



CentraWellness

N E T W O R K

ANNUAL REPORT 2025

Manistee and Benzie Counties

Our mission is to enhance freedom to lead meaningful lives through quality behavioral healthcare, leadership, promoting individual wellness, and teamwork within our community.

Centra Wellness Network is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and a member of the Northern Michigan Regional Entity (NMRE). Centra Wellness Network is funded in part by the NMRE and the Michigan Department of Health and Human Services (MDHHS).



WWW.CENTRAWELLNESS.ORG



A WORD FROM OUR EXECUTIVE DIRECTOR

What stands out to me most is the way CWN continues to show up for people. Our staff meet individuals and families with compassion, skill, and respect every day. Our community partners continue to work beside us to strengthen local supports and improve access to care. Programs such as our Crisis Response Officer and Safenet efforts are strong examples of what can happen when people come together with a shared commitment to helping others.

As we move forward, our focus remains clear: to protect and strengthen the public mental health system, advocate for adequate and sustainable funding, support the people doing this work, and ensure that services remain accessible, effective, and centered on the needs of the people we serve. That mission has guided CWN for many years, and it will continue to guide the organization into the future.

As many of you know, I will be retiring in September. It is not easy to put into words what it has meant to be part of this organization and this community. I am deeply grateful for the trust placed in me, for the people I have had the privilege to work with, and for the many partnerships that have helped move this work forward. I have great confidence in CWN's Board and in the future leadership of this organization. Most of all, I have confidence in the staff and partners who will continue serving this community with the same dedication and heart that have defined CWN for so long.

Thank you for your continued partnership, support, and belief in the work of Centra Wellness Network. It has been an honor.

Dear Friends and Community Partners,

As I look back on this past year, I am reminded once again of how important this work is—and how fortunate we are to do it alongside such dedicated staff, partners, Board members, and community members. Centra Wellness Network has continued to serve residents of Benzie and Manistee Counties during a time when the need for mental health and substance use services remains high and the behavioral health landscape continues to change around us. Like many organizations across Michigan, we have faced real challenges. Funding has not always kept pace with the growing complexity of care, and rising costs continue to stretch public mental health providers. Workforce shortages remain a concern as well, especially in rural communities where recruiting and retaining qualified professionals can be difficult. These challenges are significant, but they have also reinforced just how resilient and committed our team truly is.

