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LENAWEE COMMUNITY MENTAL HEALTH AUTHORITY

ANNUAL REPORT

2020



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

BALANCED SCORECARD

How we evaluate ourselves



HEALTH INTEGRATION

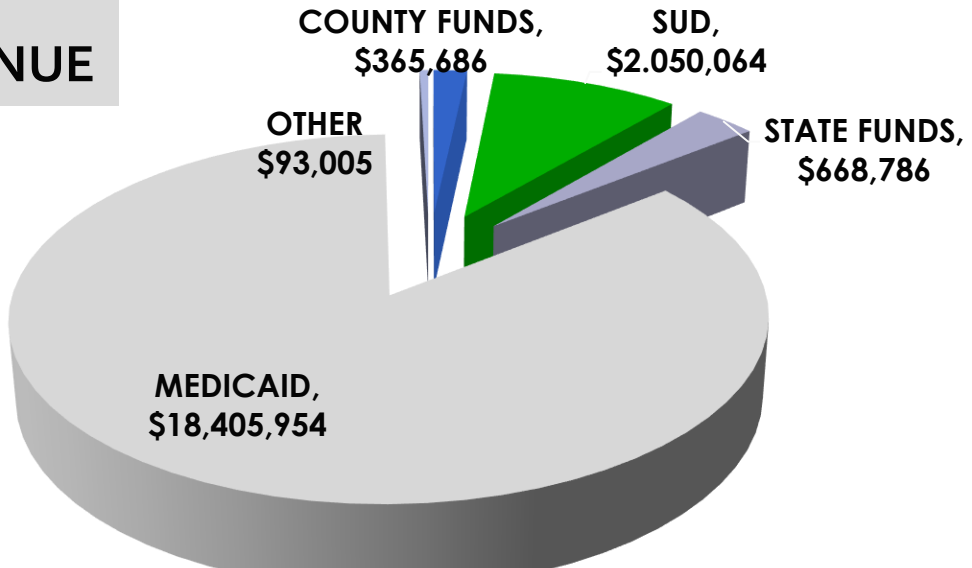
The Family Medical Center at 1200 N. Main, Adrian, MI 49221 co-locates LCMHA Psychiatrists, nursing and reception staff, Integrated Health Supervisor, Integrated Health Care Manager and Outpatient Therapist in a medical building that houses primary care physicians; dentists; Department of Health & Human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

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 along with monthly collaboration with each Medicaid HMO Plan in our county.

FINANCIAL STEWARDSHIP

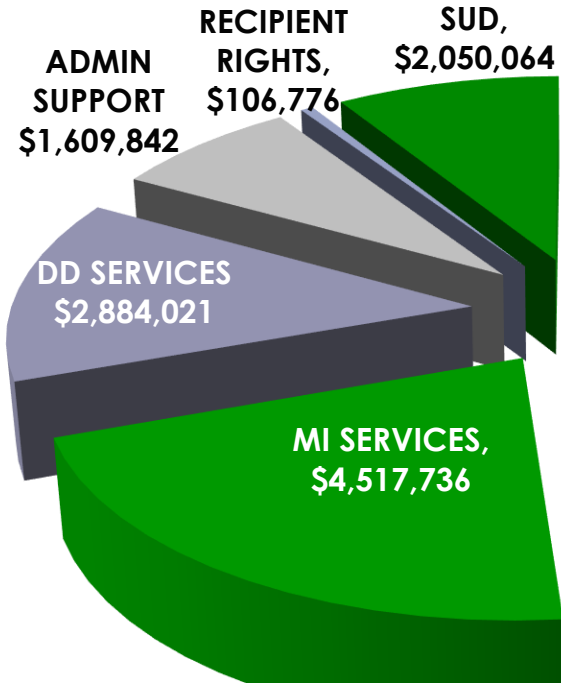
REVENUE



TOTAL REVENUE

\$21,583,495

EXPENSES



TOTAL EXPENSES

\$21,583,495

INVESTED IN PREVENTION



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. Initiatives include improving access to medication assisted treatment; education; building relationships with law enforcement and the jail; providing support wherever possible. Completed HRSA Rural Communities Opioid Response Program Planning Grant and was awarded HRSA RCORP Implementation Grant in partnership with Lenawee Health network (\$1,000,000 over 3 years).



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 and 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 and 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 and identify resources and emerging issues. Childhood trauma/toxic stress has been identified as a common issue affecting the work of all of our Collective Impact Workgroups and has become the focus of our work. Collectively, we are working to increase awareness, education and resilience for the greater community. The CI Core also sets the agenda for 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.

