



Community • Independence • Empowerment

Annual Report for Fiscal Year 2019-2020  
October 1, 2019 through September 30, 2020

**RE** FOCUS  
CONNECT  
COVER

A community recovery initiative in partnership with



In 2020 Integrated Services of Kalamazoo (ISK), like the rest of our country and world, faced the challenges brought by the coronavirus pandemic. The safety of the individuals we serve and our employees were and remain our first priority. While following all CDC Guidelines and Michigan Executive Orders, ISK immediately pivoted to providing services via telehealth (i.e., telephone or virtual visits). ISK never “shut down”, service operations and continued to be the community safety net for Behavioral Health and Intellectual/Developmental Disabilities specialty supports and services in Kalamazoo County. Individuals with emergency or urgent needs were provided services in person when telephone or virtual visits were not an option. Immediately following the first Michigan Stay Home Executive Order, ISK staff connected with individuals served to ensure all daily living needs were met, including food, rent, utilities, medications, etc. ISK opened a daytime shelter for individuals who were homeless and had nowhere to safely go during the daytime. ISK also supported its provider network, assisting with PPE, advocating for “Hero Pay” for frontline essential workers, providing financial stability to ensure provider survival during and after the COVID-19 pandemic.

ISK also teamed up with community partners to embrace our county and offer support and resources for staying safe, healthy, resilient, and hopeful during and after COVID-19. The REFOCUS, RECONNECT, RECOVER campaign was launched in the spring of 2020 and included ads on the Kalamazoo Metro buses, radio stations, and the internet as well as Facebook posts with the following key messages:

There are many “normal” things we can’t do right now, while we shelter in place. But there are many important things we CAN do:

We can REFOCUS on what matters most. We can grieve our losses and decide what we want to reclaim from before. At the same time, we can be open to the possibilities that may exist in our new after.

We can RECONNECT as restrictions are lifted, and find strength in our bonds with family, friends, neighbors – and the many frontline helpers we now respect more than ever. All of us are, or will be, affected emotionally by this trauma. We learn resilience from our shared stories and experiences.

We can RECOVER by moving forward and finding new (and maybe better) ways to heal our lives and our community. We can listen to voices that were muted before. As we rebuild our lives, we can lift up those who’ve been marginalized – especially those with mental health challenges, disabilities, and/or substance use disorders.

The last several years have marked an incredible period of service expansion and growth, which I expect to continue for several years to come. In 2013, a partnership was announced between Kalamazoo Valley Community College (KVCC), Bronson Healthcare Group (BHG), and ISK to create the Bronson Healthy Living Campus in downtown Kalamazoo. This campus was built on approximately 14 acres of land donated by the Bronson Healthcare Group. The campus is an urban-based Community Food and Health System cluster that addresses issues of community health, chronic disease management, integrative physical and behavioral health, sustainable foods, nutrition and food safety. The mission of this campus is to connect nutritious food choices to overall quality of health. The campus is a catalyst for urban revitalization, community health and workforce development through sustainable food education, training, production, distribution and preparation. On December 22, 2015, ISK opened a 14,000 sq. ft. Integrated Health Services Clinic on the Bronson Healthy Living Campus. The funding for the construction of this building was made through local community foundations, private donors, and \$5 million in bonds provided by the County of Kalamazoo.

During this past year ISK implemented several multi-year federal Substance Abuse and Mental Health Services Administration (SAMHSA) grants: Whole Health Initiative, Certified Community Behavioral Health Clinics (CCBHC) – Expansion (1 & 2), Mobile Integrated Behavioral Health Team (MIBHT), Supported Employment, and Children’s System of Care Expansion Grant

