

RESILIENT



ANNUAL REPORT 2020/2021

# Adapting, Transforming and Creating Opportunity in Response to the Pandemic



SAGINAW COUNTY  
COMMUNITY MENTAL  
HEALTH AUTHORITY

# re·sil·ient

/ rə'zilyənt /

*adjective*

1. (of a person or animal) able to withstand or recover quickly from difficult conditions.
2. (of a substance or object) able to recoil or spring back into shape after bending, stretching or being compressed.



THE  
NEW  
LIFE  
SERIES

# Adapt, Transform and Create

## Meeting Challenge with Resilience in a Year Unlike Any Other

Even in the most challenging of times, we are honored to share our 2020/2021 Annual Report with you. It chronicles our achievements, our resilient response to the COVID-19 pandemic and unexpected dam failures and resulting flooding around one of our facilities. Through it all, we continued to provide uninterrupted service to the people and communities we are honored and charged with serving.

The Saginaw County Community Mental Health Authority's (SCCMHA) mission of managing supports and services for citizens with mental illness, developmental disabilities and chemical dependency across the life span, and their families, was challenged like never before. Our entire organization and community demonstrated steadfast resilience – rising to the occasion as we adapted, transformed and created new ways of delivering our vital and essential services.



**Sandra M. Lindsey**

To meet the challenges before us, we had to pivot and **ADAPT** our clinical services and programs to meet the increasing mental health needs of our consumers and their families. As demand grew we increased our hours and developed new ways of providing supports and services.

We had to **TRANSFORM** the way we worked with and supported our contracted network service partners – ensuring uninterrupted delivery of consumer services. From procuring personal protective equipment and disinfecting supplies to establishing new protocols for delivering services remotely, in person and in some cases with a hybrid option.

Our team had to rethink and **CREATE** new ways of delivering vital services using the most advanced information technology solutions. Our IT department helped make much of that happen by implementing a telehealth platform and accessing and distributing new software and mobile devices.

Also included in this report, you will find our dashboard of metrics highlighting key indicators of our organization's performance – all in an effort to be as transparent as possible.

We want to extend a heartfelt thank you to all of our staff member colleagues, contracted providers and community stakeholder partners – outlined in greater detail in the back of this report. Without their above-and-beyond support and performance over the past year, we would not have been able to adapt and transform as effectively as we did.

Despite the obstacles this year brought, it challenged us to remain resilient and true to our mission, vision and made us reinvent ways of delivering services – some of which we will continue with moving forward. On a personal note, I am so incredibly proud of our entire team, contract service partners and our community who rose to the occasion to keep on servicing our consumers – at the end of the day, that is what SCCMHA is all about.

Be well and stay kind to one another,

**Sandra M. Lindsey**  
Chief Executive Officer

# ADAPTING SERVICES

## to Meet Consumer and Family Needs During the Pandemic

On March 23, 2020, Governor Gretchen Whitmer issued the first of many “Stay Home, Stay Safe” executive orders and the way Saginaw County Community Mental Health Authority (SCCMHA) provided services changed dramatically. As staff were sent home and administration planned for an uncertain future, decisions were made assuring that SCCMHA would continue to meet the mental health needs of consumers, families and the greater Saginaw community.

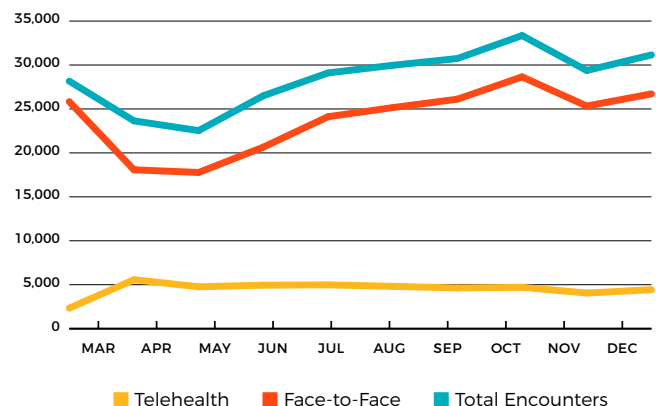
**J**ust over 40 percent of SCCMHA staff worked remotely during the “Stay Home, Stay Safe” orders. This portion of the workforce included remote workers that were essential to meet consumer needs and were able to do so using a HIPAA-compliant telehealth platform. Thirty-eight percent of SCCMHA staff – largely those that worked in group day programming or provided transportation to those programs – were placed on a paid furlough and regrettably eventual layoff. Twenty-one percent of SCCMHA staff were classified as essential workers and remained at the Hancock and A&W buildings to address the needs of staff, the organization and community. Six other SCCMHA buildings were closed. The service providers that remained in the office and continued to provide face-to-face services during the beginning months of the pandemic included the Crisis Department, Psychiatry, Nursing Services, Central Access and Intake Services.

