



President and CEO Report to the Board Eric Doeh February 2022

DWIHN continues to invest in the provider network by infusing stability and retention dollars in the system. To date, DWIHN has issued in direct payment for provider stability payments over \$15 million; another \$26 million in retention payments; and well over \$4 million in reimbursement in overtime for workers in our residential communities. In addition, DWIHN has implemented a 5% rate increase across the board that will total approximately \$30 million. These efforts have been made to ensure that our members continue to receive exceptional services, and to ensure that our provider partners are able to employ and retain a robust and experienced workforce.

Discussions in Lansing regarding the behavioral health redesign remain ongoing. DWIHN's leadership recently had meetings with both Majority Leader Sen. Shirkey and Rep. Whiteford about their bills. It does appear that both bills will appear on the floor of the Senate and House in the coming weeks. Strong opposition to bills, especially Sen. Shirkey's bill continue to be a focal point of advocacy with the PIHPs, Community Mental Health Association of Michigan (the Association), and advocacy groups.

The Governor put forth the FY23 Executive Budget Proposal on Wednesday, February 9, 2022. The budget proposes significant funding increases and one-time funding opportunities for behavioral health services. Here are some of the highlights:

- **\$135 million** to promote recruitment and retention of behavioral health direct care staff, a one-year bonus payment will be provided on per pay period basis to almost 1,000 state psychiatric hospital direct care staff and to approximately 50,000 behavioral health workers operating in Michigan communities.
- **\$5.25 million** to renovate two additional units at Hawthorne
- **\$5.75 million** to operate forensic center satellite facilities (82 FTEs)
- **\$15 million** to renovate the new CFP Satellite Facility
- **\$14.8 million** to purchase access to private, inpatient community-based services
- **\$31.8 million** for non-clinical nursing home staff (\$2.35 for non-clinical staff)

Some one-time funding included \$25 million in student load reimbursement for behavioral health providers working in health professional shortage areas (HPSAs); \$15 million to Jail Diversion to be used by the Mental Health Diversion Council (I was appointed to the Council); and \$325 million to construct a new psychiatric hospital to replace Hawthorn Center and Walter P. Reuther State Hospital. Additionally, the budget proposal called for significant funding increases for mental health services in schools, including \$120 million to hire school based-mental health professionals.

MENTAL HEALTH CARE – NO CHILD LEFT BEHIND INITIATIVE

The first major campaign this new year is called, “Mental Health Care-No Child Left Behind.” In light of all that has happened over the past two years, DWIHN is putting a stronger emphasis on children’s services. We will extend our scope and resources to reach the over 285,000 school-aged children in Wayne County. In the coming months look for increased messaging on billboards, in the media and social media presence on this very important subject.



As DWIHN continues this effort and focus on putting children first by providing a comprehensive system of care, resources, and supports for children and families within our communities, we are working with stakeholders, providers and community agencies to provide a holistic approach to care. This includes mental health, physical health, educational supports and resources, community outreach and mentoring. Opportunities for expansion consist of the following:

Prevention:

- Education and Intervention with Primary Care to include training around mental health screening, available services, and coordination of care. Coordinate with Health Plans on Screening and Early identification. Expand outreach and information on access to services using town halls, trainings, and mobile services. Provide educational support including help with technology, STEM, and collaboration opportunities with Head Start and other school-based programs.
- Expansion of School Success Initiative: Expansion to new schools and continue to focus on teacher and school Social Worker education and training on: Supporting students, Early identification of psychiatric problems, screenings, warning signs, Suicide and Violence Risk Assessment, Threat Assessment training.
- Tri-county Initiative for Children Wellbeing and Injury Prevention- Tri-county collaboration on services and resources including Youth First Aid and town halls/trainings.

Treatment Services:

- Partner with providers to provide a comprehensive list of all of the services and resources for children and adolescents.
- Expansion of services- Youth peer Support and Parent Support Partners
- Focus on Quality of Services with special focus on Child Quality Indicators and HEDIS measures along with development of new PIPs to address this.
- Closely track children service delivery and utilization

FINANCE

In January 2022, Detroit Wayne Integrated Health Network (DWIHN) transferred \$59,500,000 in excess cash to the three investment managers and First Independence Bank. The investments were made in accordance with the DWIHN investment policy and Public Act 20.

