



# MARI ANNUAL REPORT FY 2019

**M**  
**MARY A.  
RACKHAM INSTITUTE**  
**UNIVERSITY OF MICHIGAN**

*Helping to build fulfilling lives through mental health and language and literacy services.*



# About the Mary A. Rackham Institute

In the late 1930s, our namesake Mary A. Rackham funded a \$1 million endowment to establish an institute to provide “social and rehabilitative services” to individuals from the university and surrounding communities.

As it is known today, the Mary A. Rackham Institute (MARI) is comprised of three units that each focus on a different aspect of mental, developmental, and literacy health. We offer services such as individual and group therapy, one-on-one intensive sessions, assessments, testing and evaluations, and resources like free workshops for members of our community.

## THE CENTERS AND CLINIC AT MARI

### ***University Psychological Clinic***

The Psych Clinic provides mental health services for those who are 18 years and older and includes individual and group therapy as well as psychological evaluations. The Clinic has been continuously operating at U-M for more than 80 years. It offers evidence-based psychotherapies and provides an integrative approach to training and outpatient services.

### ***University Center for the Child and Family (UCCF)***

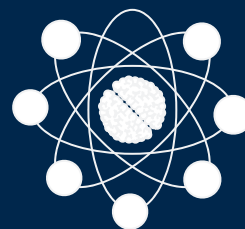
UCCF provides mental health services to children, couples, and families through individual and group therapies and evaluations. UCCF also offers services for autism spectrum disorders through the Autism Consultation and Treatment Services (UM-ACTS) program. UCCF is an Approved Autism Evaluation Center (AAEC).

### ***University Center for Language and Literacy (UCLL)***

UCLL offers intensive language and literacy evaluations and intervention services for children, youth, young adults, and adults. UCLL is home to the U-M Aphasia Program (UMAP), one of only a dozen intensive, comprehensive treatment programs for aphasia in the world. UCLL also offers workshops to help non-native English speakers hone their communication skills.

## MARI CORE VALUES

- Compassionate, science-informed services
- Excellence in clinical training
- Quality of life for clients, staff, and trainees
- Respect for diverse values and goals





# FROM THE MARI DIRECTOR

MARI is unique not only in the depth of expertise and care we provide the U-M community, but also because of our services. We offer services for people of all ages, at all stages of life. This is a comfortable and confidential place for all community, faculty, students and staff—as well as their families—to seek treatment for the mental health or language and learning challenges they may be facing.

That care and all of our services are also extended to the community at large. MARI's nationally and internationally respected clinical and training programs draw people from around the globe.

Each of our clients is treated as an individual with respect to their history and their culture. Our staff are dedicated professionals who provide scientifically informed services across the life spectrum. Throughout all of their work, they are committed to training the next generation of practitioners.

This annual report was developed to showcase the work MARI does and the impact MARI has at the University as well as in our community.

*- Bruno Giordani,  
MARI Senior Director*

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# TRAINING: A CORE COMMITMENT

## How is MARI Contributing to the Next Generation?

One of MARI's main tenets is to train the next generation of clinicians and practitioners, both passing along values and upholding the integrity that are core to mental health and language and literacy services. Our training programs provide hands-on experience at all different levels and exposure to realistic, day-to-day operations of a behavioral health clinic. MARI offers internships, fellowships, post-doc training, practicum student exposure and volunteerships.



### FELLOWSHIPS

We offer several fellowships, including post-doctoral psychology programs in adult-focused training or child/family-focused training as well as Speech Language Pathology and Social Work fellowships.



### VOLUNTEERS

MARI takes on a variety of volunteers who perform diverse tasks. For example, volunteers may be conversation partners to people with aphasia, may help with data entry, or prepare materials for clinical use.

### OBSERVATION

Observation is a key part of training. MARI provides clinical and real-world observation opportunities for many students each year.



### INTERNSHIPS

MARI offers several undergraduate and graduate internship opportunities each academic year. The experience and breadth of exposure to clinical operations are rarely available in other settings.

