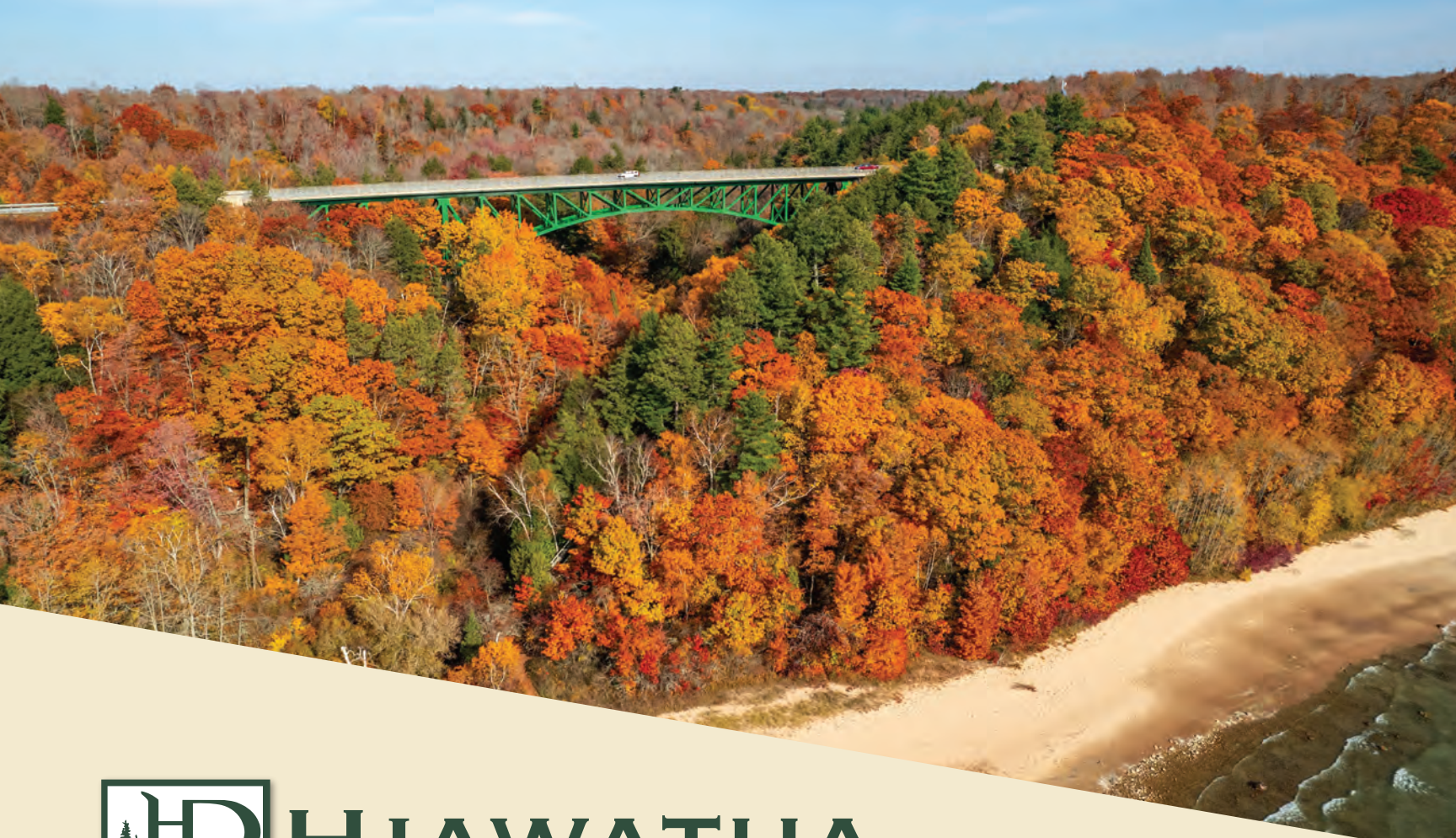




HIAWATHA
BEHAVIORAL HEALTH

A NEW YEAR IN REVIEW

ANNUAL REPORT

2025



24/7 CRISIS LINE
1-800-839-9443



CHIPPEWA COUNTY
MACKINAC COUNTY
SCHOOLCRAFT COUNTY



HBHCMH.ORG

SUPPORTING THE WELLBEING OF THE UPPER PENINSULA SINCE 1998



For generations, the communities of Michigan's Eastern Upper Peninsula have looked out for one another. At Hiawatha Behavioral Health, that same spirit of care and connection is at the heart of everything we do. Proudly serving Chippewa, Mackinac, and Schoolcraft County, we provide compassionate, professional behavioral health services to individuals and families across the region.

ABOUT US

OUR MISSION

To enhance mental wellbeing and recovery through accessible, compassionate care, and empowerment.



OUR VISION

Hiawatha Behavioral Health envisions a community where all individuals and their families can realize their potential and fulfill their dreams, where stigma and discrimination against those with mental health issues does not exist.

STRATEGIC GOALS

Hiawatha Behavioral Health's FY 2025–2026 goals focus on expanding access to compassionate, community-based behavioral health services, human resources, administration, and emergency services across all three counties served. Priorities include strengthening crisis response services, enhancing care coordination and integrated treatment, increasing opportunities for recovery, employment, and community inclusion, and improving awareness and support surrounding substance use disorders and autism services. HBH also remains committed to advancing evidence-based practices and expanding partnerships with schools, hospitals, law enforcement, and community organizations to better serve individuals and families throughout the region.

In addition, HBH is focused on building a stronger and more sustainable organization through workforce development, leadership growth, employee engagement, and data-driven decision making. Efforts will continue to improve operational efficiency, maintain compliance with federal standards, enhance service outcomes, and reduce reliance on inpatient hospitalization through proactive and coordinated care strategies. Together, these initiatives reflect HBH's ongoing commitment to accessible, person-centered services and healthier communities.



Chief Executive Officer

COURTNEY GRANT, LMSW, CAADC

A Message of Hope & Growth

