth Choir and Youth United collaborated on several posts highlighting the importance of youth mental health, resources, and Youth United events. During the month of March, we discussed burnout and breaking stigma. We discussed the signs when feeling overwhelmed and highlighted the importance of taking breaks when needed.

All our influencers have assisted in promoting our Mental Health Youth Council for Wayne County High School students.

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

Social Media Outreach:

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

Social Media Performance Report Summary

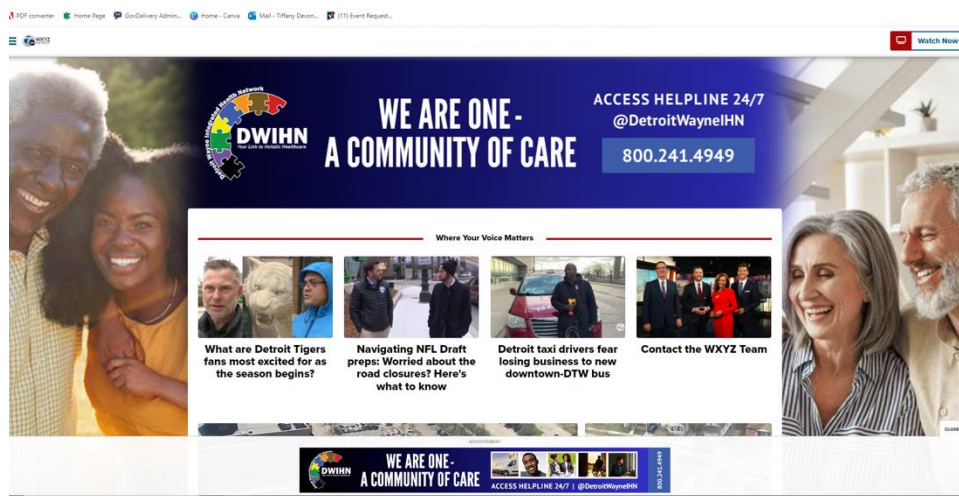
- Impressions: 289,378 **up 43.3%**
- Engagements: 12,861 **up 110.9%**
- Post Click Links: 6,428 **up 377.2%**
- Engagement Rate: 4.4% **up 48.7%**
- **Total Audience Growth over the last month was 17,795, up 1.8%.**

Google Analytics

- 1,615 Business Profile interactions
- 3,116 People viewed the DWIHN Business Profile
 - 2,374 (76% Google search - desktop)
 - 595 (19% Google search - mobile)
 - 118 (4% Google Maps - mobile)
 - 29 (1% Google Maps - desktop)
- 1,681 Searches DWIHN was shown in users search results:
 - DWIHN – 792
 - Detroit Wayne Integrated Health Network - 216
 - dwctraining – 89
 - dwhin – 82
 - Dwihn training - 66

Earned Media Report

New DWIHN ad banners rotated on the [Channel 7 Website](#) during March.



Administration Building Grand Opening

- **Fox 2** was on scene to capture the ribbon cutting program, an interview with CEO, Eric Doeh along with some commentary from community members. The segment aired that afternoon and evening.
- **WWJ's Tony Ortiz** interviewed DWIHN CEO, Eric Doeh, the day of the event. In the jovial discussion, Mr. Doeh touched on future plans to provide access throughout the county, including 707 Crisis Care Center and the groundbreaking for Regional Integrated Care Facility on 7 Mile Rd.
- **Hamtramck Review** attended the grand opening to capture moments to share with its community. The story is on page two of the March 22 issue.
- The same March 22 issue of the **Hamtramck Review** features an Op/Ed from CEO Eric Doeh sharing expanded services on page three.
- **Latino Press** covered the event in its March 15 edition. The Spanish translated article can be found on page five online and in print.

- **El Central Hispanic News** also covered the ribbon cutting for their readers in the online edition.
- The latest **Ask the Messengers** episode, which aired Sunday, March 31, highlighted DWIHN's Mobile Crisis Units.
- **WWJ** interviewed Grace Wolf, VP of Crisis Services on March 8 to discuss the new expansion of services to youth and extended days of operation to the weekends. Grace also shared that the next phase is 24/7, around the clock response.

