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Each year, when I sit back and reflect on this message for the Community Health Services (CHS) Annual Report I am both humbled by and grateful for the individuals who have crossed our path that support and engage in programs and services that span the spectrum of health education and promotion, clinical care and support efforts to improve quality of life and provide opportunities for residents to stay active, healthy and connected. Our reach in Michigan spans as far south as Lenawee and as far north as Chippewa counties and in 43 states across the nation.

As you read through this report, I am hopeful you will see how our overall focus of last year continues to demonstrate the importance of community. The term community may resonate different meanings for some. However, to us, it is an all-encompassing and holistic term that defies traditional boundaries. We don’t see “patient vs. resident,” rather we see where the health of the individual relates to the wellbeing of the community. We see the value of understanding the needs and developing programs and services that impact the health of our children, our families, our seniors, those struggling with mental health and substance use disorder and helping to raise up and guide our future health professionals to continue with the mission and vision we have for whom we serve. Our CHS staff work with partners within UMHS’ four walls to embed our collective strategies to ensure that key values of collaboration, community involvement, diversity, innovation, quality and trust are embedded in our day to day work.

In our work, we strive to expand the reach into our communities so that we eliminate gaps. For our current (2016-2019) Community Health Needs Assessment and Implementation Plan (CHNA-IP), UMHS invested in community-based organizations and internal programs to address CHNA priorities using the social determinants of health and increasing health equity as the framework for these efforts. You will read some of the successes in the pages ahead.

For the coming year, we will continue to focus on our institutional objectives while also working to fully integrate community health in the care we provide to move toward “person-centered care” that we know impacts positive health outcomes.

I am pleased to share the FY19 CHS Annual Report. This report highlights the work of the 109 team members and our numerous partners and funders who are the drivers of community connections, services delivered, and partnerships developed that propel CHS forward!

Yours in partnership and service,

Alfreda Rooks, Director, Community Health Services
University of Michigan Health System
Michigan Medicine
As we continue our journey to improve the value of care for the 400,000 local 3.5 million patient lives statewide that support our education and clinical missions, our community health services agenda is vital towards accomplishing our collective goals.

The intersection of our clinical expertise and the communities in which our current and future patients reside, includes meaningful conversations, relationships and partnering for positive impacts on present and future health. Health improvement is central to why Michigan Medicine chooses to invest in programs, services, and activities that focus on social determinants of health (SDOH) and community health need, to enable improvement towards optimal health.

During this past fiscal year (July 1, 2018 – Jun 30, 2019), we created and allocated funding for a collaboration to expand food access for vulnerable older adults in Ypsilanti; we shaped a foundation to improve transportation to medical appointments with other health systems in Livingston county; teams have worked vigorously to expand mental health support for youth and adolescents still reeling from the effects of the Flint Water Crisis in Genesee County. These initiatives are just a few examples of the many programs within our Community Health Services (CHS) Department, with a prime goal to educate, enable and elevate the health of the populations we serve….delivering tangible results.

We will soon mark the beginning of our third Community Health Needs Assessment and Implementation Plan (CHNA-IP). Our priorities remain the same -- mental health and substance use disorders, obesity and its related illnesses, in addition to pre-conceptual and perinatal health.

Michigan Medicine is firmly committed to investing in programs, services and partnerships to address these priorities at their root, as we employ strategies and lessons learned from our previous CHNA-IP to continue improvement and accelerate meaningful impact on the health of our community.

As we seek to realize our mission to advance health to serve Michigan and the world, we know there is much work to do. Our collective imagination and creativity will be so important as we continue to find new solutions and best practices to move the needle closer towards a future state where that intersection between Michigan Medicine and Community shows the good health rewards of working together. Teamwork makes the dream work.

Thanks to the Community Health Services team for their amazing work over the past year, presented in this 2018-19 annual report.

With gratitude and appreciation!

Tony Denton, Senior Vice President and Chief Operating Officer
University of Michigan Health System
Michigan Medicine
Mission
To lead Michigan Medicine in improving access, equity, and health outcomes in the Community and for those we serve.

Vision
By 2025, our communities will have access to high-quality, innovative, equitable, and responsive services that support comprehensive health and well-being.
What We Do

**Accommodations** handles lodging needs providing support and care to patients and their families while being treated at the University of Michigan Health System.

**Adolescent Health Initiative (AHI)** provides national training, technical assistance, and youth-driven resources to providers and health professionals, improving the health care landscape for adolescents and young adults.