The primary aim of the CCBHC grants is to increase access to behavioral health services, increase crisis services, deliver comprehensive and coordinated care and expand upon integrated health care through monitoring of health care Indicators. These grants allowed ISK to maintain the work done through the Whole Health Initiative (WHI) project in

redesigning and enhancing services following Patient-Centered Medical Homes principles and standards, assuring coordinated and integrated care through patient centered and team based care. An Integrated Treatment Team has been established with the Family Health Center, Inc. (Kalamazoo County's Federally Qualified Health Center). The CCBHC and WHI allowed ISK to add Care Coordination, Nurse Care Managers, and Community Health Workers to focus on health disparities and engagement into services. Through the MIBHT grant ISK expanded its work with individuals experiencing homelessness by partnering with Ministry with Community. The MIBHT grant has increased engagement and access to treatment and services, increased referrals to permanent sustainable housing and coordination to other community supports. In addition to these grants, ISK's Supported Employment grant is transforming and elevating our systems implementation of the evidenced-based Individual Placement Services--allowing increased access to supported employment services and benefits counseling by integrating these services within ISK's comprehensive mental health services provider system.

In 2020, ISK received its third multi-year SAMHSA Children's System of Care (SOC) Expansion Grant. This is a 4 year, one million dollars per year grant. This follows previous grant awards in 2005 and 2015. The identified outcome of this System of Care Expansion Grant is to build the infrastructure and service and array for abused and neglected youth that are involved in the child welfare system. The SOC expansion initiative focuses on the need to improve the identification, referral, and delivery of mental health resources and services for youth and families involved in the child welfare system. Most of the referred youth are in residential, foster care, or protective services and need specialty mental health services. The identified goals are to 1) Establish coordination and integration of local community mental health efforts with those of the Michigan Department of Health and Human Services (MDHHS) Child Welfare division who are at risk of out of home placements, or that have been removed from their biological homes; 2) Develop the system infrastructure and workforce capacity to deliver targeted behavioral in-home and supports through evidence-based practices that are designed to meet the needs of youth involved in the public child welfare system; and 3) Develop a sustainable capacity to serve youth involved in the public child welfare system.

ISK was asked to partner on a State of Michigan awarded SAMHSA grant as a pilot site for the Healthy Transitions program. This grant has an ending date of September 30, 2023. This program implements the evidence-based service of Transition to Independence Process (TIP). It serves youth and young adults age 16-25 with Serious Emotional Disturbance or Serious Mental Illness. ISK is also working closely with ASK Family Services, Inc., who employees the TIP certified transition peer supports. ISK directly provides the TIP certified Therapists for this initiative. Implementation required staff hiring, extensive training, and developing program expectations, as well as communication through the ISK service provider network. The identified goals are to 1) Develop and maintain a formal, youth guided process to support Youth and Young Adults (YYA) with Serious Emotional Disturbance (SED) or Serious Mental Illness (SMI) as they transition into adulthood; 2) Achieve site certification and implementation of the TIP Intervention with TIP certified Therapists and Youth Peer Support; 3) Use developmentally appropriate and culturally and linguistically competent outreach and engagement activities to target transition-aged youth and young adults and their families; 4) Evaluate, and report progress and outcome objectives as directed by SAMHSA and MDHHS to demonstrate the individuals enrolled in TIP demonstrate greater self-sufficiency and independence through improvements in living situation, educational performance, employment and career opportunities, and overall personal effectiveness and well-being; 5) Train the ISK network on principals of successful transition practices; and 6) Improve services for youth as they transition into adulthood through developing a bridge between Youth and Adult services at ISK.

In August 2020, ISK was awarded a 3-year federal SAMHSA grant to focus on the National Strategy for Suicide Prevention. ISK is partnering with Gryphon Place and the Suicide Prevention Action Network. This project will utilize the Zero Suicide model as a foundational framework and will incorporate recommended best practices for the implementation of required activities. This project seeks to reduce the number of suicide deaths and non-fatal suicide attempts by individuals age 25 and older through the application of these strategies: 1) implement a community wide suicide prevention plan, 2) train clinical staff working with individuals involved in the behavioral health system presenting with ideation, and 3) implement effective follow-up and care transition protocols for populations with the highest rate of suicide is our three pronged strategy proposed to address local needs.

