

Building a Healthier Community: Our Year in Review



2025 Annual Report

Contents

- 01 Cover
- 02 Contents / Mission, Vision & Values
- 03 Letter from the CEO
- 04 Community Involvement
- 05 - 06 Community Partners
- 07 What is a CCBHC?
- 08 Evidenced Based Practices / Groups
- 09 - 11 Access to Services / Individuals Served
- 12 Pulse For Good Kiosk
- 13 Financial Overview
- 14 Strategic Plan Priorities
- 15 Board of Directors
- 16 Office of Recipient Rights / Grievances
- 17 Contact Information

Who We Are

Mission

Our mission is to enrich lives and promote wellness.

Vision

Our vision is to be an active and valued partner in an integrated system of care that improves the health and wellness of our community.

Core Values

Compassion • Authenticity • Trust • Accountability

Dear Monroe Community Mental Health Authority Stakeholders,

I am pleased to present MCMHA's Annual Report for **Fiscal Year 2025!**

Over the past year, MCMHA focused our efforts on expanding service delivery, growing our excellent workforce, and educating and partnering with our community to live out our mission of enriching lives and promoting wellness.

One of MCMHA's biggest accomplishments was the **relocation and expansion of River Raisin Clubhouse**. The clubhouse, which provides a structured day to members with mental illnesses, moved to a beautiful location on Telegraph Road (the former Panera Bread) and celebrated with a Community Open House that brought in the mayor, members of Monroe City Council and the Monroe County Board of Commissioners, as well as partners from law enforcement, education, and other human service organizations. Since the move, Clubhouse has received **full accreditation from Clubhouse International**, raised tens of thousands of dollars to invest back into the program, been the recipient of state grant dollars, and seen its **membership double!**

MCMHA continued to **develop our crisis services**, with over 700 Crisis Mobile deployments and 265 referrals from our community partners. We spent most of the year preparing to launch our **Behavioral Health Urgent Care Clinic (BHUC)** and met our goal just as the fiscal year was ending. MCMHA's BHUC provides much-needed behavioral health services for people who are not yet engaged in treatment or cannot wait until their next appointment. Operating outside of our main location, MCMHA's BHUC is one of only a few stand-alone BHUCs in Michigan!

The BHUC was possible largely due to MCMHA's partnership with ProMedica Regional Hospital, who leased us the space for nearly nothing! **Collaboration and partnership** have been critical to our success, and we strive to be excellent community partners. Over the last year, MCMHA staff provided training to law enforcement, emergency management, area high schools, and other community groups. We participated in **over 70 community events** including recurring workgroups like the Suicide Prevention Committee and Children's Advocacy Network, to one-time events like Monroe Pride and Men on a Mission's Job Fair. Wherever information about behavioral health is needed, we'll be there!

Finally, the past year was a celebration of MCMHA's highly skilled and dedicated employees. It is only through their efforts that we can achieve this level of success and results for our community. MCMHA continued to invest in staff training and development, and ended FY25 with another record setting, **88% staff retention rate!**

I am so very proud of the impact MCMHA is having on our community. I feel confident that, after reviewing this Annual Report, you will share in this pride!

Respectfully,
Lisa Graham, LMSW
Chief Executive Officer



Pictured MCMHA Staff: Tina Downton, Stephanie Crawford, Zennie Sullivan, Megan McBee

Bedford Business Association Trade Fair

MCMHA had the pleasure of participating in the Bedford Business Association Trade Fair, held at Bedford High School in Temperance, Michigan. The event provided an excellent opportunity to showcase our services to the southern portion of the county.

We highlighted our programs with the new service flyers, along with the rack cards released last year, sharing valuable information with attendees.



Pictured MCMHA Staff: Sabrina Bergman, Kathy Moore, Alex Saleh

Monroe CMHA Supports NAMI Walk

On September 20, 2025, three Monroe CMHA staff participated in the NAMI Walk at University of Detroit Mercy, supporting mental health awareness and advocacy. Walking together, they helped raise \$1,000 to fund education, resources, and programs for individuals and families affected by mental illness.



