



ANNUAL
REPORT

FY 2025

Mission And Vision

At Pivotal, our mission is to enhance the lives of the individuals we serve by delivering integrated services that jointly address medical and behavioral health needs including substance use disorder and primary care screening services.

Our vision is to enhance the lives of the citizens we serve by providing a range of individualized health, substance abuse, wellness and recovery services.

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Welcome to Pivotal

In today's complex world, the pressures of daily life can significantly impact mental and physical well-being, leading to conditions such as depression, behavioral changes, and other mental health symptoms. Recognizing that family and social support may not always be sufficient, Pivotal offers professional, evidence-based interventions to facilitate recovery and promote overall wellness.

Our comprehensive programs provide confidential services tailored to the unique needs of children, adolescents, adults, and seniors. We are committed to empowering individuals to discover their inner strength and achieve lasting well-being.

Pivotal delivers integrated services that address the interconnectedness of medical and behavioral health. Our approach encompasses the treatment of substance use disorders and the provision of primary care screening, ensuring a holistic and coordinated care experience.

As St. Joseph County's premier Certified Community Behavioral Health Clinic (CCBHC), Pivotal is dedicated to delivering an exceptional system of care. We prioritize wellness, foster hope, and support individuals on their journey to recovery.

FY 2025 Recap

Annual Report: Fiscal Year 2025

This past year, Pivotal has focused on bridging critical gaps in care through strategic expansions and new initiatives. By meeting individuals where they are—whether in the emergency room, the justice system, or during a sudden mental health crisis—we are building a more responsive and integrated safety net for St. Joseph County.

Immediate Crisis Support: Turning Point Behavioral Health Urgent Care

We are proud to highlight the impact of Turning Point, our county's first dedicated Behavioral Health Urgent Care center. Designed for individuals experiencing urgent needs that are not life-threatening, Turning Point serves as a vital alternative to the emergency room.

While we launched with standard business hours, we listened closely to our community. Based on the most recent Community Health Needs Assessment, we are excited to announce that we will soon expand our hours to Monday through Friday, 7:00 a.m. to 5:00 p.m. This change is specifically designed to provide greater flexibility and earlier access for those seeking resources outside of traditional hospital settings.

Round-the-Clock Psychiatric Care in Emergency Rooms

To ensure that critical care is available at any hour, we have successfully implemented QLER Psychiatry services at both Sturgis Hospital and Beacon Three Rivers Hospital. This partnership provides 24/7 psychiatric support directly within the emergency room, ensuring that individuals, particularly those on Medicaid or without insurance, receive timely evaluations and interventions. Our goal is to continue growing this service until 24/7 support is available to every individual in our community, regardless of their insurance provider.

Justice and Diversion: The Jail Liaison Program

Pivotal has officially resumed the BRYN/JAG grant in partnership with the St. Joseph County Sheriff's Department. By placing a dedicated liaison within the county jail, we have significantly enhanced access to therapy for incarcerated individuals and provided community ride-along assistance. This program is essential for facilitating diversion from the criminal justice system for those with mental health or substance use needs, while also creating a streamlined connection to recovery resources upon their release.

Dedicated Support for Our Veterans

Our commitment to those who served remains a top priority. Through our Veterans Navigator program, we continue to work hand-in-hand with local Veterans Affairs and Veterans Services departments. This collaboration ensures that veterans in our community can more easily

navigate complex systems, receive specialized support, and access the resources they have earned.

Eleos

We are also excited to highlight our implementation of Eleos Health, an AI (augmented intelligence)-driven clinical tool designed to reduce the heavy administrative load on our team. For our clinicians, Eleos acts as a sophisticated assistant that automates much of the documentation process, allowing them to spend less time on paperwork and more time focused on the person sitting across from them.

For the individuals we serve, the benefits are even more significant. Because the system provides data-driven insights and "session intelligence," it helps our clinicians track progress more accurately and tailor treatments to what is actually working. This technology ensures that our care remains deeply personal and effective, leveraging innovation to strengthen the human connection at the heart of therapy.

