

CENTRA WELLNESS NETWORK



2018 ANNUAL REPORT

MISSION STATEMENT:

Enhancing freedom to lead a meaningful life through quality behavioral health care,
leadership, promoting individual wellness and teamwork within our community.

Our Vision:

We see a community where everyone's life is valued, has meaning, and each person is treated with dignity and respect.

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A YEAR IN REVIEW:

Joseph "Chip" JOHNSTON, EXECUTIVE DIRECTOR

Over this past year, the Centra Wellness Network (CWN) Board of Directors continues to show a commitment to our communities. This past year the board approved an expansion to our School Program. The work in the schools provides much needed prevention and mental health support not only to students but to personnel as well. Our prevention program, SafeNet has been operating for over 30 years. This programs success is a collaborative effort between the school systems and CWN. With a general increase in negative social pressures this type of service supports one of our more vulnerable populations in our community.



As a community mental health system, there are mandates and requirements from the State and Federal governments that define who we are and most of the services we deliver. However, we have always found ways to provide services and supports to our partners and for the community that go well beyond our state mandates. The school programs are a great example of our working collaboratively and finding a way to get services to the young children in the community.

CWN has always attempted to meet the needs of the larger community as well by working with other providers and participating in new initiatives offered by the state when it makes sense to do so. One of the new initiatives is called **Office Based Opioid Treatment (OBOT)** and the development of Opioid Health Homes in our northern region (the tip of the mitt). As of last October CWN, launched our Opioid Health Home. This is an enhanced level of treatment for persons experiencing an opioid addiction. This program provides nursing services, care coordination, medication services, therapeutic interventions and a peer recovery coach. As this program continues

OPERATING HIGHLIGHTS FOR 2018:

Implementation of Opioid Health Home service in Manistee and Benzie County.

Trauma Informed Care Initiative/ Teams established discussing impact of Trauma on Clients and Staff

CWN/PIHP remain fiscally sound

CWN's OHH team provides presentation at 2nd Annual Symposium

Updates in Information Technology (IT) software and Wi-Fi systems

Updating of the Administrative offices physical plant/indoor and outdoor

to grow, we will be monitoring and evaluating its impact and effectiveness. We are looking to partner with physicians and other providers of substance use treatment services in our community to build a larger network for persons and families affected by the opioid epidemic that is facing Northern Michigan.

For the past several years we have been able to report to our board and community members that CWN is financially sound. Additionally, our regional Pre-Paid Inpatient Health Plan (PIHP) also is viable. This is very different from CMH and PIHPs in other parts of the state. We continue to monitor the State of Michigan's response to funding deficits being reported by other mental health agencies. What has occurred is state appropriations have not kept up with basic cost of living increases over a period of 10+ years. Despite the news to our south CWN looks forward to another productive and collaborative year.

PROGRAM SPOTLIGHT:

CWN adds third Health Home Model of treatment: Start up of Opioid Health Home

CWN has been managing *two health home programs* for several years. A Behavioral Health Home (BHH) that offers Health Care Management for persons with a mental health disorder and a chronic health condition. And the Integrated Health Home (IHH). The Behavioral Health home is located in Benzie and the Integrated Health Home in Manistee County.

The BHH has a Nurse Care Manager that assists clients experiencing a mental health illness and a chronic health condition. The Nurse Care Manager will link and coordinate services assisting clients to be successful in managing their health care. The Integrated Health Home (IHH) is similar to the BHH program with two differences; the Nurse provides contact and support in the community as needed, and a second team member, a Community Health Peer Support person will meet with clients in the community assisting them to develop healthy lifestyles, assisting with appointments and providing education and support to address their health issues. Both programs offer the clients a health assessment, individualized health treatment plan, monitoring of health condition and coordination of health issues with all providers treating the client. Both programs provide education and support not only to the client but also to caregivers and family members as needed.

