



# Detroit Wayne Integrated Health Network

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**FULL BOARD**  
**Wednesday, January 17, 2024**  
**Hotel St. Regis**  
**3071 W. Grand Blvd.**  
**Detroit, MI 48202**  
**1:00 p.m.**  
**REVISED AGENDA**

- I. CALL TO ORDER
- II. ROLL CALL
- III. APPROVAL OF AGENDA
- IV. MOMENT OF SILENCE
- V. APPROVAL OF BOARD MINUTES – November 15, 2023
- VI. RECEIVE AND FILE – Approved Finance Committee Minutes – November 1, 2023  
Approved Program Compliance Committee Minutes – November 8, 2023
- VII. ANNOUNCEMENTS
  - A) Network Announcements
  - B) Board Member Announcements
- VIII. NOMINATIONS COMMITTEE
- IX. BOARD COMMITTEE REPORTS
  - A) Board Chair Report
    - 1) Board Development – Board Study Session – (The Corner Ball Park Wednesday, January 31, 2024)
    - 2) BA#24-08 (Revised) – Professional Liability Insurance Direct Services – Long Insurance Services, LLC (Exigent Approval)
    - 3) Update Metro Region Meeting – Oakland County Host – November 30<sup>th</sup>, 2023
    - 4) Community Mental Health Association of Michigan (CMHAM) Annual Winter Conference February 6<sup>th</sup> & 7<sup>th</sup> 2024 – Radisson Plaza, Kalamazoo, Michigan (Nominations)
    - 5) National Council for Mental Wellbeing – NatCon24 – April 15-17, 2024, St. Louis, Missouri
    - 6) Regional Chamber of Commerce 2024 Mackinac Policy Conference – Mackinac Island, Michigan (May 28<sup>th</sup>– 31<sup>st</sup>, 2024)
    - 7) Community Mental Health Association of Michigan (CMHAM) Annual Summer Conference – June 11<sup>th</sup> & 12<sup>th</sup> 2024 – Grand Traverse, Michigan (Elections)
    - 8) Community Mental Health Association of Michigan (CMHAM) Annual Fall Conference – October 21<sup>st</sup> & 22<sup>nd</sup> 2024 – Grand Traverse, Michigan
  - B) Executive Committee
    - 1) CEO Annual Incentive Compensation Objectives FY23/24
    - 2) Update Board Self-Assessment

### Board of Directors

Kenya Ruth, Chairperson  
Karima Bentounsi  
Angelo Glenn

Dr. Cynthia Taueg, Vice Chairperson  
Angela Bullock  
Jonathan C. Kinloch

Dora Brown, Treasurer  
Lynne F. Carter, M.D.  
Kevin McNamara

William Phillips, Secretary  
Eva Garza Dewaelsche  
Bernard Parker

Eric W. Doeh, President and CEO



- C) Finance Committee
- D) Program Compliance Committee
- E) Recipient Rights Advisory Committee

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

**XI. UNFINISHED BUSINESS**

**Staff Recommendations:**

- A. BA#21-64 (Revised 2) – COVID Supplemental *(Program Compliance)*
- B. BA#22-66 (Revision 3) – HPS Consulting, LLC Amendment for NCQA *(Program Compliance)*
- C. BA#23-08 (Revision 2) – Crisis Intervention Services – Hegira *(Program Compliance)*
- D. BA#23-41 (Revision 2) – iMPROve Health (formerly MPRO) *(Program Compliance)*
- E. BA#23-60 (Revision 2) – Sterling Security *(Finance)*
- F. BA#24-06 (Revision 2) – DWIHN’s Provider Network System FY 23/24 *(Program Compliance)*
- G. BA#24-07 (Revision 2) – DWIHN Operating Budget FY2023/2024 *(Finance)*
- H. BA#24-37 (Revised) – MMRMA Insurance *(Finance)*

**XII. NEW BUSINESS**

**Staff Recommendations:**

- A. BA#24-48 – American Society of Employers (ASE) *(Finance)*

**XIII. AD HOC COMMITTEE REPORTS**

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

**XIV. PRESIDENT AND CEO MONTHLY REPORT**

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

**XV. QUARTERLY COMMUNICATIONS/MEDIA REPORT**

**XVI. PROVIDER PRESENTATION – None**

**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  
FULL BOARD  
Meeting Minutes  
Wednesday, November 15, 2023  
1:00 p.m.**

**BOARD MEMBERS PRESENT**

Kenya Ruth, Chair	Lynne F. Carter, M.D.
Dr. Cynthia Taueg, Vice Chair	Eva Garza Dewaelsche
Dora Brown, Treasurer	Angelo Glenn
Karima Bentounsi	Kevin McNamara
Angela Bullock	Bernard Parker

**BOARD MEMBERS ATTENDING VIRTUALLY:** None.

**BOARD MEMBERS EXCUSED:** Commissioner Jonathan C. Kinloch and Mr. William Phillips

**GUEST(S):** Ms. Lidia Reyes-Flores, Executive Director, Latino Family Services

**CALL TO ORDER**

The Board Chair, Ms. Ruth, welcomed and thanked everyone for attending the meeting. The meeting was called to order at 1:03 p.m.

**ROLL CALL**

Roll call was taken by Board member Glenn, Immediate Past Chair, and a quorum was present.

**APPROVAL OF THE AGENDA**

The Chair called for a motion on the agenda. **It was moved by Mr. Parker and supported by Mr. Glenn approval of the agenda.** There was no further discussion. **Motion carried.**

**MOMENT OF SILENCE**

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

**APPROVAL OF BOARD MINUTES**

The Chair called for a motion on the Board minutes from the Full Board meeting of October 18, 2023. **It was moved by Ms. Brown and supported by Mr. Glenn to approve the Full Board minutes of October 18, 2023.** There was no further discussion. **Motion carried unanimously.**

**RECEIVE AND FILE**

The approved minutes from the Finance Committee meeting of October 4, 2023, and the approved minutes from the Program Compliance Committee meeting of October 11, 2023 were received and filed.

## **ANNOUNCEMENTS**

### Network Announcements

Ms. T. Devon, Director of Communications, reported there were four major events occurring; the Children's Mental Health Lecture continues with the next one scheduled on Friday, November 16<sup>th</sup> the series will be held virtual from 9:00 a.m. to 11:00 a.m. and the topic is Parent Management Training; there are various additional dates listed for 2024. The Impact of Adverse Childhood Experiences (ACES) will live stream a lecture from various locations on November 30<sup>th</sup> from 9:00 a.m. to 4:30 p.m. Registration is required for both activities. The ARC is hosting its 49<sup>th</sup> Annual Noel Night Saturday, December 2, 2023 from 5:00 p.m. – 10: p.m. at the ARC Detroit 51 West Hancock Street Detroit, Michigan 48207. There will be a Mental Health Town Hall conversation with Randi Rossario on Wednesday, December 6, 2023 from 6:00 p.m. – 8:00 p.m. at the Dr. LaVonne M. Sheffield Bridge Center Library located at 9928 Grand River in Detroit, Michigan 48204. Registration is also required for this event and can be completed by scanning the QR code. Please feel free to share this information with your networks. All were invited to attend. There were no further events reported.

### Board Announcements

There were no Board announcements.

## **BOARD COMMITTEE REPORTS**

### Board Chair Report

Ms. Ruth, Chairperson gave a verbal report. It was reported the Board Study Session would be held in January, 2024. Mr. Doeh noted it would be a half day Study Session; however, Mr. Parker requested that the Board Study Session be a full day, with the agenda consisting of a half day for presentations from Administration and there be two items on the agenda with one being a Leadership Development presentation and the second being a Governance presentation to all board members. Mr. Parker noted that while at the Fall Conference he and Ms. Bullock attended a presentation, and it was very informative. A date has not been determined for the Board Study Session and it was requested that the Study Session be held after the MLK holiday and not be held on a Thursday due to scheduling conflicts. There was no further discussion.

The Board Chair, Ms. Ruth noted that the Nominating Committee appointments would be made according to the Board Bylaws. The Board Liaison will be sending a communication to the Board requesting if anyone would like to serve on the committee. There was no further discussion.

The Community Mental Health Association of Michigan CMHAM Fall Conference was held on October 23<sup>rd</sup> and 24<sup>th</sup> in Grand Traverse, Michigan. It was a good conference and was well attended. There were various organizations throughout the state represented. The workshops were informative and helpful, DWIHN provided a presentation on the Crisis Care Center and it was well attended and provided good information. Mr. Glenn noted that he had an opportunity to meet with the State Representatives about the CCBHC designation for Detroit Wayne and some of the ideas they had planned for us at the state level.

The Chair noted that it was also the kickoff orientation for the Diversity, Inclusion and Equity (DEI) Advisory Committee in which she, Ms. Brown and Mr. Parker are on; training was held this week on Monday and Tuesday, and it was a great training. The groundwork was started and there was information on getting to know one another and the Advisory committee is not just made of board members, but also directors. It was also noted that our Constituents' Voices received the Partners in Excellence Award and

two of Constituent Voice members are here today at the Full Board meeting, Ms. Nicole Gallon and Mr. Michael Squire. The Chair congratulated and thanked them for their advocacy.

The Board Chair, Ms. Ruth noted the Metro Region Meeting will be hosted by Oakland County and held in person on Thursday, November 30<sup>th</sup> at 6:00 p.m. A virtual option will also be available.

The Community Mental Health Association of Michigan (CMHAM) Annual Winter Conference will be held February 6<sup>th</sup> and 7<sup>th</sup> 2024 at the Radisson Plaza, in Kalamazoo, Michigan. Nominations will be taken at the Winter Conference; individuals do not need to be present to be nominated; if nominated CMHAM will contact the individuals to determine if they accept the nomination. Board members that are interested in attending should contact the Board Liaison.

The National Council for Mental Wellbeing – NatCon 24 will be held April 15<sup>th</sup> -17<sup>th</sup> in St. Louis, Missouri; the Regional Chamber of Commerce 2024 Mackinac Policy Conference will be held on Mackinac Island May 28<sup>th</sup> – May 31<sup>st</sup> 2024; the Community Mental Health Association of Michigan (CMHAM) Annual Summer Conference will be held in Grand Traverse, Michigan June 11<sup>th</sup> and 12<sup>th</sup> 2024. Elections will take place at the conference, individuals must be present to be elected and voting delegates will be needed; the Community Mental Health Association of Michigan Annual Fall Conference will be held October 21<sup>st</sup> and 22<sup>nd</sup> 2024 in Grand Traverse, Michigan. Board members that are interested in attending any of the conferences were directed to contact the Board Liaison. It was noted that Registration is open and lodging arrangements cannot be secured until registration takes place. There was no further discussion on the Board Chair report. The report of the Board Chair was received and filed.

#### Executive Committee

Ms. Ruth, Chairperson gave a verbal report. It was reported that due to the Diversity, Equity and Inclusion Training in Lansing, Michigan the Executive Committee met earlier today, Wednesday, November 15, 2023, at 11:30 a.m.

It was reported that a meeting has been scheduled on Tuesday, November 21, 2023, with Executive Committee members to discuss the CEO Annual Incentive Compensation Objectives for FY23/24. The objectives will be reviewed by the Executive Committee and presented to the Full Board with a recommendation from the Executive Committee in January 2024.

The Board of Directors Meeting and Committee schedule for 2024 was presented and a copy was provided to all board members; it was important to note that dates highlighted in red denote a change to either the regular meeting date or time; the April Executive Committee and Full Board meeting dates may need to be changed depending on who and the number of board members that attend NatCon 24 Conference in St. Louis, Missouri.

The Board Self-Assessment has been distributed electronically. Board members were encouraged to take a couple of minutes and complete the Self-Assessment and not wait until the January deadline. The assessment is important and will provide information on the strengths of the Board and areas for board development.

The Executive Committee also reviewed and recommended for Full Board approval four board actions BA#20-35 (Revision 3) Tetra Tech; BA#21-70 (Revision 2) Woodward Building Renovations; BA#22-68 (Revised) Staff Training Services and BA#23-61 (Revised) Board

Meeting Space. All the board actions are on the agenda under Unfinished Business. It was also reported that there was discussion regarding cancelling the December Committee and Full Board meetings. Discussion ensued regarding a motion to cancel the meetings and if one was necessary. Attorney Gray noted that if a motion was made last year, to remain consistent the Board should vote this year as well. The Chair called for a motion. **It was moved by Mr. Parker and supported by Mr. McNamara that all Board and Committee meetings scheduled for the month of December be cancelled.** There was no further discussion. **Motion carried unanimously.**

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

*The record reflects that Lynne F. Carter, M.D. joined the meeting at 1:15 p.m.*

#### Finance Committee

Ms. Brown, Committee Chair provided a verbal report. It was reported the committee met on Wednesday, November 1, 2023. DWIHN analyzed data to determine which providers will receive provider stability letters, a total of twenty (20) providers across Childrens, Adults, Substance Use Disorders and clubhouses lines of business will receive a letter. DWIHN will issue \$16.6 million in provider stability payments to sixteen (16) providers. This amount includes \$5.2 million previously paid to several providers earlier in the year. Due to Section 236 transfer request made to MDHHS for fiscal year 2023, DWIHN will receive \$1,275,000 in additional General Fund to cover a projected deficit for the fiscal year 2023. Consistent with prior years, Finance will present financial statements through November 30, 2023 at the January 2024 board meeting. No financial statements will be available in December 2023 as staff will be preparing for the annual audit. It was noted that liquidity was strong at our September 30<sup>th</sup> fiscal year end and definitely sufficient to support operations. There was a total of three (3) board actions that were moved for approval to Full Board. The next Finance Committee meeting is scheduled for Tuesday, January 16, 2024. There was no further discussion. The report of the Finance Committee was received and filed.

#### Program Compliance Committee

The Board Chair, Ms. Ruth requested the Program Compliance Committee report. Mr. Parker provided a verbal report on behalf of Dr. Taueg, Committee Chair. It was reported the committee met on Wednesday, November 8, 2023. There were year-end reports provided from the Access Call Center; Autism Spectrum Disorder; Children's Initiatives; Customer Service; Integrated Health Care; Managed Care Operations; Residential Services and Substance Use Disorder. The Chief Medical Officer provided a report on activities over the last month which were quite a few; the report of the VP of Clinical Operations was given as well as an update on the quarterly Work Plan. There were nine (9) Board actions that were reviewed and moved for approval to Full Board. There was no further discussion. The report of the Program Compliance Committee was received and filed.

#### Recipient Rights Advisory Committee

Mr. Glenn, Chair, Recipient Rights Advisory Committee (RRAC) gave a verbal report. It was reported that the Recipient Rights Advisory Committee met on November 6, 2023. RRAC is currently working on the Michigan Department of Health and Human Services Annual report and the Tri-Annual report as well. There were two new Investigators Ms. N. Foster and Mr. L. Davis and a new Administrative Assistant Ms. D. Schneider hired. There were two committee members, Ms. L. Taylor and Mr. S. Hill members that joined the Recipient Rights Advisory Committee. Ms.

A. Jackson discussed the Intake Process for the new committee members. The Committee is requesting all providers ensure their employees are trained within 30 days of their hire to remain in compliance of the Mental Health Code Citation. The next meeting is scheduled on January 8, 2024. There was no further discussion. The Recipient Rights Advisory Committee report was received and filed.

The Board Chair, Ms. Ruth, congratulated Ms. Grace Wolfe, VP of Crisis Care Services on the presentation given during the Community Mental Health Association of Michigan Fall Conference; it was standing room only and it was noted that many are interested in what Detroit Wayne Integrated Health Network is doing with Crisis Services.

*The record reflects that Ms. Bullock joined the meeting at 1:17 p.m.*

### **SUBSTANCE USE DISORDER (SUD) OVERSIGHT POLICY BOARD REPORT**

Mr. Adams, Chair of the Substance Use Disorder Oversight Policy Board, provided a verbal report. It was reported the SUD Oversight Policy Board met on Monday, October 16, 2023. There was one board action that was approved and moved to Full Board and the Black Caucus, a Substance Use Disorder provider gave a presentation to the SUD Oversight Policy Board. Updates were provided by the CEO and President, Mr. Doeh. There was no further discussion. The SUD Oversight Policy Board report was received and filed.

### **UNFINISHED BUSINESS**

#### **Staff Recommendations:**

- A. BA#20-35 (Revision 3) – TetraTech (Architectural and Engineering Services). The Facilities Department is requesting modification to Board Action #20-35R3 with TetraTech of Michigan, our existing architectural and engineering firm. We are requesting that the current contract term be modified and extended until February 29, 2024 with no impact to contract value, to accommodate delays in construction in both our Woodward and Milwaukee projects. There was no further discussion.
- B. BA#21-70 (Revision 2) Woodward Building Renovations (DeMaria). DWIHN Facilities is requesting approval to increase the current contract with DeMaria Building by \$479,781.51, for a total not to exceed contract amount of \$15,679,781.51 In addition, DWIHN is requesting to extend the contract completion date to January 31, 2024. The additional funds are being requested to address the following: 1. Completely remove and replace existing EPDM roof with a new asphalt roof (\$379,781.51); 2. Additional construction contingency for the remainder of project (\$100,000). This request was presented at the Building Committee meeting held on November 1, 2023 however it was later determined that the vendors spreadsheet had a formula error that resulted in requiring an additional \$180,000 than that presented at the Building Committee. There was no further discussion.
- C. BA#22-68 (Revised) – Staff Training Services (Mastery Technologies) DWIHN is requesting a one-year automatic renewal of the agreement with Mastery Training Services, extending the services by one year, July 1, 2023 through June 30, 2024 with an increase of \$16,000.00 for a new grand total with Mastery Training Services not to exceed \$83,093.52. The Network is extending the agreement of services with Mastery Technologies, Inc. relative to the provision of online and development to all DWIHN team members. There was no further discussion.
- D. BA#23-61 (Revised) Board Meeting Space (Hotel St. Regis) Detroit Wayne Integrated Health Network (DWIHN) is requesting approval to modify/extend the existing contract with the Hotel St. Regis to hold offsite DWIHN Board and Committee meetings. DWIHN Administration received approval on Board Action 23-61 to contract with the St. Regis Hotel located at 3071 W. Grand Blvd. Detroit, Michigan 48202 for auditorium space to hold all offsite Board and Committee meetings, in addition to 20 parking spaces at a cost of \$38,800. The hotel was selected to serve DWIHN as it is conveniently located two blocks

from our building. St. Regis in this capacity, as a condition of the agreement, provides storage and makes all spaces utilized by DWIHN suitable and readily accessible. As we continue to finalize construction at our Woodward Building, it has become necessary to extend our contract for additional dates in January-February 2024. The total cost of the new agreement is \$13,884.00 for the period 1/1/24 – 2/28/24, bringing the total amount of the contract amount not to exceed \$100,668, and a lease term through February 28, 2024. DWIHN Administration is requesting approval to modify BA#23-61 for the lease agreement with St. Regis Hotel. There was no further discussion.

**It was moved by Ms. Brown and supported by Mr. Glenn to bundle board actions #20-35 (Revision 3) Tetra Tech (Architectural and Engineering Services); BA#21-70 (Revision 2) Woodward Building Renovations (DeMaria); Board action #22-68 (Revised) Staff Training Services (Mastery Technologies) and Board action #23-61 (Revised) Board Meeting Space (Hotel St. Regis).** It was noted the above-board actions had been moved for approval from the Executive Committee. There was no further discussion. **Motion carried.** Legal informed the Chair the board actions needed a motion to approve as the prior motion was to bundle the board actions. **It was moved by Mr. Glenn and supported by Ms. Garza Dewaelsche to approve board actions #20-35 (Revision 3) Tetra Tech (Architectural and Engineering Services); BA#21-70 (Revision 2) Woodward Building Renovations (DeMaria); Board action #22-68 (Revised) Staff Training Services (Mastery Technologies) and Board action #23-61 (Revised) Board Meeting Space (Hotel St. Regis).** There was no further discussion. **Motion carried.**

- E. BA#23-20 (Revision 2) – ProtoCall Services, Inc. This board action is requesting approval to add \$27,200 to the existing ProtoCall contract for rate increases not originally accounted for under Board Action 23-20R. The two-year contract amount is not to exceed \$698,200; with the revised fiscal year 2024 amount not to exceed \$362,700. All other contract terms remain the same. ProtoCall Services Inc. currently operates the DWIHN 24/7 crisis line. Crisis calls are warm transferred from the DWIHN Access Call Center to ProtoCall. ProtoCall was initially awarded the Behavioral Health Response Crisis Line in March 2016 via an RFP bid. MDHHS has established a statewide crisis line, MiCaL. Implementation of the services began Summer 2022, however, all PIHP's including DWIHN, have not been included in full implementation at this time. DWIHN will decide if Crisis Line services may need to issue a RFP or consider directly staffing the crisis line. There was no further discussion.
- F. BA#24-06 (Revised) Detroit Wayne Integrated Health Network (DWIHN) Provider Network System FY 23/24 – Providers' List included. This board action is requesting the addition of 12 providers to the Detroit Wayne Integrated Health Network provider network. BA#24-06(Revised) requires no budget increase due to the reallocation of funds within the total budget. DWIHN is requesting approval for continued funding for the Provider Network System for the fiscal year ended September 30, 2024. This will allow for the continued delivery of behavioral health services for individuals with Serious Mental Illness, Intellectual/Developmental Disability, Serious Emotional Disturbance and Co-Occurring Disorders. The services include the full array behavioral health services per the PIHP and CMHSP contracts. The amounts listed for each provider are estimated based on prior year activity and are subject to change. There was no further discussion.
- G. BA#24-12 (Revised) Substance Use Disorder (SUD) Treatment Providers Network – The Empowerment Plan (Sleeping Bag/Coats). The SUD Department is requesting additional PA2 funding in an amount not to exceed \$90,000 for the 2024 fiscal year for the purchase of 588 Sleeping bag/coats. The purpose of this request is to assist individuals who are experiencing homelessness and substance use disorder throughout Wayne County. The coats are durable and weather-resistant, and can be converted into a sleeping bag or an over-the-shoulder bag when not in use. This will enable providers to provide active outreach and support to those who are in need, and maximize their efforts in assisting with linkages to SSI assistance, housing, substance use disorder services and mental health services among others. The Empowerment Plan, which is the supplier of the coats, will also include 400 pairs of socks, hats and gloves. The coats are made from upcycled fabric from companies such as General Motors and Patagonia and are intended to last for multiple seasons. DWIHN has the discretion to allocate the funds among the providers based upon utilization without board approval up to the amount not to exceed \$6,855,483.00.



**It was moved by Ms. Brown and supported by Ms. Garza Dewaelsche to bundle and approve Board actions #23-20 (Revision 2) ProtoCall Services, Inc.; Board action #24-06 (Revised) Detroit Wayne Integrated Health Network (DWIHN) Provider Network System FY23/24-Providers'List included; and Board action #24-12 (Revised) Substance Use Disorder (SUD) Treatment Providers Network – The Empowerment Plan (Sleeping Bag/Coats). There was no further discussion. Motion carried.**

- H. BA#23-60 (Revised) – Sterling Security, LLC. The Chair called for a motion. **It was moved by Ms. Brown and supported by Mr. McNamara approval of BA#23-60 (Revised).** DWIHN is requesting board approval to modify a previously approved contract with Sterling Security, LLC to provide additional security services at 707 W. Milwaukee in preparation for DWIHN's Mobile Crisis Services. Sterling will be required to provide security services on a 24-hr/7 day per week basis to ensure the safety and well-being of our staff as they will be operating temporarily out of the mobile office. In addition, their security services will expand to DWIHN's Woodward facility for December's anticipated opening. Once the Milwaukee Care Center construction is complete, these services will fall under a forthcoming RFP for permanent security services. Facilities is recommending an additional \$80,000, with a three (3) month extension ending January 31, 2024. This contract is not to exceed \$148,022.00. There was no further discussion. **Motion carried.**

## **NEW BUSINESS**

### **Staff Recommendations:**

- A. BA#24-11 Comprehensive Adult Block Grant. The Chair called for a motion. **It was moved by Mr. Parker and supported by Ms. Bullock to bundle and approve Board actions recommended for approval from the Program Compliance Committee – Board Actions #24-11 Comprehensive Adult Block Grant; BA#24-32 Hudson Webber Jail Dashboard Grant; BA#24-34 SAMHSA Zero Suicide Grant; BA#24-41 ARCs Detroit, Northwest Wayne; and Western Wayne; BA#24-43 Michigan Department of Health and Human Services (MDHHS) Donated Funds Agreement and BA#24-44 Direct Care Workers Training Program – Community Living Services (CLS).** DWIHN is requesting Board approval to use Block Grant dollars for several vendors and individuals who have been approved by the Michigan Department of Health and Human Services (MDHHS) through the FY2024 Comprehensive Services for Behavioral Health Block Grant. Notification was received from MDHHS approving a total of \$6,616,956, including funding for the following projects in the not to exceed amounts: Drop in Centers - \$22,500; Clubhouse Engagement - \$84,456; Trauma Informed Care \$180,000; Senior Wellness \$60,000; Integrated Co-occurring Disorders \$270,000; Downriver Crisis Stabilization Unit Establishment \$6,000,000. The grant covers the period of October 1, 2023 – September 30, 2024 for the six project. Funds may be moved between providers as the grant allows. There was no further discussion.
- B. BA#24-32 Hudson-Webber Jail Dashboard. This board action is requesting approval to utilize \$150,000 of local grant funds from Hudson-Webber to further advance the Hudson -Webber Dashboard Project. In 2021, DWIHN's Board of Directors (under BA#21-67) approved the use of \$137,500 of local grant funds from the Hudson-Webber Foundation for purposes of creating the Hudson-Webber Dashboard Project. DWIHN contracted with WIT Inc., an analytics IT firm to create the Dashboard, which provided the information sharing between DWIHN and the Wayne County Sheriff's Office (WCSO) for ad hoc analyses used to increase jail diversion, reduce jail recidivism, and enhance provider notification of consumers released from incarceration. The new Hudson-Webber grant will fund Phase II of the Dashboard project, which will provide an opportunity for the Wayne County Jails, Wayne County Courts and DWIHN to develop and create a process for creating reports and performing ad hoc analyses on a case-by-case basis. The reporting tools will predictably better equip members of the Courts and other stakeholders within the judicial system with more informative information. The two-year contract term starts October 1, 2023 and ends September 30, 2025. The total grant amount of \$150,00 will be allocated as follows: WIT, Inc. - \$135,000 (not to exceed) via comparable source agreement and DWIHN \$15,000 for administrative oversight. There was no further discussion.

- C. BA#24-34 SAMHSA Zero Suicide Grant. DWIHN is requesting Board approval to allocate \$400,000 Federal SAMHSA Zero Suicide Award funds to deliver upon DWIHN's ZERO Suicide Initiative. DWIHN's Zero Suicide Initiative (ZSI) will provide a framework for holistic, clinical suicide prevention within DWIHN's network of 300 providers throughout Wayne County, Michigan. DWIHN is committed to patient safety and closing gaps in care management, while transforming organizational culture around suicide awareness and prevention. The ZSI implementation and the clinical actions will reverse the increasing trend in the number of suicide deaths each year in Wayne County. A suicide death happens by an individual, however, each person lives in context of relationships with family, friends, colleagues, and the community, who are all greatly impacted by the suicide. To fulfill this initiative, DWIHN is requesting to allocate the Federal Award Funds as follows: Contractual Services with one-year contract term (10/1/2023-09/30/2024) 1. National Cinema Media LLC – Movie theater advertising in an amount not to exceed \$10,837; 2. Peter Chang Enterprises – Electronic Health Record Expansion in an amount not to exceed \$35,000; 3. Wayne State University – External Program Evaluation services in an amount not to exceed \$15,000. DWIHN Costs – The remaining \$339,163 will be used for evidence-based practice training and related travel, supplies, a portion of salaries and fringes for DWIHN staff directly working on the Program, and a 10% de minimis amount for indirect costs (\$36,364). A budget adjustment will be forthcoming to certify the additional funds. There was no further discussion.
- D. BA#24-41 ARC's Detroit, Northwest Wayne, and Western Wayne. DWIHN is requesting board approval of a three (3), one-year contract renewals with 1) ARC Detroit; 2) ARC of Northwest Wayne County; and 3) ARC of Western Wayne County. Each contract period will begin 10/1/2023 and end 9/30/2024; not to exceed amounts are as follows: The ARC Detroit not to exceed \$117,369; The ARC of Northwest Wayne County – not to exceed \$296,101; and the ARC of Western Wayne County – not to exceed \$185,927. The proposed contracts will provide advocacy, supportive services, and educational information by addressing issues facing persons with intellectual/developmental disabilities. The contract further targets supportive family members, and the community through advocacy and information. The design and delivery of the programs will ensure active engagement and coordination in the mental health system. There was no further discussion.
- E. BA#24-43 Michigan Department of Health and Human Services (MDHHS) Donated Funds Agreement. Detroit Wayne Integrated Health Network (DWIHN) staff recommends approval of a one-year contract between the DWIHN and the Michigan Department of Health and Human Services (DHHS) to continue the DHHS' Outstation Services in Wayne County and the placement of (6) Medicaid Eligibility Specialists. This agreement was established through the Donated Funds Agreement (DFA) to facilitate timely enrollment of Detroit Wayne Mental Health consumers for Medicaid eligibility. Placement of the six (6) DHHS workers has resulted in a more rapid processing of Medicaid eligibility applications, determination of deductible adjustment and enrollment in the Medicaid program. The main objective of the Medicaid Enrollment Program is to expedite enrollment in Medicaid for the provision of services and benefits for persons either eligible and/or receiving mental health services in Wayne County. This contract has also helped DWIHN to realize a more effective use of its State General fund and to demonstrate the provision of improved supports and access for uninsured consumers. The State of Michigan is the sole administrator of the State Medicaid Services, therefore, there has been no solicitation of other providers. The term for this contract is from October 1, 2023 through September 30, 2024. Funding for this contract is not to exceed \$444,900. Funding is subject to availability of funds as determined by DWIHN. There was no further discussion.

