

Tuscola Behavioral Health Systems

Annual Report
Fiscal Year
2016-2017



TUSCOLA
Behavioral Health Systems



*Resilience is the ability to find the inner strength
to bounce back from a set-back or challenge.*



Community Message...

RESILIENCE

The theme of this year's annual report is RESILIENCE. As you are reading the articles that have been included in the report, you will get a sense of how important resilience is for all of us. The Oxford dictionary defines resilience as the capacity to recover quickly from difficulties. Merriam-Webster dictionary defines resilience as the ability to recover from or adjust easily to change.

During the thirty five years that I have been at Tuscola Behavioral Health Systems, the changes that have occurred have been tremendous and the organization and its employees have had to be resilient as we worked through these changes. TBHS has grown over the years to be a partner with individuals on their recovery journey, and together we have learned the importance of resiliency. This partnership with the individuals that we serve and with the stakeholders in Tuscola County is the primary focus of this organization and the staff at TBHS. The organization has faced many challenges throughout the years, whether they were budget cuts, staff shortages, program closures, etc. Yet, since being created by Tuscola County in 1974, as an organization, we have remained resilient and have adjusted to each of these challenges that we have faced. The employees at TBHS as well as those that we serve are often asked to make changes that can be extremely difficult. These changes might be due to mandates passed down to TBHS from the federal or state level or they might be changes that we have chosen to implement locally. We are often given requirements that at first seem almost impossible, yet, staff step up and make the required changes in order for the agency to meet the new requirements. Staff have proven exactly how resilient that they are and without this, TBHS would not be as successful as we are in providing the services that we do and in being a partner in this community with other organizations and human services agencies.

The community mental health system in Michigan continues to face challenges and FY 17 was no exception. Section 298 which was initially included in the Governor's 2017 budget still remains as a threat to the local control that we currently have related to mental health services. There has been a considerable opposition to Section 298 which have resulted in changes to the original Section 298 language, however, Section 298 continues to move forward. As a community mental health agency, we must adjust to possible changes that we will be required to make as a result of the Section 298 initiative.

Sharon Beals

Sharon Beals, CEO

Tuscola Behavioral Health Systems

Board of Directors (as of 9.30.2017)

- ~ *Walter Szostak - Chairperson*
- ~ *Susan McNett - Vice Chairperson*
- ~ *Daniel Grimshaw - Secretary*

<i>Thomas Bardwell</i>	<i>Paula Cavanaugh</i>
<i>David Griesing</i>	<i>Marianne Harrington</i>
<i>Joann Helmbold</i>	<i>Janet Huff</i>
<i>Kenneth Partridge</i>	<i>Brenda Ryan</i>

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.

*Resilience: A process of bouncing back effectively from difficult experiences, and "adapting well" in the face of adversity, trauma, tragedy, threats or significant sources of stress.
American Psychological Society.*

Individuals Served

Fiscal Year 2016 - 2017 ... 1279

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 Services ~ Outpatient Services ~ Aging Services /OBRA Outreach

Adults and Children with Developmental Disabilities including: ~ Autism ~ Respite Services

Total Fiscal Year 2015/2016 - 1257

Total Fiscal Year 2014/2015 - 1290

Total Fiscal Year 2013/2014 - 1231

Total Fiscal Year 2012/2013 - 1259

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 gives the unduplicated numbers - from single admission through discharge of services.

Tuscola Behavioral Health Systems

TBHS Leadership Team (as of 9.30.2017)

- ~ Sharon Beals, Chief Executive Officer
- ~ Julie Majeske, Chief Operating Officer

- ~ Brenda Brookhouse, Residential Services 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

- ~ Rick Smith, Assertive Community Treatment &
DBT Supervisor

Mission and Vision

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.

