



President and CEO Report to the Board

January 2025

James E. White

CCBHC DEMONSTRATION EXPANSION

DWIHN was informed by the Michigan Department of Health and Human Services (MDHHS) that we have completed all necessary documentation required by the State and received full certification to become a CCBHC demonstration site effective January 2025. This certification will expand access of behavioral health services to individuals with severe mental illness and individuals with mild to moderate condition, regardless of residency, insurance or ability to pay. CCBHC demonstration sites are required to provide nine (9) core services to its beneficiaries and twelve (12) evidence-based practices. For the evidence-based practices that DWIHN does not currently provide, CCBHC allows contractual agreements with designated collaborating organizations (DCO). Those DCO providers are Starfish, Lincoln Behavioral Services, Elmhurst Home, Personalized Nursing Lighthouse, Sobriety House and The Guidance Center. This certification will be a huge shift for DWIHN and will positively broaden the scope of services delivered to members in the community.

LEGISLATIVE EFFORTS

We have received ongoing support from Public Affairs Associates (PAA) as we look at the changes taking place in Lansing with newly elected lawmakers and the landscape shift in the legislature. Working to educate key governmental stakeholders on DWIHN's policy priorities, CCBHC, direct care services and access to care initiatives.

On December 6, DWIHN facilitated a site visit with leadership from MDHHS at the 707 Crisis Care Center. MDHHS offered feedback and guidance for youth crisis services that will allow for greater overall success of the unit and the young people it aims to serve throughout our community. Among the clarification we received, it was indicated that a parent or guardian would not be required to stay with the youth for an admission to CSU as long as appropriate consent for treatment was obtained.

ADVOCACY AND ENGAGEMENT

On December 5, 2024, the DWIHN Children's Initiatives Department and the Wayne County System of Care presented the Annual Report to the Community at the Livonia Marriott hosting nearly 100 Children Providers, community partners, stakeholders, and representatives of the Michigan Department of Health and Human Services (MDHHS). Through our System of Care in FY '24 18,974 Children, Youth, and Families were served.

https://www.dwihn.org/childrens/Connections_RTC_2024.pdf

On December 7, 2024, DWIHN staff participated in the 50th Noel Night throughout Detroit's Mid-Town area. The holiday tradition brought community members together for free celebrations and offered access to community behavioral health resources.

Upcoming Items

- February 3–5: CMHA Winter Conference – Radisson Plaza Kalamazoo
- DWIHN Workshop on Implementing and the Benefits of Health Homes w/ Emily Paterson
- February or March 2025 (date to be determined) - Annual Report Presentation before the Wayne County Commission
- Full Board Member Appointment terms set to expire March 31: Wayne County (Brown, Ruth) and Detroit (Carter, Glenn)
- SUD Board Member Appointments set to expire March 31: DWIHN (Asabigi, Jackson, McNamara) and Wayne County Commission (Fielder and Taylor)

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.

Care Coordination is completed monthly with Health Plan One and Two. Historically Data Sharing was completed with Health Plans. DWIHN would meet with the Health Plans and share data, for example address or phone numbers. In 2020 DWIHN met with two health plans to discuss care coordination. This is a service where DWIHN and the Health Plans actively search out members who have gaps in care with behavioral health and medical. The health plans work with the primary care providers and DWIHN works with the CRSP agencies to bring a team together treat a member. The goal of care coordination is to close the gaps in care within 90 days. Gaps in care could be, not engaged with a primary care provider, untreated diabetes and on antipsychotics, high hospitalizations (medical and psych), not taking medications as prescribed, not engaged with CRSP agency. For FY 2025 93 members were serviced in care coordination. This count does not include members who could not be located or refused services at the CRSP.

Health Plan Partner One

DWIHN and IHC meet monthly for care coordination. Health Plan One will continue care coordination in January when the staff returns.

Health Plan Partner Two

Care Coordination with Health Plan Two was initiated in September 2020. These meetings occur monthly. Health Plan Two had twelve members identified as having gaps in care that were coordinated with care teams to develop care plans. Five were connected to a CRSP, three received information on transportation and reschedule missed appointments and four were connected to the MHP for a primary care doctor apt.

Health Plan Partner Three

DWIHN staff are working with Health Plan Three on a project of monitoring individuals who utilize the emergency room department units 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.

