

Contact Us:

Phone
989.362.8636

Fax
989.362.7800

www.avcmh.org

Funding
provided by:
NMRE

2014 Information Technology (IT) Highlights:

Based on consumer, staff, and community feedback, the Board sets priorities for improving services and operations. Some of our accomplishments from our IT Program are listed below:

- Worked with staff, consumers, and a website consultant to design a modern and professional looking website that would fulfill the needs of our consumers
- Implemented WIFI devices in the COH and AFC homes for easier internet connectivity for staff and consumers
- Distributed electronic signature pads to staff for electronic forms for consumers
- Added a Network Administrator position to work with the data network system, servers, telecommunication systems, and the security and encryption systems
- Added a Systems Data Analyst position to work with and enhance the EHR system, staff training, provide reports, and identify data integrity issues
- Implemented a video conferencing solution utilizing Lync and webcams for potential use with TeleMed, training, staff meetings, and supervision

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.

AVCMHA
1199 W. Harris Avenue
P.O. Box 310
Tawas City, MI 48764

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

January | 2015
Annual Report

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The recently completed year has been one of the more challenging and positive years for AuSable Valley Community Mental Health Authority (AV) that I can recall in my 14 years as a Board member. I am pleased with the manner in which the Board and Administration have worked together to successfully address challenges while continuing to move the agency forward as a compliant, fiscally-sound, and locally-operated provider of community mental health services.

A major challenge was the re-organization of the Medicaid funding structure by the State, requiring the development of an entirely new Prepaid-Inpatient Health Plan referred to as the Northern Michigan Regional Entity (NMRE). The NMRE operates to fund mental health services and coordinate substance use disorder services in a 21-county area. This change required a huge commitment of time and energy, by both the Board and staff, and has resulted in a better operational and fiscal situation for the agency. In addition, the transition to Healthy Michigan brought many positive developments for consumers, but also created a variety of additional challenges associated with reductions in General Fund Programs, Adult Benefit Waiver, and MiChild benefits. The planning efforts of leadership and staff helped minimize the scope of problems and complications associated with these changes. As Board Chairperson, I was pleased to see that AV staff, in addressing these complex issues, made the needs of consumers their first consideration in planning for and implementing the mandated changes.

In this report you should note that AV continues to be a well-run mental health program, which benefits the community by providing a variety of Evidence-Based Practices with fidelity to assist consumers on their journey to recovery. The personal recovery stories shared in this issue demonstrate the important treatment partnership that exists between staff and consumers. The outcomes reported reflect AV's active effort to be more focused and accountable, ensuring the community that the agency is committed to providing state-of-the-art treatments and achieves meaningful results that benefit consumers. Our commitment to quality is widespread and is demonstrated by AV's achievement of our highest compliance ratings ever during this fiscal year, and attaining recertification by the State of Michigan as a community mental health center.

Respectfully,

Joseph Stone, Chairperson
AVCMHA Board of Directors



Serving Iosco County, Ogemaw County & Oscoda County

Community
Integration: Joe's
Success Story

If you ever spend time in downtown West Branch, especially at the Downtown Café or G's Pizzeria, you have probably seen Joe or at least know of him. Joe is a shining example of what AuSable Valley Community Mental Health Authority (AVCMHA) tries to accomplish with our consumers: create independence and natural supports within the community.

Joe has been receiving services from AVCMHA since 1976 and living in his own apartment since the late 1980's. In fact, Joe is one of our first consumers to participate in the independent living program. After living at home most of his life, Joe was placed in an Adult Foster Care (AFC) home. If you ask him if he liked the AFC or living independently, he will tell you, "I like it this way." Joe says he likes living alone because when he lived in the AFC, he was not allowed to use the phone, keep food in his room, had no snacks, had to eat what was made for him, and "they go to bed too early," he said. When Joe was asked what he likes best about AVCMHA, he stated, "I like to see Dickie and my niece." Joe's Community Living Support (CLS) staff Linda, assists him with daily living skills as well as taking him to see his favorite brother, who lives out of town, or his niece who has a business downtown. When Joe first started to receive services

through AVCMHA, he would not let people into his apartment. When he eventually let AVCMHA staff into his home, he would not allow them to "touch his stuff." Now, he enjoys having people come by his apartment and visiting AVCMHA offices. "I like visiting the girls," is what Joe will tell you. Linda attributes this change in Joe to her respecting him and his wishes. When she asks him if she can clean something in his apartment and he is not sure about doing it, his favorite response is, "I'll think about it," and she waits until he says it's okay.