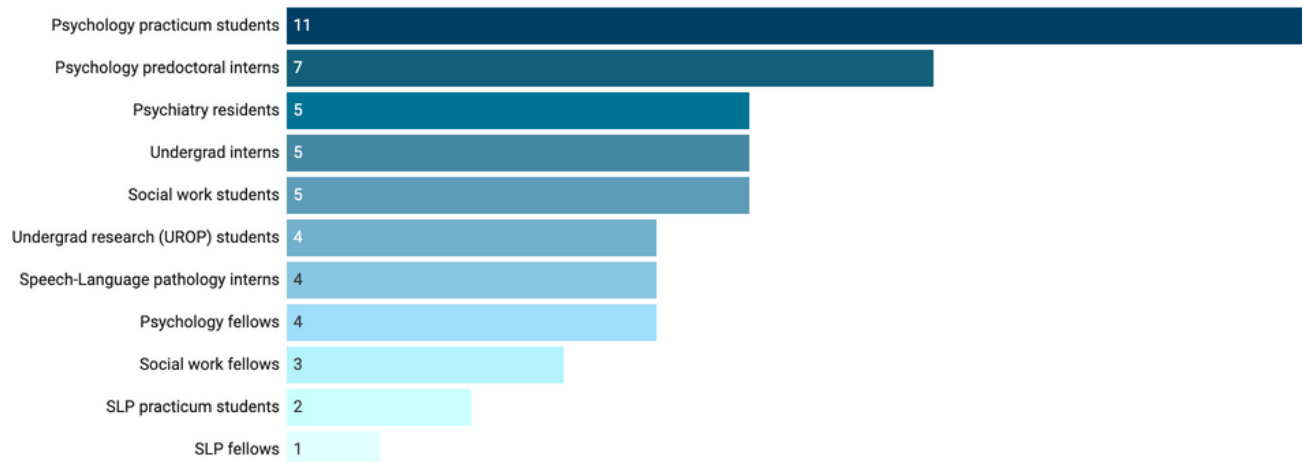


## What Does Training Look Like at MARI?

MARI training opportunities offer benefits for all involved — the trainees receive hands-on, real world experience, MARI clinicians can pass along best practices and mentorship, and MARI clients receive care from not only their primary clinician, but also supervising clinicians.

**During 2018, MARI provided hands-on learning to more than 50 trainees.**

### Trainees:



*Note: Because the training year aligns to the school year, the data represented here is from a different time frame than the data throughout this report. The trainees were with MARI during the 2017-2018 school year.*



### MARI Trainees:

Provided  
**7,130+**  
hours  
of clinical care.

Served  
**600+**  
faculty, staff,  
students & public.

Participated in  
**6,500+**  
client  
appointments.

Received  
**3,000+**  
hours  
of guidance.

# THE MARI IMPACT

## How Does MARI Contribute to the Community?

The Rackham Institute makes a significant contribution to the mental health and language and literacy community, serving people from U-M as well as the general public.

During Fiscal Year 2019, MARI Provided:



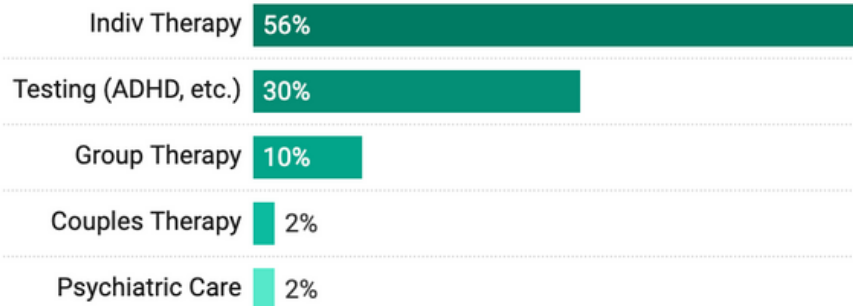
Requests for Services at Each MARI Center/Clinic in FY 2019:



## What Services are People Looking for?

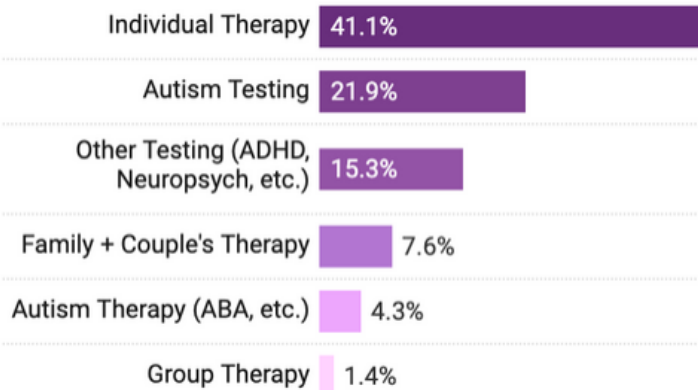
When people contact MARI, these are the services they are seeking. Many points of contact are also made on behalf of someone else, by a family member, doctor, mental health professional or friend. These data are from FY 2019.

