



THE NORTH STAR

CMMHC

CENTRAL MINNESOTA MENTAL HEALTH CENTER

PERSPECTIVE BY STEVEN LOOS, PSY.D., LP

Steven Loos, Psy.D., LP - Chief Clinical Officer (CCO) - Provides leadership and strategic direction for all clinical operations by developing and implementing clinical policies, ensuring quality of care, and improving clinical effectiveness.

We invite you to get to know the leaders within CMMHC as they share information from their unique perspectives.



Crisis Services Adapts to a Challenging Landscape

CMMHC crisis services provide lifesaving care to our clients 24 hours a day. We achieve this by supporting our communities through our four-county crisis line, mobile crisis services, co-responder program, Children's Response

Initiative (CRI), and residential crisis services. Our talented crisis staff typically respond to 1,200 calls per month, providing support to our clients and triaging them for other crisis services. Our residential crisis program is undergoing a significant transition, and we have several positive updates to share with you. These changes have contributed to a substantial increase in services for our clients, additional support to our staff, and improved clinical consistency. These changes have also been a fantastic representation of CMMHC's core values.

Overcoming Obstacles

In March of 2025, this program was without a Crisis Director and a Crisis Residential Supervisor. To continue providing crisis services and support clinical staff, CMMHC completely revised the on-call supervision structure, featuring the same mental health professional on call for an entire week. Veteran crisis staff indicate that this change has led to improved clinical consults and greater consistency, which lowers both client and staff frustration. Sara Pflueger and the clinical leadership team

established a six-month on-call rotation to enhance support for our clients and staff, while also recruiting and training for open positions. CMMHC's team approach was an excellent representation of our value that "We are stronger together and see challenges as opportunities for collaboration and growth."

CMMHC was able to hire Rebecca Reichard for the role of Director of Crisis in April. Rebecca has worked at CMMHC for 17 years, first as an ACT Team Lead and then as a Clinic Manager. She has done an excellent job in her short time in this role, updating procedures and bringing clinical stability to the program. Residential Crisis also added Jenna Reed, MS, LPCC, as our Residential Clinical Supervisor, who was most recently the Clinical Director for Meridian Behavioral Health.

Moving Forward

CMMHC staff spent significant time learning from local hospitals, law enforcement, and CMMHC's Withdrawal Management Program (WDM) about pain points in our

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The "North Star" name comes from the new CMMHC logo, which symbolizes inspiration and hope that guides life's purpose and mission; it is a fixed destination that each of us depends on as our lives and the world change.

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admission process. Through these conversations, our Mobile Crisis staff revised our admission process to handle an increase in residential crisis referrals. The residential census reached its highest level in agency history in March, increased in April, and set a new high in May. CMMHC crisis staff have been doing excellent work daily, serving clients with compassion and inspiring hope in individuals facing significant struggles. I see the patience and firm boundaries that crisis staff set regularly with clients who struggle to adjust to the rules we have in place. I have also witnessed the team go the extra mile to give clients second chances, resulting in remarkable progress with some of these individuals. To me, this showed our core value of “Our passion drives us to never give up on clients, the community, and each other.”

We have never faced a time when our community needs crisis services more, given the significant increase in mental and chemical health issues. Recently, we have routinely had all nine crisis beds filled, and it has been powerful to see these clients receive excellent care, connect with Rapid Access Psychiatry, begin Day Treatment at CMMHC, and seek placement in local Intensive Rehabilitative Services. With increased service delivery, Ashley Bergs has been working to enhance support for our crisis staff and improve both efficiency and consistency in our policies, residential rules, and clinical paperwork.

Client success stories have occurred daily over the past three months. Collaboration between WDM and Crisis has yielded some truly remarkable outcomes by adopting a “no wrong door for care” approach to serving our clients. We frequently will have clients admit to WDM to safely detox from substances and take the first step in their recovery journey. These clients often remain in a psychiatric crisis following their stay in WDM, and will then be admitted for crisis services. This collaboration is at the core of Health Integration, and we believe it prevents the revolving door that can be a tragic occurrence for some of our clients.

