Dear Fellow Community Members,

On behalf of the Board of Directors and Staff of Northern Lakes Community Mental Health Authority (NLCMHA), I am pleased to present our Annual Report for Fiscal Year 2017 (10/1/16-9/30/17). It is a privilege to provide and arrange services for people with severe mental illness, serious emotional disturbance, intellectual/ developmental disabilities and substance use disorders.

We remain committed to being the premier provider of integrated care in our six-county region. We continue to ensure that medical necessity, least restrictive environment, cost effectiveness and equity are hallmarks of the Person Centered Planning process and the Individual Plan of Service. We maintain our focus on the themes of improving consistency, effectiveness, efficiency and the use of data to accomplish our mission. We are committed to be a strong and effective partner in Michigan to improve the overall health, wellness and quality of life of our individuals, families, and communities that we serve. We continue to protect the people we serve through a robust Recipient Rights system.

More and more, we must find creative ways to meet demand for our services and supports within budget. Last year, we focused on several key improvements: We reconfigured our 24/7 Crisis Services Team and added full-time and on-call staff to be able to respond wherever and whenever help is needed across our six counties. Thanks to a $500,000 Michigan Health Endowment Fund grant, we are expanding this effort and developing a mobile crisis unit specifically for children and families called F.A.S.T. (Family Assessment & Safety Team). At the same time, our staff is working to strengthen relationships with area law enforcement and jails and providing more training and partnership opportunities. In addition, we are leveraging technology whenever possible. As examples, we have made great strides in using telemedicine to connect people in our rural areas with our psychiatrists. We streamlined communications among staff through the use of videoconferencing, made the myStrength app available to our counties and enhanced our electronic health record.

We continue to serve people across the lifespan. We have experienced increased demand for our MI Choice Waiver program, Northern Health Care Management, in its 10-county service area. We continue to be the only Community Mental Health Services Program in Michigan that also serves as a MI Choice Waiver agent for the elderly and disabled to support community living rather than nursing home placement. We continue to see growth in our Omnibus Budget Reconciliation Act (OBRA) program focusing on people in nursing facilities who are seriously mentally ill or have an intellectual/developmental disability (I/DD). On the other end of the age spectrum, we significantly expanded infant mental health services beginning last year.

We restructured career paths and adjusted wages to attract and retain staff to accomplish the difficult yet critically important work of serving people who live in specialized residential homes. Staff continues to help people we serve to receive integrated physical and behavioral health care in our four offices. As part of this priority, our Integrated Health Clinic in Traverse City is now open to the general public, five days a week.

We thank all of you for your support. We appreciate your advocacy to keep our public mental health system accountable to the public and rooted in our counties. We are grateful for the financial support that we receive from the Federal Government, the State of Michigan, and our counties. We are proud of the work we do every day on behalf of people we serve in our communities.

Sincerely,

Karl V. Kovacs, Chief Executive Officer
QUALITY MATTERS

QUALITY IS NEVER AN ACCIDENT
BUT ALWAYS THE RESULT OF SINCERE EFFORT

At NLCMHA, continuous improvement involves everyone associated with the service experience and ensures the highest quality treatment and support services to persons we serve. We measure, monitor and manage organizational performance in a variety of ways. More information on our quality programs and accreditation may be found at www.northernlakescmh.org.

HIGH SATISFACTION

In FY17, we began an ongoing satisfaction survey for all service recipients. A small, three-question survey card is offered one week each month in all our offices. We are receiving feedback that individuals are generally satisfied with their services.

- The Northern Michigan Regional Entity conducts an annual SNAPSHOT Satisfaction Survey over two weeks of people who receive services from the five community mental health services programs in our region.
- For Northern Lakes, 93% of those who receive services report satisfaction.

In addition, every two years for over a decade, we conduct a statistically reliable telephone survey of adults in Northern Lakes’ six counties to measure community awareness and attitudes about mental health and disability issues. The survey shows we have a very supportive community, with a strong belief in recovery and treatment. There is also strong support for treating people in the community versus in an institution.

