



Interim President and CEO Report

Eric Doeh

August 2021

DWIHN continues to take significant steps towards establishing Behavioral Health Homes (BHH), as a comprehensive means of service delivery. We recently received \$1.06 million in startup money from MDHHS to lay the groundwork of BHH. We firmly believe that by October 2021, we will have BHHs in our network. Additionally, we have increased the number of members within our opioid health home service delivery program. As we move forward, we anticipate that there will be a greater need for these services. DWIHN's mobile health clinic has progressed very well in recent weeks. We have expanded the number of sites visited and have included weekend services as part of our mission to meet people where they are. The foundation of both BHH, opioid health homes, and our crisis/hope center services position DWIHN well for Certified Community Behavioral Health Clinic (CCBHC) designation.

DWIHN's finance staff, clinical leadership and several members of the executive leadership are working to create value-based payment structures to bridge the gap between quality, measurables and outcomes. By October 2021, we will be introducing these payment structures to the network, including specific payment structure for our children's providers. The development of our Risk Matrix has contributed immensely to the value-based payment structure. In addition, augmenting this with our provider health score will give us further monitoring capabilities and understanding of network capacity.

Information has slowly begun to come from the Attorney General's Office and MDHHS regarding the Opioid lawsuit. There are over 4,000 lawsuits with a potential settlement of \$26 billion. It is estimated that Michigan's allocation is about 3.4% or approximately \$800 million.

On August 18, 2021, DWIHN will be hosting Rep. Mary Whiteford who will be discussing her redesign legislative bill. Although it is clear that Rep. Whiteford and I differ on our approaches to behavioral health redesign, she has been very engaged in conversations and is willing to listen to ideas and approaches that will strengthen the delivery of behavioral health services and access to care. Further, we continue to meet with legislators and other stakeholders to advocate strongly for the people we serve, community mental health and the PIHP structure.

Continuing to work with 3rd Circuit Court and other stakeholders regarding jail diversion services as a member of the executive leadership of the Wayne County Jail Mental Health Diversion Council.

This week marked my first meeting as a member of the Governor's Mental Health Diversion Council. I had an opportunity to discuss with the council members the threat of the redesign legislation and DWIHN's response along with our white paper.

FINANCE

Pursuant to Act 258 of the Public Acts of 1974 (Michigan's Mental Health Code), Section 330.1226: *The board of a community mental health services program shall.....: (g) annually approve the community mental health services programs operating budget for the year.*"

As such, the Detroit Wayne Integrated Health Network Board of Directors authorizes, through an approved board action, the annual budget for DWIHN. The President/Chief Executive Officer and Chief Financial Officer will submit the aforementioned recommended budget for the fiscal year ending September 30, 2022 (FY22) at the next Finance Committee meeting scheduled on Wednesday, September 1, 2021.

The FY22 recommended Operating Budget is for approximately \$899.0 million, which is 3.1% (\$28.6 million) less than the FY21 amended budget. The decrease is directly related to the FY21 inclusion of the direct care wage pass through. In an effort to formulate a budget for board approval, DWIHN has made the following assumptions based on the most recent information:

- a) An increase in Traditional Medicaid of 2%; increase in Autism Medicaid of 15%; decrease in HMP Medicaid of 8.5%. The estimates and assumptions were based the most conservative recommendations of the House, Senate and Executive branches of government;
- b) State General Fund allocation remains the same as FY21; MDHHS Moratorium on lapsed Medicaid will end on December 31, 2021;
- c) No direct care wage increases are included in the budget;
- d) The local match revenue required from Wayne County is capped at the FY14 level which is \$17.7 million;
- e) Wayne County programs are funded at FY21 adopted budget levels, except WC Jails;
- f) Substance Use Disorder (SUD) Block grant funding remains consistent with the FY 21 initial MDHHS allocation;
- g) Adult, Children and IDD services will resume to pre-pandemic levels; no COVID impact included in the budget.

The overarching concerns related to the FY22 recommended budget include potential changes in state budget appropriations, annual changes in funding and frequent changes in state funding models lead to unstable and unpredictable levels of funding. Although "298" was eliminated, the ominous specter of other state bills, continue to add uncertainty and puts the entire community based PIHP system at risk.

INFORMATION TECHNOLOGY

The IT Department worked closely with children's providers and residential providers using a survey to evaluate their IT infrastructure and technology equipment needs. They also created a list of all residential and children's providers in terms of who is getting what equipment and the number for each. The equipment rollout will start by Aug 23, 2021 and will include iPads, Laptops and Internet service.

The IT Department has been working with clinical leadership on developing rules-based matrix to determine the make-up of the health score for members within the risk matrix. The release will be shared with the CRSP providers by the end of this month.

Care Coordination System -Vital Data Technology (VDT) is working with the Integrated Care Department, Total Health Care, Partners for Health and VDT on tuning and enhancing newly rolled out Care Coordination System.

