

2025 Annual Report

Iosco, Ogemaw, Oscoda Counties



Our mission is to empower each client to achieve their highest potential through tailored therapies, innovative support systems, and a compassionate community.

[wellvance.org](https://www.wellvance.org)

Wellvance is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and a member of the Northern Michigan Regional Entity (NMRE). Wellvance is funded in part by the NMRE and the Michigan Department of Health and Human Services (MDHHS).



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Our Vision and Mission

At Wellvance, we believe that everyone deserves the opportunity to live a full and enriching life, no matter the challenges they face. Founded with the vision of providing holistic and progressive care, Wellvance is dedicated to serving individuals with Intellectual and/or Developmental Disabilities, Adults with Serious Persistent Mental Illness, Children with Serious Emotional Disturbance, and individuals with a Co-Occurring (Dual-Diagnosis) Substance Use Disorder.

Our mission is to empower each client to achieve their highest potential through tailored therapies, innovative support systems, and a compassionate community. We focus on integrating the latest research and proven methodologies to offer a pathway toward personal growth and well-being.

Letter From The Board Chair

In a year defined by economic volatility and unprecedented pressures on public systems, Wellvance has stood firm in its mission: to provide accessible, person centered behavioral health services to the people of our region. As Chairperson of the Board of Directors, I want to speak plainly about the realities we are navigating—and equally plainly about the strength and resolve that continue to define this organization.

Across Michigan and the nation, community mental health systems are facing a convergence of challenges. State and federal funding streams have tightened, leaving essential services vulnerable at the very moment demand continues to rise. Workforce shortages—particularly in rural areas like ours—have strained our ability to recruit and retain the skilled professionals who form the backbone of quality care. Ongoing efforts to privatize public behavioral health services have introduced instability and uncertainty into a system that depends on continuity, trust, and long-term community partnership.

These pressures are real. They have required difficult decisions, careful stewardship, and a renewed commitment to transparency with those we serve.

Yet even in this precarious financial environment, our organization has demonstrated remarkable resilience. We have continued to deliver high-quality services across our multi county region. We have protected access for individuals with the most significant needs. We have strengthened partnerships with schools, law enforcement, EMS, hospitals, and local nonprofits. And we have done all of this while maintaining our focus on dignity, safety, and recovery.

What gives us confidence in the face of uncertainty is not simply our history—it is our most precious resource - our staff. Our staff have shown extraordinary dedication, creativity, and compassion during a time when the work is becoming more challenging. This year also marked an important transition in leadership as our new Chief Executive Officer, Patricia Otremba, stepped into the role on August 1, 2025. With 23 years of service to this agency with experience in clinical services and quality assurance, she brings deep organizational knowledge and a forward thinking approach to sustainability and long term success. Her commitment to strengthening our workforce, protecting public behavioral health, and guiding the agency through this complex landscape has already become a source of stability and optimism. Our Board remains confident that under her leadership, the organization is well positioned to navigate the challenges ahead with clarity, purpose, and resilience.

We also draw strength from you—our stakeholders. Your advocacy, collaboration, and belief in the value of public behavioral health services help ensure that our communities do not face these challenges alone. Together, we continue to affirm that mental health care is not a commodity; it is public good, community responsibility, and a cornerstone of a healthy region.

As we look ahead, we do so with both realism and resolve. We will continue to advocate for sustainable funding. We will continue to push back against efforts that threaten local control and community accountability. We will continue to invest in our workforce and support their well being. And above all, we will continue to ensure that every person who turns to us for help is met with compassion, competence, and hope. Thank you for your partnership, your trust, and your unwavering commitment to the people we serve. In an unstable economy and an evolving policy landscape, our mission remains steady—and our resolve remains strong.

