



Annual Report

2023

About Us

Community Mental Health for Central Michigan (CMHCM) is a public mental health authority that serves the counties of Clare, Gladwin, Isabella, Mecosta, Midland, and Osceola. CMHCM's vision is to provide the highest quality, cost-effective behavioral health solutions in collaboration with consumers and community partners to help individuals experience recovery, realize their full potential, and participate fully in their communities.



What do current consumers find helpful about CMHCM services?

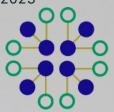
"I appreciate that my psychiatrist works with my other doctors to better come up with treatment plans, especially involving medication."

"My son and I are extremely happy with his case manger at CMH. She always listens to my son's needs and wants. He feels very comfortable expressing ideas to help him be as independent as he can be."

"Everyone is friendly and always concerned."

"Was extremely helpful in helping maintain mental balance while I was in an environment toxic to my mental health and progress to having my own apartment."

"Having the support of services means I am not shouldering the burden of daily stress alone."



Community Mental Health

Vision

Communities where all individuals experience healthy and meaningful lives.



Mission

To promote whole-person wellness through community inclusion and a comprehensive system of quality integrated mental health services and supports.



CMHCM Values

Support of the dignity, worth, autonomy, and empowerment of each individual

Early intervention, prevention, and wellness

Dynamic, competent, and qualified staff and providers

Whole-person wellness and integrated care

High quality services that are affordable and accessible

Team-Based Care

Diversity, equity, and inclusion

Advocacy and public education

Creativity, innovation, and evidence-based practices

Responsiveness to local community needs



A MESSAGE FROM THE EXECUTIVE DIRECTOR

CMHCM is proud to present its 2023 Annual Report to the citizens and leaders of Clare, Gladwin, Isabella, Mecosta, Midland, and Osceola counties. Our vision is communities where all individuals experience healthy and meaningful lives and I commend our staff, providers, and community partners for their resolve toward accomplishing this vision one person at a time.

Strategic planning was underway during the year, as CMHCM sought feedback from consumers, board members, staff and community partners. Focus groups, and online surveys were used to identify strengths, opportunities, weaknesses, and threats, and to assess community needs. The Board of Directors adopted the three-year strategic plan and related annual Quality Assurance Performance Improvement Plan at its September 2023 Board meeting.

The Joint Commission surveyors were on-site in September for their triennial review of standards compliance across the entire agency. CMHCM was awarded full accreditation through 2026, marking continuous accreditation since 1997. This is a testament to staff and their diligence in providing quality care in a welcoming and safe environment.

During 2023, the agency began its behavioral health home program in Mecosta and Osceola Counties, called REACH (Referrals, Education, Accessing Care, Coordination, Healthy Outcomes). The behavioral health program focusses on six core services designed to improve access to care and provide coordination between behavioral health and physical health. Even though the program just started in May, it received accreditation by The Joint Commission based on their review of the program in September. This is an impressive accomplishment by all those involved to stand up this program.

CMHCM's primary populations served are those enrolled in Medicaid and the uninsured. In 2023, the Centers for Medicaid and Medicare Services ended the continuous enrollment in Medicaid that was implemented during the COVID-19 pandemic. Now, a re-enrollment process is in place for individuals to maintain their Medicaid coverage. As a result, the Medicaid enrollment across Michigan is in decline impacting CMH revenues. All the while, the needs are great, and despite funding challenges the agency continues to provide a full array of mental health services and support.

The agency engaged in numerous outreach efforts for mental health awareness and community education. Local and statewide walk-n-roll/walk-a-mile events were held and had great attendance. Fourteen mental health first aid trainings were provided, suicide prevention presentations occurred in schools, and production of a promotional packet shares who CMHCM is, who we serve, and what services we provide. These efforts are important measures to help members in our community gain awareness that help is available in their time of need.

With gratitude, I thank all for acting with compassion to serve for those in our communities with serious and persistent mental illness, intellectual/developmental disability, and children with serious emotional disturbance.

Sincerely,

Bergan Frogman

ANNUAL ART CONTEST WINNER!

It is our distinct privilege to congratulate artist Colleen Dolan for being selected as this year's Annual Art Contest winner! Ms. Dolan receives services through the Midland CMHCM office and her art was selected by the CMHCM Consumer Action Committee from a number of fantastic entries. We wish to express our appreciation to all who entered the contest and extend a heartfelt congratulations to Ms. Dolan on this beautiful piece of artwork!



