



Great Lakes Recovery Centers

Behavioral Health Services

People are our purpose.

LOVE THEM ALL.



FY2019 Annual Report



BOARD OF DIRECTORS

It has been another exciting and challenging year for Great Lakes Recovery Centers. The landscape for medical issues throughout the country is constantly in a state of change. In our areas of behavioral health and substance abuse, many resources are decreasing and yet problems like opioid addiction continue to grow. Thus we are continually working to evolve our responses to the needs of our clients. One major step we have taken this year is to respond to the need for recovery housing. To that end we have acquired two facilities: one in L'Anse (to house women) and one in Sault Ste. Marie (to house men). These two facilities will provide clients a safe and supportive environment where they can develop their independence while focusing on recovery.

We have continued our efforts through the LIVE campaign to fight the scourge of suicide. We want to grow our contact with at-risk youth and adults to show them there are resources available to help them in their troubled times. We also seek to provide cues to their families and friends to help them identify signs of distress, so professional services can be attained when needed.

As many hospitals move from non-profit to for-profit status and many small and rural hospitals find themselves in economic distress, they often walk away from the less profitable services like substance abuse and behavioral health. Therefore, our role as the main provider of these services in the Upper Peninsula becomes all the more critical. The outstanding work of our staff continues to positively impact the over 3,000 clients we serve each year. We all know recovery is a long, challenging road, and we continually seek new and positive ways to help the many people in the Upper Peninsula who desperately need our services. Substance abuse and behavioral health issues affect thousands of families and work places throughout the Upper Peninsula. These are not GLRC issues but issues important for every sector of Upper Peninsula life, and we ask for your support in meeting these growing needs.

-- Ray Amtmann, GLRC Board President



Staff and board members at the 2019 Board Picnic

2019 Board Members:

Ray Amtmann, Kevin Ayotte, Melody Beres, Sue Burcar, Lindsey Butorac, Nichole Collins, Jim Divine, Richard Graybill, Pete Hendrickson, Rob Jamros, Tyler Jenema, Jacki Lykins, Chad Radabaugh, and Robyn Stille

Emeritus: Laurence Ziomkowski

Community Liaison: Gary Sharp

GLRC MESSAGE FROM THE CEO

In looking back on 2019, it was a significant year of change, growth, and opportunity. We saw the State of Michigan, Department of Licensing and Regulation, make some sweeping changes impacting the Substance Use Disorder field; many of which were devoid of the voice of the people working in the field. Significant advocacy is still needed to shape our workforce and provision of care for our clients. While the opioid epidemic remains a vital initiative, we have also seen the rise of depression and suicide in many communities and young people throughout the Upper Peninsula and State; and the escalating use of Methamphetamine will need much attention and dedicated resources in the coming year and beyond.

We experienced new partnerships and opportunities this year through the support of stakeholders such as the Michigan Health Endowment Fund, the Blue Cross Blue Shield Foundation of Michigan, Superior Health Foundation, Portage Health Foundation, Pine Rest Christian Mental Health, the Marquette County Health Department, Upper Peninsula Health Plan, and NorthCare Network. Helping those in need would not be possible without the support of these, and many more, entities. Together they helped to expand opioid treatment initiatives, peer support programming, tele-health opportunities, school-based behavioral health clinics, and Medication Assisted Treatment outreach. We have been able to add community-based Child and Adolescent Psychiatric services, recovery residence facilities, and secure funding for projects evaluating the development of integrated adolescent psychiatric residential programming, maternity house services for infants exposed to drug and alcohol use, as well as the evaluation of the commercial insurance market in Michigan surrounding equitable Substance Use Disorder benefit design.

All of this would not have been possible without critical support from our partners and stakeholders, our Board of Directors, and our dedicated and compassionate staff members.

Each year we are reminded that GLRC is entrusted with the special mission of helping to serve those impacted by diverse affiliations, challenges, and difficult life situations and conditions. We do so with an unconditional faith in each other, our clients, and the communities that we serve.

Our management team met in November to talk about this and to uncover what would be our core guiding truth for our agency. We came up with this guiding core principle, **"People Are Our Purpose, Love Them All."** I can not think of a more centered and human approach to working with each other. It takes Faith, Hope, and Love to make the world around us a better place. Our staff and agency embody this and we are fortunate to bring this truth to our clients, communities, and each other each and every day.