Thank you,

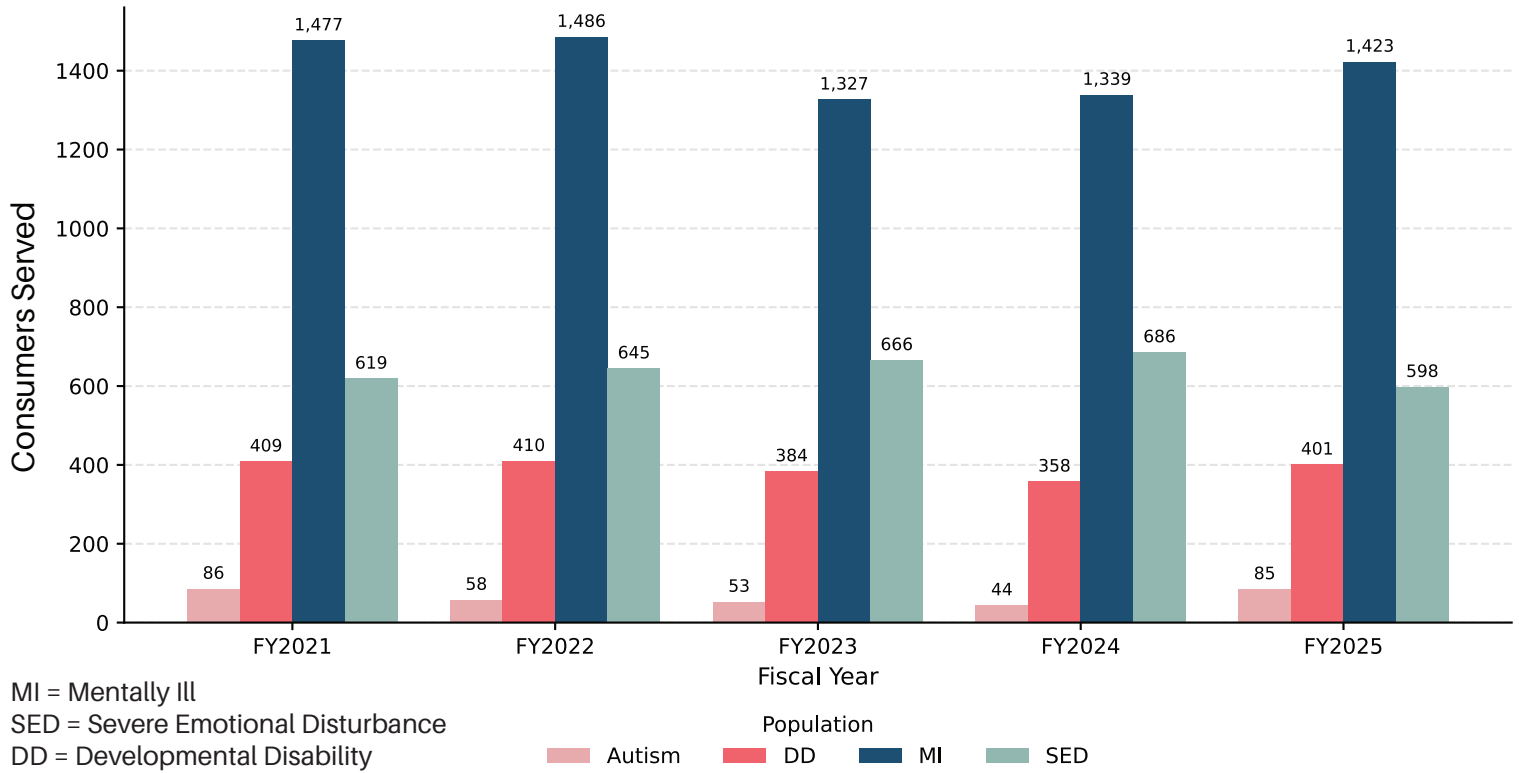
D. Jay O'Farrell

D. Jay O'Farrell, Board Chair

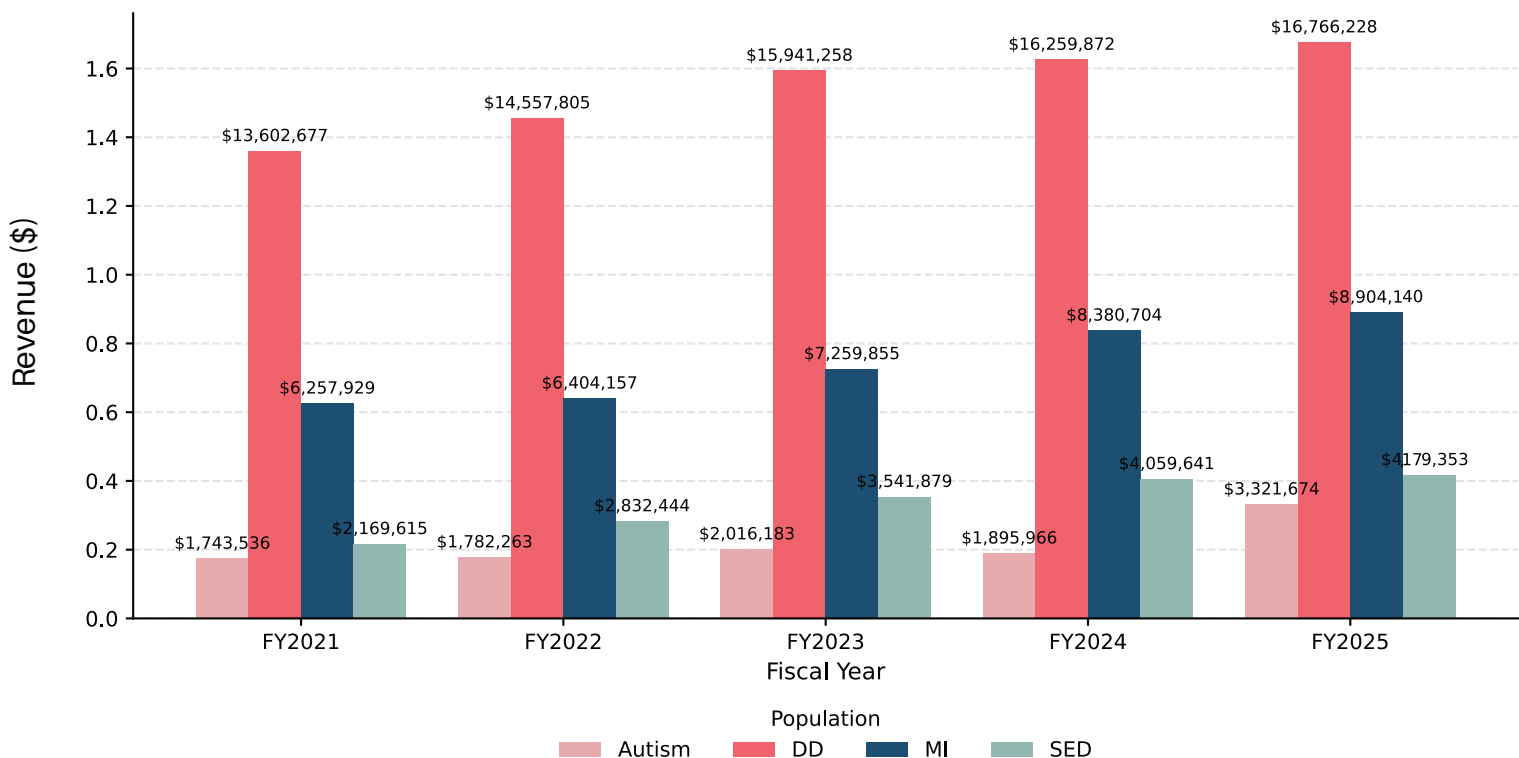
Consumers Served

At Wellvance, we recognize that each individual's path to health and wellness is unique. Together with the consumer, we focus on integrating the latest research and proven methodologies to offer pathways toward personal growth and well-being. No consumer is denied access to services due to inability to pay; and there is a discount/sliding fee schedule available based on family size and income.

Consumers Served by Population Per Fiscal Year Comparison



Consumers Served with Revenue by Population Per Fiscal Year Comparison



2025 NMRE Mental Health Services Survey

The Northern Michigan Regional Entity conducts an annual survey to gather data about the mental health and substance use needs of the population it serves within its 21-county region. As a member, the survey helps to inform us on program development, service planning, and quality improvement efforts.

