



President and CEO Report to the Board

Eric Doeh

April 2024

FINANCE

Detroit Wayne Integrated Health Network (DWHN) opened a separate checking account through Flagstar to facilitate an IntraFI Cash Service (ICS) agreement whereby the cash is swept daily to a Federal Deposit Insurance Corporation (FDIC). The funds are 100% FDIC insured and allow protection of the large cash balance held at Flagstar. Approximately \$30 million will be held in the “normal” depository account to manage the monthly average operating inflows and outflows of cash due to timing of deposits.

In accordance with loan agreements, Flagstar has begun its appraisal of the two buildings (707 W. Milwaukee and 8726 Woodward) to convert the loan based on 75% of the appraised value. At such time, the \$21 million held in the cash collateral account will be released and deposited into the new ICS account.

The Michigan Department of Health and Human Services (MDHHS) will be increasing rates based on the following three (3) areas:

1. Overtime related to hazard pay included in the base wages for workers (\$0.16/hr.)
2. Understated disenrollment assumptions
3. Decline in the enrollment of individual’s that are considered Disabled, Aged and Blind (DAB).

MDHHS will disburse \$116 million, of which DWHN estimates to receive 20% (\$23 million). These payments will be disbursed during the period April-September 2024 and will be retroactive to October 1, 2023. It should be noted that in March 2023, DWHN retroactively increased rates by \$1.00/hr. for overtime and other costs related to hazard pay.

The final spending of General Fund for the fiscal year ended September 30, 2023 amounted to \$26,331,114, overspending by \$171,868. DWHN received Section 236 transfer of \$1,275,000.

The three (3) annual financial audits are complete and will be presented by Plante Moran at the May Finance Committee meeting.

LEGISLATIVE EFFORTS

DWHN is working with MDHHS to apply for federal grant funding being made available to CMH/PIHP organizations. Assistance was requested to provide behavioral health supports and services related to the Presidential declaration from August 2023. DWHN and its provider partners would offer access to behavioral health resources through community outreach in specified areas of Wayne County.

Budget Next Steps:

March – May Subcommittees adopt initial legislative budget recommendations for each state department.

June Budget adopted by the Legislature and presented to the Governor for signature.

July Governor signs appropriations bill (if Governor issues vetoes, veto overrides are considered); adjustments to the current-year budget are considered.

Governor’s Budget Recommendation outlined funding priorities including:

- *\$193.3 million to establish new CCBHC sites across the state*
- *\$7.3 million to ensure individuals experiencing behavioral health crises have access to the Michigan Crisis and Access Line 24/7*

- \$5 million for smoking cessation and tobacco prevention programs
- \$1.5 million to increase the clothing and holiday allowances for children in foster care.
- \$35 million to implement recommendations of the Racial Disparities Taskforce, including neighborhood health grants, mobile health units, sickle cell support and more.
- \$1.5 million to fund grants to nonprofit organizations to reduce veteran homelessness.

ADVOCACY AND ENGAGEMENT

- April 4: President and CEO, Eric Doeh “Putting Children First” and Addressing Youth Mental Health on WDET and helping to launch our Mental Health Youth Council.
- April 12: DWIHNS 707 Crisis Care Center ribbon-cutting with elected officials, community stakeholders, advocacy groups, faith-based leaders, neighborhood block clubs and more. Receiving media coverage from our local media partners and social media support about the increased access crisis care and other behavioral health services.
- April 25: Autism–Building a Community for Parents: Recognizing Autism Awareness Month, DWIHN held a forum to connect parents and caregivers to find strategies and supports to navigate their journey of raising a child with Autism.
- April 29: DWIHN kicks off its Mental Health Youth Council with an amazing group of twelve (12) Wayne County high schoolers who are being brought together to help give a voice to their issues and shape programs, services and policies surrounding behavioral healthcare.
- Upcoming Events: Partnership with the Detroit Zoo recognizing May being Mental Health Awareness Month.

CLINICAL OPERATIONS

Health Homes: A care management/coordination program for high-need, high-cost Medicaid beneficiaries with chronic health conditions. The goal of health homes is to improve outcomes and decrease costs by increased coordination of services. Michigan has two health home programs: Behavioral Health Home and Opioid Health Home.

Opioid Health Home (OHH): 617 enrollees

- Health Homes are monitoring provider utilization and have issued improvement plans as needed. The team expects results on FY22-23 OHH Pay for Performance measures in the next few weeks. The P4P measure is a 5% performance payment that is proportionally distributed to qualifying providers. DWIHN anticipates meeting at least five (5) of the six (6) performance measures.
- MDHHS is looking to move to a more expansive "SUD Health Home" model, which would add alcohol and stimulant use disorders to the qualifying diagnoses list. This expansion will depend on the final state budget.

