

# 2023 Annual Report

## Mission Statement

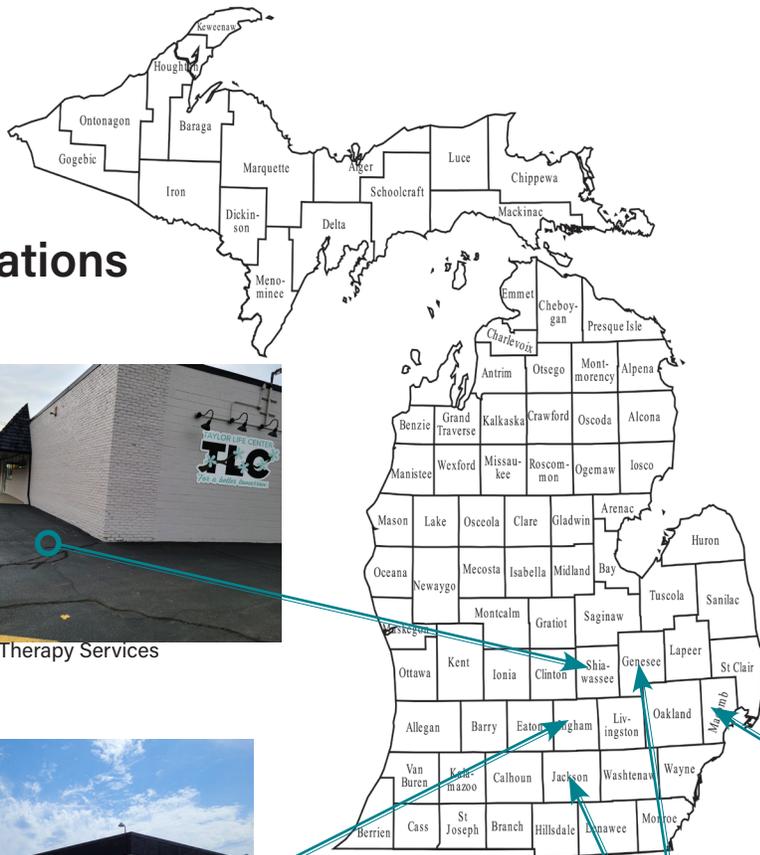
It is Taylor Life Center's mission to empower people to navigate their journey to wellness.

TAYLOR LIFE CENTER



*For a better tomorrow.*

## Locations



## Core Values

- \* Teamwork/Support
- \* Communication
- \* Innovation
- \* Solution-focused
- \* Dedication to mission

## Board of Directors

- \* Kathleen Taylor, President/CEO
- \* Jim Debruler, Vice President
- \* Leslie Wireman, Chair
- \* Tim Cullen, Secretary
- \* Barb Bohne, Treasurer
- \* Angelina Palmer, Member-at-large
- \* Cynthia Spear, Member-at-large



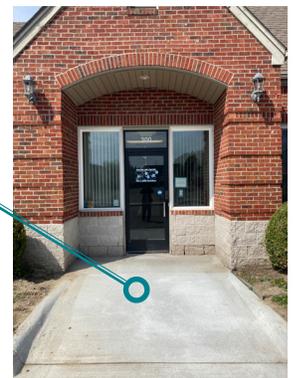
Owsosso: Therapy Services



Mason: Corporate Offices



Flint: Case Management, Therapy Services (including DBT), Psychiatric Services, Out-of-County Services for Jackson County.



Sterling Heights: Case Management, Therapy Services, Psychiatric Services.

## Strategic Goals:

- Goal #1: TLC will have a paperless system by 2025.
- Goal #2: TLC will expand case management services by 2025.
- Goal #3: TLC will improve community involvement and public awareness.
- Goal #4: TLC will develop a high-quality team as evidenced by audit scores that demonstrate substantial compliance with standards.
- Goal #5: TLC will build a financial reserve of \$2,000,000 to allocate resources to improve program sustainability and growth.

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## 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.*



## Report from the Chief Executive Officer

During 2023 Taylor Life Center celebrated its 19th anniversary. Over all those years, TLC has continued to evolve to meet the needs of the people we serve. Late in 2022, TLC bought a new building in Flint. This was a big step since we have always rented office space. We put much thought and preparation into plans for the move. Our goals were to increase efficiencies across all departments. In our new building, we created a single entry point, which improves care coordination between departments. This new entry point is more efficient and looks professional, with neutral colors throughout. The new building also improved other systems, including new alarm and phone systems.