Percent of Respondents

*263 Consumers Completed The Survey

Yes Sometimes No

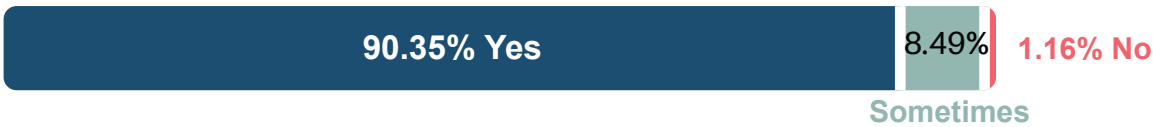
I helped make decisions about the services I received from Wellvance.



I understood the services I received from Wellvance



I felt comfortable asking Wellvance about my services or asking for other services I want



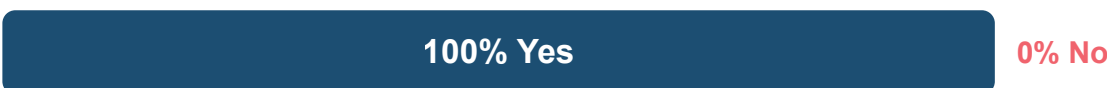
I know I can file an appeal if I'm not happy that Wellvance denied or changed my services in some way



Wellvance staff are nice to me



Overall, I'm happy with the services I receive



Source: Wellvance Satisfaction Survey • Values shown as percent of respondents

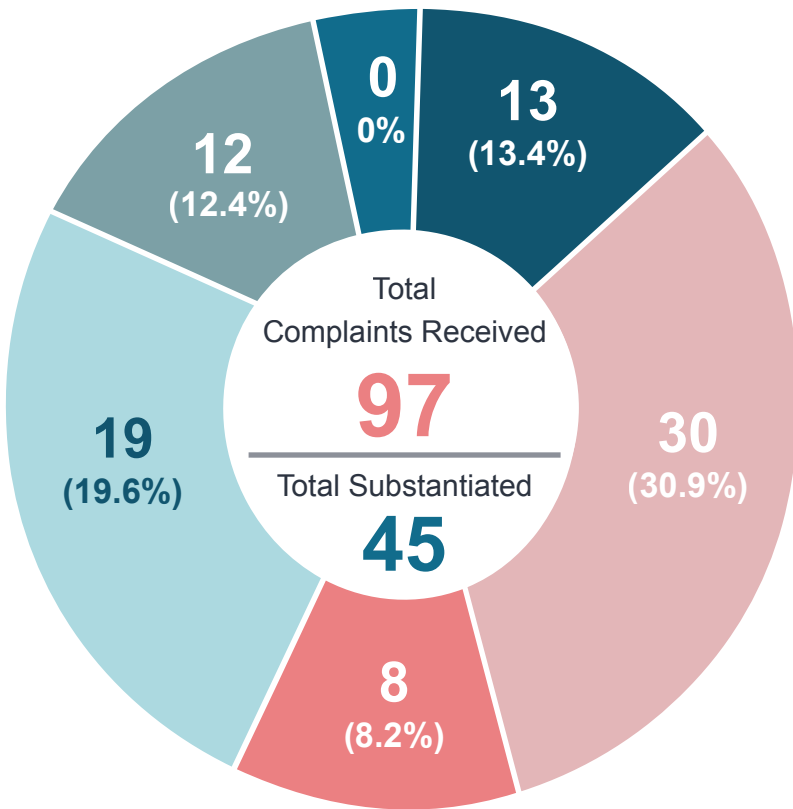
Recipient Rights Complaint Data

The Office of Recipient Rights exists to protect and promote the constitutional and statutory rights of recipients of public mental health services and empower recipients to fully exercise these rights. All recipients of public mental health services are empowered to exercise their rights and are able to fully participate in all facets of their lives.