LESS HOSPITALIZATIONS

After receiving Assertive Community Treatment Services, admissions to community hospitals decline

LOW RECIDIVISM

Persons who are readmitted to an inpatient psychiatric unit within 30 days of discharge

EFFICIENT OPERATIONS

As a public provider, our priority is on providing direct services and supports to the people we serve. Our goal is to spend less than 9% on administration, and in FY17 our costs were 7.5% – half the average 15% spent by the for-profit insurance companies in Michigan which manage the Medicaid Health Plans for physical health.

SPECIALIZED I/DD CARE

Over half of our funding supports people with I/DD. Of this, 1/3 is for residential services.

Only a few decades ago, individuals with intellectual/developmental disabilities (I/DD) often were shuttered away in institutions. Now, facilities and services exist that allow people to live in their own communities, near their families. It is the right thing to do and it is cost effective. NLCMHA owns seven homes and contracts for many others. In FY17, 631 adults with I/DD were served, 232 individuals resided in Specialized Residential Homes, and 452 received Community Living Supports.

ADULTS
- Assertive Community Treatment: Integrated Alcohol and Other Drugs/Mental Health

ADULTS, CHILDREN AND ADOLESCENTS
- Assessment and Referral
- Case Management/Services Coordination
- Crisis Intervention
- Prevention: Integrated Alcohol and Other Drugs/Mental Health
- Outpatient Treatment

COMMUNITY BENEFIT

NLCMHA funded almost $14 million in payroll and $5 million in employment benefits to 306 employed staff in our six counties. A little over $40 million in service contracts provided employment to approximately 800 additional people. $3.08 million was spent on goods and services in the six-county area. These goods and services range from fleet vehicle maintenance to office supplies.

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CHILDREN'S SERVICES

In FY17, Northern Lakes served 948 children with Serious Emotional Disturbance and 101 children with Autism Spectrum Disorder under age 21. We served another 347 children who have intellectual/developmental disabilities.

Last year there were more calls for prevention, more services for persons with mild to moderate mental health needs, and Infant Mental Health. Community partners asked for more participation from NLCMHA child partners at different initiatives within the community. We have made changes to address these requests. Additional staff was hired to serve in Infant Mental Health. Home-based services that focus on children from 0-4 were implemented in all six of our counties. Pregnant women who have unborn babies who are at risk are now eligible for services.

Interventions aimed at strengthening the parent/child relationship in the first 1000 days of life can result in positive lifelong experiences.

MI CHOICE SERVICES

Northern Health Care Management (NHCM) was one of the first 32 MI Choice-type programs in the country to complete the National Council of Quality Assurance (NCQA) accreditation process in Case Management for Long Term Care Supports and Services. NHCM achieved the full three-year accreditation with a final score of 99.4% out of a possible 100% overall. This accreditation has a specific focus on person centered care and outcomes and reflects the credibility and excellence that NLCMHA and NHCM work so diligently to provide to our older adults.

Significantly, NHCM exceeded the state-set benchmarks of accomplishing at least 41 transitions for people who want to leave a nursing home environment and return to the community setting. In FY17, NHCM helped 60 individuals transition out of a nursing facility. The Nursing Facility Transition Program has allowed these individuals to make choices that otherwise would not be available.

In addition, NHCM served as a test site for the state in a six-month pilot to provide Non-Emergent Medical Transportation in the MI Choice Program. This has since been rolled out statewide as a core service for all MI Choice participants.

MENTAL HEALTH FIRST AID: CPR FOR THE BRAIN

Hundreds of people from all walks of life have taken our Mental Health First Aid training to learn to: recognize signs and symptoms of a mental illness, talk with a person in crisis, and connect with a professional or other resources. School staff, police, court personnel, human service professionals, family members, business owners, and religious leaders are using the tools and resources every day.

Classes specifically for adults or youth are available. We are also providing mental health crisis training for law enforcement.

To learn more about Mental Health First Aid, call (231) 935-3099.

