



Tim Becker, Chief Deputy Director

Department Overview

Presentation to House Appropriations Subcommittee

Health and Human Services

February 18, 2016



Our Guiding Principles

Mission

The Michigan Department of Health and Human Services provides opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient.



Vision

Develop and encourage measurable health, safety and self-sufficiency outcomes that reduce and prevent risks, promote equity, foster healthy habits, and transform the health and human services system to improve the lives of Michigan families.



Michigan Department of Health and Human Services 2016 Strategic Priorities

CHILDREN

Ensure that Michigan youth are healthy, protected, and supported on their path to adulthood.

ADULTS

Safeguard, respect, and encourage the wellbeing of Michigan adults in our communities and our care.

FAMILY SUPPORT

Support families and individuals on their road to self-sufficiency through responsive, innovative, and accessible service delivery.

HEALTH SERVICES

Transform the healthcare system and behavioral health coordination to improve outcomes for residents.

POPULATION HEALTH

Promote and protect the health, wellness, and safety of all Michigan residents.

WORKFORCE

Strengthen opportunities, promote diversity, and empower our workforce to contribute to Michigan's economic development.



Action on Flint Declaration of Emergency

Responsibility – Accountability – Action

MDHHS IMPLEMENTING:

- Lead testing and follow-up
- Nutrition education and outreach and food distribution
- School-based initiatives
- Data and metrics
- Improved access to medical care through our Child and Adolescent Health Centers
- Distribution of water resources
- Expansion of the Pathways to Potential program



MDHHS Services Statistics

- 2.6 million people received public assistance
- 1.7 million total average eligible - traditional Medicaid
- 1.2 million children served in Medicaid
- 380,000 disabled adults served in Medicaid
- 601,889 individuals enrolled in Healthy Michigan Plan
- Nearly 810,000 children enrolled in Healthy Kids Dental
- 824,428 households received food assistance
- 28,475 average monthly cases received cash assistance through the Family Independence Program (FIP)
- 69.4% of FIP cases met Federal Work Participation requirements
- 370,045 low-income households received basic heating assistance
- \$1.41 billion in child support payments processed
- 881,557 children in child support cases
- 768,556 emergency shelter bed nights provided
- 276,621 night of domestic shelter services provided
- 37.23% reduction in chronic absenteeism in 219 Pathways to Potential schools
- 241,329 people served by CMHSPs and PIHPs
- 5 state-operated hospitals and centers
- 2,018 licensed psychiatric beds in the community for adults; 256 for children
- 819 received problem gambling assistance
- More than 288,000 participated in Substance Abuse Prevention Programs
- Nearly 12,900 children in foster care
- 241 scholarships awarded to former foster youth through the Fostering Futures scholarship program
- More than 1,700 children adopted
- 2 state-operated secure residential facilities for juveniles
- 92,729 Children's Protective Services investigations
- 40,302 Adult Protective Services referrals
- 2 million older adults (aged 60+) in Michigan
- 85+ age group is fastest growing
- 10.3 million home delivered/congregate meals provided to aging population in Michigan
- 6,958 caregivers received 867,872 hours of service
- 92,219 older adults received a wide variety of community-based services
- 9,320 older adults participated in volunteer programs
- 3,328 children received autism diagnostic services
- 1,553,666 doses of vaccine in the Vaccine for Children program valued at \$87,526,676 distributed to providers
- 74% of children aged 19 through 35 months of age completed the recommended vaccine series (MCIR)
- 201,684 low-income households served by Michigan Community Action Agencies
- 43,822 front-end eligibility fraud program investigations conducted



Our Vision: Transform the Health and Human services system to improve the lives of Michigan families

Core Principles

People Not Programs
Root Causes Not Symptoms
Maximize Results
Engage the Community
Measure Outcomes

“We can reorganize the way government does business from a people point of view – to focus on the person and solve their problems. This won’t be about creating new programs. It will be about effective, accountable government that collaborates to provide good service to our customers.”