HUMAN RESOURCES

On July 27, 2021, DWIHN marked the kickoff of our yearlong Leadership/Supervision training and development series. This first session dealt with the performance appraisal process and its significance/importance and as a supervisor how to successfully perform performance appraisals for staff reporting to them.

RECIPIENT RIGHTS

The office of Recipient Rights is dedicated to the mission of protecting the rights of our recipients. They have hired two new staff, which will allow the training team to serve more Provider employees. We also completed our Semi-Annual Report for the State of Michigan and now we are preparing for our Annual Report due in December.

INTEGRATED HEALTHCARE

DWIHN continues its work plan and implementation efforts to become a Lead Entity for a Behavioral Health Home (BHH) in Region 7. DWIHN submitted a start-up fund request that was recently approved by MDHHS. DWIHN is currently working with five potential Health Home Partners on the certification and contract process. The initial funding model is a case rate, but DWIHN plans to move to a value-based model by year 3 of the program. DWIHN is also hiring a Behavioral Health Home Administrator to oversee this initiative.

DWIHN continues its partnership with Wayne Health and Ford X to provide mobile physical and behavioral health outreach and engagement for members of our community. This partnership began in July. DWIHN is providing mental health screening, referral and treatment services in mobile site locations to increase outreach and access to the community. This utilizes a “no 4-wall approach” which improves timely access into services. DWIHN has recently identified “hot spots” where there is the most need in the community and is working with Wayne Health establishing those locations. DWIHN is also working with our provider network to collaborate on events they are hosting where the mobile outreach team could provide additional valued resources.

UTILIZATION MANAGEMENT

MDHHS has initiated changes to multiple CPT codes that will affect service reporting for the provider network. This is slated to begin 10/1/2021. Utilization Management staff participated in work groups to develop a crosswalk of these codes to ensure all service aspects are aligned appropriately with new code changes. The UM team is developing a work plan to address these changes including updating service authorization guidelines and training the provider network prior to full implementation.

Utilization Management reported a 2% increase in substance use service requests during the month of July. Of those, 96% of urgent requests were approved within 24 hours and 99% of non-urgent requests were approved within 14 days.

DWIHN has 1,084 HAB Waiver slots available and 96.2% of those were filled.

RESIDENTIAL SERVICES

DWIHN continues to hold residential provider subgroup meetings to discuss any potential barriers to service and utilizes that format to problem-solve solutions. There were reported gaps in residential authorizations being correctly submitted by our Clinically Responsible Service Providers Residential staff. The Residential Team developed a work plan to bring both residential providers and CRSPs together to discuss these gaps and resolve issues. This includes monthly CRSP authorization training.

The Residential Team continues to monitor COVID-19 related issues including COVID-19 positive cases and vaccinations. Vaccination numbers continue to improve each month, with over eighty-nine percent (89%) of persons living in licensed residential settings being fully vaccinated. DWIHN has collaborated with the City of Detroit to identify homes that have lower vaccination rates and scheduled educational meetings with them. Currently eleven homes are scheduled for this service. This education team has a nurse available so vaccinations can be given at that time if requested. The residential team is also outreaching to Wayne County to see if a similar program can be utilized. DWIHN continues to see a significant drop in COVID-19 positive cases in July with only one case reported. There was no utilization of COVID transitional homes in July.

CHILDREN'S INITIATIVES

Autism - DWIHN has completed the RFP process and has selected providers to fill needed geographical gaps for this service. DWIHN will also be doing a new RFP for autism evaluation services for the next fiscal year.

Children's Outpatient Services - DWIHN has increased out outreach efforts to engage families in services by attending community events, schools, and working with our children service providers to increase mental health awareness, information, and access to services. Staff capacity issues have been reported and can be a barrier to providing services. DWIHN recently requested staffing/capacity information from all of our Children's providers so we can assess the availability of services and the system of care. This is a proactive collaborative effort to address barriers and develop timely resolution.

SUBSTANCE USE SERVICES

The Opioid Health Home (OHH) pilot continues to expand and currently has 124 individuals enrolled (45% increase from June). DWIHN has expanded Health Home Partners (HHPs) as well, moving from nine to ten HHPs. DWIHN is the Lead Entity for our region and has nine Health Partners providing the direct services. The official start date for the OHH Medicaid carve out program is October 1, 2021.