- F. BA#24-44 Direct Care Workers Training Program – Community Living Services (CLS) Detroit Wayne Integrated Health Network (DWIHN) staff recommends a one-year contract renewal with Community Living Services (CLS) to continue provision of Direct Care Workers training program and Individual Plan of Service (IPOS) for DWIHN Provider Network staff. CLS provides training that meets the educational and credentialing requirements for staff working in Specialized Residential Settings and Adult Foster Care Homes according to State Training Guidelines curriculum recommendations and DWIHN Training Grid requirements. By the end of the 4<sup>th</sup> quarter in FY2022/2023, CLS has trained over 754 students with over 993 total number of attendees. CLS also partnered with DWIHN in order to produce new monthly PCP/QIDP trainings that are open to Wayne County. In FY2023/2024, training will include in-person sessions for medication theory for staff successful completion of medication demonstration requirement. The term of this contract is from October 1, 2023 through September 30, 2024. Funding for this contract is not to exceed \$600,000.00. There was no further discussion. **Motion carried for Board actions #24-11 Comprehensive Adult Block Grant; BA#24-32 Hudson Webber Jail Dashboard Grant; BA#24-34 SAMHSA Zero Suicide Grant; BA#24-41 ARCs Detroit, Northwest Wayne; and Western Wayne; BA#24-43 Michigan Department of Health and Human Services (MDHHS) Donated Funds Agreement and BA#24-44 Direct Care Workers Training Program – Community Living Services (CLS).**
- G. BA#24-38 ECHO Survey – Adults & Children. The Chair called for a motion. **It was moved by Mr. Glenn and supported by Ms. Bentounsi approval of BA#24-38.** The Detroit Wayne Integrated Health Network (DWIHN) is requesting a contract with Wayne State University (WSU) Center for Urban Studies to administer two ECHO Surveys, one for adults and one for children, at a total cost not to exceed \$162,764 for the term December 1, 2023 through July 31, 2024. The Customer Service unit is responsible for measuring various satisfaction and member experience, particularly related to NCQA requirements. It has been established and accepted by NCQA that the ECHO Survey (developed with support from the Agency for Healthcare Research and Quality (AHRQ)), is fully recognized as an acceptable tool for measuring the experience of care and outcomes for Managed Behavioral Healthcare Organizations. There was no further discussion. There was no further discussion. **Motion carried.**
- H. BA#24-39 Employee Healthcare FY23/24. The Chair called for a motion. **It was moved by Ms. Garza Dewaelsche and supported by Ms. Brown approval of BA#24-39.** The Detroit Wayne Integrated Health Network (DWIHN) Administration is requesting approval of a one-year contract, effective January 1, 2024 through December 31, 2024 for an estimated amount of \$6,949,404 for the provision of comprehensive health benefits (medical, dental and optical) for three hundred fifty-one (351) enrolled DWIHN employees. The amount will vary based on the number of enrolled employees and their plan selections. This amount includes a 17% increase in BCBS, with no increase in Delta Dental or Golden Dental. The employee/employer contribution is in accordance with the PA152 waiver approved by the Board of Directors and represents 90/10 allocation of premiums, consistent with the prior year. Current labor agreements require that DWIHN provide healthcare coverage to all of its qualifying, active employees. Providers were selected through a bid process conducted by Lockton. The amount is estimated based on the staff count of approximately three hundred fifty-one (351) employees. There was no further discussion. **Motion carried with Ms. Bullock and Dr. Carter abstaining.**

## **AD HOC COMMITTEE REPORTS**

### Policy/Bylaw Committee

The Chair, Ms. Ruth, requested the Policy/Bylaw Committee report. Dr. Taueg, Committee Chair provided a verbal report. It was reported that an agenda has been prepared and meeting was to occur in November, however a meeting would be scheduled for either the month of January or the 1<sup>st</sup> quarter of 2024. The Board Liaison will work on a date that is agreeable with the committee. There was no further discussion. The report was received and filed.

### Strategic Plan Committee

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

### Board Building Committee

Mr. Parker Committee Chair reported that the Building Committee met on Wednesday, November 1, 2023. Updates were received on all of the buildings and things are moving smoothly with the exception of the Woodward building which will need a roof; the committee approved the amount of \$270,000 at the time; however, the board needed to consider an additional \$180,000 because of the appraisal that came in with additional costs, this was approved today during our consideration of contracts. There were no new updates on the Downriver Crisis Center; however, there may be updates in January. There was no further discussion. The Building Committee report was received and filed.

## **PRESIDENT AND CEO MONTHLY REPORT**

Mr. Doeh, CEO and President provided a written report for the record. Mr. Doeh verbally reported the Mr. K. Frambro was promoted to the position of VP of IT Services and Ms. S. Phillips has been recognized by Crains as a notable Diversity, Equity and Inclusion Leader; congratulations were provided to both.

The rebid for Medicaid, the RFP is out and is due January 16, 2024, a number of health plans have reached out to DWIHN for partnerships which we will have to evaluate who our potential partner or partners should be in this project. The RFP has made clear that there is a level of partnership and collaboration that is needed with the CMHS. It is important to note that the importance of NCQA has been highlighted in the RFP so those who apply will have to have that designation.

The Milwaukee Project, the Care Center is going quite well. There were two state Representatives that toured the facility and were impressed by the work that has been done. The 7 Mile Project is going quite well. There should be a design before this body in the coming weeks. The approval for mobile services for adults has been received and there are 12 vans in our parking lot; the VP of Crisis Care Services has hired everyone across the State of Michigan and we welcome their talents; they are excited about the organization. The Administration Building is going quite well and we cannot wait to get into the building which should be January or February. A presentation will be made to this body regarding CCBHC and our plans clinically for our direct services. There were no updates on the Catholic Charities Services building at this time; however it was noted that our clinical team and operations folks will present the information to the board first before proceeding further and the plan will include satellite offices in doctors' offices throughout Wayne County in which we will be providing services. It was also mentioned that possibly one of the

reasons why we have been unsuccessful with our CCBHC designation is that we are not directly involved in direct services, and this would give us that advantage that we have in seeking the State's expansion of CCBHC. It was also reported that we have Narcan dispensing machines throughout the schools in Detroit and will be training all of the staff in the administering of NarCan; the training has been done in Hamtramck and we will begin to look at the Downriver community to determine what we can do with the NarCan kits as well. An overview was provided on the addition to the General Fund from the CMHS and the assistance that they were able to provide and DWIHN will certainly put those funds to good use. There was no further discussion. The Board Chair thanked Mr. Doeh for the report. The report of the President and CEO was received and filed.

## **QUARTERLY COMMUNICATIONS/MEDIA REPORT**

Ms. Ruth, Board Chair requested the Quarterly Communications Media Report. A PowerPoint Presentation was provided for the record. Ms. T. Devon, Director of Communications; Ms. J. Hearn, Communications and Community Outreach Liaison and Mr. M. Tate, Social Media Strategist reporting. The areas that were reported on included Social Media; Youth United Events; Community Outreach; Media and New Partnerships. Mr. Tate provided an overview on the Social Media benchmark numbers and noted there were increases in the number of followers for Facebook (21.1%); Instagram (56.1%); Twitter ( 6%); YouTube Subscribers (21.9%); TikTok (888%); and Linked In (63.9%) as of September 30, 2023. An overview was provided on the total audience and impression of all platforms and channels; and the Social Media Influencers. It was noted that the Social Media Influencers have assisted us in reaching younger audiences in Detroit and Wayne County; Instagram is the primary platform for all our partners, and we have reached 72,484 accounts with 83.8% of the accounts reached being kids in middle or high school. Discussion ensued regarding impressions and views; progress of DWIHN; programs being relative to goals; goals being met; people coming to programs; standards for Michigan that drive how many people should be visiting each platform; tracking of unduplicated numbers; geographical location on Instagram; tracking the age ranges; measurement of the goals; what are the goals; trends; awareness and the outreach for services. The Board requested that future reports include information on the goals, measurements and what will be done with the data.

Ms. J. Hearn, Communications and Community Outreach Liaison reporting. Ms. Hearn reported on the Youth Mental Health Ambassador Scholarship 2023 Program. It was noted the DWIHN Youth Mental Health Ambassador Scholarship was established to recognize and encourage young individuals which are high school Juniors and Seniors who have shown a deep commitment to promoting mental health awareness and advocating for positive change within their communities; videos were shared with those in attendance of the eleven (11) youth that each received scholarships in the amount of \$2,000.00. Youth United hosted and participated in numerous events this quarter including a Weekend hosted by the Boys & Girls Clubs of Southeastern Michigan in partnership with the Sean Anderson Foundation; back to school bashes that supported over 2000 Wayne County families; hosted the Annual Youth Spotlight Awards; and facilitated a Black People Die by Suicide too – Courageous Conversations which was a virtual event and was well received by all in attendance. A calendar of the Community Outreach events was provided in the presentation. Discussion ensued regarding plans for fundraising for the Scholarship Program; matching program opportunities; and expanding the number of partners on this program. Mr. Doeh noted that local dollars can be spent towards the scholarship program and there are organizations where we can get match dollars which would include partners and colleges.

Ms. T. Devon, Director of Communications provided an update on the Media partners. It was reported that Channel 4 provided information on the NarCan Vending machines; the NCADD Video; Channel 4 on Who is DWIHN; Smoking Campaign; Fox2 Kids and Addiction and Facebook Posts; a list of the local Media Outlets was provided and information on the Outdoor Media location and new partnerships was shared with the Board.

Discussion ensued regarding SUD activities of the scholarship awardees. Mr. McNamara thanked the Media Team for outreach activities in the Downriver area and Ms. Devon noted that on December 1<sup>st</sup> there would be a Game Night sponsored by Youth United. There was no further discussion. The Board thanked the Communications Department for their report.

**PROVIDER PRESENTATION – Latino Family Services (LFS)** Ms. Lidia Reyes-Flores, Executive Director presenting. A PowerPoint Presentation was provided for the record. It was reported that LFS has served the community since 1971 and is a non-profit agency. The mission of Latino Family Services (LFS) is to provide and coordinate comprehensive human services to Wayne County with particular emphasis on its Latino residents. These services will enhance the quality of life for families, children, youth, adults, and the developmentally disabled. LFS provides these services in a culturally competent manner. The mission is implemented through collaboration and partnerships with individuals, community groups, organization, and institutions. Services that are offered by LFS include educating Parents and Youth; Strengthening Families; Case Management; Prevention; Community Outreach; Summer Camp -At Risk; Anger Management; Community Collaboration; Community Advocacy; Clothing and Food Donations; and Translation Assistance. A brief overview of each program was provided. It was noted that Case Management provided court ordered services that need to be resource or organized; Prevention for Youth and Adults included but were not limited to: the effects of drugs on the body education, Building Self Love & Respect; Substance Abuse Education and Health Hobbies. Community Outreach included working with undocumented communities; working with the Alzheimer’s Society to raise awareness; Community outreach with the police department; Adopting a Family Program and addressing Community Inequities (Models from the CDC). The Multicultural Summer Camp – At Risk Program provides an opportunity for youth to learn anger management; consequences of bullying and negative behavior; conflict resolution; crisis intervention and healthy eating and living habits. It was noted the Anger Management course is certified by CAMS and NAMA and is a 12-26 week course depending on needs. LFS Community collaborations were shared; along with their plans and goals for October 2023-October 2024. Discussion ensued and the Board thanked Ms. Reyes-Flores for the presentation and dedication to the people we serve.

## **REVIEW OF ACTION ITEMS**

A. Update the Communications Report with goals, measurements and how DWIHN will use the data.

## **GOOD AND WELFARE/PUBLIC COMMENT**

The Board Chair, Ms. Ruth read the Good and Welfare statement. Mr. D. Sampson, CEO Mariner’s Inn thanked the board for its continued work with the people we serve, the resources provided and that the work could not be done without the support of the Board.

## **ADJOURNMENT**

There being no further business, Ms. Ruth, Chair called for a motion to adjourn. **It was moved by Ms. Brown and supported by Dr. Taueg to adjourn. The motion carried unanimously.** The meeting adjourned at 2:43 pm.

Submitted by:  
Lillian M. Blackshire  
Board Liaison

# FINANCE COMMITTEE

**MINUTES**

**NOVEMBER 1, 2023**

**1:00 P.M.**

**3071 W. GRAND BLVD.  
DETROIT, MI 48202  
(HYBRID/ZOOM)**

<b>MEETING CALLED BY</b>	I. Mr. Kevin McNamara, Vice Chair called the meeting to order at 1:05 p.m.
<b>TYPE OF MEETING</b>	Finance Committee Meeting
<b>FACILITATOR</b>	Mr. Kevin McNamara, Vice Chair
<b>NOTE TAKER</b>	Ms. Nicole Smith, Finance Management Assistant
<b>ATTENDEES</b>	<p><b>Finance Committee Members Present:</b>                      Ms. Dora Brown, Chair                      Mr. Kevin McNamara, Vice Chair                      Ms. Karima Bentounsi                      Ms. Eva Garza Dewaelsche                      Mr. Angelo Glenn</p> <p><b>Committee Members Excused:</b> None</p> <p><b>Board Members Present:</b> Ms. Kenya Ruth, Board Chair</p> <p><b>Board Members Excused:</b> None</p> <p><b>Staff:</b> Ms. Stacie Durant, VP of Finance; Mr. Eric Doeh, President; Mr. Manny Singla, Executive VP of Operations; Dr. Shama Faheem, Chief Medical Officer; Ms. Monifa Gray, Associate VP of Legal Affairs; Ms. Sheree Jackson, VP of Corporate Compliance; Ms. Brooke Blackwell, VP of Governmental Affairs and Chief of Staff; Mr. Keith Frambro, Associate VP of IT Services; Mr. Jody Connally, VP of Human Resources, Mike Maskey, Director of Facilities, Margaret Keys-Howard, Customer Service Coordinator</p> <p><b>Staff Attending Virtually:</b></p> <p><b>Guests:</b> None</p>

**AGENDA TOPICS**

**I. Roll Call**            Ms. Lillian Blackshire, Board Liaison

<b>II. Roll Call</b>	
Roll Call was taken by Ms. Lillian M. Blackshire, Board Liaison and a quorum was present.	
<b>III. Committee Member Remarks</b>	
Mr. McNamara, Vice Chair called for Committee member remarks. There were no committee remarks.	



#### **IV. Approval of Agenda**

The Vice Chair, Mr. McNamara called for a motion on the agenda. There were no changes or modifications requested to the agenda. **Motion:** It was moved by Mr. Glenn and supported by Ms. Garza Dewaelsche approval of the agenda. **Motion carried.**

#### **V. Follow-up Items:**

The Vice Chair called for any follow-up items, it was noted by the Board Liaison Ms. Blackshire that there were two follow-up items.

The Committee requested confirmation prior to the Full Board October 2023 meeting that BA #24-31-Accuform Printing contract amount of \$707,348.51 reported for previous fiscal year in the board action is for multiple years. This information was confirmed and presented at the Full Board meeting.

Jody Connally, VP of Human Resources to provide information on healthcare prevention and Wellness Programs and information on brokerage services. Mr. Connally reported BCBS of Michigan does offer such a plan; however, DWIHN does not qualify; the HMO and Wellness plan cannot coexist due to the size of the organization.

The record reflects the Ms. Brown, Committee Chair and Treasurer and Ms. Ruth joined the meeting at 1:07 p.m. At that time Ms. Brown assumed the role of Committee Chair.

#### **VI. Approval of the Meeting Minutes**

The Chair, Ms. Brown joined the meeting and called for a motion on the Finance Committee minutes from the meeting of Wednesday, October 4, 2023. **Motion:** It was moved by Mr. Glenn and supported by Ms. Garza Dewaelsche approval of the Finance Committee minutes from the meeting of Wednesday, October 4, 2023. There were no corrections to the minutes. **Motion carried.** Minutes accepted as presented.

#### **VII. Presentation of the Monthly Finance Report**

S. Durant, VP of Finance presented the Monthly Finance report. A written report for the twelve months ended September 30, 2023, was provided for the record. The DWIHN Finance accomplishments and noteworthy items to report were:

DWIHN analyzed data to determine which providers will receive provider stability letters. A total of twenty (20) providers across children, adults, substance use disorders, and clubhouses lines of business received a letter. DWIHN will issue \$16.6 million in provider stability payments to sixteen (16) providers. This amount includes \$5.2 million previously paid to several providers earlier in the year.

Due to Section 236 transfer request made to MDHHS for fiscal year 2023, DWIHN will receive \$1,275,000 in additional General Fund to cover a projected deficit for the fiscal year 2023. Discussion ensued regarding the general fund deficit and carryover. Mr. Doeh gave accolades to VP Durant and provided an explanation of the request. It was noted that funds came from five (5) CMHSP's. It was noted that the report wanted to reflect the deficit. The Committee requested the names of the five (5) Counties that contributed to the transfer. **(Action)** Discussion ensued regarding the investment policies and our activity with Flagstar Bank. **(Action)** Mr. McNamara requested a copy of the Cash Investment Policy.

Consistent with prior years, Finance will present financial statements through November 30, 2023, at the January 2024 board meeting. No financial statements will be available in December 2023 as staff will be preparing for the annual audit. It was noted that if there are no Board or committee meetings in December the month of January will be a catch-up meeting.

Bank balances as of September 30, 2023 were presented for the following: Huntington bank, Comerica bank, Flagstar bank, Investment Managers and First Independence bank.

There was no further discussion. The Chair, Ms. Brown noted the Finance Monthly Report ending September 30, 2023, was received, and filed by the committee.

**VIII. Unfinished Business – Staff Recommendations:**

**Board Action #23-60 (Revised) – Sterling Security LLC.** Presented by Mike Maskey, Director of Facilities Department. DWIHN Facilities is requesting board approval to modify a previously approved contract with Sterling Security, LLC to provide additional security services at 707 W. Milwaukee in preparation for DWIHN's Mobile Crisis services. Sterling will be required to provide security services on a 24-hr./7 day per week basis to ensure the safety and well-being of our staff as they will be operating temporarily out of the mobile offices. In addition, their security services will expand to DWIHN's Woodward facility for December's anticipated opening. Once the Milwaukee Care Center construction is complete, these services will fall under a forthcoming RFP for permanent security services. Facilities is recommending an additional \$80,000, with a (3) month extension ending January 31, 2024. The contract total is not to exceed \$148,022.00. The Chair called for a motion. **Motion:** It was moved by Mr. Glenn and supported by Ms. Ruth approval of BA #23-60 (Revised) to Full Board. Discussion ensued regarding services to be provided by security staff and services inside of the building. The Crisis Now Model is the one that will be used. Mr. Doeh provided an overview of security inside of the Facility with the Wayne County Sheriff and DPD working with us. There was no further discussion. **Motion carried.**

**IX. New Business – Staff Recommendations:**

**a. Board Action #24-38 ECHO Survey – Adults & Children** Presented by M. Keys-Howard, Customer Service Coordinator. This contract is for Wayne State University (WSU) Center for Urban Studies to administer the ECHO survey one for adults and one for children for a total of \$162,764. Staff is requesting continued purchase of services for FY 23/24 with the Comparable Source WSU Center for Urban Studies a not-for-profit organization for terms December 1, 2023-July 31, 2024. The Chair called for a motion. **Motion:** It was moved by Ms. Ruth and supported by Ms. Garza Dewaelsche approval of BA #24-38 to Full Board. An overview of the work to be performed and other vendors that were considered was presented. There was no further discussion. **Motion carried.**

**b. Board Action #24-39 – Employee Healthcare FY 23/24** Presented by Jody Connally, VP of Human Resources. DWIHN Administration is requesting approval of a one-year contract, effective January 1, 2024 through December 31, 2024, for an estimated amount of \$7,498,927 for the provision of comprehensive health benefits (medical - BCBS, dental - Delta Dental/Golden Dental, and optical - EyeMed) for three hundred fifty-one (351) enrolled DWIHN employees. The amount will vary based on the number of enrolled employees and their plan selections. This amount includes a 17% increase in BCBS, with no increase in Delta Dental or Golden Dental, and a 16% decrease in short/long term disability insurance. Current labor agreements require that DWIHN provide healthcare coverage to all of its qualifying, active employees. Providers were selected through a bid process conducted by Lockton. The amount is estimated based on the staff count of approximately three hundred fifty-one (351) employees. The Chair called for a motion. **Motion:** It was moved by Mr. Glenn and supported by Ms. Ruth approval of BA #24-39 to Full Board. No further discussion. **Motion carried.**

**XI. Good and Welfare/Public Comment** – The Chair read the Good and Welfare/Public Comment statement. There were no members of the public requesting to address the committee. A brief discussion ensued regarding the scheduling of next year's meeting due to the Presidential Election.

<p><b>XII. Adjournment</b> – There being no further business; The Chair, Ms. Brown called for a motion to adjourn. <b>Motion:</b> It was moved by Mr. Glenn and supported by Ms. Dewaelsche to adjourn the meeting. <b>Motion carried.</b> The meeting was adjourned at 1:41 p.m.</p>		
<p><b>FOLLOW-UP ITEMS</b></p>		
<p>1. The Committee requested the names of the five (5) Counties that contributed to the transfer of funds to the DWIHN general fund.</p> <p>2. Send a copy of the Cash Investment Policy to Mr. McNamara.</p>	<p>S. Durant</p>	

# PROGRAM COMPLIANCE COMMITTEE

**MINUTES**

**NOVEMBER 8, 2023**

**1:00 P.M.**

***IN-PERSON MEETING***

<b>MEETING CALLED BY</b>	I. Bernard Parker, Program Compliance Acting Chair at 1:08 p.m.
<b>TYPE OF MEETING</b>	Program Compliance Committee
<b>FACILITATOR</b>	Bernard Parker, Acting Chair
<b>NOTE TAKER</b>	Sonya Davis
<b>TIMEKEEPER</b>	
<b>ATTENDEES</b>	<p><b>Committee Members:</b> Angela Bullock and Bernard Parker</p> <p><b>Board Member:</b> Kenya Ruth, Board Chair</p> <p><b>Committee Member Excused:</b> Dr. Lynne Carter; Commissioner Jonathan Kinloch; William Phillips; and Dr. Cynthia Taueg</p> <p><b>SUD Oversight Policy Board Chair:</b> Tom Adams (Virtual)</p> <p><b>Staff:</b> Yvonne Bostic; Jacquelyn Davis; Judy Davis; Eric Doeh; Dr. Shama Faheem; Shirley Hirsch; Sheree Jackson; Melissa Moody; Cassandra Phipps; Vicky Politowski; April Siebert; Manny Singla; Andrea Smith; Yolanda Turner and Michele Vasconcellos</p> <p><b>Staff Virtual:</b> Brooke Blackwell</p>

## AGENDA TOPICS

### II. Moment of Silence

<b>DISCUSSION</b>	Mr. Parker, Acting Chair called for a moment of silence.
<b>CONCLUSIONS</b>	Moment of silence was taken.

### III. Roll Call

<b>DISCUSSION</b>	Mr. Parker, Acting Chair called for a roll call.
<b>CONCLUSIONS</b>	Roll call was taken by Lillian Blackshire, Board Liaison and there was a quorum.

### IV. Approval of the Agenda

<b>DISCUSSION/ CONCLUSIONS</b>	Mr. Parker, Acting Chair called for a motion to approve the agenda. <b>Motion:</b> It was moved by Mrs. Bullock and supported by Mrs. Ruth to approve the agenda. Mr. Parker asked if there were any changes/modifications to the agenda. There were no changes/modifications to the agenda. <b>Motion carried.</b>
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## V. Follow-Up Items from Previous Meetings

<b>DISCUSSION/ CONCLUSIONS</b>	A. <b>Integrated Health Care Quarterly Report</b> – Provide data report on follow-up hospitalization for the next 90 days – Vicky Politowski, Director of Integrated Health Care reported that there were 345 children who made their follow-up after hospitalization within 90 days and 221 of those had another follow-up appointment scheduled for a score of 72%. There were 2,729 who made their follow-up appointment after hospitalization and within 90 days 1,721 of those had another follow-up appointment scheduled for a score of 63%. Staff have been in discussion on building a crisis continuum database so that this information can be tracked from the point of their crisis to the 90-day after discharge to ensure continuity of service. Discussion ensued.
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## VI. Approval of the Minutes

<b>DISCUSSION/ CONCLUSIONS</b>	Mr. Parker, Acting Chair called for a motion to approve the October 11, 2023, meeting minutes. <b>Motion:</b> It was moved by Mrs. Ruth and supported by Mrs. Bullock to approve the October 11, 2023 meeting minutes. Mr. Parker asked if there were any changes/modifications to the October 11, 2023 meeting minutes. There were no changes/modifications to the meeting minutes. <b>Motion carried.</b>
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## VII. Reports

<b>DISCUSSION/ CONCLUSIONS</b>	A. <b>Chief Medical Officer</b> – Dr. Shama Faheem, Chief Medical Officer submitted and gave an update on the Chief Medical Officer’s report. Dr. Faheem reported: <ol style="list-style-type: none"><li>1. <b>Zero Suicide Update</b> - The Zero Suicide grant aims to improve care and outcomes for individuals at risk of suicide in the health care systems. Several health care systems who have implemented this comprehensive approach have already seen significant reductions in suicide among their patient population. This is a priority of the National Action Alliance for Suicide Prevention and the core elements are lead, train, identify, engage, treat, transition and improve. DWIHN was notified on September 8, 2023 that we had been awarded this grant (\$400,000.00 a year for five (5) years) to eliminate suicides in Wayne County through system-wide culture change, workforce training comprehensive screening, evidence-based treatment and care management. The Zero Suicide Council (20 members) must include representatives from senior leadership, emergency departments/crisis systems, primary care and behavioral health care providers and people who have lived an experience of suicidal ideation/suicide attempts from diverse racial, ethnic and sexual gender minority groups. An invitation was extended to Board Members (Dr. Cynthia Tauog, Karima Bentounsi and Dr. Lynne Carter) and Dr. Tauog has accepted the invitation. Letters are being sent this week with a response expected by the end of next week and an anticipated introductory meeting in mid-November.</li><li>2. <b>State Medical Directors’ Meeting</b> - The October meeting with Dr. Pinal focused on updates related to the Assisted Outpatient Treatment (AOT) orders with robust discussion on barriers, particularly related to funding and staffing. An update on the State’s efforts to roll out the new Psychiatric Residential Treatment Facilities (PRTF) was also given. This is a new model for Michigan and will provide an environment that allows someone to transition or step-down from inpatient care services to community placement.</li></ol> Mr. Parker opened the floor for discussion. Discussion ensued.
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	<p>B. <b>Corporate Compliance – No report this month.</b> Mrs. Jackson informed the committee that she will be meeting with Dr. Taueg to discuss Corporate Compliance matters for January’s report.</p> <p>The Acting Chair noted that the Chief Medical Officer’s report has been received and placed on file.</p>
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**VIII. Year-End Reports**

<p><b>DISCUSSION/ CONCLUSIONS</b></p>	<p>A. <b>Access Call Center</b> – Yvonne Bostic, Director of the Access Call Center submitted and gave highlights of the Access Call Center’s year-end report. It was reported:</p> <ol style="list-style-type: none"> <li>1. <b>Activity 1: Call Detail Activity</b> – A comparison between FY 21-22 and FY 22-23 was presented on the number of incoming calls, calls handled, calls abandoned, average speed to answer, average length of calls, percentage of calls answered and the service level. All standards were met for this year. There was a slight decrease of 6.6% in the abandonment rate for MDHHS’ requirements from this last year to this year, which could be resulting from scheduling and staffing issues.</li> <li>2. <b>Activity 2: Appointment Availability and Outside of 7/14-day report</b> – A comparison between FY 21-22 and FY 22-23 was presented on the number of appointments scheduled within the 14 days and appointments scheduled outside of the 14 days for mental health services (SMI, SED, DD, ABA and SUD). An update was given on follow-up appointments after a hospital discharge within seven (7) days and outside of the seven (7) days. Activities that have been implemented in an effort to improve the state of appointment availability, timely access to services and to decrease the barriers were presented to the committee.</li> <li>3. <b>Activity 3: Staffing, Training, Silent Monitoring</b> – An update was given on staffing, training and silent monitoring for FY 22/23.</li> <li>4. <b>Activity 4: Plans for FY 23/24</b> – Upcoming plans/projects for FY 23/24 was presented to the committee.</li> </ol> <p>Mr. Parker opened the floor for discussion. Discussion ensued. The committee requested information for the following: In relation to a standard for appointment availability outside of the 7/14 days, is there a goal and if so, how are we doing? <b>(Action)</b>; Provide a rationale for why the third group is lower with staffing at provider levels; transportation; making appointments/no shows which includes cancellations counting towards the 57%. <b>(Action)</b>; Add the number of people that make it to their appointments to future reports <b>(Action)</b></p> <p>B. <b>Autism Spectrum Disorder (ASD)</b> - Cassandra Phipps, Director of Children’s Initiatives submitted and gave highlights of the Autism Spectrum Disorder’s year-end report. It was reported:</p> <ol style="list-style-type: none"> <li>5. <b>Activity 1: Monitoring Autism Benefit Enrollment</b> – An average number of individuals enrolled in the Autism Benefit in Wayne County for FY 22 and FY 23 was presented to the committee. Providers report capacity shortages resulting from ABA staff shortages as well as ABA therapy sites reaching maximum capacity as the largest barrier they are facing which prevents DWIHN from meeting timeliness standards. The State of Michigan has discontinued the Web Support Application (WSA) Data System for the Autism Benefit in March 2023, which allows the opportunity for DWIHN to establish a new effective system focused on more specific deliverables. This Benefit continues to grow at a fast rate impacting the need for more qualified staff.</li> </ol>
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6. **Activity 2: Provider Staffing Shortage (RFQ)** – A five (5) year RFQ was posted to increase the number of ABA providers available in DWIHN’s provider network. There are six (6) new ABA providers being added to the DWIHN network. Providers will increase service locations from 36 to 54 locations for ABA services throughout Wayne County. The RFQ rebid will be posted in November 2023.

