



# *Tuscola Behavioral Health Systems*

*Annual Report to the Community  
October 1, 2009 - September 30, 2010*



*A Better Tomorrow...Today*



*323 N. State Street  
PO Box 239, Caro, MI 48723  
989.673.6191 or 800.462.6814  
[www.tbhsonline.com](http://www.tbhsonline.com)*



## Chief Executive Officers Annual Message To The Community

*As the name of our annual report indicates, Tuscola Behavioral Health Systems is working on “A Better Tomorrow.....Today”. This is being achieved through a number of new and exciting initiatives, the implementation of evidence based practices and the belief that recovery is possible.*

*As a recipient of block grant funding through the Michigan Department of Community Health, TBHS has spent the last year initiating the process to transform itself to a more recovery oriented system of care. Recovery has many meanings, but one definition that has inspired us is from Dr. William Anthony who stated, “Recovery is a deeply personal, unique process of changing one’s attitude, values, feelings, and goals, skills, and/or roles. It is a way of living a satisfying, hopeful, and contributing life. Recovery involves the development of new meaning and purpose in one’s life as one grows beyond the catastrophic effects of psychiatric disability.” (Anthony, 1993). Thus, TBHS has been active in collaborating with the individuals we serve and other community service providers to bring about change.*

*During FY 2010, TBHS worked with the Tuscola Peer Center, a consumer-run drop-in program, to provide a variety of social and educational opportunities for individuals within Tuscola County. TBHS also partnered with the National Council for Behavioral Healthcare to plan for staff training in Mental Health First Aid.*

*TBHS will continue to be faced with challenges as Michigan recovers from the economic downturn of the past years. During FY-10, TBHS received decreased general fund revenues from the State of Michigan. Unfortunately, general fund revenues have decreased a total of 17% since 2004 and it is expected that this trend will continue into the future.*

*It is anticipated that there will continue to be changes to the mental health system in Michigan. So not only are we involved in monitoring and reviewing our current operations, we are also focusing on positioning the agency to be prepared for the future.*

*TBHS staff are dedicated to meeting the mental health needs of the residents of Tuscola County and have worked diligently to ensure that high quality services continue to be provided. TBHS also wants to thank the staff of the various human services agencies within Tuscola County for their cooperation and collaboration in assisting us to meet the needs of the individuals that we serve.*

*Sharon Beals*  
Chief Executive Officer

## *Programs and Services Providing A Better Tomorrow...Today*

*Assertive Community Treatment (ACT)*  
*Case Management*  
*Children's Services*  
*Critical Incident Stress Management (CISM)*  
*Jail Diversion Services*  
*Psychiatric Services*  
*Residential Services*

*Aging Services/OBRA Outreach*  
*Cass Valley Enterprises (CVE) - Skill Building*  
*Community Bound Volunteer Program/Kan Do Crew*  
*Emergency Services available 24 hours, 7 days a week*  
*Outpatient Services*  
*Respite Services*  
*Supports Coordination*  
*Supported Employment*

TBHS Clinical Programs are located at the  
Personal Independence Center  
1332 Prospect Ave., Caro



Administrative Services are located at the  
Echols Building, 323 N. State St., Caro

## *TBHS Board Members*

*Board Members are community volunteers representing various geographic areas of Tuscola County and are appointed by the Tuscola County Board of Commissioners.*

*Paula Cavanaugh, Chairperson*  
*Brad Glassford*  
*Joann Helmbold*  
*Mark Putnam*

*Walter Szostak, Vice-Chair*  
*Daniel Grimshaw*  
*Tom Kern*  
*Brenda Ryan*

*Karen Snider, Secretary*  
*Marianne Harrington*  
*Donald McLane*

*The TBHS Administrative Services Building is named in honor of Floyd and Maggie Echols and their years of service to individuals receiving mental health services. Mr. Echols was an active Board Member for 22 years.*



## *FRAN'S STORY: LIVING AGAIN*

*Oxycontin, coke, crack, alcohol, acid, vicodin, mushrooms, xanax, valium, ritalin, you name it I have tried them all at one time or another. I am Fran C. and I am a recovering addict and have been diagnosed with Bipolar Disorder. I have been a user for most of my life from the age of 13 to 41. My life was a disaster and the three things I am most proud of today are my two children and my grandbaby. My life of drugs and mental illness is not as uncommon as people think. Some are able to hide for periods of time. I am taking my recovery one day at a time. The main reason I stopped using drugs was because my daughter told me I wouldn't be able to see my grandbaby. It is because of her originally that I have been clean for six months and working with the TBHS ACT Team.*

