

# LifeWays

Community Mental Health  
[www.lifewayscmh.org](http://www.lifewayscmh.org)



2010 Annual Report

## a note from the ceo

Thank you for taking to the time to read our 2010 Annual Report to the Community.

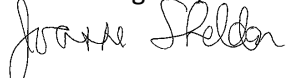
I am pleased to share information with you about the challenges and the victories we have experienced this past year with regard to serving people with mental illness, developmental disabilities and substance use disorders. Our dedication to bring the highest quality of health care services has been the inspiration to recently revise our Strategic Plan to more accurately reflect our passion for our consumers and our community. Our mission is:

***Empowering individuals on their journey toward wellness.***

We hope this report will help you become more familiar with LifeWays and the services available to our community. Please feel free to contact us and/or visit our website at [www.lifewayscmh.org](http://www.lifewayscmh.org). We are interested in your ideas for improving our services as we continue to learn, lead, and teach for today and tomorrow.

In addition to your ideas, we welcome your participation. From the Walk-A-Mile In My Shoes Rally each May, to the Stomp Out Suicide 5K in the fall and MindChangers meetings in between, we have plenty of opportunities for you to join in on our advocacy and awareness efforts.

Sincere Regards,



Joanne Sheldon



## take a stand. lend a hand.



Photo: LifeWays Staff proudly participate in Pink Shirt Day.

**Over 160,000 kids across the United States stayed home from school today because of bullies.** Too often, bullying goes unreported and is perpetuated by the stigma associated with seeking help. In many cases, bullying can lead to suicide.

To promote bullying prevention in our schools, homes, workplaces and the internet, LifeWays

held its first Pink Shirt Day and asked everyone to wear pink on Wednesday, October 20, 2010 to promote the importance of preventing bullying and suicide.

“We wore pink to bring Canada’s Pink Shirt Day movement to the United States,” says Heather English, LifeWays Public Relations and Marketing Manager. “In 2007, a male freshman student was being bullied for wearing a pink shirt. When two high school seniors heard about it, they bought several pink shirts, passed them out and texted their friends to wear pink. The next day, nearly the entire student body was showing their support by wearing pink.”

Michigan is one of only five states in the country without a bullying prevention law. There are anti-bullying policies in place that recommend schools to adopt bullying prevention programs, but they’re voluntary. “Matt’s Safe School Law,” which would require schools to implement an anti-bullying policy that defines the behavior and outlines the consequences of such behavior, has been proposed. This bill has been awaiting action in the Senate Education Committee since

January 29, 2009. The law was proposed in memory of Matt Epling, an East Lansing student who took his life at age 14 after being bullied.

Once Pink Shirt Day was announced, over 123,000 people quickly joined LifeWays’ Pink Shirt Day movement on Facebook. “It started out as a way to extend the momentum of our Stomp out Suicide and Bullying Campaign in September,” English said. “Pink Shirt Day quickly became a way for people to show their support for others, while calling for a stop to bullying.” Several local schools and organizations wore pink on October 20th to show their support.

“By wearing pink, we’re telling the community that bullying is not okay and will not be tolerated,” said Joanne Sheldon, LifeWays Chief Executive Officer.

Log onto [www.lifewayscmh.org](http://www.lifewayscmh.org) to stay up-to-date on Pink Shirt Day 2011 and much more. By working together, our community can put a stop to bullying and prevent suicide. Together, we can save lives.

## who we are

LifeWays manages the treatment and services delivered by our Provider Network, a group of over 70 local organizations, private practices and professionals, ensuring convenient, 24-hour access to a full spectrum of *quality behavioral health care* for eligible Jackson and Hillsdale County residents.

# in my own words

## My Road to Recovery

By Susan Herder



*LifeWays is honored to share Sue's story with our community. She truly is an inspiration to us all to keep the spirit of hope alive.*

*We are thankful to have such a courageous voice in our midst and wish Sue all the best along her road to recovery.*

**Recovery is a slow, sometimes very painful life long process, which for me started when I was very young.**

At the age of five, I experienced a trauma that changed my life forever. All through school I was teased by my peers for being different and I didn't do well in my early years of education. Still, I survived and was able to graduate Jackson High in 1972, and JCC in 1976, and I even attended college at Baker College in Jackson.

