

The Right Door for Hope,  
Recovery and Wellness

375 Apple Tree Drive

Ionia, MI 48846



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- Dale Miller, Vice-Chairperson
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- Georgia Sharp
- Kerry Possehn, CEO



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Ionia, MI 48846

208 W Bridge Street  
Portland MI 48875

Telephone: 616-527-1790  
24-hour Toll Free Crisis Line:  
888-527-1790

**Our Mission:** The Right Door's mission is to be the premier behavioral health care provider in our service area.

**Our Vision:** Our vision is to be an integral and valued partner in a community committed to the wellness and full participation of its citizens.

**Our Values:** We value and pledge to provide quality accessible care, healing wellness and recovery throughout our service area. We will provide solutions, education and alternatives to give you hope for today, tomorrow and in the future.



Mid-State Health Network





## The Right Door's Strategic Plan

### Status Report 2017

Dear Community Members,

During 2017, The Right Door for Hope, Recovery and Wellness, formerly Ionia County Community Mental Health, provided individual and family-centered services to 2129 persons living in Ionia County. The provided services directly impacted the community as individuals and their families, schools, and neighbors all benefit through improved and changed lives.

The Right Door continued to actively serve persons on the same day that they were referred or requested services. The State mandated and funded priority populations for The Right Door include persons who are Severely Mentally Ill, or Developmentally Disabled, or Children with a Severe Emotional Disturbance. In addition, our agency has focused on other populations, not required to be served by the Michigan Mental Health Code nor fully funded by the Michigan Department of Health and Human Services, including Veterans, persons involved with the legal system, persons with Substance Abuse Disorders, and children who are not diagnosed as Severely Emotionally Disturbed and their families.

In 2017, several noteworthy changes occurred at The Right Door. The most significant of the changes has been the building and opening of a comprehensive, modern Autism Center in Belding. This center, funded through a loan from the U.S. Department of Agriculture Rural Development program, has already had a major impact with children and their families. The benefits of this program will not only be changed lives, but will also save hundreds of thousands of dollars in services as these children integrate into fully-inclusive community activities during their adult lives.

The Right Door, in 2017, strengthened its partnerships with local schools, including two co-funded social work positions at Ionia High and Middle Schools. Other efforts and progress have been made at Belding, Portland, Saranac and Lakewood schools as The Right Door employs a full-time school outreach worker to serve and collaborate within the school systems.

The announced retirement of The Right Door's long-time CEO, Robert S. Lathers occurred in 2017 also. Mr. Lathers served with distinction as CEO for over sixteen years. He spearheaded and oversaw many improvements and innovations to the organization and the community. Perhaps his most significant impact upon his departure will be the excellent staff he left in place who are committed to carry on the Board's vision to be an integral and valued partner in a community committed to the wellness and full participation of all its citizens. In addition, Mr. Lathers left the financial position of The Right Door in a solid state. The Right Door's unrestricted fund balance exceeds 10% of total budget. This is due to the provision of effective, adequate and efficient services as well as aggressive attention to the management of administrative costs.

Ms. Kerry Possehn, MBA, who has been employed with The Right Door for over twenty years, most recently as its CFO/HR Director, was chosen unanimously by the Board of Directors to be the next CEO of The Right Door. Ms. Possehn is committed to maintaining the local provision of high quality services by The Right Door and improving the overall wellness of the communities and citizens of Ionia County.

Kerry Possehn, Chief Executive Officer

Nancy Patera, Chairperson, Board of Directors

**Consumer-First Organization:** Assured the role of consumers and their families in shared decision making, including: measuring positive outcomes of care, promoting consumer-run businesses, and the increased employment of peer supports and recovery coaches.

**Accessibility:** Maximized accessibility through training community responders in ASIST (Suicide Prevention Training), increasing co-location, expanding the use of agency facilities, and increasing access to local Substance Use Disorder services.

**Promote Reduction of Stigma:** Marketing of the benefits of good mental health, continued weekly articles in the local newspaper and May is Mental Health Month initiative. Continued to offer Mental Health First Aid to the community at large. Participated in community events, including the Ionia Free Fair, to address the issue of stigma and promote The Right Door services. In addition, reorganized The Right Door web page and increased use of social media opportunities.

**Evidence-Based Best Practice:** Pursued Evidence-Based Best Practices and implemented progressive strategies to address Substance Use Disorders, Autism, Veterans, Families and Children, Employment, Corrections and Mental Health.

