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Funding
provided by:
NMRE



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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
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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.

Quality Department

The Quality Department is responsible for Contract Management and Oversight, Regulatory Compliance, HIPAA Compliance, Agency Outcome and Incentive Oversight, Performance Indicator Oversight and Submission, Continuous Quality Improvement within AVCMHA, Risk Management, Credentialing, Root Cause Analysis Investigations, Appeals and Grievances, Second Opinions and many other duties; including the process of re-accreditation. AVCMHA is accredited by the Council On Accreditation. We must become accredited every four years by demonstrating our competency through self-study documents, on-site evidence, interviews with staff, providers, consumers, guardians, and stakeholders. During this accreditation cycle we were assigned 16 standards as a public agency. All agency staff have been involved in the preparation for our re-accreditation site visit, which occurred in February 2019. The preparation for re-accreditation included the submission of self-study documents; thousands of pages which reflect all policies, procedures, clinical forms, assessment tools, etc. This took nearly 18 hours to upload the required records into the COA online portal! During the visit we highlighted the extraordinary work staff accomplishes to better the lives of the consumers in our communities.

AuSable Valley Community Mental Health Authority

February | 2019
Annual Report

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In reflecting back on 2018, the word that appears in the forefront of my mind is “transition.” This calendar year has been transitional in numerous ways. As an agency, transition began on day one of the new year, January 1, 2018, when Diane Pelts assumed leadership as AuSable Valley’s third Executive Director since the Agency’s inception in October of 1976, following former Directors Floyd Smith and Dave Beck. As a business, AuSable Valley CMHA transitioned into a partnership with Rehmann and their team to collaborate, support, and provide comprehensive business solutions that leverage the breadth and depth of their expertise in CMH Finance, Reimbursement, Payroll, and Human Resources. As a public governmental body, transition is happening within our own state government as the newly-elected take office and find their place within committee assignments and the legislative structure. Many legislators, unfamiliar with the totality of our work, our contractual obligations, and regulatory requirements as the safety net provider for our communities, keep us wondering what the future may hold for matters like financing models and privatization of the management of the state’s Medicaid mental health system. A record number of new lawmakers came to Lansing, 75 new House and Senate members, as well as a new Governor, Attorney General, and Secretary of State. With so much turnover in the Michigan Legislature and uncertainty surrounding the changes at the state and federal level, more than ever, advocacy for the CMHSPs is imperative. I advance the challenge that we all transition into becoming strong (or stronger) advocates for Michigan’s public mental health system as it is one of the most comprehensive and clinically advanced in the country.

As we vision forward, we will meet challenges head on, as opportunities for improvement and growth, all the while ensuring the highest level of service provision to our most vulnerable community members. The Board would like to thank those who have shared their experiences in the upcoming pages and, as well, thank all staff of AVCMHA who are committed and dedicated to the service of others and our communities...truly, our Mission and Vision in motion.

Respectfully,

Joseph Stone, Chairperson
AVCMHA Board of Directors



Serving Iosco County, Ogemaw County & Oscoda County

"TEAM" Player

By: Margaret Myers
CLS Worker

David receives CLS services through the I/DD program at AVCMH. He began his services with us by attending the Consumer Recreation Center. At that time, he would normally just hang out with one or two friends to play video games or shoot pool and was not interested in attending many outings or moving out of his comfort zone.

After working with David teaching social skills, coping skills, and encouraging him to interact in the community more often, David began making more friends and attending events in the community. He has now been on a bowling league for five years where he has built lasting friendships. With the closing of the CRC, staff asked David what his interests were so that we could help him find things to fill his time. He mentioned he likes working outside at his home. He takes pride in decorating his own home during the holidays and offering help to his neighbors with tasks in their yards or working on cars.

This year we asked David to join the group that builds and maintains the Community Children's Garden at Iron's Park in West Branch. He agreed and over a short period of time, David has become a leader in our group by recognizing what needs to be done and figuring out how to make things happen. His confidence has risen to a level where he is now able to start projects independently.