Clare County 2023 Accomplishments and Outcomes

Clare County received a pilot for a new Family Stabilization Specialist program. This program allows those experiencing a mental health crisis to receive stabilization services and connection to ongoing resources regardless of their insurance. This partnership includes the Department of Health and Human Services (DHHS), all local school districts, and local physicians to work collaboratively to create a system of care for families in crisis.

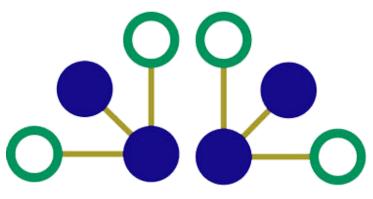
Monthly collaborative meetings took place with DHHS partners in Clare County to help ensure that children receiving services from both DHHS and CMHCM are provided the best collaborative care possible.

Community BINGO events were held in Clare County with modifications to ensure that those with Intellectual and Developmental Disabilities can more easily participate. These games are open to the community and are at a reduced fee and offer a great way for consumers and community members to come together!

The month of May brought the mental wellness speaker, Anthony Grupido, to Farwell Middle and High schools for suicide awareness presentations to educate students on mental health. These events were well attended and feedback was extremely positive from the students!

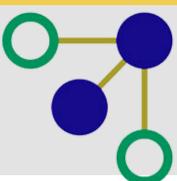
De-escalation training to learn how to deal with individuals in crisis was provided to DHHS employees in Clare County.

Therapists are placed throughout the Harrison and Farwell school district via a partnership between the Clare/Gladwin RESD and local school districts. As part of this partnership, the Clare/Gladwin RESD has funded a supervisory position to assist with clinical supervision of the mental health providers in all Clare/Gladwin school districts while working to identify and address service provision gaps.



Gladwin County 2023 Accomplishments and Outcomes

Gladwin County received a grant to pilot a new Family Stabilization Specialist program. This program has increased community provider awareness of services available and has allowed CMHCM to be more proactive with families relating to education and follow-up after crisis. Community partners are more involved with CMHCM now and are beginning to co-respond with CMHCM when families are in crisis and have multiple providers.



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CMHCM co-sponsored the PRIDE event in June in Gladwin county to provide support and educational materials during the event!

De-escalation training was provided to DHHS employees in Gladwin county to learn how to deal more effectively with individuals when in crisis.

CMHCM trained 21 staff from Gladwin EMS, Gladwin Fire Department, Gladwin Sheriff's Department, Gladwin City Police, and Beaverton City Police on recognizing the behaviors associated with the Autism diagnosis and how to use Carter Kits to assist any individuals with sensory sensitivities. CMHCM was able to provide at least one Carter Kit to each entity to help in their role as first responders.

CMHCM employees in Gladwin participated in the Michigan Works "Trunk or Treat" event during Halloween and passed out candy to over 100 children!

Ongoing monthly meetings are now taking place with Ten16 Recovery Network to increase collaborative efforts between CMHCM and local substance use providers.



Isabella County 2023 Accomplishments and Outcomes

Mental Health training was provided to all six law enforcement agencies within Isabella County. Over the course of these trainings, 80 local law enforcement officers and staff were trained on responding to mental health situations.

A multitude of trainings were conducted by Isabella staff to community partners which included: deescalation techniques, how to work with individuals with mental illness, suicide prevention, secondary trauma, and mental health awareness. Community partners trained included the Isabella Soup Kitchen, the Isabella County Child Advocacy Center, I-Ride, Parks and Recreation staff, and Public Library staff.

A Virtual Crisis Clinic was established with the Isabella County Sheriff's office. This allows Sheriff deputies on the road to have an electronic tablet with them that connects virtually to the agency's crisis team for additional support and coordination in mental health crisis events.

Isabella County provided a total of 1,719 jail diversion services to a total of 502 individuals. Jail diversion services divert individuals with identified mental health diagnoses and link them to community-based treatment and support services rather than being incarcerated.

A grant established partnership with Shepherd Public Schools took place to begin the implementation phase of having a health clinic embedded directly in the school district called the BlueJay Wellness Center. This center will house a full-time therapist co-located to provide services directly in this clinic helping support the mental health of students!

