

2025 Impact Report



MACOMB COUNTY
COMMUNITY MENTAL HEALTH



Contents

Letter from Chief Executive Officer
and Board Chairperson4

MCCMH Boards and Council.....6

The People We Serve8

2025 Review 12

Quality 28

Community Education
and Engagement32

Network Operations.....38

Finance42

Talent Engagement.....46

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.

Core Values We have a phrase that guides our mission of serving the community in a meaningful way: *Putting People First*. In all our interactions, we prioritize people by embracing our core values of being Collaborative, Accountable, and Respectful.

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

Accountable “I take ownership and empower others to do the same.”

Respectful “I treat people with dignity while honoring individual differences.”

A LETTER FROM OUR CEO

Dear Colleagues, Partners, and Community Members,

As we reflect on the past year, I am filled with gratitude for the dedication, compassion, and resilience that define our work at Macomb County Community Mental Health (MCCMH). Together, we have continued to expand access to care, strengthen our partnerships, and respond to the evolving needs of our community.

2025 brought its share of challenges, but it also revealed the strength of our values of collaboration, accountability, and respect. We have grown in meaningful ways, reaching more individuals and families with services that honor their experiences and support their recovery.

One of the most impactful additions this year was the launch of our Substance Use Engagement Center, a welcoming space where individuals struggling with substance use can begin their recovery journey. The Center offers immediate support, connection to resources, and a healing environment designed to meet people where they are. It reflects our commitment to dignity, accessibility, and hope.

Throughout the year, we have continued to enhance our care models, invest in staff development, and prioritize equity in everything we do. Whether through expanded outreach, improved service navigation, or deeper community collaboration, our focus remains on delivering care that is responsive, inclusive, and person-centered.

Looking ahead to 2026, we're excited to build on this momentum. We will continue to listen and lead with purpose, ensuring that every person in Macomb County and the surrounding area has access to the behavioral health support they deserve.

Thank you for being part of this journey. Your partnership and support make all the difference.



With appreciation,

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

Traci Smith
CHIEF EXECUTIVE OFFICER



A LETTER FROM OUR BOARD CHAIRPERSON

Dear Community Members and Partners,

This past year has demonstrated once again that MCCMH's greatest strength lies not only in its mission, but also in the people who bring that mission to life. The Board of Directors is honored to support this work; however, it's the dedication of MCCMH's staff and our partners that truly drives meaningful change across our community.

2025 has been a year of growth. MCCMH has deepened its presence throughout Macomb County, expanding services, building new connections, and showing up in more places where individuals and families gather. Whether through enhanced crisis response or increased visibility at community events, the organization continues to make mental health care more approachable and accessible.

As a Board, we remain committed to advocating for the resources and relationships that allow MCCMH to thrive. We are proud to stand behind efforts that prioritize trust, compassion, and innovation in service delivery. Our role is to ensure MCCMH has the support it needs to meet people where they are, with care that reflects their lived experiences and honors their resilience.

We're excited to see MCCMH continue to evolve. The work being done every day by this team is transformative, and it's making a lasting impact on individuals, families, and neighborhoods across Macomb County and the surrounding area.

On behalf of the entire Board of Directors, thank you. To our staff, our partners, and the residents who walk alongside us: your commitment makes this community stronger. Together, we are building a future where mental health support is not only available, but trusted, inclusive, and uplifting for all.



With gratitude,

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

Phil Kraft
CHAIRPERSON, BOARD OF DIRECTORS



MCCMH Board of Directors



Phil Kraft
Chairperson



Selena Schmidt
Vice-Chairperson



Lori Phillips
Secretary/Treasurer



Megan Burke



Donna Cangemi



Nick Ciaramitaro



Dana Freers

Jackie Catinella



Julia Mendyka

Sherita Harvey



Antoinette Wallace

Steph Thornton

MCCMH SUD Oversight Policy Board



Left to right: Mark Koroi, Katie Donovan, Lisa Childers, Dr. Benjamin Jones, Lisa Montalto (Secretary), Michael Barrett (Vice-Chairperson), Barbara Caskey, Mark Widzinski, Krista Willette, Ryan Zemke. Not shown: Nancy Buyle (Chairperson), Scott Steenburgh

Citizens Advisory Council

Jackie Catinella,
Board Representative

Lori Phillips,
Board Representative

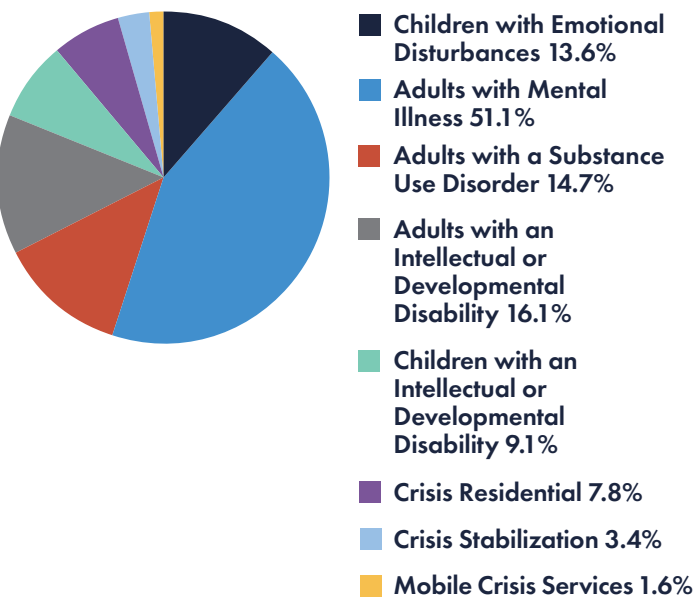
Donesa Crivella
James Friedman
Anne Gacki

