



BridgeWays *Semi-Annual Report 10/1/21-3/31/22*

MRC Industries Inc.'s Mission

MRC Industries, Inc.'s mission is to encourage and support individuals living with a disability to achieve their fullest potential through employment, skill building, and active community involvement.

PROGRAM DESCRIPTION

MRC's BridgeWays program, located at 1606 South Burdick Street, provides Targeted Case Management services for adults who have been diagnosed with a severe mental illness or with co-occurring mental illness and substance abuse disorders. Our purpose is to support individuals to achieve their goals and dreams by utilizing resources and natural supports to realize their full potential as participants in the community, using the least restrictive level of services. The 2021-2022 fiscal year is the nineteenth year of operation for the BridgeWays program. We currently employ twelve Case Managers and one Certified Peer Support Specialist.

During this evaluation period, service delivery and, in many cases, outcomes were again affected by COVID-19. Telehealth services continued to be provided on an as-needed basis to ensure essential services and monitor mental health and stability. Face-to-face services are preferred and utilized unless the consumer or Case Manager is exhibiting signs of COVID or has a positive COVID test, or in the event that the consumer declines the face-to-face contact and requests telehealth services. All facilities continue mitigation measures to ensure program and office spaces are safe. BridgeWays Case managers continued to observe all COVID safety protocols during contacts with consumers.

Targeted Case Management

BridgeWays is **currently serving 356 participants** in the Targeted Case Management program. BridgeWays participants who need psychiatric services are seen through Integrated Services of Kalamazoo Psychiatric Services or private psychiatrists if they have private insurance.

INDIVIDUALS SERVED

During the past six months, **420 individuals were authorized for BridgeWays services**. Of those individuals, we were able to provide **billable services to 391 individuals**. **29** individuals did not receive a billable service due to not engaging in services and subsequently being closed to services or clinicians were unable to locate these consumers to work on treatment goals, or due to a referral being made at the end of the period and client has not had contact yet.

PROGRAM ACCESS

Intake Report

BridgeWays receives referrals from a number of sources throughout the community. The Integrated Services of Kalamazoo Access Center is the primary source of referrals and all referring agencies must go through the Access Center to receive an authorization before BridgeWays can initiate services.

Referral Source	# of referrals
Integrated Services of Kalamazoo	108

Intake Timeliness

MRC's contract with Integrated Services of Kalamazoo requires that we monitor "the percentage of persons receiving a face-to-face assessment with a professional within 14 calendar days of a non-emergency request for service." It should be noted that Integrated Services of Kalamazoo conducts most assessments prior to referral, unless there are extenuating circumstances in which case the assessment is assigned to Bridgeways to be completed within 14 days. During this period, five out of 14 new referrals were not seen for assessment within the 14-day requirements. All of these people either chose the date for their first meeting outside of the 14-day timeframe, or we were unable to locate them, they moved out of the area, or they were incarcerated or hospitalized. Therefore, **100% of the new participants who could and wished to be seen within the 14-day requirements were.**

MRC's contract with Integrated Services of Kalamazoo require that we ensure people coming out of the hospital or Crisis Residential are seen within seven days for initial intake. **100% of new participants who were discharged from the hospital into services were seen within seven days.**

Closures

During this period, BridgeWays had 72 case discharges/closures for the following reasons:

Reason for closure	# of closures
Lack of engagement/participation	24
Consumer requested	24
Successful step downs	11
No longer meets case management criteria/moved out of county	8
Incarceration	2
Deceased	2
Step up to ACT	1
Total	72

SATISFACTION

Participant Satisfaction

Participant satisfaction with BridgeWays services is monitored in four ways:

- Participants are surveyed annually during their Individualized Service Planning meetings.
- Discharge Follow-Up Surveys are conducted by Peer Support Specialists at one and three months following discharge.
- Case managers regularly ask participants during contacts if they are satisfied with BridgeWays' services and if their Individualized Service Plans are meeting their needs. The case manager documents each participant's response in progress notes.
- Individualized Service Plans are reviewed quarterly with participants and satisfaction is gathered at each review of the Individualized Service Plan.

Results of Satisfaction Survey Done at Annual Individualized Service Planning

Case managers met with 131 consumers for annual Individualized Service Planning. Eighty-nine individuals expressed satisfaction for this recording period. Forty-two consumers declined the survey.

	Goal	Outcome	Rating	Analysis	Last Period
Satisfaction with Targeted Case Management Services	95%	100%	F		100%

Results of Quarterly Periodic Reviews

Satisfaction is recorded during 90-day periodic reviews for all persons served along with a review of the Individualized Service Plan. During 496 periodic reviews completed this six-month period, 88% of consumers served stated that they were satisfied with services.

