



greetings

The Board and staff of the Washtenaw County Community Mental Health (WCCMH) are pleased to share with you our Annual Report for fiscal year 2016. A large part of this time was spent engaging and creating the Strategic Plan for 2017-2022. This plan expresses aspirational goals, identifies strategic priorities and informs resource commitments that we will make over the coming years. This plan is also a dynamic document and annually we will assess the environment and our progress to ensure that we respond to emerging opportunities and hold ourselves accountable to advancing these commitments.

Strategizing for the future of this organization comes in the face of serious challenges and many unknowns in the world of community mental health. Previous to this planning process, we experienced an accelerated contraction in flexible state resources that had allowed CMH to serve clients who did not have Medicaid. As an organization, budgets became unsustainable and our very structure worked against efforts to innovate and respond to the shifting economic landscape. We made some very hard decisions that allowed us to operate more sustainably and with a commitment to essential services for our mandated consumers. These steps included:

- Restructuring the organization from Washtenaw Community Health Organization the former administrative arm, and Community Support and Treatment Services to Washtenaw County Community Mental Health, with a new Board;
- Creating a sustainable budget, narrowing the numbers of persons and services that WCCMH can support;
- Pursuing flexible funding opportunities in an effort to offset the reduction of access and loss of services.

Even with these efforts, change and challenges continue. At the state level, serious consideration is being given to new funding approaches for community mental health organizations. In this process, we decided that regardless of how state resources flow to communities, we must maintain and improve services. Our organizational focus must be trained on ways to improve quality health outcomes and cost effectiveness, while we become stronger educators and advocates throughout this community on behalf of the people we currently serve and those in need of services.

This strategic plan was informed by the lived experiences, knowledge and insights of the people we serve, the many professionals in our provider network, and ideas from our diverse community partners. It conducted both an internal analysis of WCCMH services and sought to understand more about gaps in services community-wide related to persons living with mental illness, and persons

living with intellectual and/or developmental disorders in Washtenaw County.

The plan addresses the improvement needs and builds on the strengths of Washtenaw County Community Mental Health that we see today. Our commitment to integrated care is only stronger. We will strengthen capacity and consistency of delivery of core services: effective, responsive case management and supports coordination.

This is accompanied by a commitment to ensure enhanced support for the people who are on the front lines of serving our neighbors in need. We are committed to building a culture and the skills of engagement, appreciation, learning and continuous improvement among CMH staff, and with our provider partners. WCCMH assumes a leadership role in a majority of these goals.

We also firmly believe that it is through partnerships and a commitment to engage our full community that we will provide the highest levels of access and service. It is through the people we serve, the provider network, and health care, government, business and nonprofit partners, that will further our reach, and our effectiveness as an organization. Our strategy, going forward, is to take full advantage of this potential through engagement, outreach and innovative practices.

We look forward to doing this important work, relying on the strength of partnerships to realizing our vision: All residents can secure supports to pursue recovery, improve quality of life, and reach their full potential.


John Martin
Chair, WCCMH Board


Trish Cortes
Executive Director, WCCMH

COMBATING THE OPIOID AND HEROIN CRISIS

Washtenaw County Community Mental Health (WCCMH) is committed to help combat the opioid and heroin crisis occurring throughout Washtenaw County. Since 2011, Washtenaw County Public Health (WCPH) has reported 260 opioid deaths, 65 of which occurred in 2015. Opioids are a class of drugs that include heroin, synthetic opioids such as fentanyl and prescription pain relievers such as OxyContin, Vicodin and Codeine. According to WCPH, 25-30% of opioid related overdoses for Washtenaw residents result in death. The fatality rate is likely affected by the type of opioid used and access to emergency care and naloxone, the overdose reversal drug.

In an effort to combat overdoses within the county, in early 2016, WCCMH, with support of the Community Mental Health Partnership of Southeast Michigan and the Washtenaw County Sheriff's Office (WCSO), committed to training all front line clinical staff on the use of Naloxone when presented with an individual that has suffered a drug overdose. WCCMH nurses completed trainings with all clinical staff and Naloxone kits are provided for all community outreach and engagement activities.

Unfortunately we are still in the midst of an opioid crisis, WCCMH is working diligently on education, training and prevention to impact the number of deaths related to drug overdose for those we serve and the community as a whole. The partnerships with WCPH and WCSO, WCCMH is hoping that the education and information being shared will help prevent more losses in our community.