Jessica Jorte
Lauren Letzmann
Angel Vice

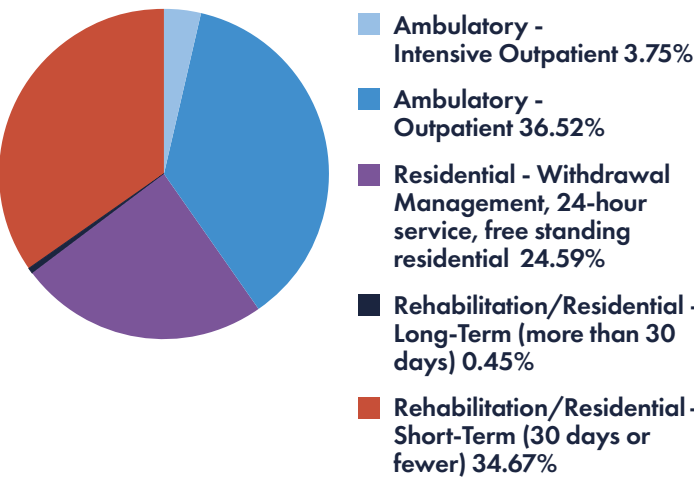


**The People
We Serve**

Total Persons Served: 19,086

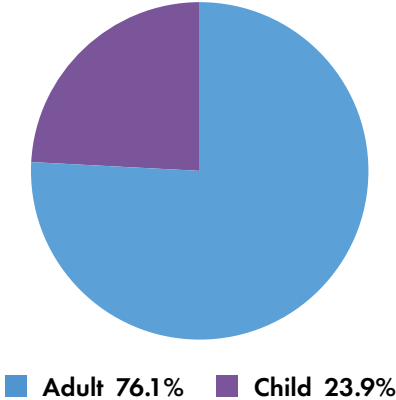


Admissions: Substance Use Disorder (SUD) Treatment Program

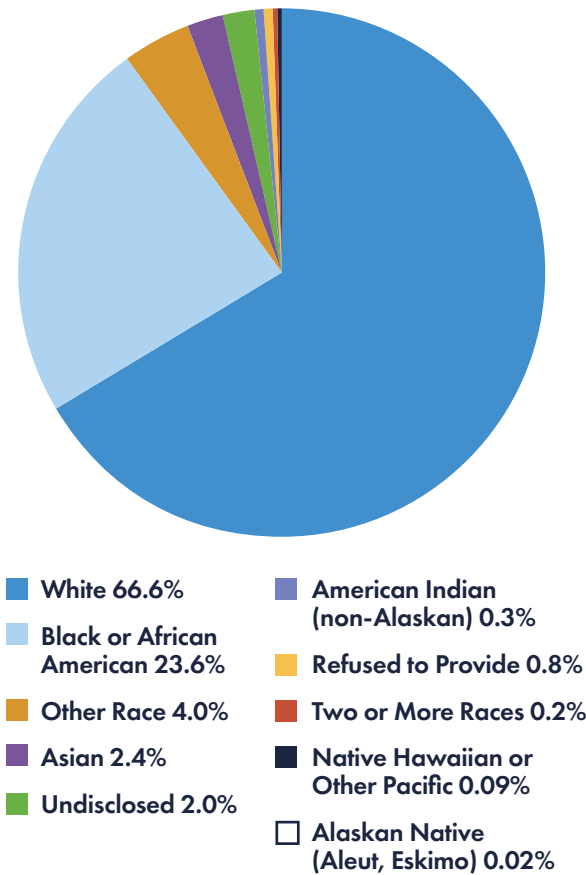


Demographics

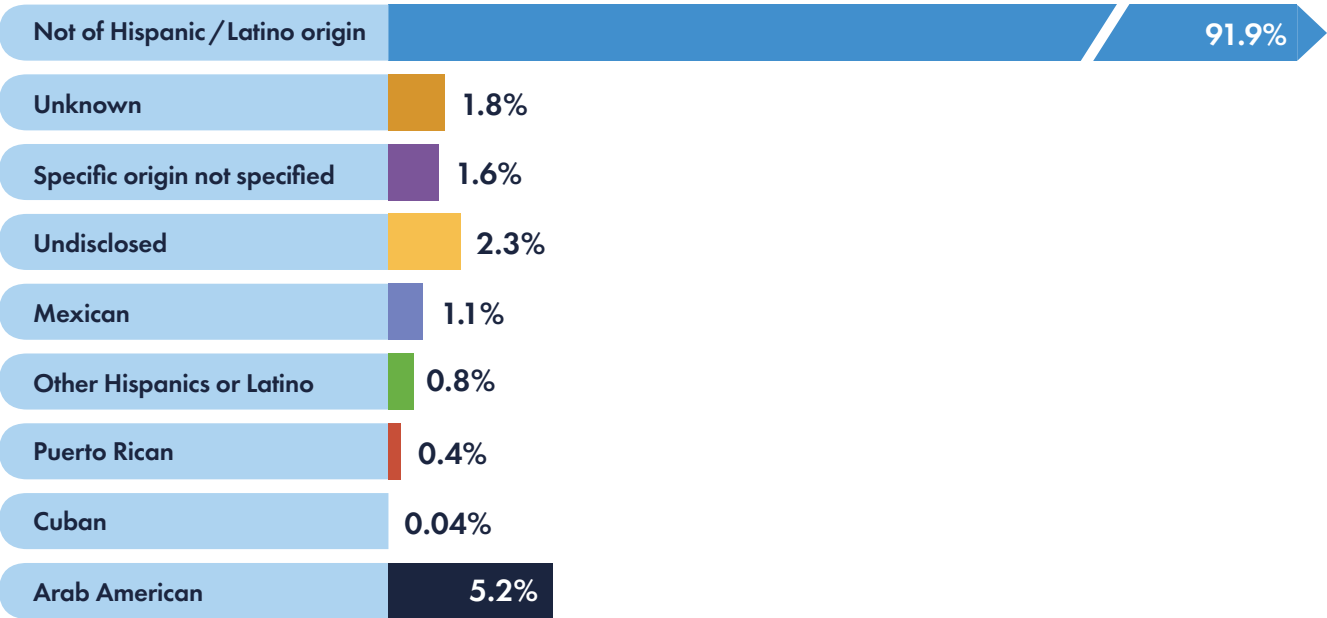
Age Group



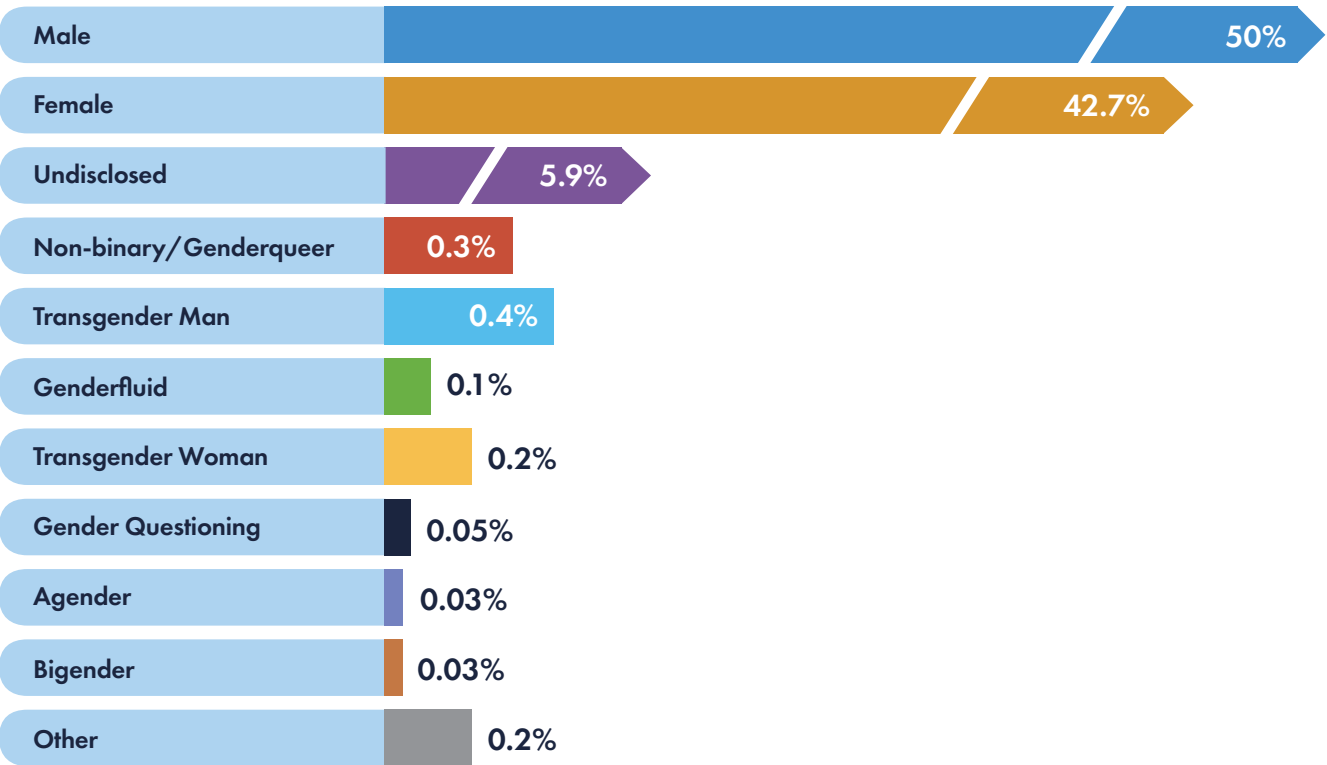
Race



Ethnicity



Gender Identity



10 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.



2025 Review

Crisis Services

At MCCMH, we provide comprehensive crisis services to ensure individuals receive timely support when they need it the most.

MCCMH Crisis Line

The Crisis Line is available 24/7, offering essential support to those facing emotional distress, suicidal thoughts, and substance use concerns. It serves as the triage point for our Mobile Crisis Team and Substance Use Engagement Center and collaborates with the 988 Suicide & Crisis Lifeline to ensure responsive care across Macomb County.

19,443 calls answered (10% increase)

Average response time: 17 seconds

Mobile Crisis Team

The Mobile Crisis Team offers vital assistance during mental health emergencies by responding to crises in homes, schools, and communities. Our goal is to de-escalate situations, reduce hospitalizations, and minimize law enforcement involvement. In April 2025, our services expanded to be available 24/7/365, ensuring that help is accessible at any time for those in a behavioral health crisis.

135 adults served

467 children served

86% adults and 96% youths were stabilized in the community instead of going to the ER or being hospitalized

Access and Care Coordination

Customer Service

MCCMH’s Customer Service line is available Monday to Friday, 8 a.m. to 8 p.m. (excluding holidays), to assist callers seeking mental health and SUD services, answer inquiries about MCCMH, and help with grievances, appeals, and recipient rights complaints.

