



BridgeWays *Semi-Annual Report 10/1/23-3/31/2024*

MRC Industries Inc.'s Mission

MRC Industries, Inc.'s mission is to encourage and support individuals living with a disability to achieve their fullest potential through employment, skill building, and active community involvement.

PROGRAM DESCRIPTION

MRC's BridgeWays program, located at 1606 South Burdick Street, provides Targeted Case Management services for adults who have been diagnosed with a severe mental illness or with co-occurring mental illness and substance abuse disorders. Our purpose is to support individuals to achieve their goals and dreams by utilizing resources and natural supports to realize their full potential as participants in the community, using the least restrictive level of services. The 2023-2024 fiscal year is the twenty first year of operation for the BridgeWays program. We currently employ eleven Case Managers, one Certified Peer Support Specialist and one Program Manager who holds a smaller case load.

Targeted Case Management

BridgeWays is **currently serving 362 participants** in the Targeted Case Management program. BridgeWays participants who need psychiatric services are seen through Integrated Services of Kalamazoo Psychiatric Services or private psychiatrists if they have private insurance.

INDIVIDUALS SERVED

During the past six months, **BridgeWays was able to provide billable services to 425 individuals**. There were some individuals who did not receive a billable service, and this was due to not engaging in services and subsequently being closed to services or clinicians were unable to locate these consumers to work on treatment goals, or due to a referral being made at the end of the period and client has not had contact yet.

PROGRAM ACCESS

Intake Report

BridgeWays receives referrals from a number of sources throughout the community. The Integrated Services of Kalamazoo Urgent Care/Access Center is the primary source of referrals and all referring agencies must go through the Urgent Care/Access Center to receive an authorization before BridgeWays can initiate services. BridgeWays was on a referral freeze from 3/6/24-3/31/24 due to staffing challenges at BridgeWays.

Referral Source	# of referrals
Integrated Services of Kalamazoo	98

Intake Assessment Timeliness

MRC’s contract with Integrated Services of Kalamazoo requires that we monitor “the percentage of persons receiving a face-to-face assessment with a professional within 14 calendar days of a non-emergency request for service.” It should be noted that Integrated Services of Kalamazoo conducts most assessments prior to referral, unless there are extenuating circumstances in which case the assessment is assigned to Bridgeways to be completed within 14 days. During this period, two out of five new referrals were not seen for assessment within the 14-day requirements. All of these people either chose the date for their first their assessment outside of the 14-day timeframe, or we were unable to locate them, they moved out of the area, or they were incarcerated or hospitalized. Therefore, **100% of the new participants who could and wished to be seen within the 14-day requirements were.**

MRC’s contract with Integrated Services of Kalamazoo require that we ensure people coming out of the hospital or Crisis Residential are seen within seven days for initial intake. **100% of new participants who were discharged from the hospital into services were seen within seven days.**

Closures

During this period, BridgeWays had 84 case discharges/closures for the following reasons:

Reason for closure	# of closures
Lack of engagement/participation	42
Client requested	10
Successful step downs	8
No longer meets case management criteria/moved out of county	12
Incarceration	5
Deceased	5
Step up to ACT or other higher level of care	2
Total	84

SATISFACTION

Participant Satisfaction

Participant satisfaction with BridgeWays services is monitored in four ways:

- Participants are surveyed annually during their Individualized Service Planning meetings.
- Discharge Follow-Up Surveys are conducted by Peer Support Specialists at one and three months following discharge.
- Case managers regularly ask participants during contacts if they are satisfied with BridgeWays' services and if their Individualized Service Plans are meeting their needs. The case manager documents each participant's response in progress notes.
- Individualized Service Plans are reviewed quarterly with participants and satisfaction is gathered at each review of the Individualized Service Plan.

Results of Satisfaction Survey Done at Annual Individualized Service Planning

Case managers met with 122 consumers for annual Individualized Service Planning. 74 individuals completed the survey and 70 individuals expressed satisfaction for this recording period. 48 consumers declined the survey. 1 individual expressed "poor" satisfaction.

Some of the feedback for improvement was: "less paperwork"; "provide transportation for doctors appointments", "better follow through on things discussed at appointments", "offer more services", "I wish I could meet more often".

Some positive feedback from these surveys were: "People show their empathy, are caring"; "help me with my stress and anxiety"; "Maddy makes attempts to show personal emotion, support and organization skills which help me achieve personal growth"; "professionalism, confidentiality and compassion"; "they are prompt"; "the company support and assistance, they stay on top of things".

	Goal	Outcome	Rating F = Favorable; NI = Needs Improvement	Analysis	Last Period
Satisfaction with Targeted Case Management Services	95%	95%	F		98%

Results of Quarterly Periodic Reviews

Satisfaction is recorded during 90-day periodic reviews for all persons served along with a review of the Individualized Service Plan. During 486 periodic reviews completed this six-month period, 98% of consumers who were assessed for satisfaction stated that they were satisfied with services.