ISK continues to offer Veteran Navigator support to service members, veterans, and their families. The Veteran Navigator provides outreach to the county jail, local housing developments, and in shelters. In collaboration with the Kalamazoo Public Housing Commission and Integrated Services of Kalamazoo, we finally opened the Keystone Veteran Transitional House (KVTH) on July 22, 2020. The 12-bed facility will be able to house both male and female homeless veterans from thirty to ninety days as we work with various area resources to find them more stable and permanent housing. As of the closing of this quarter, the KVTH is housing eight male veterans. One veteran was able to move into an apartment mid-September. We are also in discussion to increase the stay time for veterans to six months due to Covid-19 and the effect it is having on reaching out to outside resources.

Kalamazoo County was one of the few counties/regions to have a Veteran Stand Down for homeless veterans. Due to current Covid-19 restrictions, this year's event was done outdoors, and veterans received items via a drive-thru format. With the assistance of the Battle Creek VA, Kalamazoo County Veteran Service Office, Kalamazoo County Health and Community Services, Salvation Army, Integrated Services of Kalamazoo, and other community partners we were able to assist 75 veterans. Some of the items and services offered were flu shot, sleeping bag, cot, toiletries, civilian and military style shoes, and a hot meal supplied by the Salvation Army.



**Grant Activity Summary.** While many of our Grants are new for FY 2019-2020, we have been able to demonstrate success stories for those serve for many of our Grants. Below is BRIEF summary

Grant Title	Success Stories
CCBHC	<p>Same Day Access – A female individual walked into same day access, did not report being suicidal, but during the course of the assessment, disclosed relatively recent suicidal ideation (no plan), stated that she came into the office not very hopeful that things would get better but determined to try for her 4-year-old child. Because of the worsening of symptoms, staff were able to spend extra time with her, linked her with a quick psychiatric appt (within 48 hours) and a quick therapy appt (within 3 days). “I didn’t know that you would help me with all this.”</p> <p>Care Coordination – Individual receiving services have expressed, having this extra support there can help me feel heard along with also giving me extra encouragement to meet my specific goals.</p>
MIBHT	A set of siblings who have been homeless for several years, they moved from State to State and moved back to Michigan in the summer of 2019. The MIBHT team was able to enroll them and worked with them to obtain documents and find housing. They are both now housed in affordable housing and both are connected to outpatient services.
Supported Employment	During year 1 of the grant, 90 individuals were able to locate competitive, integrated employment with the help of their employment specialist. Of this number, 54 were able to maintain employment for 90 days or more. These numbers are especially exciting given the challenges that Covid-19 has presented. Providers shared that individuals who had never worked before were expressing enthusiasm and satisfaction with work,
Healthy Transitions	12 new young people enrolled into our program over the last fiscal year (and a total of 20 youth or young adults that were served). 3-successful discharges (stable housing, employment, increased adult skills, and insight into mental health struggles) 4-lost contact due to Covid and difficulty connecting/engaging. 5 young people remain in services and are doing very well as they work toward graduating from our program; all have stable housing either on their own or with relatives, 2-employed, 3-enrolled in school, all taking psychotropic medications, gaining insight into self, and working on stabilizing mental health concerns.



MHFA is an evidence-based program designed to give members of the public skills necessary to appropriately respond to the signs of a mental health or substance use challenge. ISK has been proud to continue to offer MHFA to our community throughout the year either “live” in a classroom setting or virtually over Zoom. ISK can offer MHFA free of charge to our community with the support of grant dollars from the Substance Abuse and Mental Services Administration (SAMHSA).

Participants learn key risk factors and warning signs for mental health and addiction concerns, strategies for how to help someone in crisis, and resources to turn to for help.

