

Imagine  
the  
Possibilities  
With  
HOPE

Annual Report  
October 1, 2011- September 30, 2012



**TUSCOLA**

*Behavioral Health Systems*

A Michigan Community Mental Health Authority

## Recovery Message

The Substance Abuse and Mental Health Services Administration (SAMSHA) defines recovery as “A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.” The Board of Directors and the staff of Tuscola Behavioral Health Systems believe in the SAMSHA definition of recovery and embrace that philosophy in their actions as the community mental health provider for Tuscola County.

Staff at TBHS have embraced the recovery philosophy and it is evident in the work that they do everyday. Included in this annual report are examples of some of the recovery related initiatives that have occurred throughout the year. These are just a few examples of some of the great work that has been done by the staff at TBHS. Recovery is possible because of the commitment on the part of the individuals served to improve their lives and the dedication of the TBHS staff to assist individuals to realize their full potential.

This is a time of great change for the community mental health system in Michigan and for healthcare throughout the country. At the writing of this annual report, we are still waiting news of whether Michigan will adopt Medicaid expansion. In response to the Affordable Care Act and the potential expansion of Medicaid services, the Michigan Department of Community Health has created new Prepaid Inpatient Health Plan (PIHP) regions effective on January 1, 2014. Tuscola Behavioral Health Systems will now be part of a 21 county region. This region will include 5 current PIHPs and 12 Community Mental Health agencies. This new Regional Entity will be jointly owned and jointly governed by the member of Community Mental Health agencies. This change in governance structure should be transparent to individuals receiving service and to those community agencies that we partner with for the provision of services.

At the same time that this work is going on at a regional level, other changes have also been occurring at TBHS. During 2012, TBHS purchased the former Big Brothers Big Sisters building and are just finalizing renovations to utilize this building. The building will have meeting room space, training space as well as house Supported Employment and skill building services. During FY 12, we also began the provision of psychiatric services utilizing telemedicine. Plans are underway and will be completed in FY 13 for provision of integrated physical and behavioral healthcare at TBHS.

This is a time of rapid change for the community mental health system in Michigan. If after reading this annual report, you have any comments or questions, feel free to call the Agency. TBHS is committed to providing the best services possible to residents of Tuscola County.

*Sharon Beals*  
**Chief Executive Officer**

*Walter Szostak*  
**TBHS Chairperson**

# HOPE

Keeping the faith and keeping a hopeful positive attitude is one of the hardest yet most rewarding concepts to understand and to apply into our everyday lives. Through the roughest times in our lives it seems as though all we should and can do is give up. Keeping our heads up to the sky, and keeping a forward resolve, even through times of adversity is essential to making it to where we want to be in life. Remember that the greatest of people are those who overcame some of the greatest challenges that life had to offer.

Maintain hope, for hope is sometimes all you have to hold on to during times where it seems as if all is lost, and that you shouldn't continue forward. Maintain the fight, and keep believing in yourself, in doing so everything else will fall in place, and everything will work out for the greatest good!

By: *J. Johnson*



## *Recovery Emerges From Hope*

The belief that recovery is real provides the essential and motivating message of a better future – that people can and do overcome the internal and external challenges, barriers, and obstacles that confront them. Hope is internalized and can be fostered by peers, families, providers, allies, and others. Hope is the catalyst of the recovery process. Recovery philosophy is based on the fundamental fact that people can successfully contend with severe mental illness and still create positive, fulfilling lives. Recovery is grounded in hope and resiliency of the individual.

**Substance Abuse and mental Health Services Administration (SAMHSA)**

Tuscola Behavioral Health Systems (TBHS) is a public authority with jurisdiction to provide behavioral health services to residents of Tuscola County. TBHS is funded in part by the Michigan Department of Community Health.

*Collaborated with the Tuscola County  
Suicide Prevention Coalition*

with two prevention billboards and community message insert in the local paper with one consistent theme - It's Real. It Happens. It Can be Prevented.



*Creative Minds Changing Minds  
Traveling Art Show*

TBHS hosted an art show featuring work by artists who utilize community mental health services in the State of Michigan. The show featured 32 pieces from around the State of Michigan. The goal of displaying the art was to help destigmatize mental illness, developmental disabilities and substance use disorders by showcasing the multidimensionality of people who use community mental health services and to highlight the recovery potential through the arts. A number of financial institutions in Tuscola and Huron counties displayed various pieces in their respective lobby areas.

*Spoonfuls of Plenty -  
Wednesday Night Community Meal*

As part a recovery initiative, TBHS sponsored a community meal where staff members volunteered their time cooking and serving individuals that attend the weekly hot meal. Spoonfuls of Plenty is a program of the Human Development Commission (HDC) that provides a weekly hot meal to families and individuals.



*Recovery Tree*

Outpatient Services staff members created the TBHS Recovery Tree – where individuals are able to place a personalized written recovery statement or message on how TBHS services have impacted their lives on the tree.



### *Mental Health First Aid (MHFA)*

TBHS offered 7 free sessions during this fiscal year where 115 community members were certified in MHFA. MHFA is an evidence-based public education and certification program that improves mental health literacy and teaches basic skills to help someone experiencing a mental health situation and/or crisis and connects the individual to professional care.



### *Consumer Health and Wellness Promotion/Awareness Education*

TBHS Nursing Services continued to facilitate wellness and awareness programs for individuals receiving services on a monthly basis. Topics included shingles, arthritis, stroke and heart disease, hypertension, depression and medications, and alcohol and antidepressants.

Nursing Services held their first annual Health and Wellness Fair for individuals and their family members. A number of health vendors were able to attend to promote the importance of wellness.

### *Recovery Open House and Caro Chamber After Hours Event*

This event was held at the Personal Independence Center, where clinical programs are located. TBHS Staff conducted tours of the building while promoting TBHS services, programs and recovery.