2025 Complaint Data Summary

Highlighted Complaint Categories

Category	Received	Substantiated
Abuse I, II, III	13 (13.4%)	5 (11.1%)
Neglect I, II, III	30 (30.9%)	15 (33.3%)
Dignity and Respect	8 (8.2%)	5 (11.1%)
MH Services Suited to Condition	19 (19.6%)	11 (24.4%)
Individual Written Plan of Service	0 (0.0%)	0 (0.0%)
Disclosure of Confidential Information	12 (12.4%)	8 (17.8%)



Percent of All Allegations Substantiated:

53%

(45 of 97 complaints)

- Neglect I, II, III accounts for the largest share of complaints (30.9%).
- MH Services Suited to Condition has the highest substantiation rate (57.9%).

Note: Percentages may not total 100% due to rounding.

Performance Indicators

The Michigan Mission-Based Performance Indicator System (MMBPIS) is a statewide framework used by the Michigan Department of Health and Human Services (MDHHS) to monitor and improve the quality of care in mental health and substance use disorder (SUD) services. It is administered through the PIHPs (Provider Improvement Health Plans) and CMH/SUD affiliates, and is designed to measure performance in access, efficiency, and outcomes.

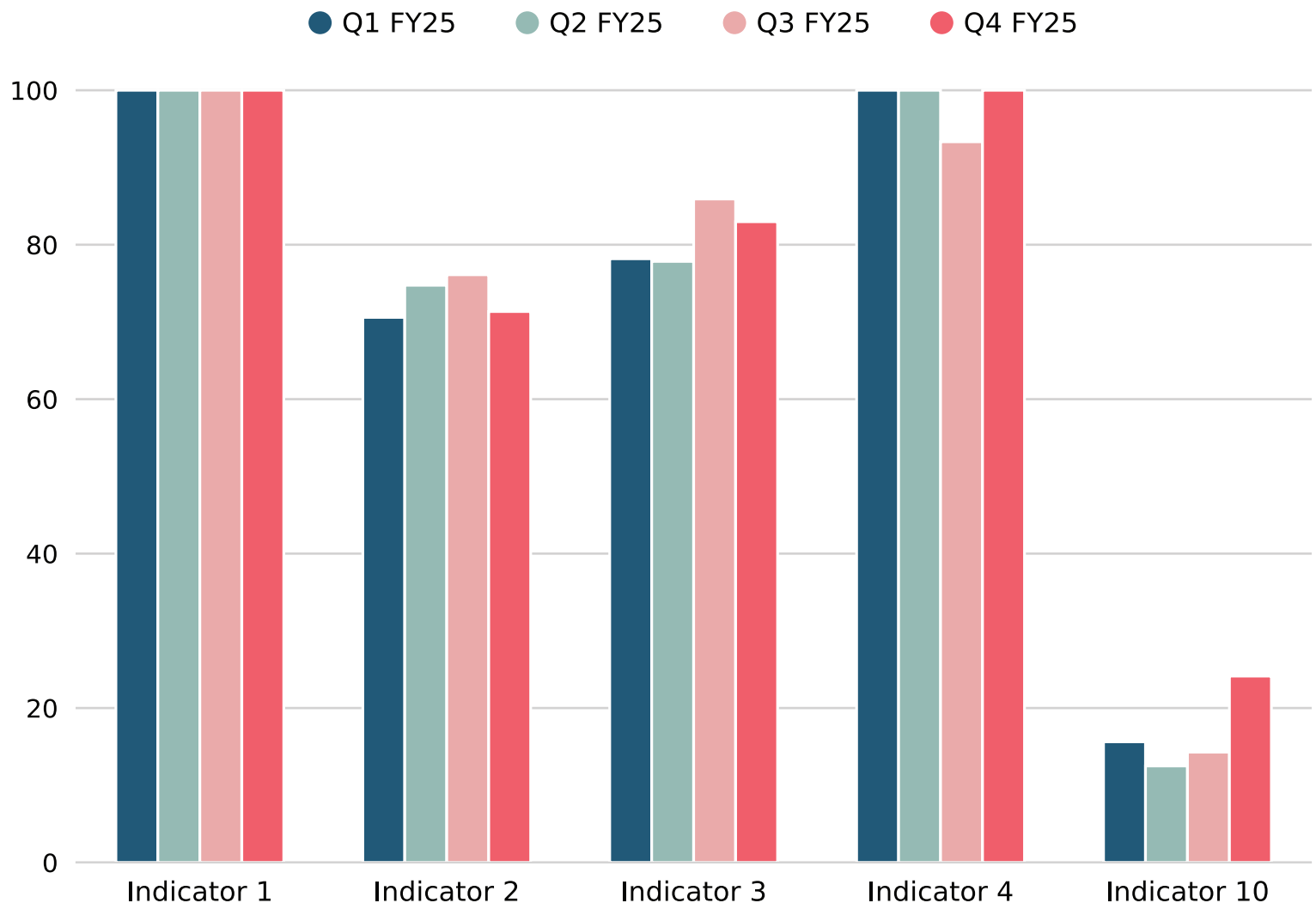
Indicator #1 - The percentage of persons during the quarter receiving pre-admission screening for psychiatric inpatient care for whom the disposition was completed within three hours.