**Ann Arbor Meals on Wheels (AAMOW)** reduces hunger and food insecurity for homebound adults (age 18+) in Ann Arbor who are frail, medically compromised, or have a short- or long-term disability that impacts their ability to shop and prepare complete, nutritious meals.

**Community Benefit (CB)** a mandated IRS reporting requirement to maintain a non-profit hospital’s tax-exempt status, highlights UMHS contributions to the community in the areas of uncompensated patient care costs, community health improvement services, and research and education meant to improve community health.

**Community Health Needs Assessment (CHNA)** works with multiple community partners, and stakeholders, to help identify and address community health needs in Washtenaw County. This federal requirement was created to ensure CB investments are responsive to needs on the ground.

**Friends Gift Shops** provides services to patients and assists in promoting the health, welfare, and education of the community through revenues received from our hospital and clinic gift shops support programs.

**Housing Bureau for Seniors (HBS)** works throughout Washtenaw County to enable and assist older adults with seeking and maintaining appropriate and affordable living arrangements.

**Program for Multicultural Health (PMCH)** improves health and well-being by providing culturally responsive health promotion, education, and research programs for our communities.

**Regional Alliance for Healthy Schools (RAHS)** provides a variety of primary care services at our school-based health centers to meet the urgent and preventive care needs of students and the community.

**Volunteer Services** offers placement services for the thousands of volunteers who play an integral role in augmenting the work of hospital staff and providing caring and compassionate support to our patients and their families.
Community Benefit

The University of Michigan Health System is committed to improving and sustaining the health of the communities it serves. To this end, we offer a range of free and low-cost services to the general community with a focus on underserved and low-income populations. Such programs, services, and activities are called Community Benefit, and they are designed to increase access to care and improve community health. In addition, our health system employees band together to participate in fundraising walks, food drives, school supply drives, and other activities that help address tangible needs on a local level.

Community Benefit Spending

**FY17*** $498M

- **$6M** Programs for the Community
- **$9M** Subsidized Care
- **$20M** Charity Care / Bad Debt
- **$131M** Support of Research and Education Mission
- **$332M** Unpaid Cost of Government Programs

*Most recent validated community benefit spend information from the Michigan Health and Hospital Association (MHA)*
There are currently 1,300 K-12 students in Washtenaw County experiencing homelessness. For the 7th consecutive year, Michigan Medicine partnered in providing local children with the school supplies necessary to support their educational pursuits, sending out donations to community programs including the Education Project for Homeless Youth, Ozone House, and the Community Action Network.

Studies show that proper nutrition positively influences health and prevention of diseases. In May 2017, Ypsilanti Health Center (YHC) opened Maggie’s Marketplace, a food pantry serving Michigan Medicine patients to improve nutrition and health. All the food is given for free to patients and community members. The marketplace is run by the YHC team and carries fresh fruit and vegetables, along with basic staples such as potatoes, milk, cheese, and eggs.

"We have started to grow as various Michigan Medicine clinics and Packard Health sent their patients to Maggie’s Marketplace in recent months.

- Ladele Cochran, Admin Manager at UM Ypsilanti Health Center

In 2019, Maggie’s Market’s generous contributions resulted in:

- 2,881 Patients and families served
- 24,796 Pounds of food
- 20,663 Meals

*See citation list on back cover."
## Community Health Needs Assessment

The Patient Protection and Affordable Care Act of 2010 requires tax-exempt hospitals to report in the IRS Schedule H-990 a community health needs assessment (CHNA) and Implementation Plan (IP). Additionally, hospitals must describe the actions the facility intends to take to address prioritized health needs of the community. Michigan Medicine is committed to improving health equity and addressing social determinants of health (SDOH) in the community, as they impact the CHNA identified priorities of Mental Health and Substance Use Disorder, Obesity and Related Illnesses, and Pre-conceptual and Perinatal Health. To this end, in December 2018 we released an Request for Proposal (RFP) for community-based projects that address SDOH and health equity, and selected 27 proposals to fund. Over the first year of these projects our grantees have achieved the below outcomes aligned with the CHS priorities:

### $7.9M = 27$ Projects that increase health equity

<table>
<thead>
<tr>
<th>Mental Health and Substance Disorder</th>
<th>Obesity and Related Illnesses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>923</strong> Unduplicated individuals attended 7,068 visits with mental health or substance use professionals</td>
<td></td>
</tr>
<tr>
<td><strong>328</strong> Participants attended mental health groups and/or community events to impact social isolation</td>
<td></td>
</tr>
<tr>
<td><strong>31,274</strong> Nutritious meals provided to students and homebound individuals experiencing food insecurity</td>
<td></td>
</tr>
<tr>
<td><strong>17</strong> Food pantries utilizing Link2Feed software to track resource use among Washtenaw County residents</td>
<td></td>
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</tbody>
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### Pre-conceptual and Perinatal Health

