



**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 19, 2023
St. Regis Hotel
3071 W. Grand Blvd. Detroit, MI. 48202
1:00 p.m.
AGENDA**

- I. CALL TO ORDER**
- II. ROLL CALL**
- III. APPROVAL OF THE AGENDA**
- IV. MOMENT OF SILENCE**
- V. APPROVAL OF BOARD MINUTES** – Full Board Meeting – March 15, 2023
- VI. RECEIVE AND FILE** – Approved Program Compliance Committee Minutes – March 8, 2023
- VII. ANNOUNCEMENTS**
 - A) Network Announcements
 - B) Board Member Announcements
- VIII. PUBLIC AFFAIRS ASSOCIATES (PAA) PRESENTATION**
- IX. BOARD COMMITTEE REPORTS**
 - A) Board Chair Report
 - 1) Board Committee Appointments
 - 2) City of Detroit Appointment/Reappointment
 - 3) Board Building Tour (Wednesday, May 17th)
 - 4) Community Mental Health Association of Michigan (CMHAM) Summer Conference June 6th & 7th 2023 – Grand Traverse, Michigan
 - 5) Community Mental Health Association of Michigan (CMHAM) Fall Conference October 23rd & 24th 2023 – Grand Traverse, Michigan
 - B) Executive Committee
 - 1) Annual Meeting – (Wednesday, July 19th)
 - 2) Update Board Study Session (Friday, July 21st)
 - 3) Update Metro Region Meeting –Detroit Wayne Integrated Health Network Hosts (Thursday, June 29th)
 - C) Finance Committee
 - D) Program Compliance Committee
 - E) Recipient Rights Advisory Committee

Board of Directors

Kenya Ruth, Chairperson
Karima Bentounsi
Jonathan C. Kinloch

Dr. Cynthia Taueg, Vice Chairperson
Lynne F. Carter, M.D.
Kevin McNamara

Dora Brown, Treasurer
Eva Garza Dewaelsche
Bernard Parker

William Phillips, Secretary
Angelo Glenn



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

XI. AD HOC COMMITTEE REPORTS

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

XII. PRESIDENT AND CEO MONTHLY REPORT

- A. Update on Crisis Care Center
- B. Update on Provider Stability Plan
- C. Update on Integration Pilot
- D. Update Long Term Residential Care
- E. Update Student Athlete Campaign

XIII. UNFINISHED BUSINESS

Staff Recommendations:

- A. BA #22-61 (Revision 2) – Milwaukee Crisis Center Renovations (*Executive*)
- B. BA #23-07 (Revised 3) – DWIHN 's Provider Network System FY22/23 – Servant's Heart and The Ball Home (*Program Compliance*)

XIV. NEW BUSINESS

Staff Recommendations:

- A. BA#23-62 – Department of Housing and Urban Development (HUD) Permanent Supportive Housing (*Program Compliance*)

XV. COMMUNICATIONS/SOCIAL MEDIA REPORT

XVI. PROVIDER PRESENTATION – YOUTH CONNECTION

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
2023-2024**

**(Effective April 1, 2023)
Revised April 12, 2023**

Standing Committees

EXECUTIVE COMMITTEE

Kenya Ruth, Chair
Dr. Cynthia Taueg, Vice Chairperson
Dora Brown, Treasurer
William Phillips, Secretary
Angelo Glenn, Immediate Past Chair

FINANCE

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

PROGRAM COMPLIANCE

Dr. Cynthia Taueg, Chair
Lynne F. Carter, M.D., Vice Chair
Commissioner Jonathan C. Kinloch
Bernard Parker
William Phillips

RECIPIENT RIGHTS ADVISORY

Angelo Glenn, Chair
Commissioner Jonathan C. Kinloch, Vice Chair
Eva Garza Dewaelsche

Substance Use Disorder Oversight Policy Board

Thomas Adams, Chair
Cynthia Arfken, Ph.D.
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

Cynthia Taueg, Chair
William Phillips, Vice Chair
Dora Brown
Angelo Glenn
Kevin McNamara

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
Bernard Parker

NOMINATING

Appointments to this Committee will be made in January 2023, 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
Policy and Strategic Planning Committee

Meets Third Monday at 12:30 p.m.
Meets First Monday Bi-Monthly 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



**DETROIT WAYNE INTEGRATED HEALTH NETWORK
FULL BOARD
Meeting Minutes
Wednesday, March 15, 2023
1:00 p.m.**

BOARD MEMBERS PRESENT

Kenya Ruth, Vice Chair	Eva Garza Dewaelsche
Dora Brown, Treasurer	Commissioner Jonathan C. Kinloch
Dr. Cynthia Tauzeg, Board Secretary	Kevin McNamara
Karima Bentounsi	Bernard Parker
Dorothy Burrell	

BOARD MEMBERS EXCUSED: Mr. William Phillips

BOARD MEMBERS ATTENDING VIRTUALLY: Mr. Angelo Glenn, Chair and Lynne F. Carter, M.D.

GUEST(S):

CALL TO ORDER

The Acting Chair, Ms. Ruth, welcomed everyone to the meeting and called the meeting to order at 1:08 p.m. .

ROLL CALL

Roll call was taken by Dr. Cynthia Tauzeg, Board Secretary and a quorum was present.

APPROVAL OF THE AGENDA

Ms. Ruth, Vice Chair and Acting Chair called for a motion on the agenda.

It was moved by Commissioner Kinloch and supported by Ms. Garza Dewaelsche approval of the agenda with action items XII. FY 2022-2023 Resolution #1 Resolution Appointing Members to the Substance Use Disorder Oversight Policy Board; item XIV. Unfinished Business Staff Recommendations A-D; item XV. New Business Staff Recommendations A-C moved and taken after item VIII. B Executive Committee Report; the action items will be taken before the Finance Committee Report. There was no further discussion. **Motion carried; agenda approved as amended.**

MOMENT OF SILENCE

The Chairperson 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 15, 2023. **It was moved by Mr. McNamara and supported by Ms. Garza Dewaelsche to accept the Full Board minutes of February 15, 2023. Motion carried unanimously.**

RECEIVE AND FILE

The approved Finance Committee minutes from the meeting of February 1, 2023 were received and filed. The approved minutes from the Program Compliance Committee from the meeting of February 8, 2023 were received and filed.

ANNOUNCEMENTS

Network Announcements

Ms. Tiffany Devon, Director of Communications reported. It was reported that March is National Social Workers Month. She acknowledged all of the social workers and congratulated them on doing such an outstanding job. March is also Intellectual and Developmental Disabilities Awareness Month and in celebration there is a "Let's Talk about Housing and Peer Support" conversation scheduled on Wednesday and Thursday, March 23rd and 24th 2023. The Youth United Group is also having on that same day, a Suicide Prevention conversation from 4:00 p.m. to 6:00 p.m. in Detroit. On March 25th the Children's Center has scheduled a Town Hall Meeting on Mental Health.

Congratulations were extended to Ms. Dora Brown, Board Treasurer and Ms. Shirley Hirsch, Director of Residential Services for their Michigan Chronicle Women of Excellence 2023 Award nominations. DWIHN will be a sponsor of the event and additional information will be sent at a later date.

Board Announcements

Mr. McNamara announced that Van Buren Township was awarded the State of Michigan's Innovative Parks Programming Award for its Summer Youth Employment Program which was entirely funded from a DWIHN grant. The program allowed kids to learn about bullying, socializing, interviewing; building self-esteem and de-escalating conflict. Mr. McNamara thanked DWIHN for the grant.

Mr. Parker announced his appointment to the Detroit Reparations committee. This committee will review some of the injustices that have taken place in this country. He welcomed anyone that had suggestions or thoughts to communicate those to him. They have had one meeting and a public meeting will be scheduled which will allow people to express their thoughts and share ideas. The Board congratulated Mr. Parker on his appointment.

Ms. Ruth, Acting and Vice Chair was notified Dr. Carter had joined the meeting virtually.

Ms. Ruth, Acting Chair noted a report on Long Term Residential Care, an update on the CEO's meeting with the Mayor and the Student Athlete Campaign should have been added to the agenda during the approval of the agenda. Attorney Turner, Legal Counsel informed the Chair that a Motion to Reconsider the vote on the agenda was necessary to change the agenda. The Chair called for a motion. **It was moved by Dr. Taueg and second by Ms. Garza Dewaelsche to reconsider the vote on the agenda.** There was no further discussion. **Motion carried unanimously.**

The Chair called for a motion. **It was moved by Commissioner Kinloch and supported by Ms. Garza Dewaelsche that action items XII. FY2022-2023 Resolution #1 – Resolution Appointing members to the Substance Use Disorder Oversight Policy Board; item #XIV. Unfinished Business Staff Recommendations A-D; item #XV. New Business Staff Recommendations A-C be moved and taken after Item 8b Executive Committee Report and before the Finance Committee Report. Reports on Long Term Residential Care and the CEO's meeting with the Mayor are added to the agenda under the President and CEO Monthly Report. The update on the Student Athletes Campaign is added to the agenda under the Communications/Social Media Quarterly Report.** There was no further discussion. **Motion carried unanimously.**

BOARD COMMITTEE REPORTS

Board Chair Report

Ms. Ruth, Vice Chair and Acting Chairperson gave a verbal report. It was reported the Community Mental Health Association of Michigan (CMHAM) Summer Conference is scheduled for June 6th and 7th 2023 and the Fall Community Mental Health Association of Michigan Conference is scheduled for October 23rd & 24th 2023 both will be held in Grand Traverse, Michigan. Board members interested in attending should notify the Board Liaison.

There was no further discussion on the Board Chair report. The report was received and filed.

Executive Committee

Ms. Ruth, Vice Chair and Acting Chairperson gave a verbal report. It was reported that the Executive Committee met on Monday, March 13, 2023. The Board Study Session is scheduled for the month of April; however, given the number of activities scheduled for April the Executive Committee suggested the Study Session move to a different month. The Board Development Policy was read which stated in part "Board Study Sessions are to be held in October, January, April and July unless modified by the Full Board." Legal Counsel, Turner advised a motion was necessary given the Board Policy to change the April Study Session. The Chair called for a motion. **It was moved by Commissioner Kinloch and supported by Ms. Garza Dewaelsche to postpone the Board Study Session for the month of April; a friendly amendment was offered by Dr. Taug and accepted by Commission Kinloch after a brief discussion to cancel the April Board Study Session and the Chair authorized to designate a time and date upon consulting with Board members.** There was no further discussion. **Motion carried.**

The Board Annual meeting according to the policy should be scheduled "in or around May." Discussion ensued regarding meeting dates. It was recommended the Annual meeting be held Wednesday, July 19, 2023 which is the regularly scheduled Full Board meeting day. The location is to be determined. The Chair called for a motion. **It was moved by Ms. Brown and supported by Mr. Parker that the Annual Meeting be held Wednesday, July 19, 2023.** There was no further discussion. **Motion carried.**

The Metro Region Meeting will tentatively be held in June or July which is after the Mackinac Policy Conference; staff is working on dates, topics and the platform of the meeting; updates will be provided to the Board.

The Annual Report to the Commission took place on March 2, 2023. Ms. Blackwell provided a verbal update on the Annual report. The report was well received by the Commission. It was noted the report is required per our Enabling Resolution; an overview was provided to the Commission on activities throughout the county with respect to behavioral health. Many of the Commissioners have relationships with the Providers and members in their districts and were able to bring questions to DWIHN from members served. Information was provided on access to services; the Call Center; Customer Service; Recipient Rights; available resources such as the DWIHN Mobile App; mental health classes provided by the State and trainings.

There was no further discussion on the Executive Committee Report. The Executive Committee report was received and filed.

FY 2022-2023 Resolution #1 – Resolution Appointing Members to the Substance Use Disorder Oversight Policy Board

Ms. Ruth, Vice Chair and Acting Chair requested Commissioner Kinloch to read the Resolution that was presented by the SUD Oversight Policy Board. Ms. Ruth, the Acting Chair, called for a motion. **It was moved by Commissioner Kinloch and supported by Mr. Parker approval of Resolution #1 – Resolution Appointing Members to the Substance Use Disorder Oversight Policy Board.** It was noted a copy of the resolution was provided for the Board in the agenda packet. Resolution #1 – Resolution Appointing Members to the Substance Use Disorder Oversight Policy Board was read into the record by Commissioner Kinloch. Resolution states “Whereas, the Detroit Wayne Integrated Health Network (DWIHN) is a community mental health authority formed under Section 204 of the Michigan Mental Health Code (P.A. 258 of 1974, as amended) (the “Code”) to manage the provision of mental health, intellectual/developmental disability and substance use disorder (“SUD”) programs and services; Whereas, the Code (MCL 330.1287) requires that community mental health entities, including DWIHN, establish a substance use disorder oversight policy board; and Whereas, on or about October 1, 2014, DWIHN entered into an Intergovernmental Agreement with Wayne County to establish the Substance Use Disorder Oversight Policy Board (the “SUD Board”) which operates under the Bylaws of the Detroit Wayne Integrated Health Network Substance Use Disorder Oversight Policy Board (the “Bylaws”); and Whereas the Bylaws of the SUD Board require that it nominate prospective DWIHN appointees to the SUD Board, and that such appointees be presented to the DWIHN Board of Directors by the SUD Board Chairperson (or the Chairperson’s designee) for consideration and approval at the DWIHN Board of Directors’ regular board meeting; and Whereas on January 23, 2023, the SUD Board nominated Antoine D. Jackson for consideration and appointment by the DWIHN Board of Directors; and Whereas, Antoine D. Jackson is prepared to provide this valuable service to the community in accordance with the Bylaws, including complying with DWIHN’s Conflict of Interest and Standards of Conduct policies and procedures; and Now, Therefore, Be it Resolved that: The DWIHN Board of Directors hereby appoints Antoine D. Jackson to the SUD Board, with effective dates of appointment and termination of appointment, as set forth below: Antoine D. Jackson, effective date of Appointment March 15, 2023; effective day of Termination March 31, 2025; I hereby certify that the foregoing Resolution was adopted by the Detroit Wayne Integrated Health Network Board of Directors on the Fifteenth (15th) Day of March, 2023. Mr. Jackson was not available for comment. A copy of his resume was provided to the Board. There was no further discussion. **Motion carried unanimously.**

UNFINISHED BUSINESS

Staff Recommendations:

- A. BA #22-61 (Revised) – Milwaukee Crisis Center Renovations – Roncelli – The Board Chair called for a motion on BA#22-61 (Revised). **It was moved by Mr. Parker and supported by Mr. McNamara to refer BA#22-61 (Revised)** to the Building Committee for review. BA#22-61, Milwaukee Crisis Center Renovations, was approved on April 18, 2022 in an amount not to exceed \$12,700,000 with an end date of June 30, 2023. DWIHN Facilities is requesting board approval to revise the contract by increasing the contract amount by \$1,900,000.00 bringing the total amount to \$14,600,000.00, and extend the contract term to 12/31/23. The amended board action is requesting the approval for additional funds to be added and extension of time to address the following: Existing Unforeseen Building Conditions (\$807,500); State of Michigan Crisis Stabilization Guideline Compliance (\$842,500); and Building Equipment and Material Delays (\$250,000). DWIHN will not renegotiate the existing Flagstar loan and incur additional interest and costs. DWIHN will use local cash and receive the Medicaid reimbursement through depreciation expense. There was no further discussion. **Motion carried.** After the motion carried a robust discussion ensued regarding moving the Board action to the Building Committee; the recommendation that was made at the Board Executive Committee meeting that was held on Monday and modifications that were made to the Board action at the request of the Board Executive Committee; the reconstitution of the Building Committee; information presented to the Building Committee; pending and approved change orders; RFP’s; timing

of information becoming known to staff; information from the Building Committee being presented to the Board Executive Committee before presentation to the Full Board; the purpose of the Board Building Committee; timelines that would be impacted by deferring the Board Action to the Building Committee; delay in payments and construction; the amount of the remaining contingency; explanation of items the contingency was spent on; the AIA summary and the recommendations that will require action. After discussion with Legal regarding the process to reconsider the vote; the Chair called for a motion. **It was moved by Commissioner Kinloch and supported by Ms. Garza Dewaelsche to reconsider the motion that was previously adopted which was to refer BA#22-61 (Revised) to the Building Committee. A roll call vote was requested. Ms. Bentounsi; Ms. Brown; Ms. Burrell; Commissioner Kinloch; Ms. Garza Dewaelsche; and Ms. Ruth voting -Yea; Mr. McNamara and Mr. Parker voting Nay and Dr. Carter and Mr. Glenn were in attendance at the meeting virtually and were ineligible to vote. Motion carried.**

It was moved by Commissioner Kinloch and supported by Ms. Garza Dewaelsche approval of Board Action #22-61 (Revised). M. Maskey, Facilities Director gave an overview of the items in Board action #22-61 (Revised). Ms. Durant, VP of Finance provided an overview of the recommendations that were removed from the Board action that was presented at the Executive Committee on Monday, March 13, 2023. Ms. G. Wolfe, VP of Crisis Care Services gave an update on the latest MDHHS Guideline dates. Discussion ensued regarding normal contingency fees; funding sources; state guidelines; inspections; operational changes; delivery of the generator; and regular updates to the Board Building Committee. Commissioner moved to call for the question. Legal provided the requirements of the motion to call for the question. The motion was withdrawn without a second. There was no further discussion. **Motion carried with Mr. Parker voting Nay.**