Health Plan Three has made updates to how staff can see the aligned CRSP, they think this will help with an increase in referrals. There has been a change in direction at Health Plan Partner Three and they are no longer able to commit staffing resources to continue the project.

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 by 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 December, the HEDIS scorecard was reviewed at eleven CRSP monthly meetings. CRSP with the largest population we asked to give DWIHN a work plan as to how they are implementing HEDIS into their programs monitoring.

CLINICAL OPERATIONS

Home Health Initiatives

On February 4, 2025, the Health Home team will be presenting at the CMHA Conference in Kalamazoo on Health Homes Implementation and how it intersects with Certified Community Behavioral Health Clinic Services.

Certified Community Behavioral Health Clinic (CCBHC) – 15,637 members enrolled as of December 19, 2024 (over 26% increase since Nov. 2024)

The Health Home team continues to support Hegira as the newest CCBHC State Demonstration Expansion site in our region. DWIHN continues to work with CCBHC providers on implementation of CCBHC Handbook changes that impact policies and procedures. DWIHN held individual meetings with CCBHC providers to gain feedback on DWIHN's State CCBHC Implementation Plan. This plan was submitted to MDHHS for review and approval in December 2024. DWIHN Care Clinic was given CCBHC full certification status and will be joining the CCBHC State Demonstration as our region's 8th CCBHC site on January 1, 2025.

Behavioral Health Home (BHH) - 828 members enrolled as of December 19, 2024

DWIHN currently has the most Behavioral Health Home enrollees of any PIHP State-wide. Elmhurst Home and Neighborhood Service Organization added Behavioral Health Home services to their service array on December 1, 2024, which will increase access to these integrated services for members.

Substance Use Disorder Health Home (SUDHH) – 726 members enrolled as of December 19, 2024 (over 9% increase since Nov. 2024)

The SUDHH diagnosis expansion was effective October 1st and includes stimulant use disorder and alcohol use disorder, which has continued to result in new enrollments. Elmhurst Home added SUDHH services to its service array starting December 1, 2024.

School Based Health Quality Initiative

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 supports 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.

Below is data for total Strengths and Difficulties Questionnaire screenings that were completed.

***Note: The total # of students do not include the total # of students who attended the Presentations

School Success Initiative FY 2025	# of Student Presentations*		Total # of Student Received SDQ Screenings	Tier 1 Accepted Services	Tier 2 Accepted Services	Tier 3 Accepted Services	Total # of Students Received SSI Services
October	44		251	2	87	20	360
November	31		134	3	51	13	201
December	Pending		Pending	Pending	Pending	Pending	Pending

School Success Initiative FY 2025	# of Education Professional at the Event	# of Parents at the Event	# of Students at the Event	Total # of Attendees
October	68	1048	957	2073
November	1278	1278	1278	3834
December	Pending	Pending	Pending	Pending
Total	1346	2326	2235	5907

Clinical Initiatives

DWIHN is currently working with the Wayne County Health Department and the City of Detroit on a potential partnership regarding rapid access to low barrier treatment; specifically, Medications for Opioid Use Disorder (MOUD), and services for justice impacted youth, adults and families. This is currently in the data collection and planning phase.

DWIHN is working with Wayne RESA on a potential plan to expand school-based prevention and treatment services to Pre-K children in stand-alone Pre-K facilities. A meeting was held to discuss the need to provide behavioral health consultation support for children Pre-K and Kindergarten classrooms. DWIHN provided an overview of the School Success Initiative Program and explained the Infant and Early Childhood Consultation Grant as well as an additional resource.