It is both an honor and a privilege to step into the role of Chief Executive Officer at Hiawatha Behavioral Health. I do so with great respect for the legacy established by our former CEO, Dan McKinney, whose dedication and guidance shaped this organization for ten years and built a foundation grounded in integrity, collaboration, and unwavering commitment to those we serve.

My connection to Hiawatha Behavioral Health spans nearly two decades. Over the past 19 years, I have had the opportunity to grow alongside this organization, serving in a variety of roles and gaining a deep appreciation for our mission and the people we serve. I have seen firsthand the power of how compassionate, high-quality behavioral health services can change lives.

Hiawatha Behavioral Health's greatest strength is our people, both our employees and those we serve. Our employees are exceptionally skilled and unwavering in their dedication to providing support, care, and hope to individuals and families throughout our region. Equally important, our consumers continue to inspire us through their resilience, strength, and perseverance. We are fortunate to witness some of their most meaningful moments, a daily reminder of the extraordinary capacity for growth, healing, and hope that exists within every individual.

As we look ahead, my vision for Hiawatha Behavioral Health is one of continued growth, innovation, and accessibility. We will remain focused on delivering high-quality services, strengthening partnerships, and, most importantly, continuing to ensure our work meets people where they are. We will continue to measure success not just by services delivered, but by lives changed and outcomes improved.

Thank you for your trust, your collaboration, and your shared commitment to our mission.

With gratitude,

Courtney Grant, LMSW, CAADC
Chief Executive Officer
Hiawatha Behavioral Health



2026 Board of Directors

We extend our sincere gratitude to our Board of Directors for their leadership, guidance, and continued commitment to strengthening behavioral health services throughout our communities. Their dedication and vision help support the mission of Hiawatha Behavioral Health and the individuals and families we serve each day.

We're guided by a 12-member Board of Directors with equal representation from all three counties, ensuring local voices help shape local care.

