



Interim President and CEO Report to the Board

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July 2024

FINANCE

Detroit Wayne Integrated Health Network (DWIHN) received the appraisals from Flagstar Bank to finalize the loan agreement and the Woodward valuation was lower than expected. DWIHN has requested another appraisal and are awaiting the results.

DWIHN is projecting a general fund shortfall of approximately \$10 million due to an increase in spenddown and overall uninsured services. This amount is \$6 million more than the planned budgeted shortfall of \$4 million. DWIHN has sufficient local funds to cover the shortfall.

In light of the \$40 million fraud scheme at a local nonprofit organization, DWIHN's CFO and Plante Moran will present an overview on segregation of duties that are currently in place at DWIHN. Specific questions and concerns are due by July 19, 2024 in order to ensure that they are incorporated in the presentation.

LEGISLATIVE EFFORTS

June 10: The 707 Crisis Care Center opened to the public.

June 14: The groundbreaking for 7 Mile Behavioral Health Wellness Campus was held. DWIHN marked another milestone with the groundbreaking of our integrated behavioral healthcare site. Construction of the 70,000 square foot building will take approximately 18 to 24 months and was made possible thanks to \$60 million in State-budgeted grant funding that received bipartisan support. This new structure will have 52 crisis beds and will help to address disparities in health and access to care, with designated suites for physical health, dental, and vision care services.

June 28: The Ecorse Crisis Care Center closing was held.

Budget Next Steps:

June The Michigan State Legislature voted on and approved a state budget. The recommended budget for FY 2025 sits at \$82.5 billion, beginning on October 1, 2024 – they also included a FY24 supplemental as part of SB 747.

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

ADVOCACY AND ENGAGEMENT

July 12: DWIHN's Youth United hosted its annual Stigma Busting Bash for local youth at the Henry Ford Art Block inclusive of music, poetry and working with on better understanding and managing behavioral health struggles.

July 18: DWIHN's 10th Annual Inter-Faith-Based Conference.

July 23: A Candidate's forum is planned highlighting local candidates for members to meet and determine if they are meeting their expectations for electing them. DWIHN remains a non-partisan

partner in bringing this information to our members along with Detroit Arc and Disabilities Network of Wayne County.

June 25: Youth United's Courageous Conversation - Life After College.

At their 2nd Annual fundraiser, the Roncelli Family Foundation selected DWIHN youth services, in addition to other local organizations, to be the recipients of over \$21,500. Funds will go towards scholarships, educational programs, and other youth activities.

DWIHN's own Grace Wolf, VP of Crisis Services, was selected as one of Crain's Healthcare Heroes for 2024.

DWIHN's Health Home Director, Emily Patterson, was named one of Michigan's Most Valuable Professional's for 2024 by Corps Magazine.

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. Fifteen members were discussed, six members had gaps in care successfully closed. Eight members will be carried over to July.

Health Plan Partner Two

Care Coordination with Health Plan Two was initiated in September 2020. These meetings occur monthly. Health Plan Two had eighteen members identified as having gaps in care. Ten members needed assistance with gaps in care and they were successfully met. Four cases will be carried over to July. Health Plan Two and DWIHN agreed to have 100 members a year in care coordination and currently we have 102. Members will continue to be in care coordination and numbers to be reevaluated for FY 2025.

Health Plan Partner Three

DWIHN staff are working with Health Plan Three 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 CRSP's in the pilot: Neighborhood Services Organization, Lincoln Behavioral Services, Hegira and The Guidance Center. This started on June 16, 2022.

During the month of June DWIHN and Health Partner Three met with the four CRSP's and discussed any referral problems. CRSP continue to report they have not received any referral. DWIHN has asked Health Plan 3 to send writer names so DWIHN can track the referral to see where there are problems, no names have been received currently.

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 the National Committee for Quality Assurance (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.

During the month of June, Vital Data has worked on several coding issues in the platform. A major topic for discussion was how data is sent, and how that changes data even after the scorecard has been closed for the previous year's data. This will be further discussed after members of Vital Data are back from PTO.