### Psych Clinic Services Requested



The University Psychological Clinic is a place students, faculty, staff and community members can privately access customized mental health and wellness resources, from mindfulness groups to ADHD testing to individual therapy to address an array of challenges. Individual therapy and testing were the most frequently requested services.

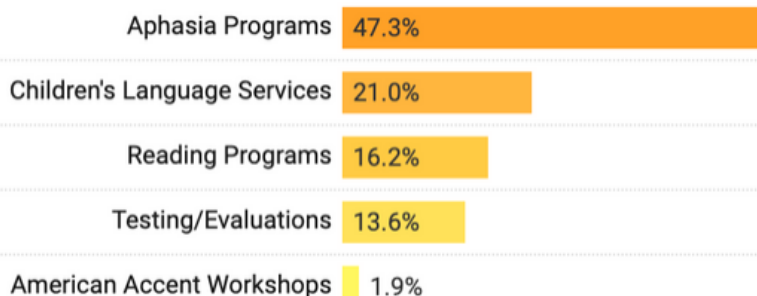
### UCCF Services Requested



The University Center for the Child and Family (UCCF) services are highly sought after, often with waiting lists. The most requested service in FY 2019 was for children's individual therapy. Autism services — testing and ABA therapy — were also sought.



### UCLL Services Requested



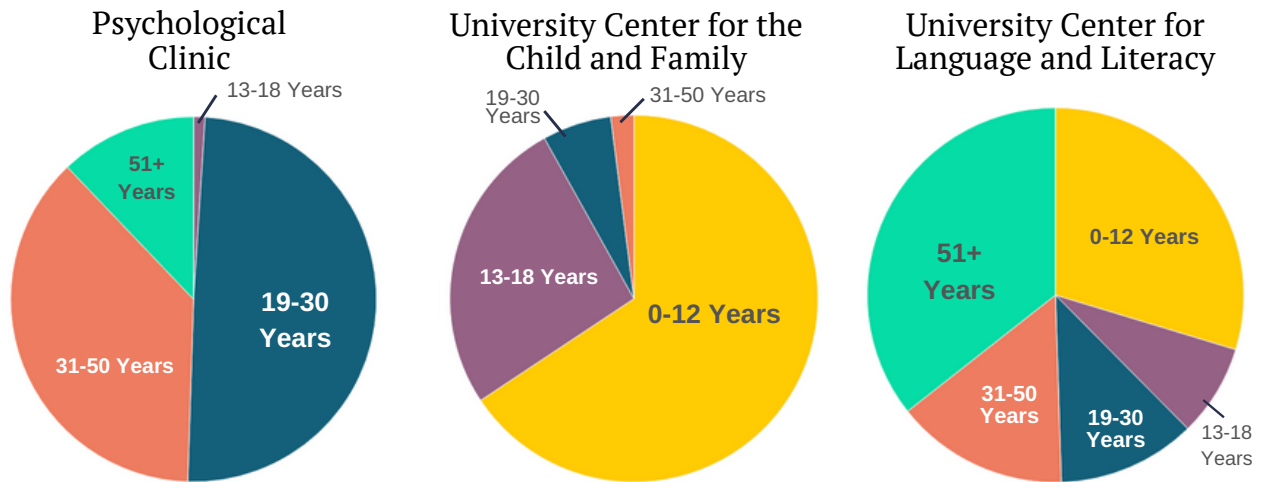
UCLL specializes in speech language therapy for adults and children. The U-M Aphasia Program (UMAP) was the most requested program in FY 2019. Language development programs for children, reading interventions, neuropsych assessments, and workshops for non-native English speakers were also in demand.

# CLIENT SUPPORT

## Who does MARI help?

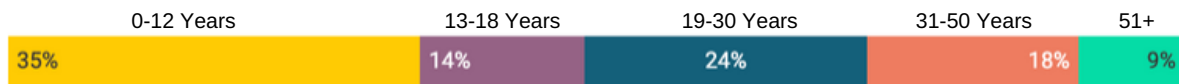
MARI services address a wide array of needs, serving people from all backgrounds, socio-economic statuses, races and ethnicities, ages, and life stages. Here is a brief snapshot of MARI clients; future reports will provide more in-depth client analysis to help us understand our current clients and which populations we may be missing.