66,419 calls answered (2.3% increase), reflecting demand for support with services and care navigation

Total Intakes

MCCMH Clinics: 2,812 MCCMH Providers: 11,164

9% Increase in intakes at MCCMH’s walk-in clinics



INSIDE STORY:
Reducing Recidivism Through Community-Based Support
After identifying a trend of repeated inpatient hospitalizations, our Behavioral Health Urgent Care Clinics established the Transition Team to provide intensive case management for individuals with multiple admissions. With strong community support, we have helped individuals maintain stability after discharge, preventing rapid re-admissions. Since its launch, 60% of individuals served by the Transition Team have accessed follow-up care, housing resources, benefits, and transportation. This progress reflects the power of coordinated services in supporting long-term recovery.

Access and Care Coordination

Managed Care Operations (MCO)

At MCCMH, the MCO Department monitors service usage, operates the Access Call Center, handles hospital prescreening and evaluations, and tracks individuals under Assisted Outpatient Treatment (AOT) orders.

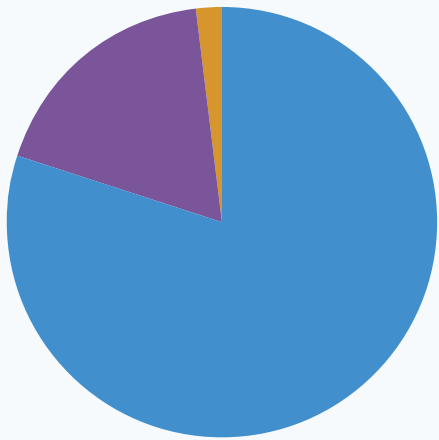
48,403 service authorization requests processed, with 50% in three days, ensuring timely access to treatment

19,083 calls answered connecting people to mental health, substance use, and intellectual and developmental disability support services



5,439 prescreening requests processed for inpatient psychiatric care

45% were successfully connected to community services, avoiding hospital admission.



Prescreening Request Processing Time

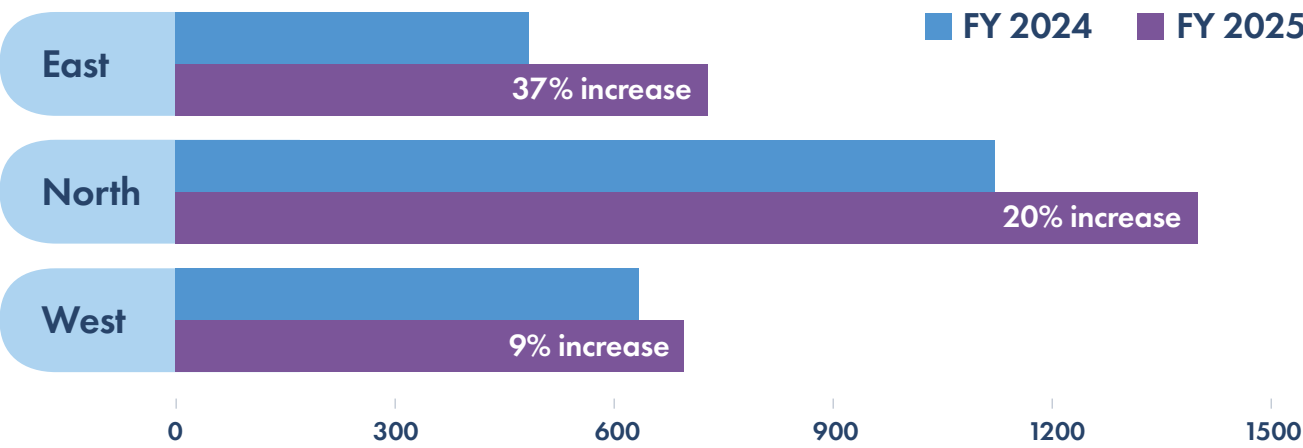
■ 1 hour or less ■ 1-3 hours ■ 3 hours or more

98% of prescreening requests were processed in three hours or less

Outpatient Mental Health Services

Outpatient treatment programs, including case management and therapy, deliver essential support to individuals managing their mental health.

