

IMPROVING OUTCOMES

ANNUAL REPORT TO THE COMMUNITY



2017

Mission

To provide a framework to design, coordinate and manage quality consumer-centered healthcare and supports for individuals, their families, and their communities.

Vision

To provide an innovative community-based behavioral health system of care which efficiently utilizes existing resources and seeks new opportunities for the benefit of those we serve.

Core Values

People are Valued (Respected, acknowledged, listened to, and included.)

Responsibility (Look at the big picture, be professional, respectful, and trustworthy.)

Innovation (Create a path for others to follow.)

Dedication (Do what it takes to achieve success.)

Effectiveness (Able to create change, follow through, and demonstrate success.)



Behavioral Health Professionals, Inc. is a fully accredited NCQA Managed Behavioral Healthcare Organization (MBHO).



CARF has accredited BHPI as a Behavioral Health Business Network.

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From the Board Chair & CEO

Last year represented our fifteenth year of operations. Measuring our performance against the goals and expectations we established would indicate that we were indeed successful, but we still have much work and greater objectives ahead of us.

One of our most significant accomplishments was receiving full accreditation as a Managed Behavioral Healthcare Organization (MBHO) from the National Committee for Quality Assurance (NCQA). Our accreditation is for three years and reflects an enormous effort from our staff.

We introduced our Health Engagement Teams (HET). These are our latest addition to continuing healthcare integration efforts. The HETs are comprised of behavioral health providers, primary care physicians, health plan staff and BHPI staff. Our current focus is the membership we share with Total Health Care, one of the Medicaid Health Plans operating in Wayne County. Our goal is to see that every member entrusted to our care has an HET.

We established a partnership with Authority Health and Development Centers that is building an integrated health care center at the former McKenny elementary school in northwest Detroit. The center will include the delivery of physical and behavioral health services, in conjunction with Development Center's existing array of services, a pharmacy and dental services. Our expected opening is early Summer, 2018.

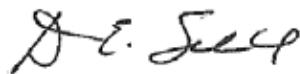
We continue to work with area health systems to find solutions to issues that arise in the community, such as overutilization and overcrowding of emergency rooms, lack of availability of hospitalization diversion resources and information sharing.

We distributed more than \$825,000 to community providers in Behavioral Health Home grant and program sponsorships.

At the end of the fiscal year, we employed 91 individuals across thirteen departments. We continue to manage administrative services for both CareLink Network, Inc. and ConsumerLink Network, Inc. and upon successfully receiving licensure by the State of Michigan as an Alternative Health Care Financing and Delivery System (AFDS), we expect to secure additional contracts for MBHO services.

Our overarching goal is to make a difference in the communities that we serve. We hope that your review of the activities outlined in this report will lead you to conclude that we are meeting that goal.

David Schmehl,
CEO



James Tesen,
Board Chair



2017 HIGHLIGHTS

BHPI receives full NCQA accreditation as a Managed Behavioral Healthcare Organization



On June 26, 2017, BHPI announced that it had been awarded full Managed Behavioral Healthcare Organization (MBHO) Accreditation from the National Committee for Quality Assurance (NCQA), an independent, not-for-profit organization dedicated to assessing and reporting on the quality of managed care plans, managed behavioral healthcare organizations, preferred provider organizations, new health plans, physician organizations, credentials verification organizations, disease management programs and other health related programs.

"We are proud to receive MBHO full accreditation from NCQA," said David Schmehl, BHPI's CEO. "We strive to provide the best care and service to members, helping them to thrive in the community. Achieving NCQA accreditation affirms our dedication to innovation, growth, and continuous improvement across all areas of our organization."

NCQA Accreditation is a nationally recognized evaluation that purchasers, regulators, and consumers can use to assess MBHOs. NCQA evaluates how well an organization manages all parts of its delivery system, including behavioral health professionals, other providers, and administrative services. NCQA also measures continuous quality improvement in health care for its members. NCQA MBHO Accreditation standards are intended to help organizations achieve the highest level of performance possible, reduce patient risk for negative outcomes, and create an environment of continuous improvement.

There are approximately 60 standards for quality included in the following categories:

- ▶ Quality management and improvement standards across all components
 - ▶ Utilization management of clinical care
 - ▶ Network credentialing and re-credentialing to ensure network adequacy and safety
 - ▶ Members' rights and responsibilities documentation
 - ▶ Preventive behavioral health care services to improve member health
- NCQA reviews include rigorous on-site and off-site evaluations conducted by a team of physicians and managed care experts

A national oversight committee of physicians and behavioral health providers analyzes the team's findings and assigns an accreditation level based on the MBHO's performance compared to NCQA standards.

2017 HIGHLIGHTS

BHPI Celebrates Fifteen Years of Service in Metro Detroit

In August, BHPI celebrated a milestone anniversary in style at The Henry, Autograph Collection in Dearborn. The night of dancing, food, and fun for all included an award ceremony for employees who had been with the organization from the beginning, as well as individuals selected by their colleagues for their excellence in several categories.