MHFA is offered in classes designed to provide assistance to both Adults and Youth. There are specialized MHFA classes as well to target those who may be working in the Higher Education field supporting students, Professionals working in Public Safety, Individuals supporting Senior Citizens, and Military Service members and their Families. Additionally, ISK was a pilot site for Teen Mental (tMHFA) supporting youth themselves within peer groups. ISK partnered with Vicksburg High School this past year to offer this support to our community.

**MHFA numbers for FY 2019-2020**  
**Over the year, our training team has been able to offer:**

Target/focus	Classes	Attendees
Community Adult—live	8	170
Community Adult—virtual	4	62
Higher Education focus —live	4	53
Bronson Healthcare staff—live	3	42
Youth—live	10	188
<b>Totals</b>	<b>29</b>	<b>515</b>

For information about upcoming classes, please check our website at [www.iskzoo.org](http://www.iskzoo.org) and look under the heading *Mental Health First Aid*



Mental Health Matters

**Advocacy Efforts.**

Even though many of our traditional events and celebrations were cancelled this year, the Community Mental Health Association of Michigan (CMHAM) continued with a few of their events as planned—in a slightly different format.



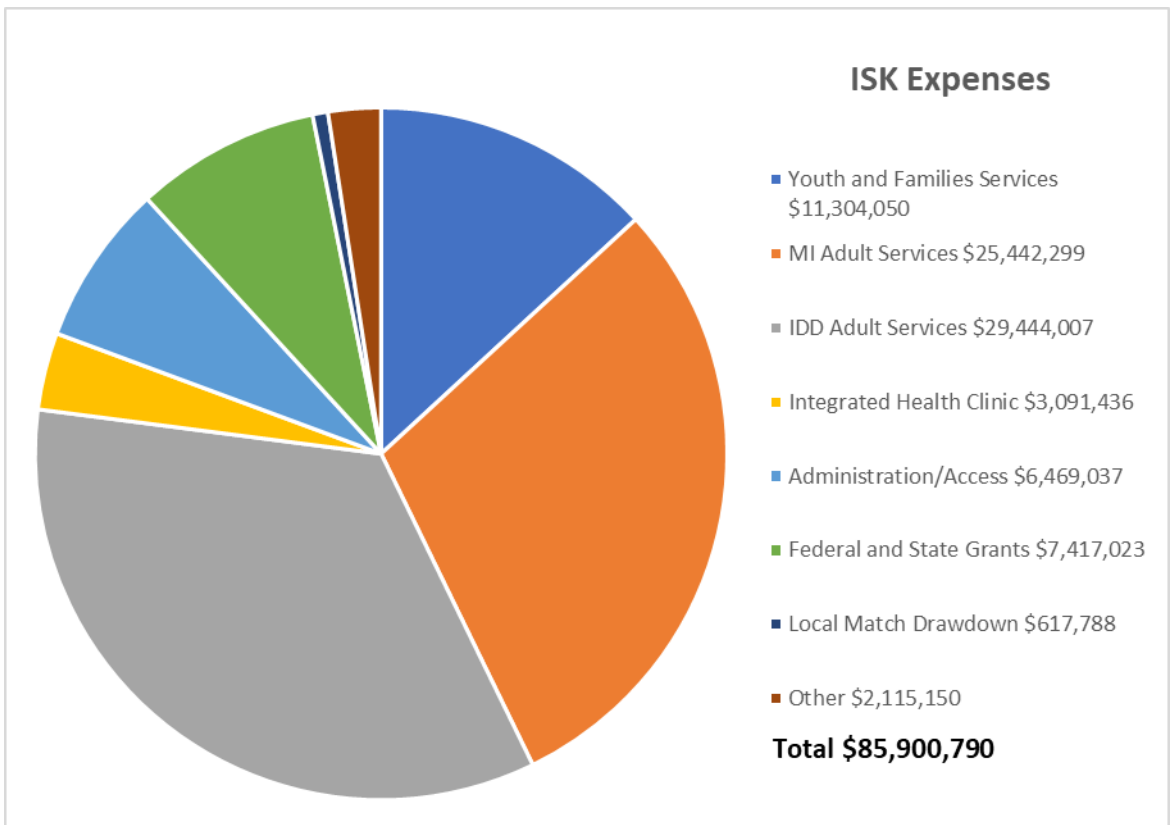
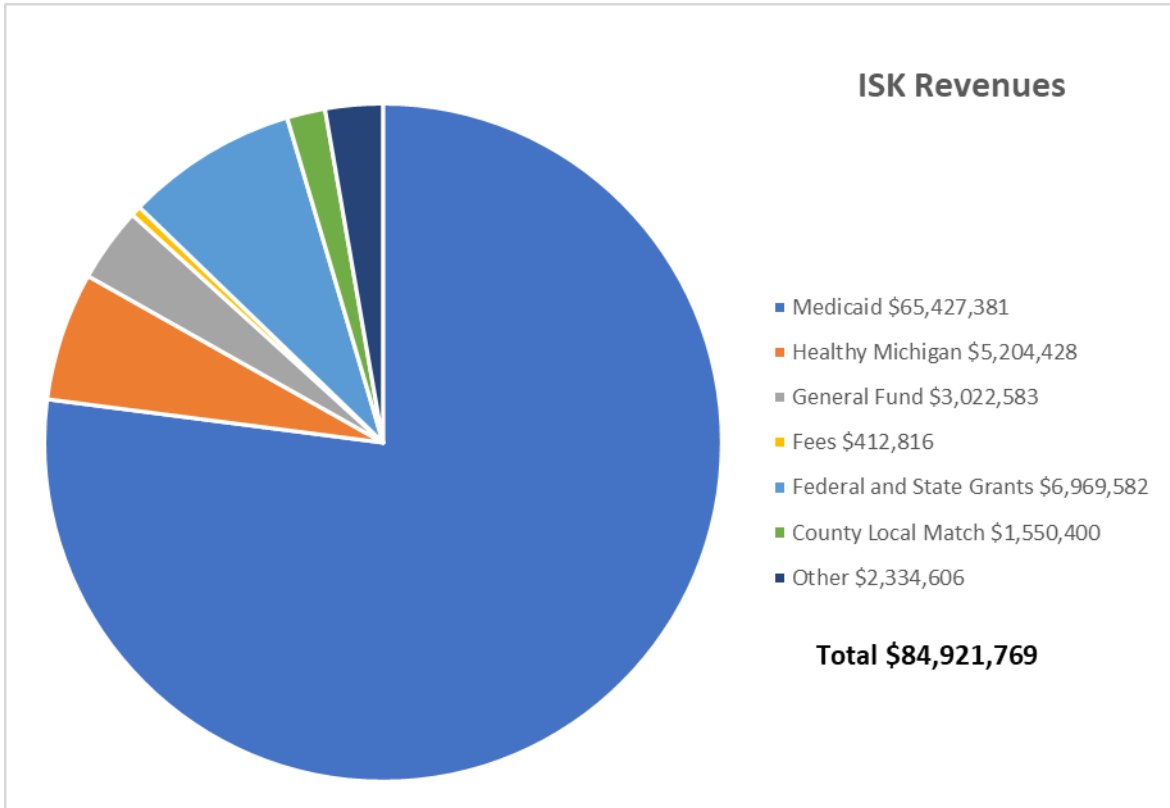
Jennifer Leigh, and *Hope*

2020 was the year for the community mental offices around the state to submit an new art piece to the CMHAM “Creative Minds Changing Minds” traveling show. Every three years the show is updated with fresh art and displayed on the CMHAM website and at the large on-site conferences. For this year, *Hope* by Jennifer Leigh was the piece submitted by ISK. The show should be available to see in it’s entirety at [cmham.org](http://cmham.org) under the heading of Education & Events.

