



Mission: To promote hope, recovery, resilience, quality of life and wellness in Washtenaw County by providing high quality, integrated services to eligible individuals.

**WASHTENAW COUNTY COMMUNITY MENTAL HEALTH (WCCMH)
SPECIAL BOARD MEETING (STRATEGIC PLANNING)**

AGENDA

<https://zoom.us/j/92158011750>

June 29, 2021

1:00PM-3:00PM

- I. Roll Call
- II. Introductions
- III. Audience Participation (see guidelines below)
- IV. Board Response to Audience Participation
- V. New Business
 - Strategic Planning
- VI. Adjournment of Public Meeting

Join from a PC, Mac, iPad, iPhone, or Android device:
Please click this URL to join. <https://zoom.us/j/92158011750>
Description: Strategic Planning

Or One tap mobile:
+16465189805, 92158011750# US (New York)
+19292056099, 92158011750# US (New York)

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

Webinar ID: 921 5801 1750

International numbers available: <https://zoom.us/j/92158011750>

**Effective March 17, 2021 the Washtenaw County Board of Commissioners
has approved the continuation of all public meetings to be held virtually
until December 31, 2021, per resolution #21-050.**

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



Current WCCMH Mission, Vision and Values 2017-2022

MISSION

To promote hope, recovery, resilience, quality of life and wellness in Washtenaw County by providing high quality, integrated services to eligible individuals.

VISION

All residents can secure supports to improve their quality of life, and reach their full potential.

VALUES

Excellence

We provide the highest level of service to promote recovery, quality of life and self-sufficiency through proven and innovative practices. We recognize that the foundation of excellent service is our relationships.

Growth

We believe in the capacity for change at every stage of development. We grow through shared learning, lived experiences and mentoring.

Well-being

We cultivate well-being through a commitment to physical and emotional safety, active listening, and a culture of appreciation.

Inclusion

Together we build a welcoming, respectful environment for all people. Through active engagement and shared decision-making, we build a stronger community.

Community

We develop strong, trusting partnerships with the people we serve, in our broader community, and within our own organization.

Accountability

We are accountable to those we serve, to the larger community, and to each other for the ethical, effective, and efficient use of our resources.



Strategic planning proposed process for discussion purposes:

- I. Review and modify the Mission and Vision statements
- II. Proposed Timeline/Process
 - Environmental Assessment (June – July)
 - Gap Analysis (August – September)
 - Develop strategies and priorities (October – November)
- III. Public Input/Outreach (July -October)
 - Consumer Advisory
 - Provider Network including local hospital systems
 - Staff
 - Community Stakeholders
 - Board of Commissioners
- IV. Implement Strategies
- V. Report on progress towards strategies
- VI. Evaluate based on performance measures



Washtenaw County Community Mental Health (WCCMH)

“Putting It All Together”

12/18/20

How did we get where we are today?



2016 CMH Proper Strategic Planning Process

Stakeholder engagement:

- ▶ To support informed strategic planning, extensive outreach was conducted to the stakeholder groups
- ▶ The surveys, group interviews and work sessions focused on:
 - ▶ CMH strengths
 - ▶ CMH areas for improvement
 - ▶ Community wide gaps/unmet needs
- ▶ 375 total persons were engaged; 135 were external to the CMH team
- ▶ Commissioned CHRT to do a community gaps assessment of the defunding of the Mental Health system



MISSION

To promote hope, recovery, resilience, and wellness in Washtenaw County by providing high- quality, integrated services to eligible individuals.

VISION

All residents can secure supports to pursue recovery, improve quality of life, and reach their full potential.

VALUES

Excellence	Growth	Well-being
Inclusion	Community	Accountability



2016 - 2022 Four Strategic Goal Areas

Serve with Excellence

CMH serves in alignment with the principles of self-determination, with a focus on health, well-being and integrated care, and a commitment to data-informed continuous improvement.

Engage, Educate and Empower the Community

The Washtenaw County community understands the needs of and resources for persons with mental illness, serious emotional disorders and intellectual and developmental disabilities. The successes and challenges in ensuring a good quality of life for these persons are known in the broader community.

Secure and Steward Resources

CMH secures and manages resources effectively to meet the quality of life and recovery needs of the people we serve. CMH works closely with partners and the broader Washtenaw County community to pursue and secure alternative funding streams to support prevention strategies, equity and access across the community.

Learn and Grow

CMH builds and uses the knowledge, skills, and commitment of the CMH staff, provider network partners and volunteers to meet the needs of the community we serve. CMH staff and the provider network are supported, valued, and empowered to serve. Opportunities for learning are well known and well developed.