Greg Toutant, CEO



“Well, Bridges is very important to me because I get to build a close relationship with my senior. It teaches me to help someone else other than myself, helps me learn to have more patience and being with my senior at Bridges helps me focus on being in the moment.”

– Former Adolescent Services Center Client

GLRC FOUNDATION

The GLRC Foundation recorded \$33,483.16 in monetary donations during FY2019. This does not include grants or sponsorships. This also does not include the countless donations of food, clothing, toiletries, Christmas gifts for clients, office supplies, door prizes for events, or volunteer hours. Thank you!! It is because of donations like these, that we are able to offer our clients the services we do!

During FY2019, the GLRC Foundation received \$354.92 through AmazonSmile. This happens when individuals shop through Amazon and choose GLRC as their charitable organization. Amazon will then donate 0.5% of eligible purchases to GLRC.

Thanks to many Facebook Fundraisers, we recieved \$539 from Network for Good. We have no way of knowing who organizes these fundraisers, but we appreciate them so much! Not only do they bring funds to help our programming, they also help to bring awareness to GLRC and the services we offer.



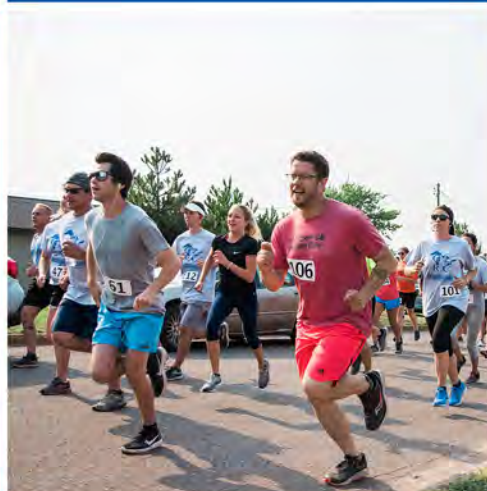
United Way

During FY2019, GLRC received funds from the Copper Country United Way, United Way of the Eastern UP, and United Way of Marquette County. In total, \$22,548.50 was received from these three United Ways.



Run for Recovery

The proceeds for this year's Run for Recovery went to GLRC Recovery Housing throughout the UP. A total of \$9,387.65 was earned at this year's run.



How can you help?

Organize a GLRC fundraiser in your community. It could be anything from a car wash to a concert; a can drive to a spaghetti dinner. You can do it on your own, or we can help you each step of the way!

“This project [Ripple Recovery Residence] wouldn’t happen without the community. We don’t have an office in L’Anse. We don’t have an office in Baraga County, even. Had there not been this much support, this never would have happened.”

-- Elissa Kent, Residential Supervisor

GLRC GRANTS

The GLRC Foundation received \$332,118 in grants during FY2019. This does not include funds from United Ways and partnering agencies. Grant funders included: Blue Cross Blue Shield of Michigan Foundation, Do it for Daniel Foundation, Flagstar Foundation, Marquette County Community Foundation, Michigan Health Endowment Fund, Phyllis & Max Reynolds Foundation, Rotary Club -- Marquette, Superior Health Foundation, TruNorth Federal Credit Union, and the West End Health Foundation.

The Michigan Health Endowment Fund awarded GLRC \$142,431 to implement an integrated mental health and Substance Use Disorder residential program for youth at our Adolescent Services Center. This will be used as a step-down or step-up program for adolescents who need psychiatric residential care. The Michigan Health Endowment Fund awarded GLRC a planning grant to determine the feasibility of building a Maternity House in Marquette for pregnant women with Substance Use Disorder. If implemented, women will be able to stay at the house while pregnant, when their infants are in the NICU and for a while after.



Mental Health & High School

The Superior Health Foundation and the Do it for Daniel Foundation teamed up to provide funds to train teachers across the UP in the Mental Health & High School curriculum.

Sugar Shack

The West End Health Foundation provided funding for Adolescent Services Center to build a Sugar Shack. The Sugar Shack houses the maple syrup evaporator the residents use each year to make maple syrup.

Raised Garden Beds

The Marquette County Community Foundation provided funds so Adult Residential Services could build raised garden beds to grow their own vegetables.



Suicide Prevention

TruNorth Federal Credit Union, Marquette Community Foundation -- Ishpeming and Negaunee Grant Programs, and many community donations helped to fund West End Suicide Prevention.

"My counselor is amazing to talk to. I like that she totally understands the situation and my needs to help me keep my sobriety."