DWIHN continues to work on its fiscal year ended September 30, 2021 financial statements in conjunction with its annual audit. Audited financial statements will be presented at the May 2022 Finance Committee meeting.

ADVOCACY

DWIHN has been working with our lobbyists firm Public Affairs Associates (PAA) to meet with various legislators and other leadership in Lansing and MDHHS to discuss the state of behavioral healthcare services in Michigan. Information and updates have been shared with our Provider Network, stakeholders and persons served on a regular basis about COVID-19, essential clinical services and supports and funding updates from MDHHS.

Working with MDHHS and awarded a \$3.7 million Crisis Counseling Assistance and Training Program Grant from the Federal Emergency Management Agency (FEMA) in partnership with the Substance Abuse and Mental Health Services Administration (SAMHSA). The DWIHN Workforce Development Department is working with our OCHN and MCCMH to create the “Tri-County Strong” program to hire individuals throughout the region that will provide support to residents emotionally impacted by recent flood disasters and connect them to behavioral healthcare supports and county programs.

In collaboration with Wayne State University, exceeded the goal to collect 600 surveys for adult and children’s Annual ECHO Surveys.

Facilitated the following monthly Member Engagement Activity: EVOLVE, Ambassador Outreach, Faith Based Initiative regarding Narcotics, Evening Soul Chat Line, AFC homes basic computer technology training and the What’s Coming-Up video production.

FACILITIES



Milwaukee Task	Completion Date
Milwaukee Care Center Building Permit Plan Review	3/10/2022
Department Packing/Closeout	3/16/2022
Temporary Onsite Office	3/16/2022

Furniture Sale	3/24/2022
Milwaukee Building Closure	3/25/2022
Milwaukee Care Center Construction RFP	4/1/2022
Milwaukee Care Center Construction Vendor Presented for Board Approval	4/20/2022
Milwaukee Care Center Construction Commence	5/2/2022
Office and Boardroom Task	
Considine Center Space Acquisition	3/1/2022
Considine Center Office and Boardroom Setup	3/30/2022
Building Equipment/Material Removal	4/29/2022
Woodward Task	
Community Engagement Meeting	2/10/2022
Woodward Admin Building Permit Plan Review	2/24/2022
Woodward Admin Building Zoning Approval	3/10/2022
Woodward Admin Building Construction Contract Award	3/25/2022
Woodward Admin Construction Commence	4/1/2022

INFORMATION TECHNOLOGY

Therefore Document Management System:

This is a collective effort project among all IT units, this project will take us to a digital solution to accommodate retention requirements, and reduce the need to accommodate physical storage. We have several new departments scanning the files in the building to prepare for construction.

Security / HIPAA:

AES256 Encryption_- Working with IT Infrastructure team to ensure that the encryption level on workstations meets standards for audits and contracts. PowerBI_- Developing PowerBI dashboards for the Call Center team to aid in management and reporting. Mitel Callback - Working with Call center management Team and BSB to develop a more streamlined callback system.

HUMAN RESOURCES

DWIHN Executive Leadership completed DiSC (Dominance, Influence, Steadiness, Conscientious) training in October 2021, covering topics related to: Optimize Productivity Through Communication and Motivation; Build Bench Strength Through Coaching, Delegation and Engagement; Strategic Leadership: Craft a Vision, People Alignment and Execution for Results - Parts I and II; Strategic Leadership; and Lead Change for Growth and a Sustainable Future.

DWIHN Senior Management began participating in development training in June of 2021 in the following areas: is also undergoing training in the following areas: Optimize Performance Through Effective Supervision; Communicate for Success!; Ready, Set, Goals!; Praise and Recognition to Motivate; Redirect and Coach to Inspire; Handle Difficult Behavior and Discipline; Delegate with Results; Continuous Process Improvement; Lead Effective Meetings; Manage Time and Priorities; Build Teams; and Be a Change Agent.

