Dear Colleagues,

Over the past several months, our Health System enhanced its long-standing commitment to focus on culture improvements in diversity, equity, and inclusion, as part of a broader university-wide initiative launched by President Mark Schlissel. As a “System”, we are engaged in a significant collaborative and team effort across all operating units which will include training and development of faculty, staff, and students to meet the needs of diverse populations, including care of patients which is culturally appropriate and equitable.

However, our vision and imagination must reach above and beyond direct clinical care if we are to reduce health-related inequities in our communities. We know that “health” is powerfully impacted by other factors, like access to safe housing, transportation, income, education, healthy foods, and health care. The development of programs that mitigate the effects of these social determinants of health is the responsibility of UMHS Community Health Services (CHS).

CHS programs provide essential health services in schools, as well as screenings and wellness education in places of worship. Through our community programs, we are able to help older adults gain access to sustainable housing and support the dignity and independence of the homebound by providing them with nutritious meals. These are but a few examples of our Health System’s commitment to improving community health and equity through inclusive approaches to enhance engagement, education, and empowerment.

In the spirit of patient-centered care, UMHS recognizes the importance of listening to our community members and seeking ways to demonstrate effective responses to their needs. In the same way that we work to promote a healing environment within our four walls, many are working tirelessly to create a healthy community in non-traditional ways, to strengthen connections through creative service offerings which reflect a constant commitment to our charitable mission.

The FY16 Community Health Services Annual Report provides rich information on what our UMHS team of faculty, staff, and volunteers has achieved by working together to make a difference across the communities which we serve. I hope you enjoy reviewing the accomplishments and that you engage in identifying the opportunities for how we can be even better.

Go Blue!

Tony Denton, Senior Vice President and Chief Operating Officer
UMHS Hospitals, Health Centers, and Medical Group
How do we demonstrate value for our patients, their families, our staff, and our community?

This is a question that is asked many times each day within our institution. In Community Health Services, we were able to implement programming that empowered youth and young women to be active participants in their own health and well-being; we supported our culturally diverse clientele by listening and providing services that were tailored specifically to meet their needs; we trained teachers, medical providers, and other health professionals on how to better meet the mental, emotional, and healthcare needs of LGBTQ youth; we expanded our services to a community in crisis and helped residents obtain important health information in their native language(s); and we published our first ever Joint Community Health Needs Assessment. These are but a few of the accomplishments made possible by our dedicated staff.

We never cease to be amazed by the passion and commitment to improve health expressed by our CHS Team. And we are grateful for the relationships we have with our community and the privilege to serve them, where they live, work, play, and pray.

Yours in partnership,

Kathy Wade, PhD  
Director, Patient Family Services and Community Health Services

Maria Thomas, MA, MPA  
Director, Community Benefit and Community Health Needs Assessment

Alfreda R. Rooks, MPA  
Director, Community Programs and Services
Community Benefit

Improved the process for Community Benefit data collection, which led to:
- fewer errors
- streamlined processes
- Improved data analysis

Worth of events in the community were captured and reported for UMHHC

$9 million

Was reported in Community Benefit for UMHHC

$470.5 million

Community Health Needs Assessment (CHNA)

- Improved process for CHNA data collection through partnerships and strong relationships
- Partnered with the U-M School of Public Health (SPH) and the CDC-funded ‘Future Public Health Leaders Program (FPHLP)’ to utilize the talents of 80 SPH-trained interns for primary data collection
- Published the first joint CHNA report with Saint Joseph Mercy Ann Arbor and Saint Joseph Mercy Chelsea identifying the following priority community health needs for Washtenaw County:
  - Mental Health and Substance Use Disorder
  - Obesity and Related Illnesses
  - Preconceptual and Perinatal Health
- Built the internal structure to drive the CHNA Implementation Strategy by convening a leadership group with representatives from the UMHS Offices of Health Equity and Inclusion, Population Health, Strategy and Planning, Finance and Community Health Services, the Michigan Institute for Clinical & Health Research, and the U-M School of Public Health

80 SPH-trained interns were provided with guidance on primary data collection

14 Stakeholder interviews were conducted

4 Focus groups were conducted in underserved communities

20 Social service agency and community reports on health and social determinants of health were analyzed

319 Interviews on health, obesity and related illness perceptions were conducted by FPHLP interns to guide our CHNA-IP

3 Environmental audits/neighborhood assessments of geographies identified as having health disparities were conducted
The mission of the UMHS Adolescent Health Initiative (AHI) is to optimize adolescent healthcare by improving provider practice, increasing access to youth-friendly care, advancing research and education, and fostering dynamic partnerships with healthcare providers, health systems, and youth-serving agencies to promote adolescent health and well-being. AHI’s work is informed by a multidisciplinary Steering Committee and a Teen Advisory Council representing youth from diverse backgrounds in Washtenaw County.