COMMUNITY OUTREACH

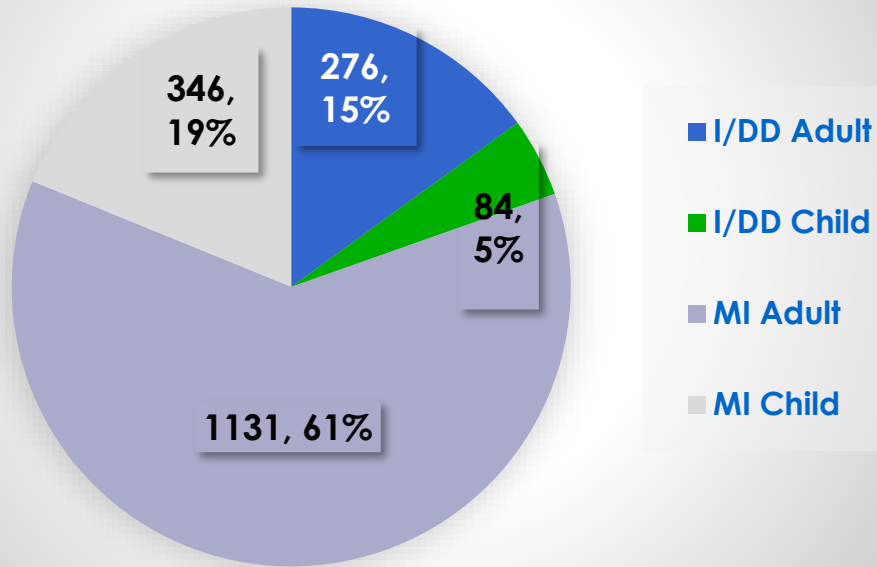
LCMHA continues to reach out to the community to listen to their concerns, provide education and community enrichment in order to break down the barriers for persons with behavioral health conditions.

In 2020 we participated in:

Project Connect	Seeking Safety Group	Engagement Groups
Virtual E-Race Stigma 5K Run, Walk & Kids Dash	Victims Service Unit & Steering Committee	Virtual State Walk a Mile Rally & Planning Committee
Lenawee County Community Crisis Team	Domestic Violence Task Force	Comstock Christmas Tree Program
Lenawee Suicide Prevention Coalition	Sobriety Court	Consumer Action Committee
Lenawee Substance Abuse Prevention Coalition	Virtual Drug Take Back Day	A series of Facebook live events
Weekly support groups for community, youth, first responders & family of first responders	Hunger Free Lenawee	Regional Consumer Advisory Committee
HRSA Rural Communities Opioid Response Program	Lenawee Emergency Operations Committee	Lenawee Transportation Corporation Board
Continuum of Care – Point in Time Count	Lenawee CISM Team	Lenawee Human Services Collaborative
Lenawee Financial Stability Coalition	Continuum of Care	Parent Management Training – Oregon Model (PMTO)
Lenawee Health Network	SMART Recovery Support Groups	Parenting Through Change (PTC-R)
Lenawee Essential Needs Council	Cradle to Career	MOM Power
Wraparound Gatekeeping	Great Start Collaborative	Virtual UFAM Substance Abuse Rally
Lenawee County Adult Drug Court	OneLenawee	Early Head Start
Complete Count 2020 Census Committee	Wraparound Community Team	Utilities Task Force
Transportation Task Force	Lenawee Coalition Against Abuse & Trafficking	Greater Lenawee Tobacco Reduction Coalition
State Customer Service Committee	Lenawee Emergency Preparedness Group	State Suicide Prevention Committee
Head Start Policy Council	Share the Warmth	State CMH PR Committee
	Building Safe & Healthy Communities	Enhanced Treatment Court
	Collective Impact Core	

OPERATIONS EFFICIENCY

TOTAL CONSUMERS SERVED



COMMUNITY INPATIENT UTILIZATION

	FY19	FY20
Admissions	295	271
Inpatient Days	1688	2164
Average length of stay (days)	5.72	7.99

Due to COVID-19 LCMHA moved many of our services to telehealth. A consumer survey regarding tele-health was conducted:

34 responded to the survey. The majority had used video conferencing or telephone. A few responded that they had used email for communication.

