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Funding
provided by:
NMRE

*By: Laura
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myStrength

Recognizing that emotional health and well-being is a journey for us all, AVCMHA will soon join other members of the NMRE and launch an innovative digital resource service for staff, the people we serve, and members of our community to help build resilience, manage stress, improve mood, sleep better or simply find daily inspiration.

AVCMHA is proud to introduce the myStrength online application, also known as “the health club for your mind”. myStrength focuses on the whole person by providing clinically reviewed wellness resources for both mind and body. The resources are based on clinical models like cognitive behavioral therapy, acceptance and commitment therapy, positive psychology, mindfulness, and motivational interviewing, which are proven evidence-based practices that have helped millions improve and sustain health and well-being. The online application adjusts with every interaction by the user creating individualized experiences incorporating multiple programs.

The application will be utilized as an additional resource during treatment or as a supplemental support; anticipated outcomes are higher levels of engagement and satisfaction, reduced cost of care delivery and an overall betterment of health and wellness. This is a community benefit that AV is excited to offer one and all. Please visit our website for additional information.

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 | 2020
Annual Report

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The value of being a community partner in dedicated service to our most vulnerable citizens is immeasurable. Being able to join together with other people, other agencies and organizations to bring about a collective impact is truly an honor, and this is what AuSable Valley Community Mental Health Authority leadership and staff do on a daily basis. Truly commendable and deeply appreciated.

Creative solutions to shared problems results in a win-win for all involved. Over this past year, AuSable Valley CMHA has partnered with Mid-Michigan Hospital to share a full-time master’s level social worker to assist with behavioral health crises within the emergency department. Local liquor tax dollars have been secured to place a case manager specializing in substance use disorders within the jails to provide treatment and prevention modalities for justice involved individuals. Relationships have been strengthened within our local medical community and Federally Qualified Health Center to enhance and improve upon quality care for persons that we serve in common. AVCMHA continues to assist and support the Coalition of Hope, the Suicide Coalition and the Northern Michigan Opioid Response Consortium; Staff participate in the MI Thrive initiative to help build partnerships for sustainable community change; and the provision of numerous community trainings abound to deliver education, develop skills and heighten awareness in areas of adult and youth Mental Health First Aid, Applied Suicide Intervention Skills Training (ASIST), Safe TALK, and Community Response Team trainings, just to name a few.

Integration, collaboration, partnerships and connections are the backbone of enhancing and strengthening our systems of care within our communities of Iosco, Ogemaw and Oscoda counties. This annual report highlights consumer successes and staff dedication and commitment; it highlights AVCMHA’s responsibility and obligation towards ensuring the provision of the highest quality of supports and services possible; and it highlights community...our community. In the words of Helen Keller, “Alone, we can do so little; Together we can do so much.”

On behalf of AuSable Valley CMHA’s Board of Directors, I proudly offer this Annual Report.

Respectfully submitted,
Joseph Stone, Board Chair



Serving Iosco County, Ogemaw County & Oscoda County

Clinical Services

AVCMHA clinical services programs work to provide treatment for any individuals with SPMI, SED, IDD, and Co-Occurring conditions in our three county region. Services can include access, individual therapy, group therapy, family therapy, home-based, case management, including Wraparound and Assertive Community Treatment, community living supports, family skills training, skill building, behavior treatment, emergency services, and self determination. Services are provided in a variety of settings including the community, homes, and offices. The major focuses of treatment include coping skills, independent living skills, coordination with other agencies and services providers, stabilization, physical health support and medication monitoring.

AVCMHA Clinical Services programs have maintained a high level of services delivery to the individuals we serve. For fiscal year 2019, Clinical Services programs has provided 183,728 total face-to-face services, 30,549 non-face-to-face contacts, with an average service duration of

483 minutes for 2,745 unique consumers. More specifically, the outpatient program (including behavior treatment, access, home-based, family therapy, and co-occurring) has provided 11,469 total face-to-face services, 3022 non-face-to-face contacts, and an average service duration of 48 minutes for 1,923 unique consumers. The Emergency services program has provided 1,332 total face-to-face services, with an average service duration of 79 minutes for 711 unique consumers. The Case management program (including ACT and Wraparound) has provided 12,033 total face-to-face services, 7,790 non-face-to-face contacts, with an average service duration of 43 minutes for 1,029 unique consumers. The CLS programs (including skill building) has provided 70,444 total face-to-face services, 5,907 non-face-to-face contacts, with an average service duration of 683 minutes for 564 unique consumers. The self determination program has provided 8,835 total face-to-face services, with an average service duration of 225 minutes for 48 unique consumers.

