



Creating healthy communities
one person at a time.

FY2021 Annual Report

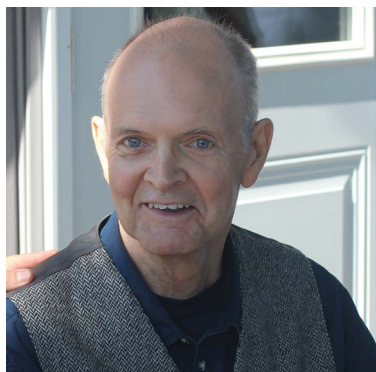


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Note from the CEO

The past year has truly been like no other. The impact of COVID has changed many of our typical processes and has had a major impact on the delivery of treatment and intervention services not only for GLRC, but for most treatment providers in the nation.

A theme of resiliency echoed throughout Great Lakes Recovery Centers (GLRC) during the past year. We wish to both thank and support our staff for the unrelenting courage and compassion they have shown as they face the unknown each day while continuing to provide high quality care to clients in need.

Despite the challenges and uncertainty of COVID, we were able to keep our focus on our mission and our essential truth. This culminated in several achievements, including the completion of the Rebuilding Hope campaign, the opening of the new men's residential treatment facility in the Soo, partnering with Munising Memorial Hospital to launch outpatient services, expanding the provision of our medical care, and undergoing proactive changes to our Electronic Medical Records system and our financial software system.

GLRC continued to be a valued stakeholder and partner with many organizations, helping to extend the scope and reach of our services and impact to those in need. We were able to open the John Kivela Recovery House in Marquette, refine our relationships with employers and vendors involved in the Offender Success program, expand the provision of targeted prevention programming in the U.P. and increased the number of trauma assessments provided to children across the region.

Looking forward to 2022 marks a pivotal point in our continued evolution as a service provider. We have worked closely with Lifepoint Health systems for the acquisition of Teal Lake Medical Facility in Negaunee, adjacent to our Adolescent Services Center, for what will be the future home of GLRC's central U.P. campus.

We are united in our service to others and despite the many challenges of operating programming in uncertain conditions, it is our belief in humanity and in each other that helps us to be a beacon of hope to those struggling with behavioral health challenges.

'A theme of resiliency echoed throughout GLRC during the past year.'



'Despite the challenges and uncertainty of COVID, we were able to keep our focus on our mission and our essential truth.'



GLRC Board of Directors

As I sit to write this annual Board President's comments for GLRC's Annual Report, it occurs to me how many previous reports I have written talked about what an eventful year we have had at GLRC. Yet, this last year has been another eventful year. We ran a successful Rebuilding Hope Capital Campaign, completed our new men's facility in Sault Ste. Marie, opened the John Kivela Recovery House in Marquette, created Great Lakes Recovery Centers Foundation as a separate stand-alone company, and began conversations to acquire the former Teal Lake Medical Center from Duke LifePoint. And those are only the fiscal achievements for GLRC. We have battled COVID-19 and persevered in providing top-level services to all our clients while protecting our staff.

We are facing ever-changing funding challenges driven by governmental and private sector changing landscapes. Additionally, we face a very challenging employment environment which is driven by a very limited supply of workers with the skills required to provide our services and the very real necessity for higher pay levels. To prosper, GLRC has had to continually adapt and become very agile in how we operate high quality services. As traditional hospitals disengage from providing behavioral health and substance abuse programs, GLRC is becoming a significantly more important community resource in meeting those needs. GLRC covers the entire spectrum of clients, from children as young as two years old going through a trauma assessment, teens in our residential treatment facility, to adults of all ages in recovery houses. Therefore, I congratulate our staff for helping the thousands of U.P. residents we serve each year and the better lives they are contributing to. We can only imagine what new challenges we will face in 2022, but I am sure GLRC will be up to meet those challenges.