Persons Served in the News

- **Margarite Maddox**, Constituents Voice member makes headlines as she advocates and fights for improved mobility and accessibility to public spaces in Wayne County. <https://www.aol.com/court-denies-immunity-disability-rights-101024990.html>

Community Outreach: DWIHN/Youth United/ Youth Move Detroit

In March, DWIHN actively participated in a variety of outreach initiatives events including a Gift of Life MOTTEP event, and The Unsheltered Care Package Giveaway hosted by the Detroit Police Department. DWIHN also hosted Let's Talk about Community Inclusion and Let's Talk about Housing Inequities to support Developmental Disabilities Month.

Additionally, Youth Move Detroit hosted a Meet & Greet Bowling Night.

Upcoming Events:

April 25: Building Community: A conversation for parents of children with autism -10:00-11:30 a.m.

May 11: Children's Mental Health Awareness Day

Quarterly Communications Report



FULL BOARD MEETING

WEDNESDAY, APRIL 17, 2024

800-241-4949

WWW.DWHIHN.ORG

Today's Discussion

- ▶ Media
- ▶ Community Outreach
- ▶ Youth United Events
- ▶ Social Media





Media Roundup

MICHAEL MCELRATH, PUBLIC AFFAIRS MANAGER



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Detroit Free Press

Admin Building Grand Opening

We opened the next chapter of DWIHN with solid media coverage leading up to and on the day of the event.

- ▶ Fox 2
- ▶ WWJ
- ▶ Hamtramck Review
- ▶ Latino Press
- ▶ El Central





Detroit Free Press
detroitfreepress.com

Mobile Crisis Unit Media Keeps Rolling

5



Mobile Crisis Manager, Virginia Harrell with Fox 2's Hilary Golston

We've garnered consistent media coverage for Mobile Crisis. From program launch to expansion, the story tells itself.

- ▶ **1/24- Michigan Radio, Stateside with April Baer**
- ▶ **2/28 - WDET, The Metro with Nick Austin and Tia Graham**
- ▶ **3/8 - WWJ**
- ▶ **3/22 - Hamtramck Review**
- ▶ **4/4 - Fox 2**



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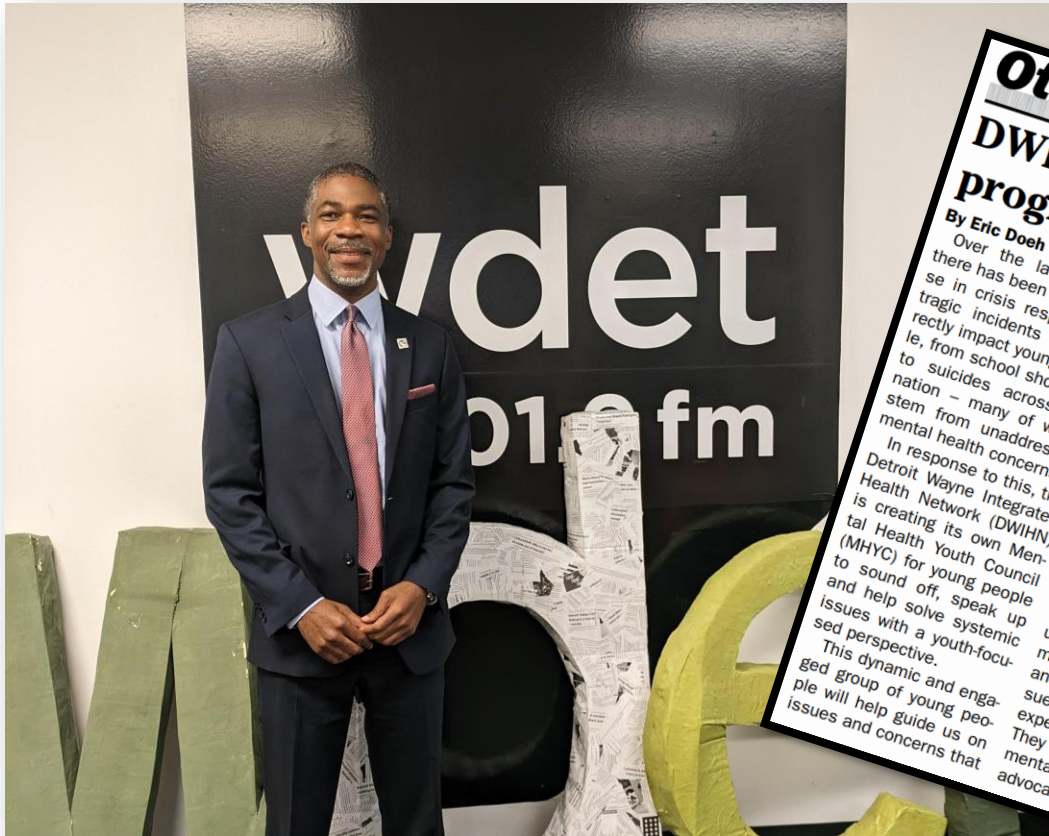
Detroit Free Press
2023

