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2015: The Year in Review

AuSable Valley Community Mental Health Authority has experienced a great deal of change and accomplished many things over the past fiscal year. Below is a list of just a few of the many changes incurred by AVCMHA in Fiscal Year 2015.

- Implementation of our own, in-house "Access to Services" program
- Approval to be on the Substance Use Disorder provider panel
- Memorandums of Understanding for joint collaboration in advancing service improvements have been entered into with two Federally Qualified Health Centers: Sterling Area Health Center and Alcona Health Center
- Collaboration with District Health Department #2, Tawas St. Joseph's Hospital, West Branch Regional Medical Center, Munson Grayling Hospital, the Department of Health & Human Services, FQHC's, and Primary Care Physicians for Population Health Management and coordination of initiatives
- Advancement of our electronic health record via point of service scanning for new consumers as well as scanning of all clinical services records from January 1, 2015, forward
- Addition of three specialized case management positions and two agency trainer positions

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
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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

January | 2016
Annual Report

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This report highlights many of AVCMHA’s positive accomplishments achieved over the past year. You will read consumer success stories, each representing the very individualized nature of the work done with each person served. You will observe the agency operates in a manner consistent with the rules and regulations governing our work in respect to clinical operations, quality, and fiscal operations. Yet, AVCMHA is more than just the sum of all these ratings, audits, and compliance measures.

In addition to what you will read in these pages, AVCMHA admires the work being done by both Regional Inclusive Community Coalitions (RICC) associated with the Agency, as they advocate for individuals living with disabilities and educate the public through anti-stigma programs. The board is also excited about the expansion underway in the delivery of peer-to-peer services in the use of volunteers to help further community integration and recovery efforts. Finally, in conjunction with the Northern Michigan Regional Entity (NMRE), AVCMHA is pleased to be re-entering the Substance Use Disorder treatment field to help fill a gap in services identified through the community needs assessment process and addressed by clinical leadership.

This is a time of unprecedented change in the public mental health arena. It is not a stretch to say most that was state-of-the-art or common practice just five years ago will not be standard practice five years from now. There is no other choice than to embrace change, as the decisions to change program offerings come from Lansing and Washington D.C. With this in mind, the board, administration, and staff have been working to embrace the future through greater participation and leadership efforts at the state and regional levels, and through the early adoption of practice innovations that will allow AVCMHA to continue to meet the needs of citizens in the future. AVCMHA is committed to the timely implementation of program changes in a manner that sustains regulatory compliance while providing consumers the best possible service array.

I would like to thank my fellow board members and the staff for the contributions they have made to successfully advance the mission and vision of the agency.

Respectfully,

Joseph Stone, Chairperson
AVCMHA Board of Directors



Serving Iosco County, Ogemaw County & Oscoda County

**Becoming a social butterfly:
Patricia's story**

By: Barb Wilson, Adult Case Manager

One of our great success stories comes from a wonderful lady named Patricia. Patricia has been a consumer of AVCMHA since 1993. Since that time, Patricia has come a long way. When I look at Patricia, I see such a metamorphosis. Early on, Patricia, though friendly, was quiet and reserved, she didn't really desire to get out much and socialize with others. Though she was able to establish a routine in her life, she was very set in that routine without much deviation. In the last few years, Patricia has grown so much and with encouragement from her Adult Case Manager (ACM), Barb Wilson, and Community Living Support (CLS) staff, Christina Matteson, she has explored new areas of her life. Patricia is now involved in several social groups with her peers. Patricia is known for visiting McDonald's each week with her peers, participating in game days, and even going on outings. She is always positive and you will always see her with a smile on her face. Patricia has started exploring other stores to shop at and is also learning new budgeting techniques, such as couponing and price matching. She had the wonderful opportunity of visiting the apple orchard and the county fair this year, both of which Pat stated, 'she hasn't done in so many years, since she was quite young.' She also attended the concerts in the local park this summer. Patricia is excited to visit with her peers and get out of her home. She has begun to develop new friendships with her

peers and looks forward to visiting with them as well. She attributes her success and growth to her ACM, CLS staff, and all the support she has received. Patricia stated, 'she feels that she is genuinely cared for by those that work with her.' Patricia is truly all that encompasses a success story and it is wonderful to see her growth. To see Patricia truly enjoying her surroundings within the community in which she lives is positive reinforcement that all of the support she has received along her journey has made a drastic change in her life for the better.

