

SHIAWASSEE
Health & Wellness

2021 ANNUAL REPORT

A Message from Our CEO

This annual report covers a period of the most unique global events ever experienced. The COVID-19 pandemic presented challenges never imagined. Together we reimagined every aspect of our operations. Our team demonstrated true resilience in the face of instability. They proved the ability to adjust while staying committed to our mission: To promote health, wellness, and recovery.

At SHW we recognized the need to prioritize wellness for our team and to foster engagement as we navigated working remotely from each other. This led to a partnership with Fitness Coliseum. Through FitCorp memberships we were able to promote opportunities for physical and mental wellness and ultimately community engagement. The outcomes have been remarkable.

Our commitment to excellence remains constant which was evidenced in the findings of a review by the Commission on Accreditation of Rehabilitation Facilities (CARF). Our team takes pride in the quality of our work and sets high standards for our performance — which is illustrated in our Quality Assessment and Performance Improvement Plan (QAPIP) efforts. These achievements would not be possible without the dedicated effort of our entire team.

We are grateful to the individuals who were willing to share their personal stories of hope and recovery. They are truly inspiring. We are grateful to our provider network who managed to meet challenges—even with significant staffing shortages. Our goals are ambitious — we are grateful for the contributions our community partners made to our impact and success in 2021.

Looking forward, we will continue to strive for resilience and innovation to meet the needs of the Shiawassee County community.

Be Well!



Lindsey Hull
Chief Executive Officer

Our Board of Directors

The Shiawassee Health & Wellness Board of Directors is comprised of 12 members from Shiawassee County and are representatives of providers from mental health services, recipients or primary consumers of mental health services, agencies and occupations having a working involvement with mental health services, and the public. At least 1/3 of the membership shall be primary consumers or family members, and of that 1/3 at least two shall be primary consumers.

The SHW Board of Directors examines and evaluates the mental health needs of Shiawassee County and the public/non-public services necessary to meet those needs. This board reviews the annual plan and budget for the programs, as well as reviews and evaluates the quality, effectiveness, and efficiency of services being provided by the Shiawassee County programs. The SHW Board of Directors also appoints a director and establishes program guidelines within which the director executes. SHW board members receive a per diem no larger than the highest per diem for members of other county advisory boards established by the Shiawassee County Board of Commissioners.

The term of office for a board member is a 3-year term. When an opening becomes available, or a term has ended, this opening is posted in the local papers and on the Shiawassee County Board of Commissioners webpage. Interested parties must be 18 years of age or older and must be a Shiawassee County resident.

To be considered for appointment, interested individuals should submit a letter of interest and a resume to the Board of Commissioner's office at 201 N. Shiawassee St., Corunna, MI 48817. These letters and resumes are then forwarded to the Shiawassee Health and Wellness Nominations Committee. The Nominations Committee will then interview the applicants and make a recommendation to the full Shiawassee Health & Wellness Board. The Shiawassee Health & Wellness Board will then make a recommendation to the Health and Human Services Committee of the Board of Commissioners, who will make a recommendation to the full Board of Commissioners. The Board of Commissioners shall by majority vote appoint the board members to the Shiawassee Health & Wellness Board.

2021 Shiawassee Health & Wellness Board of Directors

Vicki Bocek
Chairperson

Kerby Vogl
Vice-Chairperson

Bruce Cadwallender
Treasurer

Janelle Hughes
Secretary

Dr. Lori Burke

Charles Dodge

Cindy Garber

Gary Holzhausen

Jeanne Ladd

Phillip Moore

Michael Olsey

Marcia Scherer



SHW FitCorp

SHW continues its commitment to creating a culture of whole wellness. The long term stated goal in the SHW Wellness Plan is to improve the overall health and wellbeing of staff as well as to reduce healthcare costs.

The SHW Board of Directors approved a one-year FitCorp membership at the Fitness Coliseum for all SHW employees plus one additional dependent. Members had universal membership services, including unlimited classes, the studio and CrossFit, weightlifting, body composition scans and a nutrition guide.

