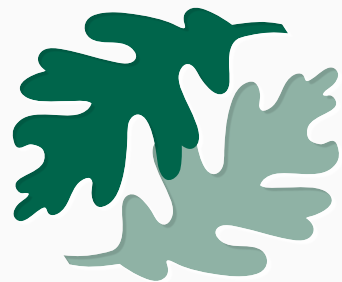




# 2022 ANNUAL REPORT



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SHIAWASSEE  
Health & Wellness

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## A Message from Our CEO

This year was filled with new routines and renewed opportunities for togetherness at Shiawassee Health and Wellness (SHW). We emerged from pandemic operations with many lessons learned and eager to focus on program development, our partnerships and community outreach.

2022 brought a return to in-person work, a new demand for remote work options, and struggles related to workforce shortages. It also brought along advancements in integrating mental and physical healthcare and improvements in the way our community collaborates to carefully handle the needs of our youth.

Support in Shiawassee County for improving mental well-being is remarkable. Our partnerships continue to make it possible to extend SHW's reach and get services and support to people when and where they need them. Together we are weaving a stronger safety net.

Despite the challenges of the moment and those still ahead, we are optimistic about the ability of our team to make the most of 2023. We have laid out goals in a new strategic plan. Together we will be working on better solutions for crisis care, responding to overdoses and promoting health equity.



Be Well!

**Lindsey Hull**  
Chief Executive Officer



## 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.

## **2022 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**

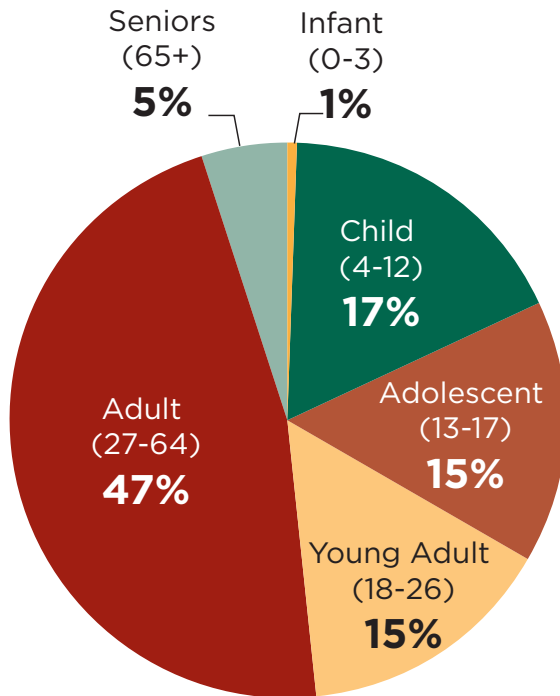
**Jeanne Ladd**

**Phillip Moore**

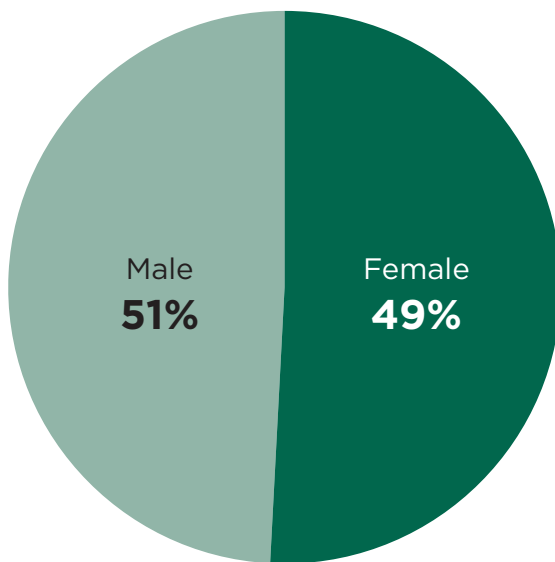
**Michael Olsey**

**Marcia Scherer**

## Consumers Served by Age Group 2022



**Total Served: 1,814**



**Total Served: 1,814**

## Integrated Health Update

**Shiawassee Health and Wellness (SHW)** and **Great Lakes Bay Health Center (GLBHC)** continue to provide additional medical and behavioral health support through the Promoting Integration of Primary and Behavioral Health grant. The partnership between the two agencies continues to be effective and successful with meeting the needs of mutual patients by providing services at SHW on a weekly basis. Referrals to the clinic continue to rise due to provider and agency stability. During 2022, there have been 54 referrals to the clinic and 54 individuals who received total physical and mental health care in one central location.