Later David showed interest in more volunteering opportunities and joined "TEAM" (Together Everyone Advocating Movement), Music in the Park, and JAM (Jesus and a Meal). He gives several volunteer hours per month to these organizations and really enjoys them. He has also recently started volunteering at D&R Acres Rescue Farm assisting with the care of rescued farm animals. He works very hard stacking wood & hay, putting up fence posts, cleaning, as well as feeding & watering the horses.

David is a different person since he has become active in his community. He smiles more and is always excited about the time he spends volunteering. He has learned to keep a calendar of his activities and is always reliable and responsible. We expect to see David accomplishing great things in his life!



No Stigma

By: Amanda Lizotte
Outpatient Therapist

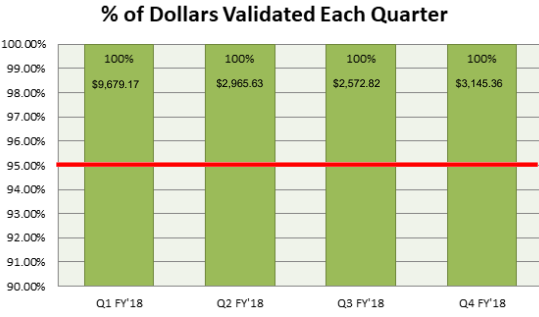
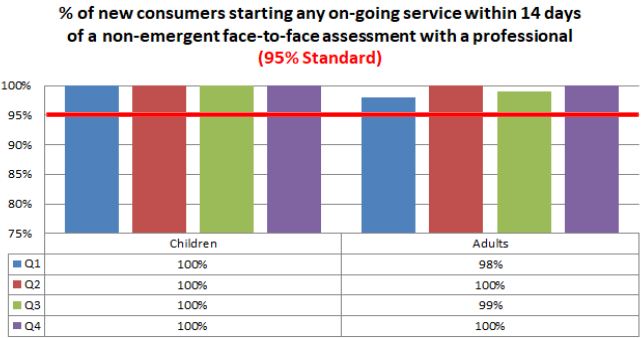
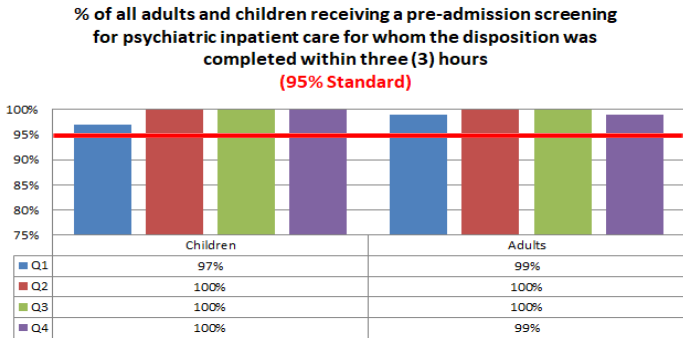
Tamara has been in services with AVCMHA since 2011. She has utilized services to meet her needs and has made tremendous progress in improving her mental health and overall well-being. She has attended individual outpatient therapy regularly and has developed many strong skills including: stress management, self-soothing imagery, meditation, developing healthy sleep habits, and other coping skills. Tamara has a good understanding of depression, anxiety, and trauma and its effects on her everyday functioning. Tamara has accomplished most of her goals in her individual plan of service and continues to challenge herself daily. She enjoys being held accountable for her therapy homework assignments, and encourages others to address their own mental health needs.

Tamara is a busy mother of three children and is very involved in the community. One responsibility she has is being a member of the local Girl Scouts. Tamara has managed to juggle all of her responsibilities and daily stressors in healthy ways.

