



ANNUAL REPORT

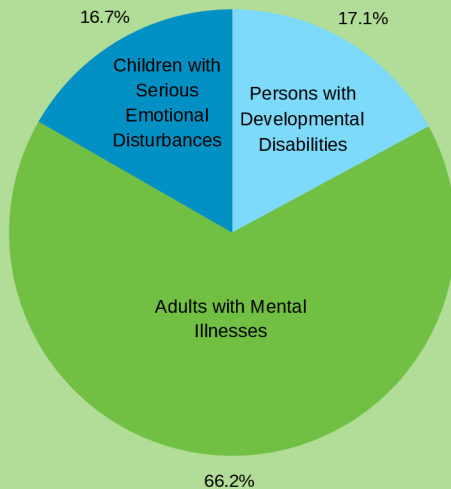
Progress with Purpose

FY 2024

LCCMH FY 2024 ANNUAL REPORT

SERVICES & POPULATION

Persons With Developmental Disabilities	507
Adults With Mental Illnesses	1,960
Children With Serious Emotional Disturbances	495
Total Persons Served	3,385



Outpatient Therapy Visits	2,526
Family Therapy Visits	743
Group Therapy Visits	1,075
Units of Case Management	21,676
Persons Served in Skill Building	179
Persons Served with Autism	229

FY24 Cost: \$36,195,627



MISSION STATEMENT:

Lapeer County Community Mental Health provides mental health care through a variety of services to promote complete wellness.

VISION:

Lapeer County Community Mental Health will support and serve the community through a variety of services promoting complete wellness including mental wellness always aiming to remove the stigma around mental health care.

WHO WE ARE:

Lapeer County Community Mental Health is a community resource providing a variety of services to ensure our friends and neighbors enjoy a life of complete wellness.

WHAT WE DO:

Lapeer County Community Mental Health provides stigma-free mental health care to ensure the overall health and wellness of the people we serve.

CEO REPORT

As we reflect on the close of Fiscal Year 2024, I am proud to share the remarkable progress we've made at Lapeer County Community Mental Health

(LCCMH) in expanding access to mental healthcare, substance use disorder services, and support for individuals with intellectual and developmental disabilities. We continue advancing our goal to foster a healthier, more resilient community. This year has been marked by growth, collaboration, and important milestones demonstrating our commitment to the people we serve.

In FY24, we saw a 30% increase in the number of individuals receiving services, a clear sign our community is increasingly aware of the importance of mental well-being. Through our expanded programs with Certified Community Behavioral Health Clinic (CCBHC), we were able to support more individuals than ever before, providing personalized care addressing both immediate and long-term mental health needs.

We participate in ongoing program reviews to ensure the highest standard of person-centered care. Our scores on recent fidelity reviews and accreditation have reaffirmed our commitment to the quality and effectiveness of the programs we offer.

Our Assertive Community Treatment (ACT) team achieved a strong fidelity rating during its review in March 2024. The ACT model is an intensive, team-based approach designed to support individuals with the most complex needs. LCCMH's high fidelity rating to the ACT model shows our persons served receive integrated, comprehensive, and community-based psychiatric care, which greatly enhances outcomes and promotes independence.

LCCMH's Harmony Hall is proud to hold full accreditation from Clubhouse International, highlighting our commitment to a recovery-oriented and peer-driven approach. Harmony Hall Clubhouse is a psychosocial rehabilitation program offering a welcoming and empowering environment where members can rebuild confidence, develop skills, and engage in their recovery journey.

We are also accredited by Commission on Accreditation of Rehabilitation Facilities (CARF). CARF accreditation confirms that LCCMH meets international benchmarks in areas such as treatment planning, staff training, safety, and program effectiveness (see more on page 7).

As we continue to grow, we face the exciting yet challenging task of finding the space to accommodate our expanding services. In FY24, we added 18 new positions to meet the needs of the community. The increased demand for services has been overwhelming and it's clear we need additional physical space to meet the needs of the people and families we serve. We are actively working with the County Administration to construct a new building near our main office on Suncrest Drive and to move our children's and autism services to existing county buildings.

As we move into FY25, we remain focused on our goal to ensure that everyone in Lapeer County has access to the mental health and substance use disorder care they deserve.