-JOSEPH “CHIP” JOHNSTON
EXECUTIVE DIRECTOR

About Our Board



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Signe Ruddy

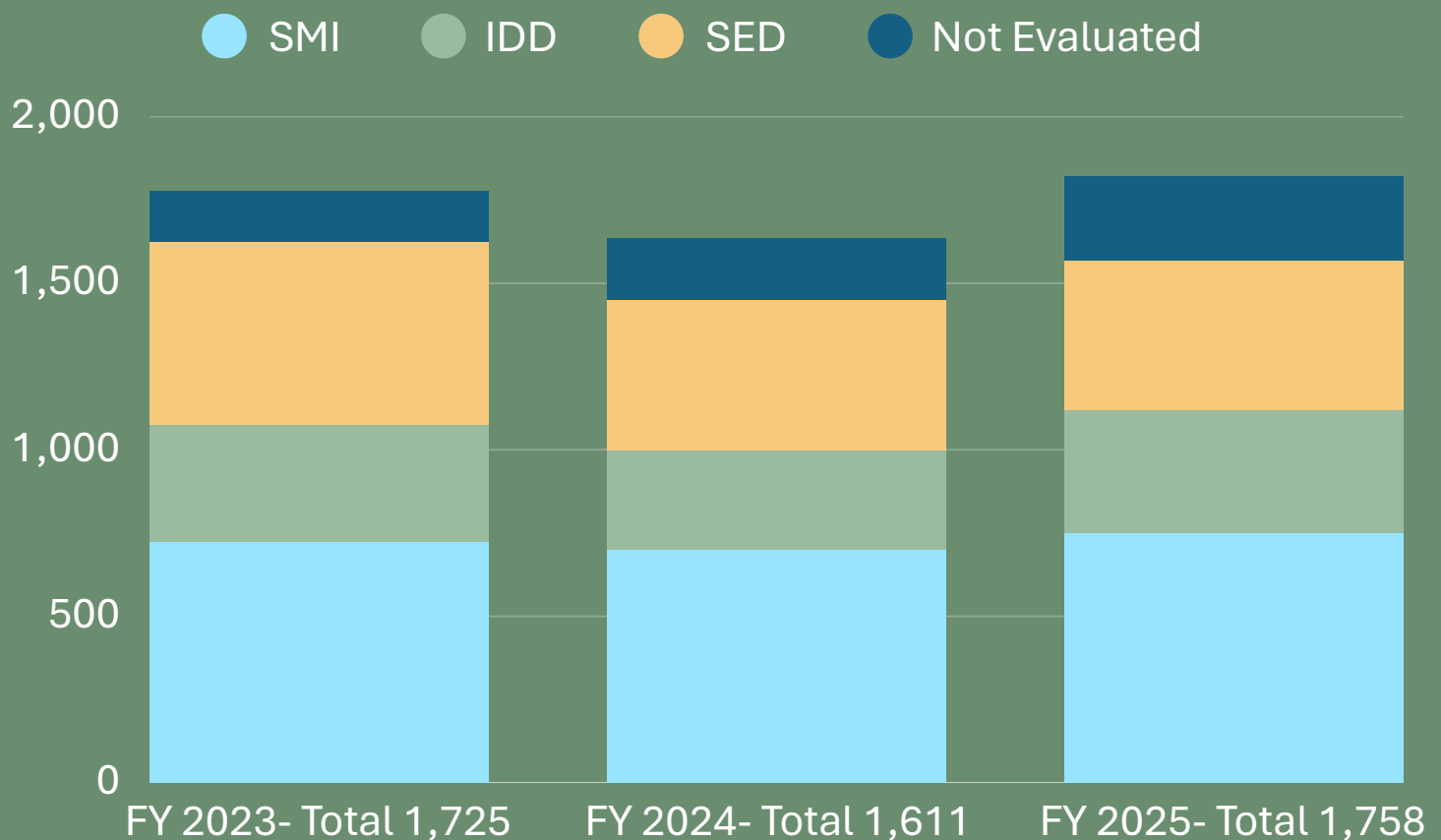
Centra Wellness Network is the publicly funded Community Mental Health Service Provider for Manistee and Benzie Counties. In collaboration with providers and community partners, Centra Wellness Network serves more than 1,600 individuals annually.

Centra Wellness Network sees a community where everyone's life is valued, has meaning, and each person is treated with dignity and respect. Our mission is to enhance freedom to lead meaningful lives through quality behavioral healthcare, leadership, promoting individual wellness, and teamwork within our community.