Mental wellness speaker, Anthony Grupido, conducted suicide awareness presentations to educate students on mental health in the Beal City and Shepherd Schools.

Approximately 110 students were referred and served through the Youth Intervention program in Isabella County.

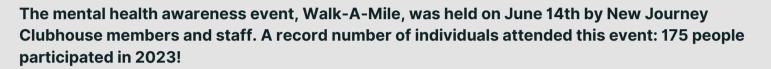


Two-hundred and thirty four (234) mental health lessons were provided to Isabella County Students. These lessons included topics such as: Conflict Resolution, Social Media Prevention, Mean vs. Bullying, Too Good for Drugs, and others.

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Mecosta County 2023 Accomplishments and Outcomes

Mecosta County was awarded a grant for the sixth year in a row under the Mental Health and Juvenile Justice Initiative for a Youth Intervention Specialist (YIS). The YIS provides screenings, follow-up, and referral services for up to 28 schools and 2 court systems in Mecosta/Osceola Counties.



Mecosta County staff participated on the Central MI Recovery and Education Network (CMREN) implementation grant in FY23. This grant was received by Ferris State University and targets network development of sober recovery eco-systems with a special focus on pregnant women, veterans, homeless adolescents/adults, and individuals released from incarceration.

Mecosta County expanded services to offer the REACH Benefit (Behavioral Health Home) for adults with Medicaid. This program focuses on those with severe and persistent mental illness diagnoses and co-occurring physical health issues to improve health outcomes, consumer care experience, and quality of life while reducing overarching health care costs.

Collaborative meetings took place between CMHCM and the Mecosta County Sheriff's Probation and Parole departments to coordinate re-entry into the community and mental health services for individuals prior to being released from jail/prison.

Mecosta County staff collaborated with the Mecosta/Osceola Substance Awareness Coalition (MOSAC) to offer the community a Stimulant Harm Reduction Conference. It is expected that, collaboratively, this conference will be offered annually.



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Midland County 2023 Accomplishments and Outcomes

Midland County was awarded \$1,000 in grant funds from the Zonta Club to empower girls and women by stocking the Midland CMHCM personal hygiene closet, cleaning closet, and to provide gas cards for consumer appointments.

Continued expansion of youth mental health screenings and treatment referrals occurred through the Midland Youth Intervention Specialist (YIS) program to engage and reach youth and families sooner for mental health treatment and services.

A partnership with Midland Kids First took place to provide a program called the Safe Environment for Every Kid (SEEK), a child maltreatment prevention program which provides behavioral health screenings at primary care offices during well-child appointments for children ages 0-5. Parents who screen positive for questions regarding substance use, anxiety, depression, and/or harsh discipline are referred to CMHCM's YIS for further screening and referral to CMHCM treatment.

Mid-Michigan Health's Federally Qualified Health Center (FQHC) continued to provide primary care from the Midland CMHCM office. This partnership allows for a more integrated treatment approach of health related issues for CMHCM consumers.

A CMHCM Outpatient Therapist continued to provide screening and referrals for behavioral health treatment directly within the Midland Juvenile Justice Center. This co-located service is funded by a grant from Michigan Department of Health & Human Services (MDHHS) and general fund dollars.

Midland CMHCM launched Virtual Crisis Care tablets for the Midland City Police Department; this program allows officers to connect community members directly to telehealth crisis services when responding to someone experiencing a mental health crisis in the field.

Recovery Pathways continued to provide medication assisted addition treatment from the Midland CMHCM office. This partnerships allows for more collaborative treatment of the mental health and substance use related needs of consumers.

A jail liaison/diversion specialist serves on all of Midland's specialty/treatment courts (which include Recovery Court, Mental Health Court, and MiHOPE). Mental Health Court participants are court-ordered to community-based mental health treatment instead of jail or prison time when their offense occurred as a direct result of their mental illness.



Osceola County 2023 Accomplishments and Outcomes

A total of seven (7) Mental Health First Aid trainings were offered to community partners and members in Mecosta/Osceola Counties (three youth and four adult trainings).

The Osceola County Community Foundation awarded a grant of \$5,500 to CMHCM for funds to use for children who have severe emotional impairments.