Our work is only possible because of the dedication of our staff, the support of our Board Members, the County Administration and the trust of our community. I am deeply grateful for our devoted staff and the individuals and families who trust us to walk alongside them on their journey. We are more committed than ever to our mission to "provide mental health care through a variety of services to promote complete wellness"



Brooke Sankiewicz, CEO



LEADING WITH HEART: LORI CURTISS' LEGACY OF SERVICE

This year, we are proud to spotlight Lori Curtiss, whose unwavering dedication has made a lasting impact on Lapeer County and beyond. Lori's career has been defined by her compassion and commitment to serving others—whether as a foster care worker, court administrator, or through her leadership roles as Treasurer of the Lapeer County Community Mental Health (LCCMH) Board and Chairman of the Region 10 Board. Her work has touched countless lives and strengthened the fabric of our community.

A Michigan native and Lapeer County transplant, Lori's passion for helping people—and animals—has been a guiding force throughout her life. Her professional journey reflects that deep sense of purpose, with roles that placed her at the intersection of advocacy, leadership, and direct service.

Over the years, Lori has been a steadfast advocate for those who often go unheard. Whether working directly with children in foster care or leading strategic initiatives at the board level, Lori has consistently championed the belief that everyone deserves respect and dignity.

"I encourage people to treat people with dignity and respect," Lori says. "Everyone has a right to be their own person and be treated accordingly."

As a leader on the LCCMH and Region 10 Boards, Lori brings not only fiscal responsibility but also deep empathy for the individuals and families the organizations serve. Her guidance has helped shape policies and programs that prioritize person-centered care and community well-being.

Lori's passion for advocacy remains strong. She is deeply interested in the future of behavioral health services in the region and continues to support efforts that focus on holistic wellness. For Lori, true wellness goes beyond physical health—it includes emotional, mental, and spiritual well-being.

"I see complete wellness as being in touch with yourself, understanding your needs, and continuing to work towards being the best version of you," Lori reflects. Her vision for the future includes fostering environments where individuals feel empowered to seek help, pursue their goals, and live fulfilling lives.



Lori Curtiss, 2024

LCCMH BOARD QUICK FACTS

- The Board met 21 times in FY24
- William Hamilton and Christina Russell were appointed
- Board members are encouraged to attend Community Mental Health Association of Michigan (CMHAM) conferences, usually held in June, October, and February
- The chairperson annually appoints members to prospective committees, which include the Standards Committee, the Recipient Rights Committee, the Citizens' Advisory Committee, Golden Arrow Drop-In Center Board, Harmony Hall Advisory Board, and the Health and Safety Committee

DEPARTMENT SPOTLIGHT

TRIAGE AND EMERGENCY SERVICES

This year was one of extraordinary growth, innovation, and impact for our Mental Health Triage – Emergency Services team. At the forefront of our crisis response efforts, this department has expanded its reach, deepened its partnerships, and continued to meet the community's most urgent mental health needs with compassion and professionalism.

The department grew significantly in both size and capacity. The team doubled in size, expanding both clinical expertise and lived experience within the emergency response model. With a 24% increase in adult intakes, the department's expanded capacity is meeting rising demand head-on. Each member of this dedicated team plays a vital role in ensuring that individuals in crisis receive timely, compassionate, and expert care.

These efforts were complemented by a growing network of community partnerships, including deeper collaboration with L.O.S.S. (Local Outreach for Survivors of Suicide), SPN (Suicide Prevention Network), law enforcement, EMS, VSU (Victims Service Unit) and schools, as well as expanded training efforts that promote trauma-informed practices and crisis readiness across systems.

As Taylor Volpe, Triage Supervisor, shared: "We are looking forward to continuing to expand services to reach anyone in the community that may need us."

Through innovation, connection, and an unwavering commitment to service, the Mental Health Triage – Emergency Services team continues to set a powerful example of what community-based crisis response can be.



14 Team Members

- 4 Adult Mobile Intensive Crisis Stabilization (MICS) Staff
- 3 Intake Specialists
- 3 Peer Support Staff
- 2 Children's MICS staff
- 1 Hospital Liaison
- 1 Clinical Supervisor

LCCMH provided **341** hours of crisis services in FY24.

FINDING CONNECTION: MASON'S JOURNEY TO RECOVERY

When Mason first came to LCCMH, he was in his early twenties and struggling with substance use disorder—a challenge that had taken root in his late teens. “I was always kind of a loner,” he shared. “Using helped me feel like I could connect with people. It made it easier to make friends. At least, that’s what I thought at the time.”