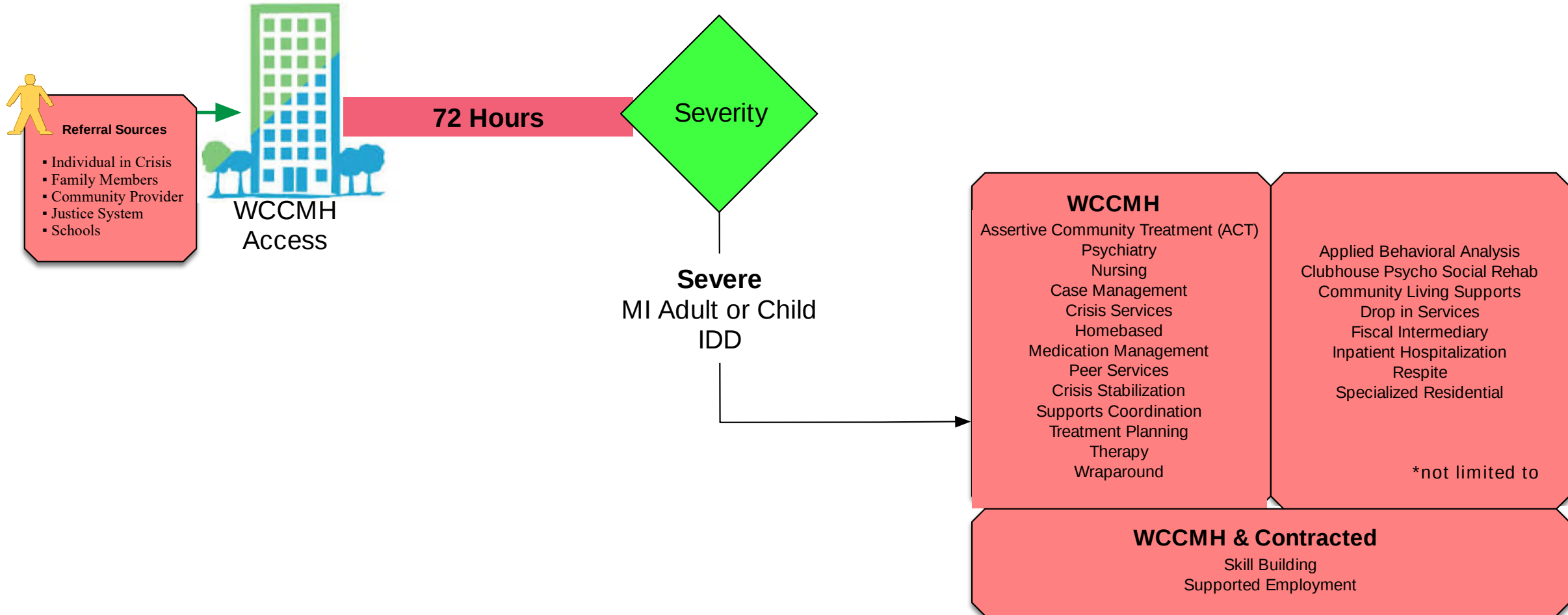


2016 CMH Proper Strategic Planning Implementation

- ▶ Imbedded across the organization
- ▶ Work plans for all staff contain component of the strategic plan
- ▶ Monthly meetings with department heads to provide feedback and progress updates
- ▶ CMH Board reviews progress



2016 CMH Service Delivery



Background

The millage resolution identified these four categories of services:

- ▶ **Crisis-** Offer immediate mental health and substance use disorder crisis assessment, referral, treatment and support diversion from jail, emergency departments, and inpatient stays. Enhance support services post crisis engagement.
- ▶ **Stabilization-** Provide services that stabilize and support recovery and enhance quality of life for adults and youth regardless of insurance status. Reach out to individuals who experience obstacles in securing supportive services: lack of resources, homelessness, distrust, and stigma.
- ▶ **Jail Services-** Enhance mental health and substance use disorder assessment and treatment in the jail. Support diversion options and offer expanded education and support to first responders.
- ▶ **Prevention-** Support mental health awareness, prevention, and early intervention programming in partnerships with families, schools, faith communities, libraries, law enforcement, and health care providers.