Indicator #2 - The percentage of new persons during the Period receiving a completed biopsychosocial assessment within 14 calendar days of a non-emergency request for service.

Indicator #3 - Percentage of new persons during the Period starting any medically necessary ongoing covered service within 14 days of completing a non-emergent biopsychosocial assessment.

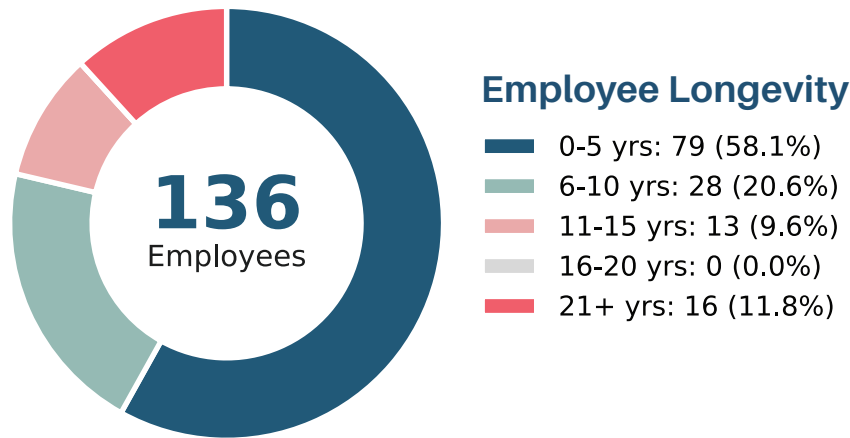
Indicator #4A - The percentage of discharges from a psychiatric inpatient unit during the quarter that were seen for follow-up care within 7 days.

Indicator #10 - The percentage of readmissions of children and adults during the quarter to an inpatient psychiatric unit within 30 days of discharge.

