Transforming Lives:

A Year of

Empowerment

and Growth

MONROE COMMUNITY MENTAL HEALTH AUTHORITY

2024 Annual Report

About Us

Our mission is to enrich lives and promote wellness. We live out that mission by being an inviting resource that offers in-house, referral, and emergency services, as well as support within the community for those in need.

Our vision is to be recognized as a leader in behavioral health care that **empowers consumers** and is valued as a community resource.

Dear Monroe Community Mental Health Authority Stakeholders,

I am pleased to present MCMHA's Annual Report for Fiscal Year 2024!

Over the past year, MCMHA saw the fruits of prior years' work finally come to fruition as we launched our Certified Community Behavioral Health Clinic (CCBHC), including our 24/7/365 Crisis Mobile Team. While we anticipated an increase in the number of individuals who would access our services, we were thrilled to serve over 3,000 individuals, a **nineteen percent increase** from last year!

MCMHA's growth is not possible without the dedication and expertise of our providers, those who work directly for us, and those we contract with. Prioritizing the most important resources we have our staff and providers - was an intentional decision that, last year, culminated in an 89% staff retention rate! Less turnover for us equates to greater stability and better outcomes for those we serve.

In addition to a strong workforce, MCMHA relies heavily on our community partners, who have answered our call for collaboration and coordination with a resounding, "YES!" Over a dozen community agencies are now using our Universal Referral form, a quick way to refer anyone who appears to have a mental health need to our agency. Last year, MCMHA's Access team followed up on 388 referrals from this source, resulting in more people getting connected to the help they need. Our Crisis Mobile team had 381 deployments, most of which came from requests from local law enforcement.

Over the last year, MCMHA also dedicated resources toward promoting awareness of mental health and substance use resources and available services. We updated our website (www.monroecmha.org) to make it much more user friendly; adding resources that can be easily downloaded and printed; hosted a Mental Health Summit; and welcomed more than 100 members of the community to our Annual Mental Health Fun Day. By year end, our staff, volunteers, and members of our Board of Directors had participated in nearly 70 community events!

I am so very proud to lead MCMHA through a year of empowerment and growth! As you review our Annual Report, I am hopeful that you, too, will be proud of the important work that is happening in our community!

Sincerely, Lisa Graham, LMSW Chief Executive Officer

Success Stories

The Annual Townhall meeting was held on May 23rd, 2024. The event was attended by community members, MCMHA Board members, and staff. Lisa Graham, CEO, presented a director's update, reviewed the MCMHA Strategic Plan, and areas of MCMHA accomplishments and growth. Those in attendance were able to ask questions and share feedback.

Additionally, to celebrate success, awards were presented to consumers and community partners. Areas of recognition were "You are a Star," "Going the Extra Mile," and "Lifetime Achievement." St. Joseph's Center for Hope received a Crystal Award for their service and partnership in our community.





Mr. Vic has been a consumer for a very long time. I am lucky to have served Victor on my caseload for almost two years. Vic has been through a lot, and I have been fortunate to have him share his trials and tribulations during each of our visits. I look forward to them, as I hope he does as well. Recently, Mr. Vic decided to take his mental and physical health head-on. He wanted to lose weight and live a better lifestyle. Through the Behavioral Health Home (BHH) program, Vic has worked diligently with our agency and Family Medical Center to "take his life back." He is now on a weight loss shot, meal prepping, and making AMAZING choices to better his overall health. I am so proud to be working side by side with Vic. We are working together to regain his YMCA membership because he states, "I love to swim, get on the treadmill, and lift some weights." I am proud to know and work with Mr. Vic. He is a fantastic soul, and watching his growth over the past two years has been amazing.

When I first met Ms. Debra, she made an impression. I've come to know her as what I like to call an actual "spitfire." She's feisty, determined, and unafraid to acknowledge her own shortcomings. When she's feeling down or overwhelmed, she reaches out to us, and we're there to support her through those tough times. One of the most inspiring aspects of her journey has been her decision to work toward reclaiming her driver's license after many years. It's a goal she's pursuing with determination, reflecting her newfound commitment to self-care—something that was noticeably absent when we first met. These days, Debra attends all her appointments without fail, never missing a beat. She holds herself (and me!) to high standards. If I, as her case manager, ever seem to fall short or am not quite "on top of my game," she doesn't hesitate to let me know. I genuinely respect that about her—her ability to advocate not only for herself but also for the quality of care she deserves. Watching her grow has been such a privilege; in turn, she's also helped me grow. I deeply admire her resilience, determination, and openness to change. I feel incredibly lucky to have met her and to serve as her case manager. I can't wait to see where her journey takes her next—because, knowing Debra, the possibilities are endless.