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

"Everyone has a right to have a present and future that are not completely dominated and dictated by the past"
Karen Saakvitne

TBHS Financial Summary

FY Year 2016-2017

Charges for Services: Medicaid, Earned Contract, Consumer and Third Party Pay \$ 17,146,784.00 91.2%

Other Revenue: \$513,326.00 2.7%

State Grants: DCH Contract & ABW: \$506,213.00 2.7%

Local Units: Interest and Rents 329,875.00 1.8%

Local Units: \$279,761.00 1.5%

Federal Grants: \$27,624.00 0.2%

Total Revenue: \$18,803,583.00

Developmental Disabilities/Intellectual Services \$10,118,047.00 53.8%

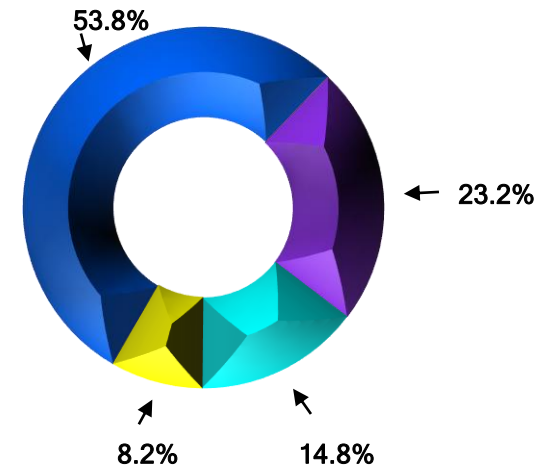
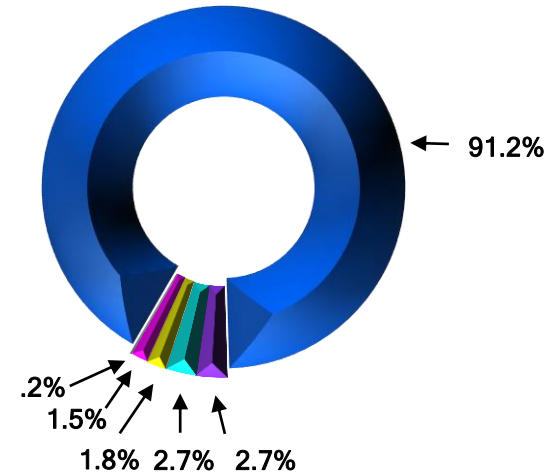
Adult Mental Health Services \$4,359,679.00 23.2%

Children Mental Health Services \$2,786,673.00 14.8%

Administration \$1,539,184.00 8.2%

(Compliance, Human Resources, Recipient Rights, Public Information, Finance Department, Program Administration Costs)

Total Expense \$18,803,583.00



RESILIENCE

How do people deal with difficult events that change their lives? The death of a loved one, loss of a job, serious illness, terrorist attacks and other traumatic events: these are all examples of very challenging life experiences. Many people react to such circumstances with a flood of strong emotions and a sense of uncertainty.

Yet people generally adapt well over time to life-changing situations and stressful conditions. What enables them to do so? It involves resilience, an ongoing process that requires time and effort and engages people in taking a number of steps.

Resilience is the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress – such as family and relationship problems, serious health problems or workplace and financial stressors. It means "bouncing back" from difficult experiences.

Research has shown that resilience is ordinary, not extraordinary. People commonly demonstrate resilience.

Being resilient does not mean that a person doesn't experience difficulty or distress. Emotional pain and sadness are common in people who have suffered major adversity or trauma in their lives. In fact, the road to resilience is likely to involve considerable emotional distress. Resilience is not a trait that people either have or do not have. It involves behaviors, thoughts and actions that can be learned and developed in anyone.

Resilience is the ability to find the inner strength to bounce back from a set-back or challenge.

Factors in Resilience

A combination of factors contributes to resilience. Many studies show that the primary factor in resilience is having caring and supportive relationships within and outside the family. Relationships that create love and trust, provide role models, and offer encouragement and reassurance help bolster a person's resilience.