- B. BA#23-05 (Revision 3) DWIHN FY 2022-2023 Operating Budget Ms. Durant, VP of Finance reported. DWIHN is requesting the following amendments: Certification of \$75,115,547 - Medicaid and Healthy MI revenue -- per projection of FY23 actual revenue received (October-January, 2023) and the FY 22 actual revenue received for the entire fiscal year; Certification of Federal Grant revenue per MDHHS award to DWIHN of additional SUD Treatment, Prevention and Women Specialty Services COVID funds in the amount of \$4,067,614 and the allocation of \$335,000 for the ARPA Treatment (COVID 3); Increase Salary and fringe benefit in the amount of \$330,611 (\$237,167 and \$93,444, salary and fringe benefits, respectively) per the Executive Compensation Study; and, a newly created Social Media Strategist position in the Communications Department that is estimated to cost \$92,562.00 (\$66,400 and \$26,162.00 salary and fringe benefits, respectively). The Chair called for a motion. It was moved by Ms. Brown and supported by Commissioner Kinloch approval of BA #23-05 (Revision 3). There was no further discussion. **Motion carried.**
- C. BA#23-07 (Revision 2) Detroit Wayne Integrated Health Network (DWIHN) Provider Network System FY 22/23 – Staff requesting board approval to add an additional credentialed provider to DWIHN’s Provider Network for the continued delivery of behavioral health services for the Serious Mental Illness (SMI), Intellectual/Developmental Disability (I/DD), Serious Emotional Disturbance (SED) and Co-Occurring Disorders members. There is no budget increase due to reallocation of funds within the total budget. The Chair called for a motion. It was moved by Dr. Taueg and supported by Commissioner Kinloch approval of BA#23-07 (Revision 2). There was no further discussion. **Motion carried.**
- D. BA#23-46 (Revised) – FY 22/23 MI Health Link Demonstration Project. Staff requesting board approval to revise this board action to coincide with the contract term of January 1, 2023 through December 31, 2023. No other additional changes are required. This is a one-year continuation contract with the five (5) Integrated Care Organizations (ICOs) to receive and disburse Medicare dollars to reimburse the Affiliated Providers for the fiscal year ending September 30, 2023. The Chair called for a motion. It was moved by Dr. Taueg and supported by Ms. Garza Dewaelsche approval of BA#23-46 (Revised) There was no further discussion. **Motion carried.**

NEW BUSINESS

Staff Recommendations:

- A. BA #23-59 - Diligent Corporation DWIHN staff is requesting board approval for additional funds to continue the Board Portal Service subscription with Diligent. The cost of the service for the first year is \$9,900.00 and the cost for the second year is \$13,395.00. Total cost for the two (2) year subscription is \$20,295.00. The total amount of the modification total \$62,303.00 The Chair called for a motion. **It was moved by Ms. Brown and supported by Ms. Garza Dewaelsche approval of Board actions A through C under New Business- Staff Recommendation which include BA #23-59; BA#23-60 and BA#23-61.** There was no further discussion.
- B. BA #23-60 - Sterling Security - This Board action is requesting board approval to contract with Sterling Security, LLC to provide security services at 707 W. Milwaukee for the period February 1-September 30, 2023, in an amount not to exceed \$68,022.00. The previous security company was unable to continue providing the required services due to staffing shortages. There was no further discussion.
- C. BA #23-61- Board Meeting Rental Space, Hotel St. Regis - DWIHN Administration is requesting approval to create BA#23-61 for the new lease agreement with St. Regis Hotel for board meeting space and parking (a modification of the previously approved BO22290026). The original agreement was for a total of \$38,880.00 April 1, 2022-March 31, 2023. The new agreement is for \$47,904.00 and a new term to end December 20, 2023 for a total contract amount of \$86,784.00. There was no further discussion. **Motion carried.**

Finance Committee

Ms. Brown, Chair of the Finance Committee provided a verbal report. The Finance Committee met on Wednesday, March 1, 2023. It was reported that we will be in excess of one billion dollars this year 2023 which is primarily for the additional Medicaid revenue totaling approximately \$75 million dollars. The estimate is based on the first four months of actual revenue received. DWIHN's is not expecting a reduction in revenue. In addition, MDHHS no longer cost settled hazard pay therefore DWIHN has recognized that revenue estimated at approximately \$8 million. The additional amount represents an increase in Medicaid revenue compared to prior year. Effective October 1, 2022, DWIHN mandated a retroactive \$1.00/hr. rate increase for direct care workers. In addition, DWIHN will provide an additional \$2.00/hr. rate increase for Peer Support Services however implementation guidance is being developed. The estimated cost is approximately \$19 million a year. The Finance Committee considered three board actions that were moved to Full Board for approval and addressed earlier in the meeting. Liquidity remains strong to support the operations. There was no further discussion. The Finance Committee report was received and filed.

Program Compliance Committee

Dr. Tauieg, Committee Chair provided a verbal report. It was reported the Program Compliance Committee met on Wednesday, March 8, 2023. There were several department reports presented. There was a robust discussion on several services that are being provided to our veterans in Wayne County. There is program in place that is grant funded and there is one full time and two part-time veteran navigators. Ms. Bostic provided a report on the Access Call Center. It was reported there were 52,000 calls in the last quarter with just a 3.7% abandonment rate and a 29 second time to answer. The Call Center has adjusted their staffing model with a hybrid model for the day shift; there are staff on-site and staff working remotely; this has been designed to strengthen the work of the Call Center. The Children's Success Initiative reported for the last quarter over 4,000 students were served and we are reaching the children that have a need. The Committee reviewed and moved two board actions to Full Board for approval which were presented to the board earlier and have been approved. There was no further discussion. The report was received and filed.

Recipient Rights Advisory Committee

Ms. Garza Dewaelsche reported the Recipient Rights Advisory Committee did not meet during the month of March. The next meeting is scheduled for Monday, April 3, 2023.

SUBSTANCE USE DISORDER (SUD) OVERSIGHT POLICY BOARD REPORT

Ms. Judy Davis, Director of Substance Use Disorder reported on behalf of Mr. Thomas Adams, Chair SUD Oversight Policy Board. A verbal report was provided. It was reported the SUD Oversight Policy Board met on February 20, 2023. There were no board actions presented. There were several reports provided. Ms. B. Blackwell provided a report on behalf of Mr. Doeh. A report was provided from the Call Center. The Nominating Committee was elected to present officers of the SUD Oversight Policy Board for the upcoming year. The Committee nominated Mr. Jackson to fill the DWIHN vacancy; he brings a wealth of knowledge to the Board. There were several reports by the Substance Use Disorder staff. The Residential gambling program was cut by 50%; the gambling prevention program was cut by 22% which affects six Providers; the expectation is the full allocation will be restored by MDHHS next year. The next meeting is scheduled for March 20, 2023. There was no further discussion. The Substance Use Disorder Oversight Policy Board report was received and filed.

Ad Hoc Committees Reports

Policy/Bylaw Committee

Mr. Parker, committee member reported on behalf of Dr. Taueg, Chair of the Policy/Bylaw Committee as she had left the meeting. The committee did not meet during the month of March. There was no report.

Strategic Plan Committee

Ms. Bentounsi, committee member reported on behalf of Dr. L. Carter, Chair of the Strategic Plan Committee and provided a verbal report. It was reported the committee met on Monday, March 13, 2023. The team presented the Strategic Plan. There was great discussion around recommendations and changes that board members requested to which the team was very receptive. The team was charged with making the changes and bringing back a final draft to the committee for review. A meeting is being scheduled to review the plan before presentation to the Full Board. There was no further discussion. The Strategic Plan Committee report was received and filed.

Board Building Committee

Mr. Parker, Chair of the Board Building Committee gave a verbal report. It was reported the committee met on Wednesday, March 1, 2023. The first item was to define the purpose of the Building Committee which is to oversee the construction and renovation of any building that DWIHN is involved in. Items that were highlighted and requested by the committee were to review the AIA summary of the change orders that have come in and review the RFP that will go out once the architect designs the building on Seven Mile. Discussion was held at the committee meeting regarding certain factors being in place such as minority contractors and subcontractors; the major contractor providing insurance for minority contractors; using second chance citizens in some of the labor positions; and making the building environmentally sound in the construction which will hopefully save money in the long run. Plans are being made for the board to visit the 7 Mile; Woodward and Milwaukee sites when it is safe to do so. There was no further discussion. The report was received and filed.

MDHHS Annual Community Needs Assessment

Ms. A. Siebert, Director of Quality Improvement provided a verbal report. It was reported the Annual Community Needs Assessment is required by the State of Michigan. The report will be submitted to MDHHS on March 30, 2023. The Needs Assessment is a contractual requirement that provides quantitative data collection from our Access Calle Center and Wayne County. The three requirements for submission of the assessment were provided which included the waiting list that provides information on whether or not members are waiting for services; DWIHN does not have a waiting list; the second requirement is the request for service and disposition of requests and the last requirement is the community data set; which provides the State with our vulnerable population and the service need within Wayne County such as homelessness, jail diversion and foster care numbers in Wayne County. The Board will receive copies of the assessment once filed with the State. There was no further discussion.

PRESIDENT AND CEO MONTHLY REPORT

Mr. Doeh reported. A written report was provided for the record. It was reported the he had testified in Lansing before the Senate Subcommittee on workforce; General Fund and expansion of the CCBHC. An overview was provided of the increase given to direct care workers. The Legislative Breakfast is scheduled for April 14, 2023 and it was his hope that board members are available to attend. PAA, our lobbying body will present information to the Board on Wednesday, April 19th. An overview was provided on Long Term Residential Care, which included the Boston Health Care Model; the residential piece that includes our current AFC Homes and making sure they are at capacity to account for persons who may need a place to sleep; inpatient hospitalization; homeless population; crisis services and mobile services. He noted there were some improvements that can be made upon the draft and it will be shared with the board before it goes back to the Mayor's office.

Discussion ensued regarding the Community Enforcement Law Liaison activities and the DPD Ride along program as well as the Legislative Breakfast. Information was requested on the DPD Program. The board will receive additional information on the Legislative Breakfast that will be held at the Port Authority. There was no further discussion. The President and CEO Monthly Report was received and filed.

Ms. Ruth Acting Chair and Vice Chair noted that she needed to abstain from Black Family Development BA#23-07 (Revision 2) Detroit Wayne Integrated Health Network FY 22/23. This board action was previously approved earlier in the meeting under Unfinished Business. Legal provided guidance and noted that a motion to Reconsider the vote was needed. **It was moved by Ms. Brown and supported by Ms. Garza Dewaelsche to Reconsider BA#23-07 (Revision 2).** There was no further discussion. **Motion carried.**

BA#23-07 (Revision 2) Detroit Wayne Integrated Health Network (DWIHN) Provider Network System FY 22/23 – Staff requesting board approval to add an additional credentialed provider to DWIHN's Provider Network for the continued delivery of behavioral health services for the Serious Mental Illness (SMI), Intellectual/Developmental Disability (I/DD), Serious Emotional Disturbance (SED) and Co-Occurring Disorders members. There is no budget increase due to reallocation of funds within the total budget. The Chair called for a motion. **It was moved by Ms. Brown and supported by Ms. Garza Dewaelsche approval of BA#23-07 (Revision 2).** There was no further discussion. **Motion carried with Ms. Ruth abstaining from Black Family Development.**

COMMUNICATIONS/SOCIAL MEDIA QUARTERLY REPORT

T. Devon, Communications Director reported. A PowerPoint presentation was provided for the record. An overview was provided on the myDWIHN mobile app; Community Outreach activities; Media Outreach which included "Ask The Messenger" which is broadcasting a SUD Media campaign which airs on March 25th TV20; Global Recovery Live - on YouTube; new Media Partners which include the Arab American Today Magazine; and El Central Hispanic News; Narcan Training opportunities; and Youth United which is now a part of the Communications department. Information was provided on the location of the Community Resource Kit on the website and it was noted the kit is available for public use and can be shared with colleagues. There are also new community partnerships with Detroit P.A.L.; Detroit Youth Choir; and Detroit Public Schools Community District.

Ms. J. Hearn gave an overview of the Social Media analytics. It was reported there has been growth in our Facebook followers of 15%; LinkedIn -38%; Instagram – 11%; Twitter -2%; Tik Tok- 100%; which is an overall growth of 17% and visits to the website were up to 1,800. It was also reported that to boost our engagements we have partnered with the Detroit Youth Choir and social influencers Lyndsey Huddleston and Randy Rosario of the Capital Brand.

Ms. Bianca Miles, Youth United provided a brief update on recent activities which included a podcast from the Children’s Center entitled “Real Talk About Children’s Mental Health”; a presentation at Trenton High School’s Bi-Annual “Mind Matters Day” and being featured on Dr. Michele Leno’s TV Show Mind Matters. An update was provided on the logo competition 1st and 2nd place winners; Ms. Isaacs Goshay, Bowling Green University won 1st place and Ms. Willyne Smith, Eastern Michigan University won second place. A calendar was provided on upcoming events which included the Monthly Community Resource Fairs; Suicide Prevention – March 23rd; Youth Move Detroit Bowling Meet and Greet – March 24th; and Youth MOVE Detroit Movie Night – April 19th. It was also reported that Youth United is hiring for a Youth Advocate as well as a Regional Youth Coordinator. Discussion ensued regarding March Madness; DWIHN’s attendance at large volume events; middle and high school social influencers; and expanding the reach of Detroit Wayne Integrated Health Network. Ms. Ruth to provide a list of Social Influencers to the Communications Department.

PROVIDER PRESENTATION – The ARCs (Detroit; Western Wayne; Northwest-Wayne County).

Mr. Loren Glover, Executive Director, Arc Detroit; Ms. Cheryl Polite, Executive Director Arc Western Wayne; and Ms. Gretchen Sanewsky, Executive Director, Arc of Northwest Wayne County reported. A PowerPoint Presentation was provided for the record. The Arc is the largest national community-based organization advocating for and with people with intellectual and developmental disabilities (IDD) and serving them and their families. All of the Directors provided overviews of their services. Highlights were provided on their Special Education Advocacy along with their Community Policing Initiative; the Court System Navigation and Support; People First Self Advocacy and the Disability Task Force. Highlights were provided on the mission statement; areas served; general Advocacy; community education; Financial Management service for self-determination; the Lekotek Play and Toy Lending Library; the Athletics program; systems of support; public policy advocacy; the Take Care, Help Live Program and criminal justice programs. There was no further discussion. The Board thanked all three groups for their patience and providing information on their services.

Mr. Doeh introduced Mr. Brandon Taylor, newly hired Director of Managed Care and Ms. Bostic, recently promoted Director of Access to the Board and those in attendance.

REVIEW OF ACTION ITEMS

- a. Provide to the Board a copy of the Michigan Department of Health and Human Services (MDHHS) Needs Assessment Report.
- b. Ms. Ruth to provide a list of social influencers to the Communications Department.
- c. DWIHN to attend large volume events and will work with Communications. A list of events will be sent to the Board members.
- d. Provide data numbers on Detroit Police Department Co-Response Program.

GOOD AND WELFARE/PUBLIC COMMENT

The Acting Chair and Vice Chair Ruth read the Good and Welfare/Public Comment statement. There were no members of the public addressing the board; however there were four (4) written comments that were submitted through Qualtrix prior to the meeting and are as follows:

1. Mr. Aaron Mallory – Clinical Services - requested assistance with initial on boarding and credentialing.
2. Mr. Malik Abdullah – Comment regarding Autism Therapy Services and the rubric used.
3. Darcy – Thanked the Board for looking into different issues affecting the community and is looking forward to solutions they come up with to continue making the community better.

4. Anonymous – Comment regarding selection of a provider and training for the Procurement department.

ADJOURNMENT

There being no further business, Ms. Ruth, Vice Chair and Acting Chair called for a motion to adjourn. **It was moved by Mr. Parker and seconded by Ms. Garza Dewaelsche to adjourn. The motion carried unanimously and the meeting adjourned at 3:33 p.m.**

Submitted by:
Lillian M. Blackshire
Board Liaison

PROGRAM COMPLIANCE COMMITTEE

MINUTES

MARCH 8, 2023

1:00 P.M.

IN-PERSON MEETING

MEETING CALLED BY	I. Dr. Cynthia Taueg, Program Compliance Chair at 1:21 p.m.
TYPE OF MEETING	Program Compliance Committee
FACILITATOR	Dr. Cynthia Taueg, Chair
NOTE TAKER	Sonya Davis
TIMEKEEPER	
ATTENDEES	Committee Members: Dorothy Burrell; Dr. Lynne Carter; Commissioner Jonathan Kinloch; William Phillips; and Dr. Cynthia Taueg
	Committee Members (Virtual): Karima Bentounsi
	Committee Member Excused: None
	SUD Board Chair: Tom Adams
	Staff: Yvonne Bostic; Jacquelyn Davis; Dr. Shama Faheem; Keith Frambro; Monifa Gray; Sheree Jackson; Margaret Keyes; Melissa Moody; Cassandra Phipps; Vicky Politowski; Ebony Reynolds; Manny Singla; Andrea Smith; Brandon Taylor and Michele Vasconcellos
	Staff (Virtual): Kwesi Betserai and Stacie Durant

AGENDA TOPICS

II. Moment of Silence

DISCUSSION The Chair called for a moment of silence.

CONCLUSIONS Moment of silence was taken.

III. Roll Call

DISCUSSION The Chair called for a roll call.

CONCLUSIONS Roll call was taken by Lillian Blackshire, Board Liaison. There was a quorum.

