



GOVERNANCE

Maribeth Leonard, Chief Executive Officer
(517) 789-1208
maribeth.leonard@lifewaysmi.org

Shannan Clevenger, Chief Operating Officer
(517) 796-4574
shannan.clevenger@lifewaysmi.org

Latrell Burk, Executive Coordinator to the CEO
(517) 796-4545
latrelle.burk@lifewaysmi.org

Tenicia Hoaglin, Executive Coordinator to the COO
(517) 796-4538
tenicia.hoaglin@lifewaysmi.org

**Jon Johnston, Executive Director
Administrative Services**
(517) 789-1221
jon.johnston@lifewaysmi.org

Faylawnda Truman, Administrative Liaison
(517) 789-1285
faylawnda.truman@lifewaysmi.org

Tee Smith, Administrative Liaison
(517) 789-1285
teresa.smith@lifewaysmi.org

CONTRACTS/PROCUREMENT

Matt Owens, Supervisor
(517) 789-1273
matt.owens@lifewaysmi.org

Belle Black, Administrative Assistant
(517) 780-3387
belle.black@lifewaysmi.org

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

Andrew Murphy, Provider Analyst
(517) 789-2487
andrew.murphy@lifewaysmi.org

Stephanie Justice, Self-Directed Services Analyst
(517) 796-4502
stephanie.justice@lifewaysmi.org

CORPORATE COMPLIANCE

Ken Berger, Compliance & HIPAA Privacy Officer
(517) 796-4526 | (517) 499-6023
ken.berger@lifewaysmi.org

Kelly Zantop, Assistant Compliance Officer
(517) 789-1264 | (517) 499-8656
kelly.zantop@lifewaysmi.org

Brenda Lewis, Corporate Compliance Specialist
(517) 789-1212
brenda.lewis@lifewaysmi.org

Duaine Justice, Corporate Compliance Specialist
(517) 789-1219
duaine.justice@lifewaysmi.org

Ashton Dixon, Provisional Medical Records Specialist I
(517) 780-3378
ashton.dixon@lifewaysmi.org

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

RECIPIENT RIGHTS

Ashlee Griffes, Recipient Rights Officer
(517) 796-4516
ashlee.griffes@lifewaysmi.org

Ashley DuFore, Recipient Rights Specialist
(517) 789-1231
ashley.dufore@lifewaysmi.org

LaShanda Walker, Recipient Rights Specialist
(517) 796-4527
lashanda.walker@lifewaysmi.org

Rachel Henry, Recipient Rights Specialist
(517) 780-3325
rachel.henry@lifewaysmi.org

Audra Hornbeck, Coordinator
(517) 789-1237
audra.hornbeck@lifewaysmi.org



CLINICAL SERVICES

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

**Amy Cosgrove-Evens, Director
Clinical-Based Services**
(517) 796-4500
amy.cosgrove-evens@lifewaysmi.org

**Emily Morrison, Director
Community-Based Services**
(517) 439-2603
emily.morrison@lifewaysmi.org

Supervisor, Integrated Health
Vacant

Terra Chall, Supervisor, Case Management
(517) 780-3339
terra.chall@lifewaysmi.org

**Andrea Bricker, Supervisor
Community-Based Services**
(517) 439-2601
andrea.bricker@lifewaysmi.org

Stephanie Lyerla, Supervisor, Case Management
(517) 780-3393
stephanie.lyerla@lifewaysmi.org

Shirley Wilson, Supervisor, Forensic Services
(517) 612-9668
shirley.wilson@lifewaysmi.org

Jessica Hendricks, Supervisor, Outpatient Services
(517) 780-3337
jessica.hendricks@lifewaysmi.org

Katelynn Miller, Supervisor, Outpatient Services
(517) 780-3373
katelynn.miller@lifewaysmi.org

Abby Bennett, Supervisor, Community Health & Wellness
(517) 780-3398
abby.bennett@lifewaysmi.org

OBRA
Linda Belcher, OBRA Supervisor
(517) 745-1487
linda.belcher@lifewaysmi.org

Special Programs
Randy Evans
(517) 262-6897
randy.evans@lifewaysmi.org

Autism Testing Referrals
Tenicia Hoaglin, Executive Coordinator to the COO
(517) 796-4538
Fax: (517) 780-3351
tenicia.hoaglin@lifewaysmi.org

ACCESS & CRISIS SERVICES

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

Jessica Tucelli, Director, Access Services
(517) 789-1203
jessica.tucelli@lifewaysmi.org

Laura Smith, Supervisor, Access Services
(517) 780-3372
laura.smith@lifewaysmi.org

Taylor Owens, Supervisor, Engagement Team
(517) 789-2482
taylor.owens@lifewaysmi.org

Rachel Butler, Referral Coordinator
(517) 796-4585
rachel.butler@lifewaysmi.org

Clarissa Winters, AOT Monitor
(517) 513-7496
clarissa.winters@lifewaysmi.org

Central Michigan 2-1-1
Evelyn Mercer, Supervisor, 2-1-1 Program
(517) 789-1223
evelyn.mercer@lifewaysmi.org

Email Blast Request
emailblast211@lifewaysmi.org
Dial 2-1-1 or (866) 561-2500
Text your zip code to 898-211
CentralMichigan211.org



ACCESS & CRISIS SERVICES CONT.

