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# 2016: 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 which occurred within AVCMHA in Fiscal Year 2016.

- Implemented Windows 10
- Added two security systems to protect consumer information on laptops
- Researched, selected, and started implementation of new E.H.R (Electronic Health Record) system, named THOR. The system received its name through a staff contest. THOR stands for Trustworthy Health Online Records
- Received a Mental Health Block Grant to begin a Virtual Health System (VHS) in Oscoda County to serve adults with severe mental illness and co-occurring disorders via a telehealth delivery model. The VHS provides high quality medical and behavioral care and is a collaborative effort between District Health Department #2, the Family Nurse Practitioner Program at SVSU, and AVCMHA, as well as several other affiliated community partners.
- In advancement of the Home & Community Based Waiver rules, AVCMHA brought seven consumers back in the community who were in out-of-county residential placements.

**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.

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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 | 2017  
Annual Report

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Serving Iosco County, Ogemaw County & Oscoda County



On October 1, 2016 AuSable Valley Community Mental Health Authority (AVCMHA) marked its 40th anniversary as the public mental health program serving citizens living with intellectual/developmental disabilities and serious mental health conditions. Looking back over the years the agency has grown tremendously, now operating from six primary office locations, with over 20 residential services locations, and hundreds of staff. Over the years, the one thing that has remained constant is the commitment of the Board and staff to provide the highest quality of services possible in support of the habilitation and recovery in the lives of all citizens we treat and support.

One remarkable achievement this year was being re-established on the regional provider panel for Substance Use Services. AVCMHA discontinued this service a number of years ago as the funding available was not adequate to cover the cost of providing services. Based on public comments calling for more substance use treatment services in the region, the Board of Directors decided to re-enter the Substance Use Treatment arena. The program is accepting referrals and providing state-of-the-art treatment.

The Autism Program was expanded by the State during the past year and the number of youth enrolled in care expanded from 18 to 55, with another 20 youth in the eligibility determination process. Even more impressive is that some of the first children enrolled have made great progress, have achieved and sustained measureable gains, and no longer need of this highly intense level care.

The Agency has also made progress in the area of integrated care. AVCMHA, in conjunction with the Veterans Administration (VA), is developing a telehealth clinic in West Branch allowing veterans to receive VA services without travelling to an out of town clinic. In Oscoda County, in collaboration with District Health Department #2, Saginaw Valley State University, and Choices of Oscoda County, AVCMHA received a grant to provide telehealth services in Oscoda County. AVCMHA can now share health records electronically with other providers, which in turn allows for the timely coordination of care.

AVCMHA continues to operate in a fiscally responsible manner, with an 8.8% administrative cost. The most recent independent fiscal audit produced no findings, and the Agency finished the year in the black. Independent Medicaid verification compliance audits consistently produce ratings of over 99%, indicating that Agency practices are second to none in respect to clinical and documentation practices.

All this is possible because of the great work by the dedicated staff who give their all to support the consumers we serve.

Respectfully,

Joseph Stone, Chairperson  
AVCMHA Board of Directors



## Breaking the cycle:

### Simmon's New Life

By: David Sullivan, ACT Supervisor

Simmon started having mental health symptoms when he was a child and was 14 or 15 the first time he was hospitalized. Since then he said he has been hospitalized over 50 times in numerous states. He has spent three months at Eastern State Hospital in Washington State and four months in a specialized residential setting in Michigan. He experiences multiple mental health symptoms including: mania, anger outbursts, substance usage to “handle” his mood swings and anger issues, a desire for thrill-seeking and external motivation, legal trouble including numerous

the extra mile for me. The ACT team has helped me to become independent in society. I am living in my own apartment, attending AA twice a week, going to church, and now I’m handling my own medication.” Indeed, Simmon has a new life, and he is actively forging a future for himself. He is truly applying himself, and he now has internal motivation and ownership for his actions. He is poised to succeed at whatever he does and has been a valued consumer in the ACT program for a little over two years now. It has been a joy to be a part of his remarkable treatment journey and the wonderful changes in Simmon’s life.