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

CCBHC DEMONSTRATION EXPANSION

The State of Michigan expanded the CCBHC State Demonstration sites on October 1, 2023. DWIHN submitted the application to become a CCBHC demonstration site in July 2024. Sites are expected to know if they have been awarded certification by August. If awarded, DWIHN will be able to provide services to individuals with mild to moderate mental health diagnosis regardless of residency.

CLINICAL OPERATIONS

Health Home Initiatives:

Behavioral Health Home (BHH) - Current enrollment: 740

Opioid Health Home (Substance Use Disorder Health Home) - Current enrollment: 654

The DWIHN Health Homes team has sent out a memo to the outpatient SUD and Mental health network to recruit sites that are interested in joining as Health Home providers for FY 25, starting October 2024. Two informational sessions are being offered to educate interested providers in the service array. Interested sites will fill out a certification packet to evaluate their readiness and organizational fit to join the BHH or SUDHH programs.

The Health Home team performed a Care Plan audit to evaluate the compliance and quality of Health Home Care Plans, a required element for every person receiving health home services. A sample of 130 Care Plans were reviewed, and $120/130 = 92\%$ were compliant. Providers were given appropriate feedback and eight of the ten unsatisfactory care plans were compliant upon revision within 24 hours.

DWIHN's BHH providers met all three Pay for Performance indicators, and OHH providers met two of the three Pay for Performance indicators set by MDHHS for last FY 2023. Our region was awarded \$123,071.27 for BHH and \$60,532.08 for Opioid Health Home (OHH), which shall be distributed to the health home providers proportional to the amount of health home services they delivered in FY2023.

The "Opioid Health Home" is transitioning to a more expansive SUD Health Home for FY2025. Stimulant use disorder and alcohol use disorder are being added as qualifying diagnoses.

CCBHC Demo Current enrollment: 9,846

Michigan's CCBHC demonstration is currently expanding to its 3rd cohort of providers, who will launch October 1, 2024. Applications for certification were due July 1, and we expect to know which sites have been selected in early August. The state budget can add 12 sites, and there are 15 applicants pursuing certification. Seven of those applicants are in region 7.

Conflict Free Access and Planning:

DWIHN has been reviewing and discussing the Conflict Free Access and Planning information and guidance that was shared with the PIHP network. It states that the Conflict Free Service Planning activities for HCBS, including the development of the Independent Plan of Service (IPOS), assessment and coordination of services, must be independent from the delivery of HCBS services. Providers, including CMHSPs, can conduct both HCBS service planning and service delivery functions but must not conduct both functions for the same member. This includes persons in the following programs:

- 1915(c) Children's Waiver
- 1915(c) Children with Serious Emotional Disturbances Waiver
- 1915(c) Habilitation Supports Waiver
- 1915(i) SPA

This is a large system-wide change that will impact approximately 10,000 of our members and over 30 plus providers in our network. To address this change, DWIHN is developing a plan that would transition our network to be in line with these requirements in a phased approach to minimize disruption in member care.

DIRECT CLINICAL SERVICES

DWIHN continues its preparation to supplement the current provider network by providing direct clinical outpatient services. Two site locations have been identified in the Detroit and Wyandotte service area. Locations were selected based on heat mapping that shows a significant number of Medicaid eligible beneficiaries within a 5–20-mile radius of the service area. These locations will provide therapeutic outpatient services for children and adults. Effective July 1, 2024, DWIHN is currently providing services for adults with mental illness. Additional services are planned to begin effective September 2024.

Regarding staff necessary to provide direct services, DWIHN currently has one full-time medical director/psychiatrist for adult services, one full-time behavioral health clinician, one full-time case manager, one direct services administrator, and one office manager. Three additional behavioral health clinicians are scheduled to begin in late July and early August as well as one part-time child psychiatrist who is also scheduled to begin in August. Additional positions will be filled based on service need.

