

Long-Term Plan Progress:

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Funding
provided by:
NMRE

The Board of Directors has modified its Long-Term Planning process placing a greater focus on departmental goals as the agency prepares for more extensive integration with other providers following the re-bid of the Medicaid Health Plans. Some of the many accomplishments achieved thus far are:

- **Supported Employment Program:** Achieved program fidelity for this Evidence-Based Practice based on the recently completed MIFAST audit of the program. Our program is only one of seven programs in the state to achieve a fidelity rating. This is a great accomplishment as competitive consumer employment is a key element in achieving independence and recovery.
- **Outpatient Services:** Was charged with the study and the development of a proposal to provide Access Services locally, allowing consumers to begin services sooner. The current state standard for the initiation of treatment is 28 days from first contact, and the new plan reduces the target to 14 days. The plan also establishes dedicated day-time crisis services which will reduce the disruption of services to other consumers when responding to emergencies.
- **Autism Services:** The Family Program has expanded the availability of the Autism Program to all counties served by AVCMHA. In addition, AVCMHA has contracted with another agency to provide additional services while more staff are being hired and trained. At this time, twelve children/families are enrolled in the program.

Vision Statement:

AuSable Valley Community Mental Health Authority envisions a future where consumers achieve physical and mental health sufficient to empower them to achieve their dreams and desires for greater independence, greater personal responsibility, and full participation in community life.

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Mission Statement

AuSable Valley Community Mental Health Authority provides quality prevention, education, and mental health services, in a fiscally responsible manner, in Iosco, Ogemaw, and Oscoda counties, which are aimed at improving the health and welfare of persons served, promote greater independence, and improve the quality of life for people in these counties with developmental disabilities, mental illness, and substance use disorders.

AuSable Valley Community Mental Health Authority

June | 2015

Semi - Annual Report

This Issue

| | |
|---|-----|
| Recovery Stories | P.2 |
| Medicaid Verification Audits & Fidelity Report | P.3 |
| Long-Term Plan Progress | P.4 |

I am proud to announce that AuSable Valley Community Mental Health Authority (AVCMHA) has achieved re-accreditation from the Council on Accreditation covering the four-year period of March, 2015 through March, 2019. National accreditation is important for a number of reasons, but perhaps the most important is it shows that AVCMHA strives for a higher level of quality than simply just compliance with regulatory and contract requirements. The Council on Accreditation uses highly experienced peer reviewers who examine operations and practices against a well-respected set of national standards. To be accredited, an agency must demonstrate Integrity, Credibility, and Achievement; three characteristics I believe to be the hallmarks of quality in any program.

In this report you will see how those factors come to life in the daily operations of AVCMHA. You will read stories of how consumers benefit from the services and supports provided and progress to date on our long-term plan goals. It is important to the Board that the agency provide needed services, but additionally, that the agency continues to foster growth and improvement ensuring our systems and services are state-of-the-art.

Finally, not specifically addressed in the report, but happening behind the scenes is an unprecedented effort on the part of District Health, DHS, hospital leadership, physician groups, and other providers, along with AVCMHA to work cooperatively to address the immediate and long-term health needs in our communities. AVCMHA applauds and fully supports these efforts, and is fully committed to achieving a better quality of life for all citizens through improved health.

Respectfully,

Joseph Stone, Chairperson
AVCMHA Board of Directors



Volunteer Work at its Finest

By: Judy Murphy, Community Resource
Center Staff &
Mike O'Hare, I/DD Adult Case Mgmt.
Supervisor

In February, six consumers began volunteering their time and talents at the Salvation Army Soup Kitchen in Bay City as part of skill-building services the consumers receive through the Community Resource Center (CRC). While volunteering at the soup kitchen, consumers are learning and developing skills in areas of professionalism, customer service, engaging, and socialization with a variety of people from diverse backgrounds. The consumers are also learning how to take directives from multiple individuals and to prioritize the tasks they are assigned. Janice, a Salvation Army staff said, "when Morgan started she was like a caterpillar; she turned into a beautiful butterfly - so friendly, everyone loves her smile. The guys are like Mounties, always there when needed, and they never complain. They are willing to do anything." "I like helping people and serving people who need help serving themselves," said Morgan Gehl. Ron Moorhouse said, "I like seeing and serving different people." "I like to learn how to do stuff, like cooking, serving, and being nice," said Milford Bedford. The volunteering the consumers take part in helps them practice hands-on application of daily living skills and helps to relieve any fears they may have when it comes to cooking within their own kitchens. Ken, Salvation Army staff, indicates, "I enjoy helping them out, talking with them, and they always make me smile." Consumers are introduced to tools and appliances within the kitchen and have been using

some of those tools effectively. They have been learning how to portion foods and properly store food after it has been prepared. Violet Wilson reports, "I like learning to cook and serve." The consumers are learning to cook and serve food and practicing sanitary procedures, like the use of hair nets, aprons, and washing their hands for thirty seconds before applying their gloves. The volunteer opportunity at the soup kitchen allows them to improve their well-being and independence. They look forward to going and enjoy the time spent there with everyone. "I enjoy it because I think it is more of doing God's work," Bob Buzzie, Jr. said.



