



Great Lakes
Recovery Centers
Behavioral Health Services



Annual Report
FY 2018

MISSION: to empower recovery through hope and change.

VISION: to create a healthy community one person at a time.

Great Lakes Recovery Centers (GLRC) is a 501(c)(3) non-profit organization that provides a variety of behavioral health services within five pillars of service across Michigan's Upper Peninsula. The five pillars of service include:

- Children's Services
- Offender Success
- Outpatient Services
- Prevention Services
- Residential Services.

GLRC values:

- caring, respect and empathy for all persons
- a commitment to our clients' recovery
- a strength-based environment for ourselves and our clients
- dependable, trust-based relationships
- service to our communities
- the quality of life through relationships
- a strong and dependable work ethic

Clients served at each Outpatient Services office:

Escanaba	227	Hancock	169
Iron Mountain	299	Iron River	59
Ironwood	135	Ishpeming	495
Marquette	652	Sault Ste. Marie	251
St. Ignace	66		

2,353
outpatient clients

690
residential clients

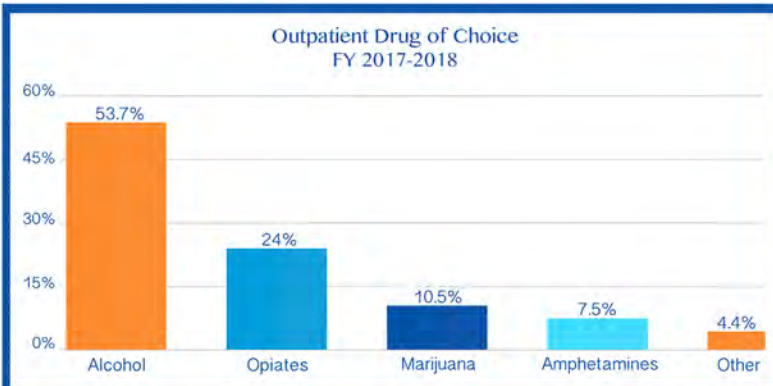
203
detox clients

3,246
treatment clients

Through the dedication and support of our staff, Board Members, donors, and funders we were able to forward our mission throughout FY2018. Your commitment has helped touch the lives of 3,246 treatment clients, along with those we served through our peer recovery services, prevention programming, Offender Success, and our Emergency Crisis Services. Thank you.

15
new
positions

\$244,946
raised in grants & other donations



Remarkable growth was seen at GLRC in FY2018. New programs were added and others were expanded. In total, 15 new positions were created across Michigan's Upper Peninsula -- seven full-time and eight part-time positions.

Message from the Board of Directors

As we close another successful year at Great Lakes Recovery Centers, it is time to reflect on our blessings. GLRC has just completed one of our most successful years ever. While that is filled with blessings -- our outstanding staff, the over 3,000 clients we have served, and the opportunities we are working toward, it is also a curse. The curse is that substance abuse, particularly the scourge of opioid addiction, and the behavioral health and medical problems that accompany it are growing. In an ideal world we could eliminate those problems and go out of business because we had no clients to serve. However, that is not happening; the problems continue to grow and persist.

What that means is GLRC will continue to play a major role in helping the community recover and mend. We need to help our clients change their situations and behavior. One phase of that can be through recovery housing for our residential clients as they move back into daily life. To that end, we are in the process of acquiring property in Sault Ste. Marie to establish recovery housing for men. Additionally, we have received grant funding to begin developing recovery housing in Baraga County. These two projects will compliment our women's recovery housing in Marquette.

We have been fortunate to start a new Child & Adolescent Psychiatric Services program through our partnership with a local Child Psychiatrist bringing new treatment options for youth from across the Upper Peninsula.

As you can see GLRC continues to evolve our services to meet the ever changing and growing problems our communities face. We continue to seek funding from all possible sources both public and private. We have also put great effort into developing our GLRC Foundation to aid in our future development. I want to congratulate our outstanding staff for the great work and treatment they provide and the forward-thinking new opportunities they are developing to provide even better and more comprehensive treatment to our clients in the future.

-- Ray Amtmann, Board President

2018 GLRC Board Members

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Thank you for
your service and
dedication to GLRC.

This past year was a busy and complex time at GLRC. We were fortunate to have impacted many lives, and were able to balance the mission of the agency with the funding needed to provide care for those in need. We are blessed to do work that changes and alters lives.