The third Health Home program is the Opioid Health Home (OHH). This program is a pilot program supported by MDHHS. The information provided by the success of behavioral health homes provided state officials with an idea for addressing the opioid epidemic throughout the state. CWN is the only community mental health agency in northern Michigan to provide this level of care in the community. The OHH is offered in Manistee and Benzie counties. The OHH provides an enhancement of services to persons who are identified to have an opioid addiction. The OHH team works to provide support, therapy, and health assessments and treatment as long as the person is enrolled in the program. OHH services include a physician prescribing the medications, therapist for brief SUD treatment and groups, a nurse care manager to evaluate and assist the client in coordination of their health care needs, and to monitor through the client's success as they participate in the medication assisted treatment for their addiction.

These three programs are all referred to as Health Homes and seem to have some common elements. However, each program has its specialty and CWN is proud to be able to provide an integrated approach to treatment.

Here is a brief overview of what a Health Home can provide clients, and the enrollment and eligibility process.

What is a Health Home?

- It is a model of care, not a place
- The model of care meets health and social needs
- Improves outcomes and long-term recovery
- Coordinates and provides health care needs
- Increases hospital and post discharge follow-up
- Reduces unnecessary hospital visits
- Reduces unnecessary ER visits

What services do Health Homes offer?

- Comprehensive Care Management
- Care Coordination and Health Promotion
- Comprehensive Transitional Care
- Patient and Family Support
- Referral to Community and Social Support Services
- Use of Health Information Technology to Share and Retrieve Important Information

What is the eligibility?

Each Health Home has different eligibility criteria

1. Behavioral Health Home

- ⇒ Medicaid beneficiary
- ⇒ You have used the Emergency Room or Hospital in the last 18 months
- ⇒ Have been diagnosed with a Chronic Condition (i.e. heart disease, high blood pressure, COPD, diabetes etc....)
- ⇒ Live in Manistee County

2. Integrated Health Home

- ⇒ Client of Centra Wellness Network
- ⇒ Referred for increased need for assistance with medical conditions
- ⇒ Live in Benzie County

3. Opioid Health Home

- ⇒ Medicaid beneficiary
- ⇒ Has an opioid use disorder
- ⇒ Has or is at risk of having another chronic condition
- ⇒ County of residence is within the NMRE

**For more information on any of our
Health Homes call:
1.887.398.2013**



PROGRAM SPOTLIGHT:

Autism Services:

"Jackson" arrived at my office with deep scratches on his face. His parents looked overwhelmed and expressed feelings of hopelessness. "Jackson" is a young boy who was referred to Centra Wellness Network by his family doctor for an autism assessment. His parents were concerned because when "Jackson" was told "no" or had to transition from a preferred activity to a less-preferred activity, he would scratch himself on his face or become violent towards others. "Jackson" showed little interest in playing with his peers at school, he would isolate on the playground and did not respond when children spoke to him. He was assessed by the staff at Centra Wellness and met the criteria for autism disorder. I observed



"Jackson" in different environments, tracked his behavior and determined the frequency and conditions in which he hurt himself and others. An individualized plan was developed, and "Jackson" began to receive an evidence-based therapy called Applied Behavior Analysis (ABA). "Jackson" was taught replacement skills to better communicate his needs, his parent participated in family guidance sessions to learn the principles of Applied Behavior Analysis and within a month of implementing the strategies "Jackson" no longer hurt himself or others. In less than 4 months he was talking with his peers, completing his homework and participating in group activities. "Jackson" continues to make progress during therapy and is a role model for other children who are new to the program. His parents, who are a crucial part of his success are delighted that "Jackson" has new strategies to communicate his needs and express having a new-found relationship with him.

Current research indicates that more than 1 in 59 individuals in the United States have autism and the number of people diagnosed with the disorder continues to grow. While the reasons for this increase in numbers and the origin of the disorder are not exactly clear, Applied Behavioral Analysis is an evidence-based therapy that has been proven to be effective at treating the disorder. Applied Behavioral Analysis (ABA) is a scientific approach to understanding behavior, how it is affected by the environment and uses principles related to motivation and learning to increase an individual's independence, functioning and freedom. Concerns that are often targeted during treatment include language development, social skills, self-injury, aggression, non-compliance, personal self-care, work skills, fine motor skills and hyperactivity. Common symptoms of autism include a lack of eye contact and social reciprocity, repetitive movements and speech, self-injurious behavior and obsessive interests. Screening for autism can be done at the family doctor's office and full evaluations completed at Centra Wellness Network. Centra Wellness Network provides Applied Behavioral Analysis treatment to individuals on the autism spectrum ranging from 18 months to 21 years old in both Manistee and Benzie counties. While the results vary from person to person, the research indicates that catching the disorder early in life combined with the appropriate treatment can have life altering results.

