


RISE UP

A newsletter created to enable and empower consumers to achieve a higher quality of life.

Follow us! 

June 2019

Our Commitment to You

Our mission is to provide a great experience to consumers and their families. If you are ever unhappy with services or have questions, please call Customer Services at (866) 975-2995. We are here to help you.

Automated Appointment Reminders

Do you need a reminder before your appointment? Great news! We started automated appointment reminders. The reminder includes the date, time, and the name of the person you are meeting. To sign up for this free service, please talk with a reception team member. He or she will give you a form to fill out. Please provide the best number to reach you and if you want a call or text message reminder. If you no longer want to receive reminders, please talk with a member of our reception team. You will fill out the same form you did when you chose to receive reminders.

Case Management Walk-in Clinic

We have a walk-in case management clinic for consumers who do not have an appointment. The walk-in clinic is open during the last week of the month. You may stop in between 8 a.m. and noon, Monday through Thursday. During your visit, a supervisor will talk with you about your current concerns or needs. Before you leave, we will set up a time for your case manager to connect with you.

CARF

In the fall, people from CARF International will visit each of our locations. They check to make sure we are doing what we say we will do. You may see a person from CARF during your visit to one of our locations. If you have any questions about CARF, you may call our Customer Services or visit carf.org.

4 Ways to Cultivate a Mindful Relationship with Your Screens

- 1. Beware of “Compare and Despair”.** Hours of social media use is connected with higher levels of loneliness and unhappiness. Research shows scrolling news feeds of people we think are better off than us significantly decreases our self-esteem—We call this the “compare and despair” experience. The more we use social media actually causes us to feel worse about ourselves. The next time you’re scrolling, take time to pause and examine how you’re really feeling.
- 2. Turn your smartphone into an ally.** First, turn off your push notifications. Second, when you do need to take a break or pull up from deep work, make sure it is a deliberate one. Set an alarm to go off after a certain amount of work time and include a customized prompt to yourself to pause, breathe, stretch, go for a walk, feel gratitude—something that allows you to be intentional with your time, your health, and your focus.
- 3. Purchase some print.** Get your news through print media: newspapers and magazines, not the Internet. You’re far more likely to get emotionally derailed by the single-issue, un-fact-checked, extreme tirades that are frequently found online. With print you can expand your perspective rather than just reading things that confirm it. Widening the scope of our perception and understanding supports our well-being and fosters positive emotions.
- 4. Walk in the Woods.** Combining sedentary behavior with lots of screen time is a recipe for depression, anxiety, and poor sleep. The solution to our phone addiction is simple: Go outside. Put your phone in your pocket, resist the urge to document your walk (don’t tweet it, Facebook it, or Instagram it), and just find a bit of nature to walk around in. Research shows outside time apart from your phone is good for you.

2018 Annual Report

A Letter from the Chief Executive Officer



Kathleen Taylor
Chief Executive Officer

"Our greatest glory is not in never failing, but in rising every time we fall."

- Confucius

The word failure feels heavy. The fear of it prevents so many from taking great leaps, physically and figuratively. Regardless, failure happens. It is part of the process of life, of business, of everything. However, we can choose defeat or press forward - learn what didn't work, grow, and rise gloriously.

For our organization, our failure, our mistake, was taking too many leaps too quickly. Several previous choices to grow our organization left our company financially unstable. However, rather than surrender to these missteps, we chose to learn from them.

In 2017, we used a cost management plan and generated cost models to make informed and effective change. Our willingness to implement this decision-making process, along with our persistence and patience resulted in renewed financial health when we entered 2018.

As we proceeded through the year, the Executive Team made two key decisions that strengthened our financial condition.

First, financial reports to leaders became entirely transparent. Previously, leaders received some information about the poor financial condition but did not know the severity of the situation. This initiative prompted leaders to partner with the Executive Team to work toward improving our financial position. Through this joint effort, we were able to reduce transportation costs and implement a staff scheduler to decrease labor waste with the residential program.

Second, the Executive Team emphasized serving consumers at the level authorized by their payer. In turn, Flint case managers increased their service delivery to match the consumer's level of care, thus improving our financial condition as well as service quality.

Additional cost-saving changes include ending case management services in Owosso due to the lack of referrals from Shiawassee Health & Wellness. We also contracted with a staffing agency to provide case management services in Flint and eliminated an FTE psychiatry position, all resulting in \$350,000 of cost-reductions and improved revenue.

Looking forward to 2019, we will renew our emphasis on the quality of our services. We will also seek additional ways to expand our sources of revenue without adding more service locations.

Although we took a few missteps in our earlier years, we have learned from our errors. Our organization is now more sustainable, and we have a positive outlook.