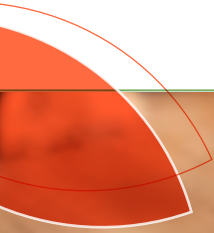
### An Increased Need for Services

Throughout the year and as the pandemic continued, SCCMHA found that individuals needed mental health services more than ever. With

the COVID-19 pandemic, social unrest and the stay-at-home orders, many individuals became overwhelmed, anxious and despondent. As an agency, we witnessed an increase in the use of the crisis services at both Covenant Hospital’s Emergency Care Center where our staff are stationed after hours and on weekends and at our Hancock location. Due to the increased need for mental health services, on June 1, 2020, essential remote staff returned to the office to

**SCCMHA SERVICE ENCOUNTERS AND MODALITY OVER FY 2020 PANDEMIC MONTHS**





address consumers' needs, through both face-to-face (in-person services) and telehealth service modalities. To accommodate the needs of returning staff, four more buildings were reopened and reconfigured to allow for social distancing and other measures to keep staff and consumers safe.

Many measures were implemented to minimize COVID-19 exposure and transmission within SCCMHA buildings. Upon entering, staff and consumers were asked four questions on the Self-Screening Surveillance Attestation. Also implemented were social distancing guidelines, a mask mandate in all buildings, new placement of hygiene stations, vast deployment of personal protective equipment, closures or seating reductions of conference and staff lunchroom spaces, and special signage to prompt safety

compliance, among other safeguards — all of which remain in place.

### **Increasing Hours to Meet Growing Demand**

While staff returned to the office, it was not business as usual as there were various barriers to delivering care. Not all consumers had the needed equipment to participate in telehealth services, many transportation companies were not providing services, childcare was limited or not available which impacted consumers ability to attend appointments, and “normal” business hours were not always accommodating to the consumers' schedules. To address consumer needs, on November 2, 2020, we extended our hours on Mondays (8:00 am – 7:00 pm), Wednesdays (8:00 am – 7:00 pm) and Fridays (8:00 am – 6:00 pm)

at the main Hancock Street, Towerline and Bay Road locations. This expansion added an extra five hours per week to provide needed case management and outpatient therapy services. It is anticipated that as it becomes more widely known that SCCMHA has expanded hours, and as the State of Michigan begins to re-open, we intend to see a greater increase in the use of these extended hours. In addition, the development of new protocols was critical to determine when and how expanding in-person services would be delivered in the office and in the homes of consumers or other outside locations where telehealth connections were not viable in meeting consumer needs for care and treatment.



### Community Ties North and South Day Programs

Following Governor Whitmer's direction to Michigan public and private schools on March 12, 2020, to close, SCCMHA made the decision to close Community Ties North and South programs starting on March 16, 2020. This decision was made to keep both consumers and staff healthy and safe. During this time, case holders and day program supervisors remained in contact with consumers and families, monitoring for the desire to return to program. In the early fall of 2020, the day program supervisors and coordinators began planning for the return of day programs on a virtual platform. Day program staff were provided iPads and with 11 willing consumers at each program to start, staff began providing services via ZOOM on November 23, 2020.

Day program staff created activity materials that would be needed the following week and dropped them off at consumers' homes on Fridays. Packets included crayons, bingo boards, markers, paint brushes, paint, activity sheets and pens. Consumers could then choose from the following classes: bingo, virtual tours, arts and crafts, cooking, learning personal information and health and safety. As classes continued and more homes obtained technology to participate in virtual day programs, the classes began to grow.

During this time, consumers and families often expressed that they missed attending day programs. As COVID-19 infection rates decreased, planning began for the re-opening of in-person day programming. Safety plans were written, and staff were trained on extra safety precautions. Consumers and families were contacted and those willing to attend programs were scheduled to return for face-to-face programming on April 8, 2021. Currently, Community Ties North and South continue to offer both virtual and face-to-face options, with a plan to increase face-to-face services further in 2021.



### EXTENDED HOURS

**5 additional hours** per week at **3 locations** to better serve client's needs

# COVID-19 PREPAREDNESS



**65%**

reduction in seating capacity in conference rooms and common spaces to encourage social distancing



**134 thousand**

square feet of managed space



**8**

independent facilities



**108 hours**

of custodial services daily



**47,250 ml.** antibacterial hand soap

**12 gal.** hand sanitizer

**1,536 oz.** concentrate multi-purpose cleanser available daily for use



**10**

ultraviolet sterilization cabinets



**12**

acrylic shields



**53**

hygiene stations equipped with disinfecting wipes, facial tissues and hand sanitizer



**173 postings**

environmental signage encouraging health and safety

## CONTRACTED NETWORK SERVICES



# TRANSFORMING

## as We Pivoted to Support Contracted Network Services

As COVID-19 hit the state of Michigan, SCCMHA received the mandate from Governor Gretchen Whitmer to slow the spread. This mandate included providing services remotely via telehealth, where possible, in order to socially distance.

**T**he first priority of SCCMHA Network Management was to assess how Residential, Community Living Supports (used to assist persons in their homes to cook meals, do household chores and assure persons are taking their medications) and Medication Administration Services could be provided

in a safe way. The first step was to assess the adequacy of each of these services and the availability of personal protective equipment (PPE) and sanitation supplies. SCCMHA Provider Network staff, working with contracted providers, developed plans for disinfection, obtained PPE and devised social distancing protocols for all



persons served. Some providers were prepared for the pandemic and had stocked PPE prior to the governor's "Stay Home, Stay Safe" orders.