<table>
<thead>
<tr>
<th>Cross-Cutting Priority Areas</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>8</strong> Women participated in focus groups to guide program development</td>
</tr>
<tr>
<td><strong>55</strong> Patients enrolled in expedited partner therapy for STI treatment</td>
</tr>
<tr>
<td><strong>11</strong> Women participated in Mom Power groups</td>
</tr>
<tr>
<td><strong>17</strong> Individuals participated in ongoing financial coaching</td>
</tr>
<tr>
<td><strong>293</strong> Washtenaw County professionals attended training on health topics</td>
</tr>
<tr>
<td><strong>217</strong> Community Members attended financial literacy workshops</td>
</tr>
</tbody>
</table>
Community Family Life Center (CFLC) is a non-profit organization that is affiliated with Grace Fellowship Church located in Ypsilanti, MI. CFLC serves the Sugarbrook Neighborhood as well as the greater Ypsilanti area. Their mission is “to serve individuals, youth, and their families with programs focused on social, educational, physical and economic” well-being. Pastor Willie Powell and his wife, Mrs. Geraldine Powell, aka, “Lady P” founded CFLC.

When Community Health Services announced a grant opportunity related to community health, Pastor Powell and his team jumped at the opportunity. They received a grant to conduct a community health needs assessment in the Sugarbrook neighborhood. In collaboration with the University of Michigan School of Public Health and PMCH, CFLC was able to create surveys to identify health issues, concerns, and wants of the community.

Four key outcomes were identified:
1) High rates of disabilities
2) A need for more youth programming (after-school, summer, and recreational)
3) High rates of mental health issues and the need for community-placed mental health services, especially for youth
4) Lack of trust between the community and health care providers

With the data from the surveys, CFLC has been addressing these disparities and incorporating programs such as a Literacy Lab, summer camp, community kitchen, food pantry, and various workshops for the Sugarbrook community. The resources that they provide are geared towards families. For example, parents can get food from the food pantry while their kids attend summer camp or participate in a workshop.

“We] will continue to seek funding opportunities to develop community programming that addresses mental health issues in order to give back to the people that are hurting.”

-Pastor Powell, CFLC, Founder
CHS Grant Recipient
Community Health Services developed a priority framework that would anchor community health to larger institutional priorities, across the three segments of the health system and overall mission of excellence in patient care and service, education and research. We established five initiatives to focus and inspire our work.

1. Caring for the Health of Our Children
2. Promoting the Health of Our Families
3. Protecting the Health and Quality of Life for Our Seniors
4. Improving Mental Health Support and Reducing Substance Use
5. Developing Future Health Leaders
Providing clinical services and programs that support healthy behaviors of our children and adolescents.

RAHS Success Story

A student was referred to the Regional Alliance for Healthy Schools (RAHS) to address anxiety, obesity, and untreated diabetes. Due to a lack of insurance, the medication to treat her diabetes was discontinued for more than a year, causing her vision to deteriorate.

RAHS got straight to work to help the student. The RAHS Care Coordinator worked with her family to get her approved for Medicaid insurance. The family was referred to the Pediatric Endocrinology unit at UM Mott Children’s hospital and was able to renew her diabetes medication. The student met with the RAHS Registered Dietitian to address nutrition and healthy choices. The student participated in individual and family therapy sessions with the RAHS Social Worker to treat her symptoms of anxiety.

Over the course of treatment with the RAHS multidisciplinary team, the student showed improvement in mood, eating habits, weight loss, and management of diabetes. RAHS played an important role in connecting her with the resources she needed to help her move towards a healthier lifestyle.

99%
Of RAHS patients received direct access/care returned to class contributing to student seat time and reducing chronic absenteeism.

95%
Of RAHS patients surveyed report their satisfaction “grade” for services at a RAHS center to be an “A”; this aligns with Michigan Medicine Executive priority areas of access, patient communication, and providers responding to patients.
The Adolescent Health Initiative has developed award-winning quality improvement programs to improve the health and well-being of adolescents and young adults. In FY19, over 159,000 adolescent patients received services from the 106 health centers across the country that have completed AHI’s Adolescent Champion model or Adolescent-Centered Environment. Examples of improved services for adolescent and young adult patients include integrating standardized processes for confidential, comprehensive risk assessment, reviewing immunization records at every visit, providing onsite or referrals for integrated behavioral health services, and offering same-day Long Acting Reversible Contraception (LARC) onsite.