Not assessed means that the client was not present during the periodic review due to lack of engagement and subsequently, satisfaction was unable to be assessed.

Question	Yes	No	Not assessed
1. Are you satisfied with services provided to you?	417	8	61

Results of One Month Discharge Follow-Up Survey

Surveys are sent out one month following discharge. The following results have been compiled from the 6 surveys completed by consumers. Attempts are made to obtain this information via telephone and mailed surveys.

Question	Yes	No	N/A
1. Were the services provided by BridgeWays helpful to you?	5	1	
2. Did the staff treat you with dignity and respect?	6	0	
3. Did you get the help you needed when you were here?	4	2	
5. Do your current services meet your needs?	4	2	

Results of Three Month Follow-Up Survey

Surveys are sent out after three months following discharge. Attempts are made to obtain this information via telephone and mailed survey. During this reporting period, Bridgeways received three responses to complete the survey and no responses from the remainder of the clients for follow up at the three-month post discharge survey. Feedback received:

"I needed help with housing and never received help. Seemed like they did not have or know about resources. When only meeting at coffee shops and ordered a bunch of food which was not sensitive when I was struggling with housing and money. Would make me wait in the office just to follow up on phone calls. Overall, I was looking for housing and did not get help. Not very helpful"

Question	Yes	No	NA
1. Was your transfer and discharge handled well?	2	0	0
2. Are you satisfied with the services you are currently receiving?	1	0	1
3. Is there any additional feedback for BridgeWays?	1	0	0

OUTCOMES

The following outcome measures represent performance objectives MRC BridgeWays tracks in the categories of increased independence in living situations, employment, and decreased de-compensation as measured by use of crisis residential and psychiatric facilities.

Living Situation

Living situation figures are taken from the total number of persons served on the last day of the period.

Individuals living independently: Living independently means individuals living alone, with relatives, with friends, or independently living with supports in place. Details about individuals with other living arrangements are in the demographic table at the end of this report.

October 1 st , 2023-March 31 st 2024 Current Open Caseload: 362		
Outcome 3/31/24	Outcome 9/30/23	Outcome 3/31/23
243/362 (67%)	225/346 (65%)	213/327 (65%)

This percentage has increased since last reporting period, despite housing options in Kalamazoo continuing to be a factor in options for independent living in the local area.

Individuals served who are homeless: defined as living in a shelter or in the community without appropriate shelter.

October 1 st , 2023-March 31 st 2024 Current Open Caseload: 362		
Outcome 3/31/24	Outcome 9/30/23	Outcome 3/31/23
48/362 (13%)	60/346 (17%)	53/327 (16%)

This number has improved since the last reporting period and is consistent with ongoing housing challenges in the community.

Employment

Information is derived from sample employment data that is collected during a seven-day period near the end of each quarter. **Employment** is defined as being independently competitively employed or being employed with paid supports in place.

EMPLOYMENT October 1st, 2023-March 31st 2024 Current Open Caseload: 362 F = Favorable; NI = Needs Improvement					
Objective	Goal	Outcome	Rating	Analysis	Last Period
Total % of individuals employed	20%	23%	F	85/362 are employed independently or through a job coach	25%

Medication Adherence

Medication adherence information is collected by the consumer's self-report and by incidents where non-compliance leads to physical and/or mental de-compensation. **Medication compliance is defined as following through with psychiatric recommendations for medications.**

Medication Adherence October 1st, 2023-March 31st 2024 Current Open Caseload: 362 F = Favorable; NI = Needs Improvement					
Objective	Goal	Outcome	Rating	Analysis	Last Period
% of individuals medication adherent on last day of period	85%*	86%	F		86%

Hospitalizations/Crisis Residential/Substance Abuse Treatment

During this period, 64 BridgeWays participants were hospitalized at least one time. Of these hospitalizations, There were 50 admissions for inpatient for psychiatric reasons. There were 40 admissions for medical reasons. There was a a total of **103 inpatient admissions**. There were 5 placements made with Intensive Crisis Stabilization, 1 inpatient substance abuse placements and 7 placements with Centerpointe Crisis Housing. The breakdown of these admissions is as follows:

In County vs. Out of County Placements	Number hospitalized
Kalamazoo County	70
Out of County Placements	33
Total:	103

There were 770 days of psychiatric hospitalizations and 118 days at crisis residential facility Centerpoint for a total of 888 days for psychiatric reasons. There were 571 days of hospitalization for medical reasons. Over this reporting period, there were 136 days authorized to the Intensive Crisis Stabilization program run through ISK.

