



MACOMB COUNTY
COMMUNITY MENTAL HEALTH

2024 Impact Report



Table of Contents

Welcome Letter from CEO & Board of Directors

MCCMH Board of Directors

Mission & Core Values

The People We Serve

Service Access & Coordination

Core Programs

2024 Review

Annual Member Satisfaction Survey

Network Operations

Finance Department

Talent Engagement

MCCMH Impact

LETTER FROM MCCMH CEO

Dear Friends, Partners & Community Members,

As I reflect on this past year, I am filled with pride and gratitude for all that we have accomplished together at Macomb County Community Mental Health (MCCMH). Guided by our strategic plan, we have continued to fulfill our mission of providing accessible, quality services that instill hope, empower individuals, and inspire change throughout our community.

2024 has been a year of both growth and resilience. We've faced challenges, but they only strengthened our commitment to MCCMH's core values of collaboration, accountability, and respect. This year, we expanded our services to reach more individuals in need, integrated innovative approaches to care, and strengthened our partnerships across Macomb County.

One of our most significant achievements was enhancing our 24/7 mobile crisis services, ensuring that anyone experiencing a mental health crisis can access timely and compassionate care. Our team's dedication to embracing new methods and data-driven solutions allowed us to improve the quality of our services, making care more efficient and effective.

Our commitment to community and equitable behavioral health resources is at the forefront of our work. We believe that every person should have access to mental health care that respects their unique experiences and needs. This year, we continue to focus on responsive care, enhancing our training programs, and ensuring our services are welcoming and accessible to all.

Looking ahead, we are excited about the future of MCCMH. Our strategic priorities for 2025 include further expanding our crisis response capabilities, enhancing our community outreach, and continuing to innovate how we deliver care.

Thank you for being part of our journey. Together, we are making a difference—instilling hope and transforming lives across Macomb County.



Sincerely,

A handwritten signature in blue ink that reads "Traci Smith, MA".

Traci Smith
CHIEF EXECUTIVE OFFICER

LETTER FROM MCCMH BOARD OF DIRECTORS CHAIR

Dear Community Members & Partners,

While the Board's role is to provide guidance, oversight, and advocacy, it is the incredible work of MCCMH's team and our partners that makes the real difference in the lives of those we serve. This has been a successful year of increasing mental health services and accessibility in Macomb County.

This past year, we've seen MCCMH grow its presence in the community through expanded services and stronger connections. From enhanced crisis response efforts to an increased focus on reaching individuals and families at community events, MCCMH has made vital mental health resources more visible and accessible. These initiatives have been driven by the organization's unwavering commitment to meeting the unique needs of Macomb County residents.

As a Board, we are proud to champion MCCMH's mission and to support its focus on increasing access to care and building trust within the community. This includes advocating for resources, fostering partnerships, and ensuring MCCMH has the tools it needs to continue providing compassionate and innovative mental health services.

Looking ahead, the Board remains committed to MCCMH's strategic vision, ensuring the organization continues to grow and adapt to meet the evolving needs of our community. We take great pride in the incredible work being done every day by the MCCMH team and the transformative impact it is having on individuals and families across Macomb County.

On behalf of the entire Board of Directors, I want to extend my deepest gratitude to our MCCMH staff, community partners, and residents who have joined in this shared mission.

Together, we are creating a community where mental health resources are accessible, trusted, and empowering for all.



Sincerely,

A handwritten signature in blue ink that reads "Phil Kraft".

Phil Kraft
CHAIRPERSON, BOARD OF DIRECTORS

Board of Directors



Phil Kraft
Chairperson



Selena Schmidt
Vice-Chairperson



Lori Phillips
Secretary/Treasurer



Megan Burke



Donna Cangemi



Nick Ciaramitaro



Wayne Conner



Dana Freers



Antoinette Wallace

Jackie Catinella

Sherita Harvey

Julia Mendyka

Mission

MCCMH, guided by the values, strengths, and informed choices of the people we serve, provides quality services which promote recovery, community participation, self-sufficiency, and independence.



Collaborative

I approach all situations with a teamwork and solution focused mindset.

Core Values

We have a special phrase that drives our mission of serving the community in a meaningful way - and that's by Putting People First. We prioritize people in all interactions by embracing our core values of being **Collaborative, Accountable, and Respectful.**



Accountable

I take ownership and empower others to do the same.

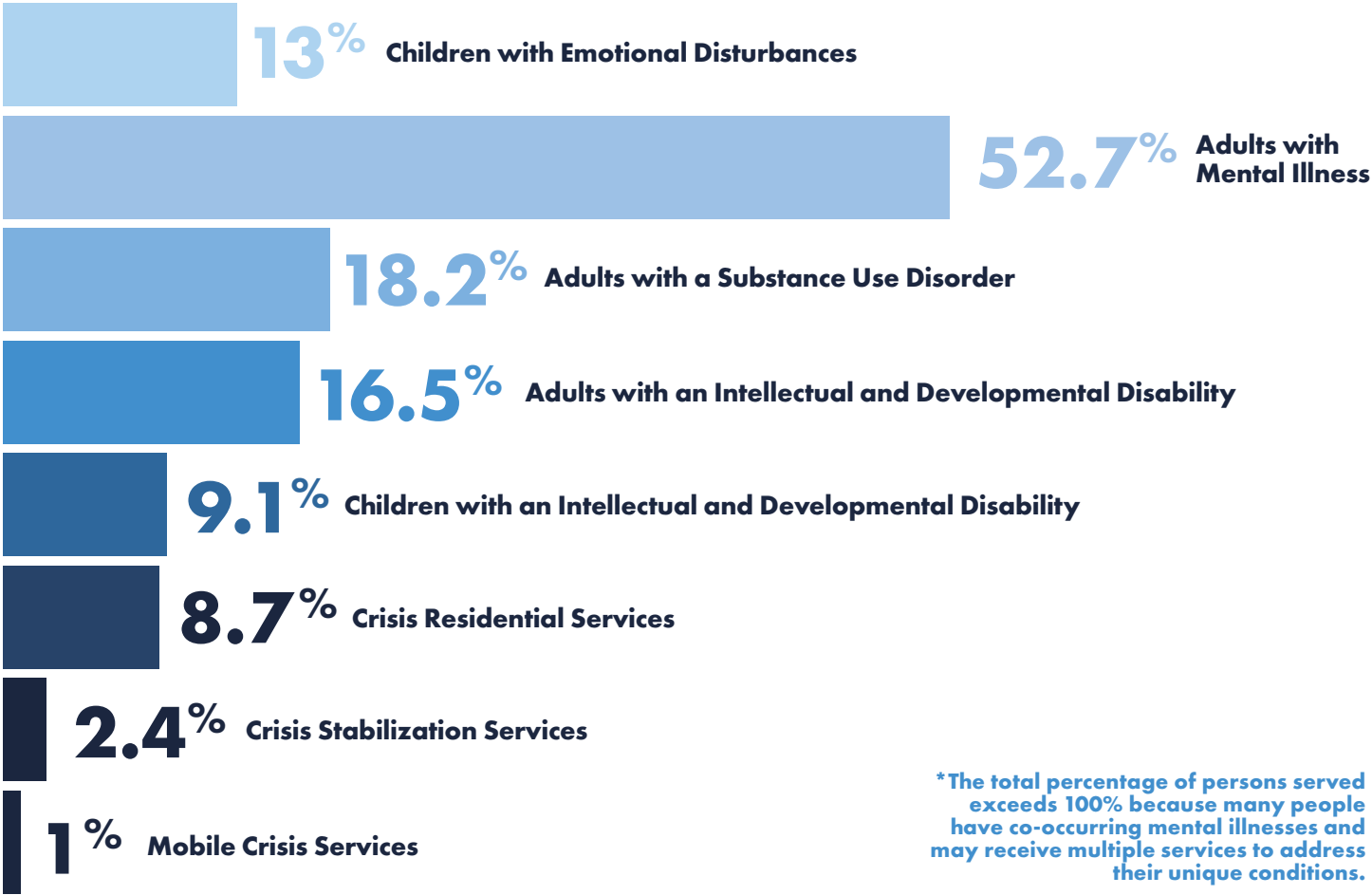
Respectful

I treat people with dignity while honoring individual differences.