Kick Off Challenge

SHW and FC held a 6 Week Kick Off Challenge. The challenge tracked body fat percent change, number of classes attended, variety of classes attended, most muscle mass gained, nutrition challenge and a walking challenge.

SHW recognized the following staff based on:

Largest Body Fat Percentage Change

Penny Corbin

Most Muscle Mass Increase - Women and Men

Penny Corbin and Johnathan Egedus

Largest Number of Classes Attended

Gina Fortino

Most Variety of Classes Attended

Shelly Sparks

Most Muscle Mass Gained for Male and Female

Maegen Rozell

Highest Increased Fitness Score

Dadra Motroni-Lopez Negrete

SHW also recognized employees who attended 18 or more classes in the six weeks or completed all six weeks of their nutrition tracker goals. These employees became part of the SHW Wellness Squad.

Wellness Squad Members are:

- Andrea Andrykovich
- Sarah Bauer
- Rachelle Bennett
- Becky Caperton
- Penny Corbin
- Julie Davis
- Jonathan Egedus
- Maria Elkins
- Gina Fortino
- Lindsey Hull
- Michelle Matheny
- Chantal Miller
- Jamie Semans
- Kristen Soukup
- Shelly Sparks
- Sharon Taphouse
- Crystal Wirostek

Group Results:

- 682 total classes attended
- 59 people tried at least one class
- 11 classes/person on average!
- 81.4 pounds of Body Fat lost!
- 33.7lbs of Muscle Mass Gained!
- Collective 29.2 BF Percentage Points Lost!

Staff Enrichment

Our most valuable asset is the SHW workforce. Our team is diverse, dedicated to the mission, and committed to making a difference for the individuals we serve. With that, we also value continuing education and training of SHW professionals.

SHW offers comprehensive training to new hires, continuing education, and the ability to receive training in evidence-based practices that ensure we are providing services that will truly improve the quality of life for those we serve. **Staff completed the following:**

- **111** SHW & Contract Provider Staff **trained in CPR**
- **136** SHW & Contracted Provider Staff **trained in Recipient Rights virtually**
- **71** SHW & Contract Provider Staff trained in **Recipient Rights in-person**
- **48** SHW & Contract Provider Staff **trained virtually in Crisis Prevention, De-escalation Skills**
- **25** SHW & Contract Provider Staff **trained in-person in Crisis Prevention, De-Escalation Skills**

Evidence-Based Practices

Evidence-Based Practice (EBP) is the objective, balanced, and responsible use of current research and the best available data to guide policy and practice decisions, such that outcomes for consumers are improved. Used originally in the health care and social science fields, evidence-based practice focuses on approaches demonstrated to be effective through empirical research rather than through anecdote or professional experience alone.

SHW has staff trained in the following Evidence-Based Practices:

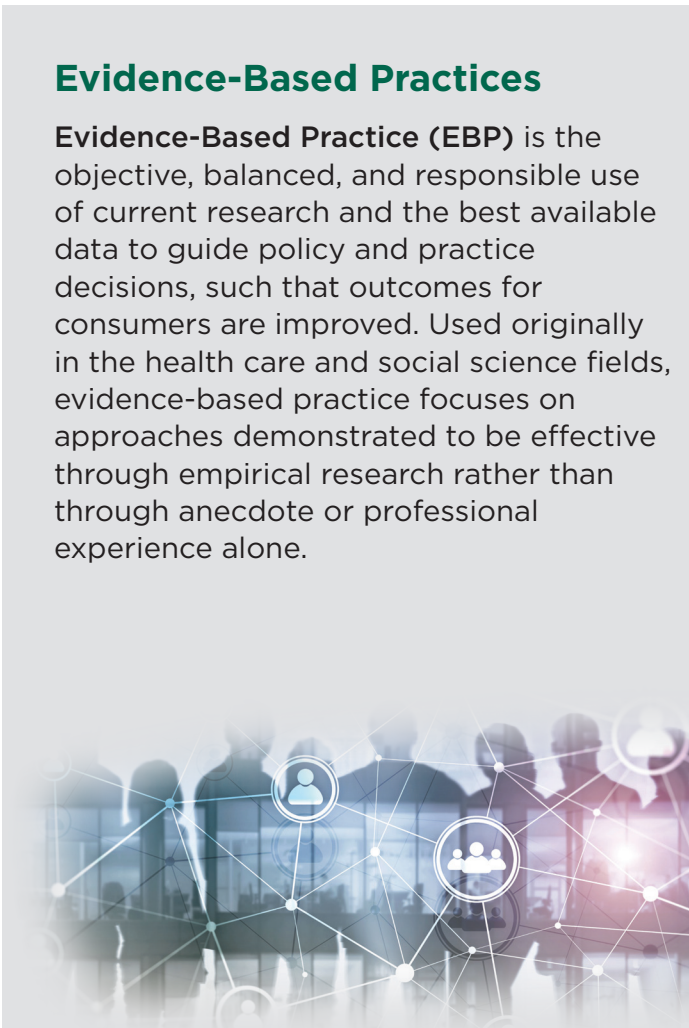
Children Services:

Parent Management Training, Parenting Through Change, Trauma Focused Cognitive Behavior Therapy, Caregiver Education/Resource Group (trauma education group for parents) and wraparound (collaborative team approach for at-risk youth)

Adult Services:

Dialectical Behavior Therapy (individual therapy with skills group & on call support), Seeking Safety (group therapy for trauma and co-occurring disorder), Integrated Dual Diagnosis Treatment

SHW staff also received training in **Implicit Bias**.





SHW Provides Specialized Treatment for Youth

Local child servicing agencies recognized the need to provide specialized treatment for youth (and their families) who have engaged in sexual offenses. Shiawassee Health & Wellness partnered with the **Shiawassee County Probate Court - Child and Family Division** to meet this need.

In August 2021, the SHW Board of Directors approved a funding contribution in the amount of \$15,000 to the Shiawassee County Probate for the purpose of developing an in-county juvenile sex offender treatment program. These funds were used to develop a contract with a highly trained and skilled therapist to complete specialized assessments and meet the specialty treatment needs of children/youth and their families.

SHW is grateful for the partnership with Shiawassee County Probate Court - Child and Family Division. Through this partnership youth identified as needing this specialized treatment are receiving both individual and group therapy.

Agency Focuses on Facilities and Fleet Improvements

Shiawassee Health and Wellness continued to invest in maintenance and improvements of their facilities and fleet.

Items of note include a complete surface mill, repaving and striping of the main parking lot. Additional paving was completed on the north half of the DJ Root Recycling Center drive (west side of facility) in concrete. Both projects encountered unanticipated drainage issues which bumped up the investment required to properly complete the project beyond the original scope of work.

An update was made to aging floors in the main entry waiting room area, both tile and carpet.

Upgrades were made to the elevator door drive.

Shiawassee Health and Wellness continues to assertively upgrade its heating and cooling equipment, with an annual replacement program. This fiscal year's program replaced four units, making them more efficient, and in the case of two units, relocating them for ease and safety of access.

The SHW fleet maintenance plan would normally require replacement of 2-3 fleet vehicles in a typical year. However, the realities of pandemic responses created significant changes to services and to assets needed. As a result, only the most critical vehicle replacement was pursued, with the older wheelchair bus being replaced with a new 2021 Ford Transit, MobilityTrans conversion van with BraunAbility lift.

The Facilities Department identified that there was a need for equipment to aid in landscape maintenance, pavement clearing etc. A New Holland subcompact tractor with a loader bucket and back blade were purchased to satisfy the need.



Quality and Performance Improvement Program Advances

All Community Mental Health Service Programs have **Performance Improvement (PI)** programs that work to ensure that standards required by Michigan **Department of Health and Human Services (MDHHS)** are communicated, measured, and reported upon. These standards are found in the **MDHHS/CMHSP Managed Mental Health Supports and Services Contract** FY2021.

