

2024
**REPORT
TO THE
COMMUNITY**

*CARING FOR
COMMUNITY*



Community

MENTAL HEALTH
CLINTON • EATON • INGHAM

Together we can.



For many years, we have been proud to be part of the Capital Area community—a community that values partnership and is deeply committed to improving the health and well-being of all residents. It is this spirit of collaboration, along with the resilience of the individuals and families we serve, that inspires CMHA-CEI to expand our efforts each year.

In 2024, as a Certified Community Behavioral Health Clinic (CCBHC) and with the support of our Board of Directors, staff leadership, staff, community partners, advocates, and supporters, we were able to reach even more people in need of behavioral and mental health services, serving over 14,000 individuals.

Throughout the year, we embraced the CCBHC model, earning recertification, expanding and enhancing our services, and launching innovative initiatives to address gaps in care. We also strengthened partnerships to better serve those in our community who have historically been underserved.

Our 2024 Annual Report reflects CMHA-CEI's unwavering commitment to Caring for Community. Within its pages, you will find updates on our progress, including:

- The Crisis Care Center, currently under development
- The launch of the Counseling and Support Clinic
- The CMHA-CEI Scholars Program
- The incredible honor of being named the 2024 Agency of the Year by the National Association of Social Workers (NASW) Michigan Chapter

Looking ahead, we recognize both opportunities and challenges on the horizon. As we continue our journey together in the Capital Area, our guiding theme Caring for Community—remains more important than ever. Together, we can continue to make a lasting impact.

Thank you for your ongoing support and partnership.

With gratitude,

Sara Lurie



LETTER
TO THE
COMMUNITY

2024 BOARD OF DIRECTORS



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Jason
White



Dr. Paula
Yensen



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 community vision in which any person with a mental health need has access to a wide range of resources to allow them to seek their desired quality of life and to participate, with dignity, in the life of the community, with its freedoms and responsibilities. Together, we continue to build stronger, more inclusive communities.

Throughout the past year, we've worked to expand and improve our services, collaborate with and care for our community, and support diversity, equity, and inclusion. Here's a glimpse into what we accomplished in 2024:

Build Stronger Community Support and Partnerships

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

- The Hispanic Behavioral Health Services program, a team providing bilingual services at CMHA-CEI, was recognized for their ongoing, outstanding community work.
- The Correctional Assessment & Treatment Service (CATS) program, located inside the Ingham County Jail, participated in a regional learning collaborative focused on health equity.
- Clubhouse Michigan and Charter House Clubhouse presented CMHA-CEI with the Clubhouse Michigan Award for 30+ years of providing valuable employment opportunities to members of the Charter House Clubhouse.

Address Social Justice, Diversity, and Disparities Along with Social Determinants of Health

Sustaining efforts to promote diversity, equity, and inclusion (DEI) awareness among staff and the community. Working to ensure equitable access to quality healthcare for all individuals:

- Partnered with the Lansing Latino Health Alliance to help provide bilingual resources and assistance in accessing care.
- Added a Social Determinants of Health (SDOH) screening tool to our electronic health record, which will help us work toward health equity.
- Staff participated in training facilitated by our new Diversity, Equity, Inclusion, and Justice Administrator.





Build Our Workforce Capacity

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

- Had a total of 78 interns throughout the agency and 19 interns were hired post-graduation.
- The first member of the CMHA-CEI Scholars Program graduated from the MSU School of Social Work. In this program CMHA-CEI provides financial support to staff pursuing their Master of Social Work at MSU.
- We became an approved site for the National Health Service Corp (NHSC) and applications will open in 2025. The NHSC supports providers through scholarships and loan repayment programs.