Simmon has overcome many obstacles and improved his mental health tremendously since his referral to the ACT program at AVCMHA in 2014.

## Success through service

By: Maria Buccilli, Outpatient Supervisor

Simmon said, “I’m dealing better with my mom’s death, and I have a better grasp on how to handle my disability. I have a much longer sobriety from hard drugs. In the past I was unstable, bouncing around—I allowed bad influences in my life and this led to legal trouble. The ACT team took me under their wing, and they helped me avoid going to prison. They watched over me until I got off probation. Tom and Karen have been there for me. They helped me stay on track. They helped me with Social Security and went

Nadine Wilcox has been involved with AVCMHA in many capacities since 2001. She has been able to utilize several services within AVCMH including supportive employment, case management, outpatient, as well as family therapy with her son. Nadine said that she knows when and where to find the services she may need through her continued work with AVCMHA. In 2001, Nadine became involved with infant mental health

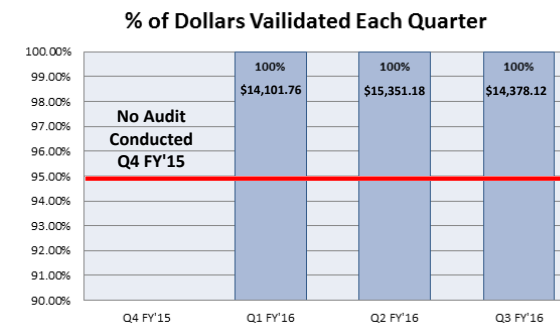
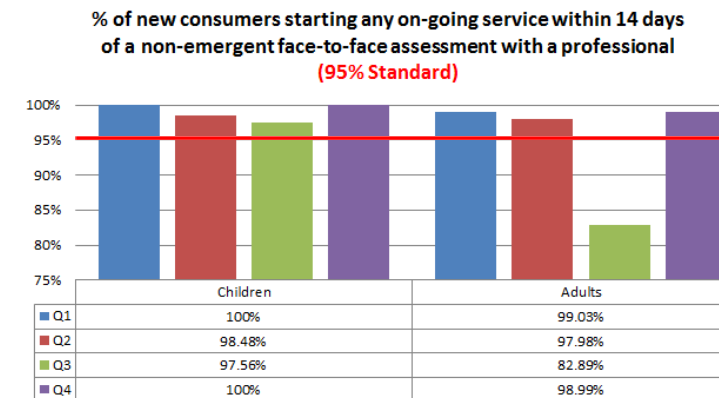
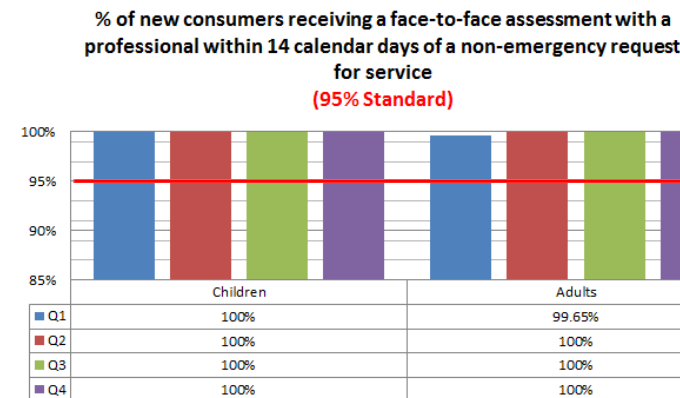
through AVCMHA when her son was born. He was diagnosed with autism and he also receives services from AVCMHA through the family program. She said it’s good to have the added supported. Through Nadine’s involvement with case management and supported employment, she had the opportunity to work at St. Vincent DePaul, which was great experience.

