



Mission: To promote hope, recovery, resilience and advance health equity in Washtenaw County by providing, high quality, integrated behavioral health services to adults and youth with intellectual/development disabilities, mental health and/or substance use needs.

**WASHTENAW COUNTY COMMUNITY MENTAL HEALTH (WCCMH)
QUALITY-FINANCE COMMITTEE MEETING**

AGENDA

*****In-Person at the Learning Resource Center-Michigan
Room**

4135 Washtenaw Ave, Ann Arbor

OR

You may attend virtually at

<https://zoom.us/j/94167268721>

December 11, 2023

2:00-3:30 pm

- I. Roll Call (1 minute)
- II. Introductions (1 minute)
- III. Audience Participation (see guidelines below) (5 minutes)
- IV. Budget-Finance Committee Meeting Minutes (3 minutes) **ACTION**
 - Quality-Finance Committee Meeting Minutes and Actions from 10/16/23 (Attachment #1)
- V. Financial Status Report (10 minutes)
 - Financial Status Report (Attachment #2) **N. Phelps ACTION**
- VI. Contracts and Leases (5 minutes)
 - Contracts and Leases (Attachment #3) **M. Taylor ACTION**
- VII. Executive Director Authorizations (5 minutes)
 - None
- VIII. Regional Finance Update (5 minutes)
- IX. Old Business (5 minutes)
 - None
- X. New Business (45 minutes)
 - Suicide Prevention Project (Attachment #4) – **E. Montgomery, K. Hoener**
 - 3rd Quarter Dashboard (Attachment #5) – **L. Higle, T. Florence**
 - Skill Building Network Update – **H. Linky, T. Cortes**
- XI. Items for Future Discussions (5 minutes)
 - Accounts Receivable

Audience Participation Guidelines:

- Three (3) minutes are allowed per speaker
- Speakers are asked to bring a copy of their concerns/comments in writing
- Resolutions on issues will be brought to the appropriate committee as necessary



Mission: To promote hope, recovery, resilience and advance health equity in Washtenaw County by providing, high quality, integrated behavioral health services to adults and youth with intellectual/development disabilities, mental health and/or substance use needs.

- Cost Per Case Comparisons

XII. Adjournment of Public Meeting (Next Quality-Finance Committee Meeting: February 12, 2023)

VIRTUAL MEETING LINK IS:

Join from a PC, Mac, iPad, iPhone or Android device:
Please click this URL to join. <https://zoom.us/j/94167268721>

Or One tap mobile:
+19292056099, 94167268721# US (New York)
+12678310333, 94167268721# US (Philadelphia)

Or join by phone:
Dial (for higher quality, dial a number based on your current location):
US: +1 929 205 6099 or +1 267 831 0333 or +1 312 626 6799
or +1 646 518 9805

Webinar ID: 941 6726 8721

International numbers available: <https://zoom.us/u/arYMoA5of>

Audience Participation Guidelines:

- Three (3) minutes are allowed per speaker
- Speakers are asked to bring a copy of their concerns/comments in writing
- Resolutions on issues will be brought to the appropriate committee as necessary

WASHTENAW COUNTY COMMUNITY MENTAL HEALTH AGENCY (WCCMH)
WCCMH QUALITY-FINANCE COMMITTEE MEETING MINUTES
DRAFT

October 16, 2023

Learning Resource Center-Michigan Room (in person)

<https://zoom.us/j/97290225072> (virtual)

2:00-3:30 pm

ROLL CALL: S. Antonow attending virtually
B. Higman attending in person
N. Graebner-Sundling attending in person
M. Udow-Phillips attending virtually (no vote)

MEMBERS ABSENT: A Dusbiber, H. Heaviland

STAFF PRESENT: R. Avedisian, M. Harding, T. Cortes, B. Hagaman, N. Phelps, S. Ray, M. Taylor, C. Walsh;
M. Tasker, K. Snay, L. Hagle, S. Amos O'Neal, K. Diebboll

OTHERS PRESENT: K. Walker; L. Lutomski, M. Creekmore, T. Gavalier

N. Graebner-Sundling called the meeting to order at 2:05 pm.

NO QUORUM

- I. Introductions
 - None
- II. Audience Participation
 - None
- III. Committee Response to Audience Participation
 - None
- IV. Quality-Finance Committee Meeting Minutes and Actions from 8/14/23 (Attachment #1)
 - Quality-Finance Committee Meeting Minutes and Actions of 8/14/23 moved to 11/17/23 full board agenda for approval
- V. Financial Status Report
 - N. Phelps presented the Financial Status Report for the period ending August 31, 2023 (Attachment #2) moved to 11/17/23 full board agenda for approval
- VI. Contracts and Leases
 - M. Taylor presented the Contracts and Leases to the Committee (Attachment #3)
 - Oconomowoc Developmental Training Center of Wisconsin, LLC moved to 11/17/23 full board agenda for approval
- VII. Executive Director Authorizations
 - None
- VIII. Regional Finance Update
 - T. Cortes provided an update to the Committee

- IX. Old Business
 - None
- X. New Business
 - Semi-Annual Recipient Rights Report (Attachment #4)
 - K. Snay provided an update on the Semi-Annual Recipient Rights Report to the Committee moved to 11/17/23 full board agenda for approval
 - Board Education – Health and Wellness (Attachment #5)
 - o B. Hagaman and C. Walsh provided the Health and Wellness Board Education to the Committee.
- XI. Items for Future Discussions
 - Accounts Receivable
 - Cost Per Case Comparisons

MOTION BY N. GRAEBNER-SUNDLING, SUPPORTED BY B. HIGMAN, TO ADJOURN THE WCCMH QUALITY-FINANCE COMMITTEE MEETING.

- XII. Meeting adjourned at 2:43 pm.

