



2020

Millage Impact Report

Washtenaw County Public Safety and Mental Health Preservation Millage





2020. A year no one could have predicted.

It was a time filled with uncertainty and anxiety—as businesses shut down, plans were cancelled, and services halted.

But not at Washtenaw County Community Mental Health.

From the moment COVID-19 began to change our usual ways of living, the frontline staff at WCCMH continued to work as they had before—providing essential in-person services to those in need, including our most vulnerable citizens.

When mental health needs skyrocketed during the summer of 2020, the CARES team—our expanded team of mental health professionals made possible by the Public Safety and Mental Health Preservation Millage—were there to answer the call.

We are one of a handful of Michigan counties with a millage that addresses community mental health needs. Whereas other counties continue to reel from the effects of COVID-19 on top of historic underfunding, our system of care has been able to improve mental health access and increase our capacity to respond—even through the toughest of times.

We are proud to present our millage impact report, highlighting accomplishments in a year like no other. And we look forward to continuing to expand our impact in subsequent years.

Thank you, Washtenaw County residents, for supporting the county's Public Safety and Mental Health Preservation Millage.



IMPACT



COVID-19

COVID-19 impacted the lives of Washtenaw County residents in a myriad of ways. The uncertainty of the pandemic caused much stress. Many measures were taken to reduce COVID-19 exposure for WCCMH clients, including telehealth and placing homeless individuals in private hotel rooms. We are grateful for millage funds that allow us to take these precautions to keep clients safe and healthy.

Telehealth

The beginning of the pandemic initiated a large increase in telehealth services, as providers and patients alike attempted to lessen exposure to COVID-19. Washtenaw County Community Mental Health clients continuously express their gratitude for new, virtual options that can be done from the comfort of their own homes—removing barriers to care like transportation. Still, WCCMH continues to see clients in person, per their choice, as they have since the beginning of the pandemic.

Hoteling

When the pandemic began, the millage provided over \$150,000 to keep homeless people safe and healthy—funding emergency housing in hotels and rental assistance for over five dozen families. These actions decreased COVID-19 exposure and kept the vulnerable homeless population safe. WCCMH staff members quickly realized the benefits of placing homeless individuals in hotel rooms—when people had access to a phone, they were able to get connected to healthcare much easier.



Access and Crisis Services

WCCMH values the impact of crisis services and intervention for those in need. Being able to quickly respond when an individual is in crisis can save a life and buys time to connect the individual to long-term resources and care. Millage funding has enabled several strategies for crisis intervention that have undoubtedly improved the lives of residents.

CARES

In 2019, WCCMH expanded its services to all county residents regardless of insurance, ability to pay, or crisis severity. The expansion, known as CARES, provides short-term care and ultimately connects clients to long-term, sustainable care. The CARES team served, on average, 278 active cases per month in 2020. For assistance with a crisis situation, or guidance on how to get connected to services or how to help a loved one, anyone can call the CARES hotline at 734-544-3050.

24/7 Crisis Center

In 2020, through millage funding, WCCMH opened a 24/7 crisis center—providing an alternative space to emergency rooms and jail for individuals experiencing a crisis. 750 Towner provides after-hours medical care, peer support, and services to meet basic needs—such as food and a safe place to sleep—to stabilize individuals, then connects them to sustainable community care. Between July and September 2020, the center served 30 people. It will continue to serve many more in the years ahead.



Prevention and Education

Prevention and education are essential for improving and maintaining the health and wellness of our community. These initiatives tackle root causes and upstream issues, which ultimately reduce costs and prevent adverse health outcomes by reaching those in need early. WCCMH values educating community members about how to recognize and respond to mental health crises and needs, as well as destigmatizing reaching out for help.

31N Social Workers

31N refers to funding from the state's executive budget for mental health grants in Michigan schools—to improve mental health services provided to students. Millage funds were used to match state funds, which allowed for more CARES staff and social workers to be co-located in schools. Their presence helps with referrals to CMH services and allows more students with higher risk of behavioral health needs to be served.

#WishYouKnew

With the help of the Washtenaw County Health Department in 2019, the millage launched the #WishYouKnew campaign—to combat youth mental health stigma. The campaign emphasizes that no one is alone in their mental health journey and links those in need to resources. In 2020, the campaign gathered 22 #WishYouKnew phrases to convert into visually appealing messages to share on social media and in local schools, increasing engagement on the campaign's Instagram page by 230%.



Prayer and Care

In October of 2020, with millage support, the Washtenaw County chapter of the National Alliance on Mental Illness hosted a Prayer and Care summit. The event educated dozens of clergy members, teaching them to recognize the signs and behaviors of common mental illnesses, to understand local mental health resources, and to help community members get care—when, where, and how they need it.