Of adolescent patients seen at participating AHI health centers, they reported that their provider:

- Listened carefully to me
- Showed respect for what I had to say
- Explained things in a way that was understandable
- Addressed all of my health needs
- Treated me in a non-judgmental way

CHS Grantee Highlight - Michigan Organization on Adolescent Sexual Health

On March 18th, as part of the Washtenaw County Community Conversations Project funded by UMHS Community Health Services, the Manchester District Library hosted a workshop and learning opportunity on the experiences of lesbian, gay, bisexual, transgender, queer, questioning, intersex, and asexual (LGBT+) youth in the district.*

*See citation list on back cover.
Promoting the Health of Our Families

Supporting the spectrum of chronic and acute health care in our area by implementing community health education, promotion, and clinical programs and services.

RAHS Provided:

1,337 Families assisted with resources addressing social determinant of health needs
83,430 Individuals received education about accessing Medicaid Services
1,757 Individuals received insurance enrollment assistance
The Program for Multicultural Health (PMCH), in partnership with the Family Empowerment Program (FEP), and a professional nursing organization, Chi Eta Phi, developed and implemented a community-based health support program: Health Café. The main goals of the partnership:

1. Extend health care and health support directly to community where the help was needed.
2. Provide credible, reliable health education and information to low-income housing residents of FEP.

The bi-monthly Health Café are centered around interactive health education sessions focused on chronic disease management. While participation was initially small, it grew to include a following amongst community members leading to more comprehensive programming and sessions. Based on participant feedback, sessions offer health education and nutritional counseling. Additional programming increased community resident interest and participation.

The Health Café offers resources, health support information, and an opportunity to connect with neighbors and the larger community.

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CHS Grantee Highlight - Family Empowerment Program

Over the summer, the South Side of Ypsilanti experienced several instances with gun violence. Residents felt unsafe and began to question the safety of their communities. In an effort to address the community’s growing safety concerns and associated fears, Family Empowerment Program (FEP) worked to incorporate more mental health support at one of the affected FEP community sites, New Parkridge. With funding support from Community Health Services, FEP was able to hire a mental health social worker who supports families in numerous ways including connecting families to additional community resources.

The social worker organized a community meeting with local residents to voice their concerns and share solutions. Also, families who were traumatized by past and recent experiences of gun violence were connected to the Trauma Events Response Network (TERN).
Protecting the Health and Quality of Life for Our Seniors

Addressing specific needs of our older adults and homebound residents to address hunger and food insecurity, health and housing counseling and assistance.

HomeShare Program
The Housing Bureau for Seniors (HBS) HomeShare Program matches Providers, senior homeowners; with Seekers, younger community members; that can share the senior’s household in exchange for help with everyday tasks. This year, the program matched its first married couple with a Provider. The Provider is an 81 year-old client who has paid off her mortgage and has minimal expenses. Her desire in a Seeker was centered on companionship and chore provision. She wanted someone to share the home with her, share a presence that would make her feel more safe especially at night; and someone to assist with light housekeeping, organizing, and gardening. The Seekers are a young professional couple who were looking to utilize the affordability of HomeShare to save up for a house of their own. Not only was the Provider comfortable with there being two Seekers, but she entered a $0 match (she is only requesting chore provision and companionship, no rent)! Everyone is excited for the arrangement and expresses that everything is going very well so far.
Since 1974, Ann Arbor Meals on Wheels (AAMOW), a community-supported program of Michigan Medicine, and Ypsilanti Meals on Wheels (YMOW) have been working to address food insecurity and support our homebound neighbors to age in place through the provision of home delivered meals.

In 2018, leadership from UMHS Community Health Services and UMHS Patient Food and Nutrition Services (PFANS) proposed the expansion of PFANS’ meal preparation services, that already supported AAMOW, to also support YMOW clients. This expansion achieved parity between Meals on Wheels clients living in Ann Arbor and Ypsilanti.

Regardless of which community they live in, all AAMOW and YMOW clients are now able to receive the same top quality, nutritiously balanced meals that are ready to eat and delivered to their homes six days a week – with an extra meal on Saturday for Sunday. This is the Michigan Difference!

“I just wanted to say that I truly and greatly appreciate you guys delivering all those nutritious and delicious meals ‘rain or shine (or arctic blast)’ to my mom.

- Family Member of 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.

