**Work Plan for Comprehensive Services for Behavioral Health – 2019**

**Objective:** Easter Seals Michigan will attain the expanded program capacity of 45 individuals.

- **Activity:** Easter Seals Michigan will screen and enroll individuals.
- **Responsible staff:** Program Director of Easter Seals
- **Date Range:** 10/1/18 – 9/30/19
- **Expected Outcome:** Enrollment will increase to 45 individuals
- **Measurement:** Enrollment will equate to 42-45 individuals at any given time.

**Objective:** Enrollment in each implementation team (2014 & 2016) will be maintained at no more than 3 participants below capacity at any given time, once capacity is initially achieved.

- **Activity:** Each contracted provider agency will ensure guidelines and processes are established and followed to enroll new program participants as existing program participants dis-enroll, attain maintenance status, or “graduate.”
- **Responsible Staff:** Program Directors of implementation teams
- **Date Range:** 10/1/18 – 9/30/19
- **Expected Outcome:** Enrollment will be maintained at no more than 3 participants below capacity at any given time: InterAct Grand Rapids, ETCH, & Easter Seals capacity = 45; InterAct-Kalamazoo capacity = 30
- **Measurement:** Enrollment will be maintained at no more than 3 participants below capacity at any given time: InterAct Grand Rapids, ETCH, & Easter Seals capacity = 45; InterAct-Kalamazoo capacity = 30

**Objective:** Implementation agencies will maximize reimbursements from sources other than grant funds, including program participant insurance benefits.

- **Activity:** Implementation agencies will complete tasks necessary within 90 days for all staff eligible to be paneled with third party payers when new staff is/are hired; a previously ineligible staff is identified as potentially being eligible, or; a program participant is enrolled whose insurance benefit is new to the implementation agency.
- **Responsible staff:** Implementation agencies
- **Date Range:** 10/1/18 – 9/30/19
- **Expected Outcome:** Eligible individual providers (therapists, prescribers) will be paneled by all payers accepting paneled providers
- **Measurement:** Providers will submit applications within 90 days of new employee hire, identification of a staff being potentially eligible for paneling, or enrollment of the program participant, for 100% of payers accepting new paneled providers

- **Activity:** Implementation agencies will ensure each program participant’s assigned staff has licensing and credentials required in order to submit for reimbursement under the participant’s insurance benefit.
- **Responsible staff:** Implementation agencies
- **Date Range:** 10/1/18 – 9/30/19
Expected Outcome: 100% of claims for services for program participants having a benefit for therapy and/or psychiatric medication review will be submitted for reimbursement to the third party payer.

Measurement: 100% of claims for services for program participants having a benefit for therapy and/or psychiatric medication review will be submitted for reimbursement to the third party payer.

Objective: To promote the sustainability of FEP treatment programs
Activity: Attend conferences, trainings, webinars, and access other resources focused on promoting knowledge and skills that will benefit provision of FEP- Coordinated Specialty Care services and treatment.
Responsible staff: Network180, implementation teams
Date range: 10/1/18 - 9/30/19
Expected outcome: Individuals will increase knowledge and skills on topics connected with FEP- Coordinated Specialty Care services and treatment.
Measurement: Individuals will be able to state how attendance benefitted them in their role in provision of FEP- Coordinated Specialty Care services and treatment.

Activity: Attend trainings, webinars, and access other resources focused on fiscal sustainability of FEP- Coordinated Specialty Care treatment, to be able to advocate as needed in the interest of Michigan’s efforts.
Responsible staff: Network180, implementation teams
Date range: 10/1/18 - 9/30/19
Expected outcome: Network180 will have an understanding of the current environment, be able to share the information with sites and MDHHS, as well as advocate as needed.
Measurement: Network180 will access resources and report on the information at least quarterly in reporting to MDHHS.

Activity: As opportunity arises, agencies/providers will pursue conversation with primary payers of insurance benefits regarding development of a bundled or non-traditional payment structure for FEP services. Collaborative efforts between providers should be leveraged in this pursuit.
Responsible staff: Network180, implementation agencies
Date range: 10/1/18 - 9/30/19
Expected outcome: Documented efforts to develop funding for FEP programs
Measurement: Documentation will describe opportunities that presented.

Activity: As opportunity arises, agencies/providers will provide education and input to organizations, such as NAMI Michigan, on FEP- Coordinated Specialty Care treatment, to promote work benefitting sustainability of programs.
Responsible staff: Network180, implementation agencies
Date range: 10/1/18 - 9/30/19
Expected outcome: Documented efforts to develop funding for FEP programs
Measurement: Documentation will describe opportunities that presented.
**Objective:** All implementation teams' staff will maintain fidelity to the CSC model of care

Activity: ETCH, LLC will provide oversight for activities to monitor all implementation teams' staff fidelity to CSC care.

Responsible staff: ETCH, LLC; implementation teams

Date range: 10/1/18 – 9/30/19

Expected outcome: All staff will maintain fidelity to the model of care

Measurement: ETCH, LLC will report maintenance to the CSC model of care

**Objective:** Implementation teams' staff including Project Directors, FE, IRT, and SEE will individually obtain certification in the NAVIGATE model of care. ETCH, LLC will provide oversight for activities to monitor all implementation teams' staff process, receiving consultation from the National NAVIGATE team as needed.

Activity: All uncertified implementation team Project Directors, FE, IRT, SEE will participate in the required activities set forth by the National Navigate team to be certified.

Responsible staff: Certified staff at ETCH, LLC; uncertified staff

Date range: 10/1/18 – 9/30/19

Expected outcome: Implementation teams' individual staff will achieve certification

Measurement: Certification of individual team members

**Objective:** Outcomes on treatment for first episode psychosis will be available

Activity: Implementation teams will collect and report outcomes data per the established evaluation process

Responsible staff: Implementation teams

Date range: 10/1/18 – 9/30/19

Expected outcome: Raw data will be available for analysis

Measurement: All sites will submit complete data to support outcomes per the evaluation process

**Objective:** To expand knowledge and education of FEP, treatment and resources

Activity: The web page, Michigan Minds Empowered, will be maintained with relevant info

Responsible staff: Network180; ETCH, LLC; One Minds Institute/Strong365

Date range: 10/1/18 – 9/30/19

Expected outcome: The web page will contain relevant, up-to-date information and resources

Measurement: The information will be up-to-date and relevant

Activity: Video vignettes for the Michigan Minds Empowered web page focused will be created

Responsible staff: Network180, implementation teams, contracted video/technology organization

Date range: 10/1/18 – 9/30/19

Expected outcome: Video vignettes to feature on the Michigan Minds Empowered web page

Measurement: Video vignettes will be available