

2021 Annual Report

It is Taylor Life Center's **mission** to empower people to navigate their journey to wellness.

Vision

Taylor Life Center is invested in the wellbeing of its communities, team members, and the people it serves. The organization reinforces this commitment by active engagement and collaboration in the community, meeting people where they are through a welcoming environment and technological resources that make it easy to access and maintain services and supporting team members' competencies. The organization is committed to supporting a positive, motivated, and content workforce that collaborates with treatment teams to optimize outcomes for the people we serve



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Core Values

* Teamwork/Support
* Dedication to mission

* Communication

* Innovation

* Solution-focused

Board of Directors

* John Healy, President

* Jim Debruler, Vice President

* Tim Cullen, Secretary

* Jennifer Clemons, Treasurer

* Barb Bohne, Member-at-large

* Leslie Wireman, Member-at-large

Report from the Chief Executive Officer

We are ending our second year of providing mental health services during a world-wide pandemic. I am proud of how good we've gotten at it and the excellent problem solving skills the entire TLC team has demonstrated. TLC has partnered with several of our payers to provide financial incentives for team members to continue their work during the pandemic and address the ongoing staffing shortage. We have developed an on-boarding incentive program that will attract new talent to the organization and are working on extending incentive payments to team members that are not direct service providers.

I am also proud that, even during the pandemic, TLC has continued to work diligently to meet our strategic plan. We have purchased a new electronic health record that will integrate with the CMH electronic records to provide administrative efficiencies and improve care coordination. We are beginning the implementation process and are projecting a mid-summer go-live date. We have purchased and begun implementation of a new human resource records system, which we will continue to refine during 2022. As a part of its annual plan, the Information Technology department has continued to update TLC's electronic hardware, a process which will continue in 2022. We have expanded our service array in Macomb County, now providing outpatient therapy services at that location. We have also re-implemented our out-of-county program at our Genesee County location.

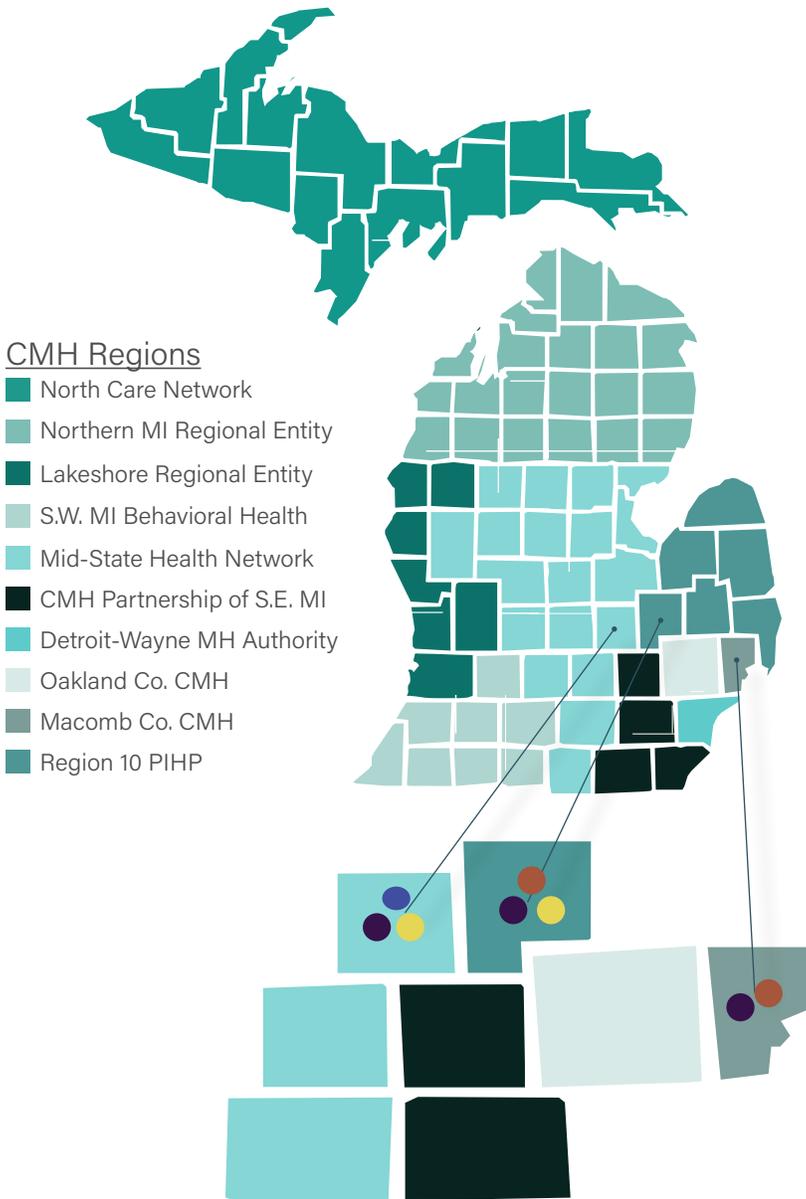
It's been a rough year for everybody, but we've persevered and continue to move forward building a better tomorrow for the people we serve. I cannot express enough how thankful I am for the entire TLC team.

Kathleen M Taylor

Financial Condition

	2021	2020	2019	2018
Total Gross Revenue	\$ 10,615,344.00	\$ 12,914,056.00	\$ 12,343,275.00	\$ 12,670,992.00
Write-off	\$ 1,481,813.00	\$ 1,799,844.00	\$ 1,773,111.00	\$ 2,161,187.00
Total Net Revenue	\$ 9,133,531.00	\$ 11,114,212.00	\$ 10,570,164.00	\$ 10,509,805.00
Direct Costs	\$ 4,932,903.00	\$ 5,576,293.00	\$ 5,892,949.00	\$ 6,076,632.00
Operating Costs	\$ 3,760,954.00	\$ 3,629,419.00	\$ 3,688,119.00	\$ 3,473,793.00
Total Expenses	\$ 8,693,857.00	\$ 9,205,712.00	\$ 9,581,368.00	\$ 9,550,425.00
Year-End Position	\$ 439,674.00	\$ 1,908,500.00	\$ 989,096.00	\$ 959,380.00

Service Locations



Service Statistics

4,026



The total number of people who received services.

Access



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

Satisfaction



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

**Access timeliness decreased from 2020, and continues to be an area of focused improvement activity, especially related to psychiatric service locations.