RAHS expanded Behavioral Health Care services by introducing a Behavioral Health Care Coordinator and a Mental Health Outreach Therapist to increase the reach of mental health education and psychotherapy into the school districts and community at large.

CHS Grantee Highlight - The Corner Health Center

The Corner Health Center is a nonprofit health center in Ypsilanti that provides judgment-free, high-quality, affordable medical, mental, and supportive services to young people aged 12 through 25 and their children regardless of their ability to pay.

Michigan Medicine has been a longtime partner of the Corner, with doctors from the University of Michigan Health System regularly visiting the Corner to provide patient care. The Community Health Services grant supports integrated behavioral health services at the Corner and helps them to address the mental health of youth in the community.

In the first six months of the grant period, the Corner Health Center was able to provide 248 social work visits to 37 patients. With support from the CHS grant, two full-time LMSWs were added to the team, increasing the number of area youth they can serve. They are also using this funding to introduce the Mood Lifters program, developed by Dr. Patricia Deldin from the University of Michigan’s Depression Center, which will teach patients evidence-based techniques for self-managing mental health.

4 New Mental Health School Based Health Centers

65%

Of adolescents 12+ years old with a positive depression assessment received treatment, out of all 81% of patients screened

4

New Mental Health School Based Health Centers

65%
The MAT [Medication Assisted Treatment] program is the most important clinical program that Packard Health has launched in the last decade. An addiction psychiatrist from the University of Michigan said in a public forum ‘Packard Health is the most consistent MAT provider in the county.’ It would not have been possible without your support.

-Dr. Ray Rion, Packard Health, Executive Director, CHS Grant Recipient

2019 Conference on Adolescent Health
Prevention Theatre Collective (PTC) performed “The Fix” for 425 health professionals at the 2019 Conference on Adolescent Health. PTC is a theatre-based peer-to-peer outreach program that was created to shift attitudes and behaviors concerning drug and alcohol use through providing health and wellness education to Washtenaw County area high school students.
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 our diverse population.

Future Public Health Leaders Program (FPHLP)
Future Public Health Leaders Program (FPHLP) is a 10-week internship at the University of Michigan School of Public Health designed to encourage underrepresented college students to consider careers in public health. Interns receive orientation to the public health disciplines, mentorship, and placements with community organizations that provide hands-on, practical public health field experience. PMCH has provided placements for FPHLP interns for the last eight years.

FPHLP intern, Anthony Sanders, a Chicago native, learned that two of his teenage mentees were fatally shot during his time interning with PMCH. As a result of this loss, he channeled his grief and pain to produce a series of ideas and strategies to address violence and its impact on the community. Ultimately, he developed a comprehensive outline of a community-based violence prevention program and worked closely with preceptors to produce an award-winning poster outlining his work as a public health change agent. Anthony is continuing his education as a dual degree candidate (MSW/MPH) at a major university.

“Thank you again for giving me hope, and giving me the inspiration to continue to make an impact for our communities. Everything you all taught me, I continue to bring it back here...You all are great mentors, and as a humble student I am grateful to have you in my life.”

- Anthony Sanders
Michigan Community Interprofessional Training Program (M-CIPT)

M-CIPT is a collaboration between Community Health Services, the Schools of Public Health and Nursing, College of Pharmacy and medical students to complement classroom learning, to facilitate clinical skills practice, and to engage community members where they live, work, play and pray. In addition to clinical skills training for testing A1C (glucose screen), cholesterol and blood pressure, students are required to attend a didactic session that focuses on understanding health disparities, prevention strategies to reduce health disparities, and recognizing the intersection and role of public health in health care. Learners also experience interactive exercises designed to demonstrate effective communication, recognizing bias, entering and exiting community and building relationships to deliver culturally responsive clinical services.

- **530**: Community members received flu shots
- **1,265**: Community members received health screenings

2019 FPHLP Cohort and Staff
Our Programs and Services

8 Programs and Services

1. Accomodations
2. Adolescent Health Initiative
3. Ann Arbor Meals on Wheels
4. Friends Gift Shops
5. Housing Bureau for Seniors
6. Program for Multicultural Health
7. Regional Alliance for Healthy Schools
8. Volunteer Services
UMHS provides patients and visitors with the choice of three programs to meet their lodging needs: the on-site 30-Room Med Inn Hotel, Transplant House, and the Patient Visitor Accommodation Program. Each option has the same mission and purpose: to provide a place of respite for our patients, their families, and visitors.

