

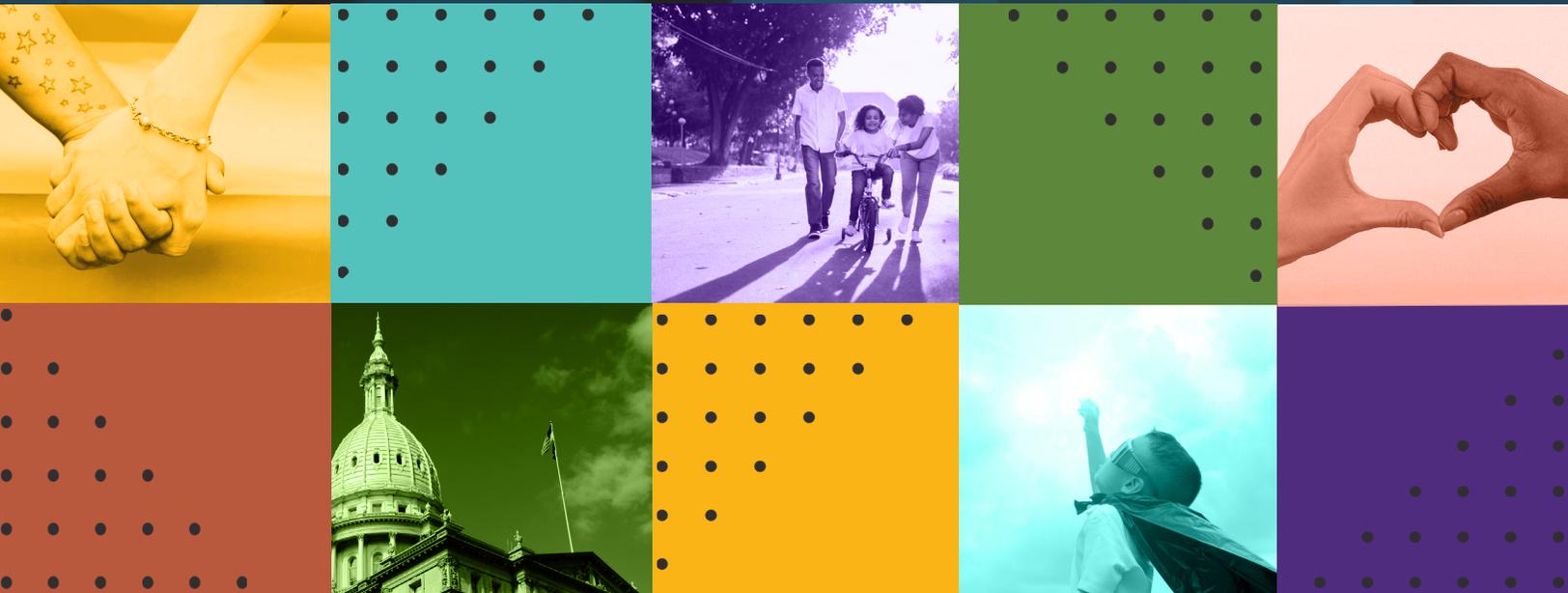


Community
MENTAL HEALTH
CLINTON • EATON • INGHAM

Together we can.

2022 REPORT TO THE COMMUNITY

BELONGING MATTERS



LETTER TO THE COMMUNITY



As we reflect on the past year, we are deeply grateful for the opportunity to serve and engage with you. At CMHA-CEI, we hold a profound understanding of the importance of cultivating belonging, empathy, and understanding within our organization and throughout the broader community.

In 2023, we took immense pride in fostering unity and celebration through events such as the Summer CMHA-CEI Potter Park Zoo and the Fall Trunk or Treat. These gatherings, attended by thousands, including children and families, created memorable experiences for all involved.

Throughout the year, our unwavering dedication enabled us to serve over 13,000 individuals, to obtain full three-year CARF Accreditation, and to formulate a new Strategic Plan for our organization. These achievements were made possible by the collaborative efforts of our board and staff leadership, community partners, advocates, and supporters.

