

# Tuscola Behavioral Health Systems

**Rising to the Occasion**

***Annual Report***

***October 1, 2019 – September 30, 2020***

# Community Message

*The year 2020 is certainly a year that most of us would like to forget – unfortunately it will be a year that is unforgettable. Life as we know it changed midway through FY 19-20 in ways that none of us could have even imagined.*

*It has been truly amazing to be a part of a great team of staff that have stepped up and addressed the numerous challenges that COVID-19 has presented. When we initially started having discussions about COVID-19, none of us could have imagined that what we were about to encounter would be some of the greatest challenges of our lifetimes, both personally and professionally. Most of us had limited experience in participating in video conferencing or working remotely. All of that changed very quickly.*

*Staff accepted the challenge and continued to provide services, although in many cases very differently than the traditional methods of service delivery. TBHS developed a Pandemic Response Plan to go along with our Emergency Preparedness Plan and our Continuity of Operations Plan. Staff stepped up and did what needed to be done to ensure that service provision continued throughout the pandemic.*

*Practices were put in place to ensure not only the safety of the individuals that we serve, but also of our staff. COVID-19 screenings, cleaning procedures, use of PPE, etc., were all implemented to enable us to continue service provision while keeping everyone as safe as possible. Staff were often in PPE for entire shifts as they worked directly with individuals as they were providing care.*

*The number of heroes from this pandemic are far too numerous to count. Heroes are everywhere. Whether it is in a healthcare setting, a frontline worker at the grocery store, or any one of us that have done our part to try to control the spread of the virus. It has been great to be a part of the team at TBHS that includes heroes that have continued to provide services and have done so as seamlessly as possible during these trying times.*

*Unfortunately, some in our community were not as fortunate as others and have lost the battle to COVID-19. Every loss is a tragedy and we all need to reflect on the lives lost as we continue to move forward and continue to fight against this virus. We can be hopeful that we can put the worst behind us and come out of this stronger than we ever knew we were.*

*Certainly 2020 looked different than previous years, however, great things continued to happen and true heroes did emerge among the staff at TBHS and with our community partners as well. Hats off to all that have stepped up and come together within the community as we work to move forward from COVID-19.*

*Sharon Beals*

Sharon Beals, CEO  
Tuscola Behavioral Health Systems



# FINANCIAL SUMMARY

## Revenues:

94.1%

Charges for  
Services

\$19,941,521.00

3.1%

State Grants:  
MDHHS Contract & ABW

\$658,662.00

1.7%

Local Units &  
Miscellaneous:

\$355,190.00

.9%

Other Revenue

\$ 185,080.00

.2%

Federal Grants:

\$42,666.00

**Total Revenue: \$21,183,119.00**

## Expenditures:

58.6%

Developmental  
Disabilities/Intellectual  
Services

\$12,381,512.00

21.5%

Adult Mental  
Health Services:

\$4,557,889.00

11.0%

Children Mental  
Health Services

\$2,326,153.00

8.9%

Administration:

Compliance, Human Resources,  
Recipient Rights, Public Information,  
Finance Department, Program Administration costs

\$1,875,148.00

**Total Expenditures: \$21,140,702.00**

**Excess Revenue Over Expenses \$42,417.00.00**

# TBHS Leadership

## **TBHS Board of Directors** (as of 9/30/2020)

**Susan McNett – Chairperson**

**Kenneth Partridge – Vice Chairperson**

**Daniel Grimshaw – Secretary**

- Linda Ackerman
- David Griesing
- Janet Huff
- Brenda Ryan
- Walter Szostak
- Thomas Bardwell
- Joann Helmbold
- Marianne Harrington
- Karen Snider

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.



***“Your illness does not define you.  
Your strength and courage does.”***  
Unknown

## **TBHS Leadership Team** (as of 9/30/2020)

Sharon Beals, Chief Executive Officer

Julie Majeske, Chief Operating Officer

Jennifer Hagedon, Chief Financial Officer

- Brenda Brookhouse

Residential Services Supervisor

- Heather Dennis

Assertive Community Treatment DBT Supervisor

- Jeannette Folcik

Care Coordination Supervisor

- Deb Geno

Outpatient Supervisor

- Tina Gomez

Health Operations Supervisor

- Victor Gomez

Residential Services Supervisor

- AshLee Hansinger

Community Supports & Recovery Services Supervisor

- Susan R. Holder

Director Marketing and Training Services

- Teri Kopasz

Skill Building/Supported Employment Supervisor

- Shannon LaVoie-Thompson

Children’s Services & Emergency Services Supervisor

- Syndi Neeb

Recipient Rights Officer

- Cindy Opperman

Human Resource Supervisor

- Michael Swathwood

Quality Systems and Compliance Supervisor

# Individuals Served by TBHS

1206

October 1, 2019 to  
September 30, 2020

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

# Community Collaborations

*Fiscal year 2019/2020 was an unprecedented year that no one will forget with the Coronavirus (COVID-19) pandemic along with the the stay at home orders, practicing of physical distancing and the wearing of face masks. As an agency, TBHS persevered and collaborated with various organizations for the health of individuals served and community members. Multiple stressors, such as, isolation, job loss, transitioning to virtual events/meetings and coordinating children's education while working from home during the pandemic presented challenges for everyone. TBHS did not pause services, staff pivoted on how they communicated and provided services to new and current individuals served while following the mitigation activities of the Center for Disease (CDC), State of Michigan and TBHS.*

*TBHS established a free community support warm line for community members to talk with a clinical staff member regarding their thoughts/feelings during this time. TBHS partnered with the Tuscola County Health Department on billboards and radio announcements on both organizations commitment to the residents of Tuscola County mental health and physical health.*

*TBHS staff members continued their dedication to the agency, consumers and residents by continuing collaboration with multiple organizations in Tuscola County and various state committees such as:*

*Great Parents/Great Start Committee  
Thumb Opioid Response Consortium  
Tuscola Suicide Prevention Coalition  
Building & Sustaining Community Partnerships  
Tuscola County Mental Health Court/Baby Court  
Tuscola Probate Court Collaboration  
Tuscola Mental Health Court  
Tuscola County Foster Care Coalition*

*Mid-State Health Network Committees  
Thumb Community Health Partnership  
Tuscola County/Recovery/Prevention Coalition  
Tuscola Truancy Coalition  
Tuscola DHHS  
Tuscola Child Advocacy Center  
Tuscola Transition Network*



# Tuscola Behavioral Health Systems

*Echols Building TBHS Administration and Finance*  
**323 N. State Street, Caro, MI 48723**  
**989.673.6191 or 1.800.462.6814**

*Personal Independence Center - TBHS Clinical Programs*  
**1332 Prospect Avenue, Caro, MI 48723**  
**989.673.6191 or 1.800.462.6814**



**1 IN 5** U.S. ADULTS WILL BE AFFECTED BY MENTAL ILLNESS EACH YEAR.

**43.8** MILLION PEOPLE

**TALK ABOUT IT.**  
YOUR STORY COULD CHANGE A LIFE.