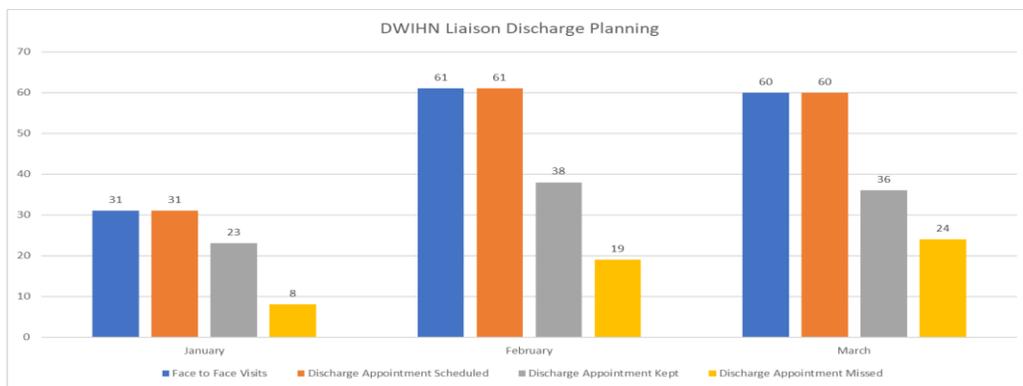
Behavioral Health Home (BHH): 708 enrollees

- DWIHN expects results on FY22-23 BHH Pay for Performance measures in the next few weeks. The P4P measure is a 5% performance payment that is proportionally distributed to qualifying providers. DWIHN anticipates meeting at least five (5) of the six (6) performance measures.
- MDHHS will add two additional codes to the BHH program in FY24-25: F91 & F98 [Conduct disorder & Other behavioral and emotional disorders with onset usually occurring in childhood and adolescence]. The goal is to reach more children in the program.

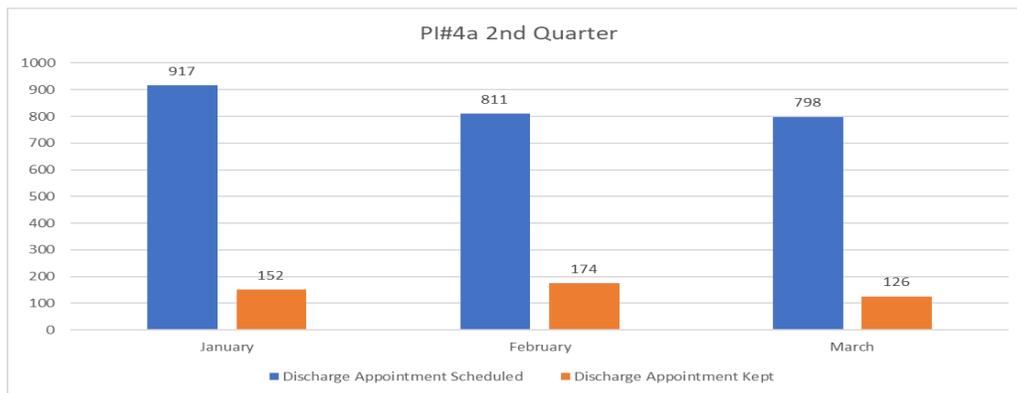
DWIHN will offer the provider network the opportunity to apply to join the BHH or OHH programs for FY24-25 through a Request for Information (RFI) process that will expand the health home network and increase the number of persons we can reach with these programs.

Crisis Services:

DWIHN Hospital Discharge Planning Initiative - Hospital Liaisons in the Crisis Services Department meet with individuals face-to-face at the in-patient hospitals. Liaisons discuss the member’s needs, their chosen Clinically Responsible Service Provider (CRSP), and discharge appointment information. DWIHN Liaisons follow up with individuals in the community upon discharge to ensure are appropriately linked and their appointment is kept with their chosen clinical provider. The two tables below show the benefit of Hospital Liaisons coordination with assisting individuals in keeping their post hospital discharge appointment. The first table shows persons that kept hospital discharge appointments with the support of Hospital Liaisons. The second table is that did not have coordination with a Liaison. Liaisons visited 152 individuals this quarter on inpatient units and 63% kept their 7-day follow-up appointments. For individuals that miss their follow-up appointments, liaisons reach out to the person and notify the chosen provider.