7. **Activity 3: Timely Access to ABA Services** – A percentage of eligible members that start ABA service within the 90-day service approval date per quarter was presented to the committee. ABA providers already in the network were able to expand their site locations; major accomplishments, needs/current issues and plans on how to address staff shortages were presented. Updates on the various trainings that staff presented to providers and entities was also provided.

Mr. Parker opened the floor for discussion. Discussion ensued. The committee requested information on how DWIHN’s numbers for service are compared to other entities? **(Action)**; Provide an updated report on the State Diagnostic Evaluation and plan to revisit the data points for Autism. **(Action)**

C. **Children’s Initiatives** – Cassandra Phipps, Director of Children’s Initiatives submitted and gave highlights of the Children’s Initiatives’ year-end report. It was reported that there was an increase in the total youth served from FY 23 compared to FY 22 due to staff starting to track youth and young adults with I/DD up to their 21<sup>st</sup> birthday for FY 23, whereas, historically information was only captured to their 18<sup>th</sup> birthday.

1. **Activity 1: Juvenile Restorative Program** – There are currently 25 active members and 29 referrals for the Juvenile Restorative Program.

2. **Activity 2: School Success Initiative** – There are nine (9) Children Providers within 70 schools in Wayne County. The data for FY 22 focused on all of SSI services, whereas the shift transitioned to the total number of students who received SSI services for FY 23, which resulted in a decrease in reported SSI services for FY 23. There was a slight decrease in the total completion of SDQ screenings from FY 22 to FY23 due to barriers with a few schools allowing providers to provide the screening tool due to stigma of mental health services. DWIHN merged from the Redcap System to MH-WIN system as a result of security challenges with the former database system in October 2023 and Children providers were trained on how to use the new module and input data. Children providers were also trained on the process for completing community mental health screenings for members in the SSI program. An RFI was issued to identify providers to provide services and one (1) new provider was obtained.

3. **Activity 3: Performance Improvement Plan (PHQ A)** – There was an increase from FY 22 (mid 60s) to FY 23 (mid 70s) on completions of the PHQ A.

4. Board members were invited to the Annual Report to the Community, December 7, 2023 at the Marriott in Livonia from 9:00 a.m. to 11:00 a.m.

Mr. Parker opened the floor for discussion. Discussion ensued.

D. **Customer Services** – Michele Vasconcellos, Director of Customer Service submitted and gave highlights of the Customer Service’s year-end report. It was reported:

1. **Activity 1: Customer Service Calls** – Comparison of FY 21/22 and FY 22/23 showed that the number of calls continues to vary from year-to-year that comes into the switchboard area, yet the abandonment rate remained well below 5%. Comparison of FY 21/22 and FY 22/23 showed calls increased significantly for the Customer Center Call Center.

2. **Activity 2: Grievance and Appeals** – Comparisons of FY 21/22 and FY 22/23 on Complaint and Grievance Related Communications, Grievance processed and issues by category, MI Health Link grievances/appeals, Appeals Advance and Adequate Notices, Appeals Communications, Appeals filed and DWIHN State Fair Hearings were presented to the committee.
3. **Activity 3: Member Engagement** – An update was given on the Member Experience Surveys, significant activities and accomplishments to the committee.

Mr. Parker opened the floor for discussion. Discussion ensued.

E. **Integrated Health Care (IHC)** – Vicky Politowski, Director of Integrated Health Care submitted and gave highlights of the Integrated Health Care’s year-end report. It was reported:

1. **Activity 1: Integration of OBRA Services within DWIHN** – DWIHN’s OBRA Team is running smoothly and providing all services. The State’s goal for pended assessments is 25% or less and the pended assessments during 3<sup>rd</sup> and 4<sup>th</sup> quarters for FY 23 was 8.3% (MDHHS had questions/concerns on 46 out of 544 assessments); and 3,551 referrals were processed as of April 2023. Congruency with MDHHS on assessments was 96% which means MDHHS agreed with 96% of DWIHN’s recommendations for level of care. The cases that MDHHS disagreed with were due to MDHHS wanting a higher level of behavioral health services.
2. **Activity 2: Complex Case Management (CCM)** – There were 63 cases served this year (54 opened this year and 9 were carryovers from FY 22; 31 of the 35 cases closed for FY 23 were due to meeting the treatment plan goals; 40 surveys were done out of the 63 opened cases and they were all satisfied with their services; Q18 (Complex Case Management) is monitored in Cascade and all 88 tasks are completed for CCM.
3. **Activity 3: Special Care Coordination with Two (2) Medicaid Health Plans** – Staff meets with each Health Plan two times a month and discussed cases for follow-up; 88 members were discussed and had coordination during the year and 34 of those members had their gaps in care closed within 30 days.
4. **Health Effectiveness Data and Information Set (HEDIS) Scorecard and Affinite Care Management shared data base development** - DWIHN and Vital Data continue to make improvements and how to expand the platform to provide information to increase integration of care; Measure goals are based on Quality Compass which is what the Health Plans base their goals on. Plans to increase the coordination of care to best service members of Wayne County were presented to the committee.
5. In the 4<sup>th</sup> quarter of FY 22, IHC and the SUD departments worked together on Follow-Up after Emergency Department visit for Alcohol or Other Drugs (FUA), MDHHS set a goal of 27% and DWIHN was below 20% historically.

Mr. Parker opened the floor for discussion. There was no discussion.

F. **Managed Care Operations (MCO)** – Manny Singla, Assoc. VP of Operations submitted and gave highlights of the Managed Care Operations’ year-end report. It was reported that the department’s primary responsibilities are to go over the providers’ network adequacy, look at our existing needs and work closely with all the departments in DWIHN to assess members’ needs and to determine gaps in services. The classic challenge we always face through the meetings that staff conduct with the providers on a 45-day period is a balance of caseloads, in terms of how many members can one effectively serve without diluting the services. DWIHN has put out incentives to the network to make sure that they are able to hire adequate staffing to address those gaps and it is a continuous work in progress. The department has been working on credentialing and



contracting throughout the network. As part of our NCQA requirements for FY 23, we are expected to do two years of NCQA credentialing (both initial and re-accreditation) based upon the provider onboarding as well as managing over 400 contracts, effectively reviewing various data points, leveraging technology using risk matrix and other quarterly reports. There are approximately 1,600 quarterly reports that get reviewed across the network throughout the year to ensure contractual compliance. The department is working on bringing in a network adequacy tool that is state-approved and will best assist us in automating some of those efforts to see where the gaps are based upon our population health. We need to assess, address and bring in providers in a more effective fashion based on where the needs and services are, and how to address the provider onboarding in an effective way. Mr. Parker opened the floor for discussion. There was no discussion.

- G. **Residential Services** – Shirley Hirsch, Director of Residential Services submitted and gave highlights of the Residential Services’ year-end report. It was reported that the department has been working is their timing to service and respond to the referral agent and they are making some improvements. They are looking to increase the number of assessments completed within one to five days by bringing staff in for additional training on inter-rater reliability to assure that residential staff are scoring assessments similarly. The department has also been focusing on youth aging out of foster care. They have been meeting with Wayne County and MDHHS to make sure that they identify individuals that need our specialized services after they have aged-out foster care. The department has been doing robust training throughout the network to educate our CRSP providers as well as our residential providers in all matters across our system to make sure that we are all on board with all of the metrics and measures we have established throughout the residential process. Mr. Parker opened the floor for discussion. Discussion ensued.
- H. **Substance Use Disorder (SUD)** – Judy Davis, Director of SUD services submitted and gave highlights of the Substance Use Disorder’s year-end report. It was reported:
1. **Activity 1: Number of Admissions for FY 23** – SUD treatment admissions show that there has been an increase in admissions from FY 22 (10,960) to FY 23 (14,537). The increase in admissions can be attributed to awareness through various outreach efforts and referrals from health fairs, conferences and media efforts.
  2. **Activity 2: DWIHN distributed 3,606 Xylazine Test Strips in the community for FY 23** – The strips are intended to help individuals who use drugs to determine whether their substance include Xylazine. This harm reduction approach emphasizes the importance of meeting people where they are and providing them with tools and resources that they need to make safer choices. DWIHN uses media efforts to promote awareness campaigns to educate the community and public healthcare professionals about the risk associated with the issues of Xylazine and develop ways to prevent the onset of illicit use. Out of 83 counties in Michigan, 61 counties have reported at least one death for analysis. From 2019 to 2023, the number of deaths were majority white males between the ages of 25 to 44 years of age.
  3. **Activity 3: Facilitated Narcan training and the expansion of the Methadone Mobile Unit and proactively promoted Narcan Training in Detroit Public Schools** – In 2021, females aged 11-14 years old had the highest increase in drug overdose emergency department visits (+43%). To combat this, the SUD Team proposed a plan to provide Narcan training to all

	<p>students aged 14 years old and up and staff in Detroit Public Schools and place Naloxone boxes in each school for easy access in case of an emergency. Staff is also working with The Forgotten Harvest which serves thousands of people through their food distribution to implement the Narcan training as well. In 2020, the number of overdose deaths in Wayne County was 902 and it has reduced in 2022 to 864, so we are seeing decreases in overdose. Mr. Parker opened the floor for discussion. Discussion ensued.</p> <p>The Acting Chair noted that the Access Call, Autism Spectrum Disorder, Children’s Initiatives, Customer Services, Integrated Health Care, Managed Care Operations, Residential Services and Substance Use Disorder’s year-end reports have been received and placed on file.</p>
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**IX. Strategic Plan Pillar**

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

<b>DISCUSSION/ CONCLUSIONS</b>	<p>A. <b>QAPIP Work Plan FY 23</b> – April Siebert, Director of Quality Improvement submitted and gave highlights of the QAPIP Work Plan FY 23. It was reported DWIHN is subject to External Quality Reviews (EQR) through the Health Services Advisory Group (HSAG) to ensure compliance with all regulatory requirements in accordance with the contractual requirements with MDHHS. For FY 23, DWIHN has received the final report findings for the Compliance Monitoring Review Corrective Action Plans and have successfully met all (33/35) standards except for the Health Information System, Standard XII, which is an MDHHS system issue with all the PIHPs. The new three-year review cycle will begin in September for FY 24; DWIHN met all the standards with no corrective action plan or additional TA sessions required for FY 23 Performance Measure Validation Review; and DWIHN submitted the FY 23 identified barriers and targeted interventions for the HSAG Performance Improvement Project and are awaiting HSAG’s final report. The first re-measurement period for FY 23 is due to HSAG by March 2024. Mr. Parker opened the floor for discussion. There was no discussion.</p>
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**XI. VP of Clinical Operations’ Report**

<b>DISCUSSION/ CONCLUSIONS</b>	<p>Melissa Moody, VP of Clinical Operations submitted and gave highlights of the VP of Clinical Operations’ executive summary. It was reported that her report is in the packet for their review and that she will be doing a presentation on Clinical Operations in January 2024.</p> <p>The Acting Chair noted that the VP of Clinical Operations’ report has been received and placed on file.</p>
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**XII. Unfinished Business**

<b>DISCUSSION/ CONCLUSIONS</b>	<p>A. <b>BA #23-20 (Revised 2)</b> – ProtoCall Services, Inc. - Staff requesting board approval to add \$27, 200.00 to the existing contract for rate increases not originally accounted for under BA #23-20 (Revised). The two-year contract amount is not to exceed \$698,200.00 with the revised FY 24 amount not to exceed \$362,700.00. All other contract terms remain the same. The Acting Chair called for a motion on BA #23-20 (Revised 2). <b>Motion:</b> It was moved by Mrs. Ruth and supported by Mrs. Bullock to move BA #23-20 (Revised 2) to Full Board for approval. Mr. Parker opened the floor for discussion. There was no discussion. <b>Motion carried.</b></p> <p>B. <b>BA #24-06 (Revised)</b> – DWIHN Provider Network System FY 23/24 – Staff requesting board approval to add 12 additional providers to the DWIHN Provider Network. There is no budget increase due to the reallocation of funds within the total budget. The Acting Chair called for a motion on BA #24-06 (Revised). <b>Motion:</b> It was moved by Mrs. Bullock and supported by Mrs. Ruth to move BA #24-06 (Revised) to Full Board for approval. Mr. Parker opened the floor for discussion. Discussion ensued. <b>Motion carried.</b></p> <p>C. <b>BA #24-12 (Revised)</b> – Substance Use Disorder Treatment Provider Network – The Empowerment Plan (Sleeping bags/coats) - Staff requesting board approval for additional PA2 funding in an amount not to exceed \$90,000.00 for the 2024 fiscal year purchase of 588 sleeping bag/coats. The purpose of this request is to assist individuals who is experiencing homelessness and substance used disorder throughout Wayne County. The Acting Chair called for a motion on BA #24-12 (Revised). <b>Motion:</b> It was moved by Mrs. Ruth and supported by Mrs. Bullock to move BA #24-12 (Revised) to Full Board for approval. Mr. Parker opened the floor for discussion. There was no discussion. <b>Motion carried.</b></p>
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**XIII. New Business: Staff Recommendation(s)**

<b>DISCUSSION/ CONCLUSIONS</b>	<p>A. <b>BA #24-11</b> – Comprehensive Adult Block Grant – Staff requesting board approval to use Block Grant dollars for several vendors and individuals who have been approved by the MDHSS through the FY 24 Comprehensive Services for Behavioral Health Block Grant from October 1, 2024 through September 30, 2024 for six (6) projects. The Acting Chair called for a motion on BA #24-11. <b>Motion:</b> It was moved by Mrs. Ruth and supported by Mrs. Bullock to move BA #24-11 to Full Board for approval. Mr. Parker opened the floor for discussion. Discussion ensued. <b>Motion carried.</b></p> <p>B. <b>BA #24-32</b> – Hudson-Webber Jail Dashboard Grant – Staff requesting board approval to utilize \$150,000.00 of local grant funds from Hudson-Webber to further advance the Hudson-Webber Dashboard Project. The Acting Chair called for a motion on BA #24-32. <b>Motion:</b> It was moved by Mrs. Ruth and supported by Mrs. Bullock to move BA #24-32 to Full Board for approval. Mr. Parker opened the floor discussion. Discussion ensued. <b>Motion carried.</b></p> <p>C. <b>BA #24-34</b> – SAMHSA Zero Suicide Grant – Staff requesting board approval to allocate \$400,000.00 Federal SAMHSA Zero Suicide Award funds to deliver upon DWIHN’s Zero Suicide Initiative. This initiative will provide a framework for holistic, clinical suicide prevention within DWIHN’s network of 300 providers</p>
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	<p>throughout Wayne County, Michigan. The Acting Chair called for a motion on BA #24-34. <b>Motion:</b> It was moved by Mrs. Bullock and supported by Mrs. Ruth to move BA #24-34 to Full Board for approval. Mr. Parker opened the floor for discussion. Discussion ensued. <b>Motion carried.</b></p> <p>D. <b>BA #24-41</b> – ARCs – Detroit, Northwest Wayne and Western Wayne – Staff requesting board approval to a one-year contract with ARC Detroit (\$117,369.00), ARC Northwest Wayne (\$269,101.00) and ARC Western Wayne (\$185,927.00) from October 1, 2023 through September 30, 2024. This will provide advocacy, supportive services and educational information by addressing issues facing persons with intellectual/developmental disabilities (I/DD). The Acting Chair called for a motion on BA #24-41. <b>Motion:</b> It was moved by Mrs. Bullock and supported by Mrs. Ruth to move BA #24-41 to Full Board for approval. Mr. Parker opened the floor for discussion. There was no discussion. <b>Motion carried.</b></p> <p>E. <b>BA #24-43</b> – Michigan Department of Health and Human Services (MDHHS) Donated Funds Agreement – Staff requesting board approval for a one-year contract with MDHHS to continue the DHHS’ Outstation Services in Wayne County and the placement of six Medicaid Eligibility Specialists to facilitate timely enrollment of DWIHN’s consumers for Medicaid eligibility. The contract term is from October 1, 2023 through September 30, 2024 and funding is not to exceed \$444,900.00. The Acting Chair called for a motion on BA #24-43. <b>Motion:</b> It was moved by Mrs. Ruth and supported by Mrs. Bullock to move BA #24-43 to Full Board for approval. Mr. Parker opened the floor for discussion. There was no discussion. <b>Motion carried.</b></p> <p>F. <b>BA #24-44</b> – Direct Care Workers Training Program – Community Living Services (CLS) – Staff requesting board approval to a one-year contract with CLS to continue provision of Direct Care Workers training program and Individual Plan of Services (IPOS) for DWIHN’s Provider Network staff. The contract term is from October 1, 2023 through September 30, 2024 and funding is not to exceed \$600,000.00. The Acting Chair called for a motion on BA #24-44. <b>Motion:</b> It was moved by Mrs. Bullock and supported by Mrs. Ruth to move BA #24-44 to Full Board for approval. Mr. Parker opened the floor for discussion. Discussion ensued. <b>Motion carried.</b></p>
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**XIV. Good and Welfare/Public Comment**

<b>DISCUSSION/ CONCLUSIONS</b>	<p><i>There was no Good and Welfare/Public Comment to report at this meeting.</i></p>
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ACTION ITEMS	Responsible Person	Due Date
<p>1. <b>Access Call Center's Year-End Report</b> – In relation to a standard for appointment availability outside of the 7/14 days, is there a goal and if so, how are we doing?; Provide a rationale for why the third group is lower with staffing at provider levels; transportation; making appointments/no shows which includes cancellations counting toward the 57%.; Add the number of people that make it to their appointments to future reports.</p>	Yvonne Bostic	<b><i>February 14, 2024</i></b>
<p>2. <b>Autism Spectrum Disorder (ASD) Year-End Report</b> – Provide information on how DWIHN's numbers for service are compared to other entities?; Provide an updated report on the State Diagnostic Evaluation and plan to revisit the data points for Autism.</p>	Cassandra Phipps Rachel Barnhart	<b><i>January 10, 2024</i></b>

The Acting Chair called for a motion to adjourn the meeting. **Motion:** It was moved by Mrs. Bullock and supported by Mrs. Ruth to adjourn the meeting. **Motion carried.**

**ADJOURNED:** 2:56 p.m.

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

## COMPLAINT DATA

1. Use the dropdown menu by clicking on cell G1 to choose your agency/hospital
2. Enter the name of the lead rights person (Director) in cell C2
- 3a. For CMHs, enter the number of persons served (unduplicated count) in cell C8 and the number of rights office FTEs in cell E8
- 3b. For LPHs enter the number of hours/40 spent on rights work by all staff (including alternates). You no longer are required to enter the number of beds.
4. SKIP Rows 14-19. They will fill automatically.
5. Enter the number of "No Right Involved" allegations received in cell C23.
6. Enter the number of "Outside Jurisdiction" allegations received in cell C26.
7. For Abuse and Neglect enter the number of allegations received, investigations conducted and investigations substantiated in the designated cells.
8. For all other categories enter the number of allegations received, investigations conducted, investigations substantiated, interventions conducted and interventions substantiated in the designated cells.

## REMEDIATION

**For each substantiated investigation or intervention indicated on the complaint data tab you must indicate the disciplinary or remedial action(s) taken.**

1. In Column 1, choose from the drop down menu to select the correct category
2. In Column 2, choose from the drop down menu to select the correct Provider Type. For LPHs, this is always Inpatient.
3. In Column 3, choose from the drop down menu to select the specific remedial action taken. If there is more than one action use Column 4. Only up to two actions are required.
4. FOR CMH ONLY, enter the number of persons in each waiver type who were affected by these substantiations.

## APPEALS

1. If you have an appeals committee, enter the data requested in the cells in Column C.

## TRAINING RECEIVED

1. Enter the names of all the rights office staff in Column A. This will create a drop down in Column B so that you can choose.
2. In Column B select a staff name.
3. In Column C enter the MDHHS-ORR approved course number. A link to the course numbers is on the top right hand section of this tab.
4. In Column D enter the topic of the training received
5. In Column E Select the category of the training
6. In Column F enter the number of hours for the training. Insert only numbers (.75 not .75 hrs.).

7. Repeat for each training received by that person and then for each training received by other rights staff.

### TRAINING PROVIDED

1. In Column A enter the type of training provided (New Hire, Annual, etc.).
2. In Column B enter the length of the training.
3. In Columns C-F enter the number of each type of person in the training
4. In Column G select the method of training used from the drop down.

Note: "Agency Staff" means all staff who work in the CMH or LPH (hospital or unit.) Students and volunteers are included under the category "Other Staff".

### OUTCOMES

1. Use Rows 7-11 to enter the outcomes established for the office during FY23. These can be found in last year's annual report.
2. For each outcome use the drop down in Column C (Status) to select the status of the outcome. Choosing ONGOING will automatically place that outcome in the FY24 portion.
3. Selecting ACCOMPLISHED or DISCONTINUED will end that outcome.
4. Enter any new outcomes for FY24 in the remaining rows (15-19)

### RECOMMENDATIONS

1. In Rows 6-10 enter any recommendations you have for your Board of Directors pertaining to the rights system at your agency/hospital. If there are none, enter NONE in row 6.

### ATTESTATION

A separate document from you Director indicating his review and approval of the Annual Report is no longer required. Instead, a digital signature on the attestation page and the date of his/her review will be accepted. This signature may be digital or a "copy and paste" of a handwritten signature.