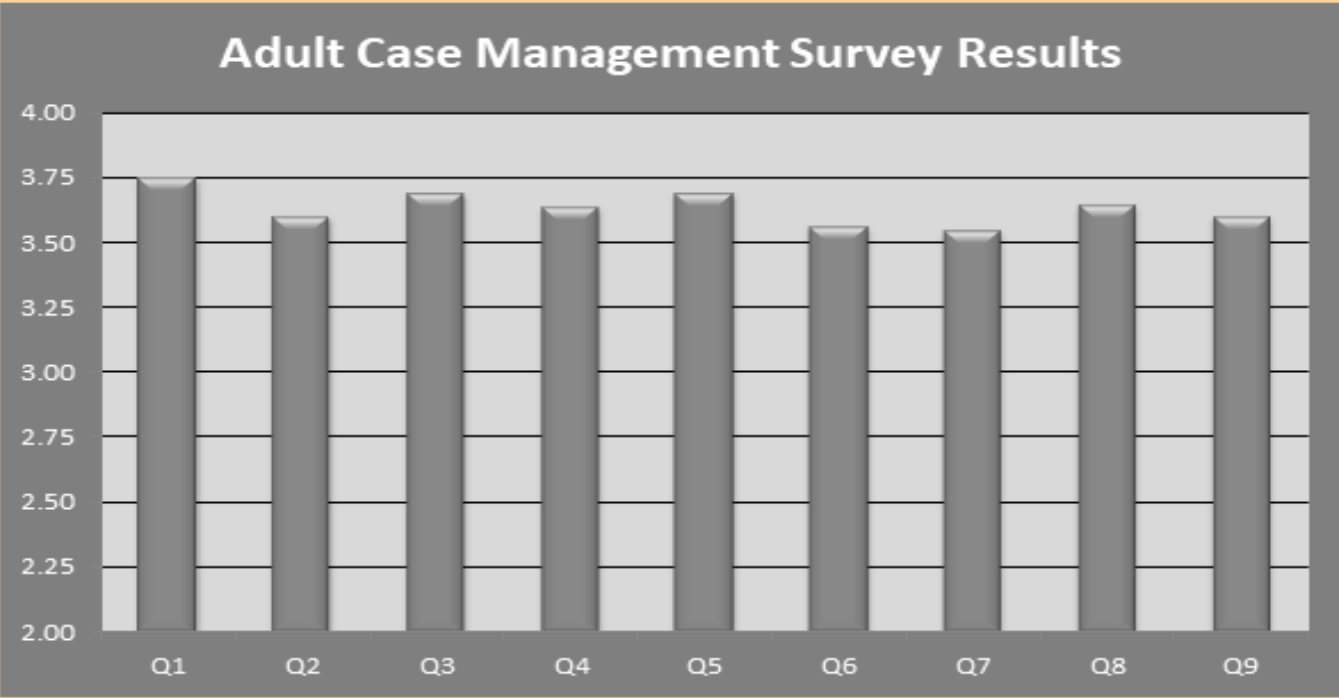
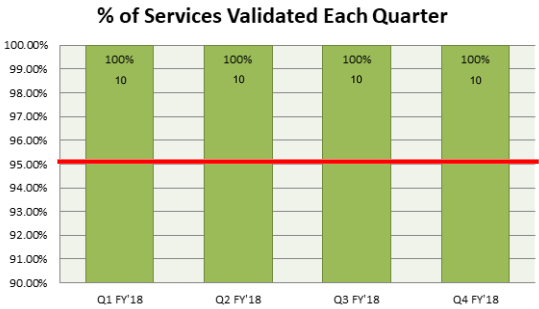
Tamara was recommended to the Trauma group for her own benefit and also because her therapist believed she would be an asset to helping other members of the group by sharing her story and her progress.

Tamara is not afraid to ask for support when needed and is an advocate for breaking down negative stigmas associated with mental illness.

Performance Indicators & Medicaid Verification Audits FY'18



On a quarterly basis, AVCMHA is audited for Medicaid services as well as Medicaid dollars associated with those services. There are 100 services chosen randomly for audit and the State minimum requirement is 95%.



- Staff treats me with dignity & respect
- I had enough input into treatment plan
- I know what to do if I have a concern or complaint
- I am getting information to help with recovery
- Staff supports my recovery
- I would recommend their services to others
- If there were other choices I would come to CMH
- My worker sees my strengths, needs, and abilities
- I can get support in an emergency or crisis

Adult Case Management Services are offered at every CMHSP in the NMRE region. A total of 307 surveys were distributed to recipients of Adult Case Management services during the two-week snapshot time-frame (Feb 5-16, 2018), 230 of which were completed and returned. Adult Case Management Services scored an overall high level of satisfaction with item means ranging from 3.43 to 3.78 based on a four-point scale.

