

# ANNUAL REPORT TO THE COMMUNITY

Fiscal Year 2020 (10/01/19—9/30/20) Published Summer 2021

## MISSION

To be the premier behavioral healthcare provider in our service area

## VISION

To be an integral and valued partner in a community committed to the wellness and full participation of all its citizens

## VALUES

Our responsibilities are carried out with our values in:

Provide quality accessible care, healing, wellness and recovery throughout our service area

Provide solutions, education and alternatives to give you hope for today, tomorrow and in the future

## WHOM WE SERVE

We provide services and supports for people of all ages who have severe mental illness, intellectual/developmental disabilities, co-occurring, and/or serious emotional disturbances.

## BOARD OF DIRECTORS

Mary Barker

Michael Gallagher

Clinton Galloway

Nancy Haga

Melissa McKinstry

Deborah McPeck-McFadden

Susan Meagher

Gretchen Nyland

Nancy Patera

Linda Purcey

Georgia Sharp

Ron Thomas

Dear Community Members,

On behalf of the Board of Directors and Staff of The Right Door for Hope, Recovery and Wellness, we are pleased to present our Annual Report for Fiscal Year 2020. Due to the Covid19 pandemic, this year was a challenging year for everyone and much of what we took for normal in our society was turned upside down. The Right Door took this as an opportunity to develop and evolve our services to best work in our community.

At The Right Door for Hope, Recovery and Wellness, during the pandemic, we continued to provide services to those in our community via telehealth and via phone. Our agency also strived to ensure our persons served had a safe place to stay, adequate food supplies, and connections via phone, Facebook Live posts, and telehealth. During this time, we also continued to provide and coordinate high quality, responsive behavioral healthcare for approximately 2107 individuals in our community. Last year, our agency responded to approximately 465 crisis calls and had over 1700 referrals for services. All of our services have increased significantly over the past year and we anticipate this higher level of need to continue for mental health and substance abuse services.

The Right Door strives to provide services that treat the whole person, mind, body and spirit. We value quality, accessible care, healing, wellness and recovery for all. We focus on the principles of the Person/Family Centered Planning Process for each individual we serve to give hope for today, tomorrow, and the future. This focus did not change during the pandemic and our staff have continued their excellence at providing services to those in our community.

During 2020, our agency continued to be innovative with new programs. We are pleased to have added psychiatric urgent care services. We also continued to provide social work services in the schools and our jail diversion program, along with our partnerships with local primary care physicians and hospitals, DHHS, law enforcement, and the court system. During 2020, The Right Door continued to make every effort to be good stewards of our funds and provide high quality services. Our agency was accredited through CARF International with the highest accreditation of three years and also received the highest Recipient Rights survey certification of three years.

The Right Door appreciates your past advocacy and ask for your continued support to keep our public community mental health system accountable to the public and rooted in our county. We must continue to be vigilant to keep our funding from being diverted to entities that do not share our commitment to the people we serve in our community every day.

Sincerely,

*Kerry Possehn*

Chief Executive Officer

Sincerely,

*Melissa McKinstry*

Board Chairperson



# QUALITY COUNTS

Continuous Quality Improvement involves everyone associated with the service experience and ensures the highest quality treatment and support services to those we serve.

The Right Door for Hope, Recovery and Wellness measures, monitors and manages organizational performance in a variety of ways, utilizing the most objective data available.

## INTEGRATED HEALTHCARE

whole person care: treating mental and physical health

**75%** of those referred without a

Primary Care Physician (PCP) were connected with a PCP at the time of referral visit.

**87%** of referrals received a health

screening and education on healthy living and wellness.

**96%** of individuals referred from the

Emergency Room related to behavioral health needs were contacted to engage in services. persons served who identified as high utilizers of the Emergency Room obtained community based services from a PCP within the next 60 days.

**100%** of Ionia county Physician

offices have received monthly materials on the benefits of Whole Person Care (physical and mental health treatment services).

## DIABETES SCREENING

• **91.67%** of those served between the ages of 18-64 with schizophrenia or bipolar disorder and were dispensed an anti-psychotic medication had a test to screen for diabetes during the year

## ACCESSIBILITY TO SERVICES:

**78%** of individuals were seen for a behavior health screen within 7 days of their request

**98.7%** of individuals seen by Med Svcs were connected with their Primary Care Physician when health issues or further assistance was needed.

