**G.R.A.C.E. CENTER**

**ANNUAL REPORT**

# FY2020/2021

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**GRACE CENTER ANNUAL REPORT**

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MISSION STATEMENT:

G.R.A.C.E. Center is a service agency dedicated to improving the spiritual, emotional, mental, and social conditions of people in our geographical area. We provide counseling, referrals, and substance abuse prevention education, at a reasonable cost, to all seeking our services. Centered around unconditional love, we stand committed to positive personal growth, through professional excellence.

POPULATION SERVED

The staff provides counseling and prevention services to individuals, family members, and the community, relevant to the effects of substance abuse as well as personal growth issues. In addition to individual therapy and family therapy, clients may attend group therapy and/or didactic lectures, as these are available.

Admissions

New Clients:

FY2019/2020: 114

FY2020/2021: 157

Direct Staff Hours:

FY2019/2020: 7,368

FY2020/2021: 7,042

Staff Utilization Rates:

Agency Average: 61% Goal: 45% \*Increase of 6% over FY2019/2020 and 26% over budget.

* Total number of new clients increased 38% over the previous year.
* Total number of hours decreased 5% in part due to the decrease in staff hours at the beginning

of the Fiscal Year due to COVID.

* Overall total Utilization Rates (UR’s) for staff increased by 6%. This was due in part to staff

becoming more efficient in the use of their time and utilizing tele-health and virtual services.

* General counseling hours increased by 55%. This is a trend that we are monitoring as we plan

for hiring new staff. Even substance abuse counseling services increased slightly this past

Fiscal Year.

* Administration hours decreased by 6% due to the decrease in staff hours.

GOALS/OBJECTIVES

GOAL 1: Fiscal Solvency

Objective 1: Explore and/or expand funding streams. COVID-19 again played a big role

in this area. We wrote a second Payroll Protection Loan request from the Small Business

Administration. The 1st PPP Loan was forgiven as well as the 2nd loan late in the Fiscal Year.

We also wrote a grant for additional costs associated with COVID through the Michigan Economic

Development Commission. We received the grant to cover the costs of upgrading our computer

systems to allow us to do virtual counseling and to digitize our client files.

Objective 2: Keep costs down. Staffing levels increased, despite the Clinical Director’s resignation.

Jody increased her hours and we hired an Administrative Assistant. Our marketing strategy

to lower costs continues as we upgraded our web-site at no cost and increased our usage of

a Facebook page (at no cost as well). The building remained closed until August due to

the pandemic, so the agency used less supplies while the building was closed to client traffic.

GOAL 2: Advance Marketing Strategy

Objective 1: Pursue on-line formats for advertising.

* Psychology Today. G.R.A.C.E. Center joined the magazine’s on-line format during the

previous Fiscal Year. This past year, the advertising resulted in a total of 241 contacts, of

which 82 were phone calls and 15 e-mails. The total number of website visits linked to

Psychology Today were 142

* Gracecentergraylingmi.org. While the webpage has been in existence for approximately 20

years, the agency has made many changes with its format recently. This is the first year

there have been analytics available. From December 31, 2020 to December 31, 2021, there

were 851 site sessions, up 66% from the previous year. Of those, 97% were new visitors vs.

3% returning.

* G.R.A.C.E. Center brochure. The agency recently revamped its brochure with new graphics

and content. The other brochure had been in place for the past 10 years.

Objective 2: Increase community involvement. G.R.A.C.E. Center was working on

becoming more involved with the community when the pandemic began. Community

meetings in-person became Zoom meetings on-line and were less frequent. Meetings were

conducted in this same format for this past Fiscal Year as the pandemic continued. This is

an area that we will resume exploring once the pandemic is over and we can meet in-person.

GOAL 3: Increase Tele-health Services

Objective 1: Continue to offer virtual services. The agency was able to switch over to more virtual

Counseling this past Fiscal Year. We were able to go fully virtual with the purchase of new

computers that were equipped with cameras to allow for virtual platforms. These purchases

were made possible by a grant from the MEDC.

Objective 2: Enhance virtual platforms. We were also able to purchase an on-line client program to

digitize client file systems and to offer virtual counseling.

