

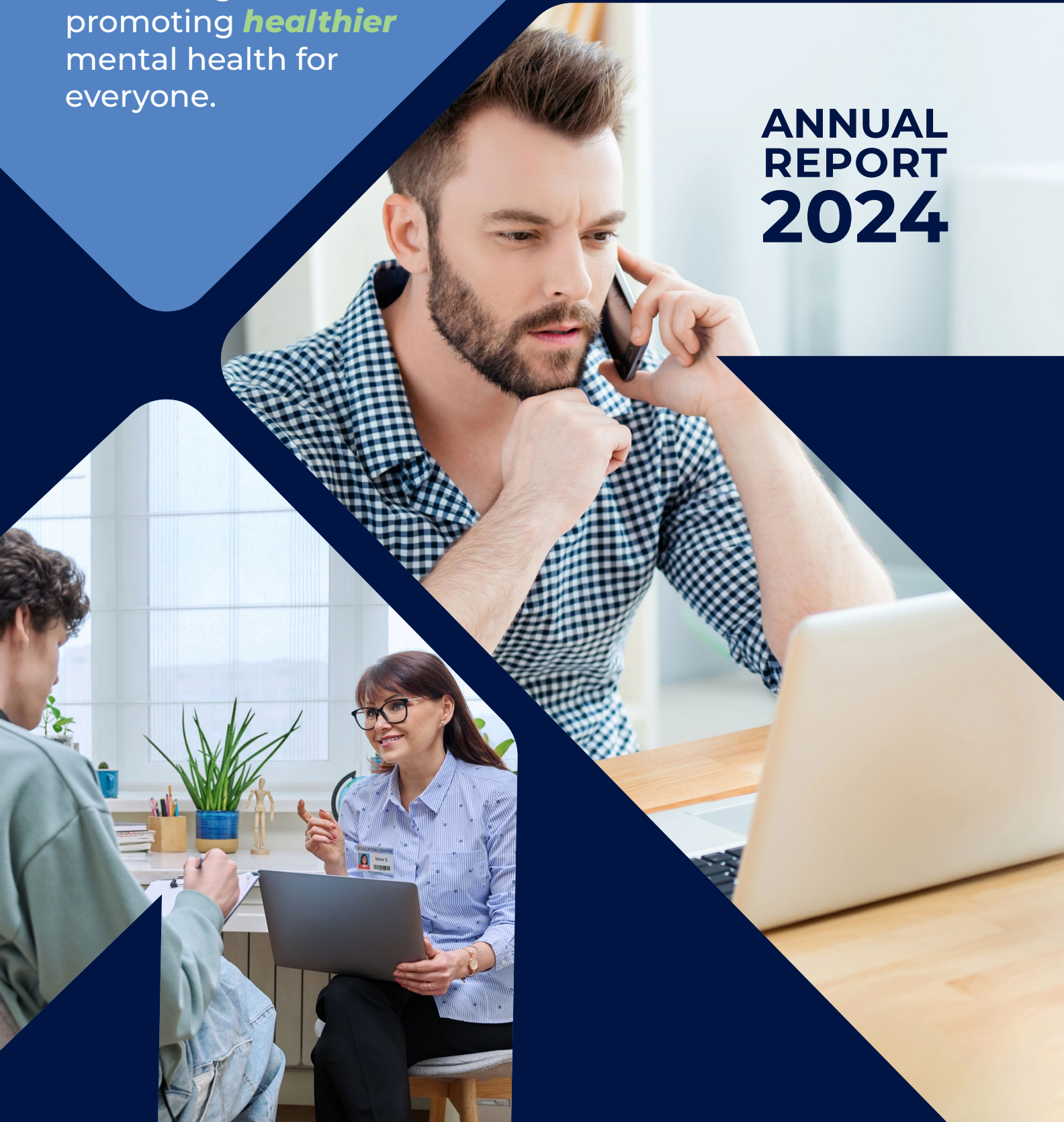


CENTRAL MINNESOTA

CMMHC
MENTAL HEALTH CENTER

Advancing and
promoting **healthier**
mental health for
everyone.