I am in awe of all the great things that have happened in Crisis Services over the past months and appreciate all the staff who have collaborated to make this happen.

2025 EMPLOYEE
getTOGETHER!

CMMHC wants to celebrate
our amazing staff
for the incredible work that
you all do every day to
make mental health
healthier.

WHEN:
Friday, July 6th
9am-12pm

WHERE:
St. Cloud High Campus
1221 1st Street North
St. Cloud, MN 56301

FEATURING:
Apple Cider, Donuts, Lemonade,
Mini Donuts, Coffee, Food,
and MORE!

Activities

Food

and MORE!

CMMHC
MENTAL HEALTH CENTER

EMPLOYEE getTOGETHER

On June 6th, employees braved the rainy weather to celebrate the fantastic work CMMHC does every day. From enjoying North Star Donuts’ fabulous apple cider mini donuts, cold brew coffee, and ice-flavored lemonade, to tie-dyeing CMMHC shirts and socializing with fellow employees, staff shared the wet morning together. Congratulations to Katie Lewis and Bailey Simon, who won St. Cloud Rox tickets at the Mental Health Scavenger Hunt!

BOARD MEMBER SPOTLIGHT

TROY HECK | JOINED THE BOARD IN 2019

What would you like the CMMHC community to know about you?

I've had the honor of being the Benton County Sheriff for the last 10+ years and have a total of 31 years of service working for the Benton County Sheriff's Office. I was born and raised in Bloomington, Minnesota, and enjoyed the quiet suburban experience Bloomington offered in the 70s and 80s. Even though I was a city kid, our family had ties to greater Minnesota. I had the privilege of spending lots of time away from the metro area hunting, fishing, and visiting with family. These family traditions gave me a deep appreciation for the outdoors and life in greater Minnesota. After graduating from college with a law enforcement degree, my wife, Bonnie, and I made it our goal to become established in a new community in greater Minnesota that would offer our family the ability to connect with the best parts of life further away from the state's tallest buildings. I was fortunate enough to get hired by the Benton County Sheriff's Office in 1994 as a patrol deputy. I spent the next 21 years in a variety of roles within the sheriff's office before being elected sheriff in 2014. Over that time, Bonnie and I have been blessed with three children and five grandchildren. Away from work, I continue to enjoy hunting, fishing, playing hockey, and helping to run an instructional softball league for kids during the summer.

Why were you interested in being on CMMHC's board of directors?

My interest in being on the CMMHC Board came from my experience in law enforcement. Over my career, I've seen local law enforcement officers respond to an ever-increasing volume of calls that feature a connection to mental health challenges. These calls include transporting individuals in crisis to acute care facilities, mitigating nuisance behavior from an individual with untreated mental illness, or restoring public safety in situations where mental illness has motivated an individual to commit violence. These mental health-related calls are complex to navigate and critically important to public safety. It is critical that the public and law enforcement have mental health resources like the services provided by CMMHC. Preventative measures, like treatment and addiction services, and crisis services, like detox and the mobile crisis team, are important tools our area needs to address our society's ongoing struggles with mental health. My goal through my involvement in the CMMHC Board is to assist in ensuring our community and law enforcement officers have the resources needed to resolve these situations safely and carefully.

How do you support your mental health?

For me, pursuing hobbies and spending time with family are how I regularly support my own mental health. I've always enjoyed being active through participation in sports and being in the outdoors. Outdoor activities have given me the opportunity to focus on the wonder of being in nature, and the fun of friendly competition helps me escape the everyday stressors of life. Time spent together with loved ones also serves to ground me and remind me of what is most important in life. It is hard to be unhappy when you're a grandpa.

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PEER PERSPECTIVE

Our Peer Support Specialists share their unique views on healing and recovery to reach individuals with similar mental and chemical health challenges.

