

Hope Lives Here



ANNUAL REPORT OF ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY FISCAL YEAR 2020

Hope Lives Here

By Debra Johnson
Executive Director

Hope lives here. Three simple one-syllable words that summarize the response of our Blue Water community to COVID-19. Hope lives here as we look back at the generations before us who faced even greater challenges and draw inspiration from their examples. Hope lives here as we look to our own lives to find satisfaction, comfort, and optimism in ordinary life among our family, friends, and neighbors. Hope lives here as we find strength in our sense of community and the experience of living through this difficult time with others.

Yes, Hope does live here. It lives among people who receive services at St. Clair County Community Mental Health. As you read their stories, you will see that the three individuals who are recognized in this year's Annual Report model the philosophy of living with hope, not just for themselves, but for those around them. Cindy Lee, Thomas Peltier, and Klay Russell are true inspirations for everyone who knows them, including those of us lucky enough to witness their recovery journeys.

Hope lives here in our employees and in the employees of other community organizations that throughout the pandemic have never wavered from giving their very best, helping others to keep their hope alive. Our Employee of the Year, Mike Klemmer, our Administrative Team of the Year, IT team Dann Hayes, Shawn McGarvie, Mike Medrano, Tommy Rankin, and Pat Wells, and our Operations Team of the Year, Tairan Malachi-Cooney, a SCCCMH case manager and three members of a local assisted living facility, Star Black, Ashley Perry, and Cassandra Spencer, never wavered in their commitment to provide the direct care and support services that make possible the recovery of people served by SCCCMH.

The consummate leadership demonstrated by Community Service Award winner Justin Westmiller and the caring professionalism displayed by Dr. Annette Mercatante and the entire staff of the St. Clair County Health Department, recipient of our Organization of the Year award, gave hope to our entire county since the start of the pandemic, which they continue to do. Communications Awareness Award winner the Blue Water Area Chamber of Commerce, under the leadership of Thelma Castillo, by pro-

viding timely and helpful information kept hope alive for area businesses, whose owners and operators carried the twin burdens of their own and their employees' livelihoods. Through their powerful advocacy, our Rights Champion of the Year, Mary Beth Fleury, and our Rights Champion Team of the Year, the Community Enterprises COVID-19 Support Team, ensured a hopeful future for those they serve.

Of course, COVID-19 challenged all of us in many ways. Here at SCCCMH, it required us to be flexible with out-of-the-box solutions to continue to accomplish our mission of providing the very best behavioral health services possible. Like other area organizations and businesses, we made physical changes to our locations to accommodate social distancing and we developed new COVID-specific messaging and methods of reaching the public that included offering a COVID-19 Support Line. We increased our already extensive coordination and collaboration with other community organizations to help ensure county resources were maximized for everyone's benefit. We also implemented, in record time, a system that allowed staff to work from home without any interruption of services. I am very proud of the effort put forth by our entire staff during these unprecedented times. They came together and worked as a team to do whatever was necessary to ensure we continued to provide critical services to people who were particularly vulnerable to the health and social impacts of COVID-19.

In the midst of all the changes caused by COVID-19, some things never change. This year, yet another legislative effort is being fast-tracked in an attempt to transfer control of the public mental health system to private for-profit insurance companies before opposition can be mounted. Multiple attempts to do so have failed since 2016 after resistance from individuals receiving these services, their friends, and their families. This latest attempt would dramatically alter Michigan's public mental health system. In addition to replacing the public mental health system, with its public management and local governance that has provided excellent service to Michiganders for over five decades, with a private for-profit insurance system with no public management or local governance, the legislation is deliberately silent on important aspects of the current public mental health system, such as recipient rights, hous-



Debra Johnson
SCCCMH Executive Director

ing, employment support, and community collaboration. As written, there is no guarantee that any of these components will exist in the proposed new system. There is also the very real possibility that the new system will fail to provide uniform benefits across regions and the state. Most troubling of all, the timeline appears designed to deliberately prevent any meaningful stakeholder involvement or proof of concept. At the time of this printing, the State Senate is scheduled to vote on this legislation during the first week of May. It will then be sent to the Michigan House for approval before going to Governor Whitmer on June 14. It is vitally important that a brake be applied to this effort before irreversible damage is done to the hundreds of thousands of Michiganders who rely on the public mental health system. For information on how you can voice your opposition to your state senator and representative, visit our website at scccmh.org. I am certain that with your help we can weather this latest storm.

Fewer years have been as challenging to as many Americans within living memory, and the challenge is not over. Nonetheless, I am confident based on the response to COVID-19 by the people we serve, our staff, community partners, and our entire community, that the Blue Water area will emerge stronger than ever. I am confident because hope really does live here.



**St. Clair County
Community Mental Health**
*Promoting Discovery & Recovery Opportunities
for Healthy Minds & Bodies*

Connect with us:
810-985-8900
www.scccmh.org
facebook.com/scccmh



*We support individuals with mental illnesses, intellectual/developmental disabilities
and substance use disorders, focusing on integrated health care and recovery.*

Information and access to services: **1-888-225-4447**

24-hour crisis intervention: **1-810-966-2575**

Art of Caring Awards

Art of Caring Awards recognize individuals, businesses and community organizations that in 2020 made a significant impact on the programs and individuals supported by St. Clair County Community Mental Health. The following award recipients are true champions of mental health recovery:

Blue Water Recovery & Outreach Center is a non-profit community organization that helps those with substance use disorders by providing crucial information and connecting them to recovery opportunities. Over the last year, they provided important support and resources to

area residents, as well as critical volunteer services in the community.

Blue Water Community Action is a non-profit organization that for over 50 years has assisted low-income Blue Water residents to become socially and economically self-sufficient. During the pandemic, area shelters were forced to operate at half capacity to meet COVID-19 guidelines. Blue Water Community Action stepped into the breach by starting and staffing, in conjunction with a local hotel, an emergency shelter that proved critical to dozens of people who otherwise would have been forced to endure cold and

unsafe conditions out of doors.

Capac Jr. Sr. High School Student Council continues to go above and beyond every Thanksgiving in their efforts to make sure everyone in their community can properly celebrate the holiday. Made up of high school students, they donate the dinner items, buying frozen turkeys and bagging the items in individual bags, which they then deliver to the SCCCMH Capac office to distribute to families in need of a dinner. Without these young people and their school advisor **Cristy Ebner**, many area families would go without Thanksgiving.

I Am Not My Mental Illness

Klay Russell

Everyone who meets Klay Russell is struck by his perpetual smile, friendly nature, and sense of humor. A great co-worker, caring fiancé and loving father, he is the kind of person other people like to be around. He is also representative of many who receive St. Clair County Community Mental Health (SCCCMH) services, who, later in life, begin to experience stress, anxiety and depression without a frame of reference to understand what is happening to them. When this happens to people, in an attempt to manage the distressing symptoms of their mental health disorder, they sometimes self-medicate.

