



Interim President and CEO Report

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May 2021

This has been truly a month of much work and collaboration with our network of providers and MDHHS. We will be conducting a leadership conference for all levels of our leadership team. We will begin this leadership training with our directors, followed by our executive leadership, and next managers and supervisors.

As a response to the integration whitepaper that was produce by the health plans, DWIHN produced a detailed account of the work that we do both as a network and as integrated health organization. The core principles shared in this document included the following: 1) Behavioral health redesigned inclusive of integration must remain within the public mental health system; 2) Services must remain consistent and uninterrupted for the individuals we serve no matter where they reside; 3) Ultimate control of the finances must remain in the public sphere; 4) If a system redesign is contemplated, each entity must retain its own risk; and 5) Shared savings must be reinvested in services to improve the lives of the individuals we serve.

May is Mental Health Awareness Month. DWIHN will be hosting a series of events to showcase the work that we do throughout the network. Our two platforms MindWise and MyStrength that are available on our website, remain wonderful resources of self-care.

We are continuing our efforts regarding Opioid Health Homes (OHH), Behavioral Health Homes (BHH), and Certified Community Behavioral Health Clinic (CCBHC). We were selected as one of the sites for OHH and are moving forward in our legislative efforts to becoming a BHH. The goal of becoming a CCBHC, has already begun. Hence, establishing BHHs will make that goal certainly attainable.

As part of our executive leadership meetings, we have established “Trends.” These are reports given by our chiefs across various departments such as clinical, finance, compliance, recipient rights, to name a few; that takes a proactive approach to responding to issues, challenges and successes throughout the network. As a result of one such meeting, we are working with our children’s providers to increase access to services, develop innovative and alternative payment models, and strengthen our clinical workforce.

Members of our executive leadership had a meeting with MDHHS Director Elizabeth Hertel to discuss a new initiative that we believe will be beneficial to the people we serve. This initiative is just in its infancy, but we working with our partners diligently to move this forward with assistance from the department.

DWIHN continues to work with 3rd Circuit Court, our provider network and area hospitals to link people to services and reduce emergence room visits. We have established several subcommittees that are developing policies to work collaboratively to resolved issues surrounding, access to services, reducing ED visits, and eliminating or dramatically reducing contacts with the court system and the jails.

NCQA ACCREDITATION

The Detroit Wayne Integrated Health Network is pleased to announce it has been accredited for another three years through the National Committee for Quality Assurance (NCQA). DWIHN received high marks and perfect scores in several critical areas including Member Experience, Self-Management Tools, Clinical Practice Guidelines, Clinical Measurement Activities, Coordination of Behavioral Healthcare and Collaboration between Behavioral Health and Medical Care. DWIHN scored 92.49 out of a possible 100 points. NCQA Accreditation is vitally important to DWIHN in that it shows it strives to be a world-class, integrated behavioral health organization, dedicated to providing quality healthcare to those it serves and its network of providers. We are thankful to everyone who worked many, many long hours on this very important accreditation. It is a wonderful testament to our dedicated and hard-working staff.

CRISIS INTERVENTION TEAM (CIT) PROGRAM

Congratulations to our CIT Team, under the leadership of Andrea Smith. CIT International has awarded them Gold CIT Certification for the Detroit Wayne program. The award stated “the Detroit Wayne CIT program has the infrastructure of a mature regional CIT program: a diverse steering community, a very strong 40-hour training program for CIT officers and a strong coordinator team. Recently adopted data sharing agreements will strengthen the program’s ability to track the outcomes of crisis encounters. The program excels at program visibility and public awareness, with an impressive website, newsletters, and public awareness trainings that reach 75,000 people each year”. Job well done! If you would like to learn more about the program, please go to the website: <https://www.detroitwaynecit.org/>

ADVOCACY/LEGISLATIVE EFFORTS

A meeting with held on May 13 with MDHHS Director Elizabeth Hertel to discuss a new initiative. We are working with our lobbyists, Public Affairs Associates (PAA), to engage legislators on their ideas on reshaping our behavioral healthcare system.

DWIHN sent a letter of support to Director Hertel for DWIHN to be a Behavioral Health Home to support the people we serve and our programs and services.

DWIHN is partnering with Detroit@Work in helping provide resources for residents coming into contact with DWIHN to help them search and apply for employment opportunities. Through our partnership, the members will be connected by a healthcare specialist focused on improving the alignment between employers and job seekers and will offer employer-driven training and have web-based services that match job seekers with opportunities. The program will launch mid-May.

ACCESS CENTER

The DWIHN Access Call Center is streamlining internal processes to maximize customer satisfaction and overall call center efficiency. We successfully addressed all backlog issues from Wellplace transition. We have started performance metrics for each call center unit.

