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LENAWEE COMMUNITY MENTAL HEALTH AUTHORITY

ANNUAL REPORT

2017



*To Promote Positive Outcomes by Creating a
Path to Resilience, Recovery, Wellness and
Self-Determination*

FOCUS ON: ACCESS TO SERVICES & IMMEDIATE RESPONSE

All individuals in need of mental health services, regardless of urgency, can access services at LCMHA by walking into our offices or by calling 517.263.8905 or 1.800.644.5005. The LCMHA continuum of care includes immediate 24 hours, 7 days per week emergency and urgent care for all of the current consumers, potential consumers, and all residents of the state of Michigan.

It is the mission of the Access Center of LCMHA to arrange for effective, medically necessary mental health and substance use services for residents of Lenawee County. The Access Center is the single entry point in Lenawee County for individuals and families who seek services from the public mental health and substance use system. We serve individuals and families with several benefit packages: Medicaid, Healthy Michigan, and individuals with no resources are served with General Fund monies from the State of Michigan.

Local Outreach:

We participate on the Lenawee Sheriff's Dept., Victims Service Unit, which is a team of emergency responders who have been trained by state and local law enforcement to provide immediate, on-site assistance to families dealing with the aftermath of a crisis. Response teams accompany emergency personnel to the scene, to provide support and assistance to survivors, helping to connect them with the services they may need.

LCMHA has accepted the responsibility of being Lenawee County's 24 hour Community Crisis Response contact agency. The Lenawee County Community Crisis Team provides crisis management, debriefing, defusing, and follow up services for traumatic events such as: accidents, abuse, bomb threats, deaths, suicides, fire, natural disasters, terrorism events, etc.

In 2017 we opened Pathways Engagement Center. The program provides a warm, welcoming and safe environment for participants who may be intoxicated or actively using substances, detoxing from use, or seeking supports to promote their recovery journeys. Pathways is a place a person can gain immediate access to resources, support, advocacy and referral. Pathways is staffed with Peer Recovery Coaches who are in long term recovery themselves. It is open from 6pm on Fridays until 8am on Mondays. While it is not a shelter (we do not have beds), individuals may stay at the center for up to 23 consecutive hours.

Information about LCMHA can be found on our website: www.lcmha.org. We also have a Facebook page.



FOCUS ON: COMMUNITY ENGAGEMENT

LCMHA continues to reach out to the community to listen to their concerns, provide education and community enrichment in order to break down the barriers for persons with behavioral health conditions.

In 2017 we participated in:

Project Connect	Seeking Safety Group	CMHAM Conferences
Family Medical Center	Victims Service Unit & Steering Committee	Pathways Engagement Center
Lenawee County Community Crisis Team	Domestic Violence Task Force	Making Strides for Suicide Prevention Walk
Lenawee Suicide Prevention Coalition	Sobriety Court Human Services Council	Consumer Action Committee
Lenawee Substance Abuse Prevention Coalition	Basic Needs Task Force	Regional Consumer Advisory Committee
Recovery Oriented System of Care (ROSC)	Continuum of Care	Youth Mental Health First Aid
Continuum of Care – Point in Time Count	Ross Foundation Conference for Direct Care Staff	Parent Management Training – Oregon Model (PMTO)
Trauma Focused Therapy Training	Integrated Health Care Training	Parenting Through Change (PTC-R)
Lenawee Health Network	Great Start Collaborative	MOM Power
Head Start Policy Council	Early Head Start	safeTALK Training
Wraparound Gatekeeping	Wraparound Community Team	Yellow Ribbon Training
Lenawee Suicide Prevention Coalition	Share the Warmth Building Safe & Healthy Communities	2017 Addiction Summit
Community Collaborative Collective Impact Model	Collective Impact Core	Enhanced Treatment Court
OneLenawee	Cradle to Career	Motivational Interviewing Training
Lenawee Essential Needs Council	Financial Stability Coalition	Mental Health First Aid Training
State Walk a Mile Rally	E-Race Stigma 5K Run, Walk & Kids Dash	UFAM Sub-Abuse Rally, Lansing

FOCUS ON: INTEGRATION, HEALTH & WELLNESS

The Family Medical Center at 1200 N. Main, Adrian, MI 49221 co-locates LCMHA Psychiatrists, nursing staff, Integrated Health Supervisor, Integrated Health Care Manager, and Peer Support Staff in a medical building that houses primary care physicians; dentists; Department of Health & Human Services staff, lab services, physical therapy and optical services. The FMC offers: tele-psychiatry; tele-medicine; community psychiatrist; a psychologist; and nutritionist.