MCMHA Hosts 3rd Annual Mental Health Fun Day

In May, for Mental Health Awareness Month, MCMHA hosted its 3rd annual Mental Health Fun Day at 2/42 Church. The event featured a live DJ, games, vendors, lunch, and a raffle, giving attendees the chance to connect with community resources and enjoy family-friendly activities.

A huge thank you to Amber Ellerman for organizing the event, the staff and their families who volunteered, and the community partners who hosted tables and donated baskets and gift cards. The day was a wonderful success, enjoyed by consumers, families, and community members alike.



MCMHA Hosts 3rd Annual Mental Health Summit

Pictured MCMHA CEO: Lisa Graham

MCMHA held its third annual Mental Health Summit at Monroe County Community College’s La-Z-Boy Center, with 43 attendees including CMH staff, MDHHS, schools, law enforcement, and other partners.

This year’s theme, “From Crisis to Connection” featured keynote Julia Hettich from MDHHS, who shared Michigan’s crisis system and vision for the future. Attendees participated in roundtable discussions to improve local crisis services.

The summit concluded with Dr. Abdulmalek Sadah, MCMHA’s Medical Director, presenting the new Behavioral Health Urgent Care (BHUC). Thanks to all participants.

Collaboration is at the heart of everything we do. Our **community partners** play a vital role in helping us expand our reach, deepen our impact, and better serve those who rely on our programs and services.

We are proud to work alongside organizations that share our **commitment to building stronger, more connected communities**. We extend our sincere **gratitude to the following partners** for their continued support and collaboration.

A Heart That Cares Home Care LLC	Home Sweet Home Care Services, LLC
ABA Insight LLC	Hope Network Behavioral Health
Adult Learning Systems	Illuminate ABA Services Inc
Advanced Therapeutic Solutions, LLC	Ismail B. Sendi, MD PC DBA New Oakland
Arkay, Incorporated	Child & Family Center
BCA of Detroit, LLC DBA BCA StoneCrest	Ivyrehab Michigan LLC
Center	Life Enrichment Academy, Inc.
Beacon Specialized Living	Lutheran Child and Family Service of
Centria Healthcare	Michigan, Inc
Chitter Chatter P.C.	Macomb Residential Opportunities
Choices with Self Determination LLC	Magnet ABA Therapy, LLC.
CHS Group LLC.	Mastrofrancesco, Inc.- Master
Community Health Center of Branch County	Methodist Children's Home Society
Community Living Network	Michigan BH JV LLC DBA Metropolitan
Dearborn Speech and Sensory Center	Behavioral Health
Eagle Village, Inc.	Michigan Learning Community
Eisenhower Center	PHC of Michigan, LLC. d/b/a Harbor Oaks
Everest, Inc.-Master	Hospital
Flatrock Manor, Inc.	Pine Rest Christian Mental Health Services
Forest View Hospital	Progressive Residential Services, Inc.
Friends Who Care, Inc.	ProMedica Monroe Regional Hospital
Goodwill Industries of Southeastern Michigan	ProMedica Toledo Hospital
Inc	Psych Resolutions LLC - DCO
Guardian Trac LLC	Psych Resolutions, LLC
Guiding Light AFC LLC	Residential Opportunities Inc
Havenwyck Hospital	The Ability Hub, LLC
Havenwyck Hospital dba Cedar Creek Hospital	Trinity Health - Michigan dba Mercy Health
Help at Home Michigan, LLC	Saint Mary's
Henry Ford Kingswood Hospital	Trinity Health -Michigan D/B/A St Joseph
HFHS-Acadia Joint Venture LLC DBA Henry	Mercy Chelsea Hospital
Ford Behavioral Health	Trinity Health Michigan D/B/A St. Joseph
Hillsdale Comm Health Center dba Hillsdale	Mercy Health System
Hospital	Trinity Health Oakland Hospital
Home Management Corporation- DBA Home,	
Inc	