Medical Services

AuSable Valley CMHA Medical Services has served 1,295 unique consumers this past year with nurses providing health assessments and nursing visits and psychiatric practitioners providing psychiatric evaluations and medication reviews. Our psychiatric provider team consists of three child psychiatrists, one adult psychiatrist, three physician assistants and three nurse practitioners, with the addition of two mid-level providers this year. In addition to our providers, our Medical Services Team consists of seven RNs and one certified medical assistant who assist with medical related concerns and questions, as well as medication refill requests. In our effort to provide more overall integrated care, our newly hired nursing staff will be serving both children and adults in the community and coordinating care for their medication management and other various health concerns identified within the health assessment. Our psychiatric prescribers are available throughout the

week, including some Saturdays, to see consumers in each of our main office locations. We also offer a widely variable clinic schedule, including telepsychiatry services. In response to the opioid crisis we are experiencing in our three counties, our nurses have begun administering naltrexone injections, prescribed by our providers, for co-occurring consumers as part of their medication assisted treatment. Additionally, nursing and other clinical staff are being trained to administer intranasal naloxone to respond to potential opioid overdose situations. We look forward to working more closely with our community partners to provide more overall collaborative care for our consumers in the coming year.



"I like that I have the support I need in time of crisis and the acceptance of who I am."

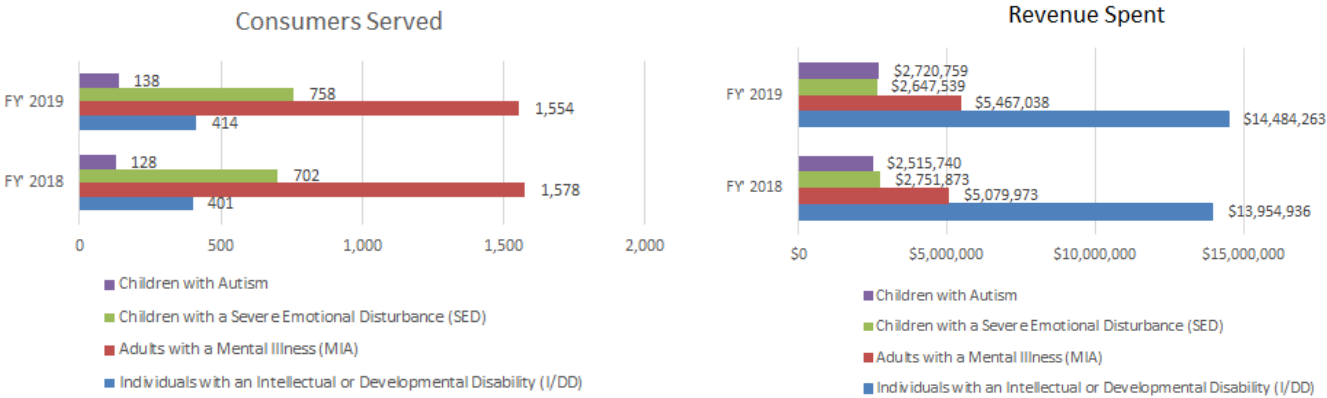
"Thank You"

