

Great Lakes Recovery Centers

BEHAVIORAL HEALTH SERVICES

*HOPE & HEALING
BEGIN HERE...*



**ANNUAL REPORT
2012-2013**



Great Lakes Recovery Centers

MISSION

We empower people to improve their lives by offering comprehensive, personalized recovery services.

VISION

Our vision is to be the industry leader in providing behavioral health and community based services in the Great Lakes region as recognized by our consumers and partners.

Great Lakes Recovery Centers Board of Directors

OFFICERS

Ray Amtmann, President
Rob Jamros, Vice President
Pete Meyer, Treasurer
Richard Graybill, Secretary

TRUSTEES

Frank Bailey
Melody Beres
Jim Clark
Andy Griffin
Jacki Lykins
Gordon Warchock
Larry Ziomkowski

A CHANGING ENVIRONMENT OF CARE

Greg Toutant, Executive Director

One of the many strengths of the system of care at GLRC has been our ability to adapt and change without losing sight of our mission of serving those in need. This past year has seen our system adapt and change to better prepare ourselves for the future of behavioral health care.

We have worked this past year with the USDA-Rural Development office in addressing long standing facility needs that will allow for structural and environmental improvements in residential programs in both Sault Ste. Marie and Marquette. We were able to use portions of our \$2.9 Million in financing through the USDA to acquire two facilities from Bell Hospital, the former Woodland Assisted Living center in Negaunee and the former Tobin Medical Center in Ishpeming. The transition of our youth residential treatment program into a new setting will allow for a more customized and intimate environment allowing for expanded capacity and new service development. Our administrative offices will be moving into the former Tobin clinic building that currently is home to our Ishpeming Outpatient office. Having the ability to adapt and change the environments that we work in will be a great addition to our service system.

Our adaptability will also be a key factor in how we adjust to a changing service delivery system in Michigan. The State of Michigan is undergoing some unprecedented changes to their funding structures, as the Coordinating Agency system that addiction treatment has been working under since the 1970's will cease operations and transition into current Pre-paid Inpatient Health Plans (PIHP).

The PIHP structures in the state will be consolidated into only 10 regions. Additionally, Medicaid expansion takes hold April of 2014 and federal and state healthcare exchanges begin operating Jan 1 of 2014. With the amount and scope of these changes, clients and service providers will be adjusting to new benefit structures, access management systems, and new guidelines. Our ability to assist our clients with navigating these changing systems will be a focus of ensuring that no one is lost in these transitions. The State of Michigan has indicated that more consumers will be eligible for services in light of these changes and we hope that will be the case.

As we continue to prepare for changes within our industry, GLRC has been working this past year on the development of a partnership for the delivery of Ambulatory Detox services out of our adult residential program in Marquette. We have also worked with the Department of Veterans Affairs for expanded access to transitional and emergency services within our residential programs to provide veterans with increased access to behavioral healthcare. We have continued our partnership with the Federally Qualified Healthcare Center as well as participating in key advocacy work with the Governor's Mental Health and Wellness Commission focusing on key issues surrounding how mental health and addiction services are delivered in the state. We continue to try to meet the changing needs of our stakeholders and clients while also advocating for making our overall system of care a better one.

Our commitment to quality care for

our clients and their families continue to be at the heart of what we do and as we continue to adapt to the changes surrounding us, our mission will guide us through the changing landscape. Recovery from addiction and mental health issues, and the stressors that are caused by such conditions, continue to be the cornerstone for our service system. The creation of the GLRC Foundation was a vehicle to assist in providing additional resources, attention, and voices to the vital work of recovery in our communities. The efforts of the GLRC Foundation has provided additional funding for our client hardship fund as well as providing the framework for meeting program and client unmet needs. In 2014 the GLRC Foundation will play an ever increasing role in helping to meet the unmet needs of many in our system.