### What Ages are MARI Clients?



MARI provides services across the lifespan. Psych Clinic focuses on therapy for adults, while UCCF clients are typically children and families. UCLL covers both children and adults with a variety of programs.

### Client Ages Across the Institute as a Whole



When compiled, the age ranges of MARI clients spread more evenly across the Institute.



### BETTER DATA FOR BETTER SUPPORT

As part of our commitment to serving stakeholders and for our tailored interventions to be most effective, MARI has embraced new and streamlined uses of technology. During intake, we now request additional information. For example, we are asking clients if they are affiliated with the University, veteran status, gender identity, and other questions to help us provide the best possible care.

#### Data Integrity and Safety

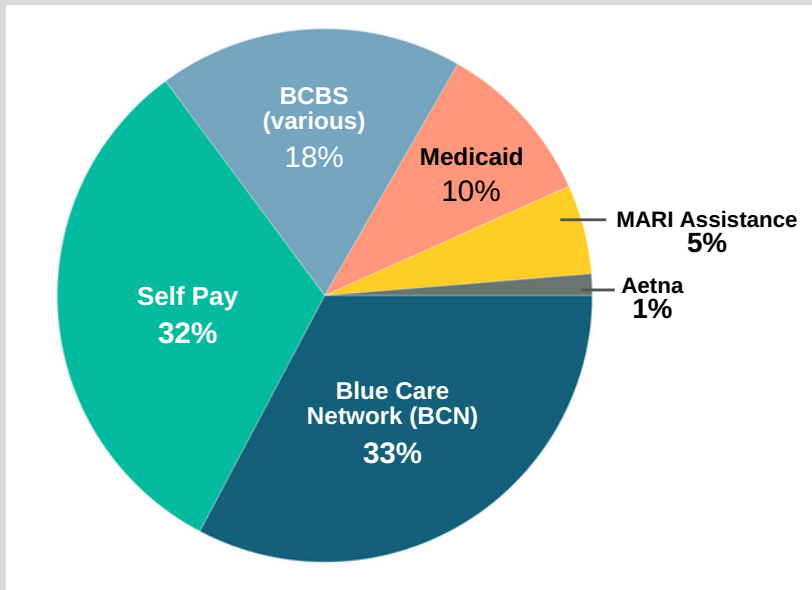
We will continue to apply the highest standards of keeping your information private and protected, as always.





## How did MARI Clients Pay for Services in FY 2019?

### Pay Mix Including All MARI Centers and Clinic



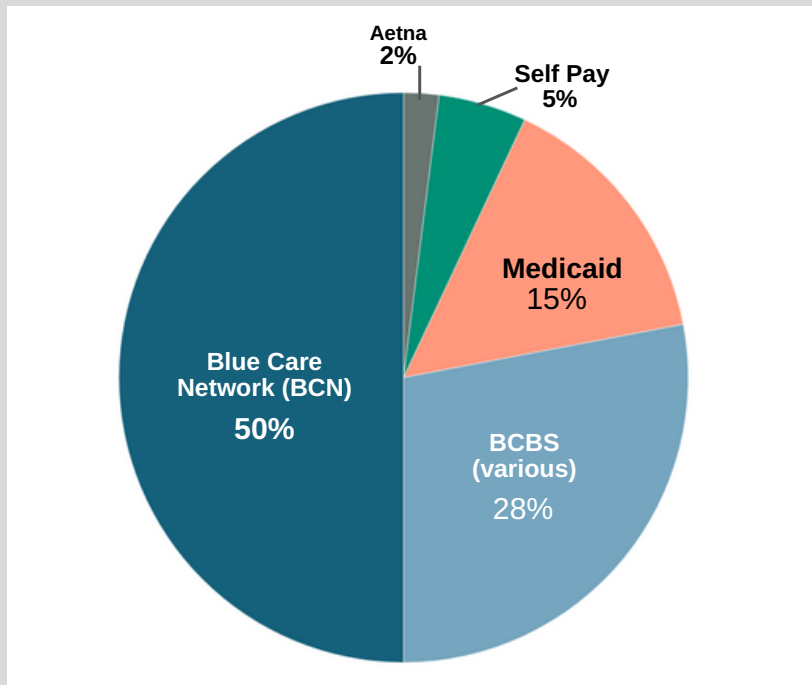
MARI provided **\$165,529** of financial support to clients who qualified in FY 2019. All of the assistance helped clients who are self-pay.