The majority of psychiatric hospitalizations were for the following reasons:

- Suicidal ideation with or without gesture, or danger to self or others
- Psychosis due to Schizophrenia, Schizoaffective Disorder, or Psychotic Disorder
- Mood Disorder, Major Depression, or Dysthymic Disorder
- Symptoms of mania, depression, and/or psychosis due to bipolar disorder
- Substance Induced Mood Disorder and/or psychosis
- Hallucinations/delusional, confusion, assaultive

**TARGETED CASE MANAGEMENT
October 1st, 2023-March 31st 2024
Current Open Caseload: 362
Total Clients 362 (425 with billable services)**

Objective	Goal*	Outcome 1st half of 2024	Outcome 2nd half of 2023	Rating	Analysis
The number and percent of individuals who had a psychiatric hospitalization	Less than 20%	33/435 8%	33/435 8%	F	
The number and percent of readmissions to an inpatient psychiatric unit compared to the numbers of persons with psychiatric hospitalizations	Less than 25%	4/33 12%	4/33 12%	F	
The number and percent of individuals discharged	10%	65/425 15%	72/435 17%	NI	This reporting period saw a lot of new

(excluding deaths, jail, moving out of county/meeting criteria or aging out) or moved to a less restrictive service					referrals coming in that were closed or stepped down to clinic for non-engagement.
The number and percent of individuals who received a peer service	23%	69/362 19%	73/384 19%	NI	Peer support continues to meet new consumers on caseloads and is working to establish working relationships with clients on a regular basis.
Productivity of face-to-face time spent with clients	40%	17408 units/42506 available units 41%	15,318 units/38466 available units 40%	F	40% is the current goal set within the budget. Currently meeting this goal. Budget reflected a surplus of revenue for this reporting period.
*The number and percent of individuals who graduated to a lower intense service (step down) or graduated from services successfully	5%	17/362 5%	21/435 5%	F	

Diagnosis and Demographics
on consumers authorized during period

Diagnosis	3/31/24		9/30/23		3/31/23		9/30/22	
	N=450		N=456		N=410		N=392	
Primary Diagnosis	Number	Percent	Number	Number	Number	Number	Number	Percent
Schizophrenia (all types)	80	18	79	17	83	20	96	103
Bipolar I Disorder	67	15	73	16	68	17	57	60
Bipolar II Disorder	12	3	16	3	14	4	16	17
Bipolar Disorder NOS	21	5	19	4	22	5	20	27
Psychotic Disorder	2	,1	2	<1	1	<1	1	2
Schizoaffective Disorder	58	13	58	13	51	12	48	46
Anxiety Disorder	14	3	14	3	13	3	14	17
Mood Disorder	1	<1	1	<1	2	<1	2	3
Attention Deficit Hyperactivity Disorder	9	2	7	2	6	1	5	5
Posttraumatic Stress Disorder	40	9	42	9	38	9	24	27
Depressive disorders (major/dysthymia)	118	26	121	27	99	24	99	99
Intermittent Explosive Disorder	1	<1	3	<1	3	<1	3	4
Pervasive Developmental Disorders	0	0	0	0	0	0	0	0
Obsessive Compulsive Disorder	3	1	2	<1	0	0	1	2
Disruptive Mood Dysregulation Disorder	1	<1	0	0	0	0	2	3
Delusional Disorder	3	1	3	<1	2	<1	1	1
Adjustment Disorder	2	<1	5	1	2	<1	1	<1
Other	18	4	11	2	6	<1	2	<1

Demographics	3/31/24		9/30/23		3/31/23		9/30/22	
	N= 450		N= 456		N= 410		N=392	
Gender	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Male	251	56	250	55	224	55	207	53
Female	182	40	190	42	174	42	176	45
Self Identified	17	4	16	3	12	3	9	2
Age								
18-24	47	10	46	10	42	10	37	9
25-35	151	34	130	29	110	27	112	29
36-45	76	17	97	21	96	23	81	21
46-55	93	21	90	20	76	19	79	20
56-75	83	18	93	20	86	21	83	21
Race								
African American	123	27	127	28	109	27	112	29
Middle Eastern	2	<1	2	<1	2	<1	2	<1
Asian/Native Hawaiian/Pacific Islander	4	1	3	<1	2	<1	2	<1
Hispanic/Latino	8	2	9	2	9	2	10	3
Multi-racial	23	5	20	4	22	5	18	5
Native American	2	<1	1	<1	1	<1	0	0
Caucasian	279	61	285	62	257	63	244	62
Other	9	2	9	2	8	2	4	<1
Living Arrangement								
Independent	203	45	206	45	195	48	207	53
Specialized Residential	39	9	40	9	43	10	39	10
Adult Foster Care	8	2	6	1	5	1	8	2
With Family	90	20	88	19	77	19	73	19
Supported Independent	12	3	15	3	11	3	6	2
Homeless	96	21	100	22	77	19	57	15
Jail/KPEP/Residential Treatment/Prison	2	<1	1	<1	2	<1	2	<1