- Over 1,800 rescue kits have been distributed to law enforcement and crisis workers within the PIHP
- Washtenaw County Sheriff's Office was the first local law enforcement agency to adopt this lifesaving protocol
- Washtenaw County Law Enforcement rescued over 100 individuals since August 2015

WALK A MILE IN MY SHOES

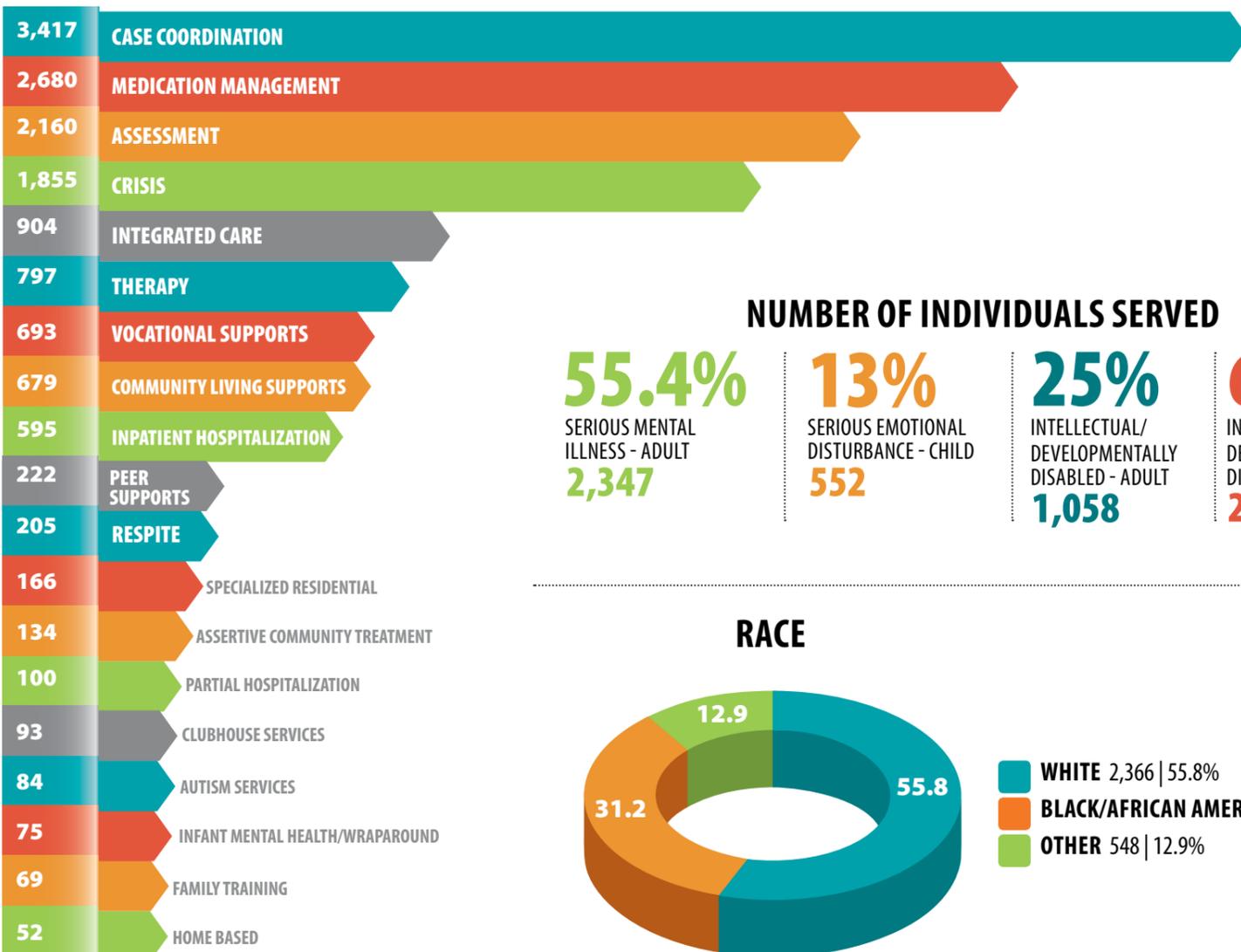
Washtenaw County Community Mental Health (WCCMH) participated in the 12th Annual Walk a Mile Rally in May of 2016 alongside nearly 3,000 attendees on the Capitol Lawn in Lansing. The Walk a Mile in My Shoes Rally is a walk to raise awareness for behavioral health and developmental disability advocates from around Michigan. An opportunity to gather at our state Capitol and educate the public and legislators about mental health. It is time to lend our voices and work together to end negative feelings about people with behavioral health and developmental disabilities and helping others who do not understand what it means to have a disability learn more. Educating them on the use of respectful language, focusing on abilities, not limitations and allowing everyone to participate and feel included. Behavioral health and developmental disabilities know no boundaries and never discriminate. Anyone can be affected at any time. Unfortunately, people with behavioral health and developmental disabilities are often associated with stigma and discrimination. To help eliminate this stigma, we must recognize that in many cases people can recover or live the life they choose with treatment and services provided by Community Mental Health.



