

President and CEO Report to the Board Eric Doeh October 2022

ADVOCACY/LEGISLATIVE EFFORTS

Governor Gretchen Whitmer signed the Appropriations Budget for FY 22/23, which included language where Detroit Wayne Integrated Network (DWIHN) is to be awarded an additional \$15M for our Behavioral Healthcare Campus. The budget language refers to the CMHSP serving a population of at least 1.75 million and works "to increase behavioral health care service and facility capacity"; this is in addition to the \$45M that we were already awarded by MDHHS.

The Substance Abuse and Mental Health Services Administration (SAMHSA) grant was awarded to DWIHN for mobile crisis response services \$4.474M for the term beginning September 30, 2022 and through September 29, 2023.

ENGAGEMENT INITIATIVE

On September 15, 2022 DWIHN hosted nearly 200 Wayne County members during the 2022 "Walk A Mile in My Shoes" rally in Lansing.

DWIHN hosted a series of Voter Education-Registration-Participation rallies over the first two weeks of September 2022. Sites included: 1) Turning Point Clubhouse in Lincoln Parks, 2) A Place of Our Own Clubhouse in Detroit (Mid), 3) The Gathering Place in Redford, 4) STEP-Detroit in Detroit (East), and 5) STEP-Wayne in Westland for members at those sites. The sixth site, for members coming from around the county, was the Considine. A total of 382 members participated across the six sites.

On October 19, 2022, DeMaria Construction will be presenting a \$15,000 donation (during our upcoming full board meeting) in support of DWIHNs Constituents' Voice and Ambassadors programs. Funds were raised from their charity golf outing to help support mental organizations and they selected DWIHN.

DIVERSITY, EQUITY AND INCLUSION

The DEI Administrator has been meeting with the Chief Diversity Officer at WSU in talks of possible collaboration. She also met with MERG-E (Michigan Employee Resource Group for Equity) administrator about ERG's (Employee Resource Groups) and how they can transform inclusivity in organizations, as well as Bridget Hurd, VP & Chief Diversity Officer, Inclusion and Diversity, at Blue Cross Blue Shield. Ms. Hurd has implemented several successful DEI initiatives at BCBS and there are talks of possible collaborative events in the future.

FINANCE

Detroit Wayne Integrated Health Network has executed two Flagstar loan agreements consistent with the approved board actions, totaling \$25.3 million for the Milwaukee and Woodward buildings.

The Chief Financial Officer analyzed current revenue projections and determined that DWIHN was in a financial position to provide a 5% rate increase (opposed to 2.5%) for all fee for service programs with the exception of a specific array of programs/contracts for the fiscal year ended September 30, 2023. This equates to approximately \$30 million.

On September 26, 2022, DWIHN issued the 3rd quarter (April–June) one-time supplemental 5% rate increase totaling \$6.8 million. The 4th quarter (July-September) payment will be disbursed on/about December 19, 2022.

DWIHN will be expanding the financial stability payments to other lines of services that were previously not considered due to the lack of availability in current the year Paycheck Protection Program (PPP) loans and other funding opportunities. Prior to the current year, providers remained fiscally solvent due to the additional funds available. DWIHN anticipates a significant increase in stability payments due to the aforementioned.



CHIEF CLINICAL OFFICER

Integrated Services/Health Home Initiatives: Behavioral Health Home (BHH):

- Current enrollment 262 persons (32% increase)
 - Detroit Wayne is one of 5 PIHPs in the State that participates in the Behavioral Health Home model.

- Behavioral Health Home is comprised of primary care and specialty behavioral health providers, thereby bridging two distinct delivery systems for care integration.
- Utilizes a multi-disciplinary team-based care comprised of behavioral health professionals, primary care providers, nurse care managers, and peer support specialists/community health workers.
- Michigan's BHH utilizes a monthly case rate per beneficiary served
- DWIHN will be accepting new Health Home Providers in fiscal FY22-23.

Opioid Health Home (OHH):

- Current enrollment- 392 (3% increase)
 - Michigan's OHH is comprised of primary care and specialty behavioral health providers, thereby bridging the historically two distinct delivery systems for optimal care integration.
 - Michigan's OHH is predicated on multi-disciplinary team-based care comprised of behavioral health professionals, addiction specialists, primary care providers, nurse care managers, and peer recovery coaches/community health workers.
 - Michigan's OHH utilizes a monthly case rate per beneficiary served
 - Michigan's OHH affords a provider pay-for-performance mechanism whereby additional monies can be attained through improvements in key metrics.