### *Telemedicine*

TBHS began offering state of the art telemedicine services to individuals as part of the agency's commitment to delivering quality services.

Telemedicine provides individuals with an easy way of interacting with a psychiatrist in real-time just as if the psychiatrist was sitting next to them. Individuals have the opportunity of seeing, hearing and speaking with the psychiatrist and discussing their plan of care through video conferencing (television monitor).



## INDIVIDUALS SERVED BY TBHS

unduplicated numbers... 1389

### *Adults with Mental Illness...901*

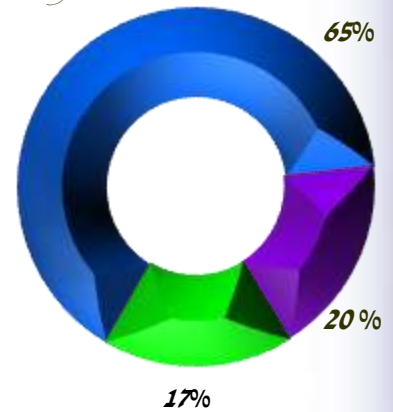
(Individuals over 18 years of age  
Case Management Services,  
Assertive Community Treatment,  
Psychiatric Services, Outpatient Services,  
Aging Services and OBRA Outreach)

### *Children with Mental Illness...250*

(Children's Home Based, Case Management  
and Outpatient Services for Children)

### *Developmental Disabilities Adults and Children...238*

Fiscal Year 2009-2010 served 1260 individuals  
Fiscal Year 2008-2009 served 1512 individuals  
Fiscal Year 2007-2008 served 1375 individuals



TBHS serves the residents of Tuscola County, provides a range of behavioral health services and supports to children and adolescents with serious emotional disorders, adults with severe and persistent mental illness and individuals with intellectual disabilities. TBHS provides services in a confidential manner to all individuals.

### *MISSION and VISION STATEMENT of TBHS*

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 the residents of Tuscola County.

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

- |                             |                            |
|-----------------------------|----------------------------|
| Walter Szostak, Chairperson | Karen Snider, Vice – Chair |
|                             | Mark Putnam, Secretary     |
| Raymond Bates               | Paula Cavanaugh            |
| Daniel Grimshaw             | Marianne Harrington        |
| Molli Hartel                | Joann Helmbold             |
| Tom Kern                    | Brenda Ryan                |

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

# Financial Summary

## REVENUES

Charges for Services: Medicaid, Earned Contracts, Consumer and Third Party Pay  
\$12,896,472.00

State Grants: DCH Contract ,  
Adult Benefit Waiver and Title XX  
\$1,486,771.00

Other Revenue:  
\$668,429.00

Contributions: Local Units and Interest  
\$306,930.00

Federal Grants:  
\$100,066.00

Total Revenue: \$15,458,668.00



## TOTAL EXPENSES

Services for individuals with  
Developmental Disabilities:  
\$8,450,006.00

Services for Adults with Mental Illness:  
\$3,232,935.00

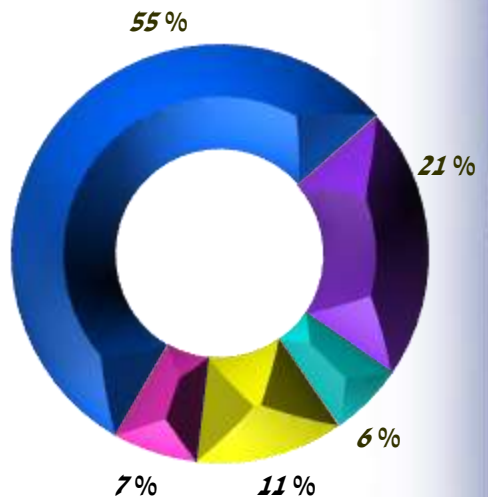
Board Administration:  
(Compliance, Human Resources, Recipient Rights,  
Public Information, Finance Department and  
Program Administration Costs)  
\$1,756,276.00

Services to Children with  
Serious Emotional Disturbances:  
\$995,237.00

Cass Valley Enterprises  
A Program of TBHS  
\$887,302.00

Total Expenditures: \$15,311,756.00

Excess Revenue Over Expenses: \$146,912.00



# TBHS LEADERSHIP TEAM

**Sharon Beals**  
**Chief Executive Officer**

**Julie Majeske**  
**Chief Operating Officer**

**Amanda Brown**  
**Chief Financial Officer**

**Robert Brown, II**  
**Director of Cass Valley Enterprises**

**Debra Starkey**  
**Director of Community Supports**

**Susan R. Holder**  
**Director of Marketing and Training Services**

**Cindy Opperman**  
**Human Resources Manager**

**Kathy Hepfer**  
**Recipient Rights Officer**

**Tina Middaugh**  
**Nursing Services Supervisor**

**Deb Geno**  
**Outpatient Supervisor**

**Susan Baranski**  
**Financial Services Supervisor**

**Victor Gomez**  
**Residential Services Supervisor**

**Shannon LaVoie**  
**Children's Services and Emergency Services Supervisor**

**Michael Swathwood**  
**Assertive Community Treatment and DBT Supervisor**



TBHS has been awarded a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) for its following programs:  
Assertive Community Treatment: Mental Health-Adults; Case Management/Services Coordination Mental Health-Adults, Children and Adolescents; Community Services: Community Integration and Community Services Coordination; Crisis Intervention-Mental Health-Adults; Employment Services: Community Employment Services: Job Development, Job Supports, Job Site Training and Employment Services Coordination; Intensive Family-Based Services-Family Services-Children and Adolescents; Outpatient Treatment Mental Health-Adults, Children and Adolescents

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.