This is what happened to Klay, eventually leading to his being assigned to St. Clair County Mental Health Court, which provides participants the opportunity to receive court-supervised treatment. When people are mandated to receive SCCCMH services as the result of their participation in Mental Health Court, there is sometimes an initial resistance, especially if it is the first time they've been diagnosed with a mental illness. Not so for Klay. From the very beginning he approached his recovery with the positive, can-do attitude of "There is a reason why I did what I did and I want to fix it." He immediately and enthusiastically embraced therapy. He participated in multiple classes at SCCCMH, including Stress and Anger Management, Coping Skills Groups, and Persuasion Group. Graduating from Mental Health Court in June of last year, today he understands and copes with his depression as necessary and has learned how to assertively but appropriately express his feelings and opinions. He shares that it is his love and appreciation for his fiancé and children that gives him the confidence his recovery will continue.



Klay decided, while dealing with his own mental illness and recovery, that there is still substantial stigma amongst African American men about mental illness. As a result, he posted the following on his Facebook page: "I am Klay Russell, and I have a mental illness. I am not my mental illness. I'm not saying or doing this for sympathy or attention, yet I am saying it out loud and writing it down to embrace it. I am no longer ignoring it, nor ashamed of it. It is something I was born with and have to deal with for the rest of my life."

Klay is proof that the most important conversation you will ever have is the one you have with yourself, and that happiness doesn't depend upon who you are but on appreciating what you have. Thank you for sharing your recovery story Klay!

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- Klay Russell

Veterans Services Available at SCCCMH

Today's young soldiers, sailors, marines, airmen and coast guardsmen defend the United States with weapon systems, aircraft, tanks and seagoing vessels that would fill their predecessors with envy. But some things never change. As always, today nearly half of our armed forces are under the age of 25. Like those who came before them, they've volunteered to make unbelievable sacrifices to protect and serve. For all of them, it means often being deployed far from home, apart from their families, spouses and children, for much less pay than they could earn as a civilian. For some, it means facing others in battle and sustaining lasting physical and mental wounds.

Unfortunately, in times of relative peace it is often the case that many people think about veterans only a few days of the year - on Veterans Day, Memorial Day, and perhaps the Fourth of July. For many, these days are just a time for backyard barbecues, family vacations and some well-deserved rest and relaxation. It isn't that people are uncaring, but with veterans making up only 10% of our population and the size of the armed forces shrinking year-by-year, many don't personally know a veteran well, so they've never experienced what it means to live with fear when a loved one is deployed. It also means they don't appreciate the difficulty veterans face or the assistance they often need when integrating back into the civilian world.

The most obvious and publicized needs relate to the mental health of veterans. A recent study revealed that 28% of veterans self-reported they had received at least one mental health diagnosis in the previous 24 months, the three most common mental health concerns being Post-Traumatic Stress Disorder (PTSD), depression, and Traumatic Brain Injury. Other serious concerns are anxiety and Military Sexual Trauma.

Veterans face many other challenges when re-entering civilian life. Some less obvious, but equally impactful in the long run, are challenges such as finding a new direction in life, a new place to live, and a new career path

at an age when others are established in or reaching the apex of the professional lives. Other challenges include pursuing an education while most of their classmates are five years, 10 years or even a generation younger, and re-establishing relationships with family and friends that may have waned over the years they have been away from home. Finally, there is the challenge of adjusting to attitudes, values and norms that might be very different from those they have become accustomed to while serving in the military. When experienced separately, these challenges are manageable for most veterans. However, when experienced in combination they can create stress and anxiety that can trigger mental health symptoms.

Unfortunately, many veterans hesitate to accept help of any kind, for some because of fear of being seen as weak, for others because of embarrassment and shame about needing mental health treatment, caused by the stigma still associated with mental illness. For others, not understanding their treatment options may cause hesitation. To help veterans see past these impediments and address other challenges, in 2016 St. Clair County Community Health (SCCCMH) began its Veterans Service Department with funding from a state grant for a

Veteran Navigator. Before then, veterans who did not qualify for Medicaid but wanted mental health services paid for by the Veterans Administration were forced to drive to Detroit, denying these services to geographically isolated veterans and veterans who lacked transportation.

The department has been run since its inception by Veteran Navigator Wendy Martindale, a veteran of the U.S. Navy. Currently, Wendy is working with 56 veterans. Some were already receiving SCCCMH services, others were referred to her by the Veterans Administration (VA) after they sought mental health treatment or other services, and some are St. Clair County veterans who heard about the program and contacted Wendy, who can and will work with any St. Clair County veteran.

Wendy works with each veteran to ensure that they understand and are able to access the full gamut of SCCCMH services, from psychiatric service and counseling to participation in various recovery groups, job placement services, and personal improvement classes. A critical service Wendy provides is helping veterans access and navigate VA services. This is more important than it might initially sound. A 2010 VA survey found that nationwide fewer than half of veterans understood their benefits, whether it was medical care, college tuition, or pension and disability payments. Today, eleven years later, it can still be overwhelming for somebody to prepare a claim and submit it. This is in part because VA applications are complicated and difficult to complete, all the more so if someone is struggling with a mental illness and / or substance use disorder. By explaining their benefits to them, helping them access them, and then assisting with the various VA applications, Wendy ensures that these men and women who have sacrificed so much receive everything they've earned.

If you are a veteran or know a veteran who could benefit from SCCCMH services, please call Wendy at 810-966-3755. Thank you veterans!

SCCCMH Response to COVID-19 Brings Lasting Changes

When COVID-19 arrived in St. Clair County last March, most people sensed its potential to disrupt daily life. However, few people expected the scope to which we would all have to adjust to keep ourselves and our loved ones safe from the virus. This was true both in our home and our workplaces, and like other workplaces St. Clair County Community Mental Health (SCCCMH) had to make immediate changes. These changes included developing the ability to deliver services virtually through phone and video conferencing, implementing COVID-19 safety protocols at all our locations, increasing outreach to the community, and increasing our already extensive collaboration with community partners.

Within SCCCMMH, innovative solutions were needed to continue to provide uninterrupted assistance to those we serve. This included a massive investment in IT equipment and systems, which included deploying three hundred laptops with the ability to run video conferencing software, answer phone calls made to the person's desk phone, and access the same files available to them at work, allowing them to continue to perform remotely all their usual daily tasks. All of this was accomplished while also protecting peoples' personal and health information.