Crisis Services

Fred Delos Santos, Director, Crisis Services
(517) 780-3390
fred.delossantos@lifewaysmi.org

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

Supervisor, Crisis Services
Vacant

Supervisor, Crisis Services (Nighttime)
Vacant

Aaron Friese, Supervisor, Crisis Services (Nighttime)
(517) 315-7142
aaron.friese@lifewaysmi.org

Briana Kast, Supervisor, Crisis Services
(517) 581-3251
briana.kast@lifewaysmi.org

In-County Hospitals

Karen Schmitt
(517) 789-1287
karen.schmitt@lifewaysmi.org

Out-of-County Hospitals

Joann Przano
(517) 796-4578
joann.przano@lifewaysmi.org

COMMUNITY RELATIONS

Chad Surque, Director, Community Relations
(517) 206-2225
chad.surque@lifewaysmi.org

Chelsea Oliver, Public Relations Strategist, Media Liaison
(517) 395-8354
chelsea.oliver@lifewaysmi.org

Christina Crouch, Public Relations Strategist
(517) 796-4533
christina.crouch@lifewaysmi.org

Susan Wood, Communications Coordinator
(517) 789-5731
susan.wood@lifewaysmi.org

Customer Services

Samantha Tylutki, Team Lead
(517) 780-3300 ext. 2811
samantha.tylutki@lifewaysmi.org

Mik Chall, Customer Service Specialist
(517) 796-4599
mik.chall@lifewaysmi.org

Carley Cruz, Centralized Scheduler
(517) 780-3300 ext. 2831
carley.cruz@lifewaysmi.org

NETWORK PERFORMANCE

Philip Hoffman, Supervisor, Network Performance
Inpatient Liaison, Ancillary Providers
(517) 796-4541
philip.hoffman@lifewaysmi.org

Rick Van Wagoner, Provider Liaison
Community-Based Services: Residential, CLS,
Employment, Respite Liaison
(517) 780-3315
rick.vanwagoner@lifewaysmi.org

Nina Huver, Provider Liaison
Primary Case Holder, ABA
(517) 888-4911
nina.huver@lifewaysmi.org



QUALITY MANAGEMENT

Executive Director, Quality Management

Vacant

Contact Shannan Clevenger, COO

(517) 796-4574

shannan.clevenger@lifewaysmi.org

Connie Murray

Administrative Assistant, Quality Management

(517) 789-1222

connie.murray@lifewaysmi.org

Emily Walz, Director, Quality Management

(517) 789-5726

emily.walz@lifewaysmi.org

Zemirah DeVoe, Quality Improvement Specialist I

(517) 250-7440

zemirah.devoe@lifewaysmi.org

Jennifer Wireman, Quality Improvement Specialist I

(517) 768-1268

jennifer.wireman@lifewaysmi.org

Holly Jenkins, Quality Improvement Specialist II

(517) 789-1236

holly.jenkins@lifewaysmi.org

Utilization Management

Jennifer Fitch, Director

(517) 780-3396

jennifer.fitch@lifewaysmi.org

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.

Utilization Management Fax

(517) 439-1240

Secure Encrypted Email

utilization@lifewaysmi.org

Chris Apostoleris, Utilization Manager

Youth SED & I/DD Population

SEDW and CWP Coordinator, Discharge Summary

Reviewer

(517) 315-3623

chris.apostoleris@lifewaysmi.org

Kelly Burnett, Utilization Manager

Adult SMI and DD/IDD Population, Self-Directed Adult Services

(517) 262-1010

kelly.burnett@lifewaysmi.org

Aimee Williams, Utilization Manager

Specialized Residential, COFR

(517) 780-3360

aimee.williams@lifewaysmi.org

Misty Sines, Quality Management Data Coordinator

1915i Referrals, MI-Choice Waiver/

THOME PACE Coordinator

(517) 780-3353

misty.sines@lifewaysmi.org

Clinical Training

Denae Tracy, Supervisor, Clinical Training

(517) 581-5156

denae.tracy@lifewaysmi.org

Electronic Medical Records (EMR)

LEO Help Desk Phone Number

(517) 780-3330

Conner Gibbons, EMR Systems Administrator

(517) 796-4594

conner.gibbons@lifewaysmi.org

Carol Gilbert, EMR Systems Analyst

(517) 789-1274

carol.gilbert@lifewaysmi.org

Donald Wirt, EMR System Analyst

(517) 789-1202

don.wirt@lifewaysmi.org