2021 Millage Impact Report
Washtenaw County Public Safety and Mental Health Preservation Millage
INTRODUCTION

Three years of new and enhanced programing.

The Washtenaw County Public Safety and Mental Health Preservation Millage has brought many new and enhanced programs to our community. This report illustrates what our agency, alongside our inspiring community partners, accomplished during the third year of millage funding.

- In 2018, WCCMH served 2,344 people. In 2021, the third year of our eight-year millage, we served 4,366 people.
- In 2021, our millage-funded CARES team, an expanded team of mental health professionals, provided 13,092 services—such as medication reviews, peer support services, and individual therapy—to 752 Washtenaw County residents.
- And in 2021, we gave $1.5 million to community partners to help them provide critically important programs and services that improve community mental health through treatment, prevention, housing, and support.

In 2021, millage funding also allowed us to set the groundwork for systems change through new and expanded partnerships with our criminal justice and youth-focused sectors.

- Millage funding helped develop a new initiative to divert low-level, low-risk offenders away from jail and connect them with behavioral health services and other community resources.
- Millage funding supported a new initiative that seeks to transform our juvenile justice system, to support youth in their schools and communities, and to avoid detention and incarceration whenever possible.

We are proud to present our latest millage impact report that highlights continuing programs and new initiatives that are touching the lives of so many in our community.

Thank you, Washtenaw County residents, for supporting the county’s Public Safety and Mental
“We basically designed our CARES program for one client.

She was elderly, depressed, and needed stable housing. She got medical care from her primary care doctor, but she couldn’t access mental health services in the community and really needed them. We contacted her dozens of times in that first week. We couldn’t serve her through our psychiatry and psychology units because she didn’t qualify for Medicaid and her needs weren’t severe enough.

Our 24/7 mobile crisis team tried to connect her to several community-based support services, but everything fell through. When we couldn’t find an alternative, our Crisis Team became her provider for several months. Knowing that millage funding would be starting on January 1, 2019, we began talking about the need for a program that could offer the kinds of services and supports she needed. That led to the creation of our CARES team.

When we launched our CARES program in the spring of 2019, she was our very first client. She was assigned a psychiatrist and a case manager who could really connect with her and help her achieve her goals ongoing.”

— MELISA TASKER,
PROGRAM ADMINISTRATOR, CARES, WASHTENAW COUNTY
With millage resources, Washtenaw County is funding criminal justice diversion, reentry, and evidence-based jail services.

Reentry initiatives help reduce the likelihood of low-level, low-risk offenders returning to jail—allowing more families to stay together and, ultimately, saving taxpayers money. Diversion efforts help move people with behavioral health needs away from places like jails, detention centers, emergency rooms, and shelters—so that they can be better connected to community-based care.

Reentry Services
FOR SUPPORTING COMMUNITY REENTRY
To address high recidivism rates among individuals with mental health and substance use disorders, the millage provides funding for enhanced reentry services. Services may include case management, employment assistance, housing assistance, and more. In 2021, the reentry service team assisted roughly 400 individuals.

Youth Assessment Center
FOR SUPPORTING YOUTH NEEDS
Youth Assessment Centers operate as a safe holding place for youth and a gateway for professional assessment, prevention, diversion, and rehabilitation. In 2021, a $20,650 millage grant paid for technical assistance from the National Assessment Center (NAC) Association to help Washtenaw County leaders begin to develop a youth assessment center.

Crisis Negotiation Team
FOR ASSISTING PEOPLE IN CRISIS
Thanks to millage funding, the Washtenaw County Sheriff’s Office Crisis Negotiation Team is now equipped with mental health professionals. In 2021, five millage-funded staff served as members of the team, helping police peacefully resolve crisis situations. They completed 304 hours of training and helped deescalate 12 situations.

Medication-Assisted Treatment
FOR HELPING PEOPLE RECOVER
Medication-assisted treatment (MAT)—the use of medication to treat substance use disorders—can successfully treat opioid use disorder. MAT is used to sustain recovery and prevent overdose. In 2021, the millage increased funding for medication-assisted treatment in the county jail. The jail’s MAT program supported 40 people in 2021.
Service Expansion

The millage supports crisis services and other behavioral health interventions for those in need.

Services provided with millage funding include crisis response, individual therapy, group therapy, peer support, psychiatry, nursing, and help navigating required medical, behavioral, and social services.

CARES Team
FOR SUPPORTING EVERYONE

The millage-funded CARES Team is an interdisciplinary team of mental health professionals that includes nurses, social workers, crisis professionals, psychiatrists, addiction specialists, peer counselors, and medical assistants. The team helps any person—regardless of age, insurance status, or ability pay—who requires mental health intervention and follow up support. In 2021 alone, the CARES team provided 13,092 services to 752 patients.