The following **Summary Report** highlights several of the quality and performance related initiatives completed by SHW during the 2021 Fiscal Year. Additional information on all measures, goals, and performance can be found in the full **QAPIP Annual Summary** report found on the website at: shiabewell.org/about-us/annual-reports

SHW developed the following three goals as a result of the QAPIP Annual Report:

1. SHW will provide individuals seeking treatment timely access to care and services.
2. SHW will collaborate with internal and external stakeholders to increase consumer health and wellbeing.
3. SHW values and regularly solicits feedback from the consumers receiving care and services.

Looking Forward

The **Performance Improvement Team** has reviewed all performance measures completed by Shiawassee Health and Wellness during FY2021 and can happily report exceptional performance in most areas. This summary only includes a sample of the multiple performance measures required of SHW.

Feedback from SHW staff, individuals served, and community members will continue to be sought and used to improve the services provided by Shiawassee Health and Wellness.

The annual **Quality Assessment and Performance Improvement Plan (QAPIP)** will be updated in 2022 to reflect ever changing state and federal requirements. The PI Program will continue its role within SHW and the PIHP.



CARF Accreditation Three Years in a Row



Since 2014, Shiawassee Health and Wellness (SHW) has sought and obtained accreditation through the **Commission on Accreditation of Rehabilitative Facilities (CARF)**. CARF is an accrediting agency recognized internationally for applying strict quality and performance standards to human services agencies.

For the CARF review, SHW's focused on behavioral health services, fiscal health of the agency, and overall consumer satisfaction. During the accreditation review, a team of CARF surveyors analyzed SHW policies, procedures, reports, and other supporting documentation that were prepared by subject matter experts within the agency. In addition, the CARF surveyors conducted interviews with individuals who receive services at SHW.

In April 2021, SHW received the highest level of accreditation for the third time in a row; a three-year approval. In summary, the agency met or surpassed the established CARF standards for all areas of review.

During the 2021 CARF survey, SHW was reviewed against 1,643 standards and of those reviewed, only two areas were noted as needing improvement.

During the final report to SHW Leadership Team, many positive accolades for SHW staff were shared by the surveyors. The most noted highlight of the final report was hearing from the individuals being served. Consumers described SHW as providing "life changing services" and shared that there is "nowhere else I would rather go."

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SHW will continue to utilize the CARF accreditation standards as one of the benchmarks. Each year CARF releases an updated standards manual. Until the next review is scheduled, SHW will review manuals and implement changes as needed to align with the CARF standards.

SHW will seek re-accreditation in November of 2023.

Applied Behavior Analysis: Autism Benefit

SHW contracts with **Applied Behavior Analysis (ABA)** providers to ensure eligible consumers have access to medically necessary services. SHW's ABA **Operations Committee** meets regularly to refine our assesment process. If individuals qualify and are approved for the **Autism Benefit**, they are given the choice of provider. The provider then assesses the individual's skills and creates a plan to address the deficit areas. **ABA Technicians** are assigned, and treatment begins.

***Note:** If an individual does not qualify for the Autism Benefit, it does not mean the individual is not on the autism spectrum. Criteria for the Autism Benefit states that individuals must be moderate to severe on the spectrum to qualify.*

Consumers Per Provider

Provider	Active
ABA Insight	0
ABA Pathways	13
Gateway Pediatrics Therapy	25
Laugh & Learn Therapy LLC	1
Autism of America	3
T.R.A.C Therapy Research Autism Center	0
Mercy Plus Healthcare Services LLC	1
Early Autism Services, LLC	0
Total Consumers	43

More information about the process for consumers from the initial assessment to the beginning of **Applied Behavioral Health Therapy** can be found on the website at: shiabewell.org

DJ Root Recycling Center Provides Community Service

The vision to create the paper recycling center came from DJ Root, a long time SHW employee. DJ had a huge influence on the culture in the Employment and Skill Building Program. He encouraged everyone to do what is best for the people we serve and our team. The DJ Root Recycling Center is a unique program that offers both job training and a valuable service to the community.

