

2022 ANNUAL REPORT TO THE COMMUNITY



NORTH COUNTRY
COMMUNITY MENTAL HEALTH

ANTRIM | CHARLEVOIX | CHEBOYGAN | EMMET | KALKASKA | OTSEGO

To Our Community

We are pleased to present the North County Community Mental Health (NCCMH) Fiscal Year 2022 Annual Report. This report highlights the achievements, challenges, and ongoing efforts of our dedicated team in providing quality mental health services to the community.

In this report, you will find a comprehensive overview of our funding, including the number of clients served, highlights of services provided, and personal stories of hope and recovery. You will also learn about the various programs and initiatives we have launched to address the unique mental health needs of our community, including those related to the COVID-19 pandemic.

We are proud to report that despite continued workforce challenges, the unanticipated relocation of our Kankaska office and the return to more normal operations after COVID, our team has remained committed to providing the highest quality behavioral health care possible. We have adapted our services to meet the changing needs of our clients and leveraged new technologies to ensure access.

We are grateful for the support of our community partners, funders, and stakeholders, who have helped us to achieve our mission of promoting mental health and wellness in the North Country. We look forward to continuing to work together to improve the mental health of our community in the years to come.

Thank you for your ongoing support, and please do not hesitate to reach out to us if you have any questions or feedback on the FY22 Annual Report.

Sincerely,
Brian Babbitt and Ed Ginop

Linked through Leadership

Our Board of Directors Chair and Executive Team provide leadership focused on accomplishing the core mission of NCCMH.



Ed Ginop
Board Chair



Brian Babbitt
Chief Executive
Officer



Kim Rappleyea
Chief Operating
Officer



Amy Christie
Chief Clinical
Officer



Joseph Balberde
Chief Information
Officer



Ann Friend
Chief Financial
Officer

2022 BOARD MEMBERS

ANTRIM COUNTY

Caroline Loper
Christian Marcus
Gary Knapp

CHARLEVOIX COUNTY

Robert Draves
Dennis Priess
Allen Telgenhof

CHEBOYGAN COUNTY

Robert Boyd
Edward Ginop, Board Chair
Michael Newman

EMMET COUNTY

Karla Sherman, Vice Chair
David White

KALKASKA COUNTY

Katina Banko
Sr. Augusta Stratz

OTSEGO COUNTY

Ron Iseler
Paul L. Liss

MISSION

To provide behavioral health services that inspire hope and promote recovery, resilience, and wellness to eligible residents.

VISION

All community members will have responsive high quality integrated health care leading to a fulfilled life.

OUR VALUES

RESPECT

We treat everyone – people we serve, providers, fellow staff members, and community partners – with the highest level of dignity, honor and respect.

INTEGRITY

We will consistently do the right thing by maintaining an ethical culture and unified workplace.

CLIENT CENTERED

Our care will be delivered by respecting individuals' preferences. Every decision will consider the value it adds to services for persons served.

EXCELLENCE IN PRACTICE

Excellence will be apparent in all that we do. We provide the highest level of service to promote recovery and quality of life through evidence-based and innovative practices. We produce outcomes that exceed expectations.



2022 Highlights

- NCCMH was awarded \$151,663 in Mental Health Block Grant funds through the Michigan Department of Health and Human Services (MDHHS) allowing for services to be provided by **Criminal Justice Liaisons** (CJL) to the county-based jails. The role of the CJL is to provide a non-emergent mental health contact to any inmate in a facility that requests a visit, or to any inmate that is identified by jail staff as being in need. In 2022, our CJLs provided 1227 mental health contacts to 330 unique individuals. These included both emergency services interventions and jail contact requests. The CJLs, along with the Emergency Services staff, provide emergency care and screening for inmates experiencing a mental health crisis. Staff will continue to link inmates to behavioral health and social services in the community to support their successful reentry into their communities.

In addition, NCCMH continues to promote and support **Stepping Up**, which is a national initiative to reduce the number of people with mental illness in jails. The Stepping Up initiative is now active in Charlevoix, Cheboygan, Antrim, and Emmet Counties. Otsego County is in the action phase of data collection, and Kalkaska is in the planning stages.

