

THE LRE NEWSLETTER

Spring
2025



The **Main** Thing

Happy 2025! As we leave behind the cold of winter and head towards a beautiful West Michigan summer check out a note from our CEO, **Mary Marlatt-Dumas** the latest happenings in Region 3.

From The CEO Mary Marlatt-Dumas

I am pleased to report that 2024 was a year of significant achievements across Region 3. It was a year marked by higher quality of service delivery and excellent operating outcomes. Inside please see updates on Customer Services, CCBHC and our Clinical Department. Also inside is information on upcoming conference and training opportunities happening this summer.



LRE Annual Impact Report



I am pleased to report that 2024 was a year of significant achievements across Region 3. It was a year marked by higher quality of service delivery and excellent operating outcomes. The LRE devoted considerable efforts to improving and standardizing our utilization management practices. The LRE Autism team worked tirelessly with our CMHSP partners to improve service quality. Over 80 PowerBI Dashboards were developed and operationalized by the Information Technology team. CMHSP partners will use the dashboards to improve the quality of care.

The year also brought additional collaboration with our regional partners, initiating a growing excitement toward a more integrated culture and a deeper commitment to the communities we serve.

As we move forward, we will continue our advocacy efforts throughout the region to provide our consumers with the best possible quality of care. In addition, LRE will continue to provide data that drives innovation and paves the way for improvements to methodologies that create cost-effective quality service delivery to the member community mental health organizations and regional network providers. We are committed to being a dynamic resource for empowering regional development. I am confident that as we continue to invest in the people and resources within our region, LRE will have a strong presence in the future. On behalf of myself, our Board of Directors, and our dedicated staff, thank you for your ongoing support, and we look forward to the exciting year ahead. For a copy of the full report,

[CLICK HERE](#)



Mary Marlatt-Dumas
Chief Executive Officer
Lakeshore Regional Entity

www.lsre.org

LRE Training Opportunities



Customer Service Training

This training will provide an overview of Customer Service standards that play an important role in the delivery of quality service in the Behavioral Health (BH) and Substance Use Disorder (SUD) system. It will review the characteristics of a high quality customer service organization, focusing not only on mandated MDHHS functions, but also expectations that we have, as a collaborative group, have set for ourselves.

The training will take place on May 7 from 9am-noon. It is a virtual training given by MDHHS.

To register please [CLICK HERE](#).



NABD Lunch & Learn Training Opportunities.

This training is designed to help learn the basics of filling out a **Notice of Adverse Benefits Determination** (NABD) and when it should be utilized. These trainings are held quarterly. For more information please contact Michelle Anguiano at MichelleA@lsre.org. Trainings will be held on a quarterly basis during FY25 with the next opportunity on **Friday, April 25** from noon to 1pm. You may sign up by clicking this [LINK](#).



Nick Filonow Award of Excellence

The LRE is proud to extend congratulations to **Jordan Siemon** on being selected to receive the **2024 Nick Filonow Award of Excellence**. Jordan is the Data Analytics Manager at the LRE. This award is presented at the Improving Outcomes Conference to recognize those who have made a significant contribution or effort to improve the public mental health community-based system at a local or state-wide level through finance, technology, or quality efforts. This award acknowledges the high esteem in which Jordan is held both at the state level and by his colleagues in the mental health field.



2025 Michigan Harm Reduction Summit

The 2025 Michigan Harm Reduction Summit will take place June 17-18 at the Lansing Center in Lansing. The Harm Reduction Summit brings attendees together from across Michigan to learn strategies for curbing the opioid epidemic. There will be a diverse representation of summit attendees, including state and local health departments, public safety, health centers and medical professionals, universities, community-based organizations, community mental health, social workers and more. Some topics to be covered will be syringe access 101, best practices for syringe services program implementation, harm reduction strategies for reducing the transmission of infectious diseases related to injection drug use, overdose prevention, naloxone distribution, and stigma and cultural competency. Further details on the summit, including information on registration, and hoteling will be updated as they become available.



world autism month

For 20 years, Autism Speaks has stood alongside the autism community, igniting a global movement for understanding, acceptance, and lasting change. Together, we've fueled groundbreaking research, advanced critical advocacy, and opened doors to education, healthcare, and employment, creating a brighter future for people with autism.

As we celebrate our 20th anniversary, we know the work is far from over. The stakes have never been higher—too many still face barriers and meaningful connection. But we refuse to accept limits. With your support, we can create a world where every person with autism has the opportunities they deserve.

