

Together We Thrive



SAGINAW COUNTY
COMMUNITY MENTAL
HEALTH AUTHORITY



2023-2024
Summary Annual Report

When We Work Together, We Thrive



Dear Team and Community Partners and Members,

I am happy to share our 2023/24 Annual Report of accomplishments and achievements.

Much of fiscal year 2023 was devoted to unwinding numerous modifications in service delivery and operations related to the COVID-19 pandemic. The Michigan Department of Health and Human Services (MDHHS) called an end to the Public Health Emergency on May 12, 2023. Like all health care agencies, Saginaw County Community Mental Health Authority (SCCMHA) needed to pivot operationally, while simultaneously addressing workforce shortages and increased demand for behavioral health services at rates we had never imagined.

Thanks to our entire team's efforts, SCCMHA operations were transformed from surviving to thriving as we focused on our core mission of helping people navigate treatment, promoting mental health through community events and combating stigma.

Throughout 2023, we took on new and important projects, including the continued operational build out of our Certified Community Behavioral Health Clinic (CCBHC), serving as a MDHHS demonstration site. This work included expansion of our psychiatric clinic and outpatient services to individuals with mild to moderate conditions and those with primary substance use disorders — adding new evidence-based practices like Zero Suicide and maintaining training and credentialing of new clinical staff.

The SCCMHA Supported Employment Program elevated their work to the rigors of evidence-based practice when they received MDHHS status as a Supported Employment Individual Placement and Support (IPS) Program.

SCCMHA fully assumed clinical credentialing responsibility for all the contracted provider network and launched our plan to expand commercial insurance billing with partner Yeo and Yeo Medical Billing. The federal standards as a CCBHC required SCCMHA to assume all Medicare and commercial billing for our contracted network

delivering CCBHC Services called Designated Collaborative Organizations. We also implemented a new sliding fee schedule for persons served without insurance early in 2023.

This year, SCCMHA also became a regional Behavioral Health Home site providing enhanced health care coordination with primary care providers. Though engaged in this activity for many years under a series of federal grants, the new Behavioral Health home brought with it, new regular reimbursement for provider to provider activity. SCCMHA also expanded service delivery capacity with the addition of new network providers of Specialized Residential Service and Applied Behavioral Analysis. We expanded staff positions to support growth in Self Determination arrangements and in our Mobile Response and Stabilization Services allowing us to expand hours of operation.

In response to staff retirements, we realigned our Corporate Compliance, Recipient Rights and Customer Service functions. Our Information Technology and Quality departments came together to form a Business Intelligence Team to turn data into actionable information and our IT department rolled out significant cybersecurity measures and related equipment upgrades.

The SCCMHA Continuing Education Unit trained two staff members to become Applied Suicide Intervention Skill Trainers (ASIST) and added to our curricula for Mental Health First Aid for adults, children and veterans.

We worked with less staff and welcomed and trained new staff in every department, maintaining our mission to serve consumers and their families. In this year filled with triumphs and challenges, my deepest appreciation to our board, management team, staff members, contracted network providers and many other agency partners for accomplishments in this year of transition.

With heartfelt appreciation for all we do together,

Sandra M. Lindsey
Chief Executive Officer

Creating a Greater Sense of Belonging Through DEI

In today's current landscape, it is important for Saginaw County Community Mental Health Authority (SCCMHA) to continue to create a safer and more welcoming place for all.

To honor this philosophy, we continue to move forward with our Diversity, Equity and Inclusion (DEI) initiative by renewing our commitment and revising our DEI training.