All providers worked to obtain adequate PPE, thermometers, hand sanitizer and cleaning supplies to maintain services. SCCMHA continued communication with all these providers to assure they had the necessary resources to continue services. In April 2020, Mid-State Health Network, working with member community mental health agencies, agreed to offer stabilization payments to assist with the cost of the PPE, direct care staff wage increases and additional related costs for consumer and staff safety provisions related to the pandemic. SCCMHA was also able to provide face shields to the residential and community living supports staff for added protection, as well as KN95 masks that were distributed from the State of Michigan PPE Stockpile.

SCCMHA Provided \$904,065 in Network Provider Stabilization Payments. This amount also included expense requests for IT equipment to support telehealth, and unusual expense requests from residential providers for staff overtime, PPE and sanitation supplies, food delivery charges, hotel rooms for COVID positive asymptomatic staff to stay on duty and not infect their own households. In addition, there were two different issuances of Direct Care Staff Premium Pay in 2020. The first a \$2.00/hour staff increase plus 12% administrative costs from April 1, 2021 through February 28, 2021 and then an extension to \$2.25/hour plus 12% administrative cost totaling \$2,864,291 for the full year.

### **Delivering Services Remotely and In Person**

As the pandemic lingered on, SCCMHA found it necessary to be able to see people in residential settings to assure individuals received adequate care – especially in facilities where consumers and staff were testing positive for COVID-19. SCCMHA was able to purchase two tablets for each of the

specialized residential homes through COVID-19 emergency grant funding. This also allowed face-to-face contacts via telehealth rather than just phone contacts. The ability to talk face to face helped with isolation but also allowed the those providing services to gauge how well people were doing and if an actual face-to-face visit was necessary where people were testing positive.

At the onset of the pandemic, only one provider of the Applied Behavioral Analysis (ABA) had adequate PPE and continued to provide face-to-face services to individuals. As others obtained sanitation supplies and PPE, they put together a plan for re-opening that included training on proper usage of PPE, safe sanitation methods and social distancing of staff and consumers. By May 2020, all ABA programs were providing in-person services either in the individual's home or at the ABA provider facility.

For staff providing case management, supports coordination, therapy and psychiatry, these programs found additional challenges with



working remotely in that they had to obtain portable devices to provide telehealth services. As staff learned how to use these devices and platforms, there were additional challenges faced by consumers. Some did not have the technology to participate in telehealth appointments, some did not have the skills to use the technology and others had both challenges.

Other consumers had these same challenges but also had limited resources to make use of use the technology, such as not enough minutes on a cell phone or no internet connection. With these various challenges, consumers had to be seen face to face just to make sure they were okay and to assure they had their basic needs met, such as adequate housing, utilities, food and medications. The SCCMHA Transportation Department was called into action because the public transportation system in Saginaw was shut down for everything but medical appointments. Many individuals did not have resources to go to the bank, or the grocery store or food banks to obtain food. The Transportation Department got those in need to where they needed to be.

In an attempt to determine the extent of available PPE for all providers in our network, SCCMHA Network Services engaged in frequent communication with all providers to determine what adaptations should be and could be made to keep staff and consumers served safely. All providers submitted plans to continue providing services in a safe manner or provided re-opening plans once sanitation supplies and adequate PPE were secured. As plans were submitted, reviewed by SCCMHA management and sites were inspected for ability to provide services through socially distanced means, more persons were served. All consumers were served via telehealth for Applied Behavioral Health Services, Case Management, Supports Coordination, Therapy Services and Psychiatry. The Clubhouse

(Bayside Lodge) and Drop-in Center (Friends for Recovery) reached out to individuals when they were unable to provide in-person services to keep individuals engaged and to assist those who were feeling socially isolated during the pandemic. By the beginning of April 2020, many providers were offering services face to face as PPE was available to do so safely.

By July 2020, Friends for Recovery Center, Bayside Lodge and Guardian Angels programs re-instituted face-to-face services in a reduced capacity with limited transportation. Opening these services to consumers helped with the isolation many were feeling. July and August also saw many of the case management, therapy and psychiatry services provided under SCCMHA contract, also reopening to in-person contacts with consumers and their families. All clinical and residential providers were provided a screening tool to check people living in the facility to assure no one had symptoms of COVID-19.

The SCCMHA Network provider staff members were also asked to report on individuals' and families' statuses of COVID-19 symptoms and testing. This was important to the safety of those served, as well as assuring consumers had access to proper care for COVID-19 signs or symptoms.

## **Training and Auditing Departments Pivot to Virtual Activities**

The SCCMHA Continuing Education and Training Unit pivoted from live to virtual trainings via ZOOM very early in the pandemic. It was important for SCCMHA to make sure staff had basic training to care for individuals in residential settings and provision of community living supports.

The SCCMHA Auditing Unit completed one actual on-site audit during fiscal year 2020 and 212 audits virtually. SCCMHA has an electronic medical records system that is used by all clinical record holders and many other providers that allowed the auditors to review charts remotely.

# CREATING

## New Ways of Delivering Services with Information Technology



As most of the world knows, the third quarter of FY 2020 came in like a wrecking ball. It changed the way we serve our consumers, the way we do business, how information technology departments support our users and the amount of IT infrastructure needed to provide it all.

**T**he second half of March 2020, SCCMHA's Information Technology (IT) staff began a sprint, and this pace continued into a marathon. The team all pulled together, working long hours, and accepted the challenge with eyes and arms wide open to embrace it all.