With support from a very dear private therapist, and a lot of help from Recovery Technology, LLC's Assertive Community Treatment (ACT) program, I am now very active in my community and at LifeWays Community Mental Health.

Currently, I serve on three committees at LifeWays. First of all, I'm a longtime member of MindChangers, LifeWays' anti-stigma and mental health awareness committee. My involvement in this committee is a crucial part of my quality of life. In 2006, I starred in "Out of the Shadow," a Movie and Panel Discussion that chronicled a family living with schizophrenia and featured several individuals in the local community that live with mental illnesses. As a part of

MindChangers, I've also given several speeches throughout Jackson County and the state of Michigan to help educate the community of the importance of mental health treatment and stigma reduction.

I'm also a member of the Recovery Technology Advisory Committee, which empowers me to speak up and share my thoughts about how people living with mental illnesses should be treated.

Last, but certainly not least, I'm a member of LifeWays' Citizens' Advisory Council for Recipient Rights, which I dearly love, because I get a chance to fight for the rights of all of us who live with a mental illness.

Last fall, I suffered a devastating blow to my health that nearly cost me my life. I spent thirty days in a nursing home to recuperate and get my strength back.

My first weekend in the nursing home was horrible. I was feeling extremely vulnerable and didn't want to be there, because I lost my mother in a nursing home, and this really reminded me of that experience. All I could do that first weekend was cry, but then I remembered my Dialectical Behavior Therapy, which are skills for coping with stress, and I changed my mind. Instead of being sad, I decided to be a blessing to the people who were there, and by the time I left I had made several friends.

When I came home, I knew that I had to find a different apartment, because I can no longer climb stairs. I had

already put in an application to live at Park Forest in the senior citizen building, and in January they called and told me that they had an apartment for me. The nursing home had already put me in touch with this truly awesome lady from disAbility Connections, the nursing home transition coordinator, who facilitated my entire move into Park Forest. So, as you can see, while things seemed pretty bad at times, I still was able to recover.

Statistics now show that one in four of us, at some point, will have an illness of the brain, so we need not be ashamed of having a mental illness; people like Abraham Lincoln had a mental illness too, and he ran our country!

**"Never give up hope, because recovery is always possible."**

Susan Herder

For those of us who have a mental illness, we know that recovery is an every day occurrence. And yes, at times it seems hopeless, but we need to remember Ann Murray's song "One Day At A Time" and keep in mind, sometimes it's one *minute* at a time.

Some therapists believe that the only way out of the pain is *through* the pain. But just remember...when the going gets tough, the tough call LifeWays for help! Please, don't be afraid to ask for help, because we need you here! So never give up hope, because recovery is *always* possible.



Photo: 2011 Annual Celebration Guest Speaker, Sue Herder and LifeWays PR & Marketing Manager, Heather English

# how we're doing

The following table identifies our network's results for the FY 2010 state required performance indicators:

## Michigan Mission Based Performance Indicator System (FY 2010 Results)

**ACCESS DOMAIN** *Definition of access: The ease with which care can be initiated and maintained.*

>95% of crisis intervention services are completed within 3 hours of request.	<b>Children 99%</b> <b>Adults 99%</b>
>95% of new persons receive an intake assessment within 14 calendar days of a non-emergency request for service.	<b>81%</b>
>95% of new persons start any needed on-going service within 14 days of the intake assessment.	<b>97%</b>
>95% of discharges from a psychiatric inpatient unit who are seen for follow-up care within 7 days.	<b>Children 100%</b> <b>Adults 100%</b>
>95% of discharges from a substance abuse detox unit who are seen for follow-up care within 7 days.	<b>100%</b>
Percent of Medicaid recipients that received LifeWays-managed services. (Medicaid Penetration Rate)	<b>8.3%</b>
Percent of persons assessed for LifeWays-managed services that result in a denial.	<b>2.69%</b>
Percent of persons that received LifeWays-managed services as a result of a second opinion when initially denied.	<b>0%</b>
<b>OUTCOMES DOMAIN</b> <i>Definition of outcomes: changes in a consumer's current or future health status, level of functioning, quality of life, or satisfaction that can be attributed to the care provided</i>	
<15% of children and adults readmitted to an inpatient psychiatric unit within 30 days of discharge.	<b>Children 7%</b> <b>Adults 11%</b>