This is a one-stop shop for many of our consumers who previously did not have a primary care physician. FMC staff are actively working with LCMHA to continue to increase integration by being active members on committees and workgroups. FMC has a grant funded program "Project Health" for pre-diabetes and undiagnosed hypertension. LCMHA has strengthened referrals to the community with "warm transfers", increased coordination with consumers, primary care providers and assists with discharge orders from the ER or hospital stays.

LCMHA is utilizing Medicaid claims data to recognize high utilizers of the hospital emergency rooms and offers physical and behavioral supports to decrease those numbers. Data is also used for case consultation to support CMH staff as they transition into Care Managers, with monthly collaboration with each Medicaid HMO Plan in our county.

FOCUS ON: ADVOCACY; AWARENESS AND ANTI-STIGMA

Consumer Action Committee has a new work plan; new energy and a new focus of educating the community about mental illness; promoting self sufficiency, and educating consumers on current and pending legislation. Members of Consumer Action Committee are active on many community groups, and act as the consumer voice at LCMHA board meetings.

Projects the Consumer Action Committee participated in and/or organized in 2017 included:

- Addiction Summit
- E-Race the Stigma 5K Run/Walk & Kids Dash
- Advocacy Day
- Mental Health Awareness by attending Lansing Walk a Mile Rally
- Promoting suicide awareness by attending Making Strides in Suicide Prevention
- U-FAM Rally in Lansing to bring attention to Substance Abuse
- Attended Regional Meetings
- Supported and attended a 5K Run in Livingston County to support mental health awareness
- Hosted the "Celebration of Success"
- Hosted the Annual all consumer Christmas Party

FOCUS ON: RECOVERY ORIENTED SYSTEM OF CARE

In addition to a focus on overall health, LCMHA, together with many community partners, has been working to develop a county wide Recovery Oriented System of Care (ROSC). Networks of organizations, agencies and community members that coordinate a wide spectrum of services. The Lenawee ROSC partnership has been meeting since June 2012 to build a continuum of support for individuals with substance use disorders and their families. This group finalized a strategic plan for the community. In 2017, a total of 581 consumers were treated for substance use disorders.

In 2017 a one-day Addiction Summit was very well attended by a large cross section of the community, including treatment providers, medical professionals, law enforcement, court system, educators, parents, teens, people in recovery, patient advocates.

FOCUS ON: COMMUNITY COLLABORATION

Community Mental Health acts as the backbone organization of the Collective Impact Core – which includes representatives of each of the CI groups in Lenawee County. There are currently five different CI groups using the Collective Impact Model:

- *Lenawee Essential Needs Council (food, housing, transportation & utilities)*
- *OneLenawee (making and keeping Lenawee a great place to live)*
- *Lenawee Health Network (improving the quality of health in Lenawee)*
- *Lenawee Financial Stability Coalition (expanding budgeting and saving through education & skill building)*
- *Lenawee Cradle to Career (maximize educational opportunities)*

The main function of the CI Core group is to share data and information; monitor goals and metrics, identify resources and emerging issues. The Core group also sets the agenda for bi-monthly Community Collaborative Meetings – these are open to anyone in the community to attend. The Collaborative meets to share information, provide CI group, agency and other coalition updates, and provide an opportunity for networking. Childhood trauma, or toxic stress, was identified as a common issue which adversely affects all aspects of life, and can be positively impacted by a collaborative approach, in identification, education and treatment.

In 2017 LCMHA participated in county wide strategic planning civic forums facilitated by OneLenawee and Lenawee County, resulting in the formation of county-wide focus groups: Placemaking; Collaboration & Communication; Workforce Development; Promotion/Marketing; Infrastructure; Lifestyle Choices; Entrepreneurship; Cradle to Career and Community Services.



FOCUS ON: FAMILIES AND YOUTH AGES 0 - 18

Children's Services in 2017 continued to expand and grow by leaps and bounds. Services for children 0-3 continue to be met through the Infant Mental Health program. LCMHA has two children's therapists' with Level II IMH endorsement waivers available to provide a variety of attachment/bonding/connection skills for parents wishing to learn to nurture and build positive interactions with their little one. Focus is on helping children move through developmental milestones with ease and resilience.

Other services continue to grow including children's case management, home-based therapy and autism services. LCMHA is very fortunate to have four seasoned, skilled, and capable children's case managers to provide a vast array of support, linking and coaching for families, and in particular, for parents. Case managers may attend school meetings, court hearings, IEP's, community meetings, and any other meetings that are beneficial to each youth/family. Case managers wish to incorporate the physical health needs of every youth as well as their behavioral health needs. Integrated health care is essential for all youth.

