



## **President and CEO Report to the Board**

### **Eric Doeh**

### **September 2022**

#### **ADVOCACY/LEGISLATIVE EFFORTS**

Detroit Wayne Integrated Health Network (DWIHN) is working with our lobbyist firm, Public Affairs Associates (PAA), to meet with various legislators, elected officials, and other healthcare leaders to discuss the state of behavioral healthcare services in Michigan ongoing budget discussions in Lansing and the goals and direction of DWIHN.

On September 22, a DPD Gun Violence Town Hall is scheduled to address violence in the city of Detroit and our children in the line of fire. I will be a featured panelist discussing the issues impacting our communities and families, looking at solutions, and putting out a call for action. Honorable Mayor Mike Duggan, other City and County dignitaries, as well as clergy, judges, civil leaders, and community activists, will join Chief White in the event scheduled 5pm-8pm at the Detroit Edison Public School Academy.

#### **ENGAGEMENT INITIATIVE**

DWIHN launched the introductory issue of I.D.E.A.'s (Inclusion, Diversity, Equity, Access) @ DWIHN, a newsletter from the DEI Committee. This newsletter will be sent out monthly to address different topics related to DEI. Questions/comments/feedback can be sent to [diversity@dwihn.org](mailto:diversity@dwihn.org).

Ms. Sheree Braswell was selected as the 2022 MDHHS Cookie Gant Awardee; this recognition is for a person receiving services who exhibits the dedication, demonstrates the tenacity, and advocates diligently for persons with mental illness or developmental disabilities. Ms. Braswell also thanks her DWIHN clinician and care coordinator, Sherise Hutchinson, for getting and keeping her engaged in services.

#### **DIVERSITY, EQUITY AND INCLUSION**

DWIHN's Diversity Equity and Inclusion (DEI) Administrator, Chamika Phillips, participated as a panelist for the 8<sup>th</sup> Annual Interfaith Conference, along with Dr. Herb Smitherman and Dr. Tara Walker, to provide various points of view from health care providers regarding Health Disparities in our community.

The DEI Administrator is working with NCQA to integrate DEI into the plan. She is also working on new DEI training 'Generations in the Workplace' (planning in progress).

DEI Glossary - The purpose of this glossary is to promote dialogue around equity and inclusion. It introduces the need for common vocabulary to avoid misunderstandings and misinterpretations.

Words often have different meanings; depending on lived experiences, words might hold different meanings for different people.

## LEGAL

As previously reported, the Michigan Attorney General has agreed that DWIHN may apply to the Special Circumstance Fund (the “Fund”) pursuant to the pending settlement with three distributors and one manufacturer of opioids. As a reminder, the Fund consists of 5% of the funds allocated to local governments. It is estimated that the Fund will pay out \$19,400,000 over a period of 18 years. Local governments that believe their allocation was unfair (for example, if they pay for opioid related services for other counties or cities) as well as DWIHN may apply to this Fund and an arbitrator will decide on the allocation for each applicant. This is a significant step towards DWIHN being positioned to recover in the opioid litigation. We have just learned that the deadline to submit applications to the Fund is October 28, 2022. We are working with our attorneys to apply by that date.

## FACILITIES



<p><b><u>Administration Building</u></b>          Interior demo is in progress.          Mechanical, electrical and plumbing is in progress</p>	<p><b><u>Care Center</u></b>          Wall framing on 1<sup>st</sup> and 2<sup>nd</sup> floor complete.          Routing electrical.          Concrete on 2<sup>nd</sup> floor complete.          Fireproofing complete.</p>
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## **CHIEF CLINICAL OFFICER**

### **Integrated Services/Health Home Initiatives:**

#### ***Behavioral Health Home (BHH):***

- Current enrollment - 200 persons
  - Detroit Wayne is one of five PIHPs in the state that participates in the BHH model.
  - BHH is comprised of primary care and specialty behavioral health providers, thereby bridging two distinct delivery systems for care integration.
  - Utilizes a multi-disciplinary team-based care comprised of behavioral health professionals, primary care providers, nurse care managers and peer support specialists/community health workers.
  - Michigan's BHH utilizes a monthly case rate per beneficiary served
  - DWIHN will be accepting new Health Home Providers in fiscal FY22-23

#### ***Opioid Health Home (OHH):***

- Current enrollment – 380 persons
  - Michigan's OHH is comprised of primary care and specialty behavioral health providers, thereby bridging the historically two distinct delivery systems for optimal care integration.
  - Michigan's OHH is predicated on multi-disciplinary team-based care comprised of behavioral health professionals, addiction specialists, primary care providers, nurse care managers, and peer recovery coaches/community health workers.
  - Michigan's OHH utilizes a monthly case rate per beneficiary served
  - Michigan's OHH affords a provider pay-for-performance mechanism whereby additional monies can be attained through improvements in key metrics.