FY16 Highlights:

- **National & International Awards**
- **$2.83 Million Grant**
- **He, She, They, & Zie**

Recipient of national and international awards, including the 2016 Society for Adolescent Health & Medicine Award for Innovative Approaches in Adolescent Health Care.

Recipient of a $2.83 million grant from the HHS Office of Adolescent Health to become a national partner on youth-friendly health care services and expand AHI’s work to health departments, universities, health systems and community-based organizations across 34 states.

Developed a “He, She, They, and Zie: Patient-Centered Care for Transgender Adolescents” train the trainer model for implementation with over 150 professionals from health systems, universities and community-serving organizations across the Midwest.
FY16 Highlights:

- **136,260** Meals were provided by AAMOW
- **406** Customers received nutritionally balanced meals
- **457** Volunteers gave their time
- **9,185** Hours were given by volunteers (= 4.4 FTE and valued at $206,077)
- **79,250** Miles were driven to deliver meals (≈ 3+ times around the globe)

“The doctor said that the improvement [in her health] is likely due to the nutritious meals from Ann Arbor Meals on Wheels!”
- Daughter of AAMOW client
The Comprehensive Gender Services Program (CGSP) connects patients to UMHS providers for medical care including primary care, hormone therapy, and gender affirming surgeries. CGSP also refers to a network of mental health therapists across the state of Michigan who have experience working with the transgender population. We provide clinical consultation services for complex cases, run support groups for adults, parents, and partners of transgender people, and we participate in educational efforts across the Health System to enhance the quality of health care for transgender patients.

FY16 Highlights:

- 404 Transgender people were referred to UMHS providers or program affiliates closer to their homes
- 120 Patients were referred for hormone therapy
- 72 Patients were referred to Plastic Surgery for gender affirming surgeries
- 100 Patients were referred to psychotherapists across the state of Michigan
- 36 Support groups were held for transgender adults, partners of transgender people, and parents of transgender people

Serving patients from:
- 37 States
- 3 Countries
Since 1959, Friends has been a partner of the University of Michigan Health System, helping to promote the health, welfare, and education of our community. Friends is an advisory board-governed, volunteer-staffed, non-profit community organization that administers and manages four Health System Gift Shops. The revenue generated from these shops provides funding for patient programs and educational projects through grants.

FY16 Highlights:

- $500,000 in proceeds were generated
- $300,000 in grants were disbursed
  - Grant recipients included: Child and Family Life · Gifts of Art · Guest Assistance Program · Northstar Reach Camp · Patient Education Advisory Committee · Silver Club Memory Programs · Trail’s Edge Camp
- 40* volunteers · donated 7,800 hours of their time · valued at $173,082

*active pool of volunteers
The Housing Bureau for Seniors is a resource for older adults in search of sustainable housing. Stable housing, especially for vulnerable older adults, is imperative to physical health and mental well-being. Studies show that lack of stable housing contributes to increased ED visits and prolonged hospital stays. Staff social workers conduct assessments, provide appropriate information and offer decision-making tools to help find and maintain stable, affordable living arrangements. Through the HomeShare, Foreclosure Prevention, and Housing Counseling/Eviction Prevention programs, HBS provides resources and helps find community support systems for those planning or making housing transitions and/or those handling housing-related crises.

**Current Client Housing**
- Home Owned: 32%
- Rental (All Ages): 27%
- Not Provided: 21%
- Subsidized: 7%
- Condo/Town: 5%
- Homeless: 4%
- Mobile Home: 2%
- Assisted Living: 2%

**Ages Served**
- Under 60: 25%
- 60-64: 20%
- 65+: 52%
- * age unknown

**FY16 Highlights: 565 Households Served**
- HomeShare: 103
- Foreclosure Prevention: 105
- Eviction Prevention/Housing Counseling: 357
Since before 1990, UMHS Interpreter Services has been providing Medical Interpreters to increase access to quality health care for patients and their families who are Limited English Proficient (LEP), Deaf, Deaf-Blind, or Hard of Hearing and to improve communications between patients and care providers. The Interpreter Services program has grown from 370 Medical Interpreter requests per month to over 2,000 requests per month and provide in-person interpreting services in over 70 languages.