To continue with the goal to provide a comprehensive whole person care model of service delivery, DWIHN has recently identified two Federally Qualified Health Centers (FQHC) to partner with

for care coordination. This coordination agreement will assist in connecting members, who are not connected to a primary health care provider, to necessary medical services as needed.

Next Steps:

- Continue to build and enhance direct services to serve up to 200 children and adult individuals by December 2024. This will improve the timeliness performance indicator for children and adults non-emergent request for service.
- Build home based and outpatient services for children. This will improve the children's timeliness performance indicator.
- Build ACT services for adults with mental illness.
- Apply for accreditation to deliver substance use disorder services.
- Improve compliance with follow-up after acute care settings by offering same day access to individuals.
- Enhance electronic medical record to meet contractual quality performance measures.

AUTISM SERVICES

Autism Services oversees autism services for youth and young adults up to their 21st birthday. Applied Behavior Analysis (ABA) is an intensive, behaviorally based treatment that uses various techniques to bring about meaningful and positive changes in communication, social interaction, and repetitive/restrictive behaviors that are typical of ASD. There was a total of 2,414 members assigned to DWIHN's ABA provider network for June 2024. In addition, among the three (3) Individual Diagnostic Evaluation Providers, there were a total of 233 referrals.

ABA treatment offers two different levels of care according to medical necessity, that is either Focused Level of Care or Comprehensive Level of Care. Focused level of care is a limited number of chosen skill targets specific to identified goals that can range from 10 to 25hrs per week. Whereas comprehensive level of care focuses on multiple areas of functioning such as cognitive, communication, social, emotional, and behaviors for about 30 to 40hrs per week.

There was a total of 386 members assigned to comprehensive level of care in FY24 quarter 1 whereas in quarter 2 the total increased to 422 members. Although quarter 3 data is being provided without the month of June, data is on track to exceed quarter 2 totals of 422 members.

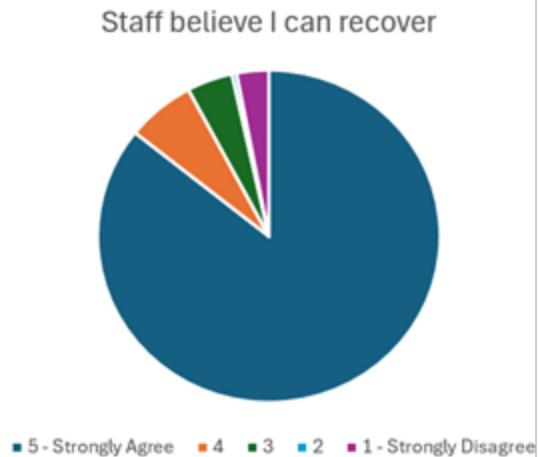
SUBSTANCE USE DISORDERS

Recovery Supports Assessment serves as a tool for evaluating the satisfaction levels of individuals receiving substance use disorder services in Region 7. This comprehensive survey is distributed in both paper and digital formats to ensure maximum accessibility to participants. The confidentiality of respondents is strictly upheld, with data kept entirely separate from providers and the network.

The survey garnered a total of 467 responses, with 51% of participants opting for the computer-based format and 49% favoring the traditional paper format. These findings demonstrate the diverse preferences among respondents, highlighting the significance of offering multiple survey formats to accommodate individual needs.

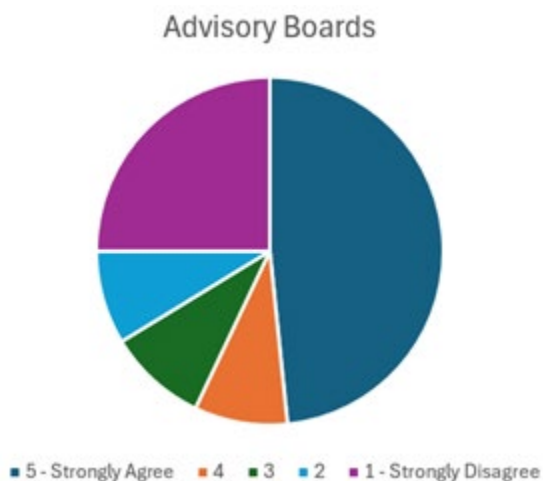
Preliminary outcomes from members:

The most agreed with sentiment was "Question 7. Staff believe that I can recover".