Artificial Intelligence vs. Augmented Intelligence

Traditional AI is often designed to replace human intelligence or to operate autonomously. Think of a self-driving car or a chatbot that handles a customer service issue from start to finish without a person ever getting involved. The goal of AI is frequently to automate a task, so a human doesn't have to do it at all. In many industries, the ideal AI is one that works perfectly on its own in the background.

Augmented Intelligence, which is exactly what Eleos is, is designed to partner with human intelligence. Instead of replacing the person, it "augments" or enhances their natural abilities. In a clinical setting, Eleos doesn't diagnose patients or decide on a treatment plan; rather, it handles the "heavy lifting" of administrative tasks, such as documentation and data tracking.

Burnout Reduction

One of the most significant reasons we've brought Eleos into our workflow is its direct impact on clinician retention and on reducing burnout. In the current behavioral health landscape, "documentation fatigue" is one of the leading reasons talented providers leave the field. By utilizing Eleos to automate the most time-consuming parts of notetaking, we are actively protecting our most valuable resource: our people.

When clinicians can finish their documentation in a fraction of the time, it drastically reduces the "piling up" of work that often leads to late nights and emotional exhaustion. By lightening this administrative load, we're not just making the workday more manageable; we're creating an environment where our staff can rediscover the joy of their profession. When our team feels supported and isn't overwhelmed by paperwork, they stay with us longer, which provides the consistency and stability our clients need for long-term recovery.

Lean Management

As we continue to evolve as an organization, we have officially introduced Lean Management to the Pivotal system. This strategic shift is about more than just efficiency; it is a fundamental commitment to improving the way we support our community. In a behavioral health system, every minute saved on administrative burden is a minute returned to direct care.

Implementing Lean allows us to identify and remove the barriers that slow down access to services, ensuring that when an individual reaches out for help, our processes are as streamlined and responsive as possible. By empowering our staff to solve problems at the source and continuously refining our workflows, we ensure our resources are focused exactly where they belong: on providing high-quality, person-centered care.

CCBHC – Certified Community Behavioral Health Clinic

At Pivotal, we are a Certified Community Behavioral Health Clinic (CCBHC). A CCBHC clinic integrates behavioral health with physical healthcare, providing increased access to high-quality care, promoting the use of evidence-based practices, and establishing standards and consistency across programs and care. Specifically, Pivotal operates as a CMS CCBHC Demonstration, and we welcome you to learn more about that directly from the [Michigan Department of Health & Human Services \(MDHHS\)](#).

As a CCBHC, we are proud to provide comprehensive mental health and substance use disorder services to people in need, regardless of their ability to pay, including those who are underserved, have low incomes, are on Medicaid, insured or uninsured, and are active-duty military or veterans. *Wellness, hope, and recovery are available to all!*

Locations

With the expansion of services and the increase in need for clinicians and services alike, locations had to be upgraded and expanded.



Main Office- Centreville

677 E Main Street
Centreville, MI 49032

P: 269.467.1000
F: 269.467.3072

The office is open Monday through Friday, 8 am through 5 pm.



Sturgis Location

1555 E Chicago Rd. Ste A
Sturgis, MI 49091

P: 269.467.1904
F: 269.221.6129

The office is open Monday through Friday, 8 am through 5 pm. Offices are closed from 12 p.m. to 1 p.m. for lunch



Three Rivers Location

1020 Millard St
Three Rivers, MI 49093

P: 269.467.1903
F: 269.206.8312

The office is open Monday through Friday, 8 am through 5 pm. Offices are closed from 12 p.m. to 1 p.m. for lunch

OUR SERVICES

Crisis and Access Services

24/7 Crisis Care: 1-800-622-3967

24-hour, 7-day-a-week mental health crisis and emergency intervention services delivered by licensed and credentialed professionals.

