



Great Lakes Recovery Centers

BEHAVIORAL HEALTH SERVICES



Our mission is to **empower** recovery through hope and change.

CURRENT Board of Directors

Our **vision** is to help create healthier communities, one person at a time.

Ray Amtmann **Danny Dawidowski** **Jim Divine** **Richard Graybill**

Melody Beres Lindsey Butorac Andy Griffin Pete Hendrickson

Rob Jamros Mitch Leckelt Jacki Lykins Jenny Sides

Robyn Stille MyLynn Trulock Laurence Ziomkowski

 *president*

 *vice president*

 *treasurer*

 *secretary*

Great Lakes Recovery Centers, Inc. (GLRC) is a 501 (c)3 non-profit agency that provides behavioral health services and rehabilitation programming. Some of the services offered include primary residential and outpatient treatment, prisoner re-entry, peer recovery, veterans services, etc. We are one of the few providers that offer residential treatment specific to adolescents. GLRC has been in existence since 1983, and currently provides services in fourteen communities across Michigan's Upper Peninsula.

TIPS for GIVING

Choose Great Lakes Recovery Centers as your charitable organization of choice when shopping at amazon.com.

Like us on Facebook.
Comment on our posts.
And share on your timeline.
www.facebook.com/906GLRC

Donate needed items to one of our four residential sites.
The top 5 items needed are:
Toiletries, towels, pillows, blankets, winter gear.

volunteer

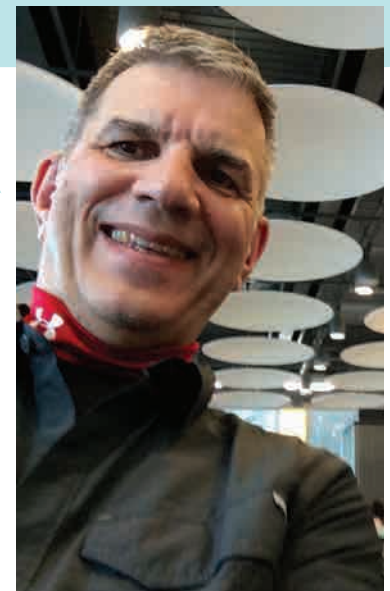
When you shop at EconoFoods, bring your receipts to us.
We save them and turn them in once a year.

Visit our website and click on the 'donate now' button.
www.greatlakesrecovery.org

There is an old Chinese curse, which in effect says, “may you live in interesting times.” GLRC is definitely living in interesting times in relations to the vast and complex changes in the healthcare system in the U.S. What this last year has shown us is that when you have very talented people who care supremely for their clients and who have absolute dedication you can overcome “interesting times.” The employees of GLRC daily show those tenets of great caring, loyalty, dedication, and a disruptive ability to think outside the box and to innovate. Thus we are prospering in a climate where many other companies in our field are failing. Every GLRC employee should be proud of what our agency has accomplished in the last year and all of the new efforts on our immediate horizon.

We must continue to adapt and to broaden our client base through new initiatives and at the same time ensure we continue our dedicated support of the clients who have gotten us to where we are. GLRC employees are like a family. As we approach the Holiday Season I hope that each and every employee not only continues to provide the greatest possible care for our clients but also looks to take the greatest possible care for our GLRC family members. It is all too easy to be so focused on the job at hand to not focus on supporting each other. We should not only be proud of what we have accomplished and how well we have served our clients but we need to recognize our co-workers and be sure to support each other through all the changes we have faced and will continue to face. If we take care of each other we will have the power to really take care of our clients. So thank you all for your dedication and hard work through these interesting times!

Ray Amtmann
Board President



The Changing Landscape of Addiction Treatment

The past year has been another testament to the adage that the only constant thing in life is change. As the landscape of addiction and behavioral health care evolve around us, we have continued to embrace change as a way to ensure that the services we provide remain viable, effective, and meeting the needs of our clients, communities, and stakeholders. Some of those changes impacting GLRC have included major shifts in the insurance industry, contract revisions, authorization system changes, updated accreditation requirements, increased credentialing needs, new funding sources, and the provision of additional services, just to name a few.