ANNUAL REPORT 2024



MISSION, VISION, & VALUES



MISSION

CMMHC makes mental health *healthier* through treatment, training, education, and information.

VISION

Stigmas associated with mental health and its treatment no longer exist.

VALUES

Hope is present in everything we do.

Our passion drives us to never give up on Clients, the Community, or each other.

Our person-centered approach creates an environment for healing and recovery.

We're stronger together and see challenges as opportunities for collaboration and growth.



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FROM THE BOARD CHAIR

During my 8 years on the board at CMMHC, I'm most grateful for the employees who wake up every day to work for our organization. CMMHC's mission of making "mental health *healthier*" comes to life through everyone who works here, demonstrated by their dedication, compassion, and hard work. Whether providing care, supporting operations, or leading teams, they help everyone who walks through our doors to be healthier, stronger, and more resilient.

CMMHC provides hope and healing to those in need during their most difficult times, serving families, neighborhoods, and communities. The work is not easy, but it is critical and meaningful and makes a difference. Each member of our team's passion, resilience, and unwavering commitment to our mission is what helps lead us to healthier communities.

With appreciation,

Lisa Fobbe, Board of Directors, Chair



2024 Board of Directors

LISA FOBBE

Chair

MARY PFOHL, PH.D.

Vice Chair

COREY PIEPER, PH.D.

Secretary

DAVID EICKHOFF

Treasurer

SANTO CRUZ

JOLENE FOSS

TROY HECK

GREG HOHLEN

RACHEL LEONARD

JOSHUA SEEZS

CCBHC & RECERTIFICATION

CMMHC is proud to be one of 21 Certified Community Behavioral Health Clinics (CCBHCs) in Minnesota, an accredited and constantly growing model of care. Impact reporting shows CCBHCs are increasing client well-being and significantly improving access to lifesaving mental health and substance use treatment nationwide. This certification enables us to provide a higher quality of care for individuals with mental and chemical health issues by providing comprehensive, integrated services to children and adults and meeting the overall health needs of clients by addressing both physical and mental health. We have been a CCBHC since 2021.

Recertification for CMMHC was in August as a statutory requirement to ensure full compliance with CCBHC requirements. DHS recognized our organization for meeting or exceeding nearly all quality measure benchmarks and sees us as a leader in this type of work in Minnesota. The recertification helped cement the realization of the "why" behind implementing the CCBHC model—better client care!

“Staff helped
me accomplish
every goal.”



DID YOU KNOW?



96%

**OF CLIENTS ARE SATISFIED,
VERY SATISFIED, OR EXTREMELY
SATISFIED WITH CMMHC SERVICES**

CMMHC LEADERSHIP TEAM:

JESSICA BRANDON

Chief Executive Officer (CEO)

ROBIN MATUSHIN

Chief Operating Officer (COO)

STEVEN LOOS

Chief Clinical Officer (CCO)

STEPHANIE BARNES

Director of Outpatient Mental
Health Services

CHAD BÖSL

Director of Training &
Outreach *

DANIELLE BRANT

Director of Chemical Health
Services

MAGGIE DILKS

Director of Human Resources

SUSAN FUCHS-HOESCHEN

Director of Rehabilitative
Services

STACEY GREGORY

Director of Access *

JOY SHAMLA

Director of Quality
Improvement & Compliance

**New positions introduced in 2024*



FROM THE CEO

There have been exciting changes at CMMHC this year, including the introduction of a new logo, branding, and website so we are more easily recognizable in our communities. The fixed destination of the “North Star” in the logo provides a symbol of inspiration and hope as our lives and the world change. It also represents the four pillars of treatment, training, education, and information that demonstrate the importance of what we do at CMMHC.

Despite these changes, our purpose remains the same. To advance and promote healthier mental health for everyone. As we move forward, we will continue advocating for our community as leaders in Crisis, Mental Health, and Chemical Health services. We remain committed to helping individuals and families live the healthiest lives possible.