Optimize and Adapt our Services and How We Deliver them

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

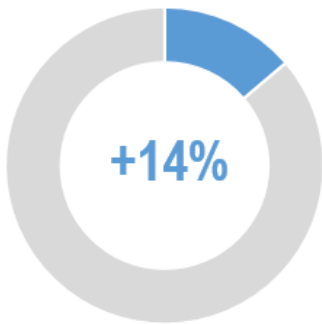
- The Counseling and Support Clinic (CSC) was created as a collaborative effort between multiple CMHA-CEI departments. At the CSC, adults can receive a unique array of services including counseling, case management, peer supports, and supported employment.
- Served an additional 213 individuals in Applied Behavior Analysis services.
- Added additional Parent Support partner and Youth Peer Support positions.
- New positions were created to provide specialized support including a Supports Broker position to provide additional support for individuals and their families related to Self Determination and a Dementia Specialty Staff to assist with the aging population.
- Initial calls for services were answered live 93.1% of the time and we received a total of 26,274 calls.
- Members of our Consumer Advisory Council provided essential input on a number of topics throughout the year including the interior design, logo development, and naming of the new Crisis Care Center.



CELEBRATING EXPANSION AND IMPROVEMENT

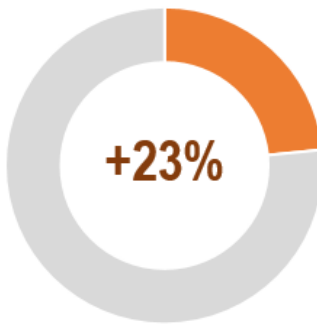


CERTIFIED COMMUNITY
BEHAVIORAL HEALTH CLINIC
Excellence in Behavioral Healthcare



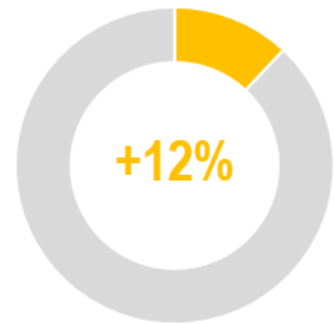
Youth Served

CEI increased the number of youth served by 14% between FY23 and FY24.



Adults Served

CEI increased the number of adults served by 23% between FY23 and FY24.



Mild-to-Moderate

CEI increased the number of individuals served, with a mild-to-moderate diagnosis, by 12% between FY23 and FY24.

As a Certified Community Behavioral Health Clinic (CCBHC), CMHA-CEI provides quality, evidence based services every day. 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. In 2024 CMHA-CEI:

- Achieved recertification by the state of Michigan as a CCBHC site.
- Partnered with the Ingham Community Health Centers to create a Data Bridge to allow electronic data sharing.
- Developed a Healthcare Integration training for our managers in order to better equip them in training staff on the importance of treating physical and behavioral health needs.
- Incorporated a standardized screening tool to identify Social Determinant of Health needs and track connection to resources that may be needed by an individual such as housing, transportation, or social supports.

JOE'S STORY – THE IMPACT OF CCBHC

Joe was a successful self-employed contractor with a family and beautiful home. As his business grew and thrived, his drug use began. Due to an unfortunate overdose, Joe had an accident which left him with a traumatic brain injury and blindness in one eye. This event was life changing for Joe and he went into a deep depression and continued to use substances. In 2022, Joe was hospitalized and after discharge began working with ITRS Outpatient. He attended therapy once a week, groups, and meetings for peer recovery coaching. He showed up, worked hard, and began to meet his goals one by one. Joe states that ITRS staff saved his life and he will always be grateful. Joe has income, his own residence, a pet, and support from ITRS Outpatient. He has been clean and sober for over 2 years.



COUNSELLING AND SUPPORT CLINIC (CSC)

The Counseling and Support Clinic (CSC) is a new program in CMHA-CEI's Integrated Treatment and Recovery Services (ITRS) department. Amanda Ernst, ITRS Counseling and Support Clinic Coordinator and her team, provide adults with tools and strategies for establishing and maintaining a healthy lifestyle and wellness.