● SCHOOLCRAFT COUNTY

- Jay Martin, Chairperson
- George Ecclesine, Treasurer
- Craig Reiter
- Jaime Ziemba

● CHIPPEWA COUNTY

- Ron Meister, Vice-Chair
- Ivan Gable
- Jennifer Hinde
- Dr. Zara Masood

● MACKINAC COUNTY

- Fred Feleppa, Secretary
- Michael Patrick
- Diane Patrick
- Heidi Janz

Access and Crisis Services

ACCESS SERVICES: 800-839-9443

Hiawatha Behavioral Health took over the process of access from Northcare, our PIHP, on January 3, 2024. Access is the initial point of contact to help someone enter services. The access process begins with a brief initial screening call by administrative staff where demographics and insurance information are obtained. The call is then transferred to a clinical team member who does an access screening. These screens are about 20-30 minutes in duration and are used to help determine if the caller is likely eligible for services as a person with a severe mental illness, intellectual/developmental disability or a child with a severe emotional disturbance.

The caller is asked information about current symptoms they are experiencing, treatment history, alcohol and drug use, risk of harm to self or others and ways in which their mental health impacts their ability to function.

Individuals are provided education about our office, the intake process and what to do in case of a mental health emergency. At the end of the call, the individual is either scheduled for an intake or explained that they do not meet criteria for specialty services and then offered alternative resources. If the individual is denied, they are provided an Adverse Benefit Determination which explains their rights to a second opinion and other steps if they disagree with the denial. Our goal is to make sure that by the time the call is ended, everyone is either connected with services with Hiawatha or has a plan on where they will get services.

24/7 CRISIS LINE: 800-839-9443

In March 2024, Hiawatha transitioned to a new after-hours company, Protocall, as our answering services for our crisis line operating after business hours. Protocall has a long history and strong reputation of providing high quality care by experienced professionals.

We are seeing shorter wait times for calls, more comprehensive and higher quality care for those in crisis. In addition to answering our lines after hours, Protocall is used to dispatch our crisis team to respond to calls from local emergency rooms.



**Help is
here,
anytime.**

Customer Services

Hiawatha Behavioral Health’s Customer Services team helps you find the support, services, and answers you need, close to home.

Average Satisfaction
97.18%
across 15 survey questions

Highest Result
100%
included in decisions and goal setting

Survey Responses
147
department surveys represented

DEPARTMENT SNAPSHOT

Satisfaction results by service area

Children’s	98.31%
Outpatient Therapy	97.86%
Seriously Mentally Ill	93.48%
Intellectual/Developmental Disability	99.09%