Development training is scheduled to begin for mid-level managers and supervisors March 2022. Diversity, Equity and Inclusion training is planned for March as well.

DWIHN continues to hire staff to augment our already exceptional workforce. As a point of reference, on January 4, 2021, DWIHN hired the first staff for the Call Center. As of January 3, 2022, all 58 positions in the Call Center were staffed and there were no vacant positions.

DWIHN will complete the hiring of its Compliance Officer by the week of February 14, 2022. As part of our preparation for additional integrated services, DWIHN has added a strategic director and an administrator to assist in implementing and expanding behavioral health homes, certified community behavioral health clinics, and opioid health homes.

CHIEF CLINICAL OFFICER

Health Home Initiatives:

Behavioral Health Home (BHH):

Behavioral Health Home services will be starting in Region 7 on April 1, 2022. DWIHN is the Lead Entity and DWIHN has five (5) Health Home partners in this initiative. A MDHHS Behavioral Health Home kick-off meeting is scheduled for March 2, 2022. All of DWIHN's Health Home partners have met BHH credentialing requirements and have received training from the National Council for Behavioral Health. This will expand integrated physical and behavioral health services for both adults and/or children diagnosed with a serious mental illness or serious emotional impairment.

Opioid Health Home (OHH):

On October 1, 2021 DWIHN began its Lead Entity role as an Opioid Health Home for persons with Medicaid and an Opioid use disorder. As of January 31, 2022, there are 206 persons enrolled on OHH. This is a twenty-two percent increase in enrollment since October 2021. Health Home Partners provide a full array of integrated health services including care management, specialty referrals, assessments, authorizations, treatment planning.

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

The Guidance Center is Region 7's State designated CCBHC provider. A CCBHC site provides a coordinated, integrated, comprehensive services for all individuals diagnosed with a mental illness or substance use disorder. It focuses on increased access to care, 24/7/365 crisis response, and formal coordination with health care. This model launched on 10/1/2021 and currently The Guidance Center, in partnership with DWIHN, has enrolled over 2,500 members.

INTEGRATED HEALTHCARE

Opioid Crisis:

DWIHN continues to train providers, health care workers, jail staff, drug court staff, community organizations and members of our community on how to use Naloxone to reverse opioid overdose. Since 10/1/2021, DWIHN has provided 25 Narcan trainings. There was a reported 74 successful Narcan saves. The Barbershop Men's Health Initiative is another initiative that connects barbers and the clients to Narcan training and information on men's health. DWIHN hosted 24 events.

State Opioid Response Programs (SOR):

The mobile unit served 788 individuals and provided 244 SUD referrals, 448 drug screens, 470 peer supports, 148 Narcan kits distributed, and 5 Narcan saves. There were 49 probationers/parolees served by DWIHN SUD providers.

CLINICAL PRACTICE IMPROVEMENT

Wayne County Jail /Probate Court:

There were a reported 154 releases from the Wayne County jail. Of those, 55 were linked to the assigned provider; 17 were placed in other correctional facilities or hospitalization; 15 were not in MHWIN; and 67 were unassigned and linked to a DWIHN Jail provider. During the first quarter, 602 persons were screened upon entry into the jail and 239 were admitted for mental health services.

There were 66 Assisted Outpatient Treatment Orders reported from December 18, 2021 through January 31, 2022. Of those, 10 were on a continuing hospitalization order; four were not Medicaid eligible; 12 were linked to the Access Center for a provider assignment; nine were not in MHWIN; and 35 where the provider was notified of the order.

RESIDENTIAL SERVICES

The DWIHN Residential Team continues to track and monitor requests for assistance from providers and resultant timeliness. During the month of January 2022, the Residential Team received 185 requests for assistance through e-mail and phone calls. 64% were responded to within 24-48 hours, 10% where connected with other DWIHN departments for resolution, 17% required further investigation, and 9% where referred to a supervisor for further review and resolution.

