



**Centra Wellness**  
N E T W O R K

2024

# Annual Report

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.

[www.centrawellness.org](http://www.centrawellness.org)

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).





# About Us

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**Don Tanner**  
Board Chair



**Karen Goodman**  
Board Vice Chair



**Rhonda Nye**  
Board Secretary



**Janice McCraner**



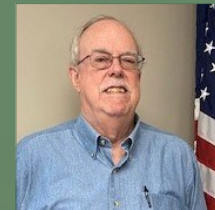
**Terry Pechacek**



**Tim Markey**



**Don Smeltzer**



**James Uhl**



**Paula McLain**



**Jack Loynes**



**Aaron Smith**



**Maureen Eckstein**

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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.

# From our Executive Director



Greetings from Centra Wellness Network (CWN), also known as Manistee-Benzie Community Mental Health. We are a county-level organization created by Manistee and Benzie counties to be a safety-net or last stop for mental health concerns from those with intellectual developmental disabilities to severe mental illness as our core service. In addition to working with other county agencies, we also work heavily in the prevention sphere from school programs to substance abuse. We can do this because our funding source, primarily Medicaid and State funds, comes to us in a lump sum every month which allows CWN to invest in prevention and early intervention.

On May 23, 2025, the state announced it will begin a competitive bidding process for mental health contracts. Right now, state law says contracts must be public mental health organizations. The proposal is set to eliminate this requirement which could change the public system that has supported our work since 1998.

While CWN is deeply committed to improving Michigan's public behavioral health system and supports reforms that enhance access and quality of care, we have serious concerns about this proposed procurement process:

1. **Loss of Local Advocacy:** The proposed procurement process would exclude long-standing public PIHPs, removing local oversight and accountability in favor of large, private nonprofit health plans.
2. **Inefficient Use of Funds:** The plan could divert \$300–\$500 million from direct care to administrative costs due to higher overhead in private plans, without solving the core issues of workforce shortages and underfunding.
3. **Costlier, Less Preventive Care:** Transitioning to a fee-for-service model shifts focus from prevention to treatment after crisis, likely increasing healthcare costs and reducing the flexibility of local services.

Let's hope that very careful consideration is given before unraveling 62 years of a public mental health safety net system — especially at a time when demand for mental health services is at an all-time high across the state.

Once again, it has been a pleasure serving the communities of Benzie and Manistee Counties. We remain hopeful and committed to continuing that service well into the future.

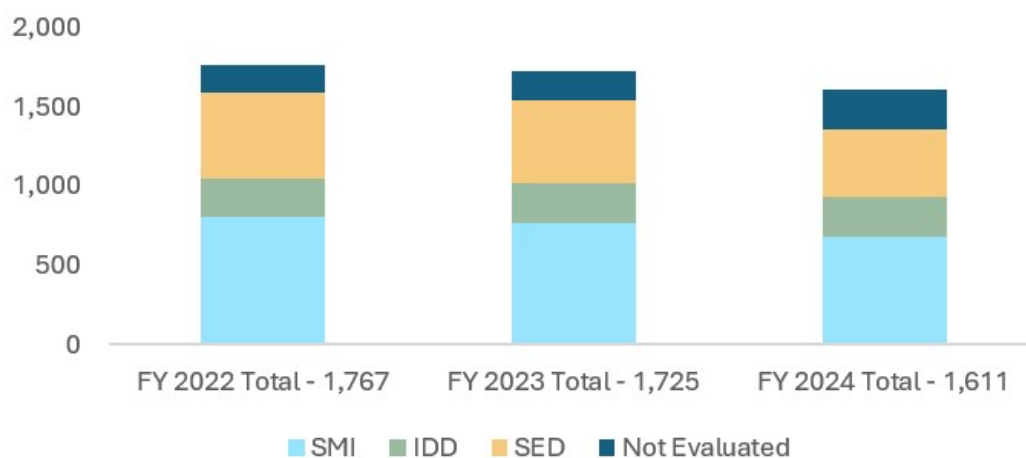
— Joseph "Chip" Johnston, Executive Director

