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Meet our new CEO

Diane Pelts officially became AVCMHA’s third Chief Executive Officer on January 1, 2018. Diane is an experienced leader and administrator with a demonstrated history of success in both the mental health field and the courts/legal arena. As the former Chief Quality Officer, she has led the Agency’s efforts in the areas of quality of services, regulatory compliance, and contractual requirements, not to mention, serving as the Agency’s HIPAA Privacy Officer. She developed a strong, continuous quality improvement process, led the COA accreditation process and, most recently, was charged with promoting integrated healthcare initiatives, which

included being the lead grant writer for the Virtual Health System grant in Oscoda County. She is a leader in the advancement of community relations, care coordination, and collaborative partnerships. Outside of work, Diane is the proud mother of three daughters and one son and thoroughly enjoys her seven grandchildren, ranging in ages from six months to seven years old. A few hobbies include cooking/baking, camping, art and music festivals, traveling, and spending time with family and friends.

Vision Statement:

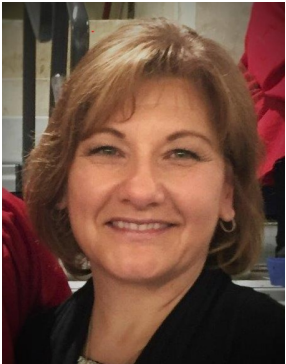
AuSable Valley Community Mental Health Authority envisions a future where consumers achieve physical and mental health sufficient to empower them to achieve their dreams and desires for greater independence, greater personal responsibility, and full participation in community life.

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.

Diane Pelts, CEO



Diane said she is honored to have been selected as this Agency’s next CEO and looks forward to leading AVCMHA staff, consumers, and families into and through the unpredictable environment of healthcare while remaining focused on our Mission, Vision and Core Values.

AuSable Valley Community Mental Health Authority

January | 2018
Annual Report

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When you read this Annual Report you will see things that you have become accustomed to reading and have come to expect from your locally-governed and operated Community Mental Health Services Board: growing numbers in the total citizens served (up over 2,600), strong consumer satisfaction ratings, high quality/audit ratings, articles focused on the success of consumers served, and the good work of departmental employees. Yet, as I think about the success of the Agency, it is not always what is written on the line, but what is between the lines that is worthy of thought.

What makes an agency successful is the people who labor day-in and day-out to serve consumers. Most young people have no idea that community mental health even exists, let alone, what the many job roles are. Some of our best staff grows over time in the system, just as many of the people we serve grow in life skills and independence as they work their recovery programs in the system. It is those very people who make what you read on the lines possible.

A good example is Teresa Tokarczyk. She began as a substitute worker in 1992. From that modest beginning Teresa applied herself, earned full-time status in less than one year, became a trainer, and then a supervisor in two years’ time. While working at AVCMHA she earned a bachelor’s degree, was then promoted to Supports Coordinator Supervisor, next earned a master’s degree, and then on to a Prevention Supervisor. From there she became the Deputy Director of Developmental Disabilities Services and finally Chief Clinical Officer. She is but one example of the life experience translated into compassionate, competent, and meaningful services. Successful staff who have sacrificed to achieve success professionally, while also achieving success personally as a, mother, sister, spouse, friend, and so on, are by nature an example of what makes the system successful.

As we move forward under the leadership of Diane Pelts, I look back and feel fortunate to know she will be leading a staff that has countless “Terasas” doing their best to grow personally and professionally. They are the people who are willing to share their gifts and talents with the consumers we serve.