The new clinic works to create a co-occurring capable system that is welcoming, person-centered, recovery oriented, culturally responsive, and trauma-informed. The CSC encourages, supports, and guides individuals to explore all methods of treatment identified as beneficial toward their wellness.

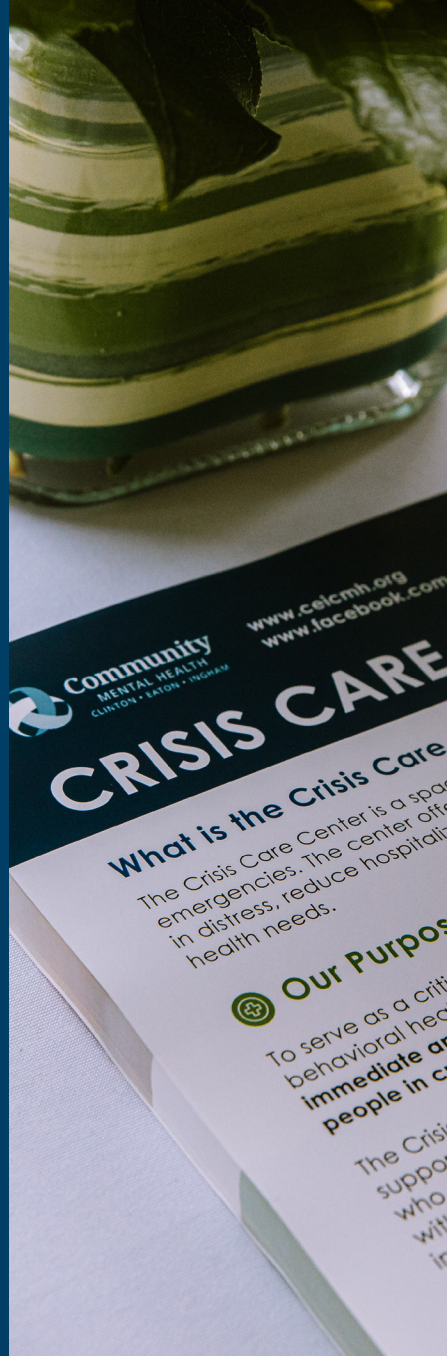
The CSC offers a unique array of services. "What sets the clinic apart is the availability for case management, which has been a frequently requested service. The CSC also has a peer support specialist, who works with people to implement daily living skills and access resources in the community. We also have access to supported employment opportunities because of the partnership that we have built with the Vocational Services team in CSDD (Community Services for the Developmentally Disabled).

The CSC works to encompass treatment needs for the whole person. We have such a diverse clinic that consists of professionals that can address different needs," explains Amanda.

Amanda and her team work together with different units at CMHA-CEI to help link individuals to additional services when needed, describing that, "we love to work within the ITRS community, but also to help bridge those gaps and build those relationships with other departments at CMHA-CEI. The clinic has been very rewarding in helping clients in the community with co-occurring disorders."



CRISIS CARE CENTER WALL-BREAKING EVENT



Community leaders, healthcare professionals, and advocates joined together in November for a moving wall-breaking ceremony to mark the transformation of the former McLaren Greater Lansing Greenlawn campus into the Crisis Care Center. Developed by CMHA-CEI, this new facility will serve as a beacon of hope for adults, youth, and families facing behavioral health emergencies.

Created in response to the growing need for accessible behavioral health crisis support services, the Crisis Care Center will provide immediate intervention to stabilize individuals in distress, reduce hospitalizations, and provide an alternative to emergency rooms for families seeking urgent care.

“Our community deserves more behavioral health support, and the Crisis Care Center is a critical resource that reflects our collective vision for a healthier, more compassionate future,” said Sara Lurie, CEO of CMHA-CEI.

