



SHIAWASSEE
Health & Wellness

2018

Annual Report



SERVING SHIAWASSEE COUNTY

We are a local agency for mental health and substance use disorder services. We are a governmental Michigan Community Mental Health Authority that provides public mental health and substance use disorder services in Shiawassee County. Under contract with and funded by the Michigan Department of Health and Human Services (MDHHS), we serve adults, children and families who have serious mental illness and/or developmental disabilities, and/or substance use disorders. Our services are provided to individuals without regard to race, color, nationality, religion, political beliefs, gender, age, health status, disability or ability to pay as defined in Michigan's state law or regulations.

2018 HIGHLIGHTS INCLUDE:

- SHW added a Youth Mental Health First Aid Trainer
- SHW contracted with Woodbury Construction to install tile and a trench drain to improve drainage at the 1555 Industrial Drive location
- Durand High School students gave a mental health presentation to SHW Board members
- SHW Main Street Café received a perfect score on its annual inspection
- SHW implemented a tobacco-free policy that included all tobacco products on all agency properties; buildings, grounds and vehicles
- 70 Consumers and staff participated in the 14th Annual Walk-A-Mile In my Shoes at the State Capitol
- Consumers and staff participated in Unity Day by wearing orange and standing together against bullying – United for kindness, acceptance and inclusion
- SHW collaborated with Shiawassee County Health Department to provide Hepatitis A vaccination clinics
- The DJ Root Recycling Center recycled 730 tons of paper
- There were 179 new people served at SHW

CEO MESSAGE:

The 2018 Annual Report to the community is the first for us doing business as Shiawassee Health and Wellness. Although we assumed a new identity, we continued on our mission to promote health, wellness and recovery. The Shiawassee Health and Wellness staff and Board of Directors remained driven to provide better care and outcomes at a better value for individuals we serve and the community.

Shiawassee Health and Wellness realized many opportunities during the year to move toward our vision to improve quality of life through health and wellness. From supporting activities that encouraged physical strengthening, to supporting social connectedness, and ultimately promoting mental wellness; we were witness to remarkable growth.

Our progress in 2018 was not without challenges. New regulations called for creativity and innovation. Proposed change in Michigan law threatened our funding but energized our advocacy efforts and inspired us to be our best. I am proud to say that Shiawassee Health and Wellness is ready to take on whatever changes or demands the future holds.



SHIAWASSEE CMH CHANGES NAME TO SHIAWASSEE HEALTH & WELLNESS

Shiawassee County Community Mental Health Authority started the New Year with a name change. The agency remained an authority as approved by the County Commissioners in 2004. However, the new name, Shiawassee Health & Wellness (SHW) more accurately reflects what the agency is striving to promote in Shiawassee County. It also places the agency in a better position to grow. When receiving a behavioral health service, the mind cannot be treated in isolation. It is important to treat the whole person, the behavioral health needs as well as physical needs.

Shiawassee Health & Wellness remains the designated Community Mental Health Services Program (CMHSP) with the responsibility for serving the specialty behavioral health needs for individuals in Shiawassee County.

The SHW focus is on quality care while providing an overall wellness approach that focuses on giving fully integrated health services. SHW remains dedicated to meeting the needs of our consumers in the ever-evolving healthcare industry.

In addition to the name change, the agency improved the logo. A few years ago, a diverse group of people formed a committee to select a new logo. The reasoning behind the oak leaf is that it represents stability, dependability, teamwork, change, new beginnings and growth. The color green was chosen because it was believed to be calming while it signifies to move forward. The justification for oak leaf and the color remains the same. However, the design was changed to add a new fresh look and represents treating both the physical health and behavioral health needs of individuals we serve.



Mission Statement: To promote health, wellness, and recovery.

Vision: To improve the quality of life through health and wellness.

Values:

- Dignity, Respect and Courtesy for all individuals
- Upholding the public trust with integrity and accountability
- A well trained and culturally sensitive workforce that uses Evidence-Based Practices
- Being a leader in Shiawassee County for behavioral health by acting as a safety net to our community and giving individuals opportunities to reach their potential.

STRENGTHENING OUR COMMUNITY

Shiawassee Health & Wellness (SHW) and Girls on the Run (GOTR) had a successful year. GOTR is a nonprofit organization dedicated to empowering young girls to become confident and strong.

