

Great Lakes Recovery Centers

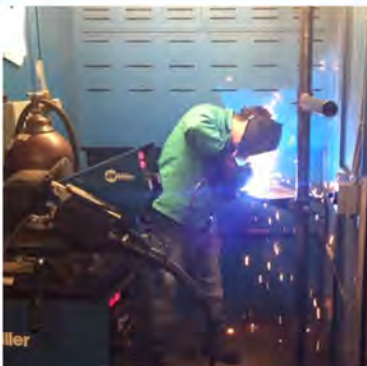
FY2020 Annual Report

Empowering recovery through hope and change.



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Letter from GLRC's CEO

2020 was a year like no other for GLRC and others across the state, nation and world. As an essential service provider, we were able to endure the challenges imposed by COVID-19 by diversifying to meet the needs of our clients through the rapid deployment of tele-health and tele-phonics services and support.

The perseverance and commitment of our staff, as they faced uncertainties and fears, was nothing short of heroic, as they continued to provide life-altering care throughout the pandemic. Implementation of expanded sanitation practices, masking, COVID testing, modification of programming, visitation limits, and additional COVID precautions were just a few of the highlighted areas of resilience that staff and clients demonstrated while continuing the provision of treatment.

During this time frame of unprecedented challenges, GLRC embarked on the Rebuilding HOPE Capital Campaign which will culminate in a new men's residential treatment facility and a separate women's recovery house. With the support of the GLRC Board of Directors, staff, and Rebuilding HOPE Campaign Committee - chaired by Mr. James Haveman - we raised critical financial support for our project in Sault Ste Marie.

As we look toward 2021 and beyond, I am reminded of a quote that embodies the spirit of resiliency, hope, and a little bit of what the Finnish people call SISU. *'In the midst of winter, I found there was, within me, an invincible summer. And that makes me happy. For it says that no matter how hard the world pushes against me, within me, there's something stronger—something better, pushing right back.'* -Albert Camus

2020 was truly a year of resiliency. Amidst the challenges, we wish to thank our community stakeholders, partners, and all those who have supported us and those that chose to give during this difficult financial year. For our clients and communities we will continue to face the challenges of each day with determination to make a positive difference in the lives of those we are entrusted to serve.

Greg Toutant, GLRC CEO

GLRC's Board President

Greg spoke eloquently about the challenges we faced in FY2020 and the need for resiliency. I would like to take another tact. Almost everyone is suffering some sort of COVID fatigue and desires to get back to normal. Therein lies a potential problem for agencies like GLRC. Everyone is so invested in getting their personal lives back to normal they are likely to miss the needs of GLRC and other non-profits. We need to be very active in stating our case and seeking out partners to help provide for the needs of our clients. The non-profit landscape is changing day-by-day. Government funding has been severely impacted and only the very strong non-profits will survive and flourish. It is up to our staff to ensure we broadcast our successes and at the same time keep our eyes open to new opportunities to broaden our services and client base. Be cheered by vaccinations and opportunities to get back to normal. However, normal should not be our goal. Our goal should be providing new, innovative, and better services that truly enhance our clients' successes and better serve our communities. Our goal should be to be better than we were in 2019 and 2020 and to grow and sustain the agency to provide the absolute best services possible and be second to none.

Ray Amtmann, GLRC Board President

GLRC Finance

Despite a challenging financial climate, GLRC's fiscal year ended with an overall net revenue increase of 16.4% over FY19. The net revenue from residential, outpatient and Offender Success programming all increased between 11% and 13%. Net expenses had an increase of 10.9% from FY19. Due to the impacts of COVID-19, GLRC received \$435,233 of vital provider support from NorthCare Network. As we remain a service driven organization with our staff being our most valued asset, payroll and related expenses contributed to 77% of our total operating expenses.