**Washtenaw County Community Mental Health
Budget to Actuals
For One Month Ending October 31, 2023**

Current Fiscal Year					
	FY 2024 Approved Budget	FY 2024 Approved Budget YTD	FY 2024 YTD Actuals	YTD Actuals Over/(Under) YTD Budget	% O(U)
<u>Operating Revenue</u>					
PIHP Revenue					
Medicaid Capitation:					
Medicaid (b) & 1115i	\$ 49,619,192	\$ 4,134,933	\$ 4,134,933	\$ 0	0.00%
HSW	30,015,227	2,501,269	2,588,801	87,532	3.50%
Children & SED Waivers	1,335,478	111,290	99,711	(11,579)	-10.40%
Healthy Michigan Capitation	6,155,256	512,938	512,938	-	0.00%
Autism Capitation	7,423,397	618,616	618,616	(0)	0.00%
CCBHC Medicaid/HMP	8,500,000	708,333	708,333	(0)	0.00%
CCBHC Supplementary	8,500,000	708,333	590,422	(117,911)	-16.65%
Behavioral Health Home	390,000	32,500	67,047	34,547	0.00%
TOTAL PIHP Revenue	\$ 111,938,550	\$ 9,328,213	\$ 9,320,801	\$ (7,411)	-0.08%
MDHHS Revenue					
State General Funds	\$ 4,597,669	\$ 383,139	\$ 383,139	\$ (0)	0.00%
Grants & Earned Contracts	3,100,646	258,387	135,401	(122,986)	-47.60%
All Other Revenue					
County Appropriation	\$ 1,751,761	\$ 145,980	\$ 381,070	\$ 235,090	161.04%
Project Revenue	893,227	74,436	373,609	299,173	401.92%
All Other	1,917,652	159,804	159,804	(0)	0.00%
TOTAL Operating Revenue	\$ 124,199,505	\$ 10,349,959	\$ 10,753,824	\$ 403,865	3.90%
<u>Operating Expenses</u>					
Administrative Expenses					
General Administration	\$ 8,329,146	\$ 694,096	\$ 645,115	\$ (48,981)	-7.06%
Program Administration	4,373,800	364,483	294,122	(70,361)	-19.30%
Residential Services					
Community Living Supports	\$ 29,800,000	\$ 2,483,333	\$ 2,025,496	\$ (457,837)	-18.44%
Licensed Residential	18,000,000	1,500,000	1,441,874	(58,126)	-3.88%
Outpatient Services					
Autism Services	\$ 11,400,000	\$ 950,000	\$ 867,186	\$ (82,814)	-8.72%
Case Management	6,038,299	503,192	450,345	(52,847)	-10.50%
Supports Coordination	3,405,893	283,824	257,046	(26,778)	-9.43%
Skill Building	4,594,775	382,898	373,611	(9,287)	-2.43%
Supported Employment	1,812,327	151,027	144,494	(6,533)	-4.33%
Psychiatry	4,678,306	389,859	278,109	(111,750)	-28.66%
Nursing Services	2,774,013	231,168	205,035	(26,133)	-11.30%
Therapy Services	2,896,063	241,339	203,806	(37,533)	-15.55%
All Other	12,204,965	1,017,080	864,365	(152,715)	-15.02%
Other Expenses					
Community Inpatient	\$ 9,700,000	\$ 808,333	\$ 311,870	\$ (496,463)	-61.42%
Local Matches & Shelter	1,091,272	90,939	85,716	(5,223)	-5.74%
Grants & Earned Contracts	3,100,646	258,387	135,401	(122,986)	-47.60%
TOTAL Operating Expenses	\$ 124,199,505	\$ 10,349,959	\$ 8,583,591	\$ (1,766,368)	-17.07%
Revenue Over/(Under) Expenses	-	-	2,170,233	2,170,233	

Washtenaw County Community Mental Health
Budget to Actuals
For One Month Ending October 31, 2023

Prior Year Comparison				
	FY 2024 YTD Actuals	FY 2023 Prior YTD Actuals	YTD Actuals Over/(Under) Prior YTD Actuals	% O(U)
<u>Operating Revenue</u>				
PIHP Revenue				
Medicaid Capitation:				
Medicaid (b) & 1115i	\$ 4,134,933	\$ 4,826,845	\$ (691,912)	-14.33%
HSW	2,588,801	2,238,219	350,582	15.66%
Children & SED Waivers	99,711	85,965	13,746	15.99%
Healthy Michigan Capitation	512,938	576,114	(63,176)	-10.97%
Autism Capitation	618,616	539,616	79,000	14.64%
CCBHC Medicaid/HMP	708,333	-	708,333	0.00%
CCBHC Supplementary	590,422	752,290	(161,868)	0.00%
Behavioral Health Home	67,047	1,872	65,175	0.00%
TOTAL PIHP Revenue	\$ 9,320,801	\$ 9,020,921	\$ 299,880	3.32%
MDHHS Revenue				
State General Funds	\$ 383,139	\$ 383,139	\$ -	0.00%
Grants & Earned Contracts	135,401	117,639	17,762	15.10%
All Other Revenue				
County Appropriation	\$ 381,070	\$ 46,574	\$ 334,496	718.20%
Project Revenue	373,609	55,328	318,281	575.26%
All Other	159,804	252,391	(92,587)	-36.68%
TOTAL Operating Revenue	\$ 10,753,824	\$ 9,875,992	\$ 877,832	8.89%
<u>Operating Expenses</u>				
Administrative Expenses				
General Administration	\$ 645,115	\$ 541,743	\$ 103,372	19.08%
Program Administration	294,122	267,424	26,698	9.98%
Residential Services				
Community Living Supports	\$ 2,025,496	\$ 2,029,730	\$ (4,234)	-0.21%
Licensed Residential	1,441,874	1,348,498	93,376	6.92%
Outpatient Services				
Autism Services	\$ 867,186	\$ 648,805	\$ 218,381	33.66%
Case Management	450,345	379,199	71,146	18.76%
Supports Coordination	257,046	196,483	60,563	30.82%
Skill Building	373,611	301,777	71,834	23.80%
Supported Employment	144,494	133,596	10,898	8.16%
Psychiatry	278,109	307,208	(29,099)	-9.47%
Nursing Services	205,035	174,278	30,757	17.65%
Therapy Services	203,806	183,545	20,261	11.04%
All Other	864,365	825,214	39,151	4.74%
Other Expenses				
Community Inpatient	\$ 311,870	\$ 783,838	\$ (471,968)	-60.21%
Local Matches & Shelter	85,716	127,459	(41,743)	-32.75%
Grants & Earned Contracts	135,401	117,053	18,348	15.67%
TOTAL Operating Expenses	\$ 8,583,591	\$ 8,365,850	\$ 217,741	2.60%
Revenue Over/(Under) Expenses	2,170,233	1,510,142	660,091	

REQUEST: To approve recommendations to the board for the following contract(s) and lease(s):

BACKGROUND:

1. VelloHealth, Inc.: will provide an app/web application to allow us to collect data on potential clients and CMH clients for outreach efforts and the ACT team.