**93.5%** YTD FY20 Medicaid Population served have received an annual physical

## CARDIOVASCULAR SCREENING

• **75.51%** of those served between the ages of 25 and 64 with schizophrenia or bipolar disorder and were dispensed an anti-psychotic medication received a cardiovascular health screening during the year

## EFFECTIVENESS and SATISFACTION:

**96.0%** of persons served report satisfaction with services and treatment provided at our agency

**90.50%** of persons served expressed services met their needs and expectations

**100%** of persons served working with a Peer Specialist reported understanding their diagnosis and treatment better and having a positive impact on their life

# FY 2020 Service Highlights

## SERVICES TO OUR COMMUNITY

### Number of Person Served:

Adults w/ Serious Mental Illness	1242
Children w/ Serious Emotional Disturbance	638
Persons w/ Intellectual/Developmental Disabilities	259
Crisis Interventions Prescreen for Hospital	274

### Mental Health Spending by Program - FY2020

Community Living Supports/Training.....	\$4,153,289
Supports Coordination/Case Management,,,,,.....	\$2,324,707
Home-Based/Infant Mental Health Services.....	\$1,522,342
Inpatient Psychiatric Hospital Services.....	\$1,489,730
Medication Services.....	\$1,184,054
Autism Services.....	\$1,074,550
Outpatient Therapy Services.....	\$870,750
Access/Assessment Services.....	\$827,020
Personal Care—Specialized Residential.....	\$651,636
Peer Directed/Operated Services.....	\$396,947
Crisis Intervention/Emergency Resp After Hours.....	\$264,043

### Percent of Spending by Population

Persons w/ Intellectual/Developmental Disabilities:	40.25%
Adults w/ Serious Mental Illness:	42.25%
Children w/ Serious Emotional Disturbance:	17.50%



### SERVICE HIGHLIGHTS:

- **Service Penetration Rate is 6th best out of 12** other agencies in our region
- **98% follow-up** within 7 days after discharge from Psychiatric Hospital stays for both children and adults
- **Re-admission rate of 0%** for children and re-admission rate of 9.5% for adults within 30 days of discharge from a Psychiatric Hospital stay
- **Staff Retention** is over 90% for our agency and we have retained 100% of our Autism Program BCBA's for the entire year.
- Established a **Food Pantry** for our persons served and provided **food security** for over 100 families during the pandemic
- **Drab-to-Fab** event was held once during the year providing clothes, haircuts, toiletries to people we serve
- Provide **Making Memories Day Camp** for those with Alzheimer disease during the first 6 months of the year (due to the pandemic).
- Host to **over 25 Facebook "Live"** connections during the year due to the pandemic.

The Right Door for Hope, Recovery and Wellness is funded, in part, by the Michigan Department of Health and Human Services



# FY 2020 Partnership Highlights



- The **Ionia County Community Collaborative (IC3)** was developed over the past 2 years to have a place for collaboration, resource sharing and integration of services, when appropriate, to improve the lives of children, families, seniors and special populations residing in Ionia County.
- Coordinate monthly meetings with **Ionia ISD** staff and **local school** administrators
- Partner with **Ionia Public Schools** to provide **School-based Social Workers** in five elementary and the Middle School. In FY2020, (until the pandemic began) there were:
  - ⇒ Over 800 Student Interventions
  - ⇒ Over 50 Classroom Sessions on Health & Wellbeing
  - ⇒ Over 25 Small groups on Skill Development/Friendships
- Provide space for **Veteran's Service Office** in the Ionia building for increased accessibility to their services
- Partner with the **Ionia County Jail** by providing **Masters-level Clinicians** for jail diversion services, clinical interventions with jail residents, and providing addiction groups. In FY2020, (until the pandemic began) there were:
  - ⇒ Over 400 clinical interventions in the jail
  - ⇒ Substance Use Disorder (SUD) services to approximately 30 individuals
    - ◇ CBT for Addictions Groups: men and women specific
- Provide space for **DHHS Eligibility Specialist** in Ionia building for ease in accessing their services
- Partner with **Ionia Health Department** for flu shot clinic and other vaccines on-site