Joe has become quite the social butterfly. You will see Joe at G's Pizzeria's annual Christmas dinner or even throwing one of his own parties. When Kevin McLaughlin, owner of the Downtown Café, was asked about Joe he stated, "Joe came in one day and said 'I'm hungry,' and ever since then, he's been a fixture on the wall." This is a perfect statement about Joe because he does become a fixture on the wall and is welcome wherever he may go.



Joe (pictured left), is all smiles with Kevin McLaughlin (pictured right), owner of the Downtown Cafe in West Branch.

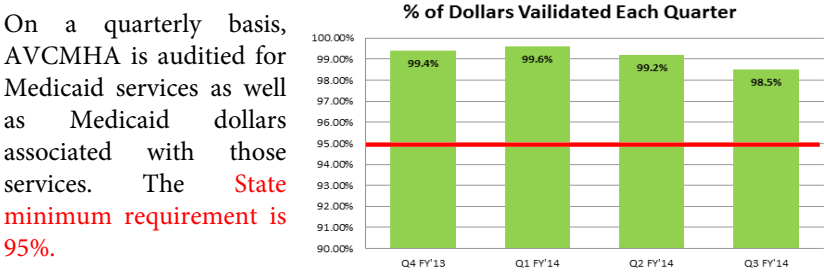
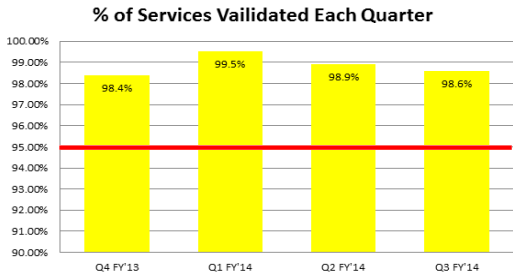
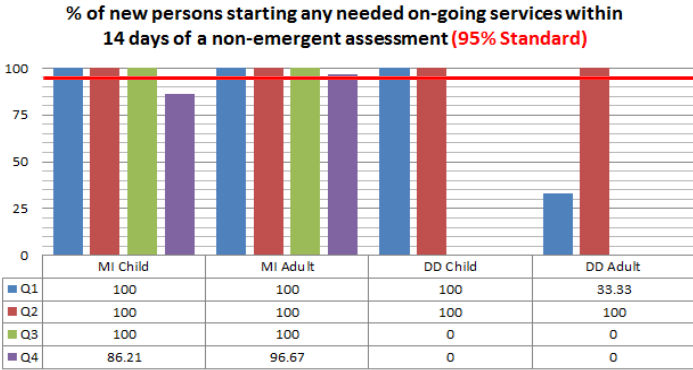
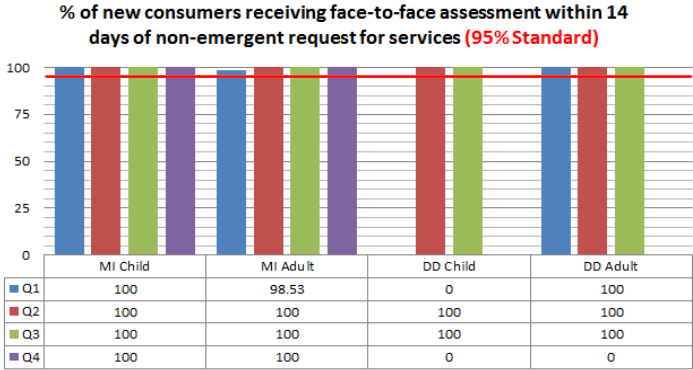
Timothy's
Thank-You