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Finance and Foundation

GLRC's Fiscal Year ended with a net revenue of \$9,275,764. This is an increase compared to last years net revenue of \$9,002,640. Expenses during this fiscal year were \$8,786,206. GLRC received \$1,420,025 in funding from private insurance companies, an increase of \$401,780. However, there was decrease in NorthCare Network funding of \$252,965, resulting in a total of \$4,057,841 from Northcare Network. GLRC staff continue to be our greatest resource, as well as our greatest expense. Personnel and related expenses accounted for 78% of our FY2021 budget, an increase of 1% over last fiscal year.

GLRC's Foundation was busy during FY2021. In addition to the regular Foundation work, staff completed the Rebuilding HOPE campaign, started the GLRC Donation Closet, undertook targeted fundraising for the John Kivela Recovery House and began the paperwork to become an independent 501(c)(3).

The Rebuilding HOPE capital campaign brought in a total of \$724,659 in FY2021. These funds were used for an expansion project in Sault Ste. Marie. The first phase of the project included the purchase and renovation of a church on Easterday Ave to house the new Men's New Hope House. The second phase will culminate in FY2022, with a recovery house for women moving into the former Men's New Hope House.

In addition, the Foundation raised \$119,444 in general grant funding during FY2021. The Run for Recovery brought in \$10,556 in FY21 with events in L'Anse, Marquette and Sault Ste. Marie. And \$34,146 came in from individual and household donors.



Net Revenue:
\$9,275,764

Expenses:
\$8,786,206



**Total Grant
Funding:**
\$213,951

**Rebuilding
HOPE:**
\$724,659

**Individual
Donations:**
\$34,146

Outpatient Services

Great Lakes Recovery Centers offers outpatient services in 9 locations across the Upper Peninsula of Michigan. The outpatient treatment approach is strength-based and uses evidence-based strategies for individual and group work. These services are open to anyone, with a variety of insurances accepted. Both in-person and telehealth options are available.

GLRC clinicians offered outpatient services to 191 clients for mental health issues such as anxiety, depression, trauma, family issues and more in FY2021. These clients were served in Escanaba, Hancock, Ironwood, Ishpeming and Marquette in FY2021.

Substance use outpatient services were provided to 1,053 clients through clinics in Escanaba, Hancock, Iron Mountain, Ironwood, Ishpeming, Marquette, Munising, Sault Ste. Marie and St. Ignace. Enhanced substance use disorder outpatient services are offered at most of the GLRC outpatient clinics. These services include more than one scheduled service per week.

During FY21, GLRC was designated an Opioid Health Home pilot site, in which a team of experts provides comprehensive care, collaborating resources, insight and services unique to each participant in an effort to fully wrap around and support the client. There were 126 clients enrolled in the program in FY21.

GLRC's Medical Services expanded in FY21 to offer Hepatitis C treatment, as well as, general medical services. In total, GLRC's Medical Services team provided 672 appointments, including 499 appointments at our residential facilities. Staff also provide Medication Assisted Treatment, through Medical Services, serving 202 clients in FY21.

'My daughter told me for the first time since before I started using that she was proud of me...'

'...I've wanted her to say that for so long and I feel like that's her way of saying she forgives me.'



Clients Served:
1,481



Drug of Choice:
Alcohol



Clients Provided with Mental Health Counseling:
191

Recovery Housing

Great Lakes Recovery Centers celebrated the opening of two recovery houses in FY21. Gary's House, a recovery house for men in Sault Ste. Marie, is located in the same building as the new Men's New Hope House where a joint ribbon cutting was held in the beginning of September 2021. The John Kivela Recovery House, in Marquette, opened towards the end of FY21 and held its ribbon cutting at the end of September. Gary's House served 15 men in FY21 and whereas the John Kivela Recovery Residence opened towards the end of the Fiscal Year, it filled with clients very quickly serving 4 individuals.

These new facilities joined Sue B's House in Marquette, GLRC's first recovery house and the Ripple Recovery Residence in L'Anse. Sue B's House and the Ripple Recovery Residence both house women, with the Ripple Recovery Residence also welcoming the children (up to age 11) of the residents. During FY2021, Ripple Recovery Residence served 12 women and one child. There was a significant increase in the number of days women stayed at the Ripple Recovery Residence, going from an average of 59 days to an average of 98 days. Sue B's House served 8 women in FY2021.