Participants continue to make great strides with improving health outcomes and implementing several programs tailored to individuals needs such as hosting healthy food demonstrations at **New Directions Drop-In Center**, holding weekly indoor and outdoor workouts, and developing personalized recipe books. Also, a clinical support staff was hired to assist with administrative tasks and weekly workouts.

**The Tobacco Cessation Program** continues to have steady referrals with five active participants in 2022, contributing to the goal of general health management for individuals served.

# Youth Intervention Program

Shiawassee Health and Wellness received a **Youth Intervention Program** grant from the Substance Abuse and Mental Health Services Administration and the Center for Mental Health Services through the Michigan Department of Health and Human Services.

The Youth Intervention Program is a free service for youth ages 4-17 with the goal of juvenile justice diversion and is available to all youth in Shiawassee County no matter the insurance coverage or the ability to pay.

Youth Intervention Program referrals can be made by any community entity, such as school, courts, probation, CPS, DHS, or SHW can accept a parent referral as well.

Once a SHW Youth Intervention Specialist (YIS) has been contacted, the YIS will complete mental health screenings, share the results with the youth and their parent, and connect them to appropriate treatment options, whether that is at Shiawassee Health and Wellness or another community provider. A SHW Youth Intervention specialist will follow up with the youth and their parent at 30 days, 90 days and 6 months to ensure services are successfully linked and to evaluate treatment.

During FY2022, the Youth Intervention Program has received 13 new referrals for screening.



**Brittany Yonts,  
Youth Intervention  
Prevention Specialist**

## Performance Improvement Program

The Performance Improvement (PI) Program works with all Community Mental Health Service Programs (CMHSP) to ensure that the standards required by Michigan Department of Health and Human Services (MDHHS) are communicated, measured, and reported. These standards are found in the MDHHS/CMHSP Managed Mental Health Supports and Services Contract FY2022.

Throughout FY2022, Shiawassee Health and Wellness met performance standards for nearly all measures. The areas where SHW was not able to perform to the standard, were reviewed and corrective action was completed. Ongoing monitoring of all performance measures occurs at regular intervals to ensure compliance. Additional information on all measures, goals, and performance can be found in the full Quality Assessment and Performance Improvement Plan (QAPIP) Annual Summary report.

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 QAPIP will be updated in 2023 to reflect ever changing state and federal requirements. The PI Program will continue its role within SHW and the PIHP.

## Information Services and Technology

**Information Services and Technology** (IS/T) continues to adapt and update in an ever-changing industry. The IS/T Team strives to provide and support enhanced forms of communication and improve task efficiencies across all Shiawassee Health and Wellness departments. One recent strategy to achieve this goal was to develop an 8-station training room capable of holding small-medium training sessions. Through this additional resource, IS/T staff can assist SHW team members with understanding the tools chosen to increase efficiencies with ease. Some of these tools are Microsoft Teams, Electronic Faxing, SharePoint, Outlook, and more.

## Facilities

**SHW made significant facility improvements that included:**

- Initiated a comprehensive Security System overhaul to include updated cameras and monitoring equipment, and entry access
- Replaced HVAC units
- Overhauled NW parking lot drainage and rebuilt asphalt
- Seal-coated the SW driveway
- Cleaned, repaired, and sealed decorative split-face concrete block façade of the main building





CAC members participated in the **Walk-A-Mile In My Shoes** at the State Capitol in September. The Walk-A-Mile Rally is a time for behavioral health and intellectual/developmental disability advocates from around Michigan to gather and inform the public and legislators about access to behavioral healthcare.