- In 2022, NCCMH received a Mental Health Block Grant through MDHHS totaling \$75,277 for **housing support services**. These funds were specifically for CMH clients and families who were experiencing homelessness, or at-risk of homelessness, and have been diagnosed with a serious mental illness. Independent housing and transitional housing services were provided to 11 individuals in Charlevoix, Cheboygan, Emmet, and Otsego Counties.
- NCCMH applied for and was awarded a Technology Based Recovery Support block grant totaling \$132,800. This grant provides NCCMH with the capability to subscribe to the **myStrength health and wellness application**. The app can benefit everyone in the community, and is an evidence-based, self-help resource that is available 24/7 in the privacy of your own home. The app is loaded with engaging content and videos, tips that people can immediately put to use about stress, anxiety, depression, and issues such as early parenting, chronic pain, insomnia, and much more.

NCCMH continues to provide trainings to community partners and schools and develop marketing materials such as radio and television spots to promote the app. Over 725 individuals are enrolled and using myStrength. For your free account, download the app or access it through www.norcocmh.org. **The free access code is NCCMHcomm.**

- NCCMH is partnering with Pine Rest Christian Health Services Child and Adolescent Psychiatry Fellowship program to help train second year child and adolescent doctors of psychiatry. The program provides excellent practice for the doctors and increases access to child and adolescent psychiatric services in our rural area.

A HELPING HAND: **CLIENT SPECIAL NEEDS FUND**

Our priority is helping people achieve their treatment goals and goals are as varied as the individuals we serve, such as managing symptoms of depression or anxiety; obtaining and maintaining employment; living as independently as possible; furthering their education; or improving their physical health. Often, this requires goods or services that can't be purchased with public funds—things like textbooks, special work clothes, rent deposit, emergency travel or car repairs to name a few.

Fund raising events and private donations for the Client Special Needs Fund provides the financial support for these endeavors. A special thanks to Calvary Lutheran Church, Knights of Columbus, and several individuals and others who contributed a total of \$9,092 to the Client Special Needs Fund this year. You make a difference in someone's life!

**You can make a donation to the
Client Special Needs Fund through
PayPal, using this link:
[I Want To Donate \(https://bit.ly/3sauXpk\)](https://bit.ly/3sauXpk).**



CARF ACCREDITED SERVICES

- **Assertive Community Treatment** – Mental Health (Adults)
- **Case Management/Services Coordination** – Mental Health (Adults)
- **Case Management/Services Coordination** – Mental Health (Children and Adolescents)
- **Community Integration** – Mental Health (Adults)
- **Crisis Intervention** – Mental Health (Adults)
- **Crisis Intervention** – Mental Health (Children and Adolescents)
- **Outpatient Treatment** – Mental Health (Adults)
- **Outpatient Treatment** – Mental Health (Children and Adolescents)

Choosing CARF-accredited programs assures you that the organization's services have met consumer-focused, state-of-the-art national standards, and the organization is focused on assisting each person in achieving his or her chosen goals and outcomes.



TRANSFORMATIVE JOURNEYS

towards recovery, resilience, wellness and hope

We are thrilled to present a collection of success stories that highlight the profound impact of our organization's comprehensive support on the lives of individuals we are privileged to serve. These stories demonstrate the transformative journeys towards improved mental well-being, physical health, independence, resilience, and stability. Through the collaborative efforts of our dedicated teams and the determination of people we serve, we have witnessed remarkable achievements and empowered individuals to overcome challenges and embrace brighter futures.

BRADLY: Journey to Improved Health and Overall Well-being through the HATCH Program

Bradly's remarkable success story showcases the potential of the Holistic Approach to Coordinated Healthcare (HATCH) program to transform lives. Seeking our support in December 2021 after a severe panic attack, Bradly embarked on a path towards better overall well-being. With therapy services and the assistance of a dedicated supports coordinator, Bradly worked towards his goals while applying for income and food assistance and other financial resources. When faced with excruciating and debilitating tooth pain and infection in April 2022, his supports coordinator and the HATCH program team collaborated to help him get services he was not able to afford locally. The HATCH Community Health Worker (CHW) facilitated Bradly's treatment at the University of Michigan and coordinated transportation, payment arrangements, and other details. Despite initial setbacks, the CHW's unwavering support and advocacy led to successful extractions, leading Bradly to experience improved oral health and express immense gratitude for the transformation he achieved. He is able to eat solid foods again and his weight is almost back to a healthy level. "I feel much better now, and thank you!"