Access to Services

2,385 individuals that made a Requests for Service (RFS)

1,444 individuals recived an Access Screening to determine eligibilty

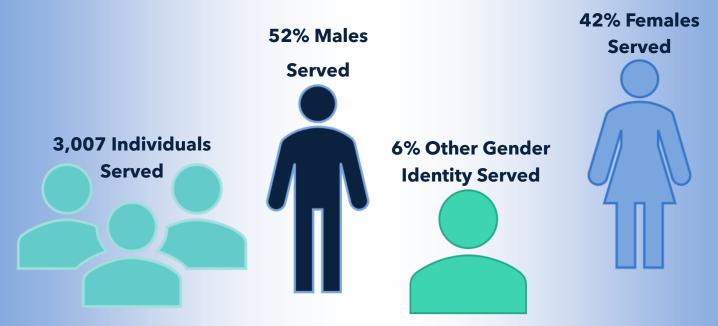
1,328 individuals were found eligible for services

In fiscal year 2024 (FY24) there were **2,385** of individuals that called or walked into Monroe Community Mental Health Authority (MCMHA) requesting services. This includes a prescreen for inpatient hospitalization, a customer service need, or a request to be opened for services. Of this number of individuals, **1,444** received an access screening to determine eligibility for services.

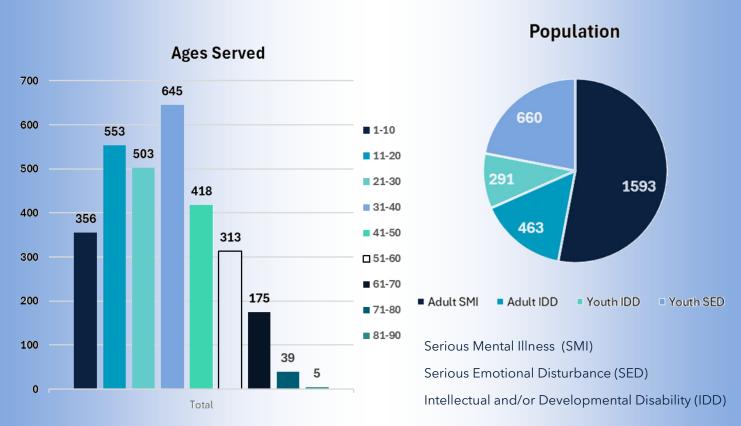
Of the 1,444 individuals, **71** individuals were referred to a community provider or an outside resource for services, **40** individuals declined to continue the screening or declined services, **3** individuals were referred to the crisis team, **2** individuals calls were disconnected, and **1,328** individuals were found eligible for services.

In FY23 there were 771 individuals that were found eligible for services, compared to 1,328 in FY24, this is a **72%** increase. This increase is because of becoming a Certified Community Behavioral Health Clinic (CCBHC) on 10/1/2023.

Consumers Served

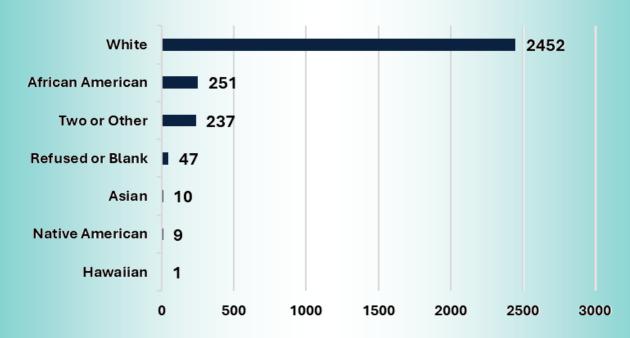


There were a total of **3,007** consumers/individuals served during FY24, ranging in ages from **1** to **86**. Adults with serious mental illness (SMI) were the most served population at MCMHA with 1,593 consumers/individuals.