The Mecosta/Osceola Community Crisis Response Team (which includes membership from CMHCM staff, community partners, law enforcement, emergency responders, and school personnel) had 11 responses to critical events since June of 2023.

Collaborative school Social Worker and Counselor workshop meetings took place on a monthly basis in Osceola County and were co-facilitated by CMHCM staff.

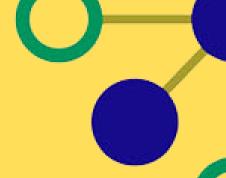
Various mental health presentations were completed by CMHCM throughout the community, schools, DHHS offices, Mecosta/Osceola Career Center, and Families First programs.

The Osceola County Pride Event took place in June 2023 where staff participated and provided information on CMHCM services to the participants.





2023 Access to **CMHCM Services**



CMHCM recognizes that there is a growing need for urgent behavioral health care services that allow for an individual to access services quickly and easily. CMHCM implemented a Same-Day Access (SDA) process in FY22 which allows a person who calls or comes in-person to a CMHCM location to be assessed that same day instead of potentially waiting weeks for an assessment. The SDA process is an innovative initiative that seeks to provide a faster and more accessible process for individuals to access CMHCM services. Since its implementation in FY22, there has been a reduction for consumers in the number of days from request of CMHCM services to first service appointment of 4 days (25 days in FY22, 21 days in FY23).

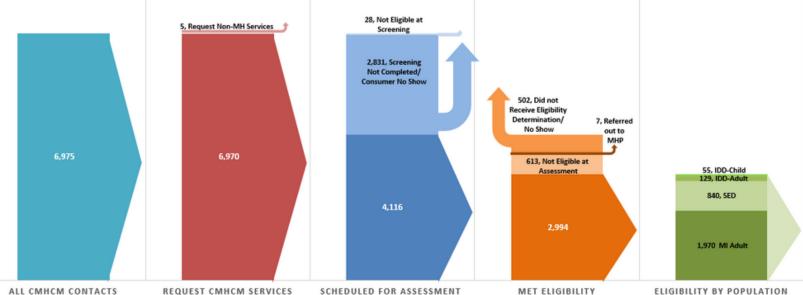


6,975 **Requests for Service** 7% increase when

3,614 **Assessments** Completed 6% decrease when compared to FY22

2,994 **Individuals Eligible** for Service 2% decrease when compared to FY22

In FY23, there were 6,975 callers or persons who walked in requesting CMHCM services, this is a seven percent increase when compared to FY22 (6,547 requests). Of these individuals, 2,826 chose to not follow through to the SDA process for navigator screening. In addition, 33 individuals were not eligible for assessment or were referred to a community partner for non-mental health related services. In total, 4,116 individuals completed an SDA navigator screening; this is a seven percent increase in completed screenings when compared to FY22 (3,854). Of these 4,116 screenings, 2,994 consumers were deemed eligible for CMHCM services in FY23. This is a two percent decrease in consumers eligible for services when compared to FY22. Five hundred and two (502) consumers did not receive an eligibility determination due to not showing up for the assessment (12 percent of those scheduled), and 613 individuals were not eligible for CMHCM services and were referred out to other providers and resources (15 percent).



ALL CMHCM CONTACTS

REQUEST CMHCM SERVICES

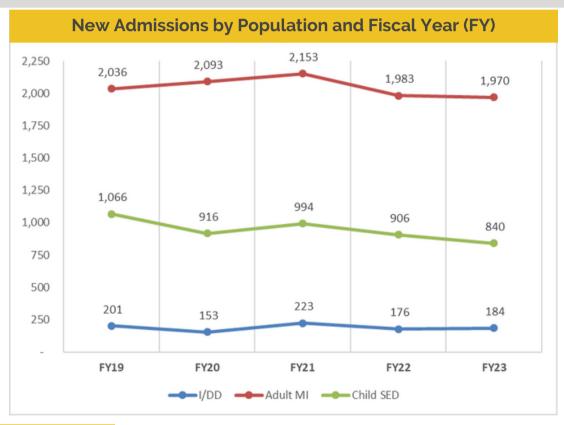
SCHEDULED FOR ASSESSMENT

MET ELIGIBILITY

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2023 Admission to CMHCM Services

The overall admission rate (the number of individuals who meet priority population criteria compared to the number of overall requests for mental health services) decreased in FY23 to 43 percent as compared to 47 percent in FY22. This four percent decrease is due to more requests for services coming through to the SDA process and is directly impacted by consumers not fully completing the CMHCM screening for assessment. Ultimately, these decreases are attributed to consumer choice (not following through due to moving out of county, no longer wanting services, and finding services through community partners).