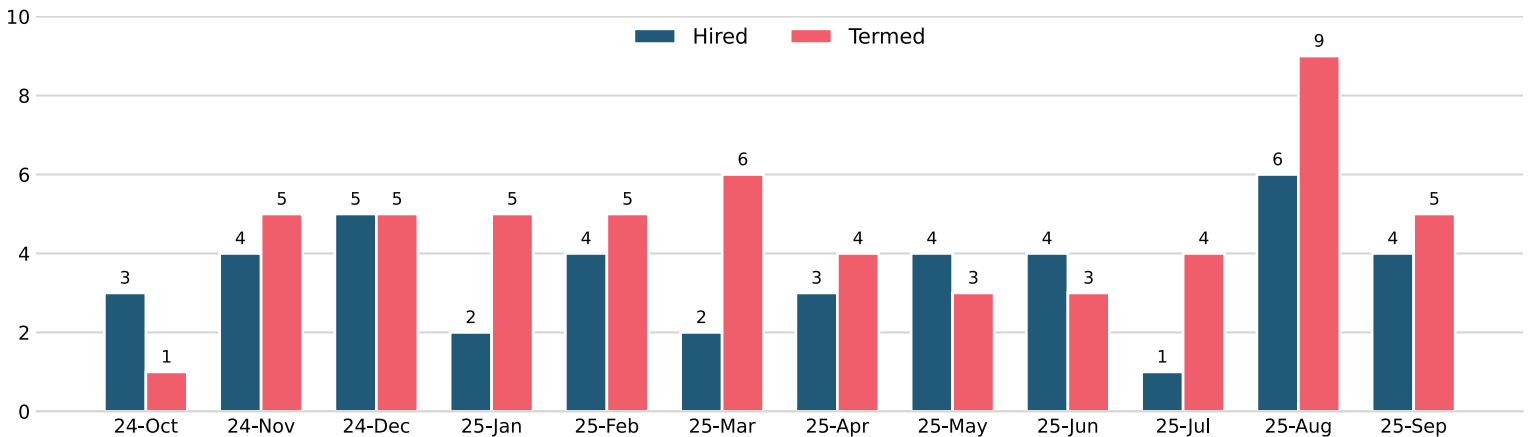


Human Resources

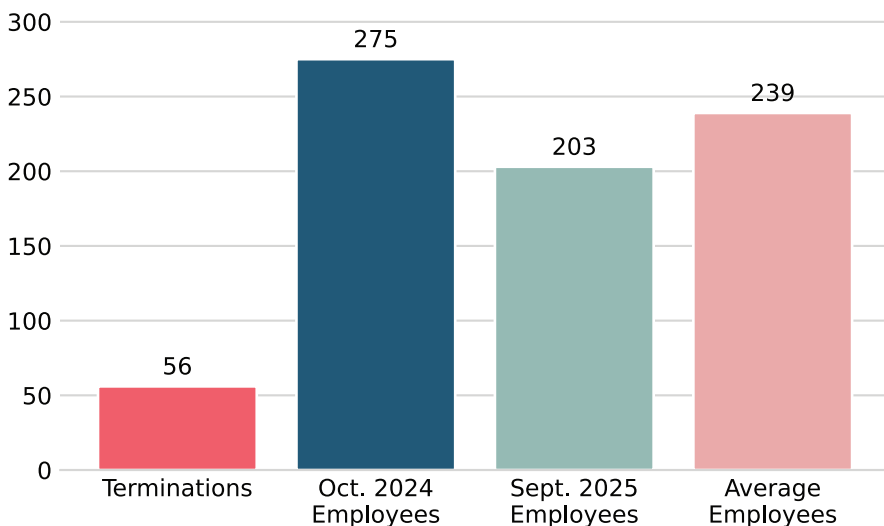
Tracking staff longevity, annual turnover, and retention rates helps us identify staffing trends and workforce stability across each of our Wellvance locations. These insights allow us to adjust hiring strategies and improve team consistency, ultimately enhancing the quality of behavioral health services for the individuals we proudly serve.



2025 Human Resources Dashboard; Hiring vs. Terminations by Month



2025 Turnover Snapshot



Turnover Rate
23.43%

Building Value Through Integration

Community Outreach: Bringing Mental Health Into Everyday Spaces

This year, we focused on showing up where our neighbors already gather—festivals, schools, health fairs, and libraries—to make conversations about mental health easier and more natural. During Mental Health Awareness Month - May 2025, Wellvance hosted 8 events throughout the three counties, helping us reach residents of all ages and deepen community understanding.

Youth engagement remained a priority. By supporting school staff and participating in student centered events, we helped normalize conversations about stress, safety, and emotional wellbeing. We also strengthened relationships with healthcare partners, improving early recognition of mental health needs and quicker connection to care.