FY 2016 SERVICE INFORMATION - WASHTENAW COUNTY

INDIVIDUALS WE SERVE (UNDUPLICATED)

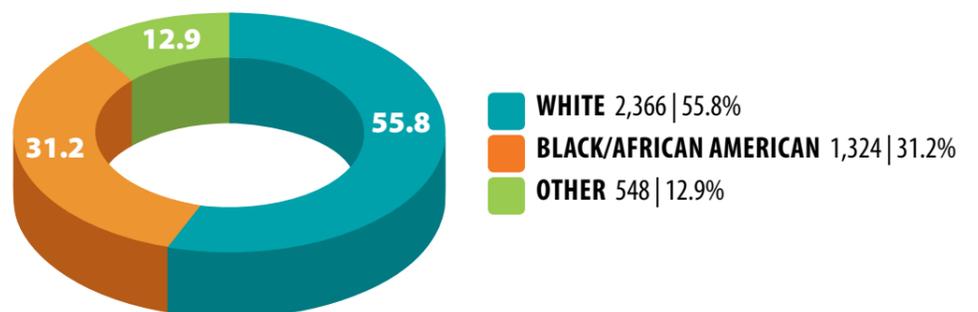
TYPES OF SERVICES PROVIDED - NUMBER OF INDIVIDUALS SERVED



NUMBER OF INDIVIDUALS SERVED



RACE



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.

Washtenaw County Community Health

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COOKIE GANT SPIRIT AWARD

GIVEN IN HONOR OF HUMAN RIGHTS ACTIVIST



long standing career with Washtenaw County, which is dedicated to serving people with mental illness,

In the fall of 2015, Washtenaw County Peer Support Specialist, Donna Orrin, was posthumously honored with the Cookie Gant Spirit Award.

Cookie Gant was a Michigan grown but nationally known advocate for human rights. She was a disability activist, a performance artist, a powerful raiser of consciousness, and a relentless supporter of diversity in every aspect of life. Cookie fought for human rights in the mental health system every day, never giving up her tough spirit, her love for others, or her sense of humor. She was an unstoppable, irreverent activist, who always maintained loving support and affection for people in "the movement."

Shortly after her death in 2003, the State Recipient Rights Committee established an award in her honor and indicated that it should be given annually to a person who exhibits the dedication, demonstrates the tenacity, and advocates diligently for persons with mental illness and developmental disabilities - just the way Cookie lived her life.

Donna embodied all of the qualities Cookie held, she was a national speaker and author who educated and continues to inspire individuals in recovery to develop quality lives of their personal choice, often beyond anyone's expectations. With a realistic sense of hope, Donna focused on improving relationships among people in recovery, their families, providers and the general community. Her awards for advocacy include an award winning documentary shown at the Paralympic Media Festival. She also worked on these goals through her