*I dropped out of high school my junior year, tried night school, but my addiction always got in the way of finishing. My first thought each day would be how am I going to get high. Looking back and knowing what I put my two kids through, isn't what I want for them today. I had my first child, a daughter, by 20 and my second child at 22. My relationship with the kids father was difficult, not knowing when and where he would explode from anger or from being drunk and high. My two kids dealt with and saw a lot growing up. Seeing their mother using drugs, even though I thought I was hiding it. The kids grew up too fast. Their step-father committed suicide after being arrested and spending time in jail. My daughter started using drugs at 13 and was addicted by 15. My son left home at 17 and did not have much contact with me for some time. I have had a number of relationships, at times dating drug dealers just to have that fix. I have sold drugs for a dealer so I would have a supply myself. There were times that I didn't leave home for days due to the drugs and my addiction. I felt like I was living in a black hole and didn't know how to get help. There were days I didn't care about anything not even my children. I would get up to answer the door for buyers, take a hit and sink back into the black hole.*

*Looking back, if it wasn't for my probation officer recognizing that I had hit bottom and listening to my thoughts of suicide and encouraging me to get mental health treatment, I don't know where I would be today. I made tough decisions, but the best was to get help. TBHS' Case Management and Assertive Community Treatment Team (ACT) have stuck with me, listening to me and assisting with medication and treatment. Just knowing there is someone to talk to and encouraging me every step has helped. I know I can ask the ACT Team questions and they will tell me the truth. Not what they think I want to hear, but the truth, I respect them for that. It took a while for me to trust people, but I have. I am spending time taking care of my grandbaby and my children. I can't make up for lost time but I am finally living again.*

# Tuscola Behavioral Health Systems

Consumers served unduplicated...1260



## Children with Mental Illness...287

(0-18 years old, Children's Home-Based, Case Management and Outpatient Services for Children)

## Adults and Children with Developmental Disabilities...194

(birth-65+ years old, including Respite Services)

## Adults with Mental Illness...779

(18-65+ years old, Case Management Services, Assertive Community Treatment, Psychiatric Services, Outpatient Services, Aging Services and OBRA Outreach)

*Tuscola Behavioral Health Systems (TBHS) collects and submits performance indicator data to the Michigan Department of Community Health (MDCH). The indicators, as a system, track quality of behavioral health services provided to eligible residents of Tuscola County. TBHS performed to a high level throughout FY10 by consistently exceeding standards of performance in these state reporting indicators. This performance was maintained through the entire fiscal year, exemplifying a strong commitment to quality services by the staff of TBHS.*

Indicators	Standard	Q 1	Q 2	Q 3	Q 4
1a. Pre-Admission Screening within 3 Hours - Children	95%	100%	100%	100%	100%
1b. Pre-Admission Screening within 3 Hours - Adults	95%	96%	100%	100%	100%
2a. Initial Assessment within 14 Days Children SED	95%	100%	100%	100%	100%
2b. Initial Assessment within 14 Days Adult MI	95%	100%	100%	100%	100%
2c. Initial Assessment within 14 Days Children DD	95%	NA	NA	100%	100%
2d. Initial Assessment within 14 Days Adult DD	95%	100%	100%	100%	100%
3a. Start of Service within 14 Days Children SED	95%	94%	100%	100%	100%
3b. Start of Service within 14 Days Adult MI	95%	100%	100%	100%	100%
3c. Start of Service within 14 Days Children DD	95%	NA	NA	100%	100%
3d. Start of Service within 14 Days Adult DD	95%	100%	NA	100%	100%
4a1. Follow-Up within 7 Days of Discharge from IP - Children	95%	100%	100%	100%	100%
4a2. Follow-Up within 7 Days of Discharge from IP - Adult	95%	100%	100%	100%	100%
12a. Re-admission to Psychiatric Unit within 30 Days - Children	15%	0%	13%	17%	0%
12b. Re-admission to Psychiatric Unit within 30 Days - Adult	15%	0%	10%	15%	0%

# Financial Summary FY 2009-2010 - audited

## Revenues

*Charges for Services: Medicaid, Earned Contracts, Consumer and Third-Party Pay \$11,979,684.00 (80%)*