**'Working' on his independence:
Anthony's progress**

By: Monica Baniel, IDD Case Manager

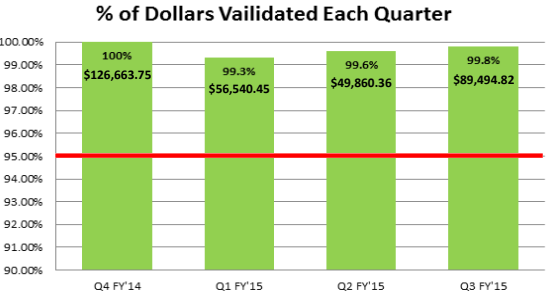
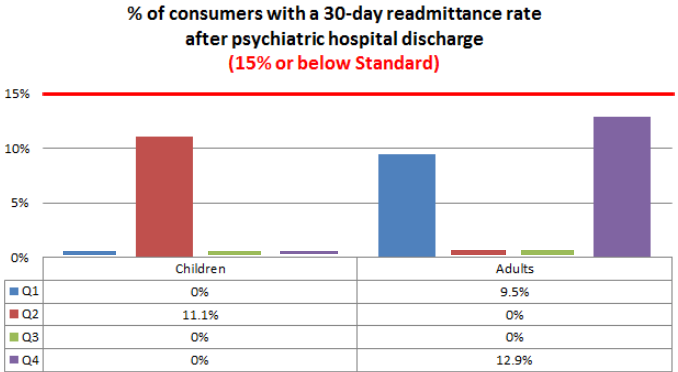
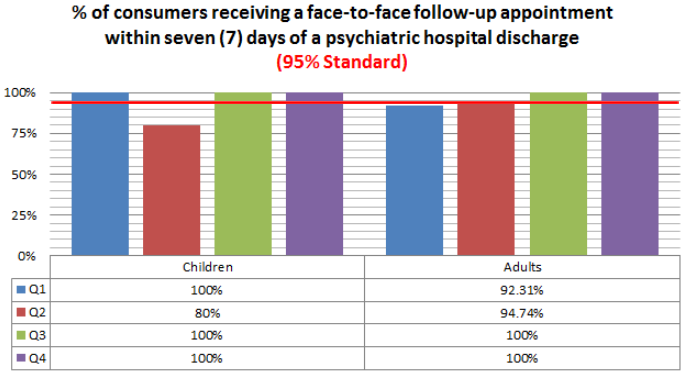
Anthony has been with AVCMHA since 2004 and he has shown great progress in many areas of his life. For instance, he lives independently and performs upkeep on his apartment with little help from others. Also Anthony has held a job with AVCMHA for the past 10 years through the Supported Employment Program, and since then, his willingness to accept work and be on time for work has improved a great deal. He stated that being able to attend different outings has increased his self-confidence and his ability to handle stressful situations. Because of his growth, he is building stronger relationships with his family and friends and enjoys being social. He enjoys helping others in his apartment building, to the point that they will actually seek him out for assistance. Anthony has, on many occasions, helped

other consumers who were visibly struggling. On the fishing outings he participates in, there are times he will act as an instructor or do demonstrations to help others who are fishing. Anthony is also an active member for the Ogemaw RICC and participates in many local events. He has worked very hard over the summer in the Children's Garden in West Branch by cleaning out weeds, planting flowers, and laying mulch. Anthony said, "That was a lot of fun but hard work." This is only one of the many areas where he has shown improvement. His communication skills have also greatly improved. He now has new glasses and hearing aids because he put forth the effort to openly discuss his needs and difficulties with his staff. After learning of his difficulties his staff assisted him with obtaining the things he needed and now Anthony has no trouble hearing a knock on the door or a phone ringing. Anthony stated, "My goal is to visit the Philippines and Japan someday." He has overcome so many obstacles in life and continues to succeed and be a productive member of the community.