The DJ Root Recycling Center is a warehouse that is connected to the Shiawassee Health & Wellness facility and has seen tremendous growth over the years through the support of the local community. DJ Root Recycling Center trainees learn job safety, communication skills, time management, teamwork, decision-making, and importance of being on-time and ready to work.

Like many other organizations, the pandemic impacted operations in the DJ Root Recycling Center for a period in 2020 and 2021. The center closed for periods of time to keep staff and those we serve safe. With improved safety measures in place, altered schedules, and continued support and understanding from the community, the DJ Root Recycling Center has been open and in operation.

The DJ Root Recycling Center has roughly 290 businesses that are serviced including the court systems, lawyers, doctor offices, Memorial Healthcare, car dealerships, auto repair shops, bars, party stores, factories, all Shiawassee County schools, and other various businesses. The recycling center also has 34 "Call in" businesses that will notify when picked up is needed.

SHW is exploring partnership opportunities to expand recycling which will ultimately expand job training opportunities in Shiawassee County. We are looking forward to seeing where this work takes us.



Weekly Statistics:

- **290** weekly recycling pick-ups in the community
- **45** customers per day drop off when open (Monday and Friday only, 8 am - 3 pm)
- **19** employees that work in baler area and shredding department
- **2.5** semi-trucks per month (**43** cardboard bales or **40** paper shredding bales; depending on truck size)
- Each bale weighs approximately **1,100** pounds
- **50** bags are shredded per day, **20** lbs per bag, **1,000** pounds of paper shredded per day

Great Strides in Promoting Integration of Primary and Behavioral Health

The **Promoting Integration of Primary and Behavioral Health (PIPBHC) Grant** provided Shiawassee Health and Wellness (SHW) an opportunity to enhanced integrated health services to a new level.

SHW provides integrated health services on site and hosts **Great Lakes Bay Health Center (GLBHC)** primary care provider weekly who sees patients that are also served by SHW. This allows for unscheduled consultation with a psychiatrist and active, fluid collaboration between health care providers. Referrals to the clinic have steadily been increasing. SHW and GLBHC actively work together to improve communication through the electronic medical records, and most recently a shared online platform called Azara.

Referrals to the **Tobacco Treatment Specialist** have remained steady with five active participants.

The addition of the **Grant Coordinator/Health Outcomes Specialist** position proved to be very successful in enriching the health outcomes of grant participants as well as increasing enrollment and participation. Participants experienced not only weight loss and the associated improvement of lab values and vital signs, but also significant progress in mental wellbeing. Participants demonstrated increased personal goal setting and achievement, as well as improved social networking.

The Health Outcomes Specialist provides individual assessment and wellness plans that are unique to each consumer's health situation, financial and living circumstances. Through interactions, participants immediately see the personal benefits of these services, staying motivated and sharing positive experiences with others.



Additionally, PIPBHC program participants have the following opportunities:

Exercise/Activity:

- Fit for Fun Workout - participants meet two days each week at the local YMCA. This includes a one-hour workout with cardio, balance training, resistance training, Pilates, and yoga.
- Workout at New Directions in the workout room or gym of choice for exercises, including opportunities for strengthening and rehabilitation.
- Development of a detailed and individualized workout based on what the individual is willing and capable of doing. Based on assessment, it is planned, documented, demonstrated, and executed with the participant so they can continue on their own.

Nutrition:

Wellness Wednesdays are available via zoom and with groups. Consumers can participate in a discussion on the week's wellness topics. Some topics have been metabolic syndrome, label reading, cooking healthy, Seasonal Affective Disorder, the benefits of exercise, getting proper water, vitamins, and minerals.

Individuals can participate in cooking demonstrations via zoom (and soon in a group setting) after Wellness Wednesdays twice each month that include an easy-to-follow healthy recipe with minimal ingredients. Participants receive the recipe afterwards.

A recipe book is available for participants to use that consists of simple easy recipes that have affordable ingredients and will help with most of health and nutrition goals.