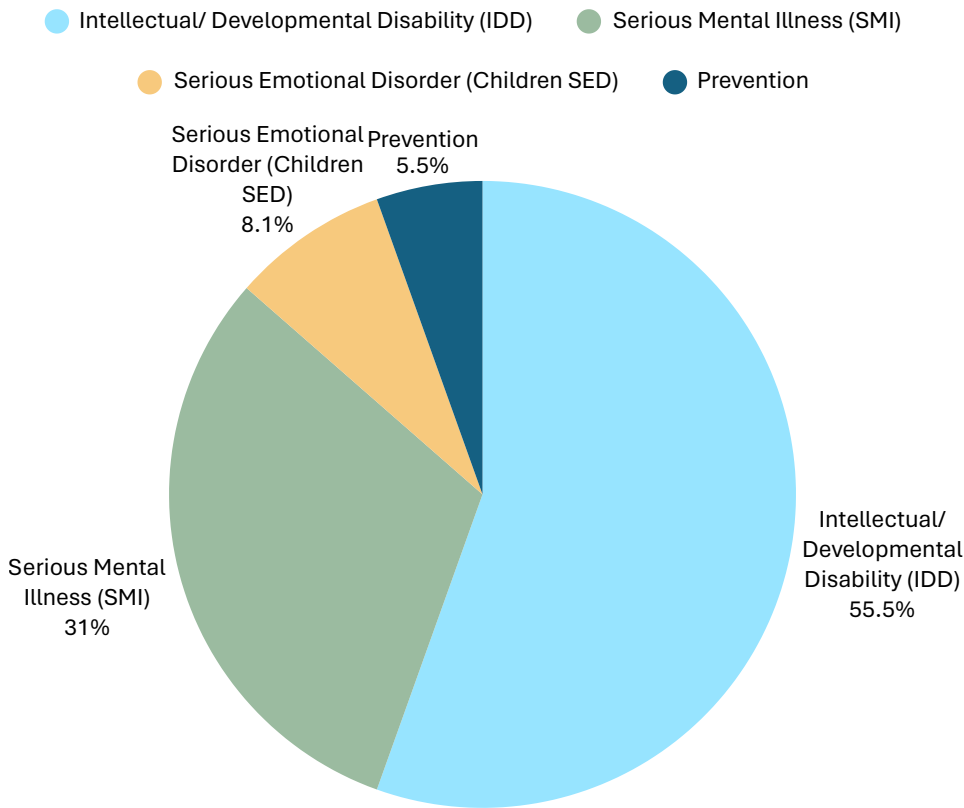
Individuals Served

At Centra Wellness Network, we provide person-centered, wellness-focused services to individuals of all ages living with a serious mental illness (SMI), severe emotional disturbance (SED), and/or an intellectual or developmental disability (IDD). No one is denied access to services due to an inability to pay. A discount or sliding fee schedule is available based on family size and income.