We also tripled the amount of rooms equipped with video conferencing equipment. This year, our total video calls saw an 841% increase and the total number of minutes saw a 1500% increase. Using video conferencing and phone contacts allowed our case managers, clinicians, peer supports and mental health assistants to continue to ensure individuals received therapeutic supports, med-

ications and other essential services they need to stay healthy and well.

At all our locations, Plexiglas shields went up where it was impossible for staff to work while social distancing, as well as between our receptionists and the public. Our Galley shut down throughout most of the last year. Visitors to our buildings were welcomed by greeters who checked their temperature and asked questions about their potential exposure to COVID-19. In-person care followed all COVID-19 guidelines. Staff implemented a regular and aggressive cleaning regimen, particularly in public areas.

To address community concerns, we implemented a COVID-19 Support Line that continues to allow anyone in the community experiencing anxiety, stress, depression or other mental health symptoms resulting from the COVID-19 crisis, to contact us to speak live one-on-one with a mental health professional. We also implemented a "text support" line as well as dedicated email address, Covid-19support@scccmh.org for people to contact us. We provided regular updates to the community via our Facebook page, where we continue to provide updates and information regarding the COVID-19 virus and positive habits to promote good mental health during times of crisis. On our website, we continue to have a dedicated page with links to COVID-19 information and resources. Weekly articles were contributed to The Times Herald and the Voice and interviews with Executive Director Deb Johnson conducted monthly on the Paul Miller show on WPHM, Paul Dingemon show on CTV community television, and Internet news station EBW-TV.

We coordinated with other community organizations, such as our county's first responders and medical professionals. Through our involvement with the St. Clair County Critical Incident Stress Management team, a COVID-19 specific Pandemic Response Team emerged that provided debriefings and support to critical workers. We were and remain a member of the St. Clair County Office of Homeland Security and Emergency Management team, representing mental health services. Through the county Community Services Coordinating Body, we assisted in the coordination of information and assistance throughout the county. Finally, when possible, we moved essential trainings to virtual events in lieu of cancelling them, such as the important Opioid and other Drugs Virtual Summit in September.

Even as a majority of staff worked from home, SCCCMMH continued to provide medication reviews, injections and other essential services face-to-face on an as-needed basis. Additionally, three of our critical teams, our Nursing staff, the Mobile Crisis Unit that provides crisis intervention services and our Assertive Community Treatment Team, which works with individuals requiring on-going intensive support, continued to provide face-to-face services throughout the pandemic.

At SCCCMMH, we hope to take the lessons learned during COVID-19 and use them to benefit those we serve, our community partners, and the public in the years to come. We are very proud of our staff, whose dedication, perseverance, and strength in the face of adversity ensured those who needed help continued to receive it.

Rights Champion of the Year

Mary Beth Fleury

The St. Clair County Community Mental Health (SCCCMH) Rights Champion of the Year award recognizes an individual for his or her extraordinary contributions to the Rights Protection System, which protects the human rights of individuals with mental illness, intellectual/developmental disabilities and substance use disorders. The 2020 SCCCMMH Rights Champion of the Year is Mary Beth Fleury of Life Skills Center Fort Gratiot Memory Care. The Memory Care Center provides integration therapies, movement opportunities, and personal care assistance to people with severe disabilities to increase their ability to participate in social, community, and work opportunities for up to six hours a day. This includes sensory programs to help individuals learn to tolerate noisy, bright, and busy environments, and, through special equipment, opportunities for wheelchair bound people to stand, stretch, sit and walk.

Mary Beth has been with the Memory Care Center for over 13 years. Her profound commitment to the needs of those served at the center is on display each and every day, as is her respect and advocacy for their autonomy and rights. For example, when the new Fort Gratiot location was renovated, she paid special attention that when the renovations were completed the facility would replicate the look and feel of the environment at the program's previous location. This ensured a seamless transition for individuals in the Memory Care program, whose diagnoses and mental health needs demand a stable environment. The empathy and care displayed in this instance is her daily hallmark.

When told of winning this award Mary Beth was quick to credit her team, saying "I am fortunate to be part of an amazing team of caring people who values kindness and treats everyone with dignity and respect. A team who supports and empowers individual(s) to realize their dreams, attain and set new goals, give back to and work in their communities, and promote wellness, no matter their age or season of life. It is truly inspiring."

About Mary Beth, Life Skills CEO David Wagner says, "We have been very fortunate to have Mary Beth join our team. Her dedication to those we serve and passion for her work is evident in everything that she does. It is a joy to have someone on our team who is such an incredible advocate."

In recognition of her outstanding commitment to defending the rights of those she serves so they can enjoy a fulfilling and meaningful life, the SCCCMMH Board of Directors is proud to name Mary Beth Fleury the 2020 SCCCMMH Rights Champion of the Year.

Rights Champion Team of the Year

Community Enterprises COVID-19 Support Team

The St. Clair County Community Mental Health (SCCCMH) Rights Champion Team of the Year award recognizes a team or organization for extraordinary contributions to the Rights Protection System, which protects the human rights of individuals with mental illness, intellectual/developmental disabilities and substance use disorders. In recognition of their commitment, innovation and flexibility throughout the pandemic, thereby ensuring support remained available to those using Community Enterprises' services, the Community Enterprises COVID-19 Support Team was named the 2020 SCCCMMH Rights Champion Team of the Year.

A private, non-profit organization, since 2011 Community Enterprises has been responsible for the operation of programs designed to assist adults with intellectual and developmental disabilities to better live, work,

achieve economic self-sufficiency, and engage fully in community life. These are critical services whose interruption could negatively affect those receiving Community Enterprise's services in a serious and lasting way. Throughout the disruptions caused by the pandemic, the Community Enterprises COVID-19 Support Team demonstrated a commitment to service excellence second to none. During Community Enterprises' 16-week shutdown, they went the extra mile by staying in regular contact with individuals normally served in-person at Community Enterprises by visiting people in their homes and routinely checking in to monitor their well-being, including often preparing and delivering "goodie" bags. This level of attention and contact to a dispersed group of people was an enormous challenge to a staff whose size was designed for a system that delivers many

services in a group setting. These actions demonstrated an extraordinary commitment to support the mental health needs of the individuals served by Community Enterprises when the traditional method of providing services was not an option.

The members of Community Enterprises COVID-19 Support Team are Amy Adams, Shelly Bailes, Ruth Faulkner, Melissa Landon, Caitlin Reynolds, Susan Rusch, Patty Shine, Ann Thornton, and Dawn Vertigan. In recognition of their devotion to the rights and welfare of those they serve, the SCCCMMH Board of Directors is proud to name the Community Enterprises COVID-19 Response Team the 2020 SCCCMMH Rights Champion Team of the Year.

