Community Health Services
Annual Report 2020

Building Bridges
Connecting Communities
Table of Contents

From Our Leadership .................................................................................. 1
CHS Initiatives and Programs ..................................................................... 2
Caring for the Health of Our Children ...................................................... 3
Promoting the Health of Our Families ...................................................... 4
Protecting the Health and Quality of Life for Older Adults ..................... 5
Improving Mental Health Support and Reducing Substance Abuse .......... 6
Developing Future Health Leaders .............................................................. 7
Financials .................................................................................................... 8
Partners and Funders ................................................................................ 9
March 2020. Our world changed. We watched the numbers in our state increase, challenging our hospital emergency departments. People began to stockpile supplies – toilet paper and cleaning supplies were flying off the shelves. There was a sense of urgency in trying to gain an understanding of the world around us. “Stay Home – Stay Safe” the governor’s order to Michiganders with the aim of slowing the spread of COVID-19 - the coronavirus. This created additional challenges for Community Health Services. The majority of our work is external-facing providing programs and services directly to community.

Through it all, we continued to care for the health of our children, promote the health of our families, protect the health and quality of life for older adults, provide mental health support, and engage learners in our work to support the community, planting a seed for the next generation of healthcare providers. In the following pages, you will read of how we worked collaboratively with our partners both internally, externally and within our department to accomplish our work.

To the staff and program leads for the Adolescent Health Initiative, Accommodations Program, Ann Arbor Meals on Wheels, Community Benefit/Community Health Needs Assessment, Friends Gift Shops, Housing Bureau for Seniors, Program for Multicultural Health, Regional Alliance for Healthy Schools and Volunteer Services, I say “thank you” for being steadfast in your commitment to service community, innovative in finding solutions and continuing to move forward demonstrating our commitment every day. For this, I am truly grateful.

Yours in partnership and service,

Alfreda Rooks, Director, Community Health Services
University of Michigan Health System
Michigan Medicine
The CHS initiatives were developed to align the work of our community programs with the hospital segments (Children’s and Women’s Services, University Hospital/Cardiovascular Center and University of Michigan Medical Group). This way we would use not only the mission, vision and values of the organization to guide the community work, but also complement and support critical work of the segments in providing care.

**CHS Initiatives**

- Caring for the Health of Children
- Promoting the Health of Families
- Protecting the Health and Quality of Life for Older Adults
- Improving Mental Health Support and Reducing Substance Abuse
- Developing Future Health Leaders

**CHS Programs**

- Ann Arbor Meals on Wheels
- Housing Bureau for Seniors
- Program for Multicultural Health
- Friends Gift Shop
- Michigan Medicine Lodging
- Volunteer Services
- Adolescent Health Initiative
- Regional Alliance for Healthy Schools
- Community Benefit and CHNA

The stories highlighted on the following pages are just some of the stories that speak to the commitment to serving our community wherever they are.
Providing clinical services and programs that support healthy behaviors of our children and adolescents.

Vision for Learning

The American Optometric Association reports that 5 to 10 percent of preschoolers and 25 percent of school-age children are diagnosed with vision problems. An early eye exam and regular eye care for children can alleviate potential problems. Identifying eye problems early is crucial to the child’s learning and development in school. A child with poor vision may have difficulty with seeing text and comprehending words causing difficulty in reading.

When the RAHS health centers opened at one of their locations in Flint, staff received multiple referrals for students needing eyeglasses. Staff saw students on the RAHS Mobile Unit. The Mobile Unit a partnership with the Michigan Medicine Kellogg Eye Center provides screening services and glasses for students with limited resources but needed glasses. One student in particular had very poor vision and sensitivity due to albinism; the child said, “I couldn’t even see my shoelaces.”

The nurse practitioner and ancillary care coordinator worked closely with his parent to obtain consent for RAHS services. The child was seen on the RAHS Mobile Unit by optometrist, Dr. Dewey. After being assessed on the mobile unit, the Kellogg Eye Center was not only able to provide him with a pair of glasses, but they also provided him with lenses that darkened when outside to help with his sensitivity to light.