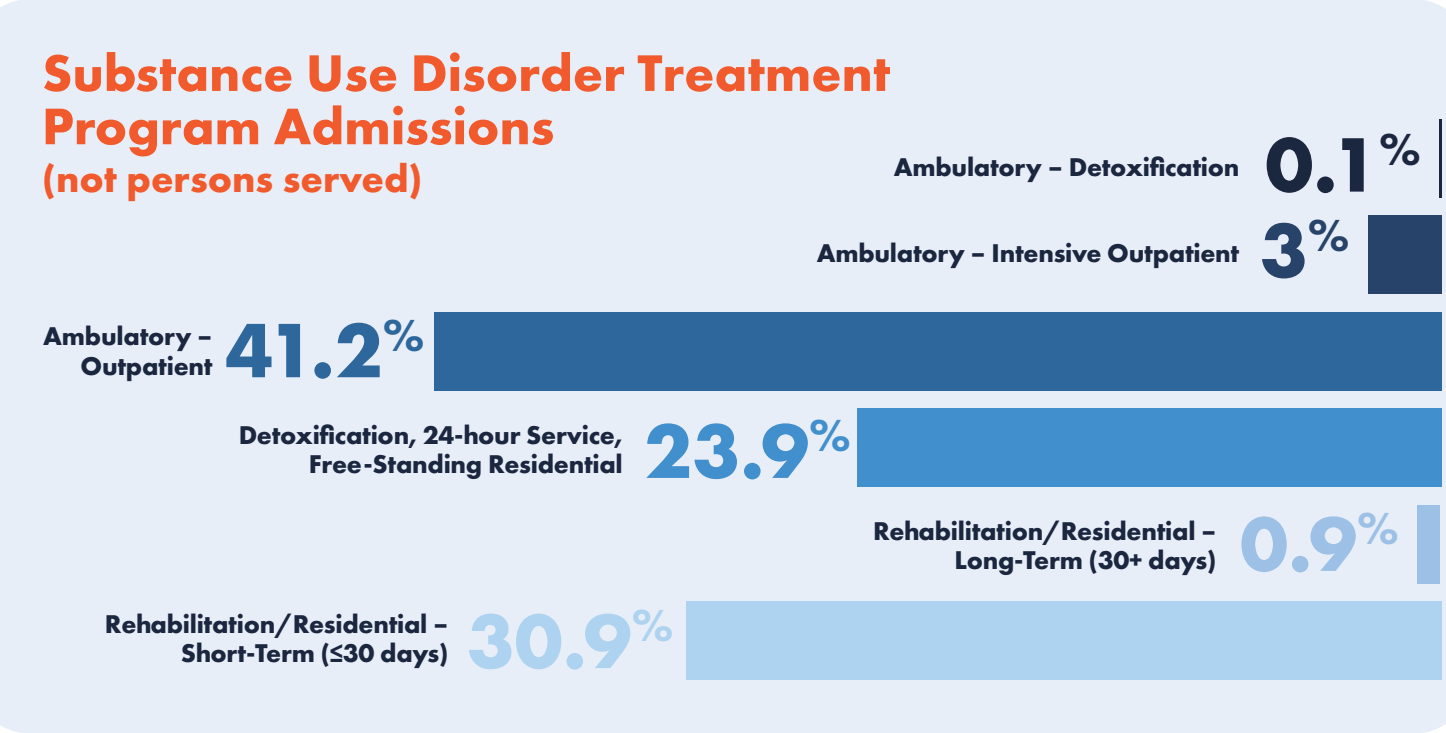


The People We Serve

Total Persons Served*: 18,425

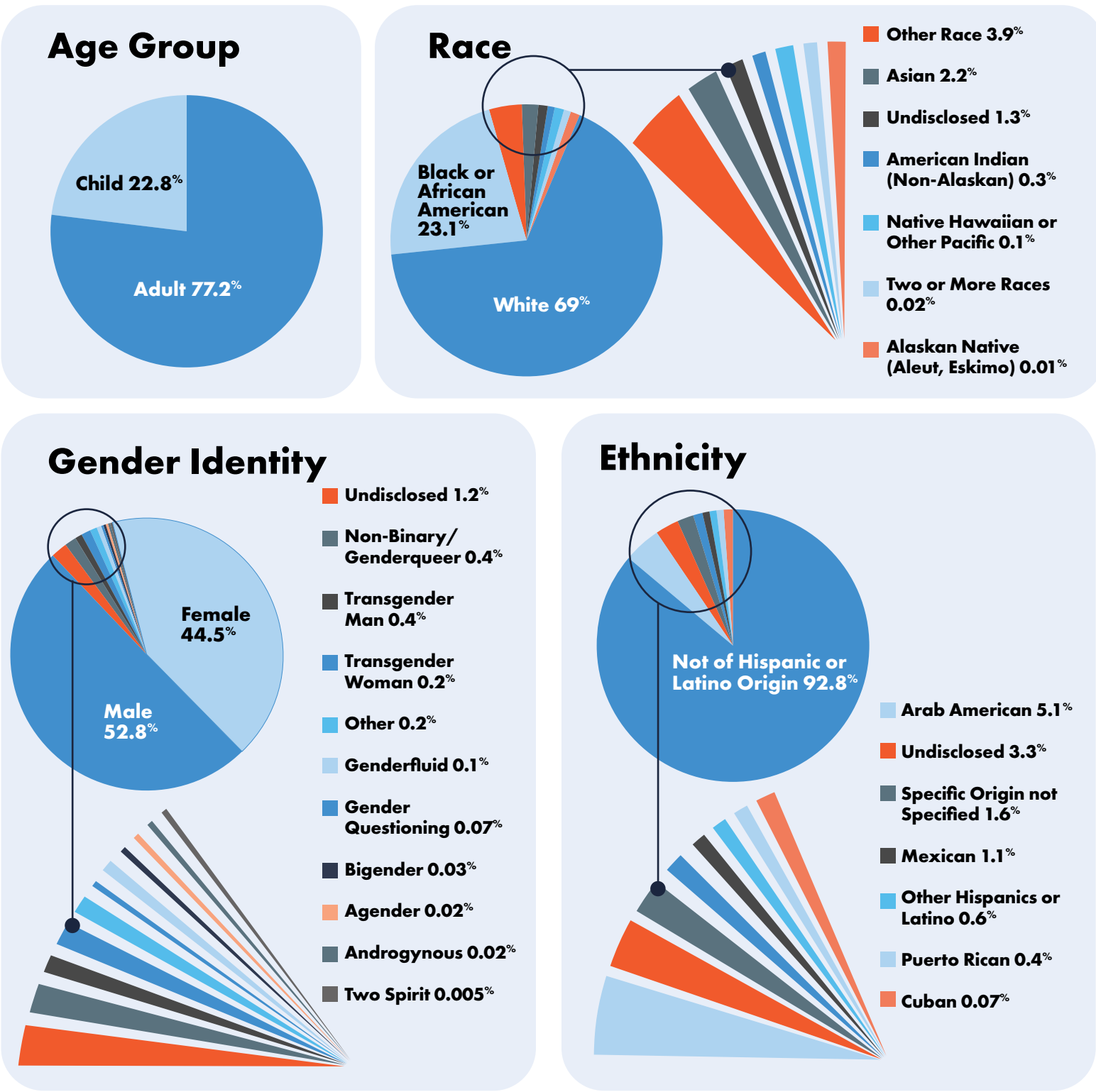


*The total percentage of persons served exceeds 100% because many people have co-occurring mental illnesses and may receive multiple services to address their unique conditions.



Demographics

The area's full diversity is often understated for those of Middle Eastern background due to those and others often being classified as White.



Of those who reported, 0.7% of the people we serve are veterans, which includes anyone who has served in the military, regardless of the duration or discharge status.



Service Access & Coordination

Customer Service

We provide comprehensive support to help individuals access mental health services and resolve any concerns.

In 2024, our Customer Service department received

64,925

calls. On average, calls were answered within 30 seconds, providing timely access to vital information and resources.



Crisis Services

We provide immediate support and intervention for individuals experiencing a mental health crisis.

The 24/7/365 MCCMH Crisis Center received

18,065

calls in 2024 - 2,378 more than in 2023 - showcasing how important it is for those in need of immediate support.

In 2024, Children's and Adult Mobile Crisis teams effectively diverted 99% and 100% of crisis calls from hospitalization, respectively, minimizing ER and police involvement.



Managed Care Operations (MCO)

Our MCO division oversees service utilization, runs the access call center, manages hospital prescreens and reviews, and tracks those on Assisted Outpatient Treatment (AOT) orders.

