



President and CEO Report to the Board

Eric Doeh

March 2023

FINANCE

Detroit Wayne Integrated Health Network (DWIHN) presented a revised board action at the Finance Committee meeting on March 1, 2023, to certify additional Medicaid revenue totaling approximately \$75 million. The additional revenue is an estimate based upon the first four months of actual revenue received. The original budget included a 2% reduction of revenue (\$25 million) and was based upon a Michigan Department of Health and Human Services (MDHHS) rate reduction. DWIHN is not expecting a reduction in revenue. In addition, MDHHS is no longer cost settling the hazard pay therefore DWIHN has recognized that revenue estimated at approximately \$8 million. The additional amount represents an increase in Medicaid revenue as compared to the prior year.

Effective October 1, 2022, DWIHN provided a retroactive \$1.00/hr. rate increase to procedure codes associated with the delivery of services. In addition, DWIHN will provide an additional \$2.00/hr. rate increase for Peer support services however implementation guidance is being developed. The estimated cost is approximately \$19 million a year. The October – December 31, 2022, payment was disbursed on March 3, 2023. DWIHN will disburse January and February in May 2023. Effective March 1, 2023, rates will be increased and payments will be disbursed upon billing of claims opposed to retroactive payments.

LEGISLATIVE EFFORTS

March 7: DWIHN testimony before the Senate DHHS Committee Mr. Doeh addressed the Public Health Emergency coming to an end in the coming months, the impact on general fund dollars on day-to-day operations, workforce shortages, how behavioral health services are affected by funding and what other supports may needed.

Working with our lobbyists, Public Affairs Associates (PAA), as we continue having conversations with legislators and leadership in Lansing surrounding our integrated behavioral care centers around Detroit and Wayne County and other matters that best serve the people in our region. We will be sitting down with them to discuss major issues pertinent to behavioral healthcare services and the people we serve. Ways to expand access to care and services that already exist and additional funding. Individual meetings have been held in February and will continue throughout March.

April 14th: Wayne County Delegate Breakfast

April 19th: PAA Presentation before the DWIHN Full Board Meeting to go over legislative objectives for 2023.

CHIEF CLINICAL OFFICER

INNOVATION AND COMMUNITY ENGAGEMENT

Reach Us Detroit: 24/7 Virtual Therapy Line continues to be offered to residents of Wayne County that are 14 years old (and up). A virtual assessment protocol has begun to be piloted in

collaboration with the Detroit Police Department. DPD has not been able to utilize it for virtual assistance. Referrals to citizens have been made and outreach provided as requested.

Community Engagement: included DPSCD and Detroit at Work's new program; Jump Start to provide trauma-informed awareness and resources connection for job seekers.

Training: During the month of February, staff continued to monitor DWIHN staff compliance with required training. Weekly notifications are sent to staff in the form of reminders to the org administrators and supervisors. Mental Health First Aid and QPR were offered to the network and interest continues to grow from community members and laypersons. The CIT 40-hour course was held with 16 individuals in attendance from Detroit PD and Wayne PD.

INTEGRATED HEALTHCARE SERVICES

Behavioral Health Home (BHH):

- ❖ Current enrollment- 486 members (January- 446)
 - DWIHN continues to work on increasing enrollment by adding additional Health Home Partners (HHPs) to our BHH network. DWIHN currently has six (6) HHPs. This has been discussed at several provider meetings in an attempt to educate the network on the benefits of Behavioral Health Homes. DWIHN will be putting a Request for Information (RFI) to our CRSP provider network.

Opioid Health Home (OHH):

- ❖ Current enrollment- 381 members (January- 355)
 - DWIHN continues to work on increasing OHH enrollment and ensuring enrollment data is accurate in both the DWIHN and State systems. There has been a reported issue with the number of reported claims/contacts per month compared to the number of enrollees. The number of enrollees is higher than the number of monthly contacts reported, which is resulting in MDHHS recoupment. The DWIHN BHH Administrator is currently working closely with OHH providers to ensure they are reporting contacts appropriately and ensure that there are no technological issues. DWIHN is working with them to submit encounters (October 2022 forward). There are also some providers that have been billing for OHH but the member is not enrolled in the State system. Providers are currently working with DWIHN to update these enrollments. There is a plan with a March deadline for completion.

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

- ❖ Current enrollment- 3,297 members (Jan.- 3,434)
 - 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. The Guidance Center is the designated CCBHC provider for Region 7. Baseline outcome data has been established for year 1 and during year 2 outcomes will be a major focus, including outcome incentives.