24/7 Suicide & Prevention Lifeline: Dial or Text 988

24/7 LGBTQ+ Trevor Lifeline: Text "START" to 678-678 or call 1-866-488-7386

Veterans Crisis Line: Dial 988, and press option 1, or text 838255

Customer Service Line: 1-855-203-1730

Adult Services

Psychiatric Rehabilitation

Recover Coaching

Respite Care

Veteran’s Services and Referrals

Women’s Specialty Services (WSS)

Intensive Outpatient Program (IOP)

Jail Diversion Services

Medication Management

Older Adult and OBRA Services

Outpatient Therapy

Primary Care Screenings

Assertive Community Treatment (ACT)

Adult Peer Support

Care Coordination

Case Management

Clubhouse (Affinity House)
Psychosocial Rehab

Children Services

Respite Care

Youth Peer Supports

Youth Substance Use Disorder Prevention and Treatment Services.

Children’s Wraparound Services

Infant/Early Childhood Mental Health

Children’s Outpatient Therapy

Psychiatric Services

Recovery Coaches

Applied Behavior Analysis

Children’s Care Coordination

Children’s Case Management

Children’s Community Living Support

Parent Support Partners

Substance Use Disorders Services

Outpatient Therapy

Recovery Coaching

Intensive Outpatient Program (IOP)

Medication-Assisted Treatment (MAT)

Prevention Services

Assertive Community Treatment (ACT)

Early Intervention Education

Case Management

Financials

The following summarizes the Authority's assets, liabilities, and net position as of September 30, 2025, and 2024:

	2024	2025	Change	% Change
Assets				
Capital Assets	2,326,793	2,584,529	257,736	11.1%
Other Assets	10,318,237	14,312,261	3,994,024	38.7%
Total Assets	12,645,030	16,896,790	4,251,760	33.6%
Liabilities				
Long-Term Liabilities	1,115,251	1,044,157	-71,094	-6.4%
Other Liabilities	2,969,718	2,676,425	-293,293	-9.9%
Total Liabilities	4,084,969	3,720,582	-364,387	-8.9%
Net Position				
Net Investment in Capital Assets	1,023,478	1,424,806	401,328	39.2%
Unrestricted	7,536,583	11,751,402	4,214,819	55.9%
Total Net Position	8,560,061	13,176,208	4,616,147	53.9%

The notes provide additional information that is essential to a complete understanding of the data provided in the financial statements. The accompanying notes are an integral part of the financial statements. They must be reviewed in conjunction with the information reported in the financial statements to provide a complete understanding of the Authority's financial condition. * For a full copy of Pivotal's financial statements, please visit www.pivotalstjoe.org

The following table summarizes the Authority's revenues, expenses, and changes in net position for the years ended September 30, 2025, and 2024.

Operating Revenues	2024	2025	Change	% Change
Medicaid	29,771,667	30,748,143	976,476.00	3.3%
State & Federal Grants	2,243,462	1,941,461	(302,001.00)	-13.5%
County Appropriation	257,268	257,268	0.00	0.0%
Charges for Services	598,140	677,732	79,592.00	13.3%
Other Revenue	23,168	20,573	(2,595.00)	-11.2%
Total Revenues	32,893,705	33,645,177	751,472.00	2.3%
Operating Expenses				
Mental Health Services	27,409,609	25,881,782	(1,527,826.90)	-5.6%
Management and General	2,917,558	3,212,736	295,177.90	10.1%
Total Expenses	30,327,167	29,094,518	(1,232,649.00)	-4.1%
Operating Income (loss)	2,566,538	4,550,659	1,984,121.00	77.3%
Nonoperating Revenues				
Investment Earnings	93,721	88,789	(4,932.00)	-5.3%
Total Earnings	93,721	88,789	(4,932.00)	-5.3%
Nonoperating Expenses				
Interest Expense	35,387	27,801	(7,586.13)	-21.4%
Total Expenses	35,387	27,801	(7,586.13)	-21.4%
Change in Net Position	2,624,872	4,616,147	1,991,275.00	75.9%
Prior Year Adjustment	0	0	0.00	0.0%
Net Position,				
Beginning of Year	5,935,189	8,560,061	2,624,872.00	44.2%

Growth at Pivotal

Pivotal had the privilege of serving an average of over 3,300 clients in FY25.