Reporting Period: **FY23** October 1, 2022 - September 30, 2023

CMH # of Consumers Served (unduplicated count) **74,816** Rights Office FTEs **38**

LPH Hours/40 Spent on Rights

**ALLEGATION TOTALS**

Total Complaints Received	1757
Allegations	1406
Investigations	1406
Investigations Substantiated	514
Interventions	0
Interventions Substantiated	0

**ALLEGATIONS BY CATEGORY**

Code	Category	Received
0000	No Right Involved	49
0001	Outside Provider Jurisdiction	302

Code	Category	Received	Investigations	Investigations Substantiated
7221	Abuse class I	2	2	0
72221	Abuse class II - Nonaccidental act	83	83	22
72222	Abuse class II - unreasonable force	59	59	27
72223	Abuse class II - emotional harm	0		
72224	Abuse class II - treating as incompetent	0		
72225	Abuse class II - exploitation	46	46	10
7223	Abuse - class III	109	109	39
7224	Abuse class I - sexual abuse	15	15	2

Code	Category	Received	Investigations	Investigations Substantiated
72251	Neglect class I	32	32	5
72252	Neglect class I - failure to report	0	0	
72261	Neglect class II	52	52	17
72262	Neglect class II - failure to report	12	12	11
72271	Neglect class III	166	166	104
72272	Neglect class III - failure to report	21	21	18

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7550	Right Protection System	28	28	19		
7555	Retaliation/harassment toward recipients	11	11	1		

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7040	Civil rights: Discrimination, Accessibility, Accommodation, etc.	1	1	0		
7044	Religious practice	0				
7045	Voting	0				

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7081	Mental Health Services Suited to Condition (includes chapter 4 violations)	342	342	101		
7082	Safe, Sanitary Humane Treatment Environment	108	108	25		
7083	Least restrictive setting	1	1	0		
7084	Dignity and Respect	169	169	55		

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7100	Physical and Mental Exams	0				
7110	Family Rights	35	35	12		
7120	Individual Written Plan of Service (Person-Centered Process)	10	10	5		
7130	Choice of Physician/Mental Health Professional	4	4	2		
7140	Notice of Clinical Status/Progress	0				
7150	Services of a Mental Health Professional (External to the Agency/Hospital)	1	1	0		
7160	Surgery	0				
7170	Electroconvulsive Therapy	0				
7180	Psychotropic drugs (AR 7158)	1	1	0		
7190	Medication Side Effects	0				

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7240	Fingerprints, Photographs, Audio/Recording, Use of One-Way Glass	3	3	1		
7249	Video Surveillance	7	7	4		

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7261	Communications-Visits	11	11	4		
7262	Communications-Telephone	8	8	2		
7263	Communications-Mail	1	1	0		

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7281	Property-Possession and use	15	15	4		
7286	Personal Property - Limitations	1	1	0		

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7360	Labor and Compensation	1	1	0		

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7440	Freedom of Movement	21	21	6		
7400	Restraint	2	2	2		
7420	Seclusion	0				

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7460	Complete Record	0				
7480	Disclosure of Confidential Information	26	26	15		
7481	Withhold of Confidential Information (Includes Denying Recipient Access to Records)	1	1	1		
7490	Correction of Record	1	1	0		
7500	Privileged communication	0				
<b>TOTALS</b>		<b>1406</b>	<b>1406</b>	<b>514</b>	<b>0</b>	<b>0</b>



Section II: Intervention and Investigation remediation data for:			Detroit Wayne Integrated Health Network				
Category (from Complaint Data)	Provider Type	Specific Remedial Action	Specific Remedial Action	SED	SED-W	DD-CWP	HSW
Abuse, Class II - Exploitation	Residential MI	Other	Contract Action				
Abuse, Class II - Exploitation	Residential MI	Employment Termination					
Abuse, Class II - Exploitation	Residential MI	Written Reprimand					
Abuse, Class II - Exploitation	Residential MI	Employee left the agency, but substantiated					
Abuse, Class II - Exploitation	Residential DD	Employee left the agency, but substantiated					
Abuse, Class II - Exploitation	Residential DD	Employee left the agency, but substantiated					
Abuse, Class II - Exploitation	Residential DD	Contract Action					
Abuse, Class II - Exploitation	Other	Contract Action					2
Abuse, Class II - Exploitation	Residential DD	Other					
Abuse, Class II - Exploitation	Other	Other					
Abuse, Class II - Nonaccidental act	Residential DD	Written Reprimand					
Abuse, Class II - Nonaccidental act	Residential DD	Staff Transfer					1
Abuse, Class II - Nonaccidental act	Out Patient	Verbal Counseling					
Abuse, Class II - Nonaccidental act	Residential DD	Written Reprimand					
Abuse, Class II - Nonaccidental act	Residential DD	Employment Termination					
Abuse, Class II - Nonaccidental act	Residential DD	Employment Termination					
Abuse, Class II - Nonaccidental act	Residential DD	Employment Termination					
Abuse, Class II - Nonaccidental act	Other	Employee left the agency, but substantiated					1
Abuse, Class II - Nonaccidental act	Inpatient	Employment Termination					1
Abuse, Class II - Nonaccidental act	Day Program DD	Written Reprimand					
Abuse, Class II - Nonaccidental act	Day Program DD	Written Reprimand					
Abuse, Class II - Nonaccidental act	Residential DD	Employment Termination					
Abuse, Class II - Nonaccidental act	Out Patient	Suspension					
Abuse, Class II - Nonaccidental act	Other	Suspension					
Abuse, Class II - Nonaccidental act	Other	Employment Termination					
Abuse, Class II - Nonaccidental act	Out Patient	Employee left agency but substantiated					
Abuse, Class II - Nonaccidental act	Residential DD	Suspension					1
Abuse, Class II - Nonaccidental act	Residential DD	Employment Termination					
Abuse, Class II - Nonaccidental act	Out Patient	Staff Transfer					1
Abuse, Class II - Nonaccidental act	Residential DD	Written Reprimand					
Abuse, Class II - Nonaccidental act	Residential DD	Employment Termination					
Abuse, Class II - Nonaccidental act	Residential MI	Employment Termination					
Abuse, Class II - Unreasonable force	Out Patient	Written Reprimand					
Abuse, Class II - Unreasonable force	Residential DD	Staff Transfer	Demotion				1
Abuse, Class II - Unreasonable force	Out Patient	Verbal Counseling	Suspension				1
Abuse, Class II - Unreasonable force	Day Program DD	Written Reprimand	Training				
Abuse, Class II - Unreasonable force	Day Program DD	Employment Termination					
Abuse, Class II - Unreasonable force	Residential MI	Employment Termination					1
Abuse, Class II - Unreasonable force	Inpatient	Employee Termination					
Abuse, Class II - Unreasonable force	Residential DD	Employee left the agency, but substantiated					
Abuse, Class II - Unreasonable force	Residential DD	Employee Termination					
Abuse, Class II - Unreasonable force	Out Patient	Written Reprimand	Employee Termination				
Abuse, Class II - Unreasonable force	Day Program MI	Written Reprimand	Suspension				
Abuse, Class II - Unreasonable force	Out Patient	Employment Termination					
Abuse, Class II - Unreasonable force	Other	Suspension					
Abuse, Class II - Unreasonable force	Residential DD	Suspension	Employment Termination				
Abuse, Class II - Unreasonable force	Residential DD	Employment Termination					
Abuse, Class II - Unreasonable force	Residential DD	Employee left the agency, but substantiated					
Abuse, Class II - Unreasonable force	Out Patient	Suspension	Employment Termination				
Abuse, Class II - Unreasonable force	Other	Employment Termination					
Abuse, Class II - Unreasonable force	Out Patient	Staff Transfer	Written Reprimand				
Abuse, Class II - Unreasonable force	Day Program DD	Written Reprimand					
Abuse, Class II - Unreasonable force	Day Program DD	Employment Termination					
Abuse, Class II - Unreasonable force	Residential DD	Employment Termination					
Abuse, Class II - Unreasonable force	Out Patient	Employment Termination					
Abuse, Class II - Unreasonable force	Residential DD	Staff Transfer	Suspension				
Abuse, Class II - Unreasonable force	Other	Staff Transfer	Suspension				
Abuse, Class II - Unreasonable force	Residential DD	Suspension	Written Reprimand				2
Abuse, Class II - Unreasonable force	Other	Training	Written Reprimand				

DO NOT ENTER DATA HERE, THESE COLUMNS WILL AUTO FILL					
REMEDATION TOTALS		POPULATION TOTALS		PROVIDER TOTALS	
Verbal Counseling	52	SED	0	ACT	91
Written Counseling	23	SED-W	0	Case Management	71
Verbal Reprimand	0	DD-CWP	0	Children's Foster Care	179
Written Reprimand	141	HSW	168	Clubhouse/Drop-in Center	0
Suspension	69			Crisis Center	9
Demotion	5			Day Program DD	12
Staff Transfer	14			Day Program MI	38
Training	138			Inpatient	4
Employment Termination	85			Other	13
Employee left the agency, but substantiated	58			Out Patient	6
Contract Action	32			Psychosocial Rehabilitation	1
Policy Revision/Development	20			Residential DD	2
Environmental Repair/Enhancement	6			Residential MI	0
Plan of Service Revision	3			Residential MI & DD	2
Recipient Transfer to Another Provider/Site	2			Respite Homes	0
Other	24			SIP	0
Pending	0			Supported Employment	0
None	0			Workshop (prevocational)	0

Choice of Physician/Mental Health Professional	Other	Verbal Counseling				
Choice of Physician/Mental Health Professional	Residential MI	Training				
Communications-Telephone	Residential DD	Employee left the agency, but substantiated				
Communications-Telephone	Residential MI	Training				2
Communications - Visits	Residential DD	Training				
Communications - Visits	Out Patient	Contract Action				
Communications - Visits	Residential DD	Contract Action				
Communications - Visits	Residential MI	Training				
Dignity and Respect	Residential DD	Training				
Dignity and Respect	Other	Employment Termination				
Dignity and Respect	Out Patient	Suspension	Training			
Dignity and Respect	Day Program DD	Training	Recipient Transfer to Another Provider/Site			1
Dignity and Respect	Residential DD	Employment Termination				
Dignity and Respect	Residential DD	Employee left the agency, but substantiated				
Dignity and Respect	Residential DD	Employee left the agency, but substantiated	Environmental Repair/Enhancement			
Dignity and Respect	Residential DD	Training				
Dignity and Respect	Residential DD	Written Reprimand				2
Dignity and Respect	Out Patient	Employment Termination				
Dignity and Respect	Out Patient	Employment Termination				
Dignity and Respect	Other	Training				
Dignity and Respect	Other	Verbal Counseling				
Dignity and Respect	Out Patient	Training				
Dignity and Respect	Residential DD	Suspension	Employee left the agency, but substantiated			
Dignity and Respect	Day Program DD	Employment Termination				
Dignity and Respect	Day Program DD	Verbal Counseling				
Dignity and Respect	Supported Employment	Employment Termination				
Dignity and Respect	Out Patient	Employee left the agency, but substantiated				
Dignity and Respect	Inpatient	Verbal Counseling	Other			
Dignity and Respect	Out Patient	Training				
Dignity and Respect	Residential DD	Employee left the agency, but substantiated				
Dignity and Respect	Day Program DD	Suspension				1
Dignity and Respect	Residential DD	Employment Termination				
Dignity and Respect	Day Program DD	Written Reprimand				
Dignity and Respect	Residential MI	Employment Termination				
Dignity and Respect	Day Program DD	Training	Suspension			1
Dignity and Respect	Day Program MI	Verbal Counseling				
Dignity and Respect	Day Program DD	Verbal Counseling				
Dignity and Respect	Residential MI	Employee left the agency, but substantiated	Employee left the agency, but substantiated			
Dignity and Respect	Supported Employment	Verbal Counseling	Training			1
Dignity and Respect	Day Program DD	Written Counseling	Suspension			
Dignity and Respect	Day Program DD	Verbal Counseling				1
Dignity and Respect	Residential DD	Written Counseling				
Dignity and Respect	ACT	Training				
Dignity and Respect	Psychosocial Rehabilitation	Written Counseling	Training			
Dignity and Respect	Day Program DD	Training				
Dignity and Respect	Other	Training				
Dignity and Respect	Out Patient	Written Counseling	Employee Termination			
Dignity and Respect	Residential DD	Training				
Dignity and Respect	Residential DD	Environmental Repair/Enhancement				
Dignity and Respect	Out Patient	Employment Termination				
Dignity and Respect	ACT	Written Reprimand	Training			
Dignity and Respect	Out Patient	Verbal Counseling	Training			
Dignity and Respect	Supported Employment	Training	Recipient Transfer to Another Provider/Site			
Dignity and Respect	Day Program DD	Training	Training			
Dignity and Respect	Out Patient	Written Counseling				
Dignity and Respect	Residential MI	Employment Termination				
Dignity and Respect	Out Patient	Written Reprimand	Training			
Dignity and Respect	Residential DD	Suspension	Training			
Dignity and Respect	Other	Written Counseling				
Dignity and Respect	Out Patient	Verbal Counseling				
Dignity and Respect	Residential DD	Suspension				

Dignity and Respect	Workshop (prevocational)	Written Counseling				
Dignity and Respect	Day Program DD	Written Counseling				
Disclosure of Confidential Information	Residential DD	Suspension	Training			
Disclosure of Confidential Information	Residential DD	Employment Termination				
Disclosure of Confidential Information	Out Patient	Written Reprimand				
Disclosure of Confidential Information	Out Patient	Written Counseling				1
Disclosure of Confidential Information	Out Patient	Written Counseling				1
Disclosure of Confidential Information	Day Program DD	Verbal Counseling				
Disclosure of Confidential Information	Out Patient	Suspension				
Disclosure of Confidential Information	Other	Contract Action				
Disclosure of Confidential Information	Out Patient	Training	Written Reprimand			
Disclosure of Confidential Information	Residential DD	Suspension	Verbal Counseling			
Disclosure of Confidential Information	Out Patient	Suspension	Training			
Disclosure of Confidential Information	Other	Verbal Counseling	Training			
Disclosure of Confidential Information	Residential DD	Employee left the agency, but substantiated				
Disclosure of Confidential Information	Out Patient	Written Reprimand				
Disclosure of Confidential Information	Other	Employment Termination				
Family Rights	Workshop (prevocational)	Training				1
Family Rights	Residential DD	Verbal Counseling	Employee left the agency, but substantiated			
Family Rights	Residential DD	Employment Termination				1
Family Rights	Out Patient	Training				
Family Rights	Out Patient	Employee left the agency, but substantiated				1
Family Rights	Out Patient	Other				
Family Rights	Other	Suspension				
Family Rights	Other	Employee left the agency, but substantiated				
Family Rights	Out Patient	Training	Verbal Counseling			
Family Rights	Other	Written Reprimand	Training			
Family Rights	Out Patient	Verbal Counseling	Training			
Fingerprints, Photographs, Audiorecordings, and U	Other	Employment Termination				
Freedom of Movement	Residential MI	Suspension				
Freedom of Movement	Out Patient	Employee left the agency, but substantiated				
Freedom of Movement	Residential DD	Suspension	Staff Transfer			
Freedom of Movement	Day Program DD	Training	Policy Revision/Development			
Freedom of Movement	Out Patient	Verbal Counseling				2
Freedom of Movement	Residential DD	Written Counseling	Other			
Individual Written Plan of Service (Person-Cent	Workshop (prevocational)	Employee left the agency, but substantiated				
Individual Written Plan of Service (Person-Cent	ACT	Employee left the agency, but substantiated				
Individual Written Plan of Service (Person-Cent	Other	Written Reprimand	Training			
Individual Written Plan of Service (Person-Cent	Residential DD	Verbal Counseling	Training			
Individual Written Plan of Service (Person-Cent	Out Patient	Demotion	Training			
Mental Health Services Suited to Condition (Inclu	Day Program DD	Employee left the agency, but substantiated				
Mental Health Services Suited to Condition (Inclu	Out Patient	Verbal Counseling				
Mental Health Services Suited to Condition (Inclu	Inpatient	Employee left the agency, but substantiated				
Mental Health Services Suited to Condition (Inclu	Residential DD	Written Reprimand	Suspension			
Mental Health Services Suited to Condition (Inclu	Out Patient	Contract Action				
Mental Health Services Suited to Condition (Inclu	SIP	Other				1
Mental Health Services Suited to Condition (Inclu	Day Program MI					1
Mental Health Services Suited to Condition (Inclu	Residential DD	Other				
Mental Health Services Suited to Condition (Inclu	Day Program MI	Verbal Counseling	Training			
Mental Health Services Suited to Condition (Inclu	Residential DD	Employee left the agency, but substantiated				
Mental Health Services Suited to Condition (Inclu	Residential DD	Training	Verbal Counseling			
Mental Health Services Suited to Condition (Inclu	Residential DD	Contract Action				1
Mental Health Services Suited to Condition (Inclu	Day Program MI	Verbal Counseling				
Mental Health Services Suited to Condition (Inclu	Residential MI	Policy Revision/Development				
Mental Health Services Suited to Condition (Inclu	Residential DD	Training				1
Mental Health Services Suited to Condition (Inclu	Residential MI	Suspension				1
Mental Health Services Suited to Condition (Inclu	Other	Contract Action	Policy Revision/Development			
Mental Health Services Suited to Condition (Inclu	Residential MI	Training				
Mental Health Services Suited to Condition (Inclu	Residential DD	Written Reprimand				
Mental Health Services Suited to Condition (Inclu	Residential DD	Verbal Counseling	Training			
Mental Health Services Suited to Condition (Inclu	Residential DD	Suspension				

Mental Health Services Suited to Condition (Include	Residential MI	Employee left the agency, but substantiated				
Mental Health Services Suited to Condition (Include	Out Patient	Verbal Counseling	Training			
Mental Health Services Suited to Condition (Include	Residential DD	Written Counseling				
Mental Health Services Suited to Condition (Include	Out Patient	Employee left the agency, but substantiated				
Mental Health Services Suited to Condition (Include	Workshop (prevocational)	Written Reprimand				
Mental Health Services Suited to Condition (Include	Out Patient	Written Reprimand				
Mental Health Services Suited to Condition (Include	Out Patient	Training				
Mental Health Services Suited to Condition (Include	Other	Employment Termination				
Mental Health Services Suited to Condition (Include	Residential DD	Employee left the agency, but substantiated				
Mental Health Services Suited to Condition (Include	Residential MI	Verbal Counseling				
Mental Health Services Suited to Condition (Include	Day Program DD	Written Counseling				
Mental Health Services Suited to Condition (Include	Residential MI	Employment Termination				
Mental Health Services Suited to Condition (Include	Residential MI	Training				
Mental Health Services Suited to Condition (Include	Supported Employment	Employee left the agency, but substantiated				
Mental Health Services Suited to Condition (Include	ACT	Other				
Mental Health Services Suited to Condition (Include	Residential MI	Written Reprimand	Training			
Mental Health Services Suited to Condition (Include	Other	Employee left the agency, but substantiated	Policy Revision/Development			
Mental Health Services Suited to Condition (Include	Residential DD	Training	Written Reprimand			
Mental Health Services Suited to Condition (Include	Residential MI	Contract Action				
Mental Health Services Suited to Condition (Include	Other	Contract Action				
Mental Health Services Suited to Condition (Include	Other	Verbal Counseling				
Mental Health Services Suited to Condition (Include	Out Patient	Verbal Counseling				
Mental Health Services Suited to Condition (Include	Residential DD	Verbal Counseling	Training			
Mental Health Services Suited to Condition (Include	Out Patient	Employee left the agency, but substantiated				
Mental Health Services Suited to Condition (Include	Residential DD	Written Counseling	Training			
Mental Health Services Suited to Condition (Include	ACT	Training				
Mental Health Services Suited to Condition (Include	Other	Verbal Counseling	Training			
Mental Health Services Suited to Condition (Include	Residential DD	Contract Action				
Mental Health Services Suited to Condition (Include	Residential DD	Training	Training			
Mental Health Services Suited to Condition (Include	Out Patient	Training	Employee left the agency, but substantiated			
Mental Health Services Suited to Condition (Include	Day Program MI	Training	Policy Revision/Development			
Mental Health Services Suited to Condition (Include	Other	Suspension	Training			
Mental Health Services Suited to Condition (Include	Supported Employment	Written Counseling				
Mental Health Services Suited to Condition (Include	Day Program DD	Written Counseling				
Mental Health Services Suited to Condition (Include	Out Patient	Verbal Counseling				
Mental Health Services Suited to Condition (Include	Out Patient	Verbal Counseling	Policy Revision/Development			
Mental Health Services Suited to Condition (Include	Other	Employment Termination				
Mental Health Services Suited to Condition (Include	Other	Training				1
Mental Health Services Suited to Condition (Include	Residential DD	Training	Other			2
Mental Health Services Suited to Condition (Include	Out Patient	Verbal Counseling				
Mental Health Services Suited to Condition (Include	Out Patient	Other	Training			1
Mental Health Services Suited to Condition (Include	Out Patient	Verbal Counseling				1
Mental Health Services Suited to Condition (Include	Out Patient	Verbal Counseling				
Mental Health Services Suited to Condition (Include	Out Patient	Suspension				
Mental Health Services Suited to Condition (Include	Out Patient	Training				
Mental Health Services Suited to Condition (Include	Other	Policy Revision/Development				
Mental Health Services Suited to Condition (Include	Residential DD	Written Reprimand	Suspension			1
Mental Health Services Suited to Condition (Include	Out Patient	Training				
Mental Health Services Suited to Condition (Include	Out Patient	Employment Termination				1
Mental Health Services Suited to Condition (Include	Other	Other				2
Mental Health Services Suited to Condition (Include	Residential DD	Written Reprimand	Training			
Mental Health Services Suited to Condition (Include	Other	Employment Termination				
Mental Health Services Suited to Condition (Include	Out Patient	Written Counseling				
Mental Health Services Suited to Condition (Include	Out Patient	Staff Transfer	Written Reprimand			
Mental Health Services Suited to Condition (Include	Other	Verbal Counseling	Training			
Mental Health Services Suited to Condition (Include	Residential MI	Contract Action				
Mental Health Services Suited to Condition (Include	Supported Employment	Other				
Mental Health Services Suited to Condition (Include	Out Patient	Written Reprimand				
Mental Health Services Suited to Condition (Include	Residential DD	Training				
Mental Health Services Suited to Condition (Include	Out Patient	Written Counseling				
Mental Health Services Suited to Condition (Include	Residential MI	Training				

Mental Health Services Suited to Condition (Include	Other	Verbal Counseling	Other				
Mental Health Services Suited to Condition (Include	Residential DD	Policy Revision/Development					
Mental Health Services Suited to Condition (Include	Other	Verbal Counseling	Other				1
Mental Health Services Suited to Condition (Include	Residential DD	Employment Termination	Training				2
Mental Health Services Suited to Condition (Include	Day Program MI	Contract Action					
Mental Health Services Suited to Condition (Include	Residential MI	Employee left the agency, but substantiated					
Mental Health Services Suited to Condition (Include	Residential MI	Contract Action					1
Mental Health Services Suited to Condition (Include	Other	Written Reprimand	Training				
Mental Health Services Suited to Condition (Include	Out Patient	Training					
Mental Health Services Suited to Condition (Include	Residential DD	Training					
Mental Health Services Suited to Condition (Include	Other	Employment Termination					
Mental Health Services Suited to Condition (Include	Out Patient	Training					
Mental Health Services Suited to Condition (Include	Other	Written Reprimand					
Mental Health Services Suited to Condition (Include	Other	Written Reprimand					
Mental Health Services Suited to Condition (Include	Out Patient	Verbal Counseling					
Mental Health Services Suited to Condition (Include	Other	Verbal Counseling	Training				
Mental Health Services Suited to Condition (Include	Out Patient	Verbal Counseling	Other				
Mental Health Services Suited to Condition (Include	Out Patient	Training	Other				
Mental Health Services Suited to Condition (Include	Residential DD	Training					
Neglect, Class I	Out Patient	Written Reprimand					
Neglect, Class I	Other	Suspension	Training				
Neglect, Class I	Residential DD	Employment Termination					1
Neglect, Class I	Residential DD	Contract Action					1
Neglect, Class I	Other	Written Reprimand	Suspension				
Neglect, Class II	Residential MI	Employment Termination					
Neglect, Class II	Residential DD	Written Reprimand					
Neglect, Class II	Residential DD	Contract Action					1
Neglect, Class II	Residential DD	Contract Action					1
Neglect, Class II	Residential DD	Written Reprimand	Training				1
Neglect, Class II	Residential MI	Written Reprimand					1
Neglect, Class II	Residential DD	Employment Termination					1
Neglect, Class II	Residential DD	Written Reprimand					
Neglect, Class II	Other	Written Reprimand					1
Neglect, Class II	Residential MI	Written Reprimand	Training				1
Neglect, Class II	Residential MI	Written Reprimand					
Neglect, Class II	Other	Employment Termination	Training				
Neglect, Class II	Day Program MI	Contract Action					1
Neglect, Class II	Other	Written Reprimand					
Neglect, Class II	Other	Employee left the agency, but substantiated					1
Neglect, Class II	Other	Written Reprimand					1
Neglect, Class II	Other	Written Reprimand	Plan of Service Revision				1
Neglect, Class II (Failure to Report)	Day Program DD	Written Reprimand					1
Neglect, Class II (Failure to Report)	Inpatient	Employee left the agency, but substantiated					
Neglect, Class II (Failure to Report)	Other	Written Reprimand	Training				
Neglect, Class II (Failure to Report)	Residential DD	Contract Action					1
Neglect, Class II (Failure to Report)	Out Patient	Policy Revision/Development	Training				
Neglect, Class II (Failure to Report)	Residential DD	Written Reprimand					1
Neglect, Class II (Failure to Report)	Out Patient	Written Reprimand					
Neglect, Class II (Failure to Report)	Other	Written Reprimand					
Neglect, Class II (Failure to Report)	Residential DD	Employment Termination					
Neglect, Class II (Failure to Report)	Residential DD	Written Reprimand	Training				
Neglect, Class II (Failure to Report)	Residential DD	Employee left the agency, but substantiated	Policy Revision/Development				
Neglect, Class III	Residential DD	Written Reprimand					1
Neglect, Class III	Residential DD	Suspension					
Neglect, Class III	Day Program DD	Employment Termination					1
Neglect, Class III	Residential DD	Written Reprimand	Suspension				
Neglect, Class III	Residential DD	Written Reprimand					
Neglect, Class III	Residential DD	Employment Termination					
Neglect, Class III	Out Patient	Written Reprimand	Training				4
Neglect, Class III	Residential DD	Written Reprimand	Training				1
Neglect, Class III	Day Program DD	Written Reprimand					1

Neglect_Class III	Residential DD	Employee left the agency, but substantiated				1
Neglect_Class III	Residential DD	Suspension				
Neglect_Class III	Residential DD	Demotion				3
Neglect_Class III	Out Patient	Employee left the agency, but substantiated				
Neglect_Class III	Residential DD	Written Reprimand	Training			
Neglect_Class III	Residential DD	Written Reprimand				2
Neglect_Class III	Out Patient	Employment Termination				
Neglect_Class III	Residential MI	Written Reprimand	Training			
Neglect_Class III	Residential MI	Suspension	Training			1
Neglect_Class III	Residential DD	Employment Termination				1
Neglect_Class III	Residential DD	Written Reprimand	Training			
Neglect_Class III	Day Program DD	Written Reprimand				1
Neglect_Class III	Residential DD	Written Reprimand	Training			
Neglect_Class III	Residential MI	Written Reprimand				2
Neglect_Class III	Residential DD	Written Reprimand				2
Neglect_Class III	Residential DD	Employment Termination				
Neglect_Class III	Residential DD	Written Reprimand	Training			
Neglect_Class III	Out Patient	Written Reprimand				1
Neglect_Class III	Out Patient	Employment Termination	Policy Revision/Development			
Neglect_Class III	Residential DD	Suspension	Training			4
Neglect_Class III	Residential DD	Written Reprimand	Written Reprimand			1
Neglect_Class III	Residential DD	Training	Written Reprimand			1
Neglect_Class III	Out Patient	Written Reprimand				1
Neglect_Class III	Other	Written Reprimand				1
Neglect_Class III	Residential MI	Employment Termination				2
Neglect_Class III	Residential DD	Suspension				
Neglect_Class III	Other	Employment Termination				1
Neglect_Class III	Residential DD	Training				4
Neglect_Class III	Residential DD	Employee left the agency, but substantiated				1
Neglect_Class III	Day Program DD	Written Reprimand				1
Neglect_Class III	Residential DD	Written Reprimand	Training			
Neglect_Class III	Residential MI	Training	Written Reprimand			
Neglect_Class III	Residential MI	Employment Termination				
Neglect_Class III	Other	Employment Termination				2
Neglect_Class III	Residential DD	Suspension	Employment Termination			1
Neglect_Class III	Residential DD	Employee left the agency, but substantiated				1
Neglect_Class III	Day Program DD	Written Reprimand	Training			
Neglect_Class III	Out Patient	Written Reprimand	Verbal Counseling			1
Neglect_Class III	Day Program DD	Employment Termination				
Neglect_Class III	Out Patient	Written Counseling	Employee left the agency, but substantiated			1
Neglect_Class III	Residential DD	Employee left the agency, but substantiated	Written Reprimand			
Neglect_Class III	Out Patient	Written Reprimand	Verbal Counseling			
Neglect_Class III	Out Patient	Contract Action				3
Neglect_Class III	Residential DD	Employment Termination				
Neglect_Class III	Other	Written Reprimand				
Neglect_Class III	Out Patient	Written Reprimand				2
Neglect_Class III	Residential MI	Written Reprimand				
Neglect_Class III	Residential DD	Written Reprimand	Training			
Neglect_Class III	Residential DD	Written Counseling	Suspension			
Neglect_Class III	Out Patient	Written Reprimand	Verbal Counseling			1
Neglect_Class III	Residential DD	Written Reprimand	Training			1
Neglect_Class III	Other	Contract Action				
Neglect_Class III	Residential DD	Suspension	Written Counseling			
Neglect_Class III	Other	Employment Termination				
Neglect_Class III	Out Patient	Training	Written Reprimand			1
Neglect_Class III	Residential DD	Written Reprimand	Employee left the agency, but substantiated			
Neglect_Class III	Day Program DD	Written Reprimand				
Neglect_Class III	Residential MI	Employment Termination				1
Neglect_Class III	Residential MI	Employment Termination				
Neglect_Class III	Residential DD	Suspension	Written Reprimand			
Neglect_Class III	Supported Employment	Training	Staff Transfer			2