But Mason was also trying to manage something he didn’t yet have a name for: an undiagnosed mental health disorder. Substances became a way to numb the emotional pain and mental turmoil he couldn’t explain. Over time, what once felt like relief turned into a cycle of isolation and dependence.

Eventually, Mason reached a turning point. “I realized I would’ve plateaued if I didn’t deal with my substance use,” he said.

He began his recovery journey by engaging with a wide range of programs that offered structure, support, and community. Mason credits his progress to regularly attending 12-step meetings, as well as exploring alternative recovery paths such as Recovery Dharma, Refuge Recovery, SMART Recovery, and LCCMH groups.

“I strongly believe in multiple pathways to recovery,” Mason said. “Each person’s journey is unique, and what works for one person might not work for another. That’s why I found it so important to explore different options that spoke to me and my experiences.”

Through the support of our agency, Mason was also able to receive a formal mental health diagnosis and begin a treatment plan that addressed both his mental health and substance use. He worked with a case manager to set personal goals and connect with community resources, giving him the foundation to build a more stable and self-sufficient life.

“Through hard work and determination, I was able to develop independence and hold myself accountable,” Mason shared. “That’s what recovery has meant to me—showing up for myself, every day.”

Now over a year into his recovery, Mason is working part-time, enrolled in a certification program, and giving back to others who are just beginning their journey. He’s become a passionate peer support advocate, inspired by those who once walked alongside him at Lapeer CMH—especially Amy White and Matt McKinney. He also speaks at inpatient rehab centers, including Meridian and Sacred Heart, where he shares his story and offers encouragement to individuals in treatment.

Looking ahead, Mason has ambitious goals as a Peer Recovery Coach. “My goals are to finish my bachelor’s, pursue my master’s, and come back to this exact agency as an MSW in the SUD or IDDT departments,” he said. “I’m currently in my junior year at the University of Michigan – Flint, and I’m more determined than ever to give back to the community that helped me heal.”

“I used to think I needed to be someone else to belong,” Mason said. “Now I know that who I am is enough—and that helping others is a huge part of how I stay grounded in my own recovery.”



COMMITTEE SPOTLIGHT: CITIZENS' ADVISORY COUNCIL (CAC)

The Citizens' Advisory Council (CAC) serves as a bridge between persons served, the community and the agency, providing a platform for dialogue, feedback, and collaborative problem-solving. Composed of individuals with diverse lived experiences, professional backgrounds, and strong community ties, the CAC helps shape the direction of services at LCCMH. Their input ensures programs remain inclusive, accessible, and aligned with the needs of those we serve.

Throughout the year, the CAC met regularly to engage in discussions around service delivery, barriers to care, workforce development, and cultural responsiveness. Guest speakers brought specialized knowledge and unique perspectives, helping the council understand complex issues and provide feedback to strengthen LCCMH's approach to care.

The CAC actively identified areas for system improvement. Suggestions included reducing no-call/no-show rates through reminder calls/texts, ensuring timely assessments, and enhancing staff training—especially in the administration and sensitivity of assessment tools.

Workforce challenges were another central focus. As agencies across the country face recruitment and retention issues, CAC members offered practical strategies such as using social media platforms like Facebook and LinkedIn to reach potential staff, conducting surveys to understand workplace values, and investing in benefit packages that promote long-term staff satisfaction. They also highlighted the need to address broader employment barriers in the community, including transportation access, flexible work schedules, childcare availability, and support for job seekers—like resume help and interview preparation.

The work of the Citizens' Advisory Council is deeply valued at LCCMH. Their honest feedback, creative thinking, and commitment to the well-being of the community have helped inform policy, improve service delivery, and strengthen the agency's connection to those it serves. We are grateful for their time, insight, and dedication to creating lasting, positive change.



CARF ACCREDITATION

In July 2024, LCCMH proudly received a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF). CARF is a global, independent nonprofit organization commonly referred to as the “gold standard” due to its rigorous quality standards and promoting continuous improvement in organizations that provide health and human services.



Organizations that achieve CARF accreditation showcase their commitment to upholding the highest standards and consistently improving their services to better support those they serve. This accreditation reflects LCCMH's commitment to our mission, vision and core values while also reinforcing our unwavering dedication to improving the lives of persons served through the delivery of exceptional care and services that align with international best practices.

LCCMH COMMUNITY COLLABORATION

LCCMH hosted our 2nd Annual Wellness Fair and our Annual Trunk or Treat for the community.



LCCMH entered into 3 new memorandums of understanding (MOUs) with community partners in FY24.

