

Integrated Services of Kalamazoo CEO Interview Presentation

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Integrated Services of Kalamazoo Chief Executive
Officer Applicant

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Regulation Limitations on Community Mental Health Systems



- ▶ Michigan Mental Health Code
- ▶ Michigan Medicaid Provider Manual
- ▶ Funding Limitations

CHALLENGES

Limited Access to Services (insurance, residency, severity of illness)

Michigan Medicaid Provider Manual

Funding Limitations



Strategic Approach

Strategic Approaches

- ▶ Self Determination
- ▶ Primary Behavior Health Integration Grant Through SAMSHA
- ▶ Certified Community Behavioral Health Clinic (SAMSHA Grant/State Demonstration)

Self Determination

- ▶ Control of budget and who provides services (Authority/Freedom)
- ▶ Decision makers on what supports look like (Supports/Confirmation)

Primary Behavioral Health Integration

- ▶ Primary Physician (Family Health Center)
- ▶ Changes in Electronic Health Record
- ▶ Additional Staff (Nurse Care Manager)



- ▶ Net Increase to ISK - \$24,000,000.
 - ▶ Increase Staffing
 - ▶ Expansion/Additional Services
- ▶ Change in Eligibility
- ▶ Change in Regulations/CCBHC Criteria
- ▶ Change in Payment Methodology



What I learned as a Leader? Successes

- ▶ Balancing Innovation with Regulatory Requirements
- ▶ Transparency with Regulators Builds Trust

What I learned as a Leader?

Lessons Learned

Billing Department

Importance of Data for
Sustainability

Increase in Access

Fiscal Year 2023



Population	Distinct Client Count
MI	4511
Unknown / No TEDS Assignment	1776
SED	1198
DDA	711
DDC	493
SUDY	14
SUDA	2
Total	7882

Fiscal Year 2025



Population	Distinct Client Count
MI	5642
Unknown / No TEDS Assignment	1689
SED	1467
DDA	698
DDC	573
SUDY	4
SUDA	1
Total	9611