Number of Intakes

Month	DocumentID
January	119
February	127
March	144
April	122
May	127
June	137
July	121
August	142
September	134
October	156
Total	1587

Disposition	January	February	March	April	May	June	July	August	September	October	November	December	Total
Eligible	113	116	138	117	125	133	119	134	122	145	111	131	1504
Eligible but declined services	1		1	2					1	1	2	2	10
Not Eligible/Referred Elsewhere	5	11	5	3	2	4	2	8	11	10	5	7	73
Total	119	127	144	122	127	137	121	142	134	156	118	140	1587

During the Fiscal Year 2025, Pivotal facilitated 1,587 client intakes. A review of these intakes indicates that 10 individuals (0.6%) who met eligibility criteria elected not to pursue our services. Additionally, 73 individuals (4.6%) were deemed ineligible or referred to more appropriate services. This data demonstrates a 94.8% service availability rate for clients who were both eligible and chose to engage with Pivotal

ProviderName	Admissions	Discharges	Net Additions
	112	53	59
Circle of Friends Clubhouse	5	1	4
DD Outpatient	1		1
DD Targeted Case Management	12	18	-6
Med Clinic	79	158	-79
MIA ACT	8	4	4
MIA Case Management	68	69	-1
MIA Outpatient	537	523	14
MIC Case Management	148	144	4
MIC Home Based Services	3	3	0
MIC Outpatient	280	243	37
Substance Abuse	226	214	12
Substance Abuse Women's Specialty Services	15	9	6
SUD Case Management	5	5	0
Total	1499	1444	55



The following data details program admissions and discharges, resulting in a net increase of 55 service utilizations. These fluctuations underscore the dynamic nature of client engagement and highlight Pivotal's commitment to supporting individual client choices, which are shaped by life events, eligibility criteria, and personal goals.

Crisis Services Utilizations

CrisisType	Crisis Resolved	Diversion Plan / Additional Actions Taken	Elevate to Prescreening for Inpatient	Total
Mobile Crisis	14	11		25
Other	103	74	20	197
Urgent Care	77	36	14	127
Total	194	121	34	349

In FY 25, we had 349 individual contacts through our Mobile Crisis Team, Turning Point Behavioral Urgent Care, or the Internal Crisis Line. The above chart shows the resolution rate, diversion rates, and those elevated to Prescreening for hospitalization. Of the 349 contacts, 55.6 % were resolved. 34.6% were diverted with additional resources, and 9.7% were elevated for Inpatient prescreening.

AgeGroup	Mobile Crisis	Other	Urgent Care	Total
66+		7	7	14
51-65	1	36	9	46
36-50	3	45	26	74
19-35	4	61	46	111
0-18	17	48	39	104
Total	25	197	127	349

The above graph shows the age ranges that used our crisis services in St. Joseph County. Age ranges: 0-18 (30%), 19-35 (32%), 36-50 (21%), 51-65 (13%), 66+ (4%).

ContactType	Mobile Crisis	Other	Urgent Care	Total
Face-to-Face	17	85	117	219
Phone	8	112	10	130
Total	25	197	127	349

The above graph shows the breakdown of how the services were delivered, either by phone or face-to-face.

Challenges of FY 25

System Transformation and Advocacy

The past year has been defined by significant shifts in the oversight of Michigan's mental health landscape. A primary focus has been the Mental Health System Rebid, a state-led initiative by the Michigan Department of Health and Human Services (MDHHS) intended to restructure the administration of Medicaid behavioral health funds. This proposal initially sought to consolidate the state's ten regions into just three, a move that raised serious concerns regarding local accountability and the potential disruption of care for our community.