When Timothy first went to AuSable Valley Community Mental Health Authority he was having a lot of problems that my husband and I didn't know how to handle. Timothy was 14 when he came to stay with us, and we suddenly became parents. He had a horrible past where he was neglected and abused physically, mentally, and emotionally. He became abusive towards us and was scared to talk about what he was feeling or thinking. With several years of ups and downs it was very rough for all of us, but the team that we had set up for all of us got us through it. Elizabeth was at our house whenever we needed and was a HUGE part that helped my husband and I get through everything. She helped us understand Timothy's needs, how we could stay calm, and how we could help him even when we were frustrated or angry. She also helped us communicate with his school and discover ways that he and school staff could help him stay on track for graduation.

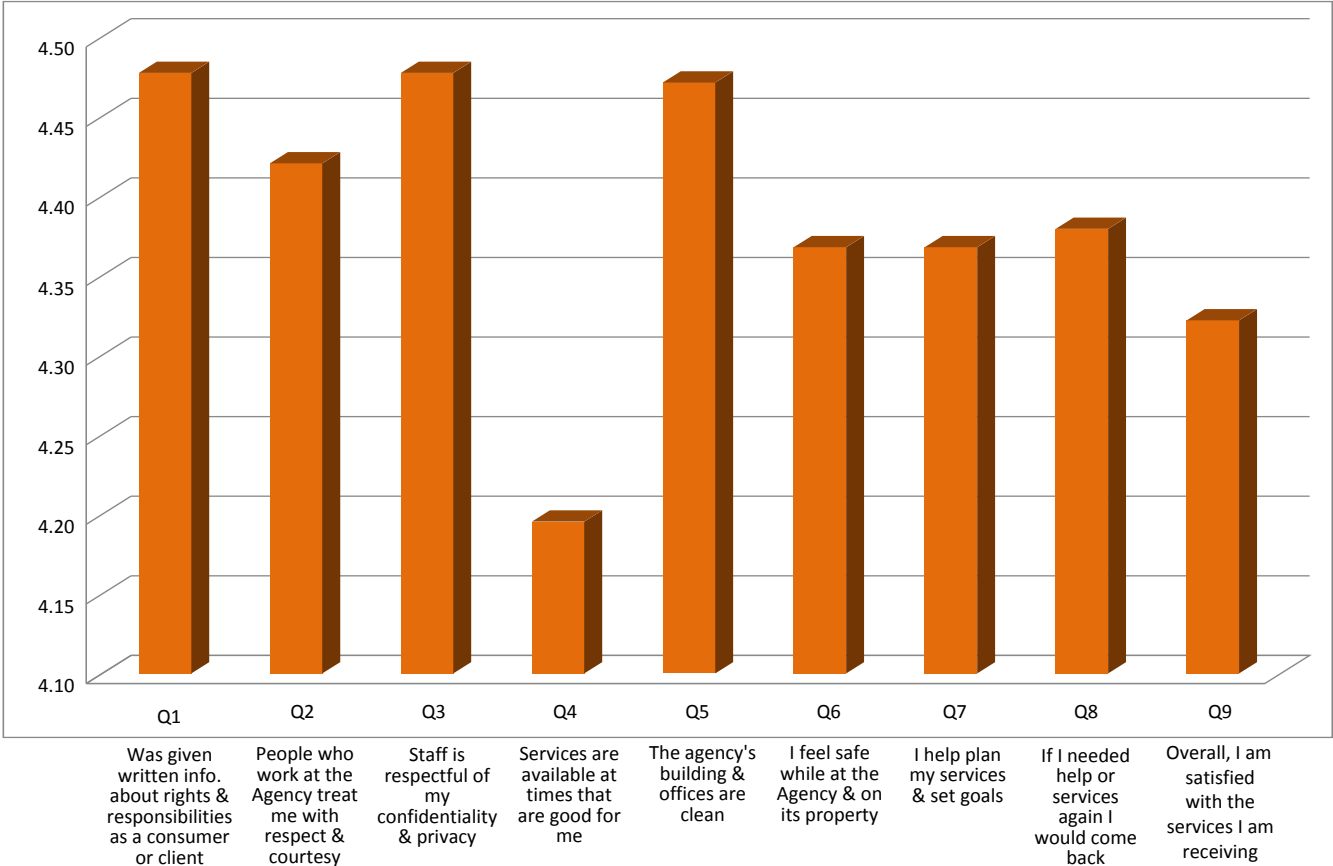
Trauma therapy helped Timothy learn how to calm himself down, talk about his feelings instead of being abusive, and work through his horrible past. Timothy wants to send a huge thank-you out to Anne, Elizabeth, Crystal, Amanda, Anita, Stacey, and Dr. Liu. We appreciate all the time and effort that went into helping our family. I am proud to say that Timothy is now a very happy and healthy young man that is doing great thanks to AVCMHA.