**Partnerships:** Developed and maintained dynamic partnerships with other local agencies and service providers especially primary care providers, courts, law enforcement, Health Department, Commission on Aging, the Children's Assessment Center, DHHS, and all area schools. Actively involved with the Mid-State Health Network (MSHN) to ensure and maintain local access, local service delivery and local accountability for mental health and substance use disorder services.

**Integration with Primary Care:** Aggressively pursued and obtained grants to focus on the expansion of integration with primary care and its specialty providers. This includes regular case consultations provided by The Right Door psychiatrists, as well as outreach and co-location of integration services.

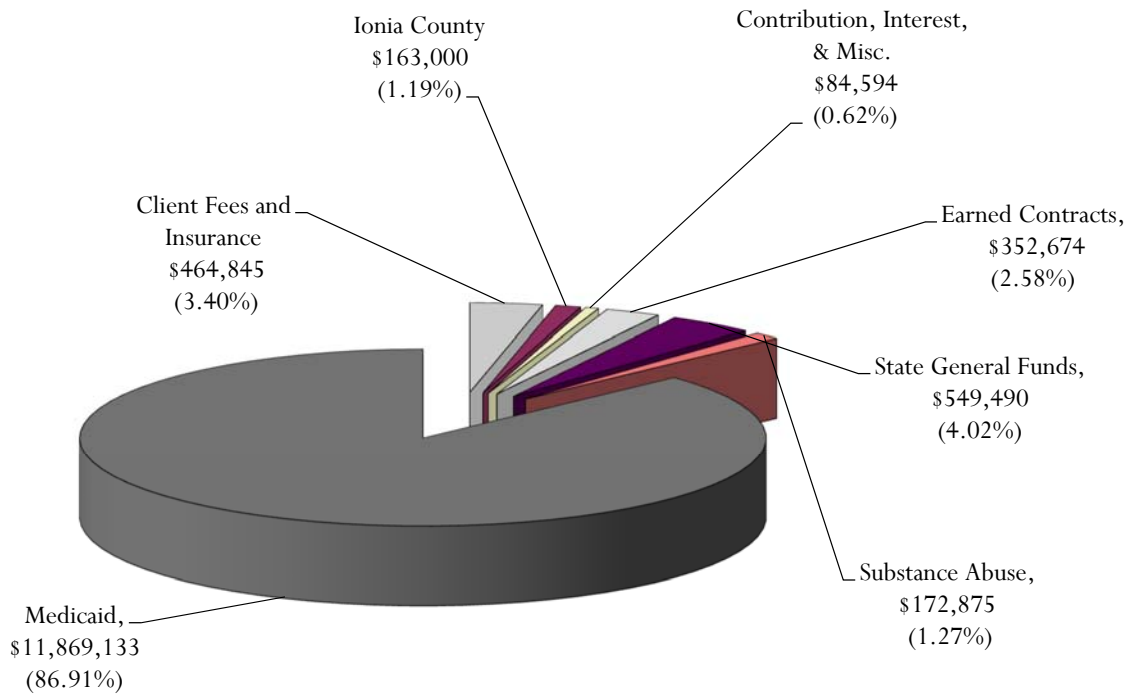
**Information Technology:** Continued progressive IT standards through the research and implementation of a new electronic medical record system to maintain a comprehensive Electronic Health Record. Continued focus on data-driven decision making throughout the organization. Continued focus on staff having up-to-date computer and communication equipment.

**Results-Oriented Outcomes:** Board-defined outcomes, that exceed state requirements, continued to assure the focus of The Right Door to achieve community-based wellness, recovery, health promotion, integrated care and prevention.

