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Mosaic Counseling

Where you are seen, heard, valued, and connected

Mosaic Counseling Video



[Mosaic Counseling Video 2025](#)



Mosaic Counseling

Where you are seen, heard, valued, and connected

Founded in Ottawa County in 1978

The MISSION of Mosaic Counseling, a nonprofit, is to serve the mental health needs of a community through accessible, affordable, professional counseling, by connecting individuals to personalized support in their time of need.



- **Professional Counseling**
- **School Outreach Program**
- **Employee Assistance Program**
- **Suicide prevention training**
- **Mental health education**
- **Advocacy**



**Mosaic
Counseling**

Professional Counseling



- Any age
- Any presenting issue
- No waitlists
- Regardless of insurance status
- All insurances
- \$6 lowest co-pay
- Personalized matching
- Immediate if crisis



Unique Model

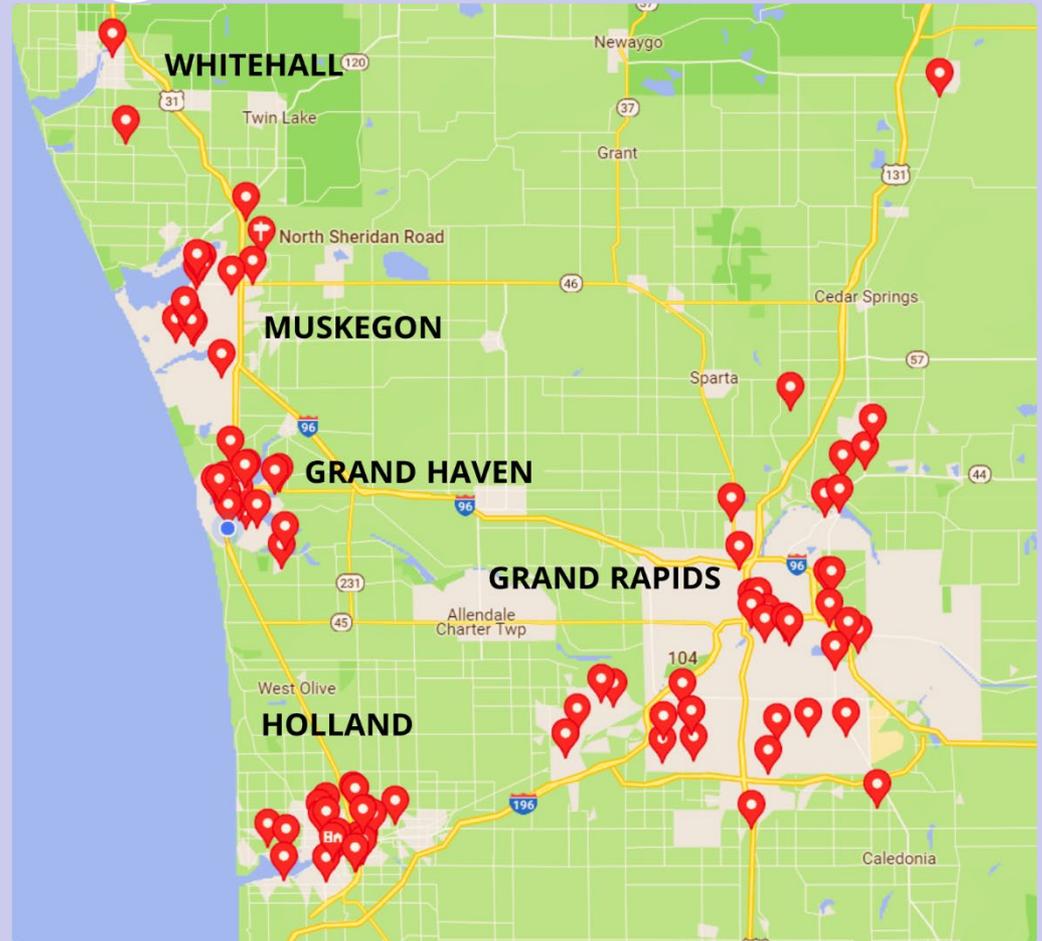


Mosaic Therapist Panel

- Currently: 270 thoroughly vetted therapists
- Licensed, in private practice
- Reduced rates to Mosaic
- Cover every area of expertise

Mosaic Staff

- Currently: 9 staff & 3 interns



Unique Process



Many people experiencing mental health issues are unable to access professional counseling because of barriers such as cost, lack of availability, and not knowing where to look. Searching can be confusing and after a few calls, people may just give up.