### Mobilizing Our Workforce

In a matter of two days, we mobilized much of our workforce so that they were able to

continue to serve our community consumers remotely during the state's stay-at-home orders. IT purchased various mobile devices throughout the year such as laptops (46), Microsoft Pro tablets (232), iPads (218) and iPhones (58) to outfit these users. Many of our own staff were already setup with these devices since we had recently purchased Microsoft Surfaces to make our workforce more mobile. Many staff did not have internet at home or they had to serve

## CONNECTED TO COMMUNITY

To allow our workforce to continue to serve the community remotely, IT purchased:



46

LAPTOPS



232

MICROSOFT PRO TABLETS



58

IPHONES



218

IPADS

our consumers in the field, in these cases we provided Verizon Hotspots (175). The industry was flooded with orders for mobile devices which placed every piece of equipment on backorder. IT searched every nook, cranny and cabinet in our buildings for outdated mobile equipment, some of which were ready for disposal. We refurbished, reimagined and reallocated this equipment to staff whose workstation was not mobile. A member of our team met the users in our parking lot and issued the equipment in a socially distanced and safe manner.

### Discovering and Embracing Telehealth

With the abrupt end to face-to-face services, as well as the increased mental health needs of our consumers, it became apparent that a telehealth solution was not only needed but mandatory. Various telehealth solutions were discovered and vetted in less than a week's time. A telehealth solution branded DOXY.ME was chosen as the best option considering the needs of our service providers and the available resources of our consumers. The top criteria were ease of use and implementation time needed. The product was presented to the SCCMHA Management Team, the blessing was given, and the rollout began. There were two types of virtual clinics that were created. The service providers, who had a continuous flow of service, were assigned a single devoted account. Teams that were on a schedule of providing services with clinic time never overlapping, were assigned a team account. During FY2020, there were 47 virtual clinics and by the second quarter of FY2021, there were 53. The rollout was a success. It provided an easy-to-use platform that required

minimal training, which allowed our staff to put eyes on our consumers to provide a much-needed improvement to the remote services we offered. Throughout the second half of FY2020, consumers were able to enjoy 4,532 virtual visits, totaling 81,674 actual minutes of virtual care. As telehealth continued to become more and more embraced, during the first half of FY2021, consumers were able to enjoy 5,272 virtual visits, totaling 120,527 actual minutes of virtual care.

### The End of In-Person Meetings

SCCMHA has a strong, longstanding culture of leadership as a team. This is supported through the engaged participation in management, staff and workgroup meetings. Due to the need for social distancing, the "new normal" put an end to these in-person meetings. Regardless, the show must go on. The pandemic only escalated the need for this team collaboration method. The need for non-verbal communication became apparent. The available, yet unused product, Microsoft Skype for Business, became the saving grace. Installations, configurations and training began. Teams, committees and workgroups were now able to safely meet while following required social distancing requirements.

### The Order is on Backorder

As the demand for webcams increased, the supply of the industry's vendors quickly depleted. Equipment was on backorder everywhere. Coupled with increased demand, manufacturers were also affected with the reduction in their workforce. Whether a vendor's workforce was due to COVID-19 positive staff, quarantined staff, scared

staff, isolated staff or staff who were benefitting from the available unemployment funds and stimulus checks, it was the reality we all had to manage. SCCMHA proactively chose laptops, iPads, tablets and Surface Pros as the preferred workstation equipment, and were able to utilize the built-in camera capability which reduced the affect the backorders had on our audio and video conferencing needs. After supply slowly began to become available, SCCMHA was able to procure 98 webcams. The IT Department also reissued many legacy 20" monitors that were in storage to staff who needed a second or a larger monitor.

### A 500-Year Flood

Miles away from Saginaw County the Edenville and Sanford Dams became compromised due to extremely heavy rainfall. Ultimately the dams infrastructure failed on May 19, 2020. This resulted in catastrophic flooding that included rivers overflowing and wiping out towns and water levels rising to fill wet lands which became large bodies of water. Buildings located in lowlands of the county were threatened by rising water that we knew was on its way. SCCMHA's Albert and Woods Professional Development and Business Center was one of those buildings in the path of down-river storm surge. The water level rose and flooding quickly approached the entrances of the building. All available IT, Facility and other staff volunteers were assembled and dispatched to the location. The building's servers and other vital IT equipment were located on the lowest level of the building. On the same level were multiple PC labs and staff offices. The server room racks were torn down and equipment and furniture was moved to higher floors. The PCs, monitors, printers, scanners and other peripheral equipment was removed and moved. With less than a half inch of clearance before breaching the doors of the entrance, the water began to retreat. After the threat was eliminated, the chore of rebuilding the server room and reinstalling workstations began. Again,

the IT department and many other SCCMHA staff members embraced the challenge and completed the task in short order.

### Returning and Welcoming Staff Back

One month later, in June 2020, as the first wave of staff began to return to our buildings, our network became over-loaded. One of the reasons was that every workstation needed to run updates and group policies that were put into place over the previous three months when staff were away from the office. These processes would begin to run at the same time at the start of the workday for all users. We immediately recognized the issue and put a halt on all returns. A schedule was assembled which slowly brought 170 staff back to six of our eight buildings between June 19 and July 1. We also had a member of the IT team on site to run the updates, the group policies and install any new apps or upgrades that were rolled out during their absence. This allowed the IT staff to troubleshoot any issues the user may have, sometimes multiple issues at a time. A custom online COVID-19 screening tool for staff was also developed, which assisted with the safety of all staff.