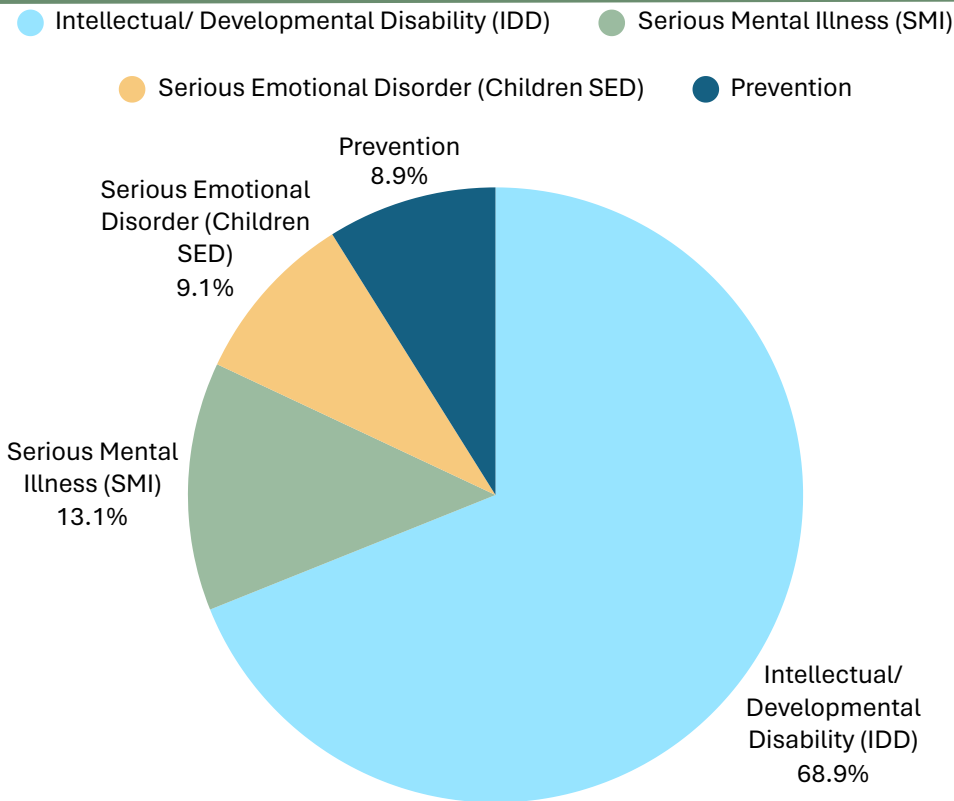
UNDUPLICATED NUMBER OF INDIVIDUALS SERVED BY POPULATION PER FISCAL YEAR



COST OF SERVICES PROVIDED PER POPULATION

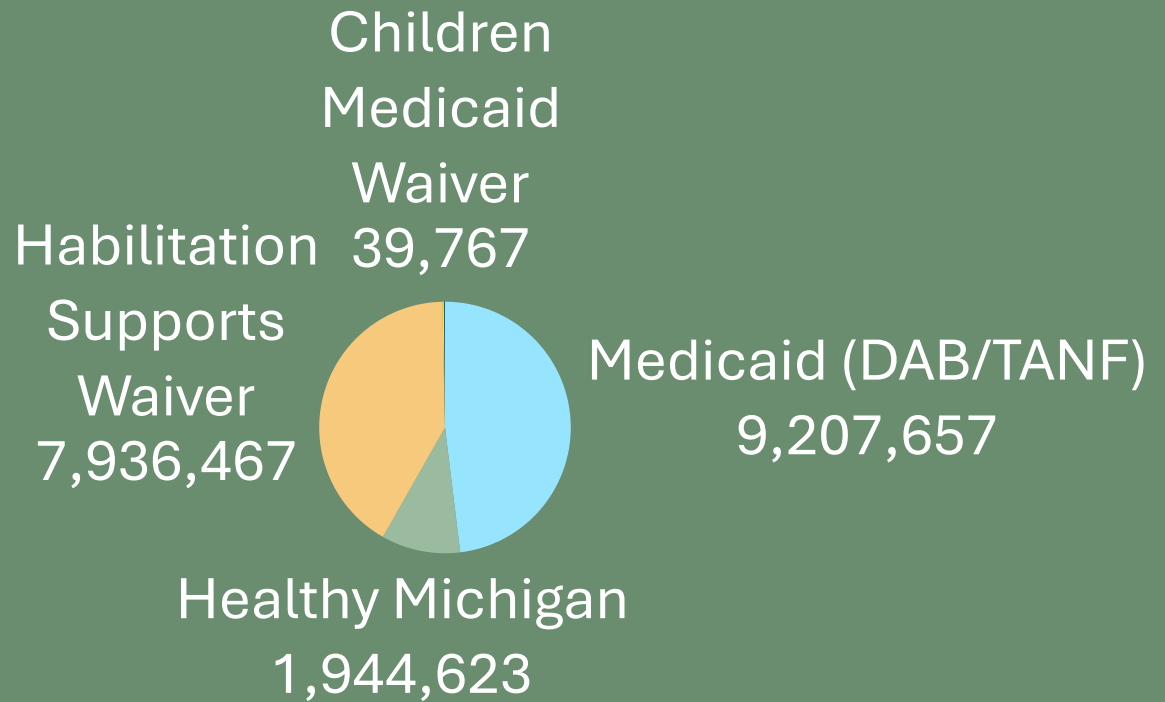


COST OF SERVICES PROVIDED PER CLIENT



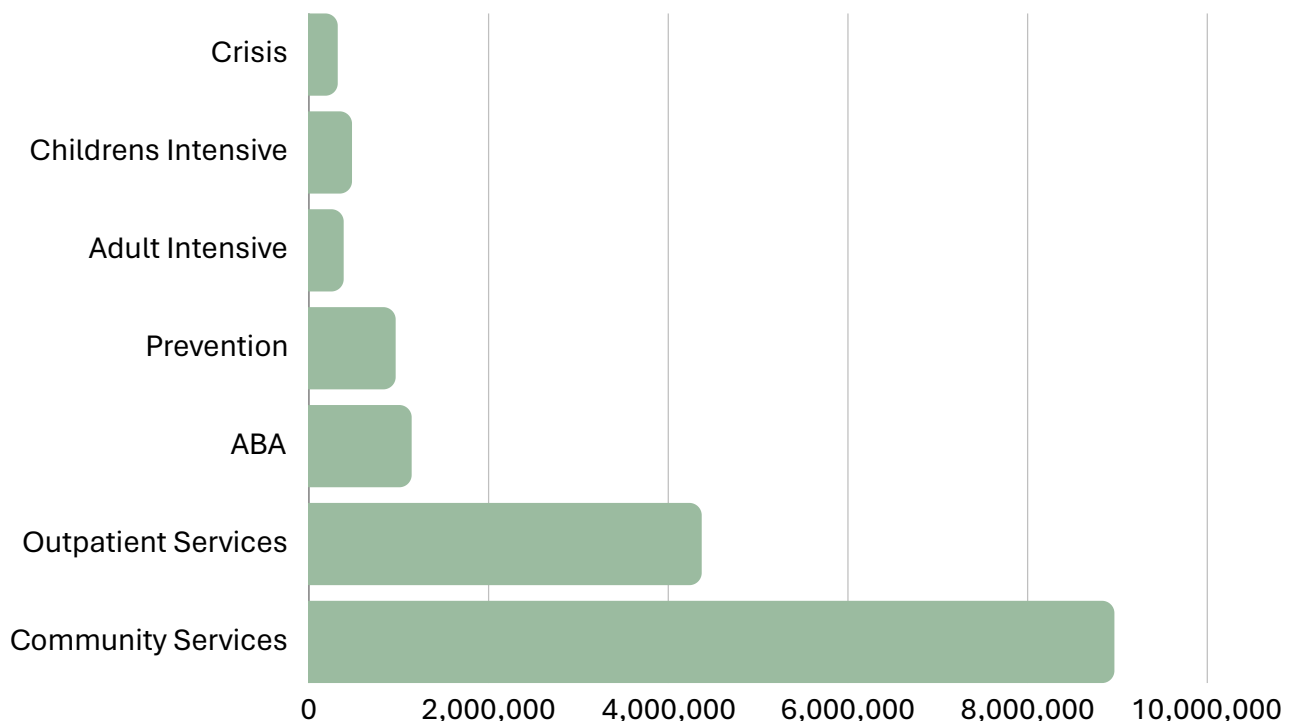
REVENUE BY FUND SOURCE

FY 2025



COST PER SERVICE PROVIDED

FY 2025



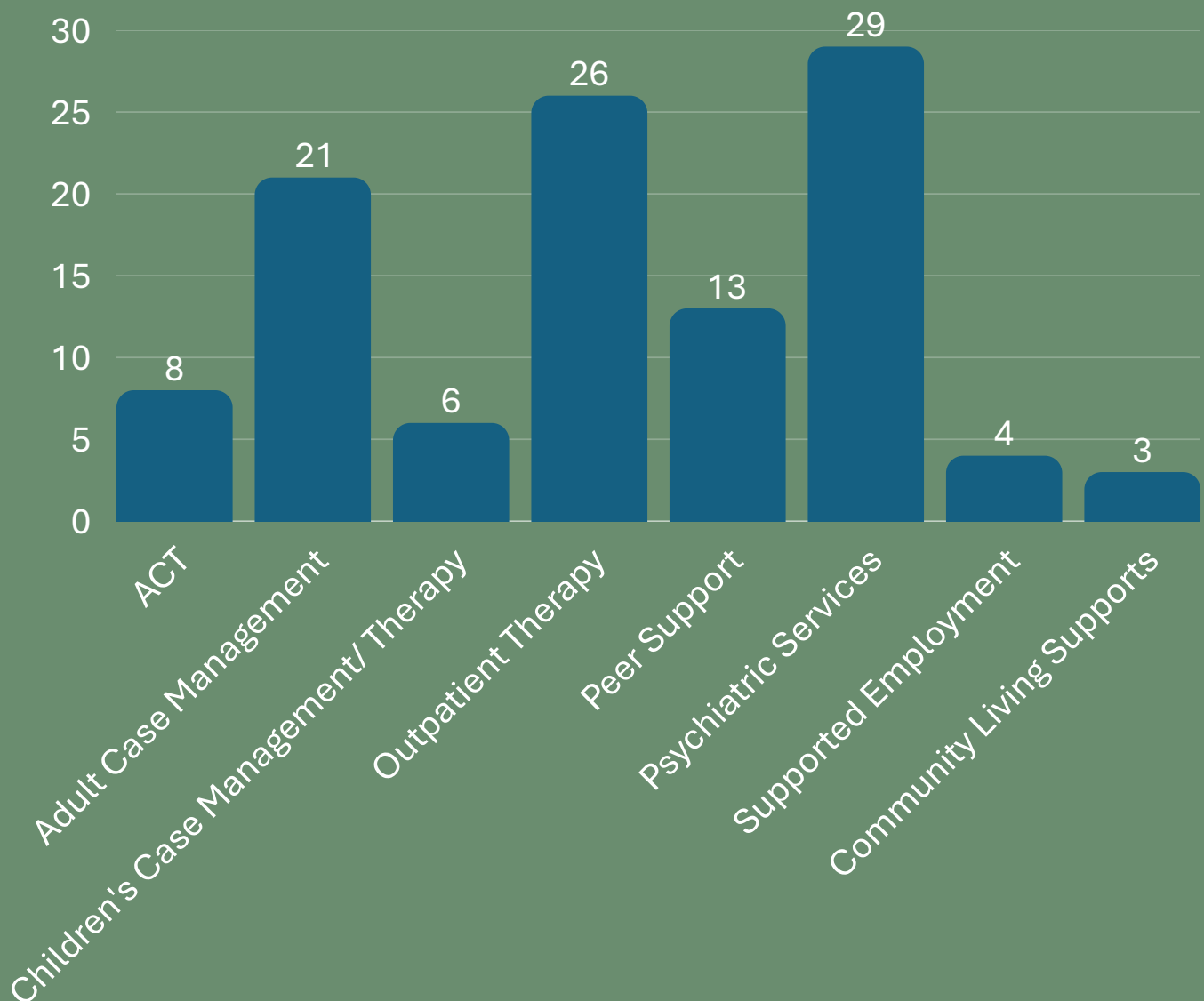