CHARLIE: Overcoming Mental Health Challenges through Collaboration

Charlie's success story is a testament to the power of collaboration in addressing mental health challenges. At just fifteen years old, Charlie confronted significant emotional turmoil, including witnessing the death of his grandmother with whom he was close, which led to depression, persistent thoughts of suicide and self-harm, inability to attend school, and trips to the emergency room. His family sought therapy for him at North Country. Charlie's journey involved a collaborative approach with his primary doctor, our psychiatry department, the school, and, most importantly, Charlie himself. Through medication management and therapy, Charlie learned effective coping mechanisms to manage his anxiety, enabling him to return to education with extra support and smaller classes at the school, rejoin extracurricular activities, and secure a summer job. Charlie's story emphasizes the importance of collective effort in supporting mental well-being and highlights his remarkable growth and resilience. There wasn't a single solution to Charlie's mental health crisis—it truly does take a village.

AARON: Journey to Independence and Emotional Stability

After a traumatic and less than stable childhood, Aaron came to North Country after being discharged from jail at age 25. Navigating a number of challenges, including both intellectual and developmental disability and mental illness diagnoses, Aaron also did not have many of the living skills to live independently and struggled to manage his emotions, which often led to outbursts. Engaging in outpatient therapy and medication management, Aaron confronted past traumas, acquired essential life skills, strengthened his coping techniques, and learned to practice self-advocacy. Transitioning to an adult foster care home and receiving support from The Bergmann Center further enhanced Aaron's independent living abilities. Today, Aaron proudly resides in his own apartment, demonstrating resilience and expressing deep gratitude for the unwavering support of North Country staff, who empowered him to live a largely independent lifestyle. "Everyone at North Country has my back, and because of them I can live on my own."



DAWN: Empowerment and Stability through Comprehensive Support

Seeking refuge from a toxic living environment, Dawn found solace through our organization's support. North Country staff swiftly assisted Dawn in securing safe housing and provided invaluable therapy services. Additionally, our team facilitated her transition to a new primary care physician, connected her with supportive programs like Tip of the Mitt and the HATCH program, and equipped her with tools to manage anxiety. Dawn's progress over the past two years is a testament to her resilience and the compassionate support of North Country staff, highlighting the effectiveness of a comprehensive support system.

TYLER: Reclaiming Life and Finding Hope after Mental Health Struggles

Tyler's journey has been defined by a series of mental health struggles, with numerous misdiagnoses and a lack of proper care. He reached a breaking point when he cut off contact with mental health professionals and medications for six months and moved out of state. Recognizing the severity of the situation, Tyler's family helped him return to Michigan. Determined to regain control of his life, Tyler sought counseling, mental health services, and medication assistance from North Country. It turned out to be a turning point for him, describing it as "the best experience thus far." The compassionate and accommodating approach of North Country made a big impact on Tyler and his family. According to his grandmother, that he calls Mom (pictured with him in the photo), North Country staff went above and beyond to meet Tyler's unique needs, showing genuine dedication and even wearing a top hat during their interactions to honor Tyler's interest in the blacksmithing era. North Country facilitated connections with the right professionals, helped him secure a part-time job, and instilled a sense of purpose and hope in Tyler's life. With the support of North Country and appropriate medication, Tyler has gained a newfound sense of control over his life. He has learned to manage his anger and temper more effectively, transforming what was once a dark place marked by thoughts of suicide into a life he loves. Tyler's progress has been significant. He continues to receive case management and psychiatric support but with much less frequency than before. "I feel better than I have in a long time."