In October, Detroit-based BHPI, celebrated a decade and a half of service in Wayne County. For those 15 years, BHPI has offered behavioral health services through a network of world class healthcare providers.

Celebrating our team!



2017 HIGHLIGHTS

Health Engagement Teams Lift Off!

It has been an exciting year for BHPI with the formal launch of our Health Engagement Teams (HET).

Pilot HETs were initiated at the end of 2016, enabling BHPI to collaborate with community partners and area healthcare providers to focus on improving outcomes for some of the most at-risk individuals in our systems. May 2017 saw the formal launch of BHPI's HET Program. In July, Director of Healthcare Integration, Dr. Lisa Knysz, introduced the HET model to members at the Michigan Association of Health Plans (MAHP) Summer Conference. By the end of 2017, over 1,640 individuals were being engaged by HETs comprised of our behavioral healthcare partners and numerous physical health facilities.

HETs are interdisciplinary groups made up of behavioral health professionals, physical health professionals, and Community Health Advocates (CHAs). HETs serve as the central point for coordinating, collaborating, and ensuring communication among all relevant parties engaged in the delivery of a consumer's care. HETs work together to surround a consumer at all levels, taking into account the impact of social determinants and working with the continuum of consumers from under-utilizers to super-utilizers. HETs work to identify and fill the gaps in care and treatment left by a fragmented healthcare system. BHPI has developed HETs as a means of facilitating better-integrated healthcare between behavioral and physical health professionals.



We have developed systems and processes to be used as the HET model expands across the state.

In the Community



BHPi is committed to giving back to the community we serve. We support a host of organizations and causes on an annual basis, to which we add special events as they arise. Throughout each year, BHPi staff participate in a number of Casual for a Cause, or dress-down days. On these days, each employee donates \$5 to local area charities in exchange for the ability to wear jeans to work. In 2017, these events raised \$1,860, with funds going to the Neighborhood Service Organization's Bell Building Birthday Bash, The Children's Center's Art Adventure night, Gleaners Food Bank, and our Annual Adopt-a-Child program.

Art Adventure

On Valentine's Day, BHPi Volunteers joined The Children's Center for a Family Art Adventure. The Children's Center uses art as a fun, non-threatening way of exploring social interactions and life experiences. BHPi brought activities designed to provide art education and appreciation in a safe environment, allowing children to express themselves and build self-confidence. Pizza and gift bags were also provided for attendees.



Neighborhood Beautification

Each spring for the last decade, BHPI has joined Southwest Solutions in Detroit for their Neighborhood Beautification Day. Volunteers work in teams to create and clean up gardens, plant flowers, spruce up parks and lots, and enhance the look of selected locations in Southwest Detroit. BHPI was a proud sponsor of the 11th Annual Neighborhood Beautification Day. Volunteer participation on Saturday, June 10th included BHPI staff and their guests.



Bell Building Birthday Bash

This year, the Neighborhood Service Organization's Bell Building birthday bash took place on Friday, October 27. The Bell Building provides permanent, supportive housing for homeless adults along with the support to help them stabilize and turn their lives around. Volunteer groups host monthly birthday celebrations for residents. To celebrate those born in October, BHPI volunteers dressed in costumes and served pizza and refreshments donated by Detroit Whole Foods. There were games and activities for the residents.

Annual Coat Drive

On October 28, 2017, BHPI concluded the Annual Coat Drive in support of the Detroit Police Department's Bridging the Gap Initiative's 5th Annual Warm Coat Drive. BHPI staff and Brewery Park neighbors collected coats and other winter apparel to be distributed to individuals in need by the Detroit Police Department. BHPI donated dozens of new coats of all sizes to the drive.





Adopt-a-Child

During the holiday season, BHPI's Holiday Adopt-a-Child toy and clothing program fulfills the holiday wish lists of children who are serviced by the providers in our networks. BHPI staff and other community partners make direct donations to support this effort. Over the last 14 years, the number of children adopted has steadily increased. In 2017, our 14th year of running the program, we fulfilled Christmas wish lists for 145 children.



Skill Building: Made in the Market

Made in the Market is a Michigan, non-profit corporation 501(c)(3) established in 2012 to provide supports, services, and opportunities to people with mental illness and developmental disabilities in Wayne County.

Made in the Market employs instructors that work directly with consumers to teach culinary and other skills and works with currently enrolled providers to make its programs available to members of the CareLink and ConsumerLink Networks. Made in the Market currently provides opportunities in the culinary arts and in the future, it may produce goods for sale to the general public.



May 11, 2017, marked the 14th anniversary of Mental Health Matters, an evening of education and celebration. This annual event celebrates BHPI's consumers, providers, and partners who are doing great things in our community. Mental Health Matters is attended by 400 guests, providing an opportunity for networking and celebrating the past year's successes.