85% of respondents strongly agree
 6% of respondents agree
 4% of respondents are neutral
 less than 1% of respondents disagree
 3% of respondents strongly disagree

The most disagreed with sentiment was “Question 25. I am encouraged to attend agency advisory boards and/or management meetings if I want”.



48% of respondents strongly agree
 8% of respondents agree
 9% of respondents are neutral
 8% of respondents disagree
 25% of respondents strongly disagree

The SUD department shared a detailed report outlining the key findings from the Recovery Supports Assessment, including a breakdown of satisfaction levels based on different survey formats to the SUD Provider network. Additionally, the team provided specific recommendations

for improving substance use disorder services, such as implementing additional support services based on identified needs and enhancing the accessibility of survey formats to better accommodate diverse participant preferences. Providers are encouraged to engage in collaborative discussions to develop and implement targeted strategies for enhancing substance use disorder services in the region based on the report's insights. Additionally, there is a need to ensure that the improvement strategies implemented are effectively targeting the identified areas of concern and that the support services provided align with the evolving needs of participants. Ongoing monitoring and adjustment of these strategies based on feedback will be crucial in achieving sustained improvements in satisfaction levels over time.

UTILIZATION MANAGEMENT

The Utilization Management Department is currently undergoing a leadership change and is currently being supervised directly by the VP of Clinical Services during the transition. There are several projects currently in process including the review of general fund approved services, increasing efficiency and timeliness of authorization approvals with the assistance of technology, and participation of HSAG and ICO reviews.

CHILDREN'S INITIATIVES

MichiCANS was developed by MDHHS as a screener and comprehensive assessment for children and youth ages 0 to 21st birthday. This tool is used to support family-driven, youth guided care planning and level of care decisions, facilitate quality improvement initiatives, and monitor outcomes of services.

DWIHN was selected as a pilot site in which DWIHN and The Children Center are currently participating in the Soft Launch Project. The MichiCANS tool will replace the Child and Adolescent Functional Assessment Scale (CAFAS) and Pre-School and Early childhood Functional Assessment Scale (PECFAS) assessments effective October 2024. In addition, the MichiCANS will also be required for children and youth with serious emotional disturbances (SED) and intellectual developmental disabilities (IDD). In addition, the Devereux Early Childhood Assessment (DECA) will change during October 2024 as well to be administered as an assessment tool for ages 0 to 6 for both SED and IDD children. During the month of June 2024 DWIHN Access Department completed 314 MichiCANS Screenings.

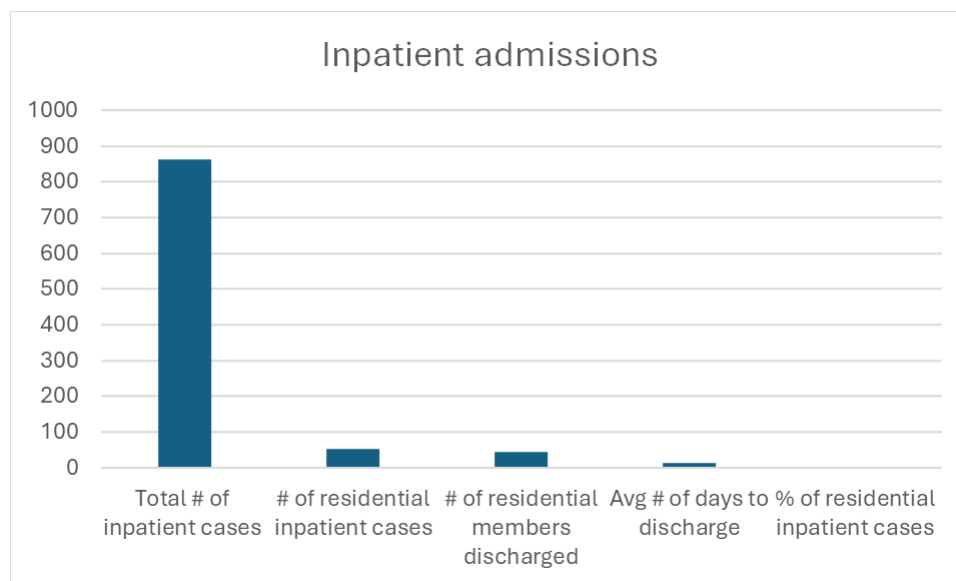
Screening Disposition	Total Screenings
No Eligibility or Services Declined	2 screenings
Non-Emergency: Mild / Moderate Needs	76 Screenings
Non-Emergency: Serious Needs	235 Screenings
Emergency	1 Screening
Total Screenings	314 Screenings

