




# Lighting the way in Monroe County.

2023 Annual Report

MONROE  
COMMUNITY  
MENTAL  
HEALTH  
AUTHORITY

A composite image featuring a smiling man with a beard on the left and a woman with a child in a group hug on the right. The man is wearing a dark grey t-shirt. The woman is wearing a white polka-dot top, and the child is wearing a dark blue top. The background is a blurred crowd of people.

**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 dedicated to quality services.

Dear Monroe Community Mental Health Authority Stakeholders,

I am proud to present MCMHA's Annual Report for Fiscal Year 2023!

This incredible year in our history culminated in our agency earning status as one of Michigan's Certified Community Behavioral Health Clinics (CCBHC), transforming the way behavioral health services can be delivered in our county.

As we reflect on the past year, MCMHA took immense pride in fostering unity and understanding within our organization and throughout the community. Our Community Coalition met often and worked together to bring awareness to community needs and, more importantly, to develop solutions that increase our community's access to mental health services. We were honored to participate with other human service agencies such as the Human Services Network Committee, Children's Advocacy Network, and Network on Homelessness.

Increasing and improving access to mental health services was at the top of our list of priorities. While we were proud to serve over 2,442 individuals, we knew there was a greater need. MCMHA opened a second Access site in downtown Monroe, which made walking in for services easier for residents who have difficulty getting to our Raisinville Rd. Location. We also partnered with Monroe County Opportunity Program's Community Center to place Peer Support Specialists in their building throughout the week. Finally, in July, we initiated our Crisis Mobile program that responds to any Monroe County resident experiencing a mental health emergency. The mobile unit began with limited hours but by the end of the fiscal year was operating 24/7, every day of the week.

At the end of FY23, we received the exciting news that MCMHA had been selected to join the growing number of community mental health agencies moving toward CCBHC status. This new status allows us to serve *any individual* with a diagnosed mental health disorder, regardless of insurance type, ability to pay, county of residence, and/or severity of illness. This is a tremendous game changer for our agency and Monroe County!

Moving into FY2024, we are thrilled to build on the momentum of last year. Implementing the new CCBHC programs, building awareness of our Crisis Mobile program, and continuing to grow with our community partners brings us closer to accomplishing our mission to improve health and promote wellness.

It is our hope that FY23's Annual Report inspires the same confidence and optimism in you as it does for us. We look forward to continuing to serve our community with compassion, authenticity, trust, and accountability.

Thank you for your continued support!

*In Partnership,*

A handwritten signature in black ink that reads "Lisa Graham".

Lisa Graham, LMSW  
Chief Executive Officer  
Monroe Community Mental Health Authority

# Leading Through Collaboration

In the Fall of 2022, Monroe Community Mental Health brought together several community services leaders and agencies to discuss the county's mental health needs. This Community Coalition began meeting monthly and rapidly grew to include representatives from law enforcement, public schools, homeless shelters, and other local human service and safety net organizations. The coalition began working to identify gaps in mental health and ancillary service provision, enhance interagency communication, and solve problems collectively to ensure that Monroe County residents' mental health needs are met.

Almost immediately, members of the coalition identified that Monroe County offered many services and supports that were largely unknown to the greater community. A common refrain from members was, "If I didn't know about these services, and I'm very involved in the community, how does the average citizen know?"

With a commitment to be a group that acts and delivers outcomes, the Community Coalition went to work to address the gaps they identified. Two of the most successful initiatives from 2023 were Mental Health First Aid training and the Universal Referral Form pilot program.

Mental Health First Aid (MHFA) is an international curriculum that teaches participants to recognize and respond to mental health and substance abuse emergencies until professional help is available. Four individuals were trained as Mental Health First Aid (MHFA) instructors. The instructors provided MHFA at no cost to agencies and individuals in the county.

Building on the success of a referral form created several years ago by Sheriff Troy Goodnough, MCMHA created the Universal Referral Form Pilot program that encourages participating organizations to refer individuals who appear to have a mental health need by emailing or faxing a one-page form. Within one business day of receiving the referral, MCMHA staff attempts to engage the referred person. In the last four months of fiscal year 2023, MCMHA reached out to nearly 70 individuals referred through this pilot program.