\$9,002,640

net revenue

\$8,399,527

total expenses

\$604,705

increase in NorthCare
Network funding

\$227,173

PIHP and other health
plan funding

\$109,035

decrease in MDOC funding

\$63,567

decrease in MDHHS funding



GLRC Foundation & Marketing

GLRC's Foundation and Marketing departments work together to raise funds and awareness for all GLRC programs and services. This is done through grant writing, fundraising, outreach activities, a social media presence and more. In 2020, GLRC held the Run for Recovery virtually, with people participating from all across the UP, other states and even overseas. Facebook fundraisers went from \$355 in FY2019 to \$1,811 in FY2020. And the Rebuilding HOPE campaign began, raising \$34,625 for an expansion project in Sault Ste. Marie. Thank you to all of our donors for your generous support.

\$168,470

in grant funding

\$21,986

in United Way funding

\$37,552

in general donations

\$7,623

from Run for Recovery



\$8,500

in Rebuilding HOPE grants

\$26,125

in Rebuilding HOPE
donations

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Outpatient Services

All of the Outpatient Services locations offer treatment of Substance Use Disorders (SUD) for adolescents and adults. In addition, many of the locations also offer mental health counseling for children, adolescents and adults, in-person or through tele-health.

Due to the negative impacts of the COVID-19 Pandemic, the number of clients utilizing Outpatient Services decreased by 17% in FY2020. Although alcohol and opioids remain the top two drugs of choice, both saw a decrease in the percentages. Methamphetamines was the drug of choice for 1% of clients in FY2019 and rose to 13% in FY2020.



1,814 total clients

371 total mental health clients

1,443 total SUD clients

Drug of Choice

Alcohol (50%)

Opioids (25%)

Methamphetamines (13%)

Total Clients

Escanaba	232
Hancock	88
Iron Mountain	210
Iron River	21
Ironwood	82
Ishpeming	451
Marquette	447
Sault Ste. Marie	227
St. Ignace	43
Adult Outpatient Services	12

Medical Services

GLRC sees each client as a 'whole person' and in doing so, we now deliver medical services so clients can take care of both their behavioral and medical health needs in one place.

Medication Assisted Treatment (MAT), which pairs targeted medication with individual and group counseling, along with case management is offered in several GLRC locations through qualified physicians. A Nurse Practitioner provides both primary health care services and women's health care at GLRC's Outpatient Services locations and residential facilities.

MAT Clients

Hancock	11
Ishpeming	71
Marquette	25
Sault Ste. Marie	21
Total	128

Medical Clients

Ishpeming	19
L'Anse	5
Marquette Outpatient	17
Marquette Residential	172
Negaunee Residential	30
Sault Ste. Marie Men's	59
Sault Ste. Marie Women's ..	60
Total	362

Help with COVID

Medical Services assisted with the development and ongoing review of GLRC's COVID Mitigation Plan. Following CDC and health department guidelines, the plan was developed in March 2020 and revised multiple times as changes in the pandemic occurred. The COVID Mitigation Plan includes protocols for COVID prevention, screening, medical clearance for admission to residential programs, return to work following quarantine, and what to do in the case of a positive COVID test for clients.



ADULT RESIDENTIAL

	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	469	167	211
Average Length of Stay	23	26	27
Average Age	36	37	26
Alcohol as Drug of Choice	50%	48%	29%
Opioids as Drug of Choice	20%	20%	23%
Meth as Drug of Choice	25%	21%	38%
Detox Clients	153	73	54
UP Counties Served	14	13	11

*clients were also served from outside of the UP at all three locations

Adult Residential Treatment

GLRC operates three adult residential treatment facilities in the Upper Peninsula for individuals with substance use disorder. Each location also offers a limited number of beds for clients who need a higher level of care through social detoxification. Alcohol remained the drug of choice at two facilities, with Methamphetamines moving up to drug of choice at the third. The percentage of people who used Methamphetamine as their drug of choice went up in all three residential locations. Although we were in a global pandemic, the number of residential clients went up in each location by at least 30.

Adult Residential Services

A Nurse Practitioner was added to the staff at Adult Residential Services in FY2020 to help support a holistic approach to treatment.

Adult Residential Services received numerous facility improvements this fiscal year, including new paint, new lighting in the dining area, the furnace was replaced in the women's wing, the volleyball court was redone with new nets and cement poles and electronic paper towel dispensers were installed.