Service Contracts

Contractor	Funding	Estimated Budget	Contract Term	Service Description
1. VelloHealth, Inc.	Medicaid	\$58,000	October 1, 2023- September 30, 2024	Outreach/ACT App/Web Application

SUICIDE PREVENTION PROJECT



Katie Hoener & Ebony Montgomery



OUTLINE

NIH Study

Recruitment

Step One – Stakeholder Involvement

Step Two – Intervention/Treatment Testing

Add on: Dissemination

Step 3: Intervention/Treatment Large Scale Testing

SUICIDE PREVENTION PROJECT

A Cognitive Behavioral Approach to Suicide Prevention Among Adults with Psychosis

- Partnership with University of Michigan, WCCMH and National Institute of Health
- Cognitive Behavioral Suicide Prevention for Psychosis (CBSPP) developed in UK
- This intervention aims to modify for a CMH environment





RECRUITMENT



Staff, Peers, Clients

Recruitment

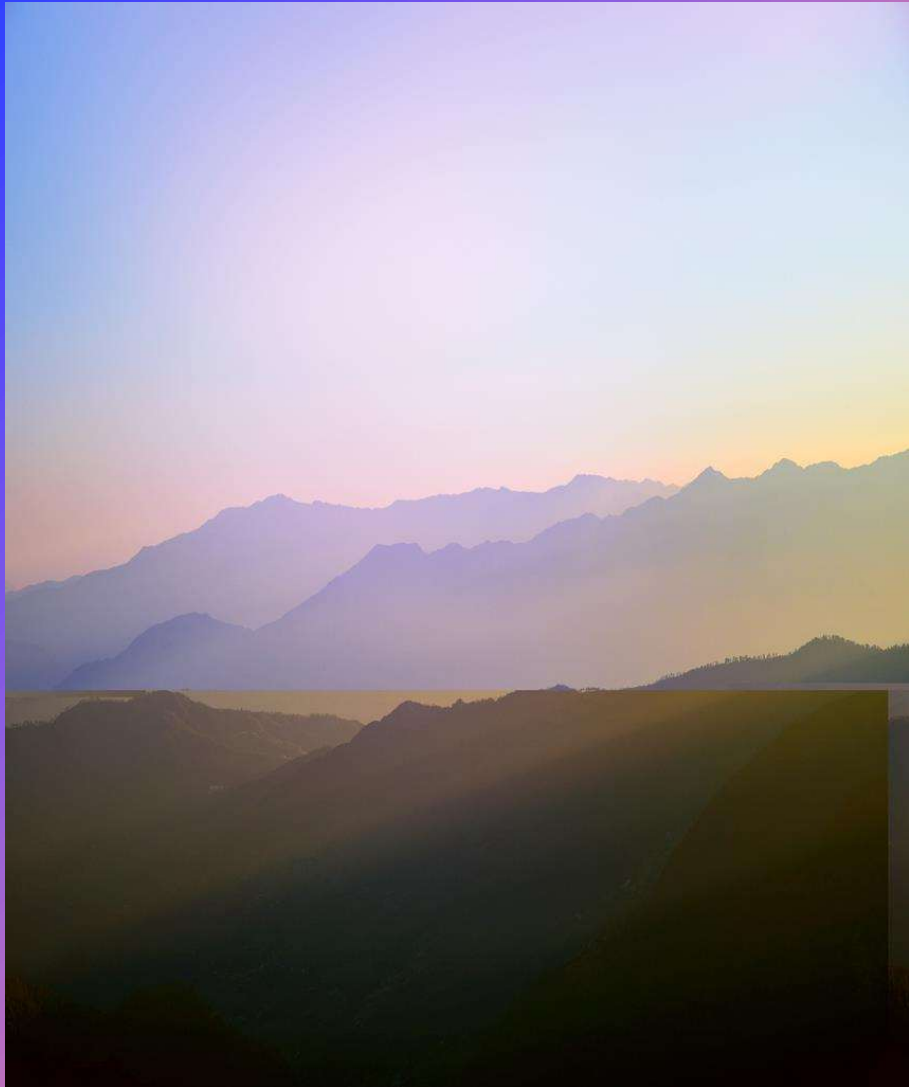
- Providers (Staff) and Peers
 - Masters level staff were recruited to be trained in the 10 week intervention
 - Participated in training (68 hours of training)
 - Also participate ongoing in surveys
 - Peers trained in recruitment of clients (understanding of the treatment, and qualifications)
- Clients:
 - A documented psychotic disorder
 - A recent positive screen for suicidality
 - Not at imminent risk of harm

STAKEHOLDER INVOLVEMENT

- Staff/Providers – 2.5 hours – 1.5 hour video and 1 hour interview
- Clients at CMH: same format – clients received \$45 incentive upon completion of all steps.
- *"I cannot think of anything you should change [about the treatment] because when I thought nothing was going to happen to me, this study came by and you gave me a chance to talk about it. You gave me a chance to vent, even when I didn't want to. I pushed through it. You gave me a chance and it really helped."* Client feedback
- *"If the training is anything like the video I watched prior to the interview, it'll be phenomenal. I mean [the video] exceeded my expectations. It was just so well explained, so thorough, structured and intensive."* Peer feedback

Changes based on feedback

- Treatment Manual (content)
 - Shorten treatment from 24 sessions to 10
 - Add safety planning
 - Add focus on self-esteem
 - Add focus on social support
 - Enhance client engagement
- Treatment delivery (process)
 - Improve provider training
 - Improve provider support through supervision
 - Add flexibility through individual tailoring



STEP TWO:

Intervention/Treatment Testing

INTERVENTION/TREATMENT TESTING



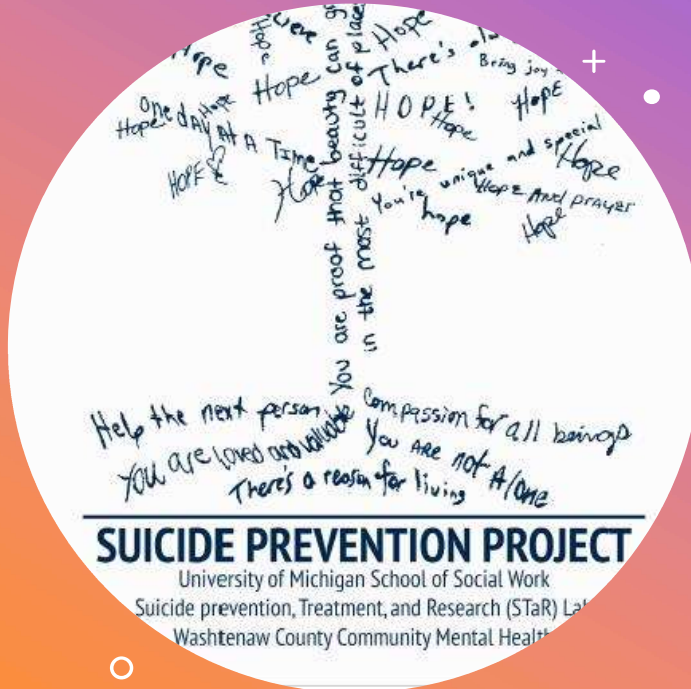
SUICIDE PREVENTION PROJECT

- Initial Testing Completed with 10 clients.
- Also interviews conducted with providers
- Initial findings showed:
 - Reduction in feelings of hopelessness
 - Reduction in feelings of suicidality
- Also provided additional information for modifications prior to larger scale testing



Dissemination

Bonus Fun



DISSEMINATION

Though have submitted phases of research to academic circles, wanted to take information to the public.

Dissemination

Ypsi Library



CMH lobby-Annex



CMH lobby - Towner



AFSP walk

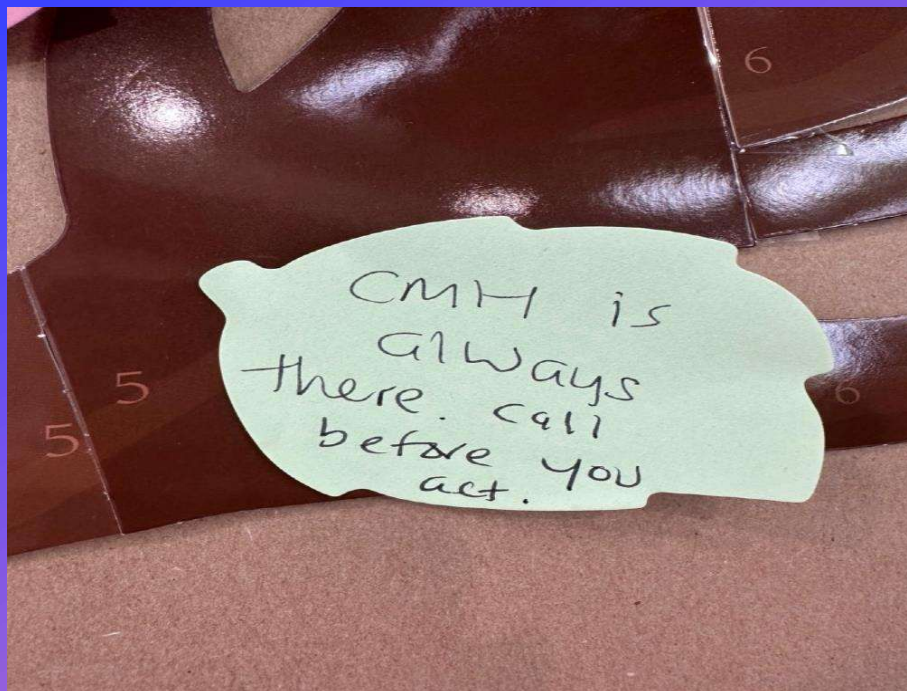
Each dissemination location was an opportunity to share study information as well as suicide prevention materials.

Additionally gathering messages of hope!



Step 3: Intervention/Treatment Large Scale Testing

- Now scaling to phase of testing with 60 clients.
- Rolling recruitment/engagement of clients.
 - Takes participation at all levels of the organization
- Continues to be randomized.



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SUICIDE PREVENTION PROJECT

THANK YOU!

Program and Quality Board Committee
Dashboard Data FY 2023 3rd Qtr (Apr - June 2023)

3rd quarter Human Resources

Turnover Rate:

1st Qtr –

Turnover - 4.1%- 15 terminations (both involuntary and voluntary) divided by 362 active positions.

2nd Qtr –

Turnover - 2.4% - 9 terminations (both involuntary and voluntary) divided by 362 active positions.

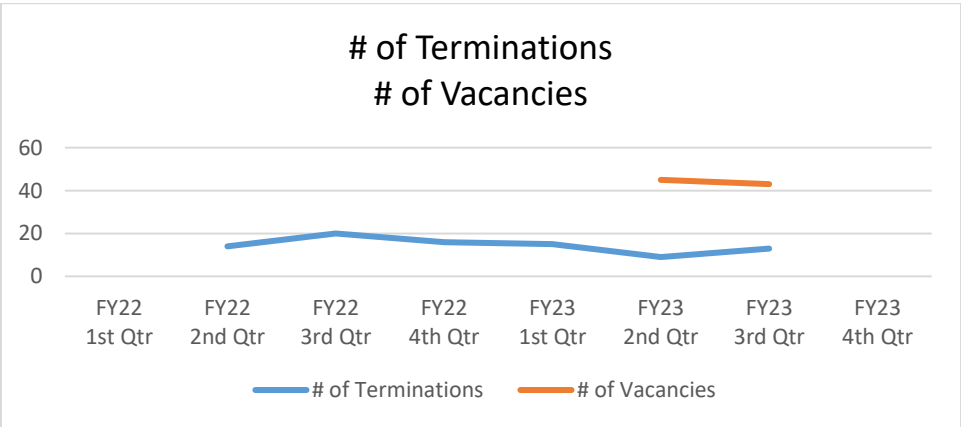
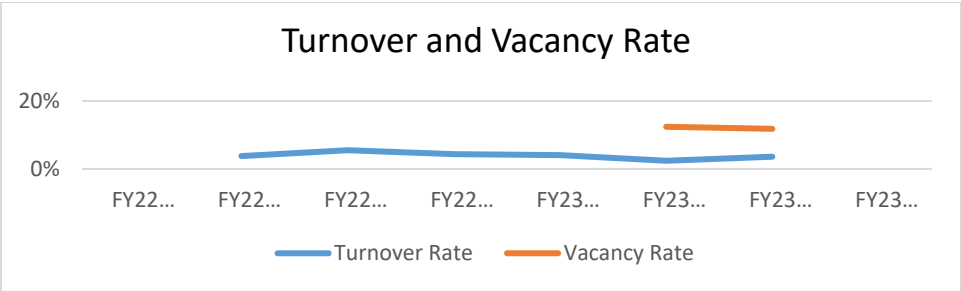
3rd Qtr –

Turnover - 3.58% - 13 terminations (both voluntary and involuntary) divided by 363 active positions.