Congratulations to all the members of this truly impressive team!

Employee of the Year

Mike Klemmer

Everyone knows somebody like Mike Klemmer. He's the guy who gets to work before everyone else and leaves only when he's satisfied everything is done for the day. He's the guy who, despite a work ethic second to none, never draws attention to himself. He's the guy who is unflappable - every challenge or complication greeted with a smile.

Mike began working at St. Clair County Community Mental Health (SCCCMH) in 1993 as an intern in the finance department where, for the next five years, he tracked financial information for group homes operated by SCCCMMH. He shares that he expected to retire from the Finance Department when, about 4 ½ years ago, an unexpected and exciting opportunity was offered to him - assuming leadership of the Facilities Department, which oversees the custodial, transportation, and maintenance needs of SCCCMMH locations and property.

Mike reports that when he found out he was Employee of the Year, "I thought there must be a mistake. I see it as a team award. The interaction between Facilities staff and staff in other departments increased greatly during the pandemic. This pushed Facilities staff outside their comfort zone but provided real integration between departments." Then he cited other staff, including our Nursing, Assertive Community Treatment, and Mobile Crisis Unit teams, all of whom continued to provide face-to-face services throughout the pandemic. Finally, he cited the work of the agency as a whole. "We should be proud how we handled things. We never closed down and we never stopped providing services."

Mike's modesty might lead those unaware of the scope of SCCCMMH's footprint in the county to think his is a relatively simple chore. In fact, it requires an amazing Facilities Supervisor. It requires someone with the ability to constantly multi-task and re-evaluate priorities to direct a finite number of staff, about twenty people, to do what seems like an infinite number of tasks presented by maintaining SCCCMMH's four locations, 17 Group Homes and a 55 vehicle fleet. It requires a person who can put the same attention and passion into caring for SCCCMMH facilities as he does for his own home. For example, while continuing to perform his regular duties in an exemplary manner, Mike oversaw the renovation of our Child and Family Services building that opened in November of 2019 and in 2020 managed special projects at our Port Huron main building, such as construction of 18 new offices, as well as Galley renovations. From last March to the present time he has also spearheaded our "on the ground" efforts to provide maximum COVID-19 protection to our staff and visitors, ensuring our buildings remained as clean and virus-free as possible. Mike is not just a great Facilities Supervisor. He is a great leader and co-worker.

For his phenomenal work ethic, positive attitude and exemplary leadership, the SCCCMMH Board of Directors is proud to name Mike Klemmer the 2020 SCCCMMH Employee of the Year.



Anchor Bay Middle School Student Wins Writing Contest Grand Prize

Megan Zultak, a seventh grade student from Anchor Bay Middle School North, was selected as the Grand Prize winner in the 14th annual St. Clair County Community Mental Health (SCCCMH) Middle School Writing Contest for her poetry entry “The Untold Truth.” In recognition of her accomplishment, she will receive a congratulatory ribbon and \$250 prize.

The annual writing contest is held to educate middle school students about, and to chip away at stigma associated with, mental health conditions.

All entries are original, individual pieces of writing from a middle school student, grades 6 – 8, residing in or attending school in St. Clair County. This year’s entries addressed the theme “Hope Lives Here.”

All contest winners will receive prizes for their accomplishments. The complete contest results are as follows (to the right):



Megan Zultak

GRAND PRIZE WINNER

GRAND PRIZE	Megan Zultak	Anchor Bay MS North
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FICTION

1st PLACE	Mackenzie Guzowksi	Marine City MS
2nd PLACE	Gwendolyn Day	Fort Gratiot MS
3rd PLACE	Megan Zultak	Anchor Bay MS North

NONFICTION

1st PLACE	Danielle Wilton	Marysville MS
2nd PLACE	Kylie Thrall	Holland Woods MS

POETRY

1st PLACE	Lillian Rutallie	Marysville MS
2nd PLACE	Aaron Watson	Holland Woods MS
3rd PLACE	Rebekah Adams	Fort Gratiot MS

The Untold Truth

By Megan Zultak » Grand Prize Winner, Anchor Bay Middle School North		
Hope Lives Here Hope is in the world around us In the glistening rainbow after a downpour In the blossoming spring flowers after an unbearable winter Hope nourishes life It is the aspiration to endure	Hope is when you push forward to experience the future It is the warmth when you eventually identify yourself When you feel accepted by yourself and others When you anticipate getting out of bed that morning	Hope begins when you seek to mend yourself When you learn to accept your scars When you aim to improve yourself and finally love yourself Hope is a new perspective Hope is new life Hope is the future

St. Clair High School Art Student Wins Best in Show

The artwork of Maria Zyjewski, a sophomore at St. Clair High School, was voted “Best in Show” in the 18th annual St. Clair County Community Mental Health (SCCCMH) High School Art Contest.

The annual art contest is held to educate high school students about, and to chip away at stigma associated with, mental health conditions.

The winning artwork is used to promote May as National Mental Health Month.

All artwork is the original, individual work of a high school student, grades 9 – 12, residing or attending school in St. Clair County. This year’s entries addressed the theme “Hope Lives Here.”

Maria will receive a congratulatory ribbon and \$350 prize. Her winning artwork is on the front page of this annual report, will be featured on billboards, on posters distributed to hundreds of agencies and businesses in St. Clair County, and permanently displayed at all SCCCMMH locations.

All contest winners will receive prizes for their accomplishments. The complete contest results are as follows:

BEST IN SHOW	Maria Zyjewski	St. Clair High School
1st PLACE	Teagan Georgia	Port Huron Northern HS
2nd PLACE	Elaina Bailey	Marysville HS
3rd PLACE	Daisi Dixon	Home / Middle College
Honorable Mention	Emma Jablinskey	St. Clair HS
Honorable Mention	Audrey Hollenbaugh	Marine City HS
Honorable Mention	Valerie Omell	Marysville HS
Honorable Mention	Megan Pracht	Yale HS
Honorable Mention	Natalie Pearl	Marysville HS
Honorable Mention	Amber Tetreau	Port Huron Northern HS



Maria Zyjewski

SCCCMH Annual Elementary School Bookmark Contest

Congratulations to all these winners!