- An Appreciative Family

Performance Indicators for Service Delivery FY'14



Consumer Survey Results



As AVCMHA embarked on their COA reaccreditation, numerous stakeholders were given the opportunity to complete a fully-electronic, confidential survey designed and tallied by the Council on Accreditation. The survey was measured on a scale of 1-5, with 5 being the highest. Listed above are the results from the consumer survey. Stakeholder surveys are used by Onsite Review Teams to learn how key stakeholders perceive the organization and its services.

"Services helped twice. So happy. Excellent people-therapists, front counter."

Adult Intensive Services

AVCMHA Adult Intensive Services (AIS) program works to provide treatment for adults with severe and persistent mental illness. AIS services includes Assertive Community Treatment (ACT), Supported Employment, Emergency Services, inpatient hospitalization, and out of county residential placements.

It has been a challenging and ever-changing year. Supported employment have increased their job development in the community and helped place over 29 consumers in competitive employment. Kudos to the supported employment consumers and staff for all the hard work over the past year!

Emergency services have been going strong and during the past year, the emergency service staff have provided approximately 965 crisis intervention screens and around 217 inpatient screens. Emergency service staff have worked hard to increase their understanding of insurances and authorizations. Way to go and keep up the good work!

Out-of-county residential placements have remained consistent and we are looking forward to increasing our contracts with out-of-county residential placement providers in the upcoming year.

ACT has experienced an unusually difficult year with staff and consumer loss. I am pleased to say that through all the ups and downs, ACT staff has been able to provide important and beneficial services to consumers which were echoed by the consumers in the Snapshot Survey from July 2014. Compared with other ACT programs in the Northern Michigan Regional Entity, AVCMHA's ACT team scored above average on all questions. The highest responses were "staff support recovery" 3.88 out of 4, "staff help with problems" 3.75 out of 4, and "staff treat me with dignity and respect" 3.75 out of 4. Many thanks to ACT staff for putting consumer's recovery above the rest!



Case Management

Our Case Management program currently serves approximately 350 people annually with either Intellectual /Developmental Disabilities and/or Severe and Persistent Mental Illness. Case Managers are available to assist individuals with obtaining, coordinating, and monitoring services and benefits. They assist individuals to access housing, employment, application for benefits, social security, and whatever other resources an individual may need.

The department utilizes the services of three supervisors, 10 case managers, and 24 community living staff. Community living staff assist with day-to-day activities that support people to live independently, which may consist of assistance with budgeting, cleaning, social activities, and skill building. These individuals also have access to the services of four registered nurses who assist them with both physical and mental health needs.

Last year, the case management team that served the people who experience severe and persistent

mental illness worked to assure that all individuals were offered the opportunity to have a physical health care goal added into their plan of service. We are pleased to announce that 100% of the people accessing this service, were offered a physical health goal with the overwhelming majority accepting the challenge.