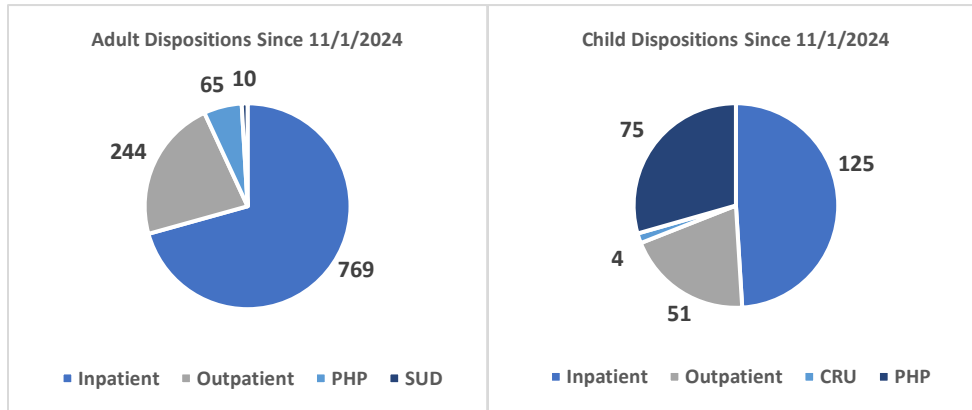
CRISIS SERVICES

Centralized Dispatch of Pre-Admission Reviews

The Crisis Services Department has expanded to include dispatch services for Requests for Service (RFS) to complete Pre-Admission Review (PAR) screenings for adults and children in emergency departments. Previously, the DWIHN Access Center contacted our contracted PAR children's providers to complete child PARs in the community, and for adults, requests went directly to COPE. DWIHN now has established a PAR Dispatch Team to receive these calls and dispatch to our delegated screening entities to complete PARs.

Since November 1, 2024, the PAR Dispatch Department has fielded 2,536 calls. 1,343 of those calls resulted in a request for service (1,088 adult and 255 child requests). Below is the data PAR Dispatch has received since the inception of this team:

Metric	Since November 1, 2024
Calls	2,536
Percentage Answered Within 30 seconds	92%
Average Speed of Answer	27 Seconds
Abandonment rate (5%)	5%
Service Level (80%)	83%



The Crisis Services Department has onboarded and trained 9 full and 6 part-time staff to facilitate the dispatch of PARs for adults and children. The PAR Dispatch Team has received positive feedback from the community thus far and has achieved an 83% service level. Service level, according to state guidelines, is a combination of percentage calls answered (80%), abandonment rate (less than 5%), and percentage of calls answered within 30 seconds.

DIRECT CLINICAL SERVICES

DWIHN Direct Clinical Service Provision: DWIHN Community Care Clinic currently provides in-person and telehealth services on the third floor of the 707 Milwaukee building for both children and adults. Telehealth services began in July of 2024 and in person services began Sept 2024. Services include intake assessment, treatment planning, crisis safety and wellness planning, outpatient therapy, case management, psychiatric evaluation and management. These services are in line with the core set of services required to be delivered by a CCBHC and a CMHSP entity. A second site location, in the Detroit area, has been established on 6 Mile and Greenfield as a co-location clinic within the federally qualified health Center (FQHC), Advantage Health. The site location aligns with the CCBHC model of providing whole-person physical and behavioral health care and the CCBHC requirement of care coordination agreement with an FQHC. This location is near the upcoming 7-mile campus which will be the permanent site location upon completion.

Community Care Clinic Data: To date the DWIHN Community Care Clinic has enrolled 134 members. The demographic data is as follows:

City	Race	Adults	Children
104 Detroit	104 African-American	90 Adults	44 Children
2 Westland	3 Arab American		
1 Dearborn	1 Asian		
3 Dearborn Heights	4 Other		
1 Ecorse	2 Refused to provide		
1 Farmington Hills	20 White		
4 Hamtramck			
2 Harper Woods			
4 Highland Park			
2 Inkster			
1 Lincoln Park			
1 Melvindale			
1 Oak Park			
3 Redford			
3 Taylor			
1 River Rouge			
2 Wayne			

Direct Services Next Steps:

- Increase community outreach, expand promotional materials and media presence to inform the community of DWIHN outpatient clinic services and CCBHC status. This will support the growth of the clinic.
- Continue to build direct services in Detroit and Downriver area to serve both children and adults.
- Enhance electronic medical record to meet contractual quality performance measures, direct service model of practice and CCBHC performance measures.
- Build ACT services for adults with mental illness.
- Apply for Joint Commission accreditation to deliver substance use disorder services.

HUMAN RESOURCES

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

Clinical Specialist - Crisis Services
Crisis Care Shift Supervisor - Contingent
Dispatch Coordinator (Contingent)
Peer Support Specialist - Mobile Crisis 2
Psychiatrist - Part-Time
Recipient Rights Investigator
Registered Nurse - Crisis Services (Contingent)

HR has finalized contract negotiations with AFSCME and has begun contract negotiations with GAA. The DWIHN Open Enrollment period was completed for benefits effective January 1, 2025. The Supervisor Institute is still ongoing. We are currently identifying the next group of supervisors for the training.