The Residential Team continues to provide monthly authorization refresher trainings for CRSP providers, in addition, DWIHN meets with CRSPs monthly to review system /process updates, identify potential barriers and discuss resolutions. The Residential Department received 277 residential referrals in the month of January. There were eight homes that were closed in the month of January. All home closures followed a multi-department closeout process that included the Residential Team working with members on identifying new residences.

COVID-19 has continued to impact members living in congregate settings. There have been 60 reported positive cases of COVID-19 in the month of December and one related death. This is a significant increase compared to the month of December (23). Currently, over 90.4% of persons living in licensed residential settings have been fully vaccinated. Over 67.5% of persons living in unlicensed settings have been vaccinated (for a total of 82.3% members vaccinated in congregate settings). Currently 739 residential members have received a booster vaccination (up from 515 in December).

CHILDREN'S INITIATIVES

School Success Initiative (SSI):

DWIHN Met with SSI Providers in January. The main focus involved training to ensure data reporting on the quarterly form is consistent with data in Redcap system. Providers also provided a list of trainings/resources that were given to schools regarding school safety. Identified participants to attend the Michigan Model of Health (MMH) training in February 2022 via Wayne RESA for the Pre-K model. DWIHN met internally to discuss updates to

Redcap that includes the Risk Factors, Evidenced Based Practices, and other features to improve data collection for SSI program.

Children's Services Outreach:

- *Plymouth/Canton School District:* Children's Initiative Department staff met with representatives from Plymouth/Canton School District to discuss plans for Mental Health Fair scheduled for April 30, 2022. Plymouth/Canton High School agreed to work with the School Success Initiative via Hegira.
- *Aijalon Baptist Church:* Healing from Past Trauma Revival (resource table)
- *DPSCD Parent Meeting:* On January 21, 2022, Clinical Officer Ebony Reynolds presented at the Parent Meeting and explained about Children Services.
- *Renaissance High School:* On January 21, 2022, Youth United presented at Renaissance High School Professional Development Day on Anti Stigma Busting.

Children Initiative Collaboratives:

Human Services Community Collaborative (HSCC): MDHHS Director Hertel and Ms. Louis Roubal, Chief Deputy Director of Opportunity, attended HSCC meeting on January 7, 2022, with DWIHN Executive Leadership and discussed workforce, lack of availability for psychiatric hospitalizations, and lack of availability for juvenile justice placements. DWIHN will continue to collaborate with HSCC, MDHHS, and System of Care Partners to identify plans to meet the needs of the community.

MDHHS: Children System Administrative Forum (CSAF) meeting regarding updates from MDHHS. Focused on feedback regarding intensive crisis stabilization services, upcoming evidenced based practices cohorts and guidance for implementing EBP via telehealth.

Association for Children's Mental Health (ACMH): Several meetings were held with Children Providers, ACMH, MDHHS, and the MI Behavioral Health Collaborative to discuss reported barriers with the ACMH trainings for Youth Peer Support Partners and Parent Support Partners. Plan to continue to collaborate with ACMH, Children Providers, and MDHHS to ensure continuation of ancillary services.

January Trainings: Children's Initiative Department offered the following:

The Children's Mental Health Lecture Series (CMHLS)- 101 attendees. The presentation was titled, "Looking at Social Media Through a Cultural Lens". The second training session in the learning series titled "Working with Adolescents: Redefining 'Co-Occurring' as Substance Use and Trauma" - 51 attendees.

AUTISM

ASD services were provided to 2,120 members in January. There were 144 referrals in the month of January (up from 111 in December). Of those, 95 appointments were kept. ABA providers continue to be provided direction on coordination of care considerations with CRSP agencies. Continued support is being provided to the members approved for ASD Benefit, but did not accept an ABA placement at time of appointment.

The ASD Benefit referral process was updated per Medicaid Provider Manual guidelines. A member interested in entry into the ASD Benefit must provide proof of a full medical & physical examination/screening, within the past year, indicating further evaluation is recommended by the

member's primary care physician in order to be scheduled for a comprehensive diagnostic evaluation. The other significant change is that a full diagnostic evaluation is now only required every three years.