In 2024, MCO handled

19,437

calls and answered most within 1 minute and 28 seconds. This far exceeded the Michigan Department of Health and Human Services' 3-minute standard, ensuring timely and welcoming access for callers.

During this period, our abandonment rate was just 2.12%. This is well below the required standard of 5%, meaning very few callers disconnected before our team could connect and help them.

MCO received 57,206 service authorization requests. We processed 39% of the requests within 3 calendar days of submission.

An additional 19% were processed in 3-5 calendar days, 14% were processed in 5-7 calendar days, and 28% were processed in 7-14 calendar days.





Core Programs

Core Programs

Through our core programs, we strive to provide resources that meet the diverse needs of Macomb County residents while promoting recovery, independence, and self-sufficiency.

2024 Intakes*

MCCMH Clinics

From walk-in locations at MCCMH North and East to specialized treatment services at West, our clinics are accessible to those in need of mental health support in Macomb County.



740

Initial intakes completed



29.59%

Recidivism rate



289

Average patients served per month



1,988

Total intakes

*Covering MCCMH North, East, and West Vocational & Day Program Services

MCCMH Providers

We work with a diverse provider network dedicated to enhancing your well-being. From walk-in screenings and evaluations to case management and medication reviews, our providers use a person-centered approach to deliver the care you need.



4,741

Initial intakes completed



27.6%

Recidivism rate



8,881

Individuals who received mental health services



10,135

Total intakes

Behavioral Health Urgent Care Clinics

At MCCMH, those in need of mental health support (crisis or non-crisis) can access same-day services and intake with a walk-in assessment at our North and East locations.

- Expanded walk-in assessment hours at MCCMH North and East reduced wait times by 30% from 2024 to 2025, improving immediate access to care
- MCCMH nurses provided same-day intake, evaluation, and medication injections for individuals discharged from a long-acting injectable medication, and now also serves high-risk individuals with frequent hospitalizations, suicide attempts, or Assisted Outpatient Treatment (AOT) orders

Same day access at our Behavioral Health Urgent Care Clinics is available Monday through Friday, 8:30 a.m. to 3 p.m. at the following locations:

MCCMH North
43740 North Groesbeck Highway
Clinton Township, MI 48036
*Available for walk-ins until 5 p.m. on Wednesdays

MCCMH East
25401 Harper Avenue
St. Clair Shores, MI 48081

Outpatient Mental Health Services

Outpatient treatment options, such as case management and therapy, provide support for those with mental health concerns.

- Two programs, Dialectical Behavior Therapy (DBT) and Trauma Informed Care, participated in successful MI Fast Audits
- MCCMH North outpatient services grew the DBT Program by starting the DBT Informed Group
- MCCMH North also launched Targeted Case Management for the Recently Incarcerated (TCM-RI), an initiative to support recently incarcerated individuals in reintegrating into the community through mental health and resource linkage
- The Jail Diversion program completed 265 assessments and diverted 81 consumers to treatment in the past 12 months
- The number of successful graduates from the Mental Health Court program increased from 12 individuals in 2024 to 22 in 2025

Substance Use Disorder (SUD)

Our substance use services offer support, guidance, and treatment for those seeking recovery.

In 2024, MCCMH opened a recovery home for pregnant women and mothers, providing a safe, supportive place to heal. We also added five new SUD providers that offer specialized services for women.



2024 Initiatives

46,965

Participants reached through MCCMH's prevention programming

1,904

Persons in emergency rooms supported by peer recovery coaches through Project ASSERT

1,976

Naloxone kits distributed through the Overdose Education and Naloxone Distribution (OEND) program

181

Youth recovery meetings and pro-social activities offered, supported by American Rescue Plan Act (ARPA) funding

Intellectual and Developmental Disabilities (I/DD)

We offer compassionate care to those with I/DDs, empowering them to engage in activities both at home and within the community.

Intakes

Oct. 2023 - Sept. 2024

557

Initial intakes total

19

Initial intakes, directs*

2,768

All intake types total

703

All intake types, directs*

Recidivism

Oct. 2023 - Sept. 2024 | All providers

18

Clients admitted

5

Clients admitted multiple times

27.78%

Recidivism rate

Total Persons Served

Oct. 2023 - Sept. 2024

594[†]

Directs*

2,770[†]

Mental health persons served (All providers)

1[†]

SUD persons served (All providers)

† Average persons served per month

Total number of individuals with I/DDs served by us and our providers

3,309

Mental health persons served

2

SUD persons served

*MCCMH North, East, and West VDPS

Vocational & Day Program Services (VDPS)

VDPS offers structured activities, skill-building, and social engagement opportunities for individuals with disabilities.

- Assisted approximately 1,000 individuals per month to help them in increase independence, integrate into the community, and live life to the fullest

VDPS Success Stories

- With support and resource coordination, a person served successfully obtained their driver's license, meeting their service plan goal
- Integrated health and community services supported an individual in achieving their health and relationship goals of losing 40 pounds, stabilizing their blood sugar, and building a committed relationship
- An individual successfully discharged from VDPS after achieving medication stability, self-guardianship, and employment, demonstrating increased independence



Children's Services

MCCMH's Children's Department provides services that enhance the well-being of children and their families.

- Successfully delivered Caregiver Education Program, providing valuable trauma-informed support to six parents raising children who have experienced trauma
- Multiple MCCMH team members were certified by the State of Michigan in Families Moving Forward (FMF), an intervention for families affected by prenatal alcohol exposure



“Our goal is to continue the legacy of providing excellent trauma-informed psychoeducation in an environment that fosters group cohesiveness, support, and lasting outcomes. Caregiver Education is a valuable curriculum that we aim to stabilize for long-term sustainability, adapt to stay current with evolving needs, and help innovate for the future.”

- CLINICAL FACILITATOR OF CAREGIVER EDUCATION PROGRAM

Autism Services



Supported 1,110 individuals through the MCCMH Applied Behavior Analysis (ABA) Program



Increased public awareness through media outreach, including features in Macomb Now Magazine and MEA-TV (Middle Eastern American TV)



Added five new ABA providers to expand after-school therapy access



Trained first responders how to properly support those with autism

Certified Community Behavioral Health Clinic (CCBHC)

As a CCBHC, we provide a comprehensive range of mental health and substance use services to anyone in need, regardless of their insurance or ability to pay.

18,789

Individuals served since October 2021

8,344

Active clients in 2024, including 6,442 adults and 1,902 children

91%

of children linked to primary care providers from Oct. 2023-Sept. 2024

88%

of adults linked to primary care providers from Oct. 2023-Sept. 2024



Integrated Healthcare

We're proud to offer integrated care services at MCCMH North, thanks to our partnerships with MyCare Health Center and Genoa Healthcare. This collaboration ensures you receive comprehensive support in one place.



MyCare Health Center is dedicated to supporting patients with their healthcare needs, managing costs, providing translation services, and offering additional support.

Available Services Include:

- Primary and preventative medical care
- Immunizations
- Sports physicals
- Dental services
- Reproductive and women’s health
- Laboratory services
- Medication assisted treatment
- Behavioral/mental health
- Podiatry

Hours:

Monday-Friday:
8 a.m. to 5 p.m.

MyCare also offers extended hours until 7 p.m. on the first and third Wednesday of each month. To learn more or schedule an appointment, call MyCare Health Center at 586-493-0961.



Genoa Healthcare is here to simplify your medication needs and act as an extension of your care team.

The pharmacy can:

- Fill all your prescriptions, not just behavioral health medications
- Mail your medications to your home at no extra cost
- Organize your pills by date and time, making it easier to stay on track

Hours:

Monday-Friday:
8:30 a.m. to 12:30 p.m. and 1 to 5 p.m.

Contact Genoa Healthcare at 586-480-1735 to learn more.



2024 Review

Guiding MCCMH into the Future

In 2024, MCCMH welcomed a new leadership team to guide the continued progress of our mission.

- Traci Smith: CEO
- Helen Klingert: COO
- Chandra Mozart, J.D.: Chief Privacy & Compliance Officer
- Nicole Gabriel: Director of Substance Use

Together, they have a combined 47 years of providing mental health and substance use services at MCCMH.