CMHAC Process and Approach to Recommendations

CMHAC had 6 working sessions between February 23 and May 29, 2018. The CMHAC process involved the following:

- ▶ Developed a vision of success, guiding principles/success factors and risk factors in accomplishing their charge;
- ▶ Reviewed analyses of gaps and needs within the mental health and substance use disorder system of care, based on sources developed between 2015-2018;
- ▶ Reviewed written resources, and participated in learning sessions regarding the healthcare environment, effective planning and service approaches, and local and national health disparities in access and services, among others;
- ▶ Participated in interviews and a survey to help develop draft recommendations.



Community Input and CMH Approval

- ▶ 5 community conversations
- ▶ Received counsel from many collaboratives across the community
- ▶ Total attendance for all these conversations exceeded 200 persons

CMH Board approved on August 17, 2018 after full discussion at May, June and July meetings.



What does success look like?

A comprehensive, integrated system of care



Outcomes of a comprehensive, integrated system of care

- ▶ Ease finding information on needed services
- ▶ Services are accessible, based on need, not insurance
- ▶ Services are community based, culturally aware and competent
- ▶ Outreach to those who face obstacles to securing services
- ▶ Early identification of needs and intervention
- ▶ Early and enough support for youth and families



Outcomes of a comprehensive, integrated system of care

- ▶ Helpful crisis options: non-jail, non-ER, MH/SUD assessment, immediate support, post crisis services
- ▶ Enough capacity to deliver services
- ▶ Enhanced support for co-occurring illnesses
- ▶ Reliable supportive services to maintain housing
- ▶ Services are cost effective



Outcomes of a comprehensive, integrated system of care

- ▶ Increased awareness of mental health issues
- ▶ Less stigma for mental health/SUD illnesses
- ▶ Decrease in suicides
- ▶ Less demand on jails, courts, ERs, shelter
- ▶ Fewer people experiencing an acute crisis
- ▶ Choices for treatment approach and provider