Mental Health First Aid

In 2020, the millage funded a three-day Mental Health First Aid (MHFA) instructor certification course, training 31 individuals to teach adult and youth courses in the years ahead. These individuals—who learn how to recognize when someone is having a mental health crisis, de-escalate the situation, and refer individuals to community-based support—are now teaching these lessons to dozens of others across the county.

School Mini Grants

WCCMH partnered with the Washtenaw Intermediate School District to administer mini-grants to high schools across the county. The funding allowed schools to address mental health stigma, foster well-being, and provide additional support to students where needed. Many of the grants were student-developed and led.

Garrett's Space

With the help of 170 volunteers, Garrett's Space distributed 20,000 door tags to homes across Washtenaw County. They covered approximately 80 percent of homes in Ypsilanti and 75 percent in Ann Arbor. The door tags listed resources for people in crisis, including emergency rooms, local mental health resources, and national call or text hotlines. They also distributed a few thousand cards with the same information to schools, religious organizations, and medical buildings.



Diversion

A key millage goal is connecting individuals in need to the right resources at the right time. Diversion efforts consist of moving people with behavioral health needs away from places like jail, detention centers, emergency rooms, and shelters—so that they can be better connected to community-based care and stay within their own homes and communities whenever possible.

LEADD

In 2019, Washtenaw County leaders—including Washtenaw County Community Mental Health and the Washtenaw County Sheriff's Office—attended a training held by the national Law Enforcement Assisted Diversion and Deflection (LEADD) training institute in Seattle, WA. In 2020, these leaders began to plan a diversion program that gives frontline law enforcement a path for sending low-level, low-risk offenders with mental illness to treatment, rather than jail.

Crisis Negotiation Team

Washtenaw County's Crisis Negotiation Team consists of 20 representatives from the Washtenaw County Sheriff's Office, WCCMH, and local city and campus police departments. These individuals are trained in safe surrenders, hostage rescue operations, suicide prevention, intervention skills, and responding safely to dangerous or barricaded subjects. In 2020, the team put their skills to work in 32 different situations, including three full callouts that involved the deployment of the SWAT team.



Community Reentry

When people exit jail, they may require support to successfully reenter the community. Stable housing, employment, managed medication, and other unique needs all contribute to a person's successful reentry to the community. Reentry initiatives help reduce recidivism, the likelihood of someone returning to jail—allowing more families to stay together and, ultimately, saving taxpayers money.

MAT Services in Jail

The millage helps fund substance use disorder services in our county jail. Research shows that medication-assisted treatment (MAT)—the use of medication to treat substance use disorders—can successfully help those on the path to recovery, reducing the likelihood that an individual will use illegal drugs in the future, thus, reducing recidivism. In 2020, the jail's MAT program served 36 individuals, helping them recover from substance use disorders safely while serving their sentence.

Reentry Services

In 2020, the Reentry Services Team at the Washtenaw County Sheriff's Office began the planning period of a grant funded by the U.S. Bureau of Justice Administration and the millage, focused on reducing recidivism. This reentry team is composed of two case managers and two peer support specialists, managed by a reentry coordinator. The grant allows them to provide extra assistance to up to 150 individuals with moderate to high substance use disorders who are transitioning from jail back into the community.



Integration

Integrating behavioral and physical health care helps people achieve their holistic needs. While integration promotes better care coordination between providers, it also often leads to greater client satisfaction, better health outcomes, and reduced health care expenditures. Several millage-funded initiatives promote partnerships that integrate client care across local organizations.

Packard Health

Throughout 2020, WCCMH worked to strengthen its partnership with Packard Health, a Certified Community Behavioral Health Clinic (CCBHC). Thanks to millage funding, the CARES team can make referrals for clients to use Packard Health services who are equipped for more primary care and physical health needs. CARES also receives referrals from Packard Health for clients who may have severe mental health needs.

Corner Health Center

WCCMH has partnered with Corner Health Center—a local health center dedicated to providing care for youth and young adults—to expand its psychiatry presence. Millage funding allows Corner Health to provide critical on-site psychiatric care to its clients at a low cost. This partnership also facilitates a relationship between the organizations by creating an accelerated route for referrals to and from the CARES team.



Housing

Supportive and affordable housing is a challenge for many Washtenaw County residents. Securing housing can be particularly difficult for those exiting jail and transitioning back into the community, as well as those with mental health or substance use disorders. Accordingly, the millage is playing a key role in developing sustainable solutions to housing needs.