The annual Walk-A-Mile in My Shoes Rally endured this year as well, Rather than gathering at the State Capital, the CMHAM requested video messages from the community mental

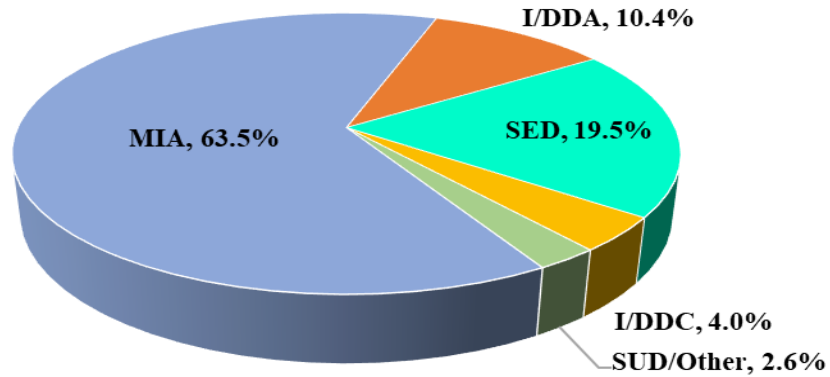


health agencies to use as a Face Book Event. The Customer Advisory Council of ISK sent in a video message supporting our theme of RE focus, RE connect and RE cover that was used as part of the event. So far, the planning team for the 2021 WAM event is hoping to go live at the Capital again on September 29th with virtual contingency plans being built in along the way.

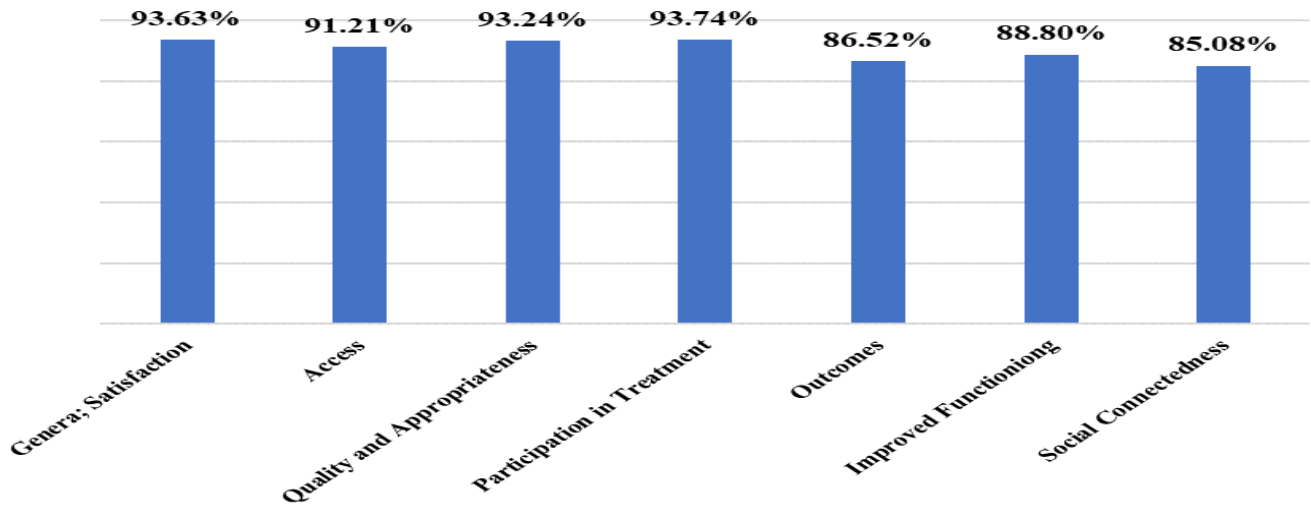


For more information about ISK Grant-funded supports and services, please go to our web-site [www.iskzoo.org](http://www.iskzoo.org)