## COMMUNITY PARTNERS

# A HEARTFELT THANK YOU to Our Community of Allies and Partners

It takes a village to care for a community, and the people and organizations of Saginaw County came through when we needed them most. In a year that brought unprecedented challenges, the following healthcare, government, board, network and community partners helped us carry the load. We could not have done it without you – thank you!

### Healthcare Partners

The following healthcare partners went beyond the call of duty in their management and administration of COVID-19 vaccinations for our SCCMHA staff, provider network and the individuals we serve. The personnel from the following organizations were kind, helpful, organized and efficient in their efforts to get as many individuals vaccinated as quickly as possible:

- Covenant Health Care
- Genoa Healthcare
- Great Lakes Bay Health Centers
- Saginaw County Health Department
- Walgreens

Special thanks to **Mid-State Health Network** and the **Michigan Department of Health and Human Services (MDHHS)** for policy guidance and assistance with personal protective equipment (PPE), premium pay funding for direct care professionals and perpetual problem-solving assistance. We also wish to thank the **Saginaw County Health Department** for their expertise, leadership and guidance in working to keep our county safe during the ongoing COVID-19 pandemic.

### Donation of Masks and PPE

Throughout the COVID-19 pandemic, many individuals and organizations also stepped up to assist SCCMHA with PPE and other donations when there was not an adequate supply across our network. The tremendous generosity by the following donors under challenging circumstances was very much appreciated:

- Arletta French
- Bittersweet Quilt Shop of Pinconning
- Covenant HealthCare
- Great Lakes Bay Health Centers
- Lowes of Midland
- Michigan Department of Health and Human Services (MDHHS)
- Mid-State Health Network

### Assistance at Albert & Woods Center During Edenville and Sanford Dams System Failures

We also want to thank the following organizations for their help in preparing the A&W Center for the impact of potential flooding caused by local dam failures on May 19, 2020. Their responsiveness to our call for assistance was swift and purposeful, allowing SCCMHA to prepare in every way possible to protect the first floor of the building and its contents. The building was in the direct path of the downstream flood surge. Ultimately flooding of the first floor was avoided in the very early morning hours on May 21, 2020 by mere inches, thanks to help from these business partners.

- **NetSource One** IT hardware support and assistance in the disassembly of our server rack
- **Remer Plumbing** HVAC system, including turning off the natural gas connection and shutting down the boiler and chiller in the lower level
- **Saginaw Bay Underwriters** helping us understand our insurance coverage and taking pre-event photos
- **VanHerweg Electric** disconnecting our UPS in the server room and turning off all unnecessary electrical connections

- **Wobig Construction** extending the height of the berm behind the building and the earthen barrier at the front door
- **Saginaw County Emergency Management** expert guidance on forecasting the arrival time of flood waters and level of surge anticipated
- Thanks to the **SCCMHA staff** who moved our vehicle fleet from the A&W Center to protect these assets, the hours and hours of work moving furniture and equipment to higher building floors and the subsequent reset of furniture and equipment in the week that followed.

### Saginaw County Board of Commissioners for Issuing a Public Bond to Support SCCMHA Capital Improvements

Thanks to the Saginaw County Board of Commissioners for issuance of a Public Bond on behalf of SCCMHA that allowed for low-cost financing for a plethora of capital upgrades and technology purchases. The following is a list of projects completed to date during much of the pandemic period:

- New additional parking lot for Hancock Building
- 50 new Surface Pro tablets to support Phase I of Mobile Clinical Workforce capability. Purchase/setup in Q1, pre-pandemic, allowed for immediate pivot to telehealth modalities for continued consumer service
- New roof and balcony replacement at the Albert and Woods Center
- New meeting and treatment group rooms on the first floor of the Hancock Building
- WiFi lock set replacement at Hancock Building
- Telephone system upgrade completion
- IT server upgrades

### Board of Directors, SCCMHA Staff and Provider Network

It is in unusual times such as these that organizations rely significantly on their leadership and governance structures for support and guidance. We want to thank the **SCCMHA Board of Directors** and its committees for their tireless work and support over the last year — it has been much appreciated.

Thanks as well to the **SCCMHA Citizen's Advisory Council** for helping us stay connected to the real experiences of consumers and families during the pandemic and their unwavering support of our organization and its network.

Thanks to the **SCCMHA Management Team and Service Management Team** for your leadership, long hours, perpetual problem solving and focus on staff and consumer service and safety. Thanks as well to all of our **Department and Unit Supervisors** for helping convey a multitude of often time sensitive, ever changing and complex instructions and requests to staff members, contracted providers, consumers and families.

Thanks as well to our **Human Resources Department**, who maintained their regular functions while also managing recall status, tracking COVID infected staff, while coordinating with SPHD and MIOSHA to ensure all safety guidelines were met in the workplace.