Author: Christopher Bigelow, BCBA, LPC

FOR MORE INFORMATION ON OUR AUTISM PROGRAM CALL:

1-877-398-2013

2018 COMMUNITY SERVICE AND RELATIONS AWARD RECIPIENTS

Over the year, the Staff and Board of Centra Wellness Network takes time to recognize partners throughout the community who contributed to our communities by improving the lives of individuals living with mental illness and/or intellectual/developmental disabilities. The work of these individuals and organizations assists with daily needs, provides needed resources, assures treatment options are accessible, or provides the supports needed for initiatives and programs that can make a significant difference in the life a person living with illness and/or disabilities. Centra Wellness over the years with the leadership of Executive Director Chip Johnston has made efforts to assure community partnerships. He notes that working with others within each community can only have positive outcomes. More resources (people and organizations working together) provides more ability to "lift the heavy workloads", and CWN has found many people and organizations willing to share in this process.

Award Recipients:



**Lindsay McIntyre,
Manistee Housing (left)**

**Honorable Judge Mead
Benzie County
Court (right)**



**Jenny Olson, Pharmacist
Family Fare, Manistee**

**Not Available:
Adam Traviss, Housing
Resource Manager**



**Tim Kozal, Safety Director,
City of Manistee**



**Rick Rineer
Benzie County**

**THANK YOU TO ALL OUR
COMMUNITY PARTNERS!**

CWN STAFF PARTICIPATE IN ACTIVE SHOOTER TRAINING:

Lt. Brian Gutowski, Emergency Services Director for Manistee County Sheriff Department completed **Civilian Response to Active Shooter Event (C.R.A.S.E.)** training for Manistee and Benzie County CWN staff and others. Lt. Gutowski provided all staff of CWN and Leelanau-Benzie Public Health Department training on defending yourself in an active shooter situation where your life is at risk. The days of just hiding in place are gone; Lt Gutowski teaches how to fight for your life! Additionally Lt. Gutowski provided real life scenarios in which survivors describe and share their experiences of using "hiding in place". He shared statistics of survivors at Virginia Tech from those who sheltered in place and those that removed themselves or barricaded their spaces, while defending their lives.

Lt. Gutowski taught us the understanding of the **OODA Loop (Observation, Orientation, Decision and Action.)** We as human beings should practice using OODA Loop in our daily lives. Observe your surrounding, know your plan for exits, determine your response then act. This is critical to your survival at home, at work and in public. You need to be responsible for observing and taking action. The purpose of this training is to disrupt the OODA Loop of the attacker. Denying access by barricading, turning off lights, breaking a window and escaping or running to avoid the attacker. Deny the attacker access to your area, and if you need defend your life. Find a weapon in your space, your chair, stapler, lamp, or any other item that you can use to assist you in containing the situation.

