
2020 ANNUAL REPORT

January 1 – December 31, 2020



*A Year of Building Resiliency to Further Develop Better,
Stronger Outcomes in Behavioral Health Care*



CHIEF EXECUTIVE OFFICER COMMENTS

The first two months of 2020 were smooth sailing at Shiawassee Health and Wellness (SHW). We began the year celebrating our workforce with an Annual Employee Recognition Event. Although our focus was to recognize members of our team for their contribution to the SHW mission, we had an opportunity to laugh and learn together from Dave Caperton, who is an author, comedian, and inspirational speaker.

Our Board of directors participated in a productive strategic planning session focused on charting the course forward for SHW in the coming years. No one imagined the way 2020 would go. No one anticipated that we would be navigating through a pandemic that brought along stay at home orders and mask mandates.

As an essential service and social safety net provider, the SHW team took action with our community partners to identify and address needs in the community while swiftly expanding the capacity to provide treatment virtually—via telephone and video conferencing. The SHW Board of Directors has consistently embraced and invested in technology over the years which put SHW in the right position to quickly implement necessary changes to services delivery.



Lindsey Hull
Chief Executive Officer

The pandemic changed many things about SHW operations in 2020, but it did not change our commitment to supporting recovery through successful treatment outcomes.

Despite the massive impact COVID-19 had on each of us, our team witnessed tremendous growth among ourselves and the people we serve. The SHW team continued to develop and hone skills in evidence-based practices while maintaining advocacy efforts to promote safety, health, and wellness for our most vulnerable neighbors.

It is with no doubt that 2020 took us in directions we never planned to go. We are grateful for the lessons learned but eager to get back on track planning and innovating.

Stay Well!

SHW Plays Key Roles in Local Safety Net

Shiawassee Health & Wellness (SHW) is the Community Mental Health (CMH) provider for Shiawassee County. CMH agencies have long played an important role in serving the community as a safety net by serving the most vulnerable in the population. In early March when COVID-19 struck Michigan, SHW continued to serve in this capacity.

Below are a few examples of how SHW was able to support Shiawassee County, local partners, and community members.

8,000 HOMEMADE CLOTH MASKS

Most SHW programs were suspended in late March due to the pandemic. Staff recognized the increasing need for PPE in our local community. SHW Employees who serve as our Direct Care Staff, who provide services to children with Autism and/or Adults with Intellectual Disabilities, identified the need and came together by putting their sewing skills to work.

These employees brought in their personal sewing machines, utilized materials donated by fellow staff or material on-hand from the Employment and Skill Building Sewing Class, and produced almost 8,000 cloth face masks.

These masks were available to SHW employees, their families, along with SHW individuals served. SHW was able to donate face masks to several local communities and businesses, including:

- Angel Hands Outreach
- Argus Press
- Baker College – Owosso
- City of Owosso Dept of Public Works
- Corunna Area Ambulance
- Memorial Healthcare
- MDHHS - Shiawassee
- Ovid Healthcare Center
- Pleasant View Medical Care Facility
- Respite Volunteers
- Shia Area Transportation Authority
- Shiawassee Council on Aging
- Shia County Road Commission
- U.S. Postal Service – Corunna
- VFWs – local
- Several local businesses, including restaurants, law and insurance offices



Jill McDonald
Employment and Skill Building
Staff Member

PERSONAL NEEDS HOTLINE IMPLEMENTATION

SHW provided staff to help support the Community Needs Hotline developed by the Shiawassee County Health Department. This hotline continues and is available for Shiawassee County residents to call with any essential needs, such as food, clothing, and mental health help. The hotline team was able to identify gaps in the community and propose possible solutions through collaboration with other community partners. Some of the needs that were identified by individuals included: shelter (short and long term), food, personal care, transportation, pharmacy delivery, and individuals seeking personal protective equipment.

Later, the hotline was also used to set up COVID-19 vaccination appointments. SHW Peer Support Staff, Joan Hartson, was able to process more than 3,400 voicemails and assisted with scheduling appointments for vaccine clinics.

HEALTH CARE WORKERS AND FIRST RESPONDER SUPPORT LINE

Prior to the pandemic, SHW recognized health care workers and first responders for their dedication, strength, and resilience. During the pandemic, it became even more evident that local health care workers and first responders were experiencing fatigue, burn out, trauma and so much more. SHW wanted to provide additional assistance and support. As a result, a support line was developed for Shiawassee County health care workers and first responders.

The Shiawassee County Health Care Workers and First Responders Support Line provided free, confidential assistance for individuals to debrief, talk to someone objectively, and discuss feelings of anxiety, burnout, or a traumatic event. SHW distributed flyers with the support line information to all local nursing home facilities, local first responders, and Memorial Healthcare.

FOOD DISTRIBUTION ASSISTANCE

When Capital Area Community Services needed support with transporting food for local distribution, SHW was there to assist. SHW utilized the DJ Root Recycling Center box truck to transport food from the Greater Lansing Food Bank to Capital Area Community Services. Staff members also assisted with unloading the truck at Capital Area Community Services as well as loading food in vehicles as they went through the distribution center.