Most recently Nadine has been a client of outpatient therapy and has utilized this service on many occasions as needed. She knows first-hand we all face difficulties in our lives and, for her, the therapy works. She feels grateful for the help that is available and hopes others in need find their way to mental health services. She participated in the managing emotions group through AVCMHA and enjoyed helping others feel comfortable enough to share their stories. She understands the stigma associated with mental illness and hopes to be a spokesperson for the benefits of receiving mental health services. She has been a long-time community volunteer and is currently helping by serving as Board member for AVCMHA. She said she was unsure at first if she had the knowledge to be a Board member but was assured her point of view as a consumer would be an asset to the Board. Nadine feels she has come full circle in her life with regard to being a proponent of mental health services and hopes to continue to serve.

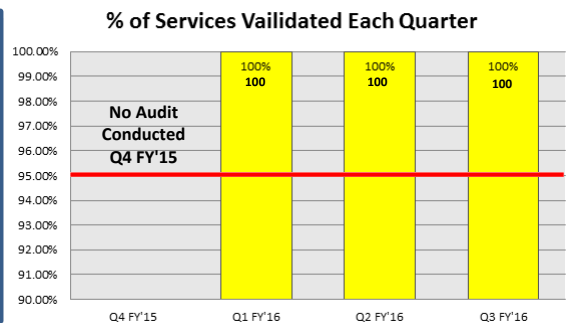
“The services at AuSable Valley are excellent but you have to do the work for yourself.”

- Nadine Wilcox

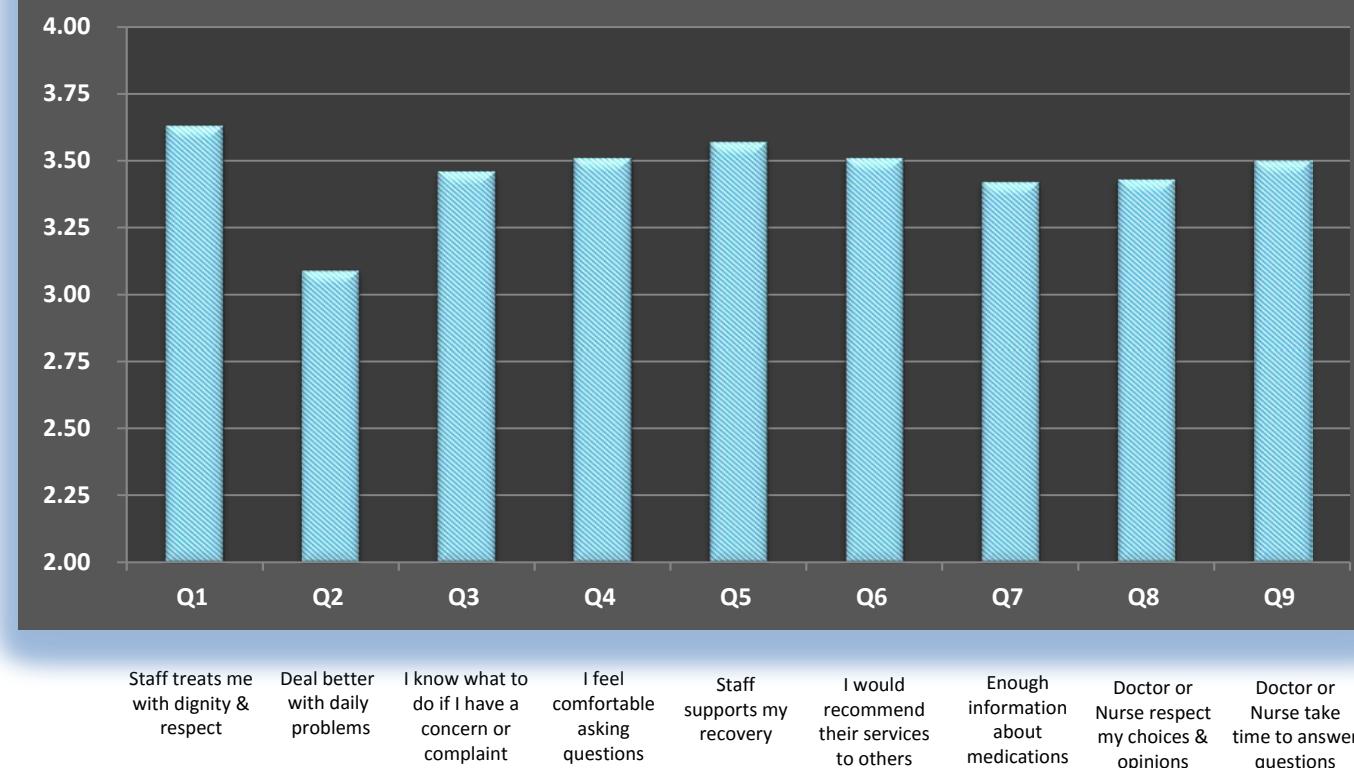
## Performance Indicators for Service Delivery FY'16