In the midst of day-to-day operations, we were able to look forward with vision to work on many of our Strategic Plan goals. Some of those goals included: development of the Child & Adolescent Psychiatric Services program ■ addition of foster care recruitment and education ■ expansion of the Medication Assisted Treatment services ■ design and development of our In-Home Treatment program ■ development of Project ASSERT and SUD Case Management programming ■ expansion of Communities that Care prevention efforts ■ key facility projects and upgrades ■ advances in Offender Success job development, recruitment, and vocational linkages ■ acquisition of a new facility in Sault Ste. Marie ■ successful 3-year Re-Accreditation from the Commission on Accreditation for Rehabilitation Facilities (CARF) ■ growth of the GLRC Foundation and the development of the John Kivela Legacy Fund.

These are just a few of the many key projects and goals that we were able to work on this past year. All of which would not be possible without the support of valued stakeholders such as the NorthCare Network, local United Way organizations, Superior Health Foundation, Michigan Health Endowment Fund, Upper Peninsula Health Plan, Michigan Department of Health and Human Services, Michigan Department of Corrections, and our many wonderful donors and supporters.

With regard to the many numbers outlined in our Annual Report, the most important number is ONE. One client represents one life, one heart, one soul, and one opportunity to make a difference -- that is what truly drives our mission. Compassion, respect, dignity, and empathy are the elements that go into our relationships with our clients, and our staff take up the calling to serve others in this capacity each and every day.

Our approach to client relationships is the same approach that we take with each other as staff members of GLRC -- that is what makes GLRC a special place to work. We were reminded of just how special a place GLRC is and how precious each day is, as we lost a key member of our GLRC family, Laura Van Marter. It is comforting to know that her memory lives on in the mission and work of the agency . . . never losing sight of what matters most -- the value of a human life.

-- Greg Toutant, Chief Executive Officer

Message from the CEO

Veteran's Services

GLRC works closely with the Vet Center in Escanaba and the United States Department of Veterans Affairs office in Iron Mountain to offer services to local veterans. A therapist at our Ishpeming Outpatient Services office specializes in veteran's services and is able to provide assessment, treatment and readjustment therapy for veterans and their families. There were 42 individuals who received these services during FY2018. In addition, many veterans take part in a weekly Veterans' Treatment Group held at both the Ishpeming and Marquette Outpatient Services offices. A new contract with the Vet Center allows veterans to receive both Substance Use Disorder and Mental Health counseling -- with pre-approval -- at most of the GLRC Outpatient Services offices.

Beds are available at our adult residential facilities in Marquette and Sault Ste. Marie to temporarily house homeless veterans. In addition to room and board, veterans can take part in structured activities, individual and group counseling and learning opportunities.

This past year, GLRC was able to offer a 10-week support group for spouses of veterans in the Ishpeming Outpatient Services location. Six women participated in this group.

Peer Recovery services are available through GLRC in Chippewa and Marquette Counties. State Certified Peer Recovery Coaches provide a variety of services in the community. These coaches have been living in recovery for a number of years and are a great resource to clients as they understand the journey of recovery. Peer Recovery Coaches are required to go through a specified training program and take part in monthly supervision.

In Chippewa County, the Peer Recovery Coaches worked with individuals before they entered residential treatment to help reassure them and address any barriers. They also follow-up with clients who completed residential treatment. Peer-led group sessions were offered two days a week at Women's New Hope House. The coaches also worked with War Memorial Hospital to help establish Project Assert.

In Marquette County, the Peer Recovery Coach provided drop-in services two days a week at Marquette Outpatient Services and four hours per week at Ishpeming Outpatient Services. The Peer Recovery Coach participated in group activities at the residential facilities and facilitated recovery meetings at the Marquette Outpatient Services office and the Adult Residential Services facility. In addition, he provided outreach services at places such as UP Health Systems -- Marquette, the Warming Center and Magnum Farm.

Peer Recovery Services

Outpatient Services

Outpatient Services at GLRC offers a variety of programming to children, adolescents and adults, with each office tailoring their services to the specialties and credentials of the staff. GLRC provides substance abuse screenings, assessments, individual and family counseling, educational and therapeutic group sessions, services for veterans and prevention and intervention programming. Some of the Outpatient Services offices also provide a home to our Emergency Services, Medication Assisted Treatment Services, Peer Recovery Services and Prison In-Reach Services.