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

Health Plan 1 and DWIHN are using the shared platform in care coordination meetings to stratify shared members based on HEDIS measures due and follow up after hospitalization. Four members were discussed in February for care coordination that had needs after hospitalization. Nine members were discussed for data sharing.

DWIHN and Health Plan 1 are working on individuals who present at the Emergency Department for substance use-related issues (FUA). DWIHN pulls data from CC360 and filters the information. DWIHN follows up with open cases and gives other names to Health Plan 1. There was 01FUA shared member who had an ED visit in February.

Health Plan Partner Two

DWIHN IHC staff and Health Plan 2 continue with monthly care coordination meetings to review a sample of shared members who experienced psychiatric inpatient admission within the past month. DWIHN and Health Plan 2 use the Vital Data Shared Platform to find new members and see what claims and diagnosis there are. Five members were discussed, and one attended the FUH appointment. Five members were discussed in data sharing.

DWIHN and Health Plan 2 are working on individuals who present at the Emergency Department for substance use-related issues. DWIHN pulls data from CC360 and filters the information. DWIHN follows up with open cases and gives other names to Health Plan 2. There were 11 FUA shared members who had an ED visit in February.

Health Plan Partner Three

DWIHN 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.

Health Plan 3 will be able to obtain the CRSP's name for a member in the ED (for any reason) and start coordination of care with that CRSP. There are four CRSP's in the pilot: Neighborhood Services Organization, Lincoln Behavioral, Hegira and Guidance Center. This started on June 16, 2022.

DWIHN's IT Department and PCE are still working together to create a SharePoint site where all data report will be located. As of January, the 2021-22 data has been established for a baseline for discharges and readmits. This data will be shared at the next meeting in March 2023.

CRISIS SERVICES

Request for Service:

Requests for Service (RFS) for children decreased by 14% this month. The diversion rate increased from 64% to 68% as compared to January. There were 89 intensive crisis stabilization service (ICSS) cases for children for the month of February, which is similar to January. Of the 89 cases, there were 48 initial screenings. There was a 23% decrease in the number of requests for service for adults in February as compared to January. The diversion rate increased very slightly in the month of February.

Community Law Enforcement Liaison Activity:

The number of Alternative Treatment Reports (ATRs) for the month of February decreased by 14% (256 completed for this month as compared to 299 in January). The Community Law Enforcement Liaison engaged four (4) individuals this month. Fourteen (14) Citizens returned and were connected to DWIHN services upon release from MDOC. DWIHN received 130

Assisted Outpatient Treatment (AOT) orders from Probate Court this month and respective CRSPs were notified to incorporate these orders into their treatment planning.

Community Hospital Liaison Activity:

In February 2023, there were 204 contacts made with community hospitals related to movement of members out of the Emergency Departments, which is a 7% increase in contacts from January. Out of the 204 encounters, 86 were diverted to a lower level of care, an overall diversion rate of 42%.

Hospital liaisons received 26 “crisis alert” calls collectively in February and 14 of those members were diverted to lower levels of care (54% diversion rate for crisis alert calls). In February, there were 14 members who repeated an emergency encounter at least twice within the month, and between those 13 members there were 29 encounters. 21 of those encounters resulted in a diversion due to liaison involvement resulting in a 78% diversion rate for those members considered recidivistic.

HUMAN RESOURCES

The Department of Human Resources hired the following employees during the month of February 2023.

New Hires

Residential Care Specialist	Residential Services
Residential Care Specialist	Residential Services
Clinical Specialist	Adult Initiatives
Innovation and Community Engagement Coordinator	Grants and Community Engagement
Director of Contract Management	Managed Care Operations
Customer Service Performance Monitor	Customer Services
Clinical Assessor - 36th District Court	Grants and Community Engagement
Recipient Rights Investigator	Recipient Rights
Senior Accountant	Finance
Human Resource Generalist	Human Resources
Workforce Development Specialist	Grants and Community Engagement
Call Center Clinical Specialist - (Part-Time)	Call Center
Embedded 911 Behavioral Health Specialist	Grants and Community Engagement
Police Co-Response Behavioral Health Specialist	Grants and Community Engagement

Student Interns/Customer Service Outreach

Student Intern	Grants and Community Engagement
Student Intern	Grants and Community Engagement
Student Intern	Grants and Community Engagement
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Student Intern	Grants and Community Engagement
Student Intern	Grants and Community Engagement
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Student Intern	Grants and Community Engagement
Student Intern	Grants and Community Engagement
Customer Service Outreach Support	Customer Services
Customer Service Outreach Support	Customer Services

COMMUNICATIONS

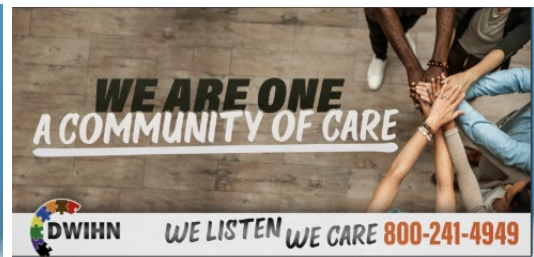
WDIV TV 4

The DWIHN Communications team along with Channel 4 videotaped the new *Who is DWIHN?* campaign which will begin airing in March. The messaging consists of people served by DWIHN, providers and community members talking about DWIHN services.