The case management team that serves individuals with Intellectual/ Developmental Disabilities worked toward increasing their time spent directly with individuals on their assigned caseloads. Although we didn't make the required twice monthly, half-hour minimum, I/DD Case Management did move from an average of 4% achievement during the first quarter, to a high of 64%, with one team achieving 74.4%!



"My therapist was very good, I would come back in a heartbeat to see her, no one else!"

David's Journey

David has been receiving MI services from AVCMHA since July of 1985. He was 18 years old and living with his grandparents. After his grandmother died when he was 19, David was not able to stay with his grandfather so he moved into a group home. He lived in group homes and adult foster care homes from that point forward.

When AVCMHA established Consumer-Owned Homes (COH's) in the late 1990's, David was a prime candidate. With the support of staff, David was able to build his independent living skills, employment skills, and build supportive relationships in the community. He began attending the Kingdom Hall for Jehovah's Witnesses and now attends regularly. He also worked for several years at a local recycling plant until the plant closed. He currently runs a snack shop in the Tawas office that has recently expanded to offering more goods to the staff. David has been an active member in RICC for over

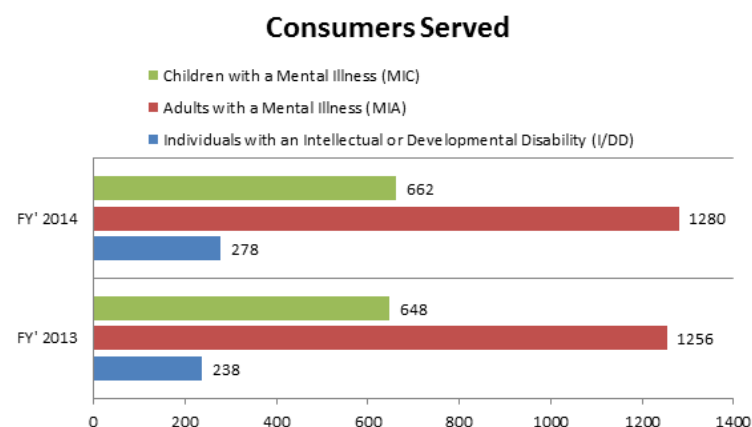
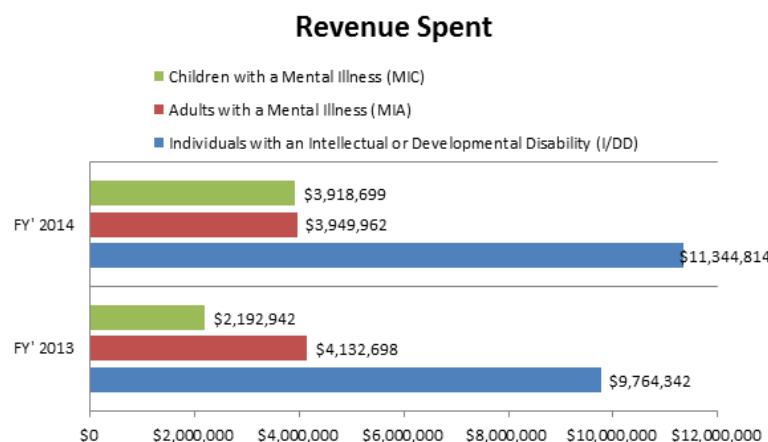
a year now. RICC is the Regional Interagency Consumer Committee. RICC is comprised of people with mental illnesses, developmental disabilities, their families, and other supports. David has been to Lansing several times with RICC to advocate for consumers rights.

David is now 48 years old, and if you ask him what his greatest success is he would tell you that in October 2013, he moved into his own apartment for the first time where he lives completely independently. He continues to work with staff a few days each week but is very proud of his independence. It was with the help and services David received from AVCMHA that he has achieved the level of independence that he has today.