Respectfully,

Joseph Stone, Chairperson
AVCMHA Board of Directors



Serving Iosco County, Ogemaw County & Oscoda County



The Love of Volunteering

By: Karin O'Brien

Supports Services Coordinator Assistant

Tim Hayes aspires to be more immersed in his community in terms of volunteerism. Tim already volunteers with the Ogemaw County Humane Society and is an active member of his High School Reunion Committee. After independently contacting several organizations and businesses in West Branch, Tim reached a connection with the Tolfree Foundation Volunteers. Tim asked the Executive Director, Cindy, at the Tolfree Foundation if they are ever looking for volunteers. Cindy gladly informed Tim that they do in fact look for volunteers quite frequently and immediately invited him to complete an application to volunteer with the foundation. In no time at all, Tim took the initiative to schedule a ride with the public transit to complete an application. Sooner than expected, Tim began volunteering with the Tolfree Foundation one day each week. His role is to greet community members as they enter the building and direct them to the department in which they are going. The Executive Director of the Tolfree Foundation and Tim's staff agree that he is the perfect individual for this position as he embodies a friendly personality and unique sense of humor. Tim is extremely clever in his responses during conversation and can make anyone feel welcome. Seeing Tim volunteer his time and be an active member of his community plays a significant role in the ultimate goal of increasing his independence.



With an already busy schedule volunteering for the Ogemaw County Humane Society and as an active member of his High School Reunion Committee, Tim recently added volunteering for the Tolfree Foundation as well. He is the perfect individual for this position as he embodies a friendly personality and unique sense of humor.



Danger & Opportunity: Theo's Story

By: Nancy Chin
Co-Occurring & SUD Supervisor

Theo H. has experienced both danger and opportunity many times in his lifetime. Through crises he has struggled, as he has endured being psychiatrically hospitalized six times and has voluntarily entered substance use treatment in residential settings 15 times, never giving up on himself and struggling as a survivor through recovery. Through these trials and tribulations he came to

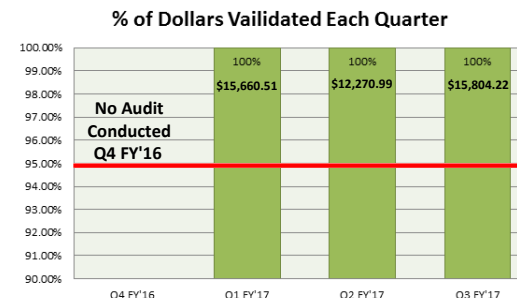
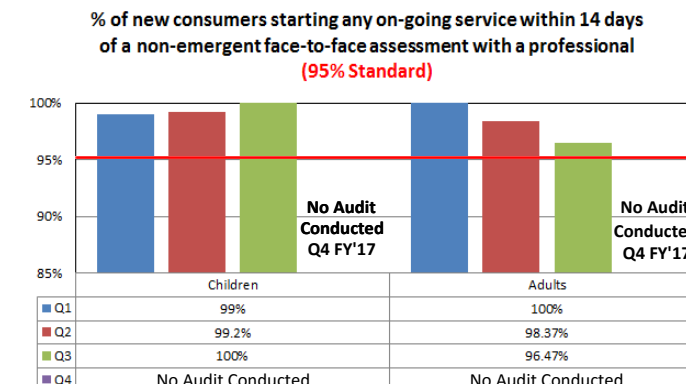
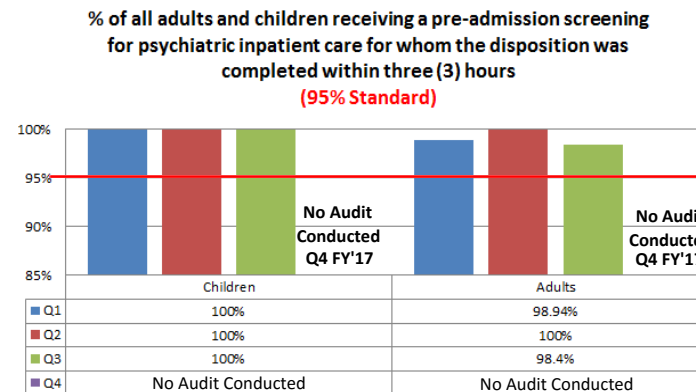
AVCMHA for outpatient treatment and entered the co-occurring treatment program over a year ago. Before coming to this program he knew he needed prescription medication in order to be successful in recovery from substance use and entered a medication assisted program for substance use. Being persistently involved in therapy he has overcome many obstacles in his life and is now a productive member of society. Employment has taken him in a new direction to be able to help others through their difficulties, as he is now employed as a behavioral technician working with autistic children, helping them to succeed in improving the quality of their lives just as he has done with his own life. There were times when he doubted that he could actually help others and has found that through continued therapy and perseverance he has not only been able to transform his own life, but the lives of others as well. His life has taken a miraculous about-face by turning crises in to opportunity in his life.