Our initiatives focused on expanding the behavioral health service continuum as a Certified Community Behavioral Health Clinic. We prioritized staff development, increased support for families and individuals, expanded medical services, and intensified outreach efforts, responding swiftly to emerging needs after tragic events on the Michigan State University Campus.

The 2023 CMHA-CEI Annual Report to the Community underscores our commitment to fostering Diversity, Equity, and Inclusion (DEI). We are dedicated to strengthening existing partnerships and creating new pathways into behavioral health careers. Our report features stories about Veterans Navigation, Diversity Advisory Council, and Health Equity Training, showcasing our commitment to creating inclusive spaces where everyone feels acknowledged and valued.

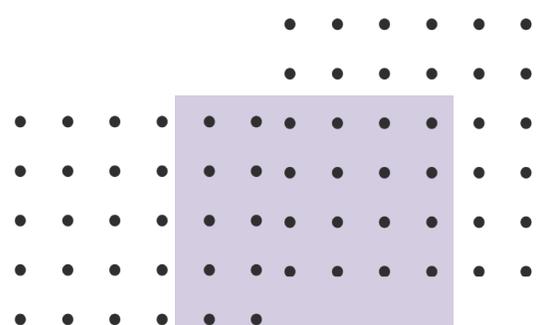
Looking ahead, we are excited about the strides we've made in planning efforts to integrate the Zero Suicide framework into our care systems and to establish a cutting-edge Crisis Stabilization Center for the Capital Area. We anticipate enhanced care for our community as we move forward.

Our guiding theme is Belonging Matters! and Together we can...build resilient communities that champion empathy, understanding, and a sense of belonging.

As we continue to advance our initiatives and expand our partnerships, we remain committed to serving our community with excellence and compassion. Thank you for your ongoing support and partnership.

Chief Executive Officer,

Sara Lurie



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OUR MISSION

CMHA-CEI's mission is to fulfill two complementary but distinct roles:

Behavioral healthcare provider:

Providing, directly and through partnerships, a comprehensive set of person-centered, high quality, and effective behavioral health and developmental disability services to the residents of this community.

Advocate, catalyst, thought leader, convener:

Fostering the transformation of all aspects of community life, eliminating inequities, and promoting the common good for all, especially for persons with mental health needs.



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AGENCY UPDATES

At CMHA-CEI, we remain steadfast in our commitment to fostering belonging, empathy, and understanding. Together, we continue to build stronger, more inclusive communities.

Nurturing authentic connections and recognizing the importance of fostering a deep sense of belonging for all individuals, creating spaces where everyone feels seen, heard, and valued is at the heart of our mission.

Throughout the past year, we've strived to promote empathy, understanding, and allyship as catalysts for building strong communities. Here's a glimpse into our initiatives:



Increasing the Service Continuum

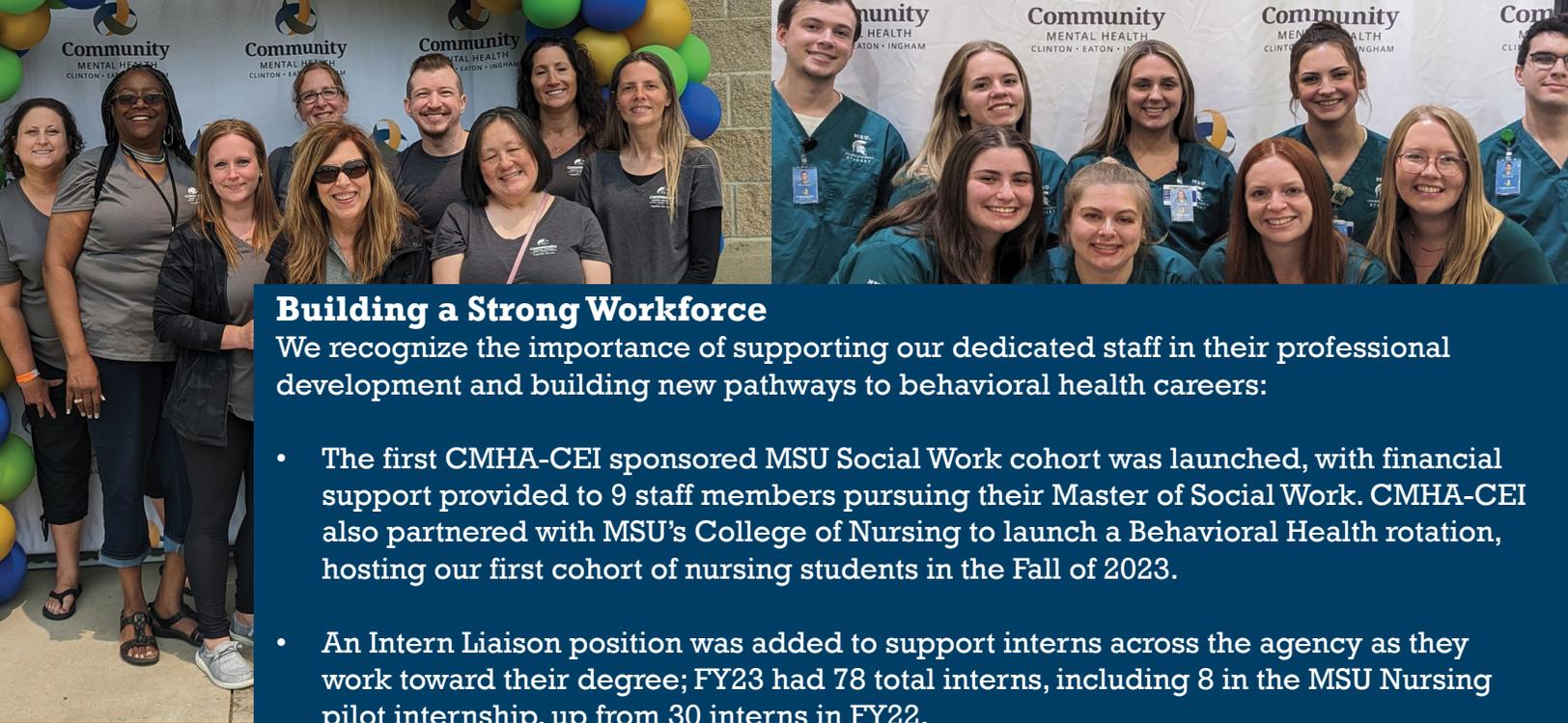
In our commitment to providing accessible services, we have made significant strides:

- Initial calls for services are now answered live 95% of the time, up from 62% in FY22.
- We've bolstered staffing and resources to facilitate intake assessments into services promptly, recognizing the opportunity for change in the initial conversation.
- Availability of Same-day Access to intake assessments has been expanded in several service areas.
- Mobile Crisis teams have increased in frequency and availability; for children served, there were 260 deployments in FY23, up 100 from the previous year.
- Expanded housing options and increased opportunities for community inclusion and support.
- We've expanded our provider network by adding 12 new provider contracts and 10 new locations.
- Utilization of residential detox services through the House of Commons has seen a notable increase.

Expansion of Medical Services

We've expanded medical services to support physical and behavioral health care integration:

- Psychiatry staffing and hours have been expanded to serve more children and to support individuals with mild and moderate behavioral challenges.
- Availability of Medication-Assisted Treatment (MAT) for individuals in recovery has been increased.
- A Nurse Practitioner has been added to provide psychiatric intervention where beneficial.



Building a Strong Workforce

We recognize the importance of supporting our dedicated staff in their professional development and building new pathways to behavioral health careers:

- The first CMHA-CEI sponsored MSU Social Work cohort was launched, with financial support provided to 9 staff members pursuing their Master of Social Work. CMHA-CEI also partnered with MSU's College of Nursing to launch a Behavioral Health rotation, hosting our first cohort of nursing students in the Fall of 2023.
- An Intern Liaison position was added to support interns across the agency as they work toward their degree; FY23 had 78 total interns, including 8 in the MSU Nursing pilot internship, up from 30 interns in FY22.
- 300 care providers have been trained in Working with People, focusing on creating a Culture of Gentleness.
- The Agency received the 2023 Best-in-Class Employer Award from Gallagher's 2023 U.S. Strategy & Benchmarking Survey.