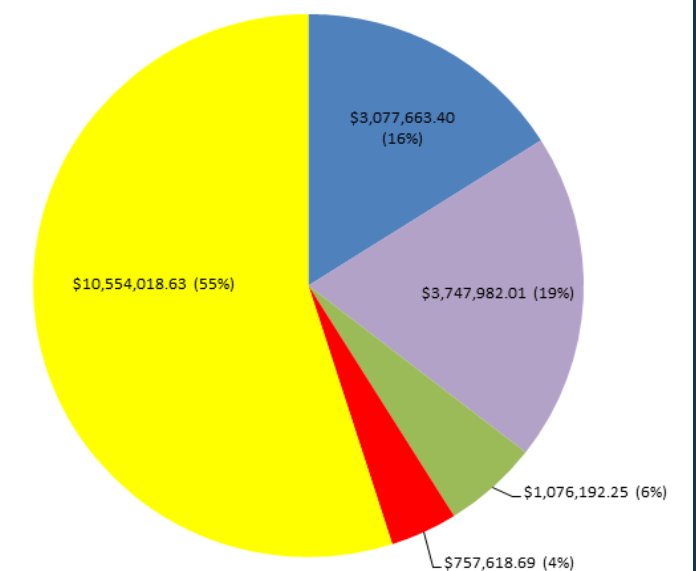
Over nearly the past 30 years of receiving services from AVCMHA, David has really come a long way. Now at age 48, he is very proud to be living independently. David moved into his own apartment in September of 2013.

Revenue Spent vs. Persons Served for FY'13 & FY'14



Program Allocation Summary FY'14

In comparison to an annual cost of \$19,213,474.98



■ MI Child & Prevention ■ MI Adult
■ Staff Psychiatrist & Nurse Practitioner ■ Supported Employment
■ I/DD Services

Programs at a Glance

Adult Outpatient

AuSable Valley Community Mental Health Authority Adult Outpatient Services (OP) works to provide treatment for adults with severe and persistent mental illness. Services consist of individual therapy, group therapy, and referrals for a variety of other services, provided by both AVCMHA and in the greater communities that we serve throughout Iosco, Ogemaw, and Oscoda counties.

It has been a busy and productive year for OP! As part of the Affordable Care Act, Medicaid expansion began in Michigan on April 1, 2014. Since that time, the OP program is pleased to report that over 3,000 people within our three-county service area have retained health coverage through the Healthy Michigan Plan. As the AVCMHA OP Team is typically an adult consumer's first contact at AVCMHA, the team has seen a dramatic increase in referrals for services. We are pleased to report, in spite of this increase, we continue to provide timely and quality services! Much like the consumers we serve, AVCMHA OP Team is continually striving to grow and improve.

Several areas of growth this year have focused on the integration of both mental and physical health in treatment, increasing the number and quality of group therapy opportunities, meeting the electronic records mandate, and improving clinical documentation. The OP team established an outcome that 98% of consumers will be seen at least once every eight weeks or be discharged from treatment within 30 days of last contact. This outcome was created to improve frequency of contacts as well as remain compliant with discharging cases in a timely manner. Overall, the team scored 96.8% and greatly improved documentation standards within the process.

It is our hope that through the focus on the above outcomes for growth we can assist our consumers on their journey of health and wellness!



Pictured: AVCMHA OP team (back row, L-R) Jourdan Braman and Dan Cole. (Front) Nancy Graves, Stephanie Weber, Trish Otremba, Sara Houghton, Joane Tagliamonte, and Art Cicalo. (Not pictured: Carl Howard.)

Residential Services

The Residential Program currently consists of 20 Consumer-Operated Homes (COH) and four Adult Foster Care (AFC) facilities spread across a three-county area. In all, we serve up to 88 consumers and are comprised of over 120 dedicated, full-time, staff.

The Residential Program has seen the implementation of a new classification of our COH model. At the end of last November, we closed the six-bed capacity, Beechwood AFC and opened two new, three-bed, high-intensity COH's. The Beechwood and Crawford COH's serve consumers with Intellectual and Developmental Disabilities and Mental Illnesses who are in need of more monitoring. These homes provide two staff including one "awake" overnight staff to monitor the consumers. This model provides extra support and monitoring for our consumers. It is also in compliance with the Olmstead Act which ensures movement toward smaller and more independent

living arrangements for all people with disabilities. The Residential Program has also successfully implemented a new Incident Report system. Our homes are now all equipped with Avatar allowing for electronic submission of Incident Reports. Implementation of this took a large amount of training and monitoring as well as a great deal of assistance from our agency's Information Technology (IT) Department.