Specialized children and adolescent services are available through the Adolescent Services Center in Negaunee, as well as the Hancock, Iron Mountain and Ironwood Outpatient Services offices. Read more about these services on the Children's Services page of this report.

Outpatient Services offices are located in: Escanaba, Hancock, Iron Mountain, Iron River, Ironwood, Ishpeming, Manistique, Marquette, Sault Ste. Marie and St. Ignace.

50
MAT clients

GLRC offers Medication Assisted Treatment (MAT) in the Ishpeming, Hancock and Sault Ste. Marie outpatient offices. MAT provides medication that can help to control cravings and the chemical impacts of substances as one pathway to recovery. GLRC and State of Michigan protocols are utilized to ensure standard of care is provided. Clients are required to participate in individual and/or group therapy as well as receive ancillary services, which include seeing a nurse twice a month and a physician monthly. MAT clients also participate in random medication counts and drug screens. When used in conjunction with these other services, MAT can be a beneficial option.

2,353
outpatient clients served

GLRC participates in Sobriety Courts in Chippewa, Delta, Houghton, Iron, Mackinac and Marquette Counties. Sobriety Court programming involves a specialized team process that functions within the court structure to address non-violent drug related cases. A collaborative group of individuals including court staff, attorneys, probation officers, and substance abuse professionals work together to support and monitor the client's recovery. Together they maintain a critical balance of authority, supervision, support and encouragement that empowers individuals to stop abusing substances and related criminal activity.

Suicide Prevention

The Marquette County Health Department contracted with GLRC to facilitate Suicide Prevention Action Teams in Gwinn and Ishpeming. The teams work with community members to help prevent suicide among young people ages 10 through 24. Team members include representatives from businesses, Central Dispatch, Department of Health & Human Services, fire departments, local, county and state law enforcement, Marquette-Alger RESA, Pathways Community Mental Health, pediatrician offices, schools, religious organizations, Upper Great Lakes Family Health, UP Health Systems -- Bell, and community members. The teams work to educate the public and help reduce stigma surrounding mental health and suicide by promoting community classes, distributing Suicide Safe Home materials, participating in events, and posting on Facebook and Instagram. The teams also work closely with Dial Help to assure that information about their 24/7 Crisis Line reaches the target population in both communities.



Substance Use Prevention

GLRC receives funding through NorthCare Network to facilitate Communities that Care (CTC) Coalitions in four Upper Peninsula counties and provide prevention services in three counties.

CTC's are evidence-based coalitions that have been shown to reduce Risk Factors in youth by promoting Protective Factors. There is a CTC in each county in Michigan's Upper Peninsula -- GLRC facilitates the CTC's in Dickinson, Iron, Mackinac and Schoolcraft Counties. Each CTC conducted Youth Surveys of the 6th, 8th, 10th and 12th graders. Once the data is analyzed from the surveys, the community votes to determine the priority areas in their county. Evidence-based programs are then implemented to help increase the Protective Factors that will target the priority areas. In addition, awareness events are held to promote the CTC's such as the 'Trunk or Treat' in Dickinson County, 'Out of Plain Sight' in Iron County, 'Bowling with a Purpose' in Mackinac County and the 'Walk for Prevention' in Schoolcraft County.

Several GLRC staff are trained to implement specific evidence-based prevention programming in their communities. Botvin's Life Skills classes are taught in Dickinson, Marquette and Schoolcraft counties. This is a course for 6th, 7th, 8th and 9th graders and it is taught right in the schools as part of their school day. Guiding Good Choices is a 5-week course for parents of middle schoolers who want to learn to better communicate with their children; we have trained staff to teach this course in Dickinson and Schoolcraft Counties. Staff in Dickinson and Schoolcraft Counties also teach Prime for Life, a program for at-risk youth.

The Offender Success program works with 'Returning Citizens' (Parolees) referred by a Michigan Department of Corrections Parole Agent, who are placed in any Upper Peninsula County. During Fiscal Year 2018, the Offender Success program enrolled 102 individuals, with many others already active in the program. Each Returning Citizen is able to receive services in four different domains -- Employment Readiness, Health and Behavioral Health, Residential Stability and Social Supports. In order to provide all of these services, the Offender Success program worked with 69 vendors across the 15 county region.