Our mission and work is as vital and important as it ever has been and together with our partners, stakeholders, staff, board of directors, and clients we continue to push our mission forward and to ensure that the services we provide are done with dignity, hope, and respect. No matter what change we encounter, it will be met with our guiding principles of dignity, hope, and respect for those we are so



USDA RURAL DEVELOPMENT FUNDS To Expand Services in Marquette County and Beyond

Great Lakes Recovery Centers, Inc. (GLRC) received a \$2.9 million in funding from the USDA Rural Development program. Recently, we closed a deal with Bell Hospital in Ishpeming to acquire both the Tobin Medical Building and the former Woodland Senior Living Community. This development will assist the agency in providing strategic improvements in facilities and operations and will have a positive impact on client care and the provision of behavioral health services offered in 11 communities in the UP.

“This expansion was years in the making and is part of GLRC's effort to respond to the increased need for treatment and services for substance abuse and mental health disorders in the UP,” said Greg Toutant, GLRC Executive Director. GLRC will relocate its Administrative office to Tobin building. Said Toutant, “Our Outpatient Services office in Ishpeming has been working within the building for several years, and it was a logical step for our billing, information technology, foundation, and the rest of our administrative structure to co-locate with the clinical staff that is already operating out of the site.”

The most significant change will be that of Youth Residential Services as they will move from the campus at 241 Wright Street in Marquette to the former Woodland Senior Living Community, near Bell Hospital's current Teal Lake Medical Facility in Negaunee. “On behalf of our clients, staff, and Board of Directors, we are very excited about this opportunity and very fortunate to have been able to work with Bell Hospital as well as the USDA Rural Development office for making this move possible.” This move will allow us to provide a more personalized and updated facility complete



Greg Perttula, CFO, Tami Seavoy, Attorney, Richard Graybill, Secretary, Greg Toutant, CEO and Jim Yoder, USDA

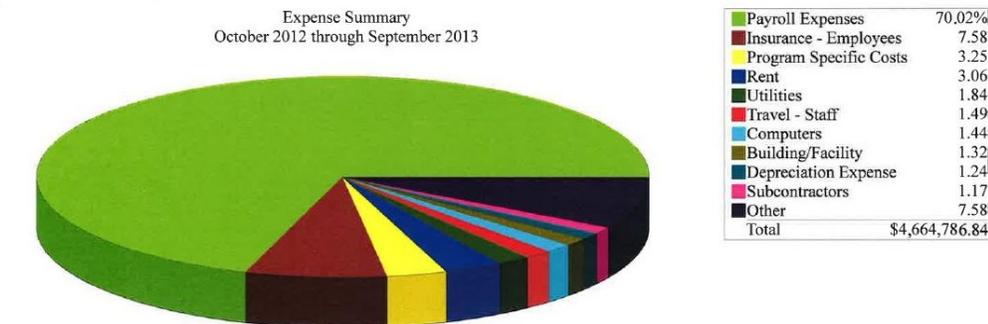
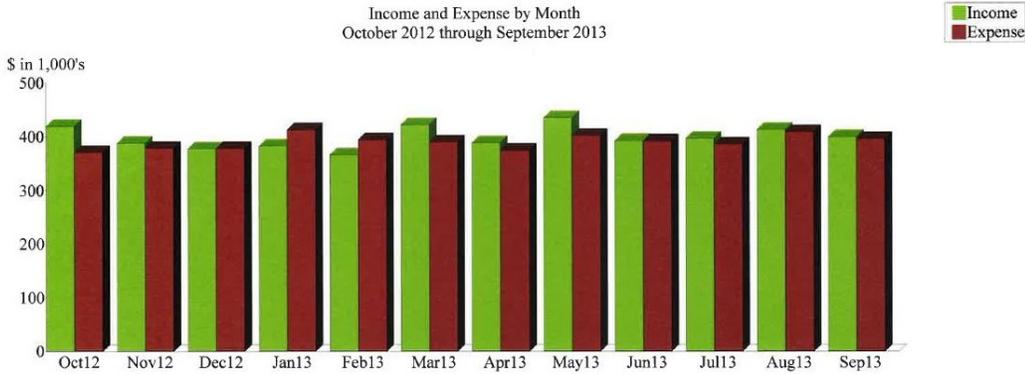
with renovated living quarters, educational space, group rooms, and therapeutic offerings unique to the field of adolescent care. “It is our hope that the community will support our efforts to create a place where our young clients will learn the tools that will give them the best possible chance of making lasting improvements in their lives,” remarked Toutant. The loan funds will assist in improvements that will be spread out throughout their residential operations in both Sault Ste. Marie and Marquette. “Our ability to locate the funding needed to make these improvements was driven by our need to better service our clients and keep pushing forward our mission of helping people recover and improve their lives.”



