

Community Conversation Around Mental Wellness

Tuscola Behavioral Health Systems

Annual Report October 1, 2017 – September 30, 2018



TUSCOLA
Behavioral Health Systems

Community Message ...

On behalf of the Board and Staff of Tuscola Behavioral Health Systems, I am pleased to present the FY 18 Annual Report. This report will provide you with some highlights of the work that we do at TBHS.

The theme for this year's report is COMMUNITY CONVERSATION AROUND MENTAL WELLNESS. This report will include some information on Starting the Wellness Conversation. What can you do to make the difference in the life of another person? This article provides you with some simple suggestions. Perhaps all it will take to make a difference in someone's life is for one person to take the time to simply ask the question "Are you okay?" As simple as that sounds, it is a question that unfortunately may not get asked often enough. Since 2011 TBHS has trained 700 individuals in Mental Health First Aid. This includes Mental Health First Aid for Adults and Youth. Thank you to all of the members of this community who have taken the time to complete a Mental Health First Aid course. TBHS is pleased to be able to offer Mental Health First Aid courses to members of our community, free of charge. Since its inception in 2008 throughout the United States, 1.5 million people have been trained in Mental Health First Aid. Every new person trained, is one more person to continue the conversation about mental wellness. Please consider taking Adult and/or Youth Mental Health First Aid courses in the future.

I am very pleased to announce that TBHS became a partner this fiscal year in collaboration with Tuscola County 54th Circuit Court on the development of a Mental Health Court to serve individuals within the criminal justice system. This is an exciting partnership as all parties work cooperatively on the planning and implementation of the Mental Health Court program. Information regarding this program is included in this report.

In FY 18, TBHS provided services to 1,289 individuals from Tuscola County. The number of individuals served by TBHS is fairly consistent year to year with 1,279 being served in FY17, and 1,257 being served in FY16. TBHS ensures that recovery focused, medically necessary services are provided in the least restrictive environment. TBHS continues to be able to provide high quality, cost effective services through a dedicated workforce and through a large network of contractual providers. TBHS continues to face challenges with staff recruitment and retention, however, services to residents of Tuscola County with mental health needs remains the top priority. Both TBHS staff and contractual staff continue to go above and beyond to keep the focus on high quality Person Centered Services. TBHS is continually working to ensure that efficiencies are gained and upgrades to program infrastructures, technologies and trainings ensure that TBHS staff are able to maintain services at the highest level.

As we move forward into FY 19 and beyond, TBHS will continue to work at both the local and the state level to ensure high quality services are available to Tuscola County residents. There continues to be ongoing threats to the sustainability of the public mental health system. These threats include the systematic underfunding of the community mental health system, the threat of privatization through the 298 pilot projects, and the anticipated national shortage of qualified mental health professionals. We will continue to work to ensure high quality services are available to the residents of Tuscola County. As we have done in the past, we may reach out to members of this community to support TBHS in ongoing advocacy in support of the community mental health system.

Sharon Peals, CEO



Financial Summary...

Guiding Values for Our Organization

The people charged with carrying out the mission of Tuscola Behavioral Health Systems value the following:

Dedication: For Tuscola Behavioral Health Systems, dedication means determination of purpose. It is embodied in our commitment to excellence in all we do in remaining loyal to our organizational cause and our partnership with consumers.

Dignity: We believe in a welcoming environment in which each individual is treated with dignity and respect.

Empowerment: We believe in the empowerment of individuals to reach their greatest potential and to take ownership in decisions regarding their lives and their recovery.

Quality: For Tuscola Behavioral Health Systems, excellence can be measured in the extent to which we help people achieve the quality of life they deserve. We empower our staff to develop and implement innovative approaches to their work and are committed to ongoing performance improvement.

Charges for Services: \$ 17,629,365.00 92.3%

(Medicaid, Earned Contract, Consumer and Third Party Pay)

Other Revenue: \$528,932.00 2.8%

State Grants- DCH Contract: \$572,603.00 3.0%

Local Units: (Interest and Rents): \$337,091.00 1.8%

Federal Grants: \$31,442.00 0.2%

Total Revenue: \$19,099,433.00

Developmental Disabilities/Intellectual Services: \$10,380,215.00 54.9%

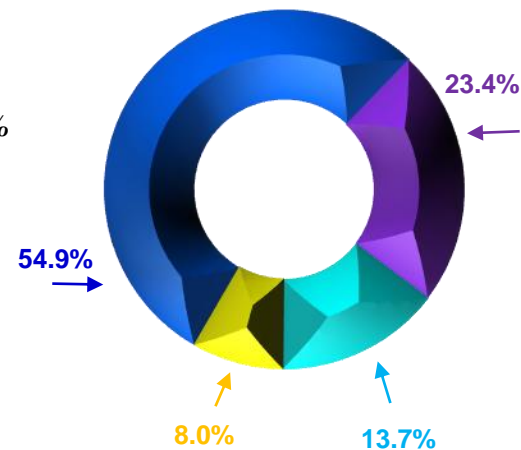
Adult Mental Health Services: \$4,427,243.00 23.4%

Children Mental Health Services: \$2,596,731.00 13.7%

Administration: \$1,510,256.00 8.0%
(Compliance, Human Resources, Recipient Rights, Public Information, Finance Department, Program Administration Costs)

Total Expense: \$18,914,445.00

Excess Revenue over Expense \$184,988.00



Starting the Wellness Conversation...

