



## GOVERNANCE

**Maribeth Leonard, Chief Executive Officer**  
(517) 789-1208  
[maribeth.leonard@lifewaysmi.org](mailto:maribeth.leonard@lifewaysmi.org)

**Shannan Clevenger, Chief Operating Officer**  
(517) 796-4574  
[shannan.clevenger@lifewaysmi.org](mailto:shannan.clevenger@lifewaysmi.org)

**Karen Cascaddan, Special Assistant to the CEO**  
(517) 796-4501  
[karen.cascaddan@lifewaysmi.org](mailto:karen.cascaddan@lifewaysmi.org)

**Latrelle Burk, Executive Coordinator**  
(517) 796-4545  
[latrelle.burk@lifewaysmi.org](mailto:latrelle.burk@lifewaysmi.org)

**Tenicia Hoaglin, Executive Coordinator**  
(517) 796-4538  
[tenicia.hoaglin@lifewaysmi.org](mailto:tenicia.hoaglin@lifewaysmi.org)

**Jon Johnston, Executive Director, Governance**  
(517) 789-1221  
[jon.johnston@lifewaysmi.org](mailto:jon.johnston@lifewaysmi.org)

**Faylawnda Truman, Admin Temp**  
(517) 789-1285  
[faylawnda.truman@lifewaysmi.org](mailto:faylawnda.truman@lifewaysmi.org)

## CENTRAL MICHIGAN 211

**Melissa Ladd Patnode, Supervisor**  
(517) 789-1223  
[melissa.ladd-patnode@lifewaysmi.org](mailto:melissa.ladd-patnode@lifewaysmi.org)

**Email Blast Request:**  
[emailblast211@lifewaysmi.org](mailto:emailblast211@lifewaysmi.org)

**Phone:** dial 2-1-1 or (866) 561-2500

**Text:** Text your zip code to 898-211

**Online Database:** [CentralMichigan211.org](http://CentralMichigan211.org)

## CONTRACTS MANAGEMENT

**See: Contracts/Procurement and/or  
Network Performance**

## CONTRACTS/PROCUREMENT

**Shannan Clevenger, COO**  
(517) 796-4574  
[shannan.clevenger@lifewaysmi.org](mailto:shannan.clevenger@lifewaysmi.org)

**Matt Owens, Supervisor**  
(517) 789-1273  
[matt.owens@lifewaysmi.org](mailto:matt.owens@lifewaysmi.org)

**Belle Black, Administrative Assistant**  
(517) 780-3387  
[belle.black@lifewaysmi.org](mailto:belle.black@lifewaysmi.org)

**Casie Schirer, Paralegal**  
(517) 796-4509  
Fax: (517) 796-4532  
[casie.schirer@lifewaysmi.org](mailto:casie.schirer@lifewaysmi.org)

**Andrew Murphy, Provider Analyst**  
(517) 789-2487  
[andrew.murphy@lifewaysmi.org](mailto:andrew.murphy@lifewaysmi.org)

**Stephanie Justice  
Self-Directed Services Analyst**  
(517) 796-4502  
[stephanie.justice@lifewaysmi.org](mailto:stephanie.justice@lifewaysmi.org)

## CORPORATE COMPLIANCE

**Ken Berger,  
Compliance & HIPAA Privacy Officer**  
Office: (517) 796-4526 | Cell: (517) 499-6023  
[ken.berger@lifewaysmi.org](mailto:ken.berger@lifewaysmi.org)

**Emily Purdey, Assistant Compliance Officer**  
Office: (517) 789-1264 | Cell: (517) 888-4829  
[emily.purdey@lifewaysmi.org](mailto:emily.purdey@lifewaysmi.org)

**Brenda Lewis, Corporate Compliance Specialist**  
(517) 789-1212  
[brenda.lewis@lifewaysmi.org](mailto:brenda.lewis@lifewaysmi.org)

**Duaine Justice, Corporate Compliance Specialist**  
(517) 789-1219  
[duaine.justice@lifewaysmi.org](mailto:duaine.justice@lifewaysmi.org)

**Ashton Dixon  
Provisional Medical Records Specialist**  
(517) 780-3378  
[ashton.dixon@lifewaysmi.org](mailto:ashton.dixon@lifewaysmi.org)

**Whistleblower Hotline:**  
(517) 789-2485 | Fax: (517) 796-4515





## CLINICAL SERVICES

**Cassandra Watson, Executive Director,  
Clinical Services**  
(517) 789-1288 | (517) 513-1490  
[cassandra.watson@lifewaysmi.org](mailto:cassandra.watson@lifewaysmi.org)

**Amy Cosgrove-Evens, Director  
Clinic-Based Services**  
(517) 796-4500  
[amy.cosgrove-evens@lifewaysmi.org](mailto:amy.cosgrove-evens@lifewaysmi.org)