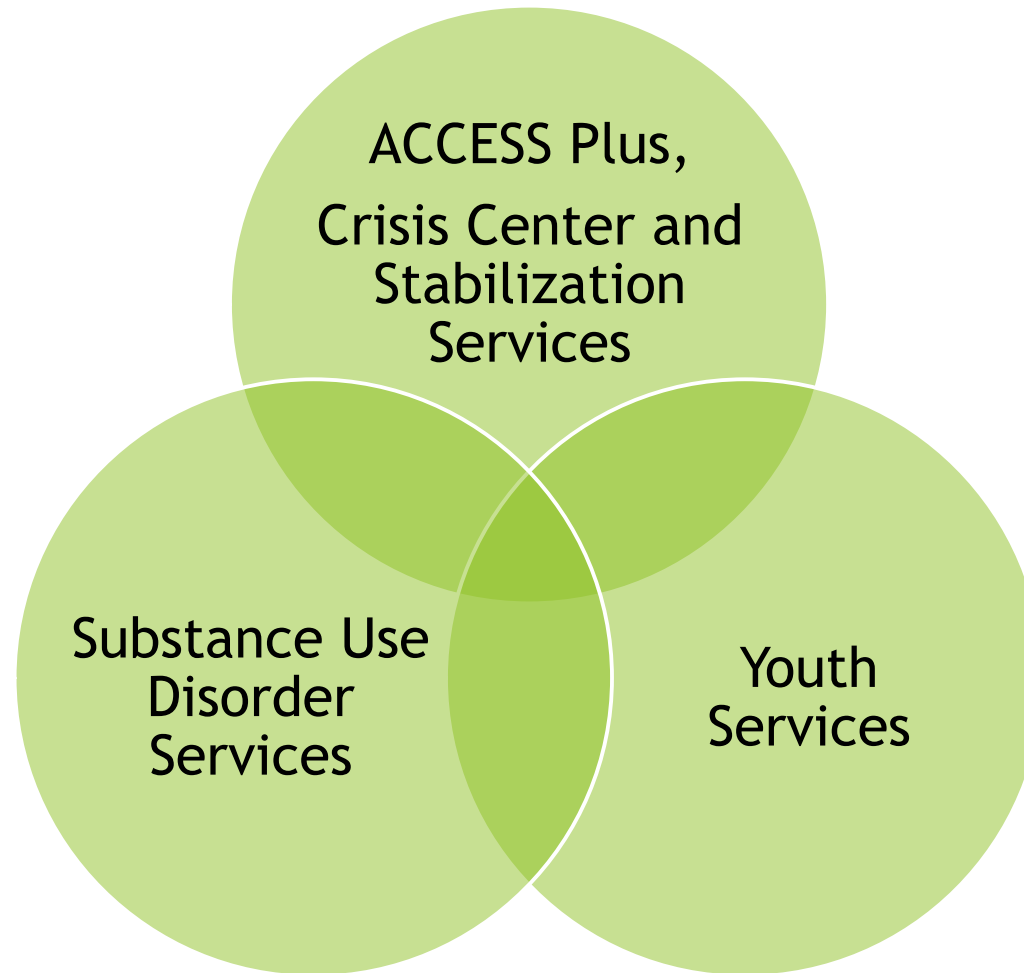
CMHAC Primary Strategies

- ▶ Use the millage resources to serve all regardless of insurance status.
- ▶ Leverage the millage planning and limited resources to secure other sources of funding for more impact: Third Party Payers, HUD, SAMHSA, foundations, etc.
- ▶ Use investments to serve the entire county, within and beyond the urban centers.
- ▶ Target additional millage resources to serve persons, families, and areas with high levels of disparity and risk:
 - ▶ Youth
 - ▶ Persons with moderate to severe mental health and co-occurring illnesses/disabilities who are uninsured or underinsured
 - ▶ Zip Codes which are underserved/high levels risk & disparity or both - 48197, 48198, 48189
 - ▶ Persons with very low economic and/or social resources
- ▶ Build on current demonstrated capacity and expertise in the community, optimizing community partnerships, especially with other sources of funding.
- ▶ Invest in community based prevention work and services, as well as traditional services and supports.
- ▶ Reserve some millage resources for needs and opportunities that are uncovered during planning processes and initial expansion of services.





Plan and Integrate

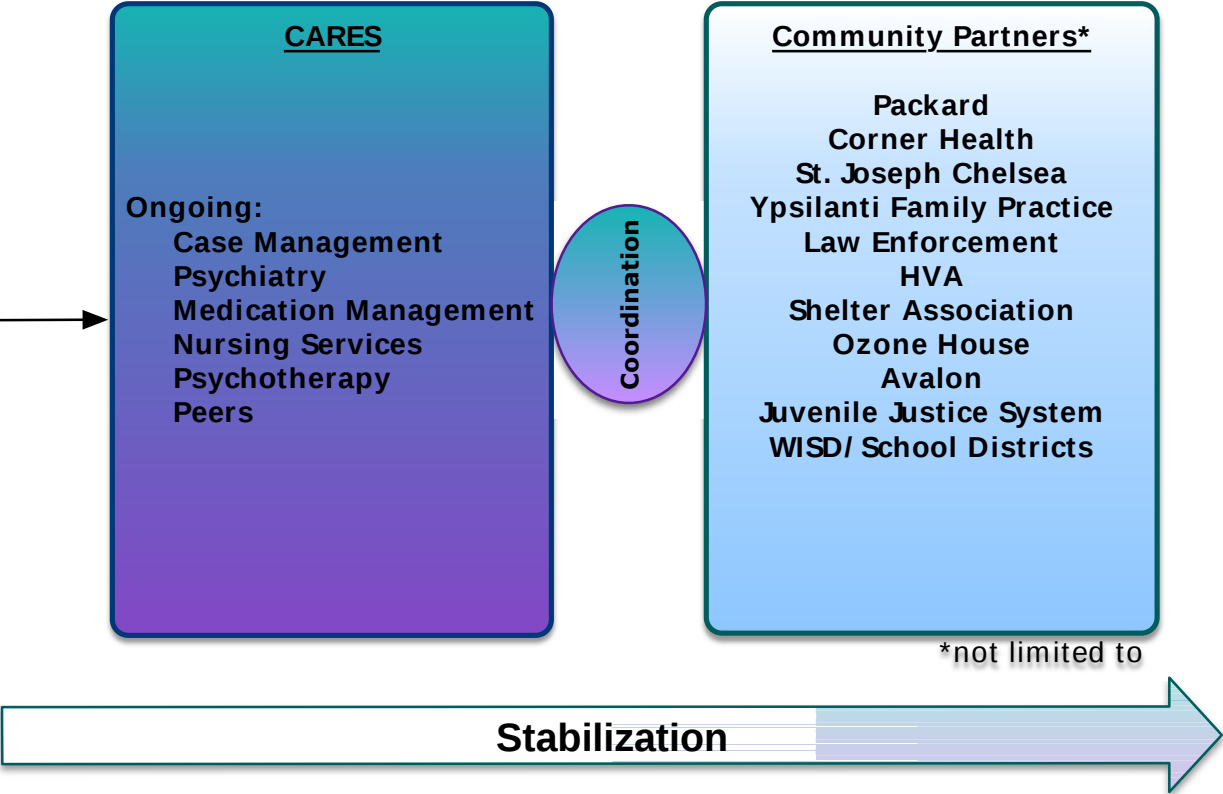
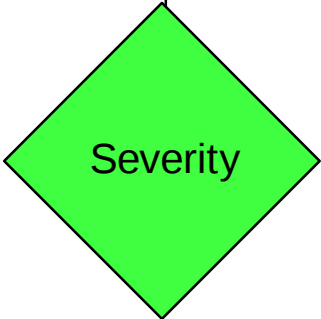