Kindergarten	Sydney Poley	Immaculate Conception
First Grade	Avyrie Allen	Pine River Elementary
Second Grade	Audrey Poley	Immaculate Conception
Third Grade	Ally Roberts	Pine River Elementary
Fourth Grade	Rose Hill	Pine River Elementary
Fifth Grade	Sophie Drinkwine	Belle River Elementary

Students from area elementary schools participated in the fourth annual St. Clair County Community Mental Health (SCCCMH) Elementary School Bookmark Contest. Students were asked to create an original bookmark design, 2 inches wide by 6 inches long, around the theme of how being kind to others is important. One winner was selected from each grade level K-5. Winners were judged on originality, creativity, neatness, and printability. Each winner receives a certificate and \$25 gift card to Barnes & Noble. Winning bookmarks will be distributed to participating schools. The winners are (to the left):

Operations Team of the Year

Licensed Facility Care Team

Recovery, the process of improving mental and physical health to live a community based, self-directed life, is the goal of almost every individual who receives services from St. Clair County Community Mental Health (SCCCMH). However, the road to recovery varies for each individual, with some individuals needing more support than others. Sometimes, those in need of wide-ranging supports are targets of people who seek to exploit them – emotionally, financially, and even physically. Preventing this kind of exploitation is a major responsibility, recently one ably met by Tairan Malachi-Cooney, a St. Clair County Community Mental Health (SCCCMH) case manager, and Star Black, Ashley Perry, and Cassandra Spencer, staff members of a licensed facility, who worked together to avert a potentially disastrous situation.

Tairan discovered that an individual who receives SCCCMMH services was corresponding online with a person they had never met in person who claimed to live out of state. Details shared with Tairan raised concerns, which were shared with Star, Ashley, and Cassandra. The four formed a team to ensure the safety of the individual by providing the direction and support they needed. Later, when a large package addressed to the individual arrived at the licensed facility, it appeared to contain stolen merchandise, along with a note saying the sender would be visiting the individual soon. The licensed facility's staff members immediately contacted Tairan, who in turn contacted Adult Protective Services and law enforcement to alert them to the situation.

Several days later, the individual shared that the per-



(From left to right) Ashley Perry, Star Black, Cassandra Spencer & Tairan Malachi-Cooney.

son they were speaking with had promised to visit them that day. Tairan, Star, Ashley, and Cassandra continued to provide support to the individual while once again contacting Adult Protective Services and law enforcement. All the staff at the licensed facility were attentive to the individual throughout that day. Early the next morning, two men in a semi-truck arrived at the licensed facility and asked to see the individual. The li-

censed facility's staff members contacted law enforcement and an arrest followed. For their outstanding professionalism, dedication to the individuals they serve, and quick response in a challenging situation, the SCCCMMH Board of Directors is pleased to name Tairan, Star, Ashley, and Cassandra the 2020 SCCCMMH Operations Team of the Year. Thank you for all you do!

SCCCMH Administrative Team of the Year

Information Technology Department

Visitors to St. Clair County Community Mental Health (SCCCMH) can be forgiven if, when they think of SCCCMMH, just a few faces come to mind – staff who screen them at the door, the friendly receptionist who greets them inside, our case managers and clinicians who work every day to help people we serve reach their recovery goals. However, numerous administrative teams, such as our clerical and facilities staff, labor in the background to provide the support that ensures these people can do their jobs effectively. This was never more important than over the last year as we worked to ensure individuals continued to receive services. And in 2020, no other administrative team had as great an impact as our Information Technology (IT) Department - Dann Hayes, Shawn McGarvie, Mike Medrano, Tommy Rankin, and Pat Wells.

The COVID-19 pandemic presented challenges to all our staff this year, but none were forced to do as much

and as quickly without error and under constantly changing circumstances than our IT staff. After last March, as it became clear that the COVID-19 virus would require at least the remainder of 2020 to resolve, the members of our IT Department implemented a new technology vision that included ensuring SCCCMMH staff could work from home, thus allowing SCCCMMH to continue to provide critical services that had never been more important. In the course of a few months they provided over 30 phones to staff, deployed over 300 laptops, replaced over 200 iPads and set up a Virtual Private Network for all laptops. They were also instrumental in assisting staff in setting up a COVID support line with phone, text, and email options and they provided assistance in setting up a new website for the Community Services Coordinating Body, a critical source of help for people in the community during the pandemic. Furthermore, while taking on these daunting tasks, they continued to respond to rou-

tine user needs, ensure high uptime, a stable network, and efficient execution of all other projects. About the IT team, IT Director Dann Hayes said: "This IT team is a small but solid group. We all come from varying experiences and backgrounds that all seem to complement each other. This past year everyone in the world was met with challenges due to the pandemic. This team certainly had our fair share of challenges as well. Without their dedication, work ethic, and expertise, our agency would have had a difficult time providing services during the past year. I'm always very proud of this crew and all they accomplish." For their dedication in ensuring our mission of helping those in need continued without interruption, the SCCCMMH Board of Directors is pleased to name the Information Technology Department the 2020 SCCCMMH Administrative Team of the Year. Thank you Dann, Shawn, Mike, Tommy and Pat!



(From left to right) Shawn McGarvie, Pat Wells, Tommy Rankin, Mike Medrano & IT Director Dann Hayes.

Paying It Forward

Cindy Lee

No two person's recovery journeys are the same. The path each person takes is as singular as they are, a combination of their temperament and experience. However, each share at least one feature: there was a moment when they decided they would assume responsibility for their own recovery. For Cindy Lee, that moment came after nearly a decade with mental health and substance use disorder challenges. Losing her mother at eleven, she became anxious and depressed and compensated by experimenting with both liquor and marijuana in her early adolescence. After self-medicating throughout her teenage years, in her early 20s she was diagnosed with Major Depression, Borderline Personality Disorder, and PTSD. She shares that her 20s were spent in self-destructive behaviors. But then, in her 30s, after ending a harmful relationship and finding herself homeless, she moved back to the Blue Water area. And when she did, she made the simultaneous decision to accept services at St. Clair County Community Mental Health (SCCCMH).

At that time, she also began attending Alcoholics Anonymous and recovery meetings. AA provided her the skills, support and fellowship to stop drinking. As a result, her last drink was 17 years ago. Dialectical Behavioral Therapy classes at SCCCMMH were instrumental in helping her manage painful emotions and improve her ability to seek and maintain meaningful relationships. To-

day, her life is transformed. She has many strong relationships and a powerfully positive impact on her community.

Cindy is always ready to champion the rights of others to be fully accepted members of the community, stepping forward to have sometimes uncomfortable but necessary conversations to promote her rights and the rights of others. Since the beginning of the pandemic, she has encouraged her friends to engage in social situations safely. At her suggestion, SCCCMMH filmed a video to demonstrate the process for safe entry into our buildings. Cindy was spokesperson in the video, where her good-natured attitude and matter-of-fact acceptance of the many necessary changes empowered and encouraged others to join her in returning to SCCCMMH for on-site services and safe meetings.