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

- Current enrollment - 3,156 persons
  - A CCBHC site provides 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 State demonstration model launched on October 1, 2021 and The Guidance Center is the designated provider for Region 7.

***Certified Community Behavioral Health Clinic (CCBHC) - SAMHSA Grant:*** The SAMHSA CCBHC Expansion Application was submitted on May 13, 2022. This is a \$1,000,000/year grant (up to 4 years total being awarded) to 156 organizations nation-wide. The anticipated award date is September 16, 2022, with a project start date of September 30, 2022. Project Plan Status: Updating Policies to align with CCBHC requirements, updating clinical and financial documents in EHR, developed job descriptions for clinic sites, assessing utilization of clinic space and technology, and developing training plan for staff.

### **Innovation & Community Engagement:**

**Tri-County Strong:** Hosted FEMA and SAMHSA representatives for a site visit and received a tremendous amount of positive feedback. There were 60 people in attendance, with all but nine being from DWIHN and the provider partners – Lincoln Behavioral Services, ACCESS, Community Network Services (CNS), Easter Seals, and Team Wellness. The team has seen over 4,900 encounters with individuals and families.

**Crisis Intervention Team (CIT):** DWIHN staff and partners from the Detroit Police Department, Grosse Pointe Woods, Grosse Pointe City, Canton PD, Greektown Casino Security, CNS, Team Wellness and Southgate attended the annual CIT International Conference. Two workshops were presented by members of the team, with positive reviews received. Training continued at the Detroit Police Academy and Schoolcraft Regional Police Academy to provide mental health education beyond the Michigan Commission on Law Enforcement Standards (MCOLES) requirement.

**Co-Response:** CNS and Team Wellness continued to support law enforcement through our co-response partnership with the Detroit Police Department. During the month of August, Co-Responders made a total of 481 encounters and 105 individuals were connected to a service. There were 22 suicide-in-progress calls in which the CIT team was able to intervene and provide the appropriate interventions to prevent harm to the individuals. There was a total of 40 overdose calls for the month of August. The CIT team was able to coordinate with both the EMS and nurses at the hospital where the consumer was taken due to medical issues.

## **MEDICAL DIRECTOR**

**Ask the Doc:** DWIHN's Chief Medical Officer Dr. Shama Faheem, continues to educate the public and DWIHN stakeholders with her bi-monthly newsletter and digital content, which contains information on COVID-19 vaccinations and answers questions sent in by staff, people we serve, etc. This newsletter is sent to providers and stakeholders, and posted on the DWIHN website and social media.

## **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.

### **Business Processes:**

- **MHWIN Multi Factor Authentication –**
  - Completed MFA rollout to all MHWIN staff users (inclusive of DWIHN and network staff).
- **DWIHN Mobile Application**
  - DWIHN is in process of developing community mobile application and expect the design phase to complete by mid-September.

### **Applications and Data Management:**

- **Members Mobile App Development:** DWIHN IT team working closely with integrated care department and Vitals team on developing the Members Mobile application.
- **PowerBI:** Completed placing into production several comprehensive new Power BI dashboards for use across many departments within DWIHN.
- **Henry Ford Hospital Joint Project:** DWIHN team working on expanding this collaborative to develop insights and member engagement for ADT's when members show up in the ER.

## **Infrastructure/Security/HIPAA:**

- **Infrastructure Operations:**
  - Change Management Module enabled; Change management workflow configured; Change Advisory Board (CAB) configured.
  - Project Module enabled; Project Workflows created; Ongoing projects migrated from excel spreadsheet tracking into ManageEngine.
- **Construction**
  - Network Fiber connectivity between Milwaukee and Woodward– ongoing activity
  - Network connection completed. ATT wireless configured; Network switch enabled; Awaiting vendor-Canon for Printer setup.
  - IT Roadmap planning initiated between Architect, Facilities and Infrastructure

## **HUMAN RESOURCES**

During the month of August, the Human Resources Department hired 13 new staff members. They are completing the DWIHN Annual Performance Appraisals, the CEO Performance Appraisal and the Board Self-Assessment, as well as continuing supervisor training. They are also in the process of finalizing the hiring of our new Chief of Crisis Services.