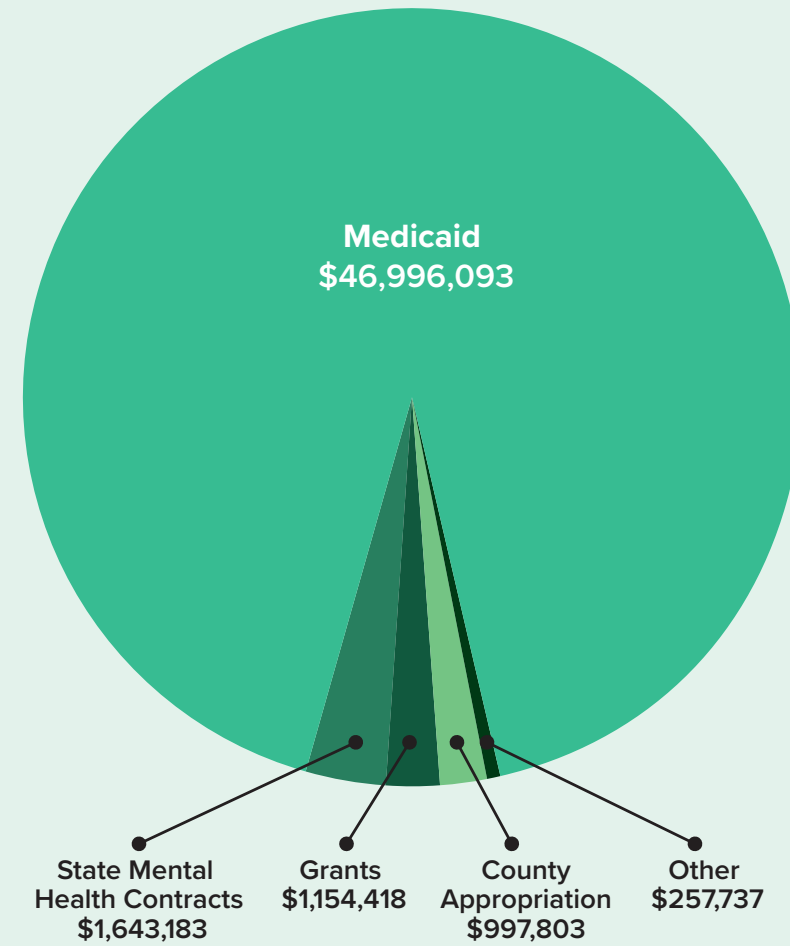
In addition to MCMHA, the Community Coalition includes representatives from leadership within the Monroe County Opportunity Program and The Opportunity Center @ ALCC, the City of Monroe Public Safety Department, Monroe Public Schools Board of Education, Orchard High School, Salvation Army Family Shelter, Catholic Charities/St. Joseph's Center for Hope, ProMedica Monroe Regional Hospital, Disability Network, Gabby's Grief Center, Monroe County Suicide Prevention Coalition, Class Grey, Life Enrichment Academy, and Monroe City Council.





