

# 2022 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

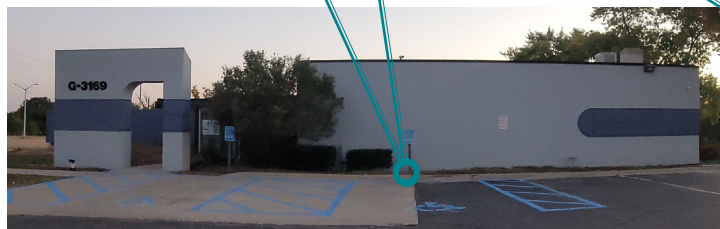
- ✿ Kathleen Taylor, President/CEO
- ✿ Jim Debruler, Vice President
- ✿ Leslie Wireman, Chair
- ✿ Tim Cullen, Secretary
- ✿ Barb Bohne, Treasurer
- ✿ Angelina Palmer, Member-at-large
- ✿ Cynthia Spear, Member-at-large



Owosso: Therapy Services



Mason: Corporate Offices



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



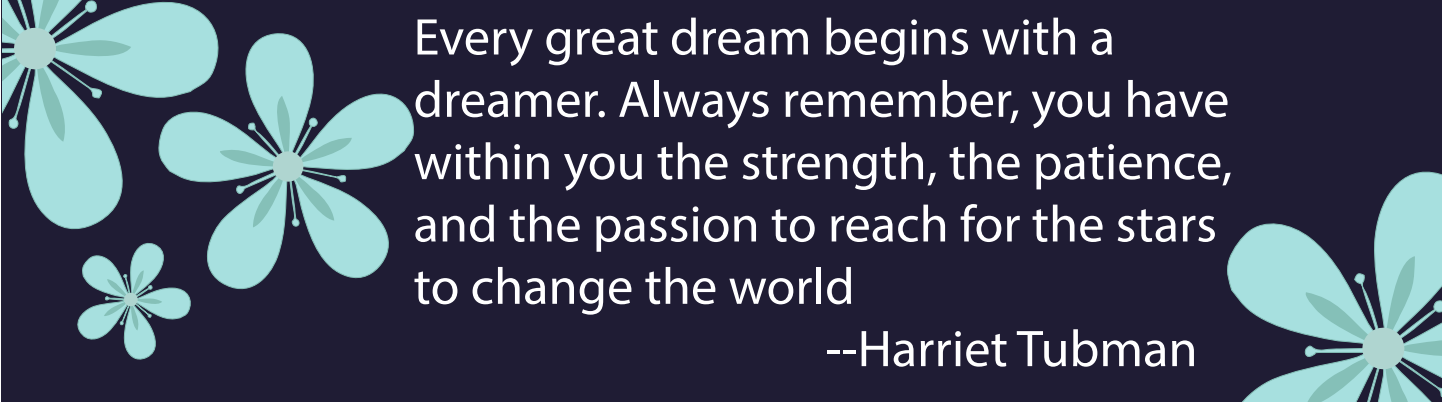
Sterling Heights: Case Management, Therapy Services, Psychiatric Services.

## 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.

## 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.



Every great dream begins with a dreamer. Always remember, you have within you the strength, the patience, and the passion to reach for the stars to change the world

--Harriet Tubman

## Report from the Chief Executive Officer

2022 was a great year for Taylor Life Center. While we mourn the death of our long-time vice-president, John Healy, and, like most organizations across the state, we continue to struggle to staff a full cadre of providers, we are stepping into a bright and promising future. We made the difficult decision to close our Residential program in September, but that decision has freed up resources to focus our energy on building state-of-the-art outpatient clinics.

We achieved a lot during 2022. We earned our sixth consecutive, three-year CARF accreditation in November with several of our departments receiving no recommendations at all. We entered into a contract with LifeWays (the Community Mental Health agency serving Jackson and Hillsdale counties) to provide out-of-county services from our Flint location. And speaking of our Flint location, we purchased a building on the south side of Flint, which we have begun renovating and plan to move into toward the end of 2023.

Finally, if that isn't enough, we purchased and implemented an electronic health record, which we named VIEW. This new EHR uses the health information exchange to communicate with the electronic health records that our CMH payers use, creating efficiencies and expanding our ability to coordinate care and make data-driven decisions.

As I celebrate my twentieth anniversary as TLC's Chief Executive Officer, we move into 2023 with a clear vision and effective strategies. We have a highly effective, well-respected team and a bright future.

*Kathleen M Taylor*



New facility in Flint, opening 2023



## Financial Condition

|                     | 2018         | 2019         | 2020         | 2021         | 2022         |
|---------------------|--------------|--------------|--------------|--------------|--------------|
| Total Gross Revenue | \$12,670,992 | \$12,343,275 | \$12,914,056 | \$10,615,344 | \$10,498,006 |
| Write-off           | \$2,161,187  | \$1,773,111  | \$1,799,844  | \$1,481,813  | \$1,230,900  |
| Total Net Revenue   | \$10,509,805 | \$10,570,164 | \$11,114,212 | \$9,133,531  | \$9,267,106  |
| Direct Costs        | \$6,076,632  | \$5,892,949  | \$5,576,293  | \$4,932,903  | \$5,040,596  |
| Operating Costs     | \$3,473,793  | \$3,688,119  | \$3,629,419  | \$3,760,954  | \$3,865,452  |
| Total Expenses      | \$9,550,425  | \$9,581,368  | \$9,205,712  | \$8,693,857  | \$8,906,047  |
| Year-End Position   | \$959,380    | \$989,096    | \$1,908,500  | \$439,674    | \$361,059    |



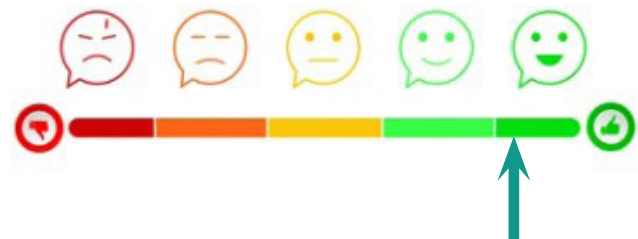
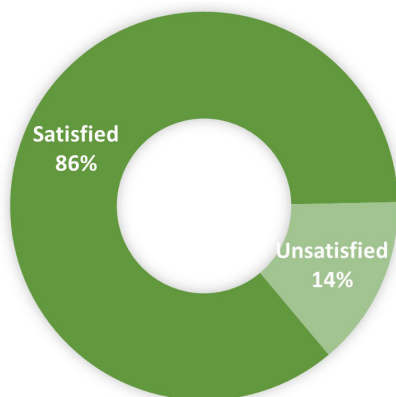
## Access

TLC received 2,534 referrals in 2022.

- 1,023 for Case Management
- 839 for Therapy
- 662 for Psychiatric



## Customer Satisfaction



A representative sample of persons served provided customer satisfaction feedback during 2022. **85.79%** of respondents indicated satisfaction with TLC and its services.