All of GLRC's recovery houses are both MARR (Michigan Association of Recovery Residences, Inc.) and NARR (National Alliance for Recovery Residences) certified. Individuals who reside at one of GLRC's recovery houses are required to have achieved 30 days of sobriety prior to entering the home, take part in four self-help groups a week, attend individual counseling and find employment within 60 days.

"Ripple is a safe haven."



"The staff... cared about me when I didn't even care about myself."



"I am even learning to laugh again."



Offender Success

GLRC's Offender Success program dates back to 2007, when it was called the Prisoner Reentry program and later named the Michigan Prisoner Reentry Initiative. The Michigan Department of Corrections (MDOC) re-branded it as the Offender Success program in 2017 to reflect a more strength-based approach. The mission of the program is to reduce crime by implementing a seamless plan of services, supervision and opportunities developed with each Returning Citizen and delivered through state and regional collaboration.

Offender Success saw a marked decrease in the number of clients referred to the program in FY2021. On average, the program received 28 new referrals per month, for a total of 340 new referrals. This number is down by approximately 35%. To help reduce the spread of COVID, MDOC was able to release more parole-eligible Returning Citizens from prison in FY2020, which resulted in fewer releases in FY2021 and fewer referrals to the program.

In the past, GLRC's Offender Success program had exemplary job placement and retention services. Due to the pandemic, both of these performance measures faced extreme challenges in FY2021 as Returning Citizens had difficulties securing full time employment within the set guidelines of 30 days. The Job Retention Rate dropped from 67% to 29%.

The average number of bed days participants received through Supportive Housing increased from 99 to 127, with 95 participating individuals. 36 participants received Social Supports, such as Clothing and Food Assistance. 26 received full-time employment.



'All of a sudden
someone was
working to help
me.'



'I realized I had
to get myself
moving, get
over the fears
and just find a
job.'



New Referrals:
Approximately
28 per month

**Supportive
Housing
Bed Days:**
127

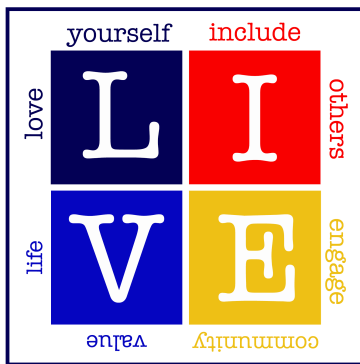
Prevention Services

GLRC offers a variety of prevention services across the U.P. including both substance use and suicide prevention.

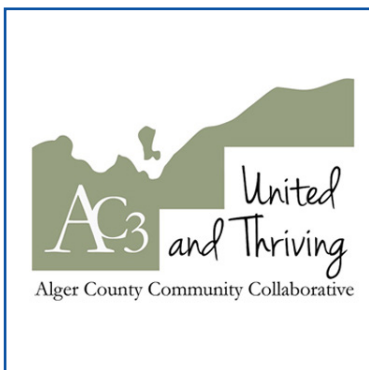
Through funding from NorthCare Network, GLRC facilitates Communities that Care (CTC) in Alger, Dickinson/Iron, Mackinac and Schoolcraft Counties. Combined, these CTCs had 74 active members in FY2021. This funding also allows us to offer additional prevention services such as Botvin LifeSkills Training and Guiding Good Choices in Dickinson, Mackinac and Schoolcraft Counties. 408 students received Botvin LifeSkills Training and 44 parents participated in Guiding Good Choices. Each of the CTCs also do their own fundraising — the Alger County CTC raised enough funds to hire a mental health professional for the schools.

GLRC also coordinates West End Suicide Prevention. This group originated on the west end of Marquette County, but has grown to include participants from other parts of the U.P. as well. In FY21, the group culminated the first annual LIVE Art & Word Contest with nearly 40 entries. The contest was suggested by a high school student as a way to engage other students in breaking the stigma surrounding mental health and suicide. It was open to all high school students across the U.P. with a grand prize of \$500.

