



### **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 to:

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.

# 2022 ANNUAL REPORT



## *A Letter from the Chief Executive Officer*

### **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 2022.

In October 2021, The Right Door for Hope, Recovery and Wellness significantly increased accessibility to services to those in our community by becoming a Certified Community Behavioral Health Clinic (CCBHC). This certification increases accessibility to services by expanding our services to those with a mild/moderate diagnosis and/or substance use services.

We are especially proud of this achievement at our agency as the need for our services has increased significantly since the pandemic. The National Alliance on Mental Illness (NAMI) reports nearly half of the 60 million Americans living with mental health conditions go untreated. Even though hiring of qualified staff has been difficult since the pandemic, we have expanded our services to provide behavioral healthcare to over 2500 individuals in our community, many of which are new persons served at our agency. We focus on providing high quality, locally responsive behavioral healthcare, customized to meet the specific needs in our community. Our agency oversees and coordinates care but also provides services in our local communities, including supports to help address lack of housing, lack of transportation, poverty, unemployment, and chronic physical illness.

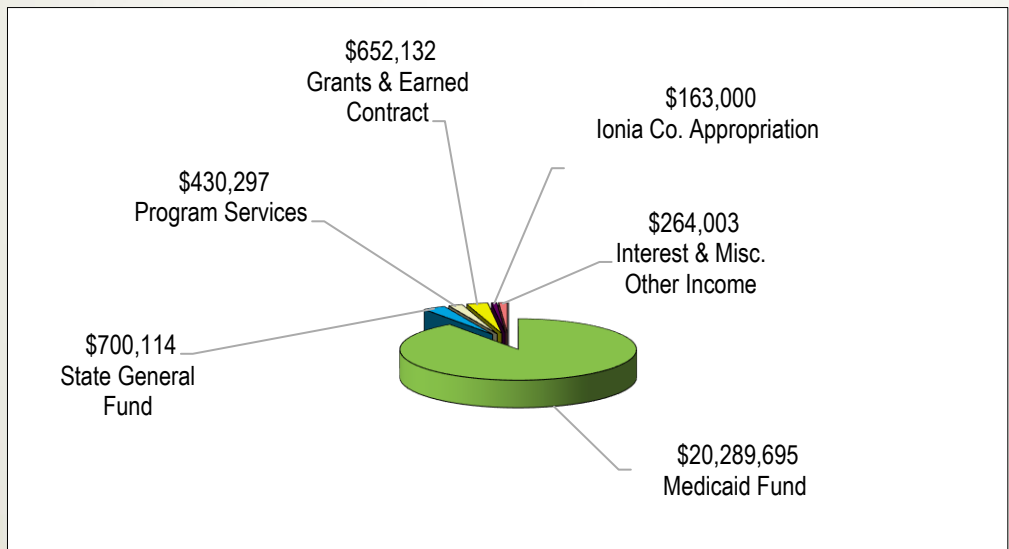
During 2022, The Right Door also continued to make every effort to be good stewards of our funds and provide high quality services. Our financial and compliance audits are of the highest level reflected through unqualified status being achieved. Our agency is accredited through CARF International with the highest accreditation of three years and Recipient Rights survey certification of the highest level, three years.

The Right Door appreciates your past advocacy and requests your continued support to keep our public community mental health system rooted in our county and accountable to its residents. Our twelve-member board is made up of your people. People from your neighborhood and your community. They have a genuine desire to make sure services are available for their people – you and your friends and your loved ones. We must continue to be vigilant to keep our funding and decision-making from being diverted to entities that do not share the same commitment in serving those in our community. 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.