Advancing Person Care & Safety

Expanded 24/7 Mobile Crisis Services

Immediate on-site support for adults and children in Macomb County experiencing a mental health crisis. The mobile crisis team can help when someone is:

- Experiencing a mental health crisis or presenting behaviors that require professional intervention

- Struggling with thoughts of suicide and/or participating in self-harming behaviors
- About to physically injure themselves or others

Enhanced Walk-In Safety and Emergency Response

Upgraded intake with a five-question harm assessment to provide immediate care for those in need of crisis intervention

Expanding Clinical Support & Coordination

Improved Medication Safety

New polypharmacy guidelines were created to promote safer medication practices, highlighting the risks of using multiple medications at once

Our Electronic Medical Record now includes:

- An alert that notifies prescribers when two medications from the same drug class are ordered
- A reminder regarding the potential use of long-acting injectable medications

- An alert to ensure prescribers order appropriate laboratory monitoring for medications known to increase the risk of metabolic syndrome and other side effects

We also partnered with PUPs Check In software, a mobile check-in system designed to help individuals track symptoms, medications, treatment interventions, and upcoming appointments

Community & Preventive Care Initiatives

Promoted Health & Fall Safety

Proactively distributed anti-slip socks and preventive care resources to 67 residential agencies in Macomb County and five of MCCMH's direct clinics

Overdose Prevention Efforts

Provided over 250 Safe RX locking prescription vials to improve controlled substance safety and reduce misuse, with each vial including a 988 Suicide & Crisis Line label for those in need of support



Enhancing & Monitoring Person Care

Quarterly High-Risk Patient Monitoring

Tracking for those at risk of self-harm, harming others, or misusing controlled substances, which allows us to:

- See how serious the mental health needs are for the people we help in our clinics
- Give each person the specific care they need
- Understand how much support our team members need, which can help with staffing

Comprehensive Case Reviews

Reviewing patient charts monthly to ensure outpatient teams meet contract standards for care coordination, prescribing, and other rules, which helps us identify areas for improvement to discuss with our providers

Psychiatric Readmission Tracking

Developed a key performance indicator (KPI) dashboard to better track hospitalizations in the last 90 days, allowing our team to offer recommendations to hospital treatment teams on how to better address these patterns



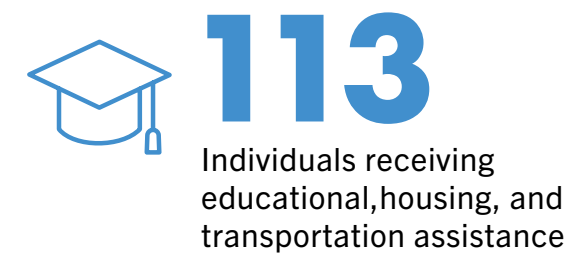
Strengthening Partnerships & Training

Delivered Crisis Intervention Team (CIT) Training

Empowering local law enforcement officers with the knowledge and skills to effectively respond to a mental health or substance use crises. Five training sessions are scheduled for sheriff's departments across Macomb County in 2025

Crossroads Clubhouse

MCCMH’s Crossroads Clubhouse is a welcoming and inclusive community center dedicated to empowering adults living with mental illness. Through a clubhouse model, Crossroads offers opportunities for members to engage in meaningful work, build social connections, and develop essential life skills.



“Crossroads gets me out of the house so I’m not isolated and helps me meet people I wouldn’t know otherwise. I like having the opportunities for social recreation that I wouldn’t otherwise be able to attend.”

- CARRIE
CROSSROADS CLUBHOUSE MEMBER



Clubhouse Programs

Work-Ordered Day provides daily activities that parallel the typical business hours of the working community:

- 8-hour work periods
- Daily work Monday through Friday
- Members and staff work side by side

Transitional Employment is a highly structured program for members returning to work in local businesses and industry, which includes:

- Placements at the employer’s place of business
- 6–9-month placements
- Part-time work (15-20 hours per week)
- On- and off-site support

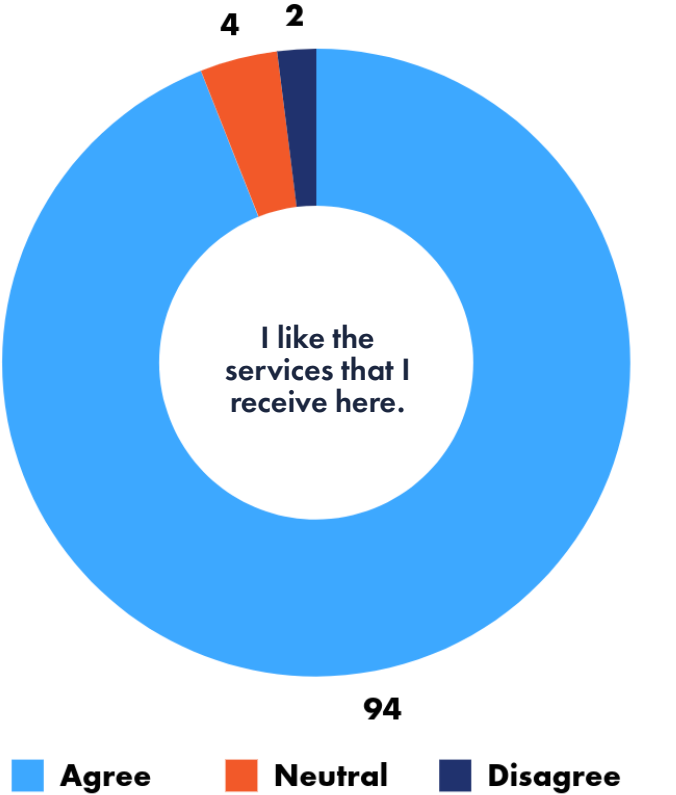
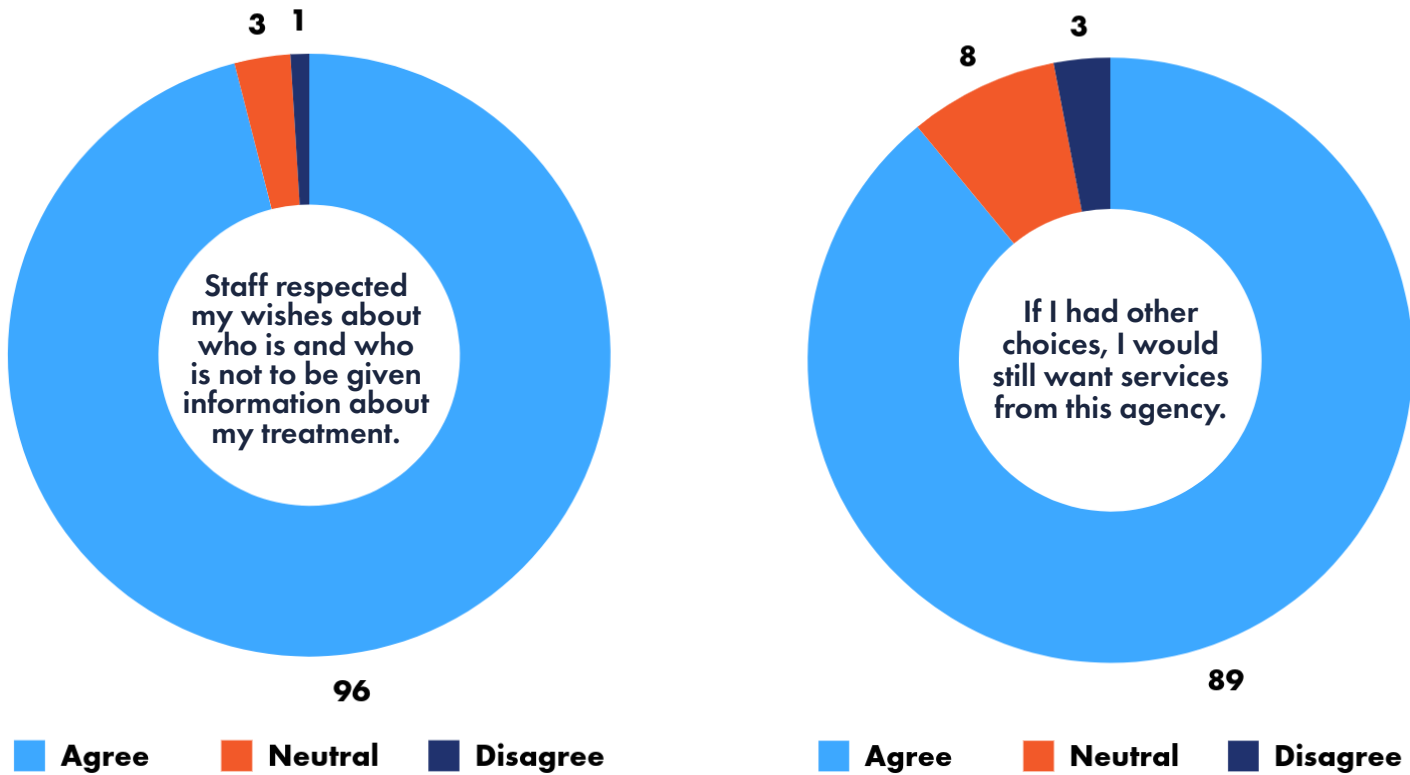