CUSTOMER SERVICE

DWVHN's Customer Service Department was just awarded a grant for an Oral Health Program. Based on a poll of our peer workforce, we were awarded a grant that serves our peer support and community outreach for an Oral Health Curriculum. The grant is in partnership with Delta Dental to work with our peer support specialists to help educate our members on the importance of dental health and will help connect them to a dentist in their Wayne County neighborhood. They will train and equip our peer staff and community-based peer-run organizations with materials and resources to connect our members to available resources. The curriculum is designed to start the conversation around oral health recovery. The peer recovery professional will aid the consumer in developing a health and wellness plan.

Established DWIHN's peer member program as a Community Partner with the Detroit Office for Disabilities Affairs. In order to increase independence, opportunities, community participation, safety, and wellness of persons with disabilities in the City of Detroit. Our peers work to advocate and ensure inclusion, representation, and equity of persons with disabilities as it relates to the City's programs and services, including housing, transportation, communications, and employment opportunities.

FACILITIES

Crisis Assessment Center

- ✓ January - Prelim meeting with community
- ✓ February - All mechanical, abatement, plumbing, electrical, stormwater plans uploaded to City
- ✓ February – Preliminary paperwork submitted to Flagstar Bank
- ✓ March 90% - Construction site plans delivered to City Final Plan Review
- ✓ End of March - Public hearing with City of Detroit
- ✓ April 12th - Issue RFP
- ✓ May 4th – Community Meeting
- May 19th – Postponed two weeks to allow for additional questions - Go before board with General Contractor award and Flagstar Bank Financing
- TBA June – Submission to Full Board Meeting



Milwaukee Building

Board Room Renovation:

- Relocation/renovation of the board table – waiting on two pieces to arrive for max social distancing
- Installation of carpet ordered, to be installed after table moved
- Moving electrical
- Paint/touch-up to be done after table moved

INTEGRATED HEALTHCARE

DWIHN continues to meet with MDHHS to advocate for the expansion of Behavioral Health Homes throughout the State of Michigan and to include Region 7 (Detroit Wayne) in that expansion. This model is an integrated care approach to services that treats the whole person in regard to both behavioral and physical health. As a Lead Entity, Detroit Wayne Integrated Health Network would work with Health Home partners to provide full integrated healthcare service array. The target date for this expansion is October of 2021. This is the first step in moving toward providing more integrated care models in the region including Behavioral Health Homes and Certified Community Behavioral Health Clinics.

RESIDENTIAL SERVICES

Residential staff continues to closely monitoring COVID-19 related issues including tracking the number of positive adult foster care staff and members and number of persons receiving vaccinations. Eighty percent (80%) of persons living in licensed residential settings have been fully vaccinated. If you include persons that have received the first dose it increases to 88%.

CHILDREN'S INITIATIVES

Autism - DWIHN announced the RFP expansion and held a for Autism services to meet service gaps within Wayne County and the city of Detroit. A bidders' conference was held on April 24, 2021 and the RFP closes on May 11, 2021.

School Success Initiative - DWIHN continues to work with providers on entering outreach data into MHWIN to monitor outreach efforts and penetration rates. In addition, the screening tool used for the school project will be entered into MHWIN so that providers can administer the tool electronically. While continuing efforts to engage districts, the school-based providers have been trained in the Michigan Model for Health. The providers reported satisfaction with this intervention because of how the curriculum is designed to meet students' needs based on grade level. DWIHN has also begun working on phase three of the initiative, which consists of establishing Memorandums of Understanding (MOU) with the schools that have school-based health centers.

SUBSTANCE USE SERVICES

In March 2021, DWIHN started an Opioid Health Home pilot with MDHHS. DWIHN received technical assistance from MDHHS and the three regions who have been utilizing this model over the past year. DWIHN is the Lead Entity for our region and has nine Health Partners providing the direct services. There are 111 individuals currently receiving services through the Opioid Health Home. DWIHN has been informed that it will receive additional COVID Relief funding through the State of Michigan and is awaiting approval of areas where funding can be utilized.

COVID-19 EFFORTS

DWIHN continues to provide resources for our members during this pandemic, including Behavioral Health Urgent Care Services, COVID recovery homes, COVID residential homes, crisis stabilization services, and access to PPE. DWIHN will be hosting a Town Hall on May 25, 2021 to discuss COVID efforts and provide vaccination information.

FINANCE

DWIHN's CFO met with leadership to advise that DWIHN has approximately \$5 million of State General Fund that requires programming in an effort to not lapse funds at September 30, 2021. The team will put forth recommendations to the Finance Committee at the June meeting.