2024 Access Initiatives

Access to Services has been identified through the CMHCM Strategic Planning process as a key priority for the 2024-2026 Strategic Plan. CMHCM has identified key areas of improvement to address these areas identified by stakeholder feedback for the 2024 fiscal year.

CMHCM continues to work on reducing the number of individuals who do not engage in assessment of services through the following initiatives:

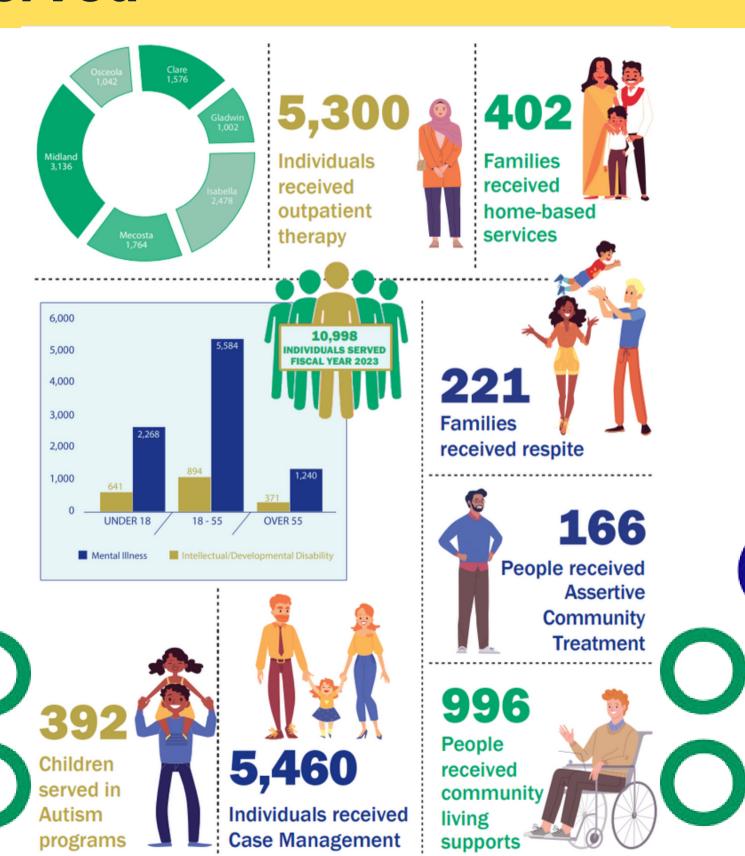
• In FY23, CMHCM received grant funding through the Dow Endowment Fund to hire a Child and Family coordinator position to identify barriers within the system and work on addressing these for faster access to services. This role is dedicated to working on engaging families throughout the access process. This position will also work with the Department of Health and Human Services (DHHS) to shorten the amount of time it is taking to obtain services once placed in a foster home in the CMHCM catchment area. In addition, this position will take the lead in setting up services for youth in residentials and other out-of-county placements to ensure that they have a smooth discharge plan and mental health services established prior to returning to the CMHCM county that they reside in.



- CMHCM hired an additional navigator position in FY24 who will target engagement of all
 individuals into CMHCM services and provide outreach to address socioeconomic barriers that
 an individual may have to offer solutions (these include the use of technology when
 transportation is a barrier for example).
- Navigators have increased the amount of engagement efforts that they are completing to ensure that outreach is being provided to each individual who calls and does not follow through with assessment.
- A Same Day Access (SDA) workgroup is in place to review two pilot projects in FY24. These pilots will capture data as well as consumer feedback to identify whether these pilots should be embedded within the SDA processes across all six counties. These pilots include:
 - Encouragement of consumer use of Peer Support Specialists (PSS) and Parent Support Partners (PSP) to connect immediately after assessment to bolster engagement efforts and provide support prior to a first service appointment with a consumer's ongoing clinician.
 - Warm transfers to case holders immediately after eligibility determination is made at assessment.
- Review of the overarching first service process is also occurring during FY24 with assistance from the Quality department to review process improvements and workflow to ensure that this process is consumer oriented and that individuals have an appointment in hand at the end of the assessment process when eligibility has been identified.