Men's New Hope House

To better address the co-occurring needs of the clients, telehealth services are offered with a mental health clinician from Adult Residential Services.

Staff were intentional in planning activities that met the needs of the clients, as well as COVID-19 restrictions. Weekly recreational activities, such as hiking and disc golf, took place in nature. Nutrition courses were offered virtually and the men had the opportunity to take part in different virtual recovery meetings.

Women's New Hope House

There was a unique increase of 9% in the total number of clients served during FY2020. However, due to COVID-19, there was a decrease in the number of clients referred due to legal involvement. Therefore, the residents were internally motivated resulting in a 17% increase in the successful completion of treatment.

Clients were able to connect with their families and loved ones through technology as face-to-face visits were not permitted due to COVID-19.



Adolescent Services Center

Adolescent Services Center is a 16-bed residential treatment facility for individuals between the ages of 12 and 17 with Substance Use Disorder. It is located on 26 acres of land in Negaunee, Michigan. Residents participate in multiple types of therapy each day, on-site schooling, community service projects, and a variety of other activities.

Adolescent Services Center saw both an increase in the number of clients it served in FY2020 and the average length of stay. The number of clients increased from 53 to 61 and the average length of stay increased from 58 days to 66.5 days.

61 total
residential clients

66.5 average
length of stay

4056 number of
bed nights

Drug of Choice

Cannabis (34)

Alcohol &
Methamphetamines
(9 each)



11 total emergency
shelter clients

2.8 average
length of stay

14.8 average
age

Children's Services

GLRC's Children's Services encompasses our Child & Adolescent Psychiatric Services, Easterseals of Michigan (ESM) Trauma Services and our Foster Care Program. Child & Adolescent Psychiatric Services helps to address the unmet need for psychiatric and specialty mental health services for children and adolescents, including psychiatric care, assessments and treatment services. ESM Trauma Services provides comprehensive, transdisciplinary trauma assessments for children ages 1-18. GLRC's Foster Care Program works to recruit, train and help retain foster parents throughout the UP.

Child & Adolescent Psychiatric Services

103 clients in Child & Adolescent Psychiatric Services

10 number of counties served

14 average age

56 % of youth were referred by a community medical provider

ESM Trauma Services

23 youth received trauma assessments

11 youth in foster care who received trauma assessments

15 youth received diagnosis of Post Traumatic Stress Disorder

\$1,850 cost of trauma assessment

Foster Care Program

349 Upper Peninsula foster parents trained

65 foster care recruitment events

16 families recruited to foster teens/adolescents

173 new foster families recruited



Prevention Services

GLRC facilitates both substance abuse and suicide prevention coalitions. Communities That Care (CTC) are evidence-based coalitions that use prevention science to promote healthy youth development, improve youth outcomes and reduce problem behaviors. In

FY20 GLRC facilitated CTC's in the following counties: Alger, Dickinson, Iron, Luce, Mackinac and Schoolcraft. GLRC also facilitates West End Suicide Prevention, a diverse group that is working towards preventing suicide by offering suicide prevention courses, distributing suicide prevention materials and promoting the LIVE campaign.

Active Participants

Alger County	24
Dickinson County	36
Iron County	7
Luce County	5
Mackinac County	24
Schoolcraft County	19
West End Suicide Prevention .	25



Prevention 2020

Alger County provided meals to students during the summer. Dickinson and Iron County combined CTC's. Schoolcraft County added Positive Action. West End Suicide Prevention held the first Beating the Winter Blues health fair.

Participants Taught

Botvins Life Skills	397
Guiding Good Choices	84
Prime for Life	34
Mental Health First Aid	70
Assessing and Managing Suicide Risk	17
Question, Persuade, Refer .	114

Recovery Housing

GLRC facilitates three recovery houses and will be opening a fourth, the John Kivela House, in FY2021. Our current recovery houses are both Michigan Association of Recovery Residences, Inc. (MARR) and National Alliance for Recovery Residence (NARR) certified.