## Consumer Advisory Council

**The Consumer Advisory Council** is a voluntary group of people who meet regularly with the SHW Consumer Advisory Liaison to help improve services at SHW. This is completed by sharing ideas and opinions in a group setting.

The SHW Consumer Advisory Council is comprised of individuals who are currently receiving services from Shiawassee Health and Wellness or family member or a guardian of an individual receiving services. Meetings are held quarterly at the New Directions Building and service information is reviewed for feedback to the SHW Board of Directors.

During 2022 the CAC increase by three members. Currently the CAC has eighteen active members. Three members participate in the Regional Consumer Advisory Council.

### **CAC members received the following presentations during 2022:**

- Suicide Prevention
- Owosso Downtown Development Association Volunteer Opportunities
- How the Owosso Police Department respond to a community member having a Mental Health Crisis
- Mental Health and Addiction

## Meet 5-year-old Keira

Keira began her OT journey with a SHW Occupational Therapist during the pandemic. Keira was extremely shy and not receptive to doing OT Zoom appointments. Her parents were grappling to get her engaged in school for this very reason. She struggled with self-care, social interactions, had tactile defensiveness, was resistive to activities outside of her comfort zone, and needed assistance with hand strength coordination. Keira was joining her class over Zoom about once a week which was less than the requirement.

“I always felt like we were a team in finding the best way to help Keira gain the skills, strengths, and abilities to accomplish her goals,” shared Keira’s mother.

Keira’s time in occupational therapy was beneficial in many ways. It has greatly improved her quality of life as well as the relationship with herself and family.

Keira’s mother stated, “Keira gained so much from this experience and is doing things I could have never imagined a couple of years ago. She participates in school every day. She is now communicating much better and has gained so much more confidence and understanding. I am extremely grateful for our time in SHW Occupational Therapy and the dedication and understanding we were shown.”

Through Keira’s hard work, she met her OT goals and graduated from OT this past summer. Congratulations, Keira! We are so proud of you!



**Keira** is all smiles with her OT Therapist, **Angie Keezer**.

## Occupational Therapy

Shiawassee Health and Wellness provides Occupational Therapy (OT) to individuals of all ages ranging from early childhood across the lifespan. OT services may include habilitation, rehabilitation, and promotion of health and wellness for clients with disability and non-disability-related needs within their home, work, school, and community.

One of the first items of business in the OT Department is to establish goals to tailor an individual’s needs. They may address areas of self-care, strength and endurance, posture and stability, balance and coordination, safety concerns in the home or community, mobility, meeting developmental milestones, handwriting, sensory modulation, feeding, play exploration/participation, leisure, social participation, and health management to name a few.





## SHW Participates In Suicide Prevention Awareness Activities

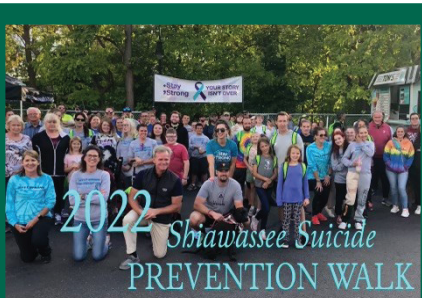
Studies show that destigmatizing mental illness and talking about suicide helps to reduce suicide. With that in mind, Shiawassee Health and Wellness and numerous community partners, coordinated the 5th Annual Suicide Prevention Walk during Suicide Prevention Awareness Month in September. The purpose of the walk was to support one another through awareness, education, or to remember a loved one who died by suicide.

Community partner, Fitness Coliseum, hosted the event in downtown Owosso. More than 250 participants received a free goodie bag with swag, a water bottle, resources, snacks, and more. Ten local agencies provided a variety of wellness information, including suicide prevention information specific for veterans. Vaccinations were available. A fun addition this year was a coffee truck that provided a free specialty coffee for participants.