Best,

Jessica Brandon, CEO

NEW LEADERSHIP TEAM POSITIONS

Stacey Gregory - Director of Access



This newly created position enables CMMHC to maintain an excellent client experience from first contact to discharge across all services and programs, providing a unifying presence to ensure quality care coordination.

Chad Bösl - Director Training & Outreach



This new position is an investment in staff to build and expand on internal training and professional development and grow the internship program to increase the number of clinical staff. With an added community outreach focus, this role further elevates CMMHC's Training and Education pillars.

Viewpoint of client successes from one of CMMHC's Care Navigator Intake Specialists

- ✓ One child used to come to the office very quiet and closed off. They stayed to themselves and didn't interact with others except the adults who came with them. They now color with other kids in the waiting room, briefly making contact with other kids before their appointments. Therapy is helping this child open up and learn to communicate with other people so much that they even color and draw pictures for the Support Staff at the front desk.
- ✓ A client who has been chiefly non-verbal has reached the point where they will talk to their provider and the Support Staff.
- ✓ A client has said that when they first started coming to CMMHC for therapy, they were nervous, and their anxiety was usually out of control. Almost all of their appointments used to be by telehealth, but now they schedule in person every time. This client feels welcome and comfortable and uses skills learned in therapy to improve their life and have better, more positive experiences.
- ✓ The Comprehensive Evaluation process for ages 0-5 was explained to a parent by a member of the Intake Staff. This parent had already scheduled an appointment at a different agency but decided to cancel it and use our services, saying, "I want to go with you guys! That other place didn't even explain anything!" This parent feels comfortable and confident, and that's a win for all parties involved!

98%

OF CLIENTS REPORT THAT CMMHC
STAFF IS HELPFUL AND FRIENDLY



SERVICES

CMMHC offers comprehensive Crisis, Mental Health, and Chemical Health Services with an integrated treatment approach to ensure everyone lives their healthiest life.

The following are a part of this year's ongoing efforts to optimize operations and better serve our community:

CHANGES IN 2024

- ✓ Office lobbies now display up-to-date information, rotating on TV screens to benefit clients. The content changes monthly, including calendars, announcements, employee spotlights, promotions, survey links, mental health tips, and more.
- ✓ CMMHC permanently closed IRTS after pausing services due to exhaustive efforts to fill vacant staff positions. The remaining IRTS staff enhance Crisis, ACT, and Detox services, allowing these programs to benefit and expand.
- ✓ After DHS announced its intent to eliminate Medium Intensity Services in the summer of 2023, CMMHC closed Focus XII in June 2024 with an intentional transition plan for clients to minimize disruption. Staff from Focus now enhance Detox and Outpatient Chemical Health Services, which are critical to the recovery journey of clients and the community.
- ✓ To improve accessibility to client appointments, CMMHC introduced Rapid Access, a new and improved system for those seeking Comprehensive Evaluations at CMMHC. Clients can schedule appointments on a revolving one-week schedule, making appointments within the next week when they call in. Rapid Access reduces wait times and ensures clients promptly receive the care they need.
- ✓ CMMHC began Adolescent Substance Use Disorder groups as part of an outpatient program for ages 12-18 who are enrolled in school and diagnosed with a substance use disorder. These groups focus on realistic changes that promote a healthy lifestyle by identifying triggers for substance use and developing coping mechanisms to replace unhealthy behaviors and habits.
- ✓ The expansion of CCMHC's Withdrawal Management (WDM)/Detox program includes the admission of individuals to safely withdraw from ALL substances in response to community needs and the opioid crisis. This comprehensive program offers evidence-based withdrawal from opioids, alcohol, stimulants, and other substances, providing a high level of care and support.

**“All staff are friendly
and knowledgeable.”**



DID YOU KNOW?