### Adult Foster Care and Residential Supports Network

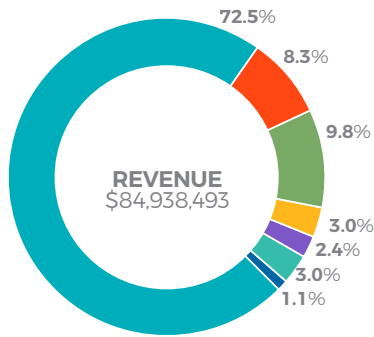
Deepest thanks and gratitude to the **Specialized Adult Foster Care Providers** and other **Residential Support Providers** for doing all they could to keep consumers and their staff members safe during COVID-19 pandemic. Your 24/7 service and leadership in the face of COVID-19 has been heroic.

SCCMHA is so very thankful to SCCMHA's **Committed and Diligent staff** and our **Contracted Network of Providers** for their work serving consumers during the COVID-19 pandemic. Your efforts in support of SCCMHA's mission/vision, and core values assured accessibility of services to persons served in this very difficult environment are much appreciated. Your continued adherence to safety policies and procedures has kept COVID-19 infection rates very low among our workforce.

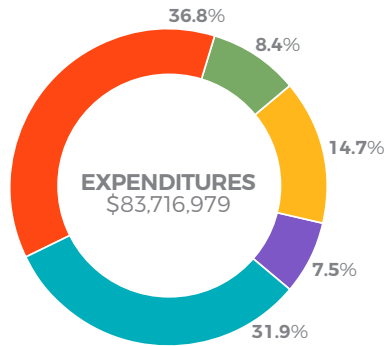
Thanks to **Genoa Health Care**, our pharmacy partner at Hancock, for staying open with us and continuing special medication packaging and group home delivery, as well as the Med-Drop program to help consumers with medication adherence throughout the pandemic.

**We especially want to thank our front-line staff providing in-person services throughout the pandemic at the Covenant Emergency Care Center and the Hancock Building, providing psychiatry, nursing and injection clinics, crisis service, central access and intake, mobile crisis response and stabilization, customer service staff administering necessary COVID-19 screenings at the front door, security staff, consumer transportation staff and last but not least, our custodial staff for ensuring our facilities were safe for fellow staff and visitors.**

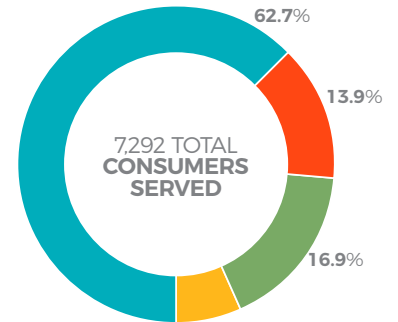
# Finance & Service Information



- Medicaid: **\$61,788,965**
- Healthy Michigan: **\$7,090,687**
- Autism: **\$8,348,453**
- General Fund: **\$2,590,533**
- Grants: **\$2,062,026**
- Local: **\$2,431,405**
- Other: **\$935,964**

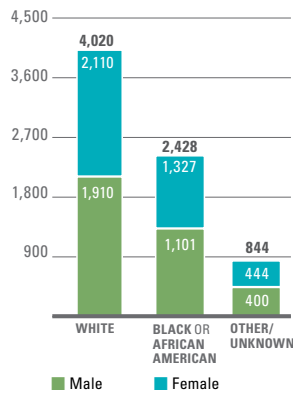


- Adults w/ Mental Illness: **\$26,989,699**
- Adults w/ Intellectual and Developmental Disabilities: **\$31,110,091**
- Children w/ Intellectual and Developmental Disabilities: **\$12,421,602**
- Children w/ Serious Emotional Disturbances: **\$7,674,621**
- Other Programs: **\$6,316,601**

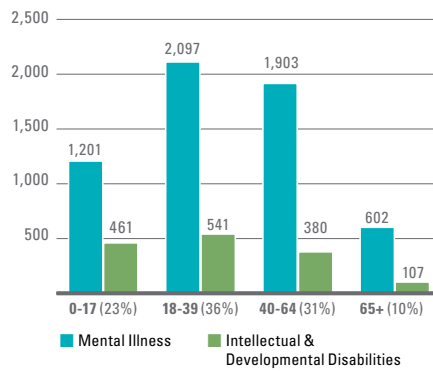


- Adults w/ Mental Illness: **4,573**
- Adults w/ Intellectual and Developmental Disabilities: **1,016**
- Children w/ Intellectual and Developmental Disabilities: **473**
- Children w/ Serious Emotional Disturbances: **1,230**