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

- Current enrollment- 3,152
 - A CCBHC site provides a coordinated, integrated, comprehensive services for all individuals diagnosed with a mental illness or substance use disorder. It focuses on increased access to care, 24/7/365 crisis response, and formal coordination with health care.
 - This State demonstration model launched on 10/1/2021 and The Guidance Center is the designated provider for Region 7.

CHIEF MEDICAL OFFICER

Behavioral Health Education:

DWIHN has continued outreach efforts for behavioral health services during the month of September:

- Multiple Back to School tips and videos were released on social media forums: <u>https://www.youtube.com/watch?v=PQNaZ7zE-bo</u>
- September Ask the Doc also addressed Back to School Stress and its management. <u>https://www.dwihn.org/ask-the-doc</u>
- Interview for Detroit Public Television/One Detroit on "Weighing the Effects of Social Media on Teens' Mental Health <u>https://www.youtube.com/watch?v=4OXsdSfFV-E</u>

Crisis Care Center (Milwaukee Ave):

Our Crisis Care Center construction is ongoing. We have toured Crisis Centers across different states and are using that knowledge, along with guidance from our Crisis Consultant RI International, to implement next steps. We have had staffing discussions, drafted staff job descriptions and are working on the step-wise hiring plans for next year. We have looked at the Electronic Medical Records and the templates needed for providing direct Crisis Services. We have also worked on assessing the overall crisis needs of Wayne County and identifying areas of high need based on Crisis Now model and calculator.

Community engagement events have happened and will continue, followed by work on policies and procedures over the next several months. Next steps include expansion of facility-based crisis care and its integration with mobile crisis, dispatch and crisis call lines.

DWIHN received notice of funding award from SAMHSA in the amount of \$4,474,160. This grant will allow us to roll out comprehensive mobile crisis response services.

Med Drop Program:

As part of our Clinical Practice Improvement activities, we identified the success of Med Drop pilot program in terms of reducing inpatient admissions and readmissions. We started the Fiscal Year (10/1/21) with 34 members and ended the Fiscal Year (9/30/22) with 51. We also look at the number of medications drops that were successful and the last seven months indicate an average of 77.2% compliance.

We are in the process of revising some details of how the referrals will be placed to make the process more efficient.

INFORMATION TECHNOLOGY

Business Processes:

- Critical Incident Module
 - In order to become compliant with the State of Michigan's new required information pertaining to Critical Incidents, MHWIN was updated to incorporate the necessary components to be compliant.
- DWIHN Mobile Application
 - DWIHN is in process of developing a Community mobile application. The design phase is now complete and working on the development which is expected to be complete by end of November.
 - DWIHN is in process of developing a *Vitals Member* mobile application. The design phase is now complete and working on the development which is expected to be complete by end of November.

Applications and Data Management:

- Henry Ford Joint Project
 - DWIHN team working on expanding this collaborative to develop insights and member engagement for ADT's when members show up in the Emergency Department

Infrastructure / Security / HIPAA:

- Building Construction
 - New Center One alternate work location for key DWIHN staff in process of setup to be completed in next 60 days.
 - Woodward Working on connectivity and infrastructure specifications for the DWIHN admin building.
 - Developing a Wide Area Network strategy for multiple business being developed and procuring/securing network services.
- Current Projects
 - Security Projects (Proofpoint PSAT, Tenable review, Pentest remediation)

- DWConnect disaster recovery hot site project is scheduled to complete by end of the year.
- Laptop refresh Asset management / Lifecycle review with DELL for product imaging and support underway.
- Security Audit to evaluate the current and upcoming needs from infrastructure standpoint to support DWIHN Care Center and Administration Building.

HUMAN RESOURCES

During the month of September, the Human Resources Department hired six new staff members.

In addition, the Human Resources Department is completing the DWIHN Annual Performance Appraisals, the CEO Performance Appraisal and the Board Self-Assessments. The Human Resources Department has completed the Early Retirement Incentives, with seven employees taking advantage of this incentive.

