

RISE UP

A newsletter created to enable and empower consumers to achieve a higher quality of life.

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October 2017

Benefits of Animal Assisted Therapy

By Ruth Jandik, MA, LMSW—Taylor Life Center Therapist

The opportunity to utilize a therapy dog during therapy sessions provides different benefits to each person, as well as some extra love and attention to the dog. I recently began using Calvin, a golden retriever who is a certified therapy animal, during therapy sessions at Owosso outpatient location. Involving Calvin in different sessions helps each individual differently. For following examples, Calvin helped one person learn the importance of how and where they focus their attention; Calvin helped another break down emotional walls, and another to help focus on improving habits and helping others. To illustrate this further, below are three different instances of how Calvin is benefiting the therapy process. All names have been changed to maintain privacy.

Kammie is an 8-year-old girl whose mother told me prior to the session that Kammie was behaving terribly—not paying attention, not following through, and not focusing on what she or the mom’s boyfriend said. I embarked on some ideas for Kammie to learn and understand how to focus, especially when people are talking to her. During her session, Kammie agreed to always look at us when we were talking or we would stop talking until she established eye contact with us.

This was Calvin’s and Kammie’s first meeting and she could not leave her hands off of him. I asked Kammie to teach Calvin to shake, but she had to have his attention before giving him the instruction. After one or two instructions, Kammie followed through on what she wanted from Calvin.

Next, I asked Kammie to tell Calvin a story. Anytime Calvin did not pay attention to Kammie, she had to stop the story and regain his attention before proceeding. Kammie’s story enthralled Calvin for quite awhile, but I knew one thing that Calvin did not—Kammie’s stories go on forever. So after many minutes, Calvin’s interest started to decline and Kammie had to stop the story—which was difficult for her—and regain his interest and eye contact before proceeding with her story. After Kammie stopped three to four times to regain Calvin’s attention, I asked Kammie, “Is it frustrating to have to stop because Calvin is not paying attention?” Kammie answered with an emphatic, “Yes!” Kammie’s mom could no longer contain herself and shouted, “Now you know how I feel when you don’t pay attention to me at home.”

We talked further about how to focus our attention and how others feel when people do not pay attention to us. Kammie received the assignment to look at people in the eyes when they are talking to her, ask questions if she is unsure, and then follow through with the instruction. Mom was tasked with obtaining eye contact before giving Kammie instruction and then following through with the instruction.

My next consumer is a 14-year-old male named Josh. Josh is on the autism spectrum, and at the time, had recently been transferred to me. Josh’s mom called me and explained his school suspended him for being aggressive and told me as much as she was able about the situation.

When Josh arrived, he was completely enamored with Calvin. However, when the conversation turned to what happened in school, Josh shut down. He sat for 8-10 minutes in silence refusing to answer any questions. I decided to try a new approach. I asked Josh if he wanted to teach Calvin a trick. Josh quickly brightened up, smiled, and enthusiastically answered, “Yes! What will we teach him?” We decided on “shake” and I taught Josh the basics of obtaining Calvin’s attention, giving the instruction, and when to give Calvin a treat. Josh caught on quickly and so did Calvin. Then I asked Josh how he thought Calvin was feeling right now and he answered, “happy, excited.”

Continued

We then talked about Josh's feeling and he stated he felt "trapped." He went on to talk about the incident, not in great detail, but he remained responsive the rest of the session. Afterward, I consulted with Josh's mom and she informed me that when he shuts down like that, he often remains silent for a couple hours. Thankfully, Calvin helped Josh open up within only a few minutes.

Stacy is another consumer who benefited from having Calvin in our sessions. Stacy is an adult with bipolar disorder and some learning difficulties and has a history of defiance and aggression. Stacy lives with her parents, who also attend sessions with her. Stacy's parents always submit to her, and she always expects to have her way.

Recently, Stacy took her father's truck and caused an accident. Stacy did not receive any charges against her despite not having a license nor attending driver's training school; however, Stacy had to attend therapy.

Stacy is on medicine to help calm her but it makes her groggy and sleepy; she always falls asleep during sessions, and I have difficulty keeping her awake and engaged. Stacy, however, loves dogs and she anxiously anticipated Calvin's arrival. When Stacy and Calvin met it was mutual affection; Stacy had no difficulty remaining awake and very involved during her session.