TELEMEDICINE

We are now using technology to provide telemedicine. Telemedicine consists of trained health professionals who use audio/video calls through a secure and private internet connection to deliver health care. In the delivery of mental health care, telemedicine has become an important tool to increase access to quality care, especially for those who live in underserved and rural areas. The development process incorporated resources founded on expert consensus, research evidence, and person served needs.

NURSING HOMES

The OBRA program addresses the relationship of nursing homes with persons who are seriously mentally ill or have an I/DD. In FY17, there were 527 referrals to the OBRA program, the highest volume since 2012. Staff stepped up to the challenge. We are also proud that NLCMHA OBRA staff were invited to be testers of a new statewide electronic database. We were instrumental in assisting the state with problem-solving and data input to help with system glitches as the new program was implemented.

CARE FOR CAREGIVERS

We restructured career paths and adjusted wages to attract and retain staff to accomplish the difficult yet critically important work of serving people who live in specialized residential homes. We developed a new Assistant Home Supervisor role which has given Residential Care Aides advancement opportunities and greater pay and has provided greater support for Home Supervisors. There has been no turnover in Home Supervisors since the change.

SERVICES TO OUR COMMUNITY

Number of Persons Served

- Adults with Serious Mental Illness: 3,191
- Children with Serious Emotional Disturbance: 624
- Persons with Intellectual/Developmental Disabilities: 978
- MI Choice Waiver (for the Elderly and Disabled): 454
- Crisis Interventions (Face-To-Face): 3,815
- People in the community with education/prevention programs: 10,000

County Funding

- Crawford: $35,600
- Grand Traverse: $682,200
- Leelanau: $139,700
- Missaukee: $35,272
- Roscommon: $57,425
- Wexford: $76,543

Spending By Program

- Service Type
  - Comm Living Support/Training: $19,463,057
  - Personal Care: $6,895,593
  - Supports Coord/Case Mgmt: $4,567,561
  - Inpatient Svcs & Partial Hospital: $4,398,272
  - Autism Services: $2,796,833
  - Assessments/ Evaluation/Reviews: $2,356,065
  - Assertive Community Treatment: $2,178,497
  - Home-Based Svcs & Respite: $2,108,788
  - Skill Bldg Assistance/ Family Train: $1,541,536
  - Therapy & Counseling: $1,508,970
  - Person Centered Treatment Planning: $1,053,677
  - Crisis Intervention/ Emergencies: $1,020,041
  - Clubhouse Programs: $834,886
  - Crisis Residential Services: $644,412
  - Support/ Intang Employment/ Train: $422,406
  - Peer Directed/ Operated Svcs: $333,346
  - Health Services/ Nursing: $339,034
  - Medication Admin/ Review: $12,662
  - Other Services: $122,338
  - Nursing Home Monitoring: $95,946

Percent of Spending by Population

- 14/15
  - I/DD: 55.9%
  - Adults: 35.9%
  - Children: 8.2%

- 15/16
  - I/DD: 57.0%
  - Adults: 35.2%
  - Children: 7.8%

- 16/17
  - I/DD: 56.1%
  - Adults: 36.3%
  - Children: 7.6%

Provider Contracts: $40,043,716 (63% of budget)

Number of Persons Directly Employed: 306

FUNDING

Fiscal Year 10/1/16-9/30/17 (FY17)

REVENUES $64,645,442

- MI Choice Waiver: $10,919,636
- State: $7,527,048
- Local: $3,125,659
- Reimbursements: $1,621,338

EXPENDITURES $64,645,442

- Occupied Space: $5,481,500
- Direct Services: $5,061,199
- Contract Agencies: $2,177,746
- Transportation: $1,317,008
- Residential Contractual Services: $19,463,057

- Personal: $29,917,304

northernlakescmh.org
SPECIAL INITIATIVES

INTEGRATED HEALTH CLINIC

Mental health and physical health are interconnected. The Northern Lakes Integrated Health Clinic (IHC) approach is to care for the whole person.