-- Ironwood Outpatient Services Client



OUTPATIENT SERVICES

GLRC's Outpatient Services assists clients throughout the Upper Peninsula with offices in nine different locations. Services vary at each location and may include: screenings, assessments, individual and family counseling, prevention and intervention programming, educational and therapeutic group sessions, along with assessment and treatment for veterans. The treatment approach used by GLRC clinicians is strength-based and uses evidence-based strategies for both individual and group sessions.

GLRC works with several specific populations. **Medication Assisted Treatment (MAT)** combined with counseling, has been shown to be an effective treatment of opioid and alcohol disorders. MAT clients meet with a doctor on a monthly basis, participate in weekly individual and/or group counseling and have a case manager. The **Women & Families Program** provides comprehensive services and support for women who are pregnant, as well as, mothers and fathers who have dependent children. The goal is to help reduce barriers between parents and the treatment they need. These services are offered in Ishpeming, Marquette, and Sault Ste. Marie. **Veterans** can participate in weekly support groups in Marquette County and receive individual counseling. The VA funded services for 52 veterans in FY2019.

2,324 Clients

GLRC's Outpatient Services saw 2,324 clients during FY2019. Of these clients, 1,725 received services for Substance Use Disorder, 522 received mental health services and 113 received MAT services.



Drug of Choice

Alcohol was the drug of choice for 51% of clients, with opioids coming in 2nd at 26%. Although Amphetamines were the drug of choice for only 13% of clients, this was a 5% increase from FY2018.

Medication Assisted Treatment

GLRC offers Medication Assisted Treatment in Hancock, Ishpeming, and Sault Ste. Marie.

Mental Health Services

Mental Health Services are available in Escanaba, Hancock, Iron Mountain, Iron River, Ironwood, Ishpeming, and Marquette.

SUD Service Locations

Substance Use Disorder services are available in Escanaba, Hancock, Iron Mountain, Iron River, Ironwood, Ishpeming, Marquette, Sault Ste. Marie, and St. Ignace.

“West End Suicide Prevention’s LIVE campaign was able to shine a much needed light on the importance of mental health awareness and suicide prevention for our schools and communities. The LIVE campaign provided a common language for individuals on the west end of Marquette County that helped to minimize the stigma around issues of mental health.”

-- Community Partner

GLRC PREVENTION

GLRC has facilitated four Communities that Care (CTC) across the Upper Peninsula for a number of years. Although each CTC follows the same evidence-based program, they are each at different stages and offer unique services. Beginning in FY2020, GLRC began the facilitation of two additional CTC's. Each of the CTC's have a Suicide Prevention Work Team. This year, the teams worked together to coordinate a UP-Wide Suicide Prevention Walk. Individuals from each county biked, walked, and rode, while passing a torch from one county to the next to bring awareness to suicide prevention.

West End Suicide Prevention, a diverse coalition facilitated by GLRC developed the LIVE campaign, a positive mental health campaign and introduced it to the west end of Marquette County in September of 2019. The campaign will be introduced in other UP counties in 2020. LIVE encourages you to LOVE (yourself), INCLUDE (others), VALUE (life) and ENGAGE (community).

Communities that Care

GLRC Coordinates CTC's in the following counties: Dickinson, Iron, Mackinac, and Schoolcraft. In FY2020 GLRC will also facilitate Alger and Luce CTC's.

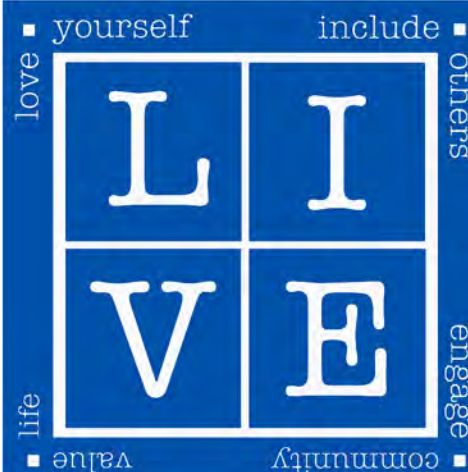


Suicide Prevention

GLRC facilitates suicide prevention groups in the following counties: Alger (2020), Dickinson, Iron, Luce (2020), Mackinac, Marquette, and Schoolcraft.

Prevention Services

GLRC works with schools and the courts to provide prevention services in the following counties: Alger (2020), Dickinson, Iron, Luce (2020), and Schoolcraft.