*Data



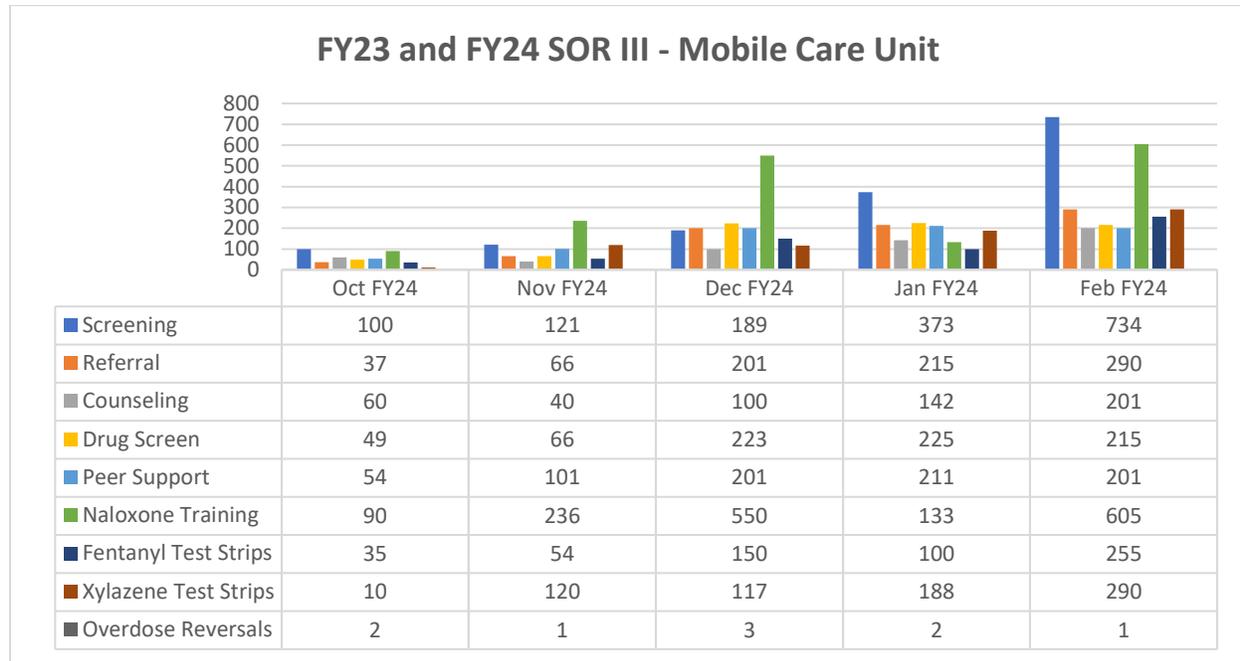
Preliminary: In the 2nd Quarter, approximately 20% of individuals kept their hospital discharge appointments overall.

Post-discharge follow-up has been difficult due to a lack of accurate contact information for individuals. The team has worked with PCE to ensure screening agencies verify contact information upon completion of the pre-admission review. While visiting individuals in hospitals, liaisons will ensure contact information is accurate prior to discharge and included on hospital discharge planning worksheet.

Substance Use Services (SUD):

The State Opioid Response (SOR) Program in Wayne County is a federal initiative to combat the opioid epidemic. Administered by the Michigan Department of Health and Human Services, the program expands access to treatment, improves care quality, and provides community-based support. Mobile Units are being utilized to increase access and provide services within the community.

The below is mobile unit data for the Overdose Education and Naloxone Distribution (OEND) with Harm Reduction programming for this fiscal year. It is interesting to note that there was a significant increase in OEND and Mobile Unit services provided in Wayne County, which can be attributed to launching two new mobile units and adding xylazine test strips into programming.



MDHHS is exploring opportunities to secure additional funding to support this project. This will allow for more resources to be dedicated to the project, which could help increase education and access to services.

Adult Services:

Med Drop: Med Drop is a community-based intervention that focuses on improving medication adherence for adults. The Adult Initiatives team is working to increase participation with individuals accessing Med Drop services.

There are currently 69 individuals participating in the program. There were 1,302 successful Med Drops in January and 1,756 successful Med Drops in February. Adult Initiatives began collaboration with the Michigan Department of Corrections-Returning Citizens Program to help identify individuals who would benefit from the program. To date, two (2) individuals have been identified in this program and are working on enrollment. Updates this quarter:

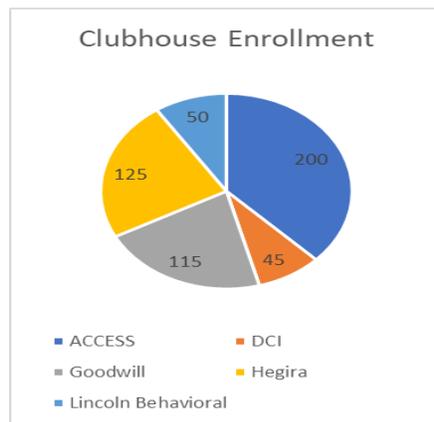
- 31 new referrals
- 14 new cases enrolled
- 8 individuals: declined at intake, moved out of the state, or were referred to ACT program
- 9 individuals are scheduled for intake

Clubhouse: Clubhouse is an accredited psychosocial rehabilitation program that provides daily vocational and social activities to individuals with serious mental illness. Clubhouse is a voluntary program that is based on a work order day. This work order day offers varying opportunities, applicable to individuals with varying cognitive capabilities, including working within administration, enrollment, hiring, training, public relations, kitchen services, and advocacy. The goal is to help individuals gain vocational skills, purpose, and confidence. Individuals choose how to utilize the clubhouse, including participation in varying activities, roles, and responsibilities within the clubhouse, and who they wish to interact with.

All the Clubhouses within DWIHN’s provider network are accredited by Clubhouse International. There are five (5) Clubhouses provided by the following CRSPs:

- ACCESS (Hope House)
- DCI (New Direction)
- Goodwill (A Place of Our Own)
- Hegira (Turning Point)
- Lincoln Behavioral (The Gathering Place)

The current membership total at each location, as of the current date, is as follows:



*Please note that membership has been down since COVID restrictions but has been increasing.

Adult Initiatives is increasing their role in Clubhouses, including maintaining accreditation, monitoring memberships, and observing through scheduled visits. Adult Initiatives will engage in meetings with Clubhouse International, attend training courses as it pertains to improving understanding and oversight, and attend bi-annual reviews at locations. Adult Initiatives will engage further with the Michigan Clubhouse Guidance Board to maintain notice of regular changes, improvements, and concerns.