During our time together, Stacy and I talked about developing good habits. To illustrate this, Stacy taught Calvin to catch a ball. Again, we went over how to teach Calvin how to catch a ball. Then we discussed some of her habits that needed to improve, like picking up this huge mound of clothes, sorting through them, and donating some to those less fortunate. Stacy and I talked about how she might reward herself, and then her Dad said that he will take Stacy on a short surprise trip—she loves time with her father.

Stacy's assignment is to sort through her clothes and donate at least one garbage bag full of clothes for others to use.

The previous stories are only three instances of when Calvin has benefited others. Many simply enjoy his company by petting him, giving him a hug or a kiss. Like Kammie, Josh, and Stacy, each consumer has the option to involve Calvin in treatment. I always request permission from the consumer or his/her guardian before involving Calvin in a session. After each session with Calvin, everyone receives a clothes roller to remove his fur and some wet wipes for their hands.

Calvin benefits each person differently. For someone like Kammie, Calvin's presence reminds her to pay attention and for Josh, Calvin helps him emotionally. If you have the option to involve a therapy pet in your treatment sessions, I highly encourage you to seize the opportunity.

Breast Cancer Prevention

Reduce Your Risk Through Diet

By Eva Milotte | *tasteforlife* | October 2017

Although heredity plays a role in whether a woman gets breast cancer, lifestyle is a contributing factor as well. Eating a healthy diet is an important step to take in the fight against this disease.

Strong evidence indicates that consuming a diet rich in a variety of fruit, vegetables, whole grains, and beans can help lower the risk for many cancers. Research also shows that those who consume a lot of olive oil have lower odds of developing breast cancer.

There's active and ongoing research on the foods that can help fight cancer. Consider including more of the following in your diet:

- Apples
- Blueberries
- Broccoli and other cruciferous vegetables
- Cranberries
- Dark green, leafy vegetables
- Garlic
- Legumes (beans, peas, and lentils)
- Onions
- Tomatoes
- Walnuts
- Whole grains

2016 Annual Report

A Letter from the Chief Executive Officer



Kathleen Taylor
Chief Executive Officer

"We will move forward, we will move upward, and yes, we will move onward."
- Dan Quayle

Onward and upward. The origin of this phrase is debatable, but most sources date the phrase back to the early 1800's. Abraham Lincoln also uttered the phrase during a speech to the Wisconsin State Agricultural Society in 1859.

Despite who first authored the idiom, these words mean only one thing—do not let challenges, set-backs, or mistakes become barriers, but instead move onward and upward, and success will ultimately be achieved.

When we entered 2016, we had recently ended services at our Mason County CLS/Respite locations. We also faced a significant gap between our revenue and expenditures.

At that point we knew we had to re-frame our infrastructure in order to establish a stronger, more sustainable organization. Our new vision required us to further evaluate problem areas, and resolve to find solutions.

Merging our three Flint outpatient programs quickly became a top priority. They were operating in two separate buildings with several inefficiencies in staffing and processes.

Through much planning and preparation, all three programs transitioned into one building on Beecher Road in December. This merge will streamline consumer care, improve processes and communication between providers, reduce duplication of tasks, as well as decrease unnecessary costs.

During this process we also underwent our fifth CARF audit. Our staff work

continuously to ensure we meet CARF standards and this year was no different. In fact we had our best survey ever. We were glad to receive notification in November that CARF renewed our three-year accreditation.

While we were moving programs and preparing for CARF, we continued our evaluation of other areas in the organization.

Ultimately, our assessment led us to cease services at our Mason, Grand Rapids, and Hillsdale outpatient locations, and at Tree Lodge Crisis Residential. Despite our best efforts, each program continually operated at a deficit. It was determined that in order for our organization to continue to strengthen, it was necessary to close those locations. It was a difficult decision, but doing so resulted in a stronger year-end financial position.

In 2017, we will continue evaluating and re-framing our company to achieve a stronger, more sustainable organization. We may face different challenges but we will overcome and continue moving forward toward success. From this point, it's only onward and upward.