LCCMH hosted two blood drives throughout the FY24.



59

Individuals
Donated

61

Units of Blood
Collected



**American
Red Cross**

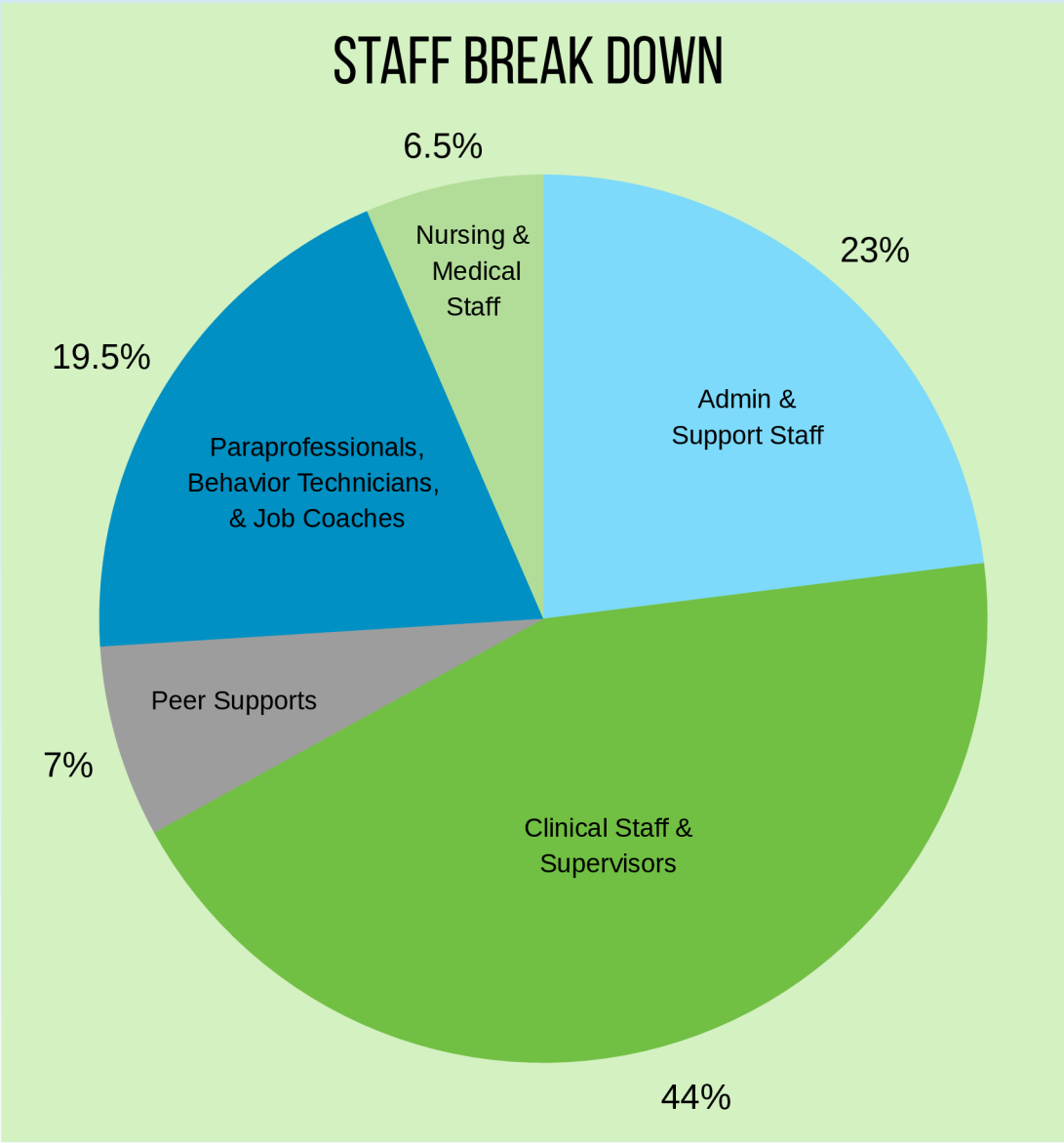
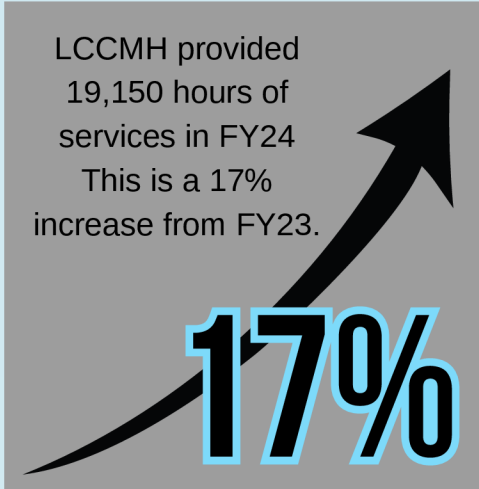
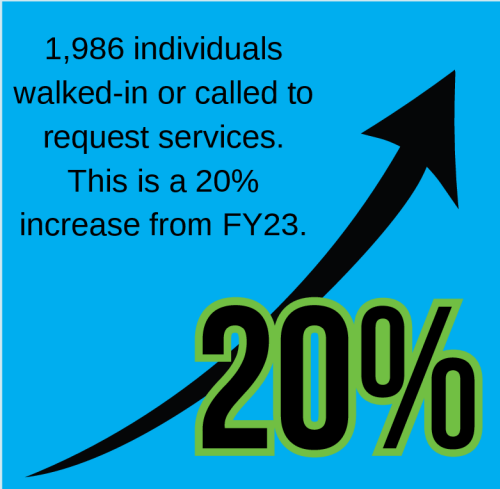
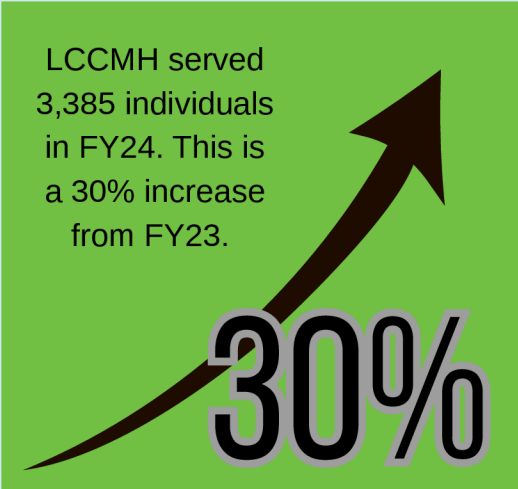