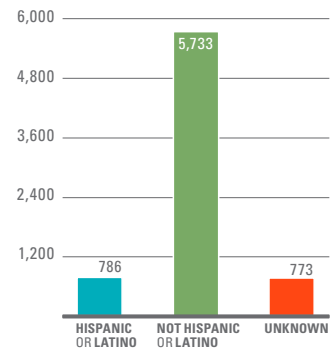
## GENDER & RACE



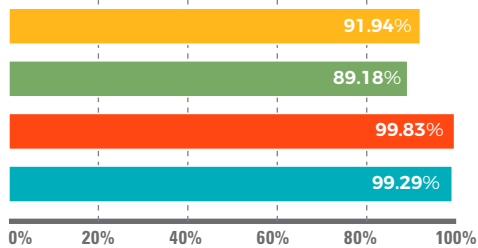
## AGE & PRIMARY DISABILITY DESIGNATION



## ETHNICITY



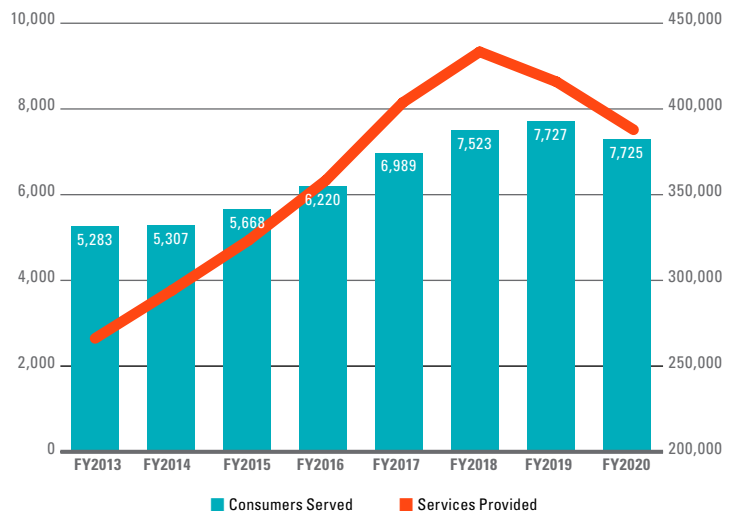
## ACCESS TIMELINESS PERFORMANCE



- Percent of new persons receiving a face-to-face assessment with a professional within 14 calendar days of a non-emergency request for service\* (n=1,427)
- Percent of new persons starting any needed ongoing service within 14 days of a non-emergent face-to-face assessment with a professional\* (n=1,035)
- Percent of persons receiving a pre-admission screening for psychiatric inpatient care for whom the disposition was completed within 3 hours (n=2,964)
- Percent of persons discharged from a psychiatric inpatient unit that were seen for follow-up care within 7 days (n=424)

\*Effective FY2003. MDHHS has removed all exception reasons. Standard = No Standard for first year of implementation.

## NUMBER OF CONSUMERS SERVED IN RELATION TO NUMBER OF SERVICES PROVIDED





# Network Service and Support Providers

## Specialized Residential Services Providers

Alternative Community Living, Inc. (Hope Network New Passages)  
 Angel's Place Corporation  
 Bay Human Services, Inc.  
 Beacon Harbor Homes, Inc.  
 Beacon Specialized Living Services, Inc.  
 Bethesda Lutheran Communities, Inc.  
 Beacon Specialized Living Services, Inc.  
 Bright Vision Services LLC  
 Central State Community Services Inc.  
 Flatrock Manor, Inc.  
 Hope Network Behavioral Health Services  
 Hope Network Southeast  
 Hope Network West Michigan  
 Independent Living Solutions, LLC  
 Kneaded Angels, Inc.  
 Krasinski AFC  
 Pal's Place, LLC  
 Pine Rest Christian Mental Health Service  
 Resident Advancement Inc  
 ResCare Premier  
 Select Residential Solutions  
 St. Louis Center  
 Sunnyside Home  
 The Prosperity House AFC  
 Valley Residential Services, Inc.  
 Wallace Street ALC

## Community Living Support Per Diem Providers

Beacon Harbor Homes, Inc.  
 Bethesda Lutheran Communities, Inc.  
 Bright Vision Services, LLC  
 Flatrock Manor, Inc.  
 JubeJu Co., Inc.

## Community Living Support Providers

APS Employment Services  
 Bethesda Lutheran Communities, Inc.

Miller, Matthew  
 Samaritas (Lutheran Social Services of Michigan)  
 Visiting Nurse Association of Saginaw

## Respite Services

APS Employment Services  
 Samaritas (Lutheran Social Services of Michigan)  
 St. Mary's Guardian Angel Respite & Adult Day Services (Ascension St. Mary's Hospital Davis & Howard St. Programs)

## Health Services Providers

Game Changer Pediatric Services, LLC  
 Leichner, William  
 Mercy Plus Healthcare Services  
 Paramount Rehabilitation Services  
 Rhymer, Katrina, LP  
 SCCMHA Enhanced Health Services  
 SCCMHA Family Support Subsidy

## Autism Service Providers

ABA Pathways  
 Acorn Health, LLC (Autism Centers of Michigan)  
 Attendant Care Autism Services  
 Autism Systems, LLC  
 Bay Human Services, Inc.  
 Centria Healthcare  
 Children's Therapy Corner  
 Game Changer Pediatric Services, LLC  
 Mercy Plus Healthcare Services  
 SCCMHA Autism Program  
 Spectrum Autism Center  
 Westlund Guidance Clinic

## Inpatient Psychiatric Hospital Providers

Cedar Creek Hospital  
 Havenwyck Hospital  
 HealthSource Saginaw  
 McLaren Bay Regional  
 Memorial Healthcare Hospital

MidMichigan Medical Center-Midland  
 Pine Rest Christian Mental Health Services  
 StoneCrest Center  
 Trinity Health-Michigan (St. Mary's Health Care)