## financials

### FY 2010 Revenue \$49,570,054

Medicaid & Substance Abuse \$40,991,422

Grants \$335,268

General Fund \$6,680,841

Local Revenue \$1,562,523

### FY 2010 Expenses \$45,276,074

Services & Supports \$40,539,107

Administration \$4,736,967

## 2010 by the numbers

Throughout FY 2010, we served:

**6,195** Adults with Mental Illness

**431** Elderly and Disabled Persons (62 & over)

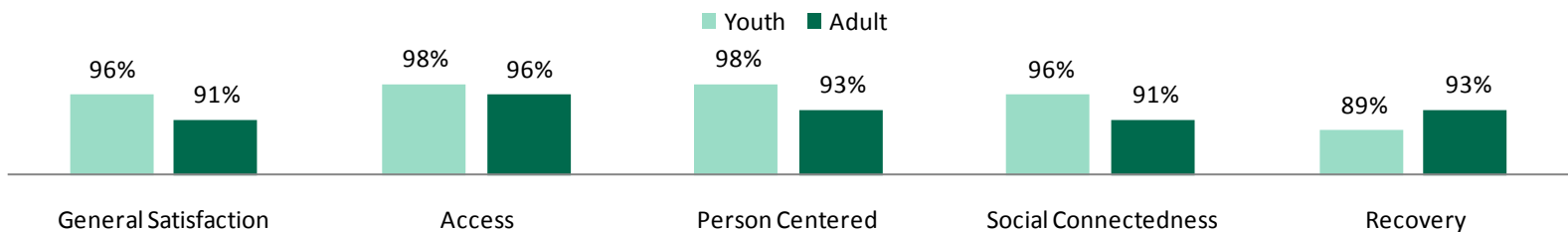
**614** Persons with Substance Use Disorder (Medicaid Only)

**731** Adults and Children with Developmental Disabilities

**1,226** Children with Serious Emotional Disturbance

**69,247** Local Calls to Central Michigan 2-1-1

## customer satisfaction



## our vision

LifeWays is a catalyst for improved community health by ensuring the provision of effective, high quality mental health services.

## in memoriam



Sue Walls, a beloved member of the LifeWays family, passed away on July 26, 2010 after a courageous battle with cancer. She was very proud of her daughters, Ashley and Courtney, as well as her two granddaughters, Caleigh and Brooklyn. Sue deeply loved her family, friends, and pets, especially her faithful companion, Mercedes.

Sue enjoyed spending her summers at Greenwood Acres, her “home away from home,” where she loved to participate in many activities, including their Relay for Life events and the Red Hat Society. Sue went on numerous cruises and always came back with more than a handful of new friends she had met from all over the country. She had a passion for concerts of all kind, sometimes camping out for days at the fairgrounds in Jackson so she could get front row seats to see her favorite country performers.

Sue was a very dedicated and valued member of the Utilization Management team for nearly 20 years. She took her job duties very seriously and absolutely loved her work. She was always willing to help out others when needed and always did it with a smile. She took great pride in her work and her attention

to detail was envious. Sue cherished her LifeWays family and was always ready for a party or potluck when the time came, so she could socialize and catch up with those she hadn’t seen in a while.

Sue was diagnosed with Stage 4 cancer in January 2010. She handled her diagnosis with grace, dignity, and courage, always believing she was going to beat it. She remained upbeat and positive throughout her illness, never complaining about her treatments or the hand that had been dealt to her. That was just like Sue. She is greatly missed, but never forgotten.

*In July 2011, a tree and a memorial bench will be installed and dedicated in her honor.*

## celebrating the 20th anniversary of the ADA



Photo: LifeWays Staff and Consumers join disAbility Connections to celebrate the ADA's 20th Anniversary.

On July 26, 2010, LifeWays Staff and Consumers joined a crowd of 75 people at Bucky Harris Park to celebrate the 20th Anniversary of the Americans with Disabilities Act (ADA).

Dozens of people with disabilities, family, friends, advocates and the general community stopped by the park to commemorate the day, which was complete with cake, balloons and a joyous rendition of “Happy Birthday,” dedicated to the ADA. “We were thrilled to see such an outpouring of support for folks with disabilities. The turnout today shows that the ADA truly is changing lives in our community,” said Joanne Sheldon, LifeWays Chief Executive Officer.