By: Diana

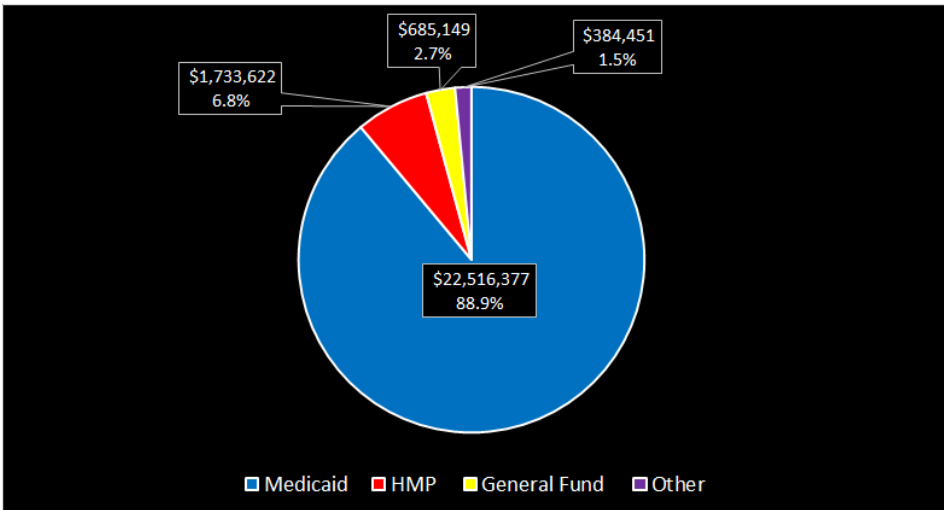
"I would really like to say thank you to AVCMH for helping me to make the breakthrough that I had to get back on my feet. I've found my voice in recovery and learned how to use the skills to improve my life. I appreciate everyone that has given me the opportunity to learn and get better. I now know what I need to do to be healthy and happy. I love the people that I have worked with. I always knew I could call, and someone would be there for me. My therapist talked to me about discontinuing therapy because I was doing so well. I was really scared, but finally realized that I can do this on my own. My last day of therapy is today."



Consumers Served vs. Revenue Spent for FY'18 & FY'19



Funding Sources for FY'19



"I am strong"

By: Katie F.



Hi, my name is Katie. I am 28 years old. My mom died when I was 6 years old. At the age of 14, I started drinking and using drugs. I lived with my dad until the age of 17, when I was placed in my first 24-hour AFC home.

At 20 years of age, I left the AFC and gave birth to a baby boy. I had an open adoption, because I wasn't physically or mentally able to care for anyone else at that time, giving my baby boy to Matt and Liz McDerrett.

I quit drinking and using drugs but continued to need 24-hour supports to manage behaviors. I lived in several AFC homes, and had been asked to leave most of them because of my behaviors. I felt as though there were too many rules and I didn't have control of my life while living in the AFC homes.

I moved into a motel located in Oscoda on December 5th, 2018. Since December 2018, I have been living with minimal CLS supports daily to assist me with developing independent living and

coping skills. Eventually being able to move into a cabin that I love and where I can maintain cooking skills. I am able to manage my own money and buy things that I want. I have been able to see my son more frequently, to develop a relationship which is one that I have always wanted because I am proud and love being the mother to my 8-year-old son. I am now able to accept responsibly for my past behaviors. I am using coping skills daily to prevent those things from happening, thanks to Ken. I have increased my community participation; everyone loves my jokes and sense of humor. I help a peer bowl every week.

I have learned who I really am, I am the best girlfriend to my boyfriend, I am a neighbor, I am a daughter, I am a friend, I am a mother, I am an aunt, and I am living independently. I love to sing and dance while listening to loud music. I love to help others. I am strong. I love to kill people with kindness.

Over this past year, I have hit several speed bumps along the way but with the support of staff, my guardian, my case manager, and peers I am able to celebrate my success of living independently for 1 year without 24-hour supports with all the people who supported me along the way.