Individuals Served at MCCMH Clinics



Average Persons Served Per Month:



MCCMH Clinics
1,938



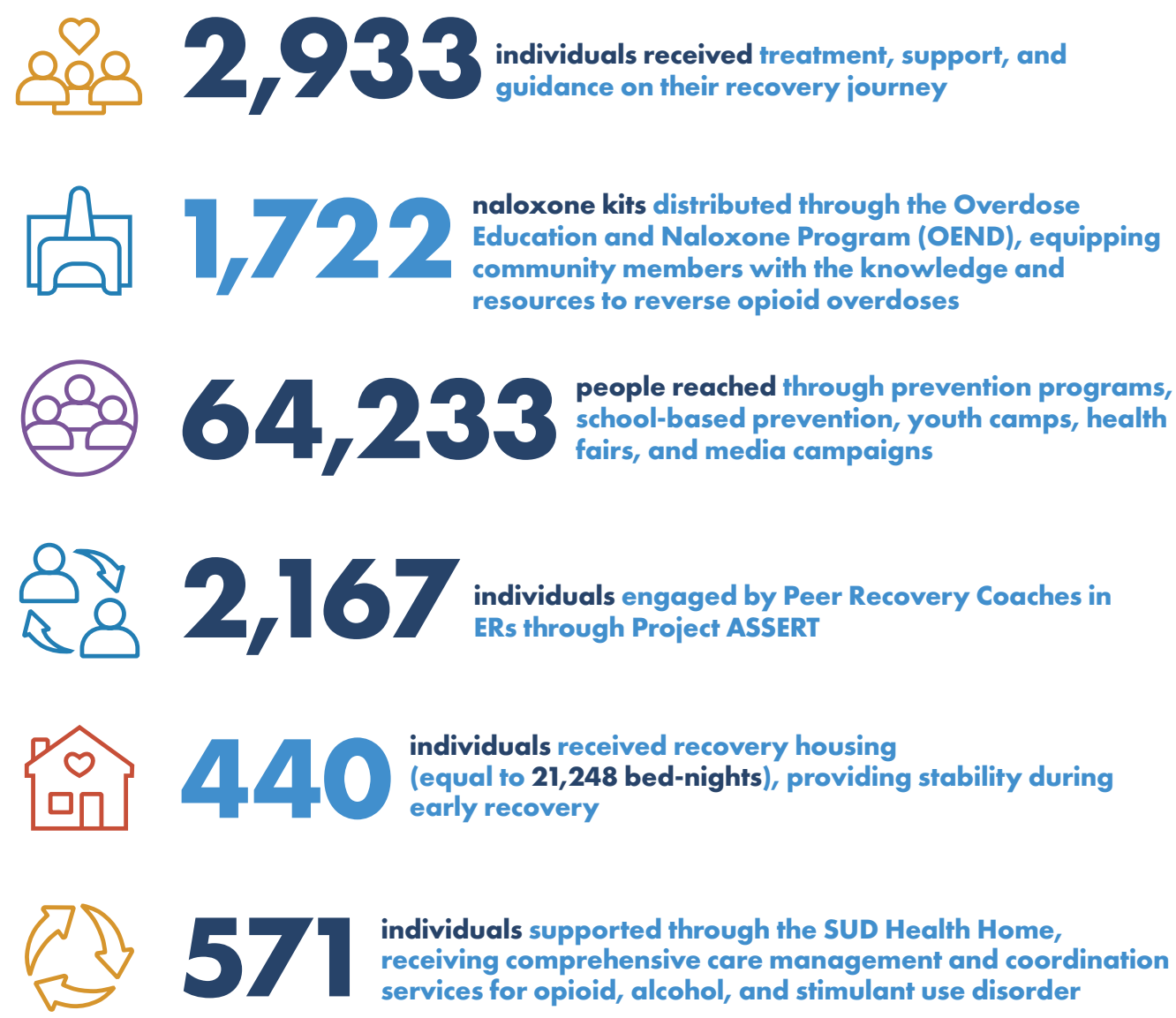
MCCMH Providers
8,615

Most Common Mental Health Challenges:

- Generalized Anxiety Disorder
- Post-Traumatic Stress Disorder
- Autism Spectrum Disorder
- Bipolar Disorder

Substance Use Services

We offer prevention, treatment, and recovery-focused care for individuals experiencing substance use challenges.



INSIDE STORY: Support for Those in Substance Use-Related Crisis

In October 2025, MCCMH opened the Substance Use Engagement Center in Sterling Heights to provide a safer and more supportive alternative for individuals facing substance-related crises. In partnership with CARE of Southeastern Michigan, the Center offers 24/7 peer-led, short-term crisis intervention. It provides a welcoming space where individuals can stabilize, access basic needs such as meals and showers, and connect with treatment and community resources that support their recovery journey.



Intellectual and Developmental Disabilities (I/DD)

We provide compassionate care for individuals with I/DDs, empowering them to participate in activities both at home and in the community.

994 individuals enrolled in Vocational & Day Program Services (VDPS) (4% increase), promoting independence and community integration through structured activities and social engagement opportunities

63% increase in intakes, showing more people with disabilities getting connected to support services

I/DD Total Intakes

I/DD Only:

MCCMH Clinics: **1,069**
MCCMH Providers: **4,009**

I/DD and Dual Diagnosis:

MCCMH Clinics: **730**
MCCMH Providers: **2,783**

INSIDE STORY: Success Story from MCCMH VDPS



Before joining the VDPS program, the parent of a person served was unsure what services were available or how their child could be supported. After being connected to MCCMH through a local school, the person served began skill-building skills at the Arc of Macomb. They attended five days a week and gained friendships, formed friendships, and discovered new strengths. In 2025, they completed the school ceremony, took on meaningful jobs, including cleaning at a local non-profit and working in a hospital janitorial program, and proudly shared their talent as a member of the school choir.

Children’s Services

At MCCMH, our Children’s Department delivers services that promote well-being for children and their families.

904 
children/families served
(19% increase)

1,300
individuals
supported through Applied
Behavioral Analysis, including
300 new cases

22 youths
graduated
from high intensity supports such as
Intensive Care Coordination with
Wraparound (ICCW) and the Serious
Emotional Disturbance Waiver

20
daycares
supported through early
childhood consultation



INSIDE STORY: First Responder Autism Training

Through Crisis Intervention Team (CIT) Training, we equipped local law enforcement, fire departments, and first responders with specialized tools to better understand autism spectrum disorder (ASD) and strengthen their responses during crises. We also distributed more than 130 Carter Kits, sensory bags filled with calming supports, for first responders to use when assisting children and adults with ASD in the community. Together, these efforts help create safer, more informed interactions for those on the spectrum in crisis.