EBONI: Finding Solace and Support Leads to Positive Change

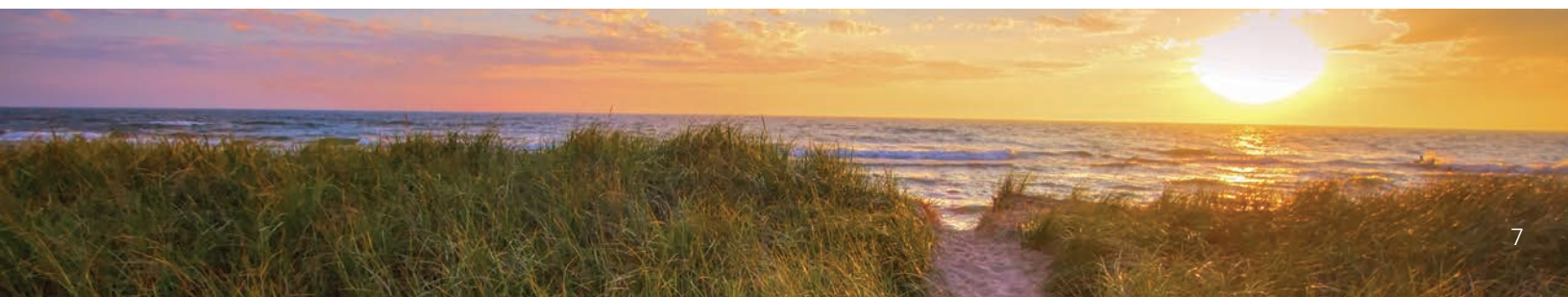
Eboni, a first-time mother of twins, was overwhelmed, struggling with postpartum depression, and feeling disconnected from her babies. She enrolled in North Country's Infant Mental Health (IMH) program and faced further personal losses that took an even greater toll on her mental health. Recognizing the need for additional support, Eboni reached out for help, and her IMH therapist advocated for her to work with our health services team. The Kalkaska team worked together to prioritize her need with psychiatry, and she began seeing one of our medical practitioners. After starting medication, Eboni noticed a significant improvement in her mental health. She has been working to process how her experiences when she was young impact the way that she parents. She has identified ways to help her children have a different life than she had. Eboni now feels connected to her babies and has gained a great deal of confidence in her abilities as a parent. She has also begun setting boundaries in other areas of her life, has enrolled in school, and has started a business. Eboni is working hard to create a life that allows herself and her children to thrive. We celebrate Eboni's determination and commend her on her remarkable achievements. Through her story, we hope to inspire others to seek support, embrace change, and build lives that allow them and their loved ones to flourish.

ASHLEY: Embracing Growth, Healing, and Love after Overcoming Adversity

Ashley was not in a good place mentally or emotionally, struggling with the past. However, an unexpected eviction turned out to be a blessing in disguise. At the suggestion of her case worker, Ashley decided to relocate to Petoskey and secured a place at Bridge Street apartments. Stepping out of her comfort zone, she also decided to give the Clubhouse a try. Ever since, Ashley has been on a slow and steady journey to reclaim her life. Learning new skills empowered Ashley and restored her sense of capability. One significant milestone in her journey has been attaining sobriety, a realization that took time but became a driving force for personal growth. Through her involvement with the Clubhouse, Ashley discovered the importance of human connection and the healing power it holds. She recognized the need to be more active outside her home and learned that she is not a bad person but someone deserving of love and happiness. In an unexpected twist, at Clubhouse Ashley also found love and became engaged to her fiancé, who has been an additional source of happiness and support in her life. Attending Talking Circle, a local spiritual recovery support group, has also played a crucial role in Ashley's healing journey. Through determination and courage, Ashley has emerged stronger. She looks forward to her upcoming wedding and embraces the future with enthusiasm and excitement.



These stories encapsulate the essence of our mission to provide behavioral health services that inspire hope and promote recovery, resilience, and wellness to eligible residents. We celebrate the growth and achievements of the people we serve, and we are honored to be a part of their transformative journeys.