Mental Health First Aid

In December of 2018, 13 individuals from the UP were trained to be instructors in adult Mental Health First Aid. This was partially funded through the Mental Health First Aid Initiative.

	Adult Residential Services	Men's New Hope House	Women's New Hope House
Established	1987	1978	1988
Location	Marquette	Sault Ste. Marie	Sault Ste. Marie
Residential Clients:	423	129	180
Average Length of Stay	27	42	32
Average Age	35	36	28
Alcohol as Drug of Choice	47%	43%	31%
Opioids as Drug of Choice	28%	29%	24%
Meth as Drug of Choice	17%	16%	24%
Detox Clients	160	36	63

"The support and care that I received while a resident at the GLRC programs was nothing short of amazing. I tried to utilize all the benefits that were offered to me in a way that I knew would help me succeed to the best person I could be. The support of the staff and the resources to which I fought for brought me to the point in my life now to where I have secured a great full time position at a good company, a great home, and best of all my kids will be coming home for good."

-- Former Adult Residential Services Client

GLRC RESIDENTIAL -- ADULT

GLRC has three adult residential treatment programs. Adult Residential Services is a 36-bed facility housing both men and women in Marquette. Men's New Hope House is located in Sault Ste. Marie and houses 16 men. Women can bring their children (up to age 11) with them to treatment at Women's New Hope House, a 21-bed facility, also located in Sault Ste. Marie. All three facilities also provide social detox services. The number of clients who reported Methamphetamines as their drug of choice increased significantly at all three locations.

During FY2019, residents at each of these facilities were given new opportunities. Adult Residential Services began taking part in Pet Therapy and built raised garden beds. Volunteers from a local church come to Men's New Hope House twice a week, and a local tribal member comes regularly to offer spiritual guidance and education to men who want that. And the women at Women's New Hope House can now take part in acupuncture on site and also enjoy weekly Art Expressions.

732 Clients

There were a total of 732 residential clients at our adult facilities in FY2019, with an additional 259 clients receiving social detox services. Clients served came from all 15 UP counties and surrounding areas.



Drug of Choice

Alcohol was the drug of choice at all three of our adult residential facilities in FY2019. Opioids and Methamphetamines were second and third choices at the adult facilities.

Recovery Housing

21 clients stayed at Sue B's House during FY2019. The average length of stay was 134 days. New recovery houses will be opening in L'Anse and Sault Ste. Marie during FY2020.



"I just wanted to check in, ask how you guys and gals are doing and what-not. I'm doing good, out of school, got a good job, about to get my license so I can get to college. I want to thank you for the things you've done for me. I know I have before, but you changed my life for the better, Paul. I can't thank you enough. I thank everyone over there at GLRC, my time there was enjoyable, but you ended up being a golden gateway from my doubts. So, thank you. Take care."

– Former Adolescent Services Center Client

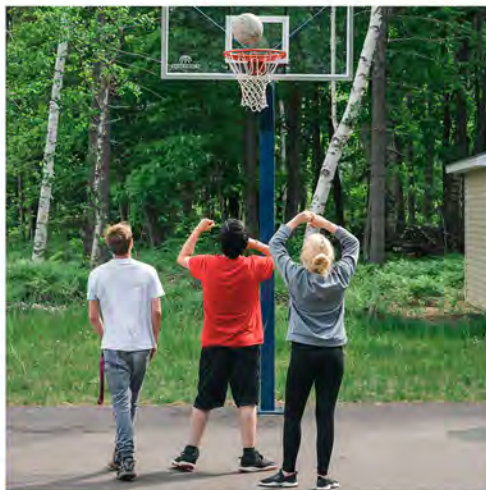


ADOLESCENT SERVICES CENTER

Located in Negaunee, MI, Adolescent Services Center is a residential treatment program for youth between the ages of 12 and 17 with Substance Use Disorder. The facility can serve up to 16 clients and provides semi-private rooms, a year-round classroom, 26 acres of wooded land, and a variety of ancillary services. The program is designed to allow for each resident to find their own connection to services to promote healthy living. The residents are introduced to the benefit of service learning, giving back to the community and helping others. They participate in a wide variety of recreational activities such as yoga, hiking, high ropes course, snowshoeing, and team sports. The clients take part in multiple individual therapy sessions each week and two daily group sessions. The goal is that clients leave Adolescent Services Center with an increased sense of self-worth, effective communication skills, the ability to make healthy choices, the knowledge of how to maintain their path of recovery, and the foundation to be productive and valued members of their communities.