Additional Support for Families and Individuals

We're committed to providing additional support to promote a sense of belonging and safety:

- Working with People classes have been developed for parents, tailored to infuse the Culture of Gentleness into homes.
- Parent Support Partners are now more available, promoting empathy, understanding, and allyship.
- Family Engagement training and Parenting Through Change Group sessions, co-facilitated by a Parent Support Partner, enhance a strength-based perspective.
- Therapeutic and educational groups around Healthy Relationships aim to mitigate vulnerability.
- The Veterans Program served 183 Veterans and their families in FY23.

Community Outreach

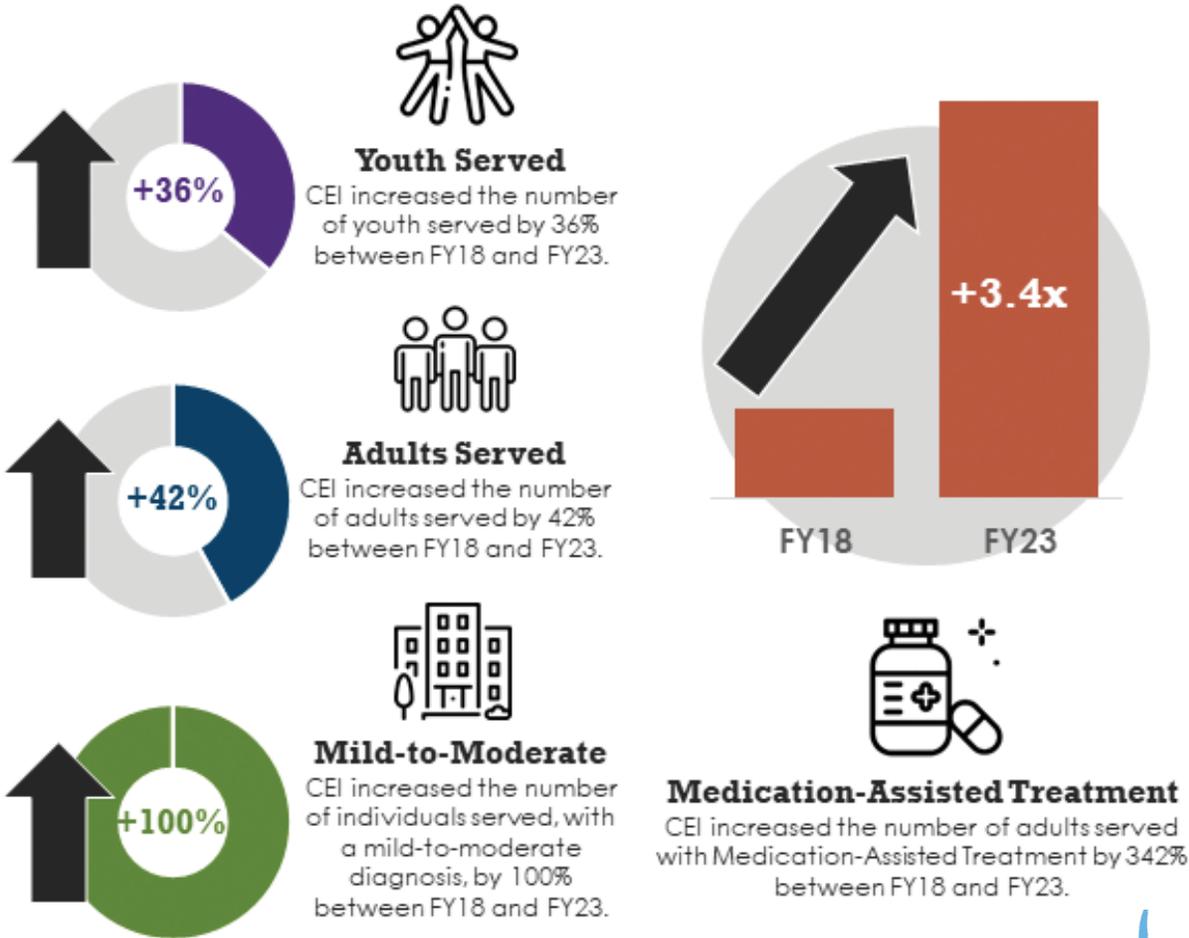
In our efforts to extend our reach in nurturing belonging within the community:

- Additional partnerships in the Integrative Community Youth Outreach Unit (ICYOU) provide community-based education, training, and early identification of youth behavioral issues.
- Collaboration with Probate Court has increased, resulting in the development of a Court and Community Liaison Team, a model for supporting individuals who are court-ordered into treatment.
- Partnerships and media campaigns with WILX and WLNS aim to increase community awareness of our behavioral health services and community supports and to support recruitment and retention of staff.

“At CMHA-CEI, we remain steadfast in our commitment to fostering belonging, empathy, and understanding. Together, we continue to build stronger, more inclusive communities.”

MAKING AN *IMPACT!*

CCBHC 2023 OUTCOMES



CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC CELEBRATING EXPANSION & SUCCESSES

CERTIFIED COMMUNITY
BEHAVIORAL HEALTH CLINIC
Excellence in Behavioral Healthcare

CMHA-CEI, a Certified Community Behavioral Clinic (CCBHC), is dedicated to increasing access to care, improving care coordination across systems, and delivering sustainable quality care. In 2023, our focus remained on enhancing CMHA-CEI's commitment to quality care by improving care coordination with physical health care providers and expanding access to services.

An essential component of our quality care initiatives is the ongoing implementation of Care Pathways for Asthma, Hepatitis C, and Hypertension. These pathways integrate best practices and person-centered planning, facilitating seamless coordination of care with physical healthcare providers to enhance health outcomes for individuals.

To streamline care coordination with other community providers, we have enhanced the implementation of the Continuity of Care document. This document consolidates vital information, including treatment plan goals, prescribed medications, and scheduled appointments, from our Electronic Medical Record into a user-friendly format. Additionally, our Nurse Care Managers play a crucial role in assisting individuals and families in navigating complex medical visits.



SENATOR DEBBIE STABENOW & SAMSHA LEADERSHIP TOUR CMHA-CEI

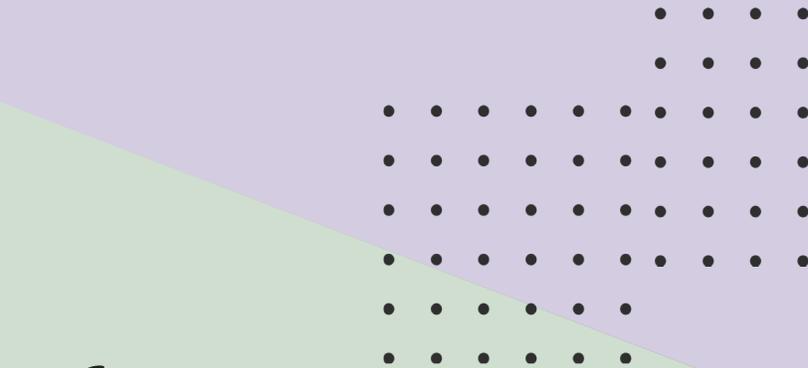
In our commitment to enhancing access to services, we established Community Care Services – an after-hours clinic staffed by CMHA-CEI Master’s level clinicians offering outpatient psychotherapy to individuals with behavioral health needs. Strengthening relationships with commercial insurers such as BCBSM expands our capacity to serve individuals seeking behavioral health treatment.

Furthermore, we were invited by the Michigan Department of Health and Human Services to participate in a state-wide Crisis Stabilization Unit (CSU) pilot program. This initiative aims to develop certification standards for these secured units to be implemented across Michigan.

In June, U.S. Senator Debbie Stabenow visited CMHA-CEI with the U.S. Department of Health and Human Services (DHHS) Assistant Secretary for Mental Health and Substance Use and the leader of the Substance Abuse and Mental Health Services Administration (SAMHSA) Dr. Miriam E. Delphin-Rittmon to highlight the transformational behavioral health services provided by Certified Community Behavioral Health Clinics (CCBHC).