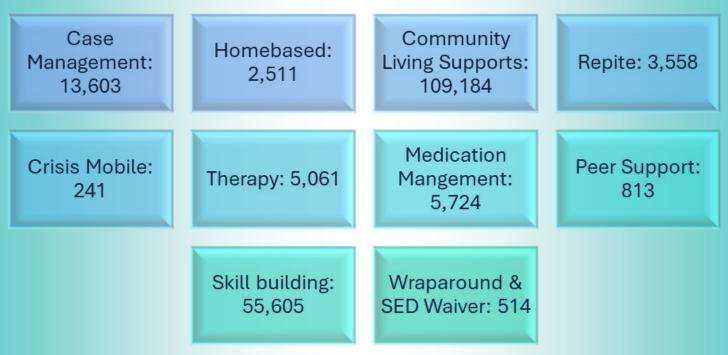


Consumers Served





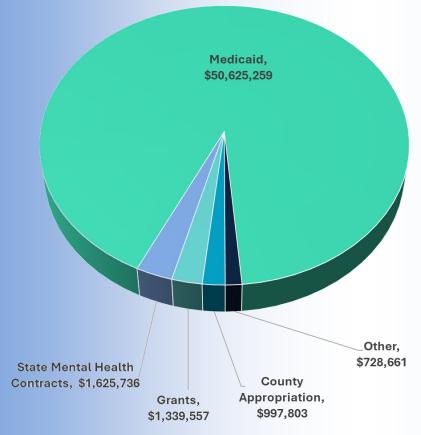
Services provided to consumers/individuals open to services that occurred during FY24 can be found below. Each face-to-face service with a consumer/individual served counts as a unique service provided.



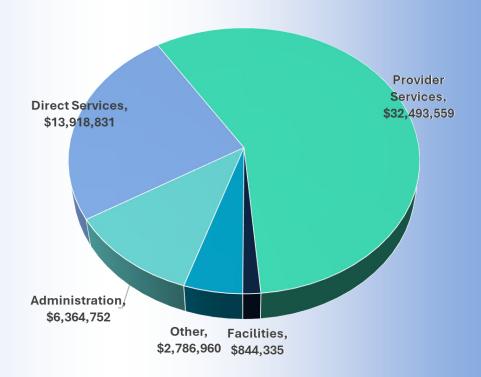
Number of services provided are based on claims and service activity logs, from December 2024, claims may have a lag and therefore data is not entirely reflective of the fiscal year. All services are unique and unduplicated events of service.

Financial Report

Total Revenue: \$55,317,016



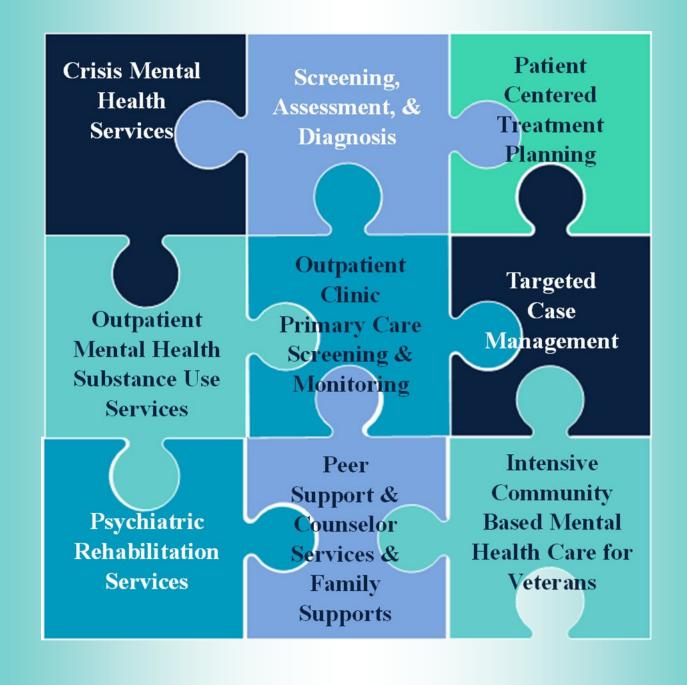
Total Expense: \$56,408,437



^{**}This financial data is unaudited**

CCBHC Overview

MCMHA became a Certified Community Behavioral Health Clinic (CCBHC) in October of 2023. Being a CCBHC means that we are able to provide a comprehensive range of mental health and substance use disorder services and also be a safety net behavioral health provider. We are required to serve 9 services to anyone who requests care for mental health or substance use, regardless of their ability to pay, place of residence, or age—including appropriate care for children and youth. We have served **2,549** individuals with one or more of the nine CCBHC qualifying services, for a total of **32,806** distinct services provided.



