



## 2018 Annual Report

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Chairperson

Melissa McKinstry,  
Vice-Chairperson

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Mary Barker

Michael Gallagher

Clinton Galloway

Nancy Haga

Deborah McPeck-  
McFadden

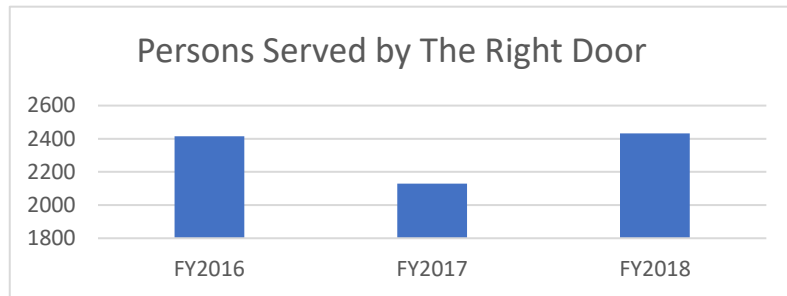
Susan Meagher

Gretchen Nyland

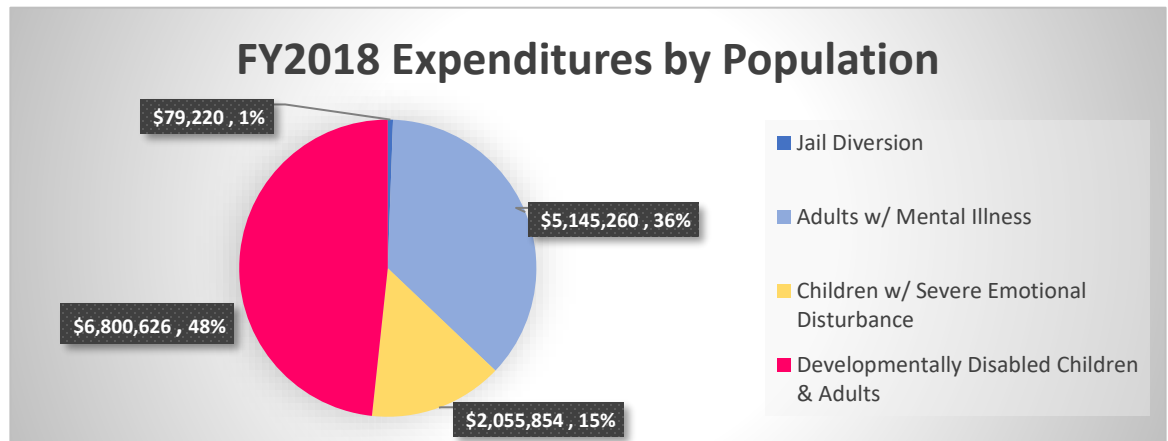
Georgia Sharp

Ron Thomas

The Right Door for Hope, Recovery and Wellness continues to maintain a strong service presence in the community during FY2018. Our agency continues to offer a wide range of specialty behavioral health services for the entire community without restricting access. The Right Door served 2433 individual cases during this year. We continue to move towards integration in many areas of care and currently have ten shared positions with various community partners. The Right Door strives to provide individual and family-centered services to improve the lives of the individual and their community.



The financial situation of The Right Door for Hope, Recovery and Wellness continues to be strong. Our agency unrestricted fund balance exceeds 10% of the total budget as of FY2018. This is due to the provision of effective services that meet the needs of the people we serve as well as a high focus to the management of our administrative costs. Our agency continues to implement practices for aggressive Medicaid and Healthy Michigan outreach to serve all individuals with a need.



### Office Locations:

375 Apple Tree Drive  
Ionia, MI 48846

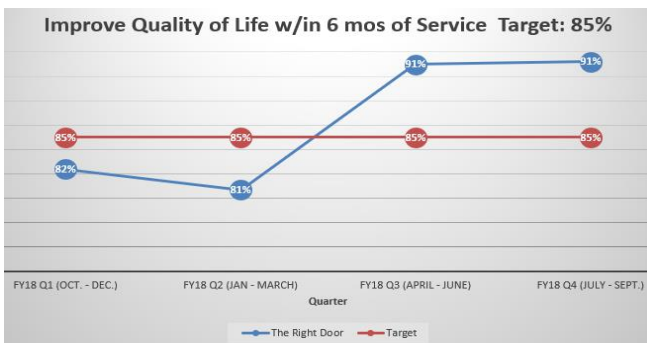
7441 Storey Road  
Belding, MI 48809

208 W. Bridge Street  
Portland, MI 48875

The Right Door is committed to providing the best possible services. To measure how well we are doing, we set goals for ourselves to help the people we serve best meet their goals. The information below highlights our agency focus on accessible, efficient and effective services, as well as improved wellness of the people we serve during FY2018.

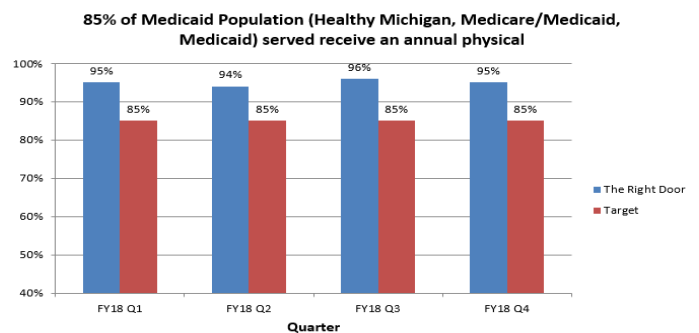
### IMPROVED QUALITY OF LIFE

**86%** The annual average percentage of people who showed improved quality of life within the first 6 months



### PRIMARY CARE CONNECTIONS

**95%** The annual average percentage of persons served with Medicaid that saw a Physician (NP, PA, DO, MD) within the past year. (Target: 85%)



The Right Door is committed to maintaining the local provision of high quality services and improving the overall wellness of the communities and citizens of Ionia County.

The Right Door for Hope, Recovery and Wellness continues to evaluate programming to meet community needs and to develop partnerships and opportunities for community collaboration. Program initiatives undertaken during FY2018 included:

- \* Staffing expansion to meet community Autism (ABA) service needs
- \* Continued collaboration with Ionia Public Schools for school-based social workers. Increased staffing with a focus shift to elementary schools.
- \* Staffing expansion of peer-delivered services including increasing the number of peer staff and adding a youth peer staff
- \* Dedicating resources to an Intensive Case Management Team to meet the increasing needs for a higher intensity service within the community.

All initiatives of The Right Door for Hope, Recovery and Wellness are related to the overall goals of meeting the behavioral needs of the community and allowing individuals to be served in the least restrictive setting.

*Kerry Possehn, MBA*  
Chief Executive Officer

*Nancy Patera*  
Chairperson, Board of Directors