How likely would you be to use telehealth services instead of in-person services:

11 – Very likely	8 – Likely	10 – Unlikely	5 – Very Unlikely
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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, their families and community partners who seek services from the public mental health and substance use system, including medical professionals, hospitals, law enforcement, schools and other providers. 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 2020

		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	100	100	100
INDICATOR #2 % of persons receiving an initial assessment within 14 calendar days of first request	MI Child	100	94	64	52
	MI Adult	100	100	67	56
	DD Child	100	100	83	85
	DD Adult	100	100	100	100
	Total	100	99	67	57
	SUD	99	95	*See #2b	
INDICATOR #2b % of persons receiving treatment or supports within 14 days	SUD			82	82
INDICATOR #2e % of persons that did not receive treatment or supports after first request	SUD			24	18
INDICATOR #3 % of persons started service within 14 days of assessment	MI Child	95	97	53	92
	MI Adult	96	96	70	79
	DD Child	80	100	100	80
	DD Adult	100	100	100	50
	Total	95	96	69	81
	SUD	95	96	*See #2b	
INDICATOR #4a % of persons discharged from Psych. Inpatient seen within 7 days	Children	100	100	100	100
	Adults	87	97	100	95
	Total	90	97	100	96
INDICATOR #4b % of persons discharged from substance abuse detox unit seen within 7 days	SUD	100	92	100	100
INDICATOR #10 % of discharges readmitted to Inpatient Care within 30 days of discharge	Children	0	0	38	0
	Adults	13	3	20	11
	Total	10	2	24	9

*Thresholds – 95%, except indicator #10 – 15%. Effective Q3, #2a now includes all requests. #3 now includes all consumers eligible for services, #2b and #3 SUD are now combined into #2b. #2a; #2b; #2e, and #3 do not have a threshold for 3rd & 4th Qtr

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 2019 included:

- Virtual E-Race the Stigma 5K Run/Walk & Kids Dash
- Mental Health Awareness Lansing Walk a Mile Rally Virtual Walk
- Promoting suicide awareness by attending Making Strides in Suicide Prevention
- Virtual U-FAM Rally to bring attention to Substance Abuse
- Attended Regional Meetings
- Partnered with Interconnections Inc. to pick up donated food for consumers and distributed weekly
- Continues to be the voice of the people we serve by representation on:
 - Recovery Oriented System of Care
 - Lenawee Substance Abuse Prevention Coalition
 - Lenawee Suicide Prevention Coalition
 - Regional Consumer Advisory

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.

Update: CMH contracted with Public Sector Consultants to evaluate need for crisis services in Lenawee.

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 2019, a total of 532 consumers were treated for substance use disorders. Even though the committee does not meet regularly, especially now due to COVID restrictions, many of the partners continue to work on collaboration, continued support, and improvement of the ROSC system with LCMHA as one of the leaders in this initiative. Some of the collaboration comes from the Lenawee Health Network, the Lenawee Substance Abuse Prevention Coalition, and many other groups in our community. By using the ROSC model of community involvement the Lenawee community residents greatly benefit from all services and supports that are available to persons dealing with substance use issues, and their families.

Interconnections Inc. Drop in Center is a safe place for people who have experienced a mental illness or substance use disorder with a mental illness sometime in their life. This is a 501.c3 (non-profit) organization completely staffed by persons who have had, or are in recovery from, a mental health disorder. The Board of Directors are persons who have personal knowledge of mental health disorders. All staff are certified peer support specialists, certified by the State of Michigan and the Center is a member of the Michigan Drop in Centers through JIMHO (Justice In Mental health Org). Anyone in the community over the age of 18 years is welcomed at the Center and there is never a charge for any of their services. Services include, but are not limited to, exercise groups; smoking cessation support groups, bipolar/depression support groups; diabetes and chronic pain management classes; cooking classes, linking with community resources as well as one on one support from staff. The center is open daily from noon to 6pm.

Pathways Engagement Center provides a warm, welcoming and safe environment for persons seeking help with substance use issues. Pathways is a place a person can gain immediate access to resources, support, advocacy and referrals at a time and place that is not generally available or open to persons looking for help. Pathways is staffed with Peer Recovery Coaches who are in long term recovery themselves. It is open 8pm – 8am Monday through Thursday, and Friday 8pm through Monday 8am. While it is not a shelter (we do not have beds), individuals may stay at the center for up to 23 consecutive hours. Smart Recovery Groups are held twice daily and more often on weekends.

LCMHA has several levels of Peers working throughout our service spectrum. A Peer is someone who has, sometime in their life, received services for the same issues of those they are working with. We have a Parent Support Partner who knows what a parent goes through with their child who is receiving services. The Parent Support Partner helps empower the parent(s) through education and resources. They can help parents prepare for upcoming IEP's, school meetings and doctors appointments. A Youth Peer Support Specialist can relate to the youth receiving services by sharing their own experience and helping the youth determine the right path for them. The Youth Peer can be someone the youth relies on to help him/her understand what is going on.

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

EMPLOYEE TRAININGS

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