Clinic staff take the time to listen to your needs and explain the results of tests or health screenings that are done. They will help you with any health problems that you may be going through, including managing chronic conditions such as COPD, Diabetes, High Blood Pressure, Congestive Heart Failure, Chronic Pain, High Cholesterol, Hepatitis, HIV/AIDS, Kidney Disease, Depression, Osteoporosis, Arthritis, and Substance Use.

What can you expect at the Northern Lakes IHC?
- Available, friendly, and effective health care when you are well and when you don’t feel as healthy as you would like.
- A treatment team that helps you to understand your health issues and what the plan is to help you feel better.
- Help setting up other medical services, such as labs or seeing a specialist.
- Support offered between medical appointments to help you make life changes in order to feel better.
- Time to work with your team on setting and reaching your health goals.

The Integrated Health Clinic is open to the public and is accepting new patients. For an appointment call (231) 935-3062.

CULTURE OF GENTleness

We believe in treating people the way we would like to be treated. This means we focus on people’s strengths instead of vulnerabilities – on quality of life, meaningful activities and relationships, not deficits.

myStrength

The health club for your mind

FREE WELLNESS APP

Thanks to a state grant, everyone living in Northern Lakes’ six counties may access an evidence-based health and wellness app called myStrength, “the Health Club for Your Mind.”

This is a resource to help you to help yourself with your health and wellness concerns. It is available from wherever you are with an Internet connection.

There are special areas on managing chronic pain, depression, reducing stress, controlling anxiety, improving sleep, drug or alcohol recovery and more. myStrength can help you get inspired, find calm, be positive, connect with others, be mindful, and laugh.

To sign up, go to myStrength.com and use the access code: NLCMHcommunity

WALK A MILE IN MY SHOES

Each year people we serve join 2500+ others for the Walk A Mile In My Shoes rally at the State Capitol in Lansing. The point is to educate the public and legislators about the issues faced by people with mental illness and intellectual/developmental disabilities.

Attendees advocate for: a strong publicly accountable safety net; the incorporation of the people served in the design of the system; a person-centered system; full community inclusion; whole-person orientation, including support for housing, employment, transportation, food assistance and nutrition, income supports, child welfare, and education.

Northern Lakes Community Mental Health Authority (NLCMH) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-337-8598 (TTY: 711) NLCMH is a member of Northern Michigan Regional Entity (www.reme.org) and receives its principal funding from the Michigan Department of Health and Human Services (MDHHS).

MOBILE MENTAL HEALTH CRISIS RESPONSE IN TIME OF NEED

Thanks to a grant from the Michigan Health Endowment Fund and a new grant from the State of Michigan which began in April 2018, FAST services are being provided for families with children age 0 through 20 years in a behavioral health crisis.

The program is operated by Northern Lakes Community Mental Health Authority and a growing list of community partners, including Munson Medical Center, Child and Family Services of Northwest Michigan / Third Level Crisis Intervention Service, local Departments of Health and Human Services, and local law enforcement, all working together.

WHAT ARE MOBILE MENTAL HEALTH CRISIS SERVICES?

Mobile mental health services are short-term, on the phone or face-to-face services intended to restore a child’s and/or family’s functioning level to where it was before the crisis.

Mobile mental health crisis response offers children and families an opportunity to de-escalate a situation or problem in the least restrictive setting, while also developing strategies to address any future safety concerns. “Mobile” means the team comes to you where the crisis is occurring.

A mental health crisis is self-defined. No one is denied access to crisis services.

The FAST Team has launched in Grand Traverse, Leelanau, Wexford and Missaukee Counties. The program will begin in Crawford and Roscommon Counties in 2019.

CALL FAST IF:
- An individual is experiencing out of control behaviors that place him/herself at risk of harming self or others.
- An individual is expressing thoughts of suicide.
- An individual is experiencing severe stress that is resulting in a significant decline in daily and/or family functioning.
- You just don’t know what else to do.

1-833-295-0616
24 HOURS A DAY, 7 DAYS A WEEK
711 TTY

Customer Services 800.337.8598 • 231.933.4907 / To access services 800.492.5742 • 231.922.4850 / northernlakescmh.org