Home-based therapy is offered for some families to address needs. The therapist will come to the family home, work with the child and their parent(s), help build strong and effective communication among family members, provide emotion regulation tools, increase healthy social skills, and empower parents to model and support family change. One hour sessions are held each week in the family home. Goals are established then addressed at each session.

Autism Benefit services are authorized for children who meet criteria for this specialized service. This program has grown from three cases in the first year; to 42 cases at this time. Children who meet the criteria often receive from 10 hours to 35 hours per week of Applied Behavioral Analysis therapy. The goal is to help children with Autism learn language, social skills and communication skills.

Evidence based tools such as trauma-informed CBT, PMTO (Parent Management Training-Oregon Model) and PTC (Parenting Through Change) are also available. LCMHA has joined with DHHS to provide a parenting class (PTC-R), for parents attempting to reunify with their children who are in the foster care system. Parents from Lenawee have participated in this program for three years.

FOCUS ON: CONSUMER SATISFACTION

A consumer satisfaction survey conducted in 2017 resulted in overall satisfaction within the following demographic groups:

DD GUARDIANS	DD CONSUMERS	MI ADULTS	MI CHILD
99.5%	91%	99%	87%

FOCUS ON: ACCOUNTABILITY

As a public entity, LCMHA realizes its responsibility to be accountable to the community for what we do and how we do it. We are always working to assure that we are providing the right services to the right people at the right time. We work to assure that those we serve are treated with respect. And, we work to manage our operations using financially sound strategies. With these goals in mind, below are some of the accountability measures we employ across our system to assure the highest standards of accountability:

LCMHA is accredited by the Joint Commission.



LCMHA is Certified by MDHHS; and is a member of CMHAM (Community Mental Health Association of Michigan).



Financial & Compliance Audit: LCMHA contracts with an independent accounting firm – Roslund Prestage & Co, who audit in accordance with Government Auditing Standards.

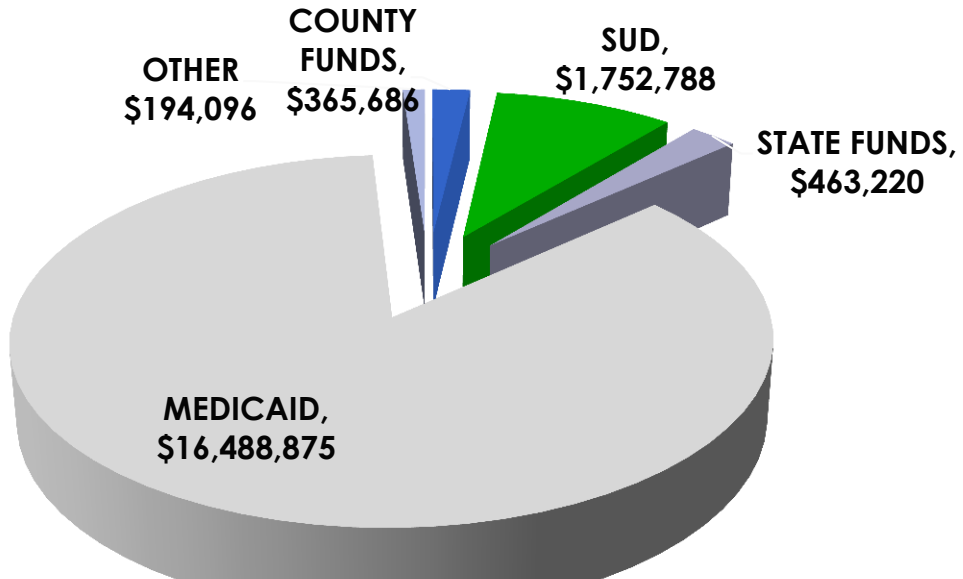
The Office of Recipient Rights: LCMHA is a member of the PIHP made up of: Washtenaw, Livingston, Monroe, Lenawee. Rights protection is provided by the PIHP. Potential rights violations, medication errors and other potential risks to consumers are identified, investigated and remedied effectively and in a timely manner. If you have questions about your rights, call the ORR, 517-263-8905 or 734-544-3000.