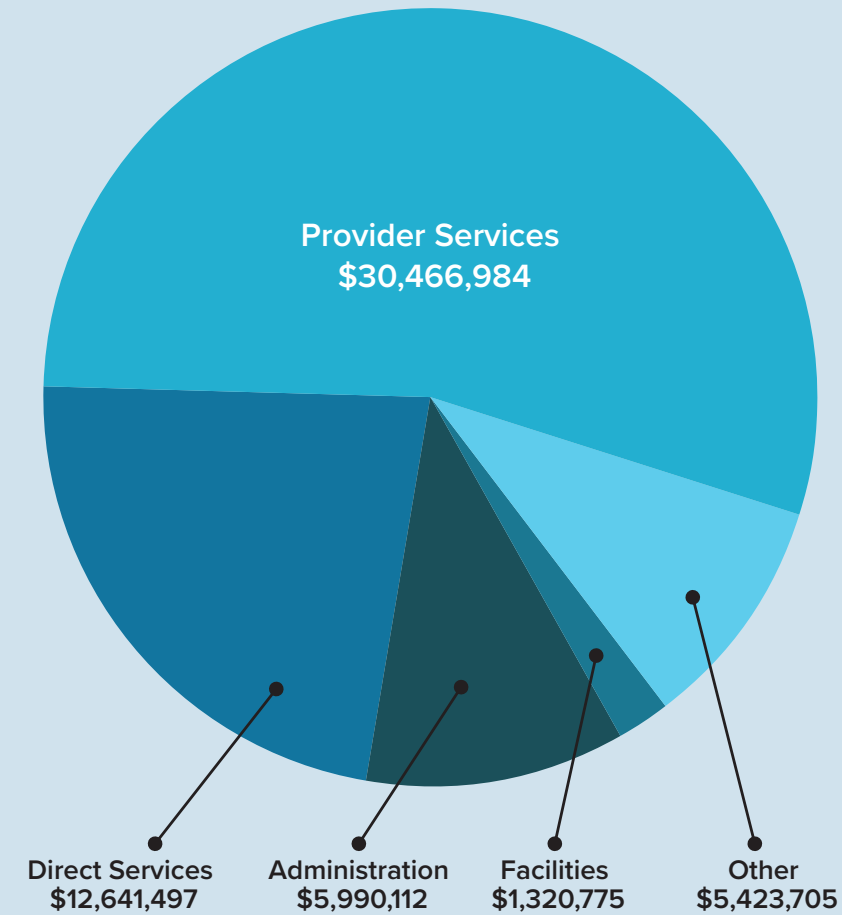
# Revenue

Total Revenue: \$51,049,234



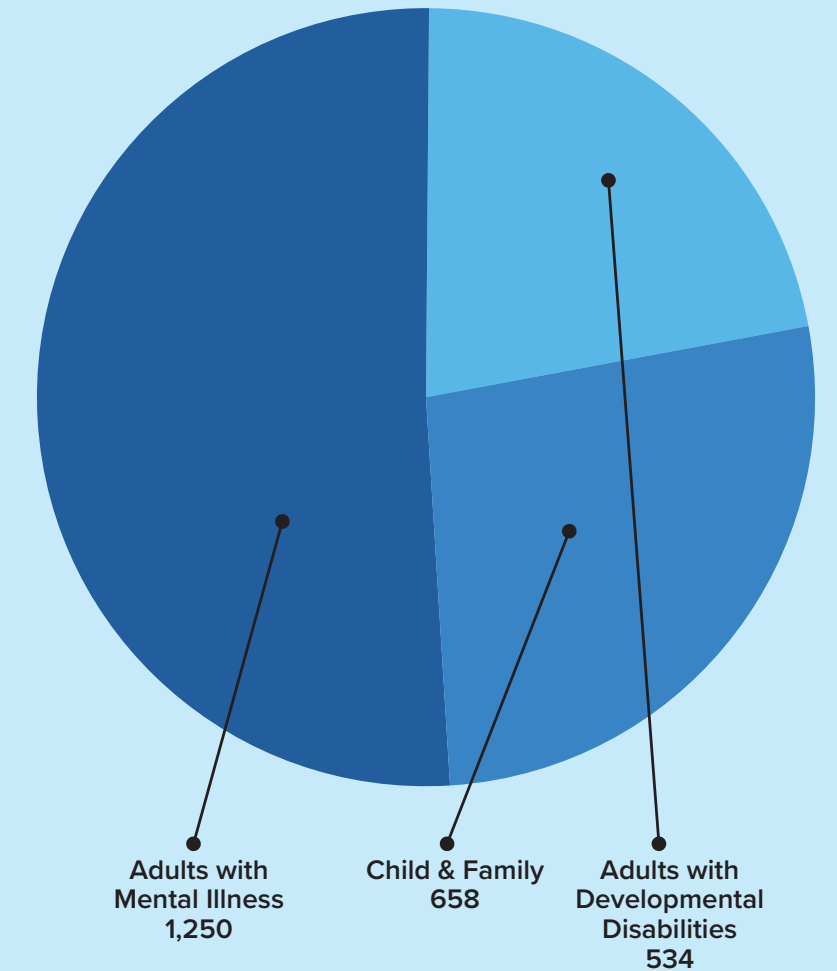
# Expenses

Total Expenses: \$44,995,663



# People Served

2,442 Monroe County residents served



## Mental Health Fun Day

In May 2023, to highlight Mental Health Month, MCMHA hosted its first full community event, Mental Health Fun Day. The free event was held at the 2/42 Community Church on S. Telegraph Road. Participants enjoyed carnival-themed activities like an inflatable obstacle course, an inflatable tot lot, and a dunk tank. Our CEO, Lisa Graham, even took a turn in the very cold dunk tank! Face painting was also a big hit, and food was provided. Each participant received a ticket to use for a raffle drawing of prizes that took place at the end of the event.

Local agencies, schools, and businesses hosted an informational table showcasing the services they provide in our community. The therapy dog was a favorite to many who stopped to learn how the training program worked and, of course, enjoyed the calming feel of his soft fur. We are looking forward to hosting this event again each year!



## Staff Retention

Staff retention is a very important part of our agency's success. With a stable workforce, the agency benefits in several ways, including positive aspects ranging from increased productivity, higher employee morale, reduced stress, and the retention of a more skilled and knowledgeable workforce, ultimately leading to greater consumer satisfaction.

The ability to maintain a stable and long-term workforce also means that consumers enjoy long-term therapeutic relationships with the healthcare workers who serve them, resulting in greater consumer satisfaction. In turn, this results in improved morale amongst our staff who see the positive results of their work, giving them a greater sense of purpose and satisfaction. Last year, the agency's retention rate was 85 percent.



## Crisis Mobile

Crisis Mobile is a 24/7 crisis response team of nine members. The team is deployed by law enforcement, MCMHA Access, and MCMHA After Hours. Together, they assess the immediate crisis and facilitate resolution and de-escalation.