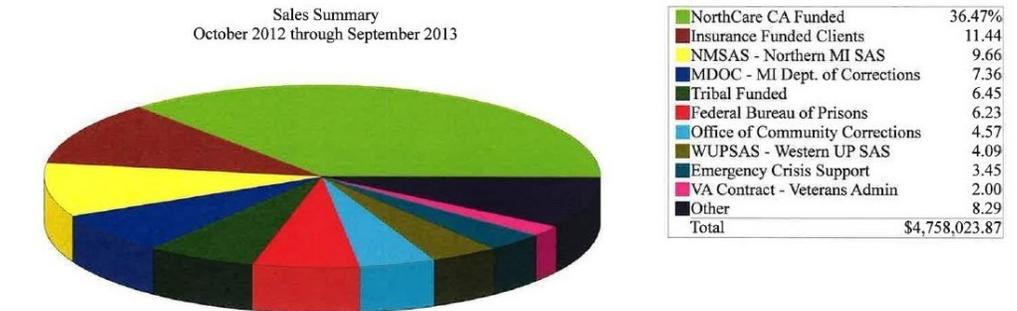
Woodland Building will be the new home to GLRC's Adolescent Treatment Services

*“My experience at Great Lakes
Recovery Centers was life
changing!”*

REVENUES & EXPENDITURES



By Account



By Item

NUMBER OF CLIENTS SERVED—RESIDENTIAL

<u>Facility</u>	<u>Number of Clients</u>	<u>Average Length of Stay</u>
Adult Residential Services-Marquette	261	30 days
Men's New Hope House-Sault Ste. Marie	121	35 days
Women's New Hope House-Sault Ste. Marie	153	36 days
Youth Services-Marquette	63	58 days

TOTAL RESIDENTIAL CLIENTS SERVED: 598

We Are Here To Help

NUMBER OF CLIENTS SERVED—OUTPATIENT

<u>Facility</u>	<u>Substance Abuse</u>	<u>Behavioral Health</u>	<u>Total Served</u>
Escanaba	77		77
Iron Mountain	252		252
Ironwood	76		76
Ishpeming	113	251	364
Manistique	85	7	92
Marquette	357	94	451
Menominee	76		76
Munising	46		46
Newberry	33		33
Sault Ste. Marie	173	8	181
St. Ignace	38		38
Intensive Maintenance Program-(Youth)	4		4
	10		10

TOTAL OUTPATIENT CLIENTS SERVED: 1700

TREATMENT COMPLETION STATISTICS



Adult Residential Services	69%
Men’s New Hope House	61%
Women’s New Hope House	60%
Youth Residential	40%

The above statistics are representational of true completion percentages from the residential programs. Unsuccessful completions can be summarized as a lack of funding to complete services, clients who have left against professional advice, and clients who have been discharged for program violations.