In addition, GLRC facilitates the Mental Health First Aid Initiative across the U.P. working with certified Mental Health First Aid instructors to offer as many free courses as possible. A special partnership was held with the Beyond the Save consortium to offer this evidence-based training to emergency service personnel across the U.P.



‘Powerful
images, words
and music from
our young folks.’



Children's & Adolescent Services

Great Lakes Recovery Centers offers an array of specialty services for children and adolescents. Clinical services include trauma assessments and the Child & Adolescent Psychiatric Services. Children and adolescents can also access outpatient services through our many locations across the Upper Peninsula. In addition, we offer non-clinical services. These include our Foster Care program and the Parent Support Network.

Great Lakes Trauma Services assessed 50 individuals in FY2021. 40% of those served were from Marquette and Delta Counties and 72% were from within the foster care system. Children utilizing this service were between the ages of 3 and 17 years old, with the average age being 8.5 years old. 44% of the assessments were with children between the ages of 3 to 6 years old.

Children from across the Upper Peninsula accessed care through GLRC's Child & Adolescent Psychiatric Services Clinic. This year the clinic expanded its use of telehealth to ensure easier access for ongoing appointments for those youth from across the Upper Peninsula. 103 clients received psychiatric care in FY2021. Beginning in August of 2021, youth residing at the Adolescent Services Center in Negaunee were also able to access services through the Child & Adolescent Psychiatric Services Clinic.

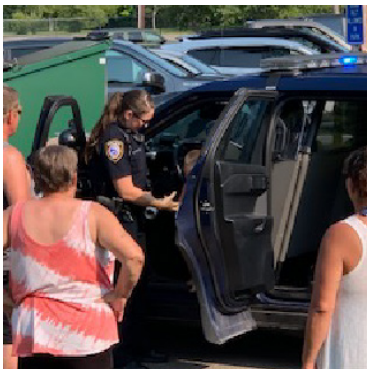
GLRC's Regional Resource Team trained 134 foster families in G.R.O.W. — a 22 hour, required pre-licensure training, for all foster families. Hundreds of families were served with additional trainings the Regional Resource Team offered throughout the year, to help foster parents obtain the required six hours of annual training.

#YoopersGetAttached
Foster & Adopt

"I learned that I
am smart."



"Thank you for
fostering and for
your work with
fostering families."



Adolescent Services Center

Adolescent Services Center is a 16-bed residential treatment facility for youth between the ages of 12 and 17 with substance use disorder, located in Negaunee, MI. The program offers high intensity services by staff who pride themselves on the understanding that childhood trauma is often an underlying cause of many of the issues facing the residents.

During FY2021, Adolescent Services Center served 47 clients. This was a decrease from previous years, as courts throughout the state were not able to refer clients to treatment due to COVID-19 restrictions as they had done previously. In addition, there was a decrease in the number of Upper Peninsula funded clients in FY2021, with the majority of clients coming from downstate. Only 6 clients came from the Upper Peninsula while the remaining 41 residents came from the Lower Peninsula. The Drug of Choice remains as Cannabis, with alcohol being the second Drug of Choice.

A Trauma Committee was created during FY2021 to evaluate changes needed at Adolescent Services Center. The committee, which consists of therapists, direct care staff and administrative staff looks at ways to create a more trauma-informed program. The committee evaluates the physical layout of the building, additional staff training and ways to make new clients feel more comfortable in their new surroundings.

Adolescent Services Center provides something for everyone, allowing clients to find their own connections to healthy living and increased self-worth. Residents participate in a wide variety of recreational activities such as yoga, rock climbing, hiking, swimming, snowshoeing and team sports. They also have the opportunity to take part in projects giving back to the community.



"I finally feel loved and cared about as I get sober."

Clients Served:
47

'Thank you. Thank you for never giving up on me. Thank you for always believing in me.'

