



## 2016 STAKEHOLDER COMMUNITY NEEDS ASSESSMENT

### Goals Progress Report

Shiawassee Health and Wellness (SHW) targeted six priority needs that emerged from the feedback received from the 2016 Stakeholder Community Needs Assessment Survey. This document serves to update the community stakeholders on the status of those 2016 initiatives. To convey the information, SHW has provided a brief overview of the priority levels along with brief notations about actions taken to complete the related goals for each of those initiatives.

#### Priority Area #1:

Increase awareness about how to access services. Encourage community use of SHW Access Center as a resource center. Enhance community understanding of the services available.

#### Priority Area #1 Progress:

- In January 2018, SHW changed the name from Shiawassee County Community Mental Health Authority to Shiawassee Health and Wellness (SHW). The name change was coordinated with the rolling out of a new website. The name change more closely supports our mission and vision.
- SHW delegated additional staff to participate in community and stakeholder committees and meetings. By increasing the number of delegate staff, SHW could effectively increase the number of committees in which the agency can actively participate.
- SHW rebranded the agency by updating and widely distributing literature (brochures, handouts, flyers, etc.).
- SHW increased the number of presentations to community organizations. The initiatives taken in Priority Area #2 are outstanding examples.
- SHW made a concerted effort to increase the amount of information shared via news releases in the Argus Press and Independent newspapers.
- SHW requested meetings with representatives of all Shiawassee County school districts to provide access information to those districts.
- SHW reached out and provided education to other community healthcare treatment providers.

## **Priority Area #2:**

Strengthen relationships with Shiawassee County law enforcement and the judicial system. Collaborate to address gaps in supports and services, and determine how SHW can play a role in addressing those needs.

### **Priority Area #2 Progress:**

- Jail diversion training was provided to the probation/parole departments of the various law enforcement agencies within Shiawassee County. SHW has also reached out to set up trainings with the prosecutor's office.
- County law enforcement agencies were offered and are attending trainings on Mental Health First Aid as well as Managing Mental Health Crisis sponsored by Michigan Municipal Risk Management Authority.
- SHW developed and offered a two-hour services orientation training to county law enforcement officers.
- SHW is revising the Jail Diversion Agreement between county law enforcement agencies.
- A SHW representative serves on the established Drug Court team. In partnership with the 35th Circuit Court, SHW received a planning grant. Planning is currently underway.
- SHW has applied for FY19 Children's Mental Health Block Grant in an effort to decrease Shiawassee County's penetration rate into the juvenile justice system and increase access to treatment for mental health and co-occurring disorders. SHW and Probate Court have been invited to complete the next step, which includes a Statement of Work.

## **Priority Area #3:**

Implement a health system that enhances Integrated Care/Population Health/Chronic Disease Management.

### **Priority Area #3 Progress:**

- Currently SHW has three Tobacco Treatment Specialists on staff and is also a member of the Medicaid Managed Care team involved in Chronic Disease Management.
- On November 15, 2018, SHW will be a tobacco-free facility.
- SHW maintains a co-located Primary Care Clinic at SHW, with a current enrollment of approximately 118 patients.

### **Priority Area #3 Progress Continued:**

- SHW implemented an agreement with Central Michigan University and Grand Valley State University for students participating in the Physician Assistants-Psychiatry rotation.
- SHW has a registered nurse (RN) involved in Community Mental Health Registered Nurse Forum, which is used for collaborative information sharing.
- SHW has an assigned RN Case Manager for an adult consumer diagnosed with intellectual and developmental disabilities.
- Patient Health Questionnaire (PHQ9) screenings are now completed at the Federally Qualified Health Center.
- SHW is one of 11 organizations across the country to participate in SAMSHA Cancer Community Care Consortium pilot program and have been approved for a grant.
- In partnership with IRIS Telehealth, SHW implemented tele-psych services five day a week.
- SHW and local system partners are involved in several collaborative initiatives including the Shiawassee Health Integration Partnership, Great Start, Wraparound Community Collaborative Team, and Alliance for a Drug-Free Shiawassee. (SHW provided the funding to bring in a national consultant to speak to the workgroup.)

### **Priority Area #4:**

Instill a sense of a “customer service” philosophy across the entire organization.

### **Priority Area #4 Progress:**

- The SHW Strategic Plan - Operating Principals has a heavy emphasis on customer service, wellness and accountability. The use of these principals are pervasive throughout the agency.
- All SHW administrative support staff are assigned to the same supervisor. This ensures consistency in numerous activities that impact customer service (e.g., reminder phone calls, appointment scheduling, receptionist activity, consistency in processes for fill-in staff, etc.)
- SHW’s Consumer Advisory Council has an organizational charter that supports greater involvement with the agency.

### **Priority Area #5:**

Implement mobile intervention teams.

### **Priority Area #5 Progress:**

- Michigan Department of Health and Human Services approved SHW's Mobile Crisis Management plan for children. SHW implemented the plan in July 2018.
- Presentations of the Mobile Crisis Management plan were shared with Shiawassee County law enforcement.

### **Priority Area #6:**

Community integration is designed to help persons to optimize their personal, social and vocational competencies.

### **Priority Area #6 Progress:**

- A detailed one-time Person Centered Planning training was provided to all Case Holders and is now part of the SHW onboarding process. This training places an emphasis on community integration.
- SHW implemented and is monitoring Home and Community Based Services (HCBS) Final Rule. The surveys implemented by Michigan Department of Health & Human Services reinforced the importance for both SHW staff and contracted provider network.
- SHW revised the Community Living Support (CLS) staff process to document consumer goals and objectives. CLS Staff who work with consumers in a specialized residential setting have access to the SHW Electronic Health Record. This supports SHW's capability to provide more detail regarding consumers response to services provided.
- By allowing CLS Providers/staff to directly enter documentation into the Electronic Health Record ensures case-holders more timely access to consumer information.
- SHW continues the 2015 partnership with Powerhouse Gym that includes reduced rates for SHW consumers.