Neglect_Class III	Residential DD	Employment Termination				1
Neglect_Class III	Residential MI	Suspension				1
Neglect_Class III	Residential MI	Written Reprimand	Training			
Neglect_Class III	Residential DD	Training	Written Reprimand			
Neglect_Class III	Other	Suspension				
Neglect_Class III	Residential MI	Employment Termination				
Neglect_Class III	Residential MI	Employee left the agency, but substantiated				
Neglect_Class III	Residential DD	Written Reprimand	Employee left the agency, but substantiated			
Neglect_Class III	Residential DD	Employee left the agency, but substantiated				
Neglect_Class III	Residential MI	Employment Termination				
Neglect_Class III	Residential DD	Written Reprimand				
Neglect_Class III	Residential MI	Suspension				1
Neglect_Class III	Residential DD	Written Reprimand	Training			
Neglect_Class III	Residential DD	Employee left the agency, but substantiated				1
Neglect_Class III	SIP	Suspension	Training			
Neglect_Class III	Residential DD	Written Reprimand	Training			
Neglect_Class III	Other	Employment Termination				
Neglect_Class III	Inpatient	Training	Suspension			
Neglect_Class III	Supported Employment	Suspension	Written Reprimand			
Neglect_Class III	Other	Suspension				
Neglect_Class III	Inpatient	Employment Termination				1
Neglect_Class III	Residential MI	Written Reprimand				
Neglect_Class III	Other	Written Reprimand				1
Neglect_Class III	Other	Suspension				3
Neglect_Class III	Residential MI	Contract Action				
Neglect_Class III	Residential MI	Written Reprimand				
Neglect_Class III	Residential MI	Employment Termination				
Neglect_Class III	Residential MI	Written Reprimand				
Neglect_Class III	Residential MI	Other	Employee left the agency, but substantiated			1
Neglect_Class III	Residential MI	Written Reprimand	Training			1
Neglect_Class III	Other	Written Reprimand	Training			
Neglect_Class III	Case Management	Plan of Service Revision	Verbal Counseling			
Neglect_Class III	Other	Suspension				
Neglect_Class III	Other	Written Reprimand	Suspension			
Neglect_Class III (Failure to Report)	Residential DD	Suspension				
Neglect_Class III (Failure to Report)	Day Program DD	Written Reprimand	Training			
Neglect_Class III (Failure to Report)	Residential DD	Employment Termination				
Neglect_Class III (Failure to Report)	Supported Employment	Written Reprimand				
Neglect_Class III (Failure to Report)	Residential DD	Training	Written Reprimand			
Neglect_Class III (Failure to Report)	Residential DD	Written Reprimand	Written Reprimand			4
Neglect_Class III (Failure to Report)	Out Patient	Written Reprimand	Training			1
Neglect_Class III (Failure to Report)	Residential DD	Employee left the agency, but substantiated	Employee left the agency, but substantiated			3
Neglect_Class III (Failure to Report)	Residential DD	Written Reprimand				2
Neglect_Class III (Failure to Report)	Residential DD	Written Reprimand				
Neglect_Class III (Failure to Report)	Residential DD	Written Reprimand				
Neglect_Class III (Failure to Report)	Residential DD	Written Reprimand	Suspension			
Neglect_Class III (Failure to Report)	Residential MI	Written Reprimand	Training			
Neglect_Class III (Failure to Report)	Residential DD	Written Reprimand				
Neglect_Class III (Failure to Report)	Other	Employee left the agency, but substantiated				
Neglect_Class III (Failure to Report)	Supported Employment	Written Reprimand				
Neglect_Class III (Failure to Report)	Residential DD	Employment Termination				
Neglect_Class III (Failure to Report)	Supported Employment	Written Reprimand				
Property-Possession and use	Residential DD	Policy Revision/Development				
Property-Possession and use	Residential DD	Training				
Property-Possession and use	Other	Policy Revision/Development				
Property-Possession and use	Inpatient	Suspension				
Restraint	Other	Employment Termination				
Restraint	Other	Written Reprimand				1
Retaliation/Harassment	Out Patient	Training	Verbal Counseling			
Rights Protection System	Residential MI	Written Reprimand				2
Rights Protection System	Other	Training	Verbal Counseling			

Rights Protection System	Residential DD	Training	Demotion				1
Rights Protection System	Residential DD	Training					
Rights Protection System	Other	Verbal Counseling					
Rights Protection System	Residential DD	Policy Revision/Development					
Rights Protection System	Psychosocial Rehabilitation	Policy Revision/Development					
Rights Protection System	Residential DD	Employee left the agency, but substantiated					
Rights Protection System	Residential DD	Employment Termination					
Rights Protection System	Residential DD	Training					
Rights Protection System	Residential MI	Policy Revision/Development					
Rights Protection System	Supported Employment	Verbal Counseling	Training				3
Rights Protection System	Out Patient	Policy Revision/Development					
Rights Protection System	Residential DD	Training					
Rights Protection System	Residential DD	Contract Action					
Rights Protection System	Other	Training					
Rights Protection System	Other	Training	Verbal Counseling				2
Rights Protection System	Day Program DD	Written Counseling	Training				
Rights Protection System	Day Program DD	Written Reprimand					1
Safe, Sanitary Humane Treatment Environment	Residential DD	Written Reprimand					
Safe, Sanitary Humane Treatment Environment	Other	Other					
Safe, Sanitary Humane Treatment Environment	Residential MI	Contract Action					
Safe, Sanitary Humane Treatment Environment	Residential MI	Written Reprimand					
Safe, Sanitary Humane Treatment Environment	Residential DD	Training					2
Safe, Sanitary Humane Treatment Environment	Residential MI	Training					
Safe, Sanitary Humane Treatment Environment	Residential DD	Training	Policy Revision/Development				
Safe, Sanitary Humane Treatment Environment	Residential MI	Contract Action	Training				
Safe, Sanitary Humane Treatment Environment	Residential MI	Contract Action					
Safe, Sanitary Humane Treatment Environment	Residential DD	Training					
Safe, Sanitary Humane Treatment Environment	Residential DD	Employee left the agency, but substantiated					
Safe, Sanitary Humane Treatment Environment	Residential DD	Employee left the agency, but substantiated	Verbal Counseling				2
Safe, Sanitary Humane Treatment Environment	Residential MI	Environmental Repair/Enhancement					
Safe, Sanitary Humane Treatment Environment	Residential DD	Suspension	Written Counseling				
Safe, Sanitary Humane Treatment Environment	Residential MI	Suspension	Staff Transfer				
Safe, Sanitary Humane Treatment Environment	Inpatient	Environmental Repair/Enhancement					
Safe, Sanitary Humane Treatment Environment	Residential MI	Contract Action					
Safe, Sanitary Humane Treatment Environment	Residential DD	Employment Termination					
Safe, Sanitary Humane Treatment Environment	Residential DD	Plan of Service Revision					1
Safe, Sanitary Humane Treatment Environment	Other	Contract Action					
Safe, Sanitary Humane Treatment Environment	Residential MI	Employment Termination					2
Safe, Sanitary Humane Treatment Environment	Residential DD	Environmental Repair/Enhancement					
Safe, Sanitary Humane Treatment Environment	Residential MI	Employment Termination					
Safe, Sanitary Humane Treatment Environment	Residential MI	Other					
Safe, Sanitary Humane Treatment Environment	Residential MI	Environmental Repair/Enhancement					
Abuse class I - sexual abuse	Residential DD	Employee Termination					
Abuse class I - sexual abuse	Residential MI	Employee left the agency, but substantiated	Other				
Video Surveillance	Residential DD	Other					
Video Surveillance	Out Patient	Contract Action	Policy Revision/Development				
Video Surveillance	Other	Other					
Video Surveillance	Residential MI	Policy Revision/Development					
Withhold of Confidential Information (Includes Dan	Day Program MI	Written Reprimand					
Abuse Class III	Residential MI	Written Reprimand					1
Abuse Class III	Residential DD	Written Reprimand					1
Abuse Class III	Residential DD	Employment Termination					
Abuse Class III	Other	Written Reprimand					
Abuse Class III	Residential DD	Employment Termination					1
Abuse Class III	Day Program DD	Suspension	Training				
Abuse Class III	Residential DD	Written Reprimand	Training				
Abuse Class III	Residential DD	Written Reprimand	Suspension				
Abuse Class III	Day Program MI	Written Reprimand					
Abuse Class III	Other	Employee left the agency, but substantiated					
Abuse Class III	Residential DD	Suspension	Staff Transfer				
Abuse Class III	Day Program DD	Employment Termination					





## Annual Appeals Data for:

### APPEALS INFORMATION

<b>Appeals Type</b>
Appeal Requests Regarding the Rights Office Investigation Received
Appeal Requests Regarding the Rights Office Investigation Accepted
Number Upheld
Number Sent Back for Reinvestigation
Number Where External Investigation by MDHHS-ORR Was Requested
Appeal Requests Regarding the Action Taken Received
Appeal Requests Received Regarding the Action Taken Accepted
Number Upheld
Number Sent Back for Further Action

Choose from drop down menu

Number
19
16
14
2
0
1
1
1
0

Choose from drop down menu					
ANNUAL TRAINING ACTIVITY					
Training Received by Office Staff (Please only list trainings related to rights protection)					
LIST THE NAMES OF ALL RIGHTS STAFF HERE	Staff Name (drop down: you have to scroll up to see the names)	MDHHS Course Number	Topic of Training Received	Category (drop down)	# Hours
Adams, Vickie	Green, Edna	RC23-PC	Emotion Intelligence and Empowering Leadership	III - Leadership	5.00
Alexander, Ann	Green, Edna	RC23-GSI	The Power of Advocacy	IV - Augmented Training	1.50
Allison-Lamb, Jessica	Green, Edna	RC23-01	Discovering Wisdom through Tough Times	IV - Augmented Training	1.50
Askew, Brian	Green, Edna	RC23-GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
Avery, Barnett	Green, Edna	RC23-06	Recipient Rights Advisory Committee Training	I - Operations	2.00
Carter, Charles	Green, Edna	RC23-07	Comparing ORR and CMS Complaint Systems	II - Legal Foundations	1.50
Copeland, Krystal	Green, Edna	RC23-12	Keeping Yourself Safe While Practicing Evidence Based Techniques	IV - Augmented Training	1.50
Flynn, Zachary	Green, Edna	RC23-15	Implicit Bias and Measuring Ours	I - Operations	1.50
Gilreath, Robert					
Green, Edna	Green, Edna	RC23-18	Nurturing Boundaries: Ensuring Ethical engagements between Recipient Rights	III - Leadership	1.50
Hamer, Dorothy	Green, Edna	RC23-GSIII	The Final Frontier: What have we learned a	IV - Augmented Training	1.50
Hardrick, Andre	Green, Edna	R23-21	County's Blueprint for Preventing Communit	IV - Augmented Training	1.50
Harris, Brian	Alexander, Ann	RC23PC	Emotional Intelligence and Empowering Leadership	III - Leadership	5.00
Hicks, Lynda	Alexander, Ann	RC23 GSI	The Power of Advocacy	IV - Augmented Training	1.50
Hudson, Lawrence	Alexander, Ann	RC23-01	Discovering Wisdom Through Tough Times	IV - Augmented Training	1.50
Jackson, ArReana	Alexander, Ann	RC23-GSII	MDHHS Director Hertel	I - Operations	0.75
Jones, Gwena	Alexander, Ann	RC23-08	LOCUS and MichiCANS and how to use them in your investigation	I - Operations	1.50
Livious, Michelle	Alexander, Ann	RC23-10	Confidentiality Basics	II - Legal Foundations	1.50
Louie, Nerissa	Alexander, Ann	RC23-15	Implicit Bias and Measuring Ours	I - Operations	1.50
McCalister, Polly	Alexander, Ann	RC23-18	Nurturing Boundaries: Ensuring Ethical Engagement	III - Leadership	1.50
McMurray, Tonia	Alexander, Ann	RC23-GSIII	The Final Frontier What Have We Learned	IV - Augmented Training	1.50
Moore, Rachel	Alexander, Ann	RC23-21	Oakland County's Blueprint for Preventing Community Violence	IV - Augmented Training	1.50
	Alexander, Ann	RCA 23-50	Implicit Bias: Seeing More Clearly by Examining Ourselves	IV - Augmented Training	2.00
Neely, LaShanda	Harris, Brian	RCA22-15	Cultural Competency	IV - Augmented Training	1.00
Oliver, Michael	Harris, Brian	RCA22-11	HIPAA Basics	II - Legal Foundations	0.50
Pride, Schakerra	Harris, Brian	RCA22-13	Grievance, Appeals and State Fair Hearings	II - Legal Foundations	1.00
Sammons, Mariah	Harris, Brian	RCA22-12	Human Sex Trafficking	IV - Augmented Training	2.00
Schneider, Matthew	Askew, Brian	RC23-PC	Emotional Intelligence and Empowering Leadership	III - Leadership	5.00
Sims, Edward	Askew, Brian	RC23-GSI	The Power of Advocacy	IV - Augmented Training	1.50
Snodgrass, Dwight	Askew, Brian	RC23-03	Forensic Interviewing	I - Operations	1.50
Sterrett, Jeri	Askew, Brian	RC23-GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
Strong, Mignon	Askew, Brian	RC23-05	LPH Roundtable	I - Operations	2.00
Underwood, Sherry	Askew, Brian	RC23-07	Comparing ORR and CMS Complaint Systems	II - Legal Foundations	1.50
Wells, Joyce	Askew, Brian	RC23-10	Confidentiality Basics	II - Legal Foundations	1.50
Williams, Nicole	Askew, Brian	RC23-13	MDHHS Legislative Updates	I - Operations	1.00
Witcher, Chad	Askew, Brian	RC23-26	Calming the Jitters	I - Operations	1.50
Arnold, Annette	Askew, Brian	RC23-GSIII	The Final Frontier What Have We Learned	IV - Augmented Training	1.50
	Askew, Brian	RC23-19	Mental Health Basic	I - Operations	1.50
	Askew, Brian	RCA22-11	HIPAA Basics	II - Legal Foundations	0.50
	Askew, Brian	RCA22-12	Human Sex Trafficking	IV - Augmented Training	2.00
	Askew, Brian	RCA22-13	Grievances, Appeals and State Fair Hearings	II - Legal Foundations	1.00
	Askew, Brian	RCA22-15	Cultural Competence/Diversity	IV - Augmented Training	1.00
	Sterrett, Jeri	RCA 22-12	HUMAN SEX TRAFFICKING	IV - Augmented Training	2.00
	Sterrett, Jeri	RCA 22-15	CULTURAL COMPETENCE/DIVERSITY	I - Operations	1.00
	Sterrett, Jeri	RCA 22-14	PERSON CENTERED PLANNING	I - Operations	1.00
	Sterrett, Jeri	RCA 22-11	HIPAA BASICS	I - Operations	0.50
	Sterrett, Jeri	RC23-PC	EMOTIONAL INTELLIGENCE	III - Leadership	5.00
	Sterrett, Jeri	RC23-GS1	POWER OF ADVOCACY	IV - Augmented Training	1.50
	Sterrett, Jeri	RC23-03	FORENSIC INTERVIEWING	I - Operations	1.50
	Sterrett, Jeri	RC23-04	CMH ROUNDTABLE	I - Operations	2.00
	Sterrett, Jeri	RC23-08	LOCUS AND MICHIGANS	I - Operations	1.50
	Sterrett, Jeri	RC23-12	KEEPING YOURSELF SAFE	II - Legal Foundations	1.50
	Sterrett, Jeri	RC23-13	MDHHS UPDATES	I - Operations	1.00
	Sterrett, Jeri	RC23-17	INTERVIEWING COMPLEX INDIVIDUALS	I - Operations	1.50
	Sterrett, Jeri	RC23-GSIII	FINAL FRONTIER	IV - Augmented Training	1.50
	Sterrett, Jeri	RC23-20	RESTORATIVE RELATIONSHIP	I - Operations	1.50
	Sterrett, Jeri	RC23-GSII	MDHHS DIRECTOR ELIZABETH HERTEL	I - Operations	0.75
	Livious, Michelle	RC23-PC	Emotional Intelligence and Empowering Leadership	III - Leadership	5.00
	Livious, Michelle	RC-23 GSI	The Power of Advocacy	IV - Augmented Training	1.50
	Livious, Michelle	RC23-03	Forensic Interviewing	I - Operations	1.50
	Livious, Michelle	RC23-GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
	Livious, Michelle	RC23-04	CMH Roundtable	I - Operations	2.00
	Livious, Michelle	RC23-09	How to Succeed and Communicate Effectively with the most Challenging	IV - Augmented Training	1.50
	Livious, Michelle	RC23-12	Keeping Yourself Safe While Practicing Evidence Based Techniques	IV - Augmented Training	1.50
	Livious, Michelle	RC23-13	MDHHS Legislative Updates	I - Operations	1.00
	Livious, Michelle	RC23-17	Identifying and Interviewing Individuals with Complex Communication Needs	I - Operations	1.50
	Livious, Michelle	RC23-GSIII	The Final Frontier: What Have We Learned and Where Do We Go From Here	IV - Augmented Training	1.50
	Louie, Nerissa	RCA 22-15	Cultural Competency	IV - Augmented Training	1.00
	Louie, Nerissa	RCA 22-11	HIPAA Basics	II - Legal Foundations	0.50
	Louie, Nerissa	RCA 22-14	Person Centered Planning with Children, Adults and Families	IV - Augmented Training	1.00

**Link to MDHHS-ORR Course Numbers**

<https://www.michigan.gov/mdhhs/keep-mi-healthy/mentalhealth/recipientrights/staff/education-rec>

**CATEGORY TOTALS**

I - Operations	107.50
II - Legal Foundations	46.50
III - Leadership	84.00
IV - Augmented Training	114.50
Non-CEU	0.00

THESE NUMBERS WILL AUTO-FILL

Louie, Nerissa	RCA 22-13	Grievances, Appeals and State Fair Hearings	II - Legal Foundations	1.00
Louie, Nerissa	RCA 22-12	Human Sex Trafficking (Previously Child Sex Trafficking in America)	IV - Augmented Training	2.00
Louie, Nerissa	RC23 - PC	Emotional Intelligence and Empowering Leadership	III - Leadership	5.00
Louie, Nerissa	RC23 GSI	The Power of Advocacy	IV - Augmented Training	1.50
Louie, Nerissa	RC23 - O3	Forensic Interviewing	I - Operations	1.50
Louie, Nerissa	RC23 GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
Louie, Nerissa	RC23 - O6	Recipient Rights Advisory Committee Training	I - Operations	2.00
Louie, Nerissa	RC23 - O7	Comparing ORR and CMS Complaint Systems	II - Legal Foundations	1.50
Louie, Nerissa	RC23 - 10	Confidentiality Basics	II - Legal Foundations	1.50
Louie, Nerissa	RC23 - 15	Implicit Bias and Measuring Ours	I - Operations	1.50
Louie, Nerissa	RC23 - 17	Identifying and Interviewing Individuals with Co	I - Operations	1.50
Louie, Nerissa	RC23 - GSIII	The Final Frontier: What Have We Learned and	IV - Augmented Training	1.50
Louie, Nerissa	RC23 - 19	Mental Health Basics	I - Operations	1.50
Moore, Rachel	RC23-PC	Emotional Intelligence and leadership	III - Leadership	5.00
Moore, Rachel	RC23-GSI	The power of advocacy	IV - Augmented Training	1.5
Moore, Rachel	RC23-01	Discovering wisdom through tough times	IV - Augmented Training	1.5
Moore, Rachel	RC23GSII	MDHHS Elizabeth Hertel	I - Operations	0.75
Moore, Rachel	RC23-06	Recipient Rights Advisory Committee	I - Operations	2
Moore, Rachel	RC23-07	Comparing ORR and CMS complaint system	II - Legal Foundations	1.5
Moore, Rachel	RC23-11	The office of the advocate for children, youth, and families health support	I - Operations	1.5
Moore, Rachel	RC23-15	Implicit Bias training	I - Operations	1.5
Moore, Rachel	RC23-18	Nurturing boundaries: ensuring ethical engagement	III - Leadership	1.5
Moore, Rachel	RC23-GSIII	The final frontier	IV - Augmented Training	1.5
Moore, Rachel	RCA 22 - 15	Cultural Competence	IV - Augmented Training	1
Moore, Rachel	RCA 22 - 15	HPAA	II - Legal Foundations	0.5
Neely, LaShanda	RC422-15	Cultural Competence/Diversity	IV - Augmented Training	1.00
Neely, LaShanda	RC22-14	Person Centered Planning with Children, Adults and Families	IV - Augmented Training	1.00
Neely, LaShanda	RC22-13	Grievances, Appeals and State Fair Hearings	II - Legal Foundations	1.00
Neely, LaShanda	RC23-PC	Emotional Intelligence and Empowering Leadership	III - Leadership	5.00
Neely, LaShanda	RC23-GSI	The Power of Advocacy	IV - Augmented Training	1.50
Neely, LaShanda	RC23-01	Discovering wisdom through tough times	IV - Augmented Training	1.50
Neely, LaShanda	RC23-GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
Neely, LaShanda	RC23-06	Recipient Rights Advisory Committee Training	I - Operations	2.00
Neely, LaShanda	RC23-07	Comparing ORR and CMS complaint system	II - Legal Foundations	1.50
Neely, LaShanda	RC23-10	Confidentiality Basics	II - Legal Foundations	1.50
Neely, LaShanda	RC23-15	Implicit Bias and Measuring Ours	I - Operations	1.50
Neely, LaShanda	RC23-18	Nurturing Boundaries	III - Leadership	1.50
Neely, LaShanda	RC23-GSIII	The Final Frontier	IV - Augmented Training	1.50
Neely, LaShanda	RC23-20	Restorative Relationship Building and Approach to Engage Clients	I - Operations	1.50
Jackson, ArReana	RC23-PC	Emotional Intelligence	III - Leadership	5.00
Jackson, ArReana	RC23-GSI	The Power of Advocacy	IV - Augmented Training	1.50
Jackson, ArReana	RC23-01	Discovering Wisdom through Tough Times	IV - Augmented Training	1.50
Jackson, ArReana	RC23-GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
Jackson, ArReana	RC23-06	Recipient Rights Advisory Committee Training	II - Legal Foundations	2.00
Jackson, ArReana	RC23-07	Comparing ORR to CMH Complaint System	II - Legal Foundations	1.50
Jackson, ArReana	RC23-11	The Office of the Advocate for Children, Youth and Families	I - Operations	1.50
Jackson, ArReana	RC23-15	Implicit Bias and Measuring Ours	I - Operations	1.50
Jackson, ArReana	RC23-18	Nurturing Boundaries: Ensuring Ethical Engagement	III - Leadership	1.50
Jackson, ArReana	RC23-GSIII	The Final Frontier: What have we learned?	IV - Augmented Training	1.50
Jackson, ArReana	RC23-20	Restorative Relationship Building and Approach	I - Operations	1.50
Jackson, ArReana	RCA 22-15	Cultural Competency	IV - Augmented Training	1.00
Jackson, ArReana	RCA 22-13	Grievances, Appeals and State Fair Hearings	II - Legal Foundations	1.00
Jackson, ArReana	RCA 22-12	Human Sex Trafficking	IV - Augmented Training	2.00
Jackson, ArReana	RCA 22-11	HPAA Basics	II - Legal Foundations	0.50
Hamer, Dorothy	RC23-PC	Emotional Intelligence and Empowering Leaders	III - Leadership	5.00
Hamer, Dorothy	RC23-GSI	The Power of Advocacy	IV - Augmented Training	1.50
Hamer, Dorothy	RC23-01	Discovering Wisdom Through Tough Times	IV - Augmented Training	1.50
Hamer, Dorothy	RC23-GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
Hamer, Dorothy	RC23-04	CMH Roundtable	I - Operations	2.00
Hamer, Dorothy	RC23-12	Keeping yourself safe while practicing evidence bas	IV - Augmented Training	1.50
Hamer, Dorothy	RC23-15	Implicit Bias and Measuring Ours	I - Operations	1.50
Hamer, Dorothy	RC23-18	Nurturing Boundaries	III - Leadership	1.50
Hamer, Dorothy	RC23-GSIII	The Final Frontier	IV - Augmented Training	1.50
Hamer, Dorothy	RC23-20	Restorative Relationship Building	I - Operations	1.50
Hamer, Dorothy	ORR23-CHP4	Admission and Discharge-Children	II - Legal Foundations	1.50
Hamer, Dorothy	ORR23-CHP4	Assisted Outpatient Treatment	II - Legal Foundations	1.50
Hamer, Dorothy	ORR23-CHP4	Admission and Discharge-Adults	II - Legal Foundations	3.00
Snodgrass, Dwight	RC23-PC	Emotional Intelligence and Empowering Leaders	III - Leadership	5.00
Snodgrass, Dwight	RC23-GSI	The Power of Advocacy	IV - Augmented Training	1.50
Snodgrass, Dwight	RC23-01	Discovering Wisdom through Tough Times	IV - Augmented Training	1.50
Snodgrass, Dwight	RC23-GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
Snodgrass, Dwight	RC23-06	Recipient Rights Advisory Committee Training	I - Operations	2.00
Snodgrass, Dwight	RC23-09	How to Succeed and Communicate Effectively	IV - Augmented Training	1.50
Snodgrass, Dwight	RC23-12	Keeping Yourself Safe While Practicing Evidence	IV - Augmented Training	1.50
Snodgrass, Dwight	RC23-15	Implicit Bias and Measuring Ours	I - Operations	1.50
Snodgrass, Dwight	RC23-17	Identifying and Interviewing Individuals with Co	I - Operations	1.50

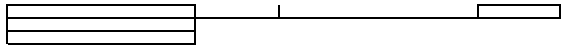
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Snodgrass, Dwight	RC23-GSIII	Final Frontier	IV - Augmented Training	1.50
Snodgrass, Dwight	RC23-21	Oakland County's Blueprint for Preventing Com	IV - Augmented Training	1.50
Snodgrass, Dwight	RCA 22-15	Cultural Competence	IV - Augmented Training	1.00
Snodgrass, Dwight	RCA 22-13	Grievance Appeals and State Fair Hearings	II - Legal Foundations	1.00
Snodgrass, Dwight	RCA 22-12	Human Sex Trafficking in America	IV - Augmented Training	2.00
Snodgrass, Dwight	RCA 22-11	HIPAA Basics	II - Legal Foundations	0.50
Hardrick, Andre	23-70	Building Blocks of Report Writing	I - Operations	4.50
Hardrick, Andre	RCA 22-11	HIPAA Basics	II - Legal Foundations	0.50
Hardrick, Andre	RCA 22-15	Cultural Competency	IV - Augmented Training	1.00
Carter, Charles	RC23-PC	Emotional Intelligence	III - Leadership	5.00
Carter, Charles	RC23-GSI	The Power of Advocacy	IV - Augmented Training	1.50
Carter, Charles	RC23-02	So You Are New to Rights	I - Operations	1.50
Carter, Charles	RC23-GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
Carter, Charles	RC23-06	Recipient Rights Advisory Committee Training	I - Operations	2.00
Carter, Charles	RC23-09	How to Succeed and Communicate Effectively	IV - Augmented Training	1.50
Carter, Charles	RC23-12	Keeping Yourself Safe While Practicing Evidence	IV - Augmented Training	1.50
Carter, Charles	RC23-16	Calming the Jitters Refreshing and Refining	I - Operations	1.50
Carter, Charles	RC23-17	Identifying and Interview Individuals with Comp	I - Operations	1.50
Carter, Charles	RC23-GSIII	The Final Frontier	IV - Augmented Training	1.50
Carter, Charles	RC23-19	Mental Health Basics	I - Operations	1.50
Carter, Charles	RCA22-12	Human Sex Trafficking in America	IV - Augmented Training	2.00
Carter, Charles	RCA 22-15	Cultural Competence	IV - Augmented Training	1.00
Carter, Charles	RCA 22-13	Grievance Appeals and State Fair Hearings	II - Legal Foundations	1.00
Carter, Charles	RCA22-11	HIPAA Basics	II - Legal Foundations	0.50
Hudson, Lawrence	RC23-PC	Emotional Intelligence and Leadership	III - Leadership	5.00
Hudson, Lawrence	RC23-01	The Power of Advocacy	IV - Augmented Training	1.50
Hudson, Lawrence	RC23-03	Forensic Interviewing	I - Operations	1.50
Hudson, Lawrence	RC23-GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
Hudson, Lawrence	RC23-06	Recipient Rights Advisory Committee	I - Operations	2.00
Hudson, Lawrence	RC23-07	Comparing ORR and CMS Complaint System	II - Legal Foundations	1.50
Hudson, Lawrence	RC23-10	Confidentiality Basics	II - Legal Foundations	1.50
Hudson, Lawrence	RC23-14	Michigan Behavioral Health Mediation Services	II - Legal Foundations	1.50
Hudson, Lawrence	RC23-17	Identifying and Interviewing	I - Operations	1.50
Hudson, Lawrence	RC23-GSIII	The Final Frontier	IV - Augmented Training	1.50
Hudson, Lawrence	RC23-20	Restorative Relationship Building	I - Operations	1.50
Jones, Gwena	RCA22-13	Grievance Appeals and State Fair Hearings	II - Legal Foundations	1.00
Jones, Gwena	RCA22-11	HIPAA Basics	II - Legal Foundations	0.50
Jones, Gwena	RCA 22-12	Human Sex Trafficking	IV - Augmented Training	2.00
Jones, Gwena	RCA22-15	Cultural Competence/Diversity	IV - Augmented Training	1.00
McCallister, Polly	RCA22-11	HIPAA Basics	II - Legal Foundations	0.50
McCallister, Polly	ORR23CMHQM	CMH Directors Quarterly Meeting	I - Operations	1.25
McCallister, Polly	RCA22-15	Cultural Competence	IV - Augmented Training	1.00
McCallister, Polly	RCA23-09	Virtual Ethics for Social Work, SUD and Recipien	IV - Augmented Training	6.00
McCallister, Polly	ORR23CMHQM	CMH Directors Quarterly Meeting	I - Operations	1.75
McCallister, Polly	ORR23CMHQM	CMH Directors Quarterly Meeting	I - Operations	1.50
Wells, Joyce	RC23-PC	Emotional Intelligence and Empowering Leaders	III - Leadership	5.00
Wells, Joyce	RC23 GSI	The Power of Advocacy	IV - Augmented Training	1.50
Wells, Joyce	RC23-03	Forensic Interviewing	I - Operations	1.50
Wells, Joyce	RC23 GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
Wells, Joyce	RC23-04	CMH Roundtable	I - Operations	2.00
Wells, Joyce	RC23-08	LOCUS and MICHIGANS and How to Use them in Your Investigations	I - Operations	1.50
Wells, Joyce	RC23-10	Confidentiality Basics	II - Legal Foundations	1.50
Wells, Joyce	RC23-14	Michigan Behavioral Health Mediation Services	II - Legal Foundations	1.50
Wells, Joyce	RC23-17	Identifying and Interviewing Individuals with Complex Communication Needs	I - Operations	1.50
Wells, Joyce	RC23 GSIII	The Final Frontier: What Have We Learned and Where Do We Go form	IV - Augmented Training	1.50
Wells, Joyce	RC23-20	Restorative relationship building and Approaches to Engage Clients	I - Operations	1.50
Wells, Joyce	RCA 22-12	Human Sex Trafficking	IV - Augmented Training	2.00
Wells, Joyce	RCA 22-14	Person Centered Planning with Children, Adults and Families	IV - Augmented Training	1.00
Schneider, Matthew	RCA 22-11	HIPAA	II - Legal Foundations	0.50
Schneider, Matthew	RCA 22-14	Person Centered Planning with Children, Adults and Families	IV - Augmented Training	1.00
Schneider, Matthew	RCA 22-15	Cultural Competency	IV - Augmented Training	1.00
Schneider, Matthew	RCA 22-12	Human Sex Trafficking	IV - Augmented Training	2.00
Schneider, Matthew	RCA 22-13	Grievances, Appeals and State Fair Hearings	II - Legal Foundations	1.00
Allison-Lamb, Jessica	RC23-PC	Emotional Intelligence and Empowering Leadership	III - Leadership	5.00
Allison-Lamb, Jessica	RC23 GSI	The Power of Advocacy	IV - Augmented Training	1.50
Allison-Lamb, Jessica	RC23-03	Forensic Interviewing	I - Operations	1.50
Allison-Lamb, Jessica	RC23 GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
Allison-Lamb, Jessica	RC23-04	CMH Roundtable	I - Operations	2.00
Allison-Lamb, Jessica	RC23-07	Comparing ORR and CMS Complaint Systems	II - Legal Foundations	1.50
Allison-Lamb, Jessica	RCA-11	The Office of the Advocate for Children Youth and Families:Partnership	I - Operations	1.50
Allison-Lamb, Jessica	RC23-14	Michigan Behavioral Health Mediation Services	II - Legal Foundations	1.50
Allison-Lamb, Jessica	RC23-17	Identifying and Interviewing Individuals with Complex Communication Needs	I - Operations	1.50
Allison-Lamb, Jessica	RC23 GSIII	The Final Frontier	IV - Augmented Training	1.50
Allison-Lamb, Jessica	RC23-19	Mental Health Basics	I - Operations	1.50
Allison-Lamb, Jessica	RCA 22-15	Cultural Competence	IV - Augmented Training	1.00
Allison-Lamb, Jessica	RCA 22-13	Grievances, Appeals and State Fair Hearings	II - Legal Foundations	1.00