**Director, Community-Based Services, Vacant**

**Case Management  
Ryan Broughton, Supervisor  
Case Management Child Services**  
(517) 380-3393  
[ryan.broughton@lifewaysmi.org](mailto:ryan.broughton@lifewaysmi.org)

**Shirley Wilson, Supervisor  
Case Management Adult Services**  
(517) 612-9668  
[shirley.wilson@lifewaysmi.org](mailto:shirley.wilson@lifewaysmi.org)

**Katelynn Miller, Supervisor  
Outpatient Therapy – Mental Health**  
(517) 780-3373  
[katelynn.miller@lifewaysmi.org](mailto:katelynn.miller@lifewaysmi.org)

**SUD and Forensic Services Supervisor, Vacant**

**Jessica Bammer, Supervisor  
Integrated Health Services Clinic**  
(517) 888-3596  
[jessica.bammer@lifewaysmi.org](mailto:jessica.bammer@lifewaysmi.org)

**Community Health & Wellness Supervisor, Vacant**

**OBRA  
Linda Belcher, OBRA Supervisor**  
(517) 745-1487  
[linda.belcher@lifewaysmi.org](mailto:linda.belcher@lifewaysmi.org)

**Access & Crisis Services  
David Lowe, Executive Director**  
(517) 782-1298  
[david.lowe@lifewaysmi.org](mailto:david.lowe@lifewaysmi.org)

**Access Services  
Jessica Tucelli, Director, Access Services**  
(517) 789-1203  
[jessica.tucelli@lifewaysmi.org](mailto:jessica.tucelli@lifewaysmi.org)

**Laura Smith, Supervisor, Access Services**  
(517) 780-3372  
[laura.smith@lifewaysmi.org](mailto:laura.smith@lifewaysmi.org)

**Taylor Owens, Supervisor, Engagement Team**  
(517) 789-2482  
[taylor.owens@lifewaysmi.org](mailto:taylor.owens@lifewaysmi.org)

**Rachel Butler, Referral Coordinator**  
(517) 796-4585  
[rachel.butler@lifewaysmi.org](mailto:rachel.butler@lifewaysmi.org)

**Special Programs  
Randy Evans**  
(517) 262-6897  
[randy.evans@lifewaysmi.org](mailto:randy.evans@lifewaysmi.org)

**Autism Testing Referrals  
Tenicia Hoaglin, Executive Coordinator**  
(517) 796-4538  
Fax: (517) 780-3351  
[tenicia.hoaglin@lifewaysmi.org](mailto:tenicia.hoaglin@lifewaysmi.org)

**Crisis Services**

**Tricia Bortell, Supervisor, Crisis Residential Unit**  
(517) 789-5737  
[tricia.bortell@lifewaysmi.org](mailto:tricia.bortell@lifewaysmi.org)

**Fred Delos Santos, Supervisor, Crisis Services**  
(517) 780-3390  
[fred.delossantos@lifewaysmi.org](mailto:fred.delossantos@lifewaysmi.org)

**Nikki Winans, Supervisor, Crisis Services**  
(517) 789-1261  
[nikki.winans@lifewaysmi.org](mailto:nikki.winans@lifewaysmi.org)

**Monica Jaworski  
Supervisor, Crisis Services (Nighttime)**  
(517) 796-4511  
[monica.jaworski@lifewaysmi.org](mailto:monica.jaworski@lifewaysmi.org)

**Aaron Friese  
Supervisor, Crisis Services (Nighttime)**  
(517) 315-7142  
[aaron.friese@lifewaysmi.org](mailto:aaron.friese@lifewaysmi.org)



## CLINICAL SERVICES (CONT.)

---

### Acute Services Team

#### Briana Kast, Acute Services Clinician

(517) 581-3251

[briana.kast@lifewaysmi.org](mailto:briana.kast@lifewaysmi.org)

### In-County Hospitals and Courts

#### Karen Schmitt

(517) 789-1287

[karen.schmitt@lifewaysmi.org](mailto:karen.schmitt@lifewaysmi.org)

### Out of County Hospitals and Courts

#### Joann Przano

(517) 796-4578

[joann.przano@lifewaysmi.org](mailto:joann.przano@lifewaysmi.org)

## COMMUNICATIONS

---

#### Chad Surque, Director, Communications

(517) 206-2225

[chad.surque@lifewaysmi.org](mailto:chad.surque@lifewaysmi.org)

#### Chelsea Oliver, Public Relations Strategist

(517) 780-3309

[chelsea.oliver@lifewaysmi.org](mailto:chelsea.oliver@lifewaysmi.org)

#### Christina Crouch, Public Relations Strategist

(517) 796-4533

[christina.crouch@lifewaysmi.org](mailto:christina.crouch@lifewaysmi.org)