Annual Member Satisfaction Survey

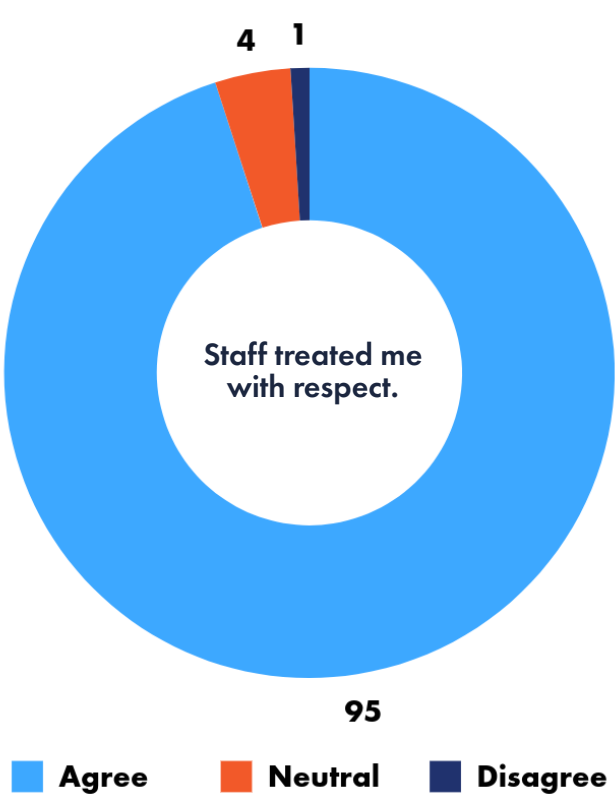
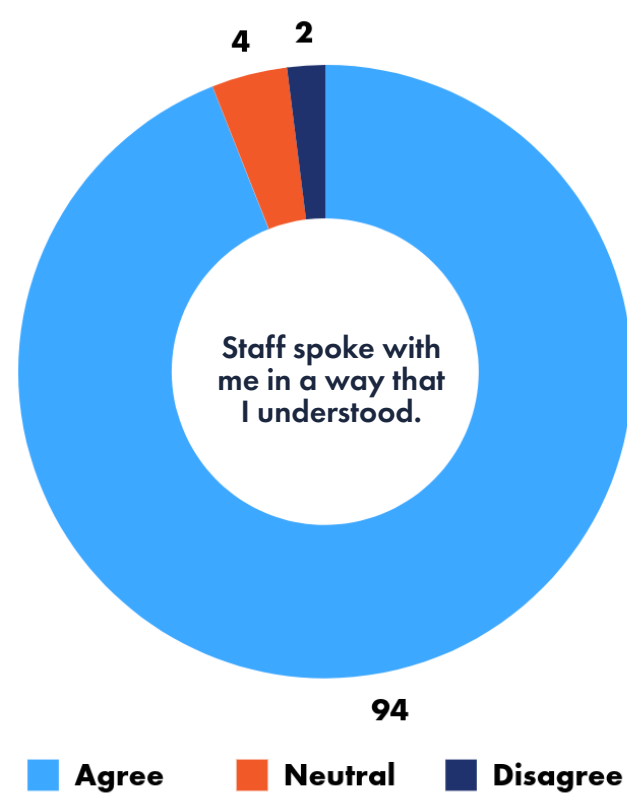
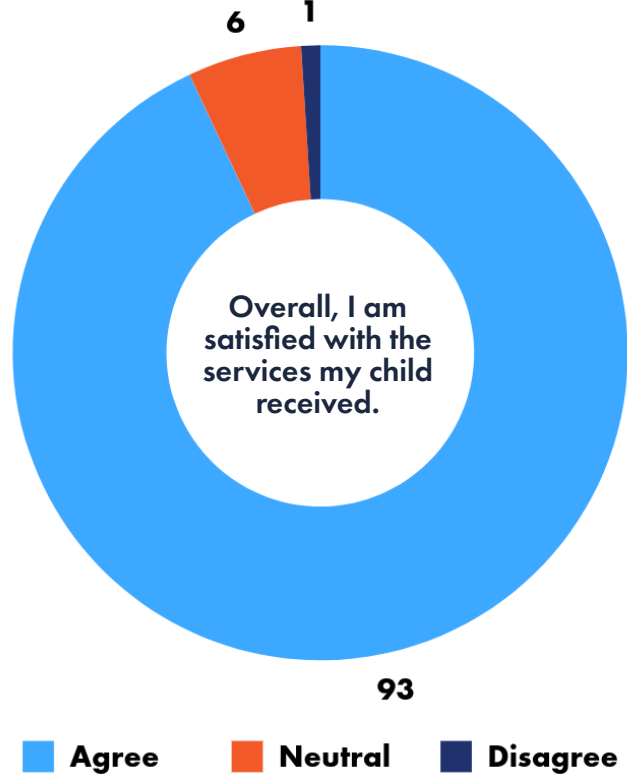
Adult Survey Results

Within the survey, the three statements receiving the highest satisfaction ratings were:



Children & Families Survey Results

Within the survey, the three statements receiving the highest satisfaction ratings were:



Key Findings

Beyond the numbers, the people we serve shared valuable insights that help us understand their experiences. Three main themes emerged from their comments:

Getting the Right Mental Health Support

Members told us that having timely access to quality psychiatric services and medication management is crucial for their recovery. When they have good support, it makes a real difference. However, some people experienced challenges with long wait times and getting timely care, especially when their medications changed.

The Importance of Consistent Staff

We heard that having consistent staff who build long-term relationships is key to our members' satisfaction. When members have a stable support team, they tend to be much more satisfied. Frequent staff changes were a concern for many.

The Positive Impact of Structured Treatment Homes

Members who had access to structured treatment homes reported positive outcomes and greater satisfaction in all areas of their care. They highlighted the benefits of these settings for themselves and their families, and some suggested making them more available.

These comments demonstrate the need for accessible mental health services, greater staff stability, and expanded access to structured treatment homes. Understanding these experiences directly from the people we serve helps us plan for improvements that matter most.



Quotes from the Survey

**"My supports coordinator has gone out of their way to try and link me to needed services."
- Person served through All Well-Being Services**

**"MCCMH has really helped me knowing myself and dealing with day-to-day issues and life."
- Person served through Clinton Counseling Center**

**"Overall, my experience has been positive and I'm thankful for the additional resources available."
- Person served through Hope Network**

**"We have had a positive experience with MCCMH. Our case manager has helped us with every resource she could. Always there to help us in every way she can."
- Caregiver of youth served at MCCMH Children's**

**"I am so happy with my support coordinator. She has helped me with so many problems that I've had. I don't know what I would do without her. She seems to get all my problems solved. She finds so much information for me without me even asking. I just can't say enough good things about her."
- Person served at MCCMH East**

**"Amazing, they've saved my life... Literally. And they're always there for me, even when I try to isolate and shut down, they wait for me! Nobody has ever done that for me, I don't do it intentionally and they understand that. I've been to quite a few therapists over the years and these people at [MCCMH] North actually make me feel like they care about me as an individual, for real and not just for a paycheck... That's also never happened before. I owe them everything."
- Person served at MCCMH North**

**"I cried tears that I finally have phenomenal support. That's what I needed on Earth to be the best version of myself."
- Person served through MCCMH VDPS**



Network Operations

Network Operations

The Network Operations Department helps build and manage service contracts, ensuring that providers follow established rules and deliver quality care. They also support important programs, such as the Habilitative Supports Waiver (HAB), the Home and Community-Based Waiver (HCBS), and the 1915 (i) Spouse Waivers, which strengthen community services and promote personal choice.

What is the difference between a Vendor and a Provider?

Vendors are the service agencies that MCCMH contracts with. Providers are associated with a particular Vendor. A good way to think of this is that the Vendor is the umbrella agency under which multiple Providers may fall.