IV. Approval of the Agenda

DISCUSSION/ CONCLUSIONS The Chair called for a motion to approve the agenda. **Motion:** It was moved by Commissioner Kinloch and supported by Mr. Phillips to approve the agenda. Dr. Taueg asked if there were any changes/modifications to the agenda. It was moved by Commissioner Kinloch and supported by Mr. Phillips to move Item XII (Unfinished Business) after Item VI (Approval of the Minutes – February 8, 2023). It

was moved by Mr. Phillips and supported by Commissioner Kinloch to move Item XI (VP of Clinical Operations' Executive Summary) after Item VII (Reports). **Motion carried agenda approved as amended.**

V. Follow-Up Items from Previous Meetings

DISCUSSION/ CONCLUSIONS

A. Chief Medical Officer's Report –

1. Provide data on veteran suicides in Wayne County and Michigan – There were 178 veteran suicides (167 males and 11 females) in 2020 and the age group that had the highest number was 18-34 years old. The veteran suicide rate in Michigan was not significantly different from the National veterans' suicide rate but significantly higher than the national general population suicide rate.
2. Provide feedback on outcomes, impacts and services for veterans – Michigan has partnered with SAMHSA and the U.S. Dept. of Veterans Affairs (VA) to bring the Governor's Challenge to Prevent Suicide Among Service Members, Veterans and their Families (SMVF) to our communities across Michigan. The key focus and efforts include reducing suicide among service members, veterans and their families; increasing access to services/support; expanding statewide capacity to engage SMVF in public/private services; enhancing provider and SMVF peer practices; implementing innovative best practices; increase Lethal Means Safety and Safety Planning; and promote connectedness and improve care transitions. DWIHN's Veteran's Navigator program helps veterans get the mental health treatment, food, housing, education and income/employment assistance. They also educate veterans and the general community on symptoms related to post-traumatic stress disorder (PTSD), trauma and other mental health issues. In FY 21, there were approximately 250 to 450 veterans enrolled in our system and 10 to 20 are closely monitored by the Veterans' Navigator program. In FY 22, there were 74 new contacts and the most common diagnoses were PTSD and alcohol.

The Chair opened the floor for discussion. Discussion ensued. The committee requested a report on the current trends. **(Action)**

VI. Reports

DISCUSSION/ CONCLUSIONS

- A. **Chief Medical Officer** – Dr. Shama Faheem, Chief Medical Officer submitted and gave an update on the Chief Medical Officer's report. Dr. Faheem reported that the Integrated Health Care (IHC) department had a monitoring role for the Omnibus Budget Reconciliation Act (OBRA)/Preadmission Screening and Resident Review (PASRR) which has been contracted out to Neighborhood Service Organization (NSO) for many years. DWIHN has decided not to renew the OBRA contract and RFP for FY 2023 and will be providing the PASRR Assessment internally. The contract with NSO expires March 31, 2023 and DWIHN will start providing services on April 1, 2023. DWIHN is in the process of interviewing and hiring staff. DWIHN will be hiring 23 staff for the OBRA division. Eric Doeh, President/CEO is meeting with NSO's leadership today to make sure that a smooth transition is put in place. Vicky Politowski, Director of Integrated Health Care is working diligently to ensure that there is adequate staffing by the time the program is fully transitioned. The current NSO contract will be extended during the transition of the OBRA program. Discussion ensued. The committee requested an update on the status of hiring staff for the OBRA program at next month's meeting. **(Action)** The committee also requested

a follow-up in six (6) months on the trending of this program. **(Action)** For the Quality department, DWIHN continues to make small incremental improvements for PI#2a, Access of Services or Biopsychosocial within 14 days of Request (Q3, 37.8% to Q1, 45.16%). DWIHN also continues to show improvement for PI#10, Recidivism or Readmission within 30 Days (Q4, 15.89% to Q1, 14.71%) with an overall compliance score of 14.06%. Staff will continue with the efforts to meet the standard and evaluate the effectiveness of the interventions for next quarter. A one pager on the State's data and monitoring that DWIHN does was included in the CMO's report per Ms. Bentounsi's request. DWIHN received a 100% compliance score for the Health Services Advisory Group (HSAG) Review and the Performance Improvement Project (PIP) Review for FY 22. The final update for the 56 members identified by the State that was impacted and needing to select a transition pathway for the Home and Community Based Services' Non-responder is due March 1, 2023. The State has submitted a request and awaiting a response from CMS for a six (6) month extension to address those members. The Chair opened the floor for discussion. Discussion ensued. The committee requested that background information be included in the next report if the numbers remain low on the performance indicators. **(Action)**

- B. **Corporate Compliance - There was no Corporate Compliance report to review this month.**

The Chair noted that the Chief Medical Officer's report has been received and placed on file.

VII. Approval of the Minutes

**DISCUSSION/
CONCLUSIONS**

The Chair called for a motion to approve the February 8, 2023 meeting minutes. **Motion:** It was moved by Mr. Phillips and supported by Dr. Carter to approve the February 8, 2023 meeting minutes. Dr. Tauveg asked if there were any changes/modifications to the February 8, 2023 meeting minutes. There were no changes/modifications to the meeting minutes. **Motion carried.**

VIII. Unfinished Business

**DISCUSSION/
CONCLUSIONS**

- A. **BA #23-07 (Revised 2)** – Detroit Wayne Integrated Health Network (DWIHN) Provider Network System FY 22/23 – Staff requesting board approval to add an additional credentialed provider to DWIHN's Provider Network for the continued delivery of behavioral health services for the Serious Mental Illness (SMI), Intellectual/Developmental Disability (I/DD), Serious Emotional Disturbance (SED) and Co-Occurring Disorders members. There is no budget increase due to reallocation of funds within the total budget. Dr. Tauveg opened the floor for discussion. There was no discussion.
- B. **BA #23-46 (Revised)** – FY 22/23 MI Health Link Demonstration Project – Staff requesting board approval to revise this board action to coincide with the contract term of January 1, 2023 through December 31, 2023. No other additional changes are required. This is a one-year continuation contract with the five (5) Integrated Care Organizations (ICOs) to receive and disburse Medicare dollars to reimburse the Affiliated Providers for the fiscal year ending

September 30, 2023. Dr. Taueg opened the floor for discussion. There was no discussion.

The Chair called for a motion on BA #23-07 (Revised 2) and BA #23-46 (Revised). **Motion:** It was moved by Commissioner Kinloch and supported by Mr. Phillips to move BA #23-07 (Revised 2) and BA #23-46 (Revised) to Full Board for approval. The Chair opened the floor for further discussion. There was no further discussion. **Motion carried.**

IX. VP of Clinical Operations' Report

Melissa Moody, VP of Clinical Operations submitted and gave highlights of the VP Clinical Operations' report. Mrs. Moody reported:

1. **COVID-19 & Inpatient Psychiatric Hospitalization** – There were 623 members that received inpatient hospitalization psychiatric hospitalization services and four (4) COVID-19 positive members in February 2023.
2. **COVID-19 Substance Use Disorder – Recovery Housing/Recovery Support Services** – There were 13 members that received Recovery Housing/Recovery Support services in February 2023 compared to January 2023 (6).
3. **Residential Department – COVID-19 Impact** – There was no COVID-19 positive cases nor deaths reported for members/staff in February 2023.
4. **Utilization Management** – There are 1,013 out of 1,084 Habilitation Supports Waiver slots (HSW) currently filled, which is a utilization rate of 93.5%. Staff is working with our providers on how to discuss the benefits of this program with our members and their families as well as restructuring things internally to increase enrollment. The goal is to fill our slots at 95%. There were 1,665 outpatient authorizations manually approved by UM staff from February 1-25, 2023 and 99% were approved within 14 days of request. The average length of stay for inpatient admissions for the month of February is 8.33 days which is a decrease over the last couple of months. Staff is making intensive efforts working with the hospital on discharge planning and making sure the appropriate supports are in place following discharge.
5. **Adult Initiatives** – There are currently 55 members enrolled in the Med Drop program and eight (8) new referrals were received. Staff are working with our providers on ways to increase the numbers in this program. **Outcome and Improvement and High Priority Committees** – These committees were established to look at some of our complex cases and members that have co-occurring disorders. There are currently 52 members that are identified by our providers as high risk. Staff meet with providers to discuss, consult and provide recommendations for these cases. The High Priority Committee was developed so that people could be brought to this committee as an interdisciplinary review from different departments that they see are high risk.
6. **SUD Services** – DWIHN has facilitated Naloxone training for 163 individuals for the month of February 2023 and distributed 90 sleeping coats to providers for those in need.
7. **Crisis Services** – Community Law Enforcement Liaison Activity – There has been 14 citizens returned and connected to DWIHN for services upon release from the Michigan Dept. of Corrections. Staff has received 130 Assisted Outpatient Treatment (AOT) orders from Probate Court this month and our respective providers were notified to make sure they incorporate these orders into their treatment planning as well.

DISCUSSION/ CONCLUSIONS

8. **Residential Services** – There were 250 residential referrals to our residential department in the month of February 2023 and one (1) facility closure. All members were relocated to alternative homes successfully. We had 754 service authorizations processed and 638 were approved within 14 days (85%).
9. **Integrated Health Care Services** – There are currently 486 members in the Behavioral Health Home (BHH) Initiative. Region 5 will be having a Kick-Off meeting soon and DWIHN has been asked to participate in the panel discussion. Six (6) out of the 10 PIHPs will have behavioral health home services. There are currently 381 members enrolled in the Opioid Health Home (OHH) Initiative. There has been reported issues and staff is working to clean up any data issues and working with providers to make sure that they have provided all the appropriate claim data to report to the State. The target deadline is the end of March 2023.

The Chair opened the floor for discussions. Discussion ensued. The Chair noted that the VP of Clinical Operations' Report has been received and placed on file.

X. Quarterly Reports

- A. **Access Call Center** – Yvonne Bostic, Director of the Access Call Center submitted and gave highlights of the Access Call Center's quarterly report. Ms. Bostic reported that we had 51,874 calls offered; 49,975 were handled; 1,899 were abandoned (3.7% abandonment rate); and the speed to answer is 29 seconds. There was a decrease in the call volume by 818 from FY 22, Q4 to FY 23, Q1. There was also a decrease in the number of crisis calls. Staff continues to work towards the goals of improved productivity, quality of call interaction by working with phone vendors to troubleshoot problem areas; recruiting and training new staff; coaching existing staff and rearranging schedules so that the high call volumes can be addressed. Staff have completed "Silent Monitoring" for 325 calls this quarter. The Call Center is now stationed in the New Center One Building. The evening, midnight and weekend shifts are still remote. Staff is working with our phone vendor to address callers and providers complaints about long hold times. There are plans to hire more staff to address the high call volumes and to cover UPTO and FMLA. Dr. Taueg opened the floor for discussion. Discussion ensued. The committee requested an update on the impact that the DWIHN App has had since its' launching. *(Action)*
- C. **Children's Initiatives** – Cassandra Phipps, Director of Children's Initiatives submitted and gave highlights of the Children's Initiatives' quarterly report. Ms. Phipps reported on the many initiatives, meetings and panel discussions that staff has participated in regarding children services and the "Putting the Children First" Initiative. There are 4,021 students that actively receive the School Success Initiative (SSI) services in Wayne County; 387 Strengths and Difficulties Screenings completed; 2,539 Tier 1 services; 384 Tier 2 services and 711 Tier 3 services. There were 41 new SSI referrals and one (1) student was discharged from the program. Three students enrolled in the program had crisis screenings this quarter (1-partial hospitalization and 2-inpatient hospitalization). Redcap access was discontinued effective 9/26/22 due to security challenges. The plan is for data reporting to be transferred from Recap to MH-WIN and training was held on 10/13/22; 75% of the SSI Handbook has been completed; Wayne RESA trained providers on the Michigan Model for Health (MMH) curriculum in August 2022 and The Guidance Center purchased additional kits. "Get On and Learn" (GOAL) Line received a provisional credentialing to start services on 10/1/23. DWIHN served a total of 11,343 children, youth and families in Wayne County ages 0 up to 20 years old for

Serious Emotional Disturbance (SED) and Intellectual/Developmental Disability (I/DD). There were 404 families that received Home Based services this quarter. There were 331 families that received Wrap Around services this quarter. Dr. Taueg opened the floor for discussion. Discussion ensued.

- D. **Customer Service** – Michele Vasconcellos, Director of Customer Services submitted and gave a report on the Customer Service’s quarterly report the ECHO Review and Member Experience Summary. Ms. Vasconcellos reported that Reception/Switchboard received 4,139 calls with an abandonment rate of 1.2% for FY 23, Q1. The Customer Service Call Center received 1,696 calls with an abandonment rate of 4.9% this quarter. The Family Support Subsidy area received 1,692 calls; 292 applications received and 194 applications processed for Q1. There were 25 grievances received and 12 resolved for Q1. There were two (2) MI Health Link Grievances for Q1. There were 1,215 Advance Notices and 5,343 Adequate Notices for Q1. There were 198 Appeals Communications received; 10 appeals received and 11 resolved for Q1. There was one (1) DWIHN State Fair Hearing received for Q1. Customer Service continues to assess member experience via various survey activity. DWIHN’s partnership with Wayne State University for Urban Studies assisted in the administering of the ECHO Adult and Children’s Member Satisfaction Tool. The Member Experience Report that looks at the ECHO Surveys has been included in the packet. Dr. Taueg opened the floor for discussion. Discussion ensued.
- E. **Integrated Health Care (IHC) – Deferred to April 12, 2023, Program Compliance Committee Meeting.**

The Chair noted that the Access Call Center, Children’s Initiatives, Customer Service’s quarterly reports and the ECHO Review and Member Experience Summary have been received and placed on file.

XI. Strategic Plan Pillar - Quality

**DISCUSSION/
CONCLUSIONS**

There was no Strategic Plan Pillar to review this month.

XII. Quality Review(s) -

**DISCUSSION/
CONCLUSIONS**

There were no Quality Review(s) to review this month.

XIII. New Business: Staff Recommendation(s)

**DISCUSSION/
CONCLUSIONS**

There were no New Business, Staff Recommendations to review this month.

XIV. Good and Welfare/Public Comment

**DISCUSSION/
CONCLUSIONS**

Manny Singla, Executive VP of Operations introduced Brandon Taylor, Director of the Managed Care Operations department and Keith Frambro, Associate VP of the I.T. department to the committee.

ACTION ITEMS	Responsible Person	Due Date
1. Following Up Items from Previous Meeting 1. A. Chief Medical Officer's Report: Veterans suicide – Provide a report on the trends within the 55-74 age group and explore options for this group.	Dr. Shama Faheem	TBD
2. Chief Medical Officer's Report A. Provide an update on the status of hiring staff for the OBRA program at next month's meeting. B. Provide an update on the trending of the OBRA program in six (6) months. C. Provide background information in the next report if the numbers remain low on the performance indicators	Dr. Shama Faheem	April 12, 2023
	Dr. Shama Faheem	September 13, 2023
3. Access Call Center Quarterly Report – Provide an on the impact that the DWIHN App has had since its' launching	Dr. Shama Faheem	April 12, 2023

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

ADJOURNED: 3:02 p.m.

NEXT MEETING: Wednesday, April 12, 2023 at 1:00 p.m.

Community Mental Health Association of Michigan

ANNUAL SUMMER CONFERENCE

Cultivating Community



June 5, 2023
Pre-Conference

June 6-7, 2023
Full Conference

Grand Traverse Resort
Traverse City, Michigan



President and CEO Report to the Board

Eric Doeh

April 2023

LEGISLATIVE EFFORTS

We are working with our lobbyists, Public Affairs Associates (PAA), as we continue having conversations with legislators and leadership in Lansing surrounding our integrated behavioral care centers around Detroit and Wayne County and other matters that best serve the people in our region. We continue to have ongoing conversations to discuss major issues pertinent to behavioral healthcare services and the people we serve; constantly looking at ways to expand access to care, improve services and maximize our funding.

We are seeking funding support for DWIHNs Crisis Continuum for persons served throughout Wayne County including step-down long-term care, expanded residential services, programs for youth aging out of foster care, and offering behavioral health interventions for families to connect them with programs and services.

On April 14, 2023, we will host a Legislative Breakfast for the Wayne County Delegation members. The breakfast is being held at Detroit Port Authority.

On April 19, 2023, PAA will do a presentation before the DWIHN Full Board Meeting to go over legislative objectives for 2023.

ADVOCACY AND ENGAGEMENT

On March 10 and 29, 2023, DWIHN participated in meetings with O’Hair Park Neighborhood Association to gather community input and provide updates on our Integrated Behavioral Wellness Campus on 7 Mile.

On March 22, 2023, appeared at City of Detroit Planning Department for an update on the DWIHN Woodward Administration Building in the North End.

On March 30, 2023, DWIHN participated in a Behavioral Health Town Hall with House Speaker Pro Tem Laurie Pohutsky and Rep Stephanie Young on how to best access services and resources.

INTEGRATED HEALTH REPORT

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

Health Plan 1 and DWIHN are using the shared platform in care coordination meeting to stratify shared members based on HEDIS measures due and follow up after hospitalization. Four members were discussed in March for care coordination that had needs after hospitalization. Nine members were discussed for data sharing.

DWIHN and Health Plan 1 are working on individuals who present at the Emergency Department for substance use-related issues (FUA). DWIHN pulls data from CC360 and filters the information. DWIHN follows up with open cases and gives other names to Health Plan 1. There was one FUA shared member who had an ED visit in March.

Health Plan Partner Two

DWIHN IHC staff and Health Plan 2 continue with monthly care coordination meetings to review a sample of shared members who experienced psychiatric inpatient admission within the past month. DWIHN and Health Plan 2 use the Vital Data Shared Platform to find new members and see what claims and diagnosis there are. Seven members were discussed and three attended the FUH appointment. Five members were discussed in data sharing.

DWIHN and Health Plan 2 are working on individuals who present at the Emergency Department for substance use-related issues. DWIHN pulls data from CC360 and filters the information. DWIHN follows up with open cases and gives other names to Health Plan 2. There was one FUA shared members who had an ED visit in March.

DWIHN and Health Plan 2 met in March to discuss further projects. DWIHN expressed concern over members in the ED and difficulty of coordination. Health Plan 2 agreed this is an area of concern and will take it back to the hospital system to see if a pilot project can be created. DWIHN informed Health Plan 2 of a similar project that is being piloted with another health system.

Health Plan Partner Three

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

Health Plan 3 will be able to obtain the CRSP's name for a member in the ED (for any reason) and start coordination of care with that CRSP. There are four CRSP's in the pilot: Neighborhood Services Organization, Lincoln Behavioral, Hegira and Guidance Center. This started on June 16, 2022.

DWIHN's IT Department and PCE are still working together to create a SharePoint site where all data report will be located. Data was shared at the next meeting in March 2023.

