

# 2023 Accomplishments

## YOUTH SATISFACTION SURVEY FOR FAMILIES

- Completed surveys by phone which resulted in an increased response rate of 37%.
- 96% of respondents shared services are offered in a convenient location and convenient times.
- 98% of respondents shared staff treated the child and family with respect and were sensitive to cultural backgrounds.
- 94% of respondents shared feeling support from their community and social group.
- 89% of respondents shared family felt they were involved in choosing the services and goals for the child.

## MENTAL HEALTH STATISTICS IMPROVEMENT PROGRAM

- Completed surveys by phone which resulted in an increased response rate of 43%
- 89% of respondents shared the family perceives that their child is getting the appropriate services for their needs.
- 96% of respondents shared the services are offered in a convenient location and convenient times.
- 98% of respondents shared staff treated the child and family with respect and were sensitive to cultural backgrounds.
- 94% of respondents shared the family feels support from their community and social group.

# Evidence-Based Practices

1. Cognitive Behavior Therapy
2. Trauma-Focused Cognitive Behavior Therapy
3. Parent Management Training - Oregon Model and Parenting through Change
4. Dialectical Behavior Therapy
5. Applied Behavior Therapy
6. Eye Movement and Desensitization and Reprocessing
7. Infant Mental Health
8. Motivational Interviewing
9. Wraparound
10. Peer Support Services
11. Parent Support Partner
12. Youth Peer Support

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## SHW BECOMES MI BRIDGES ACCESS AND COMMUNITY PARTNER

When the Public Health Emergency ended, SHW found it imperative that we support the individuals in our county by keeping their Medicaid benefits to ensure they continued to receive their physical and mental health care. SHW became a MI Bridges Access Partner and had initially 8 staff members trained as MI Bridges Navigators. These navigators can then provide technical support to those applying or reapplying for benefits through the MI Bridges system.

## BEHAVIORAL HEALTH WORKFORCE STABILIZATION GRANT

SHW was awarded a 3-year Behavioral Health Workforce Stabilization Grant from MDHHS—covering FY 23, 24, 25. These funds are strictly for incentives and resources for SHW team members who serve individuals with mental illness. Total funding for the three-year grant is \$204,000. In FY23, these funds were used for intern stipends and incentives for pre-screen coverage.

# Performance Indicators

The Performance Improvement (PI) Program works with all CMHSP departments to ensure that the standards required by MDHHS are communicated, measured, and reported upon. These standards are found in the MDHHS/CMHSP Managed Mental Health Supports and Services Contract FY2023. The standards reflect the principles of exemplary clinical and operational aspects of care. They are reviewed and amended as needed to ensure alignment with the unique needs and requirements of the populations served by CMHSP's.

In 2023:

- SHW had 100% of children and adults receive a pre-screen within 3 hours of request.
- SHW was above the 15% standard of inpatient psychiatric unit re-admissions for adults for all four quarters in 2023.

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## NALOXONE AVAILABLE 24/7

In the event of an opioid overdose, there is a drug that can be used that can reverse the effects of the opioid. Naloxone (commonly known by the brand name Narcan) is a life-saving medication used to reverse the effect of an opioid overdose.

SHW has an outdoor Naloxone distribution box for our community. It is located to the left of our main entrance (see below). This outside box is available 24/7. Our team will restock as needed. There is a QR code on outside of box for videos on how to administer.



## Internships at SHW

SHW has partnered with Michigan State University for two academic years to support MSW interns in obtaining field placement and learning. SHW offered 5 slots in various areas of the agency and has filled 100% of those slots with interns beginning the week of 8/28/23. Two interns have been hired into SHW as full-time employees upon graduation. The interns received field placement and learning in our Access Department, Adult Outpatient Department and Children's Outpatient Department.