Trinity Health- Michigan D/B/A St. Mary
Mercy Livonia
Turning Leaf Rehabilitation Services, Inc
W. A. Foote Memorial Hospital DBA Jackson
Hospital
Wallace PsychServices LLC
Suicide Prevention Council
Catholic Charities of Southeast Michigan
Americorps Seniors
River Raisin Clubhouse
Monroe CAC
Monroe Family YMCA
Family Medical Center of Michigan
MCOP
CHS Group - The Mill
Dimensions of Wellness
United Way
MonARC
AFSCME Local 2529
2/42 Church
Opportunity Center at the ALCC
Salvation Army Family Shelter
Disabilities Network
Paula's House
Fairview
Selah's Center of Hope
Health Department's Maternal and Child
Health Services
Monroe Housing Commission
YMCA
Michigan Works!
Oaks of Righteousness
ProMedica Physicians Monroe Pediatrics – Dr.
Gandert
Heartbeat of Monroe
Monroe Public Safety
Deb's Floral Design
Orchard High School
Catholic Charities of Southeast Michigan/St.
Joseph's Center for Hope
Monroe Public Schools Board of Education
Class Grey
County of Monroe

Gabby's Grief Center and Treasurer
Monroe County Suicide Prevention Coalition
Salvation Army Harbor Light
Monroe CAC
MonARC
2/42 Church
Monroe County CAN Council
Monroe County Community College

Certified Community Behavioral Health Clinic (CCBHC) Highlights

Monroe CMHA became a Certified Community Behavioral Health Clinic (CCBHC) in October 2023, serving 2,549 individuals that year with at least one of the nine core CCBHC services. In FY25, that number **grew to 2,840 individuals**, reflecting our commitment to accessible, coordinated behavioral health care.

Behavioral Health Urgent Care & Crisis Services

We opened a Behavioral Health Urgent Care (BHUC), enhancing crisis services just two days before the end of FY25. We also expanded the Zero Suicide model, a framework designed to prevent suicide through proactive screening, follow-up, and care coordination, further strengthening our community-wide suicide prevention efforts.

Suicide Prevention & Veterans

The Monroe County Suicide Prevention Coalition brings together passionate community members and mental health professionals to foster a suicide-safer community through education, outreach, and prevention. Rebecca Male, MCMHA staff, chairs the coalition. In FY25, the coalition created a Veterans Workgroup to expand suicide prevention programming for veterans, providing education and linking them to wellness resources. MCMHA **served 16 veterans and 2 active-duty members**, building new partnerships with the VA Ann Arbor and Monroe Veterans Affairs coordinator.

Patient Experience of Care (PEC) Survey

We completed the PEC survey for CCBHC clients. Out of **300 adults, 108 responses** were received: **89/108** would recommend our agency, and **82/108** agreed staff helped them take charge of their mental health or substance use care. Adult feedback included:

“I like all the people I see here; Dr. Cushman, Nurse Amy, and Dominique all make me feel heard and safe.”

“Everyone at the mental health is very helpful and very kind and takes the time to listen to me.”

“I have never had staff not call me back immediately when I’m in crisis. I cannot say enough good things about the staff and my experience there.”

For youth, out of **300 surveys, 48 responses** were received. Among parents/guardians, **40/48** agreed they got the help they wanted, and **32/48** agreed they are better able to cope when things go wrong. Youth feedback included:

“Services have been excellent for my son’s needs. Love Amy Hilliker and Yolanda Dunsmore!”

“Michelle is the most wonderful person and helps me so much. My engagement with my son has improved drastically.”

Through these expansions, MCMHA continues to deliver inclusive, coordinated, and high-quality behavioral health services, supporting individuals, families, and veterans across Monroe County.

As a CCBHC, MCMHA provides the following **Evidence-Based Practices (EBPs)**:

- Assertive Community Treatment (ACT)
- Cognitive Behavioral Therapy (CBT)
- Dialectical Behavior Therapy (DBT) - NEW
- Infant Mental Health (IMH)
- Integrated Dual Disorder Treatment (IDDT) - NEW
- Motivational Interview
- Medication Assisted Treatment (MAT)
- Parent Management Training - Oregon (PMTO)
- Screening, Brief Intervention, Referral to Treatment (SBIRT)
- Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)
- Zero Suicide

In FY25, MCMHA implemented **IDDT and DBT**, receiving **approval from MDHHS** to provide these services. MCMHA will **continue to expand** these EBPs and ensure they are offered to the community.

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.

In FY 25, MCMHA facilitated **3 full groups**, and started a 4th group that ended in FY 26. During these 4 groups, **19 unique caregivers** attended at least one session of PTC, and **10 caregivers completed a group** (attending 8 or more sessions).