**FY16 Highlights:**

- **37,221** Patient care appointments were interpreted in person
- **222** Projects were translated
- **190** Interpreters were trained through Bridging the Gap, Foundations of Medical Interpreting, Medical Terminology & Body Systems, Interpreting in Palliative Care, Interpreting in Mental Health, & more

Languages by Frequency:
- **Spanish** 26%
- **Chinese (Mandarin)** 22%
- **Arabic** 16%
- **Japanese** 8%
- **Korean** 4%
- **Russian** 4%
- **Sign Language** 4%
- **French** 2%
- **Other** 7%

*Includes Albanian, Chinese (Cantonese), Farsi (Persian), Hindi, Romanian, Somali, & Vietnamese
The Program for Multicultural Health (PMCH) builds capacity in individuals, organizations, and communities so that everyone, regardless of income, race/ethnicity, language, gender, or education, has the opportunity to achieve optimal health and well-being.

**FY16 Highlights:**

*Partnered with the Future Public Health Leaders Program and the Dietetic Intern Program at the U-M School of Public Health to provide community service training to eleven undergraduate and graduate level summer interns who designed and implemented multiple health education and leadership workshops for over 150 diverse youth, adults, and seniors.*

*Provided over 800+ community members with free interactive, family-oriented health screenings, health education, health promotion, and research volunteer opportunities as part of annual Community Health Tent at the Ypsilanti Heritage Festival.*

*Served 500 people through the annual Community Flu Clinic Program, including over 400 community members vaccinated by U-M College of Pharmacy and U-M School of Nursing students; U-M School of Public Health students acted as registrars and educators as part of an interprofessional training program.*
The Regional Alliance for Healthy Schools has been serving Washtenaw County and the surrounding community for 20 years. These centers serve as a “safety-net” for students and their families year-round. RAHS offers comprehensive physical and behavior health services to youth in the community ages 5-21, regardless of where they are enrolled in school or insurance status/ability to pay. Services include physical and mental health services, evidenced-based health prevention programs, on-site dental service coordination, vision exams and glasses, insurance enrollment, and tangible resources assistance.

### FY16 Highlights:

<table>
<thead>
<tr>
<th>Count</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,145</td>
<td>Adolescents received services</td>
</tr>
<tr>
<td>9,000</td>
<td>Annual visits were conducted</td>
</tr>
<tr>
<td>1,725+</td>
<td>Families were assisted with tangible needs coordination</td>
</tr>
<tr>
<td>8,000+</td>
<td>Community members received Medicaid outreach from RAHS staff</td>
</tr>
<tr>
<td>497</td>
<td>Students received vision screenings and services</td>
</tr>
<tr>
<td>446</td>
<td>Pairs of glasses were provided to students with support from UMHS Friends</td>
</tr>
<tr>
<td>202</td>
<td>Health education sessions took place</td>
</tr>
<tr>
<td>5,700+</td>
<td>Students and community members received health education</td>
</tr>
<tr>
<td>152</td>
<td>Students received dental screenings and services</td>
</tr>
<tr>
<td></td>
<td><strong>Flint</strong> RAHS began planning for an October 2016 expansion of the school-based health center</td>
</tr>
</tbody>
</table>
The mission of Volunteer Services is to promote the philosophy of caring for patients and families by providing volunteers to augment the work of the University of Michigan Health System faculty and staff. Volunteers are an integral part of our work, and their impact stretches across the vast real-estate of our health system throughout Ann Arbor, Brighton, Chelsea, Canton, Livonia, Northville and beyond.