Vacancy Rate – measuring and reporting began FY 23 2nd Quarter

2023 2nd quarter: 12.43%. We had 362 active positions with 45 vacancies.

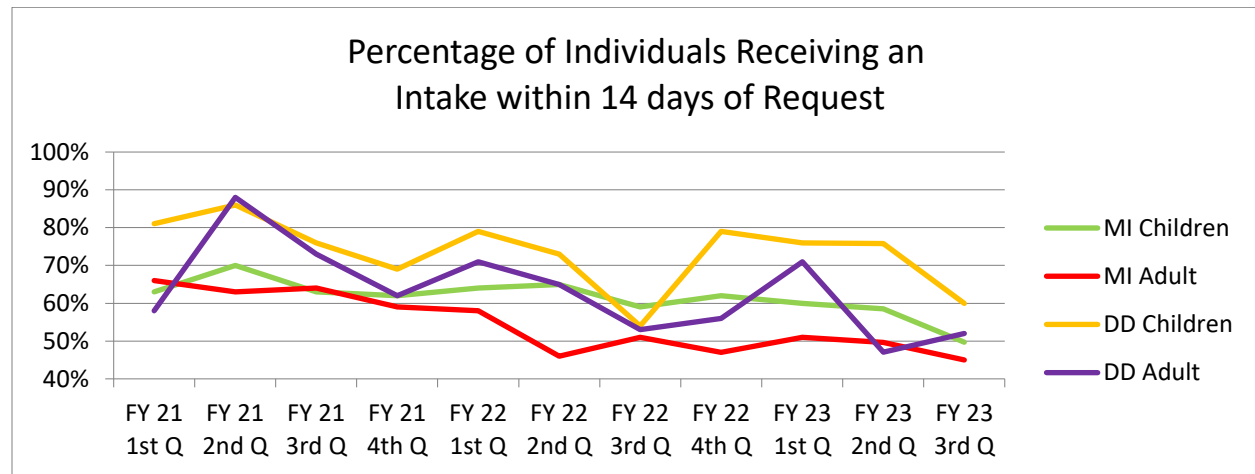
2023 3rd quarter: 13.22%. We had 363 active positions with 48 vacancies.



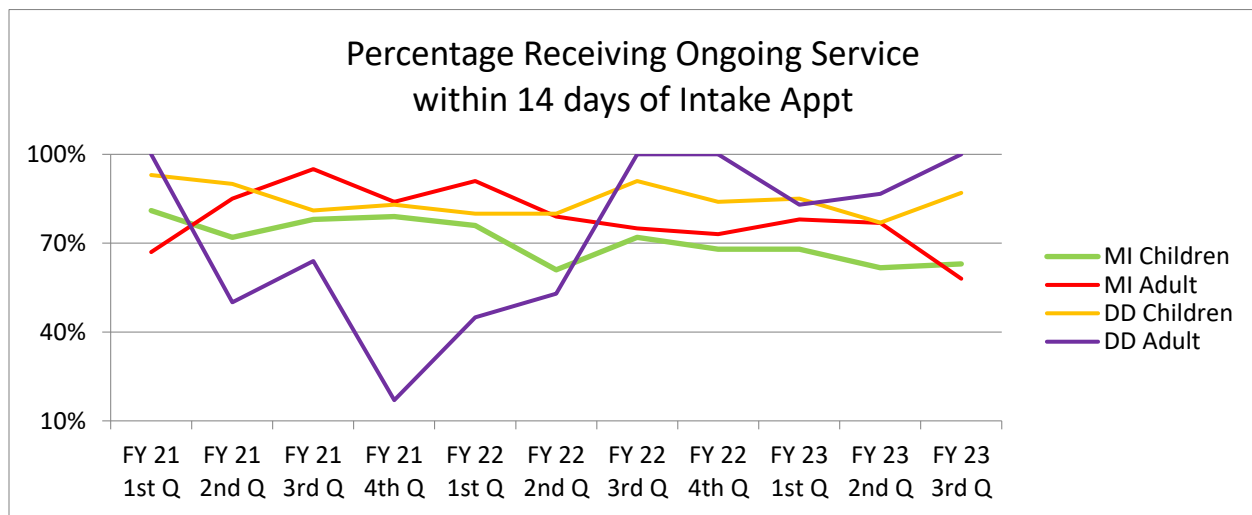
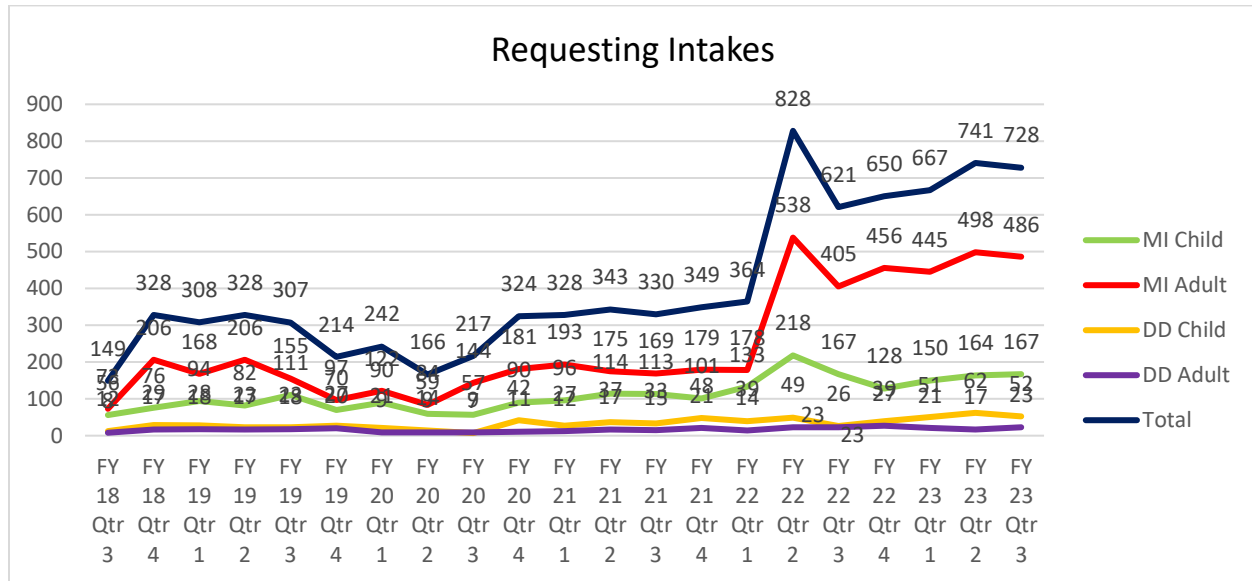
Michigan Department of Health and Human Services (MDHHS) Performance Indicators:

As of April 1, 2020, MDHHS changed the operational definitions for calculating Indicators #2 (14 days to Intake) and #3 (14 days to Ongoing Service) and removed the 95% historical expected goal.

