

## Executive Summary of Performance in 2017-2018

Attached please find the table of organizational performance objectives and the year end status for each objective for last fiscal year. The document is used internally to track performance on key measures and is an integral part of the organization's quality improvement plan.

### HIGHLIGHTS

- **2743** persons served including persons served in the Substance Use Disorder (SUD) treatment services. This is a 4.6% increase in persons served over last year
- **96%** of the 121 operating plan objectives were met.
- The results of the 5<sup>th</sup> annual independent assessment of customer satisfaction through SWMBH indicate a **higher level of customer satisfaction** with services through VBCMh than found nationally for both adults and youth. Percentage of "In agreement" ratings reported by both adults and youth served by VBCMh exceeded national averages in 11 of 12 survey domains, and these positive ratings were also seen across all VBCMh programs.
- **All** standards set by DHHS for performance indicator data involving customer care were exceeded.
- Highlights include continued demonstration of **excellence in access to care**.
- **Employment** total numbers served was 108 customers receiving supported employment services; increased over 99 served last year and 90 the year before that
- Collected and Reported positive customer outcomes to Board Ends.
- Successful implementation of **Trauma Focused Cognitive Behavioral Therapy** (TF-CBT) continues with additional clinicians completing training. **Trauma Informed Caregiver Education** team provided curriculum for professionals and 2 courses of the complete curriculum for caregivers.
- Successful continuation of grant funded services including: **Bangor Health Center**, **Michigan Child Collaborative Care (MC3)** project, **Senior Reach**, **mental health courts** for adults and youth, **treatment court programs** for persons with Substance Use Disorders, **Multi-Systemic Therapy** and **Youth Intervention Screening**. Successful start up of grant funded **psychiatric consultation** provided to primary care physicians of adults.
- Successful second year of Substance Use Disorder Treatment and Prevention services –increased number served by 6.5%