



**Monroe Community Mental Health Authority
Strategic Plan FY2025 – FY2027**

MCMHA Board of Directors Accepted the FY2025-2027 Strategic Plan


Michael Humphries
Board Chairperson

1/29/2025
Date





WELCOME

The Board of Directors and staff of Monroe Community Mental Health Authority (MCMHA) are excited to publish our Strategic Plan for FY2025-2027. Our plan was developed with input from our staff, our consumers, and our community partners and reflects our desire to create an organization that accomplishes its mission to “enrich lives and promote wellness.”

Last year, MCMHA was awarded Certified Community Behavioral Health Clinic (CCBHC) status. This certification transformed service delivery in our county. We are now able to provide services to more people and to bolster our crisis/emergency services. Continued success demands a highly skilled workforce both clinically and administratively, strong community partnerships, and continuous input/feedback from our stakeholders, especially those we serve.

This plan represents the primary goals and priorities of the organization for the next two years. It is consistent with the vision, mission, and values of the organization and complies with applicable federal and state statutes, rules, and regulations. This plan is a living document and may be amended as internal and external forces demand.

MCMHA’s Board of Directors and staff are honored to have the opportunity to impact our community and feel confident that the priorities we have set in this plan will add value to our consumers, our staff, and our community.

Let’s get to work!

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

Lisa Graham, LMSW
Chief Executive Officer

A handwritten signature in black ink, appearing to be "Michael Humphries", written over a horizontal line.

Michael Humphries
Board Chairperson



MISSION

Enrich Lives and Promote Wellness.

VISION

To be a valued /active partner in an integrated System of Care that improves the health and wellness of our community.

CORE VALUES

- Compassion:** Demonstrating kindness, care, consideration, and the willingness to help others.
- Authenticity:** Operating in a transparent, consistent, and genuine manner.
- Trust:** Assuring confidence in the reliability, truth, and certainty among ourselves and our community.
- Accountability:** Taking responsibility and ownership for ourselves and how our actions impact others.



GUIDING DEFINITIONS

Mental Wellness Defined

Wellness is the active pursuit of activities, choices and lifestyles that lead to a state of holistic health. Mental wellness as an internal resource that helps us think, feel, connect and function; it is an active process that helps us to build resilience, grow and flourish.

Global Wellness Institute

Recovery Defined

Recovery is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential. Recovery incorporates health, home, purpose, and community relationships.

SAMHSA

Life in the Community

All people, regardless of disability, deserve the opportunity for a full life in their community where they can live, learn, work, and play alongside each other through all stages of life. People with intellectual and/or developmental disabilities (I/DD) need varying degrees of support to reach personal goals and establish a sense of satisfaction with their lives.

ARC, Life in the Community Position Statement

System of Care

A spectrum of effective, community-based services and supports for children and youth with or at risk for mental health or other challenges and their families, that is organized into a coordinated network, builds meaningful partnerships with families and youth, and addresses their cultural and linguistic needs, in order to help them to function better at home, in school, in the community, and throughout life.

National Technical Assistance Center for Children's Mental Health

Mental Health Crisis

Any situation in which a person's behavior puts them at risk of hurting themselves or others and/or prevents them from being able to care for themselves or function effectively in the community.

National Alliance on Mental Illness, NAMI



STRATEGIC GOALS AND PRIORITIES

QUALITY WORKFORCE

Recruit and Retain Qualified Staff and Competent Provider Staffing that Meets the Needs of our Community

Objective #1: MCMHA's workforce meets the needs of the agency.

MCMHA's staff receive all training necessary for their respective positions, annually.

Objective #2: Provider panel is adequate to meet the needs of the agency.

- Assess South County service options and make recommendations.

Measures:

- Annual Employee Engagement Survey score meets/exceeds 3.75 (favorable)
- Annual employee retention rate meets or exceeds 85 percent
- No consumers waiting for services due to inadequate provider panel
- Exit survey data – reported quarterly
- Non-union grievance data – reported quarterly
- Provider Scorecard

TRUSTED COMMUNITY PARTNER

Serve as a Responsive and Reliable Community Partner

Objective #1: Critical Incident Stress Management Team responds to community incidents as requested.

Objective #2: MCMHA provides education and awareness of mental health resources in the community.

- Social media (Facebook, MCMHA website)
- Posters with QR codes
- Participation in community events.
- MCMHA facilitates quarterly Community Coalition meetings
- Annual Mental Health Fun Day
- Annual Mental Health Summit
- Mental Health First Aid to community members
- Promoting care to veterans
- Promoting Crisis Mobile services

Measures:

- Community events, including CISM responses, reported quarterly
- Universal Referral Form follow up reported monthly
- Crisis Mobile deployments reported monthly



ACCOUNTABLE STEWARDS OF PUBLIC DOLLARS

Develop and Implement a Stable yet Agile Financial Strategy that Supports MCMHA's Mission and Operates in Accordance with Federal and State Regulations.

Objective #1: CCBHC is financially viable.

- Assess and implement Designated Collaborative Organizations (DCO), as needed.
- Manage non-Medicaid/General Fund expenses.
- Establish face-to-face standards for CCBHC services.
- Implement Sliding Fee Scale

Objective #2: Digitize all finance functions.

Measures:

- Monthly financial statements
- Annual financial audit

SERVICES PROMOTE RECOVERY

At all Levels of the Organization, Services Meet the Needs of the Customer

Objective #1: Individuals access services timely.

- All services are delivered timely
- Services are delivered at a location that is convenient for the consumer

Objective #2: MCMHA delivers Evidenced-Based services

- Transition Age Youth Services
- Dialectical Behavioral Therapy Skills Group

Objective #3: Integrated healthcare is provided to all consumers.

- Behavioral Health Home
- Peer-Run Wellness Groups

Objective #4: Behavioral Health Urgent Care opens on 10/1/25.

Objective #5: Open two (2) Group Homes in Monroe County (5-6 beds).

Measures:

- Michigan Department of Health and Human Services (MDHHS) Mission Based Performance Indicators
- CCBHC Performance Metrics - quarterly
- Consumer Satisfaction Surveys - quarterly
- Substance Use Disorder (SUD) Screening and Referral Data - quarterly
- Crisis Mobile Data – monthly



CONSUMER VOICE INFORMS DECISION MAKING

Consumers have opportunities to participate in agency decision making.

Objective #1: All MCMHA Performance Improvement Committees have consumer representation.

Objective #2: Consumer Advisory Committee (CAC) reports to MCMHA Board of Directors quarterly.

Measures:

- Quarterly presentation to MCMHA Board of Directors