A representative from PCE Systems presented a MichiCANS demonstration to Providers to showcase how the MichiCANS Screener, Comprehensive Assessment, and Supportive Decision Model will be viewed in the electronic health record. DWIHN identified that the MichiCANS Comprehensive will be placed as a standalone document in MHWIN electronic health record system. There were 76 participants who attended the training session on 6/28/24. In addition, the

training was recorded as well. Updated the Children Diagnostic Treatment Services and Infant and Early Childhood policies to include MichiCANS requirements.

RESIDENTIAL SERVICES

Residential Hospital Trends - DWIHN continues to examine the inpatient hospitalization data to reduce the frequency and duration of inpatient hospitalizations within residential services.



Total # of inpatient cases	862
# of residential inpatient cases	53
# of residential members discharged	44
Avg # of days to discharge	14.1
% of residential inpatient cases	3.60%

DWVHN has seen a decrease in hospitalization days this month compared to May. On average the number of days it took to discharge a member (from the date of referral) was 2.5 days less than the previous month. Additionally, the residential unit received 43 referrals in June. We have a total of 211 licensed and unlicensed providers in Wayne County serving 1,842 members. The percentage of residential inpatient admissions dropped by almost half from 6.35% to 3.60% in June compared to May.

The residential department continues to need more barrier-free facilities capable of managing older adults with significant medical needs and providers willing to take higher acuity young adults with behavioral concerns. We were able to add two barrier free facilities over the past two months.

HUMAN RESOURCES

During the past month, the Human Resources hired the following employees:

- Administrative Support
- ASD Benefits Support Specialist
- Dispatch Coordinator
- Dispatch Coordinator (Contingent)
- Mobile Clinician (Part-Time)
- Mobile Crisis Clinician
- Nurse Practitioner
- Nurse Practitioner (Part-Time)

- Peer Support Specialist - Crisis Services - 2
- Peer Support Specialist - Mobile Crisis
- Peer Support Specialist - Mobile Crisis (Contingent)
- Physician Assistant
- Provider Network Manager
- Psychiatrist (Part-Time) - 4
- Psychiatrist - Outpatient Clinics
- Recipient Rights Investigator - 2
- Registered Nurse
- Residential Care Coordinator

DWIHN HR continues its Supervisory Institute for management staff. HR has begun contract negotiations with AFSCME. The second cohort with Harvard Business School Online has begun.

IT SERVICES

Business Processes

- Electronic Visit Verification (EVV)
 - The State has moved the target implementation date to 9/3/2024 for Behavioral Health EVV. However, the claims/billing component of EVV is not going live 9/3/24. That particular go live date is TBD.
 - Welcome letters were sent out to all applicable providers & will begin setting up provider portals along with scheduled provider trainings taking place in July.
- Autism Risk Matrix
 - Autism Risk Matrix data points were received and are presently being programmed.
- Outpatient Care Clinic
 - Staff set-up continues to occur in MHWIN
 - Awaiting final decision on location address in order to set up prescribing locations, prescribers, & realign all staff accordingly.
- IPOS Edits
 - Outlined with business the modifications needed in the IPOS resulting from corrective actions related to the MDHHS 1915(c) Waivers & (i)SPA Review
 - Upon the modifications being programmed & tested, they will be moved to MHWIN & the CRSPs will have to bring these changes into their PCE systems as these are standardized changes being made to the IPOS
- TEDS Dangling Admissions Report
 - Received report from MDHHS identifying numerous records needing to be resolved
 - Provided a report & potential plan of action to business to mitigate the number of records needing manual review while also identifying those that meet the definition by MDHHS for administrative discharge
- myDWIHN
 - Version 1.3.50 has been published to both the Apple app store and the Google Play store. New features include member access to the CEHR (Community Electronic Health Record) and improvements to the “Help Around Me” search feature.
- Provider Contracting
 - MCO Provider credentialing quarterly form system complete. Awaiting signatory user list from MCO for final testing.