Through the Employment Readiness domain, 58 individuals gained full-time employment and 15 Returning Citizens were placed in subsidized, part-time jobs. This allows them to build valuable work experience in order to become more employable. The Offender Success Job Placement rate is 44.3% with an average wage of \$10.75 per hour. The Health/Behavioral Health domain assisted 12 individuals in securing these services. Whereas the Residential Stability domain ensured that 105 individuals were placed in supportive housing, averaging 117 bed-days. Two Returning Citizens received MSHDA housing vouchers through the MDOC Housing Choice Voucher Initiative, which allows them to rent the apartment independently of Offender Success. The Social Supports domain provided social support to 103 Returning Citizens.

44%

job placement rate

105

received supportive
housing

The Michigan Department of Corrections contracts with GLRC to provide Offender Success programming across all 15 counties in Michigan's Upper Peninsula, otherwise known as Region 1.

The mission of Michigan's Offender Success Model is to reduce crime by implementing a seamless plan of services, supervision, and opportunities developed with each offender and delivered through State and Regional collaboration with the ultimate goal of obtaining sustainable employment and self-sufficiency. This is achieved by meeting the identified needs of returning offenders, thereby reducing their risk of recidivism and enhancing their employment opportunities.

The vision is to ensure that every offender released from prison will have the tools needed to succeed in the community and the opportunity to utilize those tools to be productive, self-sufficient citizens.



Offender Success

Men's New Hope House

Men's New Hope House is a 16-bed residential facility for males over the age of 18 with Substance Use Disorder that require a higher level of care than outpatient services can offer. Clients at Men's New Hope House have access to staff 24 hours a day, have at least one hour of individual counseling and attend numerous group functions each week. In addition, at least one self-help recovery meeting is offered each day.

During FY2018, there were 133 residents at Men's New Hope House. Alcohol was the primary substance of choice for 51% of the residents, with opiates being the second primary substance of choice at 30%. The average age of the residents was 37 and the average length of stay was 41 days.

Men's New Hope House also offers Ambulatory Detoxification services for clients needing to detox from alcohol or opiates that are medically cleared for this type of program. Three beds are dedicated to Ambulatory Detox, with 41 clients being served in FY2018.

133
residential
clients

37
average age

41
average length
of stay

Men's New Hope House works closely with many tribal entities to ensure that our Native American clients receive cultural-oriented care and activities. During FY2018 there were 21 clients who identified as being Native American. Clients can take part in sweat lodges, talking circles and Pow Wows. Physical and mental health needs can be coordinated through the Tribal Health Services.

Men's New Hope House believes in treating the whole person -- mind, body and spirit and has various pathways to address each of those areas throughout a client's treatment. Clients participate in two to four group therapy sessions each day, focusing on the cognitive changes required in early recovery. Men are encouraged to participate in regular exercise with access to an onsite weight room and weekly recreational group activities. Clients are also able to attend local church services, spiritual events and meet with a local spiritual leader.

Like all of GLRC's adult residential facilities, auricular acupuncture is offered weekly at Men's New Hope House. This unique therapy helps individuals manage their symptoms by reducing anxiety, reducing cravings and increasing mindfulness. Specific acupuncture points on the ears are targeted in this form of therapy. Auricular acupuncture helps the client in the detoxification process, and promotes relaxation and an alternative form of healing. Although performed in a group setting, auricular acupuncture is an individual choice and may not be appropriate for all clients.

159
residential clients

Women's New Hope House is a 21-bed residential facility for women with Substance Use Disorder. Individual, educational and group counseling sessions are offered weekly. Self-help recovery meetings are held daily and recreational activities are scheduled throughout the week. During FY2018, 159 women resided at Women's New Hope House. The average age was 32 and the average length of stay was 40 days. The primary substance of choice was opioids at 34%, with alcohol coming in close behind at 33%.

18
children
attended

Through the Women and Families Program, mothers can bring their children -- up to age 11 -- with them to treatment. Onsite daycare is provided for children and consists of educational and recreational activities. Older children are bussed to school daily. Children between the ages of 5 and 11 have their own treatment plan and individual counseling. Parenting classes are offered every week and parenting skills are taught with day-to-day practical experience. During FY2018, 18 children stayed at Women's New Hope House with their mothers.

In an effort to increase the client's family involvement during treatment, the Women's New Hope House daycare provider became approved to supervise visitations. This was done through the Department of Health and Human Services and allows children the opportunity to visit their mothers more. Visitations happen right at Women's New Hope House and can take place up to several times a week.