Allison-Lamb, Jessica	RCA 22-12	Human Sex Trafficking	IV - Augmented Training	2.00
Allison-Lamb, Jessica	RCA 22-11	HIPAA Basics	II - Legal Foundations	0.50
Pride, Shakerra	RCA 23-09	Virtual Ethics for Social Work, SUD and Recipient Rights Professionals	IV - Augmented Training	6.00
Pride, Shakerra	RCA 23-16	HIPAA Intermediate	II - Legal Foundations	1.00
Pride, Shakerra	RCA 22-15	Cultural Competence	IV - Augmented Training	1.00
Pride, Shakerra	RCA 22-14	Person Centered Planning with Children, Adults and Families	IV - Augmented Training	1.00
Pride, Shakerra	RCA 23-50	Implicit Bias: Seeing More Clearly by Examining Ourselves	IV - Augmented Training	2.00
Underwood, Sherry	RCA 23-09	Virtual Ethics for Social Work, SUD and Recipient Rights Professionals	IV - Augmented Training	6.00
Underwood, Sherry	RCA 22-13	Medical Fair Hearings; Local Appeals and Grievances	II - Legal Foundations	1.00
Underwood, Sherry	23-70	Building Blocks of Report Writing	I - Operations	5.50
McMurray, Tonia	RC23-PC	Emotional Intelligence and Empowering Leadership	III - Leadership	5.00
McMurray, Tonia	RC23 GSI	The Power of Advocacy	IV - Augmented Training	1.50
McMurray, Tonia	RC23-03	Forensic Interviewing	I - Operations	1.50
McMurray, Tonia	RC23 GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
McMurray, Tonia	RC23-04	CMH Roundtable	I - Operations	2.00
McMurray, Tonia	RC23-09	How to Succeed and Communicate Effectively with the Most Challenging	IV - Augmented Training	1.50
McMurray, Tonia	RC23-12	Keeping Yourself Safe While Practicing Evidence-Based Techniques	IV - Augmented Training	1.50
McMurray, Tonia	RC23-15	Implicit Bias and Measuring Ours	I - Operations	1.50
McMurray, Tonia	RC23-16	Calming the Jitters: Refreshing and Refining our Public Speaking Skills	I - Operations	1.50
McMurray, Tonia	RC23-GSIII	The Final Frontier: What Have We Learned and Where Do We Go From Restorative Relationship Building and Approaches to Engage Clients	IV - Augmented Training	1.50
McMurray, Tonia	RC23-20	Restorative Relationship Building and Approaches to Engage Clients	I - Operations	1.50
Strong, Mignon	RCA22-16	HIPAA Intermediate	II - Legal Foundations	1.00
Strong, Mignon	RCA22-15	Cultural Competency	IV - Augmented Training	1.00
Strong, Mignon	ORR23CMHQ	CMH Directors Quarterly Meeting	I - Operations	1.25
Strong, Mignon	RCA22-14	Person Centered Planning with Children, Adults and Families	IV - Augmented Training	1.00
Strong, Mignon	RCA23-09	Virtual Ethics for Social Work, SUD, and RR Professionals	IV - Augmented Training	6.00
Strong, Mignon	ORR23CMHQ	CMH Directors Quarterly Meeting	I - Operations	1.75
Strong, Mignon	RCA23-50	Implicit Bias Seeing More Clearly by Examining Ourselves	IV - Augmented Training	2.00
Olver, Michael	RC23-PC	Emotional Intelligence and Empowering Leadership	III - Leadership	5.00
Olver, Michael	RC23-GSI	The Power of Advocacy	IV - Augmented Training	1.50
Olver, Michael	RC23-03	Forensic Interviewing	I - Operations	1.50
Olver, Michael	RC23-GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
Olver, Michael	RC23-04	CMH Roundtable	I - Operations	2.00
Olver, Michael	RC23-07	Comparing ORR and CMS Complaint Systems	II - Legal Foundations	1.50
Olver, Michael	RC23-10	Confidentiality Basics	II - Legal Foundations	1.50
Olver, Michael	RC23-13	MDHHS Legislative Updates	I - Operations	1.00
Olver, Michael	RC23-16	Calming the Jitters: Refreshing and Refining our Public Speaking Skills	I - Operations	1.50
Olver, Michael	RC23-GSI III	The Final Frontier: What Have We Learned and Where do we go from here?	IV - Augmented Training	1.50
Olver, Michael	RC23-19	Mental Health Basics	I - Operations	1.50
Witcher, Chad	RC23-PC	Emotional Intelligence & Empowering Leadership	III - Leadership	5.00
Witcher, Chad	RC23 GSI	The Power of Advocacy	IV - Augmented Training	1.50
Witcher, Chad	RC23-03	Forensic Interviewing	I - Operations	1.50
Witcher, Chad	RC23 GSII	MDHHS Director Hertel	I - Operations	0.75
Witcher, Chad	RC23-06	RRAC Training	I - Operations	2.00
Witcher, Chad	RC23-07	Comparing ORR & CMS Complaint Systems	I - Operations	1.50
Witcher, Chad	RC23-11	Office of Advocate for Children, Youth, & Family	I - Operations	1.50
Witcher, Chad	RC23-14	Michigan Behavioral Health Mediation Services	II - Legal Foundations	1.50
Witcher, Chad	RC23-17	Identifying & Interviewing Individuals w/Complex Communication Needs	I - Operations	1.50
Witcher, Chad	RC23 GSIII	The Final Frontier	IV - Augmented Training	1.50
Witcher, Chad	RC23-20	Restorative Relationship Building & Approaches to Engage Clients	I - Operations	1.50
Witcher, Chad	ORR23CMHQ	Quarterly ORR Directors Call	I - Operations	1.75
Witcher, Chad	RCA23-32	Community Bases Services that Promote Equity and Safety for All	I - Operations	1.50
Witcher, Chad	RCA23-52	Four Pillars Building Framework of Trust	IV - Augmented Training	4.00
Witcher, Chad	RCA23-53	Behavioral Health Subcommittee	IV - Augmented Training	1.50
Witcher, Chad	RCA 23-54	Youth Mental Health - School Based	IV - Augmented Training	1.75
Adams, Vickie	RC23- GSI	The Power of Advocacy	IV - Augmented Training	1.50
Adams, Vickie	RC23-03	Forensic Interviewing	I - Operations	1.5
Adams, Vickie	RC23 GSII	MDHHS Director Elizabeth Hertel	I - Operations	0.75
Adams, Vickie	RC23-04	CMH Roundtable	I - Operations	2
Adams, Vickie	RC23-07	Comparing ORR and CMH Complaint Systems	II - Legal Foundations	1.5
Adams, Vickie	RC23-11	The Office of the Advocate for Children, Youth, and Families: Partnership.	I - Operations	1.50
Adams, Vickie	RC23-13	MDHHS Legislative Updates	I - Operations	1.00
Adams, Vickie	RC23-17	Identifying and Interviewing Individuals with Complex Communication Needs	I - Operations	1.50
Adams, Vickie	RC23-20	Restorative Relationship Building and Approaches to Engage Clients	I - Operations	1.50
Adams, Vickie	RCA22-11	HIPAA Basics	II - Legal Foundations	0.50
Adams, Vickie	RCA 22-14	Person-Centered Planning with Children, Adults and Families	IV - Augmented Training	1.00
Adams, Vickie	RCA22 -15	Cultural Competence/Diversity	IV - Augmented Training	1.00
Adams, Vickie	RCA 22-13	Grievance, Appeals and State Fair Hearings	II - Legal Foundations	1.00
Sammons, Mariah	RCA 22-12	Human Sex Trafficking	IV - Augmented Training	2.00
Sammons, Mariah	RCA 22-11	HIPAA	II - Legal Foundations	0.50
Copeland, Krystal	RCA-22-15	Cultural Competency	IV - Augmented Training	1.00
Copeland, Krystal	RCA-22-11	HIPAA	II - Legal Foundations	0.50
Arnold, Annette	RCA22-12	Human Sex Trafficking	IV - Augmented Training	2.00
Arnold, Annette	RCA22-13	Grievances, Appeals and State Fair Hearings	II - Legal Foundations	1.00
Arnold, Annette	RCA23-10	Virtual Pain Management Essentials	IV - Augmented Training	2.00
Gilreath, Robert	RC23-PC	Emotional Intelligence and Empowering Leadership	III - Leadership	5.00







**Ascension Providence Hospital**  
**SECTION II: ANNUAL TRAINING ACTIVITY**  
**Part B: Training Provided by Rights Office**

Topic of Training Provided	How long was the training? (# Hours)	NUMBER OF ATTENDEES BY TYPE				Method of Training Used
		Agency Staff	Contractual Staff	Consumers	Other Staff	
Annual Recipient Rights Training	1.00	422	10000	0	0	Video
New Hire Recipient Rights Training	2.00	79	3237	0	56	Teams/Zoom, etc
Remedial Action Training	1.00	0	54	0	0	Teams/Zoom, etc
Annual Recipient Rights Training	1.00	0	10000	0	0	Video
Annual Recipient Rights Training	1.00	0	352	0	0	Video

Type of Training Totals		Agency Staff	Contractual Staff	Consumers	Other Staff
Face-to-Face	0	0	0	0	0
Video	3	422	20352	0	0
Computer	0	0	0	0	0
Paper	0	0	0	0	0
Video & Face-to-Face	0	0	0	0	0
Computer & Face-to-Face	0	0	0	0	0
Paper & Face-to-Face	0	0	0	0	0
Teams/Zoom, etc	2	79	3291	0	56
Other (please describe)	0	0	0	0	0
<b>These Numbers will self-fill</b>					

Choose from drop down menu

### SECTION III: DESIRED OUTCOMES FOR THE OFFICE & PROGRAM

Progress on Outcomes established by the office for FY 23. Pick from the drop-down in the Status column to indicate if the outcome is completed, in progress, or remains ongoing. Checking ongoing will result in that outcome being self-populated in the Follow-up column.

Outcomes	
1	Close investigations in under 75 days
2	To ensure RRAC receive trainings to make informed decisions
3	Receive information on cases to make a more informed decision about appeals
4	
5	

Outcomes established by the office for FY24	
1	
2	
3	
4	
5	

nu

## PROGRESS OF PREVIOUS OUTCOMES

STATUS column and indicate if goal was accomplished, was discontinued, FY 24 goal section below.

Status
Ongoing
Accomplished
Accomplished

**SECTION IV: RECOMMENDATIONS TO THE GOVERNING BOARD**

The ORR and Advisory Committee recommends the following:

Recommendations

1	Continue bi-monthly training regarding how investigations are conducted
2	Increased RRAC participation in the community
3	Increase training on polices such as Abuse/Neglect and Chapters 7 and 7a
4	
5	

I attest that I have reviewed this annual report and I am submitting it as required by law.

NAME

<p>Polly McCallister</p>
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DATE

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# President and CEO Report to the Board

## Eric Doeh

### January 2024

#### LEGAL

As you are aware, DWIHN is a litigating party in the ongoing Opioid Litigation. As previously reported, DWIHN did not receive an allocation from the initial settlement. However, after months of negotiation, the Michigan Department of Attorney General determined that DWIHN was eligible to apply to the Special Circumstances Fund. Accordingly, DWIHN applied to the Special Circumstances fund and presented our case in a mediation hearing before Judge Daniel Ryan (retired) and was awarded approximately \$5,081,162.85 for the period of 2023 through 2030. DWIHN's received the highest allocation, roughly 22.5% of the total funds available.

#### FINANCE

On December 5, 2023, DWIHN issued \$20.7 million in retention payments to approximately 15,854 employees in the Wayne County provider network and DWIHN. Full-time and part-time staff received \$1,400 and \$700, respectively. Approximately 94% (300/319) of the DWIHN provider network completed the survey. DWIHN excludes universities, hospitals, governments, school districts, and non-Wayne County based providers.

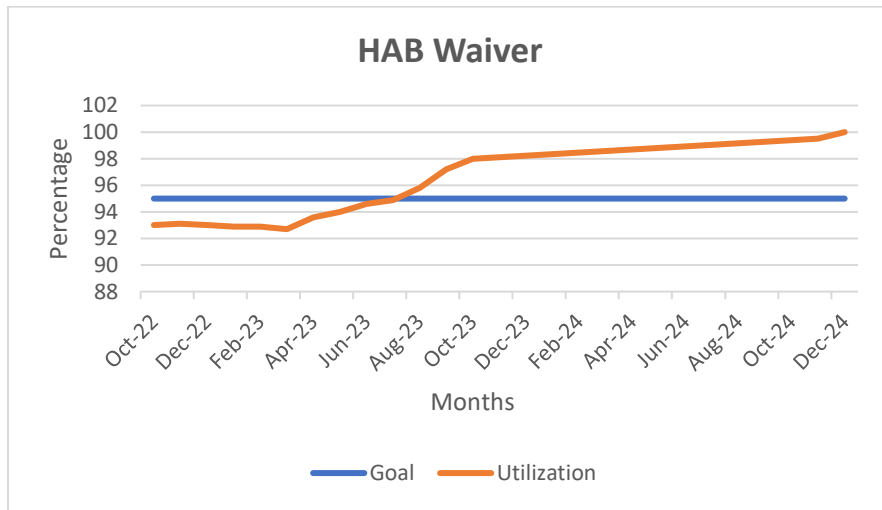
#### CLINICAL OPERATIONS

**DWIHN's Direct Provision of Clinical Services:** DWIHN has continued to move our direct clinical care efforts forward by planning to establish Clinical Outpatient Services. This consists of multi-phased approach to providing integrated care in our Region. The first phase will be establishing Outpatient Services in co-located primary health care clinics throughout the County. DWIHN used heat mapping, member demographic data, and Medicaid Health Plan information to determine potential clinic partnerships. Based on this information, DWIHN provided outreach to twenty (20) primary health care clinics to gauge interest. To date, five clinics have expressed an initial interest in a co-location partnership. These clinics are in the following areas: Detroit, Dearborn, Highland Park, and Southgate. Clinic services will include psychiatry, therapy, case management, and peer/recovery support services. This will align with the CCBHC model of service and assist in meeting demonstrated gaps in care. The next phase in the project plan will include establishment of a stand-alone DWIHN Outpatient Clinic.

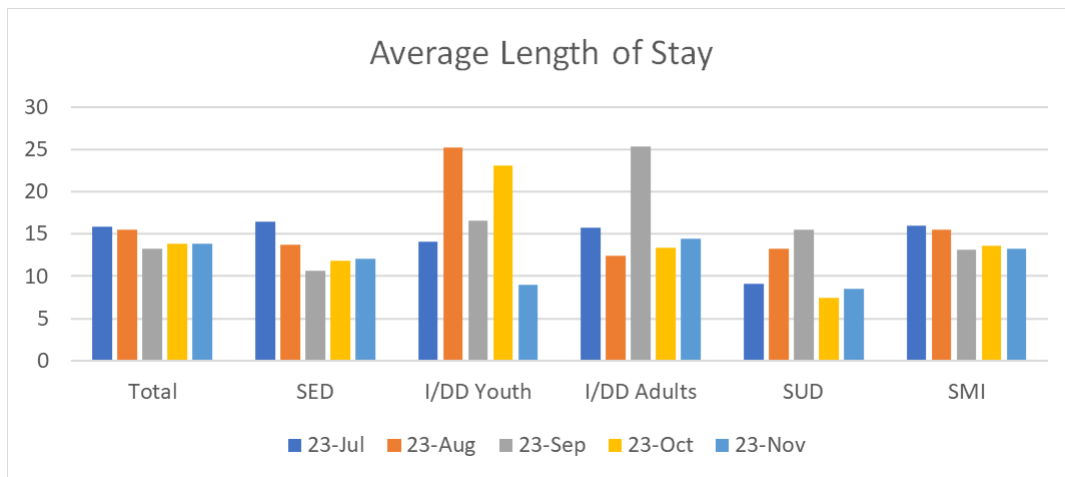
**Opioid and Behavioral Health Homes:** Health Homes are a supplementary comprehensive care coordination model for Medicaid beneficiaries with select diagnoses. The Opioid Health Home launched October 2021 and the Behavioral Health Home launched in May 2022. These services provide behavioral and physical health care coordination to treat the person holistically, and help people navigate the healthcare system. DWIHN continues to work at expanding our Health Home enrollment. To date, DWIHN's Opioid Health Home has 604 (Nov- 593) beneficiaries, and DWIHN's Behavioral Health Home has 674 (Nov- 628) beneficiaries. Recent Medicaid redeterminations have slowed our expansion efforts due to members' loss of Medicaid and re-initiation of spend downs.

**Habilitation Supports Waiver (HAB):** Is available under Section 1915© of the Social Security Act to provide home and community-based services to those diagnosed with an intellectual/developmental disability, and without these services, would require placement into an Intermediate Care Facility. The goal of these services is for individuals to acquire skills needed to gain as much independence as possible and prevent loss of functional living skills so they can remain living in a community-based setting. MDHHS provides each region with the expectation that 95% of available slots will be filled continuously.

In March of 2023, DWIHN implemented an internal Plan of Correction using multiple strategies in collaboration with the Utilization Management Department, Residential Department, and the Clinically Responsible Service Providers. As a result, DWIHN met the 95% utilization rate by July 2023 and continues to exceed that performance expectation.



**Monitoring Length of Stay in Acute Inpatient Hospitals:** The Utilization Management Department monitors average length of stay to ensure medical necessity is met and to ensure that the appropriate level of care is being authorized. As of November 30, 2023, the current average length of stay (LOS) for all inpatient admissions is 13.8 days. Please note that members in the state hospital and awaiting state hospital placement have been removed from this data.



Collaborative Meetings with Clinical and Residential Teams have been established to discuss discharge planning and case management for members who have longer lengths of stay. UM has also been conducting weekly review of cases where the length of stay is above 14 days. An overall decrease in length of stay has been recently noted.

**Med Drop:** Adult Initiatives team is working to increase the participation with members accessing Med Drop services. This is a community-based intervention that focuses on improving medication adherence for adults. There were 61 members who participated in the program first quarter.



Med Drop successfully completed 4050 services for the 1<sup>st</sup> quarter.

October 2023 – 1,329 drops

November 2023 – 1,336 drops

December 2023 – 1,385 drops

There were ten new members added to the program this quarter:

All Well-Being Services - **1**

Development Center Inc- **1**

Lincoln Behavioral Services- **2**

Team Wellness- **3**

The Guidance Center- **3**

Adult Initiatives presented information regarding the benefits of Med Drop at Arab Community Center for Economic and Social Services (ACCESS) Club House, Hegira Club House, Central City Integrated Health (CCIH) and DWIHN Residential Unit. Through the above-mentioned presentations and outreach efforts, ACCESS and CCIH will be implementing the Med Drop Program. Adult Initiatives is working with DWIHN Residential Unit to develop a 60-day pilot program which will consist of working with three (3) Semi-Independent Living Providers (SIL).

Adult Initiatives also continues to work towards increasing the number of AOT members who participate in the Med Drop program.

**Assisted Outpatient Treatment (AOT):** Assisted Outpatient Treatment (AOT) is the practice of placing individuals with severe mental illness and a history of struggling with voluntary treatment adherence under court order to follow a prescribed treatment plan while living in the community. Wayne County Probate Court (WCPC) has created a Behavioral Health Unit (BHU) to provide oversight and ensure AOT compliance. DWIHN has received 312 combined AOT orders that have been uploaded in MHWIN Orders have been uploaded within the members EMR chart. Providers have been identified and communications have been sent with the request to acknowledge receipt of the order by submitting form WCPC 355 identifying the member's Individualized Plan of Service (IPOS). Of the orders received, 165 deferrals were granted, and 63 transport orders were issued.

DWIHN, in collaboration with the WCPC BHU, trained Hegira staff on DWIHN & BHU AOT process in November 2023. The DWIHN AOT Team attended Sequential Intercept Mapping training with WSU, WCPC, BHU and other collaborative partners. The DWIHN AOT Team members continue to attend all Deferral Conferences for those members who do not have a CRSP assigned and/or have private insurance.

**Residential Services:** As a part of evaluating residential capacity, it was determined that there was a significant gap in DWIHN completing annual residential assessments in a timely manner. As a result, an internal corrective plan was implemented November 2023 with an expected completion date (100% completion) by February 2024. The Residential Department is working collaboratively with the Contracts and Quality Department to onboard new providers to meet the growing need for housing options for complex cases. This includes a weekly huddle to review applications and update their status. Onboarding is now taking longer than expected due to the impact of the new Home and Community Based Service (HCBS) rules by MDHHS.

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

Effective August 2023, Children Providers started to complete SSI screenings. Below is monthly data of SSI referrals and intakes completed for members requesting Community Mental Health Tier 3 services.

Month	Referrals	Intake Appointments (Tier 3 Services)
October	16	15
November	17	14
December	18	10
<b>Total</b>	<b>51</b>	<b>39</b>

During this month partnered with the SUD Department to collaborate on mental health initiatives and referrals within Wayne County to increase a cohesive delivery of services within the schools. A plan was developed with GOAL Line to receive and provide referrals for students within the schools they have partnerships with to increase service delivery and integrated health services.

**Children Services Request for Proposal (RFP) 2023-008:** The goal of this RFP is to expand children’s behavioral health services to meet the capacity needs for community mental health services in Wayne County. The Request for Proposal (RFP) was completed and there were five providers who received an award letter to be considered for a contract.

## **INTEGRATED HEALTH**

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**

DWVHN and IHC meet monthly for care coordination. Eight members were discussed, seven members required coordination with their assigned CRSP. Two members will be carried over to January.

### **Health Plan Partner Two**

Care Coordination with Health Plan 2 was initiated in September 2020, these meetings occur monthly. Health Plan 2 had 20 members identified as having gaps in care. Seventeen members were discussed for coordination of care. Five cases will be carried over to January.

Both Health Plans and DWIHN focus on members who have diagnosis of diabetes in December and used the shared platform to stratify who needs care management.

### **Health Plan Partner Three**

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

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

During the month of December, DWIHN and Health Partner 3 met with the four CRSP agencies involved in the project to discuss any barriers.

Due to changes at CRSP agencies all contact information was reviewed and updated.

### **Shared Platform and HEDIS Scorecard**

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

Vitals Data has updated the HEDIS platform and has added OHH, BHH and CCBHC providers to the drop-down list. It was discovered that the CRSP providers aligned with this cannot see the drop-down list.

Vital Data is working on corrections to how the Scorecard displays race and the permissions of CRSP agencies to the OHH/BHH and CCBHC data.

### **CCBHC DEMONSTRATION EXPANSION**

As of October 1, 2023, five additional sites joined The Guidance Center in the CCBHC State Demonstration: Arab Community Center for Economic and Social Services (ACCESS), CNS Healthcare, Development Centers, Elmhurst Home, and Southwest Counseling Solutions. These five new sites were certified through a state certification process. With the addition of these providers, Region 7 now has 6,564 members enrolled and actively receiving CCBHC services. This is an additional 1,735 members which is rapidly growing. It is estimated that up to 15,803 people may be served in the CCBHC demonstration in our Region in FY2024.

### **ZERO SUICIDE GRANT UPDATE**

DWVHN responded to SAMHSAs notice of funding announcement for Zero Suicide. We received notice of award on 9/8/23 for five years beginning 9/30/2023. DWIHN's Zero Suicide Initiative aims to eliminate suicides in Wayne County through system-wide culture change, workforce training, comprehensive screening, evidence-based treatment, and care management.

In our application, we stated that DWIHN's implementation of the Zero Suicide SAMHSA grant would occur within four months (Jan 2024) of the award.

To date, we have:

- Received Notice of Award
- Presented Board Action to the DWIHN Board
- Invited individuals representing various sectors to participate as members of the Zero Suicide Council
- Held two Zero Suicide Council Meetings (11/2023 & 12/2023)
- Met with SAMHSA to review initiative goals (12/15/2023)

Next Steps:

- January 2024 - Train internal staff on Zero Suicide Model
- January 2024 – Begin the organizational self-assessment
- February 2024 - Submit application for continuation to SAMHSA for Year 2 funding

### **LEGISLATIVE EFFORTS**

On December 12, Lt. Governor Garlin Gilchrist Juvenile Justice bill signing at Team Wellness, the bill is the first of its kind following bipartisan legislation transforming Michigan's juvenile justice system allowing us to invest in diversion and re-entry programs to better serve the youth in Wayne County.

## ADVOCACY AND ENGAGEMENT

- December 1: Youth Game Night & Michigan Science Center – VR Gaming, Art Therapy and Mental Health, Tetris Gaming, 1-on-1 conversations, social media challenges, coping strategies and more.
- December 6: DWIHN and Randi Rosario host “Let’s Talk Mental Health” event
- December 7 and January 12: DWIHN and Conference of Western Wayne presentation on Mobile Crisis launch, collaboration and services available throughout the county.
- December 14, Fox2 Detroit aired a half-hour special highlighting Mental Health and coping round the holidays, how to access services throughout the region. The program featured in-depth discussions with experts from DWIHN, OCHN, MCCMH, and NAMI, including our President and CEO, Eric Doeh, who spoke about our crisis services.  
<https://www.fox2detroit.com/video/1381411>
- December 18: DWIHNs mobile crisis units rolled out onto the streets, staffed by a master’s level Clinician and Peer Support Specialist who will assist a person experiencing a mental health crisis. Anyone in Wayne County, regardless of insurance status can call the DWIHN Access to Care 24/7 Helpline at 800-241-4949 and get a unit deployed to their location.  
<https://www.youtube.com/watch?v=0rPTPu463ZE> (WXYZ – CH7)
- January 3: DWIHN/DPD Co-Response partnership highlighted during 2023 crime stats press. Officers had approx. 2,900 encounters during FY 22-23, 382 mental health-non-violent, 328 mental health-violent not-armed, 195 mental health-violent armed, 356 suicide in-progress related and suicide threats.
- DWIHNs nominee Loren Glover from ARC Detroit was chosen to win the Partners in Excellence Award. It will be presented at the CMHA Winter Conference in Grand Rapids.