- Working with MCO on continued development of annual provider contracting forms.
- 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.

Infrastructure/Security/IT Compliance

- Building Construction
 - Woodward/Milwaukee still pending blueprint and diagram from vendor (Bluestone)
 - Continue configuring the building security and video camera systems to meet the needs of the Crisis Center.
 - IT Staff configuring 19 stations in accordance with Crisis Center Nurse Station template.
- Security
 - Engaged Arctic Wolf to provide SIEM/SOC services for monitoring the DWIHN network for cyber threats and performing necessary migrations. Implementation process to start late July.
 - CVS Health/Aetna issued an audit survey for 2024 due mid-June. Evidence gathering is underway.
 - The vCISO project is continuing. Currently working on RBAC (Role Based Access Controls) and internal Audit of existing ACL/Permissions.
 - Continuing working with business units on the DWIHN BCP/DR plan, transitioning from information gathering to action planning.
 - Vetting and removing Azure SSO applications.
 - Infinias door access system and programming the key zone mapping for staff access has been set-up, Badging printer and templets are completed, Crisis staff will be the first to receive new badges. Rebadging of Staff will start early June.
- **Onboarding/Offboarding**
 - Engaging in an ongoing development process with HR to finalize a new automated onboarding/offboarding system that meets Access Control standards in compliance frameworks. Collaborating with HR to integrate the onboarding/offboarding process into the NeoGov system.
- **SQL Server upgrade**
 - Post migration performance tuning of server is still being monitored; changes made last month show good improvement.

- **Genesys Phone System**

- The DWIHN team completed the setup of Speech and Text analytics within the system to improve call management and prioritization. We are analyzing initial data to optimize practices.
- Collaborating with TTEC Consulting to review processes within the Contact Center, identifying optimal opportunities in the Genesys system.

COMMUNICATIONS

Influencer Marketing Update:

Social Media Influencer	# of Posts	Engagement/Impressions
The Capital Brand/Randi Rosario	2 Posts, 6 Story Posts	Over 82.5K total views
Kathleen Springer	6 Posts	282 Likes/40 Shares

In June, our influencers focused on promoting the Mental Health Youth Scholarship. Additionally, they highlighted all our services, the efforts of the Youth United team, and the importance of men's mental health.

Social Media Outreach:

DWIIHN 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: 174,950 up 37.2%
- Engagements: 9,920 up 32.4%
- Post Click Links: 2,386 up 3.7%
- Engagement Rate: 5.7% down 3.1%
- **Total Audience Growth over the last month was 19,055**

Google Analytics:

- 1,964 Business Profile interactions
- 3,978 People viewed the DWIHN Business Profile
 - 2,351 (59% Google search - desktop)
 - 1,412 (35% Google search - mobile)
 - 170 (4% Google Maps - mobile)
 - 45 (1% Google Maps - desktop)
 - 1,978 Searches DWIHN was shown in users search results:
- DWIHN – 719
- 707 Crisis Center Detroit - 133
- Wayne County community mental health - 109
- dwctraining - 90
- mental health services Detroit - 88

Earned Media Report: ([Hyperlinks connect to stories and interviews](#))

Animal Tranquilizer Overdose Deaths

[On June 6, SUD Director Judy Davis spoke to Fox 2's Hilary Golston](#), about our response to the misuse of the new animal tranquilizer drug, Medetomidine, which has caused spikes in overdose deaths across the state.