FY16 Highlights:

- **138** Patient & Family Centered Care Volunteers
- **364** Special Programs Volunteers
- **754** University Hospital Volunteers
- **924** Children’s & Women’s Volunteers
- **730** Off-Campus Volunteers (includes Ann Arbor Meals on Wheels)
- **423** Pre-Approved Volunteers (includes research study & lab volunteers)

**Wish Upon a Teen**
Volunteers facilitated a “Design My Room” program

**Therapaws of Michigan**
Therapy dog volunteer teams visited patients throughout UMHS

**Matthaei Botanical Gardens/Nichols Arboretum**
Staff and volunteers led “Wild About Nature” hikes in the Arb for patients and families

**Dial-a Doula**
40+ certified Doulas supported pregnant patients in the Women’s Health Program

**Therapeutic Riding, Inc.**
Therapeutic horsemanship program presented to outpatient neuro-rehab patients

**Michigan From the Heart (MFTH)**
U-M athletes, escorted by MFTH volunteers, visited Mott and U-H patients

**Ann Arbor Hands-On Museum**
Staff and volunteers brought “Healing Through Hands-On Science” programs to Mott

**GameStart**
Taught computer programming to patients in Mott

3,333 volunteers · donated 142,928 hours of their time · valued at $3,172,950
In FY16, the Community Programs and Services department budget totaled $8,743,857 across nine* of the ten programs. Grants, contracts, and revenue generated accounted for $4,499,453 (approximately 51%) of funding needed to provide programs and services to our patients and the community.

*Friends Gift Shops are not included

**Mission:** To guide UMHS in improving health outcomes and equity in the community* and for the populations we serve.

**Purpose:** To assess the health of the community, provide programs and services, develop and implement strategies that respond to changing community needs, sustain measurable improvements, increase equity, and connect UMHS to the populations we serve.

*Community includes patients and families we serve and extends beyond our four walls to all those impacted by the programs and services we offer.
PARTNERS & FUNDERS

PARTNERS
• Angels on Call
• Ann Arbor Hands-On Museum
• Ann Arbor Public Schools
• Black Mothers Breastfeeding Association
• Blue Cross Complete
• Blueprint for Aging
• Catholic Social Services of Washtenaw County
• Delta Dental
• Dial-a-Doula Program
• EMU School of Social Work
• Fleece & Thank you
• Food Gatherers
• Future Public Health Leaders Program
• GameStart
• Health Access Initiative with the UM Center for Sexuality and Health Disparities
• Housing Coordinators Network
• Huron Valley Ambulance
• Jewish Family Services
• Legal Services of South Central Michigan
• Leslie Science & Nature Center
• Lincoln Consolidated Schools
• Matthaei Botanical Gardens / Nichols Arboretum
• Michigan Department of Health and Human Services
• Michigan Islamic Academy
• MiChart (Epic)
• MICH
• MSU Extension
• Oakland University School of Social Work
• Open Heart Magic
• Project TEACH
• Redeemed Christian Church of God-Mountain of The Lord
• Richfield Public School Academy
• Saint Joseph Mercy - Ann Arbor
• Saint Joseph Mercy - Chelsea
*Funder and Partner organization

EXTERNAL FUNDERS

Adolescent Health Initiative
• Michigan Department of Health and Human Services
• Office of the Assistant Secretary for Health – Office of Adolescent Health
• Patient-Centered Outcomes Research Institute (PCORI)
• UMHS Patient Education Advisory Council

Ann Arbor Meals on Wheels
• Area Agency on Aging 1-B
• Washtenaw Coordinated Funders
• Washtenaw County

Housing Bureau for Seniors
• Ann Arbor Area Board of Realtors
• Religious Action for Affordable Housing
• Washtenaw Coordinated Funders
• Washtenaw County Treasurers Office*

Interpreter Services
• Michigan Department of Health and Human Services

Program for Multicultural Health
• Detroit Urban Research Center
• United Way of Washtenaw County

Regional Alliance for Healthy Schools
• Allen Foundation, Inc.
• Community Mental Health Partnership of SEMI
• Delta Dental Foundation
• Ethel and James Flinn Foundation
• Michigan Department of Health and Human Services
• UMHS FRIENDS Gift Shops
• UMHS Patient Education Advisory Council

12,761
Individual reservations made at 15 partner hotels through the Patient Visitor Accommodations Program

PARTNERS continued
• UofM College of Pharmacy
• UofM School of Nursing
• UofM School of Public Health
• UofM School of Social Work
• UMHS ANCC Magnet Application with UM Nurses
• UMHS Big Hearts for Seniors
• UMHS Patient Food & Nutrition Services
• Washtenaw County Public Health
• Washtenaw Health Initiative
• Washtenaw Housing Education Partners
• Ypsilanti Community Schools
• Ypsilanti Health Clinic
• Ypsilanti Meals on Wheels

*Funder and Partner organization
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