## Children's Outpatient Clinic Service Providers/Children's Case Management

Saginaw Psychological Services, Inc.  
 SCCMHA Family Services Units  
 SCCMHA Transitional Aged Youth  
 SCCMHA Wraparound Unit  
 Westlund Guidance Clinic

## Crisis Service Providers

Alternative Community Living, Inc. (Hope Network New Passages)  
 APS Employment Services  
 Beacon Specialized Living Services, Inc.  
 Hope Network New Passages, Saginaw Meadows CRU  
 SCCMHA Centralized Access Intake  
 SCCMHA Crisis Intervention Services  
 SCCMHA Mobile Response and Stabilization Service

## Adult Outpatient Clinic/Case Management/Assertive Community Treatment/Support Coordination Services/Independent Facilitation Service Providers

Case Management of Michigan  
 Disability Network  
 Hope Network New Passages  
 Saginaw Psychological Services, Inc.  
 SCCMHA Community Supports Services  
 SCCMHA Health Home  
 SCCMHA OBRA/PASARR Unit  
 SCCMHA Self Determination

SCCMHA Support Coordination Services  
 Training & Treatment Innovations  
 Westlund Guidance Clinic

## Enhanced Adult Outpatient

Hope Network New Passages  
 Saginaw Psychological Services, Inc.  
 Training & Treatment Innovations  
 Westlund Guidance Clinic

## Fiscal Intermediaries

Wilson, Stuart CPA, P.C.

## Clubhouse/Employment/Skill Building Services/Drop-In Center

Bayside Lodge, Training and Treatment Innovation  
 Friends for Recovery Center, Training and Treatment Innovation  
 SCCMHA Community Ties North  
 SCCMHA Community Ties South  
 SCCMHA Housing Resource Center  
 SCCMHA Supported Employment  
 St. Mary's Guardian Angel Respite & Adult Day Services (Ascension St. Mary's Hospital Davis & Howard St. Programs)  
 SVRC Industries, Inc.

## Pharmacy

Genoa Healthcare, L.L.C.

## Limited English Proficiency

Communications Access Center for the Deaf and Hard of Hearing  
 Interpretalk  
 V.O.I.C.E. – Voice for the Hearing Impaired  
 Voices for Health

# FY 2020 Board of Directors



**Tracey Raquepaw**  
Chairperson



**Jill Armentrout**



**Mike Cierzniewski**



**Steve Fresorger**



**Larry Jones, Sr.**



**John Pugh**



**Andrea Schrems**



**Jane Sills**



**Comm. Chuck Stack**



**Leola Wilson**



**Jordan Wise**



**Robert Woods**

## MISSION STATEMENT

As the public manager of supports and services for citizens with mental illness, developmental disabilities and chemical dependency and their families, Saginaw County Community Mental Health Authority actively strives to develop a system of care and a community that values and embraces the potential and contributions of all individuals with disabilities.

## OUR VISION

- A belief in potential
- A right to dream
- An opportunity to achieve

## OUR VALUES

In support of our Mission and Vision, we pledge to develop and offer services that:

- Promote individual and community health, as well as treatment of illness and/or disability.
- Are responsive to consumer and community needs.
- Promote consumer choice and maximize self-determination.
- Focus on outcomes.
- Are integrated with the community, including collaboration with other service providers and family caregivers.
- Respect and value consumer rights and cultural diversity.
- Promote innovation and creativity to better serve our consumers.
- Assure accessibility to services.
- Promote an organizational culture committed to a learning organization that is responsive to change.
- Provide services that are cost-effective and efficient.



It is the policy of Saginaw County Community Mental Health Authority that no person on the basis of race, sex, color, religion, national origin or ancestry, age, marital status, disability, sexual orientation, gender identity or veteran status, shall be discriminated against in employment, educational programs, and activities or admissions.

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#### **MAIN LOCATION**

500 Hancock Street · Saginaw, MI 48602

ph: 989.797.3400 fx: 989.797.3595

#### **24-Hour Crisis Hotline**

989.792.9732 or 800.233.0022

sccmha.org



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#### **OTHER LOCATIONS**

##### **Albert & Woods Professional Development & Business Center**

1 Germania Platz

Saginaw, MI 48602

ph: 989.797.3400 fx: 989.498.4219

##### **Child, Family & Youth Services**

3875 Bay Road, Suite 7N

Saginaw, MI 48603

ph: 989.797.3400 fx: 989.797.3523

##### **Community Ties North**

3830 Lamson Street

Saginaw, MI 48601

ph: 989.272.7208 fx: 989.754.2854

##### **Community Ties South**

17940 Lincoln Road

New Lothrop, MI 48460

ph: 989.272.7204 fx: 989.845.4650

##### **Salter Place Housing Resource Center**

2723 State Street, Suite 3

Saginaw, MI 48602

ph: 989.498.2263 fx: 989.790.2370

##### **Supported Employment**

1901 Maple Street

Saginaw, MI 48602

ph: 989.797.3400 fx: 989.791.1464

##### **Towerline Supports Coordination**

1040 Towerline Road

Saginaw, MI 48601

ph: 989.797.3400 fx: 989.754.7829



SAGINAW COUNTY  
COMMUNITY MENTAL  
HEALTH AUTHORITY

500 Hancock Street • Saginaw, MI 48602 • 800.258.8678 • sccmha.org