2022 BY THE NUMBERS

Fiscal Year October 1, 2021 to September 30, 2022

MENTAL HEALTH SPENDING BY PROGRAM

	COST	PERCENT
Community Living Supports	\$30,331,709	55%
Case Management / Treatment Planning	5,101,755	9%
Inpatient	3,094,194	6%
Psychotherapy	2,968,923	5%
Autism Services	1,904,631	3%
Additional Support Services	1,800,021	3%
Evaluation and Management	1,770,924	3%
Skill Building	1,259,188	2%
Assertive Community Treatment (ACT)	1,217,309	2%
Psychiatric Diagnostic Evaluation	1,199,743	2%
Vocational Supports	1,099,282	2%
Other	884,892	2%
Crisis	870,384	2%
Assessments and Testing	546,559	1%
Prevention and Early Intervention	340,667	1%
Medication Administration	289,470	1%
Residential Services	150,485	1%
Outpatient Services	24,620	0%
Total	\$54,854,756	100%

PSYCHIATRIC INPATIENT SERVICES

	FY20	FY21	FY22
Community Hospital			
Admissions	492	546	415
Discharges	477	483	398
Days	4646	5384	4553
Average Length of Stay	10.47	10.0	11.2
State Hospital			
Admissions		7	17
Discharges		8	9
Days		3251	3142
Average Length of Stay		192.8	521.0

209

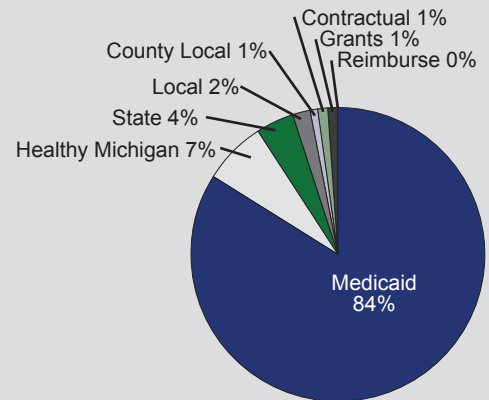
NUMBER
OF PERSONS
EMPLOYED

484

NUMBER
OF PERSONS
EMPLOYED VIA
CONTRACT

65%
of Budget
(\$35,553,139)
PROVIDER
CONTRACTS

REVENUES



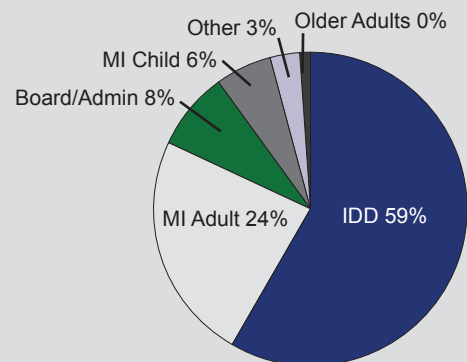
Revenues

Medicaid	\$50,480,901
Healthy Michigan	4,403,024
State General Funds	2,137,925
Local	1,710,656
Contractual/Other	704,881
Grants	425,146
Reimbursements	305,525

Total Revenue

\$60,158,058

EXPENSES



Expenditures

Persons w/ IDD*	\$34,534,315
Adults with MI*	13,725,499
Children with MI*	3,662,486
Board/Administration	4,587,425
Older Adults	159,757
Other	1,897,757

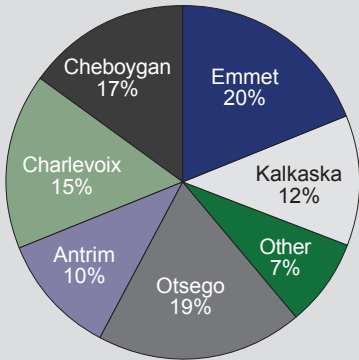
Total Expenditures

\$58,567,230

* IDD Intellectual and Developmental Disabilities

* MI Mental Illness

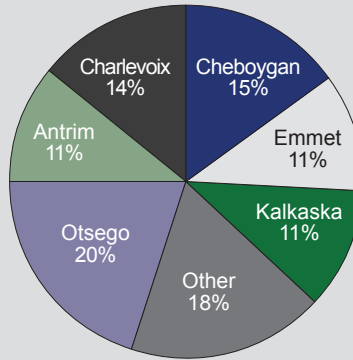
PERSONS SERVED BY COUNTY OF RESIDENCE



NUMBER SERVED

Antrim	459
Charlevoix	683
Cheboygan	649
Emmet	814
Kalkaska	498
Other	337
Otsego	804
Total	4,244