Mental Health Youth Council

CEO Eric Doeh shared the importance of youth voice on mental health issues and services; urging local teens to sign up and sound off!

- ▶ 3/8 - Hamtramck Review Op/Ed
- ▶ 4/2 - WDET, The Metro with Nick Austin and Tia Graham

We now have a full council ready for its inaugural meeting on Monday, April 29th!



Continued on page 5

Messaging

7

PDF converter Home Page GovDelivery Admin... Home - Canva Mail - Tiffany Devon... (11) Event Request...

WXYZ Watch Now

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**WE ARE ONE -
A COMMUNITY OF CARE**

ACCESS HELPLINE 24/7
@DetroitWayneIHN
800.241.4949

Where Your Voice Matters

- What are Detroit Tigers fans most excited for as the season begins?
- Navigating NFL Draft preps: Worried about the road closures? Here's what to know
- Detroit taxi drivers fear losing business to new downtown-DTW bus
- Contact the WXYZ Team

ADVERTISEMENT

DWIHN **WE ARE ONE - A COMMUNITY OF CARE** ACCESS HELPLINE 24/7 | @DetroitWayneIHN 800.241.4949

close



DWIHN secured banner ads running on WXYZ.com throughout the month of March.



Detroit Free Press
PART OF THE USA TODAY NETWORK

Youth United & Community Outreach

- ▶ Janell Hearn, Visual Design and Outreach Manager



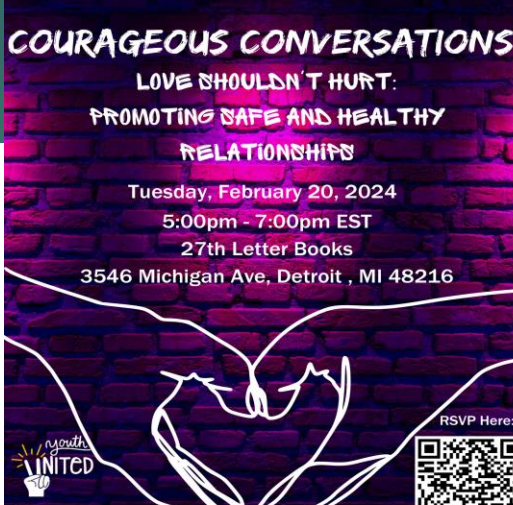
Detroit Free Press

Community Outreach

This quarter, DWHN actively engaged in various outreach initiatives. Notably, DWHN hosted Let's Talk About Human Trafficking a conversation with experts and survivors of Human Trafficking on what youth, and parents need to know and how to keep their children safe. DWHN also hosted Let's Talk about Community Inclusion and Let's Talk about Housing Inequities to support Developmental Disabilities Month.


Youth United

- ▶ This quarter Youth United organized and participated in a variety of events including a Courageous Conversation titled "Love Shouldn't Hurt: Promoting Safe and Healthy Relationships."
- ▶ YU also supported substance use prevention outreach alongside the SUD department at Pershing High School.



COURAGEOUS CONVERSATIONS
LOVE SHOULDN'T HURT:
PROMOTING SAFE AND HEALTHY
RELATIONSHIPS

Tuesday, February 20, 2024
5:00pm - 7:00pm EST
27th Letter Books
3546 Michigan Ave. Detroit, MI 48216

RSVP Here: 



LET'S TALK
HUMAN TRAFFICKING

Wednesday, January 17, 2024
6pm-8pm
Greater Grace Temple
23500 W. Seven Mile Road
Detroit, MI 48219

Join Social Media Influencer and Detroit's favorite cousin, Randi Rossario, as she talks with experts and survivors of Human Trafficking and what youth, and parents need to know about how to keep their




FREE
Youth Move Detroit
Vision Board
Peer to Peer Program
February 15, 2024.
90 W Alexandrine St, Detroit
Michigan, 48201
To RSVP, Please text 313-618-1658

Hello everybody! Come Join our Peer to Peer program for life lessons and helping out the youth out in the world! You and so many other inspired youth would work hand in hand to face challenges and have fun!