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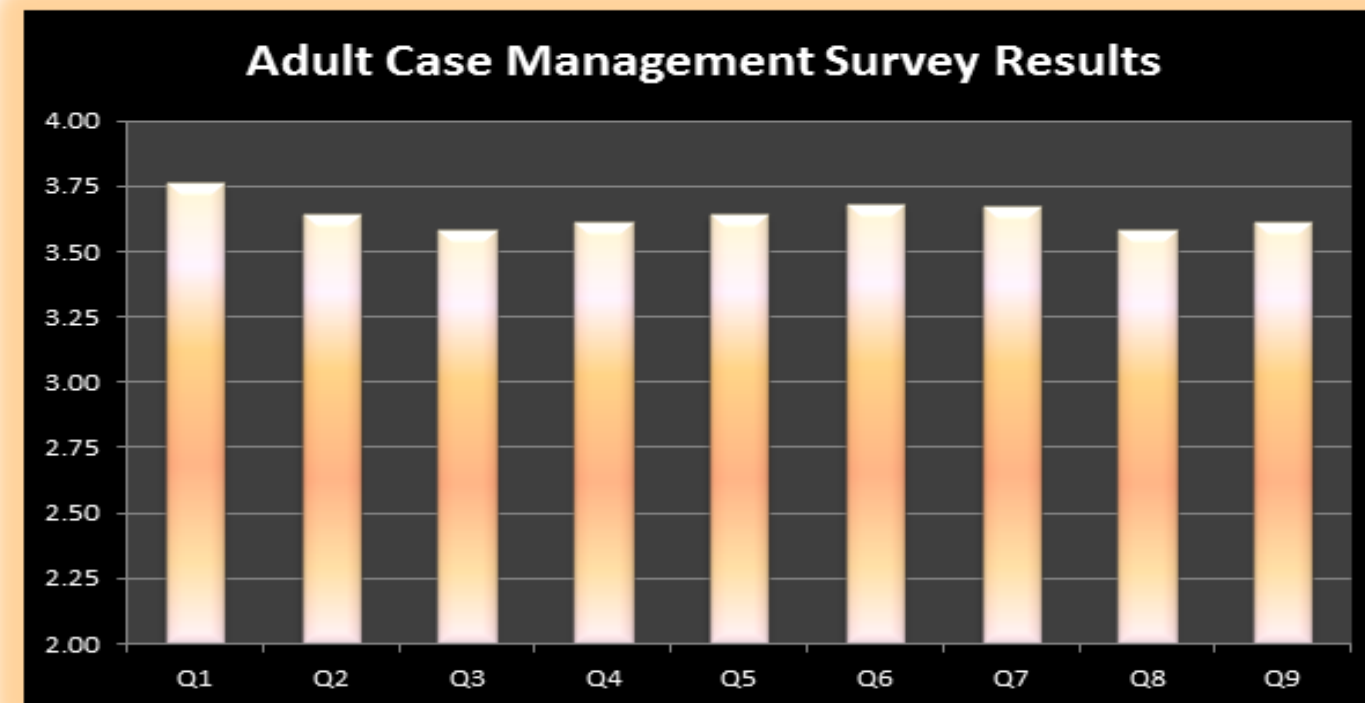
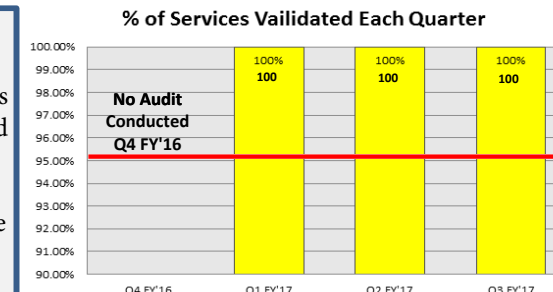
Danger Opportunity