Following a period of intense advocacy and legal challenges from stakeholders, including our partners at Southwest Michigan Behavioral Health (SWMBH), the state officially rescinded the rebid request in early 2026. While the cancellation of the Request for Proposal (RFP) preserves our current public structure for the time being, the underlying issues that prompted the rebid remain. Pivotal continues to engage with state leaders to ensure that any future "consumer choice" reforms prioritize the stability of the safety net and respect the statutory role of community mental health programs.

Regional Fiscal Challenges

Our advocacy is further sharpened by a persistent and widening funding gap at the state level. Despite the legislative intent to fully support behavioral health services, the system continues to struggle with inadequate rate adjustments. Most recently, our regional partner, SWMBH, has again been underfunded by an estimated \$12- \$15 million.

This deficit is not merely a line item; it represents a systemic shortfall that places immense pressure on the entire provider network in Southwest Michigan. When the regional entity is underfunded at this scale, it creates an untenable environment for maintaining the depth and breadth of services our vulnerable citizens require.

As we move into the next fiscal cycle, Pivotal remains steadfast in our commitment to fiscal responsibility within St. Joseph County. However, we are equally committed to demanding transparency and actuarially sound funding from the state. We will continue to work alongside our regional and state partners to ensure that the resources promised by the legislature are actually delivered to the communities where they are needed most.

Future Forward

Building upon the momentum of a highly productive FY 2025, Pivotal remains steadfast in its commitment to serving the St. Joseph County community. In FY 2025 (October 1, 2025 – September 30, 2026), we are excited to introduce and expand several key initiatives designed to improve access to vital behavioral health services:

Affinity House Expansion:

Our clubhouse has seen such incredible participation that we are now creating a more dedicated and welcoming space specifically tailored to the work-ordered day model. By moving our administrative offices to a newly developed second floor, we can open the entire first floor exclusively for client services. This shift is about more than just square footage; it is about creating an empowering environment where our members can focus on their recovery and build long-term success in a space designed specifically for them.

Parking Lot Rework/Repaving

In addition to improving overall flow and safety, the complete redesign and repaving of our parking facilities will officially bring our campus up to ADA compliance standards. This is a vital step in ensuring that our physical environment reflects our mission of accessibility. By removing structural barriers and optimizing the layout, we are making it easier and safer for every member of our community, regardless of mobility needs, to access the support they deserve without hesitation.

Community Health Worker

Beyond our internal programming, we are strengthening the bridges between behavioral and physical healthcare. We are very excited to announce the addition of a Community Health Worker, established through a strategic partnership with Beacon Health Systems. This role will be essential in helping the individuals we serve navigate the complexities of the broader healthcare system, ensuring that mental and physical wellness are treated as a single, integrated priority.

Family Education Classes

As part of our commitment to holistic recovery, Pivotal is proud to announce the addition of Family Education Classes to our comprehensive service array. These sessions are designed to empower families with a deeper understanding of behavioral health, providing them with the practical tools and evidence-based strategies needed to support their loved ones effectively. By fostering this collaborative environment, we are ensuring that the path to wellness is a shared journey, strengthened by a more informed and resilient support network for every individual we serve.



Be Seen. Be Heard.

Pivotal is proud to offer St. Joseph County's first and only urgent care/walk-in clinic for children and adults' behavioral health services, offering immediate access to wellness resources and vital community partners 5 days a week, without the wait or cost of emergency room care.

Anyone who is experiencing a crisis related to mental health or intellectual/developmental disability may come to Turning Point. Individuals may only come to Turning Point on a voluntary basis (you admit yourself). Individuals who are under the age of 18 or individuals with intellectual disabilities who require direct support must have a parent, guardian, or authorized person with them to assist in determining their care and access needs.