Due in part to the Women's Tea & Fashion Show fundraiser, Women's New Hope House was able to see facility updates this fiscal year. The updates were made to ensure that clients reside in an inviting and therapeutic environment. The updates included new couches in the client living room and installed shelving for safe toy storage in the family apartment.

Testimony Thursday and Refuge Recovery were implemented this year offering two new pathways to recovery. Testimony Thursday gives clients the opportunity to share their testimony during the end of their stay. Refuge Recovery, open to both residents and community members, is a recovery program based on mindfulness principles.

A nursing program was implemented at Women's New Hope House, with a nurse on site daily. The nurse assesses clients' medical needs, provides medical education, and offers a women's health group. Nursing students from Lake Superior State University also provide clinical rounds with the clients once a week.

Women's New Hope House

31
detox clients

New Programs

The VR Neuroplasticity program offers the clients at Adult Residential Services facility another path to recovery utilizing an innovative technique with virtual reality equipment. Weekly sessions are offered and are completely voluntary. Staff were trained by Dr. Jeff Nyquist, who is studying the results of using the VR Neuroplasticity program for individuals with Substance Use Disorder.

Approximately 1/3 of female residents and 1/2 of male residents opted to take part in the VR Neuroplasticity program. Data collected from these individuals showed a decrease in both heart rate and blood pressure after taking part in the program. Self-reported feelings of depression decreased in all participants. In addition, both Anxiety and Desire to Use scores went down for both men and women who participated in the program.



In-Home Treatment is a solution focused program that is designed to work with clients as they transition from residential treatment to outpatient care by wrapping the client in community supports and working on specific goals. The program offers a team approach to help facilitate an individual's recovery in their own home. The In-Home Treatment Team offers a combination of home-based case management, medical and therapeutic care, and Peer Recovery services to help ensure treatment continuity and long lasting recovery.

Between the inception of the program in the late spring of 2018 and the end of the Fiscal Year, the In-Home Treatment program worked with 15 clients as they transitioned out of Adult Residential Services. A member of the In-Home Treatment Team met with each client in their home once or twice a week. Members of the treatment team include Great Lakes Recovery Centers staff, as well as representatives from Upper Peninsula Health Plan and Child and Family Services of the Upper Peninsula. Moving forward in FY2019, additional community members will be added to the team.

GLRC further diversified its programming during FY2018 when asked to spearhead the Regional Resource Team for Region 18, otherwise known as the Foster Care Program.

The Foster Care Program is responsible for the recruitment, training and retention of foster families throughout Michigan's Upper Peninsula. The Foster Care Program works with both 'General Care' and 'Kinship Care' foster families and ensures that all new foster families in the Upper Peninsula received the comprehensive 16-hour PRIDE statewide training and current families receive the ongoing training and support that is needed. Regular recruitment events are held across the Upper Peninsula, as homes are needed in each county so children can remain in their local area. Navigation services are also provided for families who are in the licensing process.

Adjunct services are an integral part of treatment at Adult Residential Services. This Fiscal Year, clients were able to take part in many new services such as Music Therapy, Art Group and Neurotrainer. These programs supplement other services such as acupuncture, Peer Recovery coaching and Chaplain services.

Physical activities are incorporated into daily life at Adult Residential Services. Clients exercise at the YMCA each week. Female residents participate in weekly yoga sessions, which not only promotes positive physical health, but teaches mindfulness and meditation practices to improve mental well-being.

There were 17 women who resided at Sue B's House during Fiscal Year 2018. The women were required to participate in outpatient counseling and community support groups while they were reconstructing their lives. The average length of stay at Sue B's House was 88 days.

356
residential
clients

30
average length
of stay

131
detox clients

17
Sue B's house
clients

Adult Residential Services in Marquette, Michigan consists of several service lines including residential treatment, social detoxification and Sue B's House, a recovery residence for women. Residential and social detoxification services are available for both males and females ages 18 and over. Our residential program has a capacity of 36 beds, 18 for both males and females, with four designated for social detoxification. Sue B's House has 7 beds available for women as they transition back into the community.