Prior to the 5k walk, SHW CEO Lindsey Hull welcomed walkers and talked about the importance of mental health and whole wellness. 35th Judicial Circuit Court Judge Matthew Stewart shared local suicide data and about the importance of getting help for mental health.

Throughout the month additional suicide prevention activities included displaying yard signs, posters, and stickers at local schools and businesses.



# DJ Root Recycling Center

The **DJ Root Recycling Center** was developed in 2013 to offer job training to individuals served at Shiawassee Health and Wellness. The center uses the paper recycling process to provide activities for skill development.

The recycling center is open to the public for material drop off Monday and Friday, 8a - 3p. The center receives around 50 drop offs from supportive community members each day. Additionally, the DJ Root Recycling Center has a box truck that picks up materials from Shiawassee County businesses, picking up from nearly 300 locations.

The trainees at DJ Root Recycling Center helped to keep 768 types of paper out of landfills this past year. Exciting work is underway to expand the types of materials recycled and kinds of training the center is able to provide. Stay tuned!

Additionally, the DJ Root Recycling Center has one box truck that pick-up recycling products from Shiawassee County businesses. Most weeks the box truck will pick up from about 280 locations. By offering paper and cardboard recycling, the DJ Root Recycling Center was able to keep 768 tons of recycling out of landfills this past year!



During the last year two former individuals receiving SHW services became proud Baler Technicians. **Tony Berger** and **Nick Scott** are now mentors to individuals who are learning job skills at the DJ Root Recycling Center. When asked about Tony's favorite part of being a mentor, he stated "I love being able to teach." With a smile, Nick said his favorite part of being a mentor is "I like being able to help."

# Employment and Skill Building 2022

The Michigan Department of Health and Human Services implemented the **Home and Community-Based Services Program** that states for persons receiving services at Shiawassee Health and Wellness (SHW), skill building and employment must be completed in the community rather than at the agency. Over the past several years, the **SHW Employment and Skill Building (ESB) Program** has been devoting time in the community building skills for potential future employment.

## During this past year:

- ESB staff assisted more than 96 new individuals.
- ESB staff provided almost 37,000 hours (cumulative) to persons served.

Individuals receiving ESB services are actively engaged at the YMCA participating in exercise classes, McCurdy Park Community Center for Yoga, and volunteer at Angel Hands Community Outreach; a community partner.

Another important ESB piece is pre-vocational job opportunities with partners in the community. Some individuals served are learning skills at the Community District Library in Corunna, Union Station Smokehouse, and Great Lakes Fusion in Durand. All businesses have welcomed SHW staff and persons served with open arms and are excited to have SHW staff participate in the training of daily job responsibilities.



## Joe's Story:

Meet **Joe Heier**. Joe has been receiving ESB services and was given the opportunity to participate in a job training experience at Great Lakes Fusion for six-weeks.

Joe began by job training two nights a week with a job coach assisting him along the way. After six weeks, Great Lakes Fusion thought Joe was doing a great job and hired him!

Joe continues to receive job coaching periodically from ESB staff with the goal to complete the job responsibilities on his own.

Joe's favorite part of the job at Great Lakes Fusion is "Cleaning the bathrooms because they are really nice."

# Staff Recognition

## DJ Root Service Award: Brian Freeman

- Advocates for people and the community
- Demonstrates tolerance & acceptance, & promotes equity
- Sense of Humor, self-starter, high expectations for people
- Dedicates part of career to supporting individuals with developmental differences

### Why Brian Freeman was chosen:

- Watching out for all involved
- Key link in the SHW communication chain
- Demonstrates leadership
- Reliable, caring, compassionate
- Advocates for people and solutions



## Robyn J. Spencer Service Award: Shelly Sparks

- Advocates for people and the community
- Demonstrates kindness, compassion & promotes equity
- Candid, courageous, & speaks up for the greater good
- Dedicates career to supporting individuals with severe and persistent mental illness
- True believer in recovery