Mental Health Awareness Month - May

I've been contemplating what to write for this month's peer perspective newsletter. I thought I could write about stigma, overcoming barriers, trauma-informed care with providers, connections of physical health and mental health.... The list goes on and on. So, I decided to do something a little different. Go back to the basics.

I went to the NAMI website to do a little research and find out what their theme is for this month. "In every story, there's strength". This is a very humbling theme. Every voice has strength in it. Every person is recognized, and every person has the power within to overcome their challenges. I've experienced this firsthand within my mental health wellness journey, but sometimes we need reminders that we put a lot of work into our wellness journey, and it's not always easy, but it has many twists and turns.

I also decided to explore the CMMHC theme, "Turn Awareness into Action," further and engage in some self-reflection. This hit me hard. It's easy for me to recognize when mental health symptoms are increasing, but it's the action part that gets me. Sometimes life is too busy, too hard, or too much to handle to put forth the necessary action. This is where my failure takes hold. I realize that when I don't do something about my symptoms right away, they get worse, and it is harder for me to pull myself out of the hole. With that being said, I hope I can help others by encouraging you to take consistent action in your life. Know what your safety plan is and know who your natural supports are. Be forthcoming with your mental health providers about what has been happening in your life. It is also important to recognize your successes, steps in the right direction, and all the work that you put into your wellness.

Be kind to yourself and others,
LeeAnn Fielding, MHP, CPSS
Certified Peer Support Specialist

5-WEEK MENTAL HEALTH PRACTICE GUIDE FOR SELF-CARE

In partnership with the Full-Service Community School Program at St. Cloud School District ISD 742, we developed a self-care toolkit to provide middle school students with simple self-care practices for daily life. Whether it's relaxing, staying active, or finding ways to express yourself, self-care is all about making choices that help you feel your best! To check out the toolkit, visit <https://cmmhc.org/educational-resources/#toolkits> or click the button below!



5-Week Mental Health Practice Guide

Strategies for Self-Care

Central Minnesota Mental Health Center is honored to partner with the Full-Service Community School Program at St. Cloud School District ISD 742 to bring you this Self-Care Toolkit. Taking care of your mental and emotional well-being is just as important as taking care of your physical health. With this guide, we're sharing simple self-care practices that you can try in your daily life. These are just suggestions—everyone is different, so it's important to find what works best for you. Whether it's relaxing, staying active, or finding ways to express yourself, self-care is all about making choices that help you feel your best!



Check out the toolkit here!

TOOLKIT

Week 1: Understanding Mental Health

Mental health is just as important as physical health, but it can sometimes be more challenging to talk about. It's about how we feel, think, and act, and it affects everything we do. From our relationships with friends and family to how we handle stress or challenges in life, understanding our emotions and knowing when we need help is an important part of growing up. Everyone has ups and downs and taking care of our mental health is a way of showing ourselves kindness and strength. Let's talk about how we can better understand and care for our mind!

DAY 1 Identifying Emotions It's normal to experience a wide spectrum of emotions. Name three emotions you experienced today.	DAY 2 Understanding Triggers Situations and experiences can sometimes bring up difficult emotions. What are coping tools you have used to help with these triggers?	DAY 3 Normalize Mental Health Conversations Make sure that your friends know that they can talk about their feelings with you beyond just saying "I'm fine."	DAY 4 Thoughts have power Write down 3 thoughts you often have about yourself. Are they kind, judgmental, positive or negative? Rewrite the negative to a positive.
DAY 5 It's okay not to be okay When you are feeling sad, stressed or overwhelmed, remind yourself: "I'm having a rough day today, and that's okay."	DAY 6 Be kind to your mind Be kind to your mind by giving it the same care you give your body. Name three tools you can use to help give your mind a break when feeling stressed out.	DAY 7 Learn more about mental health Be wide open to learning more about mental health and what it's like to live with a mental health condition. Find a trusted adult, teacher, or friend to talk to about your thoughts.	