Shared Platform and HEDIS Scorecard

DWIHN and VDT continue to conduct weekly collaboration meetings to review project timelines, tools, and trainings.

DWIHN and VDT continue to work on updating the scorecard with new data feed, adding all members into Carespace, this will allow all Medicaid health plans and CRSP to see shared members and careflow rules created. DWIHN can now filter members by CRSP and Health plan. Member demographics, encounters, conditions diagnosed and physicians can be seen for behavioral health and medical. This has been presented to CRSP's in the 45-day meeting.

DWIHN and VDT met on the mobile app and gave feedback for changes and it was decided not to roll out the trainings until phase two is complete in May. First phase will allow members to access different departments within DWIHN, for example; Office of Recipient Rights, Complex Case Management, Customer Service, Marketing and DWIHN website.

The second phase will allow members to see claims data, authorizations and limited clinical documents.

The HEDIS Scorecard was rolled out to all CRSP providers. DWIHN IHC staff has met with CRSP' individually to help them better understand the platform and the capabilities. IHC has been added to the 45-day meeting with CRSP's and the FUH score is added to the measures tracked. IHC has attended eight of these meetings in March.

Below are the HEDIS scores as shown in the Scorecard as of December 2022 compared to 2021. This is all CRSP scores combined.

Measure	Measure Name	Eligible	Total	Compliant	Non Compliant	HP Goal	FY 22 Oct	FY 2021
ADD	Follow-Up Care for Children Prescribed ADHD Medication	451	161	290	62.04	35.7	6.25	
ADD	Follow-Up Care for Children Prescribed ADHD Medication	738	379	359	46.1	51.91	15.76	
AMM	Antidepressant Medication Management Acute Phase	1856	648	1208	77.32	34.91	41.28	
AMM	Antidepressant Medication Management Continuation	1856	98	1758	63.41	5.28	13.36	
APM	Metabolic Monitoring for Children and Adolescents on Antipsychotics							
APM	Blood Glucose and Cholesterol 1-11 age	527	86	441	23.36	16.32	19.34	
APM	Blood Glucose and Cholesterol 12-17 age	1192	274	918	32.71	22.99	29.35	
APP	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics							
APP	Ages 1-11	196	140	56	67.39	71.43	83.06	
APP	Ages 12-17	497	371	126	71.16	74.65	74.71	
BCS	Breast Cancer Screening	10272	2439	7833	59.29	23.74	22.76	
CBP	Controlling High Blood Pressure	13024	2365	10659	79.08	18.16	16.58	
CCS	Cervical Cancer Screening	28847	9293	19554	63.99	32.21	33.41	
COL	Colorectal Cancer Screening	0	0	0	0	0	0	
FUH	Follow-Up After Hospitalization for Mental Illness 30 day							
FUH	Ages 6-17	485	318	167	70	65.57	66.32	
FUH	Ages 18-64	5479	2616	2863	5.8	47.75	46.67	
FUM	Follow-Up After Emergency Department Visit for Mental Illness							
FUM	Ages 6-17	839	705	134	84.33	84.47	81.7	
FUM	Ages 18-64	2561	1126	1435	61.05	43.97	42.11	
SAA	Adherence to Antipsychotic Medications for Individuals w	5239	2693	2546	85.09	51.4	46.42	
SMD	Diabetes Monitoring for People With Diabetes and Schizc	1622	540	1082	85.71	33.29	35.97	
SPR	Use of Spirometry Testing in the Assessment	243	30	213	31.48	12.35	13.41	
SSD	Diabetes Screening for People With Schizophrenia or Bipi	8054	4917	3137	86.36	61.05	64.86	
UAM45	Use of three or more antipsychotics for 45 or more days	15854	85	15769	<10	0.54	0.35	

CHIEF CLINICAL OFFICER

Site Review and Training:

The Substance Abuse Services Department is scheduled for a 115 Waiver/SABG site review on April 19, 2023. The review will encompass projects from the following grants: American Rescue Plan Act Substance Abuse Block Grant, Partnership for Success, Pregnant and Post-Partum Women Pilot, Prescription Drug Overdose, State Opioid Response 2 No Cost Allocation, State Opioid Response 3, and Tobacco II. Home Based Recertification training was held on 4/3/2023.

SUD Credentials:

MDHHS is working with MCBAP to remove the requirement to receive a CADC for those individuals with appropriate professional experience. Certified Clinical Supervisors would remain the same.

Senate Bills Introduced:

H.R. 1359 (Modernizing Opioid Treatment Access Act) - to expand the take-home prescribing of methadone through pharmacies. in an effort to reduce barriers to patient care through opioid treatment programs.

FDA:

Approves First Over-the-Counter Naloxone Nasal Spray. The FDA approved Narcan, 4 milligram (mg) naloxone hydrochloride nasal spray for over-the-counter (OTC), nonprescription, use – the first naloxone product approved for use without a prescription.

Termination of the Public Health Emergency status as of May 11, 2023:

The end of the Public Health Emergency will impact several areas including Medicaid re-determinations, use of telehealth, and session rounding rules. These upcoming changes have been shared with the provider network and internally. They will have a significant impact on the way services are provided and member's benefit status. DWIHN is monitoring all aspects of this closely.

Support Intensity Scale:

MDHHS has eliminated the use of the Support Intensity Scale (SIS) as of March 2023. This is a functional scale that was used with the Intellectually/Developmentally Disabled population. No replacement has been identified to date. DWIHN is currently adjusting Service Utilization Guidelines to align with this recent change.

Wayne State University Partnership:

DWIHN is working with Wayne State University on a career pipeline plan that will potentially make it easier for persons to go back to school and complete clinical internships. We have identified some initial provider partners and will be meeting to discuss further in the next few weeks. This is another effort to address the worker shortage issue.

CHIEF MEDICAL OFFICER

Behavioral Health Education and Outreach:

DWIHN has continued outreach efforts for behavioral health services

- Panelist for discussion around Suicides in Muslims at Muslim Mental Health Conference organized by Michigan State University, Lansing March 11th 2023
- Attended and was panelist at The Impact of Adverse Childhood Conference organized by Institute of Trauma and Economic Justice, sponsored and coordinated by DWIHN-March 31st 2023

DWIHN Crisis Continuum Updates

DWIHN continues our construction at the Milwaukee location. We have hired Site Director, Unit administrator and Director of Quality who are focusing on creating Electronic Medical Records forms and templates, policies, procedures, job descriptions, reviewing training requirements and workflows. We also continue to work with the State as they revise Crisis Stabilization Unit guidelines. Numerous updated drafts have been completed by the State with the most recent version released 4/5/23 but final guidelines are yet to be released.

We are also working on mobile crisis grant and have interviewed and offered position to Mobile Crisis Director and will be working on next steps of the project plan.

Collaborated with Wayne State University Department of Psychiatry on educational partnership opportunities and Crisis Center rotation opportunities that will help create pipeline programs for psychiatry residents, child and adolescent psychiatry fellows and other fields such as Physician assistant program and psychology to get knowledge and experience with CMH system.

Integrated Health (IHC) Department: DWIHN Completed its hiring needed for the start of services and went live April 1st, 2023. DWIHN has hired four full-time RNs, two contingent RNs, none Full-time Evaluators, one Occupational Therapist, one Intake Specialist, one contingent Evaluator, one Manager, one Administrator, and one part-time psychiatrist. The only positions left to hire are the support staff. Communications were sent to hospitals and nursing homes about the new number and to ensure smooth transition. Close collaborations continued with NSO.

Improvement in Practice Leadership Committee (IPLT): IPLT reviewed and Medication Assisted Treatment for Opioid Use Disorder Policy. PHQ-A compliance as well as intervention steps to improve scores for Children HEDIS measures were discussed during the meeting. IPLT continues to strive for improving clinical practices throughout our network.

Quality Improvement Steering Committee: QISC reviewed Behavior Treatment Advisory Committee's (BTAC) analysis of report for FY 22 and identified that more and more CRSP have established Behavior

Treatment review committees. Monitoring of members on Behavior treatment plans has been made easier by adding alerts in their chart. Trainings continue to be provided by our BTAC lead. Quantitative and Qualitative review of FY 23 Q1 Critical and Sentinel Events was done and opportunities to make system wide improvements such as Fall study on members with multiple psychotropics was discussed as well as updating and revising the Fall Risk protocols, education and policies on Choking Hazards, and IPOS identification of SUD needs at the onset of treatment. Opportunities to make systemic improvement based on ECHO survey result from last year were also discussed.

HCBS Status Update: Home and Community Base compliance to CMS Final Rule has been a huge project with several subprojects. DWIHN successfully completed the Transition project for members identified by the State as needing transition to State identified pathways. Quality, Clinical and Residential team have been working collaboratively to achieve these deadlines. Next and ongoing Project is about surveying settings that were identified by State on Heightened Scrutiny list. These activities will continue for the month of April.

CRISIS SERVICES

Request for Service:

Requests for Service (RFS) for children increased by 40% this month. The diversion rate increased from 68% to 71% as compared to January. There were 122 intensive crisis stabilization service (ICSS) cases for children for the month of March, which is a 27% increase from February. There were 908 requests for service in the month of March, which is a 14% increase compared to February. There was no significant change in the diversion rate.

Community Law Enforcement Liaison Activity:

The Community Law Enforcement Liaison engaged 55 individuals this month. DWIHN received 129 Assisted Outpatient Treatment (AOT) orders from Probate Court this month and respective CRSPs were notified to incorporate these orders in treatment planning. Eleven (11) Citizens returned and were connected to DWIHN services upon release from MDOC.

There were 13 ACT consumers referred to COPE: 69% went inpatient, 31% went Outpatient, and less than 1% were admitted to Partial Hospital Program.

Community Hospital Liaison Activity:

In March 2023, there were 253 contacts made with community hospitals related to movement of members out of the emergency departments, which is a 19% increase in contacts from February. Out of the 253 encounters, 94 were diverted to a lower level of care, an overall diversion rate of 37%. In March, there were 20 members who repeated an emergency encounter at least twice within the month, and between those 20 members there were 29 encounters. 21 of those encounters resulted in a diversion due to liaison involvement resulting in a 78% diversion rate for those members considered recidivistic.

Mobile Outreach Services:

The DWIHN Mobile Outreach Clinician was able to add new events to the DWIHN community calendar and continued our partnership with Wayne Metro and Black Family Development. DWIHN and partners had a great turnout at “Michigan Department of Health Human Services- Pathways to Potential” at Henry Ford High School. DWIHN held 3 March Madness events with Detroit Area Agency on Aging. Our Mobile Outreach Clinician was able to meet new Supervisors at MDHHS. They requested DWIHN to attend several school resource events in Wayne County within the next month and moving forward.

Mobile Outreach Activities:

Number of mobile events attended	15
Number of meaningful engagements	250

Number of follow-up calls made	34
Number of referrals made as a result of follow up	4
Benefit Assistance Referral	1
Bill Payment Referral	1
Complex Case Management referral	1
Connection to Access Center	4

HUMAN RESOURCES

The Department of Human Resources hired 30 new employees, including three new employees for the Crisis Center: Site Director, Rebecca Markonni; Unit Administrator, Lafarra Hemphill; and Director of Quality and Compliance, Rahiem Hampton. The HR Department hired six new employees for the Call Center, including 2 new managers.

The HR Department also completed the hiring of the Clinical Assessor for the 36th District Court. The 36th District Court reached out to DWIHN because it was unable by itself or through our providers to staff a Clinical Assessor position to provide mental health assessments for their specialty courts (Drug, Alcohol, Mental Health, Homelessness, Veterans). DWIHN HR was able to assist the 36th District Court in successfully filling this position.

The HR Department successfully hired the required staff for the OBRA program for the April 1, 2023 start date and this program implementation was approved by the State of Michigan.

DWIHN HR promoted three employees, including Emily Patterson to the position of Health Home Director. DWIHN HR also hired one new student intern.

DWIHN started Supervisory Institute Training Academy C for upper-level management as part of the ongoing training for management/supervisor level staff.

COMMUNICATIONS

Student Athlete Campaign Update:

Shout out to Cass Tech for winning their first state basketball championship (congratulatory posts on Facebook, Instagram, Snap Chat, TikTok)

Social Media Influencer-Sports Psychology Solutions (SPS Edge) Six-month campaign, contract was signed in early April. Has already started posting, working on mental health posts as well. Scope of Services includes:

SPS Monday Motivation - Every Monday, Lindsay Huddleston of SPS provides an approximate 7–10-minute motivational speech based on personal experiences or current events. The following statement will be made: “SPS Monday Motivation is brought to you by the Detroit Wayne Integrated Health Network”.

SPS Team of the Week - The SPS Team of the week highlights selected teams through the following deliverables:

- In practice full team interviews converted to a YouTube link.
- Head Coach interview converted to a YouTube link.
- Branding to include “This is brought to you by the Detroit Wayne Integrated Health Network. Please Like and Subscribe”.

SPS Game of the Week - The SPS Game of the week is a highly anticipated match-up between two high school teams. SPS will interview the Game of the Week coaches and select players along with providing

updates and highlights on Sports Psychology Solutions Facebook Live page and other social media platforms. SPS will promote the SPS Game of the Week as “Sponsored by the Detroit Wayne Health Integrated Network. Please Like and Subscribe”.

The SPS Edge Show Podcast - The SPS Edge Show Podcast is a weekly 1-hour show that discusses current events and topics that relate to sports culture, mental toughness and social justice. The show airs every Thursday at 6:00 p.m. and can be watched live on Facebook and YouTube at The SPS Edge. The SPS Game of the week will be highlighted during all sponsor acknowledgements during the show with a minimum of three mentions stating: “Sponsored by the Detroit Wayne Health Integrated Network. Please Like and Subscribe”.

The SPS Edge Digital Platforms Include:

- Sport Psychology Solutions Facebook
- Sport Psychology Solutions Twitter (@TheSPSEdge)
- Sports Psychology Solutions Instagram (SPS Edge)
- Sports Psychology Solutions YouTube (The SPS Edge)
- www.TheSPSEdge.org

Along with weekly interviews of players and teams, here are examples of spring/summer events: Promotion during the Horatio Williams Foundation Annual Coaches Clinic, Promotion at AAU Games and Interviews with Wayne County Players and Teams

DWIHN Outreach to student athletes also includes:

- DPSCD Track & Field “9th Annual Courageous Invitational” at Wayne State on April 29th
- DPSCD City Championship on May 27th at Renaissance High School
- 2 MHSAA Events (could be Track & Field, Baseball, Golf, Lacrosse, etc.) date and time TBD
- Planning student athlete Courageous Conversation with Youth United in early June
- Detroit PAL - Will begin partnering in June
- Peyton Kemp - 8th grade basketball player and social media influencer-has passed on the opportunity to work with DWIHN as he wants to focus on being eligible for the NCAA.
- No Blood, No Foul - still researching
- Cassius Winston “Smooky”, Albion University - still researching, 89 followers on Instagram, 216 followers on Insta Fan page.
- Zach Winston (Cassius’ brother), Albion University - 4,192 followers on Insta (have college athletics covered with SPS Edge) looking for younger, middle school athletes.
- The Communications Department wants to acknowledge the messages on Instagram sent from Ms. Ruth
- Mr. Basketball 2023, Tyler Jamison, Port Huron Northern High School
<https://www.instagram.com/reel/CqTVN81Ak2V/?igshid=YmMyMTA2M2Y=>
https://www.instagram.com/p/Cqnrn_ELsN0/?igshid=YmMyMTA2M2Y=
<https://www.instagram.com/reel/CqyG7CdgHiF/?igshid=YmMyMTA2M2Y=>

Media:

CBS Detroit

CBS National produced a documentary called, Connecting the Dots, taking a look at kids and mental health. The local CBS Detroit affiliate aired a weeklong series and invited DWIHN to talk about access to services, resources and crisis services. DWIHN president/CEO Eric Doeh was interviewed as well as Clinical Officer Ebony Reynolds and NAMI Michigan Executive Director Kevin Fischer.



WDIV TV 4

The DWIHN Communications team along with Channel 4 videotaped the new *Who is DWIHN?* campaign began airing in March. The messaging consists of people served by DWIHN, providers and community members talking about DWIHN services. The message can be seen at the link below on the DWIHN YouTube channel: <https://www.youtube.com/watch?v=W6ge7Z1Qdgg>

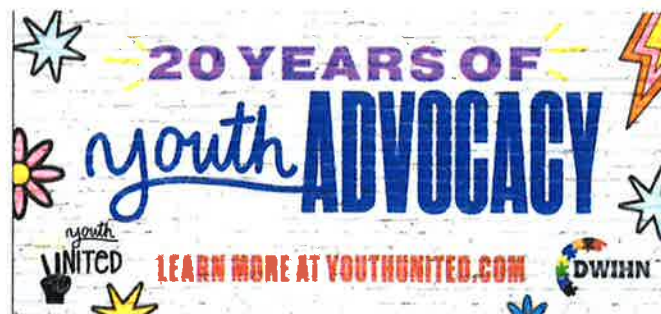
Radio:

Youth United's Youth Involvement Specialist Bianca Miles was interviewed for the Anthony Adams live radio talk show on March 14th as they discussed youth activities and the state of young people and their mental health. His show airs on 910 AM Superstation.



Outdoor Media:

DWIHN Communications is working with outdoor media vendors on third quarter creative designs which will include messaging near bus shelters and bike racks near Huntington Place and the downtown area in time for the International CIT Conference in Detroit in August. Also, billboards are being created for the Youth United 20th anniversary, below is a sample. Between both the SUD and Communications campaigns, thousands of people see the DWIHN billboards every day and on average about two million impressions are estimated weekly.