The ceremony was attended by many dignitaries who voiced their strong support for the initiative, including Mayor Andy Schor, US Senator Debbie Stabenow, Michigan Senator Sarah Anthony,



WALL-BREAKING CEREMONY MARKS A NEW ERA OF BEHAVIORAL HEALTH SUPPORT IN GREATER LANSING

Michigan Representative Angela Witwer, MDHHS Director Elizabeth Hertel, COO of McLaren Health Care, Jay de los Reyes, NAMI Lansing President Katreva Bisbee, Ingham County Sheriff, Scott Wrigglesworth, and CMHA-CEI Board member and Ingham County Board of Commissioner Chair, Ryan Sebolt. Their messages underscored the urgent need for resources like the Crisis Care Center to address behavioral health challenges in the community.

A highlight of the event was a heartfelt message shared by the family member of person receiving services from CMHA-CEI, offering a powerful reminder of the profound impact behavioral health crises have on individuals and loved ones. The story emphasized the importance of accessible, compassionate care and the difference the center will make in the lives of those it serves.

The Crisis Care Center will provide immediate, expert care 24/7 in a safe and supportive environment, offering prevention, intervention, and continued care to individuals without bias. The center is set to open Spring 2026.

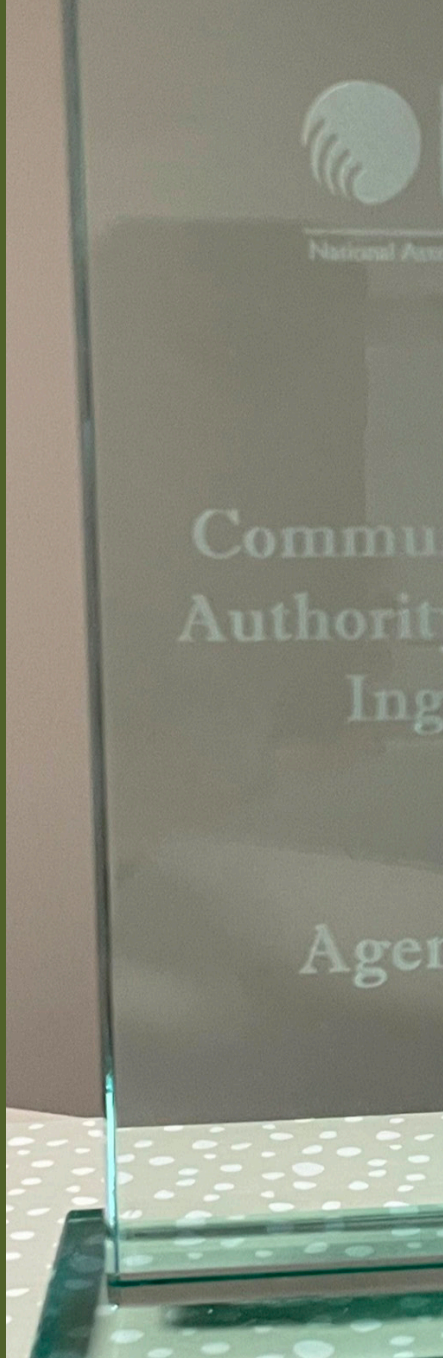
“The Crisis Care Center will provide immediate, expert care 24/7 in a safe and supportive environment, offering prevention, intervention, and continued care to individuals without bias.”



“This center is designed to serve people in their moments of greatest need, offering expert care and support around the clock.”

– Sara Lurie,
Chief Executive Officer, CMHA-CEI

2024 NASW MICHIGAN AGENCY OF THE YEAR



In May 2024, we were honored to receive the National Association of Social Workers (NASW) Michigan 2024 Agency of the Year Award. The agency of the year award recognizes the outstanding accomplishments of an organization that employs social workers and has shown demonstrable contributions to the profession, as well as the communities it serves. This award is an incredible honor and a reflection of the dedication and commitment to excellence in our work at CMHA-CEI. We were nominated for this award by the Michigan State University School of Social Work (MSU SSW). The nomination highlighted the following about our organization:

This nomination of the Community Mental Health Association of Clinton, Eaton, and Ingham Counties (CMHA-CEI) recognizes the organization's ongoing contribution to the profession of social work and the communities it serves. Since its inception in 1964, this organization has served the most vulnerable and provided an important safety net for those with serious behavioral health and developmental disability service needs.