Assisted Outpatient Treatment (AOT) - The court orders an individual to receive community-based mental health treatment. It is aimed at individuals who are consistently non-adherent to needed treatment for mental illness. DWIHN works with the Behavioral Health Unit (BHU) on these shared individuals.

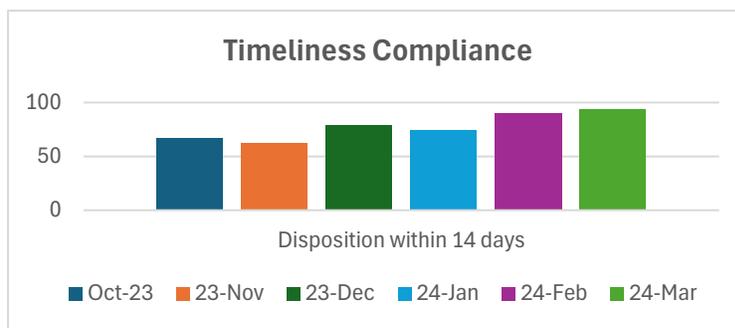
- Currently we have 62 individuals under NGRI supervision and there are 1,062 individuals on current AOT orders.
- DWIHN has increased staffing and restructured our AOT team to allow for increased support and monitoring. DWIHN has two (2) AOT coordinators to oversee all the AOTs in Wayne County as well as provide education and training to the community. They are the point people working with the Wayne County Probate Court- Behavioral Health Unit (BHU). DWIHN has an AOT case manager who has begun to provide direct support to the individuals as well as continued support and direction to the Clinically Responsible Service Providers.

- DWIHN recently was awarded MDHHS funding to support the continued infrastructure of our AOT program.

Utilization Management (UM):

Utilization Management Timeliness - Authorization Requests are categorized as non-urgent pre-service requests. These requests are to be dispositioned within a 14-day timeframe from the date of the request. Timelessness of authorization request disposition was out of compliance (67.4%) and required an internal plan of correction including:

- Onboarding and training of new UM staff
- Cross Department collaboration to review any Authorizations that were out of compliance
- Redistribution of assigned caseloads among staff based on volume
- Clear old, “returned” authorization requests that the requesters have not re-submitted
- Refresher training to the provider network on necessary documentation for authorization approval
- Performance Improvement Plan for identified providers who have consistently submitted backdated authorization requests and/or have been non-responsive when requested for additional information from UM.



Residential Services:

Residential Level of Care Assessments: The Residential Department initiated an internal Performance Improvement Plan to complete all outstanding licensed residential member’s assessments. These assessments evaluate the personal care and community living support needs of individuals. As of February 2024, all Residential Assessments for persons living in licensed homes were complete (1,045 assessments). The projected completion of all assessments in specialized unlicensed AMI settings is mid-April. Residential will schedule assessments annually to ensure individuals’ needs meet medical necessity are met. In addition, the team has started to schedule residential Assessments for persons in IDD settings as well.

Children’s Initiatives:

1915iSPA Services: MDHHS has implemented the 1915iSPA that transitioned the existing behavioral health 1915 (b)(3) supports and services to this new authority. These services include *Community Living Support (CLS), Enhances Pharmacy, Environmental Modifications, Family Support and Training, Fiscal Intermediary Services, Housing Assistance, Respite, Skill Building, Specialized Medical Equipment & Supplies, Supported Employment, and Vehicle Modification.*

As part of the requirement to receive these services, Medicaid beneficiaries must have an assessment/evaluation completed to determine eligibility for enrollment into the §1915(i) SPA and be enrolled into the Waiver Support Application (WSA). Initially MDHHS indicated that Community Living Supports, Family Support and Training, Skill Building, and Supported Integrated Employment were included in the EPSTD benefit and would not require this approval process. On March 21, 2024, MDHHS

issued a memorandum informing that these services were in fact not included in the EPSTD benefit and would require 1915iSPA enrollment and approval. This will impact 950 youth.

DWIHN informed children’s providers of the 1915i SPA update during provider meetings held this month. Children’s Providers will begin submitting the 1915i SPA enrollment form to the WSA system after the 4/28/24 start date per MDHHS request.

School Success Initiative (SSI): The School Success Initiative (SSI) is an evidence and prevention-based mental health program provided to students K-12 in Wayne County. The program aims to ensure that students and families have access to services in school, are provided psychoeducation training and are being helped with reducing the stigma related to receiving behavioral health support and services. The SSI program is needed to address the behavioral health needs of students by providing Tier 1, Tier 2, and Tier 3 services to students in school.

For the month of March 2024, there were a total of 16 SSI referrals in which 12 of the referrals qualified as Tier 3 for community mental health services. *Note: March 2024 data is as of 3/28/24.*

FY 24, Q2	Jan 2024	Feb 2024	Mar 2024
Total SSI Referrals	18	30	16
Total Tier 3	17	23	12

The monthly SSI Provider meeting was held this month in which Detroit Public School Community District (DPSCD) representatives were in attendance. SSI Providers are currently unable to deliver SSI services in DPSCD schools until the background screening process has been completed. DPSCD explained the next steps for SSI therapists to complete the background screening to resume delivering services.