RACE

White	87%
American Indian (other than Alaska)	10%
Two or More Races	1%
Black or African American	1%
Other	1%

GENDER

Male	61.5%
Female	38.5%

PRIMARY DRUG OF CHOICE—TOP 5

ALCOHOL

Alcohol	45%
Opiates	26%
Cannabis	14%
Heroin	3%
Methamphetamines	3%

OPIATES

CANNABIS

HEROIN

METHAMPHETAMINES

PRIMARY DIAGNOSISES—TOP 5



Alcohol Abuse/Dependence	67%
Opiates Abuse / Dependence	47%
Mental Health Diagnosis	39%
Cannabis	34%
Amphetamines	12%



CLIENT SATISFACTION

As a result of receiving treatment services, clients reported the following:

99% of clients served liked the services they received from GLRC.

98% of clients reported that the location of services was convenient.

82% of clients reported no alcohol or drug usage in the last 30 days of contact..





PRISON SERVICES—Bob Swanson, Supervisor

GLRC prison-based services staff continue to provide The Reintegration Module in the eight Michigan Department of Correctional facilities located in Baraga, Kincheloe, Marquette, Munising, Marenisco, and Newberry. GLRC was awarded and has finished the first year of a new 3-year contract.

Number of Active Cohorts October 2012 – September 2013 Per Facility:

Alger Correctional Facility - 3

Baraga Correctional Facility - 5

Chippewa Correctional Facility – (13 total)

East - 5

West - 5

Pike - 4

Marquette Branch Prison – 6

Newberry Correctional Facility - 6

Ojibway Correctional Facility - 0

Kinross Correctional Facility - 5

K-Unit (KCF Level 1) - 4

*“GLRC showed me
that I’m a person
and that I
DESERVE to be
here.”*



PRISONER REENTRY SERVICES—Gary Matheny, Supervisor

Great Lakes Recovery Centers, Inc. has been involved with implementing the state wide MPRI / P.R. process in the Upper Peninsula since its inception in November of 2007. Public Safety, Creating Safer Neighborhoods and Better Citizens by assuring that returning former prisoners have direction and access to the tools necessary for successful re-integration in their communities has been the primary goals of the MPRI/PR.

2012 – 2013 has been year of many changes for Michigan Department of Corrections, MI Works (P.R. fiduciary) and Great Lakes Recovery Centers. There were 160 Parolees enrolled in Prisoner Reentry Services across eight Upper Peninsula Counties, (Chippewa, Mackinac, Luce, Alger, Marquette, Schoolcraft, Delta and Menomonee). Prisoner Reentry Resource Specialists provided services in the following four domains:

Residential Stability: Base Housing / Rental assistance (short term), Housing supplies.

Health/Behavioral Health: Cognitive Behavioral Programming, Batterers Intervention, Mental Health Assessment and counseling, Substance Abuse assessment and counseling referral, Sex Offender assessment and counseling referral.

Social Support: Clothing Assistance, Food/Hygiene, Private (gas cards) and Public Transportation, Identification and Telephone Assistance.

Employment Readiness: Temporary Work Assistance, where they can gain work experience and history, basic job skills, references and temporary employment. Supportive Services, where there is the possibility of special training, work related clothing and limited tools.

Of the 160 PR Parolees enrolled, 18 successfully completed and were released from their Parole, while 8 were returned to prison for parole violations, or new crimes, 9 were discharged from GLRC's Awards System due to either incarceration at local leaves, or having been referred to long term motivation

enhancement or substance abuse programming and 1 was transferred to a county outside of our Jurisdiction..

With the new fiscal year 2012 - 2013, the Michigan Department of Corrections (MDOC) had a newly appointed administration. Along with a new administration came a new name for MPRI, Prisoner Re-Entry, or PR. With the new over site, there were budget reductions and programming changes, but through it all we did not lose sight of PR's main Goal of *keeping our neighborhoods safe* by addressing the needs of returning former prisoners with navigating public programs and available PR resources to aid in gaining the tools necessary to find employment and become self sufficient, contributing community members.