The Health Outcomes Specialist completes an in-home health assessment to gather personal data about the participants food preferences. This includes food analysis of what is currently in their cupboard and refrigerator to educate about healthy food choices, personal menu planning based on health conditions and food preferences, an individualized grocery shopping list based off individualized menu plan and budget, grocery shopping trips to guide purchases of healthy food that participants will be eating based on their menu, list, and their budget, and education on reading labels and ingredients with a focus on what are the most important items to look at.



Success Story:

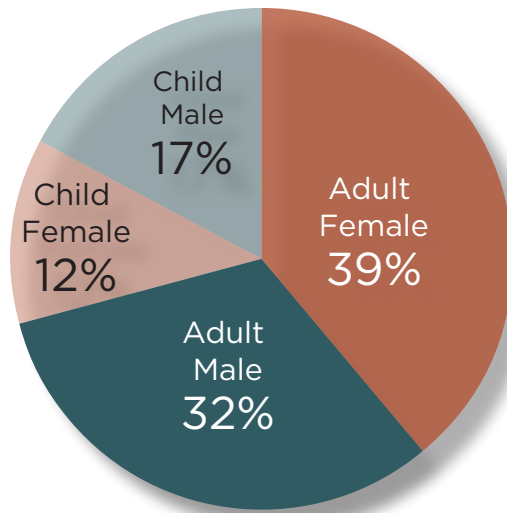
Since enrolling in the grant and working with the Health Outcomes Specialist, this participant has returned to college, obtained a full-time job (very active job), lost 60 pounds through the programs that were implemented, lowered blood pressure, blood glucose, and cholesterol levels.

The participant's joint pain is better with the weight loss and activity, self-esteem has improved, and the participant moved out of a challenging living situation and into their own home.

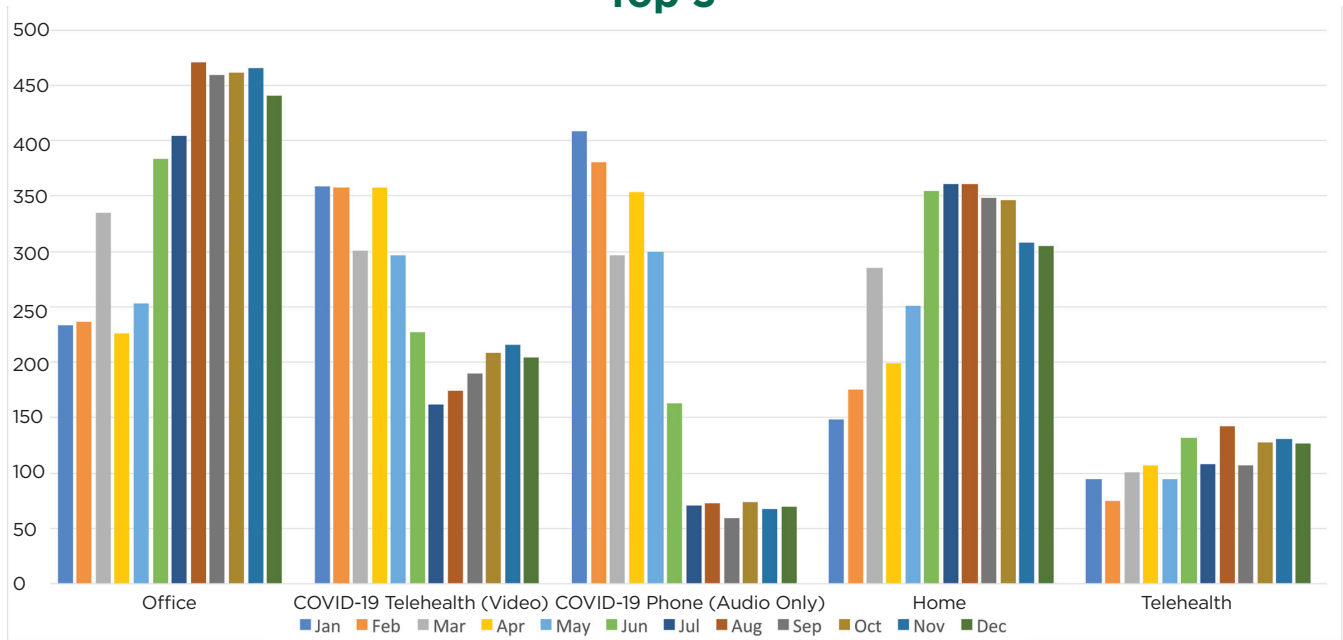
The participant has been in a serious relationship for nearly a year now and is talking about getting married. The participant continues to communicate with the Health Outcomes Specialist weekly and is more engaged with outpatient therapy and medication reviews.