New hotel partners were established in FY19 to support Michigan Medicine’s surgical centers in Brighton and Livonia.

"My sincere thank you for again making my stay at the Med Inn so welcoming and comfortable. I have been there [Med Inn] several times now so your faces are all familiar. Staying there with all of you certainly makes difficult experiences more peaceful and comfortable. It seems most of [my husband’s] problems have been in the winter months, so the joke has been that the Med Inn is my winter vacation spot. Thanks again for everything!

- Med Inn guest"

<table>
<thead>
<tr>
<th>Reservations</th>
<th>Med Inn Room Nights</th>
<th>Transplant Room Nights</th>
</tr>
</thead>
<tbody>
<tr>
<td>12,168</td>
<td>10,820</td>
<td>1,611</td>
</tr>
</tbody>
</table>
The vision of the Adolescent Health Initiative (AHI) is to transform the health care landscape to optimize adolescent and young adult 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.

### Training and Technical Assistance

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total health care professionals trained on adolescent health topics</td>
<td>2,052</td>
</tr>
<tr>
<td>Health professionals trained in identifying victims of human trafficking</td>
<td>100</td>
</tr>
<tr>
<td>Increase in attendees’ ability to identify signs of human trafficking among adolescents and young adults</td>
<td>45%</td>
</tr>
<tr>
<td>Increase in attendees feeling prepared to train their colleagues on identifying victims and supporting trafficked youth</td>
<td>65%</td>
</tr>
</tbody>
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### Conference on Adolescent Health

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi-disciplinary attendees</td>
<td>425</td>
</tr>
<tr>
<td>States represented</td>
<td>32</td>
</tr>
<tr>
<td>Countries represented</td>
<td>4</td>
</tr>
<tr>
<td>Organizations represented</td>
<td>150</td>
</tr>
<tr>
<td>Of sessions co-represented by youth</td>
<td>50%</td>
</tr>
</tbody>
</table>

2,052
100
45%
65%
425
32
4
150
50%
Ann Arbor Meals on Wheels (AAMOW) seeks to reduce hunger and food insecurity in a culturally appropriate manner for the homebound in Ann Arbor area who, because of their health, are unable to shop and prepare a complete, nutritious meal.

**Clients**

484

**Meals**

136,871

- **Of clients had nutrition risk scores that maintained or showed positive change**: 67%
- **Of clients agreed that home delivered meals are their most nutritious food source**: 85%
- **93% of clients said that AAMOW helps them stay in their home and live independently**

**Volunteers**

456

**Volunteer Hours**

11,261

**Monetary Value of Volunteer Services**

$248,114
Since 1959, Friends Gift Shops have been a partner of Michigan Medicine, helping to promote the health, welfare and education of our community. Friends is a board-governed, volunteer-staffed, non-profit community organization that administers and manages four Gift Shops within Michigan Medicine. The shops are located in University Hospital, the Frankel Cardiovascular Center, the East Ann Arbor Health and Geriatric Center, and C.S. Mott Children’s Hospital. The revenue generated from these shops provide funds for patient programs and educational projects.

**Sales generated**

$2,895,041

**Profits delivered**

$566,000

**Transactions processed**

266,784

Revenue generated from largest single sales day

over $33,000

Artist rendering of the future Friends Main (University Hospital) Gift Shop coming in 2020.
The Housing Bureau for Seniors (HBS) is a comprehensive program of Community Health Services at Michigan Medicine aimed at assisting older adults in finding and maintaining safe, affordable, and sustainable housing. HBS offers eviction and foreclosure prevention services, housing counseling, and a full-service shared housing program called HomeShare. HBS is staffed by social workers who conduct holistic assessments, assist with resource navigation, and aid in housing based decision-making. HBS seeks to empower older adults to access the tools they need to overcome housing-related crises and find appropriate permanent housing and improve overall health outcomes.

I attended [HBS Social Worker] Matthew’s presentation on 1/15/19 on Substance Use and Older Adults. Matthew’s expertise on the topic and sensitivity in presentation style shed light on a topic all too frequently overlooked with the older adult population. After hearing his presentation, I will be more tuned in to potential substance use situations happening with the people I work with.

-HBS Conference Attendee

---

Seniors received eviction prevention/housing counseling
- 205

Seniors received foreclosure prevention counseling
- 72

Number of Households received free income tax assistance
- 997

Total Tax Refund dollar amount received by seniors
- $860,927

Of clients whose wellbeing is positively changed at the second screening of the self-sufficiency matrix
- 47%
The Program for Multicultural Health (PMCH) builds knowledge and skills within 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. This work leads to stronger more sustainable, self-determined programs and services that enrich and improve quality of life.