Mosaic is the easiest call & referral to make!

- **Schedule a free intake (phone or online)**
 - **Timely, same day if in crisis**
 - **One phone call**
 - **Sliding scale is determined with no need for a separate call to determine eligibility.**
 - **If in the service area, a person will not be turned away.**



Intake Process



- Phone Intake with a compassionate specialist.
- Mosaic's intake specialists listen and provide a **personalized match** based on:
 - Presenting issue
 - In person or teletherapy
 - Insurance status
 - Special requests
 - Severity of presenting issue



The Power of the Right Connection

Our Personalized Match Makes the Difference



According to research, a significant portion of people stop counseling after just one or two sessions; studies indicate that between 20-57% of individuals do not return for a second therapy appointment.

The “Mosaic Difference”
On average, Mosaic clients
see their panel therapist
12 times.



Reasons for Stopping Therapy

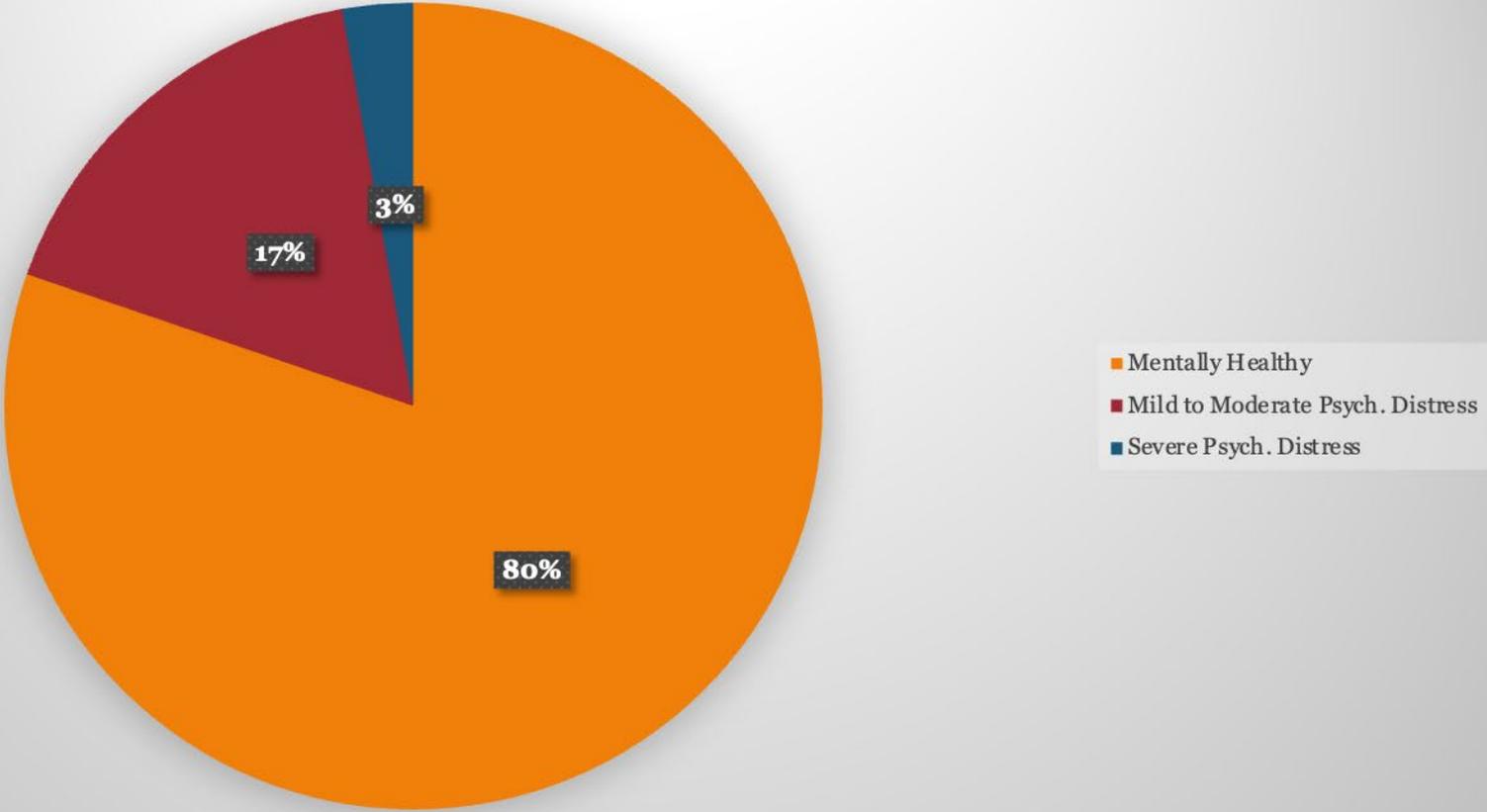


- There are various reasons why people discontinue therapy, including:
 - Lack of connection with the therapist
 - Financial limitations
 - Logistical difficulties (e.g., scheduling, transportation)
 - Feeling overwhelmed by the process or the issues being discussed
 - Mismatch with the therapist
 - Feeling that therapy is not progressing or unhelpful

2020 Ottawa Cty. Community Needs Health Assessment



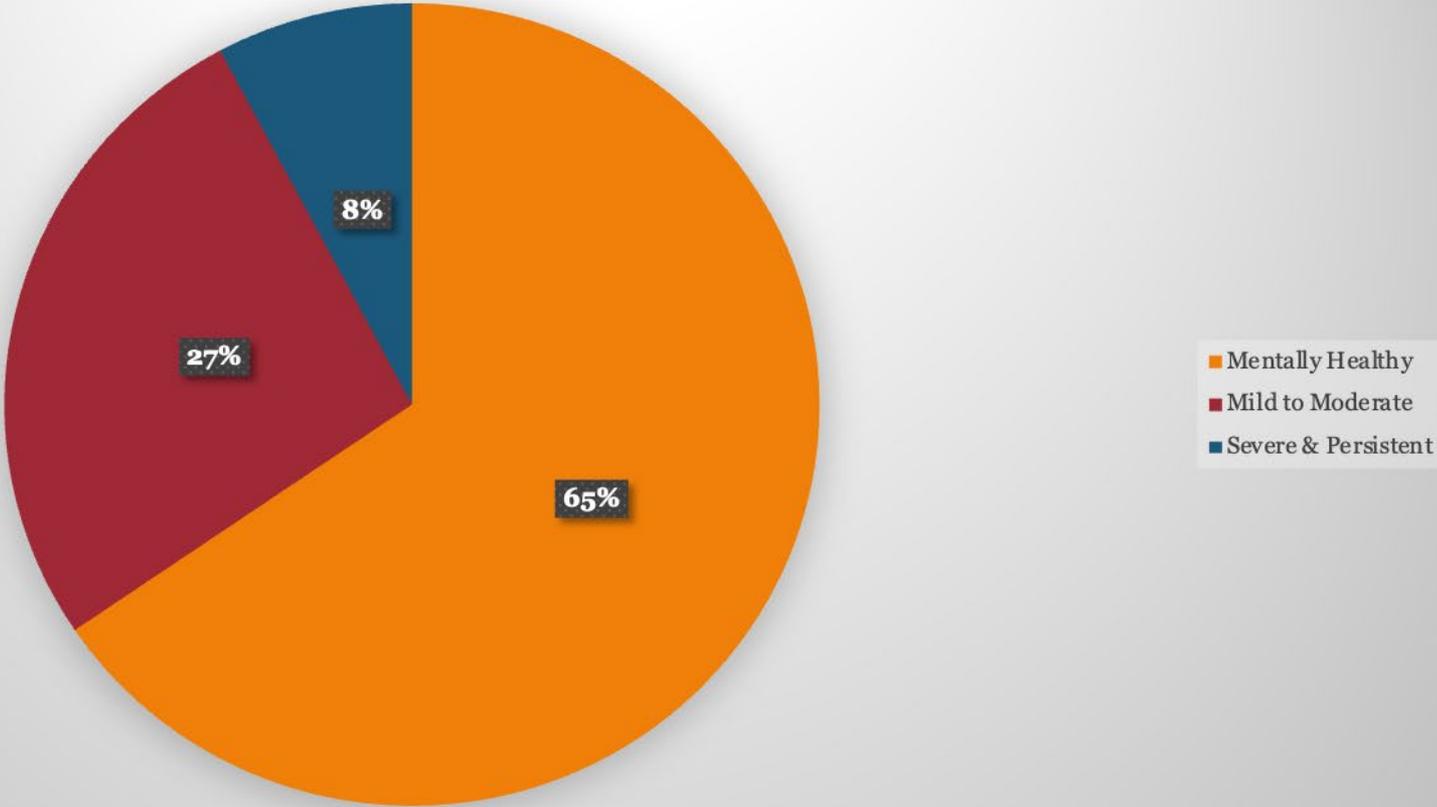
Ottawa County Psychological Distress of ADULTS