Bowling Night
YMD Meet & Greet

FREE EVENT

March 22, 2024
6:00pm - 8:00pm
4200 Allen Rd, Allen Park, MI 48101
(313)-348-1169
Text "Bow!" to this number to confirm your attendance



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**TOP
WORK
PLACES
2023**

Detroit Free Press

Mental Health Youth Council

11

Wayne County High School Students

**we
need
your
voice**

**APPLY
NOW**



DWIHN kicked off the Mental Health Youth Council (MHYC) which is comprised of Wayne County high school students who are working to fill gaps in traditional mental health services in their communities and address mental healthcare disparities that they have experienced firsthand in education, housing, foster care, addiction/recovery, and work to advocate for change with state-level policy makers.



Join our Mental Health Youth Council



Community Outreach: DYC Mental Health Room

DWIHN/Youth United transformed an office into a Mental Health Room for DYC. The space was cleaned and organized by staff and updated with selected items, such as bean bag chairs, aromatherapy, mood-enhancing lighting and more, to create a nurturing environment that positively impacts the mental well-being of the youth. By supporting the mental health room, we aimed to create a positive and supportive space for the choir, reinforcing our dedication to the mental health of the youth we serve.





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TOP
WORK
PLACES
2023

Detroit Free Press

Community Outreach: Detroit Zoo Partnership

13

**CELEBRATE
MENTAL HEALTH
AWARENESS MONTH**

Click here to learn
to more about this
amazing partnership

DETROIT ZOOLOGICAL SOCIETY®
DETROIT ZOO • BELLE ISLE NATURE CENTER

DWIHN is partnering with the Detroit Zoo to celebrate and bring awareness to Mental Health Awareness month in May.

Discounted tickets will be available to anyone using the DWIHN promotion code. DWIHN staff will also have a tent onsite every Saturday in May to provide Zoo patrons with DWIHN resources and information.

Come out, support Mental Health month and have some fun at the Zoo!



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Detroit Free Press
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Community Outreach

- ▶ **Upcoming Events:**
- ▶ **April 11th:** Clergy Conversations III - **10:00-11:30a**
- ▶ **April 25th:** Building Community: A Conversation for Parents of Children with Autism - **10:00-11:30a**
- ▶ **May 11th:** Children's Mental Health Awareness Day- **11am-3pm**



Detroit Free Press

Community Outreach: Autism Awareness Month



APRIL 2024 CALENDAR OF COMMUNITY EVENTS

Download the myDWHHN App!





Android Devices Apple Devices

3 APRIL
Infant Massage Class (Four Week Series)
 9:30 AM-10:30 AM
 Zoom
[Click here for more info](#)

4 APRIL
PBS KIDS Infant and Toddler Playdates
 Headstart (New St Paul Site)
 11 AM-12 PM
 23500 West Seven Mile Road
 Detroit, MI 48219
[Click here for more info](#)

6 APRIL
4th Annual Detroit Autism Walk Event Request
 Durfee Innovation Society
 2470 Collingwood St. Detroit, MI
[Click here for more info](#)

8 APRIL
Autism Acceptance Month
 10 AM-4 pm
 Michigan Science Center
 5020 John R St, Detroit, MI 48202
[Click here for more info](#)

9 APRIL
Empowering Families: Milestones Matter
 11 AM-12 PM
 Zoom
[Click here for more info](#)

9 APRIL
Empowering Families: Milestones Matter
 11 AM-12 PM
 Zoom
[Click here for more info](#)

10 APRIL
S.O.U.L.S. Chat: Casual Talk Wednesdays
DWHHN
 6 PM-7:30 PM
[Click here for more info](#)

11 APRIL
Clergy Conversations III
 10 AM- 11:30 AM
 Calvary Church
 15500 Howard St, Southgate, MI 48195
[Click here for more info](#)