# Individuals Served

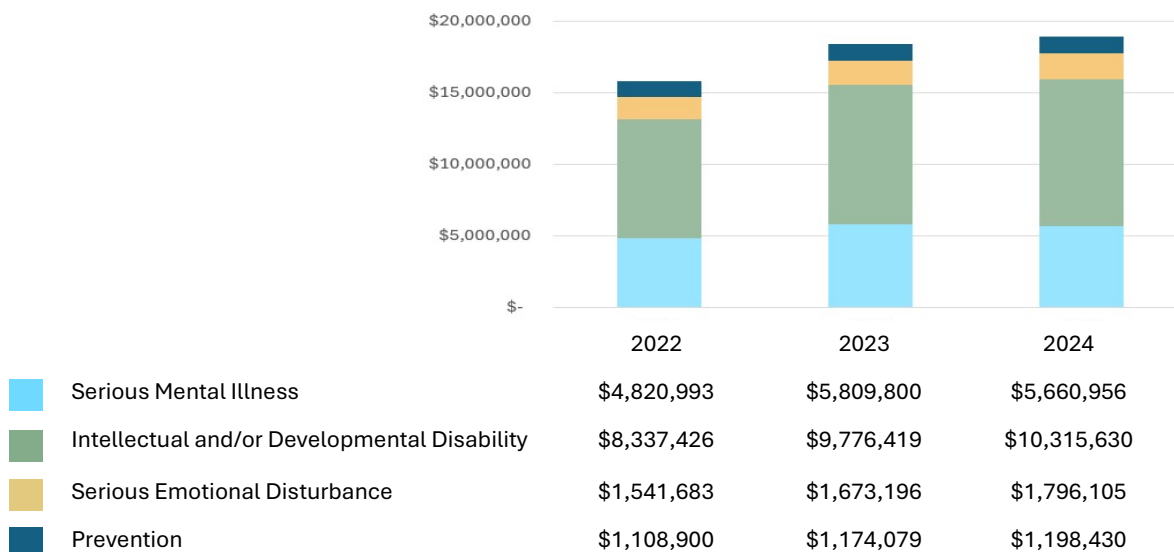
At Centra Wellness Network, we provide person-centered, wellness-focused services to individuals of all ages living with a serious mental illness (SMI), severe emotional disturbance (SED), and/or an intellectual or developmental disability (IDD).