Mental Wellness conversations allow a person to plan for the unexpected; to know what to do if someone they care for develops emotional distress, a mental health condition or if an existing condition worsens. Talking about mental wellness is important even if a person doesn't experience a mental health condition because a loved one or friend may need help. Mental health conditions often remain unseen, it's important everyone feels comfortable having the conversation. Talking about mental wellness can be difficult and awkward, but it doesn't have to be. Nor does a person have to be an expert to engage in a conversation.

Just a few small words like asking how they are feeling can make a difference. Whether someone is ready to have that conversation with you or not, most people will appreciate your support in trying to start that conversation.

- **“Are you okay?”** Ask the question and mean it. Show you are listening by sitting alongside the person, maintaining an open body position and maintaining comfortable eye contact.
- **“Are you thinking about suicide?”** If you are concerned that someone is considering suicide, ask the question directly. Asking a person if they have been thinking about suicide or have made plans will not increase the risk that they will complete suicide.
- **“I’ve noticed that...”** Open the conversation by explaining behavior changes you have noticed. For example, “I’ve noticed that you’ve been showing up to work late a lot lately.” Then, express genuine concern.
- **“Do you want to take a walk?”** Engaging a friend, family member or loved one you are concerned about in a health activity like taking a walk together can be a great way to start a conversation. Doing an activity while you talk can take some of the nerves and discomfort out of the conversation.
- **“How are you, really?”** Sometimes when someone says they’re fine, they’re not. Know the warning signs to look for so you can know when to offer extra support.

No matter the path the conversation takes, be prepared to present and in the moment. We want everyone to feel confident to begin a conversation about mental health, sustain that conversation and direct people to the help they may need – whether that’s professional help or just a non-judgmental listening ear. *Want to make a difference? Take Mental Health First Aid.*

Stressors that may affect a person's wellness...relationship breakups, academic pressures, poor grades, financial stress, social status pressures, feeling alone or homesick, feeling marginalized, misunderstood, or feel they don't “fit in”, concern or worry about family members, drug and alcohol use, inadequate sleep, feeling overwhelmed, grief, gender/sexuality questioning, friendship challenges, not doing well with extra curricular activities, social media issues, unmet expectations.



TBHS...

INDIVIDUALS SERVED...1289

- *Children with Mental Illness including: Children's Home Based ~ Case Management Outpatient ~ Services for Children*
- *Adults with Mental Illness including: Case Management Services ~ Assertive Community Treatment ~ Psychiatric Service ~ Outpatient Services ~ Aging Services /OBRA Outreach*
- *Adults and Children with Developmental Disabilities including: ~ Autism ~ Respite Services*

TBHS monitors how many people are served, the programs and types of services received and a person's demographic characteristics in order to effectively manage resources. This annual report provides unduplicated numbers-from admission through discharge of service.

TBHS Mission Statement
Our mission is to empower individuals and families on their journey toward wellness and recovery by providing access to comprehensive behavioral health care services in our community.

TBHS Vision Statement
Our vision is to assure the accessibility of effective community services that empower individuals and families to achieve an enhanced quality of life

TBHS Board Members (as of 9.30.2018)

***Susan McNett– Chairperson Kenneth Partridge – Vice Chairperson
Daniel Grimshaw – Secretary***

***Thomas Bardwell
Joann Helmbold***

***Paula Cavanaugh
Janet Huff***

***David Griesing
Brenda Ryan***

***Marianne Harrington
Walter Szostak***

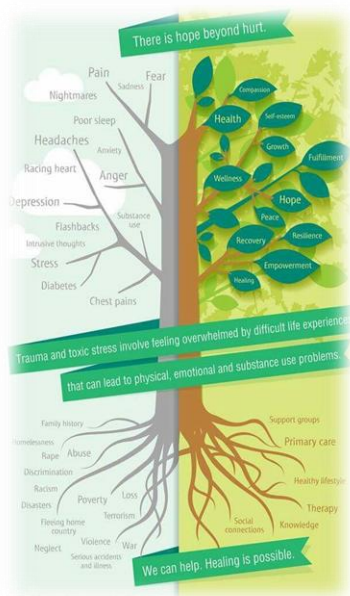
Board composition is set by the Mental Health Code as stipulated in section 330.1222.(1). The composition of a Community Mental Health Services board shall be representative of providers of mental health services, recipients, or primary consumers of mental health services, agencies, and occupations having a working involvement with mental health services and the general public. At least 1/3 of the membership shall be primary consumers and family members, and of that 1/3 at least two members shall be primary consumers. All board members shall be 18 years of age or older.