The values of this organization's code of ethics include a commitment to promoting dignity, self-determination, justice, service and compassion. These values align with social work values. This organization has a legacy of commitment and support for the social work profession. CMHA-CEI provides field learning opportunities for social work students from many programs across the State. For the MSU School of Social Work, they are a key partner.

Between 2020 and 2024, CMHA-CEI supported 118 social work students from the MSU SSW alone... They continue to provide an important safety net for the community by serving vulnerable and marginalized populations; they provide excellent field supervision for social work students; and they remain exceptional partners supporting the needs of stakeholders and other community providers. It is for these reasons that we put forth CMHA-CEI for the Agency of the Year Award.

CMHA-CEI AWARDED THE NATIONAL ASSOCIATION OF SOCIAL WORK MICHIGAN AGENCY OF THE YEAR AWARD

“CMHA-CEI provides field learning opportunities for social work students from many programs across the State. For the MSU School of Social Work, they are a key partner.” – MSU School of Social Work



“My experience during my time as an employee along with my experience as a student intern over these last two semesters has shown me that CMHA-CEI is committed to helping employees and interns grow and learn so that we can effectively serve our communities.”

*- Jessica Swarhout,
Mental Health Therapist, CMHA-CEI
(First Graduate of the CMHA-CEI Scholars Program)*

CMHA-CEI SCHOLARS PROGRAM



To help address the shortage of master's prepared behavioral and mental health therapists, the CMHA-CEI Scholars Program was developed as part of CMHA-CEI's ongoing recruitment and retention efforts. In 2022, CMHA-CEI sponsored a total of nine MSU MSW students through the CMHA-CEI Scholars Program and in 2024 the first member of the cohort, Jessica Swarhout, graduated.

Aaron Bakken, CSDD Residential Services Coordinator and one of the nine CMHA-CEI Scholars Program participants, spoke to his experience with the sacrifices and rewards that many face when returning back to school. "In 2007, I started at CMHA-CEI as a Residential Technician, working with those that have developmental disabilities. I have been a Coordinator for the past 5 years. I chose not to get my master's early on in my career because I had children and a wife and I just felt that I was already stretched pretty thin," explained Aaron. With the help of his coworkers, peers, professors, and field supervisors, Aaron felt supported and confident in joining the CMHA-CEI Scholars Program.



CMHA-CEI COLLEAGUES FIND SUCCESS IN NEW CMHA-CEI SCHOLARS PROGRAM

Another member of the cohort, Quintina Bodiford, a Case Manager at Waverly Wellness, described the growth she has experienced participating in the pilot program, noting that, “the Scholars program has been instrumental in fostering self-reflection, allowing me to identify the social work practices that best align with my strengths and working style.”

“I am able to receive hands on experience by incorporating masters level tasks into my current employment position, while also learning different concepts and interventions to employ when working with clients,” stated Michael Skinner, Client Services Specialist, CMHA-CEI.

“We are extremely proud of all of our staff members who are working towards their master’s degree. It takes a great deal of focus, sacrifice, and determination to both work and pursue graduate studies.”

- Sara Lurie, Chief Executive Officer, CMHA-CEI



“The program has given me a foundation to build off of those real world experiences of clinically based knowledge and adding more structure to my understanding.”

*- Aaron Bakken,
CSDD Residential Services Coordinator,
CMHA-CEI*

PREVENTION & OUTREACH ACTIVITIES



On Saturday, September 21st, the 2024 Potter Park Zoo event attracted over a thousand community members, CMHA-CEI staff, and consumers to celebrate a free day at the zoo with CMHA-CEI.

CMHA-CEI SOCIAL MEDIA 2024 OUTCOMES!