Just like taking care of our mental health is important, the way we talk to ourselves plays a big role in how we feel and handle challenges. Our inner voice can either lift us up or bring us down, shaping our confidence and emotions every day. Next week, let's explore how positive self-talk can help us feel stronger, more capable, and ready to take on anything!



This toolkit was made in partnership with the Full-Service Community School program at St. Cloud School District ISD 742.

Day 1: _____

Day 2: _____

Day 3: _____

Day 4: _____

Day 5: _____

Day 6: _____

Day 7: _____



This toolkit was made in partnership with the Full-Service Community School program at St. Cloud School District ISD 742.



IN MEMORY OF NANCY ROSSMAN

In March, we learned of the passing of former CMMHC team member, Nancy Rossman. She was an integral part of CMMHC during her tenure, dedicating her career to the creation and oversight of the Detox program. Her contributions to CMMHC were invaluable over her 33 ½ years with the organization.

Nancy will be deeply missed not only for the quality of work she provided but also for the kindness, humor, and camaraderie she brought to the workplace every day. For anyone who knew Nancy, she made a lasting impact on each of us, and we are grateful for the time we had together. In honor of Nancy's generous spirit, the family encourages acts of kindness in her memory—leave a generous tip, send an unexpected card, or simply put someone else first, just as she always did.



ORGANIZATION INSIGHTS

This quarter, we are exploring one of CMMHC's pillars, Education. CMMHC is the area's most comprehensive resource for informing the public about mental and chemical health topics to make mental health healthier in all our communities. This commitment includes making available news, facts, and data regarding various subjects in these areas. Educational content is available on our website, social media posts, radio spots, community engagements, presentations, and other avenues to ensure our community has the resources necessary to live their healthiest lives.



How can you utilize our educational resources?

- ✓ Explore digital resources on the CMMHC website, which offer links to resources and toolkits in various subject areas.
- ✓ Follow CMMHC on social media, where we provide current news, tips, and in-formation on many mental and chemical health topics.
- ✓ Listen to local radio, where you can hear CMMHC staff share knowledge to help our communities live their healthiest lives.
- ✓ Keep an eye out for CMMHC presentations and community engagements on our website's events calendar to participate in topics of interest.

Being a resource regarding mental health and substance use enables CMMCH to lead the conversation and take on the stigma surrounding mental health, promoting accurate information, fostering empathy, and encouraging open discussion.

Changes for Targeted Case Management (TCM) & Withdrawal Management/Detox (WDM)

In April, we made adjustments to these programs in accordance with CCBHC billing standards, necessitating changes in staffing levels to ensure financial sustainability. For TCM, our partnership with the Volunteers of America (VOA) has enabled the organization to hire one of our staff members and accept our referrals. In WDM, we made significant modifications to staffing to align CMMHC with statutory staffing requirements. Making these decisions was difficult, but necessary because of the state of Minnesota and the CCBHC reimbursement structure. We are working to mitigate difficulties as we transition staff and refer clients to other services. CMMHC believes that these alterations will lead to a stronger financial position in the years to come.

COMMUNITY PARTNERSHIPS/ SERVICES SPOTLIGHT



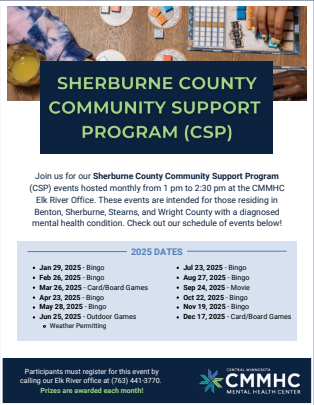
BATTERER'S INTERVENTION PROGRAM (BIP)

CMMHC closed this program on June 9th, and CMMHC has worked collaboratively with Wright County Probation and Rivers of Hope to transfer services and all active clients to Rivers of Hope. They will be continuing with the same curriculum and many of the same facilitators. We are proud of our partnership with Rivers of Hope, as they work to end the cycle of family violence in Wright & Sherburne Counties.