Trauma Informed Care...

Trauma Informed Care is an organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma. Trauma Informed Care also emphasizes physical, psychological and emotional safety for both consumers and providers, and assists survivors to rebuild a sense of control and empowerment.

Becoming “trauma-informed” means recognizing that people often have many different types of trauma in their lives. People who have been traumatized need support and understanding from those around them. Often, trauma survivors can be re-traumatized by well-meaning caregivers and community service providers. TBHS seeks to inform community members about the impact of trauma on clients, co-workers, friends, family, and even ourselves. Understanding the impact of trauma is an important first step in becoming a compassionate and supportive community.

TBHS Trauma Informed Specialists on staff: Sheana Keinath, Mary Krozak, Liz Lintner, Kortney Peppler, Amy Sember, and Shannon LaVoie-Thompson.



People can and do recover from trauma.

Trauma can stem from: Childhood abuse or neglect, Physical, emotional or sexual abuse, accidents and natural disasters, grief and loss, witnessing acts of violence, cultural, intergenerational and historical trauma, medical interventions, war and other forms of violence

- *70% of adults in the U.S. have experienced some type of traumatic event at least once in their lives. That is 223.4 million people.*
- *In public behavioral health, over 90% of individuals served have experienced trauma.*
- *Trauma is a risk factor in nearly all behavioral health and substance disorders.*
- *More than 33% of youths exposed to community violence will experience Post Traumatic Stress Disorder, a very severe reaction to traumatic events.*

Collaborations/ Initiatives'

- ***Tuscola County 54th Circuit Court of Michigan Tuscola Mental Health Court (TMHC) and TBHS collaboration*** *Mental Health Court* is a link between , Tuscola 54th Circuit Court, probation, defense attorney, prosecuting attorney and TBHS. - Mental health court is modeled after drug court and was developed in response to the overrepresentation of people with mental illnesses in the criminal justice system. Mental health court diverts select defendants with mental illness into judicially-supervised, community-based mental health treatment. Defendants are invited to participate following a specialized screening and assessment, and they may choose to decline participation. For those who agree to the terms and conditions of community-based supervision, a team of court staff and TBHS mental health professionals and TBHS Peer Support Specialists work together to develop treatment plans and supervise participants in the community and to connect them with appropriate services to get back on track, in turn reducing recidivism and expenses to the community. Participants appear at regular status hearings during which incentives are offered to encourage adherence to court conditions, sanctions for nonadherence are handed down, and treatment plans and other conditions are periodically reviewed for appropriateness.
- ***TBHS Mobile Crisis Services - Early response to serious situations...*** *is a comprehensive service providing prompt response to address a crisis situation in the family home and/or a community location. Mobile Crisis Services (also known as Intensive Crisis Stabilization Services) are structured treatment and support activities provided by a team of mental health professionals. The team is trained to promptly address a crisis situation in order to maintain a child or youth in their present living arrangement in an effort to avoid a psychiatric inpatient admission or other out of home placement.*

Who Is Eligible? ·Ages birth to 21 years of age ·Must be residing within Tuscola County ·Available to Medicaid, MICHild or Healthy MI Plan recipients. Services are available to individuals with serious emotional disturbance (SED) and/or intellectual/developmental disabilities (I/DD) including autism, or co-occurring SED and substance use disorder (SUD) and their parents/caregivers who are in need of mobile crisis services in the home or community.

Mobile Crisis Services Are Available Monday – Friday 2:00 pm to 7:00 pm by calling 989.673.6191 or 1.800.462.6814

TBHS Emergency Services are available 24/7 by calling 989.673.6191 or 1.800.462.6814



TBHS LEADERSHIP TEAM AND BOARD MEMBER

TBHS Leadership Team (as of 9.30.2018)


*Sharon Beals, Chief Executive Officer Julie Majeske, Chief Operating Officer
Jennifer Hagedon, Chief Financial Officer*

*Brenda Brookhouse, Residential Services Supervisor
Heather Cramer, Interim Assertive Community Treatment & DBT Supervisor
Jeannette Folcik, Care Coordination Supervisor
Deb Geno, Outpatient Supervisor
Tina Gomez, Health Operations Supervisor
Victor Gomez, Residential Services Supervisor
Teri Kopasz, Skill Building/Supported Employment Supervisor
Syndi Neeb, Recipient Rights Officer
Cindy Opperman, Human Resource Supervisor
Susan R. Holder, Director Marketing and Training Services
Shannon LaVoie-Thompson, Children's Services & Emergency Services Supervisor
Michael Swathwood, Quality Systems and Compliance Supervisor*



Echols Building TBHS Administration and Finance

📍 *323 N. State Street, Caro, MI 48723*

🌐 *www.tbhsonline.com* 

Personal Independence Center

Location of TBHS Clinical Programs

📍 *1332 Prospect Avenue, Caro, MI 48723*

Kan Do Creations /TBHS Training Center

📍 *129 E. Burnside Street, Caro, MI 48723*