Fiscal Year 2025 Population Data

How to use Filters

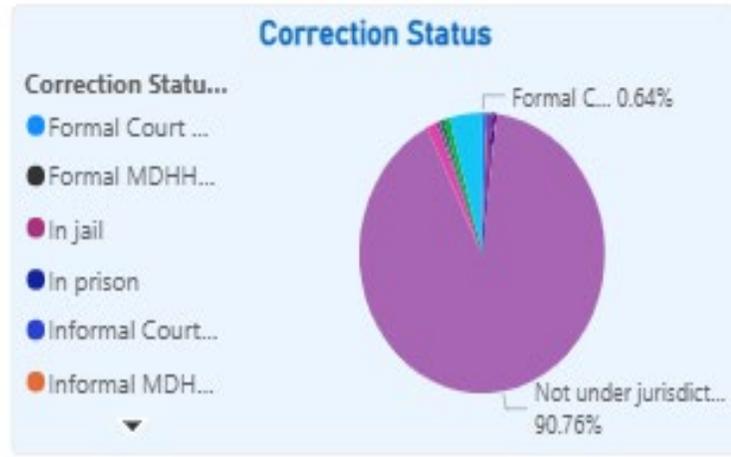
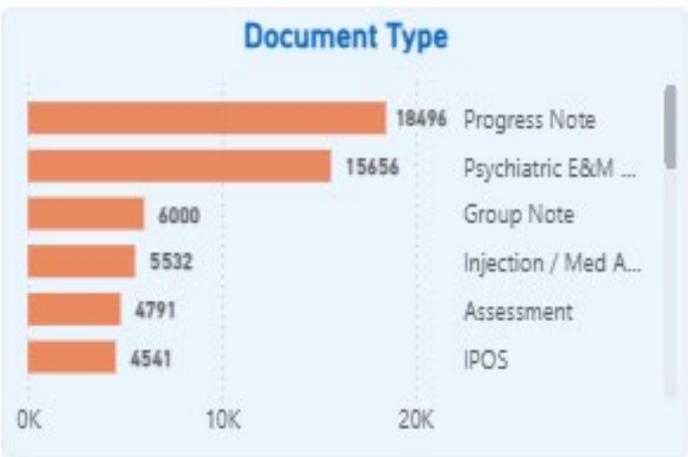
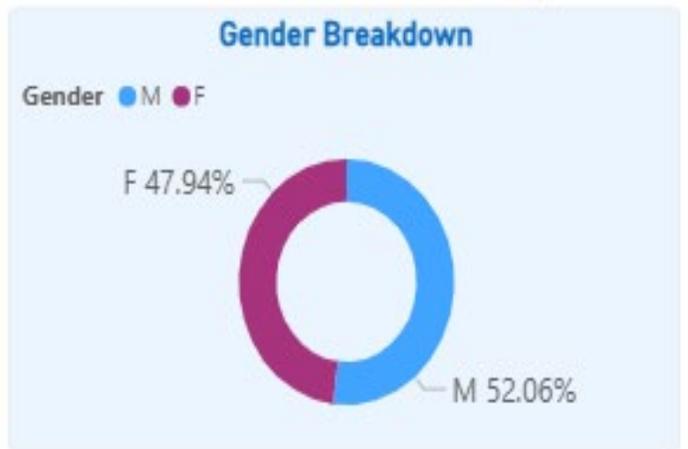
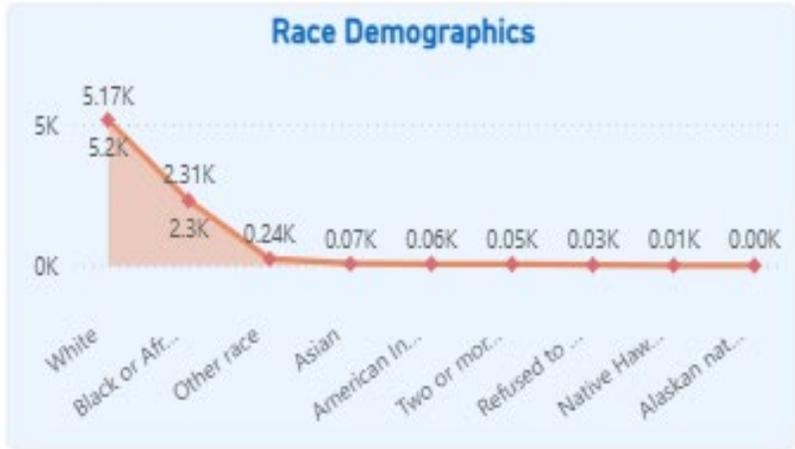
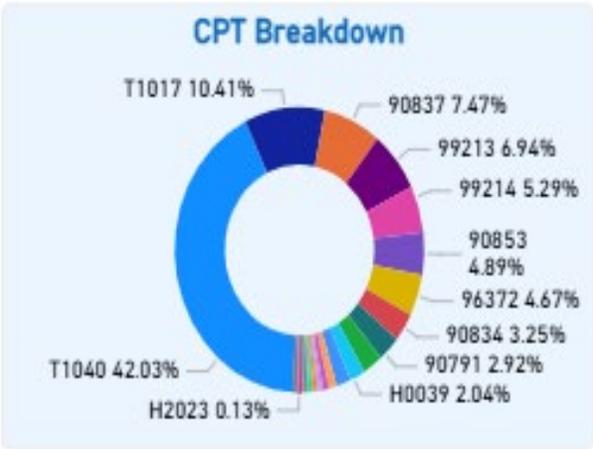
All

All

10/1/2024

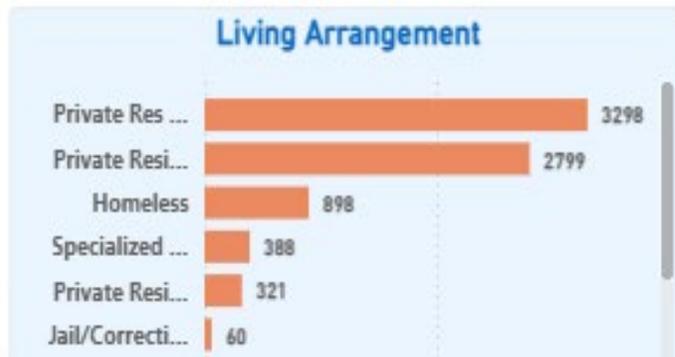
9/30/2025

Reset Filters



Gender Breakdown

Age



Spring Dashboard

Report ID: C01.08

[Reset Dash](#)

for FY5
(2026)