Millage and CCBHC Service Delivery

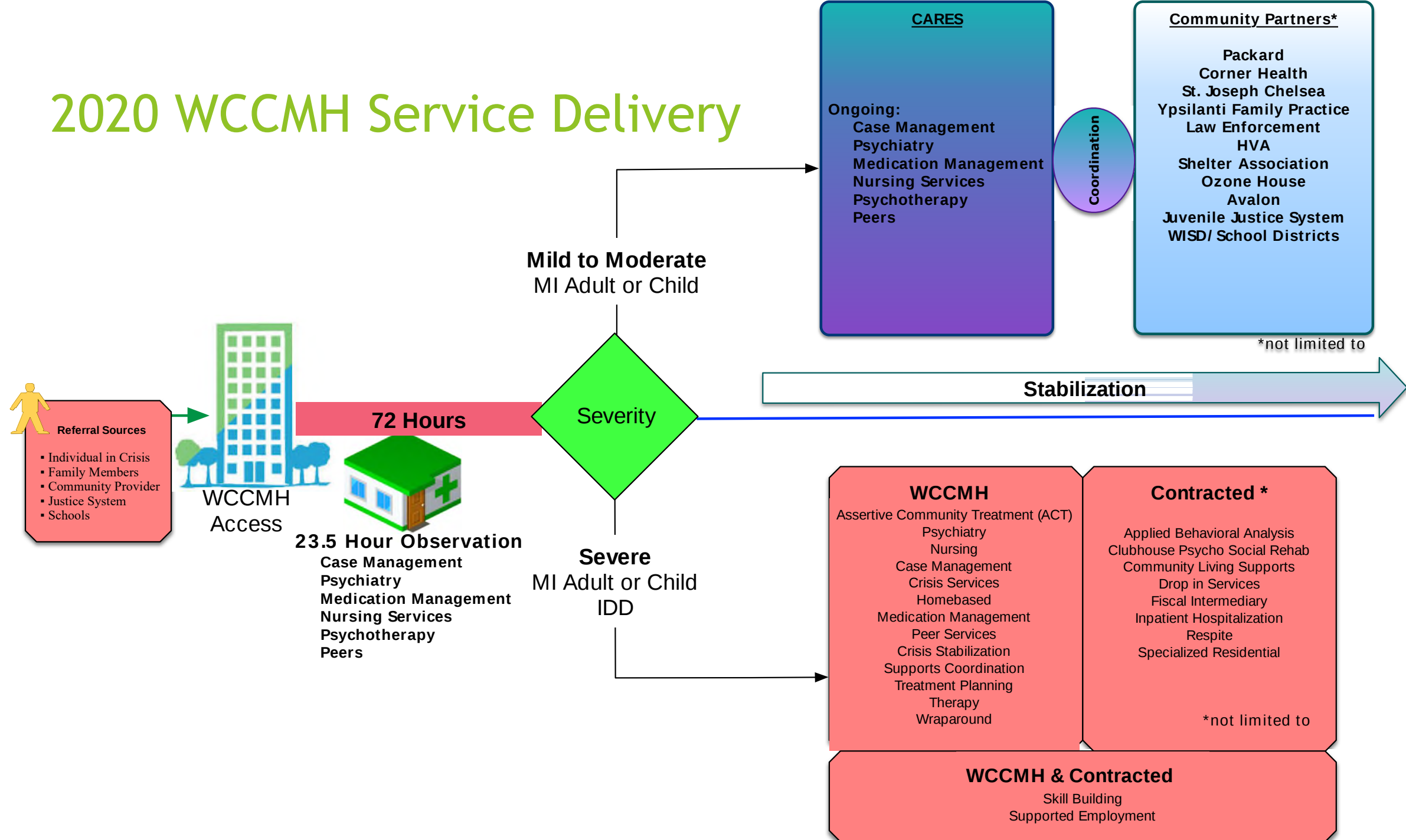


23.5 Hour Observation
Case Management
Psychiatry
Medication Management
Nursing Services
Psychotherapy
Peers

Mild to Moderate
MI Adult or Child



2020 WCCMH Service Delivery



Where do we go now?