The Human Resources Department conducted Financial Literacy Training for DWIHN employees, as well as continuing the ongoing supervisor training classes.

Grace Dolphi Wolf accepted the position of Chief Crisis Officer and will be starting with DWIHN on October 25, 2022.

CHILDREN'S INITIATIVES

Youth United was involved in multiple engagements in the month of September including Family Alliance for Change, and Fatherhood Initiative hosted a Health and Wellness Passport Fair, Courageous Conversations "Transforming Bias and Reframing Allyship" with support from Ruth Ellis the Annual Youth Spotlight Award Ceremony held at Burton Manor in Livonia, and a Demystifying Suicide Event on September 24, hosted by The Children's Center at the Pistons Performance Center in Detroit.

Children's Initiatives hosted the Chemistry Workshop with Chemprenuerist on September 25, at the Considine Building in Detroit for youth grades K-12. Youth learned entrepreneurship skills and created self-care products.

A Tri-County Regional Board Meeting was held September 29 with Wayne, Oakland and Macomb Counties that focused on Hawthorn's admission criteria for youth. Meetings were held with Children Providers, MDHHS, and Juvenile Justice Partners to brainstorm ways to address mental health needs for detained youth. Children's Initiatives also distributed information to inform providers of several grant opportunities: Project AWARE, Juvenile Justice Evidenced Based Practices, Infant and Early Childhood Mental Health Consultation Expansion Grant. DWIHN will continue to work with Providers to improve their quarterly compliance.

CLINICAL PRACTICE IMPROVEMENT

Assertive Community Treatment (ACT):

CPI completed the annual ACT fidelity reviews with all eight ACT providers as of July. Of the eight ACT Teams, four of the providers met fidelity (95% score) and will receive the associated incentive. Those providers are: Lincoln Behavioral Services, The Guidance Center, Adult Well Being Services and Community Care Service (Hegira).

Assisted Outpatient Treatment (AOT):

Our Clinician processed 68 AOT orders. Of those, six were not in our system, two were on a current continuing order, and 60 have an assigned provider who were given notice of the order treatment follow-up. The provider is responsible for sending an updated treatment plan to the court and filing a notice of non-compliance when required.

Returning Citizens:

There were two returning citizens in the month of September. A collaborative meeting was held at the request of Team Wellness regarding federal returning citizens becoming linked with services with DWIHN. The Probation Department also participated and discussed ways to decrease barriers for federal returning citizens becoming linked to mental health treatment. Team Wellness currently provides service to 75 federal prisoners. Our Clinician drafted a procedure for eligibility screening and assessment for a new procedure. Team Wellness and the Probation Department are eager to collaborate with DWIHN on a solid procedure for engagement.

Autism Spectrum Disorder Services:

The current number of children enrolled in the benefit for the month of September is 2,430. There were 204 diagnostic referrals in the month of September, compared to 198 in August. DWIHN provided a Service Delivery Expansion Survey to determine capacity of ABA providers in network to immediately accept members waiting for ABA services. Meetings are occurring to review availability and intent of request for expansion.

CRISIS SERVICES

Requests for Service (RFS) for children increased by 70% in September and the diversion rate increased from 66% to 72% as compared to August. The Guidance Center has resumed the ability to complete screenings without coverage from The Children's Center. There was a reported 4% decrease in the number of requests for service for adults in September compared to August, and the diversion rate increased by 14%.

In September 2022, there were 194 contacts made with community hospitals related to movement of members out of the emergency departments, which is a 14% increase in contacts from August. Out of the 194 encounters, 59 were diverted to a lower level of care, an overall diversion rate of 48%. Hospital liaisons received 21 "crisis alert" calls collectively in September and 13 of those members were diverted to lower levels of care (62% diversion rate for crisis alert calls).

INNOVATION AND COMMUNITY ENGAGEMENT

Beyond the Walls Mobile Crisis Response:

DWIHN received a notice of funding award from SAMHSA in the amount of \$4,474,160. This grant will allow us to roll out comprehensive mobile crisis response services.

Mental Health Co-Response Partnership:

Co-responders had a total of 719 encounters, and 142 individuals were connected to a service. The crisis intervention team had 33 suicide calls and 50 overdose calls. Individuals were provided linkages and various resources for assistance with mental health, substance use and homelessness.