## HUMAN RESOURCES

During the month of November 2023, the Department of Human Resources hired the following employees:

Behavioral Health Technician Supervisor (3) - Crisis Care Operations  
Call Center Clinical Specialist - Call Center  
Charge Nurse (2) - Crisis Care Operations  
Clinical Specialist - Adult Initiatives  
Crisis Care Supervisor (2) - Crisis Care Operations  
Facilities Maintenance Manager - Facilities Management  
Mobile Crisis Clinician (2) - Mobile Crisis Deployment  
Mobile Crisis Clinician-Part-Time (2) - Mobile Crisis Deployment  
OBRA Nurse – Contingent (2) - OBRA/Oleskey  
Peer Agent (2) - Customer Services  
Peer Support (2) - Mobile Crisis Mobile Crisis Deployment  
Peer Support Supervisor - Crisis Care Operations  
Public Affairs Manager - Communications  
Residential Care Specialist - Residential Services

During the month of December 2023, the Department of Human Resources hired the following employees:

Crisis Services Supervisor - Crisis Service Operations

Clinical Specialist - Utilization Management Utilization Management  
Clinical Specialist - Adult Initiatives  
Dispatch Coordinator - Crisis Service Operations  
OBRA Nurse - Contingent OBRA/Olesky  
Director of Contract Management - Managed Care Operations

DWIHN HR has continued its Supervisory Institute for management staff. As part of our ongoing trainings, we have a Directors' Retreat scheduled for January 18-19, 2024. DWIHN HR has continued contract negotiations with the GAA and AFSCME unions. As part of those negotiations, AFSCME Local 1659 agreed to an extension of their collective bargaining agreement. (Note: GAA had previously agreed to an extension of their collective bargaining agreement). Finally, DWIHN HR has completed Open Enrollment for DWIHN employees.

## **IT SERVICES**

### Business Processes

- Crisis Care Center
  - Training took place with PCE on the Care Center module
  - Staff setup taking place in MHWIN between December and January
- MichiCANS
  - MichiCANS implementation training took place in December, and the soft launch went live on 1/8/24
- Electronic Visit Verification (EVV)
  - The State has set a target implementation date of 3/1/2024 for EVV
  - Continued to attend any MDHHS meetings related to EVV and the process set up

### Infrastructure/Security/ IT Compliance

#### Building Construction

- Woodward/Milwaukee wiring for MDF provided and indicated completed.
- Tertiary internet provider completed at Woodward. Primary Provider is targeting for middle-January for completion of 1 of 2 circuits to Woodward.
- Additional network components received and installed in parallel for Milwaukee
- Woodward pass one is completed (Site to Site VPN). Vendor will be on site 1/29 to complete pass 2 configuration (SDWAN/full mesh configuration).
- Woodward (IDF/MDF) Completed: Woodward network components installed and operational; Fiber circuit installation to be scheduled for middle of January (Once completed, can continue with SDWAN setup)
- Milwaukee: IDF 1 and 2 stacked/completed; IDF 4 pending electrical and fiber from vendor (Bluestone); MDF new equipment racked and partial configuration; ISP outstanding update for alternative routes to 707.
- 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. (Facilities/Compliance)
- Purchasing process underway for badging system camera, printer, and backdrop and other needed items to support the building access system and other security systems. (Compliance)

### Security

- Configuration of Graylog SIEM/SEM (Security Incident and Event Monitoring/Security Event Management) is continuing. (Currently in addition of Alert and Log sources phase.) (Compliance)
- Preparing for configuration changes needed to MFA, VPN, FMC, etc. for Meraki installation. (Compliance)
- Continuing ICO auditing response on security questioners and CAPs (Compliance)

- vCISO project currently analyzing the Threat domain. (Compliance)
- Moving DWIHN mobile devices to Managed Apple IDs and evaluating settings needed to prevent PHI/PII risk. (Compliance)
- Continuing work with business units on the DWIHN BCP/DR plan. (Compliance)
- Analyzing risks and working with communications on website visitor tracking. (Compliance)
- Continue working with SAs and ITSD on role-based security implementation. (Compliance)

Onboarding/Offboarding

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

Genesys Phone System

- The Genesys phone system went live on 12/18/2023 with no substantive issues. Beginning in January, TTEC and the DWIHN team will start the implementation of Speech and Text analytics within the system to allow for better management and prioritization of calls.

**COMMUNICATIONS**

Influencer Marketing Update

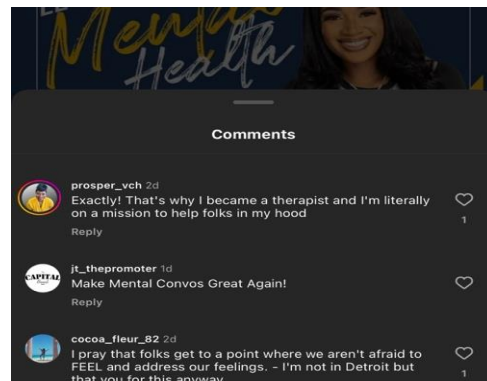
Social Media Influencer	# of Posts	Engagement/Impressions
The Capital Brand/Randi Rosario	6 Story Posts, 4 Posts	Over 250.6K total views
Detroit Youth Choir	3 Story Posts, 1 Post	2,756 total Views/41 likes

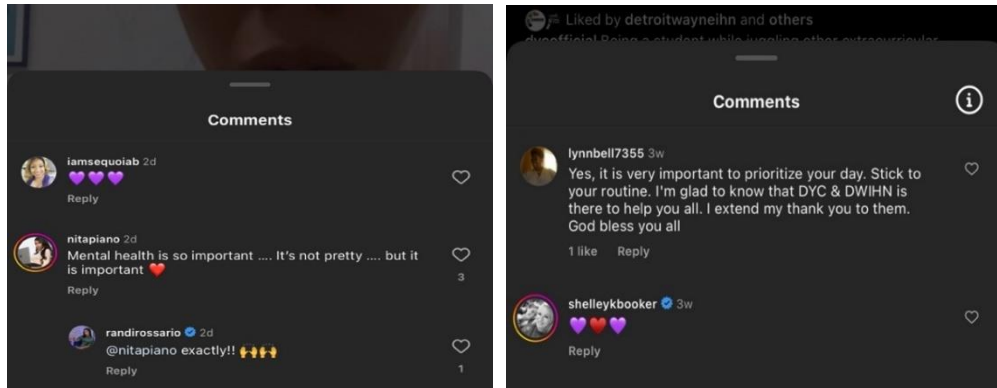
The Detroit Youth Choir and Youth United collaborated on a lot of posts highlighting the importance of mental health in youth, resources, and Youth United events during the month of November. During the month of November, we discussed “What Healthy Ways Can I Release my Stress?”

Emphasized the crucial connection between mental health and gaming, highlighting the positive impacts of gaming on mental well-being, stress relief, cognitive development, and social connectivity. This content was in preparation for the DWIHN and Youth United “Game Night” held at the Michigan Science Center December 1.

Social Media Outreach

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





### Social Media Performance Report Summary

- Impressions: 231,571 up 19.8%
- Engagements: 11,017 down 2.4%
- Post Click Links: 1,621 up 4%
- Engagement Rate: 5.5% down 29.5%
- Total Audience Growth over the last month was 16,559, up 0.8%.

### Google Analytics

- 3,145 Business Profile interactions
- 5,899 People viewed the DWIHN Business Profile
  - 4,891 (83% Google search - desktop)
  - 790 (13% Google search - mobile)
  - 160 (3% Google Maps - mobile)
  - 58 (1% Google Maps - desktop)
- 3,492 Searches DWIHN was shown in users search results:
  - DWIHN – 1,602
  - Detroit Wayne Integrated Health Network - 849
  - dwctraining – 160
  - Dwihn – 136
  - Dwihn training – 136

### Media Report

Let's Talk Mental Health Town Hall: Promotion for the upcoming event at DABO's Dr. LaVonne M. Sheffield Bridge Center Library hosted by influencer, Randi Rosario. The event was comprised of a panel with DWIHN CEO Eric Doeh, Chief Medical Officer, Shama Faheem, and Youth United Coordinator, Bianca Miles.

Michigan Chronicle (12/4/23) - <https://michiganchronicle.com/2023/12/04/detroit-influencer-randi-rossario-spearheads-mental-health-awareness-town-hall-with-detroit-wayne-integrated-health-network/>

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

In November and December, DWIHN actively engaged in various outreach initiatives. Notably, DWIHN organized a Game Night at the Michigan Science Center, dedicated to exploring the impact of gaming on mental health. Additionally, DWIHN hosted "Let's Talk Mental Health" with Randi Rosario, fostering open discussions on mental health issues.

DWIHN was a participant in several important events, such as "Stronger Together: A Community Chat About Preventing Domestic Violence" and a conversation addressing the disruption of the narrative surrounding youth suicide and mental health.

Youth United organized its annual Santa Day on December 4, and facilitated a Courageous Conversation titled "Parents Just Don't Understand" on November 27.

#### Crisis Support During the Holidays



DWIHN CEO, Eric Doeh along with NAMI Michigan Executive Director, Kevin Fischer were on Fox 2 to raise awareness of critical mental health issues during the holidays, how to navigate those heavy issues and find crisis care services when needed.

WJBK (12/14/23) –

<https://www.fox2detroit.com/video/1381411>

#### DWIHN Virtual Career Fair

DWIHN Vice President of Human Resources, Jody Connally, was on-air with Mike Campbell on December 16, 2023, to discuss the need for clinical staff and support as DWIHN expands services for the Crisis Mobile Units and the Crisis Care Center. He invited listeners to consider joining the Virtual Career Fair that was held on Monday, December 18.

#### Crisis Mobile Unit Launch



DWIHN Vice President of Crisis Care Services, Grace Wolf was on hand to field a series of interviews to share the launch of the Crisis Mobile Units on the morning of Monday, December 12. DWIHN Communications Director, Tiffany Devon also fielded an interview to share the expanded services (WXYZ). Lastly, we hosted ride-along stories for Detroit News and Bridge Michigan, both highlighting the work of our Mobile Crisis Team members Virginia Harrell and William Carroll doing outreach.

Bridge Magazine (1/6/24) - <https://www.bridgemi.com/michigan-health-watch/detroit-agency-launches-mobile-mental-health-unit-can-it-slow-revolving-door>

Detroit News (12/29/23) – Article behind paywall, see attached PDF.

<https://www.detroitnews.com/restricted/?return=https%3A%2F%2Fwww.detroitnews.com%2Fstory%2Fnews%2Flocal%2Fwayne-county%2F2023%2F12%2F28%2Fnew-mobile-crisis-units-in-wayne-county-meet-people-where-they-are%2F71983894007%2F>

WDIV (12/18/23) – <https://www.clickondetroit.com/video/local-news/2023/12/18/mobile-crisis-service-bringing-care-to-adults-children-in-wayne-county/>

WXYZ (12/18/23) – <https://www.wxyz.com/news/detroit-wayne-integrated-health-network-rolling-out-mobile-units-to-help-people-in-crisis>; <https://www.youtube.com/watch?v=0rPTPu463ZE>



WJBK (12/18/23) – <https://www.fox2detroit.com/video/1384277>

WWJ (12/18/23) – <https://www.audacy.com/wwjnewsradio/news/local/wayne-co-mobile-crisis-units-will-offer-mental-health-help>

Michigan Chronicle (12/20/23) – <https://michiganchronicle.com/2023/12/20/mobile-crisis-services-coming-to-a-community-near-you/>

Free Press Lists DWIHN Admin Building Development Among the “Big Successes” in 2023

Detroit Free Press (12/23/23) - [https://www.freep.com/story/money/business/2023/12/23/rehab-demolition-reopening-detroit-building-projects/71908532007/?fbclid=IwAR1e1AIF70F3G7c6kd8aHG2IczpT\\_wcBh0i64fsJ2jxKIGmnIc3lmUFi\\_nvg](https://www.freep.com/story/money/business/2023/12/23/rehab-demolition-reopening-detroit-building-projects/71908532007/?fbclid=IwAR1e1AIF70F3G7c6kd8aHG2IczpT_wcBh0i64fsJ2jxKIGmnIc3lmUFi_nvg)

#### Upcoming Events

January 17th: Let's Talk Human Trafficking - **6pm – 8pm**

February 8th 3: Clergy Conversations II - **10am-11:30am**

# Quarterly Communications Report



***FULL BOARD MEETING***

**WEDNESDAY, JANUARY 17, 2023**

**800-241-4949**

**WWW.DWIHN.ORG**

# Today's Discussion

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





# Media roundup

MICHAEL MCELRATH, PUBLIC AFFAIRS MANAGER



**DWIHN**  
Your Link to Holistic Healthcare



Detroit Free Press

# Let's Talk: Mental Health

The **Michigan Chronicle** promoted the first in the "Let's Talk" event series, held at DABO's Dr. LaVonne M. Sheffield Bridge Center Library hosted by influencer, **Randi Rossario**. The event was comprised of a panel with **DWIHN CEO, Eric Doeh; Chief Medical Officer, Dr. Shama Faheem; and Youth United Coordinator, Bianca Miles.**

The "Let's Talk" series will be an ongoing town hall event with Randi as host, bringing her entertaining and inclusive brand of conversation and her following to highlight invaluable DWIHN programs and services.

VOICE OF THE COMMUNITY SINCE 1936

## MICHIGAN CHRONICLE

Powered by Real Times Media

Digital Daily

### Detroit Influencer Randi Rossario Spearheads Mental Health Awareness Town Hall with Detroit Wayne Integrated Health Network

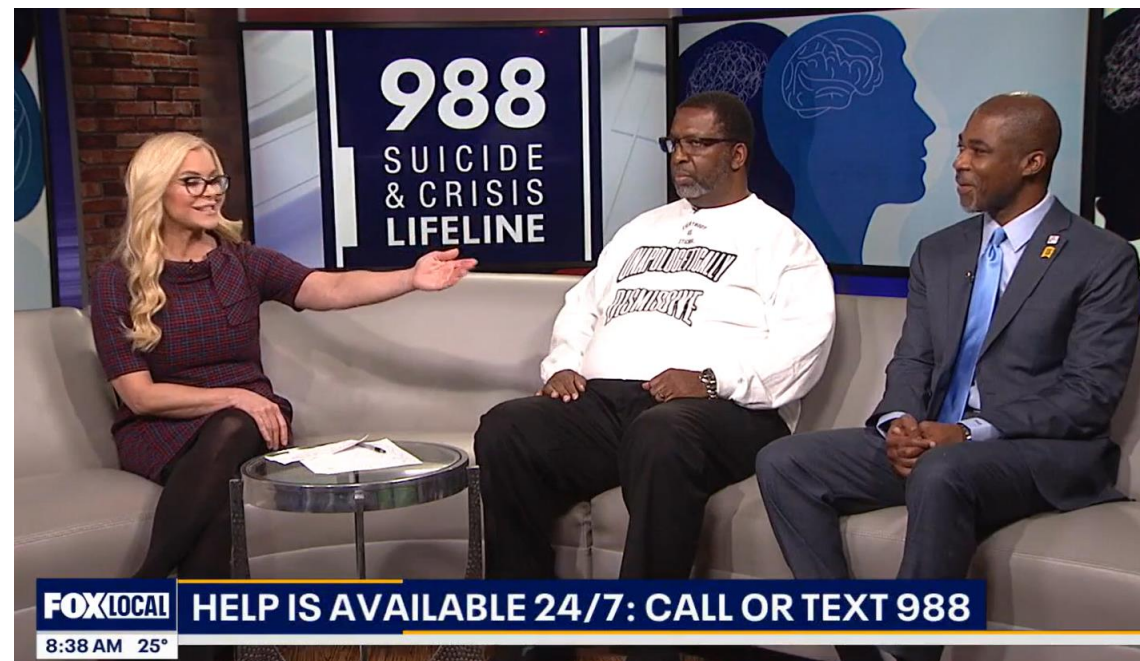
Lynzee Mychael, Multimedia Journalist  
December 4, 2023

[f](#) [t](#) [e](#) [r](#)



# Crisis Support During the Holidays

**DWIHN CEO, Eric Doeh**, along with NAMI Michigan Exec. Director, Kevin Fischer, were live on-air with **WJBK, Fox 2 News Morning** on **December 14, 2023** to raise awareness of critical mental health issues during the holidays, how to navigate heavy issues and find crisis care services when needed.





Detroit Free Press

# DWIHN Virtual Career Fair

**DWIHN Vice President of Human Resources, Jody Connally** was on-air with Mike Campbell of **WWJ AM 950**, on the morning of **Saturday, December 16, 2023**, to discuss the need for clinical staff and support as DWIHN expands services for the Crisis Mobile Units and the Crisis Care Center. He invited listeners to consider joining the Virtual Career Fair that was held on Monday, December 18, 2023.

The combined promotion and broadcast resulted in a turnout beyond expectations for the pilot virtual career fair.





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Detroit Free Press

# Crisis Mobile Unit Launch

7

**DWIHN Vice President of Crisis Care Services, Grace Wolf** was on hand to field a series of interviews to share the launch of the Crisis Mobile Units on the morning of Monday, December 12.

**DWIHN Communications Director, Tiffany Devon** also fielded an interview to share the expanded services. Lastly, we hosted ride-along stories for **Detroit News** and **Bridge Michigan**, both highlighting the work of our Mobile Crisis Team members Virginia Harrell and William Carroll doing outreach to community organizations throughout the county.







Detroit Free Press

# Free Press

# TOP Developments List

8

## Detroit Free Press



**JC Reindl** of the **Detroit Free Press** spoke with **Facilities Director, Mike Maskey**, about the renovation project for our new administrative building. In the story, Maskey shared some of the historical features that we are preserving and key elements that needed modernization. Reindl added our new headquarters to the list of notable developments in 2023; putting the former Utley Branch Detroit Library among high profile projects such as the Bonstelle Theatre development and National Theatre Building Façade downtown.

# Outdoor Media



**TAP INTO YOUR MENTAL HEALTH WITH OUR APP**

**my DWHN**

**DWHN WE LISTEN WE CARE 800-241-4949**

Events for you:

- 26 APR Community Chat on Safety Summit: LGBTQ+ Domestic Violence
- 27 APR Women's Resource Fair
- 27 APR NAMI Detroit-April Public Meeting



**ALCOHOL IS NEVER THE ANSWER**

**DWHN WE LISTEN WE CARE 800-241-4949**



**Detroit Wayne Integrated Health Network**

**DWHN**  
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**TOP WORK PLACES 2023**

**Detroit Free Press**

# Outdoor media 11 locations

10





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# Youth United & Community Outreach

- ▶ Janell Hearn, Communications and Community Outreach Liaison



# Community Outreach

This quarter, DWIHN actively engaged in various outreach initiatives. Notably, DWIHN organized a Game Night at the Michigan Science Center, dedicated to exploring the impact of gaming on mental health. Additionally, DWIHN hosted "Let's Talk Mental Health" with Randi Rosario, fostering open discussions on mental health issues.

DWIHN was a participant in several important events, such as "Stronger Together: A Community Chat About Preventing Domestic Violence" and a conversation addressing the disruption of the narrative surrounding youth suicide and mental health.

# Youth United

- ▶ This quarter Youth United welcomed a new Regional Youth Coordinator, Rakya Collins.
- ▶ Assisted with creating DWIHN's First Youth Mental Health Scholarship, which provided 11 students with \$2000 scholarships.
- ▶ YU organized and supported a variety of events including a Courageous Conversation titled "Parents Just Don't Understand", Winter Wonderbash, and Game Night with the MI Science Center.

**Courageous Conversations**

**PARENTS JUST DON'T UNDERSTAND:**  
A CONVERSATION ON PARENT AND CHILD RELATIONSHIPS  
HYBRID EVENT: IN PERSON AND VIA ZOOM

**Monday 11/27/23**

RSVP Here: <https://forms.gle/41u6u86A1Ck36v9>

**4pm-6pm EST**  
The Children's Center  
79 W. Alexandrine St.,  
Detroit, MI 48202  
Building 90, lower level in  
The HUB

ZOOM Link Here:

Meeting ID: 810 2368 9156  
Passcode: 002264

Logos: Youth United, DWIHN, MiSide

**YOUTH UNITED AND DWIHN PRESENT:**

**GAME NIGHT**

DECEMBER 1ST

MICHIGAN SCIENCE CENTER  
5020 JOHN R ST, DETROIT, MI 48292

FREE EVENT 5PM-8PM

**GAMING TOURNAMENT, CHALLENGES, AND MORE**

KIDS 18 YEARS AND UNDER MUST BE ACCOMPANIED BY A PARENT

Logos: DWIHN, Youth United

**FREE 90'S vs 00'S SKATING PARTY**  
SKATE RENTAL INCLUDED

**LINCOLN PARK ROLLER RINK**  
1410 SOUTHFIELD RD, LINCOLN PARK, MI 48206  
SEPTEMBER 29, 2023  
6:00PM - 9:00PM

**YOUTH MOVE MEET & GREET**  
REP YOUR ERA SHOW YOUR SKILLS

REGISTRATION REQUIRED  
TEXT RTY TO 313 618-1658 TO REGISTER

Logos: Youth United, DWIHN





# Community Outreach

14

## ▶ Upcoming Events:

- ▶ January 17th: Let's Talk Human Trafficking  
**6pm – 8pm**
- ▶ February 8th 3: Clergy Conversations II  
**10am-11:30am**





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*Detroit Free Press*  
PART OF THE GSA TODAY NETWORK

# Social Media

MARLON TATE, SOCIAL MEDIA STRATEGIST



# SOCIAL MEDIA

16

- ▶ Benchmark Numbers
  - ▶ Facebook Followers: 7,400 → 9,153
  - ▶ Instagram Followers: 1,547 → 2,651
  - ▶ Twitter Followers: 1,072 → 1,171
  - ▶ YouTube Subscribers: 274 → 399
  - ▶ TikTok Followers: 9 → 87
  - ▶ Linked In: 1,300 → 2,282





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Detroit Free Press  
DETROIT MI 48201

# Social Media (September-December)

**6.8% increase,  
total audience  
15,654.**

**Twitter:** 200% Increase, 36 net followers.

**Facebook:** 55.4% Decrease, 402 net followers.

**Instagram:** 48.9% Decrease, 278 net followers.

**LinkedIn:** 43.9% Decrease, 279 net followers.

**YouTube:** 257.9% Increase, 68 net followers.

**81% decrease,  
total impressions  
425,082.**

**Twitter:** 3,783 total, 59% decrease.

**Facebook:** 329,138 total, 42.9% decrease.

**Instagram:** 42,192 total, 97.4% decrease.

**LinkedIn:** 27,557 total, 1.1% increase.

**YouTube:** 1,189 views, 45.5% decrease.

**22.5% decrease,  
total engagements  
22,360.**

**Twitter:** 148 engagements, 70.2% decrease

**Facebook:** 12,129 engagements, 44.4% decrease.

**Instagram:** 1,711 engagements, 14.5% decrease.

**LinkedIn:** 8,248 engagements, 83.7% increase.

**YouTube:** 124 engagements, 87.9% increase.

**5.2%  
engagement  
rate, 305.9%  
increase change.**

**Twitter:** 3.9%, 29.4% decrease.

**Facebook:** 3.7%, 24.7% increase.

**Instagram:** 4.1%, 2,958% increase.

**LinkedIn:** 16.5%, 39.4% increase.

# Google analytics/Website September-October

18

6,222 Google Business profile interactions

12,715 people viewed Google Business profile

- 10,825 - 85% - Google Search (Desktop)
- 1,465 - 12% Google Search (Mobile)
- 328 - 3% Google Maps (Mobile)
- 97 - 1% Google Maps (Desktop)

7,711 Searches (Google Business profile showed in search results)

- DWIHN - 3,533
- Detroit wayne integrated health network - 2,050
- Dwhin - 354
- Dwctraining - 332
- Dhwin training - 232

4,745 Website clicks from Google





**DWIHN**  
Your Link to Holistic Healthcare

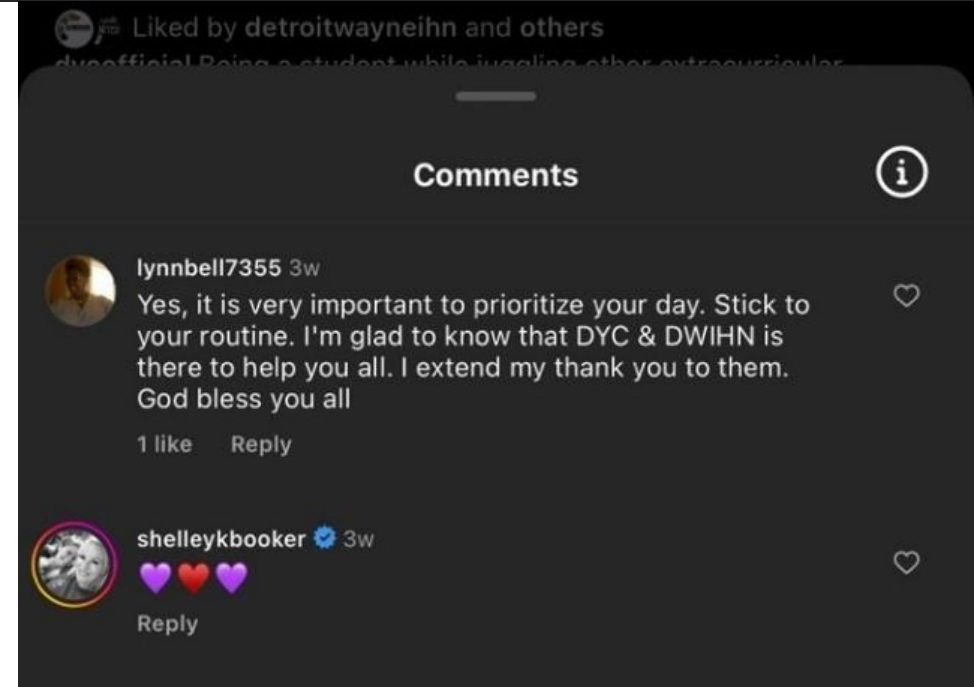
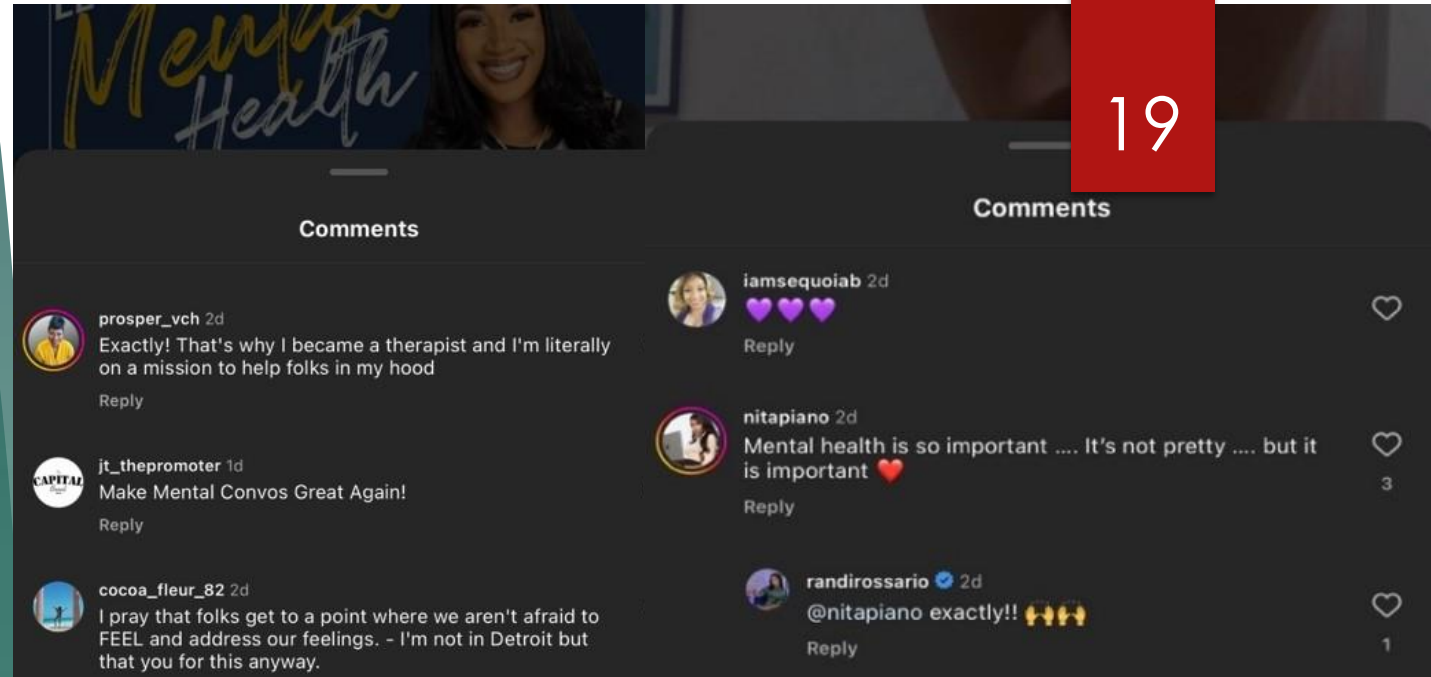
**TOP  
WORK  
PLACES  
2023**

Detroit Free Press

# Social Media Outreach

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

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





# Important points to note

## *September - December*

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



# Social Media Influencers

- ▶ The Detroit Youth Choir and Youth United collaborated on a lot of posts highlighting the importance of mental health in youth, resources, and Youth United events.
- ▶ During the month of November, we discussed “What Healthy Ways Can I Release my Stress?”