For more information on Autism Awareness Month [CLICK HERE](#).

Become An **Autism Friendly** Ally

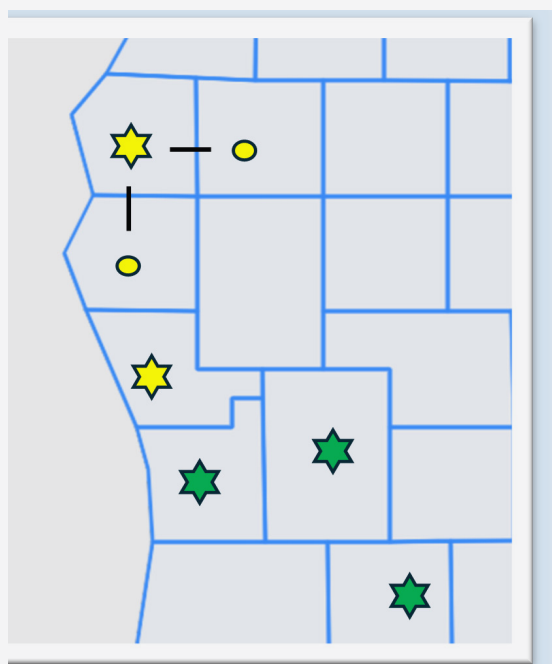
Anyone can become an Autism Ally! Here is how:

- Complete Autism Friendly Training. [Sign up here](#). Our free, online course takes less than 30 minutes. It can be done at your own pace and in multiple sittings.
- Demonstrate your knowledge. Take an Assessment based on what you learned.
- Earn your official badge. Access to it will be given once you successfully pass the course.
- Show your support. Share your badge on your digital profiles and social media accounts to signal you are accepting of those with autism in all you do.
- Spread the word. Encourage your friends, your HR manager, your favorite local restaurant and everyone you know to also become an ally.
- Participate in our Autism Speaks Advocacy efforts. [Join us](#) to protect the rights, services and supports of people with autism.

CCBHC Year 3 Regional Summary of Activities

The LRE is the only PIHP in Michigan to claim all members as CCBHCs. This allows the LRE to be a prominent actor in the state's efforts to expand and develop the CCBHC model. As partner sites, the member CMHSPs can better coordinate service delivery, support model development, and advocate for state policy that maximizes the effectiveness of intergrated, whole person healthcare across the state.

CCBHCs in the LRE region received approximately \$43 million in additional funding through supplemental payments. CCBHC services are provided regardless of insurance status. Over \$500k in additional funding was received in FY24 to offset expenses provided to over 4,000 non-Medicaid individuals. Over 5,000 individuals identified as having mild to moderate mental health needs received services through CCBHCs. By having contact with these individuals we hope to make a positive impact on their situations.



Self Determination Conference Save the DATE!

Creating Communities that Empower Meaningful Connections

May 15-16, 2025, ~ Radisson Plaza, Kalamazoo

This conference is appropriate for all individuals who receive services, family members, case managers, supports coordinators, clinicians, CMH/PIHP administrative and clinical staff, providers, HCBS and waiver coordinators, FI's and independent facilitators.

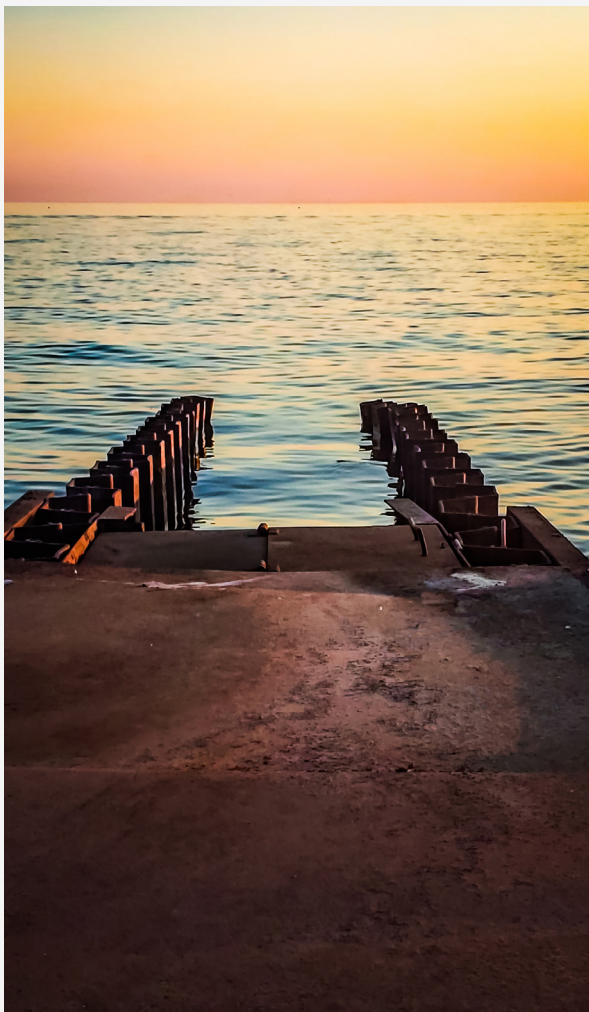
For more informaton and registration details [CLICK HERE.](#)