Despite the many changes that we managed throughout the past year, we have worked within our strategic plan to take proactive steps in our service delivery system to add such vital programming as ambulatory detox services at our adult residential program in Marquette, as well as piloting at that location a women's transitional recovery housing initiative. We have added two additional outpatient programs in the Western Upper Peninsula, located in Iron River and Houghton, and have worked with the Western Upper Peninsula Substance Abuse Coordinating Agency as a way of streamlining programming in those locations. Partnering with other agencies has continued to be at the forefront of much of our changing system of care, as we have worked with Easter Seals of Michigan and the Department of Health and Human Services for the development of a Neuro-Developmental Trauma Assessment Clinic at our Adolescent Services Center in Negaunee that will serve children and adolescents exposed to trauma and provide for the assessment and treatment needed to help overcome the challenging issues associated with trauma. We have also worked with U.P. Health Systems-Marquette for the addition of psychiatric care at our Adolescent Services Center as we work toward the implementation of psychiatric step-down and diversion programming for children in the central U.P.

These initiatives, to name a few, highlight the changing environment of care for Great Lakes as we look at our scope of how we address the holistic needs of our clients. No matter how a person comes into services at Great Lakes (through the corridor of legal involvement, the Department of Corrections, referral from medical providers, the church community, et al) the opportunity for change and the hope that life will and can improve is a core principle that continues to be at the heart of what guides our model of care. No matter how our landscape changes around us, or the constant struggles around funding for services, our mission of providing Hope and Change remains as vital today as it did when this agency was founded.

Greg Toutant, CEO



Foundation est. 2012

The GLRC Foundation is responsible for marketing, grant writing and raising funds to support and enhance services.

EVENTS



RUN FOR RECOVERY 10 Run/5K Walk

\$ 2,654
raised

September 20, 2015

TOTAL =
participants

67

Thank you to all of our sponsors and donors who made this event possible:

Honor Credit Union, Woodview Village Apartments, Upper Peninsula Health Plan, VAST, Edward Jones, Range Bank, Cedar Creek AFC, Graybill & Mead, Globe Printing, Macasu Inc, Casa Calabria, West Ishpeming Dental Center, Anytime Fitness, Marquette Food Co-Op, Econofoods, Super One Foods, Casualties, Walmart, Superior Timing, Coco's Restaurant, TruNorth Federal Credit Union, Lake Effect Entertainment, Belly Casting by Susanne, LifeRing

Great Lakes Recovery Centers, Inc. received more than \$95,000 in grants during fiscal year 2014-15. The grants were awarded to fund service learning and art therapy programs, the development of a community room at ASC, the implementation of telehealth across the UP and advocacy, as well as wellness programs for our residential sites. The funds also enabled us to purchase recovery materials, recreational supplies and passes, detox kits and supplies for our Women's and Children's Program.



Amy Poirier
Foundation Coordinator

Thank you to all the
grant funders who made
our programs possible:

Marquette Alger CAN Council, Western Marquette County Health Foundation, Superior Health Foundation, Marquette County Community Foundation, Marquette West Rotary, Zonta, Cliffs/ Eagle Mine Marquette County Community Fund, Michigan Department of Community Health, UPS, Honor Credit Union, The Frazier Fund, Inc

NEW PROGRAMS



Women's Transitional Housing

Currently we have room for 7 women. The women share a bathroom and are able to eat their meals next door at ARS.

● 241 Wright Street ● Marquette, MI ● 49855 ●

NEW OFFICES

Houghton Outpatient Services

OPENED
June
2015

902 W. Sharon Ave.
Houghton, MI 49931
Phone: (906) 482-7710
Fax: (906) 482-4551

920 W. Water Street
Suite 6
Hancock, MI 49930

MOVING
April
1, 2016

Marquette Social Detox

Date Started → April 9, 2015



65 individuals served

Alcohol was the number one primary dependence of detox clients.

55% transitioned to Adult Residential Services

54%

Peer Recovery Drop In Center

1009 W Ridge St, Suite C
Marquette, MI 49855
Ph: (906) 228-6545
Fax: (906) 228-8236

Staffed by a veteran outpatient counselor with over 30 years in recovery.