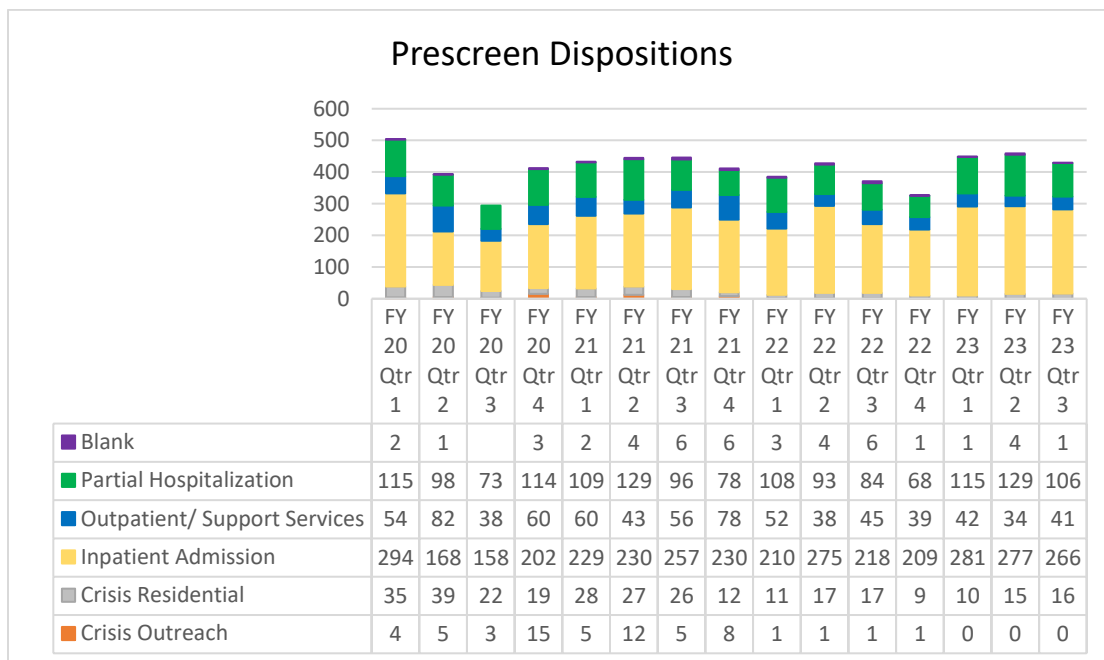
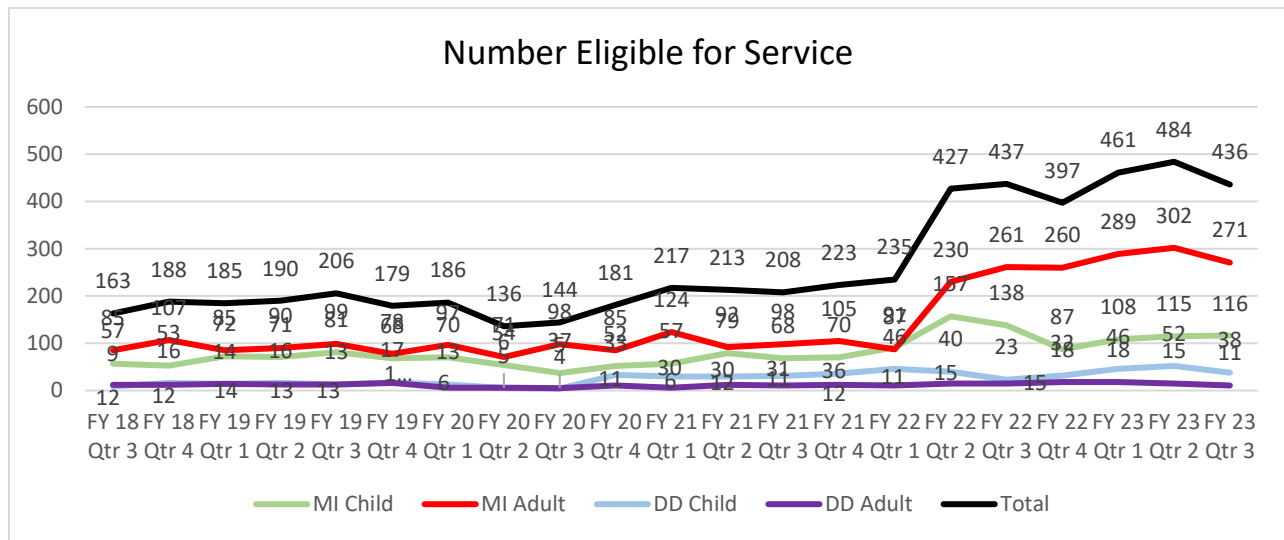
The major change in the operational definition does not allow accounting for consumer choice and for counting every request of service. Consumer choice is indicated by requesting an appointment outside of the 14-day window, rescheduling, canceling or not attending an appointment. If an individual requests a service, is found eligible but declines our services or even passes away, this is still considered “out of compliance”.