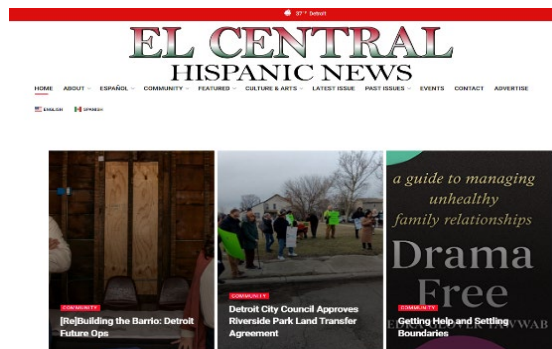
Outdoor Media

Between both the SUD and Communications campaigns, thousands of people see the DWIHN billboards every day and on average about two million impressions are estimated weekly.



Media Partners:

El Central and Arab American Today Magazine



Media Messaging Campaign:



<https://www.youtube.com/watch?v=BOtA6Y7u5Mo>

Scripps Media: Channel 7, Bounce, TV 20 and digital

In February, DWIHN had a message which focused on Kids in Crisis and tips to protect your children along with support available through DWIHN.



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 (formerly Middle Eastern TV), Mind Matters with Dr. Michele Leno, Scripps Media, WDIV-TV 4, Facebook, Instagram, Linked In, Twitter, Tik Tok, SnapChat, streaming platforms include Pandora and Spotify.

Mobile App



The myDWIHN mobile app has been downloaded over 1,000 times in just one month.

Social Media



Channel 7 Facebook Post-Human Trafficking message

11K Reach
13.7K Impressions
542 Reactions & Comments
220 Clicks
136 Shares

Top Performing Posts

Facebook

[Launch of Wayne County's Behavioral Unit](#)

LinkedIn:

[Close Out Black History Month](#)

Instagram:

[Peer Chat is every second Thursday](#)

Twitter:

[2023 Women of Excellence Honorees](#)

Impressions are different than reach because it doesn't count people who click or engage with your content, just those who are exposed to it. If your ad was displayed 500 times on social media, your impressions would be 500. On all social media accounts, impressions, engagements and post links continue to increase.

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. Topics this month included PTSD.

Community Outreach



The Communications Department created a Community Resource Kit which was sent to legislators and county commissioners. It can be found on the home page of the website.



1/27 DWIHN gave a presentation about access to services to the Detroit Police Commissioners Board.



2/10 DWIHN along with DPD and other partners handed out resources to the unsheltered in Grand Circus Park.

2/13 DWIHN was invited to talk with the Interfaith Health Equity Partnership Coalition about its new mobile app and how to access mental health services in the community.

2/17-DWIHN was invited to an MDHHS event, New Year, New You.

2/18-DWIHN provided a resource table at the Festival of Hope at Say Detroit.

2/18-DWIHN CEO/President Eric Doeh was the keynote speaker at the Men's Health and Substance Use Disorder conference at Hartford Memorial Baptist church.

2/20-DWIHN was interviewed on The Children's Center podcast.

2/28-DWIHN distributed resources at a Special Needs Resource Fair in Grosse Pointe.

CHILDREN'S INITIATIVES

Access:

- Access screening for ages 0 to 6 has been developed. DWIHN Access will start screening eligibility for children ages 0 to 6 by Q3 2023.
- Youth United is launching a logo creation contest to celebrate Youth United 20th Anniversary in which a \$1,000 scholarship to be awarded to the winner. The contest ended on 2/28/23. In addition, on 2/23/23 Youth Involvement Specialist, Bianca Miles, was featured on The Children's Center podcast with Laura LeFever to talk about the Youth United initiative.
- Youth United Youth Regional Coordinator is scheduled to do an Anti-Stigma Busting Workshop at Trenton High School on 2/28/23.
- Children's Initiative hosted a resource table at Zion Hope Missionary Baptist Church Parent's Perspective Workshop on 2/25/23.