Media Partners:

El Central and Community Publishing



YouTube:

The National Council on Alcoholism and Drug Dependence created an alcohol awareness message for the month of April with the assistance of DWIHN. It can be seen on the DWIHN YouTube channel: <https://www.youtube.com/watch?v=10XUyMg-Nsw>

DWIHN continues its SUD messaging with various local media and on social media platforms including: Ask the Messengers, Comcast, Cumulus Radio, Fox 2 News, Global Media Television (formerly Middle Eastern TV), Mind Matters with Dr. Michele Leno, Scripps Media, WDIV-TV 4, Facebook, Instagram, Linked In, Twitter, TikTok, SnapChat, streaming platforms include Pandora and Spotify. This month's Recovery Live Global show which can be seen on YouTube focuses on SHAR House, a SUD treatment and prevention provider: https://www.youtube.com/watch?v=n_20WpqLEZI

Social Media:

Social Media Influencer contracts were negotiated in March with The Capital Brand and Detroit Youth Choir and will be completed in April. In next month's report we will share information and the marketing plan.

March was Development Disabilities Awareness month, celebrating CV member and Miss Wheelchair Michigan Jaime Junior with a mental health message posted on Snapchat, TikTok, Instagram Reels, and YouTube Shorts.



Top Performing Posts:

Facebook

[Looking for community events to share?](#)

LinkedIn:

[It's World Autism Awareness Day](#)

Instagram:

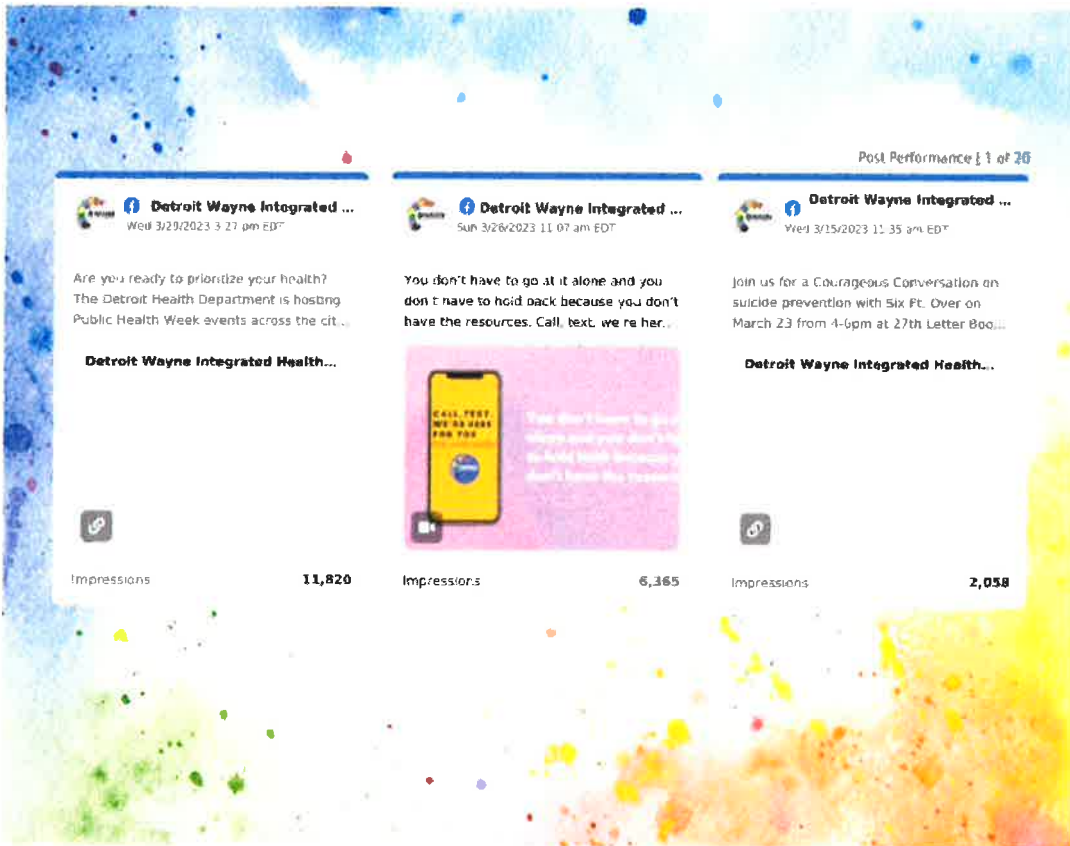
[Celebrate Counseling Awareness Month!](#)

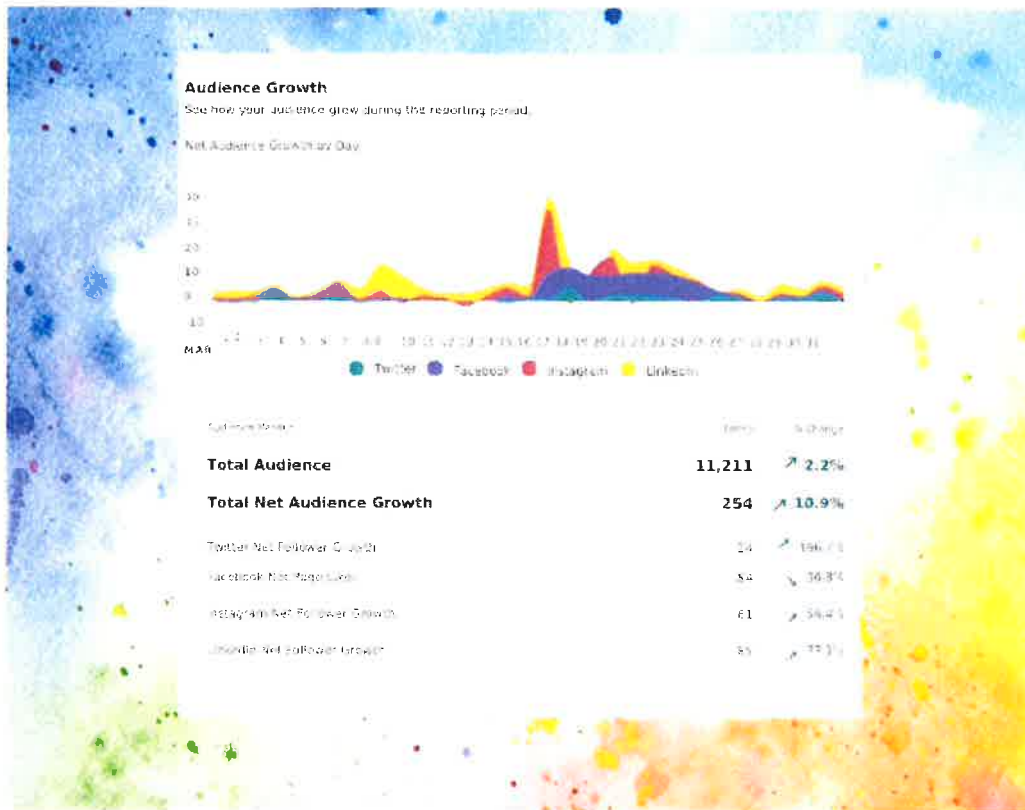
Twitter:

[Tune in Sunday to hear Eric Doeh](#)

Impressions are different from reach because **it doesn't count people who click or engage with your content, just those who are exposed to it.** If your ad was displayed 500 times on social media, your impressions would be 500. On all social media accounts, impressions, engagements, and post link clicks grew in March. Our net audience growth across all platforms increased by 10.9%.

Top posts included DWIHN'S Public Health Week post which garnered 11,820 impressions.





DWIHN/Youth United/Youth Move Detroit Community Outreach Recap

March 8: DWIHN: Staff attended the National Disability Institute’s Intersectionality of Diversity and Disability event at Wayne County Community College in Detroit.

March 10: DWIHN was presented with the Community Champion of the Year Award from Sobriety House during a special ceremony sponsored by DMC.

March 13: March DADness, at The Children’s Center, Youth Involvement Specialist Bianca and NW regional coordinator Natalie provided resources.

March 17: Wayne County Fatherhood Initiative at The Children’s Center, Youth Involvement Specialist Bianca and NW regional coordinator Natalie attended.

March 23: DWIHN Staff attended the Care to the Core DHS Wellness Fair at Dearborn High School.

March 23: Courageous Conversations with 6ft Over, Topic: Suicide Prevention. Youth Advocates and community members attended the event in Corktown.

March 24: Youth MOVE Detroit Bowling Meet n Greet at Thunderbowl Lanes with about 40 participants.

March 25: Crisis to Connection: Imperative for our Black Boys. Youth MOVE Detroit & Youth MOVE advocates attended Panel and press conference.

March 25: DWIHN staff attended a Wellness & Wholeness Community Outreach event in Detroit.

March 31: DWIHN staff attended and President/CEO Eric Doeh and Chief Medical Officer Shama Faheem was a panelist at the Institute for Trauma and Economic Justice conference.

CHILDREN’S INITIATIVES

Putting Children First:

Access:

- Hosted resource tables at March DADness on 3/13/2023 and 3/17/2023 at The Children’s Center in Detroit, MI.
- Youth MOVE Detroit hosted a Bowling Meet and Greet at Thunderbowl Lanes in Allen Park, MI and shared DWIHN resources (42 in attendance).

- On 3/29/2023, hosted a resource table at Crisis to Connection: Imperative for our Black Boys Townhall.
- Children's Initiative IDD Clinical Specialist, Kim Hoga was interviewed and featured in Woodhaven article "Making Sure They Have a Voice" to advocate for those with disabilities. <http://mymediaflip.com/publication/?m=32390&i=787237&p=12&ver=html5>

Prevention:

- Children's Initiative, Innovation Community and Engagement, Substance Use Department, and Communications Department collaborated with the Institute of Trauma Economic Justice organization to present the ACE Trauma Conference on 3/31/2023 for Wayne County. Conference included an ACE presentation, panel discussions, small group discussions, and a DWIHN resource table. In addition, Customer Service and Crisis Department assisted as well.
- Children's Initiative partnered with Child's Hope to support Child Abuse Prevention Month in April 2023 by connecting 6 agencies to receive blue and silver pinwheels to display at their locations.
- Youth United hosted a Courageous Conversations on Suicide Prevention in Detroit on 3/23/2023.
- Children's Initiative partnered with Utilization Management and Residential Departments to attend Jerry L. White Parent Teacher Association meeting on 3/24/2023 and explain guardianship, self-determination, and transition planning options.

Treatment:

- 1915i SPA: Clinical Officer, Ebony Reynolds facilitated a meeting with Children Providers to explain the 1915i SPA expectations. All forms are to be submitted to the WSA system by 9/30/2023 for Respite and Fiscal Intermediary Services for members receiving children services.
- Patient Health Questionnaire for Adolescents (PHQA): Children's Initiative met with 3 Providers to review progress, barriers, and interventions to improve quarterly compliance of completing the PHQ A. Noted barriers included: 1) All of the Provider locations were not included in the report, 2) 3 Providers PCE system is not compatible; as a result, data is not included in the report, 3) Providers allowing Psychiatrists to complete the PHQ A during psychiatric appointments. Next Steps: 1) Provider Locations has been updated to the report and is now resolved, 2) Send memo to Providers informing to submit PHQ A data quarterly if PCE system is not compatible, 3) Continue to meet with Providers to review progress and barriers, 4) Follow up with Providers to allow Psychiatrists to complete PHQ A.
- Outcome Reports: Children's Initiative Department submitted requests to the IT Department to develop the following reports to assist with measuring trends and outcomes: 1). Last date of service report for children with SED and IDD disability designation (completed), 2). Including the Total Score to the PHQ A report (pending), 3). Developing a Total CAFAS Score report (pending).

Crisis Intervention:

- Juvenile Detention Facility
Children's Initiative presented the proposed JDF/Havenwyck/Case Management Organizations (CMO) FY 24 program to DWIHN Procedure Code Workgroup. Children's Initiative received data from 3 Care Management Organizations. Children's Initiative to summarize the data and schedule another joint planning meeting in April 2023 with partners.

Working in partnership with JDF and Wayne County on providing behavioral health services to adjudicated youth in a phased approach.

- **Moral Reconciliation Therapy (MRT):** Children Practice Standards Committee reviewed the MRT group therapy evidenced based practice and discussed pros and cons. As a result, decision to not proceed with training Providers on this group therapy model due to research indicating lack of outcomes, barriers with families committing to 40 weeks of group therapy.

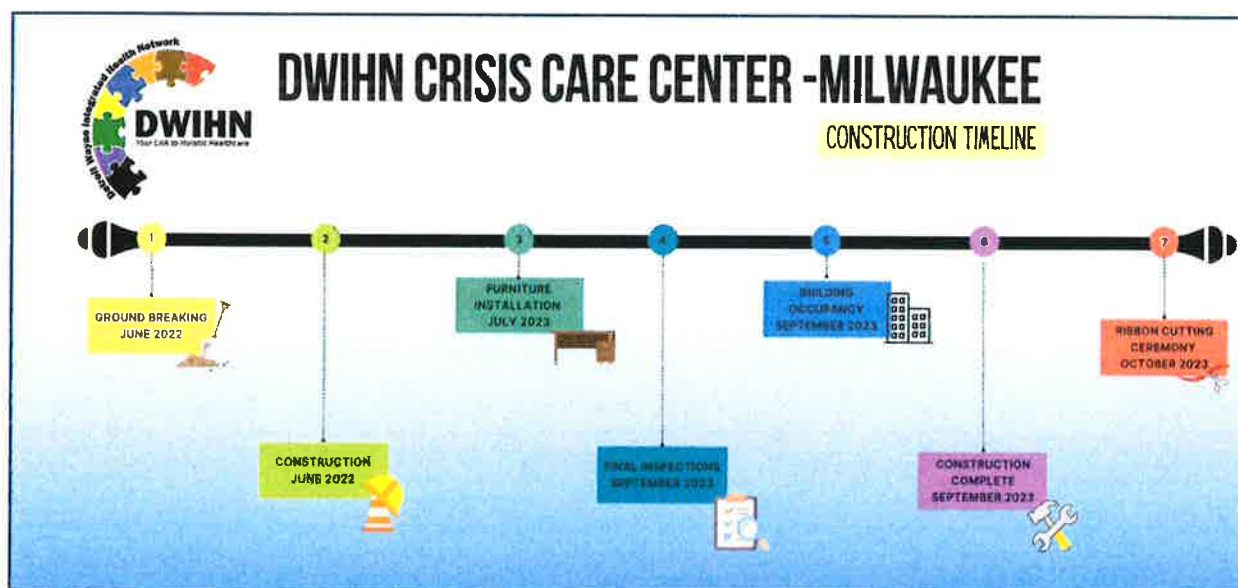
School Success Initiative:

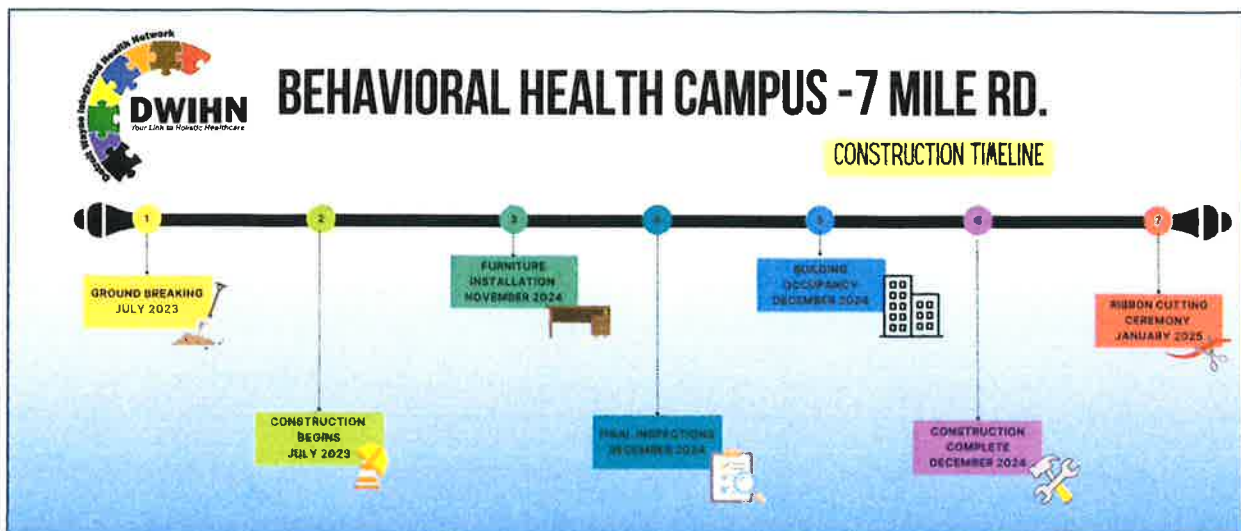
There were 25 referrals for the month of March 2023. Children’s Initiative Department met with the Access Department to review the status of SSI referrals from FY 2022 to present time. There were barriers with students and families completing the screening to start the SSI Program. Barriers included: 1) Families avoiding answering unknown phone numbers when screeners make phone calls, 2) Families not being available to complete the screening, 3). Longer wait time when families call for the screening. As a result, discussed proposed solutions of SSI Providers also being able to complete screenings Next steps are to discuss options during the next SSI Provider meeting on 4/13/2023.

Go On And Learn (GOAL Line):

There are currently 340 students enrolled in the program this school year. GOAL Line to administer the Devereux Student Strengths Assessment (DESSA) through Aperture Education. This screening tool is normed for K-8 that measures outcomes for social emotional learning in the areas of 8 core competencies: 1) Self Awareness, 2) Self-Management, 3) Social Awareness, 4) Relationship Skills, 5) Goal Directed Behavior, 6) Personal Responsibility, 7) Decision Making, 8) Optimistic Thinking.

FACILITIES





ADULT INITIATIVES

Assertive Community Treatment (ACT):

During 1st quarter 2023, Assertive Community Treatment (ACT) providers serviced 832 members. There are currently 8 ACT provider agencies in Wayne County. Adult Initiatives monitors ACT program admissions and discharges of Lincoln Behavioral Services, Hegira- Westland, Hegira-Downriver, All Well Being Service, Central City Integrated Health, Development Centers, Team Wellness Center and The Guidance Center including the appropriateness of the level of care determinations and technical assistance ensure program eligibility requirements were met. Please see graph below.