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%.



## Medical Services Survey Results



Medical Services are offered at every CMHSP in the NMRE region utilizing the professional services of medical doctors, physical assistants, nurse practitioners, and registered nurses. A total of 117 surveys were distributed to recipients of Medical Services during a two-week, snapshot timeframe, of which 83 were completed and returned. Medical Services scored an overall high level of satisfaction with item means ranging from 3.09 to 3.63 based on a four-point scale.

“I like that the CMH focuses on the recovery model of treatment, especially for the SPMI population.”

## Adult Intensive Services

AVCMHA's Adult Intensive Services (AIS) program provides treatment to adults with Severe and Persistent Mental Illness (SPMI) and those Intellectually and Developmentally Disabled (I/DD). AIS include Assertive Community Treatment (ACT), Supported Employment, Adult Case Management, Community Living Supports, and Clerical staff.

The Supported Employment (SE) program has been struggling with staffing employment specialists. Overall in Fiscal Year 2016, SE staff averaged over 583 hours of job coaching and over 12 hours of peer training.

Adult Case Management (ACM) staff providing services to adults with SPMI remains strong and steady. Based on consumer survey results, the ACM department received a 98 percent satisfaction rating. All required Support Intensity Scale (SIS) assessments have been completed and their documentation is at a 99 percent accuracy level. Adult Case Management staff providing services to adults with I/DD continue to enhance their clinical skills, were rated at 95 percent for including

health and safety commentary identified in the assessment into the plan of service. Their documentation is at a 95.5 percent overall. Community Living Support (CLS) staff providing services to adults with SPMI and I/DD has maintained a large amount of service demand. They successfully learned the electronic health record and are documenting 100 percent in the electronic health record. They have a satisfaction rating of 96.5 percent according to consumer survey results.

Despite the continuous staffing hardships, ACT provided services as authorized in the plan of service 75 percent of the time and their overall satisfaction rate is at 97 percent. ACT staff increased linking consumers with a physical health doctor by 33 percent, this past fiscal year.

Clerical staff continues to provide excellent customer service as well and they received a 97.5 percent on scanning accuracy. They have a 72-hour turn around for processing and scanning all intakes and annuals 97 percent of the time.

I would like to thank all staff in the Adult Intensive Services program for all their hard work and dedication to the consumers we serve!

## The garden helped TJ grow

Hi! My name is TJ Obermiller and I live in an adoptive home with my family. I had a rough past so my adoptive mother brought me to AVCMHA for services to help me. Staff helped me to have happy memories instead of bad ones and I've learned to look at my past and react to it in a better way. I have had workers who have helped me do better at school and home. I enjoy spending time with my big family especially at the holidays and I enjoy being involved in groups and helping other kids to do the right thing. I like being a leader and helping the younger kids. Working in the community garden shows us what we are capable of and one of the best parts of the garden was learning the cycle of gardening; growing the seeds, planting the plants, caring for the garden, learning to cook, making recipes from our vegetables, and canning. I never thought of the different types of food that can be made from what grows in the garden. Two of my all-time favorites we made were the pepper jelly and zucchini brownies, both with healthy ingredients. Some of

the best memories I have from working in the garden are cleaning up the garden and taking home all of the veggies like squash, broccoli, and pumpkins this year. Working in the garden has taught me patience, teamwork, and a lot of other skills.