A few of the events included: National Night Out at Prescott Library, COOR Senior Graduation Day Event, Sterling Area Health Center Fair, WB Business Expo and Job Fair, Iosco County Family Fun Fair, Iosco County Non-Profit Round Table - Volunteer Appreciation Day, Summer Youth Group at Richardson Elementary, Teen Thrive group at The Collective, Wellfest, 3rd Annual Iosco Substance Free Coalition Street Dance, Unhoused Event with Alcona Health Center, Iosco County Community Connect, Ogemaw GAP group, and Ogemaw County Fair.

Through ongoing storytelling, we elevated voices of lived experience and reinforced a shared message: mental health belongs in every community space, and everyone deserves to feel supported, informed, and connected.

Iosco County EMS Partnership: Improving Emergency Support for Residents With Disabilities

This year, our partnership with Iosco County EMS strengthened how our region supports residents with disabilities during emergencies. A new countywide database now helps first responders quickly understand key needs—such as communication preferences, mobility considerations, and sensory sensitivities—allowing for safer, more informed care from the very first moment a crisis may occur.

To further enhance readiness, EMS staff completed Carter Kits training, gaining practical strategies for supporting individuals with developmental disabilities, autism, or sensory challenges. Every EMS unit is now equipped with a Carter Kits bag, providing sensory friendly tools and communication aids that help reduce fear, improve interaction, and stabilize difficult situations. Since the inception of the program in 2022 through the end of FY 2025, Wellvance has trained various school personnel, treatment providers, and first responders and distributed 285 kits throughout the catchment area.

Together, the database and Carter Kits are creating a more compassionate, person centered emergency response system. We're proud to support this work, which ensures residents with unique needs receive care that is safe, respectful, and accessible.

Embedding Behavioral Health Expertise in County Dispatch

This year, Wellvance made a major stride in improving real time response to behavioral health crises by embedding a dedicated behavioral health crisis worker directly in the county's central dispatch center. This on site expertise helps dispatchers and first responders quickly determine whether a call involves a behavioral health concern or a safety issue.

From the start, the impact has been clear. A Wellvance crisis worker, who has 23 years in law enforcement, 8 years in the military, 6 years of experience as a private investigator, 6 years as a US marshal contractor, 4 years as an EMT, 2 years as a bailiff, and holds a Master of Criminal Justice Degree, provided real time

Building Value Through Integration Continued

consultation on de escalation, risk assessment, and appropriate care pathways, ensuring individuals in distress were met with support rather than force and connected them to timely services.

During the pilot program in 2024, the crisis worker assisted with a total of 257 calls in Iosco County, and 275 calls in Ogemaw County. In 2025, assistance was provided to 241 calls in Iosco County, and 297 calls in Ogemaw County.

The presence of behavioral health expertise at dispatch has strengthened responder confidence and improved on scene safety, reducing emergency detentions and increasing opportunities for voluntary engagement. This model has been especially helpful for residents who are medically fragile or vulnerable to being misunderstood in high stress situations.

As this collaborative approach grows, Wellvance remains committed to expanding training, deepening the partnership, and ensuring every resident in crisis receives compassionate, well informed care from the very first point of contact.

Partnering With Schools to Address Social Media-Related Addictions

School leaders across the region are increasingly concerned about how social media impacts student mental health, attention, and addictive behaviors. In response, Wellvance deepened its partnership with local schools to bring prevention focused education to students, families, and staff.

Using Opioid Settlement Funds, we purchased ten showings of the documentary *Screenagers*, which explores how digital habits shape adolescent wellbeing. These screenings will be offered in every local school over the coming year, ensuring shared understanding around healthy technology use.

Each showing includes resource materials, discussion guides, and follow up support to help families and educators continue conversations beyond the film. This initiative strengthens early intervention efforts and equips young people with tools to navigate the pressures of a digital world.



wellvance
Empowering Wellness, Advancing Potential

Get In Touch

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Mio

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More Info



24/7 Crisis & After Hours Line: 1-844-865-5569

Access Team: 1-844-225-8131

Customer Service: 1-844-841-5627

TTY: Michigan Relay Service at 7-1-1

Life Threatening Emergency: 911

Suicide & Crisis Lifeline 24/7: Call or Text 988