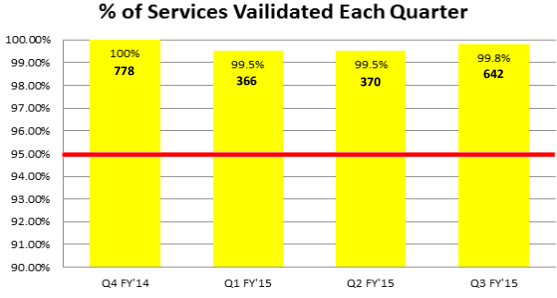


Anthony said he likes his job and enjoys going on community outings. He has become much more social and independent.

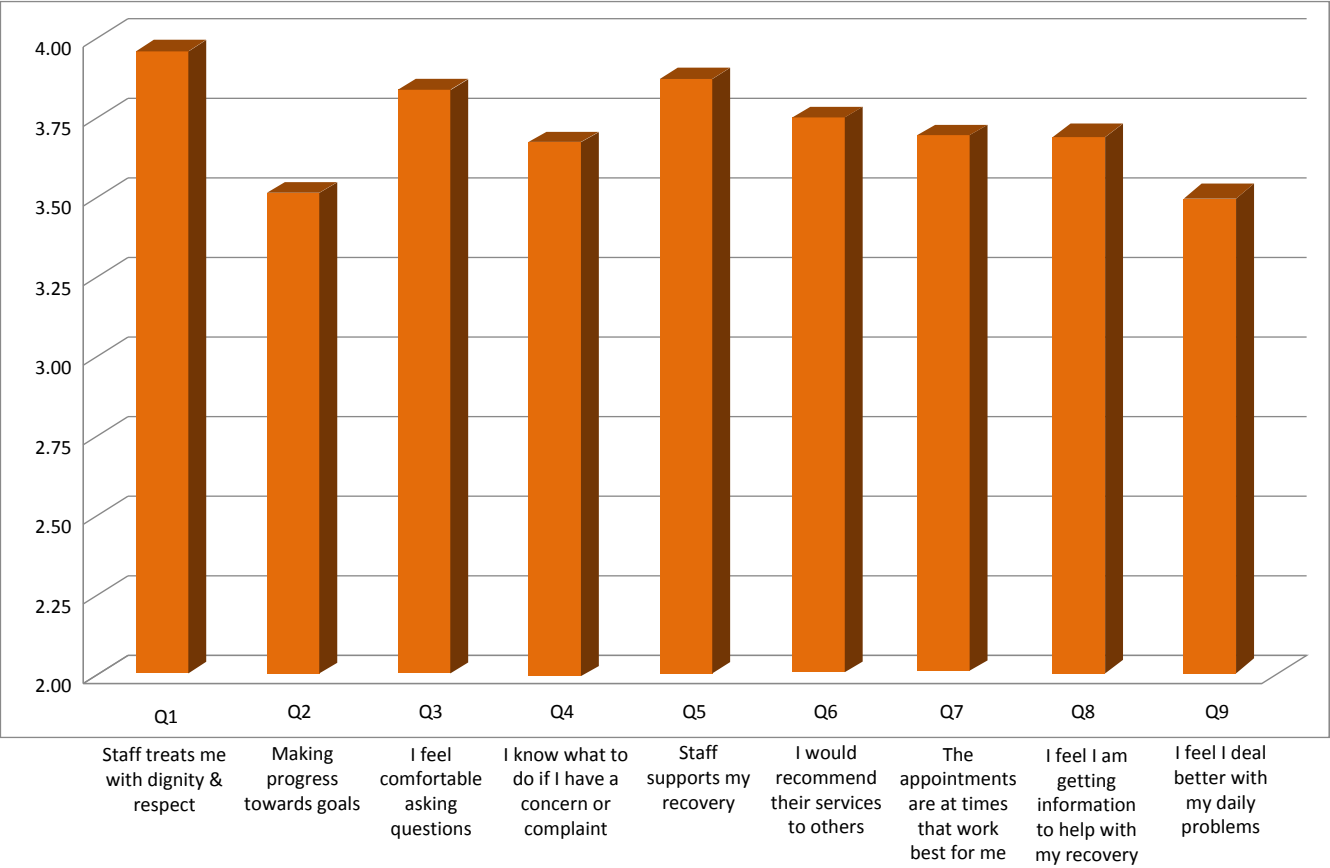
Performance Indicators for Service Delivery FY'15