### Payor Mix: What does that mean?

Each MARI clinic and center accepts different forms of payment from clients, depending on the clinical services provided. The majority of UCLL services are paid out of pocket. MARI offers a generous financial assistance policy, which is especially helpful for U-M Aphasia Program clients.

We break down the payor mix with both UCLL and without UCLL payments included, to provide a more accurate picture of how clients pay for services at MARI.

### Pay Mix Excluding UCLL (primarily a self-pay center)



# STAFF ENGAGEMENT

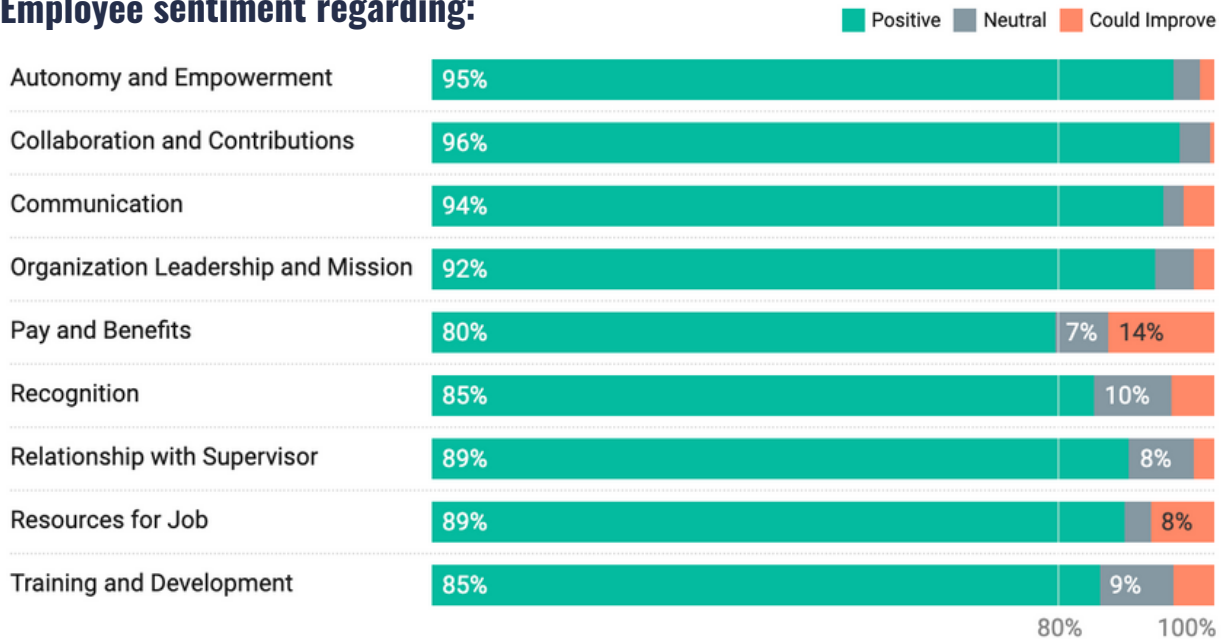
## How do MARI employees feel about working here?

Each year we ask staff what is working and what could be done better. This is a summary of the 2018 staff engagement survey. Responses are anonymous and provide a place to confidentially give constructive feedback.

### Employees reported MARI is a positive place to work overall.

**Collaboration, autonomy, communication and leadership** top of the list of employee satisfaction. The neutral-negative spectrum is narrow in comparison, but can tell us where to focus improvements.

#### Employee sentiment regarding:



42 staff members and volunteers completed the 2018 survey, a nearly 60% response rate. All who took the survey reported that they:

- have a strong commitment to MARI.
- are treated with respect by coworkers.
- are aware of the Institute's values.
- believe integrity is a hallmark of MARI.