### Why Shelly Sparks was chosen:

- Willing to take on new challenges
- Demonstrates compassion and high expectations for self and others
- Willing to say...'wait a minute'
- Demonstrates leadership
- Offers encouragement and promotes personal growth

## Director's Award: Trish Bloss

- Promotes SHWs Mission
- Upholds SHWs Values
- Demonstrates willingness to go above and beyond
- Creative in approach to work
- Committed to supporting other's success

### Why Trish Bloss was chosen:

- Professional Level problem solver
- Puts people first
- Demonstrates Leadership
- Often goes above and beyond
- Committed to Evidence Based Practices
- Takes on new challenges



## SHW Invests in Staff Wellness

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

## Re-Commit Challenge

**Largest Body Fat Percentage Change: Crystal Wirostek**

**Most Classes Attended: Gina Fortino**

**Largest Variety of Classes Attended: Angie Keezer**

**Most Muscle Mass Gain: Andrea Andrykovich**

**Largest Change in Fitness Score: Trish Bloss**

**Biggest Improvement Over Your Class Attendance in Last Year Challenge: Kyle Aubry**

SHW also recognized 13 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.

# Online Mental Health Screening

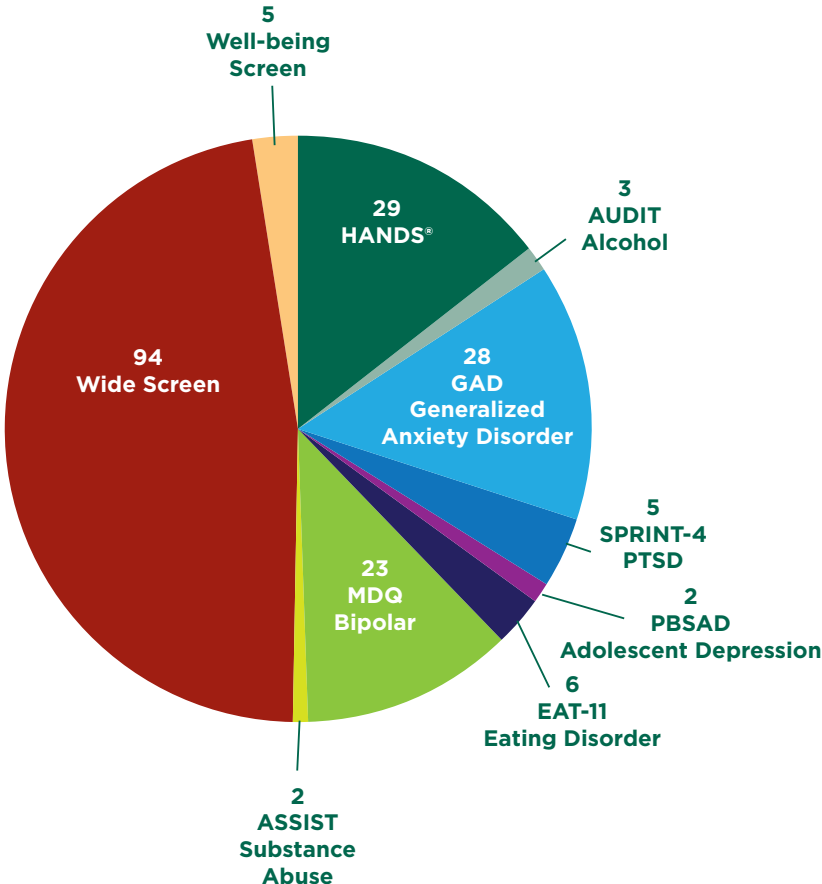
Shiawassee Health and Wellness launched a free, confidential online mental health screening. This screening is a quick way to assess if a person, or someone they care about, may need to reach out to a Primary Care Physician or mental health provider for help.

The screening is not a diagnosis; however, it is meant to be educational. The 2-minute screening can be found on the Shiawassee Health and Wellness website homepage at: [shiabewell.org](http://shiabewell.org)

Scan this QR Code for a free, confidential online mental health screening.