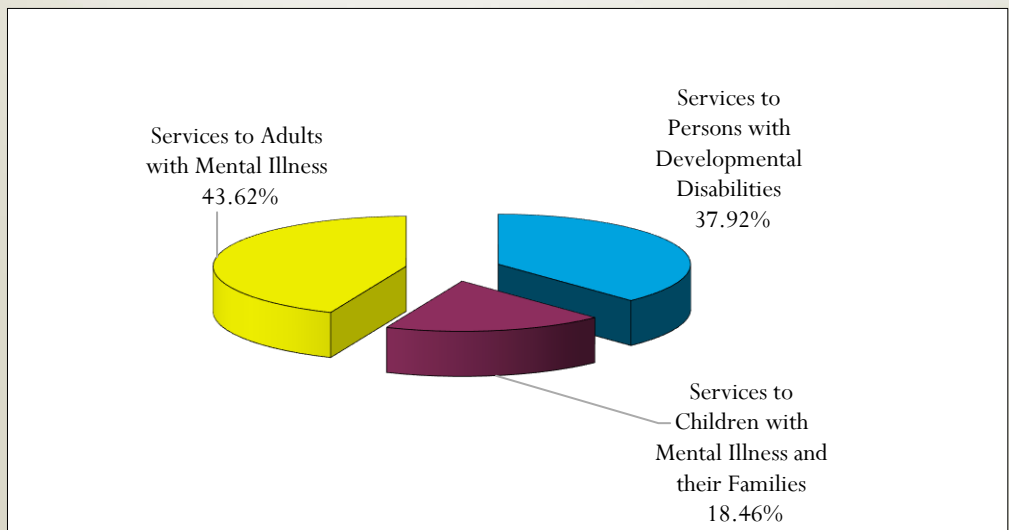
*Kerry Possehn, Chief Executive Officer*

# 2022 Financial Information

## REVENUE



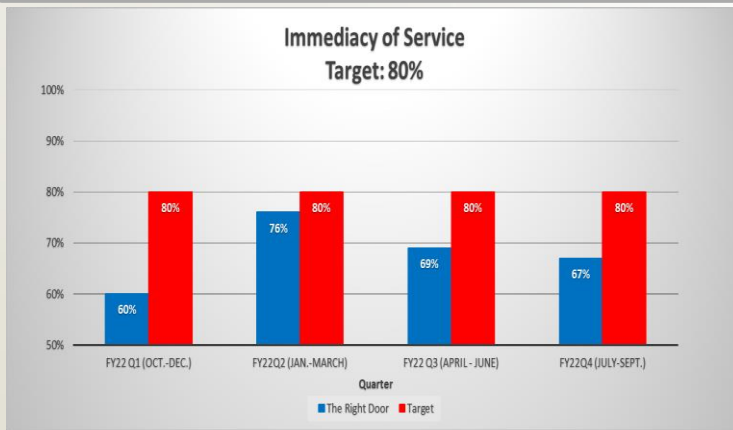
## EXPENSE



# 2022 Outcomes and Services

## 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.



**Efficiency: The Right Door will have sufficient assessment staffing to ensure efficient response to initial assessment services.**

80% of initial assessments will be completed by Assessment clinicians within 14 days as required by MDHHS performance indicator 2a.

Q1:  $285/337 = 85\%$

Q2:  $296/337 = 87.8\%$

Q3:  $306/352 = 87\%$

Q4:  $270/325 = 83\%$

**ACCESSIBILITY:** Certification as a CCBHC has increased Accessibility to services with persons served being seen with a F2F service within 7 days of request 60% or more of the time.

- Q1: 60%
- Q2: 76%
- Q3: 69%
- Q4: 67%

**FY22 Request for Services: 1459**  
(329 more than FY21)

- Q1: 371
- Q2: 373
- Q3: 375
- Q4: 340

**Satisfaction: The Right Door will ensure satisfaction of persons served.**

85% of persons served report satisfaction on the agency satisfaction surveys.