SUPPORTING PROVIDER NETWORK

The direct care workforce across the nation was impacted by the COVID-19 pandemic. When SHW's Employment and Skill Building Program was closed, our ESB employees were able to provide support to our provider network by working in residential sites and providing Community Living Supports. This work was critical in keeping our provider network stable and continuing to provide health and safety support to the individuals we serve.

SHW provided approximately 130 hours per week supporting individuals with Community Living Supports. SHW supported Alternative Services Inc, Consumer Services Inc, and DS Heavenly Haven in their residential sites for a range of hours from 92 to 152 per week for 8 months.

PERSONAL PROTECTIVE EQUIPMENT REGIONAL DISTRIBUTION CENTER

SHW received, stored, and shipped the following Personal Protective Equipment (PPE):

51,00	Face Shields	110,700	Gloves
29,660	Surgical Masks	48 Tubs	Clorox Wipes
180,660	N95 and K95 Masks	9,980	Gowns

Additionally, SHW distributed PPE to the following 11 Mid-Michigan Community Mental Health agencies and beyond (including White Cloud):

Bay/Arenac	Huron	The Right Door
Clinton, Ingham, Eaton	Lifeways	Saginaw
CMH of Central MI	Montcalm	Tuscola
Gratiot	Newaygo	

Dedicated SHW staff understood the importance for providing safety in our community through PPE and were successful to ship or pick up PPE within one week of receiving the request.



ANNUAL EMPLOYEE RECOGNITION AND IN-SERVICE EVENT

Just prior to the pandemic, SHW held the annual Staff Recognition and In-Service event at the D'Mar Banquet & Conference Center located in Owosso. All staff and SHW Board of Directors were invited to join in the celebration in recognition to staff who received Years of Service awards and presentations of the DJ Root Service Award, Robyn L. Spencer Service Award, the Director's Award, as well as to enjoy a presentation from presenter Dave Caperton.

Dave Caperton's presentation focused on *The Amazing Power of One*. He concentrated on the power of one act of kindness, the attitudes necessary to solve problems and the effect of positive change. He further described three steps employees can take to make a real difference in their work life and their personal life as well as the actions of one person that can uplift the people around them. Dave used humor throughout the presentation that had the whole room in stitches for his 90-minute presentation.



SHW CEO, Lindsey Hull presented awards to employees with 10, 15, and 20 or more years of service. She also presented the following awards: Robyn L. Spencer Service Award to Stacy Fisher, Director's Award to Becky Caperton and DJ Root Service Award to David Jenks (picture here.) These employees were honored and celebrated with certificates and trophies.



This event showcased the hard work SHW employees complete daily, gave our employees the opportunity to kick-back and enjoy an afternoon with co-workers, and helped to re-energize the SHW team.

Employees had this to say about the event:

"Being together as one group of workers and the speaker was GREAT amazing, funny and knowledgeable."

"Loved the speaker and how he got us to really take the time to show appreciation to each other for the work we do."

"I loved how much we all stayed entertained by the guest speaker. He had some great advice and kept us all laughing. I haven't laughed that hard in a while!"

"The energy in the room. Opportunities to celebrate one another. Reminder we are all in control of the joy we hold for ourselves and can each do small things each day to spread joy into the lives of others around us."

"I thought it was a fun and exciting event. I laughed more than the average 15 times per day."



TELE-HEALTH EXPANSION

In a year when all aspects of life went from normal to global pandemic overnight, tele-health was an invaluable tool. It enabled us to continue to provide essential mental health services to our community. In the face of uncertainty (and when social distancing practices were put into place), SHW clinical teams offered the choice of phone or video appointments and were able to continue treatment. SHW teams and consumers alike were understanding while learning the nuances of video platforms, maneuvered through technical difficulties, and said, “I can’t hear you; I think you are on mute.” on multiple occasions.

From March 2020 through December 2020, COVID-19 tele-health codes allowed staff to participate in **7,462 phone appointments and 4,069 video appointments**. Each appointment offered a familiar and friendly face and voice, essential treatment, and human connection at a time when many remained isolated.

Count of Consumers Served Month - 2020	Place of Contact	
	COVID-19 Phone (Audio Only)	COVID-19 Telehealth (Video)
Jan		1
Feb		
Mar	482	66
Apr	1121	401
May	1009	374
Jun	977	408
Jul	834	360
Aug	656	329
Sep	518	350
Oct	435	291
Nov	676	567
Dec	753	923
Grand Total	7462	4069

TOP 10 TELE-HEALTH SERVICES PROVIDED:

- Supports Coordination
- Home Based Services
- Behavioral Health Screening
- Targeted Case Management
- Individual therapy 16-37 minutes
- Individual therapy 38-52 minutes
- Individual therapy 53+ minutes
- Dialectical Behavioral Therapy (DBT)
- Mental Health Assessment by Non-Physician
- Office or other outpatient visit for evaluation/management of established consumer

STORIES OF CONSUMER ACCOMPLISHMENTS

Although SWH has many consumers success stories and we celebrate multiple accomplishments and milestones, this year we highlight one story from Dialectical Behavior Therapy and one from Shiawassee County 35th Circuit Court Mental Health Court.