Over the course of a 10 week program, 3rd through 8th grade girls developed some essential skills to help navigate and establish a lifetime appreciation for mental and physical health and fitness. Additionally, the girls had an opportunity to positively influence the local community through a service project while preparing physically and emotionally for a celebratory 5K event at the end of the 10 weeks.



Through scholarships, every girl who wanted to participate had an opportunity. Special thanks to Always, Shiawassee Community Foundation, Playmakers and so many more. These scholarships provided the girls with a gift card for a new pair of running shoes.

The SHW team consisted of nine girls and two SHW staff as coaches. Later multiple running buddies came alongside the girls to cheer and provide support. During the 10 weeks, each team meeting began with a short inspiring story that led to warm ups, which involved the lesson for the day. Topics included prevention and education about bullies, self-esteem, friends and confidence to name a few. After the lesson, the girls and coaches participated in the running session with the goal to complete more laps than the previous week. Meetings would conclude with a healthy snack and a conversation about what went well, followed by a celebratory cheer.

When deciding on the service project, the GOTR team decided they wanted to bring more color and beauty to the world. Working as a team, vibrant colorful flowers were planted around the agency to spread happiness to all who would visit SHW.

In the final big 5K event, each girl reduced her time by an average of 5 minutes. All crossed the finish line with a giant grin.



WELLNESS SQUAD IN ACTION

Upon completion of the SHW Wellness Walk in September 2017, a group of staff members joined together to participate in a 5K each month from April through December 2018.

A group of 26 participated in the Susan G. Komen 5K in Lansing on April 29th. Then a group of five participated in a 5K through Livingston CMH to promote Mental Health Awareness month. Next up, the Curwood Festival 5K!

This group had fun, encouraged one another, got to know other co-workers they may not have known before, and focused on physical health goals. For some, the Susan G. Komen was their first ever 5K!



SUICIDE PREVENTION WALK

Shiawassee Health & Wellness collaborated with Baker College to plan a Suicide Prevention and Awareness Walk. The walk was held in downtown Owosso on Wednesday, September 19th. Over 220 individuals from throughout the county gathered to attend. Participants from all ages shared the need for society to move beyond the stigma of mental health issues, particularly depression and anxiety.

Many local agencies provided resource and educational information, such as grief support and behavioral health services.

A memorial balloon launch took place with releasing hundreds of purple and teal balloons, some with letters to loved ones handwritten on them, others with notes and prayers attached to the strings. Along with the balloon launch, there were fabric leaves on which to write a loved one's name. The leaves were added to a community-wide quilt that will later be displayed throughout the community.

The walk was sponsored by Shiawassee Health & Wellness, Baker College – Owosso, Shiawassee Prevention Network, Watkins Funeral Home, Young Chevrolet Cadillac and The Bagelman.



OFFICE OF RECIPIENT RIGHTS

The Office of Recipient Rights entered into 2018 with staffing changes. Upon the retirement of the Recipient Rights Director, after 28 years of service with the agency, Andrea Andrykovich joined the department. Andrea came to the agency with almost 17½ years of experience in providing recipient rights services in a neighboring county. Before working in the area of rights protection, Andrea began her career in the mental health field as a Case Manager/ Supports Coordinator in Shiawassee County. The agency welcomed Andrea's knowledge and experience to the team.

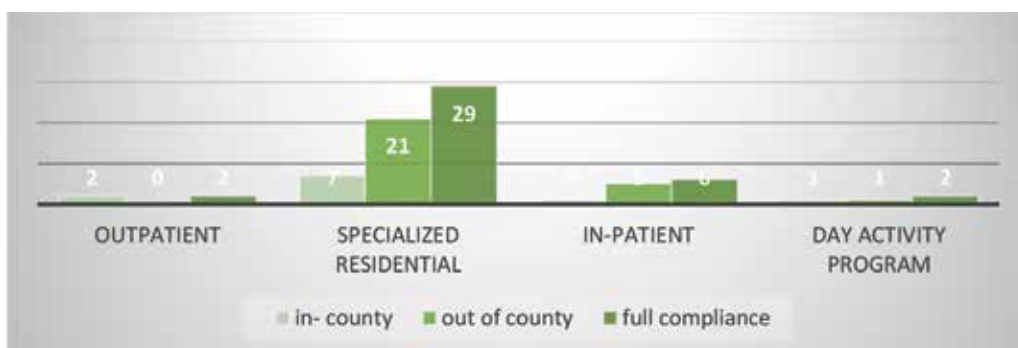
According to Public Act 258 of 1974, known as the Mental Health Code (MHC), each community mental health service program must establish an Office of Recipient Rights (ORR). In Michigan, individuals who receive mental health services are protected by statutory rights. The mission of the Office of Recipient Rights is to protect and promote the constitutional and statutory rights of recipients of public mental health services and empower recipients to fully exercise these rights. The MHC has further clarified that the Office will function to ensure; education, prevention, monitoring, and complaint resolution. The following information is a summary of activity by the Office of Recipient Rights for Fiscal Year 2018:



Prevention and Monitoring:

The prevention and monitoring functions of the ORR are completed in various ways throughout the year by way of consultation, the development and review of agency and provider policies and contracts, and by reviewing critical incident reports, and reports of recipient death.

The annual site visit conducted at each directly operated and contracted provider location is the predominant manner in which prevention and monitoring occurs. During FY 2018, the Office of Recipient Rights visited 41 service sites to monitor compliance with recipient rights standards, 29 of these sites were located outside of Shiawassee County. All service sites were able to fully comply with the standards required at the time of the assessment or by providing an appropriate plan of correction within a manageable timeframe.



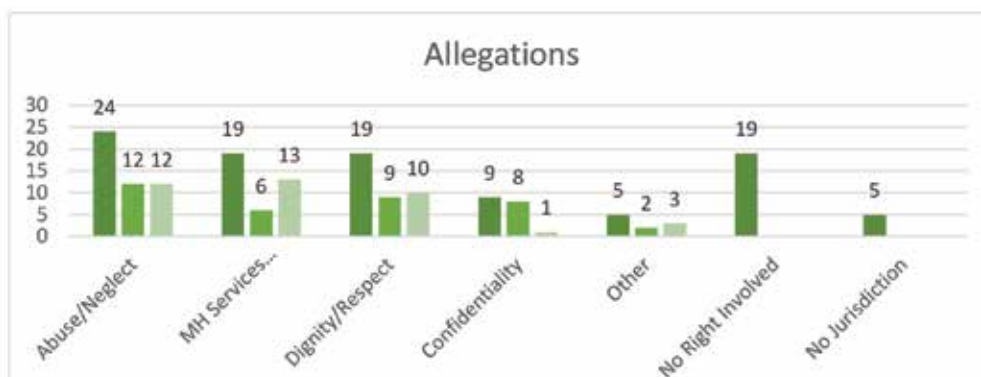
Training:

The Mental Health Code also states that all staff who provide mental health services to a recipient be trained in recipient rights within 30 days of hire, and annually thereafter. In Fiscal Year 2018, the Office of Recipient Rights provided recipient rights training to 541 employees, including Shiawassee Health and Wellness employees, staff working in self-determined arrangements, and staff working at contracted provider sites. Of the 541 employees trained, 324 attended an in-person session and the remaining employees obtained their annual training using the SHW on-line training curriculum.

In addition to providing recipient rights training, ORR staff are required to receive MDHHS approved rights related training. In 2018, the SHW ORR staff completed a combined total of 44 hours of training, with an emphasis on identifying rights protected under the Mental Health Code and in maintaining compliance with MHC requirements.

Complaint Resolution:

The most notable function of the Recipient Rights Office is the complaint resolution process. The Office of Recipients is responsible for investigating apparent or suspected rights violations in a timely and efficient manner. This year, the majority of citations brought to the ORR fell into the following categories: Abuse/Neglect, MH Services Suited to Condition, Dignity and Respect, and Confidentiality. In the event of a substantiated rights violation, the Mental Health Code requires the respondent take remedial action. Remedial action must be implemented in a timely manner, must try to correct or remedy the rights violation, and it shall attempt to prevent a recurrence of the rights violation. In addition, the Code requires there be disciplinary action for all Abuse, Neglect, and Harassment or Retaliation substantiations.