Community Involvement

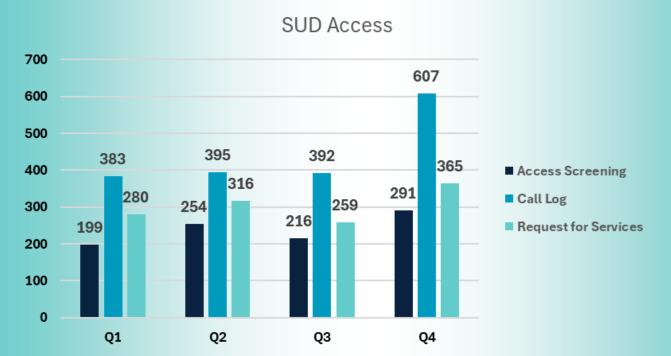
Monroe Community Mental Health Authority hosted the 2nd Annual Mental Health Fun Day on May 23rd, 2024. 2/42 Community Church on Telegraph Road provided the outdoor space for the event. The event included carnival games, a free hotdog lunch, music, raffles and vendors from local community organizations.

Approximately **110** community members of all ages attended Mental Health Fun Day. SYGMA Network provided volunteers to help make the event a success. Raffle prizes were donated by local businesses: Dimensions of Wellness, ProMedica Monroe Outpatient Behavioral Health, CHS Group, AFSCME Local 2529, Rehmann, and individual staff and teams from MCMHA.



Other Data & Highlights

MCMHA's Access Department provides screenings and referrals for substance use treatment. Over the course of FY24, we completed **960** screenings for SUD services.



PTC or **Parenting Through Change**, is an evidence-based model that helps to teach parents positive, strength-based parenting skills. PTC can help parents feel more confident about their ability to be firm and consistent, improve the relationship between parents and kids, and help parents focus on what their kids are doing well. PTC helps parents learn to teach their kids positive, pro-social behaviors and how to keep them going through encouragement. It teaches parents how to better communicate with kids, how to manage their emotions, and how to set effective limits and consequences.

The group runs for 10 weeks, and each week teaches different skills and tools. Groups were held in winter, spring, summer, and fall of 2024. A total of **26** individuals were served. Parent comments from the recent group included: "I really learned a lot." Parents have said they have better relationships with their kids; report an increase in positive behavior (compliance, manners, etc.). Parents also talked about being able to do more activities and fun things with their kids.

River Raisin Clubhouse

Our Clubhouse, which offers individuals a restorative environment where members can recover by gaining access to opportunities for employment, socialization, education, skill development, housing, and improved wellness—served **57** unique individuals during FY24.

The River Raisin Clubhouse (formerly Crossroads Clubhouse) was awarded funding through a pilot grant opportunity supported by the Michigan Department of Health and Human Services (MDHHS) block grant dollars, in collaboration with the Friends of Crossroads Clubhouse Foundation (FOCCF).

The Clubhouse Innovative Prevention (CIP) funding directly improved the ability to engage new members, increased awareness of the Clubhouse model, and expanded services to underserved individuals. With continued investment and support, the River Raisin Clubhouse remains committed to fostering recovery, connection, and growth for individuals living with mental health challenges.

A major highlight of the year was our Clubhouse's accreditation status. We are proud to announce that we have maintained our accreditation with Clubhouse International, affirming our adherence to the highest standards of the Clubhouse Model. This achievement underscores our dedication to empowering members through meaningful work, social opportunities, and a supportive community that fosters recovery and growth.

Outreach and Expansion Efforts:

- Presented information and materials at community events
- Conducted **presentations** to various organizations to promote Clubhouse services
- Increased membership by 5 new CIP grant members

Successes:

Increased Clubhouse Tours: More individuals and organizations are learning about the Clubhouse model

Membership Growth: Welcomed new members–including individuals with Medicare, private insurance, and those with no insurance were assisted in securing entitlements

Strategic Goals

The five key pillars that support the mission and vision of MCMHA, guiding our strategic plans are:



Staff: Recruit and retain qualified staff and competent provider staffing that meet the needs of our community

Leadership: Assure competent and accountable leadership

Community Outreach: Serve as a responsive and reliable community partner

Finance: Develop and implement a stable yet agile financial strategy that supports MCMHA's mission

Services: At all levels of the organization, services meet the needs of the consumer

Board Members





Phone: 734-243-7340

24-Hour Emergency
Services: 800-886-734

Main Campus: 1001 S Raisinville Rd, Monroe, MI 48161

River Raisin Clubhouse: 393 N Telegraph Rd, Monroe, MI 48162