PTC Facilitators received **38 unique referrals** in total for the four groups – this number represents families who were interested but unable to attend, and those who were referred by staff but not interested.

Access to Services



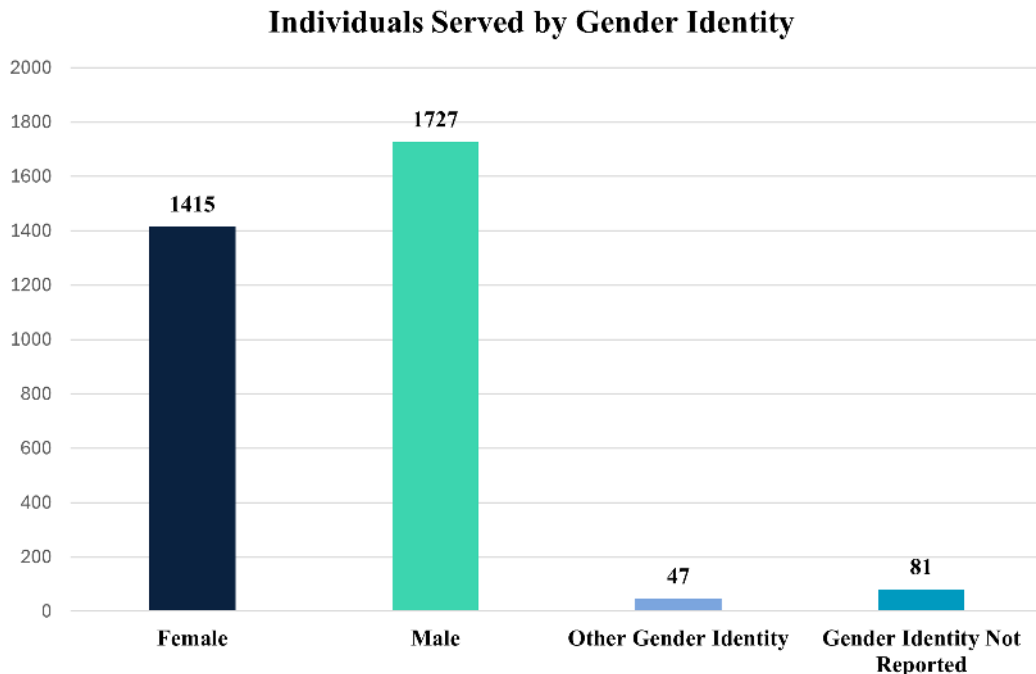
In FY25, **2,754** individuals contacted Monroe CMHA requesting services. These requests can be a customer service question, a request to be screened for inpatient hospitalization, or a request to be opened to services.

Of these individuals, **1,405** received an access screening to determine eligibility, and **986** were found eligible for services.

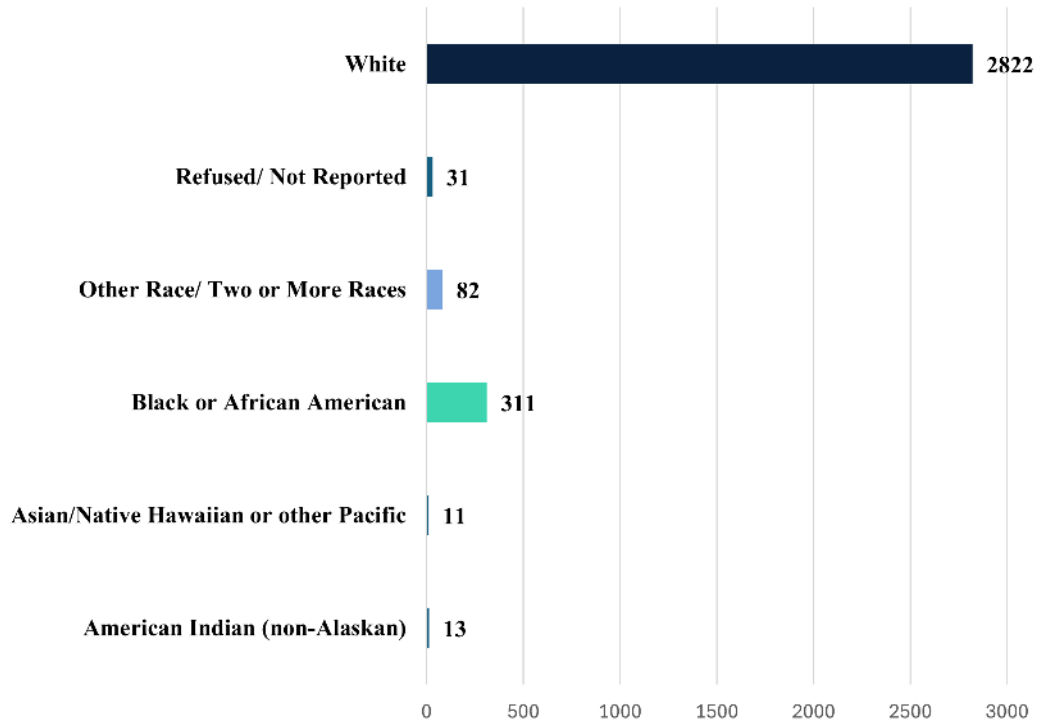
This process ensures that individuals requesting services are connected to the right care, either directly with MCMHA or through community referrals.