Adult Initiatives facilitated the ACT Forum where topics discussed were completion of clinical documentation with regards to the PAR, PHQ-9 updates, hospital recidivism, Assistance Outpatient Treatment orders and ACT members, ways to engage members, and staff providing coordination of care while in the member is in the hospital as well as provider discussion, feedback and questions/concerns were discussed. Adult Initiatives also provided, technical assistance to All Well Being Services and Team Wellness, surrounding 2022 ACT Fidelity Review.

Med Drop:

During 1st quarter, Adult Initiatives facilitated follow up monthly meetings with all of our pilot program providers for Med Drop, who are Lincoln Behavior Services, CNS, All Well Being Services, Hegira Development Centers, The Guidance Center, Team Wellness and DWIHN internal staff. Discussed ways to increase admission rates, talking points, and recommendations for providers with regards to presenting the program to members, med drop new process, and any authorization concerns. Adult Initiatives and Med Drop coordinator discussed the addition of another CRSP to the program. In the month of March there were 52 active members.

Med Drop Outcomes (1st Quarter):

- 39% reduction in the number of psychiatric hospital admissions for members
- 45% reduction in psychiatric hospital days for members participating in Med Drop Program, compared to the number of psychiatric hospital days used by the Med Drop clients in the 12 months prior to entering the Med Drop Program.
- 50% reduction in jail admissions for clients while participating in the Med Drop Program compared to the number of jail admissions for the Med Drop clients in the 12 months prior to entering the Med Drop Program.

Home and Community Based Services, (HCBS) Monitoring-Pathway Three:

Home and Community Based Service (HCBS) are Medicaid services for people with disabilities to help them live in their own homes and communities. The HCBS Rule identifies how specific services and supports must be provided in all states in order for the states to continue to receive Medicaid funding. Residential homes that did not meet HCBS guidelines and requirements were placed on heightened scrutiny and become non-Medicaid funded. Individuals who chose to remain in the home, rather than move to an approved HCBS home, are being monitored with their CRSP and weekly updates are being provided. Adult Initiatives is monitoring 46 individuals to ensure HCBS compliance including well-being and safety.

PHQ-9:

DWIHN monitors network providers PHQ-9 performance at intake and at the 90-day follow up period. Meeting compliance is completing both with at least 95% completion rate. For the month of February and March 2023, at intake, it is currently 99.0% completion at intake for both months. Regarding the follow up completion within 90 days for the month of February and March 2023, it is at 69.3% completion. Currently developing a plan to continue to address at the provider level.

DIVERSITY, EQUITY AND INCLUSION OFFICER

The DEI Officer participated in the following events during the month of March:

- Detroit Partner Call/National Disability Institute: Continuing the Conversation Financial Stability Challenges at the Intersection of Race, Ethnicity, Poverty and Disability – Steering Committee Meeting
- One Day Conference: Intersectionality of Diversity & Disability Convening and Partnership Building: Held on March 8, 2023 at WCCC Downtown campus - Next Steps: Formation of Detroit Coalition on the Intersectionality of Disability, Race, Ethnicity, and Poverty
- Completion of DEI Survey – Final 3/16/2023
- MDHHS - Racial Health Equity Plan Grant Strategies - DWIHN & WSU

INFORMATION TECHNOLOGY

Business Processes:

- DSM-V Conversion - CRSP provider systems completed DSM-V conversion & MHWIN conversion is underway with a tentative go live date of 5/1/23. Once converted, will review and embed the Social Determinants of Health in conjunction with the DWIHN business units.
- 1915(i) SPA - Specs have been identified and underway for programming.
- CRSP Risk Matrix - Revisions made to health scores and risk scores (i.e. crisis plan, disability designation, SIS)

Applications and Data Management:

- Henry Ford Joint Project
- DWIHN team working on expanding this collaboration to develop insights and member engagement for ADT's when members show up in the Emergency Department.
- Dashboards for Behavioral Health Homes and Opioid Health Homes
- Currently in the process of creating new PowerBI dashboards for monitoring health home information.
- Delivered the first nine dashboards for Children's services
- Provider Network Adequacy Dashboard - In the process of developing dashboards to analyze provider network adequacy as it relates to HSAG standards.

Infrastructure/Security/IT Compliance

- Building Construction
 - Woodward – RFP 2023-006 (Audio/Video) submitted and vendor validation to be completed.

- RFP 2023-003 Phone System evaluation underway. Sandbox testing in progress to evaluate ease of use, functionality and support.
 - Network Assessment – Hardware pricing and quotes received and being verified. IT team is continuing to establish labor and vendor selection to finalize prior to submission for board review.
 - Crisis Center systems received and evaluation / testing underway for product viability.
 - Continuing to work to configure the building security and video camera systems to meet the needs of the new Crisis Center as well as support a Multi-Campus system going forward.
 - Network closet on 3rd floor wired and Nutanix installation planned for 4/11/2023.
 - Working on the Badging system Camera, Printer, and photo configuration standards needed to support the building access system and other security systems that will dovetail on the photos etc.
- Security
 - Completed work on the IT security maturity assessment. vCISO project has moved on to identifying gaps and analyzing Policies and SOP needed to meet compliance standards.
 - USB Block policy established and deployed in phases to DWIHN Departments. To date, no adverse issues reported or impact to users and operations.
 - Onboarding/Offboarding
Working with HR to develop a new automated onboarding/offboarding process in Therefore to meet Access Control standards in compliance frameworks.

AUTISM

Total open members for the month of March are 2,357, which is an increase of 90 members from February to March. The total number of referrals scheduled by the Access Call Center was 166. Of those scheduled referrals, 139 appointments were kept. Of the 139 appointments kept, 20 members were found not eligible (non-spectrum) for the Autism Benefit. The other 119 members were diagnosed with autism spectrum disorder (ASD) and found eligible for services under the Autism Benefit.

The ASD Department provided training and support to The Children’s Center I/DD program and Psygenics IMH and SED programs on how to access ASD services, necessary documentation for benefit, and communicating with ABA providers.

To improve access to the Autism Benefit, the DWIHN Autism page was updated with 4 different videos 1) Significance of Early Intervention; 2) Is My Child at Risk for Autism; 3) Autism Evaluation & Applied Behavioral Analysis Services; and 4) ASD Diagnosis.

INNOVATION AND COMMUNITY ENGAGEMENT

Co-Response Services:

The DWIHN/DPD Mental Health Co-Response Partnership – The co-responders responded to a total of 646 encounters second quarter; 132 were connected to a service. DWIHN continues to have a Behavioral Health Specialist (BHS) embedded at DPD’s Communication Center to assist with any calls that need mental health support and resources. During this quarter, there were 59 individuals referred for follow-up.

Jail Navigator Program:

DWIHN continued to oversee and manage the Mental Health Jail Navigator Project. The goals are to Reduce the length of stay in jail. The Jail Navigator program received 18 referrals and of those interviewed, 5 were accepted into the program and connected to residential treatment. Other individuals not interested in residential were referred to the 36th District Mental Health Court. DWIHN has partnered with the 36th

District Court to hire a Court Assessor to attempt to ensure that individuals with a behavioral health needs are properly screened and referred to the Mental Health or Drug Treatment Court Docket.

Justice Involved Initiative	Number of Encounters/Screened
Co-Response Teams	646
Mental Health Jail Navigator	22
Communications Behavioral Health Specialist	59
Detroit Homeless Outreach Team	215

Crisis Intervention Teams (CIT):

Divert people with mental illness away from jail and into treatment. CIT creates partnerships between law enforcement, mental health providers, hospital emergency services, and individuals with mental illness and their families. Through collaborative community partnerships and intensive training, CIT improves communication, identifies mental health resources for those in crisis, and ensures officer and community safety.

DWIHN hosted two CIT 40-hour block trainings during the quarter, one course for dispatchers and call-takers, and one course in Crisis Response Training for Detroit Police Academy cadets. DWIHN also held one CIT for Executives course and two CIT Advanced courses which focused on responding to crisis situations when weapons are involved.

INTEGRATED HEALTHCARE

Behavioral Health Home (BHH):

❖ Current enrollment - 510 members (February- 486)

Opioid Health Home (OHH):

❖ Current enrollment - 532 members (February- 381)

Certified Community Behavioral Health Clinic- State Demonstration (CCBHC):

❖ Current enrollment- 3,390 members (Jan.- 3,297)

DWIHN continues to work at ensuring enrollment data is accurate in both the DWIHN and State systems.

There has been a reported issue with the number of reported claims/contacts per month compared to the number of enrollees. The number of enrollees is higher than the number of monthly contacts reported, which is resulting in MDHHS recoupment. The DWIHN Health Home Director has done a detailed review all provider enrollee, met with each provider individually, and has given deadlines for claim submission for both BHH and OHH services. It is anticipated that there will be a large decrease in OHH enrollees following this effort as they are not meeting the criteria for these supportive services. There are also some providers that have been billing for OHH but the member is not enrolled in the State system. Providers have been working with DWIHN to update these enrollments. This information, along with health home outcome measures, is being developed in a dashboard for easier monitoring moving forward.

QUALITY

For FY 23 1st Quarter, DWIHN met all State standards for Performance Indicators. Two of the eight DWIHN reported indicators do not have standards yet but are likely to be released later this year. Indicator 10, or the percentage of readmissions of children and adults to an inpatient psychiatric unit within 30 days of discharge from an inpatient, for the 1st Quarter of FY 23 met State standard of less than 15% and was at 14.03% total (7.51% for children and 14.69% for adults). This has been a challenging Indicator for DWIHN historically but has continued to improve steadily. The reporting percentage for Indicator 2a (Access of services or Biopsychosocial within 14 days of request) continues to show improvement from Q3 (37.8%) to (45.15%) Q1 and very preliminary Q2 at 46.55%.

SUBSTANCE USE SERVICES

SUD Authorizations: SUD UM staff approved 1359 authorizations between 3/1/23 and 3/30/23. Of these 1359 authorizations, 1327 (97.6%) were approved within applicable timeframes.

Michigan Department of Corrections: MDOC individuals are screened and referred to treatment within 24 hours from contacting the Access Center.

Month	MDOC SUD Referrals	Number Admitted to Treatment
January	207	103
February	209	96
March	254	107

March- Admitted Members Level of Care

IOP Level 1	2
IOP Level 3	1
OP MAT	5
Outpatient	26
Residential 3.5	40
Residential 3.7	51
Residential Detox	17
Recovery Services	11
Total	107

Universal Audit Tool:

PIHPs have formed a group to create a universal audit tool for both prevention and treatment services. The goal is to have to accepted at all regions with this process completed this fiscal year for implementation.

Recovery Coach Outreach Initiative with Sobriety House:

SBIRT via AUDIT/DAST is being delivered at DMC-RH (Receiving Hospital) by Peer Recovery Coaches from 5 am-1 am (20hrs) Monday thru Friday, with occasional services provided at DMC-HH (Harper Hospital) and on-call for weekends. The services delivered are SBIRT screenings with brief interventions that include distributing educational materials on the harmful effects of substance abuse, referrals for treatment, transportation assistance, additional educational material on healthy living, safe sex, and harm reduction. There have been 65 SBIRT screenings, with 49 admitted into residential treatment for March. A total of 75% were admitted to treatment.

Training and Events:

6th Annual Rally and Advocacy Day at the Michigan State Capitol- Be the Voice of Change - UFAM Rally 2023 is a great opportunity for those in Michigan to be heard! The UFAM Rally creates Strength in Unity to eliminate stigma, highlight improved access to treatment, support prevention, and promote recovery from addiction through advocacy, education, and outreach. The rally will be held on May 18 from 10am-4pm, <https://ufamichigan.org/>

2023 Michigan Harm Reduction Summit- MDHHS is pleased to announce that registration is now open for the 2023 Michigan Harm Reduction Summit! This year's summit will be hosted in-person in Lansing on May 16-17, 2023 at the Lansing Center.

Co-Occurring Disorder Conference: The 25th annual Co-Occurring Disorders Conference will be held on Monday, April 17th, called "Brave New World: Balancing Ethics, Pain Management and Addictions." The conference will be held at the NMC Hagerty Center in Traverse City from 8am-5pm; 7 CEs available.

RESIDENTIAL SERVICES

There were 135 residential referrals to the Residential Department in March 2023. Referral trends include: six identified Intellectual/Developmentally Disabled (I/DD) members that qualify for HAB Waiver services, 15 DHHS referrals received for youth aging-out of the foster care system, and a significant increase of I/DD CRSP referrals (31 cases for March) for members requesting to go into specialized placement from their family homes. There were two facility closures and seven member discharges in the month of March.

Service Authorizations:

Authorizations Processed	1228
Authorizations Approved	1088
Authorizations Returned	140

*63% increase in authorization requests from February to March 2023.

- Interim IPOS Completed by DWIHN Auth Team 54
- Requests Submitted to Residential Care Specialists 355
- Requests Processed Through MHWIN Queues 873

State Hospitals:

- New Referrals Received: 5
- Number of members placed: 5
- Pending Charges: 12

COVID-19 Cases:

# of COVID-19 Positive Cases: 2/27/23 – 3/29/23	0
AMI 0	
IDDD 0	
Related Death Cases: 2/27/23 – 3/29/23*	0
AMI 0	
IDDD 0	
DCW Staff COVID-19 Positive cases	0

Departmental Projects:

- 1) Develop specific programs as they pertain to increased placement requests of MDHHS age-out foster children and LGBTQI+ communities. Work with identified CRSPs to develop programming to meet increase service needs of the DHHS foster care and LGBTQI+ communities.
- 2) Implementation of quarterly meetings with guardianship corporations to begin dialogue addressing needs and concerns as they relate to DWIHN members.
- 3) Review current specialized residential facilities to develop detailed service gap analysis of over- and under-utilized facilities.
- 4) Overview and reinstatement of DWIHN pre-placement facilities and provider quarterly meetings to review policies and procedures.
- 5) Identify and contract with new provider partners that are trained to work with special populations in both transitional and long-term residential sites.

UTILIZATION MANAGEMENT

Habilitation Support Waiver (HSW):

There are 1,084 HSW slots as of 3/31/23. A total of 1,004 slots are filled and 80 are open, for a utilization rate of 92.6% (target is 95%). The collaboration between the Residential and UM Departments has recently

launched and, in a short period of time, has already identified 2 members to enroll into HSW. The HSW team has also been notifying CRSPS on a monthly basis of identified potential enrollees with IPOS' due within a month and have asked that the CRSPs enroll those members into HSW. For the months of March and April the providers are actively working to enroll approximately 10 additional members. We anticipate both strategies to improve enrollment numbers. The HSW team has begun meeting with individual CRSP teams to re-educate them on HSW and enrollment as well.

To address timeliness of recertifications; a clear timeline which includes follow up by ELT has been established. To improve efficiency and ease of data tracking, Wayne Center has fully transitioned to direct entry into the WSA and NSO is in the final stages of the process.

General Fund:

Members requesting General Fund Exceptions are:

- Without health care benefits at the time of the start of behavioral health services
- Returning for services without health care benefits after an absence
- Actively receiving services and experiencing a lapse in insurance benefits

The following chart shows the FY 2022-2023 number of approved authorization requests, the number of Guidance Center CCBHC approvals and the number of Advance Notices for corrections to requests and Administrative Denials issued.

General Fund Fiscal Year 2023:

	Oct	Nov	Dec	Jan	Feb	March	FY to Date
Approvals	332	327	260	316	295	335	1,865
The Guidance Center	12	12	11	5	36	23	99
Advance Notices	257	266	203	285	196	211	1,418
Administrative Denials	9	10	9	9	11	8	56

Higher Level of Care Admissions:

As of 3/31/23, the UM Team managed a total of 711 new admissions across the provider network. This data includes inpatient, partial hospitalization, and crisis residential services. In the month of March there were 696 (non-MI Health Link) admissions for inpatient treatment, reflecting a 12.8% increase from the 617 inpatient admissions during February 2023.

Total Admissions as of 3/31/2023:

- Inpatient: 696
- MHL Inpatient: 4
- Partial Hospital: 113
- Crisis Residential: 32 (adults – 25 and children - 7)
- Total Admissions: 845

The UM and Crisis Services teams continue to work on increasing education & utilization of other step down and diversion resources. UM Higher Levels of Care (HLOC) staff has completed MiTel phone system training with IT and to start an aftercare scheduling pilot on 4/5/23.

Authorization Timeliness:

There were 1,621 authorizations manually approved by the UM department in March. This number is reflective of non-SUD, non-residential, non-urgent pre-service authorizations. Of these manually approved authorizations, 93.3% were approved within 14 days of request. Timeframes of Outpatient Service Authorizations continues to be examined for possible adjustments in accordance with the feedback being received from providers. At this time, the UM department is preparing a training to assist CRSP Providers in inputting authorization requests correctly in order to minimize delays caused by authorizations needing to be sent back to be corrected.



BOARD COMMUNICATIONS REPORT- April 2023

Student Athlete Campaign Update:

Shout out to Cass Tech for winning their first state basketball championship (congratulatory posts on Facebook, Instagram, Snap Chat, TikTok)

Social Media Influencer-Sports Psychology Solutions (SPS Edge) Six-month campaign, contract was signed in early April. Has already started posting, working on mental health posts as well. Scope of Services includes:

SPS Monday Motivation

Every Monday, Lindsay Huddleston of SPS provides an approximate 7–10-minute motivational speech based on personal experiences or current events. The following statement will be made: “SPS Monday Motivation is brought to you by the Detroit Wayne Integrated Health Network”.

SPS Team of the Week

The SPS Team of the week highlights selected teams through the following deliverables:

- In practice full team interviews converted to a YouTube link.
- Head Coach interview converted to a YouTube link.
- Branding to include “This is brought to you by the Detroit Wayne Integrated Health Network. Please Like and Subscribe”.