"Empower U helps me get my work done and get my GPA up. It (Empower U) gives me guided time during the day to work on myself."

- PMCH program participant

3,585 Youth received health services at a RAHS health center

80 Youth engaged in Empower U (a PMCH Initiative), utilizing culturally responsive & interactive learning to enhance social-emotional, career, and college prep knowledge / skills
Where They Are…That’s Where We’ll Be

CHS has a long history of being where people live to build relationships, create connections and become a partner in providing access to services, education and information sharing. We learn from our community residents what they value and where they need help in removing barriers to health education and access to health care.

During FY20, we continued our leadership of the collaborative Health Tent at YpsiFest. Partnering with a variety of community partners, health system staff and volunteers we screened for high blood pressure, performed Pulmonary Function Test, recruited for important research on women’s reproductive health and demonstrated a variety of ways to be physically active in the community, where they live.

In May, as the number of COVID-19 cases continued to rise in zip codes 48197 and 48198, CHS once again took services directly to the community in neighborhoods where people could drive, ride a bike or walk-up to be tested for the COVID-19 virus. More than 35 volunteers from the health system, campus and community provided COVID screening and education to 339 residents of Ypsilanti, Ypsilanti Township, and Ann Arbor.

Our goal is to support UMHS service area residents to better manage a spectrum of chronic and acute health care. By bringing services to our neighbors where they live helps begin to break down the barriers of SDOH and builds trust.

The services CHS provides demonstrates this by:

- Providing access to services not available in their community
- Eliminating transportation as a barrier, and;
- Offering education that informs and promotes health and wellbeing.
Protecting Older Adults

A couple years ago a series of focus groups were conducted with older adults across the county. One of the questions posed to the groups was “What does health mean to you?” The responses we expected were access to quality health care or community centers to engage with others socially. When a group of seniors from the Ann Arbor-Ypsilanti area were posed this question, the response was “stable housing.” The following story demonstrates how we work every day to insure our older adults have stable housing.

A 63-year-old client started having difficulties with her adult daughter that she lived with. The client had schizophrenia, and the daughter was helping the client live more independently. The daughter was also the client’s payee and was taking care of paying the bills and other needs the client had. Shortly after a dispute, the daughter moved out abruptly. The client knew she would not be able to pay the rent on her own, and she feared eviction. Adult Protective Services (APS) contacted the Housing Bureau for Seniors (HBS) for assistance with the situation.

The HBS Eviction Prevention case manager did a thorough assessment on the client and offered to help her find affordable housing. The case manager worked with APS to contact the client’s son, whom the client hadn’t heard from in a while. The son became the client’s new payee and assisted her in applying and becoming accepted at Towne Center. The client avoided formal eviction and now has permanent, affordable, subsidized housing in her community.

“One day we’ll all look back on this challenging time and know we all got thru it together. Here’s to ‘Meals on Wheels’ and the great staff and members that bring courage and joy to so many.”

- AAMOW client
Improving Mental Health Support and Reducing Substance Abuse

Improving mental health and substance abuse through prevention and by ensuring access to appropriate, quality mental health services and supports.

Creating Connections
Since April, the AAMOW social work team, with support from HBS social workers, began conducting weekly wellness checks with AAMOW clients. These calls served as a chance for AAMOW to see if clients needed any additional resources or support during COVID-19. They reminded the clients that AAMOW would continue to support them and provide services, especially during a critical time where experienced greater senses of social isolation. Also, AAMOW sent handwritten cards in English and Chinese to our homebound clients to help brighten their days during the Pandemic.

Listening to Community
Suicide attempts and suicide completions, especially among young people, are of growing concern in Washtenaw County. With information gleaned by working with youth who visited the school-based health centers, and listening to school administrators and parents about their concerns, the RAHS staff expanded their mental health outreach and education programming through training and engagement activities within community.

RAHS staff worked in collaboration with community partners, including Ypsilanti Community Schools, Community Mental Health, Community Action Network, YpsiFest, Ypsilanti Public Library and the Michigan Islamic Academy to ensure the cultural needs of the youth were at the forefront of service referrals. Mental health education was embedded within community venues and culturally appropriate mental health services were made available for adolescents with religious restrictions. Michigan Medicine Interpreters Services also provided the education in Spanish.

