

2019 Annual Report

Critical Success Factors

Leadership Development:

We value a learning environment within which employees develop their leadership skills and assume greater leadership responsibilities.

Individualized Treatment Opportunities:

We value a person-centered and family-centered approach to service delivery within a culture of gentleness. Our approach includes the delivery of a broad spectrum of services that assists each individual to reach his/her personal goals.

Quality Service Delivery:

We strive to be recognized as a leader in the delivery of quality Behavioral Healthcare. Quality service is demonstrated by the ongoing measurement of positive consumer outcomes and superior performance in regulatory audits.

Expansion and diversification:

We value organizational growth and diversity, expanding its scope of service delivery both geographically and across the service spectrum.

Fiscal responsibility:

We value organizational stability, employing sound financial growth models and continually monitoring risk and long-term organizational viability.

Excellent Customer Service:

We value its internal and external customers and seeks to express their value by providing an inviting and welcoming atmosphere as well as a culture of cooperation, respect and gentleness at each of its service locations.

Board of Directors

John Healy, President

Jim Debruler, Vice President

Tim Cullen, Secretary

Jennifer Clemons, Treasurer

Judd Wise, Member at Large

Leslie Wireman, Member at Large

Mission

As a cutting-edge, not-for-profit organization, our mission is to provide excellent, coordinated behavioral healthcare services to the children and adults of our communities, empowering them to achieve a higher quality of life.

Core Values

Innovation:

Taylor Life Center seeks to be on the cutting edge of behavioral healthcare services, including implementation of Evidence Based Practices and development of state-of-the-art services.

Excellence:

Taylor Life Center seeks to provide outstanding, customer-focused service to each person we serve. We strive to be the best at what we do.

Empowerment:

Taylor Life Center seeks to address persons' behavioral health in partnership with our consumers. We believe strongly in the person-centered approach, and seek to provide our consumers with the tools they need to lead their treatment.

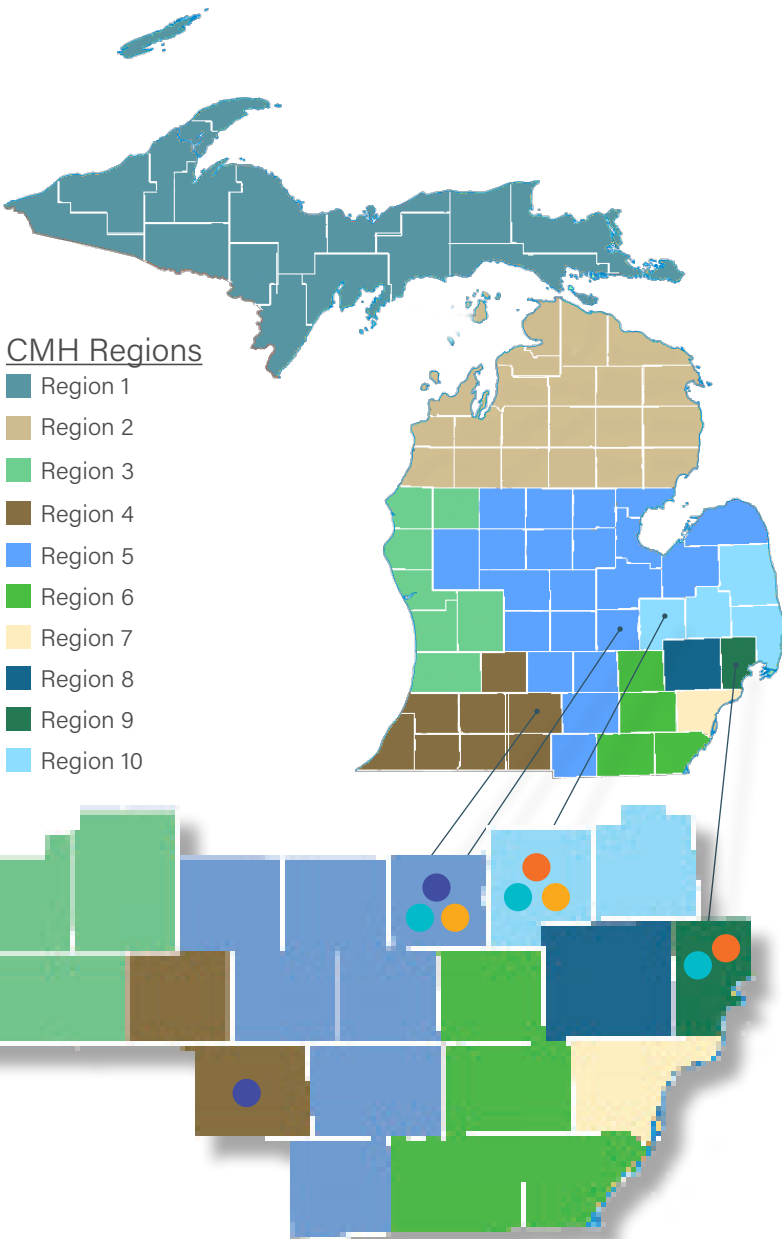
Quality of Life:

Taylor Life Center seeks to improve the quality of life for all persons associated with our organization through community engagement, mutual respect, and relationship building.

Financial Condition

	2019	2018	2017
Total Gross Revenue	\$ 12,343,275	\$ 12,670,992	\$ 12,723,143
Write-off	\$ 1,773,111	\$ 2,161,187	\$ 2,257,296
Total Net Revenue	\$ 10,570,164	\$ 10,509,805	\$ 10,465,847
Direct Costs	\$ 5,892,949	\$ 6,076,632	\$ 6,954,596
Operating Costs	\$ 3,688,119	\$ 3,473,793	\$ 3,952,902
Total Expenses	\$ 9,581,368	\$ 9,550,425	\$ 10,907,498
Year-End Position	\$ 989,096	\$ 959,380	(\$ 441,651)

Service Locations



Service Statistics

Service Delivery

4,430



The total number of consumers who received services.

Access

82.3



The average percent of consumers who accessed services within 14 days (or 30 days for psychiatric evaluation) of their request.**

Satisfaction

97.8



The percent of consumers who report satisfaction with the services they receive.

***Access timeliness improved over 2018, but is a continued focused area of improvement in all psychiatric service locations.*