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**LENAWEE
COMMUNITY
MENTAL HEALTH
AUTHORITY**

ANNUAL REPORT

2018



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

BALANCED SCORECARD

How we evaluate ourselves



HEALTH INTEGRATION

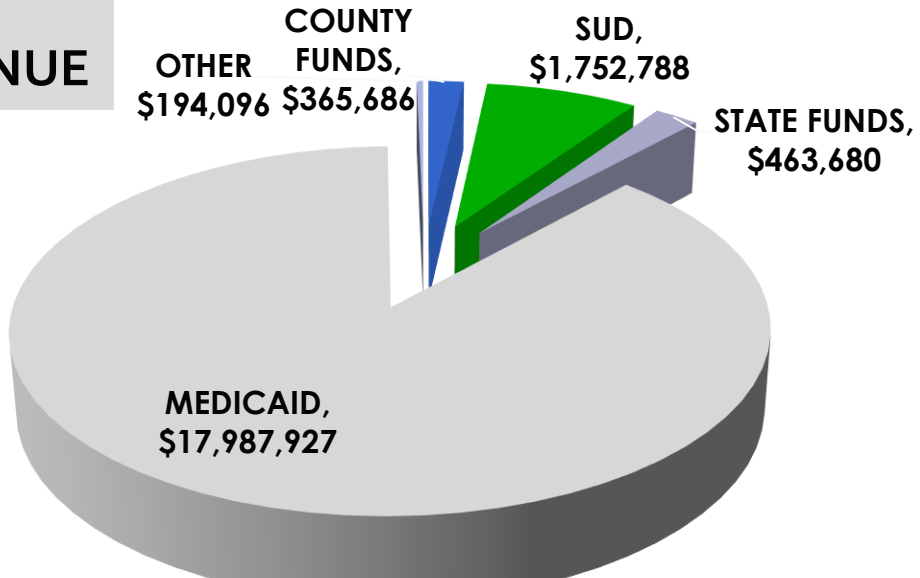
The Family Medical Center at 1200 N. Main, Adrian, MI 49221 co-locates LCMHA Psychiatrists, nursing and reception staff, Integrated Health Supervisor, Integrated Health Care Manager, and Peer Support Staff in a medical building that houses primary care physicians; dentists; Department of Health & Human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

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. 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. FMC has a medication assisted treatment program to support those that are interested in recovery from substance use.

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.