The goals of these services are engagement, symptom reduction, and stabilization. Crisis Mobile provides short-term crisis response, crisis intervention, and stabilization for adults and children experiencing a mental health or substance use crisis in the community. You should expect the team to triage, de-escalation, assessment, screening, brief counseling, safety planning, and link and coordinate services. Anyone experiencing a crisis, regardless of age or insurance, and in Monroe County is eligible for the service. If you or someone you know is experiencing a mental health or substance use crisis, please reach out to us at 734-243-7340.



## Crossroad Clubhouse

A Clubhouse is a community-based service dedicated to supporting and empowering people living with mental illness, known as Clubhouse members. Based on the Clubhouse Model of psychosocial rehabilitation, each Clubhouse offers a collaborative, restorative environment where Clubhouse members can recover by gaining access to opportunities for employment, socialization, education, skill development, housing, and improved wellness.

Organized around the belief that every individual has something valuable to contribute to society, Clubhouses effectively help people build self-confidence and end the social and economic isolation so often associated with mental illness.

Crossroads Clubhouse, in collaboration with MPACT (Monroe Public Access Cable Television), created a public access television show named *RISE with Crossroads Clubhouse* sponsored by MCMHA since January 2023. Through this program, participants get hands-on experience utilizing professional production equipment and showcase their talents to the community. The show can be found on YouTube channel CrossroadsClubhouseMonroe as well as MPACT's YouTube channel and website. *Rise* is shown weekly on Monroe's Public Access Channel on Wednesday morning and Sunday evenings.



# Our Strategic Goals

- Recruit and retain qualified staff and competent provider staffing that meets the needs of our community
- Assure competent and accountable leadership
- Serve as a responsive and reliable community partner
- Develop and implement a stable yet agile financial strategy that supports MCMHA's mission
- At all levels of the organization, services provided meet the needs of the customer



Michael Humphries  
Chairperson



Susan Fortney  
Vice-Chairperson



Catherine Bernhold  
Board Member



Dawn Asper  
Board Member



John Burkardt  
Board Member



Chantele Steffens  
Board Member



Rebecca Pasko  
Board Member



Ken Papenhagen II  
Board Member



Rebecca Curley  
Board Member



Pamela Ray  
Board Member



LaMar Frederick  
Board Member



Deb Staelgraeve  
Board Member

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