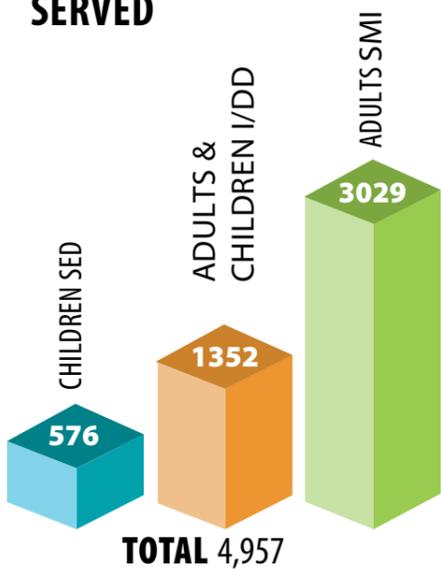
developmental disabilities and substance use issues. As a local and statewide policy maker, Donna worked toward the development of recovery oriented actions, policies, manuals and other materials. She spoke to diverse audiences in more than 16 states and presented at national conferences and conventions. Donna has accomplished this based on her experiences with her own recovery journey with mental illness and her extensive research and networking.

Donna experienced severe mental illness throughout her lifetime yet, through her own indomitable will, sharp intellect, and with



the full support of all who knew her, Donna earned her MSW at Michigan and had a successful career as an author and consumer advocate. Donna's tireless work gave hope to thousands of people grappling with their own serious mental illness, and the consumer movement, for which she was a true pioneer, has led to better, more humane mental health delivery system.