"You have to believe in yourself," Cindy explains. "Once you do that you can help other people believe in themselves." She explains that her goal is to be helpful to others and she has achieved this goal through her ability to provide a message of caution and encouragement to others as they continue to work on their recoveries during these unusual times.

Cindy is the classic example of someone who, having overcome their own challenges, "pays it forward," to help others overcome their challenges. Thank you for sharing your recovery story Cindy!



Community Service Award

Justin Westmiller

Anyone can hold the helm when the sea is calm. True leaders guide their ship through the storm. In the midst of the tempest, they simultaneously process countless pieces of complex information that they simplify for others without any loss of meaning. True leaders adapt to changing circumstances, are accessible, provide encouragement, demonstrate honesty and integrity, and when the immediate crisis is past they continue to work quietly behind the scenes, guiding the recovery and rebuilding process. They understand they are only as effective as the people with whom they surround themselves. Since last March, when the first COVID-19 case was reported here in St. Clair County, our community has been blessed to have such a leader help guide us through this particular storm. That leader is Justin Westmiller.

Justin has served as the Director of St. Clair County Homeland Security and Emergency Management since February of 2019. He brought a wealth of experience to the office, including a 20-year career in the United States Coast Guard that ended with the former Lt. Commander managing the day-to-day operations of the Coast Guard's National Search and Rescue School, and work as a consultant for several national businesses that focus on incident management and emergency management services. In addition to his experience, he brought a love for the Blue Water area to the position. Justin grew up in St. Clair and though he served his country for two decades, in many ways he never left, serving four deployments in the area and even buying a home here in 2003.

Many people are unfamiliar with St. Clair County's Of-



fice of Homeland Security and Emergency Management and what it does. In 1976, the Michigan Emergency Management Act required each county to appoint an emergency management coordinator. After 9/11, the Office of Emergency Management also became the coordinating arm for Homeland Security within our county, forming the Office of Homeland Security and Emergency Manage-

ment, responsible for dealing with all aspects of natural or man-made disasters that might affect St. Clair County, including coordinating the recovery efforts following a disaster. Under Justin's direction, this means assessing hazards and preparing plans to minimize risk to people and property, coordinating responses with public safety officials and private companies, organizing emergency response training programs, ensuring resources and equipment within our community are shared when necessary, and reviewing emergency plans of individual organizations such as medical facilities.

In the best tradition of his office, throughout the pandemic Justin has efficiently and effectively brought together key players to ensure a collaborative, coordinated, and comprehensive countywide response to the COVID-19 pandemic. Thanks to Justin, accurate information was made available to the public on a regular basis and guidance to employers and organizations in the area helped guarantee timely and appropriate adoption of all COVID-19 measures. It is not a reach to say that, thanks to his leadership, lives in St. Clair County were saved that otherwise would have been lost to the COVID-19 virus.

In recognition of his outstanding leadership and in appreciation of his superior performance while guiding St. Clair County in its efforts to control the spread of the COVID-19 virus, the St. Clair County Community Mental Health (SCCCMH) Board of Directors is proud to name Director of Homeland Security and Emergency Management Justin Westmiller the 2020 SCCCMMH Community Award winner.

Communications Awareness Award

The Blue Water Area Chamber of Commerce

Rarely has there been instances when timely and effective communication was as important as it was over the last year, when our local community and the nation struggled to maintain as normal a life as possible while also responding responsibly to COVID-19. Communicating information quickly and efficiently about the virus has been and continues to be literally a matter of life and death. Among those on the frontline of combatting the virus are businesses and community organizations, who have a responsibility not only to their employees but the public as well. It is vital that they receive accurate and helpful information about how to continue to operate in a safe and productive way.

Here in St. Clair County, the Blue Water Area Chamber of Commerce played a critical role in this regard. By conveying timely and accurate health information about how to combat the spread of the virus among staff and customers, their COVID-19 communications campaign proved enormously helpful to area businesses and organizations, mitigating the economic impact of COVID-19 on them and our region. This was accomplished in part by providing direction for small business support and relief. It is worthwhile to note that, in part through their efforts, St. Clair County continued to see investment and job creation in 2020 despite the pandemic.

They also provided valuable information to area residents, who were able to find out what businesses were open, what safety procedures were in place at a particular business or organization, who offered shipping or curbside service, and information on food or utility access for those in need. Collecting, verifying, and creating this content was an enormous task and its specificity for businesses and community organizations cannot be overstated.

Upon learning of the award, Thelma Castillo, chamber President and CEO, said, "The Chamber is very honored to be recognized by St. Clair County Community Mental



(From left to right) Deidre Kelly, Thelma Castillo, Deb Johnson and Joyce Doyle.

Health for all the work that the Chamber has done this past year in communicating relevant and informative information to our members and to the public. Thank you St. Clair County Community Mental Health for awarding the Communications Awareness Award to the Blue Water Area Chamber."

For their past and ongoing efforts to provide critical

information to area businesses and organizations, thus helping to ensure our community emerges as economically healthy after the pandemic as before, the Board of Directors of St. Clair County Community Mental Health (SCCCMH) are proud to name the Blue Water Area Chamber of Commerce the 2020 SCCCMMH Communications Awareness Award winner.

There is Always Hope

Thomas Peltier

Alcoholism is a disease that does not stay in place, hitting a certain stage and then leveling off. It always keeps moving, dragging its victim down physically, mentally, morally and spiritually. For those with the disease of alcoholism, it is an almost universal truth that before things get better they have to get worse, often “hitting bottom,” the place an alcoholic has to reach before he or she can finally admit they have a problem and reach out for help. For Thomas Peltier, that moment came in 2017, when his addiction forced his hospitalization twice in three months, during which time he was suicidal and despaired of ever being able to stop drinking.

When Thomas was released from the hospital the second time, he weighed only 129 pounds, had very high blood pressure, as well as other considerable physical health challenges. It was at that time that he began receiving both St. Clair County Community Mental Health (SCCCMH) services and attending Alcoholics Anonymous meetings.

He credits this combination, SCCCMMH and AA, for saving his life. But those who know him know there were two other forces at work. The first is his deep and abiding faith in a Higher Power and the second is his personal dedication to his recovery.

Over the last four years, Thomas learned and internalized several lessons. He recognized that he couldn't control what happened around him, but he could control what was within him. He learned that his faith was bigger than his fears. He learned that instead of changing his goals to match his behaviors he could change his behavior to match his goals. And he accepted that he deserved success as much as anyone else. During COVID-19, concerned for those for whom AA meetings were a significant part of their recovery, Thomas started a daily AA meeting via Zoom that now meets seven days a week, with Thomas serving as chair three days a week, while he also serves as chair for two in-person meetings. His initiative in providing this on-line opportunity helped



“

“I know I’ve been given a second chance at life. People need to know that recovery does not happen overnight. It is a process. You have to be patient with yourself. But get engaged now. There is so much help at CMH. There is always hope.”