"When written in Chinese, the word 'crisis' is composed of two characters-one represents danger, and the other represents opportunity." - John F. Kennedy

Performance Indicators for Service Delivery FY'17



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 459 surveys were distributed to recipients of Adult Case Management services during the two-week snapshot timeframe, 211 of which were completed and returned. Adult Case Management Services scored an overall high level of satisfaction with item means ranging from 3.44 to 3.77 based on a four-point scale.

"I feel that my concerns about my health (mental, physical, spiritual) are addressed very well."



Programs at a Glance



Co-Occurring & Substance Use Disorder

The Co-Occurring Program has been in existence since 2010 and continues to serve consumers with a primary mental health diagnosis and a secondary substance use disorder diagnosis. We serve about 60 consumers in this program, which consists of adolescents and adults. Consumers receiving services within the Co-Occurring Program receive weekly group therapy as well as individual therapy. Depending on the level of care, they also have access to case management and /or psychiatric services. This program continues to grow as is our dedication to assisting within the process of recovery.

In September of 2016, AVCMHA implemented Substance Use Disorder (SUD) services. Our community members shared the need for increased SUD providers so we took on the task. This program serves consumers who have a primary diagnosis of Substance Use Disorder and occasionally a mental health disorder as well. SUD services are offered to adults within our three-county catchment area. We are pleased

to offer this needed service to the community. In our second year, we intend on expanding the number of consumers served. We continue to partner with our local court systems, primary care physicians, and other community referral sources to collaborate in the journey of recovery.



Pictured are Nancy Chin (left), MS, LLPC, CAADC, Co-Occurring & SUD Supervisor and Mandy Grenier, BS, SUD Counselor.

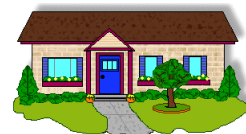
Residential Services

The Residential Service Program consists of four specialized, licensed Adult Foster Care Homes and 20 Consumer Operated Homes (COH's) serving roughly 80 consumers and operating over a three-county area. In all, we serve up to 88 consumers and are comprised of 120 full-time staff and supervisors.

During our past year we have achieved our goal of converting to, and successfully utilizing our new Electronic Health Record "THOR".

We have also been preparing for the upcoming Home & Community-Based Services (HCBS) requirements and have provided a number of trainings over the past year. We have educated consumers, families, guardians, and our residential team including Support Service Coordinators/Case Managers, RNs, and Behavior Specialist. We have started on our Residential Long-Term Plan which includes preparing for Home & Community-Based Services (HCBS) to assure we are in full

compliance, and assessing our residential services to assure we are providing appropriate support to the individuals we serve. We are putting together a plan to assess and determine our residents individualized needed supports and how we can best assist in meeting these needs. Our goal will be to assure individual needs are met while promoting the greatest degree of independence possible for each individual. In order to increase support options, we are pursuing various types of monitoring systems and resources that will allow us to support consumers within their community. One of the monitoring systems we reviewed is currently in use by several CMH's in Michigan and has been found to be very successful. Our plan is to have a proposal submitted in January 2018 which will include a pilot program. Our goal is to find additional support systems that will allow our individuals the ability to live as independently as possible within their community.



Family Program



This year the Family Program served 681 families. They continue to provide a full array of children's services to our community including: Outpatient Therapy, Case Management, Wraparound, CLS, Skill-Building, various therapy and skill building groups and, Autism/ABA services.

As the number of children who report experiencing trauma grows, Family Program staff, along with several community partners, worked together to educate our communities on trauma and trauma informed care. In addition to these partnerships, the Family Program is in the process of increasing our number of trained staff certified in Trauma Focused Cognitive Behavioral Therapy (TFCBT). Currently, seven Family Program staff are participating in the year-long certification process for TFCBT in order to be able to expand trauma services to consumers in need of this treatment.