Prevention:

- Meet and Greet was held on 2/25/23 with the Detroit Police Department 3rd Precinct to discuss plans for the Here Me Out Campaign. DWIHN is now assisting with the development of a resource list of trauma related services.
- Children's Initiative and Innovation Community Engagement continued to collaborate with Institute of Trauma and Economic Justice (ITEJ) to assist with organizing an annual Trauma conference in Wayne County scheduled for 3/31/23. DWIHN is assisting with

identifying a professional in the Public Health field to participate in panel discussion, ITEJ identify a location for the event, develop flyer and registration.

- Meeting held with Detroit Chempreneurist, CNS, and The Children's Center to discuss planning for a 2-hour event at each agency. Detroit Chempreneurist to teach youth grades K-12 on entrepreneurship skills and how to create self-care products.
- Crisis Intervention: Juvenile Justice Mental Health Court Flyer was added to Children's Initiative website and the Children Crisis Flyer was updated to include the 988 Michigan Crisis and Access Line (MiCAL) number.
- Meeting held on 2/22/23 to discuss the Inpatient Adolescent Stabilization Program for youth involved in juvenile justice that require more intensive psychiatric services. The program is in collaboration with DWIHN, Havenwyck, Growth Works, and Assured Family Services.

Next Steps: Growth Works to provide additional data, present at DWIHN Procedure Code Workgroup on 3/1/23, and tentative plan to start program in FY 24.

- Children's Initiative explained the Moral Reconciliation Therapy group Evidenced Based Practice to Children Providers this month. This model supports reducing juvenile justice recidivism and a diversion intervention for youth at risk of juvenile placement and co-occurring needs.

Treatment:

- Waiver Services- The Children's Center started offering Art Therapy for youth on SED Waiver and Children's Waiver. Advanced Therapeutic Solutions is scheduled to be presented at Credentialing Committee this month for Art Therapy, Music Therapy, and Recreation Therapy services for both waiver services.
- The Children's Initiative Department met weekly with the IT Department for the development of the Quarterly Home-Based Clinical Dashboard. Currently on Phase 4 of the project. Children's Initiative to review the dashboards with 3 Providers during March 2023 to ensure accuracy of the data.

School Success Initiative: Monthly meeting was held with SSI Providers. Communications Director Tiffany Devon attended the meeting to explain about the new MyDWIHN Mobile App. Reviewed the data in MHWIN for Q1 2023 (Tier Services, Discharges, Risk Factors, Non SDQ Tier Services). Requested Providers to update data into MHWIN for Q1 by 2/20/23, 2). Request IT Department make updates to add an "Other" category for the Risk Factors, add a "School Supporting Documents" as a drop-down option for school presentations, and add CRSP name to the referral section, 3). Effective 1/1/23 Providers upload presentations to MHWIN.

Go On And Learn (GOAL Line): Community Education Commission new name has been approved by SAM.gov. Children's Initiative, Cassandra Phipps and Rasha Bradford completed a site visit at the Northwest Activity Center on 2/8/23. GOAL Line staff explained the program and after school activities to include: yoga, music, budget workshop, computer skills, cooking, homework assistance, art, nutrition, coding, gaming, robotics, and swimming. There are currently 340 students enrolled in the program this school year. Goal Line will provide data of the number of students enrolled per school, additional information on in school interventions, and student/professional ratio count.


ADVOCACY/ENGAGEMENT

March 2: Per Wayne County Commission Enabling Resolution, DWIHN presented its Annual Report before the Wayne County Commission and provided other pertinent DWIHN updates.

The Communications Department created a Community Resource Kit which has been shared with commissioners, city council members, legislators, and local stakeholders around our community. It can be found on the home page of our website.