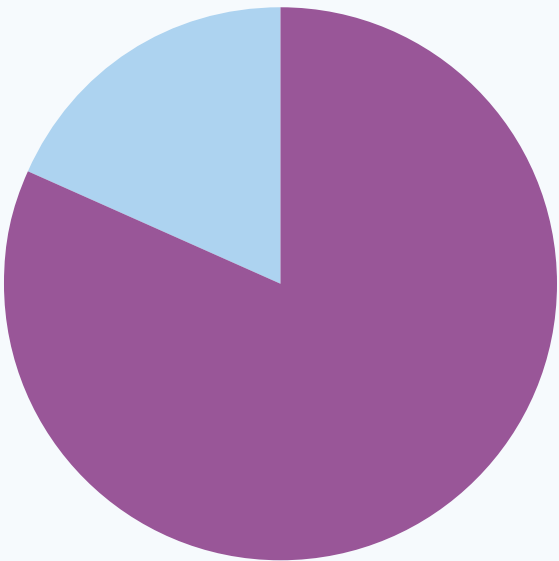
Certified Community Behavioral Health Clinic

Through an integrated model of care, we offer a wide range of mental health and substance use services to our community, regardless of their location, insurance status, or ability to pay.

22,546
individuals served*
(20% increase)

92%
connected to a
primary care provider

500+
people received primary
health screenings
through Federally Qualified
Health Center (FQHC)
partnerships and MCCMH's
direct care nursing services



6,806
actively engaged
in ongoing treatment

■ 1,237 children ■ 5,569 adults



INSIDE STORY: Advancing Care Through Better Screening and Early Intervention

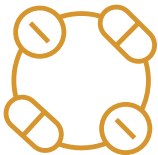
CCBHC Quality Measures are standardized indicators used to evaluate service effectiveness, access, and overall quality of care. These measures help improve service delivery, improve outcomes, and ensure individuals receive the support they deserve.

- Compliance for Unhealthy Alcohol Use Screening and Brief Counseling rose from **88.5% to 95.1%**, strengthening early identification and intervention for potential alcohol use disorders
- Depression screening and follow-up compliance increased from **76.1% to 83.5%** for adults and from **70.6% to 75.7%** for children, improving early support and mental health outcomes across age groups
- In 2025, we implemented Social Drivers of Health screening using the Accountable Health Communities Health-Related Social Needs (ACH HRSN) tool, reaching nearly **80% compliance** to better identify needs related to food, housing, and safety

Expansion of Clinical Services



60% increase in referrals from medical centers for behavioral health services, reinforcing the need for holistic care



Implemented Medication Coordinator Program with Genoa Healthcare, improving refill rates, prior authorizations, and medication safety



Opened Blood Draw Clinics at MCCMH's North and West locations to offer on-site lab testing through a partnership with Ion Laboratory



People receiving long-acting injectable medications maintained an 87% refill coverage rate, reflecting strong adherence and consistent access to treatment



Expanded access by providing convenient at-home phlebotomist visits for individuals who need testing done in their homes



Distributed 230 medication lock boxes labeled with the 988 Suicide & Crisis Lifeline to reduce overdoses and promote safe storage



INSIDE STORY: Integrated Care

At MCCMH North, we are proud to offer integrated care services through our collaboration with MyCare Health Center and Genoa Healthcare. MyCare Health Center provides comprehensive primary care, dentistry, and behavioral health services, while Genoa Healthcare offers pharmacy support. This partnership guarantees that you receive all the support you need in a single location.

Community-Based Programs

Crossroads Clubhouse

Through the Clubhouse Model, Crossroads Clubhouse offers a supportive environment where adults living with mental illness can build skills, strengthen confidence, and form meaningful connections.

86% active membership

6,648 on-site visits

211 social activities

11% members employed

25 members pursuing education

539 attendees

Services included:

- Vocational rehabilitation
- Employment opportunities
- Support with housing, education and wellness
- Case management
- Social and recreational programs
- Advocacy and crisis response services



Community-Based Programs

Liberties Inc.

Liberties Inc. is a center that provides a welcoming space for individuals with mental health conditions, I/DDs, and SUD, offering vital resources and fostering connections to enhance self-worth and dignity.

230 North Ave., Suite 10, Mt. Clemens, MI 48043
(586) 954-1590



5,006 on-site visits
608 bus tickets distributed to **155** members
18 special activities, dinners, and health fairs
907 breakfasts and **905** dinners served



HOPE NETWORK
We Are All Equally Human.



Friendship Clubhouse

Located in Macomb County, Friendship Clubhouse helps individuals gain confidence and self-sufficiency by providing meaningful work, life experiences, and activities. It promotes recovery and healthier living through community access, inclusion, and volunteer opportunities, all supported by peer encouragement.

36211 Jefferson Avenue, Harrison Township, MI 48045
(586) 465-4780

INSIDE STORY: Celebrating Creativity in Our Community

Crossroads Clubhouse and Liberties Inc. took part in the 17th Annual Community Group Art Exhibition at the Detroit Institute of Arts. The exhibition showcased over 100 unique works, including assemblages, clay masks, printmaking, and acrylic paintings. It provided a powerful platform to celebrate the creative expression of individuals served by human services programs across Macomb, Oakland, and Wayne counties.