The project manager worked closely with the construction manager to complete several renovations before moving into the building at 6211 Taylor Drive in December. Preparations for the move also included the digitization and destruction of 19 years of paper files. Each department has greatly reduced the number of paper files being stored. Additionally, during 2023 TLC reduced its committee structure to free up managers' time to concentrate more within their own departments. The plan is to add an operations meeting to the end of each leadership meeting to discuss identified processes that need to be improved/changed.



The availability of applicants continues to be a struggle. To help with this problem the Human Resources (HR) Department added a staff person; the HR Director has worked with the Chief Finance Officer to rework salary ranges and an onboarding incentive for clinicians is offered throughout the first 6 months of employment.

The Software Support Specialist position has been essential for Taylor Life Center. This position has been a great liaison for TLC to ensure we have efficiencies in place within our electronic health record for easy documentation and data reports. The specialist has worked with the software vendor to solve issues and ensure TLC staff can use the system efficiently.

We continue to provide case management, therapy, and psychiatric services to more than 6,000 adults and children annually. Our referral sources have been consistent, including four community mental health agencies, Medicaid health plans, Medicare, and third-party insurers. Our Program Directors have worked diligently to ensure compliance with CARF and Medicaid standards. A special thank-you goes to our Program Director in Flint. Her calm focus on process improvement and staff support, especially during the move to the Taylor Drive location have been invaluable to our success.



*Kathleen M Taylor*

## Financial Condition

	2019	2020	2021	2022	2023
Total Gross Revenue	\$ 12,343,275	\$ 12,914,056	\$ 10,615,344	\$ 10,498,006	\$ 9,475,229
Write-off	\$ 1,773,111	\$ 1,799,844	\$ 1,481,813	\$ 1,230,900	\$ 1,465,878
<b>Total Net Revenue</b>	<b>\$ 10,570,164</b>	<b>\$ 11,114,212</b>	<b>\$ 9,133,531</b>	<b>\$ 9,267,106</b>	<b>\$ 8,009,351</b>
Direct Costs	\$ 5,892,949	\$ 5,576,293	\$ 4,932,903	\$ 5,040,596	\$ 4,677,215
Operating Costs	\$ 3,688,119	\$ 3,629,419	\$ 3,760,954	\$ 3,865,452	\$ 3,871,095
<b>Total Expenses</b>	<b>\$ 9,581,368</b>	<b>\$ 9,205,712</b>	<b>\$ 8,693,857</b>	<b>\$ 8,906,047</b>	<b>\$ 8,548,310</b>
<b>Year-End Position</b>	<b>\$ 989,096</b>	<b>\$ 1,908,500</b>	<b>\$ 439,674</b>	<b>\$ 361,059</b>	<b>\$ (538,959)</b>

### TLC served 6,797 people in 2023



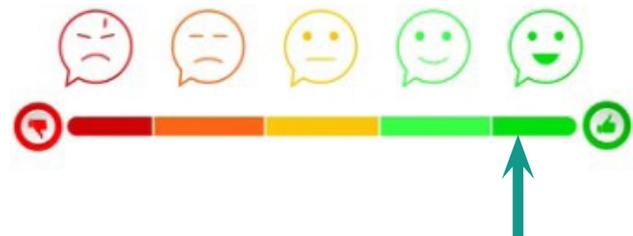
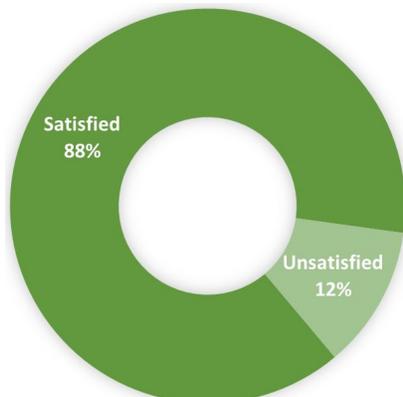
## Access

TLC received 2,450 referrals in 2023.

- 1,242 for Case Management
- 1,208 for Therapy
- 588 for Psychiatric



## Customer Satisfaction



A representative sample of persons served provided customer satisfaction feedback during 2023. **88.3%** of respondents indicated satisfaction with TLC and its services.