

# FY 2023 Annual Report to the Community

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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 2023.

The Right Door for Hope, Recovery and Wellness continues to provide and coordinate high quality, responsive behavioral healthcare for over **2800 individuals** in our community. Our agency also coordinates and staffs the county-wide crisis line for behavioral health 24 hours per day, 7 days a week, 365 days per year. Our agency has provided approximately **550 preadmission screens** for inpatient hospitalization and over **2000 referrals for services**. The need for our agency services continues to increase each year and we are proud to say we have expanded and adapted to match this higher level of need for mental health and substance abuse services.

Our agency continues to transform and be innovative with programs and service delivery. The Right Door continues to provide services as a Certified Community Behavioral Health Clinic (CCBHC). CCBHC's strengthen the public safety net and helps every person live their best life by increasing access to behavioral health services, including substance use treatment and primary care integration. We also continue to provide psychiatric urgent care services, social work services in the schools, jail diversion services, along with ongoing commitment to partnerships with the judicial system, DHHS, and hospitals.

The Right Door appreciates your past advocacy and asks 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. The Right Door encourages you to join the advocacy forces to stop drastic, unwanted changes to the Mental Health Code and our current system and to instead, support and protect the foundation of our current public, LOCAL, mental health system.

Sincerely,

*Kerry Possehn*

Chief Executive Officer

Sincerely,

*Nancy Patera*

Board Chairperson

## Outcomes:

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

### ACCESSIBILITY 2887

**PERSONS SERVED** : The number of persons served during FY23 by The Right Door was 2887, units provided 601,000 and 59 Veterans served.

Persons served FY21: 2031

Persons served FY22: 2401

### PRIMARY CARE

**COORDINATION 205**: The annual number of people who received care coordination services (referral and coordination with Primary Care Physician) from The Right Door.

### INTEGRATED HEALTHCARE



**whole person care: treating mental and physical health**

### INPATIENT HOSPITALIZATION DISPOSITION w/in 3 HOURS:

**Child 97.9%**  
**Adult 99.7%**

Percent of children and adults receiving a pre-admission screen for inpatient hospitalization was within 3 hours.

### FOLLOW-UP AFTER HOSPITALIZATION:

**75%** of persons 6-17 years of age who were hospitalized for treatment of selected mental illness diagnosis received a follow-up appointment within 30 days of discharge

**65%** of persons 18 years of age and older who were hospitalized for treatment of selected mental illness diagnosis received a follow-up appointment within 30 days of discharge

### SERVICES MET NEEDS OF PERSON SERVED 92.6%

Percentage of persons served by CARF accredited programs who reported that The Right Door services met their needs and expectations. (Target: 85%)