Mental Health Jail Navigator Project:

Individuals booked in the Wayne County Jail charged with misdemeanor offenses who are also DWIHN participants are identified within 24-72 hours of booking for participation in the Program. A Mental Health Jail Navigator (MHJN) meets face-to-face with each identified participant within this same time period and screens them for clinical and legal eligibility. The target population is non-violent misdemeanor offenders with mental health and/or substance abuse issues. There were 23 individuals interviewed, 13 were accepted into the program, eight were deemed as inappropriate candidates or were unwilling to participate, and there were two individuals released prior to program enrollment. Individuals are monitored and connected to Team Wellness Center and/or Detroit Rescue Mission Ministries for outpatient and/or substance use in-patient services.

Tri-County Strong:

Through our Tri County Strong partnership, 368 individuals were trained in Implicit Bias in Healthcare.

INTEGRATED HEALTHCARE

We are monitoring HEDIS measures closely and have rolled out individual score cards for CRSP. Follow up after hospitalization is an important measure as it is tied into a member's subsequent progress and risk of recidivism. Our provider scores, and hence DWIHN scores, have seen decline in this HEDIS measure. We also saw a decline in metabolic monitoring for children and adults on antipsychotics. We have seen improvement in some HEDIS measures like Follow-up after hospitalization for alcohol and substance use. During the month of September, the HEDIS scorecard was presented to the CRSP monthly meeting and in individual meetings with four CRSP, FUH data was also shared. IHC created an educational presentation on HEDIS measures and definitions for CRSP medical directors. Will be discussed at CRSP Medical Director meeting on October 13th. This has also been taken to IPLT to revise interventions.

IHC is working on care coordination pilot with 3 plans, two of which have been implemented already and one is in the process. DWIHN staff are working with one of the health plans 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, Hegira and Guidance Center. This started on June 16, 2022. Since June there has been 500,000 inquiries from Health Plan 3, 16,000 of those matched with DWIHN. Currently there are 100 in coordination. DWIHN IT and PCE are developing a data base so that the number of members can be tracked.

QUALITY

DWIHN received the final Performance Measure Validation (PMV) Report form HSAG, in which we met 100% compliance for the second consecutive year, with two (2) recommendations for improvement.

DWIHN continued to meet the standards for PI#1 (Children and Adult), 4b (SUD) and PI#10 (Children). However, for indicator 10 (Recidivism or Readmission within 30 days) for Adults we have noticed an uptick in the Q3 (17.79%) data for Adult which is an <u>increase</u> of 1.48 percentage points from the previous Q2 16.31%. The standard is 15% or less. This remains as an opportunity of ongoing improvement as Quarter 4 preliminary results are noted at (14.61%). We also did not meet the standard for Indicator 4a (Hospital Discharge Follow-up) for Children for which we

received an overall compliance score of 86.44% for Q3 (which is a decrease 7.31 percentage points from the previous Q2 of 93.75). The standard is 95% or higher. We will continue with the efforts to meet the standard and will continue to evaluate the effectiveness of the interventions.

<u>HCBS Transition Tracking Process</u>: DWIHN is working with the Michigan Department of Health and Human Services to implement the required Home and Community Based Services Transition Tracking for the Members of DWIHN who are residing in homes that are not HCBS Compliant. DWIHN through Quality staff, will report to MDHHS on a bi-monthly, the transition planning and process of 56 members identified as being in settings found to be non-compliant with HCBS. These reports are due for all the identified members, on the specified spreadsheets twice a month with the first report due on October 3, 2022 (10/3/2022). These reports are to be submitted for each member until they are replaced and MDHHS acknowledges the replacement. These are expected to be achieved prior to the March 17, 2023.

Residential Services

Home Closures:

There were five homes that were closed in the month of September. All members were successfully relocated. The DWIHN Residential Team continues to track and monitor requests for assistance from providers for residential placement.

The Residential Department continues to see not only an increase in referrals, but an increase in co-morbid, complex cases. The below table outlines the residential referral sources.