On a quarterly basis, AVCMHA is audited for Medicaid services as well as Medicaid dollars associated with those services. The State minimum requirement is 95%.



Youth Consumer Survey Results



Youth Case Management services are offered at AVCMHA to consumers under the age of 18. A total of 92 surveys were distributed to recipients of Youth Case Management services during a two-week snapshot timeframe, of which 83 were completed and returned. Youth Case Management services scored an overall high level of satisfaction with item means ranging from 3.48 to 3.87 based on a four-point scale. The most favorable response receiving an overall score of 3.87 was "Staff treats me with dignity and respect."

"I like that staff is friendly and remains friendly no matter what is going on."

Programs at a Glance

Adult Outpatient

It has been a busy year for the Adult Outpatient Program. In February of 2015, we began the task of converting hundreds of DSM IV diagnoses to DSM V diagnoses. This enormous task was completed by April of 2015, which was well before the September deadline. In early spring of 2015, AuSable Valley CMHA Board of Directors approved the proposal for the Adult Outpatient Program to become responsible for "Access," which is the screening process required to receive services, effective October 1, 2015. This resulted in the hiring of three additional master's-level positions. The department was also restructured to add services to the existing array. The additional duties consisted of: Outpatient staff responsible for daytime emergency services, screening for Access to services, management of inpatient hospitalizations, same-day intakes, and treatment plans completed within seven days of intake as well as growth and consistency within the group treatment model. Due to the expansion of the duties and responsibilities within the program, there was a great amount of research and training completed as well as several new policies and procedures put in to place. The staff

has committed to the changes and the results have been extremely positive. The intake "no-show" rate has reduced by 10 percent, with the anticipation that it will continue to decrease over time. It is of great benefit to the consumers we serve and community partners to provide services in a timely manner. The management of inpatient hospitalizations has also produced encouraging results, with a 60 percent reduction in costs for the first month of inception. The staff has done a tremendous job exhibiting their dedication to the consumers served, community partners, and contributing to the growth and progress of AuSable Valley CMHA.



Meet the OP team! (Back, L-R) Michael Garrison, Melanie Green, Maria Buccilli, Joane Taglimonte, and Dan Cole. (Front, L-R) Tim Bronson, Rachel West, Caryn Schutte, Sara Houghton, and Outpatient Program Director, Trish Otremba.

Residential Services



The Residential Services Program consists of four licensed Adult Foster Care homes and 20 Consumer-Operated Homes serving roughly 80 consumers and operating over a three-county area. In all, we serve up to 88 consumers and are comprised of over 120 full-time staff and supervisors. Over the past year, the residential program has focused primarily on increasing natural supports for consumers. Our program's vision statement involves a future in which our consumers are to be completely engrained in the local community—not just visitors. Residential staff were tasked with the mission of assisting all residents in finding unique and creative ways to integrate and become part of their local community. Unfortunately, people who experience disabilities still have a stigma attached to them so these efforts were important both to consumers (becoming integrated) and to the larger community (learning about and accepting those who suffer from disabilities).

The building of natural supports was done through individualized plans for each consumer, developed with the consumer and his or her team. In the end, our target goal of 60 percent success was vastly surpassed as the residential team demonstrated success in 80 percent of all cases.