Drug of Choice:
Cannabis



'I would not be where I am without you and the staff. You guys have helped me in so many ways. I am sober now!'



Adult Residential Services

Adult Residential Services is a 36-bed residential treatment facility for adults with substance use disorder in Marquette, Michigan. During FY2021, the facility served 457 clients, each receiving individual treatment plans to meet their specific needs. Due to the COVID-19 pandemic, extended unemployment and homeschooling needs, less females were served in FY2021 than typical. Alcohol and Methamphetamines continue to be the Drug of Choice among Adult Residential Services clients.

Nearly 60 hours of group therapy is offered to clients each week, including Intensive Relapse Prevention, Dialectical Behavioral Therapy, Anger Regulation and Principles of Addiction Therapy. Gender specific groups, such as Women's Intensive Relapse Therapy, Seeking Safety, Acceptance and Commitment Therapy, Didactic Therapy, SMART Recovery and Recovery Expressions for Men and Women are offered. Clients take part in at least one individual therapy session each week. Treatment plans are individualized to meet client needs.

This year, Adult Residential Services began working more closely with Pathways Community Health Crisis Services to ensure that clients with co-occurring disorders are receiving the best and most appropriate care possible. The two agencies meet quarterly, using a team approach to deliver care to clients who are receiving services from both organizations.

Adult Residential Services was able to make numerous facility improvements during FY2021. Some of these improvements included: new windows throughout the facility, new dryers and a new washing machine. The water heater was replaced, along with the garbage disposal and several toilets.

**Clients
Served:**
457

'This program is
tough, but the
staff are
amazing.'



**Drug of
Choice:**
Alcohol and
Methamphetamine

'Great Lakes has
changed my
thinking about
life, addiction
and family.'



'I now want to
be the best
person I can
be.'



Men's New Hope House

Men's New Hope House is a 16-bed residential treatment facility for adult males with substance use disorder in Sault Ste. Marie, Michigan. During FY2021, 133 clients were served at Men's New Hope House. This is a decrease from FY2020 and it is believed this decrease is due to COVID, as the census was decreased the first half of the year to provide a quarantine room and meet other COVID guidelines.

Men's New Hope House offers a variety of evidence-based therapies and strength-based, client-centered approaches. Clients receive 20 hours of core therapy groups and 20 hours of life skills groups every week. Clients are assigned a primary counselor and receive at least one hour of individual therapy each week. Clinicians work with clients to develop treatment goals and review the progress on these goals in the weekly session. At least one self-help recovery meeting is offered at the facility each day. Clients have full access to staff 24 hours a day, 7 days a week.

On September 17, 2021, Men's New Hope House relocated to its new facility on Easterday Avenue in Sault Ste. Marie. The new location allowed for larger bedrooms with only two clients per room, more ample parking, trails and space for outdoor recreation and a more therapeutic environment for the clients.

If a client has a medical concern that distracts from recovery efforts, every effort is made to address the issue on site. Men's New Hope House has a registered nurse available for clients 40 hours a week and physician consultation is available 24 hours a day, 7 days a week through a local physician.

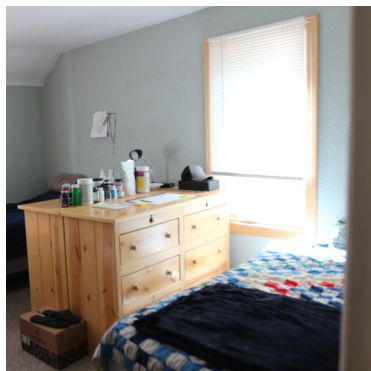
Clients Served:
133



Drug of Choice:
Alcohol



‘The staff at the Men’s house cared about me when I didn’t even care about myself.’



‘Being here has given me my life back.’

Women's New Hope House

Women's New Hope House is a 21-bed residential treatment facility for women with substance use disorder. The facility is located in Sault Ste. Marie, Michigan and served 153 clients in FY2021. Treatment planning is completed using a strengths-based and client-centered approach. Clients receive individual, educational and group counseling sessions with evidence-based models.