11 APRIL
Cooking Matters at the Store
 1 PM- 2 PM
 The Guidance Center's Center for Excellence (Building 2)
 13111 Allen Rd. Southgate, MI 48195
[Click here for more info](#)

16 APRIL
Parenting Made Enjoyable (Every Tuesday)
 7 PM- 8:30 PM
 Zoom
[Click here for more info](#)

18 APRIL
Fatherhood Conversations
 4 PM- 6 PM
 The Children's Center
 79 W Alexandrine St, Detroit, MI 48201
[Click here for more info](#)

20 APRIL
2nd Annual Autism Awareness Fun Day
 1 PM- 4 PM
 Elite Sports - 2100 Kinloch St.
 Dearborn Heights MI 48124
[Click here for more info](#)

20 APRIL
Free Autism Prom
 11 AM-1:30 PM
 Success On The Spectrum - Trenton
 15500 Howard Street Southgate, MI 48195
[Click here for more info](#)

22 APRIL
S.O.U.L.S. Chat: Faith Talk Mondays
 DWHHN
 6 PM-7:30 PM
[Click here for more info](#)

24 APRIL
Gun Safety Awareness & Talking to Our Kids
 7 PM-8 PM
 Zoom
[Click here for more info](#)

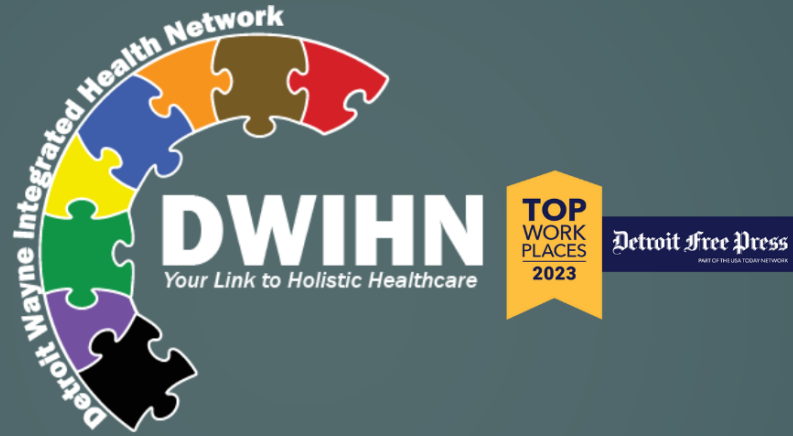
25 APRIL
Building Community: A Conversation for Parents of Children with Autism
 10 AM-11 AM
 Zoom
[Click to join the meeting](#)

Events highlighted **BLUE** in April are related to Autism Awareness Month.

[Emagine Entertainment will be providing open caption, sensory friendly, dementia friendly, and more through April!](#)

Scan the QR Code to learn more for locations, movies and more





Social Media

MARLON TATE, SOCIAL MEDIA STRATEGIST



Social Media (January - March)

15

- 4.8% increase, total audience 17,795
- 36.2% decrease, 3.4% engagement rate
- Total engagements 26,458
- Total Impressions 785,129