During FY17, the Autism Program received 97 new referrals for testing and 48 children qualified for the service. Also 76 children participated in Autism Services throughout the year. As the Autism Program grows, we have increased our ABA providers from three to six contracted providers and recently added a Supervisor to oversee Case

Managers and assist with managing day-to-day operations of this growing service. In the upcoming year, we look forward to continuing to provide specialized, quality services to children and families throughout our region.



Several of the Family Program staff participated in TFCBT (Trauma Focused Cognitive Behavioral Therapy) training this past fall. Pictured (from left) are: Beth Jordan, Megan Savasky, Crystal Davis, and Celeste Meier.



Information Technology (IT): Year-in-Review



Phase One of our new E.H.R. (Electronic Health Record) system, THOR, was on target with a "go-live" date of March 1st, 2017. This was a very large project, involving many staff from all departments. In addition to THOR, many workflows and processes were changed, creating more efficiency for staff and consumers. After a few months of settling in to the new system, work began on additional features leading into Phase Two of implementation. ADT's (Admission, Discharges and Transfers) from hospitals in the State were automated to populate from HIE (Health Information Exchange) directly into the consumer chart in THOR. A patient portal (CEHR) was added, which allows consumers to view their contact information, appointments, vitals, and diagnosis as well as the ability to connect to their CAFAS/PECFAS scores. Many of the THOR built-

in reports have been rolled out to Supervisors. IT replaced the router and software firewalls in the Tawas, West Branch, and Oscoda offices to increase throughput from office to office and to the Internet. Three AFC homes were also added to the Agency network which allows them to use the office network and Zultys phone system.

IT had their biennial Security Audit, with a good review of our systems, rating a secure and protected status. Two mobile device pilot programs, utilizing jetpacks (Mobile Hotspots), and tablets were run and tracked this year. The results showed time and mileage savings for staff in the pilot programs. We will expand the use of mobile devices in the coming year. Computers were added to the four large conference rooms, along with a camera, to allow staff to use Skype for business for meetings from different locations.

"I like my worker and how she takes me places."

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), Supported Employment, Adult Case Management, Behavior Treatment, Supports Intensity Scale Assessor, and Community Living Supports. Adult Intensive Services continues to grow in staff, services, and consumers. It is truly a team effort to meet all of the needs of our consumers and the Adult Intensive Services staff does wonderful work for the consumers we serve.

During the 3rd and 4th quarter in fiscal year 17, all Adult Intensive Services programs received 100% on the random Medicaid Verification audits, which was due to all of the great work put in by staff.

The Adult Intensive Services program has maintained a high level of service delivery to the consumers we serve. Between the months of March and September 2017, the Adult Intensive Services program has provided 15,875 total services, 1,495,528 minutes of service with an average service duration of 94.21 minutes for 472 unique consumers. Way to go everybody!



Micayla Morris was hired as our new Behavioral Specialist. She is responsible for writing and monitoring all behavior treatment plans. Her role is to assist in the prevention, reduction, and potential extinction of adverse behaviors displayed by adults with an I/DD diagnosis.



Medical Services

AuSable Valley CMHA Medical Services is pleased to report several changes and enhancements to our department. First, we have added Dr. Rosalind Spells to our Child Psychiatric Team. Dr. Spells has experience in the mental health field with both children and adults and will be serving our children via telepsychiatry. Telepsychiatry allows the doctor to provide services from any location through a highly encrypted computer program. With the addition of Dr. Spells, this brings our number of telepsychiatry prescribers to three to reach our consumers where we've typically experienced a lack of psychiatric practitioners, and four on-site prescribers. The addition of telepsychiatry has been a great enhancement to our Medical Services. Another advantage of telepsychiatry is that the consumers can attend their appointments in the office closest to their home because it's available wherever the laptop can connect!