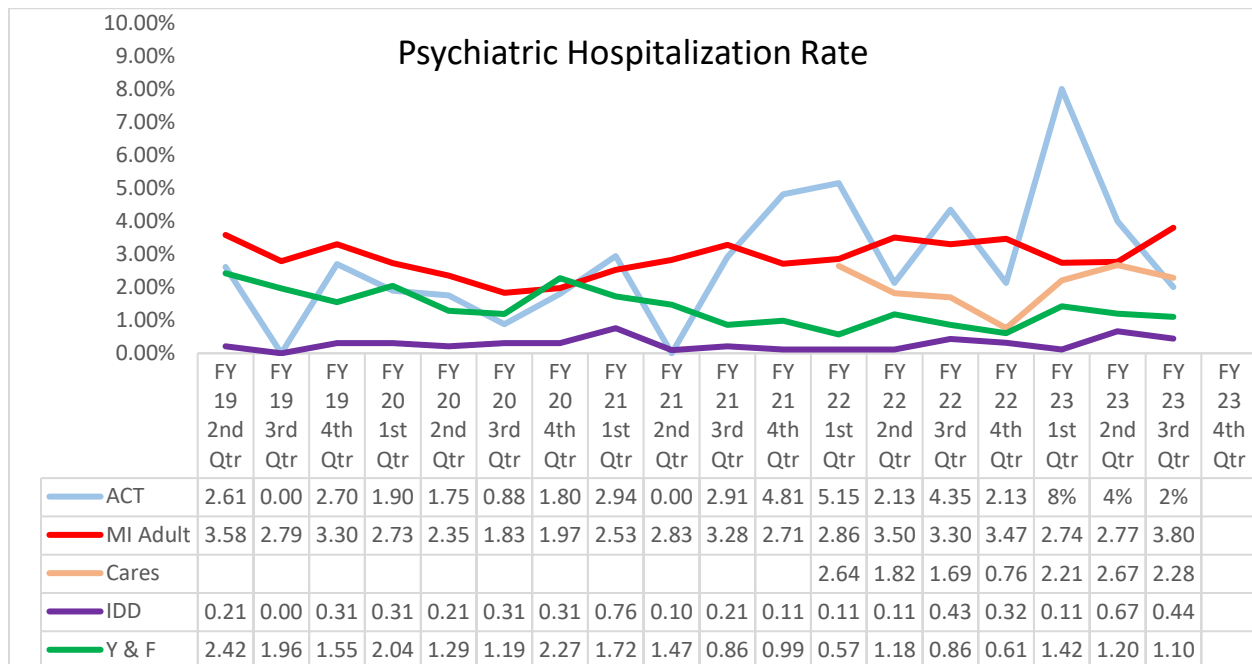
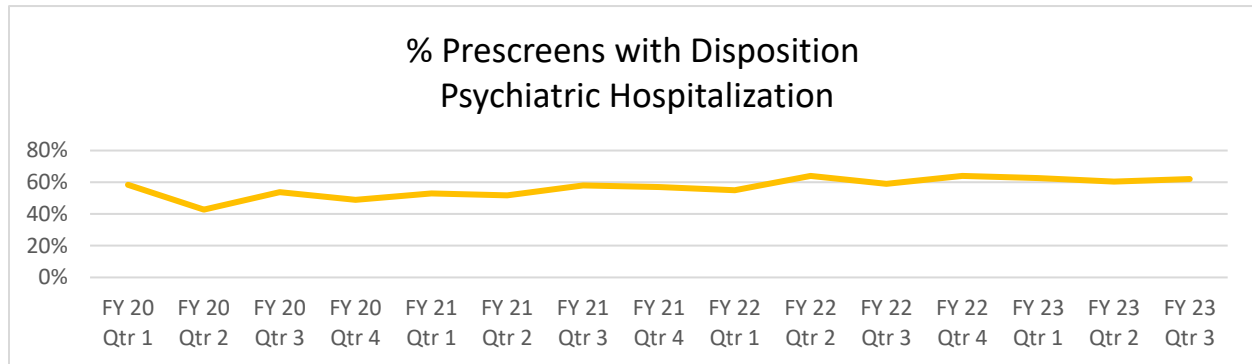


FY 23 3rd Qtr Intake Appt within 14 days Detail						
Population	Total # of new persons requesting service	Number receiving appt. within 14 days of request	State defined as Out of Compliance	Consumer Preference (No Show, cancelled or Requested >14 days)- was formerly removed from the denominator	Percent Compliant by new State definition	Percent Compliant in previous definition
MI Child	167	83	84	82	50%	98%
MI Adult	486	221	265	260	45%	98%
DD Child	52	31	21	20	60%	97%
DD Adult	23	12	11	10	52%	92%

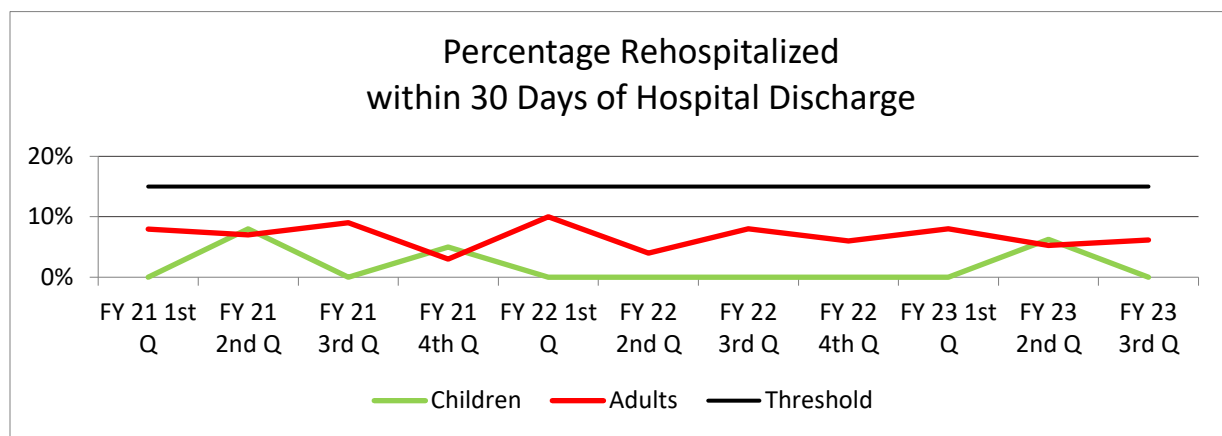
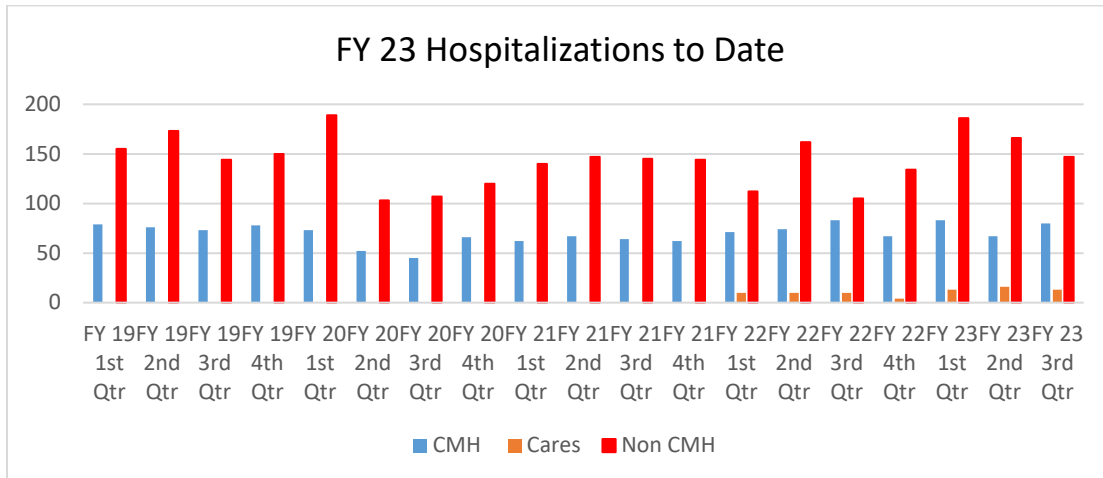