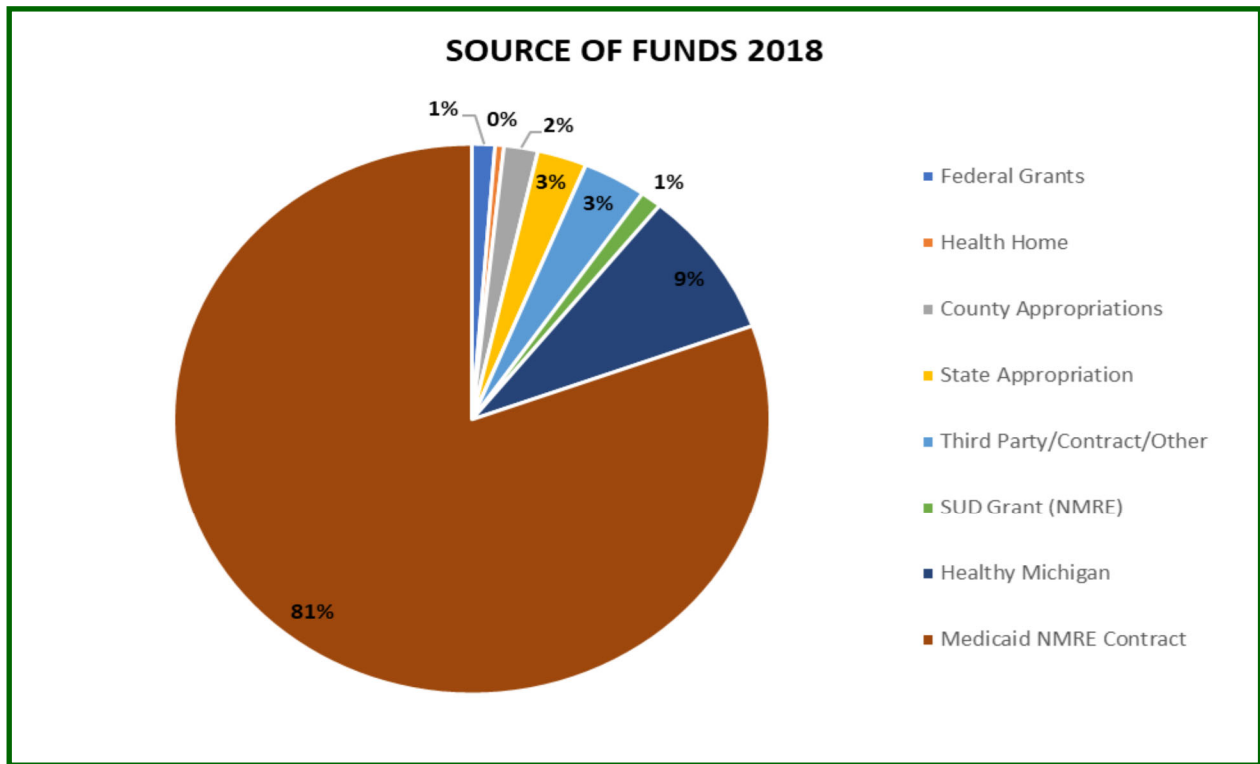


STAFF INSERVICE DAY: Annually, CWN will spend a day to gather all staff together. The agenda for the day includes educational items, training materials, program reviews and changes, process and team building. One item that has been occurring for many years, is the distribution of awards to staff members who have demonstrated excellent care, compassion, leadership and team support. These awards are referred to as the BETTY AWARDS. Staff nominate and vote on the recipients each year, 2018 winners were:

Med Services Nurse: Becky - IHH Nurse: Natalie -
and Members of the Autism Team

Honors are bestowed upon the recipients by their fellow staff/team members



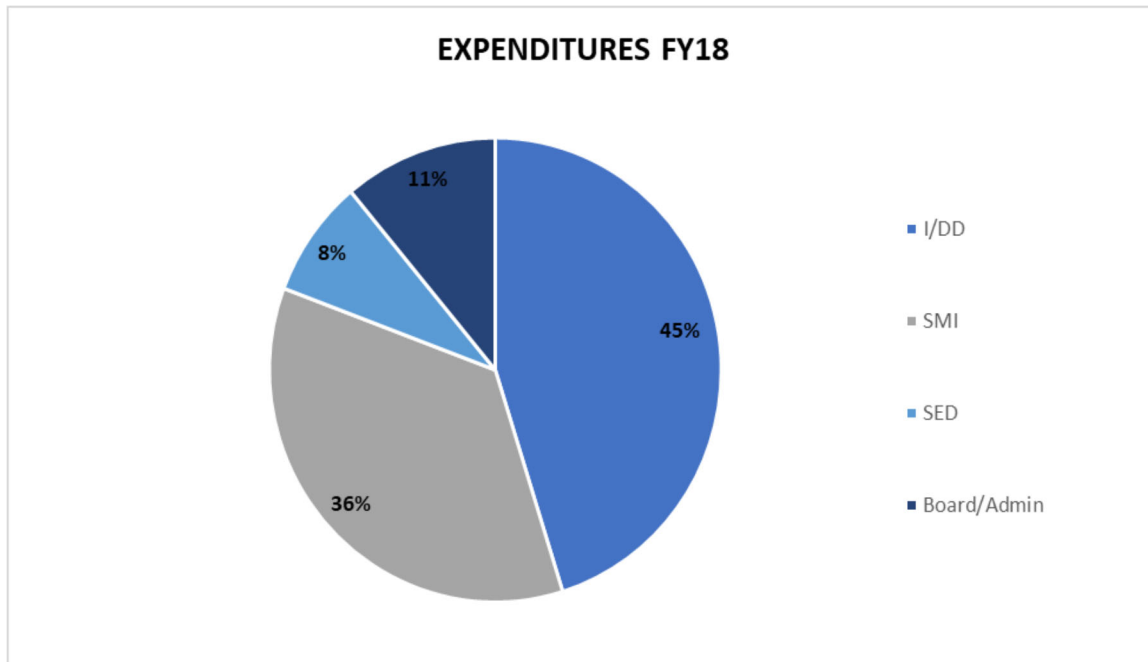


Funding Sources:

Federal Grants	192,647	1%
Health Home	73,613	0%
County Appropriations	284,685	2%
State Appropriation	414,917	3%
Third Party/Contract/Other	533,847	3%
SUD Grant (NMRE)	177,434	1%
Healthy Michigan	1,338,507	9%
Medicaid NMRE Contract	<u>12,469,884</u>	<u>81%</u>

Total Funding: 15,485,534

UTILIZED SERVICES	4-1-17 TO 3/31/18	4-1-18 TO 3/31/19
CONSUMERS UTILIZED THERAPY (INCLUDE ACT)	1041	1092
CONSUMERS UTILIZED CASE MANAGMNET	415	411
CONSUMERS UTILIZED MED SERVICES	411	440
CONSUMERS UTILIZED COMMUNITY LIVING SUPPORTS SERVICES	134	139
CONSUMER UTILIZED PREVENTION	260	292
CONSUMERS UTILIZED COMMUNITY NURSING SERVICE	179	226



Expenditures Per Population:

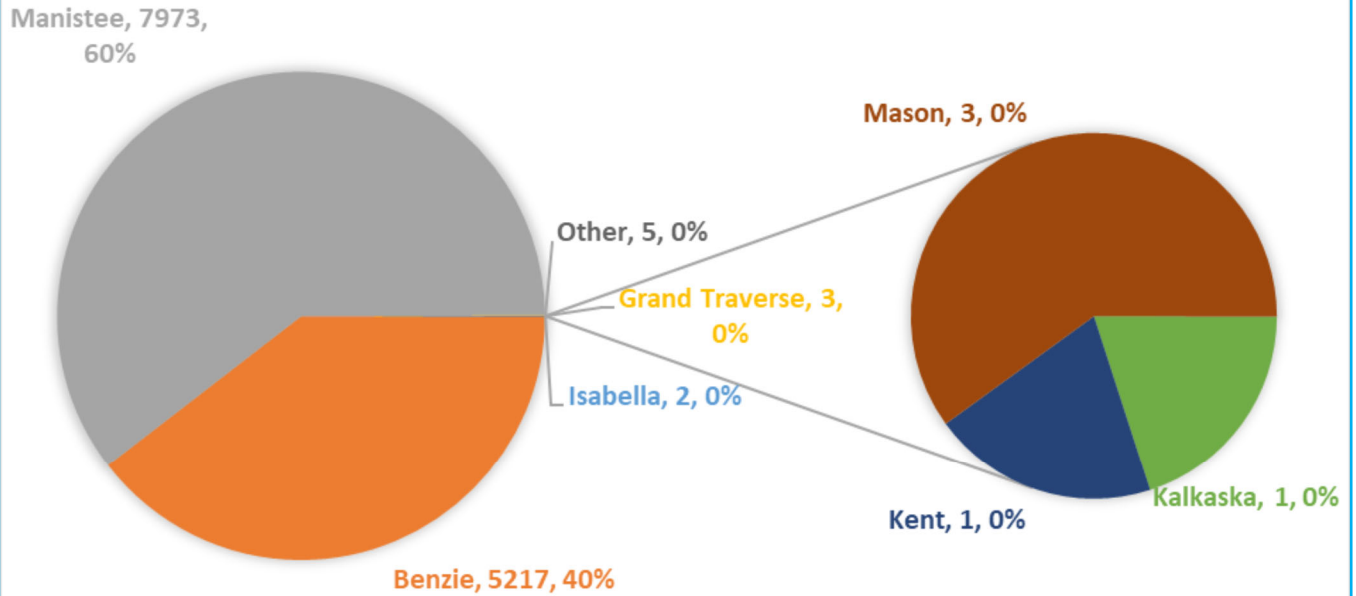
Intellectual/Developmental Disability (I/DD)	6,806,307	45%
Serious Mental Illness (Adult SMI)	5,354,058	36%
Serious Emotional Disorder (Children SED)	1,240,616	8%
Board/Admin	<u>1,664,217</u>	11%