*State Grants: DCH Contract, Adult Benefit Waiver and Title XX \$1,590,941.00 (11%)*

*Other Revenue \$962,005.00 (6%)*

*Contributions: Local Units and Interest \$298,736.00 (2%)*

*Federal Grants \$26,089.00 (1%)*

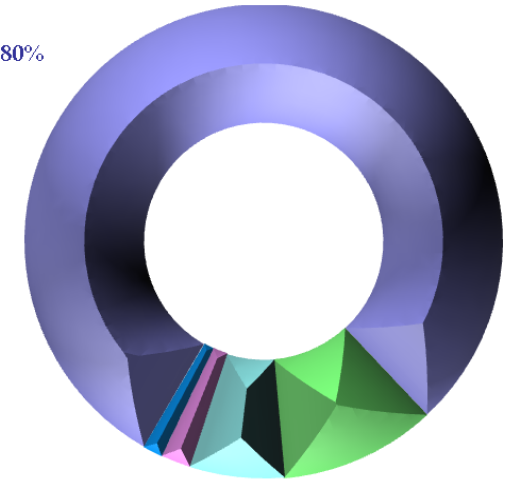
■ Charges for Services-80%

■ State Grants-11%

■ Other Revenue-6%

■ Contributions-2%

■ Federal Grants-1%



## Expenditures

*Services for Individuals with Developmental Disabilities \$7,904,261.00 (54%)*

*Services for Adults with Mental Illness \$2,578,942.00 (18%)*

*Cass Valley Enterprises (program of TBHS) \$1,251,614.00 (9%)*

*Board Administration (Compliance, Human Resources, Recipient Rights, Public Information, Finance Department, Program Administration Costs) \$1,819,206.00 (12%)*

*Services to Children with Serious Emotional Disturbances \$1,144,130.00 (7%)*

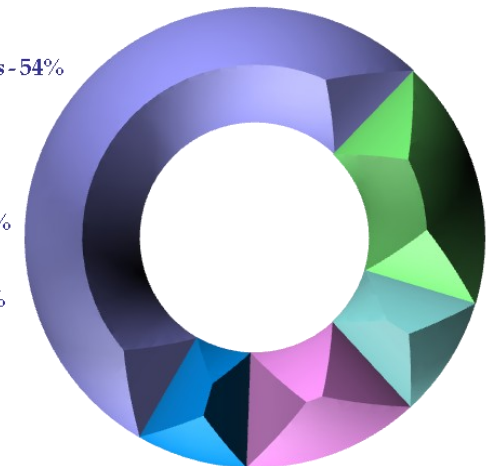
■ Developmental Disabilities-54%

■ Adults with Mental Health Services-18%

■ Cass Valley Enterprises-9%

■ Board Administration-12%

■ Children's Services-7%



*Excess Revenue over Expenses \$159,302.00*

## ***MISSION STATEMENT***

*Our Mission is to apply available resources in a manner that advocates, promotes, and arranges or provides innovative, effective, person-centered services that are responsive to the behavioral healthcare needs of residents of Tuscola County.*

## ***VISION STATEMENT***

*Our Vision is to assure the accessibility of effective community services that empower individuals and families an enhanced quality of life.*

### ***Opportunities to assist someone in your community***

*Everyday, lives are changed for “A Better Tomorrow...Today” by the services of Tuscola Behavioral Health Systems. This year, as we all face challenging times, those we touch at TBHS need your help more than ever. Many find that giving to those who are less fortunate gives a person perspective on life. At TBHS we offer individuals and companies the opportunity to give back by donating to our food pantry, or by adopting a family/individual for the holidays by purchasing essential items. Another way is through the Tuscola Community Foundation. A person/company can set up a one time or recurring gift that will make a difference in the lives of children, individuals, and families that are receiving services from TBHS.*

*This is a wonderful opportunity for companies and individuals to join in an effort to help those in our community who are less fortunate. If you are interested in assisting, please contact TBHS Director of Marketing at 989.673.6191.*

*Tuscola Behavioral Health Systems is a partner in the Access Alliance of Michigan, joining Bay-Arenac Behavioral Health, Huron Behavioral Health, Montcalm Center for Behavioral Health, and Shiawassee County Community Mental Health Authority.*



*TBHS Programs are accredited by CARF  
Accrediting body of behavioral healthcare organizations.*



**TUSCOLA**

---

*Behavioral Health Systems*

*A Better Tomorrow... Today*