Iron River Outpatient Services

OPENED
June
2015

620 4th Ave. 2nd Floor
Iron River, MI 49935
Phone: (906) 214-4777
Fax: (906) 214-4776

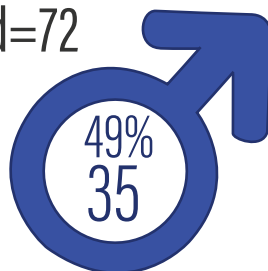
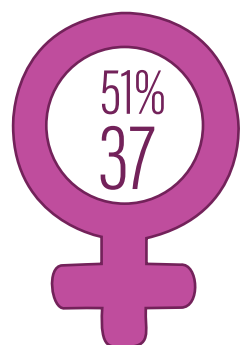
STAFF

Linda Wercinski - Counselor
Angela Kurtz - Counselor
Danielle Cunningham - Counselor

Adolescent Services Center

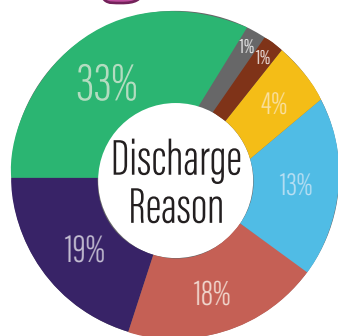


**TOTAL
RESIDENTIAL**
Clients Served=72



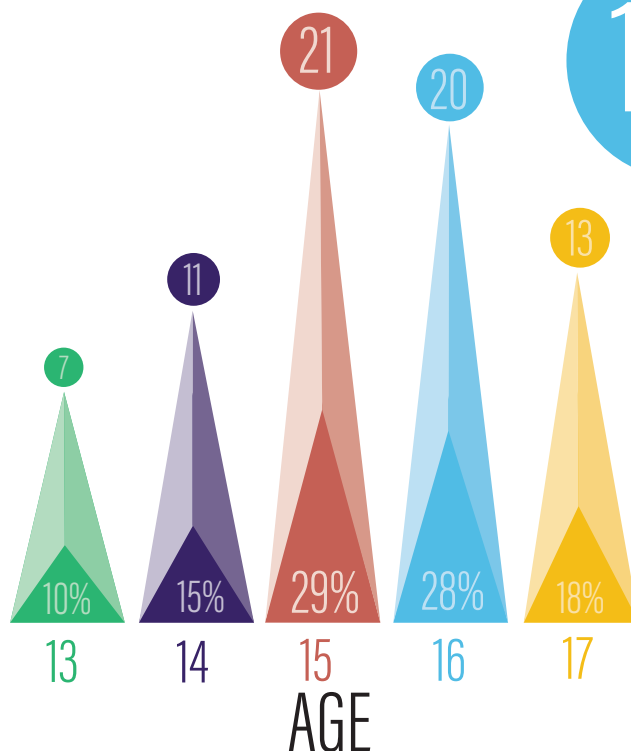
DRUG
of Choice

*Many youth abuse multiple substances.

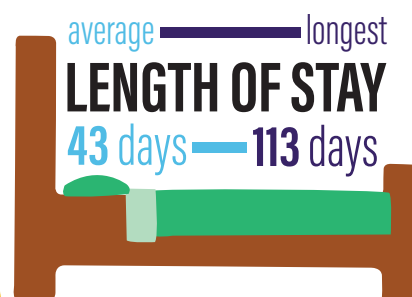


- Treatment complete
- Lack of funding
- Left against professional advice
- Discharged by facility
- Incarcerated
- Lacks mental stability
- Transferred to another substance abuse facility

NUMBER OF CLIENTS



17% of clients were Native American

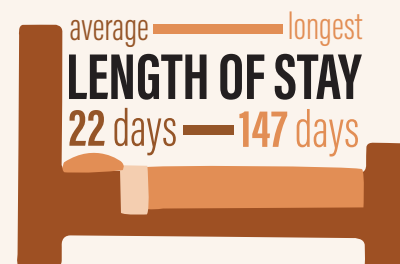
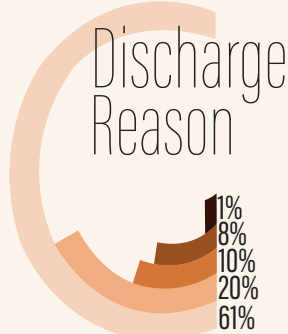
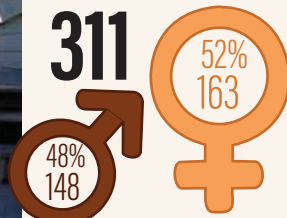


ADULT RESIDENTIAL Treatment



Adult Residential Services
Marquette, MI

TOTAL
Clients Served
311



DRUG of Choice

*Many clients abuse multiple substances.