2023 Consumers Served



2023 Consumer Feedback

What are consumers saying is helpful about CMHCM services?



2023 Community Data and Waitlist

As part of the MDHHS Annual Submission process, CMHCM is asked to utilize community data sets provided by MDHHS to identify changes in the population served, Medicaid enrollments, number of children in foster care, and other key community metrics. Available key metrics from the community data set can be seen below:



Eighty-nine (89)
percent of consumers
served by CMHCM
have an identified and
established Primary
Health Care Provider.



The total population within the six-county CMHCM catchment area is 266,735 individuals for FY23. This is a decrease of 997 individuals when compared to FY22.



There were 121,318 individuals employed across the six counties served by CMHCM; this is a two percent decrease in community employment in FY23 as compared to FY22.



A total of 5,107 jail diversion services were provided throughout the six counties in FY23. This is an increase of 47 percent when compared to FY22.



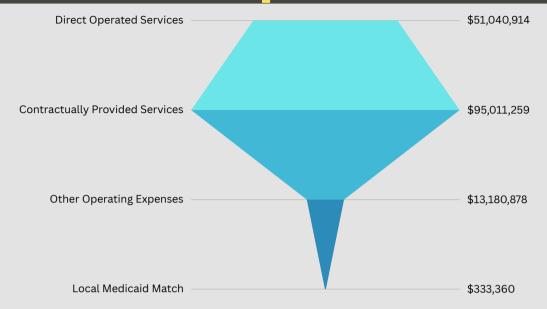
There were 81,626 individuals enrolled in Medicaid within the six-county CMHCM catchment area for FY23. This is an increase of four (4) percent (3,177 individuals) when compared to FY22.

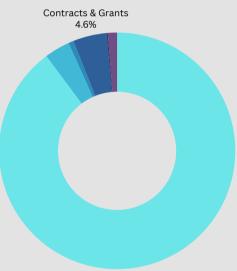


CMHCM utilizes a waiting list for individuals meeting the Mental Health Code defined priority population but whose cost of services exceeds available General Fund resources. Those placed on the waiting list are prioritized based on severity and urgency of need along with diagnosis and clinical judgment. Individuals in need of immediate service are connected to the Crisis Mobilization and Intervention Team. All individuals placed on the waiting list are reviewed by the Utilization Manager at the time of waiting list placement and on an ongoing basis (no less than quarterly).

A total of 13 individuals were added to the waitlist in FY23. Zero of these individuals entered into services during the FY23 fiscal year and only one requested to remain on the waitlist during quarterly waitlist reviews going into the FY24 fiscal year.

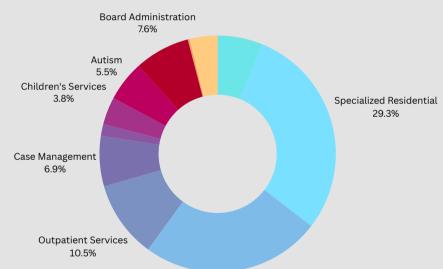
2023 CMHCM Financial Report





Medicaid Capitation 89.8%

Revenue				
Medicaid Capitation	\$	141,518,944		
General Fund	\$	5,494,277		
County Appropriations	\$	1,112,901		
Contracts & Grants	\$	7,242,393		
Interest	\$	270,988		
Other	\$	1,983,096		
Total Revenue	\$	157,622,599		



Community Living Supports & Supported Employment 24.6%

Expenses			
Inpatient and Crisis Care	\$	9,576,677	
Specialized Residential	\$	45,926,171	
Community Living Supports	\$	38,450,974	
Vocational	\$	6,038,869	
Clubhouse	\$	1,044,849	
Outpatient Services	\$	16,510,545	
Case Management and			
Supports Coordination	\$	10,754,737	
Assertive Community			
Treatment	\$	2,550,953	
Children's Services	\$	5,892,574	
Autism	\$	8,621,659	
Contracts and Grants	\$	1,976,195	
Administration	\$	11,881,663	
Local Medicaid Match	\$	340,545	
Total Expense	\$	159,566,411	



Board of Directors

The CMHCM Governing Board is comprised of 15 diverse stakeholders who are appointed by the County Commissions of the Clare, Gladwin, Isabella, Mecosta, Midland, and Osceola County service area. Board Members include professionals who work closely with mental health service providers, recipients, or family members of those receiving mental health services and the general public.