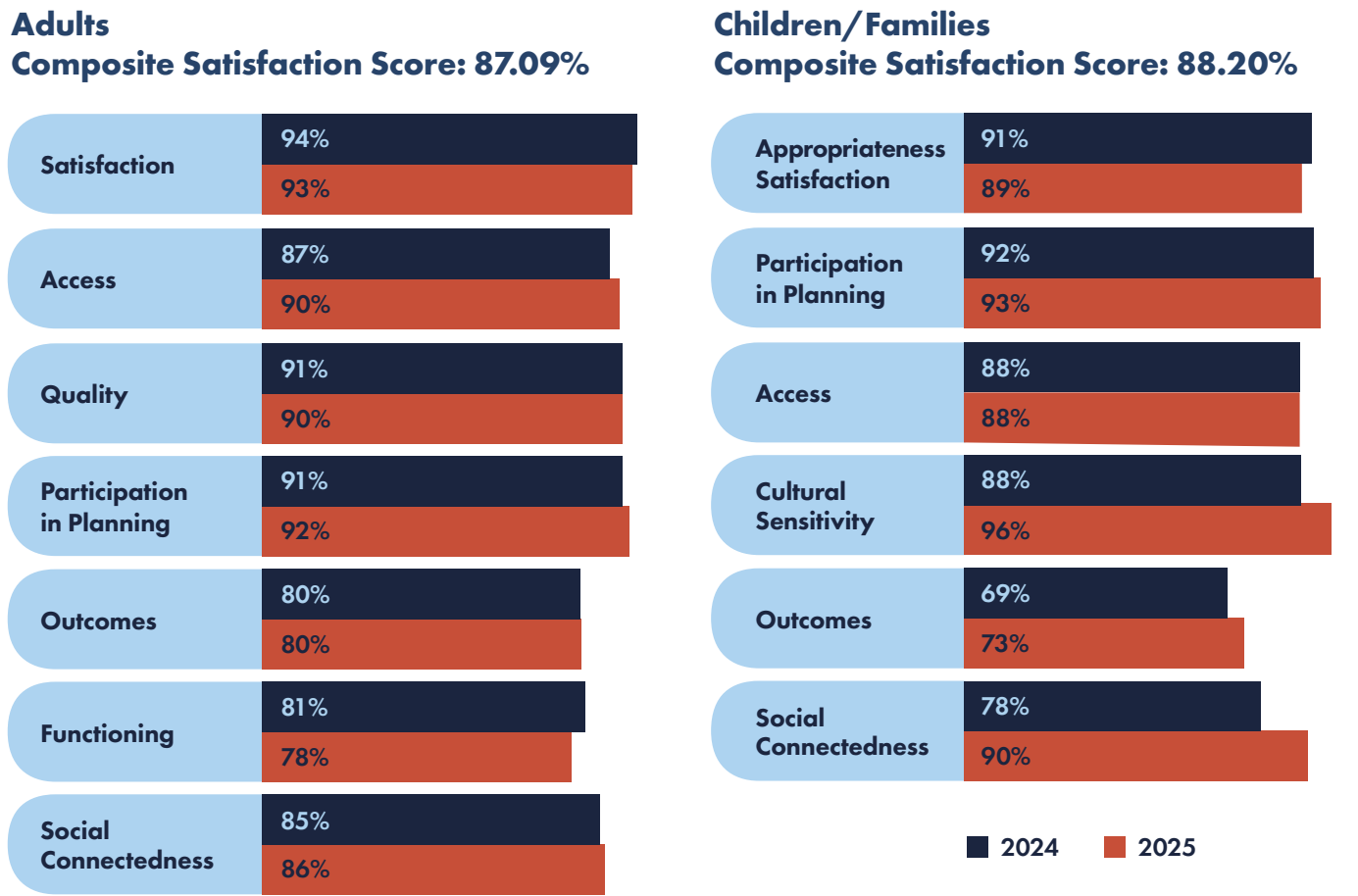
Quality

We ensure services remain safe, effective, and consistently improving through strong data and performance monitoring.

Member Satisfaction Survey

2025 Results

MCCMH conducts an annual satisfaction survey to assess how well our services meet the needs of those we serve, using nationally recognized tools to gather feedback on access, involvement in treatment, cultural sensitivity, overall experience, and progress. We review the results each year to identify areas for improvement and strengthen the quality of care across our community.



Testimonials

"I always receive really good advice on how to tackle my problems. I've also learned some new coping skills!"
— Person served through All Well-Being Services

"I have been able to open up to my team about my struggles because I feel comfortable talking with them."
— Person served through MCCMH North

"My case worker is very nice and caring and helps me with all my questions and concerns."
— Person served through Community Living Services

"I think just being able to see things in a different perspective and seeing that there are options. I always feel better after coming in."
— Person served through Clinton Counseling Center

"Ms. Beth is a godsend and is an integral part of my child's stability and well-being."
— Family member of youth served through MCCMH Children's

"Tiffany and Marsha have been a huge support for [youth served]. I wouldn't be able to do it without their help and guidance."
— Family member of youth served through Macomb Family Services

"The people working with our family are understanding and don't judge me. I can tell they want to help."
— Family member of youth served through MCCMH Children's



Community Education and Engagement



INSIDE STORY:
Expanded Training

To address the increasing demand for integrated health and evidence-based practice training, we developed new training sessions to now include critical topics such as feeding tubes, seizure disorders, and diabetes, along with:

- Acceptance and Commitment Therapy Workshops
- Crisis Incident Stress Management
- Internal Family Systems
- Older Adult Culture and Care
- Play Therapy Series
- Treatment of Eating Disorders

Training

We strengthens the skills of our team and provider network through extensive training programs that equip them to meet the diverse needs of our community.

6,115  **12% increase**
staff and provider training participants

121  **68% increase**
community members trained in Mental Health First Aid

164% **increase in clinicians trained in evidence-based practices**

Question, Persuade, Refer (QPR) and CPR were the most popular trainings offered by the department

Community Outreach

Putting People First means showing up in the community so no one faces mental health challenges alone. Through our outreach efforts, we connect with thousands of Macomb County residents to ensure they know where to find support and how to access the services available to them.

38 **community events attended** including wellness fairs, school programs, and more to promote essential services to those in need

49 **team members dedicated their time to connecting with community members and sharing MCCMH resources**

10,000+
community members reached



Crisis Intervention Team (CIT) Training

MCCMH partnered with CIT Macomb to train law enforcement and first responders in de-escalation and crisis response techniques, helping them safely support individuals experiencing mental health challenges. In 2025, **five trainings** reached **100+ participants**, strengthening a countywide network of responders prepared to connect people to appropriate care.



Health and Wellness Fair

In partnership with Macomb County and the Macomb Intermediate School District (MISD), the third annual Health and Wellness Fair took place in August 2025. The event brought together over **400 attendees and nearly 70 community organizations**, offering free health screenings, wellness activities, and access to local resources. This fair continues to provide a welcoming space for residents to explore support that promotes both physical and mental well-being.



“Challenges related to mental health and substance use do not belong to any one county. They affect every community, every family and every life. What sets Macomb apart is how we respond, with compassion, coordination and a shared commitment to meet people where they are and help them move forward.”

— MARK HACKEL, MACOMB COUNTY EXECUTIVE

Mental Health Matters Awards

The fourth annual Mental Health Matters Awards recognized nine community champions for their commitment to enhancing mental health awareness and support in Macomb County. This year saw a **65% increase in nominations**, reflecting a growing dedication to mental health advocacy. By celebrating these leaders, MCCMH aims to inspire hope, promote understanding, and reduce stigma surrounding mental health.



2026 Mental Health Matters Awards Winners:

Advocate Champion:
Honorable Jennifer Andary and Katie Donovan

Provider Champion:
Tom Quakenbush

Community Partner Champion:
Macomb County Sheriff’s Office

Board of Directors Award:
State Representative Denise Mentzer

Self-Advocate Champion:
Matthew Hessburg

Drita Gjelij Award:
Kendra Casper and Alison Zanella



Network Operations

MCCMH oversees service contracts to ensure providers meet standards and deliver high-quality care. The team also supports key programs, including the Habilitative Supports Waiver (HAB), Home and Community-Based Services (HCBS), and 1915(i) Spouse Waivers, that expand community-based options and promote individual choice.

477 HAB Waiver slots filled

2,007 Individuals enrolled in iSpa



INSIDE STORY:

The Difference Between a Provider and a Vendor

Vendors are the agencies contracted by MCCMH, while Providers are the specific service lines under them that deliver services. Think of the Vendor as the umbrella organization that supports and connects with the Providers who serve our community!