In Person and Telehealth Visits

Count of Gender



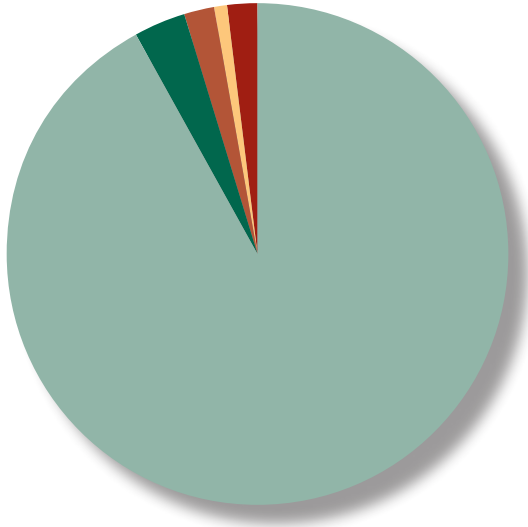
Place of Contact - 2021 Top 5



Place of Contact	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Office	233	236	335	226	253	384	404	471	459	461	465	440	1449
COVID-19 Telehealth (Video)	359	358	301	358	296	227	162	174	190	208	216	204	914
COVID-19 Phone (Audio Only)	408	380	296	353	300	163	71	73	59	74	67	69	792
Home	148	175	285	199	251	354	361	361	348	346	308	305	591
Telehealth	94	75	101	107	94	132	108	142	107	128	131	126	581
Grand Total	766	762	789	779	748	750	722	762	759	789	756	766	1854

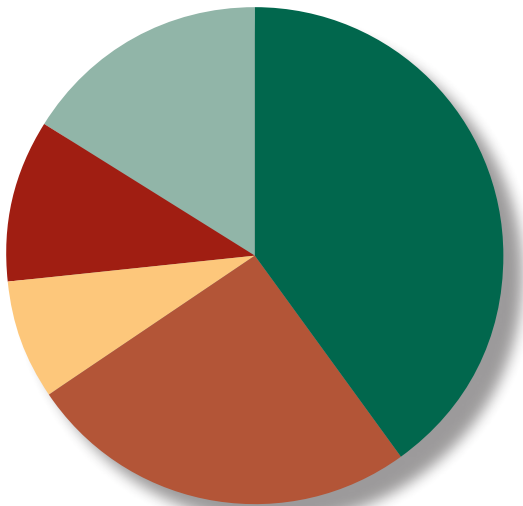
Financial Highlights

Fiscal Year 2021



Revenues

Medicaid, Autism, and Healthy Michigan	\$24,201,814
State General Funds	\$870,173
Grants and Contracts	\$504,620
Shiawassee County Appropriations	\$200,000
Other Revenues	\$508,812



Expenditures

Persons with Developmental Disabilities	\$10,236,882
Adults with Mental Illness	\$6,548,417
Children with Serious Emotional Disturbances	\$ 2,023,482
General and Board Administrative Services	\$ 2,708,709
Other Expenses	\$ 4,063,639



SHIAWASSEE

Health & Wellness

Our Mission, Vision and Values

The Organization's Mission Statement:

To promote health, wellness, and recovery.

The Organization's 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.

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Crisis and Intervention Services 24/7