EMPLOYMENT & SKILL BUILDING CONSUMERS

PARTNERS WITH LOCAL BUSINESSES AND ORGANIZATIONS

SHW is continuously improving the quality of services and programs. With this as the driver, the Employment and Skill Building (ESB) program has been making updates to improve the services offered.

Additionally, the ESB staff are proud of the fact that the program is now in full compliance with the federally mandated Home and Community Based Services Rule, established in 2014, for all non-residential day programs like the ESB program.

For the past year, the ESB program focused more intently on consumers increasing local community partnerships in order to increase opportunities to engage with members of the community. Examples of the ESB program expansion include:

- ✓ More choices about programming
- ✓ More choices about classes
- ✓ Expanded functional and skill-building activities offered
- ✓ Full access to personal funds
- ✓ More choices about how to spend personal money
- ✓ Additional activities offered in the community for all classroom and community-based consumers
- ✓ Improved electronic medical record system for easier access to goals and tracking progress by ESB staff
- ✓ ESB Functional-Based yearly assessment, to assess the basic functional skills and self-care of clients to help guide treatment goals, then track progress.
- ✓ Vocational assessment and curriculum that will support the efforts of Michigan Rehabilitation Services (MRS) and the consumers' ability to achieve employment outside of SHW

Each semester, ESB community classes changed to allow consumers additional opportunities to engage with community members on regular basis. At the beginning of 2018, seven classes provided regular interaction in the community. By the end of 2018, that number had grown to 25.

As the ESB staff have made concerted efforts to gain community engagement, new relationships with community organizations and members have emerged. Examples of new community classes that have been offered over the past year include:

- * Angels Hands Outreach: Provide manpower to accept, organize, and disperse donations
- * Angels Hands Outreach: Make and donate laundry soap and other homemade products
- * Memorial Healthcare: Provide knitted hats and blankets to newborns and patients receiving services at the MHC Cancer Center

- * Sleepy Hollow State Park: Work side-by-side with the park rangers ensure trails and beaches are clean and safe for visitors
- * Salvation Army Soup Kitchen: Serve meals to community members
- * Owosso businesses and government facilities: Learn environmental safety skills
- * Vocal Variations, the ESB choir, performed at Miller Music Store, Pleasant View, Ovid Healthcare, Comfort Care in Chesaning, Durand Senior Care & Rehab Center, and Genesee Valley Mall

To close 2018, SHW offered the Work-Readiness curriculum to consumers with a personal goal to obtain paid employment in the local community. The Work-Readiness program was offered to consumers who do not yet qualify for services through Michigan Rehabilitation Services (MRS), and who need to progress through the program at their own individual pace of learning and growth. The course taught pre-vocational skills such as interpersonal and communication skills, transportation, time management, appearance, and motivation.

As the ESB program continues to advance in 2019, SHW will strengthen consumers' work-readiness skills that will support the goal for competitive employment in the community and/or have successful experiences volunteering beside community members. Our partnerships with Michigan Rehabilitation Services (MRS) and Michigan Works, both located in Owosso, will provide a seamless support system to help guide consumers through each step of obtaining successful employment and improving quality of life.



SHW RECEIVES FEDERAL GRANT

Shiawassee Health & Wellness was among three Michigan organizations to receive up to \$3.3 million federal grant over the next five years to fund programs aimed at helping consumers. The funding will be used to improve the coordination of physical and mental health care. Studies show that a higher percentage of people who have a mental health disorder also have physical issues such as obesity, tobacco addiction and hypertension.

SHW has been integrating both mental and physical health services so that a consumer's health care needs are treated more effectively and efficiently. Although the agency has been integrating health services for the past five years, the grant enabled SHW to strengthen the coordination of services with local partners who provide primary health care.

The integrated services goals include:

- Place SHW providers in the offices of primary care physicians
- Improve joint access to medical records for SHW and primary care providers
- Expand tobacco treatments services

TELEHEALTH

On September 17, Ralph Saintfort, MD joined the SHW team and the implementation of tele-psychiatry services for mental health and substance use disorders began.

Dr. Saintfort graduated from Connecticut College and George Washington University. He completed his residency at Harvard Longwood Psychiatry and a Fellowship in Medical Psychiatry from Brigham and Women's Hospital in Boston. His experience includes director at a community health center for 5 years and his own psychiatry private practice for 10 years.

Dr. Saintfort increases the number of SHW psychiatrists to three. The other two positions are part-time.