COMMUNICATIONS

In the Media:

DWIHN Interim CEO/President Eric Doeh was invited to write an Op/Ed for The Pulse Institute. The topic: "Confronting Mental Health, Poverty and COVID in Wayne County", below is the link: <https://thepulseinstitute.org/2021/08/07/confronting-mental-health-poverty-and-covid-19-in-wayne-county/>

Channel 7's Spotlight on the News Producer/Moderator Chuck Stokes interviewed Marianne Udow-Phillips about the recent behavioral health legislation introduced by Senator Mike Shirkey and Representative Mary Whiteford:

https://www.youtube.com/watch?v=3xpmP_bcbfI

DPD Interim Police Chief James White provided a six-month update to the public and the media on the DWIHN/DPD Behavioral Health Co-Response Pilot Program. Channel 4 and Fox 2 News picked up the stories:

https://www.fox2detroit.com/news/detroit-police-expand-mental-health-crisis-response-program?fbclid=IwAR207U5ALLWICiTkV08GiW9e3g7itesRQUTY_BUPx1kM48cSuDLs3BhdKas

Other stories related to DWIHN's CIT Training were published during the month of July: Van Buren Township's CIT Training Program was featured in a Public Safety article distributed to law enforcement.

The University of Michigan's Institute for Clinical and Health Research featured an article on the DWIHN CIT program.

The Michigan Chronicle in its Daily Digital broadcast interviewed Interim Police Chief James White about CIT and how DPD officers are being trained in de-escalation techniques:

<https://michiganchronicle.com/2021/07/22/detroit-pd-interim-chief-tackles-violence-with-de-escalation-initiative/#/?playlistId=0&videoId=0>

The Dearborn Press & Guide newspaper published a story on DWIHN's latest project with Wayne Health and Ford X. The behavioral health mobile unit partnership launched last month and so far, the units, which offer physical and behavioral health to people in their communities have attended more than 20 events and talked with at least a hundred people about resources that are available.

https://www.pressandguide.com/2021/07/08/detroit-wayne-integrated-health-network-wayne-health-and-ford-motor-company-collaborate-on-mobile-behavioral-health-services/?fbclid=IwAR164tCkq9lyvytLCj7y5zTu9Ue_oTxvFuFkuuZpwK4VQpd2kUtTQLqWfpE

MI Healthy Mind, a local TV show about mental wellness, which interviewed Eric Doeh almost a year ago, re-ran his interview which discussed COVID, Mental Health, Telehealth services and the resources DWIHN has to offer.

Fox 2 News anchor/reporter Josh Landon did a three-part series on people getting back to work and how they are handling the "new normal." Eric Doeh was interviewed on how DWIHN is handling this with staff as well as the people it serves and providers:

<https://www.fox2detroit.com/video/952679?fbclid=IwAR1dfaE8P3m7mAMteJZOPehO43MIBqH4xi3Do1XPz5rEiFAmjv6YFIj-QCA>

Bridge Magazine penned a three-part series on the mental health crisis facing our young people. DWIHN staff was interviewed for the series.

<https://www.bridgemi.com/michigan-health-watch/mental-health-crisis-children-breaking-point-during-covid>

<https://www.bridgemi.com/michigan-health-watch/emergency-rooms-confront-tidal-wave-sadness-among-young-patients>

<https://www.bridgemi.com/michigan-health-watch/child-mental-health-fix-takes-early-action-more-help-here-are-7-ideas>

SCRIPPS: Mental Health messaging continues to air on all Scripps outlets (Channel 7, TV 20 & Bounce) promoting the resources that are available to anyone with mental health concerns as well as sharing the 24/7 Access Helpline 24/7.

Radio broadcasts:

Beasley Radio Group did a series of promos about the Wayne County Suicide Prevention Coalition's Skate for Hope program. It is also promoting an upcoming concert on August 22nd and promoting a healthy lifestyle which includes taking care of your mental health.

MDHHS News:

Governor Whitmer appoints Eric Doeh to the Mental Health Diversion Council.

<https://www.mininggazette.com/news/michigan-news-apwire/2021/07/governor-whitmer-makes-appointments-to-boards-and-commissions-8/>

Community Outreach:

The Substance Use Disorder department sponsored a Women's Conference in which several providers sponsored people served to attend. There were several powerful guest speakers who shared their personal stories of recovery and hope. There were over 100 women in attendance.

DWIHN staff attended an outreach event called First Friday on King in which the mobile units were on site offering free mental health resources as well as Wayne Health clinicians delivered COVID vaccinations on site. They've been invited back every month.

DWIHN also held a Community Engagement Conversation at the Woodward location where the Crisis Center will be located. This was an opportunity for DWIHN to listen to neighbors about their concerns. DWIHN staff also attended.

Social Media:

Top Performing Posts - Social media continues to see an increase in followers and impressions over Facebook, Linked in and Instagram. Top performing posts include asking people to take the DWIHN Mindwise, Mental Health Check-Up from the Neck Up with over 9,000 people reached. Boosted posts also promoted the MyStrength app which is also gaining momentum with almost 6,000 people reached.

Ask the Doc - DWIHN's Chief Medical Officer Dr. Shama Faheem sends out a bi-monthly newsletter with information about COVID-19, vaccinations and answers questions that are sent in by staff, people we serve, etc.