My idea for my future is to go to college and become a caseworker or teacher. My goals are to keep working on paying attention, treating others with respect, helping others, and graduating from college. TJ's mother Becky said, "TJ is doing so much better at home and school with handling stressors and his anger, staying in school, and socially getting along better with others. Without the help of the team from AVCMHA we would not be where we are today and I am really proud of how far TJ has come."



Working in the community garden at AVCMHA taught TJ many things about gardening and life. He learned the cycle of plant life and how to care for the garden, but he also learned patience, teamwork, and developed better social skills.

## Medical Services



Fiscal year 2016 continued to be an exciting year for the Medical Services Department at AuSable Valley Community Mental Health Authority. AVCMHA contracts with three psychiatrists to provide psychiatric services. Dr. Ibrahim is our Medical Director and provides services to adults while Dr. Barba and Dr. Liu provide psychiatric services to our children consumers. With the aid of a Nurse Practitioner and a Physician Assistant, our psychiatric professionals served 890 adults and 303 children in the past year. We also employ registered nurses to meet the needs of the various individuals who seek services at our agency.

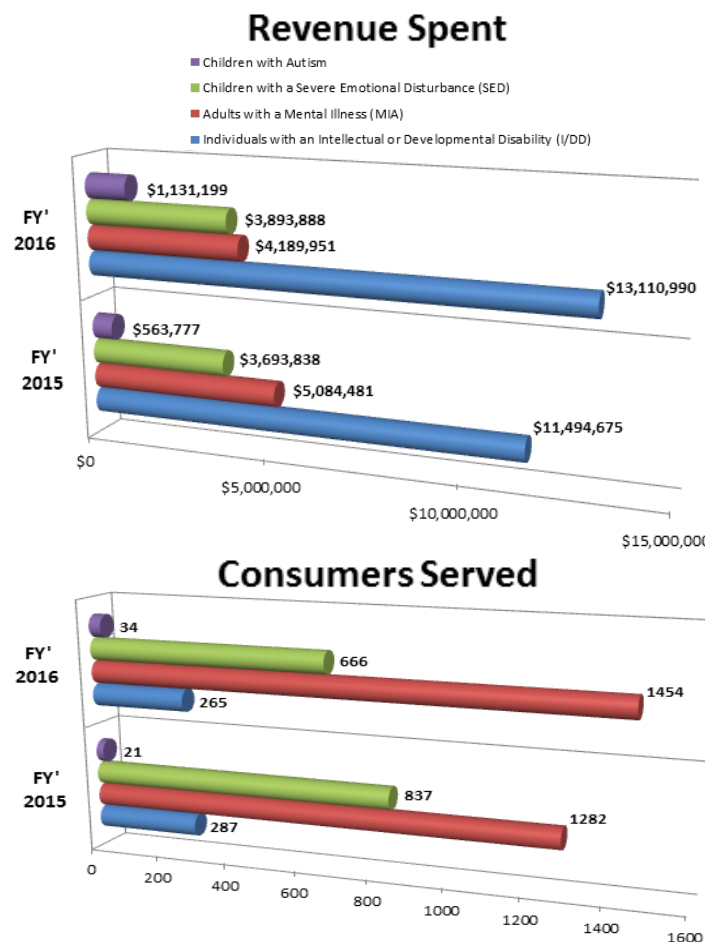
Physical health and mental health are often interrelated, therefore, the physical health of our consumers is a high priority for us at AVCMHA as well. Over the past year, the nurses provided training to consumers on various health topics such as nutrition, exercise, healthy relationships, and general healthy living.

Our psychiatric clerical staff continues to strive to reduce the amount of time between a referral being received and a person getting in to see one of the medical professionals. Many professionals are involved in the coordination of services within the agency, whether it is mental or physical health and our staff are always ready to assist in connecting our consumers to whatever professional will best meet their needs.