Pictured above are AFC & COH home supervisors (Front-L): Joyce Kreitsch, Dena Gotts, Julie Henika, Mindy Draves, Michelle LaPointe, and Behavior Specialist, Ken Ball (hiding in back); (Front-R) Julie Kozlow, Melissa Fritz, Kendra Burgher, Program Director for Residential Services, Craig Williams, Deb Bissonette, Mary Kelly, and Residential Supervisor, Hollie McDonald.



"AVCMH has been a great benefit to me."

Family & Autism Programs



The Family Program served 662 children and their families during FY'14 throughout our three-county catchment area. The program employs 30 staff providing a variety of children's services. This past year, the Family Program set an outcome goal of "96% of parents will have at least one monthly contact with a Family Program Team member." Although we did not reach our goal collectively amongst the three Family Program offices, our Mio office was successful in achieving the goal. This outcome was tracked for three quarters during FY'14. Q1 resulted in 86.1%, Q2 resulted in 88.7%, and Q3 resulted in 90.3% parent involvement in treatment with about a 2% increase from each quarter to the next.

With the implementation of the Michigan Medicaid Benefit for autism, this program is the newest service being offered to children and their families. The program currently has seven staff serving nine children ranging from 18 months to five years old, each receiving between 5 and 20 hours of services each week based on medical necessity. Although this program is new within our agency we are seeing

progression within the children.

The Autism Program goal for FY'14 was to achieve a 98% compliance score on NMRE and MDCH audits. During this time period, the NMRE audits did not occur and the State audit was rescheduled to outside of the date range for this goal. However, the audit did occur just after the start of FY15. Although we were not provided a percentage, our program did very well in the audit. Our Plans of Service were in good standing with no corrective actions were needed. We received three pieces of feedback in the following areas: The auditors recommended that two questions be added to the pre-plan, addressing educating families on reporting abuse and indicating the family has had an opportunity to choose their provider, documenting that aides are trained in all aspects of the Plans of Service, and developing a coverage plan if a staff member is unable to conduct a scheduled session. These suggestions are in the process of being created and implemented. We could not have been more pleased with the results of our first State audit.

Impacting Services Through Outcomes

The AVCMHA Board challenged each department to achieve an outcome goal impacting the quality of service provided to consumers. As with any new initiative, the benefit is not limited to a goal being achieved, but also from lessons learned when goals are not achieved. The Board and Administration are pleased with the effort made by staff to achieve the outcome goals and the learning that has taken place. Our collective efforts to impact outcomes and support consumer recovery have advanced as the result of this process.

The following departments attained their outcome goals during this past fiscal year:

Family Program: 96% of parents/guardians will have at least one direct face-to-face contact monthly with a Family Program team member. Mio was one of three Family Program offices which achieved the goal with 96.5%.

Medical Services: Referrals for psychiatric services will receive an appointment date within 30 days and

98% of consumers will be seen within 60 days.

ACT: 100% of all consumers will be offered a Health Goal, demonstrated by clinical documentation in the Assessment & Plan of Service.

Supported Employment: 25% increase in competitive employment/placement.

Residential Services: No Plans of Service (POS) for consumers in our AFCs/COHs will expire without staff notifying Case Managers 30 days prior to the POS expiring - 100%.

MI Case Management: 100% of all consumers will be offered a Health Goal, demonstrated by clinical documentation in the Assessment & POS.

Clerical: 98% of consumers closed will be contacted to complete a satisfaction survey within 30 days. Tawas office achieved 98.4%; Oscoda office achieved 100%.

"Since I've move up North every time I start falling apart I call your office and there is always someone there to listen to me and help me."