## **CLINICAL PRACTICE IMPROVEMENT**

**Individual Plan of Service:** For the month of August, the Clinical Practice Improvement Department, in collaboration with the DWIHN Quality and Utilization Management Department, hosted two IPOS trainings for the entire DWIHN network. The trainings combined hosted 854 participants from the network and received positive feedback from participants. This training was part of the systemic remediation from the most recent waiver site review in which DWIHN reported a network wide IPOS training will be incorporated into the Corrective Action Plan.

**Autism Spectrum Disorder Services:** The Autism benefit continues to grow monthly. The current number of children enrolled in the benefit for the month of August is 2,476. Due to the growing number of children eligible for the Autism benefit, DWIHN has added an additional Autism provider named Strident HealthCare. Strident met the qualifications in the last RFP.

The Autism Administrator and the Clinical Officer have developed an Autism provider meeting to develop continuity across contracted providers. DWIHN increased the percentage of supervision hours allowed for behavior technicians from 10% to 20% in cases where medical necessity criteria is appropriate. The goal of this is to help children meet their gains in treatment at a shorter length of time and increase better outcomes for children on the Autism spectrum. The additional hours will also help increase the number of Behavioral Technicians available to meet the staffing ratio for Autism services.

**Evidence Based Supported Employment Services (EBSC):** To date, there were a total of 602 referrals, 461 admissions and 286 obtained employment, with an average hourly wage of \$14.00. Individuals served were employed in a variety of jobs/positions, such as Machine Operator, Warehouse Worker, Caregiver, Certified Nursing Assistant, Teacher, Cashier, Cook, Construction Worker and Banquet Hall Host. Additionally, 109 individuals transitioned from EBSE services after successful completion of their employment goals.

## CHILDREN'S INITIATIVES

**Access/Trauma Informed Services:** A pilot to complete trauma screenings for children in child welfare (ages 3-17) began in July between the Department of Health and Human Services (DHHS) North Central Office and the DWIHN Access Center. The goal is to identify symptoms of trauma to support development of treatment goals for children. For August, there were four screenings completed and four intake appointments scheduled with providers.

**Prevention Services:** The 7<sup>th</sup> Annual Cultural and Linguistic Competency Summit, “We Are The World”, was held on August 5 with 65 attendees, and included keynote speakers, breakout sessions and youth/young adult vision boards. Youth United hosted the Annual Statewide Youth United Summit, “Planting Seeds of Hope”, on August 11 in Livonia. This summit consisted of interactive presentations and workshops on communication skills, intrinsic vs. extrinsic motivation, team work and young adult transition planning. There were 38 attendees.

The Tri County Initiative meeting was held August 2 with Macomb, Oakland and DWIHN, with the focus of discussing back-to-school events for the fall school year. DWIHN partnered with Youth United, The Guidance Center and Southwest Counseling Solutions to host a back to school Bash on August 18, where 1,400 back packs were distributed. A summer prevention workshop with Chemprenuerist was originally scheduled for August 27 and is rescheduled for September 25 at the Considine Building in Detroit for 30 youth, grades K-12. A meeting was held with Detective McGhee from Detroit Police Department to discuss the “Here Me Out” campaign that will start on October 1 for youth ages 15 to 17 with 3 main objectives (Awareness, Training, Resources).

**School Success Initiative (SSI):** The SSI Provider meeting was held on August 25. Meetings were held with IT Department and SSI Providers to review the merger of data from Redcap to MHWIN. Providers gave additional feedback regarding documenting Tier 1 services. The goal is to also create a MHWIN School Success Initiative training manual. Two students were selected to receive Spotlight Awards. Southwest Counseling Solutions plans to meet with each of the students to provide the certificate and gift card.

*GOAL Line:* Coordinated with Community Education Commission regarding the GOAL Line project. As of August 30, GOAL Line was granted a provisional credentialing to begin services on October 1.