#### Susan Wood, Communications Coordinator

(517) 789-5731

[susan.wood@lifewaysmi.org](mailto:susan.wood@lifewaysmi.org)

## COMMUNITY HEALTH & WELLNESS

---

### Supervisor, Community Health & Wellness

Vacant

## CUSTOMER SERVICES

---

#### Carly Coxon, Supervisor

(517) 789-1224

[carly.coxon@lifewaysmi.org](mailto:carly.coxon@lifewaysmi.org)

## NETWORK PERFORMANCE

---

#### Philip Hoffman, Supervisor, Network Performance

(517) 796-4541

[philip.hoffman@lifewaysmi.org](mailto:philip.hoffman@lifewaysmi.org)

#### Rick Van Wagoner,

#### Provider Liaison, Community-Based Services:

#### Residential, CLS, Employment, Respite Liaison

(517) 780-3315

[rick.vanwagoner@lifewaysmi.org](mailto:rick.vanwagoner@lifewaysmi.org)

#### Bobby Coleman,

#### Provider Liaison, Professional Services:

#### Primary Case Holder, ABA, Inpatient Liaison

(517) 789-1299

[bobby.coleman@lifewaysmi.org](mailto:bobby.coleman@lifewaysmi.org)

#### Kari Chesher, Provider Liaison

(517) 780-2498

[kari.chesher@lifewaysmi.org](mailto:kari.chesher@lifewaysmi.org)



## QUALITY MANAGEMENT

**Josh Williams, Executive Director, Quality Management**  
(517) 796-4524  
[joshua.williams@lifewaysmi.org](mailto:joshua.williams@lifewaysmi.org)

**Cindy Keyes, Quality Improvement Specialist I**  
(517) 789-1232  
[cindy.keyes@lifewaysmi.org](mailto:cindy.keyes@lifewaysmi.org)

**Jennifer Wireman, Quality Improvement Specialist I**  
(517) 768-1268  
[jennifer.wireman@lifewaysmi.org](mailto:jennifer.wireman@lifewaysmi.org)

**Holly Jenkins, Quality Improvement Specialist II**  
(517) 789-1236  
[holly.paige@lifewaysmi.org](mailto:holly.paige@lifewaysmi.org)

**Clinical Training**  
**Denae Tracy, Supervisor**  
(517) 581-5156  
[denae.tracy@lifewaysmi.org](mailto:denae.tracy@lifewaysmi.org)

**Electronic Medical Records (EMR) Electronic Medical Records Systems**  
LEO Help Desk Phone Number  
(517) 780-3330

**Conner Gibbons, EMR Systems Analyst**  
(517) 796-4594  
[conner.gibbons@lifewaysmi.org](mailto:conner.gibbons@lifewaysmi.org)

## RECIPIENT RIGHTS

**Ashlee Griffes, Recipient Rights Officer**  
(517) 796-4516  
[ashlee.griffes@lifewaysmi.org](mailto:ashlee.griffes@lifewaysmi.org)

**Jessica Kyser, Recipient Rights Specialist**  
(517) 789-1231  
[jessica.kyser@lifewaysmi.org](mailto:jessica.kyser@lifewaysmi.org)

**LaShanda Walker, Recipient Rights Specialist**  
(517) 796-4527  
[lashanda.walker@lifewaysmi.org](mailto:lashanda.walker@lifewaysmi.org)

**Rachel Henry, Recipient Rights Specialist**  
(517) 780-3325  
[rachel.henry@lifewaysmi.org](mailto:rachel.henry@lifewaysmi.org)

**Audra Hornbeck, Coordinator**  
(517) 789-1237  
[audra.hornbeck@lifewaysmi.org](mailto:audra.hornbeck@lifewaysmi.org)

## UTILIZATION MANAGEMENT

### Contact Information

We request that staff consult with their supervisors on technical or procedural questions and then the supervisor contact UM if needed. Please communicate protected health info only via LEO.

**Jennifer Fitch, Director Utilization Management**  
(517) 780-3396  
[jennifer.fitch@lifewaysmi.org](mailto:jennifer.fitch@lifewaysmi.org)

**Kelly Burnett, Utilization Manager Adult SMI and DD/IDD Population**  
(517) 262-1010  
[kelly.burnett@lifewaysmi.org](mailto:kelly.burnett@lifewaysmi.org)

**Aimee Williams Residential Utilization Manager**  
(517) 780-3360  
[aimee.williams@lifewaysmi.org](mailto:aimee.williams@lifewaysmi.org)

**Utilization Management Fax**  
(517) 789-1282

**Secure Encrypted Email**  
[utilization@lifewaysmi.org](mailto:utilization@lifewaysmi.org)