Question	Yes	No	Neutral
1. Are you satisfied with services provided to you?	437	12	47

Results of One Month Discharge Follow-Up Survey

Surveys are sent out one month following discharge. The following results have been compiled from the 14 surveys completed by consumers. Attempts are made to obtain this information via telephone and mailed survey.

Question	Yes	No
1. Were the services provided by BridgeWays helpful to you?	14	0
2. Did the staff treat you with dignity and respect?	13	1

3. Did you get the help you needed when you were here?	13	1
4. Did you need something from BridgeWays you did not get?	1	13
5. Do your current services meet your needs?	6	2

- Six consumers did not respond to question #5

Results of Three Month Follow-Up Survey

Surveys are sent out after three months following discharge. Attempts are made to obtain this information via telephone and mailed survey. During this reporting period, Bridgeways received four responses for follow up at the three-month post discharge survey.

Question	Yes	No
1. Do you feel that your transfer to a new case manager was handled well?	4	0
2. Are you satisfied with the services you are currently receiving?	2	2
3. Is there anything else that BridgeWays can do for you?	0	4

OUTCOMES

The following outcome measures represent performance objectives MRC BridgeWays tracks in the categories of increased independence in living situations, employment, and decreased de-compensation as measured by use of crisis residential and psychiatric facilities.

Living Situation

Living situation figures are taken from the total number of persons served on the last day of the period.

Individuals living independently: Living independently means individuals living alone, with relatives, with friends, or independently living with supports in place. Details about individuals with other living arrangements are in the demographic table at the end of this report.

October 1, 2021-March 31, 2022 Current Open Caseload: 356		
Outcome 3/31/22	Outcome 9/30/21	Outcome 3/31/21
260/356 (73%)	242/319 (76%)	240/292 (82%)

This percentage continues to decrease as more acute cases are seen through Bridgeways; additionally, housing options in Kalamazoo continue to be a factor in options for independent living in the local area.

Individuals served who are homeless: defined as living in a shelter or in the community without appropriate shelter.

October 1, 2021-March 31, 2022 Current Open Caseload: 356		
Outcome 3/31/22	Outcome 9/30/21	Outcome 3/31/21
48/356 (13%)	43/319 (9%)	16/292 (5%)

This is an increase from previous reporting periods and is consistent with ongoing housing challenges in the community.

Employment

Information is derived from sample employment data that is collected during a seven-day period near the end of each quarter. **Employment** is defined as being independently competitively employed or being employed with paid supports in place.

EMPLOYMENT October 1, 2021-March 31, 2022 Current Open Caseload: 356 F = Favorable; NI = Needs Improvement					
Objective	Goal	Outcome	Rating	Analysis	Last Period
Total % of individuals employed	20%	23%	F	83/356 are employed independently or through a job coach	27%

Medication Adherence

Medication adherence information is collected by the consumer's self-report and by incidents where non-compliance leads to physical and/or mental de-compensation. **Medication compliance is defined as following through with psychiatric recommendations for medications.**

Medication Adherence October 1, 2021-March 31, 2022 Current Open Caseload: 356 F = Favorable; NI = Needs Improvement					
Objective	Goal	Outcome	Rating	Analysis	Last Period
% of individuals medication adherent on last day of period	90%*	86%	NI	Clinicians will continue to monitor compliance and communicate with psychiatric providers regarding compliance	87%

Hospitalizations/Crisis Residential/Substance Abuse Treatment

During this period, 50 BridgeWays participants were hospitalized at least one time. Of these hospitalizations, 20 consumers were hospitalized at least once for inpatient for psychiatric reasons. There were 21 hospital admissions for psychiatric reasons. There were 31 admissions for medical reasons, and 3 consumers were placed in nursing homes for a total of **55 inpatient admissions**. There were 10 placements made with Intensive Crisis Stabilization and 3 placements with Centerpointe Crisis Housing. The breakdown of these admissions is as follows:

Facility	Number hospitalized
Bronson Medical Center	20
Borgess Psychiatric	12
Borgess Medical Center	7
Pine Rest (Grand Rapids)	5
Stone Crest (Detroit)	2
Havenwyk Hospital	2
Laurels (Nursing Home)	2
Larin Bay Regional Hospital (Bay City)	1
Fieldstone Hospital	1
Sparrow Hospital	1
McLaren (Flint)	1
Medilodge (Nursing home)	1
Total:	55

There were 246 days of psychiatric hospitalizations and 29 days at crisis residential facility Centerpoint or GR Pivot program for a total of 275 days for psychiatric reasons. There were 212 days of hospitalization for medical reasons. Over this reporting period, there were 134 days authorized to the Intensive Crisis Stabilization program run through ISK.