- Michigan Governor Rick Snyder



The Merger: A Starting Point for Transformation



- Separately, the Departments managed hundreds of unique programs that customers interacted with in a multitude of ways.
- Through the merger, we're looking at every program we offer to see how we can achieve more person-centric flexibility.
- The combined MDHHS is charged with reforming how we interface with our customers through technology and making the service delivery system more focused on the customer's needs.



Our Challenge: Integrating Programs

“ We’ve tried to solve problems by **creating new programs** and **adding layers** of government. Each program focuses on a **specific piece of someone’s life** without looking at the whole person and understanding what’s holding them back from success. Government keeps getting bigger, **the root of someone’s problem isn’t solved**, and people are **maintained in a status quo.** ”





Benefits of the Merger

Collaboration Across Health and Human Services

- **Children's Behavioral Action Team**
 - Development of collaborative transition plans to support 50 children/youth with serious emotional disturbance, from Hawthorn Center to return home to their families.
 - As of 12/31/15, 24 have received services. Of the 24, 18 have been discharged and 75% have remained completely out of psychiatric inpatient care.
- **Flint Response**
 - Distribution of water resources
 - Coordination of services
- **Safe Sleep Initiative**
 - Development of an initiative to encourage safe sleeping arrangements for infants
 - Training for health and human service professionals to educate families on the importance of a safe sleep environment for infants
- **Pathways to Potential**
 - Using Mental Health and Wellness funding, Pathways to Potential partnered with Michigan Rehabilitation Services to place an employment counselor into each Pathways school
 - MDHHS was also able to use some of that funding to provide an 8 week summer work experience in conjunction with the Department of Natural Resources for Pathways students.

Our Vision: Integrated Service Delivery



Today: Program Focus



Transactional and enrollment focused



Siloed service delivery that does not solve the root problem



Manual processes that add layers of duplication



Program focus



Limited supports that focus on a finite segment



Overloaded case workers

Tomorrow: Person Focus



Holistic, proactive, and preventative approach focused on outcomes



Government and communities collaborating to serve customers better



Highly automated, streamlined with self-service capabilities



Person focus



Providing well-rounded, localized and targeted support to maximize results



Case workers focusing on people to improve outcomes



Integrated Service Delivery: Proactivity in Practice

Integrated Service Delivery

- The integrated model brings many diverse supports and services together in a singular customer experience, including those provided by MDHHS and other organizations.
- It works to not only resolve immediate needs, but assess and understand factors contributing to a family's overall stability.
- It supports customers in creating a plan to resolve barriers and move toward sustainability.

The Current System

- Today's system delivers services in a fragmented way, often after families are already facing crisis situations.
- These reactive interventions are expensive and frequently don't address the underlying factors which contribute to a crisis situation.



What Impacts Michigan Health?



Michigan Department of Health & Human Services
RICK SNYDER, GOVERNOR | NICK LYON, DIRECTOR

Most Individual Effort Needed



Counseling and Awareness
Warning Labels, Promoting Health



Medical Care
Treating Physical and Mental Disease



Preventive Care
Vaccines, Regular Screenings



Making Healthy Decisions Easy
Health Laws, Policy Changes



Environment and Social Factors
Education, Housing, Income, Food, Transportation, Community Safety

Biggest Health Impact

Adapted from the Centers for Disease Control and Prevention's
A Framework for Public Health Action: The Health Impact Pyramid





Transformation: Integrated Service Delivery

MDHHS's current integrated service delivery transformation will focus on five critical innovations:

Strategic Alignment



A single, comprehensive strategic structure to align, integrate and ensure the effectiveness and transparency of the programs, services and benefits MDHHS provides.

Holistic Assessment



A common assessment to holistically identify a person's needs, goals and the programs which may be supportive in achieving their goals.

Common Connector and Plan



A common application, referral and success planning process across programs to serve as a single entry and connection point to all supportive opportunities.

Robust Self-Service



Robust client self-service opportunities including online services and a call center where customers can get support with a variety of programs.