SPS Game of the Week

The SPS Game of the week is a highly anticipated match-up between two high school teams. SPS will interview the Game of the Week coaches and select players along with providing updates and highlights on Sports Psychology Solutions Facebook Live page and other social media platforms. SPS will promote the SPS Game of the Week as “Sponsored by the Detroit Wayne Health Integrated Network. Please Like and Subscribe”.

The SPS Edge Show Podcast

The SPS Edge Show Podcast is a weekly 1-hour show that discusses current events and topics that relate to sports culture, mental toughness and social justice. The show airs every Thursday at 6pm and can be watched live on Facebook and YouTube at The SPS Edge. The SPS Game of the week will be highlighted during all sponsor acknowledgements during the show with a minimum of three mentions stating: “Sponsored by the Detroit Wayne Health Integrated Network. Please Like and Subscribe”.

The SPS Edge Digital Platforms Include:

- Sport Psychology Solutions Facebook
- Sport Psychology Solutions Twitter (@TheSPSEdge)
- Sports Psychology Solutions Instagram (SPS Edge)



- Sports Psychology Solutions YouTube (The SPS Edge)
- www.TheSPSEdge.org

Along with weekly interviews of players and teams, here are examples of spring/summer events:

Promotion during the Horatio Williams Foundation Annual Coaches Clinic, Promotion at AAU Games and Interviews with Wayne County Players and Teams

DWPHN Outreach to student athletes also includes:

DPSCD Track & Field "9th Annual Courageous Invitational" at Wayne State on April 29th

DPSCD City Championship on May 27th at Renaissance High School

2 MHSAA Events-(could be Track & Field, Baseball, Golf, Lacrosse, etc.) date and time TBD

Planning student athlete Courageous Conversation with Youth United in early June

Detroit PAL-Will begin partnering in June

Peyton Kemp-8th grade basketball player and social media influencer-has passed on the opportunity to work with DWPHN as he wants to focus on being eligible for the NCAA

No Blood, No Foul-still researching

Cassius Winston "Smooty"-Albion University- still researching, 89 followers on Instagram, 216 followers on Insta Fan page

Zach Winston (Cassius' brother) - Albion University 4,192 followers on Insta (have college athletics covered with SPS Edge) looking for younger, middle school athletes

The Communications department wants to acknowledge the messages on Instagram sent from Ms. Ruth

Mr. Basketball 2023-Tyler Jamison, Port Huron Northern High School

<https://www.instagram.com/reel/CqTVN81Ak2V/?igshid=YmMyMTA2M2Y=>

https://www.instagram.com/p/Cqnrn_ElsN0/?igshid=YmMyMTA2M2Y=

<https://www.instagram.com/reel/CqyG7CdgHiF/?igshid=YmMyMTA2M2Y=>

Media:

CBS Detroit

CBS National produced a documentary called, Connecting the Dots, taking a look at kids and mental health. The local CBS Detroit affiliate aired a weeklong series and invited DWPHN to talk



about access to services, resources and crisis services. DWIHN president/CEO Eric Doeh was interviewed as well as Clinical Officer Ebony Reynolds and NAMI Michigan Executive Director Kevin Fischer.



WDIV TV 4

The DWIHN Communications team along with Channel 4 videotaped the new *Who is DWIHN?* campaign began airing in March. The messaging consists of people served by DWIHN, providers and community members talking about DWIHN services. The message can be seen at the link below on the DWIHN YouTube channel:

<https://www.youtube.com/watch?v=W6qe7Z1Qdgg>

Radio

Youth United's Youth Involvement Specialist Bianca Miles was interviewed for the Anthony Adams live radio talk show on March 14th as they discussed youth activities and the state of young people and their mental health. His show airs on 910 AM Superstation.



Outdoor Media

DWIHN Communications is working with outdoor media vendors on third quarter creative designs which will include messaging near bus shelters and bike racks near Huntington Place and the downtown area in time for the International CIT Conference in Detroit in August. Also,



billboards are being created for the Youth United 20th anniversary, below is a sample. Between both the SUD and Communications campaigns, thousands of people see the DWIHN billboards every day and on average about two million impressions are estimated weekly.



Media Partners:

El Central and Community Publishing



YouTube

The National Council on Alcoholism and Drug Dependence created an alcohol awareness message for the month of April with the assistance of DWIHN. It can be seen on the DWIHN YouTube channel: <https://www.youtube.com/watch?v=10XUyMg-Nsw>

DWIHN continues its SUD messaging with various local media and on social media platforms including: Ask the Messengers, Comcast, Cumulus Radio, Fox 2 News, Global Media Television (formerly Middle Eastern TV), Mind Matters with Dr. Michele Leno, Scripps Media, WDIV-TV 4, Facebook, Instagram, Linked In, Twitter, Tik Tok, SnapChat, streaming platforms include Pandora and Spotify. This month's Recovery Live Global show which can be seen on YouTube focuses on SHAR House, a SUD treatment and prevention provider: https://www.youtube.com/watch?v=n_20WpgLEZI



Social Media:

Social Media Influencer contracts were negotiated in March with The Capital Brand and Detroit Youth Choir and will be completed in April. In next month's report we will share information and the marketing plan.

March was Development Disabilities Awareness month, celebrating CV member and Miss Wheelchair Michigan Jaime Junior with a mental health message posted on Snapchat, TikTok, Instagram Reels, and YouTube Shorts.



Top Performing Posts:

Facebook

[Looking for community events to share?](#)

LinkedIn:

[It's World Autism Awareness Day](#)

Instagram:

[Celebrate Counseling Awareness Month!](#)

Twitter:

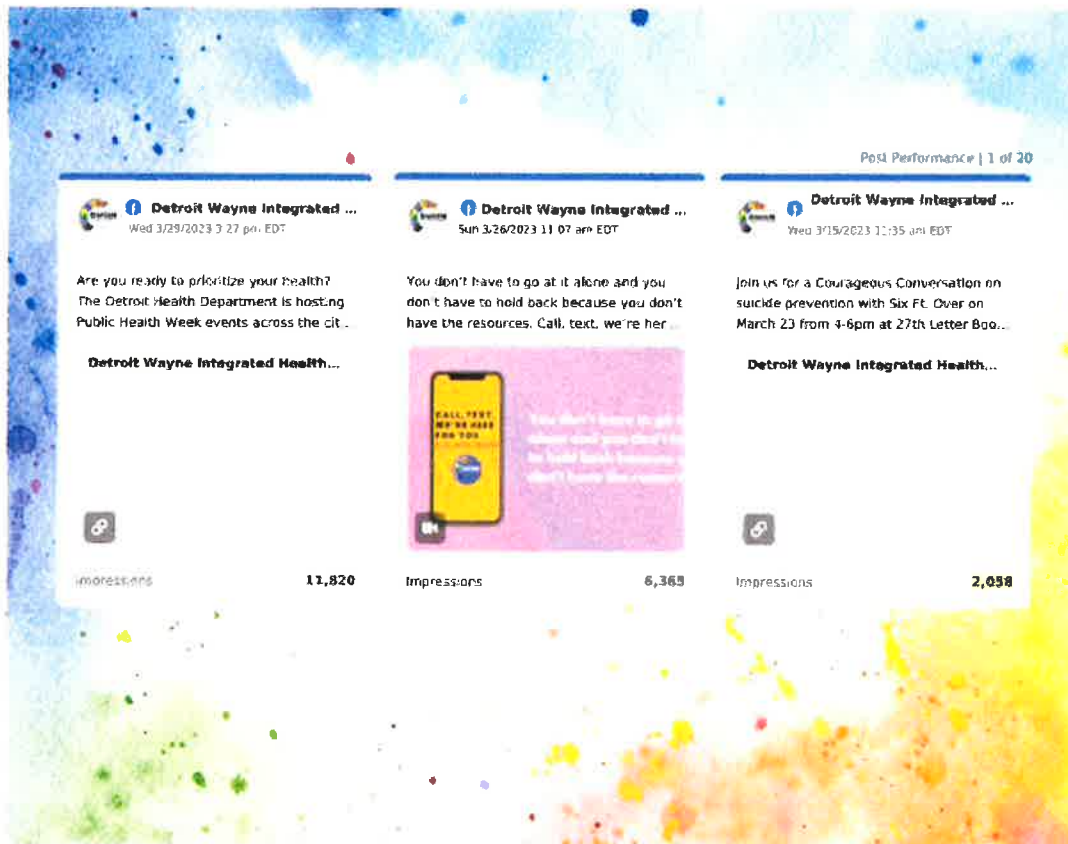
[Tune in Sunday to hear Eric Doeh](#)

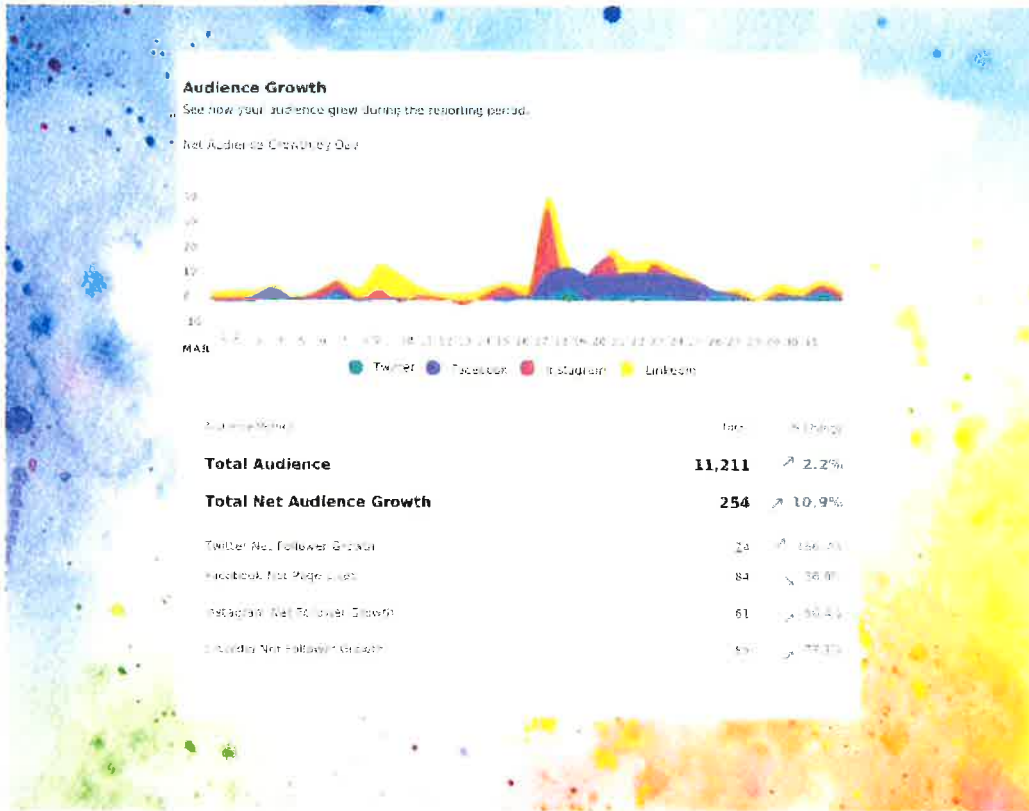
Impressions are different from reach because **it doesn't count people who click or engage with your content, just those who are exposed to it.** If your ad was displayed 500 times on social media, your impressions would be 500. On all social media accounts, impressions,



engagements, and post link clicks grew in March. Our net audience growth across all platforms increased by 10.9%.

Top posts included DWHN'S Public Health Week post which garnered 11,820 impressions.





DWIHN/Youth United/ Youth Move Detroit Community Outreach Recap

March 8th DWIHN: Staff attended the National Disability Institute’s Intersectionality of Diversity and Disability event at Wayne County Community College in Detroit.

March 10th-DWIHN was presented with the Community Champion of the Year Award from Sobriety House during a special ceremony sponsored by DMC.

March 13th March DADness, at The Children’s Center, Youth Involvement Specialist Bianca and NW regional coordinator Natalie provided resources.

March 17th: Wayne County Fatherhood Initiative at The Children’s Center, Youth Involvement Specialist Bianca and NW regional coordinator Natalie attended.

March 23rd: DWIHN Staff attended the Care to the Core DHS Wellness Fair at Dearborn High School.

March 23rd: Courageous Conversations with 6ft Over, Topic: Suicide Prevention. Youth Advocates and community members attended the event in Corktown.



March 24th: Youth MOVE Detroit Bowling Meet n Greet at Thunderbowl Lanes with about 40 participants.

March 25th: Crisis to Connection: Imperative for our Black Boys. Youth MOVE Detroit & Youth MOVE advocates attended Panel and press conference.

March 25rd: DWIHN staff attended a Wellness & Wholeness Community Outreach event in Detroit.

March 30th- DWIHN President/CEO Eric Doeh and Director of Communications Tiffany Devon participated in a Behavioral Health Town Hall discuss with Speaker Pro Tempore Laurie Pohutsky and Stephanie Young.

March 31st-DWIHN staff attended and President/CEO Eric Doeh and Chief Medical Officer Shama Faheem was a panelist at the Institute for Trauma and Economic Justice conference.

**DETROIT WAYNE INTEGRATED HEALTH NETWORK
BOARD ACTION**

Board Action Number: #22-61R2 Revised: Y Requisition Number:

Presented to Full Board at its Meeting on: 4/19/2023

Name of Provider: Roncelli Inc

Contract Title: Milwaukee Crisis Center Renovations

Address where services are provided: None

Presented to Executive Committee at its meeting on: 4/17/2023

Proposed Contract Term: 4/1/2023 to 12/31/2023

Amount of Contract: \$ 16,100,000.00 Previous Fiscal Year: \$ 14,600,000.00

Program Type: Modification

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

Date Contract First Initiated: 5/1/2022

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).

This revised board action is requesting approval to increase the current contract by \$1.5 million for a total contract amount of \$16,100,000.

The additional funds are being requested to address the following:

- 1) Building exterior brick and facade Improvements (up to \$1,100,000).
- 2) Additional construction contingency - 8% of the remaining contract value (\$400,000)

This request was presented and approved at the Building Committee meeting held on March 31, 2023.

DWIHN will not renegotiated the existing term loan incurring additional fees and interest rather DWIHN will utilize local funds to pay the additional costs and seek Medicaid reimbursement through depreciation expense in accordance with GAAP and GASB accounting standards.

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

Source of Funds: Multiple

Fee for Service (Y/N):

Revenue	FY 22/23	Annualized
Multiple	\$ 16,100,000.00	\$ 16,100,000.00
	\$	\$
Total Revenue	\$	\$

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

Type of contract (Business/Clinical): Business

ACCOUNT NUMBER: 00000.158000.00000

In Budget (Y/N)? Y

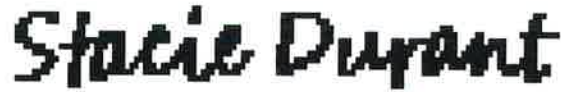
Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:



Signed: Wednesday, April 12, 2023

Signed: Wednesday, April 12, 2023

BOARD ACTION TAKEN

The following Action was taken by the Full Board on the 19th day of April, 2023

- Approved
- Rejected
- Modified as follows: _____

Executive Director - Initial here: _____

Tabled as follows: _____

Signature Lillian M. Blackshue
Board Liaison

Date 4/19/2023

**DETROIT WAYNE INTEGRATED HEALTH NETWORK
BOARD ACTION**

Board Action Number: 23-07 R3 Revised: Y Requisition Number:

Presented to Full Board at its Meeting on: 4/19/2023

Name of Provider: DWIHN Provider Network - see attached list

Contract Title: Provider Network System FY 22/23

Address where services are provided: Service Provider List Attached

Presented to Program Compliance Committee at its meeting on: 4/12/2023

Proposed Contract Term: 10/1/2022 to 9/30/2023

Amount of Contract: \$ 804,448,924.00 Previous Fiscal Year: \$ 677,393,988.00

Program Type: Continuation

Projected Number Served- Year 1: 75,000 Persons Served (previous fiscal year): 71,682

Date Contract First Initiated: 10/1/2022

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 23-07 R3 is a request to add 2 new providers to the DWIHN provider network. BA 23- 07R2, approved by the DWIHN Board on 3/15/23, added 1 newly credentialed provider. BA 23-07 was approved by the DWIHN Board on 9/21/22. BA 23-07 R3 requires no budget increase due to reallocation of funds within the total budget.

(DWIHN) DWIHN is requesting approval for continued funding for the Provider Network System for the fiscal year ended September 30, 2023. 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 current year activity and are subject to change.

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): N

Revenue	FY 22/23	Annualized
Multiple	\$ 804,448,924.00	\$ 804,448,924.00
	\$ 0.00	\$ 0.00
Total Revenue	\$ 804,448,924.00	\$ 804,448,924.00

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, March 24, 2023

Signed: Friday, March 24, 2023

BOARD ACTION TAKEN

The following Action was taken by the Full Board on the 19th day of April, 2023.

Approved

Rejected

Modified as follows: _____

Executive Director - Initial here: _____

Tabled as follows: _____

Signature Lillian M. Blackshue
Board Liaison

Date 4/19/2023

**DETROIT WAYNE INTEGRATED HEALTH NETWORK
BOARD ACTION**

Board Action Number: 23-62 Revised: Requisition Number:

Presented to Full Board at its Meeting on: 4/19/2023

Name of Provider: Detroit Central City C.M.H., Inc., Development Centers Inc., Southwest Counseling Solutions, Wayne Metropolitan Community Action Agen, Coalition on Temporary Shelter

Contract Title: HUD Permanent Supportive Housing (PSH)

Address where services are provided: Various locations throughout Wayne County

Presented to Program Compliance Committee at its meeting on: 4/12/2023

Proposed Contract Term: 2/1/2023 to 4/30/2024

Amount of Contract: \$ 2,266,426.00 Previous Fiscal Year: \$ 2,216,218.00

Program Type: Continuation

Projected Number Served- Year 1: 330 Persons Served (previous fiscal year): 314

Date Contract First Initiated: 10/1/2004

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 recommends Board approval to renew and disburse U.S. Department of Housing and Urban Development (HUD) Continuum of Care (CoC) Permanent Supportive Housing funds for existing grant programs: COTS, Development Centers, Inc. (DCI), Central City Integrated Health (CCIH), Southwest Counseling Solutions and Wayne Metropolitan Community Action Agency.