Managing Anxiety

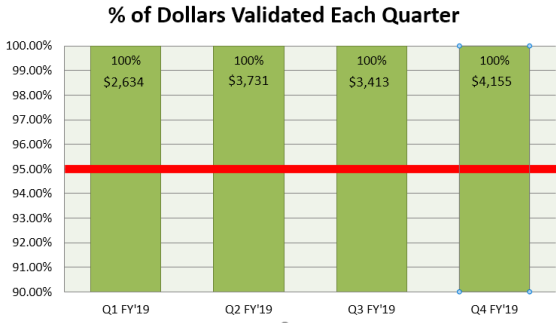
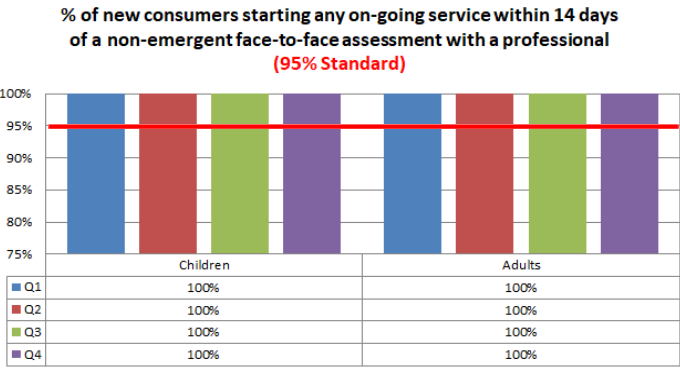
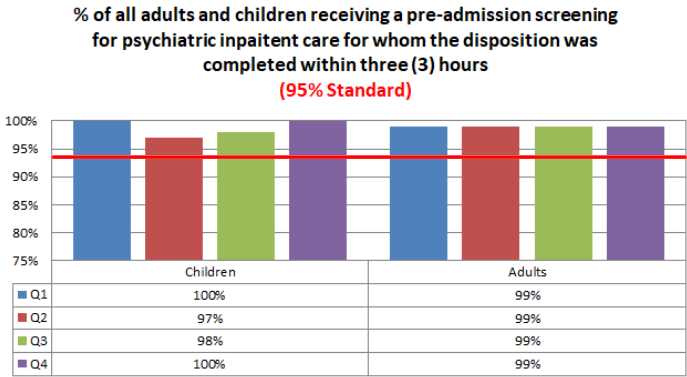
By: Cai

Cai has been with AVCMHA for over seven years. She has worked with several AVCMHA workers over the years and has worked to build trust with each one. Currently she is involved in therapy, Targeted Case Management and Skill Building. Cai feels that managing her own anxieties has been her biggest challenge and something AVCMHA has helped her be successful at doing. Amanda S. has worked with her to manage her anxiety in public including taking her to restaurants, ordering her own food, creating a resume and cover letter, and positively interacting with people in public. This year, she took Cai out for her 18th birthday and let the wait staff know it was her birthday. They sang Happy Birthday and "I actually handled everyone looking at me, it wasn't as bad as I thought it was going to be."