Individuals Served

In FY25, MCMHA served a total of **3,270 individuals**. Services provided ranged from authorizing inpatient hospital stays to being opened for therapy, medication management, case management, and other behavioral health supports. The bar graph below shows the gender identity breakdown of all individuals served.

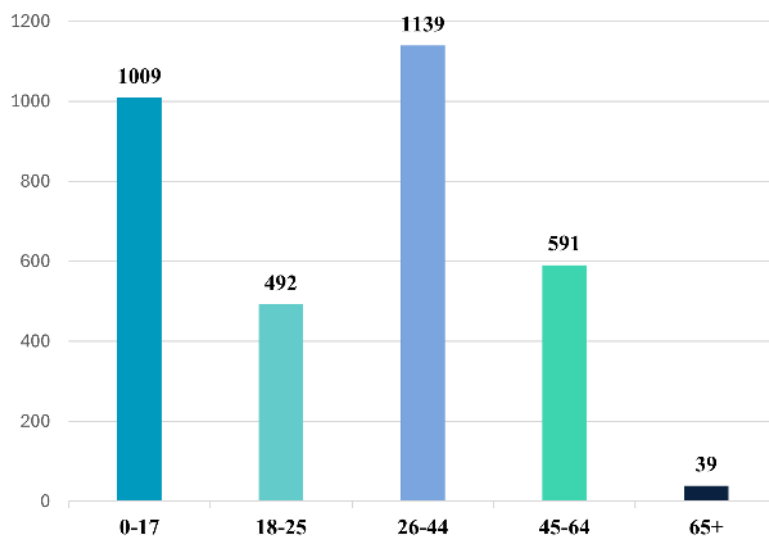


Individuals Served by Race

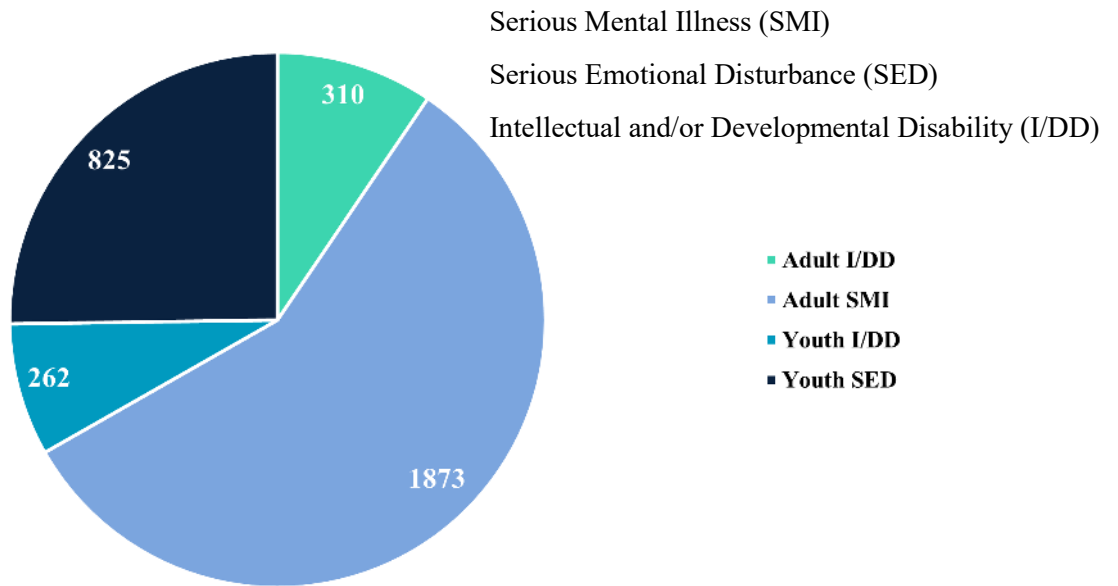


In FY25, Monroe CMHA served individuals across the lifespan, providing services ranging from inpatient hospital authorizations to therapy, medication management, and other supports. The population was diverse, with the majority identifying as White, followed by Black or African American, Asian/Pacific Islander, American Indian/Alaska Native, and other or multiple races. A small portion of individuals chose not to report their race. Both youth and adult populations were served, reflecting MCMHA’s commitment to meeting the needs of all community members.

Individuals Served by Age Range



Individuals Served by Population



MCMHA served both youth and adults in FY25, providing specialized services based on individual needs. Adult services primarily supported individuals with Serious Mental Illness (SMI) and Intellectual/Developmental Disabilities (I/DD), while youth services focused on those with Serious Emotional Disturbance (SED) and I/DD.