Supportive Housing Contracts

The millage provided over \$1 million in grants to four housing organizations: The Shelter Association of Washtenaw County, Avalon Housing, Ypsilanti Housing Commission, and Ozone House. These three-year grants provide additional shelter beds, fund behavioral health and primary care services, and strengthen case management to ensure that client needs are met.

Homelessness Prevention Support

A \$15,000 millage grant allowed WCCMH to provide diversion activities for individuals who may be at risk for homelessness. This can include money to pay for food, utility assistance, and discharge planning—ensuring patients in emergency departments have safe housing before leaving. These actions are aimed at preventing individuals from needing to stay in shelters.

By the Numbers

Millage funding is making great things possible.

✓ Expanded services

✓ 24/7 crisis center

✓ Youth supports

✓ Supportive housing

✓ Education and prevention

✓ Criminal justice diversion

\$3.2 million

For service expansion

Funds that expand the reach of WCCMH to provide 24/7 support, further services and access to more residents and geographic areas in Washtenaw County.

9,326

Services offered by CARES

Services such as case management, medication reviews, nursing services, peer services, intake assessments, psychiatric evaluations, injections, and more.

\$1.1 million

For community partners

Funds for local organizations to provide important programming and services that improve community mental health and create stronger linkages to WCCMH.

Financial Data

While COVID-19 did its best to interrupt projects and deadlines in 2020, many initiatives carried on.

The second year of millage funding saw the continuation of service expansion—providing all county residents access to WCCMH’s 24/7 CARES hotline with information and support, a need that only grew with social isolation and other effects from COVID-19.

When the pandemic created emergency situations, the millage was available to help—hotelings those experiencing homelessness so they could stay safe and providing expanded crisis support services to those in need.

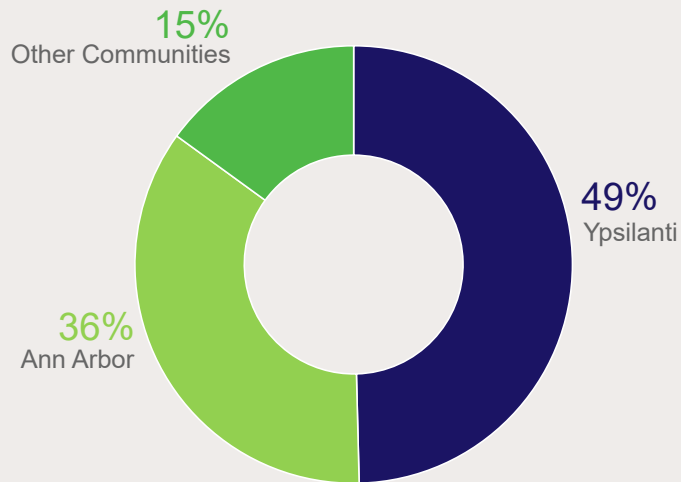
2020 also saw increased funding for community partnerships. These organizations provide our community with essential supports—housing, education, counseling—and strengthen our mental health support system.

The millage contributed to the 31N program, funding more social workers in our local schools. It provided resources for our youth experiencing homelessness. And it opened the doors of 750 Towner, our county’s crisis stabilization center.

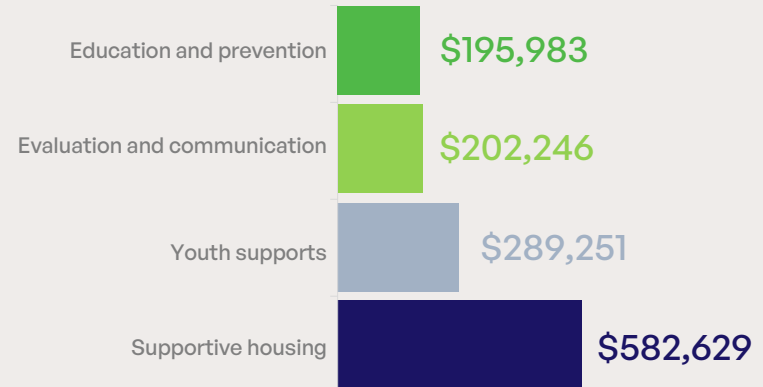
See our financial data table that describes how millage funds were spent.