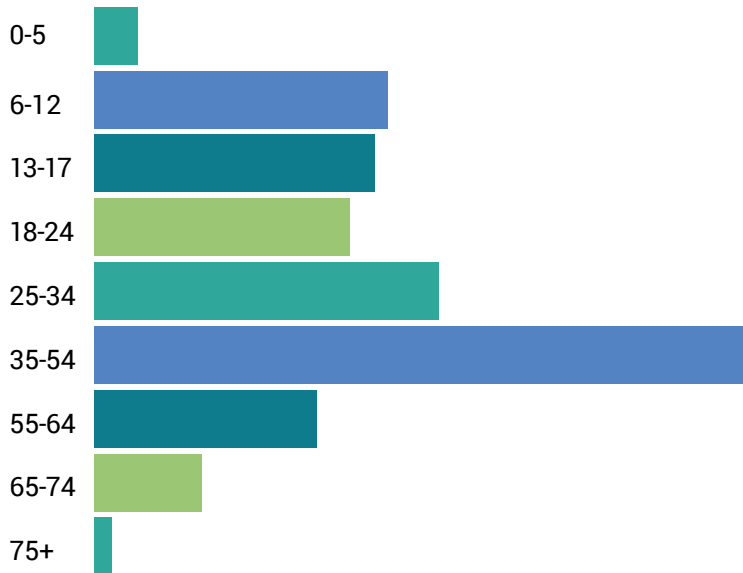


95%

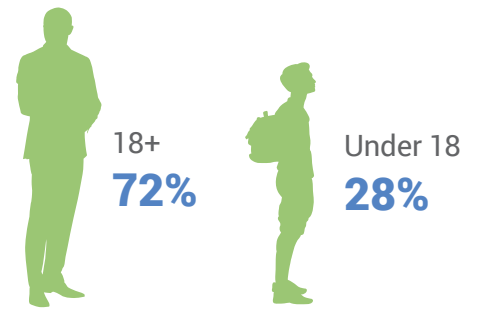
**OF CLIENTS WOULD REFER A
FAMILY MEMBER OR FRIEND TO CMMHC**

CMMHC'S SERVICE IMPACT

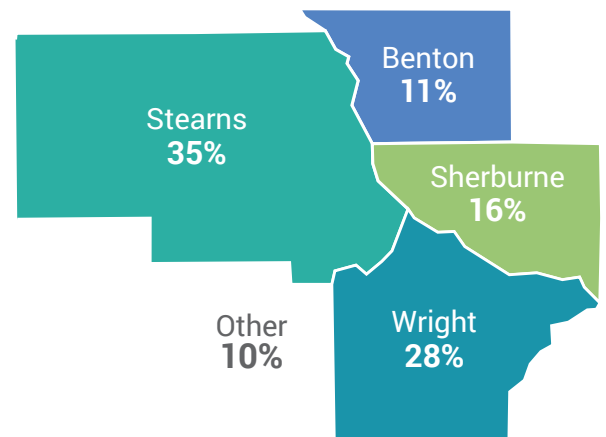
CLIENTS BY AGE



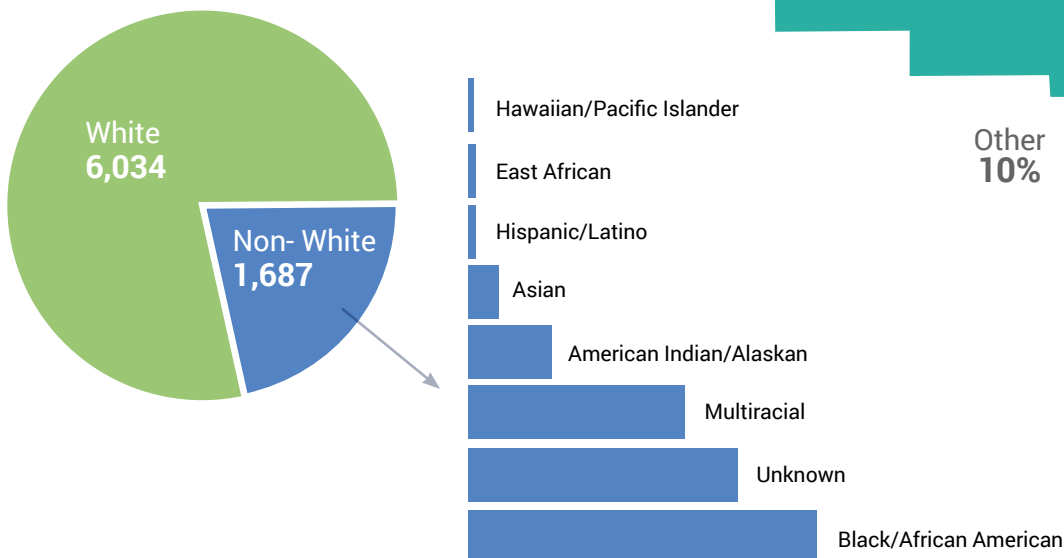
ADULTS VS CHILDREN



CLIENTS BY COUNTY



CLIENTS BY RACE





“Staff showed
hospitality and
encouragement.”

DID YOU KNOW?

IN 2024, WE HAD

7,729

UNDUPLICATED CLIENTS

320,508 TOTAL SERVICES PROVIDED

IN 2024,
WE RESPONDED TO

7,312

CRISIS CALLS



SINCE 2014, CMMHC
HAS RESPONDED TO

64,214

TOTAL CALLS

COMMUNITY ENGAGEMENT

CMMHC participates in intentional community outreach and targeted communication as we lead the conversation to remove mental and chemical health stigma - providing accurate educational information, fostering empathy, and encouraging open discussion.



REBRANDING & MARKETING

Addressing CMMHC's label as one of the community's "best-kept secrets," we introduced new branding and marketing initiatives to improve our visibility within the four-county area. Implementing a new CMMHC logo, website design, and radio spots from our leadership team will help get us closer to ensuring that everyone who needs CMMHC services knows how to find us. Our "North Star" quarterly newsletter and social media postings enable consistent messaging about current topics relevant to the community.



IN 2024, CMMHC PARTICIPATED IN **35+ EVENTS IN THE COMMUNITY**

COMMUNITY SPOTLIGHT STORYTIME

Sheri Tesch, SLMH Program Manager, was featured at Buffalo Public Library, reading themed books about celebrating differences, feeling emotions, and practicing emotions.



MENTAL HEALTH IN THE WORKPLACE