INTEGRATED HEALTH PILOT UPDATE

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

DWIHN and IHC meet monthly for care coordination. Eleven members (11) were discussed, three (3) members required coordination with their assigned CRSP. One (1) member will be carried over to April.

Health Plan Partner Two

Care Coordination with Health Plan 2 was initiated in September 2020, these meetings occur monthly. Health Plan 2 had thirteen (13) members identified as having gaps in care. Five (5) members needed assistance with gaps in care. Four (4) cases will be carried over to April. MDHHS has required health plans to follow children in the foster care system. Health Plan 2, IHC and Children’s Initiatives met to discuss how DWIHN provides services to this population and how the health plans could be involved. In the month of April, Health Plan 2 and IHC will meet to write the pay for performance of how health plans and DWIHN stratify members for care coordination. Health Plan 2 is on the shared platform and is used for care coordination.

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. There are four (4) CRSP’s in the pilot: Neighborhood Services Organization, Lincoln Behavioral, Hegira and Guidance Center. This started on June 16, 2022

During the month of March, DWIHN and Health Partner 3 met with the four (4) CRSP's and went over the flier that was completed for the initiative. The four (4) CRSP's logo will be on the flier. Health Plan 3 will send the process for CRSP staff to follow for entrance to the ED.

Shared Platform and HEDIS Scorecard

Healthcare Effectiveness Data and Information Set (HEDIS) is a tool used by health plans to measure performance on important areas of care. DWIHN has developed a HEDIS scorecard based on claims from our CRSP, and claims pulled from the MDHHS claims warehouse CC360. DWIHN is following the guidelines set from NCQA as to the behavioral health HEDIS measures to monitor and report on. These measures are a combination of medical interventions and behavioral health interventions that affect one's recovery and independence in the community.

Vital Data continued to work on several upgrades that will roll out in April. Vital Data staff will be at DWIHN on April 11. DWIHN and Vital Data will go over all updates and test them to see if they are working. Meetings are planned with two CRSP providers to make sure they can see updates with their logins.

During the month of March, the HEDIS scorecard was reviewed at 11 CRSP monthly meetings and FUH data was shared.

CCHBC DEMONSTRATION EXPANSION

The State of Michigan expanded the CCBHC State Demonstration sites on October 1, 2023. The DWIHN network now has a total of six (6) approved CCBHC sites including ACCESS, CNS Healthcare, Elmhurst Home, Development Centers, and Southwest Counseling Solutions- MiSide. DWIHN continues to provide technical assistance with CCBHC providers. MDHHS's goal is to have 26,099 individuals enrolled in CCBHC services in FY23-24. Current enrollment stands at 8,609; an increase of 19.78% from February 2024. The Governor's proposed budget was released with funding to expand the CCBHC Demonstration in FY25. The DWIHN team is working internally with MDHHS to validate data to ensure claims and service information are being captured accurately. The expansive eligibility of CCBHC across Medicaid and all types of non-Medicaid persons makes accurate tracking a challenge.

CHIEF MEDICAL OFFICER

Outreach and Education

DWIHN has started adult and child mobile crisis services to help individuals in the community with goal of being 24/7 over the summer. DWIHN is approaching the opening of Crisis Center at Milwaukee location. We are Michigan's first of two sites to be going through the certification process. We have gone through the documentation submission process and will have the site review in May.

Crisis Services

DWIHN has started adult and child mobile crisis services to help individuals in the community with goal of being 24/7 over the summer. DWIHN is approaching the opening of Crissi Center at Milwaukee location. We are Michigan's first of two sites to be going through the certification process. We have gone through the documentation submission process and will have the site review in May. In terms of Psychiatric providers, DWIHN has hired a Medical Director, five (5) Advanced Practice Providers (out of 8 FTE), two FTE psychiatrists are still open, and we have hired three (3) contingent psychiatrists to cover some shifts.

Quality Department

Michigan Mission Based Performance Indicators:

The Michigan Mission Based Performance Indicators (MMBPI) measures how effectively DWIHN is serving people in need. These indicators include timeliness, reduction of hospitalizations, and overall improvement of people's lives. There are six (6) reportable performance indicators that have been

established by the Michigan Department of Health and Human Services (MDHHS). It is the responsibility of the Pre-Paid Inpatient Health Plan (PIHP) to collect, analyze, and submit data on a quarterly basis to MDHHS.

Please find below the finalized rates for the 1st Quarter 2024, compared to the preliminary rates for the 2nd Quarter 2024. Note that the rates for the 2nd Quarter are preliminary and will be finalized on June 30, 2024. DWIHN has performed exceptionally well, achieving scores of 90% or higher in five out of six state performance indicators. We have successfully reduced Indicator 10 (Recidivism) for adults from 17.58% in Q1 to 14.87% in Q2 (preliminary), a 2.71% improvement. Our consistent performance with PI#10 (children) is also noteworthy. However, there is a need for improvement in PI#2a, which currently stands at 51.0% for (Q2) against the standard of 57%.