Monroe CMHA provides a wide range of behavioral health services designed to support individuals across the continuum of care. In FY25, several internally delivered services grew compared to FY24, including therapy services, which increased by over **120%**, along with notable growth in crisis mobile response (nearly **70%**) and peer support services (about **40%**).

The counts below represent unique and unduplicated contacts with individuals served.



In early 2024, we introduced **interactive feedback kiosks** through our partner Pulse for Good to better understand the experiences of individuals accessing our services. These kiosks allow visitors to quickly and **anonymously share feedback** about their visit, helping us monitor service quality and identify opportunities for improvement in real time.

Kiosks are located in three areas of our facilities:

- The **main lobby** at the Raisinville location
- The **prescriber hallway** at the Raisinville location
- The **Behavioral Health Urgent Care (BHUC)**

Individuals were invited to respond to several questions about their experience, including:

- How was your visit?
- Do you think this agency is a safe place to be?
- How clean was the space?
- How respectful was the staff?
- How satisfied were you with the services you received today?
- How well did the appointment time work for you?
- How convenient is our location?

The **overall average rating for FY25 was 4.53 out of 5**, reflecting strong satisfaction across services. The kiosk originally located at the Benesh site was relocated to the BHUC following its opening to better capture feedback from individuals using our urgent behavioral health services.

Results by location included:

- Benesh: 4.61
- Prescriber Hallway: 4.57
- Raisinville Lobby: 4.42

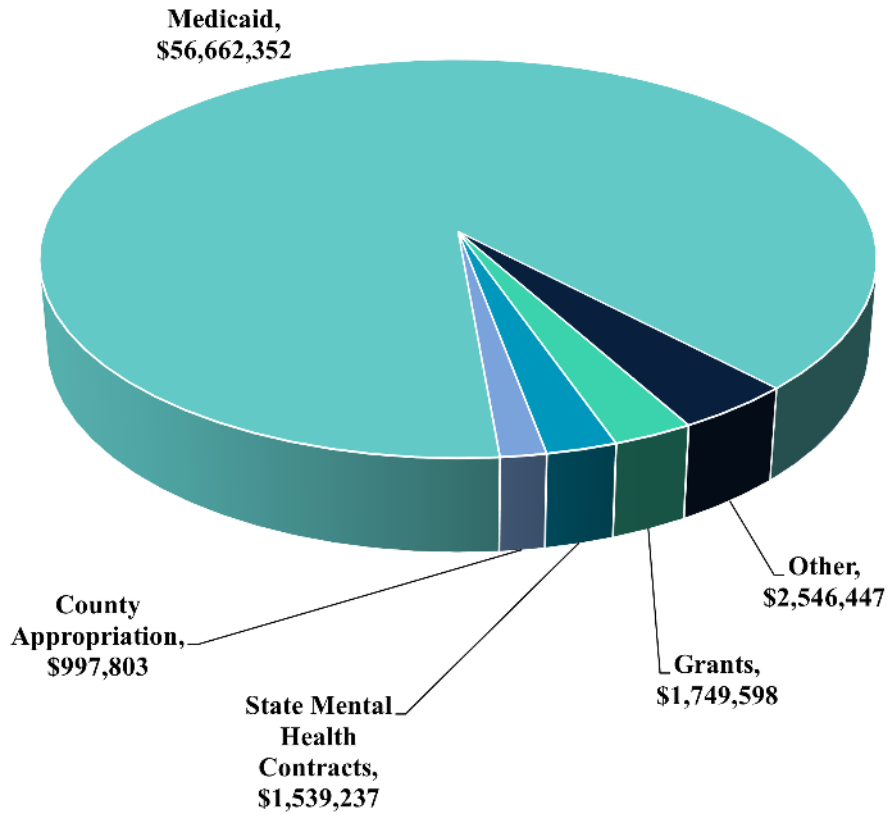
Two of the strongest areas highlighted by respondents were:

- Staff respect: **4.70**
- Perceived safety: 4.59

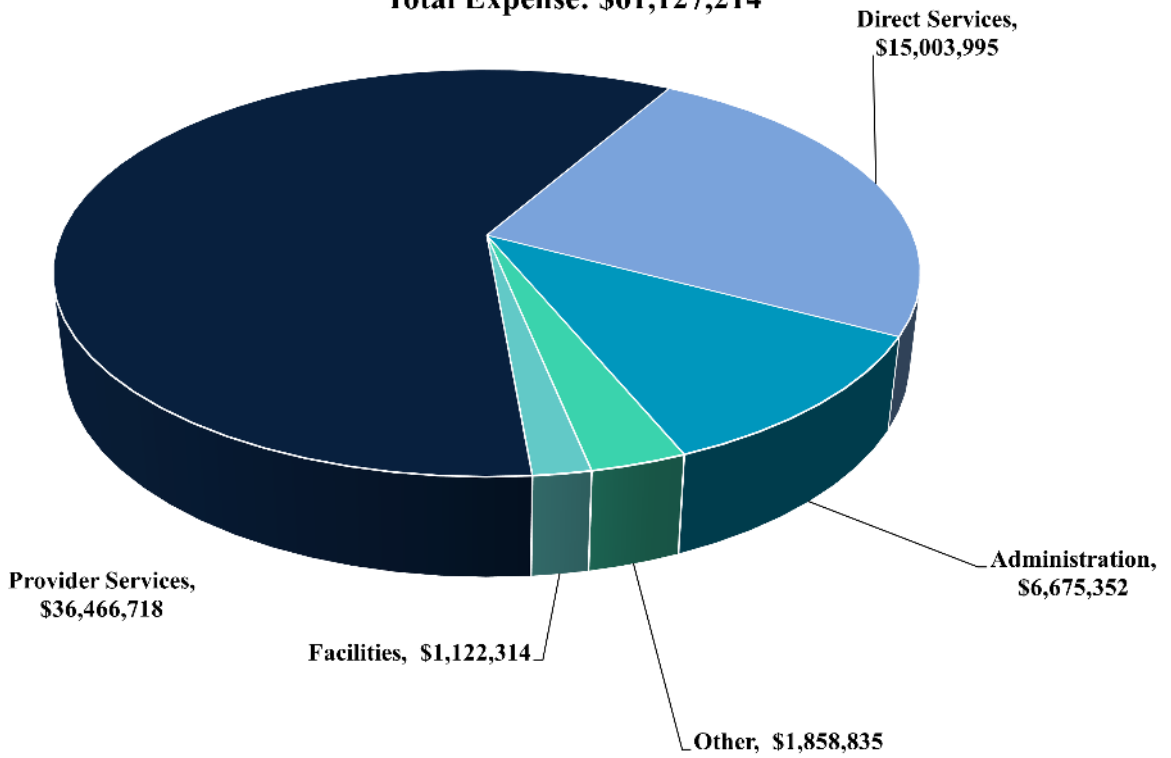
The question “How was your visit?” received the lowest average rating at 4.20. While still positive overall, this feedback helps **identify opportunities** to further strengthen the overall client experience.