During her visit at CMHA-CEI Senator Stabenow described that,

“now, every state will be able to join and make sure health care above the neck is funded the same way as health care below the neck. Because of the Bipartisan Safer Communities Act, help through our highly successful clinics will begin to reach people in every corner of our country.”



“
CMHA-CEI is transforming the way that we deliver behavioral health services in our community.”
Senator Stabenow



“
The CCBHC model championed by our own US Senator Debbie Stabenow is truly transformative and is helping us to improve quality of care and more fully serve our community.”
Sara Lurie, CMHA-CEI CEO

BELONGING MATTERS AT CMHA-CEI

CMHA-CEI'S DIVERSITY ADVISORY COUNCIL



DIVERSITY ADVISORY COUNCIL



The Diversity Advisory Council (DAC) is a longstanding pillar within CMHA-CEI, comprised of staff members dedicated to enhancing diversity, equity, and inclusion (DEI) both within the organization and in interactions with those we serve. Dr. Gabrielle Sarpy, CMHA-CEI's DEI Officer and DAC chair, emphasizes the committee's focus on ensuring that individuals from diverse backgrounds feel understood and valued.

Over the past year, the DAC has made significant strides towards its objectives through staff training initiatives, mentorship programs, and community outreach endeavors. Collaborating with the Healthcare Integration Team and the Ingham County Health Department, Gabrielle partnered in the development of a Health Equity Training series aimed at enhancing staff awareness of healthcare disparities and equipping them with strategies to address related challenges.

In March, the DAC organized Pronoun Awareness Week to underscore the importance of respecting gender identities within the LGBTQIA+ community. Through informational emails and training workshops, staff were educated on gender pronoun usage and encouraged to create inclusive environments for all individuals accessing services.

Community engagement remains a core focus for the DAC, as evidenced by participation in events such as Lansing Pride, the Lansing Juneteenth Celebration, and the Hispanic Health Fair. Through these efforts, the DAC aims to raise awareness about mental health resources and promote accessibility to underserved communities.

Looking ahead, Gabrielle emphasizes the importance of sustained efforts to promote DEI awareness among employees and leadership. The ultimate goal, as articulated by Gabrielle, is to ensure equitable access to quality healthcare for all individuals, irrespective of background or identity.



We are getting a really diverse group of people through the door and we want to make sure that, with all of the different experiences that people have, when they come to CMHA-CEI they are going to be understood and seen as full people."

Dr. Gabrielle Sarpy,

Diversity, Equity, and Inclusion Officer



CMHA-CEI's Veterans Navigation Team is dedicated to aiding veterans and their families in accessing crucial resources from organizations such as the Veteran Health Administration, Veterans Benefits Administration, and National Cemetery Administration to enhance their quality of life.

Led by Jason Gilliam, Supervisor at the Clinton County Counseling Center, the Veteran Navigation Team includes Army and Navy veterans Jonathan Ferguson (Veteran Resource Navigator) and Brandon Heatherton (Veteran Peer Support Specialist). The team's mission is to diminish barriers for veterans, aiming to foster a more veteran-friendly environment by eliminating the stigma around veterans receiving mental and behavioral health assistance.

Annually, CMHA-CEI extends assistance to approximately 200 veterans through state-funded grants, irrespective of discharge status. Jason and his team actively engage in outreach across the tri-county area, identifying veterans who could benefit from mental health support and community integration opportunities and helping them connect with services at CMHA-CEI. CMHA-CEI's Bronze Star recognition under the Michigan Veterans Affairs Agency's Veteran Friendly Employer program underscores its commitment to veteran recruitment, training, and retention.

Jonathan Ferguson emphasizes the importance of meeting veterans at their level of need, acknowledging the challenges they face in navigating bureaucratic processes. Through personalized case management services and collaboration

CMHA-CEI'S VETERANS NAVIGATION TEAM

FOSTERING CONNECTIONS IN THE CAPITAL AREA

“

Understanding that there is not a one size fits all approach speaks volumes, not only to the success of the Veteran Navigation Team, but also to the overall mission of the Community Mental Health Act of 1963.”