When you arrive at Turning Point, you'll register and meet with a Pivotal staff member for a triage assessment. We'll address urgent concerns and determine your future treatment needs, which may include facility-based crisis care in our observation area, further assessment, a referral to outpatient services, detox services, follow-up appointments, the Emergency Room, or inpatient psychiatric hospitalization.

Urgent Care Hours

Monday-Thursday: 8:30am-4:00pm

Friday: 8:30am-3:00pm

Urgent Care Location (West Side)

677 E. Main Street

Centreville, MI 49032

Phone: [269-467-1900](tel:269-467-1900)

If you or someone you know is in a life-threatening situation or medical emergency, immediately call **911.*

Veteran Navigator Program

Every warrior needs support at some point

Veteran Navigators assist Michigan Veterans and their families as they work through the many systems of Veterans Affairs for help with mental and behavioral health, substance use, and general health and wellness.

By maintaining close relationships with other state and county Veteran organizations, our Pivotal Navigator is always up to date on changes with the Department of Veterans Affairs.

We Advocate on Your Behalf

Through our Pivotal Veteran Navigator Program, we provide assistance and support to Veterans and their families when working through any mental illness or substance use challenge.

Our Veteran Navigator (VN) will offer a confidential pathway to Veterans and their families to communicate their concerns and answer questions in a non-judgmental conversation with the goal of identifying what the Veteran needs. The Veteran Navigator then acts as an advocate on behalf of the Veteran to ensure they receive quality behavioral health, wellness, or recovery treatment services.

What Should You Bring to Your Appointment?

The more information you provide, the easier it will be to verify and for our Pivotal Veteran Navigator to connect you with services or advocate on your behalf. Please bring*:

- Copy of DD214 or Report of Separation (we can get one if you don't have a copy).
- Valid ID and Social Security number.
- List of current medication(s).
- Any important documents for which you'd like clarification.
- Proof of income.
- Proof of VA Disability.

**None of these documents are required of you to meet with the Veteran Navigator. They will speed up and clarify the process.*

The Veteran Navigator will still help Veterans overcome the challenges they are facing, whether that is assistance in navigating the Veterans Healthcare Administration, connecting to food or housing resources, or local counseling.

Too get started, call us direct at 269-467-1000 and a member of our Access Team will be honored to assist you! For toll-free, you may call Customer Service at 1-855-203-1730.



Accreditation



Pivotal is accredited by [CARF](#). CARF states that it “is an independent, nonprofit organization focused on advancing the quality of services you use to meet your needs for the best possible outcomes. CARF provides accreditation services worldwide at the request of health and human service providers. Whether you are seeking rehabilitation for a disability, treatment for addiction and substance abuse, home and community services, retirement living, or other health and human services, you can have confidence in your choice. Providers that meet our standards have demonstrated their commitment to being among the best available.”

Pivotal has been accredited by CARF for the following programs/services:

- Assertive Community Treatment (Adults)
- Assessment and Referral: Integrated DD/Mental Health/AOD (Adults, Children and Adolescents)
- Case Management/Services Coordination: Integrated OD/Mental Health (Children, Adolescents, Adults & Consumer Run)
- Case Management/Services Coordination: Mental Health (Children, Adolescents, Adults & Consumer-Run)
- Community Integration: Psychosocial Rehabilitation (Children, Adolescents & Adults)
- Crisis Intervention: Integrated DD/Mental Health (Children, Adolescents and Adults)
- Crisis Intervention: Integrated: AOD/MH (Adults)
- Crisis Intervention: Mental Health (Children and Adolescents)
- Intensive Family-Based Services: Mental Health (Children and Adolescents)
- Outpatient Treatment: Integrated, AOD/MH (Adults)
- Outpatient Treatment: Mental Health (Children and Adolescents)
- Prevention: Alcohol and Other Drugs/Addictions (Adults)

Our accreditation extends through September 2026.

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1020 Millard Street
Three Rivers, MI 49093

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