24/7 Crisis Center
FOR CREATING A SAFE SPACE

750 Towner, a 24/7 crisis center established with millage funding, is a place where individuals experiencing a behavioral health crisis can go for help and emotional support. The center can be used as a holistic alternative to the emergency room or the jail, helping stabilize individuals in crisis and providing them with a warm handoff to other community providers. In 2021, the crisis center handled 45 admissions and served 25 people in need of help and stabilization.

Certification
FOR MAXIMIZING MILLAGE FUNDING

WCCMH is now designated as a Certified Community Behavioral Health Clinic and provides a comprehensive range of mental health and substance use services. By achieving this certification, WCCMH has received additional federal grant funding to hire staff and provide services. These extra funds allow WCCMH to serve more individuals and maximize the reach of millage dollars.

WATCH: Expanding services to support everyone:
Washtenaw County Public Safety and Mental Health Millage
Youth Supports

The millage provides resources that support the mental health needs of our youth.

There is a growing need to support youth who have experienced trauma or have unmet behavioral health needs. Millage funding supports initiatives that reach students within their schools. Many initiatives focus on destigmatizing mental health and empowering youth.

WATCH: Supporting and empowering our youth: Washtenaw County Public Safety and Mental Health Millage

#WishYouKnew
FOR STARTING THE CONVERSATION

The Washtenaw County Health Department’s #WishYouKnew campaign receives significant funding from the mental health millage. In 2021 alone, millage dollars enabled a substantial increase in #WishYouKnew’s campaign reach. With millage funding, the campaign began to connect with youth through Spotify and Comcast—with 132,486 and 60,576 plays respectively.

Mini Grants
FOR SHOWING STUDENTS THEY’RE NOT ALONE

In 2021, the millage continued to provide mini grants to schools across Washtenaw County to support a variety of school-based programs designed to promote help-seeking behavior, reduce stigma, and make sure that students and families are aware of the county’s 24/7 access number. In 2021, 24 schools received grants of up to $5,000 each.

Children’s Services
FOR HELPING KIDS AND FAMILIES

Millage dollars are used to fuel a partnership between Washtenaw County Community Mental Health and Washtenaw County Children’s Services—a county facility that provides temporary custody and care for juveniles who have come into contact with the justice system. Millage-funded social workers are now embedded in Children’s Services and use trauma-informed treatment to help youth while referring them to additional care in the community.

Millage-funded school social workers
FOR SHOWING STUDENTS THEY MATTER

Millage matching dollars enabled WISD schools to receive a grant from the State of Michigan to hire mental health professionals—including licensed or limited-license social workers, counselors, and nurses, as well as psychiatrists, psychologists, and others—to work with general education students. Four behavioral health professionals are now serving high-need schools in Milan, Ypsilanti, Saline, and Lincoln, providing services to many students.
Prevention and Education

Prevention and education are essential for improving and maintaining the health and wellness of our community.

These initiatives tackle root causes and upstream issues, which ultimately reduce costs and prevent adverse health outcomes by reaching those in need early. The millage educates community members about how to recognize and respond to mental health crises and needs, and destigmatizes reaching out for help.

Mental Health First Aid
FOR TRAINING ON MENTAL HEALTH
In 2021, millage funds were used to train local residents to become Mental Health First Aid instructors that could now train others in our community—an approach called Train the Trainer. Mental Health First Aid (MHFA) is a skills-based course that teaches the risk factors and warning signs for mental health and substance use concerns, while providing guidance on ways to help.

Hospital collaboration
FOR DECREASING HOSPITAL STAYS
Thanks to the millage, when people in a mental health crisis come to the emergency department, the millage-funded CARES team connects them with a therapist and case management. Washtenaw County Community Mental Health (WCCMH) data shows a decline in mental health hospitalizations since this program was implemented.

Black Lives Matter Task Force
FOR CREATING CONVERSATION AND CHANGE
In 2021, the Black Lives Matter task force hosted “chat and chews” with WCCMH staff during Black History Month, as well as Critical Incident Stress Management (CISM) training. The group also sponsored community events—such as a youth essay writing contest, comedy show, documentary night, and faith-based events—focused on Black history, social justice, resilience, and self-care.

WATCH: It takes a millage: Washtenaw County Public Safety and Mental Health Millage
Lack of supportive and affordable housing creates challenges for many Washtenaw County residents.

The millage is helping community agencies across the county expand secure, supportive housing for those exiting jail and transitioning back into the community, as well as for those with mental health or substance use disorders.