In December of 2014, the Residential Services Program added a behavioral specialist position to the staff. The behavior specialist is the person responsible for the development, oversight, and revisions of all behavior treatment plans for consumers served by AVCMHA. The behavior specialist also oversees the training of plans and works closely with staff to ensure they are implemented properly making adjustments as needed. Over the past year, by revising our approach to behavior treatment plans to become much more individualized, we've had very positive outcomes.

"I like that they really care about people and want to help them with their issues and I think it should continue."



"Everyone seems to work well with my daughter. Everyone is always more than happy to help and work with her."

Family & Autism Programs



The Family and Autism Programs serve families whose children have been diagnosed with a mental illness or an intellectual and/or developmental disability throughout our three-county area.

The Family Program currently employs 28 staff providing various children's specialty services and they served 628 families during FY'15. This past year, the Family Program set a program goal that 98 percent of the children opened to the program will be offered a health assessment within 30 days after the initial/annual person-centered plan was completed. The program overall, met the goal by achieving a 99.9 percent success rate. This year, the program has focused on providing a variety of groups to our consumer parents and children. The Family Program staff offered nine parenting groups and 43 children's groups focusing on skill-building and a variety of other treatment topics throughout the three-county catchment area.

The Autism Program continues to grow to meet the needs of the community we serve. The program serves children ages 18-months through five years old, who have been diagnosed on the autism

spectrum and who are eligible for the Michigan Medicaid Autism Benefit. There are currently nine staff employed within the program including one board certified behavior analyst, two case managers, and six applied behavior analyst aides. Within the Autism Program, 21 children were served during FY'15 and 19 children are currently participating in applied behavior analysis services. This year, the Autism Program continued with their program goal of achieving a 98 percent compliance score on the verification audits and they surpassed it by achieving 100 percent compliance, based on the PIHP verification reports.

Autism



the world from a different perspective



Autism Program Speaks Volumes for Braelynn



Recently I was approached and asked to write a piece about my daughter Braelynn. The topic was how she has succeeded in ABA (applied behavior analysis therapy within the Autism Program) under Greg Lester and my thoughts about it. I was a parent who was walking on egg shells daily trying not to set Braelynn off for fear of meltdown after meltdown. I can tell you I no longer have that fear. Braelynn has made leaps in her behavior as well as her readiness for school. The team at the AVCMHA annex put forth every tool to accommodate Braelynn to be able to function in a social setting which had always held her back. She can now go to school without separation anxiety and outings in general have improved. She no longer will shy away from a friendly advance or cling to a familiar adult. Now that we have almost come to Braelynn's end at AVCMHA, it's almost hard to say goodbye to all those that have touched her life and I'm sure she has touched theirs with her infectious smile. In closing, as she graduates from the program it opens

up room for another individual to get the amazing help we did. We would like to thank all involved for the support we received, especially the staff at AVCMHA, Tammie, Anne, and Greg for being approachable.

Braelynn (pictured right) is a child who is about to graduate from the Autism Program offered at AVCHMA. Her family, including her siblings pictured with her, are very proud of the progress she has made while in the Autism Program.



Adult Intensive Services

AVCMHA Adult Intensive Services (AIS) Program works to provide treatment for adults with serious and persistent mental illness (SPMI) and intellectual and/or developmental disabilities (I/DD). The AIS Program includes Assertive Community Treatment (ACT), Supported Employment, and Adult Case Management.

Due to all of their hard work, the supported employment team obtained fidelity for "Individual Placement and Support" and has increased their employment retention by over 25 percent. The Adult Case Management staff, who serve adults with SPMI, have remained strong and consistent. They successfully followed up with "no-show" consumers 99.4 percent of the time within two business days. Additionally, the goal of 50 percent of consumers assigned community living support (CLS) staff would have a health goal identified in their plan of service was greatly surpassed with the achievement of over 80 percent for the goal. Adult Case Management staff providing services to adults with I/DD continues to roll with the punches. Currently the program has established supervisors and a program director. The case management staff successfully ran treatment team meetings, referred to as POD meetings, in accordance with their state plan amendment for

implementing Medicaid Health Homes for enrollees with chronic conditions.