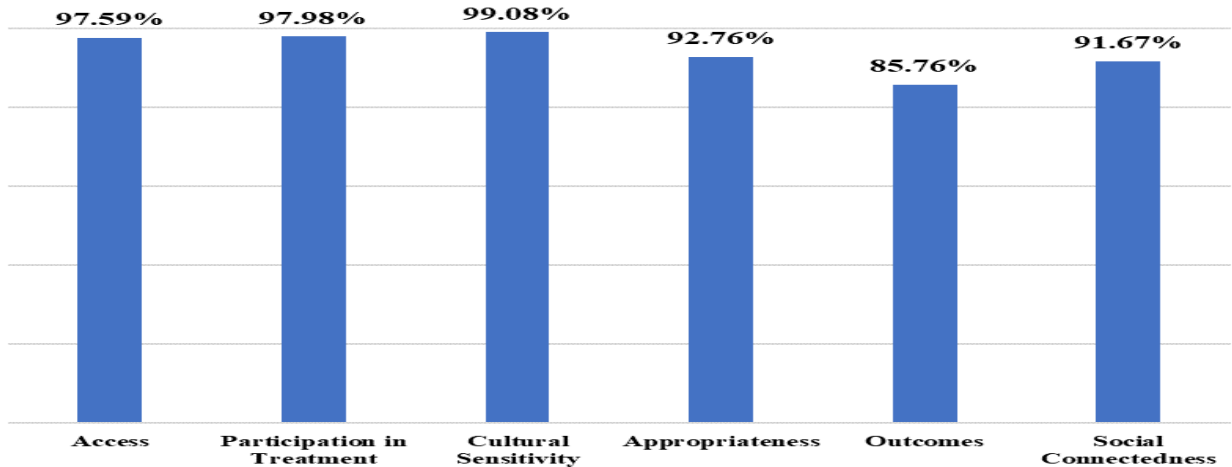
Persons Served = 7351



**Mental Health Statistics Improvement Plan (MHSIP)  
Satisfaction Survey  
n = 359**



**Youth Services Survey for Families (YSS)  
Satisfaction Survey  
n = 83**





Community • Independence • Empowerment

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2030 Portage Street  
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To Access All Services -or-  
for 24/7 Emergency Support  
call: 269-373-6000 or  
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Customer Services  
Toll free 1-877-553-7160

Find us on the web at:  
[www.iskzoo.org](http://www.iskzoo.org)

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Programs and Services are CARF accredited

ISK is a member of Southwest Michigan Behavioral Health (SWMBH). SWMBH serves the counties of Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren.

Financial Support for ISK provided by the Michigan Department of Health and Human Services (MDHHS)

**Available Services from Access**

- Screening and Assessment for Service Eligibility of the community mental health system
- Information and Referral to Community Resources
- Crisis Intervention and Emergency Services as necessary

Our Access Center staff will speak with you about your situation and connect you with the services and community resources that may be helpful in meeting your needs.

**Supports and Services Available through ISK**

- Supports Coordination/Case Management
- Individual and Group Therapies
- Family Education and Support
- Peer-Delivered Supports and Services
- Co-Occurring Services
- Enhanced/Supportive Healthcare Services
- Home-Based Services
- Psychiatry
- Supported Employment
- Community Living Supports
- Skill Building Assistance
- Respite Care
- Wraparound
- Recovery Court and Juvenile Justice

**Integrated Services of Kalamazoo**

**Mission**

We promote and provide mental health, developmental disability and substance abuse resources that empower people to succeed.

**Vision**

We provide a welcoming and diverse community partnership which collaborates and shares effective resources that support individuals and families to be successful through all phases of life.

**Guiding Values**

- Community
- Effectiveness
- Recovery and Self-Determination
- Responsibility
- Competence
- Integrity
- Teamwork
- Diversity
- Leadership
- Respect
- Trust