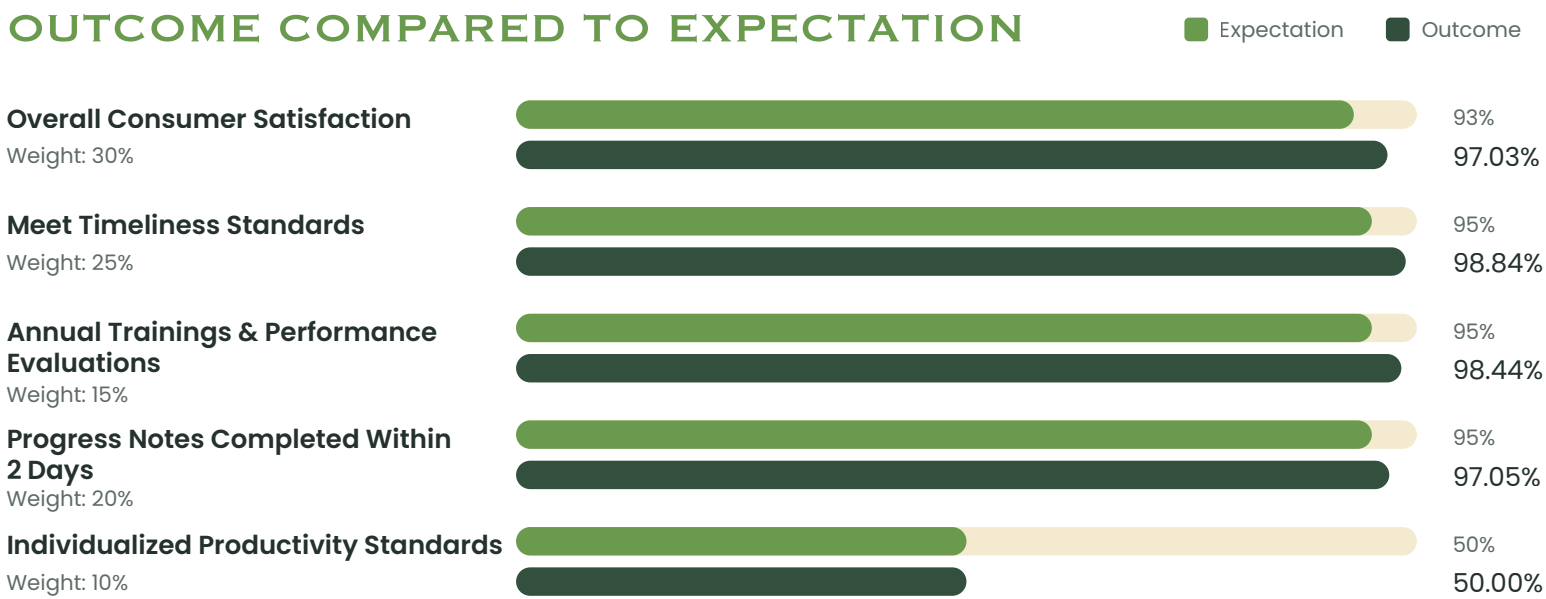
SATISFACTION BY SURVEY QUESTION

Percent of respondents who reported being satisfied



2025 Performance

We have over 120 indicators that we measure and strive to meet: ninety- seven quality assurance measures, five state measures, five performance payment goals, five regional goals and other QI and UM triggered improvement goals. We are proud to state that Hiawatha Behavioral Health’s performance on the established indicators, for the most part, is exceptional! HBH obtained five of the five performance payment goals for fiscal year 2025.



Hiawatha Behavioral Health remains committed to improving service, training, documentation, and satisfaction year after year.

Financials

At Hiawatha Behavioral Health, every dollar invested supports compassionate, community-based mental health services that help individuals and families across our region access care, strengthen recovery, and build healthier futures close to home.

FY 2025 FINANCIAL SNAPSHOT



REVENUE MIX

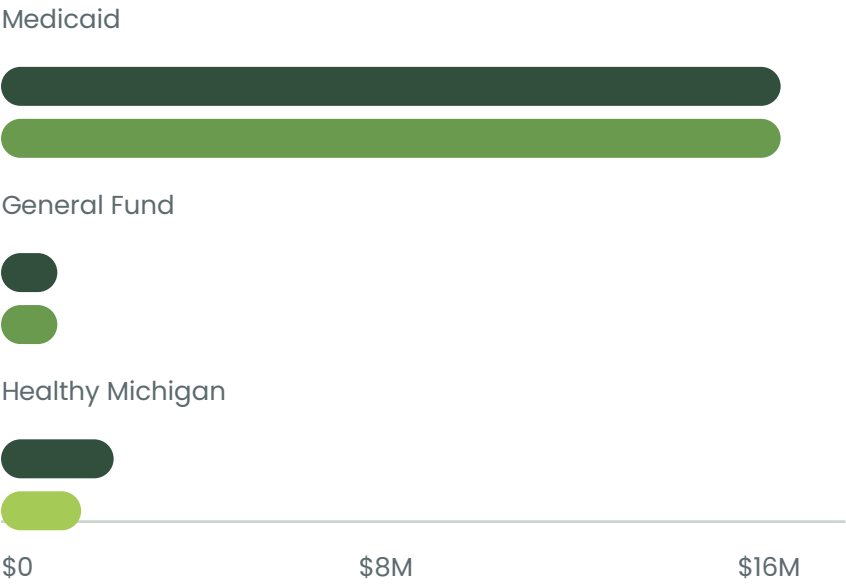
Share of total revenue by funding source.