”

- Thomas Peltier

many continue their recovery successfully and it provided the fellowship necessary to counter COVID-19 imposed isolation.

Recently, Thomas experienced the twin griefs of losing his father in October and his mother in February. However, through his faith, the strength and confidence he built during his recovery journey, and the support of AA and SCCCMMH, he weathered that heartache.

When asked about his recovery journey and what he tells others in a similar situation to his own he said, “I

know I’ve been given a second chance at life. People need to know that recovery does not happen overnight. It is a process. You have to be patient with yourself. But get engaged now. There is so much help at CMH. There is always hope. There is always hope to enjoy life.” Thank you for sharing your recovery story Thomas!

SCCCMMH SUD Only Program Sees Huge Increase in Participation

“He’s a drunk.” “She’s a junkie.” The words are as cruel as they are misguided; reducing a father, mother, brother, sister, son, daughter, friend, neighbor, and co-worker into a single punishing adjective. The continued use of these words stems from continued misperceptions about the nature of alcoholism, drug addiction, and other Substance Use Disorders (SUD). These misperceptions include the notions that an individual with SUD is weak, or selfish, or doesn’t really want to quit. Of course, nothing could be further from the truth.

In fact, people with SUD suffer from a long-lasting and complex brain disease that compels its victims to crave and consume alcohol, drugs, and other dangerous substances. The brain physically changes as the length of the addiction continues and the amount of substances used increases, often destroying key regions of the brain such as the prefrontal cortex, which is the part of the brain that helps a person decide if the possible consequences of an action are worth it. Thus, the use of these substances negatively impacts their decision-making abilities, leading them to lose control over their actions. The result is often damaged family relationships, broken friendships, lost jobs, and an almost crippling sense of guilt and shame. The disease, not bad intentions or a lack of willpower, is responsible for the per-

son’s behavior.

The prevalence of SUD is such that most people know someone affected by this condition. According to the Centers for Disease Control (CDC), one in eight American adults, or 12.7% of the U.S. population, now meets diagnostic criteria for alcohol use disorder and the percent of persons aged 18 years and older who consume illicit drugs monthly is 11.7%. The CDC estimates more than 23 million adults in the United States have struggled with SUD.

Of these 23 million adults with SUD, approximately 38% also have a mental illness. At St. Clair County Community Mental Health, we have always been able to offer services to these individuals with mental illness who have a “co-occurring” SUD diagnosis. Recently, by achieving the designation of a Certified Community Behavioral Health Clinic (CCBHC) with its additional funding, St. Clair County Community Mental Health (SCCCMMH) was able to establish an SUD Only program for people with SUD but not a mental illness as well.

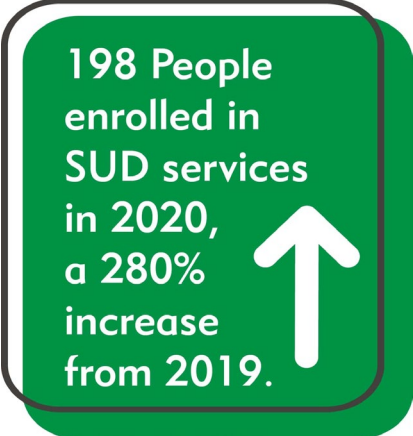
For admittance into the SUD Only Program, individuals must be eighteen years old or older, cannot meet other criteria, such as a co-occurring mental illness or intellectual / developmental disability, and must also be actively experiencing SUD or only recently stopped using sub-

stances. Ability to pay is not a criterion for admittance into the program. A diagnosis of SUD is reached through an assessment with one of our four Certified Addiction Counselors. Some people receiving treatment are using several substances, with the most common being alcohol, opioid, methamphetamines, and cannabis.

Together, our Certified Addiction Counselors and a full-time Recovery Coach create treatment programs tailored to the needs of each individual, which include a combination of psychiatric services, individual therapy, recovery coaching, participation in recovery groups, and a SCCCMMH-sponsored 12-step program. They can also access other SCCCMMH classes and programs such as job training, job placement, an exercise and wellness program and personal improvement classes. There is no time limit on participation in the program, but when they are ready a transition and aftercare program will be created for them.

With funding received as part of the CCBHC grant in late 2018, the program was up and running in 2019. The first year saw a total of 52 participants. In 2020, despite the challenges caused by COVID-19, we saw an almost four-fold increase to 198 participants. Throughout this difficult period we continued to maintain in-office, person-to-person contact between the Certified Addiction Counselors and program participants who preferred face-to-face contact.

We are pleased that through this new SUD Only program we can provide an opportunity for those in the Blue Water area with SUD to live a healthy, meaningful life. We salute each and every person working on their recovery journey!



Organization of the Year Award

St. Clair County Health Department

Imagine a world without reliably clean drinking water, where access to safe and healthy food is uncertain, where restaurants and food vendors operate without any oversight, where people continue to smoke in public venues, and no one tracks, investigates, and stop diseases and other public health threats. Here in St. Clair County, this world exists only in the imagination, thanks to the St. Clair County Health Department’s (SCCHD) six decades of dedicated service to the people of St. Clair County.

The central role the SCCHD plays in the well-being of our community has never been as front and center as it has been over the last year. Since last March, SCCHD staff have spearheaded the countywide response to the COVID-19 pandemic. Indeed, from even before doctors diagnosed the first case of COVID-19 in St. Clair County, they were already laying the groundwork to make a decisive difference in controlling the spread of the virus in our community. Simply put, no other health care organization had the combination of talent, know-how, flexibility, understanding of our community, and geographic reach to lead our community’s response to COVID-19.

Throughout the pandemic, the SCCHD was the clearinghouse for timely and reliable information about COVID-19 in our community. Their regular COVID-19 updates on multiple communications platforms continues to inform thousands of area residents. By providing regular COVID-19 testing and antibody testing, by offering regular vaccinations and vaccination clinics, by tracking reported cases for contact tracing and tracking trends on how COVID-19 is being spread in our community and

then warning the public about potential COVID-19 exposure sites, the SCCHD has helped impede the spread of the virus, achieving its mission of preventing disease, prolonging life, and promoting public health.

SCCHD Medical Health Officer Dr. Annette Mercatante shares that their response was based on much pandemic planning over the years. “We knew this was coming at some point,” she explains. “Pandemics like this occur regularly every 70 to 100 years.” However, no amount of planning could prepare people on the frontlines of fighting COVID 19’s spread for the physical and emotional toll it would take, and this includes the over 100 employees of the SCCHD. Still, throughout the pandemic their commitment to the people of St. Clair County has never wavered. “I am forever indebted for their tireless and devoted work,” Dr. Mercatante says. “They have worked many, many hours and they’ve never given up.” To help them continue their mission, Dr. Mercatante encourages everyone in St. Clair County to continue to follow COVID-19 guidelines and be vaccinated. “We know it’s hard to do month after month,” she explains. “But we are all in this together and together we will get through it.”