Network Operations

2024 Data

500

Providers

200

Vendors

- Applied Behavioral Analysis (ABA): 20
- Behavioral Management: 6
- Campership: 3
- Community Living Supports (CLS)/Respite: 40
- County of Financial Responsibility (COFR): 11
- Crisis Residential Unit: (CRU): 2 Child, 2 Adult
- Enhanced Pharmacy: 5
- Financial Management Services (FMS): 5
- Hospital/Partial Hospitalization (PHP): 19
- Primary Providers: 16
- Occupational, Physical & Speech Therapy: 10
- Residential: 52
- Respite Provided by Nurse: 5
- Skill Building/Supportive Employment: 22
- Music, Art & Recreational Therapy: 2

1,925

iSpa waiver slots filled

27

Service lines

- ABA
- Assertive Community Treatment (ACT)
- Behavioral Services
- Campership
- Children’s Residential
- Case Management Services
- CLS
- Crisis Residential (Adult)
- Crisis Residential (Children)
- Home-Based Services
- Intensive Crisis Stabilization Services
- Interpreter Services
- Occupational, Physical & Speech Therapy
- Music, Art & Recreation Therapy
- Massage Therapy
- Peer Support Services
- Psychiatric Hosptial (Adult or Child)
- Psycho-Social Rehabilitation Programs
- Respite Services
- Skill Building Services
- Specialized Residential Services
- Wraparound Services

442

HAB waiver slots filled

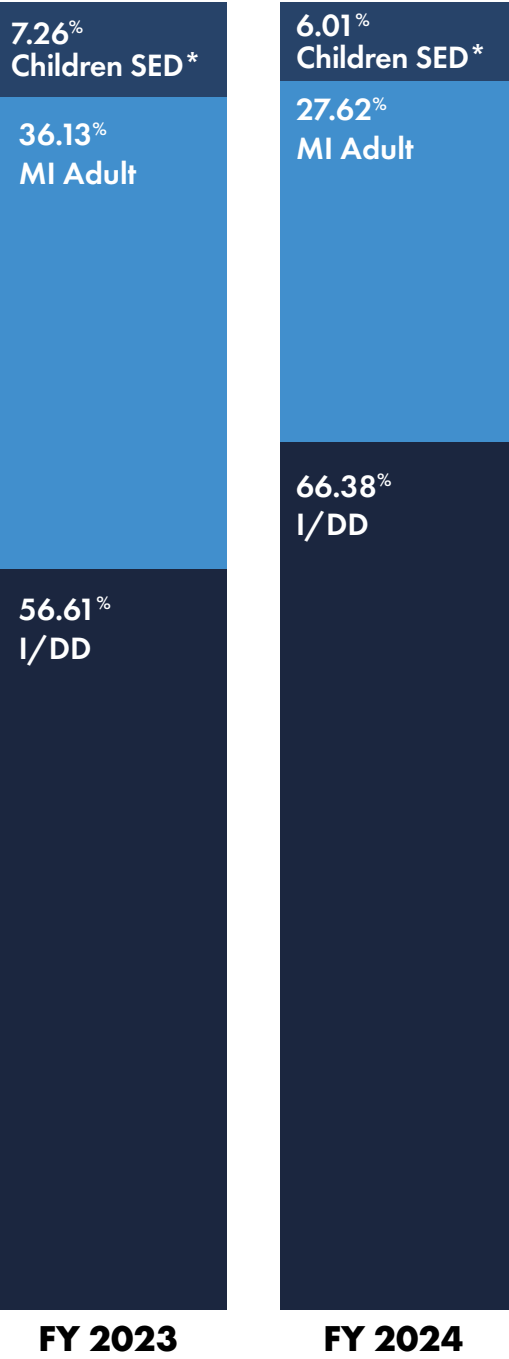


Finance

Finance

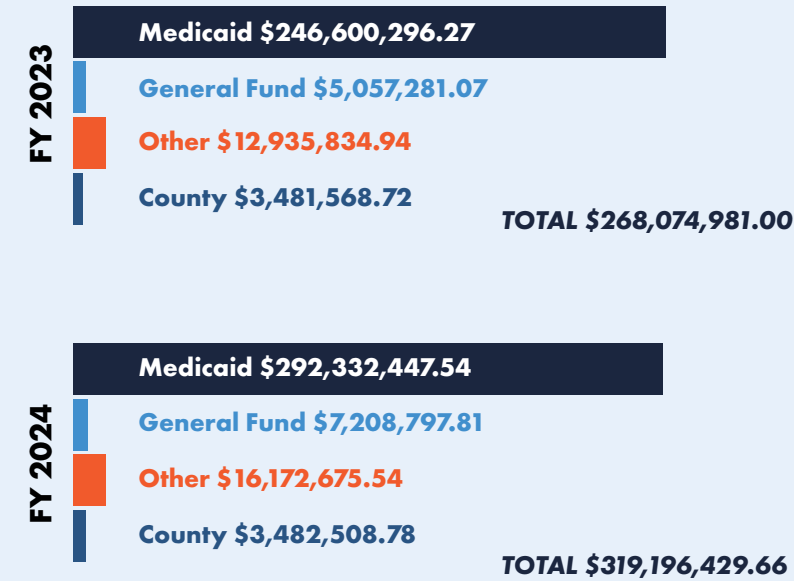
Our Finance Department is responsible for managing financial resources so MCCMH can successfully provide mental health and substance use services to the community.

BEHAVIORAL HEALTH EXPENDITURE BY POPULATION



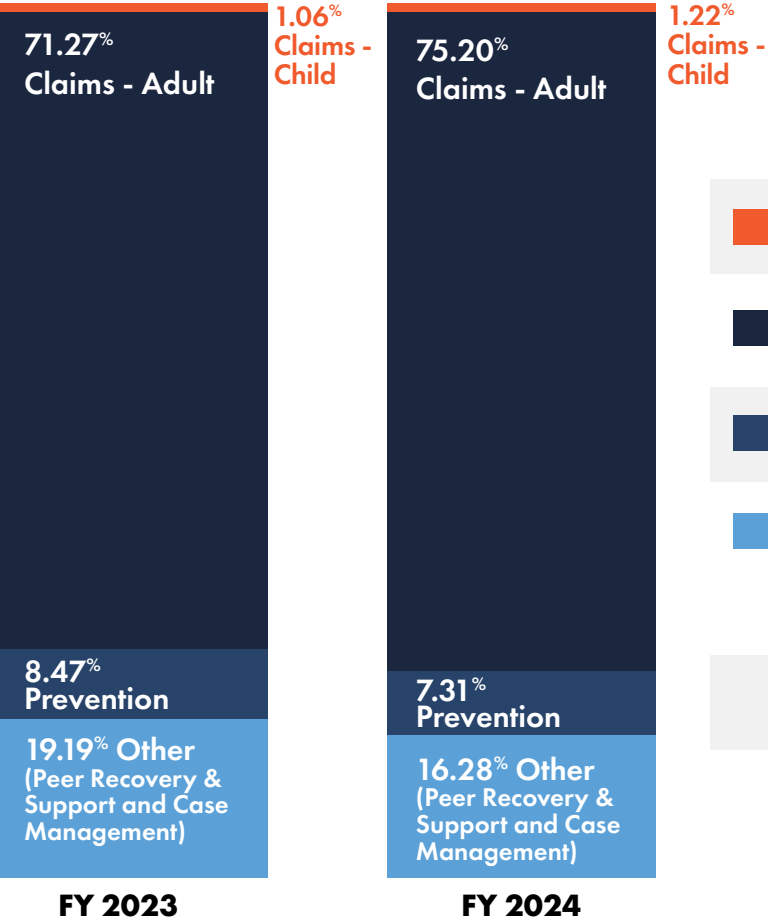
	FY 2023	FY 2024
Intellectual and Developmental Disabilities	\$151,749,491.39	\$211,872,574.94
MI Adult	\$96,852,812.10	\$88,154,298.36
Children SED *	\$19,472,677.51	\$19,169,556.36
Other (State Mandates, Prior Year)	\$24,838,761.01	\$44,152,014.87
TOTAL	\$268,074,981.00	\$319,196,429.66