LCMHA has several Continuous Improvement Workgroups:

- Staff Development & Training
- Provider Monitoring
- Health & Safety
- Enhancing Consumer Experience
- Records Review
- Lab Completion
- Local Admission Discharge Transfer
- Integrated Health Case Consultation
- Behavior Treatment Review Committee
- Sentinel Event Review
- Utilization Management
- ROSC

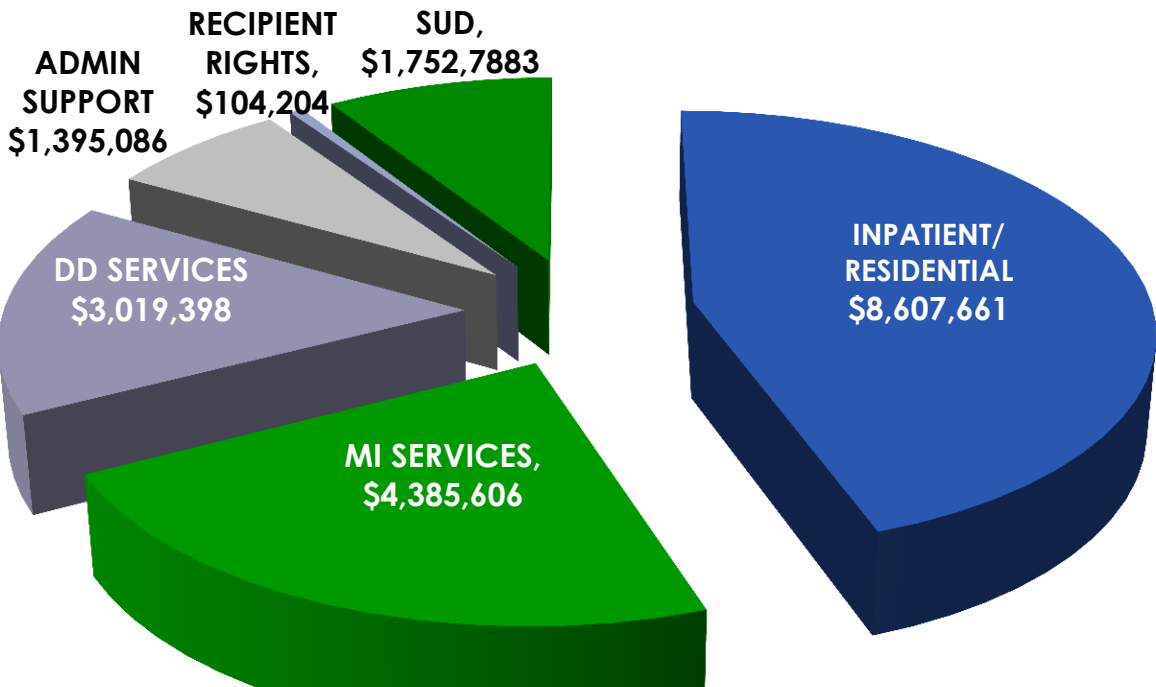
REVENUE



TOTAL REVENUE

\$19,264,665

EXPENSES

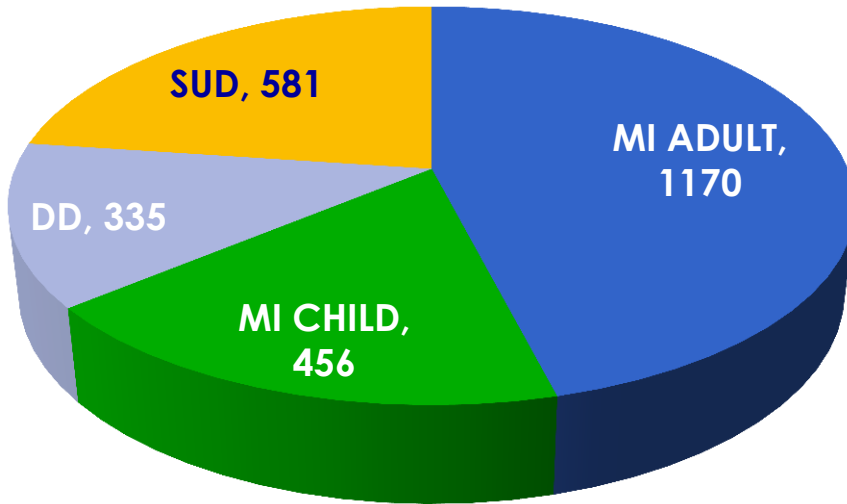


TOTAL EXPENSES

\$19,264,665

SERVICE STATISTICS

TOTAL CONSUMERS SERVED



COMMUNITY INPATIENT UTILIZATION

	FY16	FY17
Admissions	332	393
Inpatient Days	1749	2093
Average length of stay (days)	6	5.32