- **1,203** Community members attended Community Health Tent
- **1,614** Individuals participated in PMCH led health education and health promotion workshops
- **1,265** Community members received health screenings
- **98** Consultations with community organizations provided to support capacity building
- **17** Consultations with community organizations provided to support capacity building

- **125** Nursing, pharmacy, and public health students trained (M-CIPT)
- **25** FPHLP and Dietetic interns trained
- **251** Michigan Medicine health professionals receiving education on delivering culturally responsive and appropriate patient-centered care
The Regional Alliance for Healthy Schools (RAHS) has been serving the community for 24 years. RAHS’ 17 school-based health centers in Washtenaw and Genesee Counties serve as a “safety-net” for students and youth in the community at-large. RAHS offers comprehensive physical and behavioral health services to youth ages 0-21 year-round, regardless of where they are enrolled in school or insurance status/ability to pay. RAHS provides physical and mental health services, evidenced-based health prevention programs, on-site dental services, vision exams and glasses, insurance enrollment, and tangible resources assistance addressing social determinants of health. This year RAHS has expanded mental health services by introducing a new behavior health center model, enhanced behavior health care coordination and psycho education and groups in the community, reaching vulnerable underserved neighborhoods and communities.

Annual overall health care services conducted

- 16,134

Youth received health services

- 4,109

Youth received mental health services

- 1,147

Students and Community Members received health education sessions

- 24,516

Regional Alliance of Healthy Schools expanded screening and treating adolescents for STIs combining evidence base modalities including school wide screenings and expedited partner therapy to three new health centers this year, which has significantly decreased the patient reinfection rate.

Adolescents received dental and vision services.

- 442
Volunteer Services’ mission is to promote the philosophy of caring for patients and families by providing volunteers to augment the work of the Michigan Medicine faculty and staff. In addition, Volunteer Services staff nurtures the educational and career aspirations and provide opportunities for our student volunteers and provides meaningful and fulfilling activities for our retired and older adult volunteers.

In my time as a volunteer, I’ve met some of the strongest, bravest and nicest people I’d ever hope to meet. Some have become friends. From each person that I speak with, I gain an understanding of what the human spirit can endure, and the value of life. Volunteering has reinforced in me what is important in life and what my priorities should be.

-Cyril Radwin, Distinguished Volunteer Awardee

**Active Volunteers**

2,955

**Volunteer Hours**

149,582

**Estimated Value of Volunteer Time**

$3,335,524

*Includes AAMOW volunteers
In FY19, the Community Health Services department budget totaled $9,563,422 across six* of our eight programs. Grants, contracts, and revenue accounted for 28% ($2,699,583) of the funding secured to provide programs and services to our patients and the community.

*Friends Gift Shop and Accommodations program are not included.
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
Allen Foundation Inc. ‡
American Indian Services, Inc.
Ann Arbor Area Community Foundation
Ann Arbor District Library
Ann Arbor Hands-On Museum
Ann Arbor Public Schools
Ann Arbor Ronald McDonald House
Ann Arbor Thrift Shop ‡
Ann Arbor YMCA
Area Agency on Aging 1-B ‡
Arizona Department of Health Services ‡
Asian Center Southeast Michigan
Beecher Community Schools
Bethel AME Church
Black Mother’s Breast Feeding Assoc.
Black Breastfeeding National Caucus
Blue Cross Complete of Michigan
Blueprint for Aging
Brothers of Kappa Alpha Psi, Inc.
Brown Chapel AME Church
Cardea
Carman-Ainsworth Community Schools
Carpenter Place Apartments
Catholic Social Services of Washtenaw County
Center for Healthcare and Research Transformation
Chi Eta Phi Sorority, Inc.
Childhood Disparities Research Lab
Chinese American Society of Ann Arbor
Christian Public Service
Colorado Department of Health Care Policy ‡
Community Action Agency
Community Family Life Center* Community Mental Health Partnership of SEMI ‡
Communities that Care
Corner Health Center*
Crim Foundation
Cummings Chiropractic
dance Marathon
Delta Airlines
Delta Dental Foundation ‡
Dial-a-Doula
Eastern Michigan University School of Social Work*
Ethel and James Flinn Foundation ‡
Family Empowerment Program, Inst. Study Families & Children
First Congregational Church ‡
First United Methodist Church
Fleece & Thank You
Flint Community Schools
Food Gatherers*
Friends Foundation ‡
Gamers Outreach
Genesee County Health Dept.
Genesee Health System
Glacier Hills Legacy Fund ‡
Gulliver Innovative Learning (PlayFlu) Health Education and Training, Inc. ‡
Heartbeat A Capella
Hope Clinic*
Housing Coordinators Network
Human Services Collaborative
Body, Livingston County