Included at the end of the report is a copy of the 4th Quarter EEOC presentation prepared by Human Resources.

INFORMATION TECHNOLOGY

Business Processes/Service Desk

- Autism Risk Matrix
 - Met with DWIHN's Autism leadership to review the Phase 1 of this Risk Matrix.
 - Will provide access to applicable providers later in January/February after receiving any feedback from DWIHN's Autism leadership.
- SUD Risk Matrix
 - Modified SUD RM to include a drill down of drugs at time of admission.
- CCBHC / Outpatient Clinic
 - Working internally with staff and PCE to ensure MHWIN has all the necessary components.
 - Completed staff set up in MHWIN for new location at 6 Mile.
- Medicaid Letters
 - Working with the business unit and PCE to program the new Medicaid letters into MHWIN.
- On-Call Transition
 - Established an on-call system for service desk to take over from system administrators.
- BH-TEDS Errors
 - Worked with internal department and PCE to identify & resolve issue with a number of provider BH-TEDS errors.
- MAPS Integration with MHWIN
 - In the process of coordinating efforts to all for MAPS integrations to assist prescribers when working in MHWIN.
- Plante Moran Financial Audit
 - Provided initial requested information to Plante Moran for review as part of the ongoing financial audit.
- Henry Ford Joint Project
 - Continued data loads for project.
- Provider Network Adequacy Dashboard
 - Added more columns to data export.
- EQI reporting
 - Conducted P1 assessment of data results.

Infrastructure / Security / IT Compliance

- Building Construction
 - Woodward/Milwaukee still pending blueprint and diagram from vendor (Bluestone).
 - Audio/video installation completed at Milwaukee on Floors 3,4,5.
 - Working with facilities on setup of 6-Mile/Greenfield clinic.
- Security
 - Arctic Wolf – SOC system has been setup in initial configuration, Re-defining configuration to reduce system “noise”.
 - ICO audits -- AmeriHealth Audit for IT is now part of their main services audit with DWIHN, Molena has requested additional info that was provided.
 - Continuing work on RBAC (Role Based Access Controls) and incident response playbooks.

- Continuing working with business units on the DWIHN BCP/DR plan, transitioning from information gathering to action planning and process testing.
- Performing internal system audits (Azure, Office365, Exchange) and applying remediations for any findings.
- Onboarding/Offboarding
 - Collaborating with HR to integrate the onboarding/offboarding process into the NeoGov system.
- SQL Server upgrade
 - SQL issues have resulted in the new hardware setup, reevaluation and planning for Nutanix move is underway.
- Genesys Phone System
 - Collaborating with TTEC Consulting to review processes within the Contact Center, identifying optimal opportunities in the Genesys system.

AUTISM SERVICES

Monitoring Autism Benefit Enrollment/Expansion

DWIIHN Autism Services Department oversees autism services for youth and young adults up to 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 2757 members assigned to DWIHN's ABA provider network for December 2024. This was a moderate increase of 54 members added from November to December. In addition, among the three (3) Individual Diagnostic Evaluation Providers, there were a total of 155 referrals, 132 kept appointments, and 19 no show appointments. *(It is noted the data for this month is preliminary and subject to change during next month's report).*

To support the expansion of autism services and ABA Providers, the Request for Qualifications (RFQ) 2023-005 REBID continues until 5/1/2028. Currently the RFQ Evaluation Committee is finalizing the 3rd evaluation for 2023-005 REBID which has the potential to improve capacity of ABA services. As of December 2024, there are 12 ABA Providers who passed the RFQ process. There are currently 22 ABA Providers contracted with DWIHN. *(Note: Successfully passing the RFQ does not automatically guarantee a contract).*

Timeliness Measures for Diagnostic Evaluations

DWIIHN Autism Department requires the diagnostic evaluators complete reports within ten (10) days to ensure timely access to autism services is maintained. Initial percentage of diagnostic evaluation reports completed within timeliness measures indicated delays up to three months or more for baseline data. In the last three months, the diagnostic evaluators submitted reports 88% on time, which exceeded the set goal of 80%.

The Improving Practices Leadership Team (IPLT) approved to extend timeliness measures for initial diagnostic evaluations to be completed within 15 days of the autism evaluation. This will allow clinicians additional time to incorporate complex needs of members and recommendations into autism evaluation reports.