Supportive Housing
FOR CREATING SAFE SPACES

In 2021, millage funding expanded supportive housing services at Avalon Housing, Ozone House, The Shelter Association of Washtenaw County, and the Ypsilanti Housing Commission. Grants funded additional shelter beds, behavioral health and primary care services, and case management to ensure that clients receive the support they need to thrive in the community.

Homelessness Prevention Support
FOR PROTECTING OUR MOST VULNERABLE

Washtenaw County Community Mental Health used millage funds to divert individuals from the county’s homeless system of care when possible. These funds provided food, utilities, transportation, and other measures to help people avoid homelessness. Through millage funding, the Shelter Association of Washtenaw County diverted 22 individuals away from homelessness in 2021.
Outreach Campaign

The millage’s public outreach campaign works to ensure that all of Washtenaw County’s residents know how to access mental health and substance use support, if and when they need it, while educating the community about how millage funds have been spent and the impact of those investments.

The ads—which showcase public servants in education, mental health, law enforcement, health, and housing—have been advertised on local billboards, buses, newspapers, magazines, and social channels to promote the county’s 24/7 mental health and substance use treatment hotline.

The millage communications toolkit, which was developed from dozens of conversations with health and human service agency leaders and front-line staff members, provides key facts about the millage, simplified service descriptions, and sharable news stories and social media posts—all designed to promote millage-funded services.
Partnerships

Millage leaders believe in collective action.

With this in mind, millage dollars are frequently distributed to community partners working in one or more of the millage’s funding priorities: service expansion, criminal justice diversion, youth support, and prevention and education.

5 Healthy Towns Foundation
In 2019, 5 Healthy Towns received funding to address a local health issue. In partnership with local organizations, including Washtenaw County Community Mental Health, they are creating the vital conditions for mental health and helping identify health-related social needs.

Avalon Housing
Millage-funded staff at Avalon Housing provide case management, helping residents get and stay healthy—both physically and mentally—through an on-site clinic run by Packard Health. Staff also provide connections to behavioral health treatment providers, as needed.
Corner Health Center
Through a millage-funded partnership, the Corner Health Center now offers psychiatric services in-house, via two Washtenaw County Community Mental Health-affiliated providers. This partnership provides in-house treatment for youth and young adults.

OCED
The Office of Community and Economic Development (OCED) has worked with Washtenaw County Community Mental Health to target millage funds to areas of need. OCED created an RFP for supportive housing grants, and now oversees the work of the grantees.

Packard Health
Packard Health works closely with Washtenaw County Community Mental Health to coordinate the care of clients served by organizations. Packard clients now receive mental health care services on-site and can transition between organizations if their needs change.

NAMI Washtenaw
The National Alliance on Mental Illness (NAMI) Washtenaw County has used millage funding to conduct concerted outreach efforts in underserved areas of Washtenaw County—such as Whitmore Lake and Ypsilanti—to destigmatize mental health concerns.

Ozone House
Thanks to a millage partnership, psychiatry is being offered on-site at Ozone House. The millage funds time for a psychiatrist to be on-site every week for a half-day, allowing them to support Ozone House youth in need of mental health and substance use support services.

Shelter Association
The Shelter Association of Washtenaw County uses millage resources to add beds dedicated to clients who need immediate temporary housing. They also refer clients in need of behavioral health services to Washtenaw County Community Mental Health.
Student Advocacy Center
Check and Connect offers evidence-based mentoring to students involved with the juvenile justice system, students with mental health needs, or students who frequently miss school or struggle with grades. Millage funds support full-time mentors in Ypsilanti and Lincoln.

Washtenaw Health Plan
The Washtenaw Health Plan (WHP) works to expand access to health care by helping people sign up for health insurance. WHP navigators understand the Washtenaw County Community Mental Health system and can connect clients to behavioral health services when needed.

Ypsilanti Housing Commission
The millage has helped the Ypsilanti Housing Commission’s Family Empowerment Program earn supportive housing certification from the Corporation for Supportive Housing. Now, the millage funds supportive housing services for residents of New Parkridge in Ypsilanti.

Children’s Services
At Washtenaw County Children’s Services, the millage provided funding for a newly embedded staff member: a mental health professional. This new millage-funded case worker helps youth and their families connect with needed community resources.

WISD
Millage matching dollars enabled WISD schools to receive a grant from the State of Michigan to hire mental health professionals. Four behavioral health professionals now support WISD students, working to destigmatize mental health and reach kids early before issues escalate.

In Washtenaw County, dozens of organizations are dedicated to serving residents’ mental health needs and preserving the community’s public safety. With millage funding, partnerships are formed to help organizations develop a unified effort. In doing so, community-based organizations achieve far more together than they could individually.
See how millage dollars are funding local initiatives and partnerships and learn about those being served.