- 154,993 individuals in total connected to CMHA-CEI Facebook Page (53,395 Impressions)
- 38% Increase in Facebook Visits from FY23 (16,900 Total Visits)
- 112% Increase in Reach from FY23 (184,300 Total)
- 58% Increase in Impressions from FY23 (183,119 Total)

*CMHA-CEI has launched an Instagram Page!

Follow us @CMHACEI

97

**People trained in
Mental Health First Aid**

(Youth & Adult)

8 Hour Behavioral Health Crisis Training

1,227

Total encounters

(Including 524 consumers screened, transported and engaged in SUD treatment services.)

381

**People completed an Online
Behavioral Health Screening**

(570 people visited the screening platform)

9,155

**People engaged within 23
Local & Statewide Community
Outreach & Events**

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

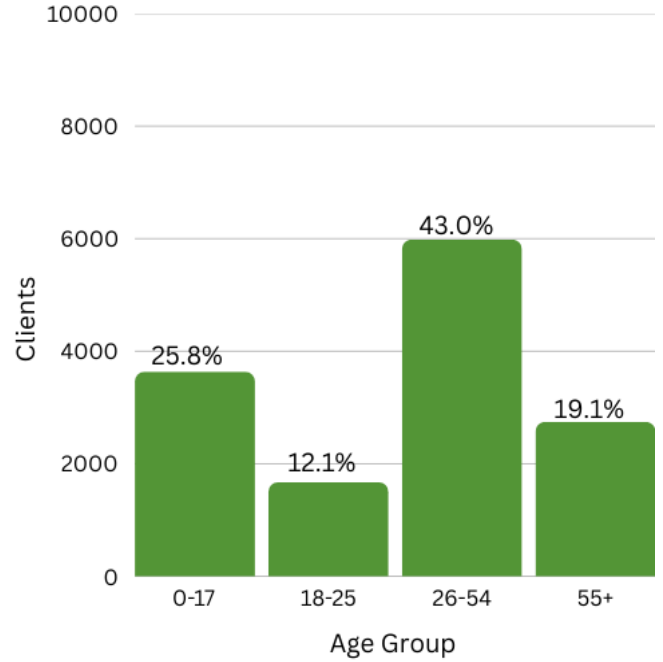
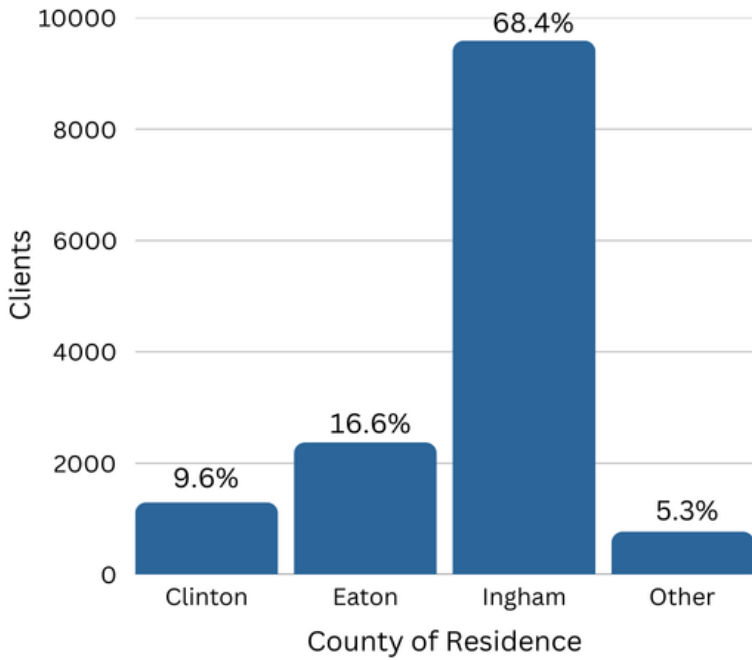
42