The ADA was signed into law on July 26, 1990 and gives civil rights protections to individuals with disabilities, similar to those provided to individuals on the basis of race, color, sex, national origin, age and religion. Since its signing, the ADA has provided more diverse opportunities for employment, accessible voting, recreation, public transportation and healthcare, universal design and public accommodations, video relay services, closed captioning and—*most of all*—greater changes in access to our communities.

## our values

**Strategic Partnerships • Exceptional Service • Innovative • Integrity  
Intergenerational Equity • Person-Directed Care**

## 2010 LifeWays Board of Directors

Robert McNitt, *Chairperson*  
Bradley Bohner, *Vice-Chairperson*  
Lisa Daniels  
Michael Hoover  
Kenneth Lautzenheiser  
Tony Lewis  
Gail W. Mahoney  
Monica Moser  
Jeffrey Peterson  
Al Ringenberg  
Jim Shotwell  
Edward Woods

## MindChangers

Mental Health Awareness Committee  
Heather English, *Chairperson*  
Chris Carleton  
Jan Carter  
Mary Chris Halm  
Sarah Hartzler  
Sue Herder  
Mike Hoover  
Joe Horn  
Amy Jehnzen  
Lenn Johnson  
Ron Lamarr  
Courtney Myers  
Kellie Baker  
Tammy Shepherd-Hovanetz  
Alex Solomon  
Elaine Solomon  
Wally Tropp  
Jessica Wolf

## Citizens' Advisory Council for Persons with Developmental Disabilities & Mental Illness

Mary Chris Halm, *Chairperson*  
Berta Canter, *Vice-Chairperson*  
Jean Cross  
Marilyn Hannah  
Karen Riddle  
Barb Russ  
Thomas Shook  
Teresa Smith  
David Solomon

## Citizens' Advisory Council for Recipient Rights

Robert McNitt, *Chairperson*  
Mike Hoover, *Vice-Chairperson*  
Mary Chris Halm  
Marilyn Hannah  
Allen Hathaway  
Sue Herder  
Marcia Smith  
Thomas Shook

## celebrating our success

During Mental Health Month, celebrated each year in May, LifeWays CMH honors the accomplishments and achievements of our Consumers and Providers at the Annual Celebration & Luncheon. The 2010 Award Recipients were as follows:

**9th Annual Courage to Fight Back Award:** Stephanie Lewis

**Shining Star:** Jessica Wolf

**Spirit of Hope:** Randi O'Lone

**Clinical Excellence:** Highfields Wraparound Program

**Unsung Hero:** Berlin's Children's Foster Care

**Quality of Life:** Rod Scott, LifeSpan...A Community Service

**Community Partner:** Integro, Ilc and Hillsdale County Jail

**Barrier Buster:** Ray Webb, Integro, Ilc



Photo: LifeWays CEO, Joanne Sheldon (L), Award Recipient, Ray Webb (C) and LifeWays Board Chairperson, Robert McNitt (R).

## we're here when you need us

### LifeWays Community Mental Health: Customer Services & Recipient Rights

1200 N. West Avenue · Jackson, MI · (517) 780-3332 · Hours: M-F 8am-5pm  
Toll-Free (866) 630-3690 · [info@lifewayscmh.org](mailto:info@lifewayscmh.org)

### LifeWays Access Center

1200 North West Avenue · Jackson, MI · (517) 789-1200 · Hours: M-F 8am-7pm  
25 Care Drive · Hillsdale, MI · (517) 439-2641 · Hours: M-F 8am-6pm

### LifeWays Physicians Unit

1200 North West Avenue · Jackson, MI · (517) 796-4540 · Hours: M-F 8am-5pm  
25 Care Drive · Hillsdale, MI · (517) 439-3678 · Hours: M-F 8am-5pm

**Central Michigan 2-1-1:** 2-1-1 · [www.centralmichigan211.org](http://www.centralmichigan211.org)

**On the Web:** [www.lifewayscmh.org](http://www.lifewayscmh.org)

**24-Hour Crisis Line:** (800) 284-8288

## stay connected

