

2025 ANNUAL REPORT TO THE COMMUNITY

FISCAL YEAR 2025 (10/1/24-9/30/25) PUBLISHED WINTER 2026

INNOVATION THROUGH PARTNERSHIP





We very much value the innovative partnerships NLCMHA has with other community organizations and local and county governmental units. Especially during times when the needs far exceed resources available to meet them, creativity and collaboration is more important than ever. We are honored to be working with a very committed and talented board and staff as well.

—*Gregory McMorrow, Board Chair, and Lynda Zeller, CEO*

TO THE COMMUNITY

In 2025, Northern Lakes Community Mental Health Authority took major steps to improve access to behavioral health services across our region. In partnership with **Munson Healthcare**, we opened the **Grand Traverse Mental Health Crisis and Access Center**, providing a welcoming, walk-in location where individuals experiencing a mental health crisis can receive immediate, compassionate care. The Center offers 24/7 access to assessment, stabilization, and connection to ongoing support—all designed to reduce unnecessary emergency room visits and ensure people get help when they need it most. Since the Center's opening in January 2025, we have served over 900 individuals, including both adults and children.

Over the past year, we **blended our Access and Crisis Teams** in each of our offices to strengthen our ability to assess needs, streamline care, and ensure individuals receive timely support—whether during a moment of crisis or while seeking routine services. In 2025, across our six-county region, our Crisis and Access Teams served approximately **2,344 individuals**. Looking ahead, we plan to **pilot Same Day Access appointments in 2026** to further ensure that individuals can begin services **at the point of request and in times of crisis**.

We also **recently launched our Assisted Outpatient Treatment (AOT) program**, which enhances continuity of care and supports recovery for individuals with mental illness who have experienced repeated hospitalizations or crises.

Together, these initiatives reflect our commitment to timely, coordinated, and person-centered care that meets people where they are.

As a public mental health organization, we take seriously our role as **responsible stewards of limited public resources**. We recognize the financial realities that prevent us from building out all the services our communities need, and we face difficult choices every day about how to best use the funding entrusted to us. In response, we are focusing on **innovation through partnership**—collaborating with hospitals, schools, law enforcement, and community organizations to close service gaps, maximize shared resources, and deliver care efficiently and effectively. These partnerships are especially critical in areas where neither Medicaid nor private insurance reimburses for certain services, such as those provided in jails, hospitals, or other non-traditional settings.

Together with our community partners, we are creating a more responsive, recovery-focused system where help is available anytime, anywhere.



BOARD OF DIRECTORS (L-R): TONY LENTYCH, DAVID FREEDMAN, LYNN POPE, AL CAMBRIDGE JR., VINCE CORNELIER, CHRISTAL FROST ANDERSON, DEAN SMALLEGAN, MARY MAROIS, PENNY MORRIS, RUTH PILON, BEN TOWNSEND, GREGORY MCMORROW, TY WESSELL. BOARD MEMBERS NOT PICTURED ABOVE: SHAWN KRACYS, KIM MORLEY, MARK NYMAN

Catholic Human Services believes that community partnerships are essential and allow us to do more than any one organization could do alone. By working collaboratively, we strengthen services, expand opportunities, and ensure that individuals with substance use disorders, serious mental illness and intellectual or developmental disabilities receive the comprehensive, person-centered support they deserve.
—Catholic Human Services

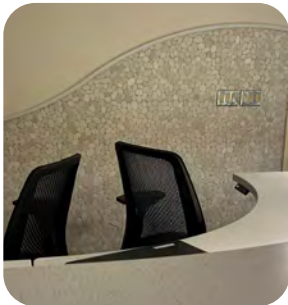
Innovation doesn't happen in isolation—it happens when people, agencies, and communities work together.

We are grateful for our partnership with NLCMHA to better support our clients impacted by behavior health issues and substance use disorder. From improved coordination and responsiveness to individualized case management, we know this is just the start of what our relationship can be. We look forward to continuing to grow this relationship and strengthening the support we provide together.
—Addiction Treatment Services

The GTMHCAC has been instrumental in meeting the immediate needs of the people served by the Traverse City Police Department. When identifying individuals in crisis, officers now have a physical resource to turn to, with comforting, credentialed staff skilled in deescalation and a warm hand-off opportunity. The 24/7 nature of the Center has provided a resource at all times of day, especially crucial in our area, in which resources are scarce after business hours. Moreover, the Crisis Center team has gone above and beyond in care coordination when serving our most vulnerable population, helping to problem solve cases that may or may not require imminent treatment, and getting connected to services or access to mental health medications during the day. We cannot say enough about the Crisis Center; their quality, dedicated staff are an asset to our area.