Performance Indicators	Population	1st Quarter	2nd Quarter Preliminary	Standard
Indicator 1: Percentage who Received a Prescreen within 3 Hours of Request	Children	99.30%	98.25%	95% or higher
	Adults	96.44%	97.02%	95% or higher
	Total	97.03%	97.27%	
Indicator 2a: Percentage who Received completed Integrated Biopsychosocial within 14 days.	Total population rate	47.64%	51.0%	57% or higher
Indicator 2b(e): Percentage of New Persons Receiving a face-to-face service for Treatment or Supports within 14 calendar days of a request for persons with SUD)	Total population rate	86.58%	85.10%	68% or higher
Indicator 3: Percentage who Received completion of follow up services within 14 days of completed Biopsychosocial.	Total population rate	85.22%	84.2%	83% or higher
Indicator 4a & 4b: Percentage who had a Follow-Up within 7 Days of Discharge from a Psychiatric Unit/SUD Detox Unit	Children	97.78%	93.63%	95% or higher
	Adults	98.67%	93.17%	95% or higher
	Total	98.60%	93.40%	
	SUD	97.25%	95.74%	95% or higher
Indicator 10: Percentage who had a Re- Admission to Psychiatric Unit within 30 Days	Children	8.62%	5.42%	15% or less
	Adults	17.58	14.87%	15% or less

The root cause of this issue is the shortage of staff, which has affected providers' ability to complete the Integrated Biopsychosocial assessment within the required 14 days of the request for PI#2. To address this shortage, DWIHN has implemented financial incentives and will closely monitor outcomes through providers meetings and data outcomes to determine the effectiveness of the incentive model.

Plans:

- The QI team is working with CRSP providers, internal DWIHN departments, and hospital liaisons to coordinate care for discharge planning.
- DWIHN will continue to monitor and focus its efforts on the following identified interventions:
- Working with the CRSP to address staff shortages throughout the network to ensure that members receive services within the appropriate timeframes.
- Working to increase network capacity in effort to improve compliance.
- Continuing to work with DWIHN's Crisis Team to identify any potential delays in care.

- Continuing engagement and collaboration with members' outpatient (CRSP) providers to ensure continuity of care, especially when members present to the ED in crisis but may not require hospitalization.
- Providing referrals to Complex Case Management (CCM) for members with high behavioral needs.

MDHHS Annual Full Site Review

MDHHS is currently conducting a Full Site Review of Detroit Wayne Integrated Health Network (DWIHN). The review will cover several programs including the Habilitation Supports Waiver for Persons with Developmental Disabilities (HSW), the Children's Home and Community-Based Services Waiver (CWP), the Children's Serious Emotional Disturbance Home and Community-Based Services Waiver (SEDW), and the 1915 (i) State Plan Amendment (iSPA). The review is scheduled to conclude on Friday, April 26, 2023. The purpose of the review is to ensure compliance with the Home and Community-Based agreements with the Centers for Medicare & Medicaid Services.

DWVHN has received positive feedback during the review of their clinical case records and staff qualifications files. MDHHS is currently assessing 118 clinical case records of members who are receiving Waiver and iSPA services, along with 398 staff professional and aide files. During the review of member clinical records and staff files, MDHHS has noted numerous strengths, such as evidence of staff credentials and training, health appraisal within the IBPS, evidence of satisfaction, high praise for some plans of service, and high praise for some Wraparound plans.

Accreditation Reviews:

DWVHN is subject to External Quality Reviews (EQR) through the Health Services Advisory Group (HSAG) to ensure compliance with all regulatory requirements in accordance with the contractual requirements with MDHHS. HSAG completes three separate reviews annually: the Compliance Monitoring Review, Performance Measure Validation (PMV) and Performance Improvement Project (PIP).

In March, DWVHN received notification from HSAG stating that the Performance Measurement Validation (PMV) Review for FY2024 will be scheduled between July 22–August 2, 2024. The Performance Improvement Project submission for initial validation is due on July 15, 2024, and the Compliance Review is scheduled for September 6, 2024. HSAG will conduct a technical assistance webinar on May 21, 2024, to provide instructions for the Compliance Review and discuss its scope. DWVHN received Full Compliance of 100% in all reportable areas for FY2023 PMV Review and Compliance Review. The goal of the PIP is to achieve significant improvement sustained over time through ongoing measurements and interventions.

DWVHN successfully completed the certification process by submitting all required documents to NCQA on February 26, 2024, involving all departments.

HUMAN RESOURCES

During the past month, DWVHN has hired the following staff:

Behavioral Health Technician	Crisis Services Operations
Behavioral Health Technician – Contingent (2)	Crisis Services Operations
Call Center Clinical Specialist – Contingent (2)	Call Center
Call Center Representative (2)	Call Center
Call Center Representative – Contingent (2)	Call Center
Clinical Specialist	Crisis Services Operations
Clinical Specialist – Special Projects	Children’s Initiatives
Director of Residential Services	Residential Services
IT Desktop Specialist II (2)	Information Technology
Mobile Crisis Technician (2)	Mobile Crisis Deployment

Mobile Crisis Technician – Contingent (2)	Mobile Crisis Deployment
Nurse Practitioner (2)	Crisis Services Operations
Peer Support – Crisis Services (5)	Crisis Services Operations
Peer Support Specialist – Crisis Services (6)	Crisis Services Operations
Peer Support Specialist – Mobile Crisis - Contingent	Crisis Services Operations
Psychiatrist – Part-Time (2)	Crisis Services Operations
Registered Nurse – Crisis Services (5)	Crisis Services Operations
Registered Nurse – Crisis Services – Contingent	Crisis Services Operations
Residential Care Specialist	Residential Services

DWIHN HR has continued its Supervisory Institute for management staff, with Group D scheduled to begin on April 16, 2024. The next cohort for the Harvard Business School Online is scheduled to begin in May 2024. DWIHN HR has continued contract negotiations with the GAA and AFSCME unions. (As part of those negotiations, both unions agreed to an extension of their collective bargaining agreement.)