- completed treatment
- left against professional advice
- other (medical, transfer, etc.)
- discharged by facility
- 0.5% - lack of funding
- 0.5% - incarcerated

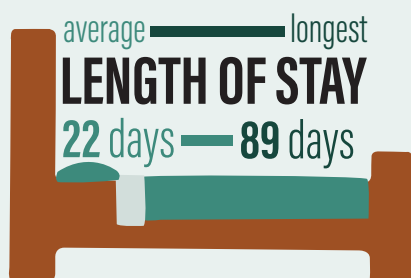
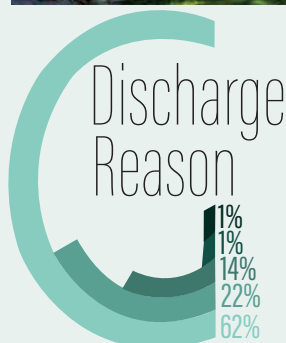
Average
AGE

25



Mens New Hope House
Sault Ste. Marie, MI

TOTAL
Clients Served
103



- completed treatment
- left against professional advice
- discharged by facility
- transferred to another level of care
- transferred to another substance abuse facility

50% of clients were funded by
NORTHCARE NETWORK

DRUG of Choice

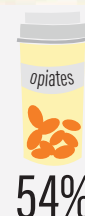


TOTAL
Clients Served
124



Women's New Hope House
Sault Ste. Marie, MI

DRUG of Choice



Discharge Reason

