

ANNUAL REPORT TO THE COMMUNITY

Fiscal Year 2019 (10/01/18—9/30/19) Published Summer 2020

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 McPeek-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 2019. We hope it will help explain our purpose in our community.

Our agency is a Community Mental Health Services Program. We provide and coordinate high quality, responsive behavioral healthcare for approximately 2400 individuals in our community. Last year we also responded, in person, to more than 300 crisis interventions for psychiatric hospitalization and answered more than 1800 crisis phone calls for both children and adults.

The Right Door strives to provide services that treat the whole person, mind, body and spirit. Our agency assists people with their mental illness, intellectual/developmental disability, and co-occurring substance use at the same time as integrating care for their chronic illnesses and providing education about overall health and wellness. 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.

Our agency makes every effort to be good stewards of public funds and provide high quality services while maintaining a small, but highly effective administrative structure. In the past year, we have worked on improving efficiencies, timeliness, effectiveness, and utilizing our data to form decisions. Last year, we streamlined our IT processes and increased our security and privacy capabilities. Our agency is accredited through CARF International, which deeply analyzes all facets of agency operations and is an important endorsement of our commitment to improving the lives of persons served.

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

74% of those referred without a

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

91% of referrals received a health

screening and education on healthy living and wellness.

12 Educational Groups to promote

wellness were held this year. Healthy choice education and healthy food pantry boxes handed out to 30 unique persons served each month.

77% of 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

• **98.61%** 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:

88.75% of individuals were seen for a behavior health screen within 7 days of their request

93.5% YTD FY19 Medicaid Population served have received an annual physical

CARDIOVASCULAR SCREENING

• **100%** 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:

85% of persons served report treatment has been effective.

99.35% of persons served were given enough information about services to make decisions best for themselves,

96.4% of persons served reported staff treat them with dignity and respect.

FY 2019 Service Highlights

SERVICES TO OUR COMMUNITY

Number of Person Served:

Adults w/ Serious Mental Illness	1407
Children w/ Serious Emotional Disturbance	685
Persons w/ Intellectual/Developmental Disabilities	306
Crisis Interventions Prescreen for Hospital	303

Mental Health Spending by Program

Community Living Supports/Training.....	\$4,095,476
Supports Coordination/Case Management,,,,,	\$2,040,901
Inpatient Psychiatric Hospital Services.....	\$1,586,109
Home-Based/Infant Mental Health Services.....	\$1,449,910
Medication Services.....	\$1,346,379
Outpatient Therapy Services.....	\$992,661
Autism Services.....	\$945,771
Access/Assessment Services.....	\$734,574
Personal Care—Specialized Residential.....	\$600,608
Peer Directed/Operated Services.....	\$282,142
Crisis Intervention/Emergency Resp After Hours.....	\$119,803

Percent of Spending by Population

Persons w/ Intellectual/Developmental Disabilities:	45.06%
Adults w/ Serious Mental Illness:	40.19%
Children w/ Serious Emotional Disturbance:	14.75%



SERVICE HIGHLIGHTS:

- **Service Penetration Rate is 4th best out of 12** other agencies in our region
- **100% follow-up** within 7 days after discharge from Psychiatric Hospital stays for both children and adults
- **Re-admission rate of 0%** for children and adult 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
- **Drab-to-Fab** event held twice annually providing clothes, haircuts, toiletries to people we serve
- Provide **Making Memories Day Camp** for those with Alzheimer disease
- Host **annual 5K Walk/Run/Roll** in Ionia
- Host annual **“Express Yourself” Art Show**
- Host **annual Rollerskate Party** for youth and families
- Host **Back to School Bash** to provide back to school supplies for Ionia youth/families

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



FY 2019 Partnership Highlights



- The **Ionia County Community Collaborative (IC3)** was developed over the past 18 months 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 four elementary and the Middle School. In FY2019, there were:
 - ⇒ 1542 Student Interventions
 - ⇒ 102 Classroom Sessions on Health & Wellbeing
 - ⇒ 133 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 FY2019, there were:
 - ⇒ 740 clinical interventions in the jail
 - ⇒ Substance Use Disorder (SUD) services to 59 individuals/182 services
 - ◇ 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