Working with partners, parents and teachers, over 1,000 individuals participated in these expanded mental health services to help reverse the trend of suicide attempts and completions in Washtenaw County. The educational component of the program complemented the existing clinical services provided by the RAHS Social Work Team. Education coupled with therapeutic services created a strong support system for youth, parents and the schools.
Developing Future Health Leaders
Providing training to health care providers and students on evidence-based models, best practices, and culturally responsive care to increase knowledge and provide experience for addressing the needs of diverse population.

Leaning into a Future
The Adolescent Health Initiative (AHI) was proud to have Anusha Gupta as summer intern this past year. She is in 11th grade at Washtenaw International High school interested in pursuing a career in a health care field. She is also a member of AHI’s The Adolescent Champion Teen Advisory Council (TAC TAC). We made an action plan and were able to accommodate her request with a structured 8-week internship centered around adolescent health. As AHI provides training and resources to health care professionals across the nation who want to make their practices more youth-centered, this seemed like an excellent opportunity to have youth voice inform the work that we do, outside of our regularly scheduled TAC TAC meetings during the school year. Projects that Anusha worked on included planning for AHI’s Annual Connection Session on Trauma-Informed Care, creating an e-learning module for therapists on How to Talk About Sex with Teens, and coordinating video vignettes with other youth for projects related to suicidality, contraceptives, and integrating behavioral health. We were grateful to be able to help her on her journey and integrate all that she has to offer to our program. She closed her final monthly team meeting, stating, “It’s nice to know that the work that I’m doing isn’t just busy work, I’m actually contributing to something valuable.”

Hands and Health at Home Pilot Program
AAMOW developed a pilot program called Hands and Health at Home to improve hand strength/dexterity and reduce social isolation among their clients. The first round of programming was implemented with 8 clients. Client and student feedback from the first cohort was overwhelmingly positive. One of the clients went on to say: “The kids were the best part!! It was so much fun! We did all this fun stuff and I actually tried everything. I was terrible at some of it, but got better!”

Several students indicated they were now interested in pursuing careers with a community-based, geriatric focus. Based on results obtained from the first cohort, non-dominant hand pinch strength significantly improved and was predictive of client self-efficacy.
In FY20, the Community Health Services department budget totaled $8,731,703 across six* of our eight programs. Grants, contracts, and revenue accounted for 35% ($3,053,893) of the funding secured to provide programs and services to our patients and the community.

*Friends Gift Shop and Accommodations programs are not included.

**Community Health Services Financial Overview (FY20)**

During FY18* Michigan Medicine reported $690 million** in community benefit. The largest contribution being in the area of Subsidized Care.

*Last year with validated data from the Michigan Hospital and Health Association (MHA)

**These data reflect the MHA methodology. The IRS uses a different methodology which emphasizes programs that directly support and engage the community.
Community Health Services is deeply grateful to the organizations listed below for their partnership and/or financial support. Our work supports at-risk and under-served communities with health education, outreach activities, and more. These community partnerships, grants, and other funding support a variety of programs and services that directly impact our patients, their families and our community.