FACILITIES

COMING SOON
**DWIHN
ADMINISTRATION
BUILDING**


WWW.DWIHN.ORG

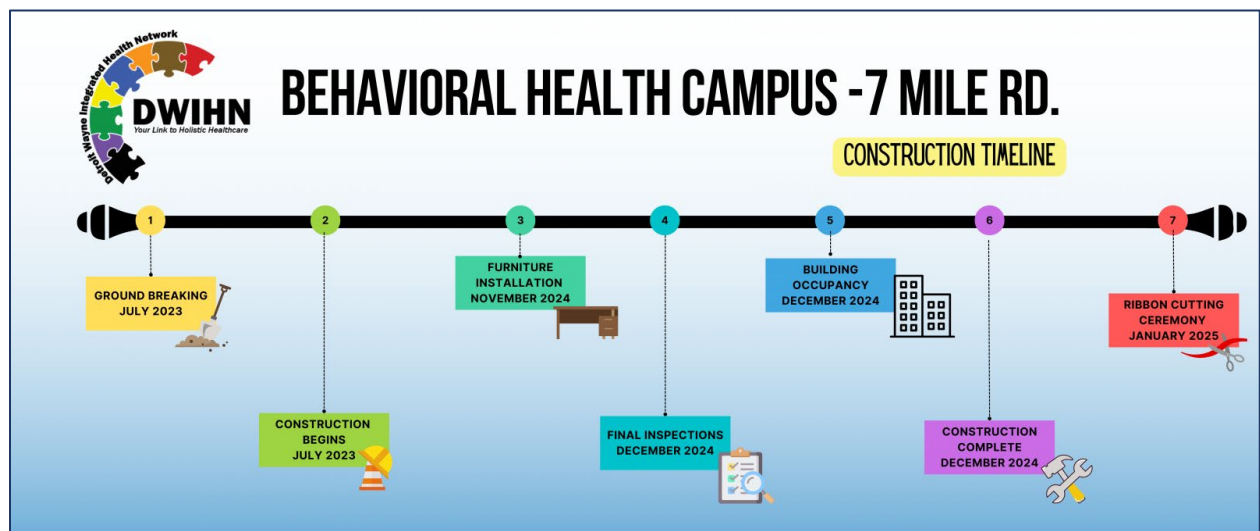
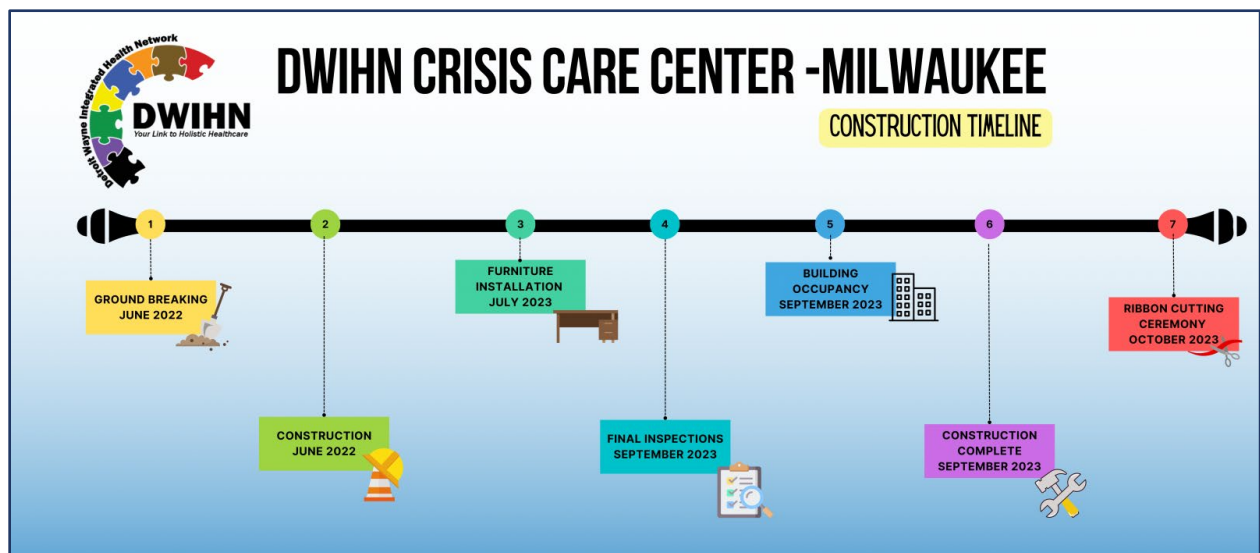
COMING SOON
CARE CENTER

Bringing Behavioral Health Crisis Services to the Community





WWW.DWIHN.ORG



CHIEF MEDICAL OFFICER

Behavioral Health Education:

DWIHN has continued outreach efforts for behavioral health services

- February Ask the Doc Digital Newsletter addressing declining COVID numbers and State of Union address by President.