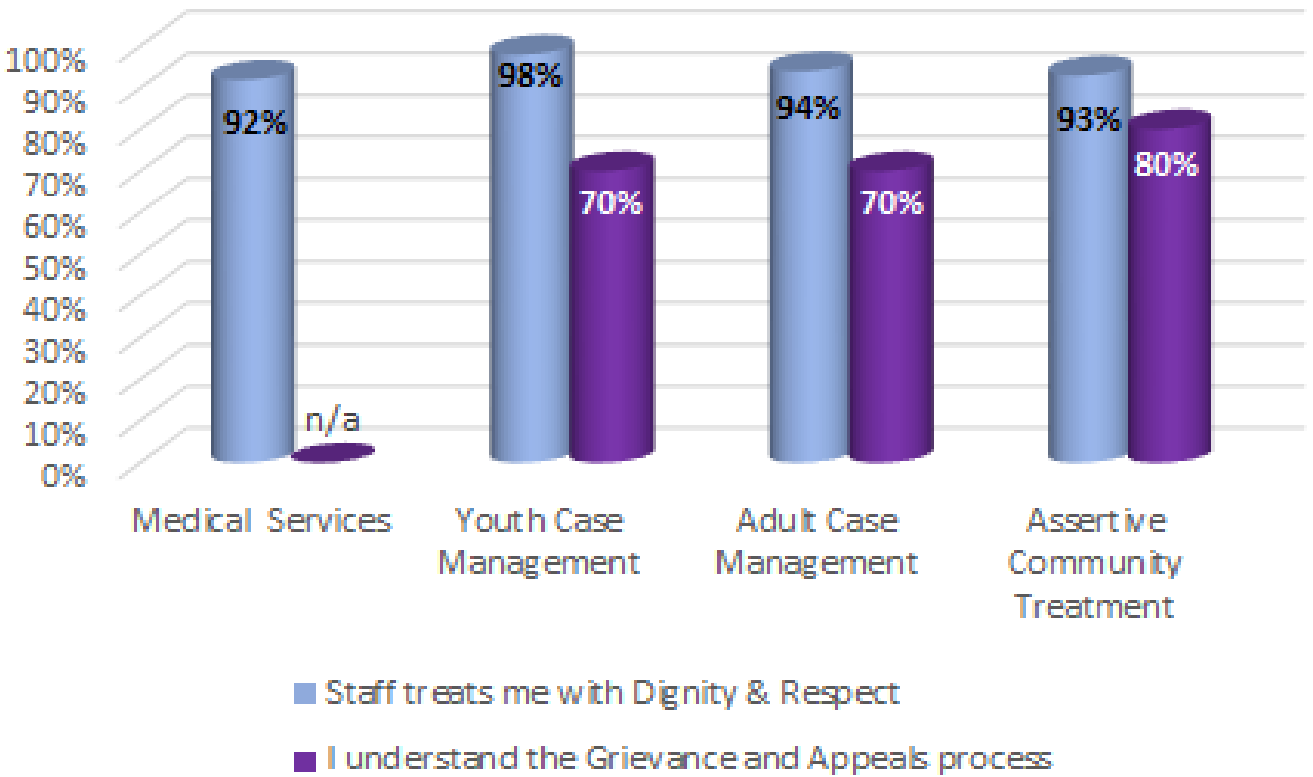
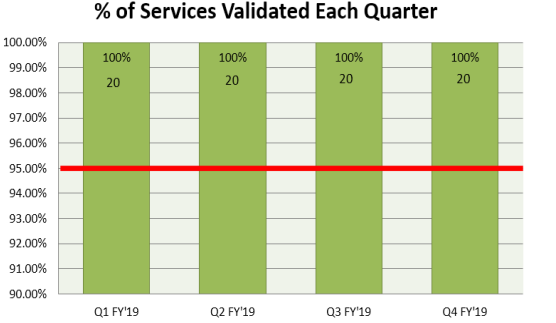
Cai's current therapist, Crystal has worked with her on healthy boundaries and encouraged her to seek positive relationships. "She has challenged me on what is a healthy and unhealthy relationship, which is something I wouldn't have picked up on my own." Due to this, Cai feels that she will be able to have better future relationships that aren't hurtful.

Overall, Cai feels that AVCMHA has a lot of resources and "they can treat a lot of different needs, if you let them."

Performance Indicators & Medicaid Verification Audits FY'19



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%.



Consumer satisfaction is of extremely high importance to the staff at AVCMHA. Satisfaction surveys are conducted throughout the year for various departments. "Staff treat me with Dignity and Respect" consistently ranks the highest, which reflects staff and consumers positive relations. "I understand the grievance and appeals process" has ranked the lowest, therefore, in 2020 it is the goal of the Continuous Quality Improvement team to provide better education to both staff and consumers so we can ensure consumers are aware of their rights and due process.

"I really like my worker, she helps me so much and a great listener."

Programs at a Glance

ABA Services

Applied Behavior Analysis (ABA) is a service provided for Medicaid eligible children under 21 years of age who are diagnosed with an Autism Spectrum Disorder (ASD) and who meet medical necessity criteria for this service through a testing process. ABA is an intensive service, often working with children daily for several hours each day. Some common skills that ABA may focus on include: language, social and communication skills, following daily routines and peer and family interactions.

A Board Certified Behavior Analyst (BCBA) provides supervision over ABA services offered to children and directly works with the parents providing Family Training. AVMCHA has provided ABA services to our communities since 2013 and the program continues to grow annually. During FY 2019, 122 unduplicated consumers qualified for and were served through the program. 23 children successfully completed ABA services and graduated from services. The ABA program received 69 new referrals this year for initial testing and 29 children were found to qualify for ABA Services.