SUBSTANCE USE SERVICES

Pandemic/COVID-19 Related Issues:

In the month of January, the SUD Department reported a total of 19 positive COVID cases and no deaths (down from 38 positive cases in December). DWIHN added a COVID-19 recovery home provider to ensure there were available resources for those testing positive for Covid-19.

Authorizations:

There was a reported total of 1,815 SUD authorizations approved during the month of January. This is a significant increase from December (1,325). Over 98.4% of Urgent Authorizations were authorized within 24 hours and 87.9% of non-urgent authorizations were approved within 14 days.

UTILIZATION MANAGEMENT

For the month of January, there were 1,388 prior authorization requests. Of those, 96.69% were approved within the required timeframe (within 14 days). Over 80% of requested services fall within Standard Authorization Guidelines (SUGs), resulting in auto approves based on their level of care. DWIHN continues to assess current SUGs and is currently reviewing the Treatment Planning code for possible updates. The most recent SUG update in January 2022 resulted in a decrease in the number of prior authorization requests by more than half since December 2021.

January 2022 Authorization Outcomes:

Autism: There are 2,229 members currently receiving this benefit. There were 505 authorization requests, and of those requests, 160 were manually approved. The remainder of authorization requests were approved using the Standard Utilization Guidelines.

Habilitation Supports Waiver: There are 1,084 slots assigned to the DWIHN. As of 01/28/2022, 1023 were filled which is a utilization rate of 94.4%. This is just short of the 95% utilization goal.

County of Financial Responsibility (COFR): The total number of open COFR cases decreased by 6% in the month of January.

MI Health Link: DWIHN works with five ICOs under MI Health Link. As of January 28, 2022, there were 35 MI Health Link authorizations received in January. This is a slight decrease from the month of December 2021.

State Hospital: State hospital admissions continue to be restricted to forensic referrals, but community referrals may be prioritized if hospital or residential placement options have been exhausted. This month 2 referrals were submitted for expedited review and are pending.

Inpatient Admissions: There were 468 hospital admissions in the month of January, with an average length of stay of 13 days. This is a 24% decrease in admissions compared to December and a slight decrease in length of stay (from 13-day average in December to a 12-day average in January 2022).

CRISIS SERVICES

There was a 15% increase in children's crisis request for services in January compared to December (264 in December to 309 in January). The diversion rate for January was 76% which is slightly higher than December's 75% diversion rate. There was a 22% reduction in children's intensive crisis stabilization services in the month of January.

There was a 22% increase in adult crisis request for service in January and a 32% diversion rate (similar to December's diversion rate). There was a 36% increase in crisis stabilization services in January 2022 (366 served).

The number of ATRs for the month of January increased by 70% (283 completed for this month as compared to 166 in December). The Community Law Enforcement Liaison engaged 36 individuals this month.

In January there were 401 contacts made with community hospitals related to level of care services for members in the emergency departments. This was a 40% increase in the number of requests for service in the month of January. Of those, 220 were diverted to a lower level of care resulting in a diversion rate of 54.86%. This is an increase in the diversion rate by approximately 15% from the month of December.

COMMUNICATIONS

Digital:

The Detroit Wayne Integrated Health Network (DWIHN) was awarded part of a \$3.7 million grant to create the Tri-County Strong partnership, which will offer crisis and mental health services to those affected by severe flooding last summer. MDHHS, DWIHN, OCHN and MCCMH will help provide support to residents who were emotionally impacted by recent flood disasters. Several local media picked up the story, see below.

CBS 62 Detroit 1/11/22

MDHHS Awarded Grant to Address Mental Health Needs of SE Michigan Flood Survivors

<https://detroit.cbslocal.com/2022/01/11/mdhhs-awarded-grant-to-address-mental-health-of-se-michigan-flood-survivors/>

Metro Detroit Today 1/14/22

<https://www.metrodetroittoday.com/news/health/mdhhs-awarded-grant-for-mental-health-needs-of-se-mi-flood-survivors>

DWIHN was mentioned in a Bridge Michigan guest commentary that spoke about the importance of health care systems and community mental health agencies needing to focus on education and collaboration.