While many people are now familiar with the SCCHD’s COVID-19 related work, many more remain unaware of its contributions across the length and breadth of St. Clair County. Its services include a wide range of vaccines for those under eighteen years of age, including polio, measles, and the mumps. Children with a chronic, disabling or terminal illness can receive a comprehensive

set of services, including medical specialist or clinic visits, laboratory, diagnostic and x-ray exams, hospital inpatient, outpatient and surgery, and even medical supplies / equipment and home care visits. Another service offered to infants and children include free hearing and vision screening. Pregnant women can receive nursing, nutrition and social work support. The WIC program, administered by SCCHD, provides pregnant and postpartum women and children up to age 5 access to healthy food, nutrition education, breastfeeding support and community referrals. Their Teen Health Center provides primary care, preventative care, comprehensive health assessment, vision and hearing screenings, medication, immunizations, care for acute illness, management of chronic illness, health education, and behavioral and/or developmental screenings. The Environmental Health Services the SCCHD provides are no less critical, inspecting area restaurants, protecting our county’s ground and surface water, and guaranteeing our homes and places of business are free of lead, mold, asbestos and other dangerous substances. (To learn about all the services provided by the SCCHD, visit their website at scchealth.co.)

In recognition of the SCCHD’s staff’s outstanding efforts and decisive contributions in helping to stem the tide of COVID-19 in our community, and for continuing three generations of dedicated service to our community, the St. Clair County Community Mental Health (SCCCMH) Board of Directors is proud to name the St. Clair County Health Department the 2020 SCCCMMH Organization of the Year.

2020 St. Clair County Community Mental Health Board of Directors

Officers
Nancy Thomson, *Chairperson*
Julie Jowett-Lee, *Vice Chairperson*
Lori Ames, *Secretary/Treasurer*

General Membership
Steve Armstrong
Jackie Bligh
Anthony Essian
Martha Partipilo
Mark Paulus
Chief Joe Platzer
Edwin J. Priemer
Ed Rieves
Kyle Schieweck
Antoinette Tucker
Sue White

2020 Advisory Council

Officers
Nancy Thomson, *Chairperson*

General Membership
Barbara Belkiewicz
Lisa Clark
Lawrence Doherty
Cheryl Lafrance
Nancy Levitt
Lisa Murphy
Richard Parker
Martha Partipilo
Mark Paulus
Cynthia Raymo
Ed Rieves
Erin Rusch
Amy Sanderson
Antoinette Tucker

2020 Recipient Rights Advisory Committee

Officers
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Lori Ames, *Vice Chairperson*

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Georgina Day
Barbara Deegan
John Duddy
Julie Jowett-Lee
Rosella Mirabelli
Jo Ann Wilton

2020 St. Clair County Board of Commissioners

Jeffrey L. Bohm <i>District 5, Chairperson</i>	Duke Dunn <i>District 4</i>
Greg McConnell <i>District 1</i>	David Rushing <i>District 5</i>
Jorja Baldwin <i>District 2</i>	Dave Vandenbossch <i>District 6</i>
Lisa Beedon <i>District 3</i>	

2020 St. Clair County Community Mental Health Management Team

Debra B. Johnson, MSA <i>Executive Director</i>	Karen A. Farr, CPA <i>Finance Director</i>
Mohammad Saeed, M.D. <i>Medical Director</i>	Dann Hayes, BS, A+ <i>Information Technology Director</i>
Tracey Pingitore, MM <i>Associate Director of Administration</i>	Michelle Measel-Morris, MA, MA, PhD <i>Support Services Director</i>
Kathleen Gallagher, LMSW <i>Program Director</i>	

ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH PROGRAM OPERATIONS REVENUE & EXPENSES FOR THE FISCAL YEAR 2020

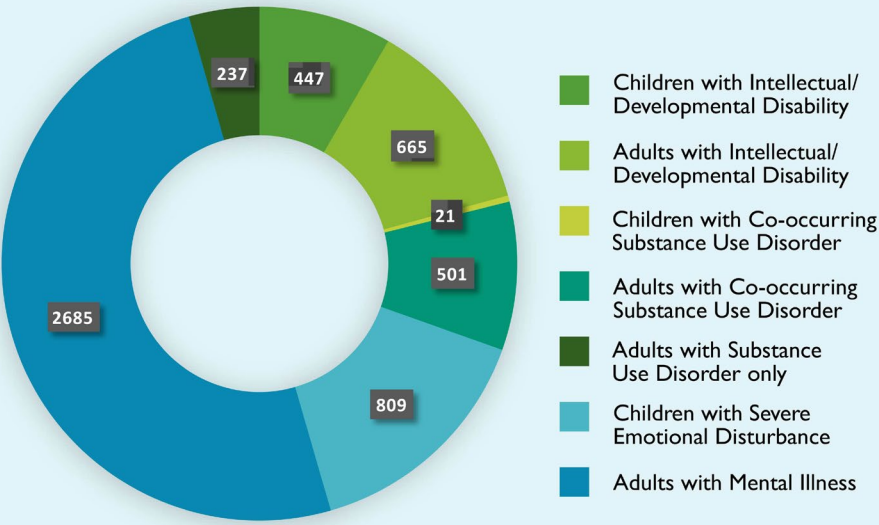
Revenue	
Medicaid	\$ 52,088,061
Healthy Michigan Plan	\$ 5,618,860
General Fund	\$ 1,530,642
Local Funds	\$ 1,275,714
Other	\$ 5,658,700
Total Revenue	\$ 66,171,977

Expenses	
Developmental Disabilities	\$ 36,849,320
Mental Illness-Adult	\$ 16,565,156
Mental Illness-Children	\$ 5,689,845
Other	\$ 5,721,610
St. Clair Share of Managed Care Administration	\$ 686,574
St. Clair Share of PIHP Delegated Administration	\$ 493,675
TOTAL Expenses	\$ 66,006,180

Net Revenue in Excess of Expenses	\$ 165,797
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CMH Fund Balance Increase:	
General Fund Services Surplus - Carryforward	\$ 370
Local Funds Surplus	\$ 165,427
Net Revenue in Excess of Expenses	\$ 165,797

Total Persons Served in FY 2020: 4,321



Customer Satisfaction Survey



COMMUNITY IMPACT

2020 by the Numbers