There were 356 residential clients at Adult Residential Services during FY2018. 192 of these residents referred to themselves as females, while 164 identified as males. The average age was 35.5 and the average length of stay was 30.5 days. There was an increase of 25.8% in the number of clients whose drug of choice was alcohol, which moved alcohol into the top Drug of Choice for residential clients at 47.1%. Opioids were the second Drug of Choice at 31.7%. There was also a sharp increase in the number of clients who used methamphetamines as their primarily used substance this Fiscal Year (43 clients) as opposed to last Fiscal Year (three clients).

In the spring of 2018, Adult Residential Services began to offer integrated medical care through a partnership with Upper Great Lakes Family Health Care. A Nurse Practitioner and Physicians Assistant from Upper Great Lakes Family Health visit Adult Residential Services several times a week. In addition to providing care for the management of withdrawal symptoms and other acute conditions while they are in residential care, the staff from Upper Great Lakes Family Health also have the opportunity to establish an ongoing primary care relationship with some clients who may not have had a physician relationship for many years.

Adult Residential Services

52
residential
clients

Adolescent Services Center

Adolescent Services Center continues to diversify its service offerings to include both residential and outpatient care. Residential care is for adolescents between the ages of 12 and 17 with Substance Use Disorder, while outpatient care offers mental health and substance abuse services to children as young as five.

During FY2018, Adolescent Services Center served 52 residential clients. The average length of stay was 62 days, with the longest stay being 169 days. The average age was 16 years, with 24 of the clients being 17 years olds. There were 26 clients who identified as female and 26 who identified as male. The primary substance of choice was marijuana (45%) with alcohol being the second at 38%.

Residents spend the school day with the Certified Special Education teacher, who is contracted through MARESA. Year-round education is offered both in the on-site classroom and out. Common Core standards are incorporated into hands on learning activities such as maple syrup production, sustainable gardening and the building of the on-site greenhouse.

During their treatment at Adolescent Services Center, youth participate in multiple weekly individual therapy sessions with their primary therapist and group therapy sessions twice a day. Medication education and management, addiction pharmacotherapy, and educational skill building groups are all part of the clients week. Complementary therapies, such as Music Therapy, Equine Therapy, and art expressions are offered weekly.

Family input is an important part of each client's treatment plan. At admission, a Family Questionnaire is given to parents/guardians as a way to collect information in regards to the client and the family's wishes for care. The primary therapist maintains contact with the parents/guardians regarding progress and to schedule family therapy.

Clients learn how health and wellness activities relate to their recovery, symptom management and overall health. Recreational activities such as mountain biking, snow shoeing, yoga, basketball, meditation, and hiking are incorporated into each week.

15
emergency
shelter clients

Adolescent Services Center contracts with the Marquette County Juvenile Court to provide Emergency Shelter Care services for juveniles needing short-term residential care. During FY2018, 15 Emergency Shelter clients used this service. Of the Emergency Shelter clients, three identified as female, and the remaining 12 identified as male. The total number of days used for this service was 68, with the average length of stay being 4.5 days.

In partnership with Easterseals, GLRC offers LUNA (Look, Uncover, Nurture, Act) Neuro-Developmental Trauma Assessments to children between the ages of 2 and 17, who exhibit developmental delays as a result of trauma. This trauma may be due to neglect, abuse, grief from loss, exposure to violence or other tragedies, and other sources. Up to 21 standardized tools are used to assess areas impacted by trauma including psychological, intelligence, speech and language, fine and gross motor, sensory and neurological processing, behavioral challenges and mental health. During FY2018, 50 children and adolescents -- 22 female and 20 male -- participated in LUNA assessments; 20% of these clients were from Houghton County, with 16% coming from both Gogebic and Marquette Counties.

A total of 32 clients received outpatient therapy at Adolescent Services Center during FY2018. There were 19 clients who were female and 13 who were male. There were 17 clients who were seeking services for Substance Use Disorder, while 15 were receiving mental health therapy.

An emphasis was put on training staff in evidence-based treatment approaches this Fiscal Year. Clinicians received certification in Motivational Interviewing, Seeking Safety and Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). The diversity in the therapies allows clinicians to meet the various needs of the clients that we serve. Motivational Interviewing is a short-term process that takes into consideration how difficult it is to make life changes. Seeking Safety uses an integrative treatment approach specifically for co-occurring Post Traumatic Stress Disorder and Substance Use Disorder. TF-CBT is an intensive, trauma-based program that takes 6 to 9 months to complete.