BEHAVIORAL HEALTH REVENUE ALLOCATED BY PERCENTAGE TO MATCH TOTAL EXPENSE



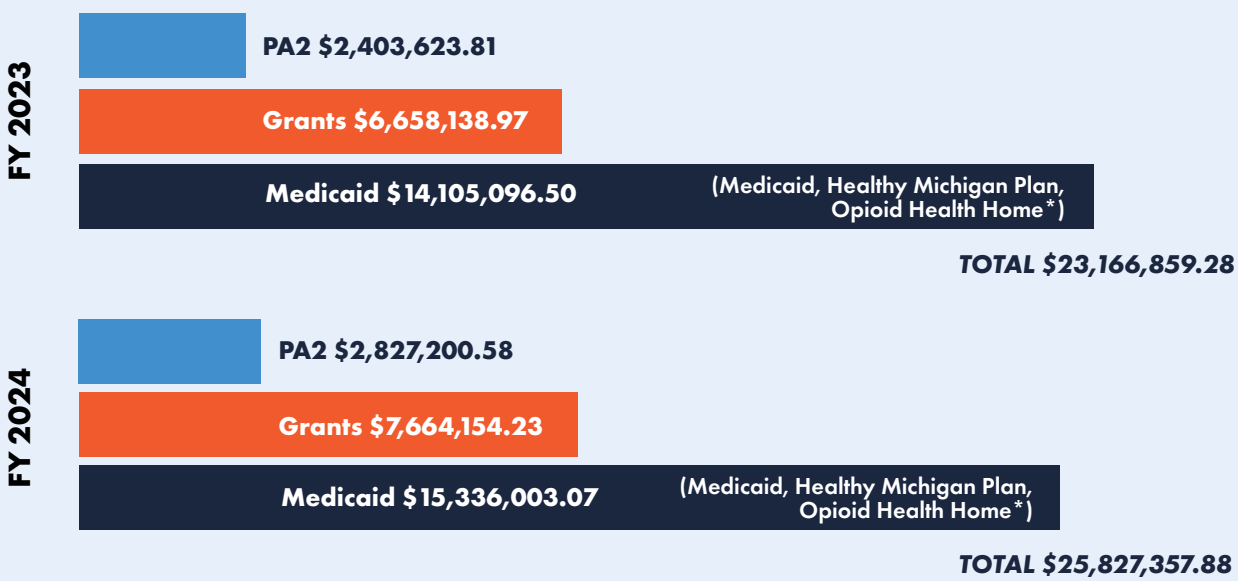
*Children with Serious Emotional Disturbance

SUD EXPENSES



	FY 2023	FY 2024
Claims - Child	\$246,389.54	\$314,491.29
Claims - Adult	\$16,510,400.22	\$19,421,230.11
Prevention	\$1,963,321.00	\$1,886,841.00
Other (Peer Recovery & Support and Case Management)	\$4,446,748.52	\$4,204,795.48
TOTAL	\$23,166,859.28	\$25,827,357.88

SUD REVENUE



*Opioid Health Home is now referred as Substance Use Disorder Health Home



Talent Engagement

Talent Engagement

MCCMH’s Talent Engagement Department cultivates a positive and supportive work environment for team members to feel valued, connected, and motivated to contribute their best. From providing opportunities for growth and development to recognizing contributions, we foster a strong sense of belonging to attract, retain, and empower a skilled and dedicated workforce committed to *Putting People First*.

Our Staff

Just under 500 team members
4.3% more staff hired in 2024 compared to 2023

Retention Rate in 2024

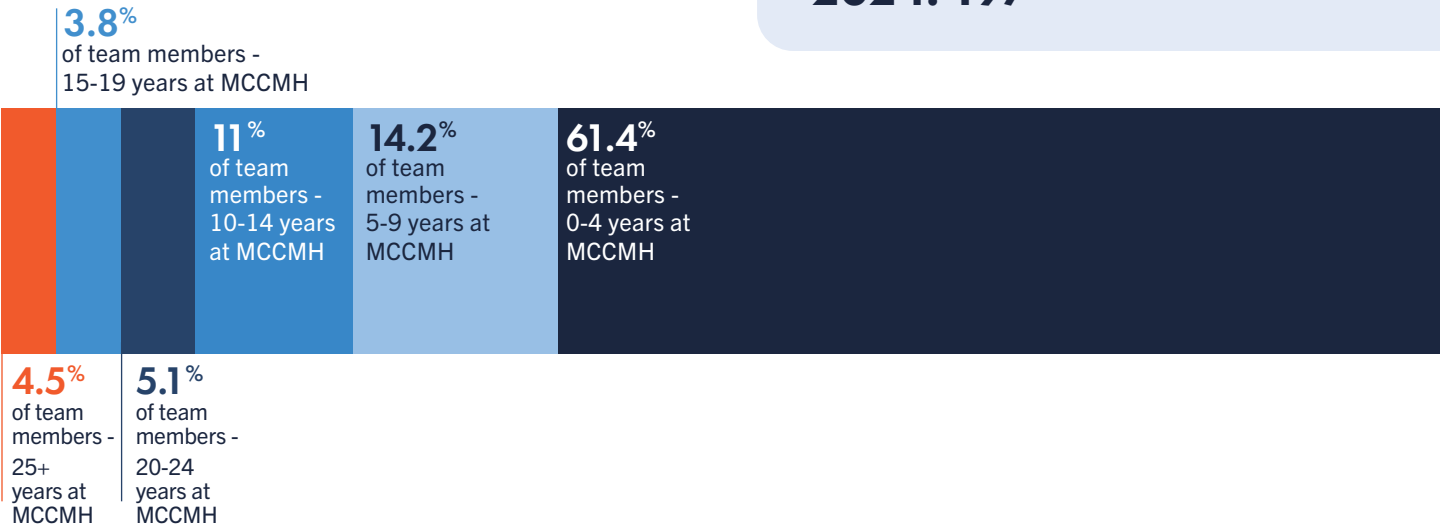
12+ months - 78.1%
2.2% increase from 2023

5+ years - 38%
0.8% increase from 2023

Turnover Rate

13.5% in 2024
1.1% increase from 2023

Years of Service



Loan Forgiveness Data (Paid between 2023 – 2025)

16 Team Members
Approved for loan forgiveness

- 3 with 5+ years of service
- 13 with under 5 years of service

\$374,000
Total loan forgiveness amount

Conference Data

At MCCMH, we invest in our team’s growth. We proudly support professional development by providing opportunities for our team members to attend valuable conferences, enhancing their skills and knowledge to better serve the community.

2023: 152
2024: 197

Employee Appreciation Event

The heart of MCCMH’s mission lies in the team members who show up every day to support, guide, and uplift our community. Their dedication and compassion create meaningful connections and instill hope in those seeking mental health services. Through recognition programs and leadership development, we celebrate and invest in the individuals who make a difference.

Compassion and integrity drive the work of MCCMH, and the Core Values Awards shine a light on those who go above and beyond every day. Each week, colleagues nominate their peers who exemplify Collaboration, Accountability, and Respect, with top honorees recognized at the annual Employee Appreciation Event.

2024 Award Recipients:

- Collaborative Award: Dana Corey, Outpatient Mental Health
- Respectful Award: Kate Sturtevant, Outpatient Mental Health
- Accountable Award: Charles Lewis, Outpatient Mental Health



Community Impact Recognition: Crossroads Clubhouse

Smiley Awards

Every interaction has the power to change a life. The Smiley Awards recognize employees who consistently bring warmth, understanding, and person-centered care to those we serve. This honor is based on direct feedback from individuals in our programs, highlighting team members who make people feel heard, supported, and valued.

This year’s honorees:



Gold: Tehany Zindani, Children’s Waiver



Silver: Megan Cohen, Children’s Waiver



Bronze: Lauren Beck, Children’s Autism Services

Leadership Intensifier

Great leadership involves more than decision-making—it’s about inspiring change. The Leadership Intensifier Program, launched in September 2023, is designed to help employees grow as leaders while making a real impact on both MCCMH and our community.

Over the course of eight sessions, participants explore a transformational leadership model that emphasizes empowerment, innovation, and meaningful change. With guidance from mentors and support from past program graduates, each participant develops and implements a project that directly improves services, community support, or workplace culture.