I look forward to seeing our organization continue to learn, grow, and become stronger in 2019.

In good health,

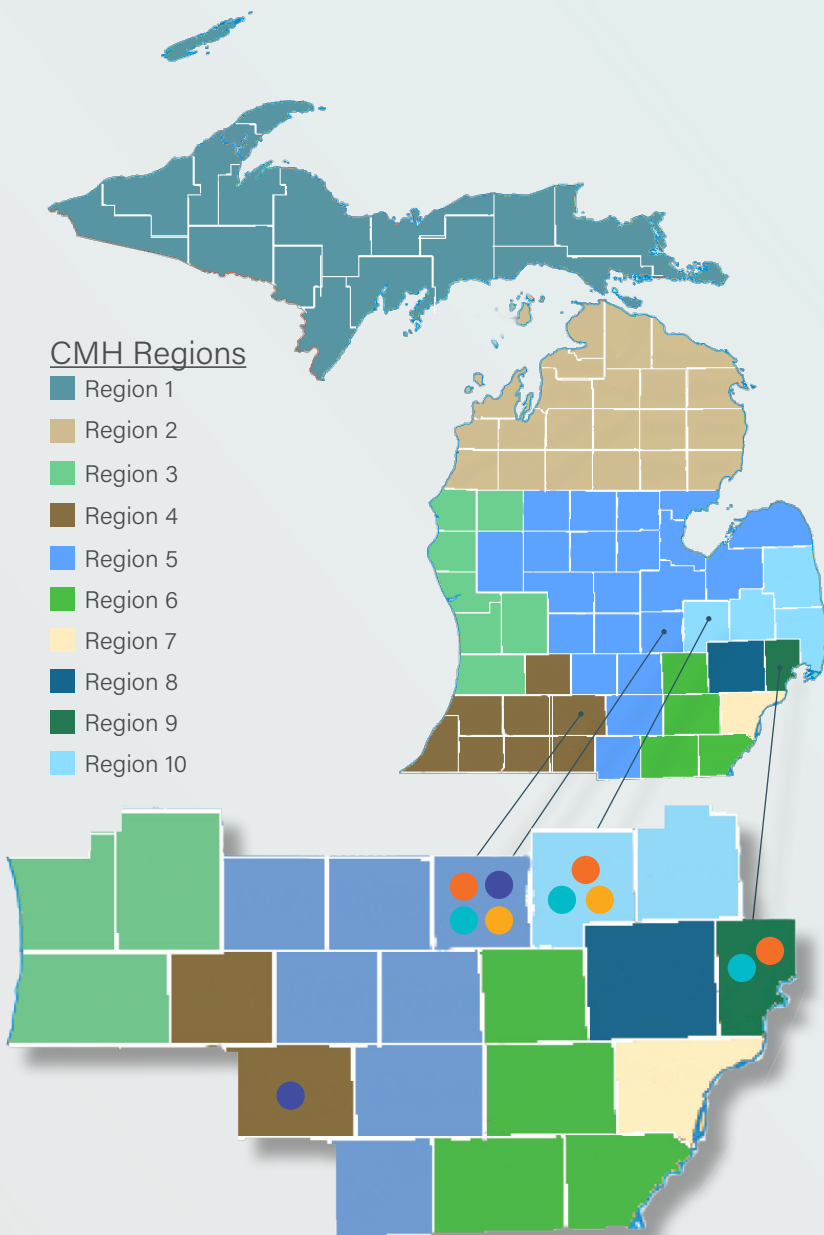
A handwritten signature in black ink that reads "Kathleen M Taylor". The signature is written in a cursive, flowing style.

Kathleen Taylor
Chief Executive Officer

Financial Condition

	2018	2017	2016
Total Gross Revenue	\$ 12,670,992	\$ 12,723,143	\$ 16,986,952
Write-off	\$ 2,161,187	\$ 2,257,296	\$ 3,400,524
Total Net Revenue	\$ 10,509,805	\$ 10,465,847	\$ 13,586,428
Direct Costs	\$ 6,076,632	\$ 6,954,596	\$ 8,724,757
Operating Costs	\$ 3,473,793	\$ 3,952,902	\$ 4,791,384
Total Expenses	\$ 9,550,425	\$ 10,907,498	\$ 13,516,141
Year-End Position	\$ 959,380	(\$ 441,651)	\$ 70,287

Service Locations



Service Statistics

Service Delivery

4,816



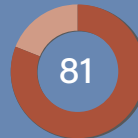
The total number of consumers who received services.

70,202



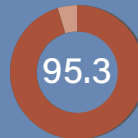
The total number of billable services. On average, consumers received 14.57 services.

Access



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

Satisfaction



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

**Access timeliness is a continued focused area of improvement in all psychiatric service locations.