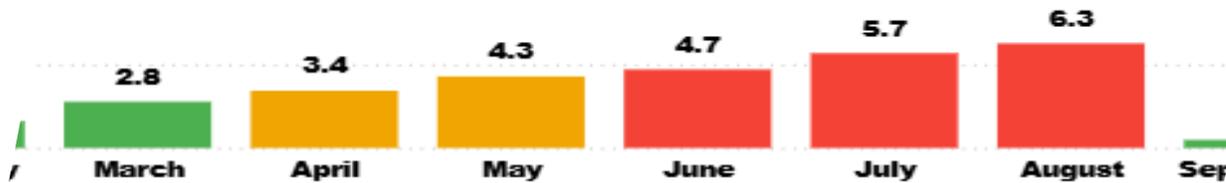
6,805

Individuals With CCBHC Coverage

88.5%

Have CCBHC Coverage

I-SERV(1): Total number of days until Initial Evaluation



I-SERV(1)

I-SERV(2)

I-SERV(3)

Caseload

CCBHC QBP Metrics

QBP Weight (%)	Bonus Status	
5.00%	Bonus Unlikely	✗
5.00%	Bonus Likely	✓
5.00%	Bonus Likely	✓
5.00%	Bonus Likely	✓
10.00%	Yes Bonus Metrics Met	✓
10.00%	Yes Bonus Metrics Met	✓

SDOH By Ethnicity

Measure	Nur
Hispanic or Latino	
Not Hispanic or Latino	
Unknown	
Total	

CCBHC Dashboard

CCBHC

October 1, 2024 through September 30, 2025

Percent of Year is 100.00%

	CCBHC Medicaid	CCBHC Healthy MI	CCBHC Non-Medicaid	CCBHC YTD Totals
Operating revenue				
Prepayment	\$ 11,778,094	\$ 5,950,489	\$ 268,768	\$ 17,997,351
CCBHC SAMSHA Grant	-	-	657,090	657,090
CCBHC QBP	-	-	1,326,190	1,326,190
CCBHC Base Payment Reclass	14,044,858	4,208,504	-	18,253,362
Remaining CCBHC revenue due	4,612,283	(593,692)	-	4,018,590
Client fees	563,390	80,472	465,092	1,108,953
Total CCBHC Revenue (PPS-1 of \$367.50 x encounters)	\$ 30,998,625	\$ 9,645,773	\$ 2,717,140	\$ 43,361,537
Operating expenses				
Internal services	\$ 17,370,648	\$ 6,171,650	\$ 3,458,431	\$ 27,000,729
DCO Contracts	5,629,667	1,751,771	991,849	8,373,287
Total operating expenses	\$ 23,000,315	\$ 7,923,421	\$ 4,450,280	\$ 35,374,016
Operating change in net position	7,998,310	1,722,352	(1,733,140)	7,987,522
Reclassification to cover Non-Medicaid	-	-	481,690	481,690
Total change in net position	\$ 7,998,310	\$ 1,722,352	\$ (1,251,450)	\$ 8,469,212

CCBHC Cost per daily visit

	2023	FY 2024	9/30/25
Total CCBHC Cost	\$ 27,687,187	\$ 31,777,786	\$ 35,374,016
Daily Visits	99,802	110,326	125,458
Cost per daily visit	277.42	288.04	281.96

Monitoring of Perspective Payment (PPS-1)



610 South Burdick Street
418 West Kalamazoo Avenue



615 East Crosstown Pkwy
440 West Kalamazoo Avenue



1207 Oakland Drive
2030 Portage Street

Protecting the Future!

- ▶ Innovation in Behavioral Health Model
- ▶ Advocacy at the State Level (change in legislation)

The world is shifting and those who adapt and innovate will be the ones to lead the way.



“I DEFINE A LEADER AS ANYONE WHO TAKES RESPONSIBILITY FOR FINDING THE POTENTIAL IN PEOPLE AND PROCESSES, AND WHO HAS THE COURAGE TO DEVELOP THAT POTENTIAL.”

Brené Brown

Q & A