Google Analytics/Website January - March

5,159 Profile interactions

9,563 People viewed business profile

5,426 Searches

3,957 Website clicks

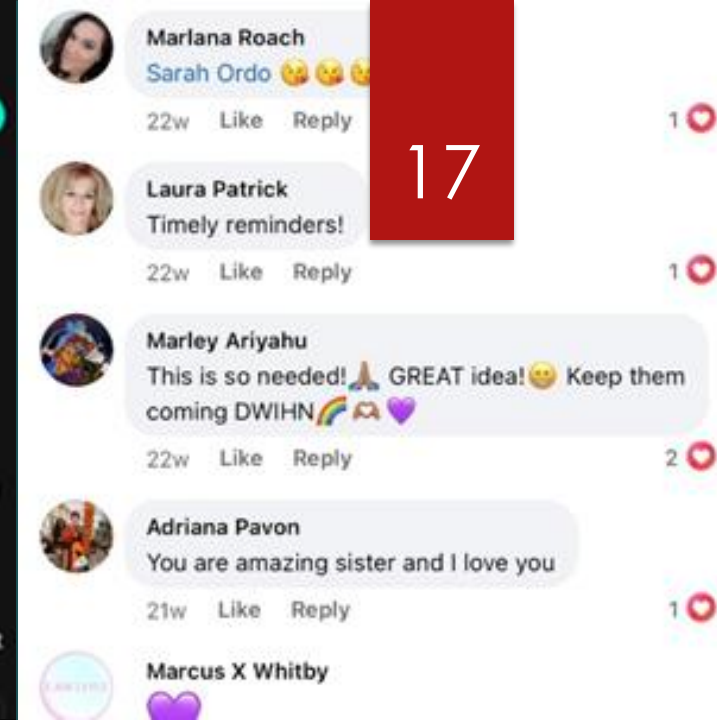
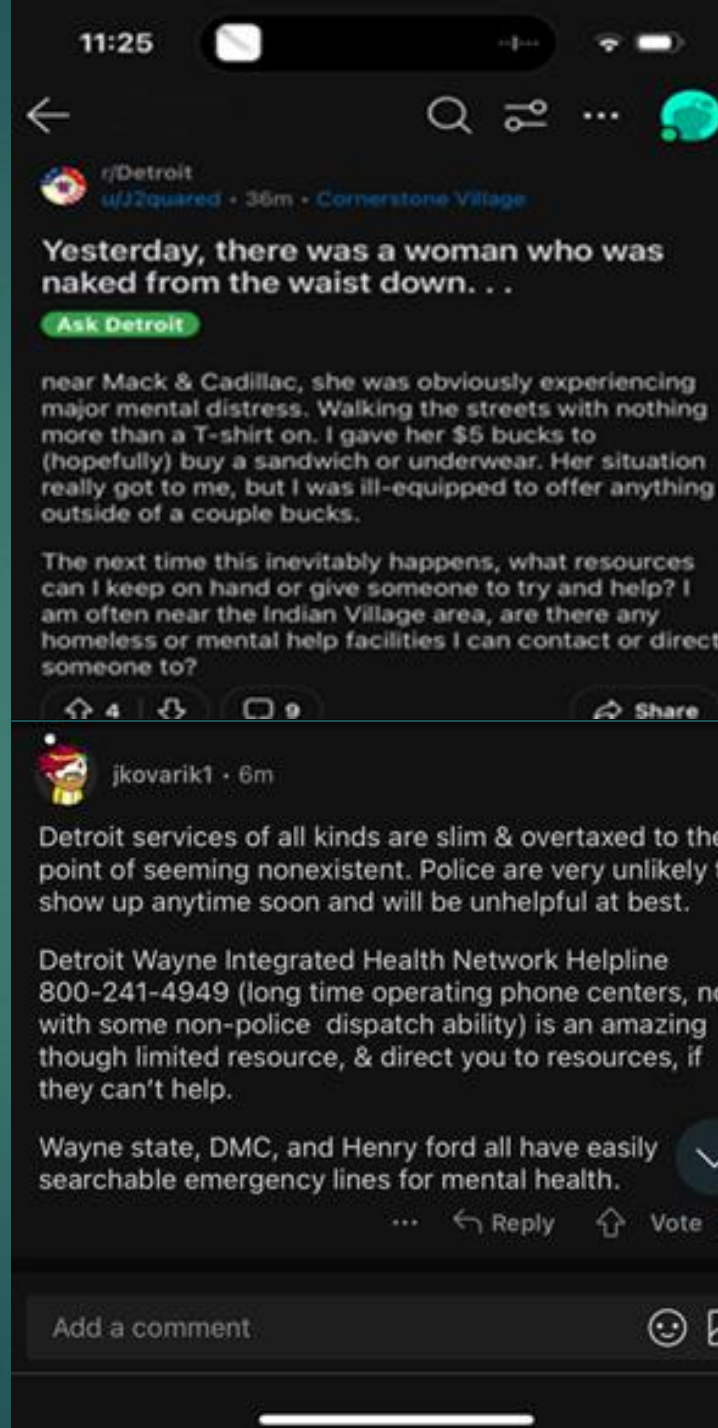
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Social Media Outreach

DWIHN is actively elevating mental health awareness on social media by sharing informative content, engaging narratives, and fostering a supportive online community.