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

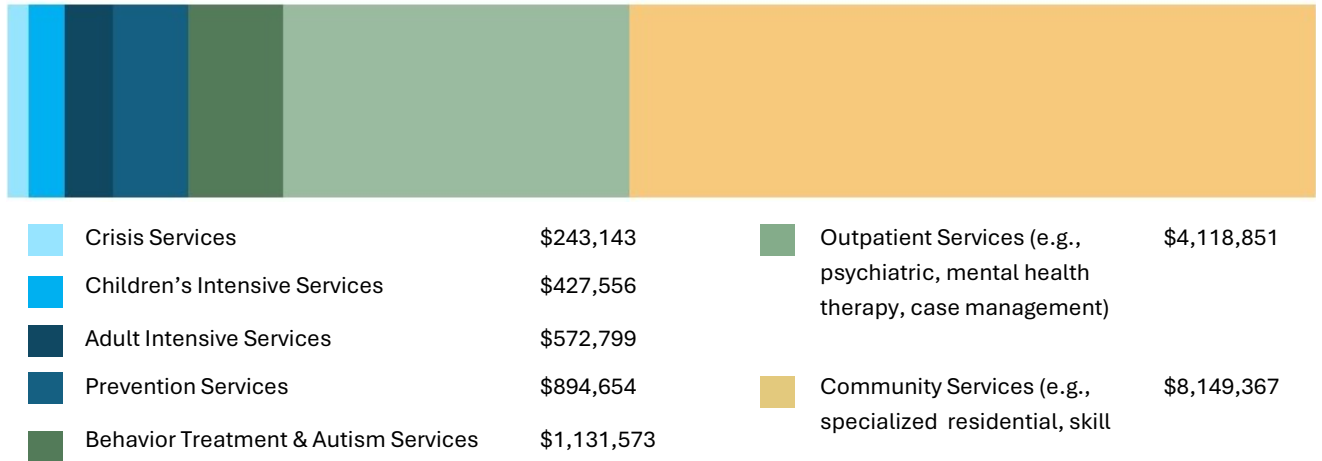


## Cost per Population per Fiscal Year

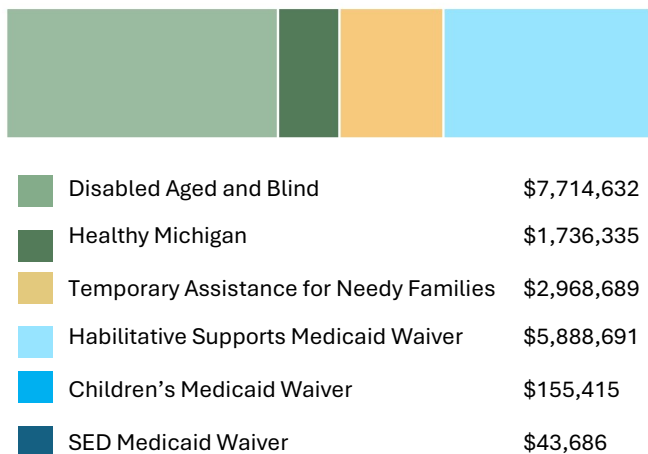




## Cost of Services Provided



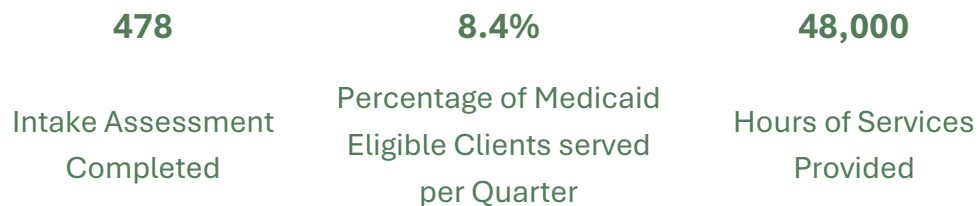
## Revenue by Fund Source



## Average Cost per Client



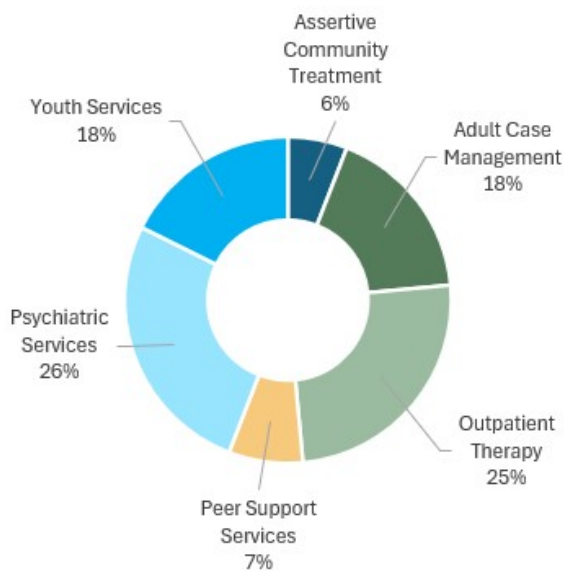
## Services Provided



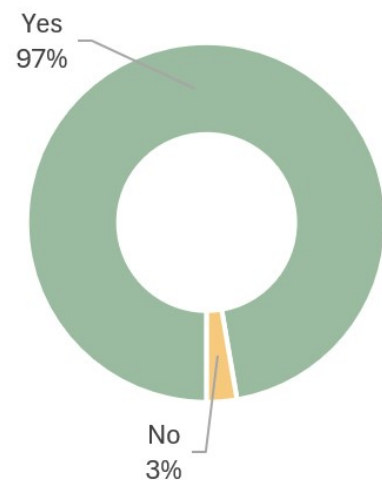
# Customer Satisfaction

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.