Meet our Salvation Army Soup Kitchen volunteers: (Back L-R) Milford Bedford and Bob Buzzie, Jr.; (Front L-R) Ronald Moorehouse, Violet Wilson, and Morgan Gehl. Not pictured: John Anthes

Co-Occurring Success Story

I have been a consumer at AVCMH since November of 2009. At that time, I was in 7th grade and life seemed very confusing. I think my mom let me get away with too much and I was sad that we didn't do things together like other kids and their parents did, like eat meals, have game nights, and do fun things as a family. At that time also, my dad was in and out of my

life and he always sent me mixed messages. My mom started seeing a guy that I didn't get along with very well and we fought a lot anyways. I was having problems with my behavior declining and having a lot of anger. The second time I came in was in 2012 and I came in because I was struggling with feeling bullied and judged by the teachers and principals at school and had a difficult time with feeling like not fitting in and that me and my friends supporting each other was all we had. I took an overdose of Ibuprofen because I was so sad about being called names all the time. Things continued to be bad at school and with how I got along with my mom until around 2014 when after leaving school after a suspension I was being home schooled. I decided I wanted to get back into regular school for my senior year. I started doing better at my work and Ausable Valley started helping me too. I started learning to use my coping skills like my drawing and singing. I did have a problem with marijuana though. I got caught with some and was placed on probation then started in the Youth Co-Occurring program. I have really enjoyed this program, especially the groups that we do. I have met people in there that I can relate to and that understand what I go through. Since then, I have gotten off probation, got my driver's license back, and should be graduating with my class. I want to go on to college to learn cosmetology because I love doing hair and may want to find a way to mix doing hair with working with kids with disabilities. I still have a ways to go but Ausable Valley has helped me work towards recovery and making my life the way I want it to be.

-Consumer Name Withheld By
Request

"As guardians, we visit quite often - always are welcomed; home is very bright and upbeat."

Medicaid Verification Audits

On a quarterly basis, the Northern Michigan Regional Entity (NMRE) conducts a Medicaid service verification audit. The audit is inclusive of service validation as well as coinciding Medicaid dollars for those services. The service validation process for the 1st Quarter of FY' 2015 Medicaid services indicates a verification rate of 99.5% of total services audited and 99.3% total dollars audited, well above the 95% threshold. The graph below shows AVCMHA's continued high performance/quality and also compares the agency to the NMRE as a whole.

| 1.1 Medicaid Service Verification % Validated | | | | |
|---|-------|-------|--------|-------|
| | Q2 14 | Q3 14 | Q4 14 | Q1 15 |
| AVCMHA | 98.9% | 98.6% | 100.0% | 99.5% |
| NMRE | 92.8% | 97.2% | 97.6% | 97.7% |

| 1.2 Medicaid Service Verification Dollars % Validated | | | | |
|---|-------|-------|--------|-------|
| | Q2 14 | Q3 14 | Q4 14 | Q1 15 |
| AVCMHA | 99.2% | 98.5% | 100.0% | 99.3% |
| NMRE | 92.4% | 97.1% | 97.6% | 96.5% |

Supported Employment Achieves Fidelity

On February 25th & 26th, the Supported Employment program completed a Fidelity review of the services they provide to consumers with mental illness. The Supported Employment program received a score of 88 and was granted Evidence-Based Supported Employment for consumers with mental illness. This score was a 17-point increase over the Fidelity review that was completed in 2012. The scale is divided into three sections, including staffing, organization, and services. The review consists of 14 items and each item is rated in a 5-point response format, ranging from 1 = no/minimal implementation to 5 = full implementation, with intermediate numbers representing progressively greater degrees of implementation. Supported Employment received a 5 on the following items: caseload size, employment services staff, executive team support, rapid search for competitive job, job development – frequent employer contact, and competitive jobs. Supported Employment received a 4 on the following items: vocational generalists, integration of rehabilitation with mental health through team assignment, collaboration between employment specialists and vocational rehabilitation counselors, agency focus on competitive employment, job development – quality of employment contact, and assertive engagement and outreach by integrated treatment team. Great job to the Supported Employment program staff for all their hard work and achieving Fidelity!

Individual Placement and Support Fidelity Scale Score Sheet For AVCMHA

| Staffing | | 2012 | 2015 |
|--------------|---|------|------|
| 1. | Caseload size | 5 | 5 |
| 2. | Employment services staff | 3 | 5 |
| 3. | Vocational generalists | 4 | 4 |
| Organization | | | |
| 1. | Integration of rehabilitation with mental health thru team assignment | 3 | 3 |
| 2. | Integration of rehabilitation with mental health thru frequent team member contact | 2 | 4 |
| 3. | Collaboration between employment specialists and Vocational Rehabilitation counselors | 5 | 4 |
| 4. | Vocational unit | 2 | 2 |
| 5. | Role of employment supervisor | 2 | 2 |
| 6. | Zero exclusion criteria | 3 | 3 |
| 7. | Agency focus on competitive employment | 2 | 4 |
| 8. | Executive team support for SE | 4 | 5 |
| Services | | | |
| 1. | Work incentives planning | 4 | 3 |
| 2. | Disclosure | 3 | 3 |
| 3. | Ongoing, work-based vocational assessment | 3 | 3 |
| 4. | Rapid search for competitive job | 5 | 5 |
| 5. | Individualized job search | 1 | 2 |
| 6. | Job development—Frequent employer contact | 5 | 5 |
| 7. | Job development—Quality of employer contact | 2 | 4 |
| 8. | Diversity of job types | 1 | 1 |
| 9. | Diversity of employers | 1 | 3 |
| 10. | Competitive jobs | 1 | 5 |
| 11. | Individualized follow-along supports | 2 | 3 |
| 12. | Time-unlimited follow-along supports | 3 | 3 |
| 13. | Community-based services | 4 | 3 |
| 14. | Assertive engagement and outreach by integrated treatment team | 5 | 4 |
| Total Score | | 71 | 88 |

| | |
|-------------------------------|--------------------------|
| 115-125 Exemplary Fidelity | 100-114 Good Fidelity |
| 74-99 Fair Fidelity | 73-Below Not IPS |

"I feel that I have grown the last year and thank you for your help."