Streamlined Renewal



A streamlined renewal and information update process which exchanges information and determinations across programs to minimize administrative burden.



Transformation: Infrastructure Supporting Integration

MDHHS's integrated service delivery transformation will foster five key infrastructure advancements:

Partner Integration



A platform for State employees, healthcare providers and community organizations to work cooperatively as partners in supporting and coordinating services for customers.

Statewide Resource Index



A comprehensive, statewide index of health, human services, education and workforce resources and service providers to address the root causes of a person's challenges.

Universal Case Management



Effective distribution of work amongst MDHHS offices and employees through implementation of a universal caseload system to improve timeliness and allow for greater flexibility.

Process Improvement



A portfolio of focused improvement projects across the Department's programs and services to engage employees and partners in reinventing MDHHS.

Consent Management



Architecture to document active customer relationships, gain customer consent for information sharing and share pertinent, timely information.



FY 2016 Initiative Healthy Michigan Plan

- Approximately **600,000** individuals enrolled.
- **Second waiver approved** by the Centers for Medicare and Medicaid Services on 12/17/15, allowing the program to continue.
- Beginning January 1, 2017, the **federal government contribution drops from 100% to 95%**, requiring a 5% state match.



Impacts of the Healthy Michigan Plan

- 435,769 enrollees received a primary care visit
- 276,479 preventive visits have been covered
- 229,745 enrollees received a dental visit
- Nearly 915,000 mental health encounters have been covered
- 136,283 mammograms have been covered
- 32,575 enrollees received colon cancer screenings
- 7,010 enrollees received a OB visit (antepartum, delivery, postpartum)
- 67% of newly eligible enrollees have received a visit with their Primary Care Provider within 150 days of enrollment
- 85% of enrollees have received at least one primary or preventive care visit