"I am shown niceness and respected always"

Adult Intensive Services

AVCMHA Adult Intensive Services (AIS) program works to provide treatment for adults with SPMI and I/DD. AIS services includes Assertive Community Treatment (ACT), Adult Case Management, Behavior Treatment, Supports Intensity Scale Assessor, and Community Recovery Coaches. AIS has been through several changes over the last year. Our Supported Employment program is now provided through a contract with Do-All and Community Living Supports is now under the direction of the Housing Stabilization and Community Living Program. We have also added a new service with the Community Recovery Coaches. I appreciate all the wonderful work the Adult Intensive Services staff does for the consumers we serve. It is truly a team effort to meet all of the needs of our consumers.

During fiscal year 2018, all Adult Intensive Services programs received 100% on the random Medicaid Verification audits. Wonderful job everybody.

The Adult Intensive Services programs have maintained a high level of services delivery to the consumer we serve. For fiscal year 2018, the Adult Intensive Services programs have provided 9,058 total billable services, 7,452 non-billable contacts, 382,750 minutes of service with an average service duration of 42 minutes for 530 unique consumers. Way to go



Medical Services

AuSable Valley CMHA Medical Services is pleased to report on our services over the past year. We have seen the availability and timeliness of our psychiatric practitioners continue to adapt to meet the needs of our consumers. Psychiatric services are a rare commodity in Northern Michigan and it is not unusual to have to wait months to see a specialty doctor. We are pleased to announce that we have reduced the time from referral to appointment to under 30 days from date of the referral being accepted with the majority of people being scheduled between 10 to 29 days after receipt of accepted referral. Our psychiatric team consists of three child psychiatrists, one adult psychiatrist, one physician's assistant, and three nurse practitioners. In addition to prescribers, the Medical Services Team consists of seven RN's and one LPN to assist you with day to day medical issues and prescription refills.

Together, they served 1,146 people last year by providing health assessments, health care plans, psychiatric evaluations or medication reviews. We continue to provide telepsychiatry services to provide services at local offices and maintain the patient portal where people can access their information remotely utilizing any electronic device that accesses the Internet. Appointment times, diagnoses, vitals, current contact information, and the ability to send your worker a message all remain available options. If you need to find out more about accessing your information through the patient portal, please contact your worker.



"I think the service with outings should continue. Just being involved with others is important"

Skylar's Story

*By: Micayla Morris, MSW, LLMSW, QIDP
Ogemaw County Family Program Supervisor*

Skylar started services with AuSable Valley just four short months ago. Upon her admission, Skylar had a hard time regulating her emotions to the point that it significantly impacted her friendships and family relationships. During that time Skylar's family and AuSable Valley worked very hard towards ensuring Skylar's overall success. Skylar mentioned that she likes skill-building with Miss Amanda. "We talk about things that help us. Like, when I'm upset, I will taste three things, smell three things, and touch three things. I also learned about yoga."

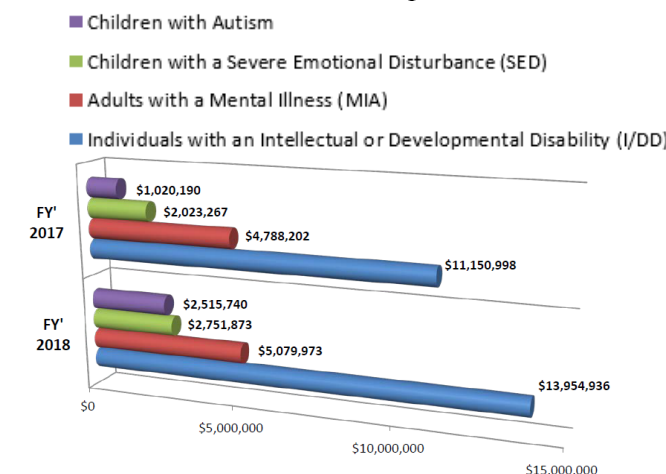
Skylar also worked with a psychiatrist, who took her off all her medications, to discuss what makes her mad/sad/happy and how to move forward with those emotions, as well as Targeted Case Management to help ensure she was happy and productive with all of her services and school. Skylar stated, "I'm not getting in much fights and I'm better about not hitting."