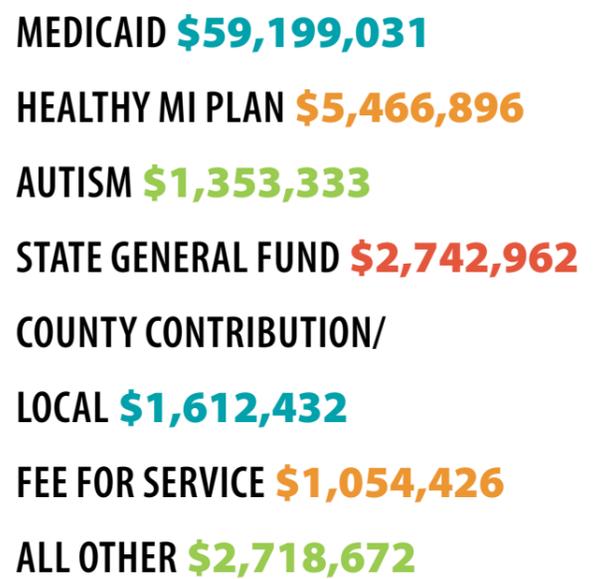
POPULATION NUMBERS SERVED



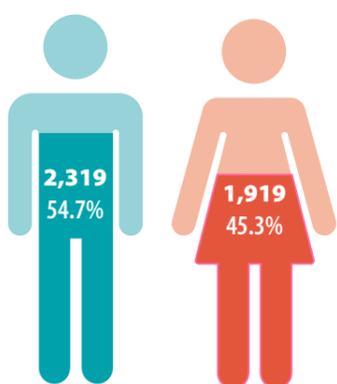
POPULATION COST OF SERVICE



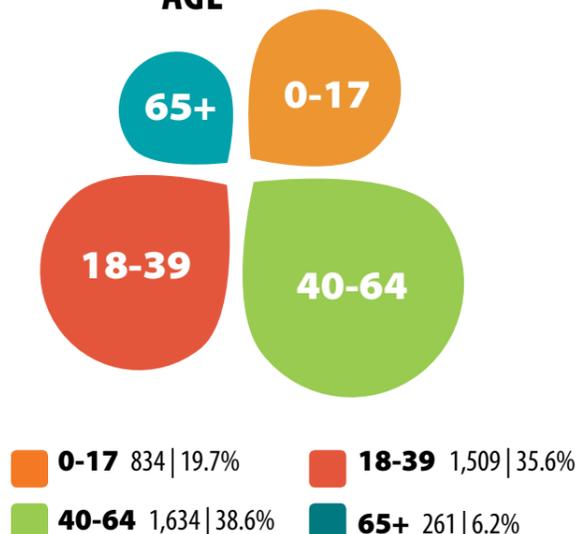
FUND SOURCE



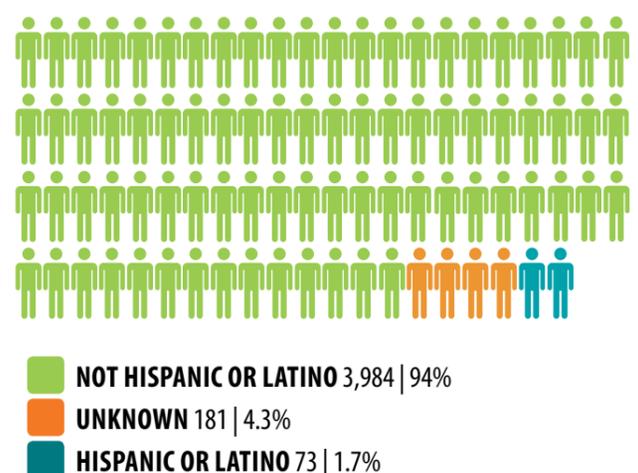
GENDER



AGE



ETHNICITY



HAPPY BIRTHDAY TO US!

Washtenaw County Community Mental Health (WCCMH) has turned 1! And what an exciting year it was. October 2015, WCCMH was formed to be the Community Mental Health Service Provider (CMHSP) for Washtenaw County. After completing a thorough review from the Michigan Department of Health and Human Services, WCCMH was granted CMHSP status to provide services for behavioral health, intellectual/developmental disabilities and children with severe and emotional disturbances.

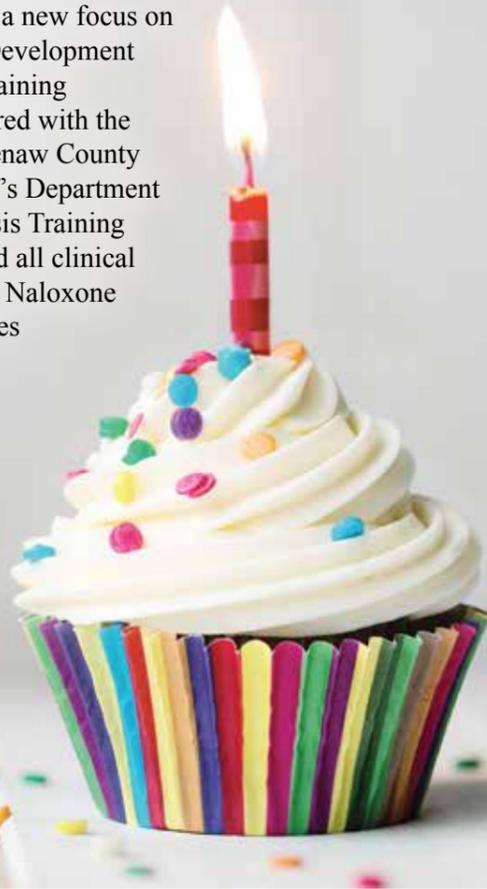
WCCMH is made up of an inspiring and committed staff that work tirelessly to serve Washtenaw County and anyone that is in need of our services. The following departments are staffed and responsible for running the well-oiled machine that is the amazing WCCMH.

- Access Crisis
- Administration
- Finance
- Operations and Contracts
- Health and Wellness
- Nursing
- Services for Adults with Intellectual/Developmental Disabilities
- Vocational Services
- Services for Adults with Mental Illness
- Youth and Family Services
- Information Management
- Office of Recipient Right
- Performance Improvement
- Compliance

- Customer Service
- Jail Services
- Peer Delivered Services
- Utilization Management

Now we share just a few of the many achievements made in the past year.

- Integrating Health Care into Services – our Health Integration program was certified by the Joint Commission
- Began and completed the WCCMH Strategic Plan
- Began a new focus on Staff Development and Training
- Partnered with the Washtenaw County Sheriff's Department on Crisis Training
- Trained all clinical staff in Naloxone practices



EXPANDING BEHAVIORAL HEALTH INFORMATION EXCHANGE (HIE) IN WASHTENAW COUNTY

Washtenaw County Community Mental Health (WCCMH) is the primary health services provider for more than 5,000 children and adults living with serious mental illness, intellectual/developmental disabilities, or emotional disturbances in Washtenaw County. To improve care coordination with healthcare and social services providers in the area, WCCMH and other mental health agencies and community partners, spearheaded the development of an electronic consent management system with funding from the Office of the National Coordinator for Health IT (ONC).