### Medical Services Staff

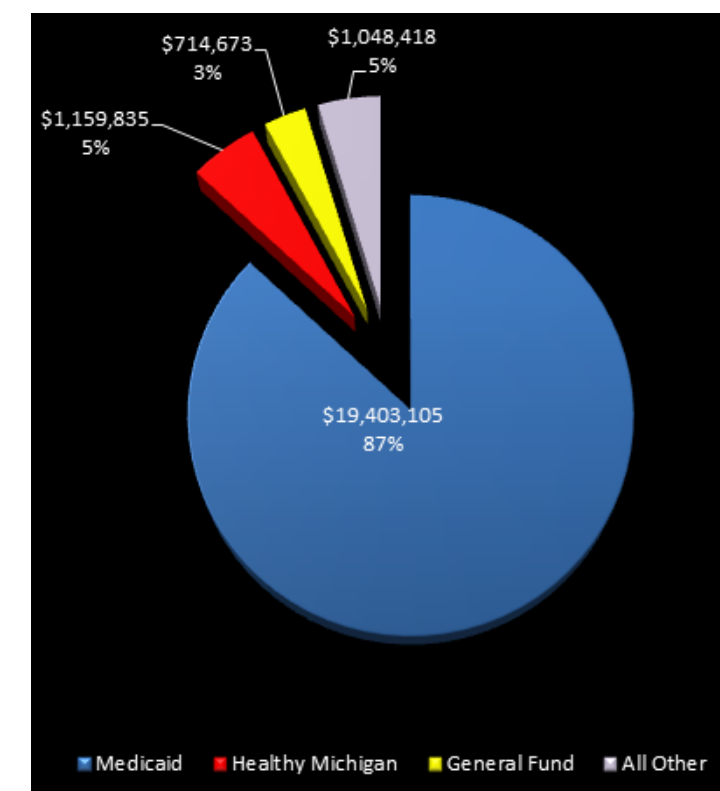


## Revenue Spent vs. Persons Served for FY'15 & FY'16



### Funding Sources for FY' 16

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



"The staff is always warm and friendly. Scheduling of appointment times is very flexible. Whenever my son had any issues with his meds they have always responded ASAP."



# Programs at a Glance



## Adult Outpatient

The Adult Outpatient (OP) program serves consumers who have been diagnosed with a severe mental illness such as Schizoaffective Disorder, Major Depressive Disorder, or Bipolar Disorder. The OP Program employs nine therapists and serves approximately 400 consumers each month. The OP staff is also responsible for Access to Services and in FY '16, 1300 consumers were screened telephonically to determine if they met eligibility requirements for treatment within the community mental health system. AVCMHA now offers same-day intakes for adult consumers and consumers are averaging five days between the access call and completed intake. Prior to the implementation of same-day intakes, the average was 13 days. Consumers have expressed in satisfaction surveys how pleased they were with the timeliness of appointments.

Inpatient hospitalization management is part of the Access system and in the first year of inception, the program was approximately 20 percent under budget and there has been an overall reduction of "bed days." This is a testament of the dedication

and management by staff to ensure that consumers are treated efficiently and effectively during their length of stay in the psychiatric hospital. Staff remains committed to offering an array of services by the CMH system so consumers can return to the community with support to achieve recovery.

The LOCUS (Level of Care Utilization System) was implemented October 1, 2016 to assist with better identifying consumer's needs and the appropriate level of care placement. One outpatient therapist and case manager attended MDHHS LOCUS training and completed training with staff internally on how to utilize the LOCUS.

We are fortunate to have staff that is willing to go above and beyond to meet the needs of the consumers served. We look forward to another great year working with community partners and contributing to the growth of AVCMHA.



## Residential Services

The Residential Services program consists of four 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 over 120 full-time staff and supervisors.

Residential Services has emphasized a few things over the past year. We wanted to ensure that everyone in our department is comfortable operating a computer and have put forth initiatives on computer competency. In addition, there were efforts across the program to make the homes a happier and more welcoming place. These initiatives were met and staff and consumers alike have reaped the benefits.