53 Clients

During FY2019, Adolescent Services Center served 53 residential clients. 28 of them were male, with 25 being female. The average age was 15. The average length of stay was 58 days.



Drug of Choice

Marijuana was the Drug of Choice for 53% of the clients, whereas alcohol was the drug of choice for 19%.



Counties Served

During FY2019, clients were served from Baraga, Chippewa, Gogebic, Houghton, Marquette, and Menominee Counties, as well as from downstate and Wisconsin.



"I found the [PRIDE] training very educational and inspiring. I was excited to attend every week and left feeling more prepared to be a foster parent. Both trainers were awesome and answered any questions, as well as, offered many resources."

– UP Foster Parent

GLRC CHILDREN'S SERVICES

The Child and Adolescent Psychiatric Specialty Clinic is based out of the Ishpeming Outpatient Services office and works with Dr. Steven Klamerus. 72 clients utilized this service during its inaugural year -- FY2019. Youth between the ages of 5 and 18 were seen for evaluations and consultations, medication management, coordinated therapy services, parent education, and family therapy.

GLRC partners with Easterseals of Michigan to provide trauma assessments to children between the ages of 1 and 18. The Trauma Services team works together to develop a plan that includes referrals and recommendations in 5 areas -- Home, Therapy, Medical, Community, and School.

GLRC's Regional Resource Team (RRT) provides UP Department of Health & Human Services (DHHS) offices with support for recruitment, retention, and training of foster families. 67 new foster families were recruited throughout the UP in FY2019.



Assessments

18 of the 31 youth who received trauma assessments in FY2019 were in foster care and 6 resided in a residential facility. Seven of these children were living with their biological families.



206 PRIDE Trained

GLRC is responsible for providing PRIDE Training, a 16-hour mandatory training, to all new foster homes in the UP. This year, 206 new foster families were PRIDE trained.



How can you help?

BECOME A FOSTER PARENT!
Or spread the word. We are especially looking for homes that will foster teens.

“My experience with the Offender Success program has been nothing but great. They made sure I had a safe place to stay during my release from incarceration. Kept me updated with different opportunities, also making sure I could travel. Not only did they involve themselves in making sure I found my own home, my enrollment for Midwest Trucking School was due to their dedication in seeing me succeed. I wouldn't be where I am now if it wasn't for the Offender Success program.”

– Offender Success Client



OFFENDER SUCCESS

GLRC's Offender Success program ensures that those released from prison have the tools they need to succeed in the community, and the opportunity to utilize the tools to be productive, self-sufficient citizens.

A variety of services are offered to Returning Citizens through the the Offender Success Program. During FY2019, 109 Returning Citizens received Supportive Housing, with the average number of bed days being 90; 13 received Health/Behavioral Health Services; and 35 received Social Supports.

GLRC's Offender Success program was featured on a Michigan Department of Corrections podcast in recognition of their Job Placement and Job Retention. Of the 10 state Offender Success programs, GLRC's program ranked 2nd in Job Placement and 3rd in Job Retention. 12 Returning Citizens received Subsidized Jobs and 63 received full-time jobs.

233 Returning Citizens

Of the 233 Returning Citizens receiving services, 37 were female and 196 were male. The average age was 39. There were 110 new admissions in FY2019.

3 Training Partnerships

Partnerships were established with Midwest Truck Driving School, Bay College, and Northern Michigan University to provide hands-on learning for our Returning Citizens.

Offender Success



61% Job Placement

GLRC's Offender Success program ranked 2nd in Job Placement and 3rd in Job Retention in comparison with the 10 Offender Success programs in the state.



How can you help?

Offender Success needs new or gently used bikes, as well as hygiene items such as soap, deodorant, shampoo, lotion, toothpaste, toothbrushes, etc.