2023 Ottawa Cty. Community Needs Health Assessment



Psychological Distress in Adults



Pie Chart is only adults. 34% of Mosaic clients in 2024 were under the age of 18.

When Care is Within Reach, Everyone Thrives



- **Strengthens families** by improving emotional wellbeing, communication, and stability within the home.
- **Supports children's development** by addressing mental health needs early, leading to better academic performance, social skills, and long-term success.
- **Reduces generational trauma** by breaking cycles of untreated mental health issues and fostering healthier family dynamics.
- **Boosts workforce productivity** by decreasing absenteeism, presenteeism, and burnout through early access to care.
- **Promotes economic stability** as individuals are more likely to maintain employment and contribute to their communities when mentally well.
- **Eases the burden on emergency systems** by reducing reliance on crisis interventions, ER visits, and law enforcement for mental health-related issues.
- **Fosters resilience and wellbeing** across communities by normalizing mental health care and making it accessible to all, regardless of income or background.

School Outreach Program



- In-School, Free Therapy
- Removes Barriers
- Crisis Care
- Currently in 7 School Districts (30 Schools)
- Critical Need to Expand



“Mosaic Counseling is a resource that could bridge gaps and provide care to vulnerable populations. We are overjoyed with the prospect of these services reaching Kent County and improving the lives and wellbeing of our students.”

-Kent County School Counselor

Mosaic Provides Suicide Prevention Training



Mosaic has already trained over 12,000 adults and teens in QPR (Question Persuade Refer) Suicide Prevention Training.

The training is only one hour, and Mosaic will train any group for free.

“In my experience, the “R” or referral part of QPR is the hardest all across the country because of the difficulty accessing mental health services. I am impressed with the model of Mosaic and how they do not turn anyone away.”

Dr. Paul Quinnett, creator of QPR



Employee Assistance Program (EAP)



Mosaic Counseling's EAP is

- Local
- Accessible
- Individualized
- Continue with the Same Therapist

Mosaic is the EAP for:

- Businesses
- Nonprofits
- **School Districts**



Recent Kent County Expansion



Mosaic
Counseling



Forest
View
HOSPITAL

Kent County



Forest
View
HOSPITAL



CITY OF
GRAND
RAPIDS



MI's Support Helps Make Mosaic Possible



- Mosaic Counseling received funding from the State for three years in a row.
- Following a year off, we are grateful to have been placed back in 2024 at \$200,000.
- Mosaic's low overhead and therapist's reduced rates, every \$1 of support delivers \$3 in value to the community.



Mosaic
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Ready to Expand



- Mosaic is ready to grow which would require additional funding to help more people.
- Proposing a 5-county expansion this budget cycle to provide affordable and accessible mental healthcare services to Ottawa, Kent, Muskegon, Jackson, and Washtenaw.
- Grateful for the support of Chair Schmaltz and several members, and we look forward to expanding into more districts to help support your constituents soon.



**Mosaic
Counseling**

Thank you!



Thank you for taking the time to learn about Mosaic Counseling and the vital services we provide to individuals with mild to moderate mental health needs.



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