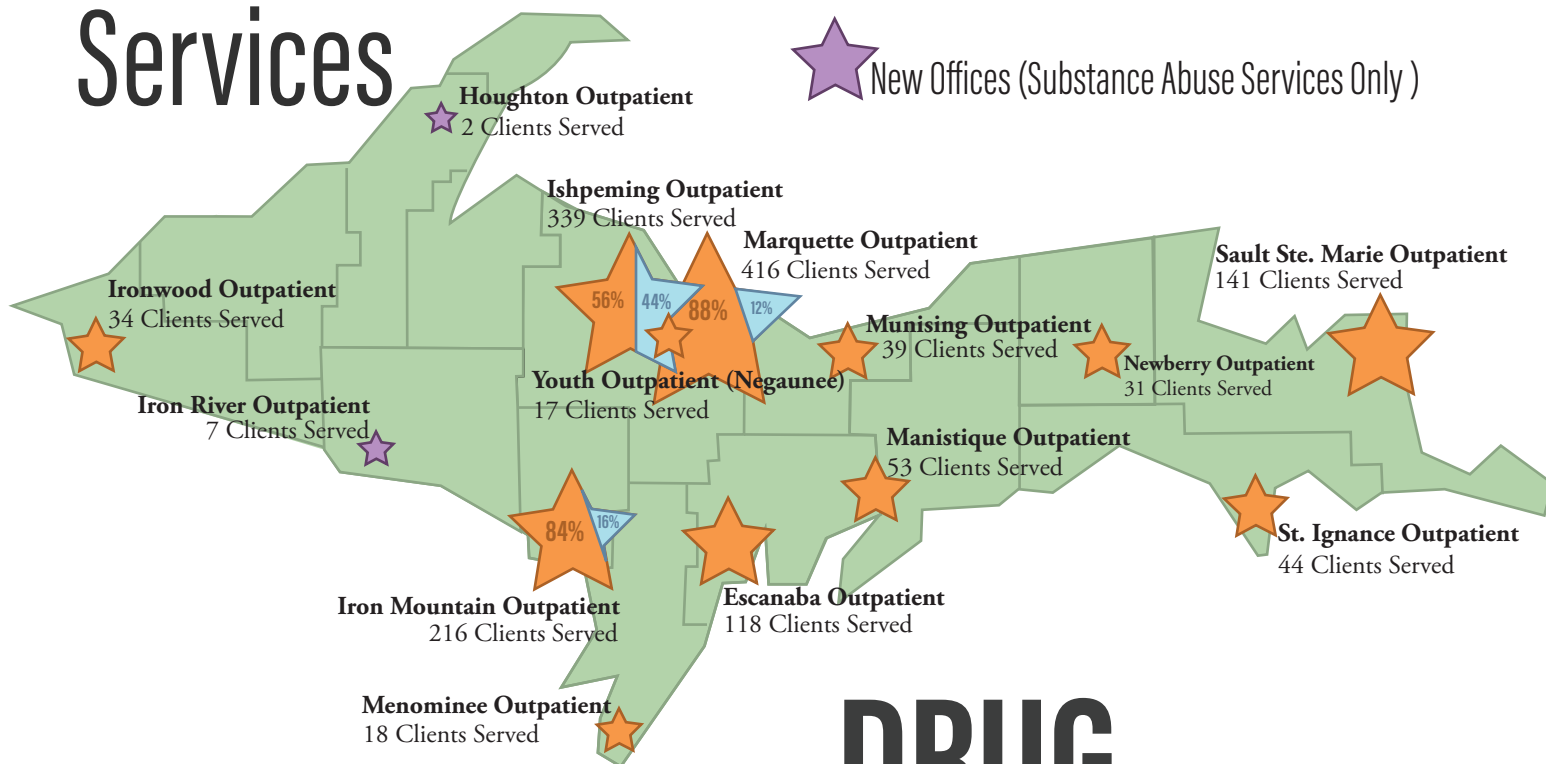
14

children stayed at WNH while their mothers were there in treatment

- completed treatment
- discharged by facility
- left against professional advice
- transferred to another substance abuse facility
- lacks mental stability

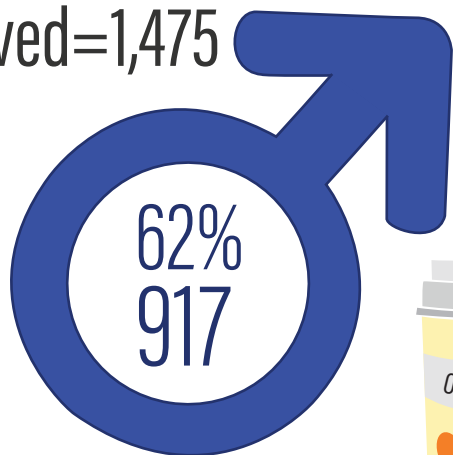
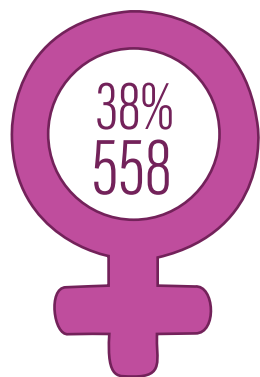
OUTPATIENT Services

-  Substance Abuse Services
-  Mental Health Services
-  New Offices (Substance Abuse Services Only)



TOTAL

Clients Served=1,475



DRUG of Choice

Alcohol is the leading drug of choice in **ten** outpatient offices.



Opiates are the leading drug of choice in **three** outpatient offices.



Cannibus is the leading drug of choice in **one** outpatient office.