Jonathan Ferguson,
Veteran Resource Navigator

with community stakeholders, the navigation team strives to empower veterans to access the full spectrum of VA benefits and mental health services.

By fostering connections with community and statewide stakeholders, the CMHA-CEI Veteran Navigation Team continues to expand its reach and effectiveness in serving veterans in need.

“

It is important to our department and our agency that we serve veterans as they have served us.”

Jason Gilliam,
Supervisor at Clinton County Counseling Center

PREVENTION & OUTREACH ACTIVITIES



CMHA-CEI SOCIAL MEDIA

CMHA-CEI utilizes social media to help individuals connect to services, promote trainings and events, highlight job opportunities, and provide resources and education to the community.

2023 OUTCOMES

Since FY 2022, the CMHA-CEI Facebook page saw an increase in Facebook likes of (1,985 followers), which totals our reach by 3,400 followers.

- 86,186 individuals in total connected to CMHA-CEI Facebook Page (86,186 Impressions)
- 33% Increase in Facebook Visit (13,457 Total Visits)
- 32% Increase in Reach (57,579 Total)
- 58% Increase in Impressions (183,119 Total)

*CMHA-CEI has launched an Instagram Page!

Follow us @CMHACEI



Visit our Publications page at ceicmh.org to download

166
People trained in Mental Health First Aid
(Youth & Adult)

8 Hour Behavioral Health Crisis Training

1,113
Total encounters
(including screening, transportation, etc.)
Substance Use Disorder Recovery Coaches

535
People completed an Online Behavioral Health Screening

800 people visited the screening platform
67% of people who visit the site completed a screening

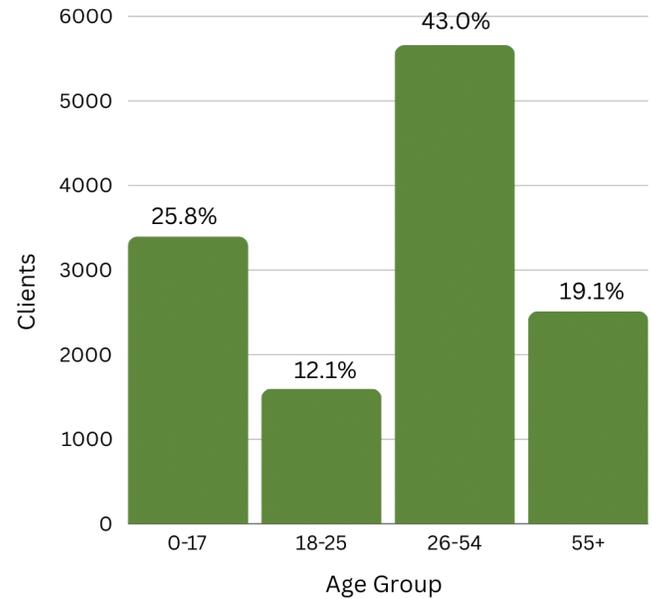
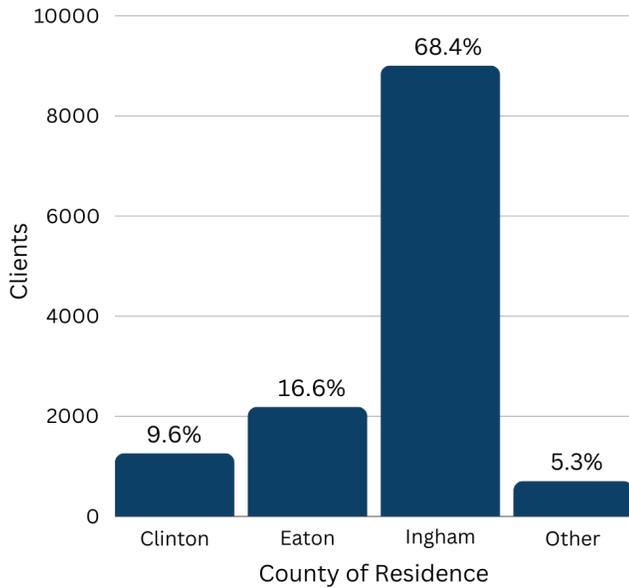
8,147
People engaged within Local & Statewide Community Outreach & Events