CRSP	101
Inpatient Hospitals	84
Assessments in current Specialized Settings	78
Emergency Departments	21
Nursing Homes SNFs	8
Crisis Residential (Oakdale House)	7
SD-to-Specialized Residential Requests	5
Youth Aging Out (DHHS)	4
Out-of-County Requests	1

Total Residential Referrals- September 2022 - 309

Authorization for Service:

There were 791 authorization requests in September, and of those, 86% were approved within the initial 14 days and 14% were returned for more information and subsequently approved. The Residential Team continues to provide monthly authorization refresher trainings for CRSP providers, in addition, DWIHN meets with CRSPs monthly to review system and process updates, identify potential barriers and discuss resolutions.

COVID-19 Update:

There was one reported positive member case and no positive staff cases of COVID-19 or related deaths in September. This is a decrease of 10 members from last month. There was also no

utilization of COVID-19 Transitional Homes in September. Currently, 90.4% of persons living in licensed residential settings have been fully vaccinated, and 1,806 residential members have received a booster vaccination.

SUBSTANCE USE SERVICES

Request for Qualifications (RFO):

DWIHN issued an RFQ on August 11, 2022, for Substance Use Disorder (SUD) treatment services. SUD is requesting responses to this RFQ for the purpose of creating a list of qualified vendors to provide Substance Use Disorder Treatment. The Qualified list will be valid for five years and only approved and qualified providers who meet the qualifications will be placed on the RFQ for services to begin October 1, 2022. All providers must submit a response to the RFQ if they want to participate in SUD Programs. Current providers in good standing are still eligible to continue providing services in FY 23 from the last contract renewal period for the RFP issued in 2020. The initial response was due September 2, 2022, and we have received 15 responses.

September Recovery Month:

Recovery Month is recognized every September to increase public awareness surrounding mental health and SUD treatment and recovery. This year to address the growing crisis of substance misuse and overdose deaths, DWIHN co-sponsored with NCADD the Recovery Walk on Belle Isle on September 10, 2022. The goal was to celebrate recovery and communicate the need for services and supports to provide the help needed to recover and give back to our communities. Participants included individuals in recovery, family members, prevention and treatment professionals.

Naloxone Initiative:

DWIHN's Naloxone program has saved 886 lives since its inception. Again, the saved lives are under reported, especially during this time of COVID pandemic. The logs are coming in slowly from law enforcement and the community. DWIHN only reports those saves that we have documentation to support this initiative. In September 2022, there were three (3) reported Naloxone saves.

COVID-19 Update:

There were 37 members who had had to utilize COVID-19 Recovery housing, which is an increase from last month (August - 32).

UTILIZATION MANAGEMENT

Utilization Management has been working in close partnership with the Residential Team to refer and assess individuals admitted to the hospital who may have housing challenges upon discharge. This is an effort to decrease hospital length of stay and ensure appropriate services are being provided in the least restrictive environment. The UM Department has a hospital discharge planner who works with more complex discharge cases.

Service Utilization Guidelines:

Utilization Management has increased the number of Service Utilization Guidelines available to providers based on medical necessity and clinical best practice. This will result in more timely authorization approval and implementation of services.

State Hospitals:

There were no referrals for state hospital admission this month. There are six total referrals on the wait list as one member was discharged to the community last month. Five referrals are pending for Walter Reuther and one referral is pending for Kalamazoo Psychiatric. All referred members are being treated in a community hospital inpatient setting and are continuously being reviewed for discharge. Diversion efforts via the Direct-to-Community Placement Program, DCPP, also continue as liaison staff coordinate the discharge of referrals received. Discharges through this program have increased as hospital bed availability has decreased. One discharge is pending and there are currently eighteen 18 persons found not guilty by reason of insanity (NGRI) in the community that have been released through this program. Liaison staff continue to provide NGRI training to DWIHN and CMH partners to support provider staff, maintain and meet target deadlines and facilitate skill development.

COMMUNICATIONS

<u>Print/Television:</u>

The Detroit Free Press 9/23/22

Detroiters can get information about utility assistance, home repairs at this event

DWIHN participated in The City of Detroit's Healthy Home Resource Day. The event gave residents an opportunity to get information about programs to help with their utilities, and home repairs. DWIHN had a clinician on site to provide mental health resources and assessments. https://www.freep.com/story/news/local/michigan/detroit/2022/09/23/detroiters-can-learn-about-utility-help-home-repair-program-at-resource-fair/69512655007/

DWIHN was mentioned in multiple stories as a recipient of funding in Governor Whitmer's new state 1.1-billion-dollar spending bill.