CLS staff providing services to adults with SPMI and I/DD have had an increase in participation and direct service hours during the past year. CLS staff attended over 80 percent of all health education groups offered by the agency and increased their documentation by handing in their billing sheets by noon following the day of service, 95.1 percent of the time.

ACT has continued to experience staffing hardships and due to inconsistent staffing, they were unable to achieve either of their program outcomes. However, we are pleased to say that through all the ups and downs, ACT consumers consistently report a high level of satisfaction with their AVCMHA services. The comments provided by the consumers in the quarterly satisfaction surveys reflect great service by the ACT staff. When asked how satisfied they were with ACT services, consumers responded with, "Very Good," "You guys really care," "You guys are really good to me and genuinely concerned about my well-being...I can tell," "You guys do a good job," and "I think you guys are really good." The AIS staff have put in a great deal of work this year and are very dedicated to the consumers they serve. We look forward to seeing what this upcoming year brings for our program.

Medical Services



The Medical Services Program staff worked on several goals over the past year which included the RN's increasing documentation in the electronic health record and also increasing the physical health knowledge of staff, while the psychiatric clerical worked on increasing timeliness for psychiatric appointments and achieving proper documentation of consents. The nurses offered 12 separate trainings on health-related topics such as diabetes, anemia, hypertension, stroke, hospice, and skin and wound care. These trainings were attended by support staff to increase their knowledge of physical health conditions that impact our consumers. The RN's also converted to using the electronic health record in all areas where it was possible to document electronically.

The Psychiatric Services Department has a current caseload of 1089 adults and 255 children.

This department was successful in reducing the number of days from the date of referral to the date of first service with 98 percent of referrals being scheduled within 25 days of receipt. The importance of having proper consents on file was also a goal for psychiatric services that was achieved with 99.3 percent of consents being appropriately completed and filed.



"I like the open line of communication with Dr. Barba and his assistant Val. If I have a question or a problem, I can always call."

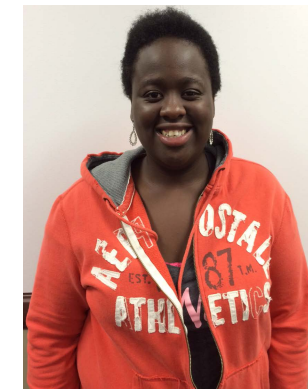
'Working for a Living'

Andrenette's journey with the Supported Employment Program

Hello! My name is Andrenette and I would love to take a minute and share with you how the supported employment program helped me find success. I started working with Supported Employment in September of 2006 and did the work crew where I worked at several different locations throughout Tawas and Oscoda cleaning office buildings for various businesses. This lasted for some time until I was offered a crew position at the Public Health Department.