CERTIFIED FAMILY PEER SUPPORT SERVICES

We design our services to provide support to children with an Emotional Disturbance (ED) or Serious Emotional Disturbance (SED) diagnosis, as well as the family system. Our certified providers have lived experience with mental health and how this affects the entire family. If you know of a child or adolescent who would benefit from this service or have questions, please contact rehabserviceleads@cmmhc.org.



SHERBURNE COUNTY COMMUNITY SUPPORT PROGRAM (CSP)

Join us for our Sherburne County Community Support Program (CSP) events hosted monthly from 1 pm to 2:30 pm at the CMMHC Elk River Office. These events are intended for those residing in Benton, Sherburne, Stearns, and Wright County with a diagnosed mental health condition. Check out our schedule of events below!

2025 DATES

• Jan 29, 2025 - Bingo	• Jul 23, 2025 - Bingo
• Feb 26, 2025 - Bingo	• Aug 27, 2025 - Bingo
• Mar 26, 2025 - Card/Board Games	• Sep 24, 2025 - Movie
• Apr 23, 2025 - Bingo	• Oct 22, 2025 - Bingo
• May 24, 2025 - Bingo	• Nov 19, 2025 - Bingo
• Jun 25, 2025 - Outdoor Games	• Dec 17, 2025 - Card/Board Games
• Weather Permitting	

Participants must register for this event by calling our Elk River office at (763) 441-3770. (Prizes are awarded each month)

CMMHC
COMMUNITY MENTAL HEALTH CARE

SHERBURNE COUNTY COMMUNITY SUPPORT PROGRAM (CSP)

CMMHC offers an activities program that supports community inclusion, providing various engaging community events that offer social opportunities throughout the year. Community activities are **FREE** and open to anyone with a diagnosed mental health condition (age 18 and older) residing in Benton, Sherburne, Stearns, and Wright counties. You also do not need to be a CMMHC client to attend CSP activities or events.

If social anxiety is a barrier to participation, supportive individuals (e.g., PCA, ARMHS staff) are welcome to attend. Please include the accompanying person when RSVPing for events at our Elk River Office (763.440.3771). We list CSP events on our monthly events calendar on our website.



MENTAL HEALTH AWARENESS MONTH AT CMMHC

This year’s Mental Health Awareness Month theme was “Turn Awareness Into Action.” CMMHC lived out that message in our community. Check it out!



Staff wrote letters of encouragement, which were shared with people attending community events, enabling them to take a note that resonates with them.



Clients at our Day Treatment program spent a day writing positive messages in support of Mental Health Awareness Month.



Posters in office locations encouraged visitors to answer, “How do YOU practice healthier mental health?” leading to 226 hearts displaying their answers throughout the organization.



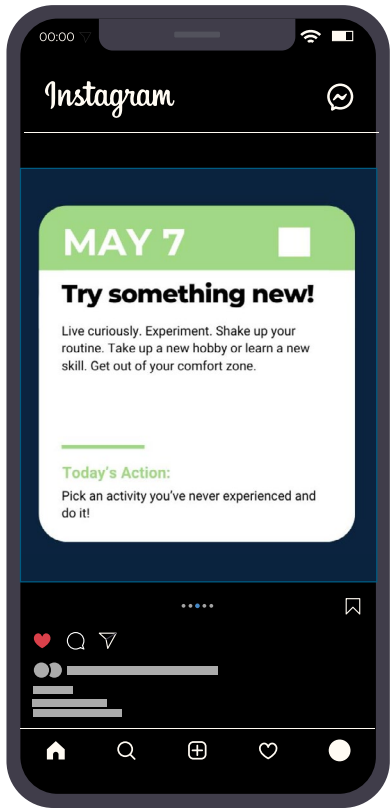
CMMHC hosted a community Scavenger Hunt on May 31st, offering prizes to the winners.



Staff members wore their favorite shades of green to support Mental Health Awareness.



Joy Shamla won the t-shirt design contest. Shirts are available in the company store.