The Detroit News 9/28/22

Amid GOP pushback, Michigan Legislature OKs \$1B spending plan targeting biz incentives https://www.detroitnews.com/story/news/politics/2022/09/28/albert-resigns-as-appropriationschair-calls-new-spending-plan-reckless/69524252007/

Crain's 9/29/22

What's in State's new \$1.1 billion spending bill focused on luring businesses

https://www.crainsdetroit.com/politics/whats-michigan-supplemental-spending-bill-going-whitmer

The Arab American News 9/1/22

Recovering: Rabih Darwiche shares his experience as a lesson for his community The Arab American News interviewed Rabih Darwiche, a young man in recovery and he credits DWIHN with helping him get his life back:

https://www.arabamericannews.com/2022/08/30/142580/

SUD Media Messaging Campaign:

WDIV-TV 4

In September, DWIHN had a message airing on WDIV which focused on addiction and the help and resources available through DWIHN.

https://www.youtube.com/watch?v=B3DRazxZ3zI\



The Ask the Messengers TV crew was at the Recovery Walk on Belle Isle and did an interview with me and SUD Director Judy Davis which aired at multiple times throughout the month. https://youtu.be/uF4_06nWGB0

DWIHN continues its SUD messaging with various local media and on social media platforms including: Ask the Messengers, Comcast, Cumulus Radio, Fox 2 News, Global Media Television (formerly Middle Eastern TV), Mind Matters with Dr. Michele Leno, Scripps Media, WDIV-TV 4, Facebook, Instagram, Linked In, Twitter, TikTok. Steaming platforms include Pandora and Spotify.

Ask the Doc - DWIHN's Chief Medical Officer Dr. Shama Faheem continues to educate the public with her bi-monthly newsletter and digital content. In September, she shared back to school messaging for parents and students that was posted on DWIHN's social media platforms. The Back to School Tips will continue throughout October.



Community Outreach:

9/10 DWIHN participated in the Michigan Celebrate Recovery Walk and Rally held at Belle Isle. *9/13* DWIHN participated in the Federal Job and Resource Fair in Detroit.

9/15 DWIHN participated in the Walk A Mile in My Shoes Rally at the State Capitol Building in Lansing.



9/21 Youth United hosted Youth Move Meeting in Detroit.

9/21-9/22 DWIHN participated in the Wayne County Veteran Navigator's 2022 Stand Down event at Macomb Community College.

9/22 DWIHN participated in The Detroit Police Department's Town Hall against gun violence in Detroit. DWIHN President and CEO, Eric Doeh was a panelist for the event.

9/24 DWIHN sponsored and participated in the NAMI walk in Detroit, prior the walk DWIHN hosted Donuts with Doeh.

9/24 DWIHN participated in Autism Community Day in Livonia.

9/25 DWIHN hosted a CHEMpreneurIST Workshop for students' grades K -12 in Detroit.9/27 DWIHN participated in the City of Detroit Board of Review's Healthy Home Resource Day.



DPD Town Hall against Gun Violence





CHEMpreneurIST Workshop



NAMI Walk

<u>Social Media:</u> Top P<u>erforming Posts</u>



Top posts include information on 988 which saw **11,265** impressions, the Veteran Navigator event had **5,412** impressions and the NAMI Walk garnered **2,469** impressions. Impressions are different than reach because it doesn't count people who click or engage with your content, just those who are exposed to it. If your ad was displayed 500 times on social media, your impressions would be 500. On all social media accounts, impressions, and engagements grew in September.

DWIHN & Staff Recognition:

Trent Sanford was recognized by CORP Magazine as one of *Michigan's Most Valuable Professionals in 2022.* Sanford is a seasoned behavioral health professional, who has worked at DWIHN since 2014.



DWIHN HR Director Jody Connally was chosen as one of American Society of Employers' HR Executives of the Year.



DWIHN was recognized with Corp Magazine's Diversity Business Leader award and was honored at their Awards event on October 13, 2022.