**DWHN**  
Your Link to Holistic Healthcare

## Follow Us on Social Media

Stay Connected for News & Updates



[twitter.com/DetroitWayneIHN](https://twitter.com/DetroitWayneIHN)



[facebook.com/DetroitWayneIHN](https://facebook.com/DetroitWayneIHN)



[instagram.com/detroitwayneihn](https://instagram.com/detroitwayneihn)



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



[youtube.com/@DetroitWayneIHN](https://youtube.com/@DetroitWayneIHN)



[TikTok.com/@DetroitWayneIHN](https://TikTok.com/@DetroitWayneIHN)



[Snapchat.com/@DetroitWayneIHN](https://Snapchat.com/@DetroitWayneIHN)



**DWHN**  
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TOP  
WORK  
PLACES  
2023

Detroit Free Press

# New Partnerships

23

- ▶ C & G Newspapers (Downriver)
- ▶ Kathleen Springer - Facebook influencer (Downriver, 25,000 followers)

**YOUTH UNITED AND DWHN PRESENT:**

# GAME NIGHT

❤️❤️❤️❤️❤️ X 05

**OCTOBER 6TH** MICHIGAN SCIENCE CENTER  
5020 JOHN R ST, DETROIT, MI 48292

FREE EVENT 5PM-8PM

**GAMING TOURNAMENT, CHALLENGES, AND MORE**

KIDS 18 YEARS AND UNDER MUST BE ACCOMPANIED BY A PARENT

 **INFORMATION AND REGISTRATION:**  







**DWIHN**  
Your Link to Holistic Healthcare



Detroit Free Press  
part of the Gannett network

Thank  
You

## DETROIT WAYNE INTEGRATED HEALTH NETWORK BOARD ACTION

Board Action Number: 21-64R2 Revised: Y Requisition Number:

Presented to Full Board at its Meeting on: 1/17/2024

Name of Provider: Detroit Wayne Integrated Health Network

Contract Title: COVID-19 Mental Health Block Grant Supplemental Funding

Address where services are provided: 'None'

Presented to Program Compliance Committee at its meeting on: 1/10/2024

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

Amount of Contract: \$ 1,089,622.00 Previous Fiscal Year: \$ 917,138.00

Program Type: Modification

Projected Number Served- Year 1: 1,100 Persons Served (previous fiscal year): 0

Date Contract First Initiated: 10/1/2023

Provider Impaneled (Y/N)? N

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

DWIHN is requesting the approval to access MH COVID-19 Supplemental Block Grant funding not to exceed \$1,089,622.

This amount includes **carryover supplemental COVID-19 funding in the amount of \$483,340 (to be spent by March 14, 2024) and additional funding of \$68,000 for Behavioral Health Workforce Stabilization Support and \$538,282 for ACT/IDDT Teams within the network (both to be spent by September 30, 2024) for a total amount not to exceed \$1,089,622.**

The carryover funds will be used to continue projects focusing on for Mental Health Connections, Training, Technology & Outreach. The new funding will be used for staff incentives (\$68,000) and ACT/IDDT Teams within the network (\$538,282).

DWIHN will enter into several comparable source agreements with vendors (see attached allocation grid) to carry out the approved projects. **A budget adjustment will be forthcoming to certify associated revenues.**

Funds can be reallocated between providers based on utilization up to the amount not to exceed \$1,089,622.

---

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

Source of Funds: Block Grant

Fee for Service (Y/N): Y

Revenue	FY 23/24	Annualized
Block Grant	\$ 1,089,622.00	\$ 1,089,622.00
	\$	\$
<b>Total Revenue</b>	\$	\$

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

Type of contract (Business/Clinical): Clinical

ACCOUNT NUMBER: MULTIPLE

In Budget (Y/N)? N

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

*Eric Doeh*

*Stacie Durant*

Signed: Tuesday, January 9, 2024

Signed: Tuesday, January 9, 2024

**Board Action Taken**

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

Approved

Rejected

Modified as follows:

---

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Tabled as follows:

---

---

Executive Director -initial here: \_\_\_\_\_

Signature: *Lillian M. Blackshire*  
Board Liaison

Date: January 17, 2024

**DETROIT WAYNE INTEGRATED HEALTH NETWORK  
BOARD ACTION**

Board Action Number: 22-66R3 Revised: Y Requisition Number:

Presented to Full Board at its Meeting on: 1/17/2024

Name of Provider: HPS Consulting LLC

Contract Title: HPS Amendment for NCQA

Address where services are provided: 'None'

Presented to Program Compliance Committee at its meeting on: 1/16/2024

Proposed Contract Term: 8/1/2023 to 2/29/2024

Amount of Contract: \$ 219,375.00 Previous Fiscal Year: \$ 146,875.00

Program Type: Continuation

Projected Number Served- Year 1: 75,000 Persons Served (previous fiscal year): 75000

Date Contract First Initiated: 8/1/2023

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).

Detroit Wayne Integrated Health Network requests Board approval to modify the existing contract with HPS Consulting LLC to **increase the contract amount by \$20,000 resulting in an amended contract amount not to exceed \$219,375. The contract end date will remain unchanged.**

The amendment will allow for 160 additional hours of consultation during the existing contract period.

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

Source of Funds: Multiple

Fee for Service (Y/N): N

Revenue	FY 23/24	Annualized
Multiple	\$ 219,375.00	\$ 219,375.00
	\$	\$
<b>Total Revenue</b>	<b>\$</b>	<b>\$</b>

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

Type of contract (Business/Clinical): Business

ACCOUNT NUMBER: 64910.817000.00000

In Budget (Y/N)? Y

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

*Eric Doeh*

*Stacie Durant*

Signed: Friday, January 5, 2024

Signed: Friday, January 5, 2024

**Board Action Taken**

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

Approved

Rejected

Modified as follows:

---

---

Tabled as follows:

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---

Executive Director -initial here: \_\_\_\_\_

Signature: *Lillian M. Blackshire*  
Board Liaison

Date: January 17, 2024

## DETROIT WAYNE INTEGRATED HEALTH NETWORK BOARD ACTION

Board Action Number: 23-08 R2 Revised: Y Requisition Number:

Presented to Full Board at its Meeting on: 1/17/2024

Name of Provider: Hegira Health Inc.

Contract Title: Crisis Intervention Services

Address where services are provided: 33505 Schoolcraft Rd. #3 Livonia, MI 48150

Presented to Program Compliance Committee at its meeting on: 1/10/2024

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

Amount of Contract: \$ 4,280,000.00 Previous Fiscal Year: \$ 8,560,000.00

Program Type: Continuation

Projected Number Served- Year 1: 3,000 Persons Served (previous fiscal year): 12,365

Date Contract First Initiated: 1/1/2016

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).

The Detroit Wayne Integrated Health Network (DWIHN) is requesting to add funds Hegira Health Community Outreach for Psychiatric Emergencies (COPE) contract.

### **The action is requesting:**

**(1) To increase the September 30, 2023 not to exceed amount of \$8.4 million to \$8,560,000 which includes \$160,000 related to the \$2.00/hr. increase to Peer Direct Care workers.**

**(2) To extend the contract period through March 31, 2024 for an additional amount not to exceed \$1,426,667. The board approved an extension through January 31, 2024 in October 2023 for \$2,853,333 for a total not to exceed amount through March 31, 2024 of \$4,280,000.**

In compliance with Medicaid requirements, this extension will continue the provision of intensive crisis stabilization services and pre-admission reviews by a multidisciplinary team to authorize and evaluate for higher and lower levels of care. In addition, this extension will allow Hegira programs to continue providing in person and telephonic clinical evaluations to determine medical necessity criteria for members in crisis, whether in AFC homes, on site in crisis stabilization-like units, or in emergency rooms. These services will allow for evaluations toward stabilization in the community as an alternative to inpatient settings utilizing a variety of options for the least restrictive environment.

DWIHN has delegated the function of completing Pre-Admission Reviews for adults to Hegira Health, Inc.



Mobile crisis intervention team personnel will be responsible for authorizing inpatient psychiatric hospital stays, crisis residential, partial hospitalization, SUD Residential and Detox and/or transitions to lower levels of care, i.e., transitional housing and outpatient services. Members of the stabilization team provide mobile outreach crisis services, including screening and assessment, counseling/therapy, and therapeutic support services. The team attempts to defuse the crisis, enacting a member's crisis plan when available and appropriate; resolve presenting problems; procure needed services and resources; and arrange extended support. Extended support may include daily on-site visits, or it could mean that a team member-most likely a trained paraprofessional – remains with the member for several hours as needed, to provide supervision, monitoring, support and assistance.

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

Source of Funds: Multiple

Fee for Service (Y/N): N

Revenue	FY 23/24	Annualized
Multiple	\$ 160,000.00	\$ 160,000.00
Multiple	\$ 4,280,000.00	\$ 4,280,000.00
<b>Total Revenue</b>	<b>\$ 4,440,000.00</b>	<b>\$ 4,440,000.00</b>

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

Type of contract (Business/Clinical): Clinical

ACCOUNT NUMBER: 64931.825004.01668

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, January 12, 2024

Signed: Friday, January 12, 2024

Board Action #: 23-08 R2

**Board Action Taken**

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

Approved

Rejected

Modified as follows:

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Tabled as follows:

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Executive Director -initial here: \_\_\_\_\_

Signature: *Lillian M. Blackshire*  
Board Liaison

Date: January 17, 2024

**DETROIT WAYNE INTEGRATED HEALTH NETWORK  
BOARD ACTION**

Board Action Number: 23-41R2 Revised: Y Requisition Number:

Presented to Full Board at its Meeting on: 1/17/2024

Name of Provider: Michigan Peer Review Organization

Contract Title: iMPROve Health (formerly MPRO)

Address where services are provided: 'None'

Presented to Program Compliance Committee at its meeting on: 1/10/2024

Proposed Contract Term: 10/1/2023 to 3/31/2024

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

Program Type: Continuation

Projected Number Served- Year 1: 25 Persons Served (previous fiscal year): 60

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).

The Detroit Wayne Integrated Health Network (DWIHN) is requesting Board Action approval to **extend a service contract** with Michigan Peer Review Organization (MPRO) **through March 31, 2024. No additional funds are being added to the contract.**

This service contract will allow the Utilization Management (UM) Department the ability to collaborate on utilization reviews and authorization decisions related to the provision of behavioral health services as well as assist with decision-making process for clinical claims adjudication.

During this two (2) month extension period, we will be utilizing the Request for Proposal (RFP) process to solicit bids from other agencies to determine appropriate market rates for this service.

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

Source of Funds: Multiple

Fee for Service (Y/N): Y

Board Action #: 23-41R2

Revenue	FY 23/24	Annualized
Multiple	\$ 100,000.00	\$ 100,000.00
	\$	\$
<b>Total Revenue</b>	\$	\$

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

Type of contract (Business/Clinical): Clinical

ACCOUNT NUMBER: 64917.815000.00000

In Budget (Y/N)? Y

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

*Eric Doeh*

*Stacie Durant*

Signed: Thursday, January 4, 2024

Signed: Wednesday, January 3, 2024

01/04/2024

**Board Action Taken**

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

Approved

Rejected

Modified as follows:

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Tabled as follows:

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Executive Director -initial here: \_\_\_\_\_

Signature: *Lillian M. Blackshire*  
Board Liaison

Date: January 17, 2024

**DETROIT WAYNE INTEGRATED HEALTH NETWORK  
BOARD ACTION**

Board Action Number: 23-60R2 Revised: Y Requisition Number:

Presented to Full Board at its Meeting on: 1/17/2024

Name of Provider: Sterling Security LLC

Contract Title: Security Services at 707 W. Milwaukee

Address where services are provided: None

Presented to Finance Committee at its meeting on: 1/16/2024

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

Amount of Contract: \$ 148,022.00 Previous Fiscal Year: \$ 68,022.00

Program Type: Modification

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

Date Contract First Initiated: 2/1/2023

Provider Impaneled (Y/N)?

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

DWIHN Facilities is requesting board approval modification to the previously approved board action for Sterling Security, LLC to increase their contract term an additional (3) months, with **no change in contract amount, bringing the expiration to April 30, 2024**. This will extend security services for DWIHN facilities and provide the additional time needed to finalize the RFP selection process.

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

Source of Funds: Multiple

Fee for Service (Y/N):

Revenue	FY 23/24	Annualized
Multiple	\$ 148,022.00	\$ 148,022.00
	\$	\$
<b>Total Revenue</b>	\$	\$

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

Type of contract (Business/Clinical): Business

ACCOUNT NUMBER: 64922.817040.00000

In Budget (Y/N)? Y

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

*Eric Doeh*

*Stacie Durant*

Signed: Tuesday, January 9, 2024

Signed: Tuesday, January 9, 2024

**Board Action Taken**

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

Approved

Rejected

Modified as follows:

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Tabled as follows:

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Executive Director -initial here: \_\_\_\_\_

Signature: *Lillian M. Blackshire*  
Board Liaison

Date: January 17, 2024



## DETROIT WAYNE INTEGRATED HEALTH NETWORK BOARD ACTION

Board Action Number: 24-06 R2 Revised: Y Requisition Number:

Presented to Full Board at its Meeting on: 1/17/2024

Name of Provider: DWIHN Provider Network - see attached list

Contract Title: Provider Network System FY 23/24

Address where services are provided: Service Provider List Attached

Presented to Program Compliance Committee at its meeting on: 1/10/2024

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

Amount of Contract: \$ 801,567,768.00 Previous Fiscal Year: \$ 804,448,924.00

Program Type: Continuation

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

Date Contract First Initiated: 10/1/2023

Provider Impaneled (Y/N)? Y

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

BA 24-06R2 is requesting the addition of 5 providers (Abound Rehabilitation Services, Emmanuel Care Staffing Agency, Somerset Residence LLC, Uttermost Care, and Vonnie's World Non-Profit Corp) to the DWIHN provider network. BA 24-06R2 requires no budget increase due to the reallocation of funds within the total budget.

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

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

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.

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

Source of Funds: Multiple

Fee for Service (Y/N): N

Revenue	FY 23/24	Annualized
Multiple	\$ 801,567,768.00	\$ 801,567,768.00
	\$	\$
<b>Total Revenue</b>	\$	\$

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: Wednesday, January 3, 2024

Signed: Wednesday, January 3, 2024

**Board Action Taken**

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

Approved

Rejected

Modified as follows:

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Tabled as follows:

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Executive Director -initial here: \_\_\_\_\_

Signature: *Lillian M. Blackshire*  
Board Liaison

Date: January 17, 2024

## DETROIT WAYNE INTEGRATED HEALTH NETWORK BOARD ACTION

Board Action Number: 24-07R2 Revised: Y Requisition Number:

Presented to Full Board at its Meeting on: 1/17/2024

Name of Provider: Detroit Wayne Integrated Health Network

Contract Title: FY 2023-2024 Operating Budget

Address where services are provided: None

Presented to Finance Committee at its meeting on: 1/16/2024

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

Amount of Contract: \$ 1,032,809,138.00 Previous Fiscal Year: \$ 1,056,528,326.69

Program Type: Modification

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

Date Contract First Initiated: 10/1/2023

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).

Board Approval is requested to certify additional revenues of \$995,787 and authorize expenditures of a like amount, and decertify revenues of \$159,331 and deauthorize expenditures of a like amount in the FY 2024 budget as noted below:

1. Certify grant revenue totaling \$995,787, as follows:
  - \$37,018 of additional Block Grant funds for gambling prevention;
  - \$400,000 of federal SAMSHA grant funds for zero suicide initiatives;
  - \$76,800 of local grant funds for youth suicide prevention (\$12,000) and Crisis Intervention Team (CIT) training initiatives (\$64,800); and
  - \$481,969 of PASARR funds to cover positions mistakenly excluded from the FY24 Board approved budget. These positions were included in the Board approved position list but were not allocated funding.
2. Decertify \$159,331 of Crisis Care Center revenue, resulting from the elimination of the Adult Crisis Residential Unit and expansion of Children's Crisis Stabilization Unit at the 707 Milwaukee location.

The board action also includes the use of \$4,261,230 of Medicaid Reserve funds as follows:

- \$795,618 of filled administrative positions included in the FY24 Board approved position list yet mistakenly not allocated funding. Please note that the costs were included in FY23 therefore does not result in an increase to the administrative budget;
- \$1,158,265 of direct services positions included in the FY24 Board approved position list yet mistakenly not allocated funding;

- \$90,500 of miscellaneous administrative (\$50K) and direct services (\$40.5K) operating costs mistakenly excluded from the FY24 Board approved budget due to formula errors in budgeting worksheets;
- \$448,747 of salaries/benefits for two (2) new administrative positions (Associate VP of Operations - \$175K, Legal Counsel -\$126K, and employee promotions - \$11K);
- \$1,448,937 for new CCBHC direct service positions (Outpatient Services - \$712K, Psych Services - \$503K, Case Management Services - \$147K, and Peer Services - \$86K); and
- \$319,163 for ten (10) contingent Call Center positions to fill staffing gaps.

The revised FY 2024 Operating Budget of \$1,032,809,138 consists of the following revenue:

- \$21,629,681 (State General Funds, CCBHC General Funds);
- \$768,133,911 (Medicaid, DHS Incentive, Medicaid-Autism, Children's/ SED Waiver, HAB, CCBHC Supplemental);
- \$154,399,894 (HMP and Substance Abuse);
- \$12,289,936 (MI Health Link);
- \$23,486,447 (Wayne County Local Match Funds);
- \$4,723,521 (PA2 Funds);
- \$13,051,601 (State Grant Portion of OBRA, SUD);
- \$29,677,347 (Federal Grants/ Federal Block Grants/ SUD);
- \$376,800 (Local Grants);
- \$5,000,000 (Interest Income); and
- \$40,000 (Miscellaneous Revenue).

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

Source of Funds: Multiple

Fee for Service (Y/N):

Revenue	FY 23/24	Annualized
MULTIPLE	\$ 1,032,809,138.00	\$ 1,032,809,138.00
	\$	\$
<b>Total Revenue</b>	\$	\$

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

Type of contract (Business/Clinical): Business

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: Thursday, January 4, 2024

Signed: Thursday, January 4, 2024

**Board Action Taken**

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

Approved

Rejected

Modified as follows:

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Tabled as follows:

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Executive Director -initial here: \_\_\_\_\_

Signature: *Lillian M. Blackshire*  
Board Liaison

Date: January 17, 2024

**DETROIT WAYNE INTEGRATED HEALTH NETWORK  
BOARD ACTION**

Board Action Number: 24-08R Revised: Y Requisition Number:

Presented to Full Board at its Meeting on: 1/17/2024

Name of Provider: Long Insurance Services, LLC

Contract Title: Professional Liability Insurance - Direct Services

Address where services are provided: 'None'

Presented to Executive Committee at its meeting on: 1/16/2024

Proposed Contract Term: 8/26/2023 to 8/26/2024

Amount of Contract: \$ 266,783.35 Previous Fiscal Year: \$ 142,949.00

Program Type: New

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

Date Contract First Initiated: 8/26/2019

Provider Impaneled (Y/N)?

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

The Detroit Wayne Integrated Health Network (DWIHN) is requesting exigent approval to bind Professional Liability Insurance for direct services which will be added as an endorsement to our current policy through Beazley **for the period of 12-15-2023 through 8-26-2024**. Long Insurance Services is the Broker and will bind insurance through Beazley (by Affinity Insurance Corp). The coverage will include \$1,000,000 per occurrence and \$3,000,000 in the aggregate with a \$25,000.00 deductible. **The premium payment inclusive of taxes and fees is not to exceed \$117,069.35. This coverage is needed for DWIHN to begin providing direct services. Costs will be charged to 64950, direct crisis care support business unit.**

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

Source of Funds: Multiple

Fee for Service (Y/N): Y

Revenue	FY 23/24	Annualized
Multiple	\$ 266,783.35	\$ 266,783.35
	\$	\$
<b>Total Revenue</b>	\$	\$



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

Type of contract (Business/Clinical): Business

ACCOUNT NUMBER: 64950.911000.00000

In Budget (Y/N)? Y

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

*Eric Doeh*

*Stacie Durant*

Signed: Friday, January 5, 2024

Signed: Friday, January 5, 2024

**Board Action Taken**

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

Approved

Rejected

Modified as follows:

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Tabled as follows:

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Executive Director -initial here: \_\_\_\_\_

Signature: *Lillian M. Blackshire*  
Board Liaison

Date: January 17, 2024

**DETROIT WAYNE INTEGRATED HEALTH NETWORK  
BOARD ACTION**

Board Action Number: 24-30R Revised: Y Requisition Number:

Presented to Full Board at its Meeting on: 1/17/2024

Name of Provider: Detroit Wayne Integrated Health Network

Contract Title: Purchase of Building in Downriver Wayne County for Crisis Stabilization Unit

Address where services are provided: None

Presented to Executive Committee at its meeting on: 1/16/2024

Proposed Contract Term: 2/1/2024 to 6/30/2024

Amount of Contract: \$ 1,500,000.00 Previous Fiscal Year: \$ 0.00

Program Type: Modification

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

Date Contract First Initiated: 2/1/2024

Provider Impaneled (Y/N)?

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

DWIHN Administration is requesting approval to purchase property at 3931 W Jefferson Ave, Ecorse, Michigan for an amount not to exceed \$1,500,000 plus related closing costs. The site is 32,645 square feet and sits on over 2 acres in a desired community for our behavioral healthcare services. The building is on a major roadway, in front of a bus stop, next door to police/fire and city services; DWIHN has also established ample support from community leadership.

In October 2023 (BA 24-30), funding for the purchase of a Downriver site was approved in an amount not to exceed \$4 million, and the utilization of the MDHHS state grant funds \$6 million which was awarded to purchase and allow for expenses needed to have a crisis care center in the Downriver community.

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

Source of Funds: Multiple

Fee for Service (Y/N):

Revenue	FY 23/24	Annualized
State Grant	\$ 1,500,000.00	\$ 1,500,000.00

	\$	\$
<b>Total Revenue</b>	\$	\$

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

Type of contract (Business/Clinical):

ACCOUNT NUMBER: 00000.136000.00000

In Budget (Y/N)? Y

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

*Eric Doeh*

*Stacie Durant*

Signed: Tuesday, January 9, 2024

Signed: Tuesday, January 9, 2024

**Board Action Taken**

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

Approved

Rejected

Modified as follows:

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Tabled as follows:

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Executive Director -initial here: \_\_\_\_\_

Signature: *Lillian M. Blackshire*  
Board Liaison

Date: January 17, 2024

**DETROIT WAYNE INTEGRATED HEALTH NETWORK  
BOARD ACTION**

Board Action Number: 24-37R Revised: N Requisition Number:

Presented to Full Board at its Meeting on: 1/17/2024

Name of Provider: Michigan Municipal Risk Management Authority

Contract Title: MMRMA Insurance Renewal

Address where services are provided: 'None'

Presented to Finance Committee at its meeting on: 1/16/2024

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

Amount of Contract: \$ 309,657.00 Previous Fiscal Year: \$ 229,607.00

Program Type: Continuation

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

Date Contract First Initiated: 10/1/2014

Provider Impaneled (Y/N)?

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

This Board Action is to revise and add additional funds to the current Michigan Municipal Risk Management Authority (“MMRMA”) insurance policy increasing the total amount to cover DWIHN's recently acquired twelve (12) Mobile Crisis Services Vans. As a reminder, this policy is DWIHN's comprehensive liability, casualty and property insurance. **The premium is increasing by an amount not to exceed \$11,429.00** which brings the total premium to \$309,657.00 for FY 2023-2024. **The policy end date remains unchanged however it should noted the costs will be charged to the Mobile Crisis BU (64972).**

MMRMA is a public entity self-insurance pool that provides property and liability coverage to local governmental entities in the state of Michigan.

DWIHN has been a member of MMRMA since FY 2014-15. As a member of MMRMA, DWIHN has access to MMRMA's risk management program and risk control services, which assists members to identify, prevent, and mitigate losses.

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

Source of Funds: Multiple

Fee for Service (Y/N): N

Revenue	FY 23/24	Annualized
Multiple	\$ 309,657.00	\$ 309,657.00
	\$	\$
<b>Total Revenue</b>	\$	\$

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

Type of contract (Business/Clinical): Business

ACCOUNT NUMBER: 64910.911000.00000

In Budget (Y/N)? Y

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

*Eric Doeh*

*Stacie Durant*

Signed: Monday, December 25, 2023

Signed: Thursday, December 21, 2023

Board Action #: 24-37R

**Board Action Taken**

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

Approved

Rejected

Modified as follows:

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Tabled as follows:

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Executive Director -initial here: \_\_\_\_\_

Signature: *Lillian M. Blackshire*  
Board Liaison

Date: January 17, 2024



**DETROIT WAYNE INTEGRATED HEALTH NETWORK  
BOARD ACTION**

Board Action Number: 24-48 Revised: N Requisition Number:

Presented to Full Board at its Meeting on: 1/17/2024

Name of Provider: American Society of Employees, Inc.

Contract Title: ASE Leadership Training/Pre-Employment Services

Address where services are provided: None

Presented to Finance Committee at its meeting on: 1/16/2024

Proposed Contract Term: 2/1/2024 to 1/31/2025

Amount of Contract: \$ 120,000.00 Previous Fiscal Year: \$ 334,505.00

Program Type: Continuation

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

Date Contract First Initiated: 2/1/2024

Provider Impaneled (Y/N)?

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

The Detroit Wayne Integrated Health Network (“Network”) is requesting a new agreement with the American Society of Employers (ASE) (former contract approved on Board Action 21-71) for leadership training services and pre-employment services, **in the amount not to exceed \$120,000 for a period of February 1, 2024-January 31, 2025.**

This board action would be a continuation of the previous agreement and services with ASE, to allow ASE to continue to provide supervision training for executive leadership, directors, and managers at DWIHN, as well as providing pre-employment services such as drug screens and background checks.

The previous contract amount was \$334,505.00 for a term 10/1/19 through 9/30/23.

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

Source of Funds: Multiple

Fee for Service (Y/N):

Revenue	FY 23/24	Annualized
MULTIPLE	\$ 120,000.00	\$ 120,000.00
	\$	\$
<b>Total Revenue</b>	\$	\$

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

Type of contract (Business/Clinical): Business

ACCOUNT NUMBER: 64925.817000.00000

In Budget (Y/N)? Y

Approved for Submittal to Board:

Eric Doeh, President/CEO

Stacie Durant, Vice President of Finance

Signature/Date:

Signature/Date:

*Eric Doeh*

*Stacie Durant*

Signed: Tuesday, January 9, 2024

Signed: Tuesday, January 9, 2024

**Board Action Taken**

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

Approved

Rejected

Modified as follows:

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Tabled as follows:

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Executive Director -initial here: \_\_\_\_\_

Signature: *Lillian M. Blackshire*  
Board Liaison

Date: January 17, 2024