**Overall Combined Quarters: 89.99%**

# 2022 Highlights



## MAY IS MENTAL HEALTH MONTH activities offered:

- **Drab to Fab,**
- **Roller skating party for kids and families,**
- **SafeTalk training offered**
- **Promoted wearing lime green for mental health awareness**
- **The Right Door hosted the Annual Run/Walk/Stroll for Mental Health on a beautiful night in September. The 5K event had over 200 participants and increases Mental Health awareness.**

## COMMUNITY ACTIVITIES & PARTNERSHIPS:

- 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 people we serve
- Host **Back to School Bash** to provide back-to-school supplies for over 300 Ionia youth/families
- Provide space for **Veteran's Service Office** in the Ionia building for increased accessibility to their services
- Provide space for **DHHS Eligibility Specialist** in Ionia building for ease in accessing their services. Added a kiosk in agency lobby to increase accessibility and ease in applying for Medicaid
- Provide two **School Outreach Social Workers** to all Ionia county school districts
- Coordinate monthly meetings with **IONIA ISD staff and local school** administrators

## JAIL 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 FY2022:

Over 1000 clinical interventions in the jail occurred and

Substance Use Disorder (SUD) services, such as CBT for Addictions Groups for men and women began again after being put on hold due to the pandemic.

# Celebrate Paths to Recovery:



## **SAMANTHA's STORY**

Hi. My name is Samantha and I attend The Right Door. I have been attending for four months now. I have been seeing Whitney as my counselor and Patricia as my peer coach. I went through a divorce and decided to numb pain with alcohol instead of facing my problems. I knew it was time for me to get this right for myself and take the help of what broken me inside instead by seeing those women and not turn to alcohol. These two women helped me tremendously. I learned that I can only control myself. I learned that I had to give myself my own closures. And the hardest I had to learn was self-control. I took their advices and applied everything they gave me onto my everyday life. Because of that, I did get my family back and still working on myself. So when you feel like you hit rock bottom, and fell there is no hope, always know that there is always light at the end of the tunnel. Always put yourself first to make yourself healthy and everything else will fall into place.



## **STEPHEN's STORY**

My wife passed away last year, and I had to make the very difficult decision to end care for her. After six months, I could not get the vision of my wife in her last few hours of life out of my head. I could not get past it. I was crying myself to sleep. To add to it, I had medical issues of my own and under a lot of stress. I had the attitude after my wife passed away that I would just need to get over it. I wasn't getting over it, however. A family member contacted The Right Door (TRD) and then convinced me to call them.

I found out that in addition to grief, I had an underlying depression diagnosis which complicated the grief process. I began individual therapy and attended grief group at The Right Door as well as a grief support group through Gilda's Club. Each of these interventions brought out different aspects of addressing my grief. The grief group at TRD was more educational whereas the one at Gilda's Club was more support group style. I learned about grief. I learned you don't just get over it. I began services thinking "what's wrong with me?" and discovered that what I was going through was normal. Throughout the grief group, somethings I learned just resonated with me. I learned that I may periodically have moments that are difficult and painful to think about and that that is normal. I didn't think it was.

I was encouraged to begin journaling. Initially, I was revisiting the struggles I experienced in having to pull my wife off the ventilator and it was hard to get past that. I borrowed something from the grief group, which is at the ending of each group we shared a happy thought. I began ending my journaling with a happy memory of my wife. Now, when I think of my wife I am no longer focused on her last few hours of life, but I think of her and the good times we shared.

I am now working in what my new normal will be. I was my wife's caregiver for the last 3 years of her life. I lost friends and hobbies. While in therapy, I was encouraged to reach out and try different experiences and meet new people. I would not have done so had I not been encouraged to do so by my therapist. "I was lost, sort of".... but no longer.

~Stephen

# Board of Directors & Office Locations

**2022**

## **Board Members**

Mary Barker

Andrew Dinehart

Clinton Galloway

Nancy Haga

David Hodges

Mariah Lab

Melissa McKinstry

Deborah McPeek-McFadden

Gretchen Nyland

Nancy Patera

Linda Purcey

Ron Thomas



### IONIA OFFICE:

375 Apple Tree Drive, Ionia MI 48846

### BELDING OFFICE:

7441 Storey Road, Belding MI 48809

### PORTLAND OFFICE:

208 W. Bridge Street, Portland, MI 48875

Visit us at [www.rightdoor.org](http://www.rightdoor.org)

Call 616.527.1790 or 888.527.1790 to access services

A Member of:

**MSHN**

Mid-State Health Network

Accredited by:



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