*Michigan Model for Health (MMH):* Training was held this month with Wayne RESA in which SSI staff were trained on the curriculum. In addition, coordinating with Wayne RESA for Providers to purchase additional MMH kits for various grade levels with the remaining SSI funds.

Director Cassandra Phipps presented at Barack Obama Leadership Academy the School Success Initiative program and how the COVID 19 pandemic has impacted children, parents, and teachers. SSI Specialist Rasha Bradford attended the quarterly Great Start meeting on August 15 with the focus on the Vision for Early Childhood in Wayne County, school budget for the next fiscal year and upcoming events.

## UTILIZATION MANAGEMENT

To reduce recidivism and increase efficiency, Utilization Management has made two significant changes within its Higher Levels of Care (HLOC) team this month:

- An UM Clinical Specialist has been identified as our Complex Discharge Planner. This role, in conjunction with the assigned Clinical Specialist, assists with planning for members with difficult and/or previously unsuccessful discharge plans, as well as persons requiring intensive coordination needs between DWIHN departments and across the network. We continue work on how results from this change will specifically be quantified & qualified over time.
- The distribution of caseloads for the Higher Levels of Care (HLOC) team has been amended. Previously, cases were assigned by location. Now, cases are distributed equally, so that loads are equal, and location & reviewer trends can be monitored. The goal is increased fidelity & inter-rater reliability, as well as improved application of safeguards & facility adherence to contractual obligations.

**Service Authorizations:** As of August 31, there were 1,499 approvals for non-urgent, pre-service authorizations. These are authorization requests that required manual review by UM Clinical Specialists. Out of the 1499 approvals, 92.6% were approved within 14 days of the request and 7.4% were approved 15 days or more after the submission.

**State Hospitals (Adults):** No referrals for state hospital admission were received this month. Seven total referrals are on the wait list with six pending for Walter Reuther and one for Kalamazoo Psychiatric. All referred members are being treated in a community hospital inpatient setting and continue to meet criteria for state hospital admission. Liaison staff continue to monitor the wait list with weekly contact and updates provided to community and state facilities. Liaison staff also continue to coordinate with community hospitals to review state hospital referrals and facilitate alternative options to state hospital admission such as crisis residential, crisis stabilization, and structured placement facilities. No wait listed referrals were diverted this month.

**State Hospital (Youth):** As of August 31, there are three youth admissions being funded by DWIHN; there were no new admissions this month. Two of the funded members are discharge ready and awaiting MDHHS placement, with the longest since April 18, 2022.

MDHHS State Hospitals Administration partnered with Hope Network to create the Michigan Children's Transition Program (MCTP), which is used as a step down from state hospitalization. Currently, there is one DWIHN member in that program. No additional members have been transferred to date.

## RESIDENTIAL SERVICES

**Home Closures:** Five homes were closed in the month of August. All members were successfully relocated. The DWIHN Residential Team continues to track and monitor requests for assistance from providers for residential placement. The Residential Department received 305 residential referrals in the month August. There has been an increase in the number of referrals and complex cases, which is requiring DWIHN to expand its current residential provider network to meet those needs.

**Authorization for Service:** There were 959 authorization requests in the month of August and, of those, 88.3% were approved within the initial 14 days and 11.7% were returned for more information and subsequently approved within 14 days. The Residential Team continues to provide monthly authorization refresher trainings for CRSP providers, in addition, DWIHN meets with CRSPs monthly to review system and process updates, identify potential barriers and discuss resolutions.

**COVID-19 Update:** There have been eleven reported positive member cases and two positive staff cases of COVID-19 and no related deaths. There was no utilization of COVID-19 Transitional Homes in the month of August. Currently, 90.4% of persons living in licensed residential settings have been fully vaccinated. Also, 1,806 residential members have received a booster vaccination (no change from the previous month).

### **SUBSTANCE USE SERVICES**

**Request for Qualifications (RFQ):** DWIHN issued an RFQ on August 11, 2022 for Substance Use Disorder (SUD) treatment services. SUD is requesting responses to this RFQ for the purpose of creating a list of qualified vendors to provide Substance Use Disorder Treatment. The Qualified list will be valid for five years and only approved and qualified providers who meet the qualifications will be placed on the RFQ for services to begin October 1, 2022. All providers must submit a response to the RFQ if they want to participate in SUD Programs. Current providers in good standing are still eligible to continue providing services in FY 23 from the last contract renewal period for the RFP issued in 2020. The initial response is due September 2, 2022 and, to date, we have received 23 responses. The final response is due June 1, 2027.