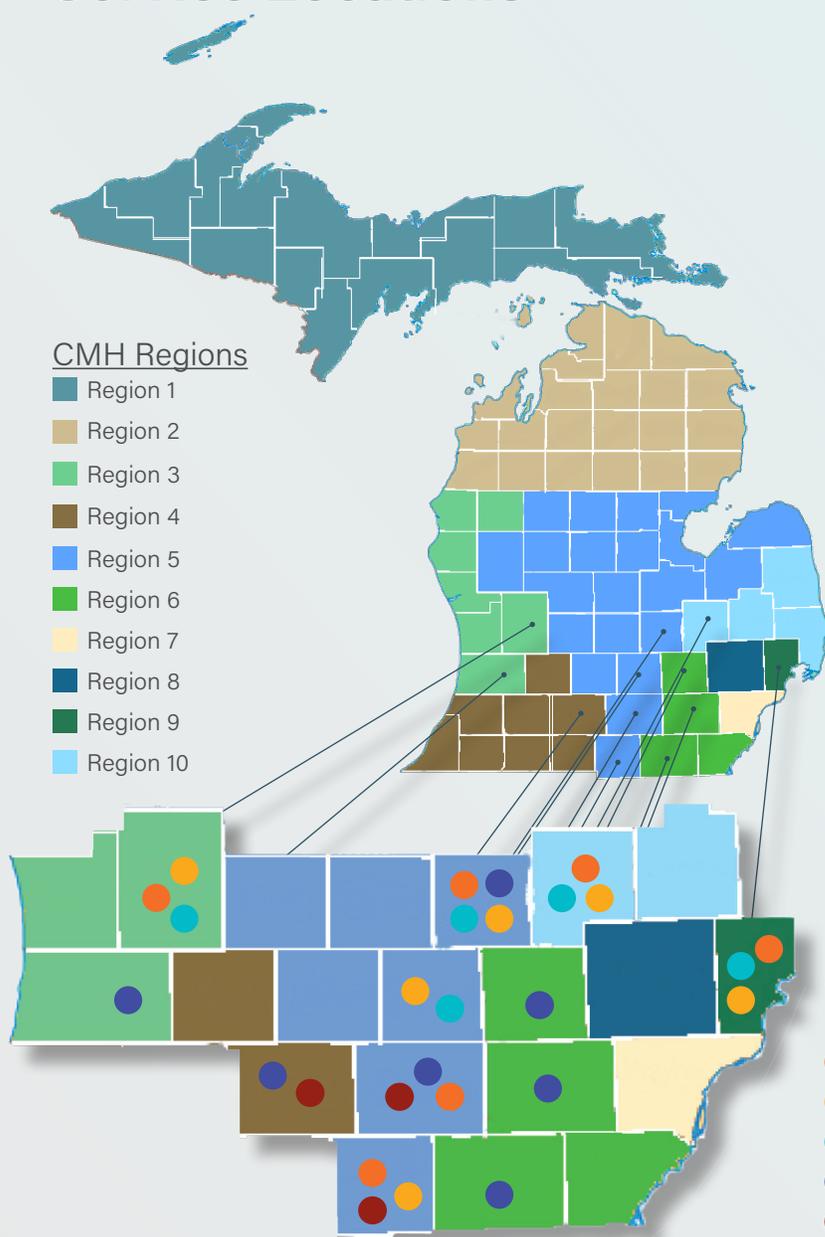
In good health,

Kathleen M Taylor
Chief Executive Officer

Financial Condition

	2016	2015	2014
Total Gross Revenue	\$ 16,986,952	\$ 18,107,879	\$ 17,705,274
Write-off	\$ 3,400,524	\$ 4,104,545	\$ 3,315,722
Total Net Revenue	\$ 13,586,428	\$ 14,003,244	\$ 14,376,264
Direct Costs	\$ 8,724,757	\$ 9,830,714	\$ 10,825,649
Operating Costs	\$ 4,791,384	\$ 4,995,690	\$ 5,259,553
Total Expenses	\$ 13,516,141	\$ 14,826,404	\$ 14,508,524
Year-End Position	\$ 70,287	(\$ 823,160)	(\$ 132,260)

Service Locations



Service Statistics

- In 2016, Owosso Outpatient experienced 117.8 percent growth from 2015, serving 1,428 consumers.
- Throughout the entire year, Taylor Life Center/Consumer Services, Inc. serviced 7,070 consumers. This is a 12 percent decline from 2015, but is the result of program closures.
- Consumer satisfaction slightly dipped from 98.26 percent in 2015 to 97.01 percent in 2016.
- Access timeliness was a focus of improvement in 2016, and resulted in a three percent increase over 2015 with approximately 87.6 percent of consumers accessing services within 14 days of request.
- In total, our programs delivered 11,019 billable services in 2016.