CMMHC co-hosted this panel event and training at the Sauk Rapids Government Center. Dr. Steven Loos, CMMHC Chief Clinical Officer, and other panelists shared their experiences regarding workplace mental health, providing suggestions and models.

INTERNET USE & SAFETY FOR YOUR KIDS

Marah Walker from CMMHC's SLMH program participated in a panel discussion about safely and thoughtfully navigating the internet while protecting children from bullying, age-appropriate content, and personal safety issues.



ANNUAL ROCKIN' RECOVERY IN THE PARK

CMMHC proudly sponsored and tabled at this event to raise awareness and help reduce the shame of people in recovery.



EMPLOYEE COMMUNITY INVOLVEMENT

CMMHC recognizes its responsibility to our surrounding community and offers full-time employees paid time off for volunteering. CMMHC employees gathered in September to make **Tie Fleece Blankets**, which the United Way will distribute throughout the year to area youth in need.



THIS YEAR, OUR EXPERT STAFF WERE INVOLVED IN **26+ PANELS, PRESENTATIONS, & TRAININGS**



ST. CLOUD'S 2ND ANNUAL HISPANIC HERITAGE CELEBRATION

CMMHC hosted a resource booth at this celebration of the culture and diversity of the Hispanic/Latinx community for families at Lake George Community Park.



EMPLOYEES

As our organization's greatest asset, CMMHC's team members live out our mission by supporting each client through their mental and chemical health journey.

.....

BY THE NUMBERS

262	228	75	31	4
TOTAL EMPLOYEES	FULL-TIME EMPLOYEES	TOTAL NEW HIRES	MENTAL HEALTH PROFESSIONALS	INTERNS WHO BECAME EMPLOYEES

.....

INCENTIVE PAY PILOT FOR OPMH AND SLMH

CMMHC implemented this program to help level the playing field and prevent the loss of providers to private practice. Staff can earn monthly incentive bonuses for exceeding goals and a year-end bonus.