**People trained in
Question, Persuade, Refer**

1 Hour Suicide Prevention Training

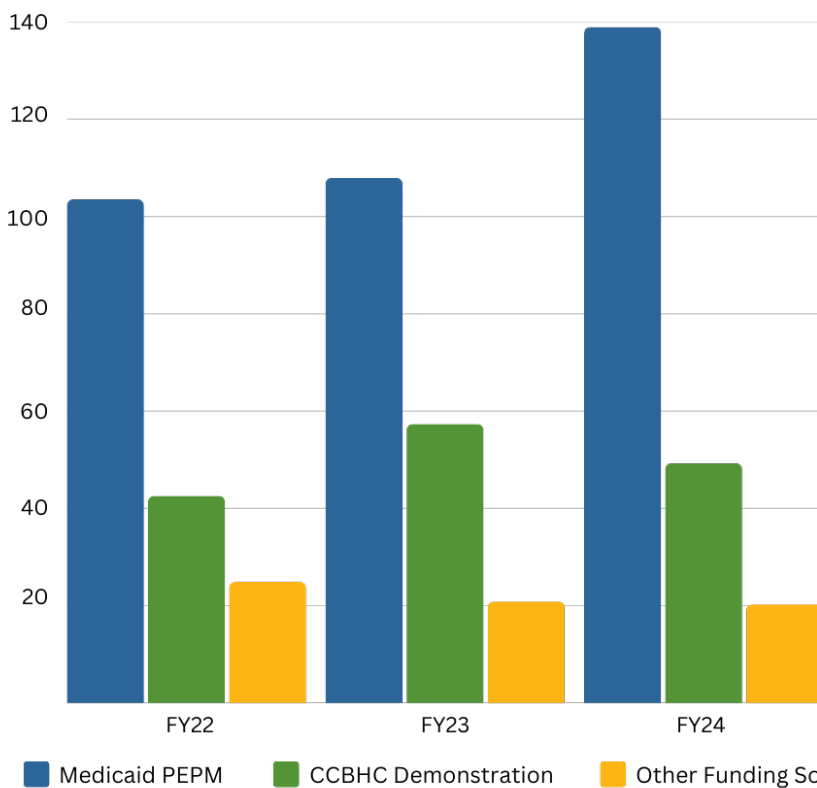
MEASURING IMPACT

FY 2024 NUMBERS SERVICED BY DEMOGRAPHIC



FY 2024 CMHA-CEI FINANCIAL REPORT

CMHA-CEI Funding Source Trends
(In Millions of Dollars)



| GENERAL FUND REVENUES | DOLLARS | PERCENT |
|----------------------------|----------------------|---------|
| Federal Funds | \$4,113,399 | 1.97% |
| State of Michigan | \$6,838,251 | 3.28% |
| Local | \$6,181,394 | 2.97% |
| Earned Contracts | \$766,706 | 0.37% |
| Medicaid PEPM | \$138,936,036 | 66.65% |
| CCBHC Demonstration... | \$49,258,278 | 23.63% |
| SSI/SSA | \$715,857 | 0.34% |
| Fees | \$1,658,592 | 0.80% |
| TOTAL REVENUE | \$208,468,513 | |

| GENERAL FUND EXPENSES | DOLLARS | PERCENT |
|----------------------------|----------------------|---------|
| Clinical Programs | \$171,691,386 | 82.87% |
| Board Administration | \$30,213,293 | 14.58% |
| Community Benefit | \$4,768,507 | 2.30% |
| Supported Housing..... | \$176,867 | 0.09% |
| Local Match | \$342,256 | 0.17% |
| TOTAL EXPENSE | \$207,192,309 | |

*The financial information contained in these tables are based on unaudited financial statements or the quarter ended September 30, 2024.



Community

MENTAL HEALTH

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THANK YOU TO OUR COMMUNITY PARTNERS



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812 E Jolly Road, Lansing, MI 48910



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