My family is happier. I like not getting into as many fights; it makes me happy." Skylar's success is apparent at her home, school, and community. "We had a rough go at the beginning, but everyone worked hard for her. The people at AuSable Valley were very professional, kind, and Skylar felt comfortable working with her supports here," her mom stated.

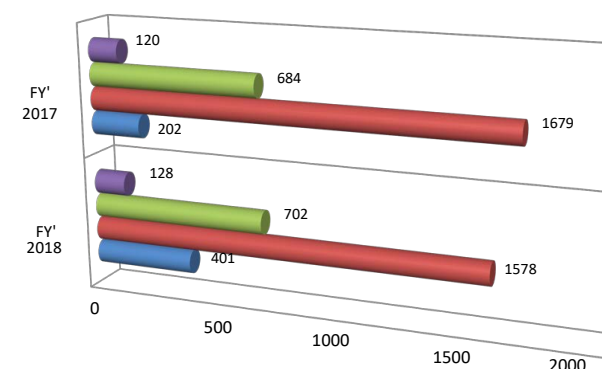


Revenue Spent vs. Persons Served for FY'17 & FY'18

Revenue Spent

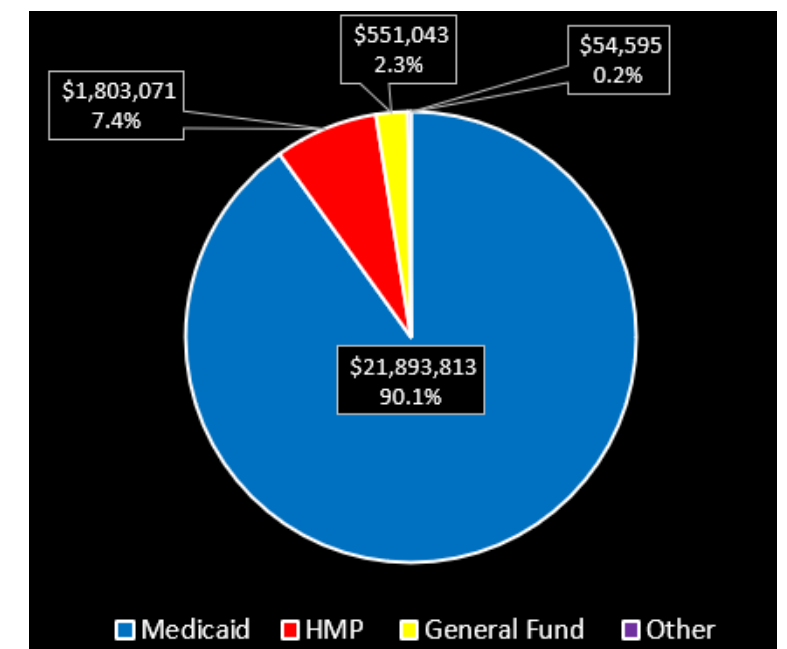


Consumers Served



Funding Sources for FY '18

In comparison to an annual cost of \$24,302,522





Programs at a Glance

Outpatient Therapy - Adult

The Adult Outpatient program is currently serving approximately 475 adults. We currently have eight therapists providing both individual and group therapy. For consumers receiving services through Outpatient therapy, the average length of treatment is six months.

Our program is offering groups on the following topics: Co-Occurring, Anger Management, Managing Emotions, Mindfulness (incorporating Art Therapy), Trauma Focused and Life in Transition: Motivation, Communication, and Thought Processes.

The Outpatient Department continues to receive all calls through ACCESS, completing the necessary screen and linking the caller to a scheduled intake with the appropriate department and service. We continue to participate in Emergency Services at both of the Emergency Departments at the hospitals in Tawas and West Branch.

We also service the jails in Ogemaw, Oscoda, and Iosco Counties as they refer inmates needing screenings.