This Board Action also recommends approval for the disbursement of the required local match to DCI, COTS and CCIH.

Approval of this Board Action will allow for renewal, acceptance and disbursement of HUD Continuum of Care (CoC) permanent supportive housing grant funds in the amount of \$2,161,641 and the

Detroit Wayne Integrated Health Network general fund match of \$104,785 for an amount not to exceed \$2,266,426

The Providers listed in this Board Action submitted applications for renewal to the local Continuum of Care and were awarded for renewal for the HUD FY 2022.

These programs will continue to provide permanent supportive housing and supportive services to individuals and families in Detroit and Wayne County who have a serious mental illness/disability and are experiencing homelessness.

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

Source of Funds: General Fund,HUD

Fee for Service (Y/N): N

Revenue	FY 23/24	Annualized
HUD	\$ 2,161,734.00	\$ 2,161,734.00
General Funds	\$ 104,692.00	\$ 104,692.00
Total Revenue	\$ 2,266,426.00	\$ 2,266,426.00

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

Type of contract (Business/Clinical): Clinical

ACCOUNT NUMBER: MULTIPLE

In Budget (Y/N)?

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Eric Doeh

Signed: Thursday, April 6, 2023

Signature/Date:

Stacie Durant

Signed: Thursday, April 6, 2023

BOARD ACTION TAKEN

The following Action was taken by the Full Board on the 19th day of April, 2023

Approved

Rejected

Modified as follows: _____

Executive Director - Initial here: _____

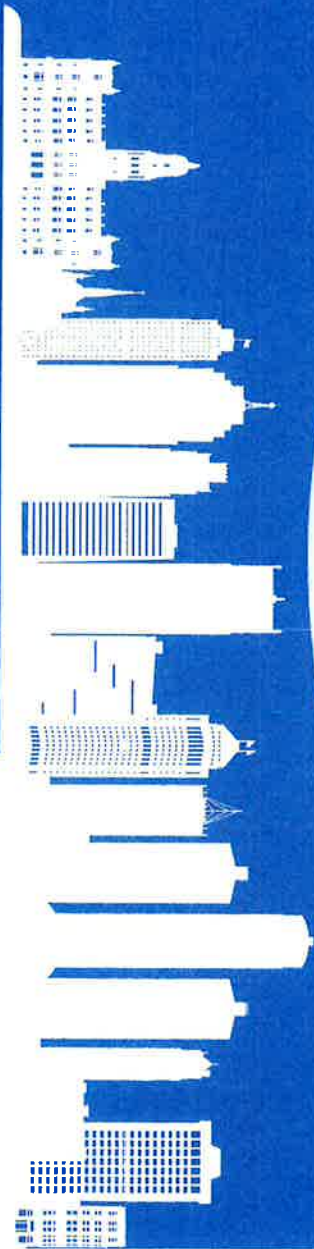
Tabled as follows: _____

Signature Lillian M. Blackshue
Board Liaison

Date 4/19/2023



the youth connection



VISION: TO INSPIRE ALL YOUTH AND FAMILIES THAT WE TOUCH TO ACHIEVE THEIR FULL POTENTIAL.

DETROIT, MI



Getting to Know Us

TYC Substance Use Prevention Presentation for

DWIHN Board of Directors

March 15, 2023



Grengae Dudley, Ph.D.
President and CEO



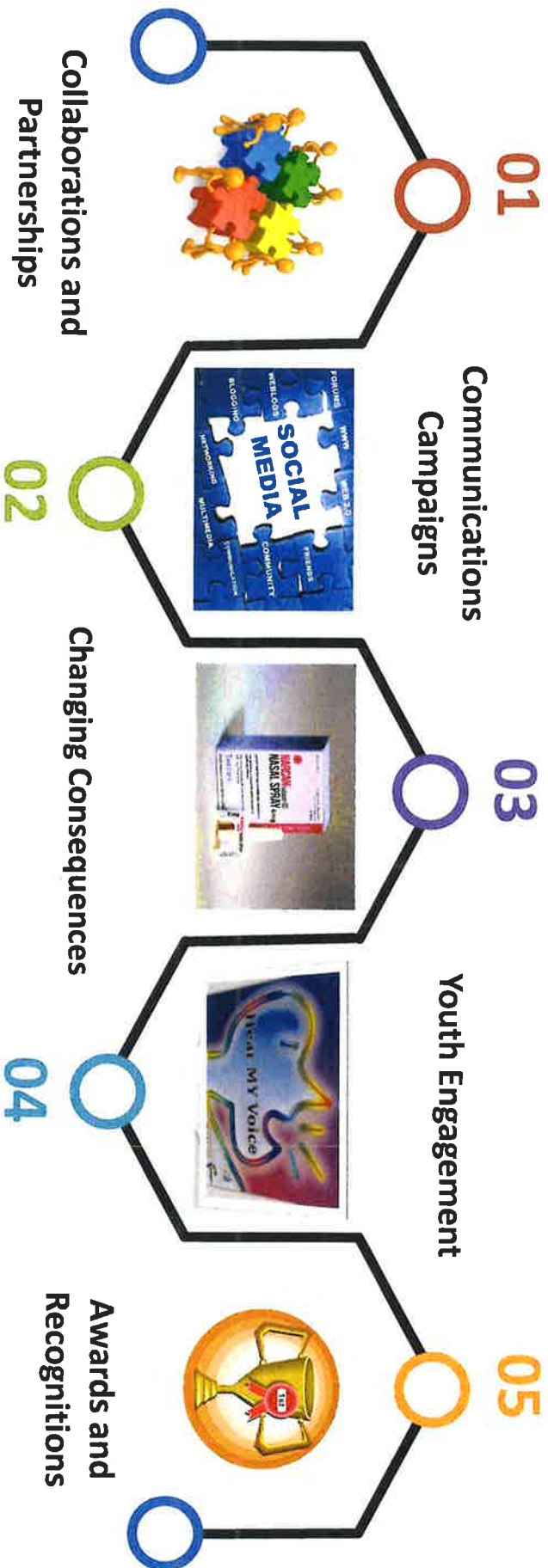
Jeff Griffith
Chief Operating Officer

Our Mission: The Youth Connection is committed to connecting all youth and families in Metro Detroit to a brighter future by providing quality programs and supportive services.

Values: ACCOUNTABILITY | INNOVATION | INTEGRITY | COMPASSION | TEAMWORK

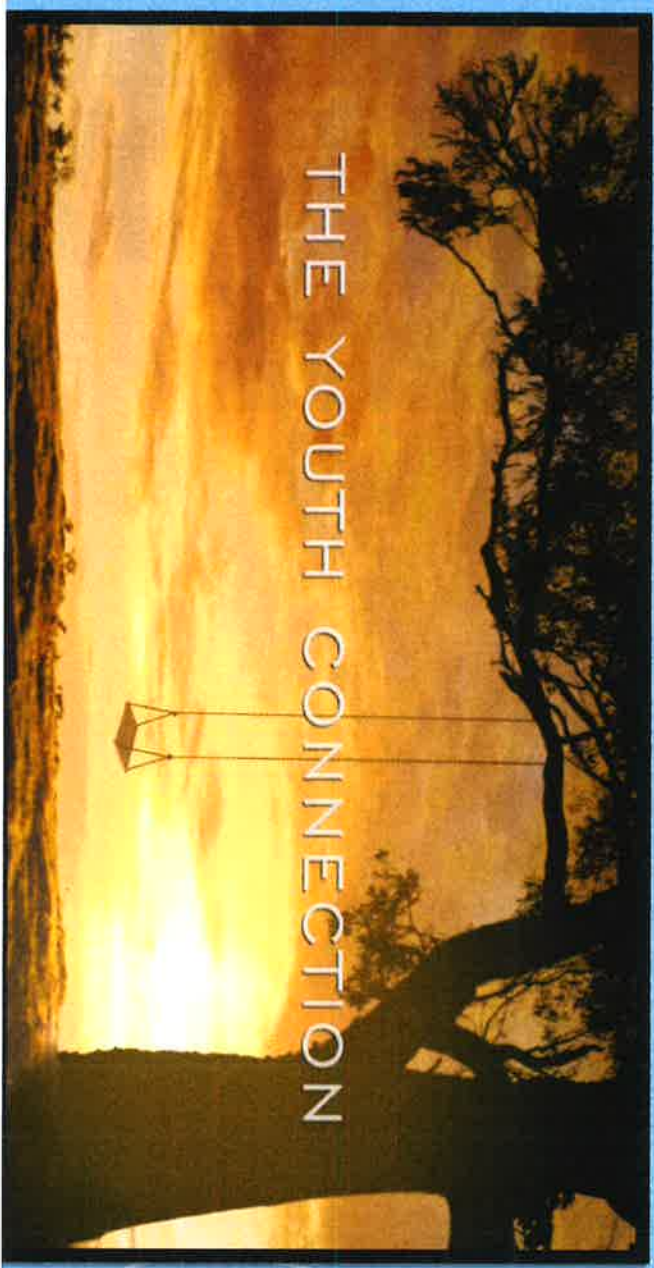


Project Accomplishments



Strengthening Families 10-14

- ❖ TYC was the first in the country certified by the developer to implement Strengthening Families 10 -14 virtually.
- ❖ 2022 Eight (8) parents who participated were trained as facilitators
- ❖ October 2021 – September 2022: 82 Families, 323 participants completed the 7 weeks
- ❖ Hosted 3 listening session to obtain participant feedback
- ❖ Outcome results from Iowa State University shows statistically significant improvements for both adults and youth



Deb 'O Rah Mitchell
Health Wellness and Prevention
Director



Frederick Smith
Lead Program Facilitator
Social Media Coordinator



Alexia Norman
Facilitator



Starla Hairston
Facilitator

Oct. 1, 2021 to September 30, 2022

Lifeskills - 172 participants

16 Schools

- Annapolis middle school
- Academy for Business and Technology
- Hanley International
- Bates Academy
- Daly Elementary
- Tomlinson Middle School
- Pershing High school
- Dove Academy
- Susan Blackwell Academy
- Bunche middle School
- Fisher upper
- Fisher Lower
- Nolan Academy
- Marian Law Academy
- Allen Academy
- Highland Park Renaissance Academy



 Botvin
LifeSkills® Training

Evidence-Based Prevention Programs for Schools, Families, and Communities

The Youth Connection Obesity Prevention

12D2: Fit 'N Fun Family Club

- I2: Increase physical activity and increase fruits and vegetable intake.
- D2: Decreasing sugary drinks and decrease screen time (TV, computer, video games, phone apps, etc.).

Nationally recognized by Johnson & Johnson Community Health Program, Johns Hopkins University's Bloomberg School of Public Health, and the American Public Health Association.



Community Engagement - Social media campaigns

The following message may be upsetting to those who have lost a loved one to overdose.

If you would like to talk to someone, a 24/7 helpline is here for you.

(800) 241-4949



Platform	Goal	Delivered
YouTube	100,000 Impressions	124,911 Impressions 241 Clicks
YouTube	1,000 Completed Views	15,082 Views

9.87% of People Chose To View Our PSA In

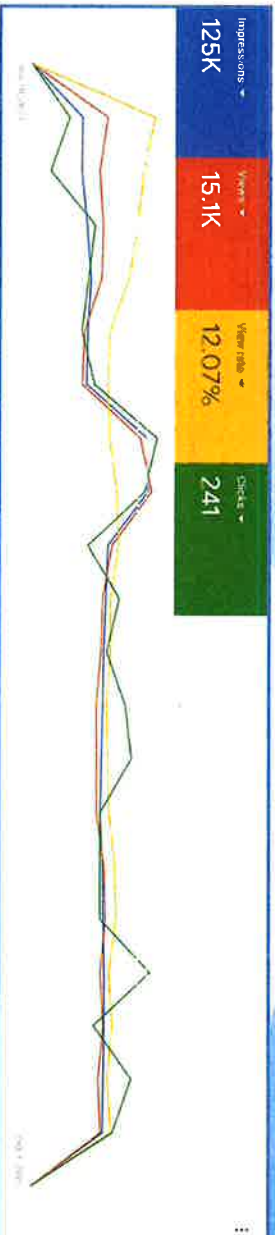
Platform	Total Campaign Reach	Total Campaign Engagements
Facebook/IG	31,682 Ppl	579 Engagements



Platform	Goal	Delivered
SOS Data - Zip Code Targeted Web Banners	760,000 Impressions	1,910,000 Impressions
	ns	ns
	ns	1,710 Clicks

BE A HERO. STOP AN OVERDOSE.
Get trained for FREE today!

Love Detroit
Prevention Coalition
HOPE
DWHN

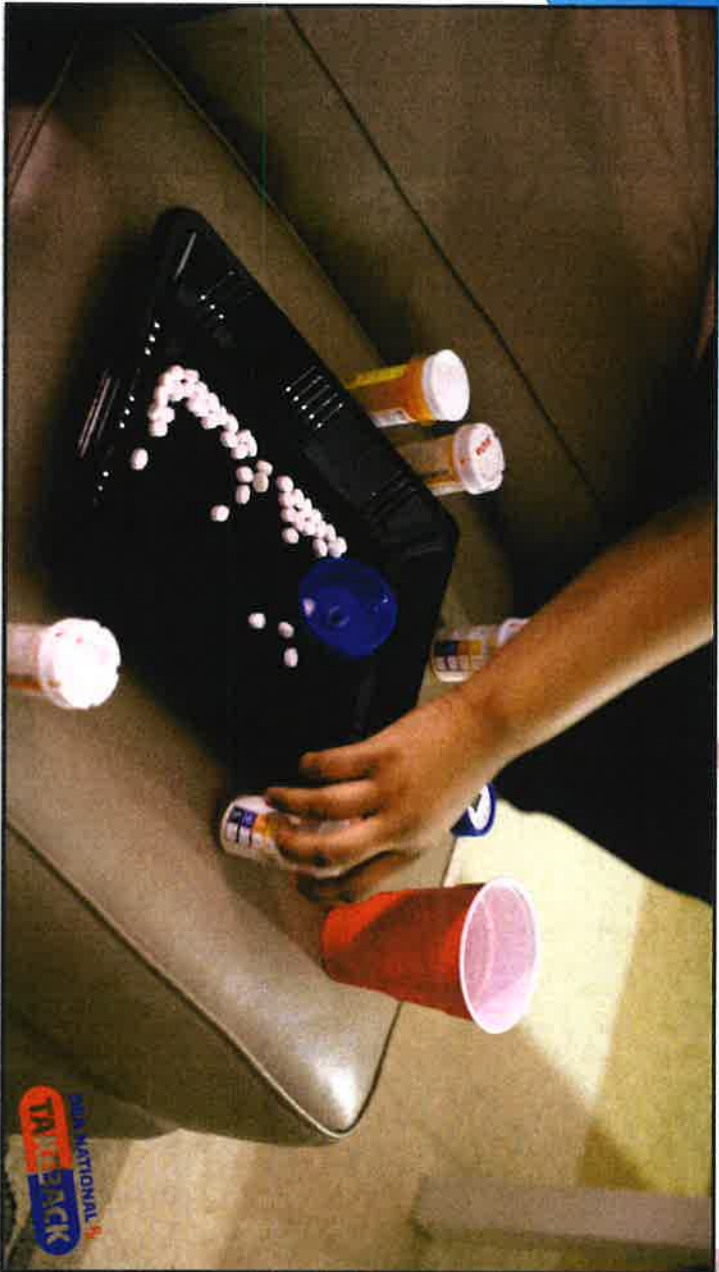


ACCOUNTABILITY | INNOVATION | INTEGRITY | COMPASSION | TEAMWORK

BE A HERO. STOP AN OVERDOSE.
Get trained for FREE today!

Love Detroit
Prevention Coalition
HOPE
DWHN

DEA Take Back
Skittles Party
Don't be the
Dealer



DEA NATIONAL
TAKE BACK



Narcan Training Harm Reduction

Total Trained: 5,772

10/1/2018-Date

Lives Saved: 71



Please use the QR code below to complete your Narcan replacement request.

Need to replace your Narcan?



SCAN ME

Questions? Contact Heather Fitzgerald at 313.283.0188 or hitzgee.walshreportconnection.org



12 23 Sites

- Detroit Health Department (Behavioral Health)
- Detroit Police Department
- TYC Board of Directors and staff
- Love Detroit Prevention Coalition
- WSU Law Enforcement and School of Pharmacy
- Lambda Kappa Sigma and Generation RX
- City of Detroit General Services Parks and Recreation
- St. Peter and Paul Parish
- Solomon Temple
- Perfecting Church
- Charity Lutheran Church
- Bethel AME Church
- St. John the Great Baptist Church
- Southwest Church of God
- First Baptist World Changers
- Village of Harmony Manor
- Heritage Place at Magnolia
- Pablo Davis Sr. Center
- Village of St. Marthas
- Restoration Towers
- Connor Creek Senior Home
- Theresa Maxis Senior Living
- Samaritan Center
- EZ Coalition
- CLASS Agency
- Black Caucasus Foundation
- Center for Urban Youth And Family Development
- Mackenzie Noble



2080.2 lbs. of pills

=

3,494,677.2 pills

2018-2022

One Pill Can Kill

Awards and Recognitions

2019 Community Anti Drug
Coalitions of America
Chairman's Award

Preventionist of the Year

Sy Gottlieb Award Winner

DWIHN Lives Saved Recognition

DEA Appreciation Award x2

DPD Appreciation Award
Teen Summit



Youth Awards and Recognitions

Youth presented at state
and national conferences
to standing ovations

Community activist
award from Councilman
Scott Benson and
Councilman Tate

Spirit of Detroit Award
from
Detroit City Council
Youth United
Awardees x2

Questions