First cohort graduated in July 2024

- Danell Alexander, Clinical Informatics

Linda Burton, Outpatient Mental Health Services

Arielle Ciampichini, Outpatient Mental Health Services

Andrew Fortunato, Network Operations

Jaquelyn Garrison, Children’s SED

Johnna Kopah, Office of Recipient Rights
- Reana Kyprianides, Children’s Waiver

Adam McHenry, Office of Substance Use

Tracy Smolinski-Patterson, VDPS

Christina Ramirez, Quality Department

Kate Sturtevant, Outpatient Mental Health Services

Leslie Styler, Clinical Department



Second cohort graduated in May 2025

- Laura Casey-Aydt, Intake

Jeffrey Clark, Clinical Department

Brooke Deel, VDPS

Deanna (Dede) Freed, Open Access

Dan Gill, Information Technology

Heather Gilbert, Office of Substance Use

Danielle Gorney, Network Operations
- Anwar Gulati, Customer Service

Elizabeth Hanvey, Outpatient Mental Health Services

Matthew Jenkins, Quality Department

Jennifer Pantaleo-Hagle, Managed Care Operations

Amanda Stamper, Managed Care Operations



MACOMB COUNTY
COMMUNITY MENTAL HEALTH
www.mccmh.net
855-99-MCCMH
(855-996-2264)
putting People First

MCCMH Impact

Community Outreach

At MCCMH, showing up matters. From September 2023 to September 2024, we connected with thousands of Macomb County residents through outreach, education, and support—ensuring that no one faces mental health challenges alone.

By the Numbers

8,000+

individuals reached – Thousands of people received information, resources, and direct support to better navigate their mental health needs

50+

MCCMH team members – Staff and volunteers dedicated time and expertise to connect with community members and share MCCMH programs and resources

39

community events – Resource fairs, school programs, and mental health awareness campaigns brought essential services directly to the community



Community Education

59

Delivered Mental Health First Aid training to 59 providers and community members

Hosted evidence-based training programs:

Applied Suicide Intervention Skills Training (ASIST):

418 Trained

Question, Persuade, Refer (QPR):

1,619 Trained

Motivational Interviewing

215 Trained

Expanded public education efforts at libraries, senior living centers, and local organizations, broadening mental health awareness and resource access



Mental Health Matters Awards

The third annual Mental Health Matters Awards celebrated nine local mental health champions who are making a profound impact on Macomb County’s mental health landscape. With more than 150 nominations, the 2025 celebration highlighted the dedication, advocacy, and selfless efforts of community members working to break barriers, expand access, and reduce stigma around mental health.

Honoring Excellence Across Key Categories:



Advocate
Champion

Samia Yousif



Caregiver
Champion

Shelley Petty



Provider
Champion

Life Enrichment
Academy – New Haven



Community
Partner
Champion

Anita Pillai, Pharmacist
at Genoa Healthcare



Self-
Advocate
Champion

Angel Vice



Board of
Directors
Award

City of Sterling
Heights



Drita
Gjellaj
Award

Adam Wright, Network
Operations Coordinator
at MCCMH



Putting
People First
Award

Amy Strick, Case
Manager at MCCMH



Reducing
the Stigma
Award

Tati Amare, Host at
WDIV

These awards are more than recognition—they serve as a reminder of the collective effort needed to instill hope, foster understanding, and ensure that no one in Macomb County faces their mental health journey alone.

Overdose Deaths Decline Significantly in Macomb County

According to data from Michigan Department of Health and Human Services (MDHHS), the state has taken a step forward in its battle against the opioid crisis.

In 2023, Michigan recorded 234 fatal drug overdoses – a 25% drop from 2022.

The exact reasons for the decline in fatal overdoses are still being studied, but MCCMH’s preventative approach and immediate access to services has helped meet the needs of those with an opioid use disorder in Macomb County.

A Multi-Faceted Approach

A cornerstone of Macomb County’s success against the opioid crisis is MCCMH’s proactive harm reduction strategy. This evidence-based approach focuses on reducing the risks associated with drug use, providing person-centered care, and offering practical strategies and tools.

In 2024, we distributed nearly 2,000 life-saving Naloxone - an opioid overdose reversal medication also known by its brand name Narcan - kits through our Overdose Education and Naloxone Distribution (OEND) program. We also worked with providers to teach the public how to recognize an overdose and administer the medication.



The overdose-reversal drug Narcan is displayed during training for employees of the Public Health Management Corporation in Philadelphia. AP FILE PHOTO

“By offering a comprehensive range of substance use treatment and programs, we meet people where they are on their recovery journey... Whether it’s through MCCMH or our network of local providers, we use our skills and resources to foster a healthier community where everyone can thrive”

- NICOLE GABRIEL
MCCMH’S DIRECTOR OF SUBSTANCE USE
SERVICES

Another key driver of this progress is MCCMH’s focus on immediate access to services. Prompt care helps prevent fatal overdoses and supports long-term recovery. Macomb County residents can typically connect with services in just one day – far faster than the State’s average of two weeks.

“By offering a comprehensive range of substance use treatment and programs, we meet people where they are on their recovery journey,” said Nicole Gabriel, Director of Substance Use Services at MCCMH. “Whether it’s through MCCMH or our network of local providers, we use our skills and resources to foster a healthier community where everyone can thrive.”

The declining overdose rate in Michigan highlights the impact of a multi-faceted approach to the opioid crisis. While work must continue, these encouraging trends demonstrate how community-focused strategies can address the needs of individuals with opioid use disorders and promote a safer future for all residents.

The Power of an Engaging Map-Based Directory

Locating the right mental health support can sometimes feel overwhelming. While MCCMH’s previous Provider Directory was well-intentioned, it could be difficult to navigate.

Driven by our core commitment to Putting People First, we have transformed the Provider Directory into an interactive, searchable map to make finding support faster and easier. Information is updated in real time to ensure you can locate the provider and services that are right for you.

Key Features of the New Provider Directory

Visual Map Search: Users can view nearby providers and access key information

Advanced Filtering and Search: Users can easily search for providers based on a variety of criteria, including zip code, services offered, language access, and ADA compliance

Detailed Provider Profiles: Each listing includes contact information, services, accreditations, and more

Navigation Options: Easily get directions to providers by car, bus, bike, or even on foot

Mobile-Friendly Access: Use the directory anytime, anywhere from a desktop, tablet, or smartphone

A Brighter Future for Mental Health Access

This updated tool empowers users to find the right care when and where they need it. By removing barriers and improving access, we’re fostering a more informed, connected, and healthier community – and directly improving the lives of the people we serve.



“Providing individuals with this powerful tool to directly find and learn about local providers empowers them to take that vital step towards getting the support they need.”

- THOMAS COLE
MCCMH’S CHIEF INFORMATION OFFICER

Community Services Saves Lives

For Amy Strick, a dedicated case manager at MCCMH, supporting clients goes far beyond scheduled appointments. It’s about building trust and truly understanding each individual she serves.

Amy’s approach is rooted in empathy. Over the course of two years, she developed a strong connection with one of her clients, identifying his pattern of behavior and learning how best to work with him. When the client missed a scheduled pick up for an appointment, Amy’s instincts told her something was wrong.

She visited the client’s home and spoke to his roommate. Upon reaching the client’s bedroom, Amy found him unconscious and struggling to breathe after an accidental overdose. She called 911, and her training immediately kicked in. She performed CPR, and by the time paramedics arrived her client was breathing again. Amy’s quick thinking and proactive care saved his life.



“The work we do at MCCMH is extremely rewarding ... Over the years, I’ve seen a real difference in the lives of my clients. Accessible mental health services are essential, and MCCMH is here to uplift our community.”

- AMY STRICK
CASE MANAGER

Delivering Person-Centered Care

Amy’s story is more than just a remarkable act of heroism: it illustrates the power of community-based mental health services.

At MCCMH, we believe in a compassionate, personalized approach when delivering mental health and substance use services. By recognizing each person’s unique situation and challenges, we provide tailored support — empowering them to meet their goals and achieve recovery.

As our community faces unprecedented mental health and substance use challenges, this holistic model of care is crucial.

Amy’s client is now more than four months sober and is actively rebuilding his life. His journey is a powerful reminder that, with the right support, recovery is possible.



MACOMB COUNTY

COMMUNITY MENTAL HEALTH

Macomb County Community Mental Health programs and services are supported and funded, in part, by the Michigan Department of Health and Human Services (MDHHS). MCCMH is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and operates under the direction of the Macomb County Board of Commissioners and the Macomb County Community Mental Health Board.

MCCMH centers are barrier-free, and offer TTY access, American Sign Language communication, and other language translations.

 **19800 Hall Road,
Clinton Township, MI 48038**

 **(855) 99-MCCMH | (855-996-2264)**

 **mccmh.net**

  **@wearemccmh**