26	11	12%
PROVIDERS EARNED AT LEAST ONE MONTH OF INCENTIVE PAY	PROVIDERS EARNED THE YEAR-END BONUS	AVERAGE INCREASE IN THE # OF SERVICES FROM 2023 FOR THOSE WHO EARNED (AN ADDITIONAL 1,300+ SERVICES PROVIDED TO CLIENTS)

INCREASED RETENTION OF MENTAL HEALTH PROFESSIONALS
NO LOSS OF THERAPISTS SINCE IMPLEMENTATION

.....

DIFFERENCE MAKER AWARD

CMMHC staff recognize deserving co-workers who consistently surpass daily responsibilities and exceed job expectations. The recipient then chooses among award options and is spotlighted in the quarterly newsletter. There were 17 Difference Maker Award nominations in the inaugural year of this employee recognition program!





NORTH STAR EMPLOYEE OF THE YEAR



KARI STERN

CMMHC staff, community members, and community partners were encouraged to nominate someone who exemplifies and lives out CMMHC's Purpose, Vision, and Mission.

***Congrats to Kari Stern! Care Navigator:
Intake Specialist in our Waite Park office.***

“Kari has an excellent ability to make connections with others which has helped in CMMHC’s purpose to advance and promote healthier mental health because she is able to encourage clients, family, friends, and the community into seeking mental health services and she has a great amount of knowledge surrounding many of our programs which assists in her ability to promote mental health.”

There were 30 total nominations, but some staff received multiple nominations. Others nominated were Erin Byboth, Ryan Dougherty, Josh Forster, Dexter Hanson, Jake Hawkins, Marlana Koopmeiners, Kaitlyn Lewis, Jordan Lommel, Monique Miller, Fatuma Mohamed, Jolene Peters, Lanessa Radtke, Janelle Schenstad-Hodgins, Danielle Skoog, Sue Stevens, Sheri Tesch, Alyssa Toratti, Jo Tornell, and Marah Walker.



EMPLOYEE ENGAGEMENT

The **Impact Forum** and the **Employee getTogether** are two agency-wide employee events that debuted this year. In January, the Impact Forum enabled team members to celebrate the agency's impact and share CMMHC's vision for the coming year. The Employee getTogether was an outdoor social event held in June. Lunch with the CEO is a monthly informal gathering that provides steady two-way communication between staff and leadership. Office-wide Potlucks occur bi-monthly to socialize and have fun during the work day. Other activities include a costume contest for Halloween, donating supplies to a local organization for homeless youth, and participating in “Purple Thursday” to show support for survivors of domestic violence. The Trauma Informed Care/Responsive Inclusion for All (TIC/RIA) Committee coordinates communication, training, and events to ensure adequate support to the staff and culture at CMMHC.



PARTNERSHIPS

We collaborate with other organizations that share our philosophy of connecting clients to needed resources within our community, like the following:

Law Enforcement

Becker Police Department
Big Lake Police Department
Elk River Police Department
Sherburne County Sheriff's Office
St. Cloud Police Department
Stearns County Sheriff's Office

Counties

Benton County
Sherburne County
Stearns County
Wright County

Commerce

Buffalo Area Chamber of Commerce & Tourism Bureau
Elk River Area Chamber of Commerce
Monticello Chamber of Commerce & Industry
St. Cloud Area Chamber of Commerce

Schools

Athlos Academy
Big Lake School District 727
Buffalo-Hanover-Montrose School District 877
Elk River School District 728
Howard Lake-Waverly-Winstead School District 2687
Maple Lake School District 881
Monticello School District 882
Sartell-St. Stephens School District 748
Sauk Rapids-Rice School District 47
Terra Nova
Wright Academy School

Organizations

100 Women Who Care - Wright County
Anna Marie's Alliance
Buffalo Hospital - Allina Health
Buffalo Strong
Central MN Sexual Assault Center