In 2021

**$3,386,311**
**For service expansion**
Service expansion funds allow WCCMH to provide 24/7 mental health and substance use support to more residents and geographic areas across Washtenaw County.

**13,092**
**Services by CARES**
The millage-funded CARES team provides case management, medication reviews, nursing services, peer services, intake assessments, psychiatric evaluations, and more.

**$1,482,505**
**For community partners**
Funds go to local organizations to improve mental health, combat substance abuse, reduce stigma, expand supportive housing, and support students.
**2021: GEOGRAPHIC LOCATION OF CARES CLIENTS**

- **Ypsilanti** 43%
- **Ann Arbor** 30%
- **Other Communities** 27%

**2021: AGE OF CARES CLIENTS**

- **Adults** 59%
- **Young adults** 27%
- **Seniors** 6%
- **Youth** 8%

* This does not include students served by millage-funded partners, such as the Washtenaw Intermediate School District, the Corner Health Center, Ozone House, etc.

**2021: SERVICES PROVIDED**

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Number of services</th>
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<tbody>
<tr>
<td>Case management</td>
<td>6,700</td>
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<tr>
<td>History and exam</td>
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<tr>
<td>Peer support</td>
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<td>CCBHC services</td>
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<tr>
<td>Nursing services</td>
<td>565</td>
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<tr>
<td>Other services</td>
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<td>Specialty services</td>
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<tr>
<td>Psychiatric evaluations</td>
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<tr>
<td>Crisis intervention</td>
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<tr>
<td>Injections</td>
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<td>Screening determination</td>
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<td>Supported employment</td>
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<td>Psychiatric Services</td>
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<tr>
<td>Skill building services</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>13,092</strong></td>
</tr>
</tbody>
</table>

**2021: INVESTMENT CATEGORIES**

- **Supportive housing** 658,838
- **Youth supports** 249,039
- **Education and prevention** 194,400
- **Evaluation and communication outreach** 360,069
## Financial Data

### Community-wide service expansion: $3,386,311
- 24/7 access/ triage support: $568,240
- 24/7 crisis support services: $730,644
- Treatment/ stabilization services: $875,004
- 24/7 crisis stabilization center: $618,000
- Service expansion - planning/ implementation/ administration: $399,023

### Supportive housing service expansion: $685,383
- Avalon Housing - permanent supportive housing: $195,000
- Avalon Housing - supportive services at new developments: $183,010
- Ozone House - Supportive services for teens and young adults: $106,295
- Youth Action Board: $20
- OCED Housing Administration: $10,698
- CoC - Homelessness diversion supports: $15,000
- Consumer emergency housing: $38,104
- Housing - planning/ implementation/ administration: $137,256

### Youth support service expansion: $249,039
- WISD - Anti-stigma mini-grants to area middle/ high schools: $29,450
- WISD - mental health first aid training - youth services: $17,569
- Youth Center - on-site mental health professional: $88,581
- Washenaw Health Plan: $41,250
- WCHD - Youth anti-stigma #wishyouknew campaign: $7,000
- Youth - planning/ implementation/ administration: $65,189

### Criminal justice diversion expansion planning: $20,000
- LEAD-D - law enforcement assisted diversion: $10,000
- Diversion - planning/ implementation/ administration: $10,000

### Education and prevention expansion: $193,400
- NAMI WC - Education and outreach in Ypsilanti/ Whitmore Lk: $158,400
- MHIA training - adult services: $25,000
- Education/ prevention - planning/ implementation/ administration: $10,000
- Education/ prevention - health communications: $71,483

### Outreach and Evaluation: $360,069
- CHRT - System analysis: $69,240
- CHRT - Project management: $100,305
- CHRT - Communications: $120,699
- Evaluation - planning/ implementation/ administration: $69,825

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Since it first began funding programs and initiatives in 2019, the millage has helped Washtenaw County Community Mental Health meet the growing behavioral health needs of our community. From expanding staff and services to funding the work of community partners, millage funds make great things possible.
Advisory Committee

The Millage Advisory Committee provides strategic oversight and guidance on Public Safety and Mental Health Millage activities and investments.

In the spring of 2019, Washtenaw County Community Mental Health (WCCMH) established a Millage Advisory Committee, also known as the MAC, to assist with strategic decisions about millage priorities and funding.

The 13-member committee, chaired by Nancy Graebner-Sundling, is a subcommittee of the WCCMH Board and reports to the Washtenaw County Board of Commissioners.

To access millage-funded services, call 1-734-544-3050