Bridge Michigan 1/20/22

Opinion | Health systems, Community Mental Health must learn to work together

<https://www.bridgemi.com/guest-commentary/opinion-health-systems-community-mental-health-must-learn-work-together>

Print:

In January, DWIHN had educational messaging in both the Hamtramck Review and the Latino Press.



Community Outreach:

1/12/22: Distributed information to providers, staff and the community about FEMA providing financial assistance for funeral expenses that occurred after Jan. 20, 2020 for deaths related to COVID-19 to help ease some of the financial stress and burden caused by the pandemic.

1/13/22: Distributed over 110,000 PPE items to our Provider network to assist them in their places of business and with the people we serve throughout this pandemic. Additional efforts will be coordinated in the near future and will be coordinated with our provider network.



1/15/22: Access and Crisis staff participated in a health resource event sponsored by the City of Detroit and other local agencies.

1/21/22: Children's Initiatives staff presented at a DPSCD Parent Outreach discussion.

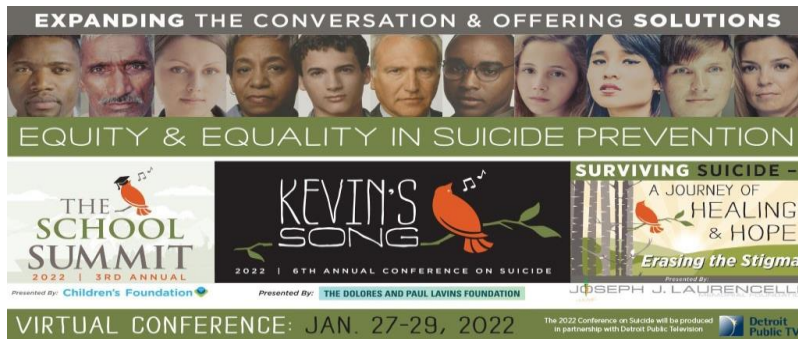
1/21/22: Children's Initiatives staff presented at Renaissance HS Professional Development Day.

1/27/22: DWIHN hosted a virtual booth at Kevin's Song 6th Annual Virtual Conference on Suicide.

1/28/22: I was one of several keynote speakers at the sixth annual Kevin's Song Virtual Conference on Suicide Prevention.

1/29/22: DWIHN live streamed the final day of the Kevin’s Song Virtual Conference on Suicide Prevention. The Saturday Program: “Surviving Suicide – Erasing Stigma” was a journey of hope and healing dedicated to survivors of suicide loss and attempt survivors.

<https://www.facebook.com/DetroitWayneIHN/videos/1045254052722114>



Social Media:

Top Performing Posts: DWIHN social media accounts are growing with an increase in impressions across all four channels. DWIHN content is trending upward. Posts that generated the greatest reach on DWIHN social media channels were posts acknowledging DWIHN Board Chair, Angelo Glenn for receiving a Men of Excellence award from the Michigan Chronicle newspaper. Another post that did very well was a Mental Health Care-No Child Left behind billboard post.

Reach

Facebook Page Reach



Instagram Reach

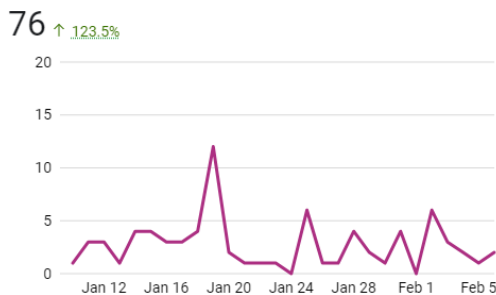


Page and profile visits

Facebook Page Visits



Instagram Profile Visits



Ask the Doc:

DWIHN's Chief Medical Officer Dr. Shama Faheem continues to educate the public with her bi-monthly newsletter containing information about COVID-19, vaccinations and answers to questions that are sent in by staff, people we serve, etc. This publication is sent to Providers, stakeholders and posted on the DWIHN website and social media. The Communications Team has also moved this newsletter to a digital format which you will see in next month's report. Visit AskTheDoc@dwihn.org