Our former approach to DEI training involved two-hour, in-person training sessions lead by Dr. Paul Elam, PhD,



DIVERSITY, EQUITY & INCLUSION

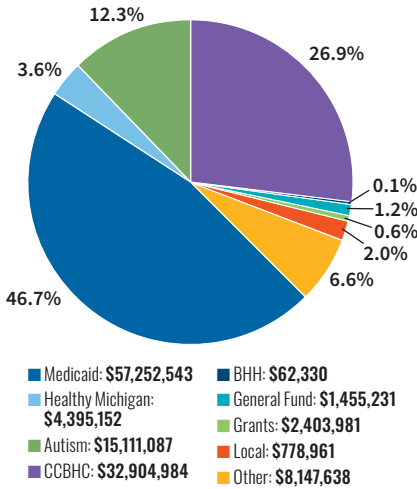
who gave SCCHMA staff an overview of why DEI is important, what SCCMHA's vision for best DEI practices are, and specific actions to be taken to advance these important themes. SCCMHA trained 283 staff members as of August 2024 using this platform.

Our updated DEI training is transitioning to an online format to be completed by staff members as a part of their onboarding process. The Michigan Public Health Institute (MPHI) is producing the new eLearning DEI Training in partnership with SCCMHA's Continuing Education Unit.

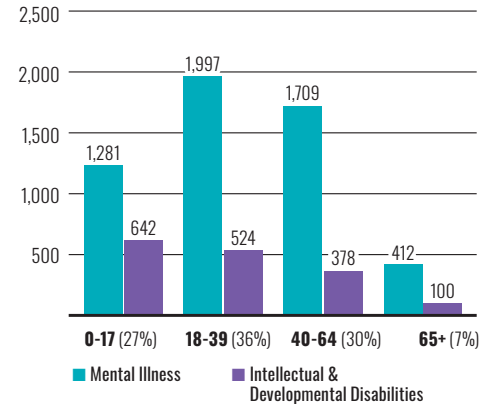
This training will not be limited to SCCMHA staff. All primary network providers who work with SCCMHA will also have access to these training modules to ensure that all parties will have the same information and messaging around SCCMHA's DEI standards and best practices to advance this important initiative.