AGE of clients

8%
17↓

42%
18-30

38%
31-50

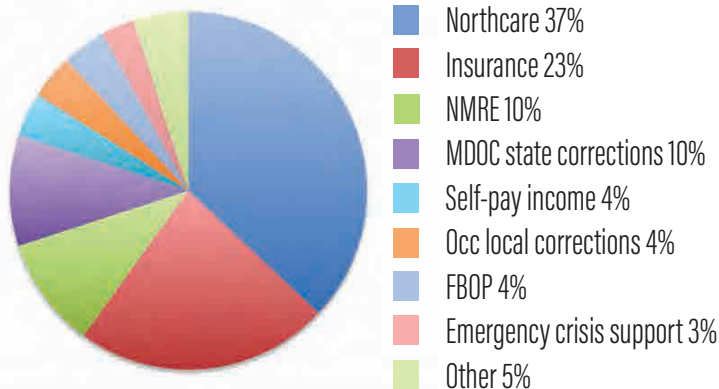
11%
51-70

1%
71↑

Finances

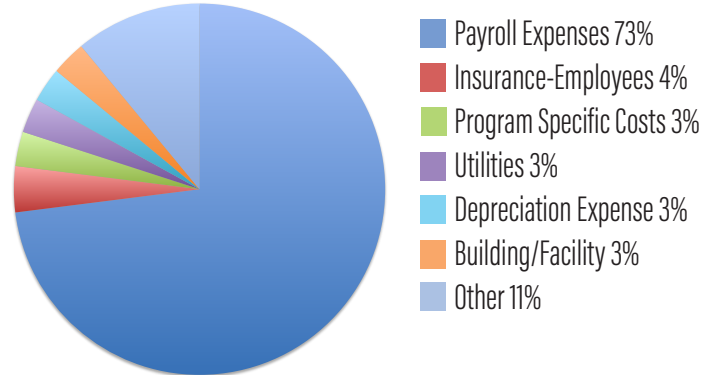
Revenues

Total= \$4,543,133.91



Expenses

Total= \$4,502,470.47



Great Lakes Recovery Centers ended our fiscal year September 30, 2015 with an operating deficit of approximately \$52,000. We transitioned from coordinating agencies to the implementation of the State PIHPs tasked with allocating and managing State Block Funding with the Northcare Network taking over management across the entire Upper Peninsula. At the end of the year we converted to Northcare's new ELMER system for processing claim authorization, management, and payment. Overall net revenue increased approximately 2% from the prior year. PIHP and Coordinating Agency funding decreased 3%, Federal funding for prisons increased 16% while Veterans funding increased 19%. Michigan Corrections revenue increased 44% from the prior year, DHS revenue increased 4% while local court revenue declined 33%. GLRC's expansion into the insurance business continues with an increase over the prior year of 20%.

Over the past fiscal year, GLRC received approximately 34% of our revenue through the Northcare Network. Similar PIHPs/CAs such as Northern Michigan Regional Entity provided 9% and the Western UP Substance Abuse Services provided 1% of our revenue. Our insurance funded clients have provided 21% of total revenue, up 1% from our previous year while continuing to work with the Tribal community has provided 3% of revenue. Total corrections related services provided 17% of the total.

Payroll and related expense is approximately 73% of our total cost and employee insurance costs comprise an additional 4% of expense. We remain a service driven organization and including our staff and contracted service providers the total expense percentage is 78%.

Our facility expansion and improvement projects were completed during the fiscal year. Using the USDA Rural Development financing approved in 2013 we finalized improvements at our Administration and Ishpeming Outpatient Offices, the Adolescent Services Center building in Negaunee, Adult Residential Services in Marquette, and Residential Services in Sault Ste. Marie. We drew down \$185,500 for these projects during the fiscal year and subsequently finalized with draws of \$101,000. Total USDA funding over three fiscal years was \$2.7 million.

As future challenges continue throughout the industry, GLRC will adjust as necessary our operations to maintain a high level of client performance. Our thanks goes out to our staff and their commitment to quality and caring service and our various funding agencies who work with us daily to assist in meeting our mission.

Gregory Perttula, CFO



Call Center

1-855-906-GLRC (4572)
(906) 228-9696

Administrative Office

97 South Fourth Street, Suite C
Ishpeming, MI 49849
Phone: (906) 228-9699
Fax: (906) 635-5542

Residential Locations

Marquette - Adult (Co-Ed)	(906) 228-7611
Negaunee - Adolescents	(906) 228-4692
Sault Ste. Marie - Women & Infants	(906) 632-2522
Sault Ste. Marie - Adult Men	(906) 635-5542

Outpatient Locations

Escanaba	(906) 789-3528
Houghton	(906) 482-7710
Iron Mountain	(906) 774-2561
Iron River	(906) 214-4777
Ironwood	(906) 364-7506
Ishpeming	(906) 485-2347
Manistique	(906) 451-5402
Marquette	(906) 228-6545
Menominee	(906) 863-4153
Munising	(906) 553-6027
Negaunee	(906) 228-4692
Newberry	(906) 293-1622
Sault Ste. Marie	(906) 632-9809
St. Ignace	(906) 643-0944