### SERVICES SATISFY STAKEHOLDERS 89.09%

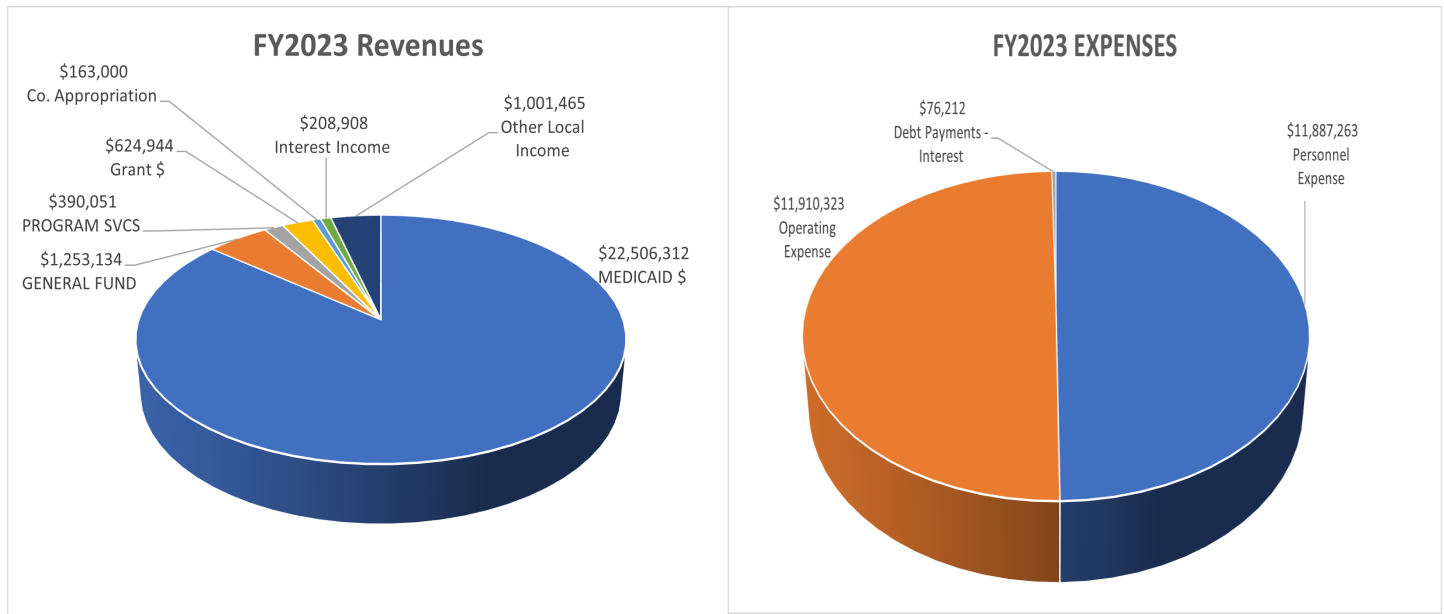
Percentage of stakeholders who reported that The Right Door services met their needs and expectations. (Target: 85%)

- “CLS services make it possible to maintain her independent lifestyle”
- “We have a better family life after my case manager met with the grandparents and got everyone on board”



- “They have been awesome to work with. I am thankful for everything done for me. Could not be happier with the help my therapist provided me“
- “The Right Door has been so professional and easy to work with. Would recommend to anyone!”
- “I love the internet training program which gives us flexibility and is effective in acquiring needed information and training. Thank you for this training tool.”

# FY 2023 Financial & Service Highlights



## SERVICE HIGHLIGHTS:

- Continue to offer an **Urgent Psychiatric Care** program with Psychiatric/Nurse Practitioner available for emergency requests
- **Re-admission rate of 5%** for children and 9.9% for adults within 30 days of discharge from a Psychiatric Hospital stay
- **Service Penetration Rate: 4th best out of 12** other agencies in our region at 6.13% (increase of approximately 2% over past year).
- **Staff Retention** maintained at over 90% for our agency (better than industry average) and we have retained 100% of Program Supervisors for the year
- Maintained a **Food Pantry** for our persons served and provided **food security** for over 100 families during the year
- **Drab-to-Fab** event was held twice during the year (Nov & May) providing haircuts, clothing, and toiletries to (over 150) people we serve
- Host **Back to School Bash** to provide back-to-school supplies for over 500 youth/families attending school in Ionia county
- Maintained **three locations in Ionia County** with a comprehensive service offering some of which include: Outpatient Therapy, Case Management, Autism program, Peer, Homebased Services, Substance Use Disorder and Psychiatric/Med Services

# FY 2023 Partnership Highlights



- The **Ionia County Community Collaborative (IC3)** continues to meet quarterly and is a vibrant 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 regular meetings with **Ionia ISD** staff and **local school** administrators
- Provide two **School Outreach Social Workers** to all Ionia county school districts
- Partner with **Ionia Public Schools** to provide a **School-based Social Worker** in Rather elementary school.
- Provide space for **Veterans Service Office** in the Ionia building for increased accessibility to their services
- Provide space for a **DHHS Eligibility Specialist** in the Ionia building to ease persons served access to their services. Added a kiosk in the agency lobby to increase accessibility and ease in applying for Medicaid
- Partner with the **Ionia County Jail** by providing a jail diversion coordinator, clinical interventions with jail residents, and providing addiction groups.
- Partner with **Ionia Health Department** for flu shot clinic and other vaccines on-site
- Partner with:
  - ⇒ **Great Start Collaborative**
  - ⇒ Department of Health & Human Services (**DHHS**) - monthly meetings
  - ⇒ **I/MSAFE CAC** monthly meetings/board participation

**The Right Door is funded in part by the Michigan Department of Health and Human Services**