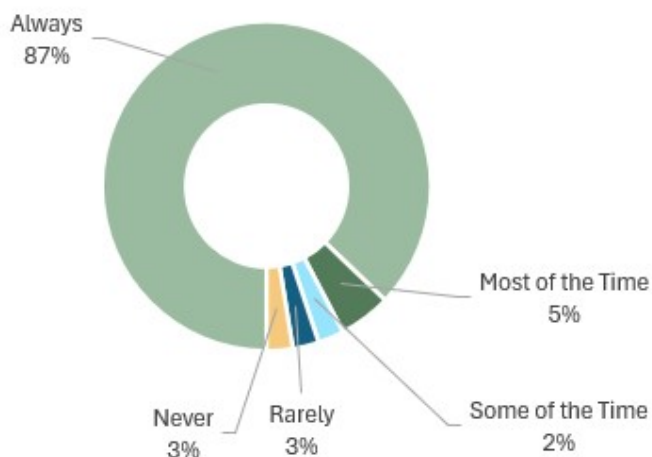
## What services did you receive?



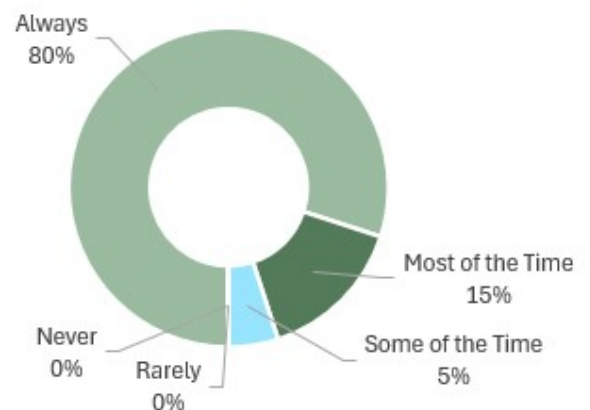
## Overall I am satisfied with my services.



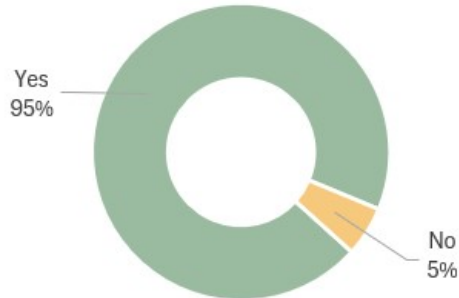
## I am involved in the development of my treatment plan.



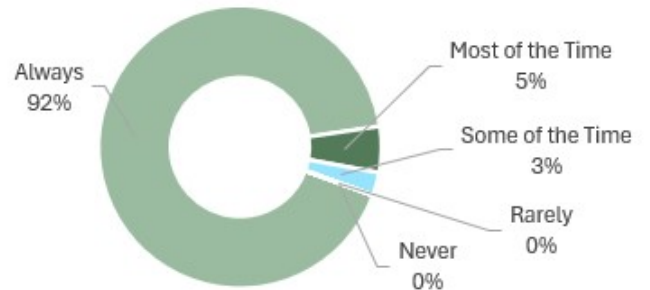
## Staff explain my services to me in a way that I can understand.



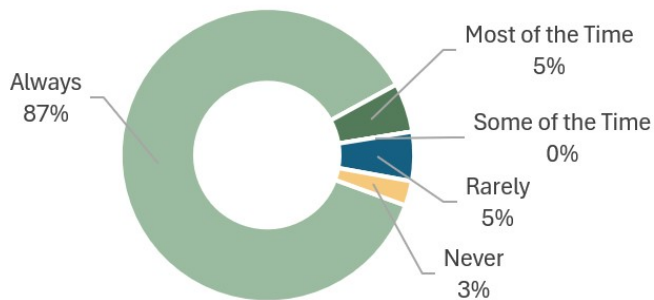
**I know who to call when I am in a mental health crisis.**



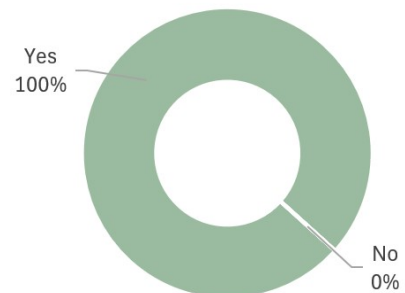
**Staff treat me with dignity and respect.**