Great Lakes Recovery Centers, Inc. continues to take pride in having been a major part of an ambitious, national recognized commitment to public safety that gives prisoners the tools they need to succeed in a process that begins when they enter prison and continues through parole and reintegration back into the community.

CRISIS INTERVENTION SERVICES

GLRC provides Inpatient/ Crisis Intervention Screening Services at sites located in the community. These sites include designated hospital emergency departments and medical floors. Both Marquette General Hospital and Bell Memorial Hospital.) These pre-admission or face-to-face crisis services are available 24 hours a day, seven days a week.

During regular office hours (8:00 A.M. to 5:00 P.M. Monday through Friday), staff are assigned to provide emergency service coverage to include both face-to-face crisis intervention and pre-

admission screening services. Evening, weekend, and holiday coverage is provided by staff assigned in a rotating staff schedule.

Consumers are evaluated face to face when by the nature of their presentation they are deemed to be in either urgent or emergent situations.

During the FY 2012 - 2013 GLRC Crisis Services Staff provided 519 Individual Crisis Assessments and with a Total of 1048 hours of Crisis Services being provided.

"I needed help and Great Lakes Recovery Centers was the answer to my prayers."

COMMUNITY AWARENESS & EVENTS

September was National Recovery Month and the GLRC Foundation participated by organizing, taking part in or sponsoring three major events. The Out of the Darkness – Marquette County Community walk the Al Quaal recreation area in Ishpeming was focused on raising funds for Suicide Prevention in Marquette County and for our partner the American Foundation for Suicide Prevention. The 6th Annual Great Lakes Race was a 10k run and 5k walk to raise funds and awareness for GLRC and the GLRC Foundation. The 1st Annual Red Earth Classic was a professional mountain biking race that GLRC sponsored and hosted in the parking lot of our facility in Ishpeming. In Newberry, the Peer Recovery Group

held a community BBQ to raise awareness for substance abuse services in their area. We also took part in the Fall Festival in Gwinn. All of these events achieved success this year and are slated to be even bigger next year!

Throughout the year, GLRC participates in various community events including the Marquette Holiday Parade, the Harbor Festival, the Upper Peninsula Non-profit conference, Lake Superior Community Partnership After-Hours events and many others. We do this as a way to network and to ensure that key members of our community are aware of GLRC and what we do.



GLRC FOUNDATION—Andy Chosa, Foundation Coordinator

The GLRC Foundation was established in 2011 as a component of GLRC that is responsible for marketing services, raising funds to support services and writing grants that expand and enhance services. Andy Chosa, GLRC Foundation Coordinator, was brought on full time in May of 2012 and charged with the oversight of these responsibilities.

In 2012-2013, the Foundation Committee saw some changes as members relocated or stepped down and new members came on board. Currently, the 6 member committee is in charge of providing oversight and guidance to Chosa and his two part time staffers, Tony Lenten and Kristin Arkens.

Once again, the Keweenaw Bay Indian Community was our largest grantor this year. They provided thousands of dollars in grants from their annual 2% Community Grants to provide such necessities as a new washer and dryer, upgraded technological infrastructure and supplies for Youth Residential programs like Art Therapy.

Other grantors include: the Ishpeming – Negaunee Rotary Club, The Marquette Coalition for Substance Abuse and Violence Prevention (MC²), the Marquette West Rotary Club, The Phyllis and Max Reynolds Foundation, the Marquette Area Zonta Club, the Michigan Campus Compact. Collectively, these organizations have contributed thousands of dollars to various GLRC programs. We thank them for their support and the hundreds of clients that they helped throughout the UP.

In the coming year, we hope to gain the support of the other Tribes in the UP community and to bring in some larger federal funding from the Substance Abuse and Mental Health Services Administration and others whose goals align with those of GLRC.

The GLRC website saw a number of updates this year, with information about our specialty programs being highlighted for the first time. We also added a Foundation page where we are now able to accept donations via online transactions. We added rotating testimonials, an Agency News section and an overall easier to navigate interface. Improvements for next year will include an upgraded Adolescent Services section and an Agency section (with access to job postings and applications, agency history and some of our organizational documents). Keep an eye on the site for updates!