The LRE Clinical Corner



Welcome to Clinical Corner. My name is Sandi Stasko and I am the Clinical Manager at LRE. I've been in this role for just over a year and worked in a CMH for more than 10 years prior to joining the LRE team. I am passionate about helping individuals become their best selves and have gained significant insights into the behind-the-scenes work involved in a public mental health system. I'll be dropping in a few paragraphs about all things Mental Health for each Newsletter.



What are Clinical Practice Guidelines?

Clinical Practice Guidelines (CPGs) are common in medical and mental health treatment. They are researched methods of treating an ailment that is agreed upon by experts in the field intended to optimize care and outcomes. "The principal benefit of guidelines is to improve the quality of care received by patients by promoting interventions of proved benefit and discouraging ineffective or potentially harmful interventions." Clinical Practice Guidelines (CPGs) are valuable tools that summarize extensive evidence on specific topics, aiding clinicians in making evidence-based decisions efficiently. They help reduce practice discrepancies and balance healthcare costs and quality, patient safety, resource use, and health economics. The main issue with CPGs is their development by various groups with differing perspectives, goals, and uses, leading to inconsistencies and limitations.

Working with Medicaid funding, LRE is required to adopt CPGs. LRE has chosen to utilize the [American Psychological Association's CPGs](#) as they are widely accepted as well as those published by MDHHS.

The Purpose of **Clinical Practice Guidelines** (CPGs) in Mental Health

Clinical Practice Guidelines (CPGs) in mental health serve to provide evidence-based recommendations for diagnosing and treating mental health conditions, ensuring care is grounded in the best available research. They help standardize treatment approaches across different providers and settings, reducing variability and ensuring consistent care. By following CPGs, clinicians can improve patient outcomes through proven effective treatments. Additionally, CPGs assist clinicians in making informed decisions by offering a comprehensive review of the benefits and risks of various treatment options.

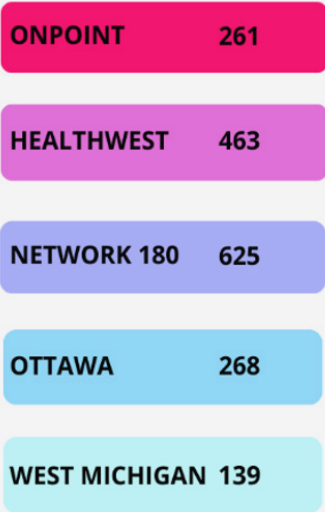
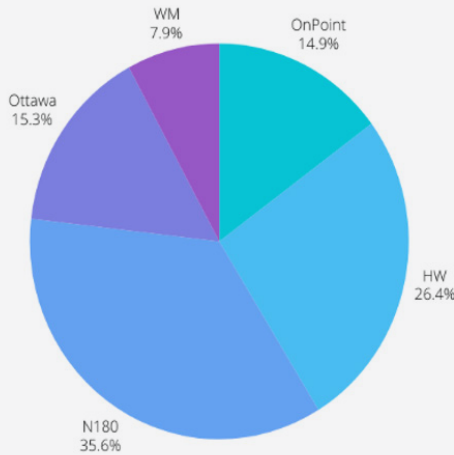
Clinical Practice Guidelines (CPGs) are not rigid protocols, substitutes for clinical judgment, one-size-fits-all solutions, or static documents. They provide flexible, evidence-based recommendations to support, rather than replace, clinical expertise and personalized patient care.