Topics include: CMHA-CEI Services, Access, Eligibility, Prevention & Wellness, Stand Against Stigma, and the Behavioral Health Screening Platform

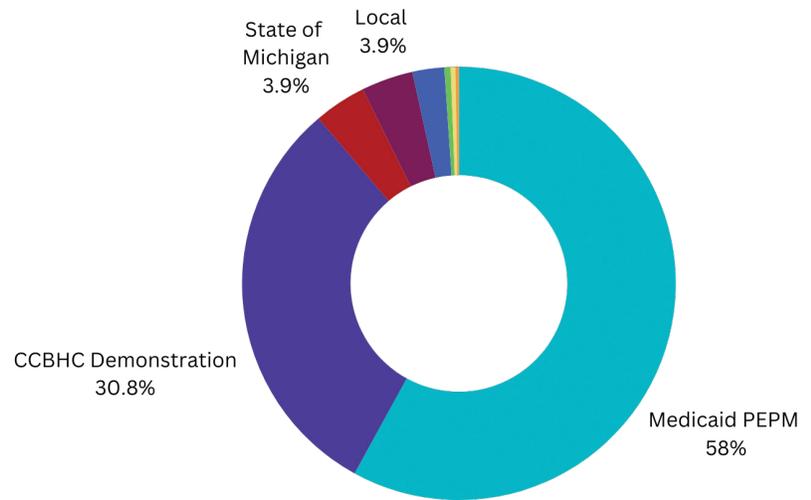
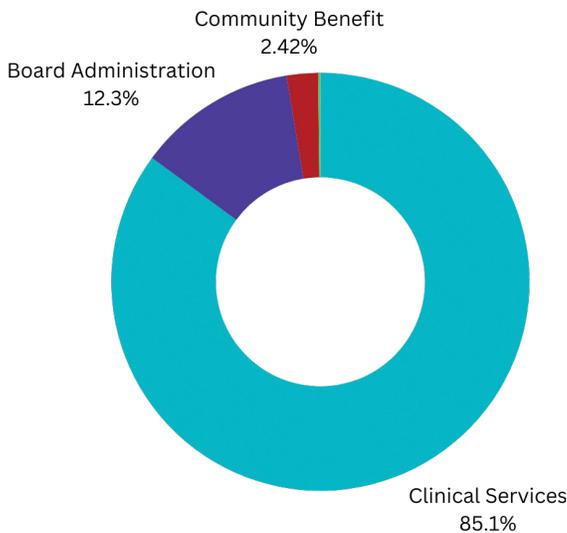
339
People trained in Question, Persuade, Refer
1 Hour Suicide Prevention Training

MEASURING *IMPACT*

2023 NUMBERS SERVED BY DEMOGRAPHIC



CMHA-CEI FINANCIAL REPORT FY2023



GENERAL FUND EXPENSES

	DOLLARS
Clinical Programs	\$163,565,224
Board Administration	\$23,647,174
Community Benefit	\$4,642,357
Local Match	\$342,256
TOTAL EXPENSE	\$192,197,011

GENERAL FUND REVENUES

	DOLLARS
Federal Funds	\$4,410,416
State of Michigan	\$7,259,857
Local	\$7,192,429
Earned Contracts	\$873,391
Medicaid PEPM	\$107,917,125
*CCBHC PPS-1	\$57,302,659
SSI/SSA	\$668,164
Other	\$465,676
TOTAL REVENUE	\$186,089,717

The financial information contained in these tables are based on unaudited financial statements for the quarter ended September 30, 2023.



Community

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THANK YOU TO OUR COMMUNITY PARTNERS



American Foundation for Suicide Prevention



Healthy!CapitalCounties
a community approach to better health



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