Children's Dental Services
Convergence Integrated Care (CIC)
Ellison Center
Functional Industries
Genoa Healthcare
Greater St. Cloud Development Corporation (GSDC)
Minnesota Association of Community Mental Health Programs (MACMHP)
National Alliance on Mental Illness (NAMI)
Parenting with Grace
Pathways 4 Youth
Recovery Community Network
Rivers of Hope
SCSU American Indian Center
St. Cloud Hospital Addiction Services
United Way of Central Minnesota
Vocational Rehabilitation Services
Volunteers of America



PARTNERSHIP SPOTLIGHT

Recovery Community Network

This local organization supports all pathways to recovery by delivering peer support, education, outreach, advocacy, and prevention strategies to individuals and family members struggling with substance use and co-occurring mental health disorders. CMMHC proudly sponsors and participates in many of its events to increase awareness and support those with mental and chemical health challenges in our community.

“You all have helped when barriers arise.”



FINANCES

CMMHC is a community-based 501(c)(3) nonprofit organization committed to the highest standards of financial accountability. The 2024 financials summary highlights our commitment to responsible stewardship of resources, sustainable growth, and reinvestment into programs that serve the mental health and well-being of our communities.

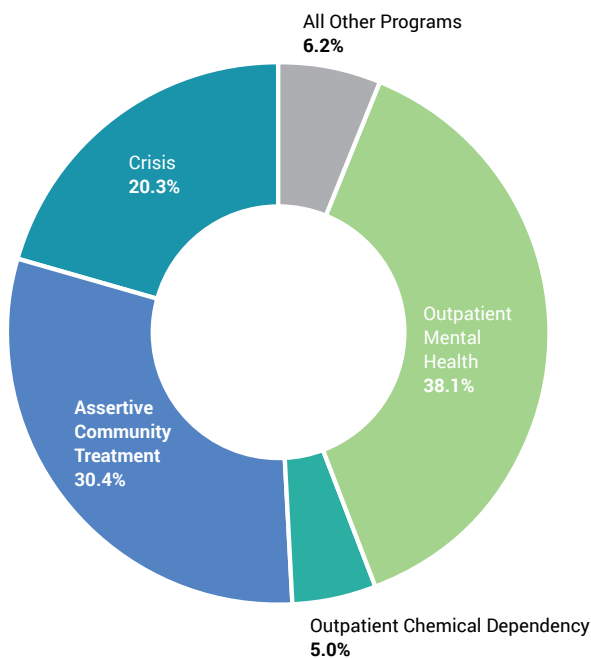
BALANCE SHEET

	2023	2024
Cash and Cash Equivalents	\$ 5,461,108	\$ 5,033,117
Total Net Receivables	\$ 4,138,662	\$ 3,962,609
Prepaid Expenses	\$ 156,958	\$ 224,919
Non-cash Assets, Net	\$ 5,457,598	\$ 5,160,340
Total Assets	\$ 15,214,326	\$ 14,380,985
Payables and Accrued Expenses	\$ 42,050,895	\$ 2,264,728
Other Liabilities	\$ 913,224	\$ 1,148,928
Total Liabilities	\$ 2,964,119	\$ 3,413,656
Total Net Assets	\$ 12,250,207	\$ 10,967,329