2023 Financial & Service Information

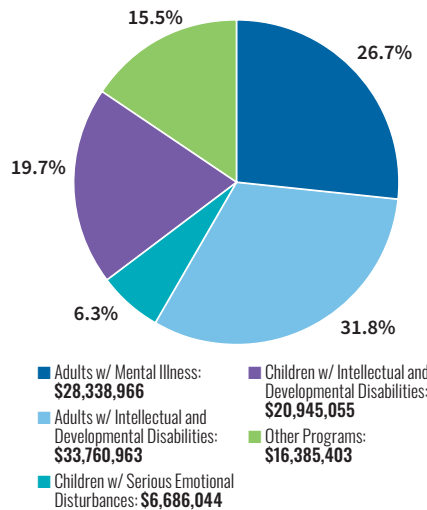
Revenue \$122,511,906



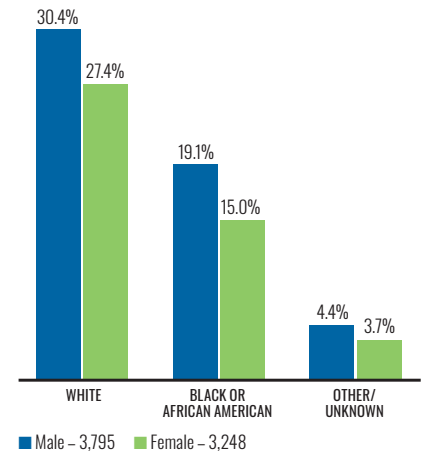
Age Range & Primary Disability



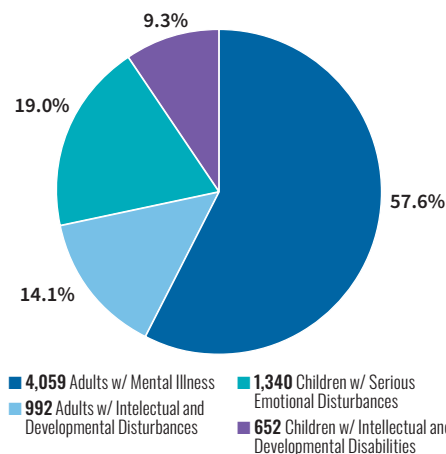
Expenditures \$106,116,432



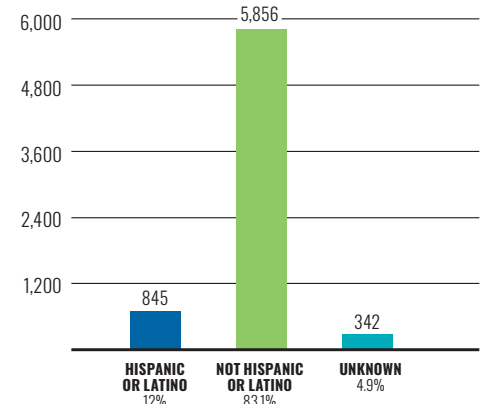
Race & Sex Assigned at Birth



Total Consumers Served 7,043



Ethnicity



By the Numbers



IS and IT Assistance

7,146

HelpDesk Tickets Closed

809

Phishing Attempts



Enivorment of Care

134k

Square Feet of Agency Space

8

SCCMHA Facilities

55

Emergency Drills

32

Safety Inspections



Team Member Credentialing

386

New People Credentialed in 2023

86

Recredentialed People



Community Outreach

15+

Events SCCMHA Participated in 2023



Recipients Rights

283

2023 Investigations Completed

168

2023 Investigations Substantiated

59% of complaints were substantiated



Continuing Education Units

115

SCCMHA Provided Trainings for Clinical Providers

30

Clinical Trainings for Community Partners at a Reduced Cost

53

Hours of Monthly Direct Care Training

500

Direct Care Staff Trained in 2023

320

CEU's Provided for Social Workers

38

People Trained in Youth Mental Health First Aid

122

People Trained in Mental Health First Aid
(Adult and Public Safety)



BOARD OF DIRECTORS (Fiscal Year 2024)



Tracey Raquepaw, Chairperson



Jill Armentrout



Mike Cierzniewski



Lisa Coney



Cheri Long



Deb Nagel



John Pugh



Kathleen Schachman



Maria Vela



Joan Williams



Cynthia Winiecke



Robert Woods



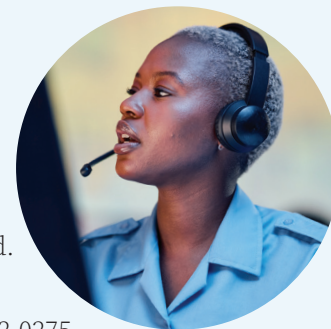
Help is Just a Phone Call Away, 24/7

A 24-hour mental health response team on the go. This is the mission of Mobile Response and Stabilization Services (MRSS), a service offered by SCCMHA to respond to mental health crises on the phone or in-person from anyone in Saginaw County.

MRSS is activated when someone reaches out for help during a mental health crisis, whether at home or anywhere in Saginaw County, assisting individuals in

de-escalation of the situation. Teams are staffed with master's- and bachelor's-level social workers to aid community members and consumers in need.

Help is just a phone call away. MRSS can be reached at (989) 272-0275, 24 hours-a-day, seven days a week, including holidays.



Network Service & Support Providers 2024

Specialized Residential Services Providers

- Alternative Community Living, Inc. d/b/a Hope Network New Passages
- Angel's Place Corporation
- Bay Human Services, Inc.
- Beacon Harbor Homes, Inc.
- Beacon Specialized Living Services, Inc.
- Central State Community Services Inc.
- Flatrock Manor, Inc.
- Frances Specialized Residential
- Hope Network Behavioral Health Services
- Hope Network Southeast
- Hope Network West Michigan
- Independent Living Solutions, LLC
- Kneaded Angels, Inc.
- Krasinski AFC
- LoveJoy Community Services
- Pal's Place, LLC
- Pine Rest Christian Mental Health Service
- Regency Assisted Living, LLC
- ResCare Premier
- Resident Advancement Inc.
- Select Residential Solutions
- St. Louis Center
- Sunnyside Home
- The Prosperity House AFC
- Valley Residential Services, Inc.
- Wellspring Lutheran Services