SHW provides Dialectical Behavior Therapy (DBT), an intensive therapy that offers participants weekly therapy sessions, skills training classes, and access to 24-hour telephone coaching. A Peer Support Specialist is available to meet with DBT participants and provide support in learning new skills while sharing their own experience with recovery.

Here is what the DBT participant wanted to share:

DBT and counseling go hand and hand, both were beneficial. DBT is a one-year program. I started DBT in the year of COVID, over the phone, it was difficult over the phone but no matter how you do it, phone, video, or in-person, DBT will benefit you. DBT will help you be a better person and problem solver. DBT helps learn skills to solve problems that arise in daily life.

Before DBT I had social anxiety, I have learned skills if my anxiety gets high how to manage it. I've had problems with relationships, lack of motivation. Through DBT, I have learned how to make better choices. It is ok to make mistakes, I've learned ways to cope with making mistakes, and learn from the mistakes. I had a lack of self-confidence before, I learned how to motivate myself, I've learned that I am worthy, that I can be myself. That it's ok to have relationship problems. I am most proud that I have learned that I'm going to make mistakes, go through rough patches, but I am not alone, I have skills I can use, people that I can rely on.

After graduating DBT, I can still use phone coaching as needed. I have a DBT book I can reference. I'm still learning DBT skills all the time, I will keep learning. You don't just stop learning when you graduate. After graduation, I am inspired that I can handle a situation properly, that I could not before.

It was a rough year to learn, but even during COVID, you can accomplish something.

STRONGER TOGETHER

In 2019, Shiawassee County 35th Circuit Court partnered with SHW to create Mental Health Court, a specialty court. During 2020, we celebrated with the first graduate.

Here is what the graduate wanted to share:

“Mental Health Court is a specialty court, like Drug Court and Swift and Sure. It tries to assist in getting me mentally better. To graduate Mental Health Court, you have to complete 5 phases of court. The first 4 phases have a curfew. You get that lifted in the 5th phase. When the pandemic allowed, you completed a certain number of community service hours, you see the judge once a week, you see your probation officer once a week. At any given point, you can get tested to ensure you are taking your medication and drug testing randomly.

My Case Coordinator advocated for me a lot, helped share with the court my communication style so we could communicate better. This is my perspective, it's not the same advice for everyone. Some people's treatment is different they might meet more frequently, have more testing.

I learned there's a lot of things not to take for granted. I try to remind myself of how good things really are, that they could be worse. I also developed a bit of a tolerance for working with a lot of personalities.

If you are facing the same challenges I did, any of the options the court gives you, things to partake in as far as your treatment, if you see any decent chance of not being able to complete it, don't set yourself up for failure. Don't give yourself a huge mountain to climb. Think about what you can handle, consider your history. You will help set up your goals for the phase, kind of like personal centered planning meetings.

I'm proud that I took this as seriously as I did. I'm my best. I look at the times before Mental Health Court and remind me of things that got me on the path to where I was and that downward spiral. I use that as an instruction manual on what to do and not to do. Learn from the past.

After graduating, I'm just doing me. Living my life, trying to be good to myself. Some advice I received once, “I do too much for others, and not enough for myself,” so I focus on me more now.

It's easy to be scared and afraid, or feel like you are being set up, like you are stepping on eggshells. That's a healthy fear to have. There's a point where you need to trust the people you are working with. They want you to benefit from this program. In the back of your mind, remember, if you need to go to those people, go to them, they are your support. If you get caught violating, deal with the consequences, keep moving through. Creating a bond is important. If you did something wrong, tell them about it, rather than find out themselves. Miscommunication can be a roadblock, learning how to communicate is important.”

SCHOOL WELLNESS PROGRAM LAUNCHED

With the ongoing pandemic, frequency of change, and unknowns (almost daily) many school and mental health professionals were seeing the need to enhance programs focused on whole wellness. Durand Area Schools moved forward to assist middle and high school students by providing a School Wellness Program.

Durand Area Schools began the school year offering two learning options: in person or virtual (online learning.) In November, Governor Whitmer recommended school districts resume full virtual learning for nearly two months. Since the return to in person learning in January, more students returned to the school buildings. In person attendance fluctuated weekly due to student quarantine based on COVID-19 exposures and contact tracing by the school district.

In November 2020, Durand Area Schools implemented a School Wellness Program (SWP). From November 2020 through April 2021, there were a total of 414 visits to the mental health clinician from 59 unduplicated students. Twenty-two of those students (between the age 12 – 18) met the diagnostic criteria for depression. On a weekly basis, the mental health clinician carried an ongoing caseload of 32 in person students and 2 virtual. Virtual sessions were offered if a student was unable to be seen in person due to the shortened school day, quarantine, or illness.

OUR MISSION

To promote health, wellness, and recovery.

OUR VISION

To improve the quality of life through health and wellness

WE VALUE

- Dignity, Respect and Courtesy for all individuals
- Upholding the public trust with integrity and accountability
- A well trained and culturally sensitive workforce that uses Evidence Based Practices
- Being a leader in Shiawassee County for behavioral health by acting as a safety net to our community and giving individuals opportunities to reach their potential.