**The 8<sup>th</sup> Annual Faith Based Conference:** Detroit Wayne Integrated Health Network's 8th Annual Interfaith Based Wellness was hosted on August 18-19, 2022. The two-day event was held virtually due to increasing numbers of COVID. The event was a success, with 208 participants from several denominations. It was culturally diverse. The conference goals were met with great speakers, informed knowledge and inspiring information to foster spiritual development. SUD providers and the community interacted, creating a wonderful atmosphere to grow and learn. The event featured a keynote speaker, a panel of health experts, and 11 workshops. Mr. Thomas Adams, SUD Board Chair, received the 3rd Annual Power of One Award for FY 22 in honor of the late Greg Roberts. Mr. Adams is the CEO of Chance for Life, a non-profit organization dedicated to helping returning citizens find employment and get back on a path to independence and a crime-free life.

**COVID-19 Update:** There were 77 members and 24 staff who tested as COVID-19 positive in the month of August, which is an increase from July; 33 members had to utilize COVID-19 recovery housing, which is an increase from last month (July-29).

**Authorization for Service:** As of August 31, there was a total of 1,009 authorizations approved. Out of the 245 urgent authorizations, 99% were authorized within 72 hours. This is improved from last month which was below our standard of 90%. There were 764 non-urgent authorizations and 708 (93%) were approved within 14 days.



## CRISIS SERVICES

Requests for Service (RFS) for children decreased by 16% this month and the diversion rate increased by 2% as compared to July. Due to ongoing workforce issues, The Guidance Center continues to work with The Children's Center to complete screenings when staff are not available. There was a slight increase in the number of requests for service for adults in August compared to July, and the diversion rate increase by 4% in August.

In August 2022, there were 169 contacts made with community hospitals related to movement of members out of the emergency departments, which is a 13% increase in contacts from July at 147. Out of the 169 encounters, 40 were diverted to a lower level of care, an overall diversion rate of 24%. No admissions were made to Hawthorn but one in consideration, and no admissions were made to Walter Reuther and Kalamazoo. Hospital liaisons received 18 "crisis alert" calls collectively in August and three of those members were diverted to lower levels of care.

## COMMUNICATIONS

### Print/Television:

*The Detroit News* 8/23/22 *Cops, kids play hoops to create bonds*-Hannah Mackay

DWIHN partner and former Detroit Lions wide receiver Herman Moore facilitated 'Cops & Kids' at the Pistons Performance Center. Ten Detroit police officers and ten youth participated in two pick-up basketball games to help bridge the gap between youth and law enforcement. Participants wore DWIHN branded jerseys.

**Cops, kids play hoops to create bonds**

BY HANNAH MACKAY  
The Detroit News

Detroit – Detroit police faced off against students for pickup basketball Tuesday, and you couldn't miss the Detroit Pistons signs on the court and walls, as if to inspire.

Cops & Kids was organized by former Detroit Lions wide receiver Herman Moore and the Detroit Police Athletic League, a 50-year-old program that partners officers with children to serve as mentors and coaches.

The setting: The Pistons Performance Center in Detroit.

Moore's company, Team 84, bought a season tickets package for the Pistons that included two hours of court time at the center. Moore said he wanted to use the court time to bring officers and the community together.

Beginning at 5 p.m., they came together for the face-to-face



be a positive police officer now, maybe some of the young people who are on the court today with us may want to be police officers as well."

Detroit PAL CEO Fred Hunter said sports serve as an avenue for holistic youth development.

"Everybody loves sports, it's kind of a hook and what brings people in," Hunter said. "And then it gives the opportunity for the mentorship with the police officers... Everybody plays basketball so they can meet here, and then we can create those bonds."

Kassidy Cain, 12, played on the middle school team and said it was challenging to play against an older group.

"It's fun, you know, seeing (PAL officers) actually play sports instead of just talking about it," Cain said.

Moore said he hopes events like Tuesday can happen in

Todd Wolner / The Detroit News

Former Lion Herman Moore introduces himself to Kent Cooper II. Moore said he hoped the name would bring the community together.