FY 23 3rd Qtr Detail Ongoing Service						
Population	# of New Persons Eligible for Service	# of New Persons who started a new service within 14 days of eligibility	State Defined as Out of Compliance	Consumer Preference (No Show, cancelled or Requested >14 days)- used to be removed from the denominator	Percent Compliant under new definition	Percent Compliant under previous definition
MI Child	116	73	43	39	63%	95%
MI Adult	271	157	114	75	58%	80%
DD Child	38	33	5	5	87%	100%
DD Adult	11	11	0	0	100%	100%

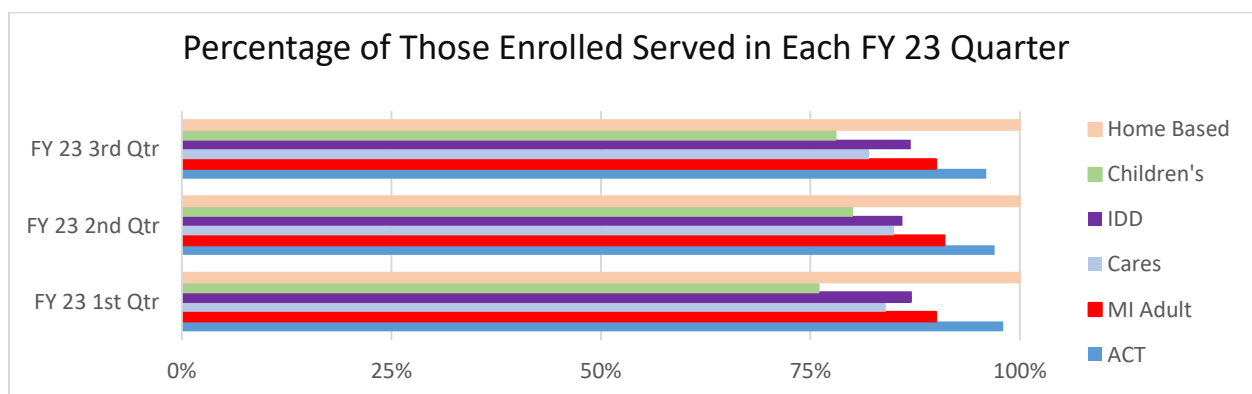




FY 23 3rd Qtr Detail Hospitalizations			
Program	Number Served	Number Hospitalized (Multiple Admits)	% Consumers Hospitalized
ACT	98	2 (0)	2%
MI Adult	1606	61 (8)	3.8%
Cares	569	13 (0)	2.28%
IDD	906	4 (0)	0.44%
Y & F	909	10 (1)	1.10%
Y & F Home Based	22	1 (0)	4.55%



FY 23 3rd Qtr Detail Readmit within 30 days of Discharge			
Population	# Discharged and Core Team Assignment	# Readmitted within 30 days of Discharge	% Readmit
Child	16	0	0%
Adult	130	8	6%



Critical Event Data Reported Thru Qtr 3 FY 2023

Critical Events are population and category driven with definitions mandated by MDHHS. Besides reporting deaths, events are typically reflective of ER treatment or hospital admissions due to injury or medication error and involve Waiver or Residential clients. Arrests are only reported when the individual is either a recipient of a Waiver or is in a Specialized AFC setting.

<u>Time period</u>	<u>Team at Event</u>	<u>Type</u>	<u>Total</u>
Qtr 1	ACT	Hospitalization	1
	Cares	Non Suicide Death	1
	Children's Services	Non Suicide Death	1
	IDD	Arrest	1
		Non Suicide Death	8
	MI Adult	Non Suicide Death	7
		Suicide	1
Qtr 1 Total			20
Qtr 2	ACT	Non Suicide Death	1
	IDD	Suicide	1
		Non Suicide Death	8
	MI Adult	Arrest	1
		Suicide	2
		Non Suicide Death	4
		Hospitalization due to Injury	1
Qtr 2 Total			18
Qtr 3	ACT	Non Suicide Death	2
	IDD	Non Suicide Death	2
		Arrest	1
	MI Adult	Non Suicide Death	9
		Arrest	3
		Hospitalization	1
Qtr 3 Total			18

Mortality Data Thru Qtr 3 FY 2023

Cause of Death	Number of Deaths FY 18	Number of Deaths FY 19	Number of Deaths FY 20	Number of Deaths FY 21	Number of Deaths FY 22	Number of Deaths FY 23
Aspiration Pneumonia				2	3	2
Cancer	8	9	7	10	3	6
Cardiovascular	13	14	14	6	12	7
Dehydration	1					
Diabetes				1		
Drug Abuse	12	6	8	2	6	6
Endocrine System (Diabetes)						
Environmental Hypothermia		1				
Fluid Electrolyte Disturbance						1
Gastrointestinal			3	1		2
Hip Fracture Complications	1					
Homicide	3					2
Hyponatremia					2	
Inanition			2			
Infection	3	1	4 (2 - COVID 19)	5 (4 - COVID 19)	4 (3 - COVID 19)	
Kidney Disease	1		1			1
Liver Disease	2		2	3	1	1
Metabolic		1				
Natural/Other	1					
Neurological	2	1	3	7	3	3
Respiratory	5	10	10	4	5	4
Suicide	2	2	6	2	2	4
Trauma	1	2		2	3	
Unknown	10	10	8	15	10	7
Grand Total (Previous years may not include detail of all causes of deaths but Grand Total is accurate.)	65	57	68	60	54	46

Sentinel Events: There were no sentinel events in the third quarter.