707 Crisis Care Center Opening Day – June 10

- [Fox 2 News](#) provided comprehensive LIVE coverage for the morning with interviews with Grace Wolf, Mike Maskey and Toni Smith, Peer Navigator.
- [WDIV 4](#) also covered the morning with a story that ran later in the day.
- WXYZ/Channel 7 also mentioned the opening in their early morning newscast.



7-Mile Behavioral Health and Wellness Campus Groundbreaking – June 14:

- All three major television news outlets covered the groundbreaking.
- WWJ interviewed CEO/President Eric Doeh after the groundbreaking ceremony.
- [Hamtramck Review](#) covered the event and shared the press release.

Splash Pad Shootings/Crisis Calls:

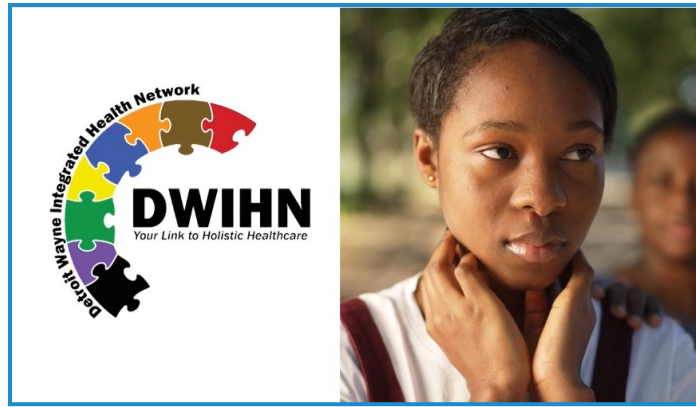
[On June 17 Eric Doeh spoke with Channel 7's Ruta Ulcinaite](#) about Oakland County Sheriff Bouchard's challenges with mental health crisis response after the tragic Splash Pad shootings. Doeh highlighted what's worked with our partnership with DPD.

Resignation - [June 21](#) Crains Detroit Business reported on Eric Doeh's resignation.

Advertising:



With a new contract secured with **PBS Kids**, DWIHN began running clear, concise 15-second ads on television and digital streaming platforms multiple times a day, every day from June until September. Messaging focuses on children's mental health services, including autism services and mobile crisis services. (*Actual commercial screenshot below.*)



Mobile Outreach:

DWIHN Mobile Outreach Clinician, Kevin Giles, was able to add new events to the calendar and continued the partnership with Wayne Metro and Black Family Development. The largest events, Wayne County Seniorfest in Hines Park and US Attorney's Office Peacenic @ Heilman Recreation Center, had Kevin engaging with more than 4,000 residents, by event attendance.

Category	
Number of mobile events attended	12
Number of meaningful engagements	4140
Number of screenings in the system	0
Number of follow-up calls made	17
Number of referrals made as a result of follow up	8
Benefit assistance referral	0
Bill payment referral	0
Complex Case Management referral	0
Connection to Access Center	8
Housing referral	0

Community Outreach: DWIHN/Youth United/ Youth Move Detroit:

In June, DWIHN actively engaged in various outreach activities, including the Department of Veteran Affairs' Pride/Juneteenth Diversity Fair, the U.S. Attorney's Office's Peacenic, Daddies Day Out, and Men Wellness Matters in Detroit.

Youth United also held a Life After College - Courageous Conversations event at the Pistons Performance Center. The team also hosted a professional development day and participated in the DWIHN Youth Mental Health Council. Two of the Youth Advocates will be presenting at the DWIHN 10th Annual Faith-Based Conference.

Youth United was also the recipient of funds from a charity event sponsored by Roncelli Construction.

Upcoming Events:

- July 18: 10th Annual Inter-Faith-Based Conference - 9:00am-4pm
- July 19: Transitional Age Youth (TAY) Forum - 10am-2pm
- July 31: Inside Out-Dinner/Movie Conversation - 2pm