LCCMH participated in the annual Lapeer Days Parade. We were awarded honorable mention. The theme was the 80's and our float was Care Bear themed - We care about your mental health!



In FY24, LCCMH participated in 76 community events. Over 23,000 community members were reached throughout these marketing efforts.

KNOW THE STATS



LCCMH had 14 staff trained and implemented three new evidence-based practices in FY24. These new programs are Dialectical Behavioral Therapy (DBT) for adults, Dialectical Behavioral Therapy for Adolescents (DBT-A), and Parent Management Training Oregon Model (PMTO).

“Extraordinary organization with extraordinary staff. I would feel comfortable having any one of my family members receive services here.”
-CARF Surveyor

CUSTOMER SATISFACTION SURVEY RESULTS:



"My therapist and psychiatrist were so helpful during and after my crisis. Thank you all, you make a difference."



"My counselor was excellent for me. Everyone was very kind. The treatment I received was top notch."



"Very Satisfied. I am in a really great place and doing amazing. Thank you."

WRAP UP

As we reflect on this past year, we are proud of the progress we've made, the challenges we've faced with resilience, and the lives we've impacted through our work. Each accomplishment is a testament to the dedication of our team, the strength of our partnerships, and the unwavering support of our community.

Looking ahead, we remain committed to our mission, driven by purpose and inspired by possibility. With the momentum we've built and the lessons we've learned, we are confident in our ability to continue growing, adapting, and delivering meaningful results in the year to come.

Thank you for being a part of our journey. Together, we are making a difference.



ACKNOWLEDGEMENTS

Our thanks to the following Board and staff members who were instrumental in the 2024 Fiscal Year:



Catherine Bostick,
Chairman



Brad Haggadone,
Vice Chairman



Kay Morris,
Secretary



Lori Curtiss,
Treasurer



Jerry Webb



Mary Linn Voss



Donna Shelton



Cheryl Howell



Truman Mast



Rex Ziebarth



William Hamilton



Christina Russell

Leadership Team

Brooke Sankiewicz, CEO

Laura Moore, CCO

Emma McQuillan, CFO

Lisa Ruddy,
Corporate Compliance Officer
& QI Supervisor

Mandi Brace,
Executive Secretary

Sandy Koyl,
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