—Jennifer Holm, Traverse City Police Department

True impact happens when community partners align around a shared purpose. Our partnership with NLCMHA enables us to reduce barriers and better support people living with serious mental health conditions or intellectual and developmental disabilities. By working together, we expand access to services, promote self-sufficiency, and strengthen the network of care that builds healthier, more connected communities.”
—Kerry Baughman, Executive Director, Northwest Michigan Community Action Agency



Grand Traverse Mental Health Crisis and Access Center (GTMHCAC)

We are grateful to our community and to NLCMHA for the partnership that has resulted in the GTMHCAC. Together, we have been opened for one year and now can provide supportive, trauma informed walk in crisis care 24/7 as well as psychiatric urgent care Monday–Friday. We welcome anyone of any age and look forward to our next phase of building crisis residential units for adults then for kids.

—Terri LaCroix-Kelty, Executive Director for Behavioral Health, Munson Healthcare



Michael Corby,
 GTMHCAC
 Behavioral Health
 Director



(Above L-R) First Row: Katie Haslett, Dr. Miriam Brown, Terri LaCroix-Kelty, Laura Glenn, Munson Chief Operating Officer; Linda Solem, Community Advisory Group; Martha Falk, Dylan Thayer, Megan Smith. Second Row: Matt Paulic, Dr. Christopher Archangeli, Gabe Schneider, Munson Government Relations; Dr. Curtis Cummins, Michael Corby, Trevor Cressman, Lori Kowalski.

Partnerships
improve access,
reduce duplication,
and create more
responsive, person-
centered care.

NLCMHA has been an essential partner to the Grayling Emergency Department. Over the past several years, our collaboration has strengthened as we work together to support the mental health needs of our community. I truly appreciate our partnership with NLCMHA and the strong relationships we've built with their team.

—**Jason Baerlocher, Director of Nursing Services, Munson Healthcare**

I really feel like the jail's relationship with NLCMHA has never been better. NLCMHA is a great resource for us and even with some of the hardships NLCMHA has faced, the jail has remained a priority for their organization.—**Sgt. Katie Tessner, Jail Administrator, Crawford County Sheriff's Office**

NLCMHA is an integrated part of mental health services within our community and in particular inside the local jails. A significant amount of individuals in our local jails have mental health needs that must be addressed to ensure safety, humane treatment, and legal compliance. Untreated mental illness can lead to crises, self harm, and behavioral issues that affect both individuals and staff. Providing mental health services helps stabilize individual during incarceration, reduces risk and disruption within the facility, and supports continuity of care upon release, ultimately promoting safer environments and reducing repeated incarceration. The community at large benefits from community mental health services and cutting any services would be a detrimental to our community.—**Karen Chitwood, HealthCare for Homeless Veterans**

At our day program, strong partnerships with residential home staff are essential to providing consistent, person-centered support. Open communication allows us to work as a unified team, prevents individuals from having to repeat their stories, and ensures continuity of care across settings - ultimately improving the quality of life for the people we serve.

—**Jessica Pucciariello, Interim Director, Footprints in Time**

Collaboration between the Grand Traverse County Jail and Northern Lakes Community Mental Health is not optional—it is essential to the safety, stability, and humane treatment of incarcerated individuals, as well as to the safety of staff and the broader community. I strongly support the continuation and strengthening of this collaborative relationship and urge all stakeholders to recognize its vital role in maintaining safety, dignity, and effective mental health care within the jail setting.—**Toni Stanfield, MS, Before, During and After Incarceration (BDAI)**

For those who have mental illness and/or developmental disabilities, partnerships are invaluable. The supports that these individuals need and deserve come through our ability to partner, communicate and collaborate within our/their communities. Our efforts together help individuals to gain more access to services, resources, engagement and a variety of other opportunities. Partnerships of all kinds provide those we support with the ability to grow and learn each and every day. They are absolutely essential to us all.—**Cheryl Haight, DCS Cadillac Center, Hope Network**

It is great to have Joe Barkman/NLCMHA at the table during our monthly Wexford Missaukee Vulnerable Adults (VAN) meetings. This group needs multiple perspectives to serve our most vulnerable citizens. His presence helps us all better meet the needs of these people who are often slipping through the cracks of life and this group is dedicated to working together to find the best next step in their journey.

—**Margo Jacobs, Wexford Missaukee Vulnerable Adults (VAN)**

Strong partnerships are truly the foundation of strong services. At Grand Traverse Industries, the work we do in our community is only possible because of the positive support, collaboration, and shared commitment of the NLCMHA team. We truly value the collaborative relationship we have built and the way our teams work side by side to respond to needs and find solutions together. Because of this partnership, we are able to build effective programs, create meaningful opportunities, and make a real difference for individuals with intellectual and developmental disabilities. Every day, our shared work shows that when we work together, our programs are stronger and our community is better because of it.