FINANCIAL STEWARDSHIP

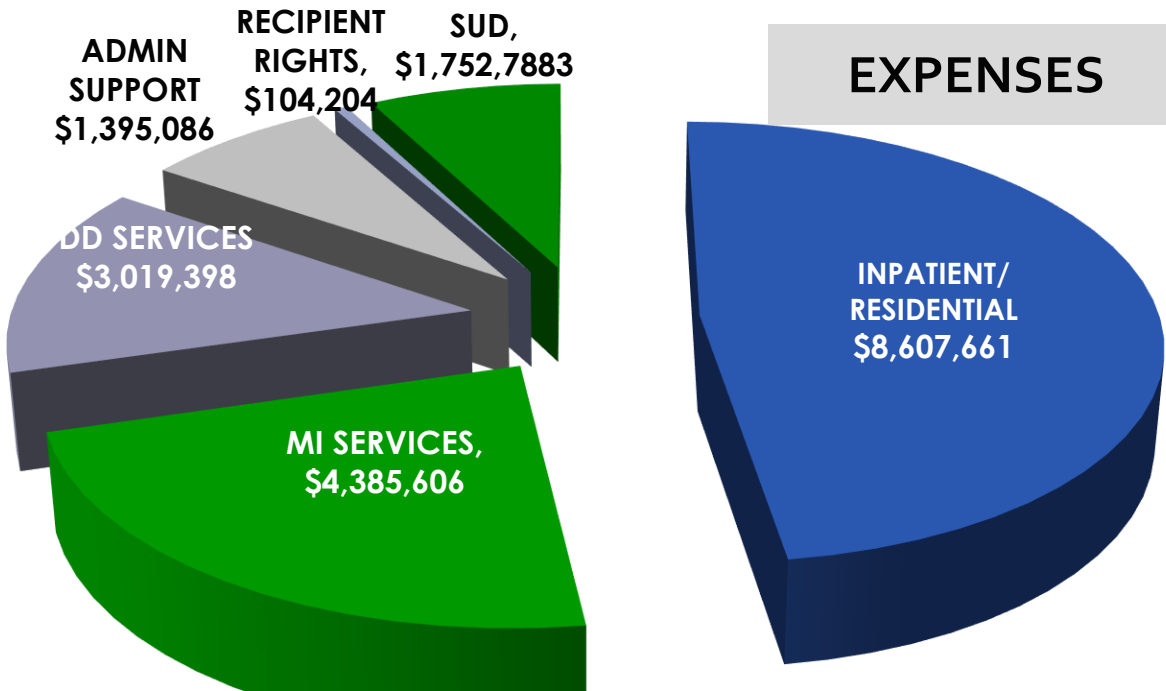
REVENUE



TOTAL REVENUE

\$20,462,045

EXPENSES



TOTAL EXPENSES

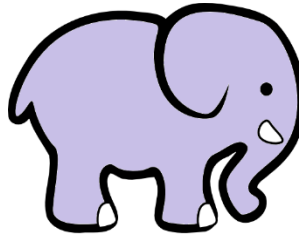
\$20,462,045

INVESTED IN PREVENTION



LENAWEE SUBSTANCE ABUSE PREVENTION COALITION

LCMHA facilitates the Lenawee Substance Abuse Prevention Coalition: a diverse and extensive cross section of agencies/organizations and individuals who are committed to issues facing Lenawee, particularly the opioid crisis, resulting in an Opioid Task Force being formed. Initiatives include improving access to medication assisted treatment; education; building relationships with law enforcement and the jail; providing support wherever possible.



LENAWEE COUNTY SUICIDE PREVENTION
Let's talk about the elephant in the room.

Suicide Prevention is a renewed focus as we continue to see an increase in suicides, particularly among the young and veterans. This is a committee comprised of survivors, educators, preventionists and volunteers who are passionate about reaching out to the schools and the community for education and awareness.

COMMUNITY PARTNERS

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

COMMUNITY OUTREACH

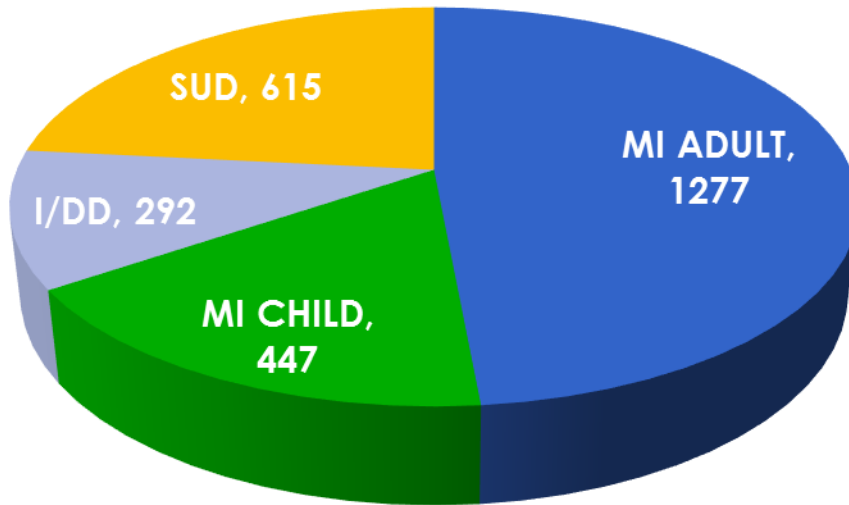
LCMHA continues to reach out to the community to listen to their concerns, provide education and community enrichment in order to break down the barriers for persons with behavioral health conditions.

In 2018 we participated in:

Project Connect	Seeking Safety Group	Engagement Groups
E-Race Stigma 5K Run, Walk & Kids Dash	Victims Service Unit & Steering Committee	State Walk a Mile Rally
Lenawee County Community Crisis Team	Domestic Violence Task Force	Making Strides for Suicide Prevention Walk
Lenawee Suicide Prevention Coalition	Sobriety Court	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	Lenawee Human Services Collaborative
Continuum of Care – Point in Time Count	Ross Foundation Conference for Direct Care Staff	Parent Management Training – Oregon Model (PMTO)
Financial Stability Coalition	Cradle to Career	Parenting Through Change (PTC-R)
Lenawee Health Network	Great Start Collaborative	MOM Power
Lenawee Essential Needs Council	OneLenawee	UFAM Sub-Abuse Rally, Lansing
Wraparound Gatekeeping	Wraparound Community Team	Early Head Start
Lenawee Suicide Prevention Coalition	Lenawee Emergency Preparedness Committee	2018 Addiction Summit
Diabetes Path & Chronic Pain Path	Share the Warmth	Human Services Council
Head Start Policy Council	Building Safe & Healthy Communities	Regional Consumer Advocacy Committee
Behavioral Health Access Initiative	Collective Impact Core	Enhanced Treatment Court
	Expanding Crisis Services Workgroup	Data Collection Workgroup

OPERATIONS EFFICIENCY

TOTAL CONSUMERS SERVED



COMMUNITY INPATIENT UTILIZATION

	FY17	FY18
Admissions	393	292
Inpatient Days	2093	2316
Average length of stay (days)	5.32	7.93

A consumer satisfaction survey conducted in 2018 resulted in overall satisfaction within the following demographic groups:

DD GUARDIANS	DD CONSUMERS	MI ADULTS	MI CHILD
100%	96%	100%	96%

OPERATIONS EFFICIENCY

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.