FY 2016 Initiative

Strengthening and Improving Michigan's Child Welfare System

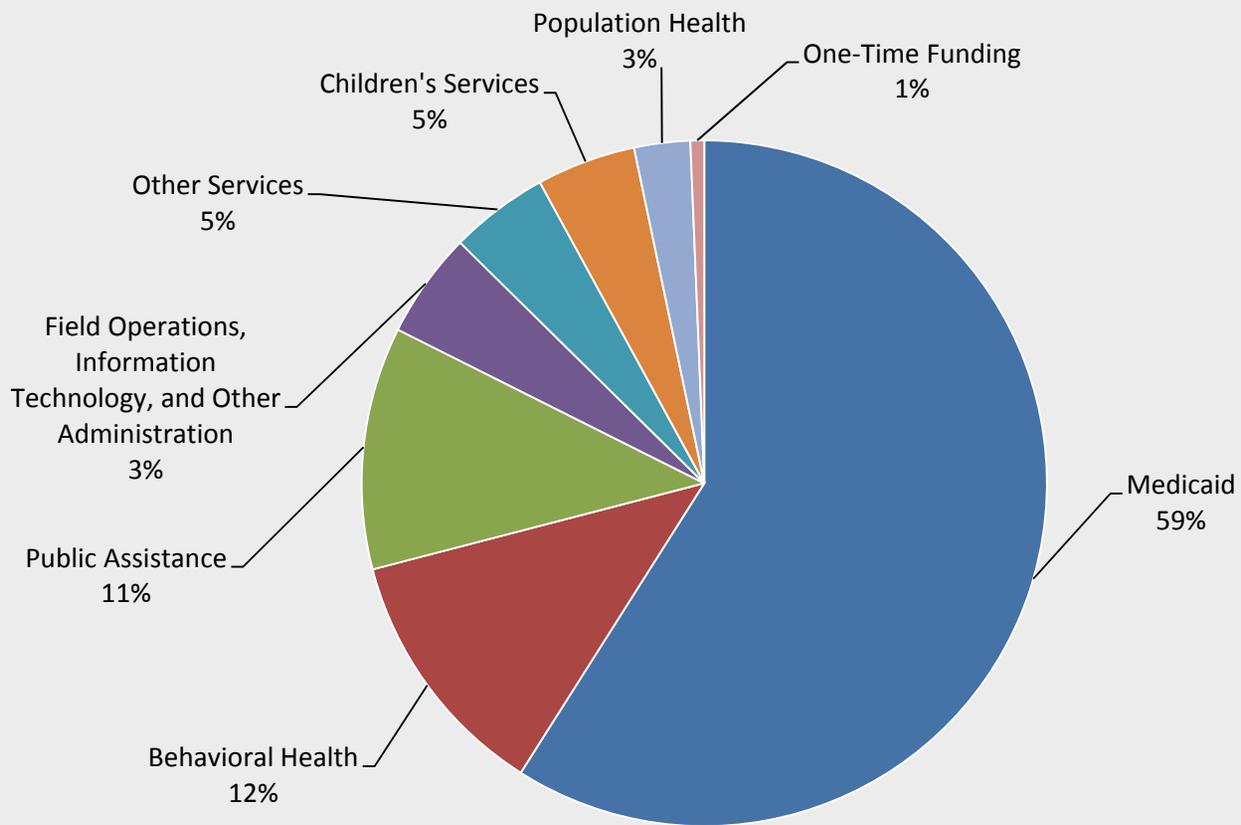
Update on Federal Consent Decree

- Under a new court-approved plan approved February 2, 2016, DHHS will be able to sharpen its focus on protecting vulnerable children.
- The Implementation, Sustainability, and Exit Plan (ISEP) replaces the Modified Settlement Agreement (MSA), reducing 238 previously monitored requirements to 70.
- Allows DHHS to devote resources to improving safety and well-being outcomes for children and less on monitoring issues that have already been addressed.
- New plan sets the Children's Services Agency on a path toward exiting federal court oversight of Michigan's child welfare system.



Governor Snyder's FY17 Recommendation

MDHHS 2017 Budget Recommendation



Total Gross: \$24.7 B



MDHHS 2017 Budget Recommendation

	Gross	GF/GP
Medicaid	\$14,576.7	\$1,869.4
Behavioral Health/Substance Abuse Services	\$2,955.5	\$2,914.8
State Psychiatric Hospitals and Centers	\$293.9	\$218.2
Public Assistance	\$2,824.1	\$106.4
Field Operations, Information Technology and Other Administrative	\$1,232.9	\$409.5
Children's Services	\$1,154.8	\$443.9
Other Services	\$1,151.5	\$435.1
Population Health	\$651.5	\$73.9
One-Time Funding	\$160.8	\$40.2