—**Cindy Evans, Executive Director, Grand Traverse Industries**



Committed to timely, coordinated, and person-centered care that meets people where they are



With NLCMHA assistance, people we serve advocate for themselves and others in multiple ways. Here they are shown at the annual Walk A Mile In My Shoes Rally at the State Capitol representing their county. Above, Club Cadillac member Heather Yennior spoke with Senator Debbie Stabenow, who was the rally keynote speaker.



Tiffany Bean and Nancy Pletzke are shown here at the Hope Begins Here Drop-In Center Grand Opening in May, 2025. This amazing place is a community-based center in Grayling offering Peer-to-Peer support to those in our area who have lived experience with mental health. They strive to have a safe, fun, social, and educational environment for those who join them. Opening the center was the result of years of dreaming and planning. The center operates with support of NLCMHA.

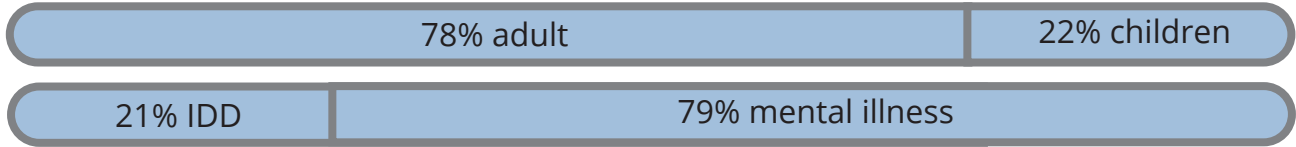
Providing mental health support to individuals in the Grand Traverse Jail is crucial for improving inmate well-being, reducing high rates of recidivism, and ensuring safer, more humane environments. It has been empowering to be part of BDAI and work with collaborative partners like NLCMH to provide key programs, such as Life Skills Classes and supported re-entry navigation. Working together we can make a difference! —Kathy Sanders, *Before, During and After Incarceration (BDAI)*

With support from their NLCMHA Community Living Supports worker, two people we serve worked through Hope Network to provide sack lunches to anyone who needed them once a week at Cadillac City Park last summer. Community donations allowed for a full, hearty meal to be provided. By providing meals for homeless, veterans, and children—doing something that matters—they learned independence and how to be part of something bigger than themselves.



BY THE NUMBERS

5,110

 INDIVIDUALS SERVED IN FY25
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NLCMHA is working towards implementation of same-day assessments to ensure that individuals seeking help are met with timely, person-centered support in the moment they need it most. Our purpose is to provide immediate clinical evaluations, assess safety, and quickly connect individuals to NLCMHA and community resources appropriate to their level of care.

2,255
CRISIS
SCREENS

87%
MEDICAID FUNDED

7,947
AFTER HOURS
CRISIS CALLS

329
PERSONS RESIDING
IN SPECIALIZED
RESIDENTIAL
HOMES

310
PEOPLE
EMPLOYED AS OF
9/30/24

288
PEOPLE
EMPLOYED AS OF
9/30/25

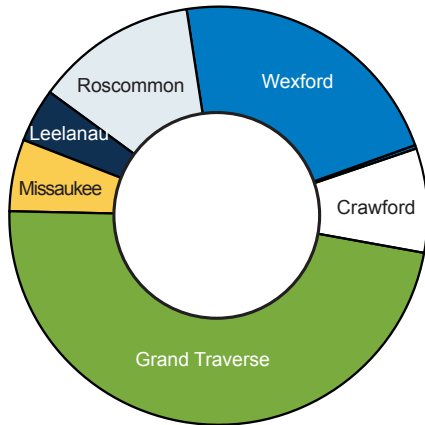
58%
of Budget
CONTRACTED
PROVIDER
EXPENDITURES