487 Providers
182 Vendors



Providers/Vendors by Service Line

- Hospital**
Contract with 16 hospitals

Partial Hospitalization
10 Providers, 2 Vendors

Primary Providers
23 Providers, 17 Vendors

Behavioral Services
3 Providers, 3 Vendors

Personal Emergency Response
1 Provider, 1 Vendor

Campership
3 Providers, 3 Vendors

Private Duty Nursing/Nursing
6 Providers, 5 Vendors

Enhanced Pharmacy
4 Providers, 4 Vendors

Specialized Residential Services (SRS)
58 Vendors, with 218 homes
- Crisis Residential Unit**
2 Providers, 2 Vendors

Community Living Support (CLS) Respite
43 Providers, 43 Vendors

Skill Building
43 Providers, 43 Vendors

Occupational, Physical, and Speech Therapy
18 Providers, 10 Vendors

Music, Art, and Recreational Therapy
3 Providers, 3 Vendors

Applied Behavioral Analysis (ABA)
34 Providers, 20 Vendors

Financial Management Services
5 Providers, 5 Vendors

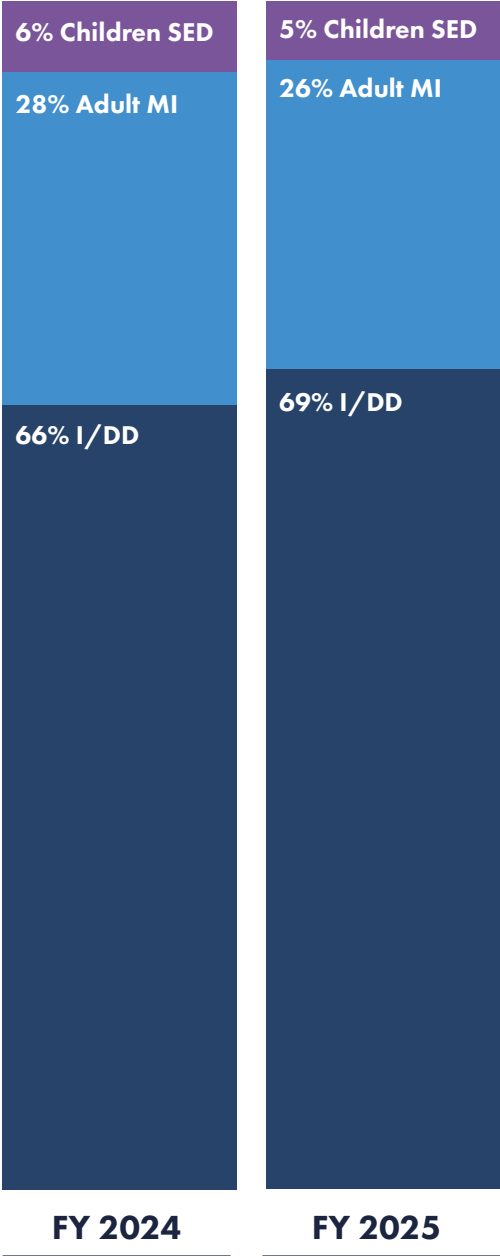


Finance

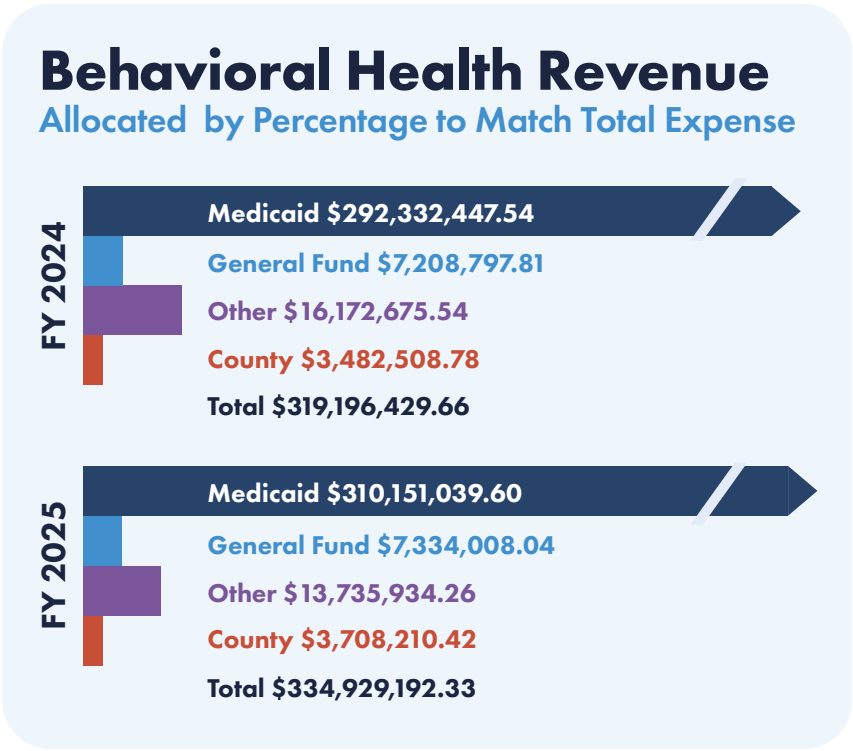
Finance

MCCMH manages financial resources to ensure that we can provide mental health and substance use services to the community successfully.

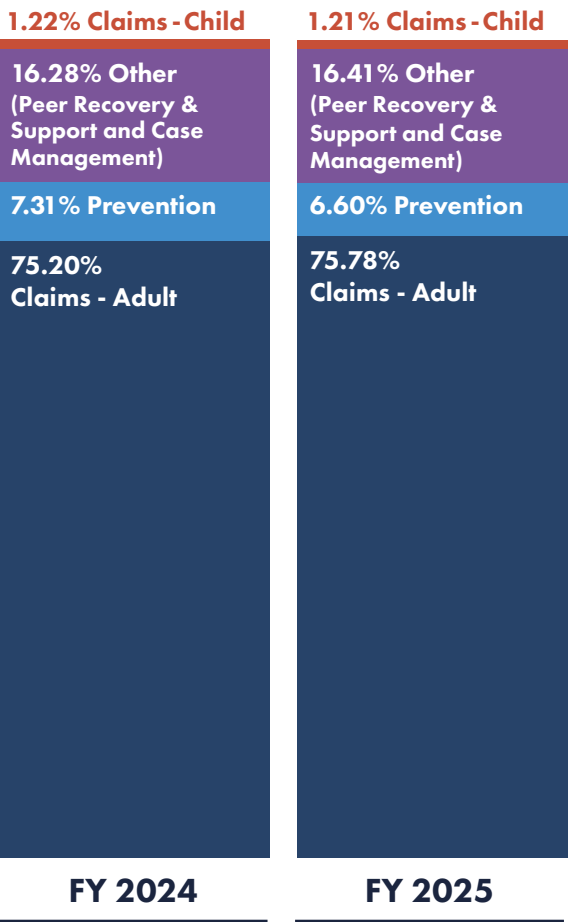
Behavioral Health Expenditure By Population