AVCMHA employs 3 Case Managers to support and assist families, 1 Case Manager Supervisor to oversee staff, coordinate with ABA providers and

Housing Stabilization and Community Living Services

Our Housing Stabilization and Community Living services provide support to 57 people in nineteen Consumer Operated Homes (COH), 20 people in our three Specialized AFC Group Homes, and over 200 individuals living independently within their community. We are available in Iosco, Ogemaw and Oscoda counties to a diverse adult population who experience the need for specialized supports. With the support from Direct Support Professionals they can live and be involved within their community. Our goal is to increase independence, ensure physical and mental health with proper diet, exercise, and always in compliance with their Person Centered Plan of Service.

serve families, and the agency contracts with 4 ABA Providers who specialize in the provision of ABA services in Iosco, Ogemaw and Oscoda Counties. We look forward to continuing to serve children and families in 2020.



Pictured left to Right:

*Tammie Wainwright,
BA, LBSW, IMH-E
(II), I/DD Child Case
Manager Supervisor;*

*Kyle Piar, LLBSW,
QMHP, QIDP,
CMHP; Autism Case
Manager;*

*Patty Barrett, BA,
QMHP, QIDP,
CMHP; Autism Case
Manager*



We also provide the Personal Emergency Response System (PERS) that will provide a Direct Support Professional's guidance, support or assistance during an emergency. The Personal Emergency Response System would be tailored, through the Person Centered Plan, to the individual's needed support.

The Personal Emergency Response System offers two-way audio monitoring, emergency alert pin, medication prompts, phone call checks, Direct Support Staff wellness checks, and dispatch of Emergency Systems. Over the past year this program has rapidly excelled. At this time, our Personal Emergency Response System supports 6 Audio Monitors, and an additional 35 individuals, all who have achieved more independence within their community. It's been a very productive and exciting year! (cont .pg 5)

Information Technology (IT)

Highlights

Over seventy new features, functions and updates have been added to THOR (Electronic Health Record) in our third year using this system, expanding staff's ability to meet Consumer needs. A few of the enhancements are: A vital sign report "Health Measures over Time"; AP Claim Approval Alert; Intensive Crisis Screening; ICSS Risk Assessment; ORR Module Updates; 24 Hour THOR Calendar; Nursing Progress Note; ORR Consumer Complaints Module; Coding Instructions for BH TEDS; OBRA Module; BH TEDS Q Record; Update Password Requirements; Update Signature Pad connection; and PCP Expiration Alert.

In addition, many other THOR functions and features have been worked on and are pending completion, including: eMAR Implementation; Contracted Provider Staff Management; Injectables; Grievance and Appeals Module Updates; and Sequester Charts. As we continue to make Data available to administration, staff and outside Agencies, over forty Data projects were completed.

A few of these projects include: Integration of 2020 BH-TEDS, VIPR 2019; New Performance Indicators; New Data draws for HIE integration; and Suicide Coalition data mining.

HSC...continued

Over the past year, the Training Program has excelled at applying and promoting the Relias program. They have, with the support of our Quality and HR departments, set up individualized training curriculums for the diverse positions throughout the agency.

In addition, they have provided various trainings throughout the year that met all levels of department needs. For the upcoming 2020 calendar year, they have put together two calendar booklets. These booklets will provide the full year of “DSP New Hire Trainings” and “Continued Education”, with the guidelines and supports to

With recent improvements to Verizon's systems, staff that work in the field with jetpacks and tablet cellular connections have been upgraded to using hotspots on their Agency iPhones.

In addition, field staff with flip phones have been upgraded to iPhones and iPhone hotspots, improving communication and functionality in the field. Several leased Xerox copiers were implemented, greatly reducing the cost of printers, toner and support.

All E911 requirements were implemented, as mandated by the State. A security audit was performed on the Agency computer systems, with our Network being rated at 8.0, which is considered a safe and secure Network. The password strength requirements have been increased, as suggested by the security audit.

Another audit suggestion was Phishing Training for all staff, which was implemented in August and will continue into next year. ZOHO was deployed, allowing IT staff to remote into computers in the field for quicker problem resolution.

Five new on-hold music selections were purchased, which are being rotated on a monthly basis. Microsoft's Dynamics GP financial software was implemented for the Finance department.

assist them with signing up for the training. We have had a very productive and exciting year learning and utilizing the Relias Program, and look forward to continuing to learn and grow throughout the upcoming year.



"I never feel alone when I get depression, or am not feeling good."