Feedback gathered through these kiosks helps us remain **accountable to the community** we serve and guides ongoing efforts to enhance the quality, accessibility, and experience of our services.

Total Revenue: \$63,495,437



Total Expense: \$61,127,214



This financial data is unaudited.

MCMHA’s FY2025–FY2027 Strategic Plan outlines key priorities that guide our work and strengthen our impact in the community. These priorities include building a **quality workforce** by recruiting and retaining qualified staff and ensuring competent provider staffing that meets community needs. We strive to be a **trusted community partner**, serving as a responsive and reliable resource for those we serve and the organizations we collaborate with. As **accountable stewards of public dollars**, we are committed to implementing a stable yet agile financial strategy that supports MCMHA’s mission while operating in full compliance with federal and state regulations. Our **services promote recovery**, ensuring that at every level of the organization, services are designed to meet the needs of the individuals and families we support. Finally, **consumer voice informs decision-making**, with meaningful opportunities for consumers to participate in agency planning and decisions that shape our services.



Board of Directors



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Dawn Asper



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LaMar Frederick



Mike Humphries



Naomi Stoner



Reda Biniecki



Rebecca Curley

A **Recipient Rights Complaint** is filed any time you think staff have violated your rights. Your rights include the right to be free from abuse, the right to confidentiality, and the right to be treated with dignity and respect. If you would like to make a recipient rights complaint, call **734-243-7340** and ask to speak with the **Rights Officer of the Day**.

In April 2025, Shelley Koyl retired after 22 years of dedicated service as a Rights Officer at Monroe CMHA. In May, Nina Brennan joined the Office of Recipient Rights, becoming the first new addition to the office since 2011.

During her first year, Ms. Brennan completed 27.5 hours of State of Michigan training, while veteran Rights Officer Coy Hernandez completed 12.5 hours of continuing education. Staff conducted annual audits and monitoring of nearly 50 service sites within and outside Monroe County to ensure compliance with recipient rights requirements.

Annual auditing and monitoring activities include contracted Adult Foster Care (AFC) homes, Applied Behavior Analysis (ABA) clinics, skill-building and day programming sites, and licensed psychiatric hospitals. These site visits are conducted to ensure there are no health or safety concerns and that required recipient rights information, such as how to file a complaint and who to contact, is clearly visible and accessible.

Staff also attended the Annual Recipient Rights Conference in September, participating in sessions focused on leadership, operations, and legal issues, including topics related to CCBHC, Home and Community-Based Services (HCBS), crisis stabilization units, customer service, and access to care.

Ms. Brennan completed all required Michigan Department of Health and Human Services (MDHHS) first-year trainings, including Basic Skills Part I, Basic Training Part II, and Building Blocks of Report Writing. She also joined the Recipient Rights Officers Association of Michigan (RROAM).

The Recipient Rights Advisory Committee expanded this year with the addition of two new members. The Recipient Rights Advisory Committee is a state-mandated body that helps protect the independence of the Office of Recipient Rights, addresses system-level concerns, and may serve as an Appeals Committee when needed.

A **grievance** is filed when you are not satisfied with your services or supports. For example, you might file a grievance if you have concerns about the quality of care or services provided, or if you experience interpersonal relationship problems with a service provider. You can file a grievance at any time by writing or calling **Customer Services at 734-243-7340**. You will receive a letter about what happened with your grievance. If you do not get an answer about your grievance in 90 days, you can file an appeal.

Talk With Us.



Main Office

734-243-7340

1001 S. Raisinville Rd, Monroe, MI 48161

Monday—Friday

8:30 AM—5:00 PM

24-Hour Emergency Services

800-886-7340



River Raisin Clubhouse

734-243-6401

393 N Telegraph Rd, Monroe, MI 48162



Behavioral Health Urgent Care

734-243-7341

325 Colonial Ct., Monroe, MI 48162

Monday—Friday

11:00 AM—7:00 PM