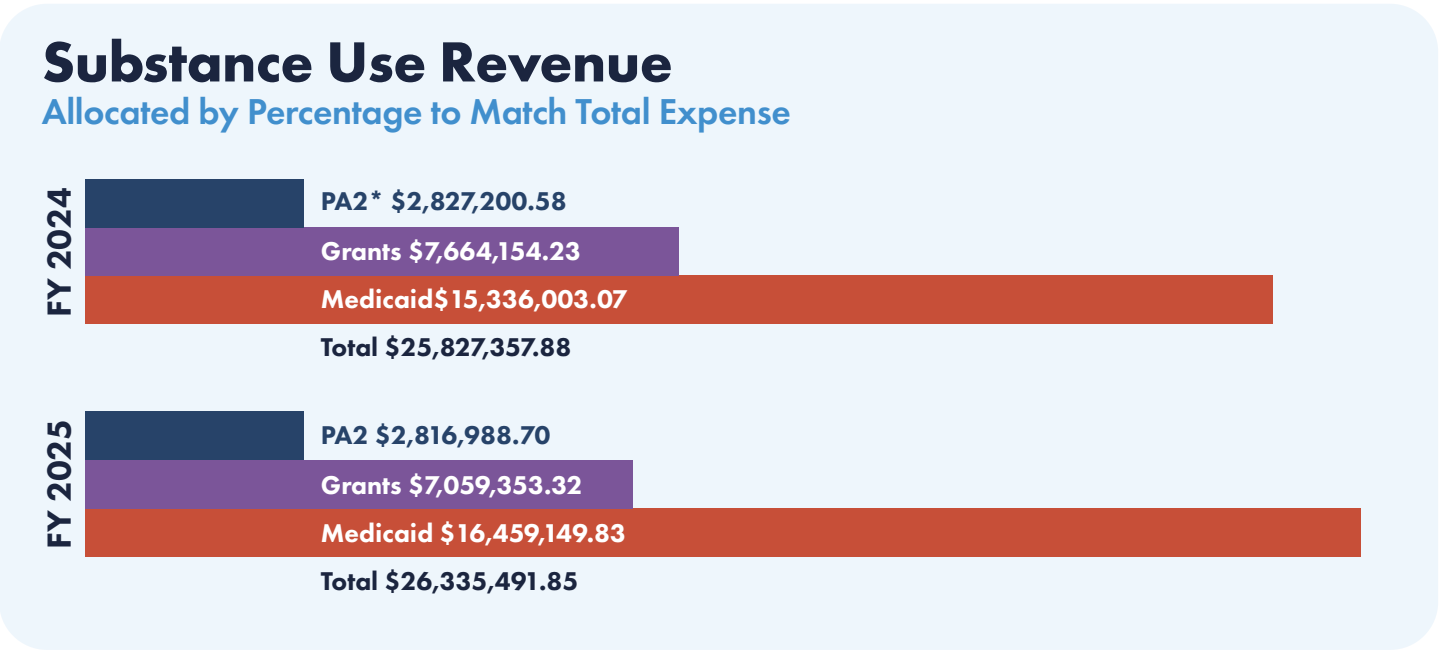
	FY 2024	FY 2025
I/DD *	\$182,565,852.77	\$212,271,032.94
Adult MI **	\$75,960,584.61	\$78,500,605.57
Children SED ***	\$16,517,977.40	\$16,914,702.82
Other (State Mandates, Prior Year)	\$44,152,014.87	\$27,242,851.00
TOTAL	\$319,196,429.65	\$334,929,192.33



Substance Use Expenses



	FY 2024	FY 2025
Claims - Child	\$314,491.29	\$317,980.87
Claims - Adult	\$19,421,230.11	\$19,956,476.16
Prevention	\$1,886,841.00	\$1,738,597.37
Other (Peer Recovery & Support and Case Management)	\$4,204,795.48	\$4,322,437.45
TOTAL	\$25,827,357.88	\$26,335,491.85



44 Data Collection: October 1, 2024-September, 30, 2025
* Intellectual and Developmental Disability **Adult with Mental Illness ***Children with Serious Emotional Disturbance



Talent Engagement

We foster a supportive, growth-oriented workplace by recognizing staff contributions, strengthening engagement, and promoting a culture rooted in *Putting People First*.

Professional Development

Conferences

In 2025, MCCMH team members participated in various professional conferences to enhance their knowledge and bring innovative ideas back to the organization.

150 Conferences attended **19.3%** Employees advanced their professional skills



MCCMH’s Substance Use Services Department participated in the 26th Annual Substance Use and Co-Occurring Disorders Hybrid Conference, while Nursing Administrator Jeffrey Clark presented a new self-paced training system for direct support professionals at the Community Mental Health Association of Michigan’s Fall Conference.

Loan Forgiveness Data

MCCMH continues to support team members’ financial well-being by facilitating participation in several loan forgiveness programs.

15 team members submitted applications to the National Health Service Corps Loan Repayment Program and to the Nurse Corps Loan Repayment Program

15 team members accepted into the Behavioral Health Loan Repayment Program, helping reduce educational debt and support long-term professional stability

We also participate in the Behavioral Health Loan Repayment Program, Public Service Loan Forgiveness, and the MI Opioid Treatment Access Loan Repayment Program.

Our Staff



Just under 500 team members
1% increase



16.2% turnover rate



Over 100 team members onboarded in 2025



Retention:
86.2% 12+ months
41.2% 5+ years

Years of Service



INSIDE STORY:

Fall Family Fun Event

MCCMH’s mission is reflected in the dedication of team members who uplift the community with compassion and hope. We honor those who exemplify our core values of being collaborative, accountable, and respectful through our annual Fall Family Fun Event.



2025 Award Recipients

Collaborative Award: Mary Johns (Outpatient Mental Health)
Accountable Award: Amy Strick (Assertive Community Treatment)
Respectful Award: Karen Devenport (Talent Engagement)

The Smiley Awards celebrated staff who consistently deliver warm, person-centered care based on feedback from those we serve:

Gold: Tehany Zindani (Children’s)
Silver: Megan Cohen (Children’s)
Bronze: Heather Blenkle (Assertive Community Treatment)
Community Impact Recognition: Training Department

INSIDE STORY:
Developing Future Leaders

Effective leadership is about inspiring change, not just making decisions. The Leadership Intensifier Program helps team members strengthen their leadership skills as they execute projects to improve services, community support, and workplace culture.

- Samantha Arnold** Talent Engagement

Romana Burchett Outpatient Mental Health

Kendra Casper Office of Recipient Rights

Aubrey Dean Crisis Stabilization

Jessica Konkolesky Intake

Michelle Kurkierewicz Intake

Kathryn Lowe VDPS

Maxie McNair Outpatient Mental Health
- Chanell Moore** Customer Service

Ricki Torsch Office of Substance Use
Use Services

Caitlin Waters Assertive Community
Treatment

B Wyne Communications

Samantha Zalupski Crossroads
Clubhouse





MACOMB COUNTY

COMMUNITY MENTAL HEALTH

Customer Service: 855-99-MCCMH (855-996-2264)
24/7 Crisis Line: 586-307-9100



mccmh.net



@wearemccmh

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.