The majority of psychiatric hospitalizations were for the following reasons:

Suicidal ideation with or without gesture, or danger to self or others
Psychosis due to Schizophrenia, Schizoaffective Disorder, or Psychotic Disorder
Mood Disorder, Major Depression, or Dysthymic Disorder
Symptoms of mania, depression, and/or psychosis due to bipolar disorder
Substance Induced Mood Disorder and/or psychosis
Hallucinations/delusional, confusion, assaultive

TARGETED CASE MANAGEMENT
ISK Contract Service Performance Indicators
October 1, 2021-March 31, 2022
Number of consumers with billable service: 391
F = Favorable; NI = Needs Improvement

Objective	Goal*	Outcome 1st half of 2022	Outcome 2nd half of 2021	Rating	Analysis
The number and percent of individuals who had a psychiatric hospitalization	Less than 20%	20/391 5%	44/345 13%	F	
The number and percent of readmissions to an inpatient psychiatric unit compared to the numbers of persons with psychiatric hospitalizations	Less than 25%	3/20 15%	5/44 11%	F	
The number and percent of individuals discharged (excluding deaths, jail, moving out of county or aging out) or moved to a less restrictive service	10%	24/391 6%	46/345 13%	F	
The number and percent of individuals who received a peer service	30%	74/391 19%	26/345 8%	NI	Peer support started in September and continues to meet new consumers on the caseload and expand his reach; case managers will continue to refer to peer support for recovery services
*The number and percent of individuals who graduated to a lower intense service (step down) or graduated from services successfully	5%/year	11/391 3% for first six months	15/345 4%	F	

* indicates goal established by MRC

Diagnosis and Demographics
on consumers authorized during period

Diagnosis	3/31/22		9/30/21		3/31/2021		9/30/2020	
	N=420		N=376		N=344		N=317	
Primary Diagnosis	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Schizophrenia (all types)	103	25	92	24	78	23	72	23
Bipolar I Disorder	60	14	59	22	50	15	71	22
Bipolar II Disorder	17	4	15	4	19	5	17	5
Bipolar Disorder NOS	27	6	22	6	26	8	0	0
Psychotic Disorder	2	<1	2	<1	2	<1	2	<1
Schizoaffective Disorder	46	11	38	10	38	11	33	10
Anxiety Disorder	17	4	9	<1	7	<1	7	<1
Mood Disorder	3	<1	1	<1	0	0	1	<1
Attention Deficit Hyperactivity Disorder	5	1	3	<1	3	<1	2	<1
Posttraumatic Stress Disorder	27	6	22	6	19	5	20	6
Depressive disorders (major/dysthymia)	99	24	78	21	67	19	65	21
Intermittent Explosive Disorder	4	<1	4	<1	3	<1	3	<1
Pervasive Developmental Disorders	0	0	0	0	0	0	0	0
Obsessive Compulsive Disorder	2	<1	3	<1	3	<1	2	<1
Disruptive Mood Dysregulation Disorder	3	<1	2	<1	1	<1	1	<1
Delusional Disorder	1	<1	1	<1	1	<1	1	<1
Adjustment Disorder	3	<1	3	<1	5	1	1	<1
Other; Axis 1 Disorder	1	<1	22	6	21	6	19	6

Demographics	3/31/22		9/30/21		3/31/21		9/30/20	
	N=420		N=376		N=317		N=317	
Gender	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Male	232	55	209	56	194	56	173	55
Female	184	44	167	44	150	44	144	45
Self Identified	4	<1						
Age								
18-24	41	10	30	8	28	8	32	10
25-35	121	29	110	29	98	29	81	25
36-45	90	21	80	21	77	22	74	23
46-55	85	20	78	21	88	26	62	20
56-75	83	20	78	21	69	20	68	21
Race								
African American	128	30	108	29	98	28	93	29
Arab American	3	<1	1	<1	1	<1	1	<1
Asian/Native Hawaiian/Pacific	4	<1	4	<1	2	<1	3	<1
Hispanic/Latino	10	2	9	2	8	2	5	2
Multi-racial	19	5	21	6	22	6	17	5
Native American	1	<1	1	<1	1	<1	0	0
Caucasian	250	60	226	60	209	61	191	60
Other	5	1	6	<1	3	<1	7	2
Living Arrangement								
Independent	225	54	219	58	220	64	204	64
Specialized Residential	39	9	33	9	21	6	18	
Adult Foster Care	9	2	8	2	10	3	11	3
With Family	83	20	67	18	50	15	47	15
Supported Independent	5	1	4	1	2	<1	2	<1
Homeless	57	14	43	11	38	11	35	11
Jail/KPEP/Residential Treatment/Prison	2	<1	2	<1	3	<1	0	0