By implementing tele-psychiatry, it leverages recent advancements in communications technology to make quality psychiatric care available. More specifically, it allows for increased access to these services in Shiawassee County. SHW consumers are able to keep important appointments and get the care they need even though the doctor is hundreds of miles away. In addition, tele-psychiatry improves the timeliness and quality of care delivered to patients, improves patient outcomes, satisfaction, and enables live interactions between a psychiatrist and the consumer at SHW.

The telehealth model SHW uses is real time secure video conferencing technology for appointments between the psychiatrist and patients. The doctor completes evaluations, diagnosis, and treatment planning for mental health conditions. The technology is also used to integrate the doctor into the SHW treatment team. With the goal to improve access to mental health treatment in Shiawassee County, SHW intentionally contracted with Iris Telehealth for more psychiatric provider time than needed internally in order to have the expertise available to consult with other health care providers in the community.

MOBILE CRISIS INTERVENTION

SHW added a Mobile Crisis Intervention service. These services are for children and families with mental health needs and is available during mental health crisis events.

County data from the previous three years was reviewed to determine operational details for service development that included the hours of operation and necessary staffing levels. SHW next developed the service plan, trained staff, and began to educate the community about the Mobile Crisis Intervention Team.

This alternative resource supports the child and family through a situation and aims to support the child in their current living arrangement and helps avoid unnecessary involvement with the legal system.

The Mobile Crisis Intervention Team is available to any eligible Shiawassee County resident up to the age of 21. A two-person response team will provide crisis intervention at the person's home, school, and in the community. The Mobile Crisis Intervention Team is deployed Monday through Friday from 12:00 pm to 9:00 pm. Services are available regardless of an individual's insurance provider.

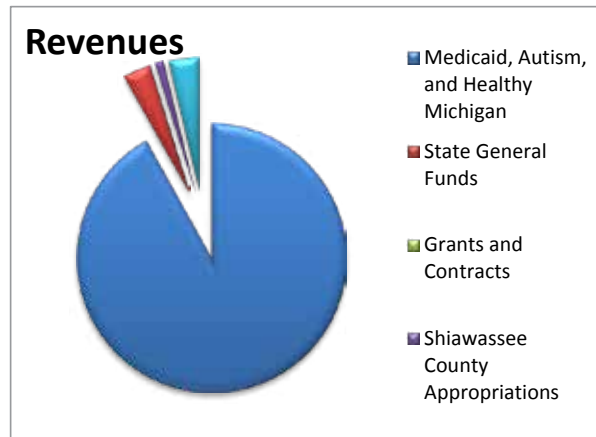
SHW will continue to explore and identify gaps within our community revolving around youth mental health crisis stabilization.



2018 FINANCIAL REPORT

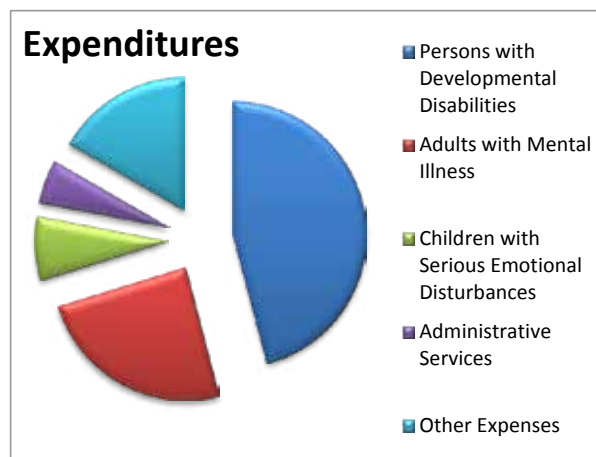
Revenues

Medicaid, Autism, and Healthy Michigan	19,177,903
State General Funds	689,762
Grants and Contracts	19,995
Shiawassee County Appropriations	200,000
Other Revenues	772,773



Expenditures

Persons with Developmental Disabilities	9,659,677
Adults with Mental Illness	5,123,490
Children with Serious Emotional Disturbances	1,629,838
Administrative Services	1,119,090
Other Expenses	3,514,379





SHIAWASSEE
Health & Wellness

1555 Industrial Drive
Owosso, Michigan 48867

989-723-6791
shiabewell.org