In conjunction with a statewide initiative to increase the understanding of Adverse Childhood Experiences (ACES), the Children's Services Director became a Certified Master Trainer in Adverse Childhood Experiences. As a Master Trainer, she presents on the ACES study and helps to promote an understanding of how ACES can have a long-term effect on an individual's health and mental health. Presentations can last anywhere from an hour to a full day and are given to schools, businesses, community agencies and others who request them.

GLRC staff began working with Dr. Steven Klamerus, Board Certified Child & Adolescent Psychiatrist, to develop the Child & Adolescent Psychiatric Specialty Clinic. The clinic will help to address the unmet need for psychiatric and specialty mental health services for children and will include a full spectrum of services, including psychiatric care, specialty assessment and treatment services.

50

LUNA
assessments

The staff at Adolescent Services Center are aware that childhood trauma is often an underlying cause of many of the issues the clients face. Therefore, clinicians at all levels receive extensive training and certification in childhood trauma therapies.

Children's Services

32

outpatient
clients

Ways to Give

There are many ways that you can 'give' to the GLRC Foundation, and there is always a need. We accept donations of cash, stock or items for one of our many facilities. We also look for those who can help us as we raise awareness and funds for GLRC in various ways.

If you are a Thrivent Member, you can direct your Choice Dollars to GLRC, or you can create a Thrivent Action Team to benefit GLRC. Some ideas for Action Teams include hosting a screening of 'Written Off' in your community, purchasing inspirational T-shirts for a community event, or building a team to participate in our Run for Recovery. The possibilities are endless. We would love to hear your idea!

Shopping through AmazonSmile is an easy way to help the GLRC Foundation. Next time you make a purchase through Amazon, select Great Lakes Recover Centers, Inc. as your 'charity of choice' at smile.amazon.com and a portion of your purchase will be donated to the GLRC Foundation. This past Fiscal Year we received \$266 through AmazonSmile.

If you have a Facebook account, Facebook Fundraisers are a fun way to raise funds. During FY2018, GLRC received \$548 through Facebook Fundraisers. This type of fundraiser not only raises funds for GLRC, it also helps to raise awareness and break the stigma surrounding mental health and substance abuse. And while you are there, please 'like' us on Facebook. You can find us at www.facebook.com/906GLRC.

In addition to monetary donations, you can also donate items. During FY2018, GLRC received many donations including handmade pillowcases for residential clients, cameras for the Through Our Eyes program, fabric for CTC youth to make blankets to give to cancer patients in Dickinson County.



Financial donations can be made to GLRC as a whole, or given to a specific program. The GLRC Foundation takes great care in ensuring all donations are used in a way that will honor the donor. During FY2018, the GLRC Foundation received \$15,865 in monetary donations and stock with the value of \$576.

The GLRC Foundation truly appreciates it when they are approached by someone who wants to help. A great example of this is the Ladies Tea & Fashion Show at the Kewadin Casino, which was the vision of one amazing volunteer. Over 200 community members came out to enjoy the event and raised \$5,335 for GLRC's Men and Women's New Hope Houses.

You can also give by participating in -- or volunteering at -- one of our events, like the annual Run for Recovery. The 11th Annual Run for Recovery took place at the Adult Residential Services facility in Marquette on July 25th, 2018. \$9,949 was raised at the event, with all proceeds going into the John Kivela Legacy Fund. Sandy Kivela and Dawn Kettinger were Honorary Captains of the walk and helped to start the race.



The GLRC Foundation works to raise funds to enhance and expand the programs of GLRC, establish partnerships with other agencies and businesses, as well as increase awareness of the programs offered through GLRC and reduce the stigma surrounding Substance Use Disorders and mental health issues. This is done through community events, networking, grant writing and marketing efforts.

\$16,502

United Way Funding

During FY2018, Great Lakes Recovery Centers was a partner agency with the Copper County United Way, the United Way of the Eastern Upper Peninsula and the United Way of Marquette County. GLRC Hancock Outpatient Services, our Bridges program -- a partnership with Pathways Community Mental Health -- and Project Assert were supported with these funds. In total, GLRC received \$16,502 from Upper Peninsula United Way Agencies -- these funds came as both grants and Designated Funds.

\$22,831

John Kivela Legacy Fund

The John Kivela Legacy Fund began when the friends and family of John Kivela approached GLRC because they wanted to do something special to honor him. They held a Spaghetti and Sisu dinner in Lansing on May 9, 2018 from which all of the proceeds benefitted the newly established John Kivela Legacy Fund at GLRC. The GLRC CEO and GLRC Foundation Coordinator, along with some others from the Upper Peninsula, attended the special event and were humbled at the outpouring of love and support.