DIVERSITY, EQUITY & INCLUSION

2024 WSU Community-Engaged Research (CEnR) Summit Steering Committee Meeting

- **2024 CEnR Summit**
- Day 1: April 11 – A Career as a Community Health Worker: Starting Out & Staying in (Panel Discussion)
- Day 2: April 12 – Building Bridges, Sharing Solutions: Community-Academic Partnerships for Equity
- AM/PM – Breakout Sessions/Workshops

Detroit Community Health Equity Alliance Monthly Meeting (D-CHEA)

- D-CHEA will work to inform and develop initiatives to advance health equity with emphasis on Detroit’s persistent poverty areas, where a substantial proportion of the neighborhood has lived in poverty for decades. The committee plans to collaborate to bring about community-level change towards health-promoting opportunities and behaviors. Funded through CVS Health

IT SERVICES

Crisis Care Center

- Staff setup continues to occur in MHWIN related to the prescribers and inclusive of hard token setup for MFA authentication.

Electronic Visit Verification (EVV)

- The State has moved the target implementation date to 9/1/2024 for Behavioral Health EVV.
- Coordinating with PCE on the authorization spec file & provider spec file

Consent to Exchange Health Information – HIE

- Programming completed for all applicable CCBHC/OHH/BHH providers to submit the consent via HIE process.

SUD Risk Matrix

- SUD Risk Matrix reviewed with SUD Department. Working to set up security for the applicable SUD CRSPs as a preface for opening the SUD Risk Matrix to the SUD CRSPs.

Provider Contracting

- MCO Provider credentialing quarterly reports forms are complete. Email notifications for PNMs and provider workflows are 90% complete. Full unit testing will commence after e-mail testing.
- Working with MCO on continued development of annual provider contracting forms

Questica

- Finance and HR with API integration between Dynamics GP, ADP, and the Questica budgeting app. Integration configuration is continuing.

Henry Ford Joint Project

- Delivering final numbers for the Governor's award submission

Provider Network Adequacy Dashboard

- Preparing to send additional columns of data for the accuracy portion of the Quest contract.

EQI reporting

- Preparing FY2024 P1 submission

Eligibility data load process assessment

- Review the data load logic for eligibility data to improve the warehouse's reporting capability.

Building Desk Hoteling

- Setting up Envoy hoteling desk reservation system with Azure for SSO and user provisioning.
- Setting up Conference room phones with Genesys system

Infrastructure/Security/IT Compliance

Building Construction

- Woodward/Milwaukee still pending blueprint and diagram from vendor (Bluestone)
- Milwaukee ISP: Waiting on Secondary BGP configuration.
- Continue configuring the building security and video camera systems to meet the needs of the Crisis Center.
- Woodward office open and available

Security

- Configuration of Graylog SIEM/SEM (Security Incident and Event Monitoring/Security Event Management) continues.
- We are reviewing vendors and systems for SOC (Security Operations Center) functionality.
- All ICO security audits are complete. Molina has returned a CAP with two issues and will respond to them by 4/12/2024.
- The vCISO project is continuing to analyze the Threat domain. It is currently working on internal scans and addressing findings.
- Vetting and removing Azure SSO applications found added by users
- Working with facilities on setting up infinias door access system and programming the key zone mapping for staff access.
- Four SIRs (Security Incident Report) were created and under investigation (Missing hardware from IT area, Hardware lost by staff, Hardware not properly data sanitized, and Improper forwarding of e-mail containing PHI).

Onboarding/Offboarding

- Ongoing and continuous development process with HR to finalize a new automated onboarding/offboarding process in Therefore to meet Access Control standards in compliance frameworks.

SQL Server upgrade

- Post migration performance tuning of server and query job analysis is underway.

Genesys Phone System

- The DWIHN team completed the setup of Speech and Text analytics within the system to improve call management and prioritization. We will analyze initial data to optimize practices.
- Starting the process of converting the Reach Us Detroit communications process over to the Genesys system.

COMMUNICATIONS

Influencer Marketing Update:

Social Media Influencer	# of Posts	Engagement/Impressions
The Capital Brand/Randi Rosario	5 Story Posts, 2 Posts	Over 62K total views
Detroit Youth Choir	2 Story Posts, 2 Post	1,380 total views
Kathleen Springer	4 Posts	Over 8.4K Video Views

The Detroit Youth Choir and Youth United collaborated on several posts highlighting the importance of youth mental health, resources, and Youth United events. During the month of March, we discussed burnout and breaking stigma. We discussed the signs when feeling overwhelmed and highlighted the importance of taking breaks when needed.