Huron Valley Ambulance
Interpreter Service*
Jewish Family Services of Washtenaw County*
Junior League of Ann Arbor
Kappa Alpha Psi
Kearsley Community Schools
Keller Williams
Kellogg Eye Center
Kiwanis Club of Ann Arbor
Legal Services of South Central Michigan
Lincoln Consolidated Schools
Livingston County Public Health Department
Lucky Kitchen
MARR/WSU Pharmacy
Master Gardeners of Washtenaw County
Matthaei Botanical Gardens/
Nichols Arboretum
MedBuddies
Metzgers German Restaurant ‡
Michigan Advocacy Program*
Michigan Antibiotic Resistance Reduction Team
Michigan Department of Health and Human Services (MDHHS)
MDHHS Child & Adolescent Center ‡
Michigan From the Heart
Michigan Health Aide
Michigan Injury Prevention/ Pediatric Trauma Program
Michigan Institute for Clinical Health Research (MICHR) ‡
Michigan Islamic Academy

* CHS Grantees
‡ Funders
Michigan Medicine -
CardioVascular Center
Geriatrics Center
Occupational Health Services
Office of Continuous
Medical Education and Lifelong Learning ‡
Office for Health, Equity & Inclusion ‡
Patient Food and Nutrition Services*
Office of Patient Experience
Safety Management Services
Women and Infants Mental Health Program
Michigan Organization on Adolescent Sexual Health* ‡
MSU 4-H Extension*
Mott Children’s Health Center
Patient-Centered Outcomes
Research Institute (PCORI) ‡
Patient Food and Nutrition Services (PFANS)
Neuro Restorative Michigan
New Hope Baptist Church-Wayne
Oakland University School of Social Work
Office of Adolescent Health
Oliver/Hatcher Construction
Open Heart Magic
Opportunities to Educate Children (OEC)
Osher Lifelong Learning Institute
Our House*
Ozone House*
Packard Health*
Parkridge Community Center
Parkway Meadows Housing Community
Patient-Centered Outcomes
Research Institute (PCORI) ‡
Peace Neighborhood Center*
Pradeeksha Foundation
Richfield Public School Academy
St. Andrews Episcopal Church
Saint Joseph Mercy - Ann Arbor
Saint Joseph Mercy - Chelsea
St. Vincent De Paul
Second Baptist Church of Ann Arbor
Seventh Day Adventist Church
Silver Club Memory Program
Spanish Healthcare Outreach Collaborative (SHOC)
SOS Community Services
Suburu of America
Student Advocacy Center*
Strong Housing
TEACH Michigan
Texas Campaign to Prevent Teen Pregnancy ‡
The Salvation Army
Therapaws of Michigan
Therapeutic Riding, Inc.
Turner African American Services Council (TAASC)
Turner Senior Wellness Program
UMHS-Big Hearts for Seniors
UMHS - Michigan Health Aid
UMHS-Patient Education Advisory Council
UMHS-Patient Food & Nutrition Services
UMHS-Transplant Center
UM-College of Pharmacy
UM-Ginsberg Center ‡
UM-Medical School
UM-OB/GYN Department*
UM-School of Kinesiology
UM-School of Nursing
UM-School of Psychiatry*
UM-School of Public Health* ‡
UM-School of Social Work
United Way of Washtenaw County* ‡
VA Healthcare System
Washtenaw Alive!
Washtenaw Community Mental Health
Washtenaw Coordinated Funders ‡
Washtenaw County Area Council for Children*
Washtenaw County Public Health
Washtenaw County Breastfeeding Coalition
Washtenaw County Community Support and Treatment Services Association
Washtenaw County Foster Grandparent Program
Washtenaw County - Senior Nutrition Program OCED ‡
Washtenaw County Treasurer’s Office
Washtenaw Health Initiative
Washtenaw Health Plan
Washtenaw Housing Alliance
Washtenaw Senior Nutrition
Wayne State University, School of Social Work
West Willow Neighborhood
Women’s Center of SE MI*
Wyoming Department of Health ‡
YMCA
Yogi Rhonda
Youth Catalytics
YpsiFest
Ypsilanti Community Schools
Ypsilanti Health Center
Ypsilanti Meals on Wheels