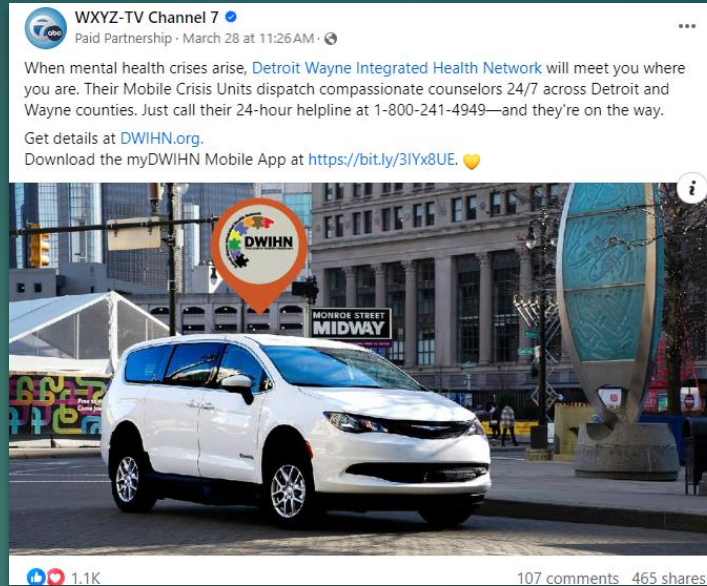
Through strategic and compassionate messaging, DWIHN is creating a digital space that encourages dialogue, educates the public, and helps reduce the stigma associated with mental health challenges.



Mobile Crisis Units on Social Media

The rollout of our mobile crisis units has been a tremendous success, with high levels of engagement and positive feedback from the community. Through strategic content and outreach efforts, we've effectively communicated the value and accessibility of our services.

- ▶ WXYZ – TV Channel 7
- ▶ Ask the Messenger TV Show
 - ▶ TV20 Detroit and Fox47 Lansing
- ▶ Mobile Crisis PSA
 - ▶ (DWIHN YouTube)





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Detroit Free Press
DETROIT, MI

Important points to note

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January - March

- ▶ Facebook is still the top social media platform driving the most users to the DWIHN website.
- ▶ The top pages on the DWIHN website (excluding the Home page).
 - ▶ "For Providers"
 - ▶ "SUD Page"



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Detroit Free Press
PART OF THE GANNETT NETWORK

20

Social Media Influencers

- ▶ Kathleen Springer - Facebook influencer (Downriver)
- ▶ Randi Rossario (The Capital Brand)
- ▶ The Detroit Youth Choir and YU collaborated on several posts highlighting the importance of youth mental health, resources, and YU events
 - ▶ During this quarter, we discussed the importance of burnout and breaking stigma.



DWHN
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Follow Us on Social Media

Stay Connected for News & Updates



twitter.com/DetroitWayneIHN



facebook.com/DetroitWayneIHN



instagram.com/detroitwayneihn



[linkedin.com/company/
detroit-wayne-integrated-health-network](https://linkedin.com/company/detroit-wayne-integrated-health-network)



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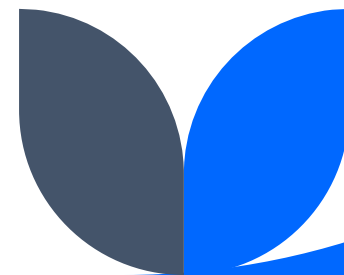
Thank
You

Wayne Center



History

- Founded in 1973
- By parents of children and adults with developmental disabilities institutionalized
- Advocacy for programming in community
 - Early on many consumer transitioned to residential programs
 - Today more children/adults live in family homes and more independent settings



Mission

&

Philosophy



- Assist consumers to achieve optimal independence
- Enable consumers to achieve inclusion in the community through self-determination
- Believe that individuals with disabilities are entitled to same protections and protections of
- Dedicated to self-actualization and person- centered planning process

Demographics/Services

Children (approximately 615 members served)

- Over 50% of services are provided to Children
- Diagnosis typically includes:
 - Autism
 - Cognitive Impairment
 - Speech and other Language Disorders

Adults (approximately 530 members served)

- Members typically reside in unlicensed or licensed group home
- Semi-Independent Living Placements
- Independently/Family