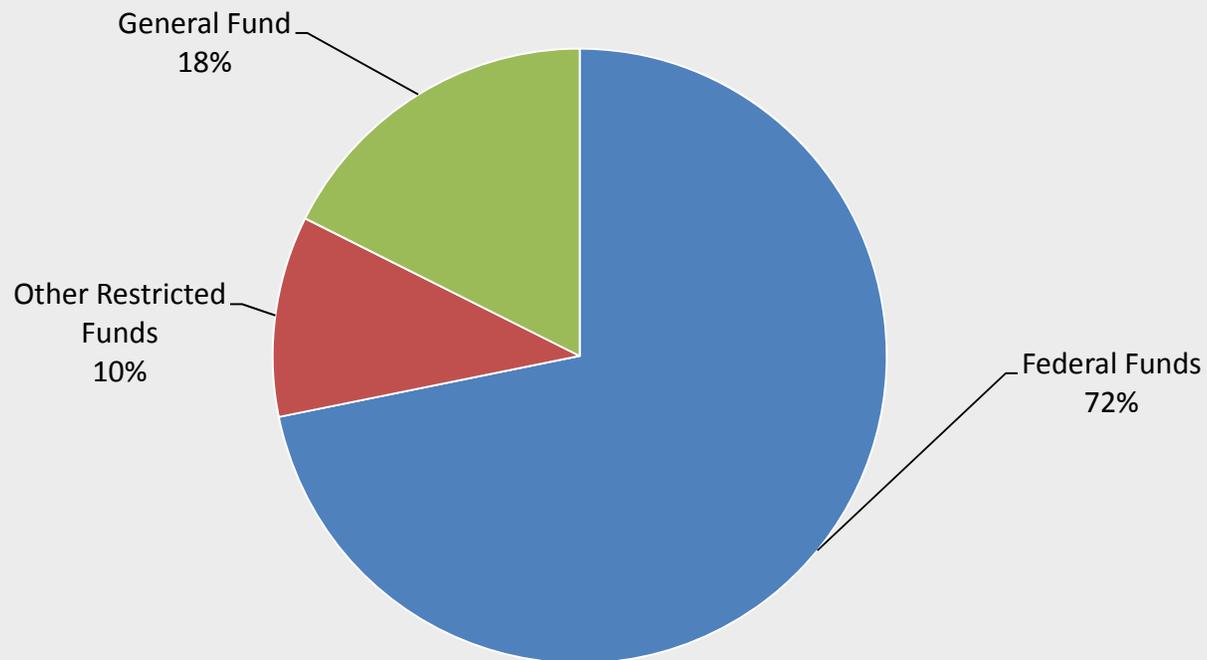


MDHHS 2017 Budget Recommendation

	Ongoing GF/GP	Ongoing Gross	One-Time GF/GP	One-Time Gross
Recommendation	\$4,310.6	\$24,547.2	\$40.0	\$160.8
Healthy Kids Dental Completed Statewide Expansion	\$8.9	\$25.6		
New Patient Unit at the Center for Forensic Psychiatry	\$7.6	\$7.6		
MiSACWIS Modernization	\$7.7	\$10.8	\$0.0	\$11.5
Multicultural Integration Funding Increase	\$1.4	\$1.4		
Technology Supporting Integrated Service Delivery	\$1.2	\$12.3	\$0.0	\$36.9
Family Independence Program Clothing Allowance Increase	\$0.0	\$6.1		
Pharmacy Reserve Fund			\$30.0	\$86.1
Flint Declaration of Emergency			\$9.1	\$15.1
Autism Navigator			\$1.1	\$1.1
Family Preservation and Support Services Expansion			\$0.0	\$10.0
Financial Literacy Pilot			\$0.0	\$5.8



MDHHS 2017 Budget Recommendation Types of Funding





MDHHS 2017 Flint-Related Investments Nutrition, In-Home Services, and Lead-Related Efforts

Resources for the People of Flint

Continues programming intended to evaluate and assist those affected by lead contamination, including longer-term issues.

Provides \$15.1 M Gross, \$9.1 M GF/GP to:

- Provide nutritional services throughout the community (\$4.7 M Gross, \$1.1 M GF/GP).
- Provide food inspection (\$150,000 GF/GP).
- Support Child and Adolescent Health Centers and Pathways to Potential staff in local schools (\$1.1 M Gross, \$949,500 GF/GP).
- Ensure children with elevated blood levels are evaluated and guided to appropriate medical care, including intensive therapies and crisis intervention as needed through a direct appropriation to the local Community Mental Health provider (\$6.9 M Gross, \$5.0 M GF/GP).
- Support lead investigations and develop a plan for lead mitigation (\$1.5 M Gross, \$1.0 M GF/GP).



MDHHS 2017 Investments Systems Support and Modernization

Technology Supporting Integrated Service Delivery

- Modernizes and integrates the systems supporting MDHHS
- Provides coordination of benefits and a modern marketplace experience
- 90% federal funding, with a 10% State GF/GP match
- \$49.2M Gross, \$4.9 M GF/GP investment will streamline the DHHS beneficiary application and enrollment process



MDHHS 2017 Investments Systems Support and Modernization

MiSACWIS Modernization

- System enhancements to meet federal compliance and provide tools to child welfare workers to:
 - Increase the effectiveness of safety plans
 - Increase the performance of the Centralized Intake Hotline
 - Provide more efficient tools for permanency planning
 - Further prevent families needing long term assistance from child welfare
 - Utilize the ISD Portal
- \$22.3 M Gross, \$7.7 M GF/GP investment builds upon the current system's functionality.