Through the Women and Families Program, mothers can bring their children (up to age 11) with them to treatment. On-site daycare is available to the children which includes educational and recreational age-appropriate activities.

GLRC understands that chemical dependency is a disease that impacts not only the individual with substance use disorder, but their family and community. Therefore, treatment of this illness is best addressed with an array of services involving both the individual and others in that person's life. Although the primary services provided are substance use focused, many areas of each client's lives are assessed including physical, mental and spiritual health, family and peer relationships, trauma background, housing, legal obligations, education and employment.

Women's New Hope House has developed a relationship with local tribal entities such as the Advocacy and Resource Center, Tribal Health Services and Sault Tribe Behavioral Health. These relationships allow for ease of referrals, collaboration and a continuum of care for clients with physical and mental health needs.

'New Hope
saved my life'



'I will be eternally
grateful for the
tools and hope
this place has
instilled in me.'

Drug of
Choice:
Alcohol

Clients
Served:
153



'I feel so blessed
that they took
me under their
wings when I was
at my lowest.'

'It's like I've been
given a second
chance.'



MISSION: To empower recovery through hope and change.

VISION: Creating healthy communities one person at a time.

Drugs of Choice:

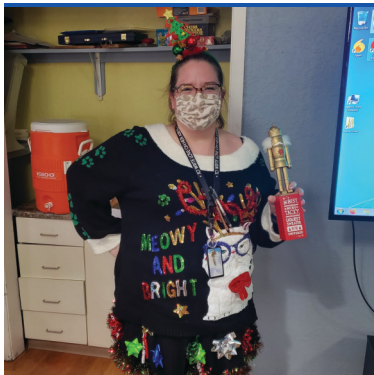
Alcohol: 46%
Methamphetamine: 32%
Opiates: 15%
Marijuana: 5%

Psychiatric Care:

103 Children & Adolescents

Medical Appointments:

672



Trained:
134 Foster Families

Residential Clients:

743 Adults
47 Youth



Trauma Assessments:
50 Children



Outpatient Clients:

1,481



Contact Us

GLRC's Access Center is locally operated at 100 Malton Rd, Suite 1 Negaunee, MI 49866. Access Center staff are trained to verify insurances, look at other funding options and schedule first appointments. Please contact the Access Center for questions about programs and where to direct you for further information.

Outpatient Services

Escanaba

1101 Ludington St, Suite H
Escanaba, MI 49829
(906) 789-3528

Hancock

920 W Water St, Suite 6
Hancock, MI 49930
(906) 482-7710

Iron Mountain

115 S Hemlock St #1
Iron Mountain, MI 49801
(906) 774-2561

Ironwood

220 Roosevelt St, Suite 2
Ironwood, MI 49938
(906) 364-7506

Ishpeming

97 S Fourth St, Suite A
Ishpeming, MI 49849
(906) 464-0002

Marquette

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

Munising

1500 Sand Rd
Munising, MI 49862
(906) 291-3400

Sault Ste. Marie

2655 Ashmun St
Sault Ste. Marie, MI 49783
(906) 632-9809

St. Ignace

1143 N State St #3
St. Ignace, MI 49781
(906) 643-0944

Administrative Office:

97 S Fourth St
Suite C
Ishpeming, MI 49849
(906) 228-9699

Foundation and Marketing:



www.glrc.org

Offender Success

(906) 762-4184

Foster Care

glrc.org/foster-care-program

Prevention

glrc.org/prevention-services

Access Center:

100 Malton Rd
Suite 1
Negaunee, MI 49866
(906) 228-9696

Adolescent Services Center:

104 Malton Rd
Negaunee, MI 49866
(906) 228-4692

Adult Residential Services:

241 Wright St
Marquette, MI 49855
(906) 228-7611

Men's New Hope House:

1416 W Easterday Ave
Sault Ste. Marie, MI 49783
(906) 635-5542

Women's New Hope House:

2655 Ashmun St
Sault Ste. Marie, MI 49783
(906) 632-2370