Services

- Supports Coordination
- Behavior Treatment
- Foster Care



Supports Coordination

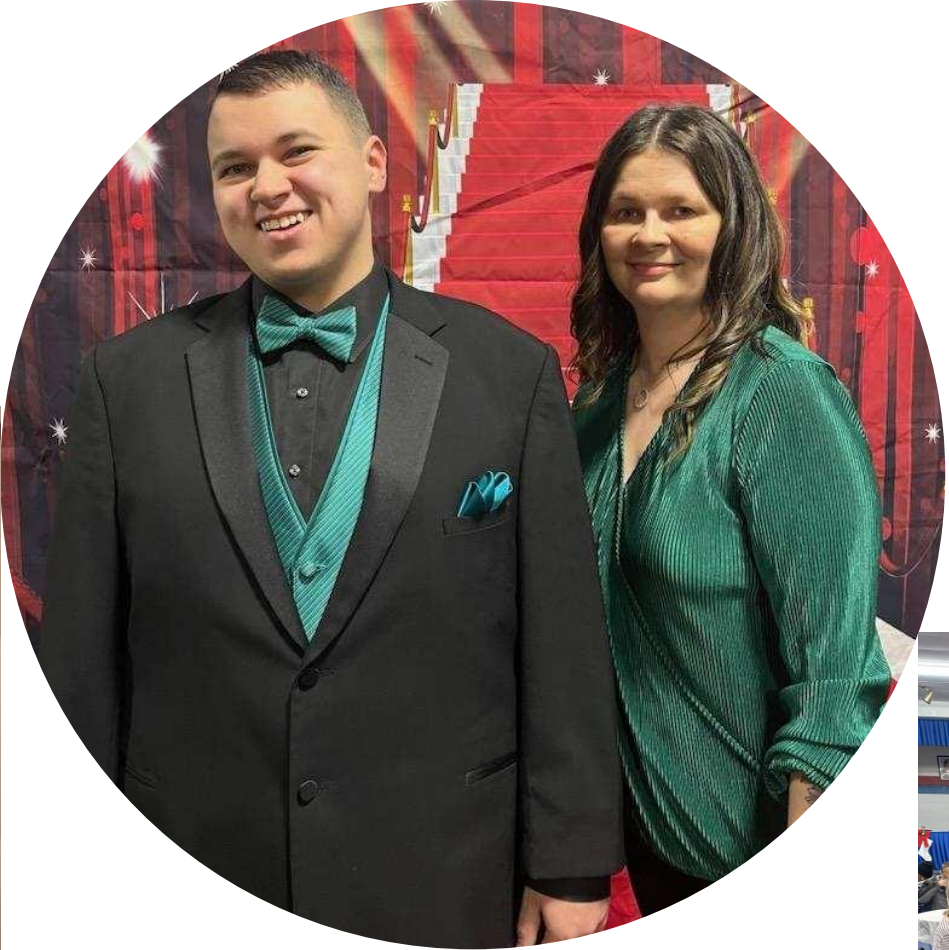
- Is essential to our population as we navigate the service system, ensure health and safety, and link, coordinate and monitor service delivery.
- Support Coordination Services are built on a person-centered framework, addressing their needs and wants within their community, to maximize their independence.
- Patient Care Navigator addresses barriers to care by providing advocacy and coordination of physical health appointments and referrals, completing electronic records for member visits, monitors HEDIS data, and serves as a strong and flexible member of the health care team.

Foster Care

- We provide a cohesive foster care program for children who have been temporarily or permanently removed from their birth families.
- We strive to provide a stable and consistent living arrangement via placement that will foster growth and development.
- Ongoing collaboration with birth families, foster families, Michigan Department of Health & Human Services and other ancillary service providers.

Behavior Treatment

- A behavioral treatment plan is used to assist an individual to improve participation in activities, reduce challenging behaviors, and maintain a safe environment.
- If plans are considered intrusive or restrictive (bed/window alarms, caffeine schedule, etc.), plans will require approval by the committee.
- Wayne Center's Behavior Management Committee meets at least one time per month, and is comprised of a psychiatrist, psychologists, nurse, chair and a participant from the Office of Recipient Rights.
- If an agency does not have a BMC, others can present at our meeting in order to approve the facilitation of a plan.



Thank You/Questions