Effective April 1, 2021, the AMI Incentive Payment Model will be implemented as DWIHN has received MDHHS approval of the program and contract. A meeting will be scheduled with respective providers to introduce the program and how it will be calculated.

INFORMATION TECHNOLOGY

DWIHN's IT Infrastructure team began implementing Dedicated Internet Access (DIA). This ensures DWIHN's internet bandwidth is reserved for the needs of our business, delivering consistent performance with a reliable fiber internet connection. This will increase DWIHN's internet bandwidth by 400% and provide a Service Level Agreement to ensure DWIHN meets the needs of our clients with a newly remote workforce.

RECIPIENT RIGHTS

Our Office of Recipient Rights is dedicated to our mission of protecting the rights of our recipients. They are participating in celebrating May Mental Health Awareness Month by encouraging callers to go to the dwihn.org website and obtain a free screening to determine their mental health status, in addition to encouraging vaccinations by learning about the process and receiving information on issues with the vaccines through the "Ask the Doc" section on our website.

The Recipient Rights Advisory Committee (RRAC) met on May 3, 2021 and welcomed new Chair Kenya Ruth and new Vice-Chair Jonathon Kinloch.

COMMUNICATIONS

As May is Mental Health Awareness Month we have a host of events going on throughout our organization and provider network. Communications has shared a DWIHN calendar of events, TV & Radio interviews PSAs, news article, outreach events and other ways to participate.

"Ask the Dr." segments continue to be disseminated throughout our provider network and community stakeholders to help address and educate people about COVID-19. The newsletters help answer questions, address myths and some of the hesitancy surrounding vaccinations. Additionally, we provide info on quarantining, masking, social distancing, vaccine efficacy and where people can get a COVID Vaccination AskTheDoc@dwihn.org

In the Media

The Detroit News - Reporter Craig Mauger reported on State Senator Mike Shirkey's proposal entitled, "Gearing Toward Integration", which is a revamp of "Section 298". I was interviewed and provided comments about how the behavioral health system should remain as a public mental

health entity. The story is posted on the DWIHN website: <https://www.dwihn.org/carousel-Overhaul-Mental-Health-Detroit-News.pdf>

WDIV-TV4 - Director of Workforce Training & Program Development Andrea Smith, along with DPD Capt. Tonya Leonard-Gilbert and Officer Marcus Harris II, were interviewed by anchor/reporter Evrod Cassimy. The focus of his story is the DWIHN/DPD Behavioral Health Co-Pilot Project. The story will air sometime in May.

WDIV-TV4 & Scripps - In April on Channel 4, Autism and Alcohol Awareness messages were aired. For May, Mental Health messaging is airing on both Channel 4, Channel 7, TV 20 and Bounce. The intent is to saturate the air waves with mental health information and access to services.

Beasley Media Group - Radio messages are airing across several Beasley Media Group radio stations promoting the ReachUsDetroit.org therapy line. The stations included are KISS FM 105.9 & Bounce.

Sports Marketing Agency - Many NFL players have been sharing their mental health stories as May is Mental Health Awareness Month. I was interviewed, along with Andrea Smith, by Detroit Lions Defensive End Romeo Okwara about DWIHN resources and how people can get connected to services. These interviews will be shown on social media.

Comcast – DWIHN’s SUD Department has a partnership with Comcast. The 6-month agreement allows Comcast to air SUD messages on various platforms. So far over 50,000 impressions have been delivered.

Community Newspapers - DWIHN partnerships continue with the Michigan Chronicle and the Arab American News. Messaging in all publications includes information on mental health resources, the DWIHN Access Center, disability-related information as well as substance use prevention, treatment and recovery. The latest stories focus on SUD Providers addressing the needs of youth in the community who are struggling with the pandemic and isolation.

Social Media

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.

Mental Health Minutes - short videos of people we serve share their mental health tips and tricks. These are being shared on all social media platforms.

Top Performing Posts - Many followers look to DWIHN’s social media platforms for resources. Neighborhood vaccination clinic locations had a very good response as did information about the DEA’s Drug Take Back Day and stories about depression and anxiety are very popular among younger people.

Outdoor Media

OutFront Media – Billboards are up throughout several locations in Wayne County including Detroit, Hamtramck, Dearborn and Southwest Detroit, promoting coping during COVID-19, mental health awareness, stigma, SUD, and recovery.

Community Outreach

What's Coming Up Videos – The Customer Service and the Communications Departments produce a monthly video called *What's Coming Up* which covers information to keep the people we serve engaged. Videos are published on DWIHN's website and social media including YouTube.