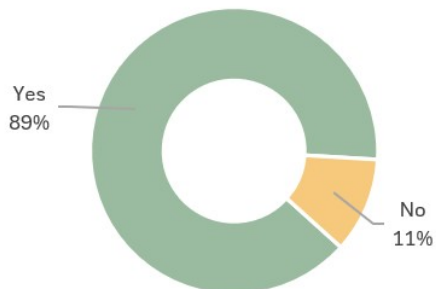
**Staff are sensitive to my cultural background and/or gender identity.**



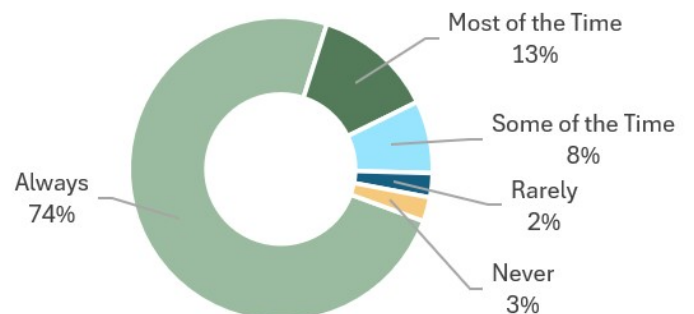
**Appointment times are convenient for me.**



**Telehealth services have improved my care.**



**I feel comfortable asking for other services I want.**



# Community Partnerships

At Centra Wellness, we are committed to working with our community partners to ensure the mental health needs of individuals in our community are met. In 2024, in addition to our core services, we collaborated with community partners in 4 key areas to provide services to individuals that may not otherwise meet eligibility criteria for community mental health services.

## Law Enforcement

Individuals with serious mental illnesses are much more likely to be arrested, to spend more time in jail, and experience greater recidivism after release<sup>1</sup>. Centra Wellness Network partners with Benzie and Manistee County jails to provide on-site care coordination and crisis intervention. In addition, Centra Wellness Network partnered with the Benzie County Sheriff's department to provide training for a behavioral health officer; a certified deputy with specialized behavioral health training. Centra Wellness Network contributed **nearly \$200,000** to this project.

## Substance Use Disorders

Benzie and Manistee Counties have seen death by opioid overdose double in the past decade<sup>2</sup>. Studies have shown that people with opioid use disorder who receive Medication Assisted Treatment are 80% less likely to die from an opioid overdose compared with patients treated without these medications<sup>2</sup>. People with opioid use disorder who receive Medication Assisted Treatment are 80% less likely to die from an opioid overdose compared with patients treated without these medications<sup>3</sup>. Centra Wellness Network contributed **over \$914,000** to the treatment of Substance Use Disorders in Benzie and Manistee Counties.

## Physical Health

Mental health is closely linked to physical health<sup>4</sup>. Studies have shown that poor physical health can cause worsening mental health and increased mental health can decrease physical health symptoms<sup>5</sup>. Centra Wellness Network worked closely with local primary care providers to coordinate individuals' physical and mental health care in the Health Home Program. In 2024, over half of individuals in Health Home **experienced fewer hospitalizations**, 4 in 5 people in Health Home had **fewer visits to the emergency department**, and over half of the individuals with reported hypertension showed **better control of their blood pressure**. Centra Wellness Network contributed **over \$704,000** to the coordination of physical and mental health care.

## School Services

Providing mental health education to students early can help prevent or mitigate mental health challenges later in an individual's life<sup>6</sup>. Centra Wellness Network partnered with Benzie and Manistee county elementary schools to provide prevention services and mental health therapy in schools. Centra Wellness Network contributed over **\$1,570,000** to school services in Benzie and Manistee Counties.

<sup>1</sup><https://doi.org/10.1176/appi.ps.202000581>; <sup>2</sup><https://mi-suddr.com/blog/2021/07/13/all-drug-overdose-deaths/>;

<sup>3</sup><https://doi.org/10.1111/add.14991>; <sup>4</sup><https://www.cdc.gov/mental-health/about/index.html>; <sup>5</sup><https://pmc.ncbi.nlm.nih.gov/articles/PMC9902068/>; <sup>6</sup><https://doi.org/10.3390/healthcare11101423>