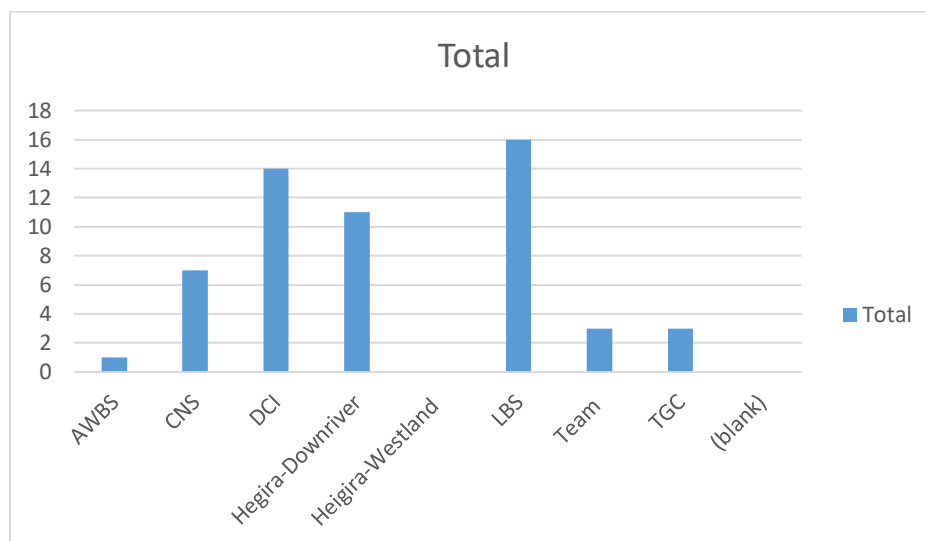
Follow Up After Emergency Room Visit for Alcohol or other Drugs (FUA)

IHC has entered into a project with the Health plans to help reduce the number of emergency room visit of individuals who have SUD. IHC pulls from ADT individuals who had an ED visit with the SUD CPT code. IHC completes care coordination with the SUD department for a follow up appointment within 30 days of discharge. Individuals who are not open with DWIHN are sent to the Medicaid Health Plans for follow up. During quarter 1, there were 170 individuals who went to the ED for alcohol or other drugs related problems. Fifty-one (51) attended the follow up after visit apt and 43 were sent to the Health Plans.

ADULT INITIATIVES

Assertive Community Treatment: Clinical Specialist monitored ACT program admissions and discharges of Lincoln Behavioral Services, Hegira- Westland, Hegira- Downriver, All Well Being Service, Central City Integrated Health, Development Centers, Team Wellness Center, and The Guidance Center. This includes the appropriateness of the level of care determinations and technical assistance to ensure program eligibility requirements were met. The monthly ACT forum discussed LOCUS, PHQ-9 updates, hospital recidivism, pre-admission review (PAR) completion, ways to engage members, and coordination of care by staff while the member is in the hospital. DWIH also provided technical assistance to All Well Being Services and Team Wellness, surrounding their 2022 ACT fidelity review.

Med Drop: During the month of February, DWIHN met with the Genoa Med Drop Coordinator to discuss updates to the pilot Med Drop referral process and any barriers. DWIHN also held a monthly meeting with the program providers for Med Drop to discuss ways to increase admissions, barriers, referral process, and recommendations for providers with regards to presenting the program to members in a positive and encouraging way. There are currently 55 members enrolled and 8 new referrals were received. Please see provider data below.



PHQ-9 Performance Improvement Project: DWIHN monitors network providers PHQ-9 performance at intake and at the 90 day follow up period. Compliance is completing both at intake and 90 day follow up with at least 95% completion rate for members with a depression inventory score of 10 or higher. For the follow up completion within 90 days, For the month of February 2023, there was an 81.7% completion rate at 90-day follow-up. February PHQ-9 intake data was not available at the time of this report (January 2023 had a 99.2% intake completion rate).

Outcome Improvement and High Priority Committees: Adult Initiatives meets twice a month with Clinically Responsible Service Providers (CRSP) to discuss members that are identified by providers that are high risk, recidivistic, and are considered challenging. There are currently 52 members being monitored by this committee and outcomes are being measured. DWIHN also meets monthly to discuss high priority cases as identified by DWIHN. Departments within DWIHN that participate with this committee include: Quality, Crisis, Substance Use, Children's Initiative, Adults Initiative, Utilization Management. There are currently two adults diagnosed with co-occurring disorder, two adults with Intellectual developmental disability (I-DD), five adults that are on Not Guilty by Reason of Insanity (NGRI) status, two children diagnosed with severe emotional disturbance (SED) and three children with I-DD.