Recovery houses give clients a safe, recovery-oriented environment to begin their life of sobriety. Residents are required to take part in individual and group therapy, as well as find employment to help pay for their rent. Upon entry into the program, residents must have achieved 30 days of sobriety.



Gary's House Sault Ste. Marie, MI

Established: 2020
Clients Served: Males
of Beds: 5
of Clients Served: 8
Average Length of Stay: 37
Drug of Choice: Alcohol
Average Age: 42

Ripple Recovery Residence L'Anse, MI

Established: 2020
Clients Served: Females
of Beds: 8
of Clients Served: 13
Average Length of Stay: 40
Drug of Choice: Alcohol
Average Age: 42

Sue B's House Marquette, MI

Established: 2015
Clients Served: Females
of Beds: 7
of Clients Served: 22
Average Length of Stay: 160
Drug of Choice: Alcohol
Average Age: 38

Offender Success

GLRC's Offender Success program, or Region 1 Offender Success, provides residential stability, social support, job placement and health/behavioral health services to Returning Citizens in all 15 Upper Peninsula counties to ensure they have the tools needed to succeed and the opportunity to utilize those tools to be productive, self-sufficient citizens.

Due to COVID-19, all newly released Returning Citizens needed to quarantine for two weeks. The Salvation Army provided food and supplies to make this time more comfortable.

268 total clients

118 new admissions

44 average age

Clients Served

Supportive Housing	119
Health/Behavioral Health	15
Social Supports	62
Clothing Assistance	32
Hygiene/Food Assistance	46
Subsidized Jobs	13
Full-time Jobs	63
Job Placement Rate	38

**Offender
Success**



Area Vendors

Baraga	4
Chippewa	14
Delta	15
Dickinson	7
Gogebic	8
Houghton	12
Iron	4
Luce	4
Mackinac	10
Marquette	17
Menominee	10
Ontonagan	2
Schoolcraft	7

COVID-19 Response

Like everywhere else, life at GLRC changed in March of 2020. New words such as 'unprecedented times,' 'social distancing,' and 'essential workers' entered our vocabulary. Executive Orders were read through and new policies were put in place as we determined how to protect the health and safety of our staff and clients. We continued to provide the essential services that we offer -- an essential service that is needed during these 'unprecedented times' more than ever. GLRC remained open throughout the pandemic, although some programs worked from home and others implemented new procedures.

Services

GLRC's residential treatment continued to operate as usual during the pandemic, however outside programming was put on hold until it was safe to bring them back.

GLRC's Outpatient Services locations began seeing clients through tele-health (video), telephone and with many safety precautions in place, we were able to continue to see clients in person.

Staff from Administration, Prevention, Foster and Offender Success were able to do most of their work from their homes.

Face Masks

GLRC has strived to provide staff and clients with face masks to help keep everyone safe and healthy.

A wide variety of face masks have been donated from across the U.P. by individuals, groups, funders and churches

The use of face masks is required in all common areas of all GLRC programs and facilities.

Testing

Every person who enters a GLRC facility must complete a COVID-19 Screening Form each day.

Any time there was a positive case of COVID-19 at a residential site, all staff and clients were tested. This only happened once in FY2020. There were no additional positive cases that came from this mass testing.



Contact Us

GLRC's Access Center is locally operated on the second floor of the Gossard Building in Ishpeming. Staff at the GLRC Access Center are knowledgeable about all of GLRC's residential and outpatient programs. They are trained to verify insurances, look at other funding options and schedule first appointments. They can help answer questions about both residential and outpatient programs and know where to direct you for further information about GLRC's other programs. The GLRC Access Center answered 18,345 calls in FY2020.

**GLRC Access
Center**
(906) 228-9696

**Specialized
Residential
Access Center**
(906) 205-4900

www.glrc.org

Find us on:



GLRC Marketing
(906) 228-5045

Administrative Office

97 South Fourth Street, Suite C
Ishpeming, MI 49849
(906) 228-9699

GLRC Foundation
(906) 523-9688

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