Total Expenditures Per Population: 15,065,198

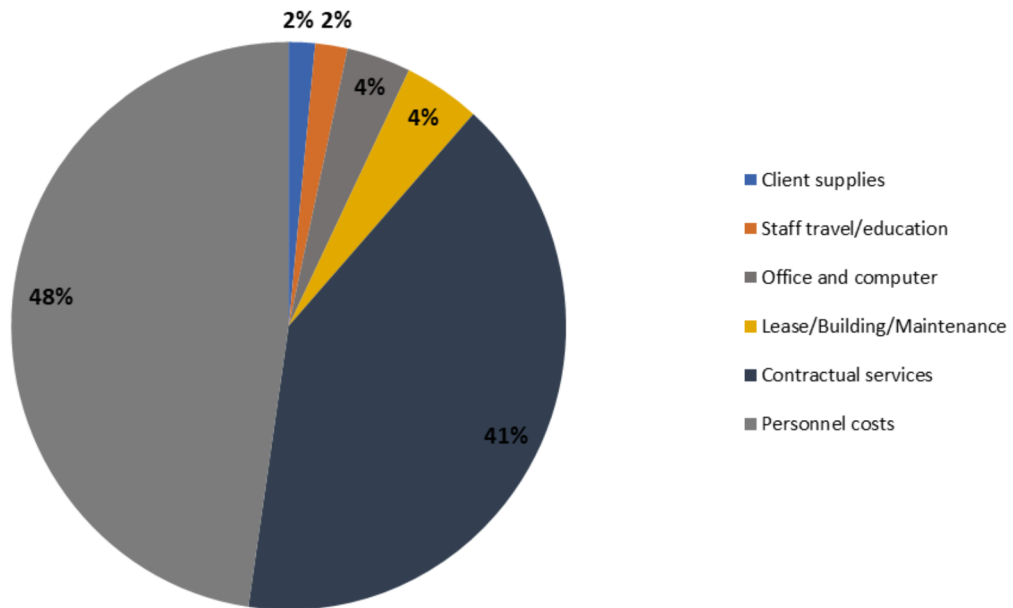
Expenditures

Client supplies	231,326	2%
Staff travel/education	284,979	2%
Office and computer	566,179	4%
Lease/Building/Maintenance	673,432	4%
Contractual services	6,170,128	41%
Personnel costs	<u>7,139,154</u>	47%
Total Expenditures	15,065,198	

MEDICAID ELIGIBLE FY2018



USE OF FUNDS 2018





CENTRA WELLNESS NETWORK BOARD MEMBERS

- LINDA FARRELL, County Commissioner, Benzie County
- MARY O’CONNOR , Benzie County
- DON TANNER, Benzie County
- RICHARD SCHMIDT, County Commissioner, Manistee County
- LESLIE WILSON, Manistee County
- ANNIE HOOGHART, Manistee County
- **DON SMELTZER, Board Chair, Benzie County**
- **DENNIS RISSER , Vice-Chair, Manistee County**
- PAULINE JAQUISH, County Commissioner, Manistee County
- JAMES “NIPPER” WISNISKI, Manistee County
- **RHONDA NYE, Secretary, County Commissioner, Benzie County**
- DIANE LONN, MANISTEE COUNTY