DIVERSITY, EQUITY AND INCLUSION OFFICER

- CMHA Winter Conference (February 2023)
- Detroit Partner Call/National Disability Institute: Continuing the Conversation Financial Stability Challenges at the Intersection of Race, Ethnicity, Poverty and Disability – Steering Committee Meeting.
- One Day Conference: Intersectionality of Diversity & Disability Convening and Partnership Building: Held on March 8, 2023, (9:00 AM ET-2:00 PM ET) @WCCC Downtown campus
- Journey Mapping with Colors of Autism & Wayne County
- DEI Advisory Committee Meeting (U of M)
- Black Health & Racial Equity Research Network Steering Committee Meeting (WSU)
- CHECK-UP (Center for Health Equity and Community Knowledge in Urban Populations) new grant funding through CVS Health – Digital Divide.
- Roll out of DEI Survey – Final 3/1/2023
- Diversity & Cultural Competency Policy – NCQA Standards

INFORMATION TECHNOLOGY

Business Processes

- **DW IHN Mobile Application**
 - DW IHN has been developing a Member mobile application titled myDW IHN-Health. This is a collaboration with Vital Data and will roll out in a phased approach over the next 90 days.
- **DSM-V Conversion**
 - Coordinating with CRSP providers to convert from DSM-IV to DSM-V. Once converted, will review and embed the Social Determinants of Health in conjunction with the DW IHN business units.
- **1915(i) SPA**
 - Collaborating with business units to modify MHWIN to include a module or functioning related to the new 1915(i) SPA.

- **OBRA**
 - Collaborating with business units to create a new module within MHWIN to incorporate this new line of business.

Applications and Data Management

- **Henry Ford Joint Project**
 - DWIHN team working on expanding this collaborative to develop insights and member engagement for ADT's when members show up in the Emergency Department.
- **EQI reporting**
 - Completed the EQI report for FY 2022.
- **Dashboards for Behavioral Health Homes and Opioid Health Homes**
 - Currently in the process of creating new PowerBI dashboards for monitoring health home information.
- **Children's Services Dashboard**
 - Delivered first nine dashboards for Children's services.

Infrastructure / Security / HIPAA

- **Building Construction**
 - Woodward – RFP 2023-006 submitted and vendor award underway.
 - 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.
 - The network closet on 3rd floor relocated and rewired to accommodate Nutanix installation.
 - Working on the Badging system Camera, Printer, and photo configuration standards needed to support the building access system and other security systems that will dovetail on the photos etc.
- **Security**
 - Continuing to work with the vCISO on the IT security maturity assessment.

QUALITY

Highlights:

- The reporting percentage for indicator 2a (Access of services or Biopsychosocial within 14 days of request) continues to show improvement from Q3(37.8%) to (45.16%) preliminary for Q1. Q1 data is due to MDHHS on March 31, 2023.
- DWIHN continued to meet the standards for PI#1 (Children and Adult), 4b (SUD) and PI#10 (Children). We continue to show improvement for PI#10 (Recidivism or Readmission within 30 days) from Q4 15.89% (Adult) to Q1 14.71% (Adult) with an overall compliance score of 14.06%. We will continue with the efforts to meet the standard and will continue to evaluate the effectiveness of the interventions for next quarter.

Reviews

Health Services Advisory Group (HSAG) is contracted by MDHHS to conduct the following reviews annually:

- Performance Measure Validation (PMV)
 - SFY2022 - 100% Compliance Score
- Compliance Monitoring
 - FY2021 – 77%;
 - FY2022 – 83%
- Performance Improvement Project (PIP)
 - SFY 2022- 100% Compliance Score

MDHHS completes every two years the Home and Community Based Waiver Review of DWIHN's Habilitation Supports Waiver, Children's Program Waiver, Serious Emotional Disturbance Waiver, and Substance Use Disorder program services.

- POC of accepted by MDHHS and fully implemented.

HCBS Status Update

- The "Non-Responder" defined as those settings which failed to successfully exit Heightened Scrutiny status and are not compliant with HCBS requirements and are required to initiate transition activities for individuals who received HCBS at or through the setting. DWIHN is reporting these transition activities to MDHHS on an Excel Spreadsheet provided by MDHHS on the 1st and 15th of each month with the final update due March 1, 2023. Quality staff has submitted these reports to MDHHS on a timely basis for a total of 58 members initially. After reviewing the members identified one member was a duplicate and another deceased bring the total number to 56 members impacted and needing to select a transition pathway. The Quality Department has continued working with the CRSP and Residential homes to confirm the Transition plan and collect supporting documents. If CMS does not provide extension, Medicaid could not be used to pay for the HCBS services for the members who choose to stay in the non-responsive/non-compliant setting after March 17th.

Outcome Improvement Committee (OIC):

OIC continues to meet twice a month. Gives opportunity to CRSP to bring challenging cases. Recommendations are given by psychiatrist and multidisciplinary teams. CRSP have continued to identify it as a helpful resource with recommendations that have been reportedly helpful for member served. OIC has served more than 50 members at this time. Some are able to exit out after continued improvement.