All our influencers have assisted in promoting our Mental Health Youth Council for Wayne County High School students.

Kathleen Anne Springer played a key role in raising awareness of our mobile crisis units within the Downriver community, while also spotlighting the assessment and services offered through our 'MyDWIHN' app.

Social Media Outreach:

DWIHN is actively elevating mental health awareness on social media by sharing informative content, engaging narratives, and fostering a supportive online community. Through strategic and compassionate messaging, DWIHN is creating a digital space that encourages dialogue, educates the public, and helps reduce the stigma associated with mental health challenges.

Social Media Performance Report Summary

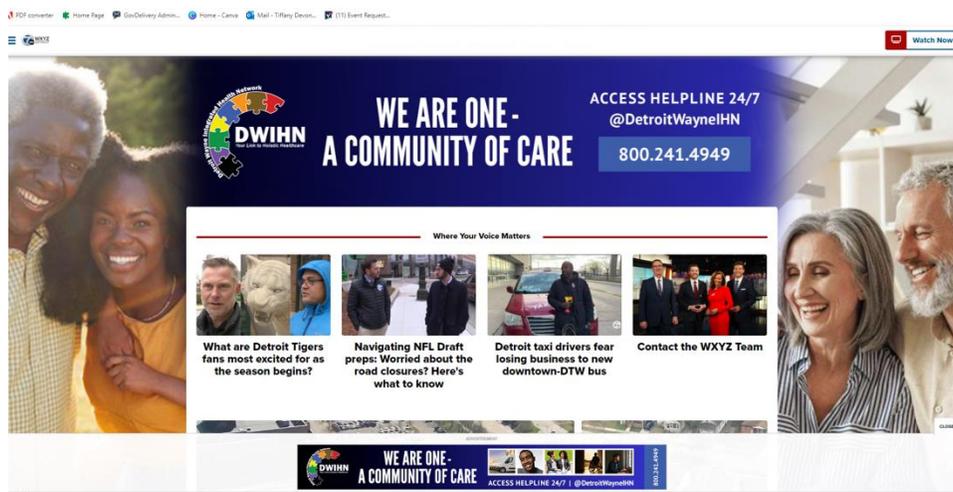
- Impressions: 289,378 **up 43.3%**
- Engagements: 12,861 **up 110.9%**
- Post Click Links: 6,428 **up 377.2%**
- Engagement Rate: 4.4% **up 48.7%**
- **Total Audience Growth over the last month was 17,795, up 1.8%.**

Google Analytics

- 1,615 Business Profile interactions
- 3,116 People viewed the DWIHN Business Profile
 - 2,374 (76% Google search - desktop)
 - 595 (19% Google search - mobile)
 - 118 (4% Google Maps - mobile)
 - 29 (1% Google Maps - desktop)
- 1,681 Searches DWIHN was shown in users search results:
 - DWIHN – 792
 - Detroit Wayne Integrated Health Network - 216
 - dwctraining – 89
 - dwhin – 82
 - Dwihn training - 66

Earned Media Report

New DWIHN ad banners rotated on the [Channel 7 Website](#) during March.



Administration Building Grand Opening

- **Fox 2** was on scene to capture the ribbon cutting program, an interview with CEO, Eric Doeh along with some commentary from community members. The segment aired that afternoon and evening.
- **WWJ's Tony Ortiz** interviewed DWIHN CEO, Eric Doeh, the day of the event. In the jovial discussion, Mr. Doeh touched on future plans to provide access throughout the county, including 707 Crisis Care Center and the groundbreaking for Regional Integrated Care Facility on 7 Mile Rd.
- **Hamtramck Review** attended the grand opening to capture moments to share with its community. The story is on page two of the March 22 issue.
- The same March 22 issue of the **Hamtramck Review** features an Op/Ed from CEO Eric Doeh sharing expanded services on page three.
- **Latino Press** covered the event in its March 15 edition. The Spanish translated article can be found on page five online and in print.

- **El Central Hispanic News** also covered the ribbon cutting for their readers in the online edition.
- The latest **Ask the Messengers** episode, which aired Sunday, March 31, highlighted DWIHN's Mobile Crisis Units.
- **WWJ** interviewed Grace Wolf, VP of Crisis Services on March 8 to discuss the new expansion of services to youth and extended days of operation to the weekends. Grace also shared that the next phase is 24/7, around the clock response.

Persons Served in the News

- **Margarite Maddox**, Constituents Voice member makes headlines as she advocates and fights for improved mobility and accessibility to public spaces in Wayne County. <https://www.aol.com/court-denies-immunity-disability-rights-101024990.html>

Community Outreach: DWIHN/Youth United/ Youth Move Detroit

In March, DWIHN actively participated in a variety of outreach initiatives events including a Gift of Life MOTTEP event, and The Unsheltered Care Package Giveaway hosted by the Detroit Police Department. DWIHN also hosted Let's Talk about Community Inclusion and Let's Talk about Housing Inequities to support Developmental Disabilities Month.

Additionally, Youth Move Detroit hosted a Meet & Greet Bowling Night.

Upcoming Events:

April 25: Building Community: A conversation for parents of children with autism -10:00-11:30 a.m.

May 11: Children's Mental Health Awareness Day