As all of the agency can attest, the past year has come with extreme budgetary pressures. Our program was tasked with increasing our

capacity without increasing our overtime and continuing to provide top notch care for the consumers we serve. Residential Services achieved our overtime projections with room to spare, and this was due to the outstanding efforts of our supervisors and staff.

The primary areas of change over the past year revolved around the Beechwood COH. In December of 2015, the home was closed. The Beechwood home was reopened only six months later in June of 2016, in an effort to meet our consumers' needs. That home remained open for another six months before we relocated closer to West Branch in December of 2016.

The Home and Community Based Services rules forthcoming from the State will result in adjustments to Residential Services in 2017 to adhere to the new requirements. They are confident they will continue to meet both the technical requirements as well as the needs of the consumers.



## Family Program



The Family Program (FP) began serving children and families in 2006 and recently celebrated its 10th Anniversary! The program has grown significantly over the past 10 years and is currently comprised of 29 staff, three supervisors, and one program director serving Iosco, Ogemaw, and Oscoda counties. Services offered to children and families include: children's outpatient therapy, home based therapy, case management, wraparound, community living supports, individual and group skill-building, parenting groups, family training, and ABA services. The FP, including Autism Services, served 771 children and their families during FY'16.

The FP embarked on achieving several outcome goals this year. The Family Program case managers worked together with their families so that at least 80 percent of all families would have a viable Safety Plan to use in the event of a crisis. They achieved and exceeded their goal and 87 percent of all families participating in case management services have Safety Plans in place. Additionally, all FP outpatient therapists worked together to screen at least 80 percent of all children at intake for trauma. The therapists exceeded this goal and 100 percent of all children seen at intake were screened for trauma. The trauma screens were then used at intake to identify the children that would best benefit from trauma treatment.

The FP continues to provide healthy lifestyles and

fitness with our children and families and as part of integrating physical and mental health, staff from the Mio and West Branch offices worked with several families to plant, tend, and harvest gardens in both communities throughout the summer months. The children were taught the nutritional values of each of the vegetables they had planted. During harvest season, families were brought together and worked with staff on cooking healthy dishes using the vegetables harvested from the gardens. As children often learn by participating in hands on activities, this was the perfect activity to promote healthy lifestyles, fitness, and teamwork and offered a way for all families to learn skills that they can incorporate into their daily lives.



Meet the staff of the Family Program! On September 14, 2016, the Family Program celebrated 10 years of serving families in Iosco, Ogemaw, and Oscoda counties through AVCMHA.



## Collaborative efforts to bring telehealth to Oscoda County



In a collaborative venture with District Health Department #2 and the Family Nurse Practitioner Program from Saginaw Valley State University, and support from CHOICES, a community group whose mission is to build a culture of health in Oscoda County, AVCMHA is on the cutting edge of opening up access to healthcare in Oscoda County! The average citizen to primary care provider ratio in the State of Michigan is 1246:1 and in Oscoda County it is 2864:1. Approximately 18 percent of Oscoda County residents have no health insurance, compared to 13 percent statewide.

AVCMHA was awarded a Mental Health Block Grant, funded through the Michigan Department of Health and Human Services, to develop an integrated Virtual Health System (VHS) which will

provide health services via a telehealth delivery model. The goal is to initially serve uninsured adults with severe mental illness and co-occurring disorders. Through the use of peer outreach and support, on-site behavioral health services embedded in the public health clinic, and virtual providers using telehealth equipment, access to services will be significantly enhanced. Affiliated supporting providers include Munson Grayling Hospital, West Branch Regional Medical Center, Sterling Area Health Center, Oscoda County DHHS, St. Vincent DePaul Society, and an anonymous donor. Sustainability of the VHS will be had by opening access to other out-of-area specialty providers. The anticipated "go-live" date is January of 2017.

"They are attentive to me and my family's needs - they genuinely care about us."