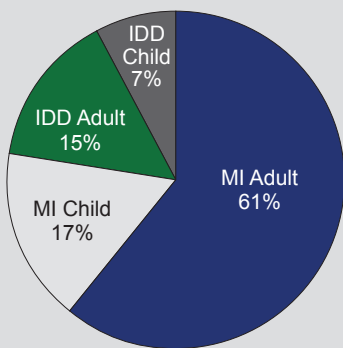
EXPENDITURES BY COUNTY OF RESIDENCE



COST

Antrim	\$ 5,322,926
Charlevoix	6,672,114
Cheboygan	6,873,516
Emmet	5,126,228
Kalkaska	5,353,598
Other	8,669,387
Otsego	9,172,813
Total	\$47,190,582

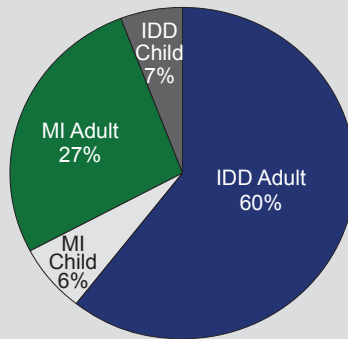
PERSONS SERVED BY POPULATION



NUMBER SERVED

MI Adult	2589
MI Child	711
IDD Child	322
IDD Adult	622
Total	4,244

EXPENDITURES BY POPULATION



COST

MI Adult	\$12,737,766
MI Child	2,720,430
IDD Child	3,110,411
IDD Adult	28,621,975
Total	\$47,190,582



North Country Community Mental Health (NCCMH) operates under provisions of the Michigan Mental Health Code for the purpose of providing services to residents of Antrim, Charlevoix, Cheboygan, Emmet, Kalkaska and Otsego Counties. As the community mental health service provider for these counties, NCCMH serves community members by assuring local access, organizing and integrating the provision of services, coordinating care, implementing public policy, ensuring interagency collaboration, and preserving public interest.

Main Locations | Contact Information

ADMINISTRATIVE OFFICE

1420 Plaza Drive
Petoskey, MI 49770
231-347-7890

Emmet County

1420 Plaza Drive
Petoskey, MI 49770
231-347-6701

Charlevoix County

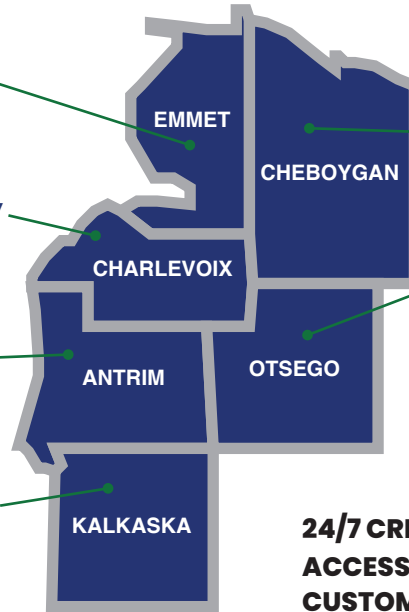
6250 M-66 North
Charlevoix, MI 49720
231-547-5885

Antrim County

203 E. Cayuga
Bellaire, MI 49615
231-533-8619

Kalkaska County

515 Birch St, POB 267
Kalkaska, MI 49646
231-258-5133



Cheboygan County

825 S. Huron, Suite 4
Cheboygan, MI 49721
231-627-5627

Otsego County

800 Livingston Blvd.
Gaylord, MI 49735
989-732-7558
989-732-6292

24/7 CRISIS LINE

877-470-4668

ACCESS TO SERVICES

877-470-7130

CUSTOMER SERVICES

877-470-3195