PROFIT AND LOSS STATEMENT

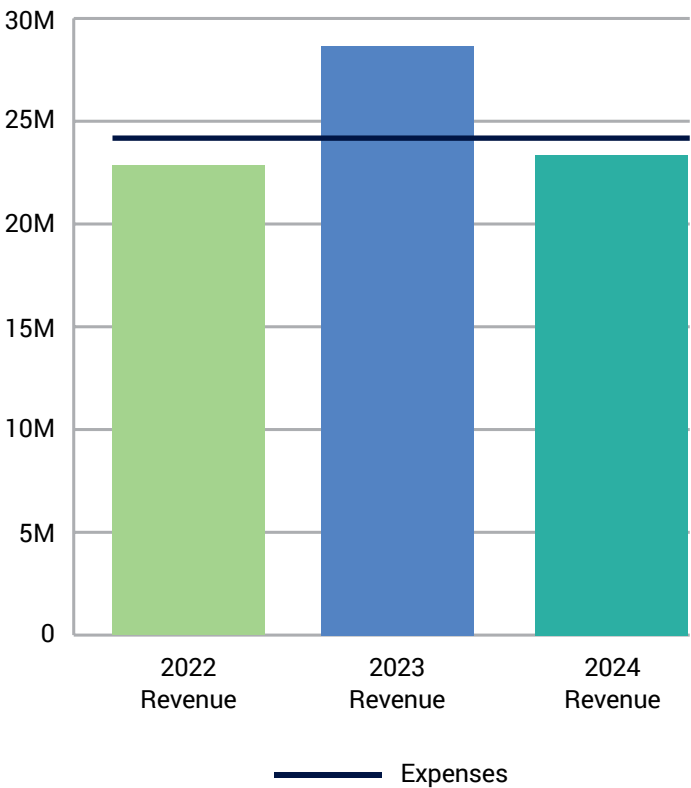
	2023	2024
Grants and Contributions	\$ 6,590,682	\$ 1,496,023
Program Service Revenue	\$ 21,852,205	\$ 20,358,329
Other Revenue	\$ 221,701	\$ 1,499,928
Total Revenue	\$ 28,664,588	\$ 23,354,280
Program-Related Wages and Benefits	\$ 14,418,169	\$ 14,358,547
Program Expenses	\$ 4,038,641	\$ 4,470,606
General Administrative Wages and Benefits	\$ 4,046,268	\$ 4,683,546
General Administrative Expenses	\$ 2,082,541	\$ 1,141,176
Total Expenses	\$ 24,585,619	\$ 24,653,875
Net Income	\$ 4,078,969	\$ (1,299,595)

EXPENDITURES BY PROGRAM



PROGRAM	EXPENSES
All Other Programs	\$ 1,163,695
Outpatient Mental Health	\$ 7,180,294
Outpatient Chemical Dependency	\$ 936,544
Assertive Community Treatment	\$ 5,719,603
Crisis	\$ 3,829,017
Total Spent	\$ 18,829,153

REVENUE AND EXPENSES YEAR-OVER-YEAR



	REVENUE	EXPENSES
2022	\$ 22,865,596	\$ 24,264,937
2023	\$ 28,664,588	\$ 24,585,619
2024	\$ 23,354,280	\$ 24,653,875

THANK YOU DONORS

CMMHC is grateful for every individual, organization, and business that supports our mission.
Each gift makes a difference in the lives of those we serve.

DONORS

6 Anonymous
Beardsley Area United Fund Drive
Bednark Electric, Inc.
Carl Musielewicz
Carol Lewis
Centra Sota Cooperative
Circle K Stores
City of Waite Park, designated for CRI programming
Cliff & Robin Matushin
District Fraternal Order of Eagles
Eagles Aerie 622
Elaine Laramie
Elk River Lions Club, Inc
Eric Falk
Greater Twin Cities United Way
Heather Kraft
James & Sheila Schnurbusch
Jessica & Blaine Brandon
JoAnn Lewis
Julie Maynard-Johnson
Kathryn Young
Lisa Fobbe
Mary Pfohl

Molly Thompson
Peggy Wilson
Pleasureland, Inc
Quarry Title Closing, LLC
Raedell Marx
St. Cloud Scheels
St. Cloud Morning
Optimist Club
United Way of Central MN

IN KIND

Gate City Bank
Patty Kuhlmann
St. Cloud Rox

IN MEMORIUM

Brian & Monica Laudenbach, in memory
of Eric Laudenbach
Mark Storms, in memory of Alicia S.

If we did not include your name, we apologize for the error.



Waite Park
(Admin Office)
411 3rd Street North
Waite Park, MN 56387
320.230.0611

Saint Cloud
1321 13th Street North
St. Cloud, MN 56303
320.252.5010

Buffalo
308 12th Avenue South
Buffalo, MN 55313
763.682.4400

Monticello
407 Washington Street
Monticello, MN 55362
763.888.9626

Elk River
253 8th Street NW
Elk River, MN 55330
763.441.3770

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