'Cops & Kids' was also covered by WJBK/ Fox 2 News:

[https://www.dropbox.com/s/rvpsiv2aoqovihk/WJBK\\_08-23-2022\\_22.11.05.mp4?dl=0](https://www.dropbox.com/s/rvpsiv2aoqovihk/WJBK_08-23-2022_22.11.05.mp4?dl=0)

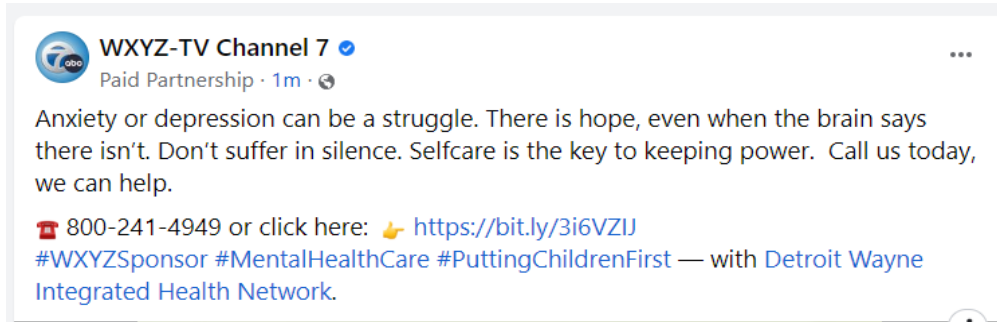
### Educational Messaging:

WDIV-TV 4

In August, DWIHN had a message airing on WDIV which focused on Mental Wellness and the importance of unplugging. <https://www.youtube.com/watch?v=Hc9vR6Boa10>

WXYZ/ Digital

DWIHN had digital content and a televised educational message airing on WXYZ and its social channels throughout the month of August.



Updated billboard and bus shelter messaging continues to be placed on local freeways and neighborhood streets. Messaging continues on emphasizing children’s services, access to care and substance use disorder.



**SUD Media Messaging Campaign:**

DWIHN continues its SUD messaging with various local media and on social media platforms including: Ask the Messengers, Comcast, Cumulus Radio, Fox 2 News, Global Media Television, Mind Matters with Dr. Michele Leno, Scripps Media, WDIV-TV 4, Facebook, Instagram, Linked In, Twitter and Tik Tok.

**Community Outreach:**

8/5 - DWIHN held its 7<sup>th</sup> Annual Children’s Initiatives Cultural and Linguistic Competency Summit an interactive workshop to connect youth with other young people invested in making a difference in the community.

8/6 - DWIHN sponsored and participated in Music on John R. in the North End Community of Detroit.

8/13 - DWIHN staff participated in People’s Community Church’s Family Fun Day in the North End Community of Detroit.

8/17 - Youth United hosted Youth Move Meeting in Detroit

8/18-8/19 - DWIHN hosted the 8th Annual Interfaith Based Wellness Beyond the Walls: Taking Aim at Health Disparities Conference. The two-day event was held virtually.

<https://www.youtube.com/watch?v=qdkFjq35QSM>

8/19 - DWIHN sponsored and participated in the Family Alliance for Change's Back to school Bash in Southgate.

8/19 - DWIHN hosted the annual Reaching for the Stars Award Ceremony and Gala event.



*(Photos are from Reaching for the Stars event.)*

8/20 - DWIHN staff participated in Senator Stephanie Chang's Outdoor Resource Fair in Detroit.


8/26 - DWIHN staff participated in The Access Back to School Health Fair in Dearborn

8/31 - DWIHN staff participated in the Families Against Narcotics Overdose Awareness day event in Lincoln Park.




*(Photos are from the Back to School Bash.)*


**Social Media:**  
**Top Performing Posts**


 **Detroit Wayne Integrated ...**  
Wed 8/31/2022 8:19 am EDT

The Detroit CIT Squad showed up and out at the International Conference in Pittsburgh this week. Crisis Intervention...





Impressions **1,933**

 **Detroit Wayne Integrated ...**  
Wed 8/31/2022 8:19 am EDT



Impressions **1,226**

 **Detroit Wayne Integrated ...**  
Wed 8/31/2022 8:19 am EDT



Impressions **1,226**

Impressions, and engagements grew in August across all DWIHN social media accounts.

### Performance Summary

View your key profile performance metrics from the reporting period.

Engagement Rate (per Impression)

**5.6%** ↗ 49.2%