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.

Emergency Services:

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.

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.

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



OPERATIONS EFFICIENCY

MDHHS DATA YEAR END REPORT 2018

		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
INDICATOR #1 % of Referrals completed within 3 hours or less	Children	100	100	100	100
	Adults	100	98.63	100	100
INDICATOR #2 % of persons receiving an initial assessment within 14 calendar days of first request	MI Child	98.25	100	97.67	100
	MI Adult	100	100	98.92	98.63
	DD Child	100	100	100	100
	DD Adult	100	100	100	100
	Total	99.32	100	98.59	99.03
INDICATOR #3 % of persons started service within 14 days of assessment	MI Child	100	100	92.31	96.55
	MI Adult	96.67	100	91.43	93.10
	DD Child	100	100	100	50
	DD Adult	100	100	100	100
	Total	98.28	100	92.59	93.62
INDICATOR #4a % of persons discharged from Psych. Inpatient seen within 7 days	children	100	100	85.71	100
	adults	100	100	96.67	100
INDICATOR #5 % of Face to Face assessments that resulted in denials		20.2	29.6	23.8	19.43
INDICATOR #10 % of discharges readmitted to Inpatient Care within 30 days of discharge	children	11.11	0	0	0
	adults	9.43	10.25	8.96	7.81

CONSUMER SATISFACTION THROUGH 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 2018 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
- Hosted the "Celebration of Success"
- Hosted the Annual all consumer Christmas Party

In 2018 LCMHA responded to community concern following the closure of the only inpatient behavioral health facility in Lenawee County. An Open Letter to the community was followed by an online survey which resulted in over 6,000 signatures in support of an inpatient mental health unit in Lenawee. A Town Hall event was held where 150 people voiced their concerns; and brainstormed possibilities for the future. Two Ad-Hoc committees were formed as a result of the Town Hall meeting, to evaluate any data that was available to support the need, and to look at ways to expand crisis services. Work is continuing, as a challenge like this can only be solved by the community coming and working together.

CONSUMER SATISFACTION

THROUGH SUPPORT AND RECOVERY



In addition to a focus on overall health, LCMHA, together with many community partners, has developed 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 2018, a total of 615 consumers were treated for substance use disorders.

In 2018 a half-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 advo



Inter - Connections, Inc.
Mind Body Spirit

Interconnections Inc, is a consumer run Drop in Center – a safe place for people who have experienced a mental illness or substance use disorder with a mental illness. Activities and events; including exercise groups; smoking cessation and bipolar support groups; diabetes and pain path classes are offered. The center is open daily from noon to 6pm



Pathways Engagement Center 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 8pm on Fridays until 8am on Mondays, and Monday 8pm – Tuesday 8am. While it is not a shelter (we do not have beds), individuals may stay at the center for up to 23 consecutive hours.

New in 2018 is our Parent Support Partner. A requirement is for the parent to have had a child in the mental health system. The Parent Support Partner helps empower the parent(s) through education and resources, help parents prepare for upcoming IEP's, school meetings and doctors appointments.

ORGANIZATIONAL CAPACITY

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: Rights protection is provided by LCMHA. 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.



ORGANIZATIONAL CAPACITY EMPLOYEE COMPETENCIES

PERFORMANCE IMPROVEMENT WORKGROUPS (All employees are assigned to a continuous improvement committee)	EMPLOYEE TRAININGS	
Staff Development & Training	CMHAM Conferences	ABA
Provider Monitoring		
Health & Safety	safeTALK Training	LOCUS
Enhancing Consumer Experience		
Records Review	Mental Health First Aid	Infant Mental Health
Lab Completion	Adult/Youth	
Local Admission Discharge		
Transfer	Motivational Interviewing	NARCAN
Integrated Health Case		
Consultation	Yellow Ribbon	BHTEDS
Behavior Treatment Review		
Committee	Parent Management Training-Oregon	Columbia Suicide Risk Assessment
Sentinel Event Review	Model (PMTO)	
Utilization Management		
ROSC	Parenting Through Change (PTC-R)	Child Abuse Mandatory Reporting
	Integrated Healthcare Training	Confidentiality/HIPAA/Boundaries
	Trauma Focused Therapy Training	Recipient Rights
	DBT	Due Process Grievance & Appeals
	CPR	
	Ethics	Person Centered Planning
	Advanced Directives	
	Psychiatric Advance Directives	
	CAFAS/PECFAS	Health & Safety
	Cultural Competency	Limited English Proficiency
	Customer Service	Corporate Compliance & Medicaid Integrity