George Gilmore
Clare County



Joseph Phillips
Clare County



Karen Moore
Gladwin County



Susan Svetcos
Gladwin County



James Haton Isabella County



Tobin HopeIsabella County



Kerin Scanlon Isabella County



Richard Dolinski Midland County



Steve Glaser Midland County



Annmarie Hawkins
Midland County



Linda Howard Mecosta County



Mary Olshewski Mecosta County



Greg GydesenOsceola County



Melissa King Osceola County

CMHCM Locations

CLARE COUNTY



Hours

Monday - Friday: 8am - 5pm Evenings times are available by appointment.

Phone Number

989.539.2141

Chief Clinical Officer

Sara Miceli-Sorensen

Address

789 North Clare Avenue P.O. Box 817 Harrison, MI 48625

Fax Number

989.539.2143

Substance Use Disorder inquiries

Contact CMHCM Access
Department at 989.772.5938

GLADWIN COUNTY



Hours

Monday - Friday: 8 am - 5 pm Evenings times are available by appointment.

Phone Number

989.426.9295

Chief Clinical Officer

Sara Miceli-Sorensen

Address

655 East Cedar Avenue Gladwin, MI 48624

Fax Number

989.426.2251

Substance Use Disorder inquiries

Contact CMHCM Access Department at 989.772.5938

ISABELLA COUNTY



Hours

Monday - Friday: 8 am - 5 pm Evenings times are available by appointment.

Phone Number

989.772.5938

Chief Clinical Officer

Jennifer McNally

Address

301 South Crapo Street Suite 200 Mt. Pleasant, MI 48858

Fax Number

989.775.7701

Substance Use Disorder inquiries

Contact CMHCM Access
Department at 989.772.5938

CMHCM Locations

MIDLAND COUNTY



Hours

Monday - Friday: 8am - 5pm Evening times are available by appointment.

Phone Number

989.631.2320

Chief Clinical Officer

Deana Schad

Address

218 Fast Ice Drive Midland, MI 48642

Fax Number

989.631.9903

Substance Use Disorder inquiries

Contact CMHCM Access Department at 989.772.5938

MECOSTA COUNTY



Hours

Monday - Friday: 8am - 5pm Evening times are available by appointment.

Phone Number

231.796.5825

Chief Clinical Officer

Lisa Martinson

Address

500 South Third Avenue Big Rapids, MI 49307

Fax Number

231.796.2409

Substance Use Disorder inquiries

Contact CMHCM Access Department at 989.772.5938

OSCEOLA COUNTY



Hours

Mondays: 8am - 8pm Wednesdays: 8am - 7pm Tuesdays, Thursdays and Fridays: 8am - 5pm

Phone Number

231.832.2247

Chief Clinical Officer

Lisa Martinson

Address

4473 220th Avenue Reed City, MI 49677

Fax Number

231.832.3281

Substance Use Disorder inquiries

Contact CMHCM Access
Department at 989.772.5938

Connect with Us

Community Mental Health for Central Michigan wants to help you take care of both your mental and physical health. Research shows there are some things you should be doing every day to take care of your whole health and well-being. It's important to remember that taking care of your mental health often means taking care of your physical health and vice versa. CMHCM is pleased to announce that we have partnered with Moodfit to provide our community with this whole wellness app. Moodfit is an app to help reduce your stress and build resilience and coping skills.

To get your subscription, download Moodfit from your phone's app store, and enter code "CMHCM" when creating your account.







CMHCM Crisis Hotline (24/7) 1-800-317-0708 CMHCM Main Line

1-989-772-5938



Website www.cmhcm.org



Facebook:

https://www.facebook.com/CMHfor CentralMichigan



Instagram:

https://www.instagram.com/cmhfor centralmichigan/

Community Mental Health for Central Michigan is accredited by the The Joint Commission. This accreditation means CMHCM has undergone an in-depth review of our services and have demonstrated substantial conformance to The Joint Commission's standards. This accreditation ensures that CMHCM is delivering quality services that focus on a consumer's needs and preferences.