## Online Mental Health Screening Visits: 200



# New Directions Drop-In Center

**New Directions** is a Shiawassee Health and Wellness (SHW) peer run drop-in center where members make friends, socialize, or simply relax in a non-judgmental atmosphere of acceptance and understanding from others who have “been there.” The New Directions philosophy is to provide social support while maintaining a safe and stigma-free environment as well as promoting self-determination and recovery.

The emphasis is that no one should feel isolated. The center is a place where people build relationships or have a connection through in-house activities, volunteer opportunities, holiday dinners, ice cream socials, special events, community outings, and basic skill building.

New Directions Drop-in Center also provides free coffee, lunch three days a week, a laundry room, an exercise area, and shower areas within the restrooms. The center also has two computers and a printer for members to use as well as information about other community resources if a members need further assistance.



New Dirctions Drop-In Center Staff



Members choose what they would like to have on the monthly activities calendar and the lunch menu. Members also help plan, prepare, and initiate activities and cook meals. New Directions staff support ideas and activities to create successful outcomes.

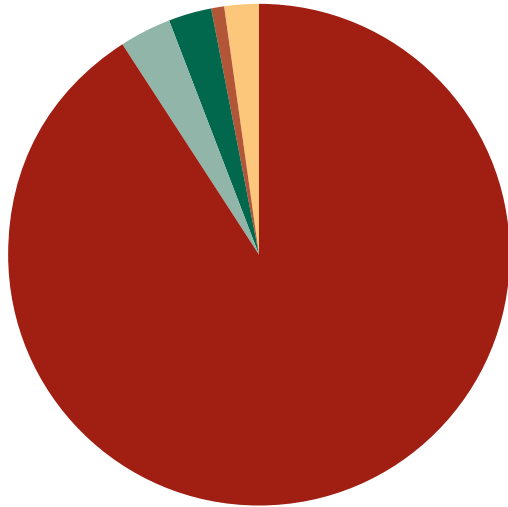
Last year New Directions offered bingo, lunch prepping, board games, card games, arts and crafts, karaoke, pool, open swim, and Wednesday wellness.

In June New Directions held a Summer Solstice Open House. The Open House was well-attended by members and community partners. The event included a cookout, ice cream, facility tours and lots of fun activities including volleyball, badminton, pool, karaoke, and wood craft painting.

A member displays a sweatshirt he painted during one of the many activities at New Directions.

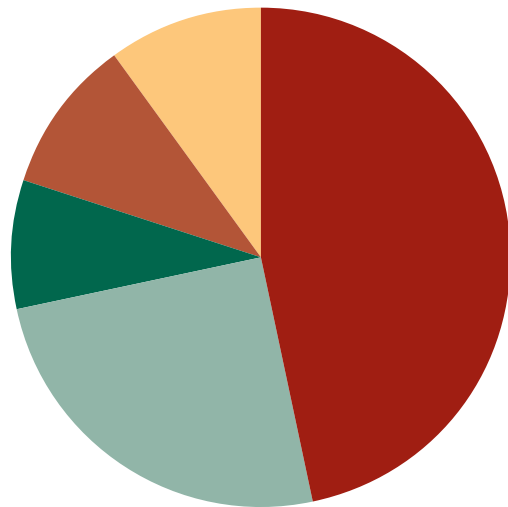
# Financial Highlights

## Fiscal Year 2022



### Revenues

■ Medicaid, Autism, and Healthy Michigan	\$27,287,716
■ State General Funds	\$962,082
■ Grants and Contracts	\$871,652
■ Shiawassee County Appropriations	\$200,000
■ Other Revenues	\$665,112



### Expenditures

■ Persons with Developmental Disabilities	\$13,631,405
■ Adults with Mental Illness	\$7,343,396
■ Children with Serious Emotional Disturbances	\$2,428,816
■ General and Board Administrative Services	\$2,905,329
■ Other Expenses	\$2,855,672



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Crisis and Intervention Services 24/7