Community-wide service expansion	2020
WCCMH - 24/7 crisis call center	\$583,000
WCCMH - 24/7 in-person crisis response	\$775,000
WCCMH - 24/7 crisis recovery center in lieu of jail / hospitalization	\$537,000
WCCMH - Treatment and stabilization	\$765,000
Partners - Transportation	\$22,688
Partners - For telehealth expansion and electronic medical records technology	\$134,955
WCCMH - CWS planning/implementation/administration	\$350,116
Supportive housing service (SHS) expansion	
Partners - Avalon Housing - For permanent supportive housing	\$135,000
Partners - Avalon Housing - For supportive housing services at new developments	\$83,361
Partners - Family Empowerment Center - For supportive housing services in Ypsilanti	\$13,000
Partners - Ozone House - For supportive housing services for teens and young adults	\$47,795
Partners - CoC - For the Youth Action Board	\$240
Partners - OCED - For facilitating the supportive housing RFP process	\$3,894
Partners - For hotelings residents experiencing homelessness during the pandemic	\$140,000
Partners - For temporary emergency housing, as needed	\$19,940
WCCMH - SHS planning/implementation/administration	\$139,400
Youth support service (YSS) expansion	
Partners - WISD - Matching grant for school-based mental health counselors	\$58,900
Partners - WISD - Anti-stigma mini-grants for middle / high schools	\$59,565
Partners - WCHD - For youth anti-stigma #wishyouknew campaign	\$100,961
WCCMH - YSS planning/implementation/administration	\$69,825
Criminal justice diversion (CJD) expansion planning	
WCCMH - CJD planning/implementation/administration	\$10,000
Education and prevention (E&P) expansion	
Partners - NAMI WC - For mental health education and outreach in Ypsilanti / Whitmore Lake	\$160,983
Partners - For training adult mental health first aid experts who can train others	\$25,000
WCCMH - E&P planning/implementation/administration	\$10,000
Evaluation and communication (E&C)	
Partners - CHRT - For project management, including research, communication, grantwriting	\$132,421
WCCMH - E&C planning/implementation/administration	\$69,825
Total	\$4,447,868

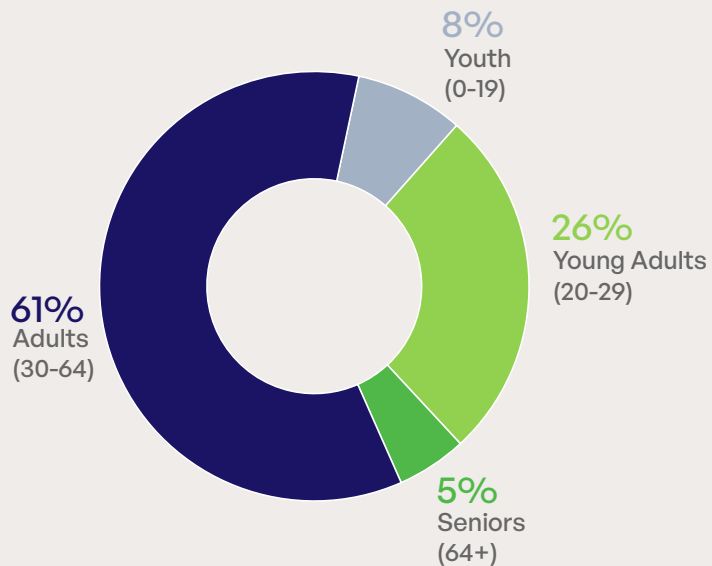
2020: GEOGRAPHIC LOCATION OF CARES CLIENTS



2020: INVESTMENT CATEGORIES



2020: AGE OF CARES CLIENTS



2020: SERVICES PROVIDED

Service Category	Number of services	Number of clients
Case management	5,813	607
Psychiatric medication reviews	1,165	277
Nursing services	785	256
Peer support	674	100
Intake assessments	341	320
Psychiatric evaluations	292	248
Injectons	166	31
Wellness notes	71	59
Nursing assessments	19	18
Total	9,326	1,916

Advisory Committee

The Millage Advisory Committee provides strategic oversight and guidance on Public Safety and Mental Health Millage activities and investments.

In the spring of 2019, Washtenaw County Community Mental Health established a Millage Advisory Committee, also known as the MAC, to assist with strategic decisions about millage priorities and funding.

The 12-member committee, chaired by Nancy Graebner-Sundling, is a subcommittee of the WCCMH Board and reports to the Washtenaw County Board of Commissioners.

Since the beginning of the COVID-19 pandemic, the MAC has met virtually. Their meetings are open to the public and include a forum for public comments.



Felicia Brabec
WCCMH Board Representative



Holly Heaviland
Washtenaw Intermediate School District



Ray Rion
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Amanda Carlisle
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George Waddles, Jr.
Community Member



Nancy Graebner-Sundling
CMH Board Representative



John Martin
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Kari Walker
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To access millage-funded services,
call 1-734-544-3050