SUBSTANCE USE SERVICES

Prevention Services:

DWIHN's SUD Department manages substance use disorder prevention services under contract with the Michigan Department of Health and Human Services (MDHHS). The service region covers all Wayne County. This report provides an overview of the number of prevention efforts supported through the DWIHN for the month of February 2023.

Number of Direct services provided = **406**

Number of Educational materials disbursed = **962**

Number of Groups conducted for SUD prevention= **462**

Number of referrals from prevention = **32**

SUD Authorizations:

The Power Bi dashboard indicates SUD Utilization Management staff approved 813 authorizations between 2/1/23 and 2/27/23. Of these 813 authorizations, 676 or 83.1% were approved within applicable timeframes, 137 or 16.9% were outside of timeframes. There were some identified technical programming issues that caused authorizations to not populate appropriately and needing authorization correction. These concerns have since been resolved.

Naloxone Training:

For February 2023, we have facilitated Naloxone training for 163 individuals. These training has been provided to agencies such as police departments, providers within our network, and community members. In addition, we look to further our outreach to the community by providing Naloxone Trainings through our Barbershop initiative and State Opioid Response program. The SUD Department is currently exploring other community options for Naloxone training as well. DWIHN has also distributed 90 sleeping coats to providers to distribute to those in need.

RESIDENTIAL SERVICES

There were 259 residential referrals to the Residential Department in February. There was one (1) facility closure reported and all members were relocated to alternative homes.

Residential Care Specialist First Contact (after case assignment): Timeliness to complete First Contact to referring agent. The measure is within 24 hours or by next business day (259 Total):

- Completed within 1-2 days 204
- 3-5 days 41
- 6 or more days 13

Assessment Date: Timeliness is to complete the Residential Assessment after First Contact.

- No assessments need (Brokering Only, Cancelled/Redirected after assigned) 111
- Completed within 1-5 days 41
- 6-10 days 26
- 11 or more days 21
- Assessments appointments scheduled after 2/17/23 58

Service Authorizations:

Authorizations Processed	754
Approved within 14 Days	638
Approved after 14 Days	116

- Interim IPOS Completed by DWIHN Auth Team 30
- Requests Submitted Residential Care Specialists 179
- Requests Processed Through MHWIN Queues 570

UTILIZATION MANAGEMENT

Habilitation Supports Waiver (HSW): There are 1,084 total HSW slots as of 2/24/23. A total of 1,013 slots are currently filled, which is a utilization rate of 93.5%. Two (2) additional Clinically Responsible Service Providers (CRSPs) are beginning to enter their recertifications directly into

the WSA, which will improve timeliness. The UM Department has added an additional staff to the team to assist with processing HSW applications and recertifications. The UM and Residential Departments are also working collaboratively to develop a process to increase enrollment. The network has been provided two instructional memos detailing the implementation of the new process and discussed this service provision at provider meetings.

Outpatient Authorizations: There were 1,665 authorizations manually approved by the UM department from February 1st through February 25th, 2023. This number is reflective of non-SUD, non-residential, non-urgent pre-service authorizations. Of these manually approved authorizations, 99% were approved within 14 days of request.

Timeframes of Outpatient Service Authorizations are being examined for possible adjustments in accordance with the feedback being received from providers regarding the ways the approval time frames impact the service delivery to our members. At this time, the UM department is preparing a training to assist CRSP Providers in inputting of authorization requests correctly in order to minimize delays caused by authorizations needing to be sent back to be corrected.

State Facilities: There were two (2) adult State Hospital admissions for the month of February and 74 NGRI consumers are currently monitored in the community. Three (3) individuals remain on the State Hospital wait list. There were no new children’s State Hospital admissions in February.

Inpatient Admissions:

As of 2/27/23, the UM Team has managed a total of 719 new admissions across the provider network (including MI Health Link members). This data includes inpatient, partial hospitalization, and crisis residential services. In the month of February, there were 617 (non-MI Health Link) admissions for inpatient treatment, reflecting a 12% decrease from the 701 inpatient admissions during January 2023.

SMI/SED	# Admitted Members	# Admissions	Avg Length Of Stay	Median Length of Stay
IDD	20	20	11.55	11.5
SED	81	86	9.17	8.5
SMI	482	501	8.08	7
SUD	8	8	6.50	5.5
		0	0.00	
N/A		0	0.00	
NON		0	0.00	
Not Assesed		0	0.00	
Total	591	615	8.33	7

Source: Power BI - Hospitalizations and Recidivism - Acute Inpatient

The data outlined below reflects the number of admissions as of 2/27/2023:

- Inpatient: 617
- MHL Inpatient: 6
- Partial Hospital: 74
- Crisis Residential: 22 (adults – 17 and children - 5)
- **Total Admissions: 719**