- Medicaid 76.3%
- General Fund 5.5%
- Healthy Michigan 11.1%
- Other Local Revenue 7.1%

Revenue vs. Expenses

Comparison by category



Source categories: Medicaid, General Fund, Healthy Michigan, and Other Charges for Service & Grants – Local Revenue.

Human Resources

Human Resource’s strategic plan goals drove the development, implementation and completion of projects and programs. Some of our most significant accomplishments and achievements are below.

RECRUITMENT AND RETENTION



SUCCESSION PLANNING

Hiawatha Behavioral Health committed to succession planning in 2022 and continued this planning in FY2025 with the goal of building a leadership pipeline that aims to develop high potential talent and to keep close team members invested and on track for future success within the organization. As anticipated, HBH had four of its long term employees retire in FY2025 and was able to fill three of those positions with internal candidates.

POSITIVE ATMOSPHERE

HBH continues to strive to create a positive atmosphere, one in which there is trust, cooperation, safety, support, accountability and equity.

In FY2025, the Sunshine Committee was established and lead by a group of employees aiming to promote a positive atmosphere.

Celebrating Longevity

At Hiawatha Behavioral Health, every year of service represents lives touched, relationships built, and a lasting commitment to our communities. From employees celebrating their very first year to those marking 25 years of dedication, each team member plays an important role in helping individuals and families feel supported, valued, and cared for.

We are incredibly grateful for the passion, compassion, and loyalty our staff bring each day, and we proudly celebrate the people who continue to make our mission possible.

Hiawatha Behavioral Health



1 Year of Service

Hiawatha Behavioral Health



5 Years of Service

Hiawatha Behavioral Health



10 & 15 Years of Service

Hiawatha Behavioral Health



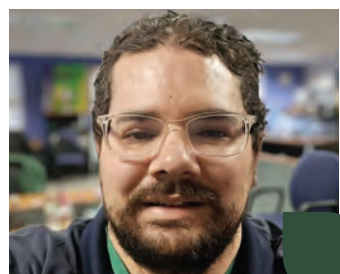
20 & 25 Years of Service

Peer Services & Supports

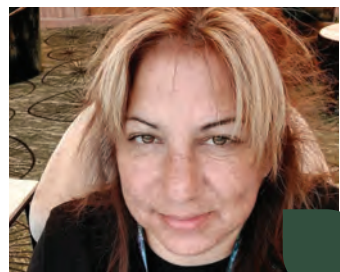
Peer Support Services connect individuals with trained professionals who have lived experience and can provide encouragement, guidance, hope, and support throughout the recovery journey.



JANE, CPSS



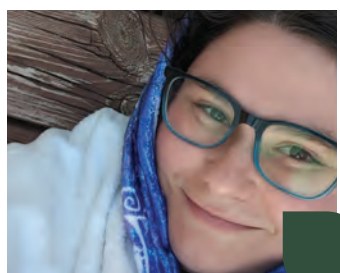
JOE, CPSS



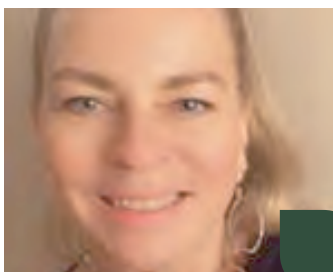
TAMMY, CPSS



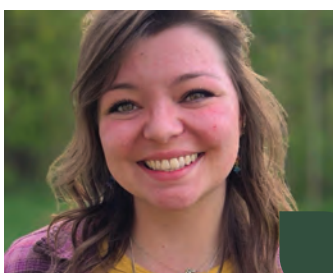
JESS, CPSS



CRYSTAL, CPSS



GINGER, PSP



ALLISON, YPSS

50%

of all lifetime mental health concerns begin by age 14. This number increases to 75% by age 24.

LIVED EXPERIENCE. REAL SUPPORT.