\$176,796

Grant Funding

The GLRC Foundation was awarded \$176,796 in grant funding during FY2018. Grant funding came from the Blue Cross Blue Shield Foundation, Kiwanis Club of Iron Mountain-Kingsford, Marquette Rotary West, Phyllis & Max Reynolds Foundation, Rotary Club of Marquette, the Superior Health Foundation, and the Western Marquette County Health Foundation. These funds helped to establish new programs, as well as enhance current programs.

In total, the GLRC Foundation raised \$244,946 during Fiscal Year 2018. These funds came in as cash donations, grants, sponsorships, event fees, Amazon Smile, Facebook Fundraisers, memorials, and stocks.

GLRC Foundation

Great Lakes Recovery Centers ended our Fiscal Year September 30, 2018 with a positive operating margin of 6%. Overall net revenue increased 12% from Fiscal Year 2017. Prepaid Inpatient Health Plan (PIHP) funding increased 22% with a 32% increase in funding from our primary partner Northcare. In FY2018, the Women and Families Program was greatly expanded through the Northcare Network with increased funding of \$385,000. Continued expansion and use of the Healthy Michigan Plan increased funding by \$365,000. Prevention funding expanded 25% in the continuing effort to address the addiction issues with alcohol and drugs, particularly the expanding opioid epidemic. Our Emergency Crisis Services contracts with our local hospital providers increased 17% as more individuals presented to the Emergency Departments with mental health issues. Funding from Community Mental Health Networks and local counties increased 78% from the prior year as needed referrals increased and new programs were started to address mental health problems in our area schools. GLRC's Foundation efforts to address the addiction and prevention needs of our communities resulted in an increased funding of 150%. A significant portion of this increase was through our partnership with the Superior Health Foundation expanding community programs to increase awareness and education of the addiction and mental health problems throughout Upper Michigan.

GLRC had a decrease in funding of \$364,000 with the elimination of the Federal Bureau of Prisons contract early in the fiscal year as well as the Michigan Department of Corrections prison contract award change to a statewide vendor. However, our service contracts with the Michigan Department of Corrections and their Offender Success Program increased 52% from the prior year with expanded programming to transition offenders from prison back into their communities. Overall, the volume of clients seeking services in both the residential setting and outpatient services has continued to increase over the prior year.

Payroll and related expense as well as employee insurance costs are approximately 78% of our total operating costs. We remain a service driven organization with our employees being our most valuable asset providing the much needed services throughout the Upper Peninsula. Our thanks goes out to our staff and their commitment to quality, caring services and our various funding agencies who work with us daily to assist in meeting our mission.

Message from the CFO

Agency Revenue

Northcare Network	56%
Michigan Department of Corrections	6%
Insurance Mental Health	6%
Insurance SA Services	6%
Community Mental Health & Health Networks	5%
Emergency Crisis Services	5%
Tribal Funding	2%
Veterans	2%
United States Probation Pre-Trial Services Office ...	2%
Other	7%

Total Revenue:	\$6,665,335.51
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-- Gregory Perttula, Chief Financial Officer

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

GLRC ACCESS CENTER

For new appointments or for more information, call our ACCESS CENTER today!

Contact Us

Foundation - (906) 523-9688

Marketing - (906) 228-5879

Residential Locations

Adolescent Services Center

104 Malton Road, Negaunee, MI
(906) 228-4692

Men's New Hope House

301 E. Spruce Street, Sault Ste. Marie, MI
(906) 635-5542

Adult Residential Services

241 Wright Street, Marquette, MI
(906) 228-7611

Women's New Hope House

2655 Ashmun Street, Sault Ste. Marie, MI
(906) 632-2522

Dickinson County CTC

(906) 458-2627

Iron County CTC

(906) 458-1994

Mackinac County CTC

(906) 630-1208

Schoolcraft County CTC (SC3)

(906) 286-0159

Administrative Office

97 South Fourth Street, Suite C
Ishpeming, MI

Ph: (906) 228-9699 Fax: (906) 228-0505

Outpatient Services

Escanaba

(906) 789-3528

Hancock

(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

Sault Ste. Marie

(906) 632-9809

St. Ignace

(906) 646-0944