How to Use Clinical Practice Guidelines in Mental Health

- 1. Integrate with Clinical Expertise:** Clinicians should use CPGs as a foundation for their practice, integrating the guidelines with their clinical expertise and the unique needs of each patient.
- 2. Patient-Centered Care:** Engage patients in their care by discussing the guidelines, treatment options, and potential outcomes, and incorporating their preferences and values into the treatment plan.
- 3. Continuous Education:** Use CPGs as a resource for ongoing education and training to stay updated on the latest evidence and best practices.
- 4. Quality Improvement:** Healthcare organizations can use CPGs to develop performance measures and quality improvement initiatives, ensuring that care is aligned with the latest standards.

Customer Satisfaction Survey FY24

CMHSP # of Completed Surveys Total 2024: 1756



The **Customer Satisfaction Survey**, is offered each year to consumers involved in CMHSP services. Patient feedback concerning their experience of care is an important part of our efforts to improve quality and health outcomes in populations experiencing mental health difficulties. In FY24 we used the MHSIP and YSS as our survey tools. [CLICK HERE](#) for to view the full report.

The FY24 Customer Satisfaction Survey workgroup was created to collaborate with the CMHSPs on all matters related to the surveys in the region. The focus of the group for FY24 was the implementation of the MHSIP and YSS which would address the following: CCBHC requirements, data to share throughout the state, consistent data throughout the years. We are reviewing the data and determining the best practices moving forward to address the needs of the individuals we serve.

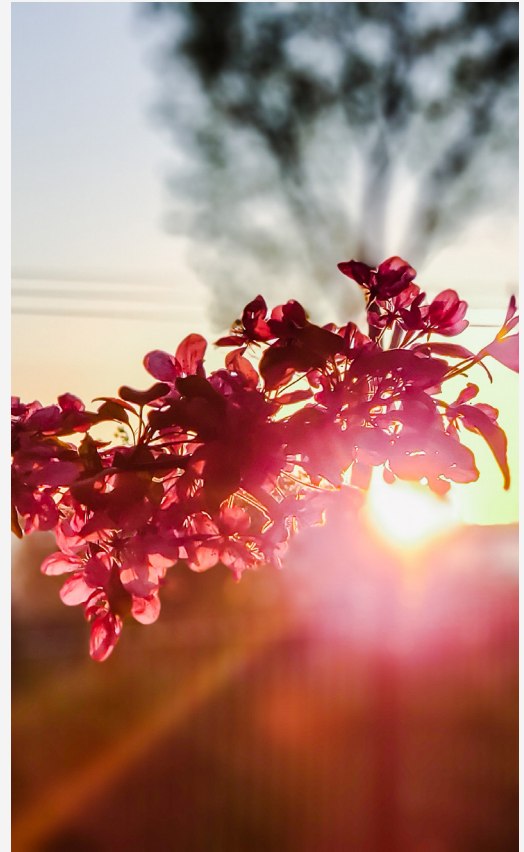
Report Card 2024

YSS	FY24 Score	MSHIP	FY24 Score
Outcomes	70%	Outcomes	78%
Social Connectedness	82%	Social Connectedness	81%
Access & Availability	85%	Access & Availability	85%
Quality	88%	Quality	86%
Functioning	70%	Functioning	77%
Total	79%	Total	81%

LRE Spring/Summer Office Closing Dates

Normal office hours at the LRE are Monday-Friday from 8am-5pm. As we approach the holiday season the LRE follows along with the State of Michigan on holiday office closures. Please see a full list of office closure dates below:

- **Memorial Day: Monday, May 26**
- **Juneteenth: Thursday, June 19**
- **Independence Day: Friday, July 4**
- **Labor Day: Monday, September 1**



The LRE Board of Directors

The Lakeshore Regional Entity Board of Directors **meeting is on the 4th Wednesday of each month**. Unless otherwise noted, prior to each Board meeting a Work session is scheduled for 11am. The Board meetings are held in person at the GVSU-Muskegon Innovation Hub, 200 Viridian Dr., Muskegon, MI 49440. Please note, the November meeting is on the 3rd Wednesday, due to the Thanksgiving Holiday.

Upcoming Board Meetings

April 23, 2025

May 28, 2025

June 25, 2025

Lakeshore Regional Entity

5000 Hakes Dr., Ste 100, Muskegon, MI 49441

www.lsre.org

Telephone contact:

Business Hours 231-769-2052
Compliance 800-420-3592
Appeals 800-897-3301

E-mail contact:

feedback@lsre.org