Peer Support Services at Hiawatha Behavioral Health provide encouragement, connection, and guidance to individuals throughout their recovery journey. Serving Chippewa, Mackinac, and Schoolcraft Counties, peer support staff use their shared lived experiences to help individuals feel understood, supported, and empowered as they work toward improved mental wellness and overall well-being.

Peers provide outreach and follow-up support to individuals transitioning out of hospitalization, help gather feedback through satisfaction surveys, and lead peer groups designed to build confidence, coping skills, and meaningful connections. Recovery boards also focus on new topics each month to encourage continued growth, education, and engagement within the community.

In addition to behavioral health support, Community Health Worker (CHW) services are expanding to assist individuals living with chronic health conditions. HBH peer staff also actively represent the agency throughout the state, helping advocate for recovery, reduce stigma, and strengthen community awareness surrounding mental health services and support.

Hope grows stronger through connection.



Outreach & Giving Back

One of the most important parts of our agency mission is outreach in our communities, to bring attention to our services and the importance of stigma busting and suicide prevention.

IN 2025

We participated in meetings with other community organizations with similar goals including local ISDs, HeadStart programs, Suicide Prevention Coalitions, and law enforcement agencies to help ensure collaboration.

We attended a Teen Health Fair, LSSU Nursing Fair, One Book One School Literacy Event, ACFS Family Fun Day, Project Backpack in Chippewa and Mackinac Counties, and the Sault Tribe Recovery Walk where staff was able to connect with community members and spread information about our services and the importance of mental health care.

We've held Mental Health First Aid trainings and reached over 100 learners who are now able to identify, understand, and respond to signs of mental illness and substance use disorders. This training gives learners the skills they need to reach out and provide initial help and support to those who may be developing a mental health or substance use problem, or are experiencing a crisis. Additional training included a Leadership Course through the Chamber of Commerce.

Hiawatha Behavioral Health's employees donated during our Soup-er Chili Throwdown and other events to support Friends Helping Friends, our program that helps provide basic needs to consumers who otherwise wouldn't have this support available.

We look forward to the opportunity for more community involvement as local events are planned for 2026 and beyond.



"The greatest impact happens when care extends beyond our walls and into the heart of the community."

Your Voice Matters

Hiawatha Behavioral Health is here to assist you.

Your participation in our organization is important to us and offers an opportunity for you to help us fulfill our mission. Your active participation is encouraged. The following is a list of Boards, Committees, and groups that may be of interest to you.



GET INVOLVED

Health Boards and Committees

- Consumer Advisory Panel (CFAP) / Customer Services
- Recipient Rights Advisory Committee
- Safety Committee
- Strategic Planning Committee
- Quality Improvement Council
- Recovery Council
- Regional Interagency Consumer Committee

Volunteer Groups / Work Programs

- Programs run by persons served
- Educating other persons served in the community
- Focus Groups
- Special Projects
- Program Development and Planning
- Continuous Quality Improvement
- Overall Program Operations

Groups (Periodic Meetings To Discuss)

- How HBH is meeting or not meeting expectations
- Explore new services that may be needed in our communities
- Service and program improvements



HIAWATHA
BEHAVIORAL HEALTH

2025

ANNUAL REPORT

LET'S STAY CONNECTED



24/7 CRISIS LINE: 1-800-839-9443
TTY-MICHIGAN RELAY SERVICE: 7-1-1
CUSTOMER SERVICE: 906-635-3707
START SERVICES: 1-800-839-9443

SAULT STE. MARIE OFFICE: 906-632-2805
ST. IGNACE OFFICE: 906-643-8616
MANISTIQUE OFFICE: 906-341-2144



CHIPPEWA COUNTY
3865 S. MACKINAC TRAIL, SAULT STE. MARIE, MI 49783

MACKINAC COUNTY
114 ELLIOTT STREET, ST. IGNACE, MI 49781

SCHOOLCRAFT COUNTY
125 N. LAKE STREET, MANISTIQUE, MI 49854



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