Daily social media posts included practices to improve mental health and overall wellness.





PARTICIPATION IN THE COMMUNITY

FROM APRIL THROUGH JUNE 2025 INCLUDES:

EVENTS

- Navigating Substance Misuse at Station 1 Event Center in Zimmerman
- Transition Trek+ Disability Resource Fair at the Discovery Center in Buffalo
- Communities in Collaboration Conference at Park Event Center in Waite Park
- Sherburne County Adult Mental Health LAC Meet & Greet at Furniture & Things Event Center in Elk River
- Spring Family Fun Night at North Junior High School
- St. Cloud ISD 742 End of Year Celebration at Apollo HS
- CAIRO Health Fair at Lake George Park in St. Cloud
- Navigator Network at GRRL
- Wright County Wellness Walk at Buffalo HS Track & Field
- Children's Story Hour at Big Lake Public Library
- Big Lake ECFE in the Park at Liberty Playground
- Children's Story Hour at Becker Public Library
- Juneteenth Celebration 2025 at Lake George Park in St. Cloud
- Coffee Talk: Isolation and Social Connections at Big Lake Library
- Big Lake ECFE in the Park at Wrights Crossing



Communities in Collaboration Conference



Juneteenth Celebration



Sherburne County Adult Mental Health LAC Meet & Greet

PRESENTATIONS/TRAINING

CRI Program (Presentation)

Paige McConkey, Trauma Informed Advocate

Mental Health (Panel)

Elk River Chamber of Commerce
Chad Bösl, Director of Training & Outreach

Navigator Network (Presentation)

Great River Regional Library-St. Cloud
Rebecca Reichard, Director of Crisis

Better Minds, Better Businesses: Building Resilience in Work and Life (Presentation)

Elk River Area Chamber of Commerce (ERAAC) Mental Health Series
Sherburne County Government Center
Chad Bösl, Director of Training & Outreach

THINGS TO WATCH FOR

September is National Suicide Prevention Month and National Recovery Month.

DONOR RECOGNITION

Thank you to the following individuals and organizations for their monetary and in-kind donations to CMMHC.

General

City of Waite Park
Brad Pickle
David Eickhoff
Jennifer Sandstrom
Greg & Mary Hohlen

In-Kind (Prizes for Mental Health Awareness Month Scavenger Hunt)

AirMaxx Trampoline Park
Green Thumb Etc.



Young Leaders United, a part of the United Way of Central Minnesota, has created paintings that they will donate to CMMHC.

We apologize if we unintentionally omitted a donor. Please contact CMMHC (development@cmmhc.org) so we can acknowledge you in the next newsletter.



OFFICE MANAGER UPDATES

We are excited to welcome the following individuals as Office Managers in the following locations!



KAREN O'KONEK
MONTICELLO



LYDIA LUCAS
ST. CLOUD



SHERI LAYNE-LARAMIE
WAITE PARK

CMMHC GETTING NOTICED ON THE GO!

Check for our latest ads on benches around St. Cloud.



2024 ANNUAL REPORT

CMMHC compiles an Annual Report, providing an overview of our activities, achievements, challenges, and financial performance over the fiscal year. This document communicates with CMMHC's stakeholders, including clients, employees, donors, volunteers, partners, board members, and the community, highlighting our impact and demonstrating transparency. To see our most recent Annual Report, click below.

[CLICK TO READ](#)



OPENINGS IN OUTPATIENT CHEMICAL HEALTH

CMMHC has Immediate openings for outpatient SUD services. Outpatient Substance Use Disorder (OPSUD) groups are rooted in evidence-based practices and integrate both substance use and mental health services, because we know recovery means addressing the whole picture. Through collaborative and individualized treatment plans, our team works closely with each client to support long-term healing and an improved quality of life. Call one of our offices today for more information or to schedule an appointment. We can schedule a chemical dependency (CD) evaluation with a Licensed Alcohol and Drug Counselor (LADC) to get started.