In 2017, BHPI again chose to host the event at Detroit's Eastern Market, Shed 5. Food, refreshments, and dessert were provided by area restaurants and consumers from Made in the Market, who also served food and celebrated with us. Guests visited an exhibitor fair; met old and new friends over good food; heard inspiring messages from guest speakers; and enjoyed a great awards ceremony.

BHPI was pleased to welcome Detroit Mayoral Candidate and Mental Health Advocate Myya D. Jones, as the special guest speaker. Ms. Jones is a passionate advocate for mental health awareness. She discussed her experiences with mental illness in an empowering speech about overcoming obstacles and striving for success. Award-winning television news reporter, author, and motivational speaker, Lauren Hudson hosted the event and the InsideOut Literary Arts Project performed poetry about mental health composed for the event. Consumer Council Chair, Marcus Cox and Co-Chair, Steven Peterson also shared their inspiring personal stories of hope and achievement.



MENTAL HEALTH *Matters*



Mental Health Matters

Health & Wellness at BHPI

In 2017, the Great Place to Work committee organized a number of new events and activities aimed at improving the health and wellness of the team. BHPI's first Wellness Expo took place on September 28, 2017. Team members enjoyed yoga and martial arts demos, learned important health statistics such as how much sugar popular beverages contain, and sampled fresh juice, healthy snacks and delicious salads. Vendors included local gyms, health coaches, massage therapists, and health plan representatives.

The Lunchtime Walking Club stepped into a new adventure each week exploring Detroit. Walkers enjoyed the beautiful murals on the Dequindre Cut, walked to Campus Martius, and explored Eastern Market. The team atmosphere and great conversation made getting a few extra steps in fun and rewarding.

In 2017, the Great Place to Work Committee also launched a monthly Lunch & Learn series. The sessions in the series, taught by BHPI staff, allowed employees to share knowledge and build skills. Lunch & Learn sessions allow the team to learn new things in a casual environment and demonstrate BHPI's commitment to team development.

Sessions included:

- ▶ Outlook Tips & Tricks
- ▶ Excel Tips & Tricks
- ▶ Financial Concepts Demystified



BHPI's Green Team

Another way BHPI shows our commitment to the community is through sustainability. While we have not completely eliminated paper from our processes, we have made great strides in that direction and plan to continue our journey toward sustainability in 2018. Our GreenTeam is made up of volunteers who see that all recyclable waste produced within our organization gets recycled. BHPI also shreds and recycles all confidential documents, and the total number of trees saved through this process in 2017 was nearly 200!

Board of Directors

Board Chair
James Tesen
Retired, Bank of America

Treasurer
Chris Elias
Principle, Nexecute, LLC

Secretary
Terry Riddle
Retired, Southgate Public Schools

Executive Leadership

David Schmehl, CPA
CEO, CFO

William Ullrich, JD
Corporate Counsel

Hany Mekhael, M.D.
Medical Director

Rebecca Leigh Klisz-Hulbert, M.D.
Associate Medical Director

Lisa Knysz, PsyD
Director, Healthcare Integration

Leslie White, JD
Director, People Operations

James Luckey
Director, Management Information Systems

Tamara Hagar, MA
Director, Quality Assurance

Sheryl Armstrong, MBA
Director, Healthcare Analytics

RoShon Jones
Director, Member Services

Natalie Stoner, M.Ed.
Director, Community Engagement

Leisa ReVels Parham, MA HIA
Director, Provider Relations

Financial Statement

Balance Sheet

Fiscal Year Ended
September 30, 2017
Audited

Current Assets

Cash	\$ 8,178,188
Receivables	1,957,001
Prepaid Expenses	187,976
Other Current Assets	-

Total Current Assets \$ 10,323,165

Property & Equipment, Net 268,212

Total Assets \$ 10,591,377

Current Liabilities

Accounts Payable	\$ 14,843
Current Portion of Deferred Rent	4,386
Accrued Payroll and Other Liabilities	452,279

Total Current Liabilities \$ 471,508

Deferred Rent 147,630

Net Assets - Unrestricted 9,972,239

Total Liabilities and Net Assets \$ 10,591,377

Income Statement

Fiscal Year Ended
September 30, 2017
Audited

Revenue

Service Revenue \$ 1,401,874
Administrative Services 11,741,075

Total Revenue

\$ 13,142,949

Expense

Program Development \$ 700,000
Salaries & Wages 5,653,416
Payroll-related Expense 1,822,901
Office Supplies 214,466
Auto and Travel Expense 58,643
Professional Fees 306,255
Contracted Services 81,958
Telephone 60,981
Insurance 127,094
Occupancy Costs 401,000
Depreciation 43,672
Printing and Marketing 128,737
Data Processing 1,014,417
Consultants 91,548
Contracted Labor 2,815

Total Expense

\$ 10,707,903

Operating Income

\$ 2,435,046

Investment Income

12,076

Increase in Unrestricted Net Assets

\$ 2,447,122

Unrestricted Net Assets - October 1, 2016

7,525,117

Unrestricted Net Assets - September 30, 2017

\$ 9,972,239



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