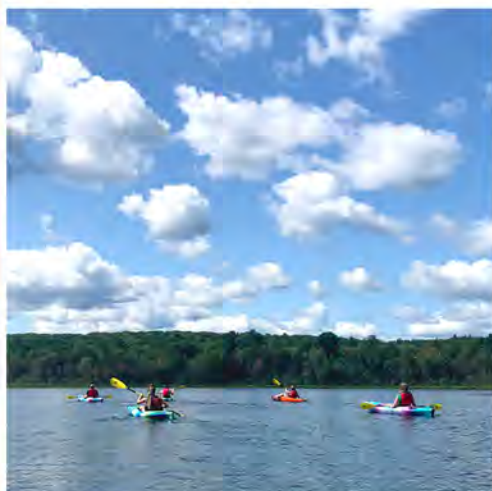
MESSAGE FROM THE CFO

Great Lakes Recovery Centers ended our fiscal year September 30, 2019 with a positive operating margin of 3%. Overall net revenue increased 8% from the prior year. PIHP funding increased 5% with 80% of the funding from our primary partner NorthCare. In fiscal 2019, the Women & Families, Social Detox and Medical Services were expanded through the NorthCare Network with increased funding of \$259,700. Prevention funding expanded 14% 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 4% as more clients present to the emergency departments with mental health issues. Funding from Community Mental Health Networks and local counties increased 54% 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 67%. A significant portion of this increase was through our partnership with the Michigan Health Endowment Fund 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 \$120,876 with the elimination of 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 to transition offenders from prison back into their communities, remained the same as the prior year. 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 expenses, as well as employee insurance costs are approximately 76% 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 go 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.

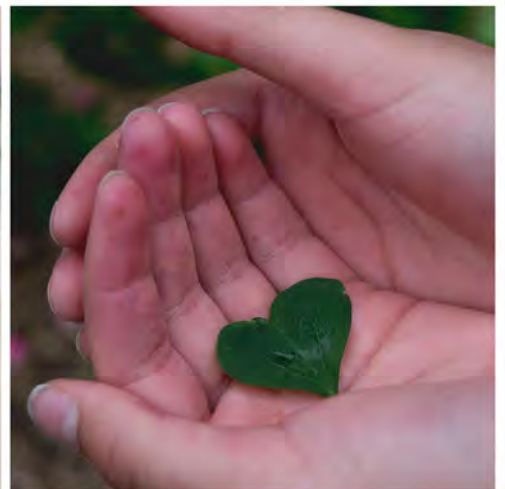
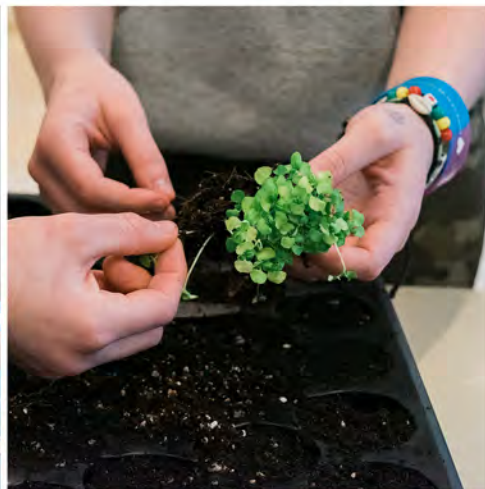
-- Kathleen Malay, CFO





MISSION:

To empower
recovery
through hope
and change.



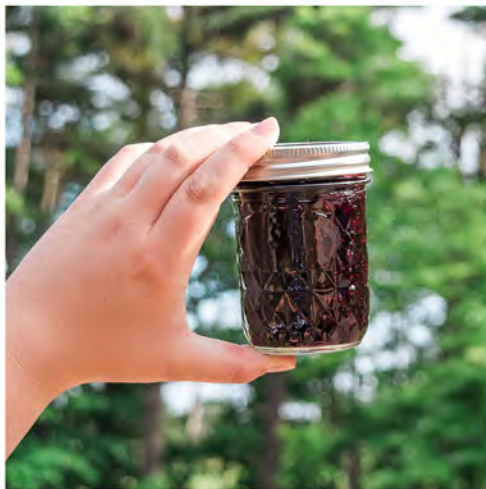
VISION:

To create
healthy
communities
one person
at a time.





Thank you!
It's because of
you -- our clients,
stakeholders,
funders and staff
-- that we do
what we do.





CONTACT US

Residential Locations

Adolescent Services Center

104 Malton Road, Negaunee
(906) 228-4692

Adult Residential Services

241 Wright Street, Marquette
(906) 228-7611

Men's New Hope House

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

Women's New Hope House

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

Administrative Office

97 South Fourth Street, Suite C
Ishpeming, MI 49849
(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

Marquette

(906) 228-6545

Sault Ste. Marie

(906) 632-9809

St. Ignace

(906) 643-0944

www.glrc.org

Find us on:



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GLRC ACCESS CENTER

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