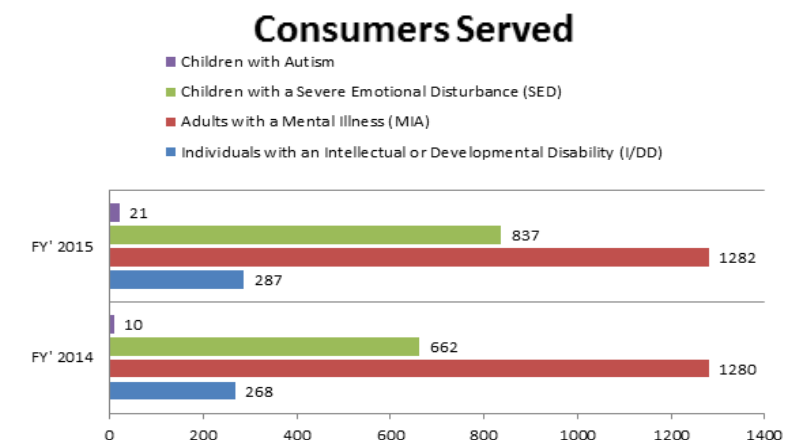
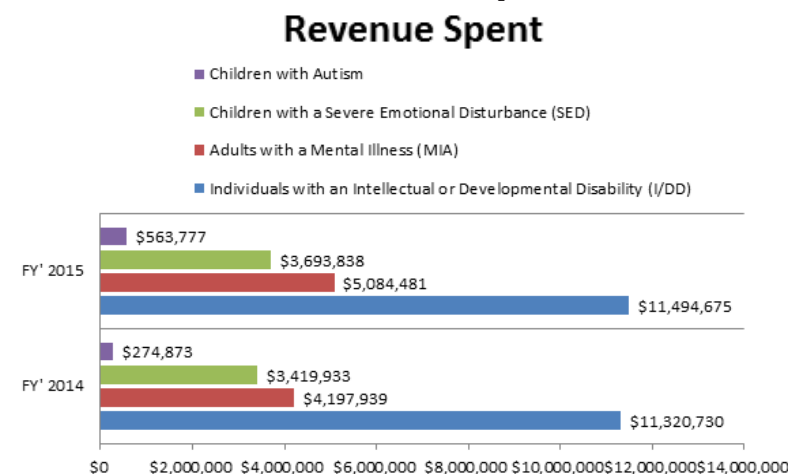
Working with my Job Coach, Angela Nelson, I was able to not only learn new skills but understand how to properly use these skills to provide a positive working experience that employers such as the Public Health Department would appreciate. Working at the Public Health Department I was able to reach the milestone of being able to work without the assistance of a job coach. Earlier this year I felt that I was ready to seek competitive employment.

Working with Employment Specialist, Michael Haire, and my Job Coach, Angela Nelson, I was able to successfully gain employment as the custodian for AVCMHA in Tawas. I have never felt better about myself and I feel that I would have not been able to achieve my position without the help of the Supported Employment program. I look forward to my continued success working for AVCMHA and I know that if an issue ever arises, I can contact supported employment and they are always willing to assist me in any way they can. I highly recommend anyone who feels that they are struggling or even need just a little assistance in finding employment to seek the help from AuSable Valley's Supported Employment program.



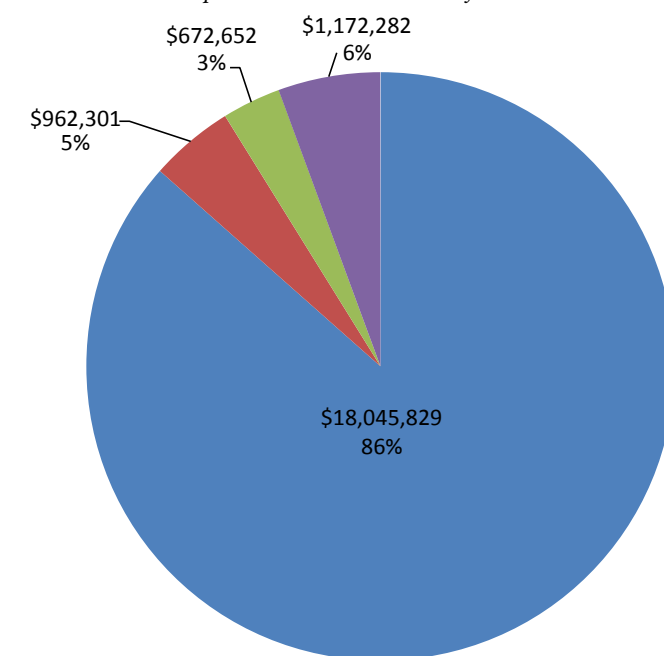
Andrenette enjoys the responsibility of her job with AVCMHA she obtained after her experience within the Supported Employment Program. She credits a lot of her success to her Employment Specialist, Michael Haire and her Job Coach, Angela Nelson.

Revenue Spent vs. Persons Served for FY'14 & FY'15



Funding Sources for FY' 15

In comparison to an annual cost of \$20,853,064



■ Medicaid ■ General Fund
■ Healthy Michigan ■ All Other