Another of our major marketing pushes was the establishment of a new, toll-free number, 1-855-906-GLRC (4572). Right now, the number will bring callers to the administrative office. The Foundation and the GLRC-IT department have been working closely in order to create a streamlined experience for potential clients who call in via the toll-free number. The final product, to roll out next year, will be a system that will allow the person answering the toll-free line to transfer the call directly to any other GLRC office location.

We are able to take donations online through our website. Online contributions were light this year with more of our focus being on grant contributions and event sponsorships. However, we did receive a large influx of donations from the families of Stephen Stenfors and Laura Himes. Stephen and Laura were two young people who, unfortunately, passed away this year. Their families, in an act of courage and kindness, asked their friends and family members to make contributions to GLRC in memory of Stephen and Laura. Their generosity created a fund amounting to several thousand dollars.

In the coming year, we are going to establish a “Compassionate Care

Fund” (CCF) using these memorial contributions as a base. There are some clients that are not able to pay for their own treatment, they may not be covered by insurance or eligible for the public funding to the degree that they need. In order to remain financially solvent, GLRC has to discharge clients after a brief period if their care is not funded. Clinicians will drive the process of identifying clients who would benefit the most from access to the CCF and the GLRC Foundation will take charge of asking the community to support their neighbors' efforts to achieve a lifelong recovery.



Plum Creek Grant

IT SERVICES—David Kroll, IT Manager

It's been a good year moving forward with technology. Although we are still doing some minor tweaks to our Virtual Private Network (VPN) all of our offices are centrally connected to our Fileserver.

This allows us to keep agency files centrally located, and everyone has their own private document space on the server, which can be accessed from any agency computer. Data migration from locally stored files to storing files on the fileserver should take place starting next year.

Our VPN connection also allows us to push scan documents from some offices to other offices instead of faxing. The quality is much better, and it is actually quicker.

The official rollout for using the Fileserver and Push scanning from newer copiers trainings are coming in November and December of this year.

Our email host, Ironbay Computer and Design Inc. has delivered an email server upgrade. While the upgrade was a planned earlier in the year, hackers were attacking the email server at an alarming rate. The Email server upgrade helped with that, but it did take a few weeks to completely block the hackers. We are still working on setting up the server optimally, which should be done by the end of November.

Another project that is starting to rollout is our Voice over IP Phones (VOIP). Moving to a central VOIP phone system hosted by dstech out of Escanaba will allow us to call and transfer any call to any phone in the agency. Ishpeming Outpatient was just brought online, as a test site, and others will follow. Due to a contractual agreement with AT&T, it will take at least a year to get everyone online with VOIP.

All of these major projects, the VPN for fileserver and copier integration, VOIP



phones for the integration of one large phone system have been a long time coming. This is a very exciting time for GLRC with technology pressing forward to levels that we have needed for a long time.

Administrative Office
201 Rublein Street, Ste. A
Marquette, MI 49855
Phone: (906) 228-9699
Fax: (906) 228-0505
www.greatlakesrecovery.org

**We're here for you.
Treatment works!**

Residential Locations:

Marquette-Adolescents 12-17 (Co-Ed)
Marquette-Adults (Co-Ed)
Sault Ste. Marie-Adult Women & Infants
Sault Ste. Marie-Adult Men

Outpatient Services:

Escanaba	(906) 789-3528
Iron Mountain	(906) 774-2561
Ironwood	(906) 932-3481
Ishpeming	(906) 485-2347
Manistique	(906) 341-2244
Marquette	(906) 228-6545
Menominee	(906) 863-4153
Munising	(906) 553-6027
Newberry	(906) 293-1622
Sault Ste. Marie	(906) 632-9809
St. Ignace	(906) 643-0944

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