Family Program



This year the Family Program (including autism services/ABA) served a total of 826 families. The Family Program is currently serving 621 families with 101 receiving active ABA services. One hundred (100) new referrals were received for autism testing. This year, forty-three (43) new consumers entered ABA services and eleven (11) consumers successfully graduated from ABA services.

Family Program staff remained busy throughout the summer months working side-by-side with consumers and community members to develop two Wraparound Gardens and also facilitating Skill-Building and Parenting Groups. Seventy (70) children and twenty (20) parents participated in the summer groups that were provided in Oscoda, Ogemaw, and Iosco Counties.



*Pictured are:
Sophie Butcher,
BSW, LLBSW-TCM,
Family Program
(left), and
Wava Fischer, CLS,
Family Program*



The Family Program's array of services continues to grow with the newest service recently being offered to our consumers: Intensive Crisis Stabilization Services (ICSS). Provided by a team, this service is geared toward stabilizing and safety planning during a mental health crisis. Additionally, the Family Program continues to provide a wide array of children's services to our community including:

Outpatient Therapy, Case Management, Wraparound, CLS, Individual Skill Building, Skill Building groups, Family Training, and Autism/ABA services. We look forward to continuing our work with children and families this upcoming year.

Housing Stabilization and Community Living Services

Our Department employs 130+ Direct Support Professionals and eight Direct Support Professional Supervisors who are supported by a Program Director, Associate Program Director, and HSCL Supervisor. The Housing Stabilization and Community Living Services provide services to over 250 consumers.

Individuals that use Housing Stabilization and Community Living Services will obtain stable housing in the community that will strengthen personal support systems, so they can live as independently as possible. This service allows individuals who need additional support to regain, maintain, and improve life skills and functioning in a safe, stable, community-based living arrangement. Our services are strategically creating closely coordinated partnerships between families, communities and residential and community-based

providers to ensure that services and supports are strength-based, individualized, and consistent with Medicaid's Home and Community Based Services Final Rule. AVCMHA Housing Stabilization and Community Living Services has an assigned Direct Support Professional who has the responsibility of researching housing opportunities in our three-county catchment area. In addition, we have developed relationships with landlords, guardians, and family members that support the attainment of safe and secure housing opportunities for persons served.

Agency Trainers also are a part of Housing Stabilization and Community Living Services. There are two agency trainers who develop and implement a yearly training schedule/calendar for the agency. Trainings include the opportunity to obtain CEU's (continuing education units) and Credentialing Requirements in addition to face to face training which provides opportunities for growth and development. Approximately 230 Training Opportunities are offered per year.

Information Technology (IT): Highlights

The pilot programs the Agency ran last year using tablets and jetpacks (hotspots) in the field, resulted in the Agency greatly increasing these programs to over 70 tablets and 110 jetpacks. All staff working in the field received a hotspot for their tablet or laptop computer. Staff are able to connect to THOR, our Electronic Health Record, send and receive emails, enter payroll information, and enter mileage expense when working in the field. This creates savings in mileage and time as staff no longer drive back to the office to view or enter information into a computer. In addition, due to the Emergency Preparedness Plan, cell phone use has expanded to over 90 iPhones and over 100 standard phones. To ensure the security of consumer information and support staff, a Mobile Network Administrator was added to manage the mobile devices, systems, and security. IT is expanding computer training classes by adding a full-time Technical Trainer. Computer classes

in computer use, Microsoft Office and THOR will be expanded. THOR classes are developed in two tracks, one for staff roles and one for commonly used functions. By expanding our training curriculum, the Agency will see an increase in staff efficiency. Many new features and functions were added to THOR, too many to list, but a few are Contract Provider Claims Entry, PERS (Personal Emergency Response Services), ICSS (Intensive Crisis Stabilization Services), MAPS (Medication Module Rx), and Trauma Screening Checklist. VIPR was implemented allowing staff to view consumers physical health information about consumers shared from hospitals and health clinics around the state. Desktop Faxing was implemented, permitting computers to send and receive faxes. Fax machines and analog phone lines were removed, reducing cost and improving security.

"I liked the advice and having someone to talk to help me solve problems"