### Staff-to-Volunteer and Trainee Ratios Across MARI in FY 2019

	Staff	Volunteers, Trainees, etc.
MARI Overall	58	63
UCLL	17	9
UCCF	17	40
Psych Clinic	13	14
Central Office	11	0

MARI is embracing Diversity, Equity and Inclusion Training:

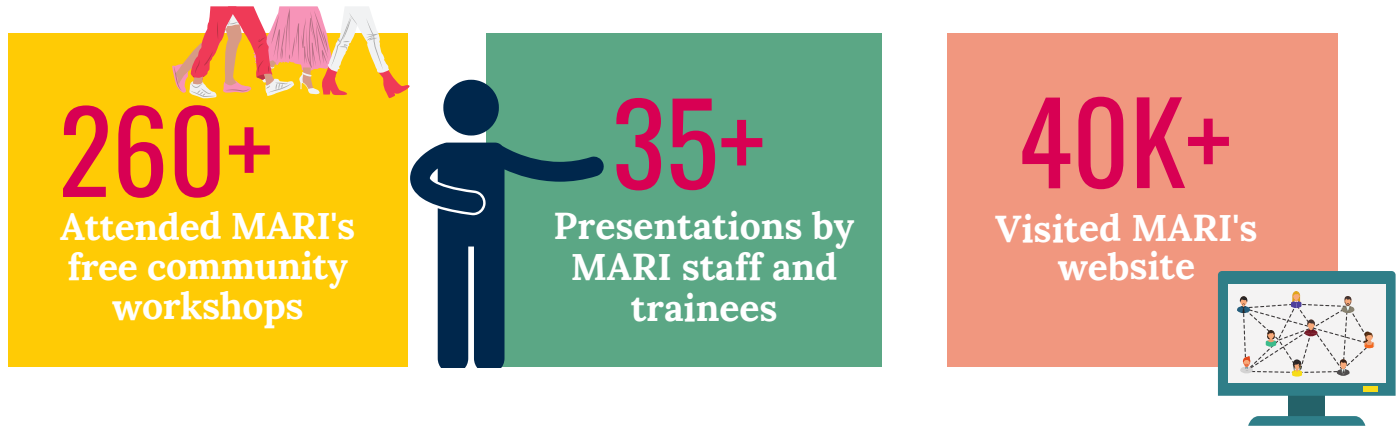
**100%**

of staff have participated in at least one DEI training event in FY 2019.

# OUTREACH AND COMMUNITY BUILDING

## How Does MARI Build Connections and Community?

To ensure those who could benefit from MARI services are aware of what we offer, making connections across campus and the broader community is a major MARI priority. For example, after meeting with key groups and representatives across campus, MARI has started to see an influx of referrals from partners such as **FASCCO**, **U-M Child Care Centers**, and **Michigan Medicine**. During FY 2019, MARI staff and trainees continued to build community and make outreach and education an important part of the organization's mission.



## MARI IN THE NEWS

### A Collaboration to Increase Campus Capacity to Prevent Suicide

UCCF Director Cynthia Ewell Foster, Ph.D., has been working with other campus mental health providers toward the goal of suicide prevention as part of the Campus Suicide Prevention grant that began in 2016 and concludes in 2019.

The Substance Abuse and Mental Health Services Administration (SAMHSA) provided the grant funding to help the University of Michigan build upon a strong foundation of universal approaches to mental health education, student support, and stigma reduction to make suicide prevention a core university-wide priority.

MARI houses the grant and has been working with University Health Services, Counseling and Psychological Services (CAPS), Department of Psychiatry/Depression Center, Psychiatric Emergency Services, Dean of Students, and Campus Security.

Grant funding has provided training to clinical providers and gatekeepers in how to identify, respond, and refer people at risk for suicide to helping resources on our campus and within the surrounding community.

### Exploring Mindfulness Cognitive Behavior Therapy for Treatment of PTSD

The Psychological Clinic has received support under Director Todd K. Favorite, Ph.D., as a community site for a National Institute of Mental Health (NIMH) grant. The project *Neural Mechanisms of Mindfulness-based Cognitive Therapy (MBCT) for Posttraumatic Stress Disorder (PTSD)* began in December of 2018.

### Electronic Bridge to Mental Health

The Psychological Clinic is serving as the U-M site for online counseling as part of the NIMH-funded multi-university project, *Electronic Bridge to Mental Health for College Students (eBridge)*. The project is to examine the efficacy of an online screening and counseling for students.

### U-M Aphasia Program Featured as a 'Story of Our State'

The impact of the University of Michigan Aphasia Program (UMAP), a UCLL program, was recognized as a U-M program making a major impact outside of the classroom. UMAP provides intensive, individualized, and innovative speech and language therapy for people with aphasia, a communication disorder acquired following injury to specific areas of the brain, most commonly from stroke.

The coverage focused on clients Theron and Amy Coleman, a cherry farming couple in their 30s who have attended several sessions at UMAP. The story is also being featured in a series of Public Service Announcements that launched in late 2019.



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