CHILDREN'S INITIATIVES

Annual Report to the Community

On 12/5/24, The Children's Initiative Department hosted the Annual Report to the Community "Shine Brighter Together" as a deliverable for the System of Care Block Grant. This presentation showcased highlights and accomplishments for meeting the needs of children, youth, and families in Wayne County regarding four main goals: 1) Increasing access to services, 2) Improving quality of services, 3) Increasing youth and parent voices, and 4) Improving quality of the workforce. Attendees also received a copy of the System of Care Report to the Community Report which provides a summary of utilization and outcome data for Fiscal Year 2024. The program is also available on the Children's Initiative webpage. Dr. Eddie Connor was the keynote speaker who spoke on the message "Win Within." In addition, six awards were given to recognize those in the community who have been influential in the advancement of children's services. Former Chief Executive Officer Kari Walker from The Guidance Center was also an award recipient as well.

COMMUNICATIONS

The Michigan Chronicle and the Who's Who in Black Detroit awarded Mr. White with the VIBE Award.

Mr. White was selected in the December 9 issue of Crain's Detroit Business as an honoree on the "2024 New Faces in New Places" list, a collection of accomplished professionals who are "helping to make the region stronger as they take the helm in their new roles."

Media Outreach

The Communications department is always looking for ways to work with the media and share stories about resources, events and activities related to DWIHN and its providers. During this month the Communications department garnered multiple media stories including the below examples (Hyperlinks connect to stories and interviews):

Seasonal Affective Disorder

On December 30, the News Herald ran an interview with Dr. Dalia Mammo, Crisis Services Medical Director, as she shared facts and figures around depression during the holidays and how one can seek support through DWIHN.

Crisis Services During the Holidays

Allen Park Today reminded its readers that the DWIHN Mobile Crisis Services were running around the clock even during the holidays. The story can be found on page 19.

Stories of Recovery

On December 22, Ask the Messengers highlighted stories of recovery with various recipients of care from our SUD provider network.

Access Call Center Calls Related to Outreach

Each quarter the Access Call Center asks callers "How Did you Hear About Us?" During the 4th quarter of FY 23-24, the total number of calls managed by the Call Center are below. The figures show a significant increase in awareness due to outreach and advertising.

Category	3rd Qtr.	4th Qtr.
Total Number of Calls	44,567	46,306
Callers who Answered the Question	44,567	44,601
Billboards	26	233
Website/Online/Flyer/Hotline/TV/Radio/internet/ Media/MyDWIHNapp	587	607

Community Outreach

In December, DWIHN staff participated in several impactful outreach initiatives, including World AIDS Day, MDHHS's All Foster Care Winter Event, MiSide/Parent Support Partners Santa Day, and the All Things Housing Forum. The team also participated in the annual Noel Night and hosted a vendor table at the Arc Detroit.

Upcoming Events

- January 21, 2025: Care as a College Student, UDM TRIO, 12:45pm-2pm
- January 29, 2025: Courageous Conversations: Let's Talk Human Trafficking, 5-7pm

Social Media

Social Media Influencer	# of Posts	Engagement/Impressions
The Capital Brand/Randi Rosario	1 Post, 3 Story Posts	Over 210K total views
Kathleen Springer	4 Posts	Over 5k total views

Social Media Performance Report Summary

Social Media Performance (Facebook, Instagram, LinkedIn, X and YouTube)	Current Period (Nov - Dec 2024)	Previous Period (Oct 2024)
Total Audience Growth	20,639	20,236
Engagements	8,059	9,385
Post Click Links	3,276	3,346
Engagement Rate	7.2%	8.7%
Impressions	110,092	107,532