42%
of Budget
EMPLOYED
WORKFORCE &
AGENCY EXPENSES

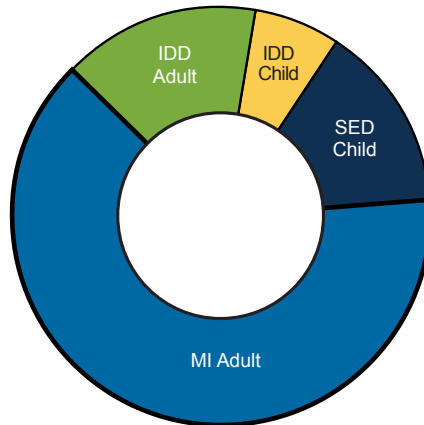
PERSONS SERVED

EXPENDITURES

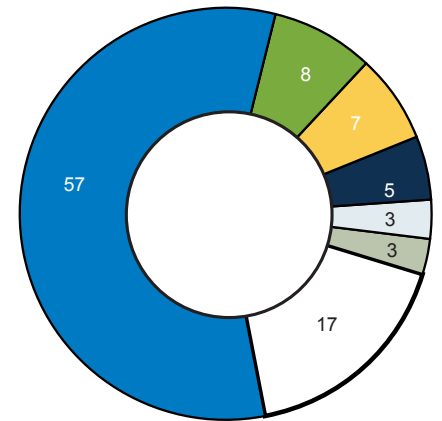
BY COUNTY OF RESIDENCE



BY POPULATION



BY PROGRAM



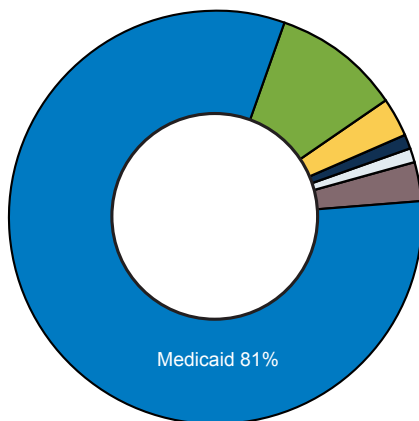
	# SERVED	%
Crawford	415	8
Grand Traverse	2,427	47
Leelanau	215	4
Missaukee	285	6
Roscommon	637	12
Wexford	1,117	22
Other	14	0
TOTAL	5,110	100

	# SERVED	%
MI Adult	3,254	64
SED Child	786	15
IDD Child	333	7
IDD Adult	737	14
TOTAL	5,110	100

PROGRAM	%
Community Living Supports	57
Inpatient	8
Case Management	7
Autism Services	5
Psychotherapy	3
Crisis	3
All other (under 3%)	17
TOTAL	100

REVENUES

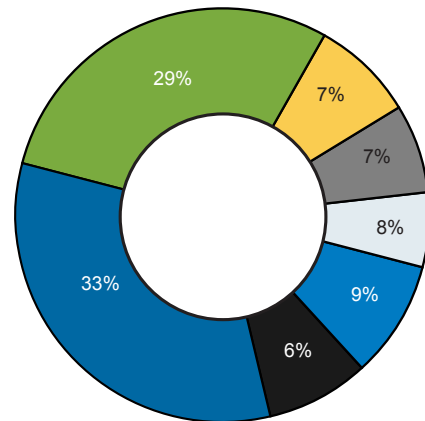
\$87,390,375



	\$	%
Medicaid	\$70,559,129	81
Healthy Michigan	8,914,596	10
General Fund Rev	2,905,487	3
Grants	1,036,818	1
County	1,026,740	1
Other	2,947,605	4
TOTAL	87,390,375	100

EXPENSES

\$92,132,475



	\$	%
Personnel	\$30,403,717	33
Residential Contracts	26,718,418	29
Daytime Activities	7,370,598	8
Inpatient Services	6,449,273	7
Community Living Svcs	5,527,949	6
Other Workforce/Agency	8,291,923	9
Other Contracted Provider	7,370,597	8
TOTAL	92,132,475	100

We launched a new **Assisted Outpatient Treatment (AOT)** program designed for court-involved individuals with serious mental illness who need ongoing support yet may not voluntarily seek or comply with treatment on their own. Preparations included learning from experts from Wayne State University's Center for Behavioral Health and Justice.



121
INDIVIDUALS
MONITORED ON AN
AOT ORDER

NLCMHA is a founding partner of the Quick Response Team with the Traverse City Police Department. Their willingness to problem-solve tough cases with law enforcement, seek solutions, and provide services to those with mental health issues, has been paramount in helping the vulnerable people of our community. Since 2022, this partnership has evolved into regular check ins and case discussions of complicated cases and coordination of care for QRT participants We are grateful for the continued opportunity to work with NLCMHA.

—Jennifer Holm, Traverse City Police Department

Contact Information | Locations

Crisis: 833-295-0616
Access To Care: 800-492-5742
Recipient Rights: 989-348-0003
Ethics Hotline: 855-560-0008

Administrative Office
105 Hall Street, Suite A
Traverse City MI 49684
231-922-4850

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TTY 711



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527 Cobb Street
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231-775-3463

Grayling Office
204 Meadows Drive
Grayling MI 49738
989-348-8522

Houghton Lake Office
2715 South Townline Road
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Traverse City MI 49684
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