For many years, Michigan's behavioral health organizations created their own consent forms to address the state and federal laws, leading to a patchwork system that proved confusing to both providers and patients. In 2014, Michigan's legislature

consent form. WCCMH collaborated with Michigan based health information technology developer PCE Systems to create an eConsent Management System. The system functions as a gateway to a behavioral health information exchange called PIX. PIX enables providers to find information about a patient's care team, treatment plan, appointments, problem list, medications, vitals, lab results, and other clinical documentation such a medication reviews and clinical assessments.

To help improve access to patient data for care coordination throughout the community, WCCMH, PCE, and other community stakeholders collaborated to create a standalone portal called MI Care Connect. All community partners have access to PIX through the portal, giving them insights into the behavioral health care of their clients.

Benefits include the ability to obtain patients information more quickly as consents are already in the system allowing providers instant access.

Because of this project, healthcare providers in Washtenaw can now access comprehensive clinical data about their patients, and patients can outline their preference for how their health information is shared among providers. WCCMH has now turned its attention

passed a law establishing a standardized consent form compliant with HIPAA, 42 CFR Part 2, and Michigan's Mental Health Code that all entities in Michigan have to accept.

Instead of relying on a paper-based process, WCCMH sought to develop a mechanism for electronically capturing the information on Michigan's standardized

to onboarding new community partners, including the local corrections system. WCCMH is also working with Washtenaw Public Health on developing a standardized consent form for use among social service organizations to expand access to health information. If you would like to learn more about this effort, please contact us at customer.service@ewashtenaw.org.

WCCMH BOARD MEMBERS

Anna Dusbiber	Mark Creekmore
Patricia Spriggel	John Martin
Kari Walker	Caroline Richardson, MD
Martha Bloom	Carly Collins
Michael Miller, Jr.	Felicia Brabec
Suzie Antonow	Kent Martinez-Kratz

FY16 NETWORK PROVIDERS

Applied Behavioral Analysis (Autism Benefit)
ABA Pathways, LLC
Centria Healthcare
Eastern Michigan University-Autism Collaborative Center
Spectrum Community Services

Clubhouse Services/Drop In Center
Touchstone Services Inc. -Fresh Start Clubhouse Full Circle

Community Living Supports – Unlicensed
Adult Learning Systems
Avalon Housing
CHS Group LLC.
Community Residence Corporation
Friends Who Care
His Eye is on the Sparrow
INI Group, Inc.
JOAK American Homes
Macomb Residential Opportunities
Michigan Agency with Choice, LLC
Partners In Personal Assistance
Progressive Residential Services, Inc.
Quest Inc.
Renaissance Community Homes Inc.
Saints Inc.
Spectrum Community Services
Synod Residential Services
Turning Leaf

Enhanced Pharmacy Services
Genoa Healthcare
Nutritional Healing of Ann Arbor
Pharmacy Solutions

Fiscal Intermediary
Community Living Network
Guardian Trac LLC

Inpatient Hospitals/Partial Hospitalizations
Harbor Oaks
Havenwyck Hospital
Hillsdale Medical Center
Mercy Memorial Hospital
New Oakland Family Center
Trinity Health-Michigan
University of Michigan Hospital

Respite & Respite Camps
Camp Tall Tree
Friends Who Care (skilled)
Just US Club
LifeSpan...A Community Service
Michigan Agency with Choice, LLC
Michigan Visiting Nurses (skilled)
Saline Area Schools
St. Francis Camp on the Lake
The Fowler Center

Skill Building & Supported Employment
Catholic Social Services of Washtenaw Co
CHS Group LLC.
Community Work Opportunities
Comprehensive Services for the Developmentally Disabled
Work Skills Corporation

Specialized Licensed Residential
Adult Learning Systems
Beacon Specialized Living Services
Courtyard Manor of Wixom Inc.
Henlyn Care, Inc.
Hope Network Behavioral Health Services of MI (HNBHS)
Hope Network West Michigan (HNWM)
JOAK American Homes
Macomb Residential Opportunities
Prader Willi Homes of Oconomowoc, LLC
Progressive Residential Services, Inc.
Quest Inc.
Renaissance Community Homes Inc.
Renaissance House
Saints Inc.
Spectrum Community Services
St Louis Center
Synod Residential Services
Toepfer Home

Specialty Services
ABA Pathways, LLC
Erin Brewer
Friends Who Care
Michigan Visiting Nurses

Translator Services
Language Line
University Translators