Several additional factors are associated with resilience, including:

- The capacity to make realistic plans and take steps to carry them out.
- A positive view of yourself and confidence in your strengths and abilities.
- Skills in communication and problem solving.
- The capacity to manage strong feelings and impulses.
- All of these are factors that people can develop in themselves.

Strategies For Building Resilience

Developing resilience is a personal journey. People do not all react the same to traumatic and stressful life events. An approach to building resilience that works for one person might not work for another. People use varying strategies.

Some variation may reflect cultural differences. A person's culture might have an impact on how he or she communicates feelings and deals with adversity - for example, whether and how a person connects with significant others, including extended family members and community resources. With growing cultural diversity, the public has greater access to a number of different approaches to building resilience.

Resilience involves maintaining flexibility and balance in your life as you deal with stressful circumstances and traumatic events. This happens in several ways, including:

- *Letting yourself experience strong emotions, and also realizing when you may need to avoid experiencing them at times in order to continue functioning.*
- *Stepping forward and taking action to deal with your problems and meet the demands of daily living, and also stepping back to rest and reenergize yourself.*
- *Spending time with loved ones to gain support and encouragement, and also nurturing yourself.*
- *Relying on others, and also relying on yourself.*

10 Ways To Build Resilience

American Psychological Association

Make connections. Good relationships with close family members, friends or others are important. Accepting help and support from those who care about you and will listen to you strengthens resilience. Some people find that being active in civic groups, faith-based organizations, or other local groups provides social support and can help with reclaiming hope. Assisting others in their time of need also can benefit the helper.

Avoid seeing crises as insurmountable problems. You can't change the fact that highly stressful events happen, but you can change how you interpret and respond to these events. Try looking beyond the present to how future circumstances may be a little better. Note any subtle ways in which you might already feel somewhat better as you deal with difficult situations.

Accept that change is a part of living. Certain goals may no longer be attainable as a result of adverse situations. Accepting circumstances that cannot be changed can help you focus on circumstances that you can alter.

Move toward your goals. Develop some realistic goals. Do something regularly – even if it seems like a small accomplishment – that enables you to move toward your goals. Instead of focusing on tasks that seem unachievable, ask yourself, "What's one thing I know I can accomplish today that helps me move in the direction I want to go?"

Take decisive actions. Act on adverse situations as much as you can. Take decisive actions, rather than detaching completely from problems and stresses and wishing they would just go away.

Look for opportunities for self-discovery. People often learn something about themselves and may find that they have grown in some respect as a result of their struggle with loss. Many people who have experienced tragedies and hardship have reported better relationships, greater sense of strength even while feeling vulnerable, increased sense of self-worth, a more developed spirituality and heightened appreciation for life.

Nurture a positive view of yourself. Developing confidence in your ability to solve problems and trusting your instincts helps build resilience.

Keep things in perspective. Even when facing very painful events, try to consider the stressful situation in a broader context and keep a long-term perspective. Avoid blowing the event out of proportion.

Maintain a hopeful outlook. An optimistic outlook enables you to expect that good things will happen in your life. Try visualizing what you want, rather than worrying about what you fear.

Take care of yourself. Pay attention to your own needs and feelings. Engage in activities that you enjoy and find relaxing. Exercise regularly. Taking care of yourself helps to keep your mind and body primed to deal with situations that require resilience.

Additional ways of strengthening resilience may be helpful. For example, some people write about their deepest thoughts and feelings related to trauma or other stressful events in their life. Meditation and spiritual practices help some people build connections and restore hope.

The key is to identify ways that are likely to work well for you as part of your own personal strategy for fostering resilience.





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Personal Independence Center
Location of TBHS Clinical Programs
1332 Prospect Avenue, Caro, MI 48723
www.tbhsonline.com

Kan Do Creations /TBHS Training Center
129 E. Burnside Street, Caro, MI 48723
www.tbhsonline.com