Google Analytics

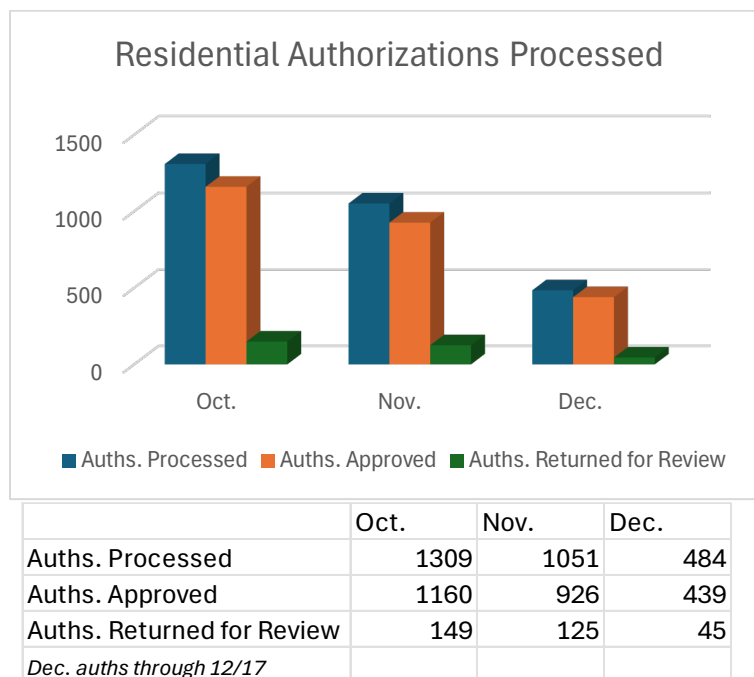
Google Analytics/Business Profile	Current Period (Nov – Dec 2024)	Previous Period (Oct 2024)
Profile Interactions	3,791	2,662
People Viewed Business Profile	8,664	5,192
Searches	3,826	2,666
Website Clicks	2,669	2,035

RESIDENTIAL SERVICES

Residential Service Authorizations

The Residential Department is responsible for reviewing residential authorization requests that identify personal care and community-living support needs. This includes members residing in both licensed and unlicensed residential settings.

Current Status:



Authorization dispositions must be made within 14 days of submission to DWIHN. In October/November 2024, 93.3% of authorization dispositions were provided within 14 days. The Residential Department is sending 30/60/90-day reports to Clinically Responsible Service Providers (CRSP) that indicate when each member's treatment plans will be expiring. This is to help ensure that members have updated treatment plans and authorizations with no gaps in service. In December 2024, The Residential Services Department developed a new process for medical staff to review authorization denials that will expedite determinations to ensure timeliness. DWIHN continues to offer bi-monthly training to CRSP case holders and supervisors on clinical documentation to improve consistency and assist in evaluating medical necessity.

The Residential Services Department has been able to onboard 4 new residential providers since October, which added 18 more residential placements available to the network. There are currently 244 licensed settings and 222 unlicensed settings available for adults with Mental Illness (AMI) and 233 licensed and 240 unlicensed settings for adults with intellectual/development disabilities (I/DD). The Residential Services Department was able to discharge 8 individuals from State Hospital facilities into community settings since October 2024.

SUBSTANCE USE DISORDERS

Recovery Incentive (RI) Pilot Initiative

Stimulant use is increasing in Michigan at an alarming rate. In 2021, 30 percent of overdose deaths showed the presence of cocaine, and 17 percent indicated the presence of other stimulants. Unlike

other substance use disorders (SUD), there are no medications to treat stimulant use disorders. Contingency Management (CM) is the leading evidence-based treatment for stimulant use disorder, and it can also be effective in treating opioid use disorder.

SUD providers offering outpatient, intensive outpatient, and/or partial hospitalization services who are licensed and certified to provide Medicaid services in participating PIHP regions will be eligible to participate in the RI Pilot. This includes Narcotic Treatment Programs (NTPs), Opioid Health Home (OHH) providers, and Certified Community-Based Behavioral Health Clinics (CCBHCs) in participating PIHP regions. Fourteen (14) providers are ready to kick off the CM initiative this month.

This initiative aims to explore innovative solutions and gather valuable insights over a comprehensive two-year period. Participants will engage in a series of activities and assessments designed to track progress and measure outcomes. Throughout the duration of the pilot, regular evaluations will be conducted to ensure objectives are being met and to facilitate any necessary adjustments to enhance overall effectiveness. Participating beneficiaries will receive incentives for negative urine drug tests and engagement in Contingency Management services. They will be able to receive a maximum of \$599 in total incentives per calendar year for successful participation in the treatment protocol.

The primary goals of the RI Pilot are to improve health outcomes for beneficiaries living with either Stimulant Use Disorder and/or Opioid Use Disorder, or both.

These goals include:

- Increasing engagement and retention in treatment
- Reducing the number of emergency department (ED) visits
- Reducing the rate of repeated ED visits
- Reducing adverse health outcomes (e.g., deaths, non-fatal overdoses)