Community Living Support Per Diem Providers

- Flatrock Manor, Inc.
- Jubeju Co., Inc.
- Wellspring Lutheran Services

Community Living Support (CLS) Providers

- APS Employment Services
- Ascension St. Mary's Guardian Angel Respite & Adult Day Services
- Christian Home Services
- Grounded Therapy Network
- Matthew Miller
- Samaritas dba Lutheran Social Services of Michigan V.O.I.C.E.
- Wellspring Lutheran Services

Respite Services

- APS Employment Services
- Ascension St. Mary's Guardian Angel Respite & Adult Day Services
- HOME – Helping Others Means Everything, LLC
- Samaritas dba Lutheran Social Services of Michigan

Health Services Providers

- Ascension St. Mary's Guardian Angel Respite & Adult Day Services
- Game Changer Pediatric Services, LLC
- Heather Beson
- Mercy Plus Healthcare Services
- Paramount Rehabilitation Services
- SCCMHA Enhanced Health Services
- WGC ASD Eligibility Determination

Autism Service Providers

- ABA Pathways
- Acorn Health, LLC dba Autism Centers of Michigan
- Autism of America, LLC
- Autism Systems, LLC
- Bay Human Services, Inc.
- Children's Therapy Corner
- Flourish Services, LLC

- Game Changer Pediatric Services, LLC
- Mercy Plus Healthcare Services
- Paramount Children's Therapy Services
- SCCMHA Autism Program
- Spectrum Autism Center

Inpatient Providers

- Beaumont Behavioral Hospital
- Cedar Creek Hospital
- Forest View Hospital
- Harbor Oaks Hospital
- Havenwyck Hospital
- HealthSource Saginaw
- McLaren Bay Regional
- Memorial Healthcare Hospital
- Mercy Health Partners
- My Michigan Health
- Neuropsychiatric Hospitals, LLC
- Pine Rest Christian Mental Health Services
- Samaritan Behavioral Center
- StoneCrest Center
- The Behavioral Center IMD
- Trinity Health-Michigan d/b/a St. Mary's Health Care

Children's Outpatient Clinic Service Providers/Children's Case Management

- McDowell Healing Arts Center
- Saginaw Psychological Services, Inc.
- SCCMHA Family Services Unit
- SCCMHA Transitional Aged Youth
- SCCMHA Wraparound Units
- Westlund Guidance Clinic

Crisis Service Providers

- Alternative Community Living, Inc. d/b/a Hope Network New Passages
- APS Employment Services
- Beacon Specialized Living Services, Inc.
- North Shores CRU
- SCCMHA Centralized Access Intake
- SCCMHA Crisis Intervention Services

- SCCMHA Mobile Response & Stabilization Services

Adult Outpatient Clinic (OPC)/ Case Management (CSM)/ Assertive Community Treatment (ACT)/Support Coordination Services (SCS)/Independent Facilitation (IF) Service Providers

- Case Management of Michigan Disability Network
- Hope Network New Passages
- McDowell Healing Arts Center
- Saginaw Psychological Services, Inc.
- SCCMHA Health Home
- SCCMHA OBRA/ PASARR Unit
- SCCMHA Self Determination
- SCCMHA CSM-I/DD Services
- Training & Treatment Innovations
- Westlund Guidance Clinic

Fiscal Intermediaries

- GT Independence
- Stuart Wilson CPA, P.C.

Clubhouse/Employment/Skill Building Services/ Drop-In Center

- SCCMHA Community Ties North
- SCCMHA Community Ties South
- SCCMHA Housing Resource Center
- SCCMHA Supported Employment
- SVRC Industries, Inc.
- TTI Bayside Clubhouse
- TTI Friends for Recovery Center

Pharmacy

- Genoa Healthcare, L.L.C.

Limited English Proficiency

- Communications Access Center for the Deaf and Hard of Hearing
- Interpretalk
- V.O.I.C.E. – Voice for the Hearing Impaired
- Voices for Health



500 Hancock Street ,Saginaw, MI 48602
ph: 800.258.8678 or 989.797.3400
sccmha.org

24-Hour Crisis Hotline 989.792.9732 or 800.233.0022