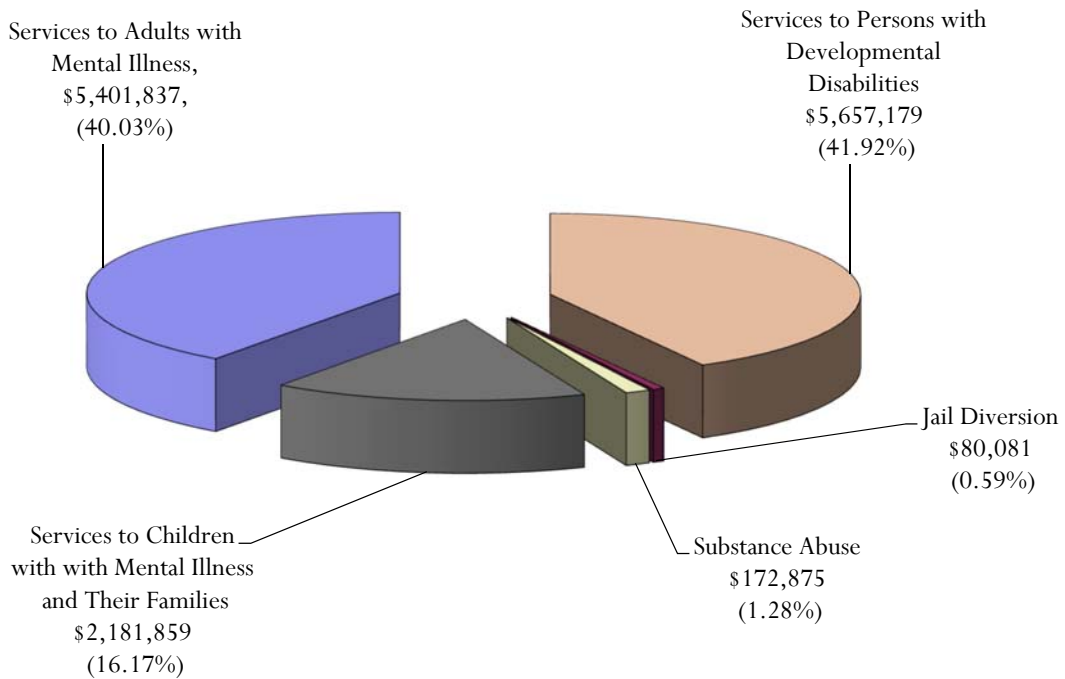
**Workforce Development:** Aggressively recruited, hired, and worked to retain key medical and specialty licensed personnel. Ensured that a culture of learning for staff and Board Members is promoted.

**Fiscal:** Maintained a competitive organization through efficient use of funds and resources. Advocated for an adequate payment model that included local retention of savings. Continued objection to MDHHS "local match draw-down" requirement. Pursued fair and adequate funding for substance use disorder services.

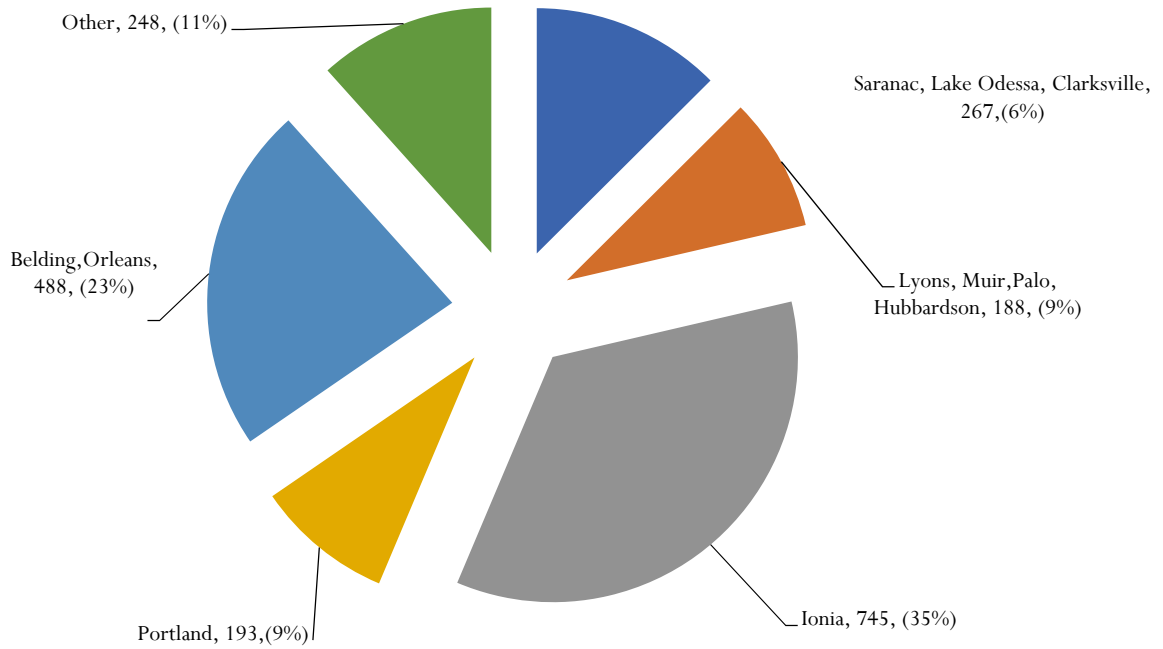
### Revenues for FY 2017



### Expenditures for FY 2017



### Consumers Served by Zip Code FY 2017



### Consumers Served by Primary Diagnosis FY 2017

Total Unduplicated Consumers Served 2129