CUSTOMER SATISFACTION

The Northern Michigan Regional Entity (NMRE) conducts an annual survey to gather data about the mental health and substance use needs of the populations it serves within its 21-county region. As a member, the survey helps to inform us on program development, training needs, service planning, and quality improvement efforts.

FY 2025

What Services do you Receive?

● Number of participants



CUSTOMER SATISFACTION

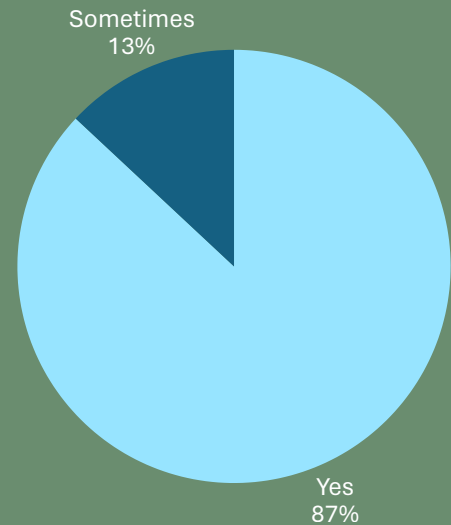
FY 2025

I understand the services I receive from CMH



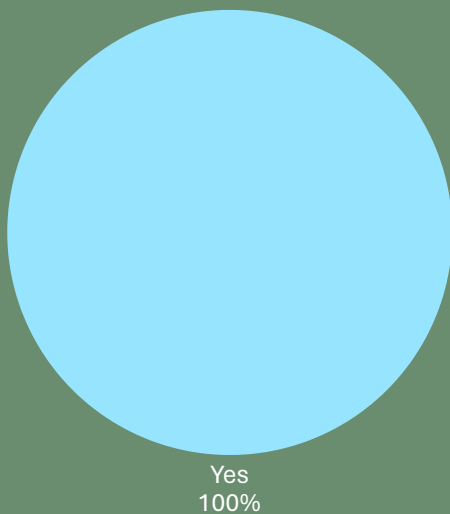
FY 2025

I feel comfortable asking questions about my services



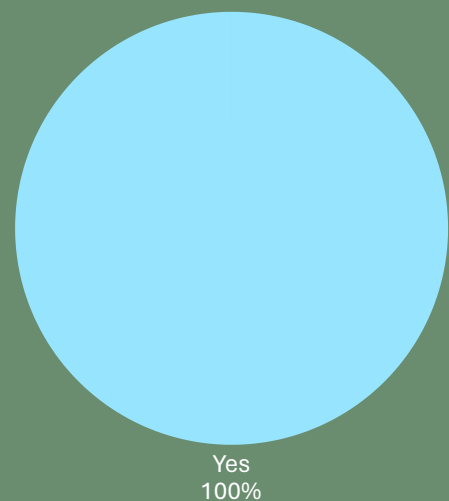
FY 2025

CWN Staff are nice to me.



FY 2025

Overall, I am happy with the services I receive.