AARP Ride@50+ Leadership Circle
Aging in Place Exploratory Collaboration
Alaska Department of Health ‡
Ammo Center of Michigan
Ann Arbor Center for Independent Living
Ann Arbor Community Foundation
Ann Arbor Community Schools
Ann Arbor Hands-On Museum
Ann Arbor Thrift shop ‡
Anonymous Private Donors ‡
Area Agency for Aging 1B ‡
Arizona Department of Health Services ‡
Arizona Family Health Partnership ‡
Barrier Busters
Beecher Community Schools
Bethel AME Church
Black Mothers Breastfeeding Association
Brown Chapel AME Church
Cardia Youth Catalytics
Carman- Ainsworth Community Schools
Carpenter Place Apartments
Catholic Social Services
Circle K
City of Ann Arbor
Colorado Department of Health Care Policy ‡
Community Health Services CHNA Grant ‡
Concordia University
Crim Foundation
Delta Dental ‡
DuPage County Illinois Department of Health ‡
Eastern Michigan University’s Swoops Pantry
Family Empowerment Program*/Inst. Study Families & Children First Congregational Church ‡
Food Gatherers*
Foster Grandparents
Friends Gift Shops Foundation ‡
GAP (Guest Assistance Program)
Genesee County Health Department
Genesee County Prevention Coalition
Genesee Health System (mental health)
Genesee Intermediate School District
Gifts of Art
Glazier Hills Legacy fund ‡
Health Education and Training, Inc. ‡
Health Resources Service Administration ‡
Healthy Teen Network ‡
Housing Bureau for Seniors* Individual Donors ‡
International Academy of Flint Jewish Family Services
John Snow Inc. ‡
Junior League
KanKakee County Illinois Department of Health ‡
Kappa Alpha Psi
Kearsley Community Schools
Keller Williams
Kellogg Eye Center
Key ID
Kiwanis
Legal Services of South Central Michigan
LGBTQ Housing Collaborative
Limno Tech
Lincoln Consolidated Schools
Louisiana State University ‡
Lucky Kitchen
Meals on Wheels America ‡
Medicaid Match ‡
Michigan Antibiotic Resistance Reduction Team
Michigan Department of Health and Human Services ‡
Michigan Health Aid
Michigan Health Endowment Fund ‡
Michigan House
Michigan Islamic Academy
Michigan Medicine - Geriatrics Center
Michigan Medicine (Patient food and Nutrition
Michigan Medicine Med Sport
Michigan Medicine- Office of Continuous Professional Development ‡
Michigan Medicine RISE program ‡
Michigan Organization on Adolescent Sexual Health School*
Based Health Alliance
Mott Children’s Health Center
National School Based Health Alliance ‡
Neuro Restorative Michigan

* CHS Grantees
‡ Funders
Nevada Primary Care Association ‡
New Hope Baptist Church-Wayne
North Campus Research Complex
North Star Reach
Occupational Health Services (OHS)
Office of Development
Office of Patient Experience (OPE)
Osher Lifelong Learning Institute
Parkridge Community Center
Parkridge Housing Community
Parkway Meadows
Pathways to Success Academic Campus - Ann Arbor School District
Patient-Centered Outcomes Research Institute (PCORI) ‡
PEAC (Patient Education Awards Committee)
Planned Parenthood of Illinois ‡
Pradeeksha Foundation
Richard Public School Academy
Ronald McDonald House
Seventh Day Adventist Church
Silver Club Memory Program
Smile Michigan
Smooth Connection
SOS Community Services
St Vincent De Paul
St. Joseph of Mercy Hospital
Texas Campaign to Prevent Teen Pregnancy ‡
Trails Edge Camp
Turner African American Services Council
Turner Senior Wellness Program
UM - Health Education Program for Young Adults
UM Medical School
UM - School of Nursing
UM - School of Public Health*
UM - Division of Public Safety and Security
UM - School of Nursing - Department of Health Behavior and Biological Sciences
UM - TRAILS
UMHS Placement Supervisors
United Way of Washtenaw County *‡
University of Colorado
University of Michigan Ginsberg Center ‡
University of Michigan School of Kinesiology
University of South Florida ‡
Upper Peninsula Health System
Washtenaw Alive
Washtenaw County Area Council for Children
Washtenaw Community College
Washtenaw Community Mental Health
Washtenaw Coordinated Funders ‡
Washtenaw County Community Support and Treatment Services (CSTTS)
Washtenaw County Health Department
Washtenaw County Office of Community and Economic Development
Washtenaw County Public Health
Washtenaw County Treasurer
Washtenaw Housing Alliance
Washtenaw Intermediate School District
Washtenaw Senior Nutrition - Office of Community Economic Development ‡
Wellness Services, Inc.
Will County Illinois Department of Health ‡
Wyoming Department of Health ‡
Youth Catalytics ‡
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For more information about Community Health Services, visit:
www.uofmhealth.org/chs

Graphic Design by Daniel Zemke