MDHHS 2017 Investments Health and Wellness

Healthy Kids Dental Expansion

- Expand coverage to youth ages 13-20 in Wayne, Oakland, and Kent counties.
- Completes phase-in of statewide coverage.
- All Michigan children under age 21 have access to dental care.
- \$25.6 M Gross, \$8.9 M GF/GP investment to cover an additional 130,000 children.



MDHHS 2017 Investments Health and Wellness

Medicaid Funding for Specialty Pharmacy

- Provides funding for the cost of specialty pharmacy products to treat:
 - Hepatitis C: \$327.8 M Gross, \$91.5 M GF/GP, to treat approximately 7,600 individuals
 - Cystic Fibrosis: \$66.3 M Gross, \$43.7 M GF/GP, to treat approximately 320 children
- Recommended by Pharmacy and Therapeutics Committee
- Establishes a one-time \$86.1 M Gross, \$30 M GF/GP Pharmacy Reserve Fund for future high-cost pharmaceuticals



MDHHS 2017 Investments Health and Wellness

New Patient Unit at Center for Forensic Psychiatry

- Open unused wing to bring total capacity to 240 patient beds
- Move individuals currently housed in other regional hospitals or local jails to a facility better suited to address their mental health needs
- \$7.6 M Gross and GF/GP investment to provide treatment for 30 additional patients

Autism Navigator/Autism Alliance

- Continues funding to the Autism Alliance for an assessment of the statewide roll-out of the Medicaid Autism benefit and for staff to assist families of autistic children in finding services.
- \$1.1 M Gross and GF/GP.



MDHHS 2017 Investments Health and Wellness

Integration of Physical and Behavioral Health Services

- Improved Care Delivery
- Improve Health Outcomes
- Better Coordinated Care



MDHHS 2017 Investments Provide Support to Youth and Families

Family Independence Program Clothing Allowance Increase

- Funds \$200 annual clothing allowance payment for all 45,000 children receiving FIP assistance.
- \$6.1 M investment is entirely funded with federal TANF revenues.

Family Preservation and Support Services Expansion

- Three-year pilot to expand Parent Partner and Family Reunification programs to additional counties.
- Services prevent the need for foster care, shorten the length of time between foster care entry and reunification, and sustain parental progress following reunification.
- \$10.0 M one-time investment is entirely funded with federal TANF revenues.



MDHHS Senate Budget Presentation Schedule

<u>Administration</u>	<u>Presenter</u>	<u>Date</u>
MDHHS Overview	Tim Becker MDHHS Chief Deputy Director	February 16
Business Integration Center	Karen Parker Senior Deputy Director	February 16
Children's Services Agency	Steve Yager Executive Director	February 23
Population Health and Community Services	Sue Moran Senior Deputy Director	February 25
Medical Services Administration	Chris Priest Senior Deputy Director	March 1
Aging and Adult Services Agency	Kari Sederburg Executive Director	March 3
Policy, Planning & Legislative Affairs Administration	Elizabeth Hertel Senior Deputy Director	March 3
Field Operations Administration	Terry Beurer Senior Deputy Director	March 8
Behavioral Health and Developmental Disabilities Administration	Lynda Zeller Senior Deputy Director	March 10



MDHHS House Budget Presentation Schedule

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MDHHS Overview	Tim Becker MDHHS Chief Deputy Director	February 18
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Behavioral Health and Developmental Disabilities Administration	Lynda Zeller Senior Deputy Director	February 23
Children's Services Agency	Steve Yager Executive Director	February 23
Population Health and Community Services	Sue Moran Senior Deputy Director	February 25
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MDHHS Contact Info and Useful Links

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