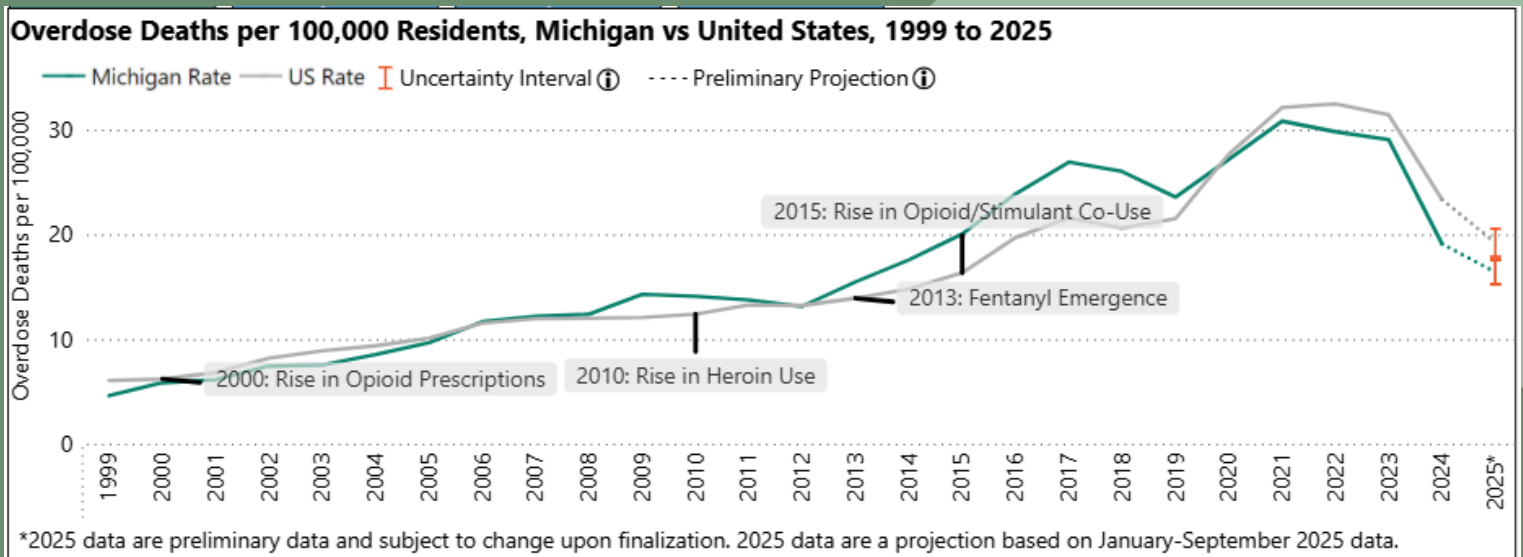
STRENGTHENING COMMUNITY HEALTH THROUGH BHH AND SUD HEALTH HOME SERVICES

At Centra Wellness Network (CWN), the Be.Healthy.Here (BHH) and Substance Use Disorder Health Home (SUDHH) programs are central to our commitment to delivering integrated, whole-person care across Manistee and Benzie counties. These programs support individuals with complex behavioral health and substance use needs by coordinating physical health, mental health, and social services through a person-centered, team-based approach. By strengthening partnerships with local providers and addressing social determinants of health, CWN ensures that individuals who are uninsured, underinsured, or facing barriers to care receive timely, coordinated services.

Health Homes

In 2025, Centra Wellness Network (CWN) successfully applied for and was awarded opioid settlement funding in both Manistee and Benzie counties. These funds were used to expand access to substance use disorder (SUD) services for individuals who are uninsured or underinsured within our communities.

By leveraging both opioid settlement funds and our SUD Health Home program, CWN enhanced care coordination efforts to support integrated behavioral and medical treatment. This was accomplished through a multidisciplinary approach utilizing key resources, including Licensed Practical Nurse (LPN) and Registered Nurse (RN) Care Managers, as well as Peer Recovery Coaches.



This positive trend is closely associated with the increased availability of naloxone (Narcan). At CWN, Narcan is readily accessible at both service locations without a prescription, further supporting harm reduction efforts in the community.

This funding enabled CWN to serve individuals aged 18 and older residing in Manistee and Benzie counties who have a current diagnosis of Opioid Use Disorder, Stimulant Use Disorder, and/or Alcohol Use Disorder. During the post-pandemic Medicaid redetermination period, approximately 50% of CWN's Medication-Assisted Treatment (MAT) and SUD Health Home clients lost Medicaid coverage. This loss significantly increased their risk of relapse and worsening health conditions. Through the combined support of SUD Health Home resources and opioid settlement funding, CWN has remained committed to assisting individuals who have lost coverage or remain underinsured, ensuring continued access to critical services.

Be.Healthy.Here (BHH) Program

Centra Wellness Network's Be.Healthy.Here (BHH) program continues to lead the region with both efficiency and positive health outcomes. CWN has been recognized by its Prepaid Inpatient Health Plan (PIHP) as a model program for other Community Mental Health (CMH) organizations to emulate.

This recognition reflects the dedication and excellence of CWN staff, whose efforts have driven sustained success.

Over the past five years, the BHH program has consistently met or exceeded performance benchmarks, resulting in the receipt of pay-for-performance funding. These funds are reinvested directly into the community, further enhancing services and supports for those we serve.