Another development this year in Medical Services is the addition of a patient portal. Our patient portal

allows consumers to have access to appointment times, diagnoses, vitals, contact information, and to send their workers a message through our secure system from any electronic device the consumer uses to access the internet. We have been busy offering this option to demonstration groups of consumers so stay tuned for your opportunity to learn about this great new option for accessing your information.

Welcome Dr. Spells



Dr. Rosalind Spells was added to the Child Psychiatric team near the end of FY'17. Dr. Spells has experience in the mental health field with both children and adults and will be serving AVCMHA children via telepsychiatry.



"When I am in a crisis mode I can call and talk to someone always and they follow-up. I've got a good quality of life because of AVMHC."



Helping Hunter

*By: Chris Koehler
Ogemaw County Wraparound Coordinator*



Hunter was brought to AVCMHA about two and a half years ago when his mother realized he was suffering from what she thought was depression. She was fearful for her son as he was threatening suicide and she could not find any help.

Through his years at AVCMHA, Hunter has utilized many of the Family Program's services. Hunter has learned how to have friends and be a friend. Also, learning to think before he acts has helped Hunter be more successful in school. He has always been a good student but had behavior issues with multiple suspensions in the past. With all that he has learned at AVCMHA he has remained in school all year and no longer has a behavior plan in place. He is learning now how to stay in the present and not dwell in the past.

One of Hunter's favorite things to do is be in the Wraparound Garden. He likes to pull weeds, plant seeds, and harvest the vegetables.

Hunter also enjoys the cooking class at the end of the garden season. Hunter said, "We make lots of good stuff to eat, but my favorites have to be the Cowboy Caviar and Taco Pinwheels." With his work in the garden, Hunter has learned leadership skills as he is always helping the younger kids learn new skills.

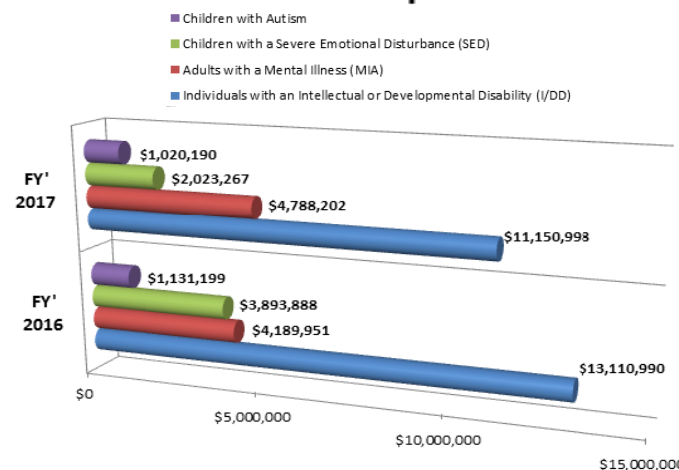
When Hunter's mom was asked about AVCMHA Family Program services she said, "Family Program staff has been amazing at teaching him what his triggers are and helped him get the coping skills to help him recognize when he isn't thinking straight and is just upset. You guys are always there when we've needed you."



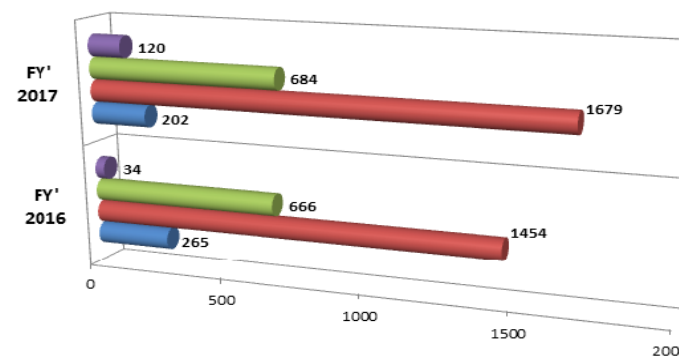
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Revenue Spent vs. Persons Served for FY'16 & FY'17

Revenue Spent



Consumers Served



Funding Sources for FY' 17

In comparison to an annual cost of \$21,542,001