FUNDING STREAMS

Contractual Resources:

* Northern Michigan Regional Entity
* Michigan Department of Health & Human Services
* Michigan Department of Community Corrections
* Roscommon County Juvenile Detention Groups
* Meridian Health Plan
* McLaren Health Plan
* Health Management Systems
* Michigan Rehabilitation Services
* Client Paid Fees

Grants/Donations:

* Episcopal Diocese of Eastern Michigan
* St. Francis Episcopal Church
* Alden & Vada Dow Family Foundation
* Crawford County United Way
* Michigan Economic Development Commission
* Small Business Paycheck Protection Program
* Private Donations

COMMUNITY INVOLVEMENT

Regular Meetings/Collaborations:

* Crawford County Collaborative Body
* Crawford County Coalition for Substance Abuse Prevention (CCCSAP)
* Northern Michigan Regional Entity (NMRE) Provider’s Meetings
* FAN (Families Against Narcotics Meetings

CONSUMER SATISFACTION

Surveys\*

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  | Previous Year |  | Current Year |  | TREND |
|  |  |  |  |  |  |  |  |  |  |
| % over 18 | | | | | 100% |  | 100% |  | same |
| % Abstinent from alcohol/street drugs in last 30 days | | | | | 100% |  | 99% |  | -1% |
| % no arrests or charges in last 60 days | | | |  | 95% |  | 95% |  | same |
| % working or in school | | |  |  | 70% |  | 80% |  | 10% + |
| % report timely access | | |  |  | 100% |  | 100% |  | same |
| % found services helpful | | |  |  | 100% |  | 99% |  | -1% |
| % found office staff courteous and compassionate | | | | | 100% |  | 100% |  | same |
| % who would recommend GRACE | | | |  | 100% |  | 100% |  | same |
| Average Job or school attendance rating | | | |  | 4.81 |  | 4.73 |  | -.08 |
| Average effectiveness dealing with stress or anger | | | | | 3.81 |  | 3.84 |  | +.03 |
| Average overall relationships | | |  |  | 3.72 |  | 4.03 |  | +.11 |
| Average overall quality of life | | |  |  | 3.90 |  | 3.92 |  | +.02 |
| (3=Average) | |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Comments: |  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  |  |  |  |  |  |  |  |  |  |
| Very satisfied with the services provided.  You guys do a good job!  I wouldn’t change anything.  I liked the interactive discussion.  Great job at running this safety class.  It was very informative.  Thought it was handled in a great manner.  Staff are wonderful!  Fine job people do here. Much appreciated. | | | | |  |  |  |  |  |  |  |  |
| \*Due to the pandemic, the number of completed surveys were low in comparison to previous years. We  Mailed surveys to discharged clients and received few in return. We have implemented an on-line  system which should help us capture information once again. | | |  |  |  |  |  |  |  |  |  |  |
|  | | | | | | |  |  |  |  |  |  |
| RISK MANAGEMENT REPORT  This has been another unusual year with the COVID-19 pandemic. The agency continued to be  locked-down until August 2021. We became an agency that offered its services under a variety  of platforms that included 1) In-person counseling; 2) Telehealth counseling; and 3) Virtual  counseling.   * Finances. G.R.A.C.E. Center continues to be very active in its mission to secure finances in   order to continue operating. New and old grants were sought and the agency was fairly  successful in receiving the funding that was requested. The PPP Loans were converted to  grants as they were forgiven by the Small Business Association.   * Health & Safety. G.R.A.C.E. Center continued to be closed to in-person counseling   until August 2021. Masks and other social distancing protocols became a  requirement when staff and clients were in the building together. All of the staff have  received the COVID-19 vaccine and booster shot at this writing.   * Technology Needs. Thanks to a grant from the Michigan Economic Development   Coalition recently, we were able to purchase 4 new computers with the technology to  deliver services on-line through Zoom and other virtual means. The agency also was  able to purchase Therapy Notes, which gives us the virtual tools to work with to offer  flexible scheduling to our clientele.  The agency began to re-vamp its client files from paper to digital. Through the Therapy  Notes portal, the agency and client can exchange file forms that have been digitally  Converted from paper.   * Insurance Needs. G.R.A.C.E. Center is current with all insurance policies, including   Building, Workman’s Compensation and Professional Liability. | | | | | | | | | | | | |  |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |
| * Trends in the Field. * COVID-19 * Telehealth/Virtual Services * “Paperless” Files | | | | | |  |  |  |  |  |  |  |
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| EXECUTIVE SUMMARY | | | | | | | | | |  |  |  |  |  |  |  |  |
| * Staffing\*   During the past fiscal year there were some changes in staffing at the G.R.A.C.E Center.  .   * Chris Deery, Clinical Director resigned in May 2021. * Jody Robson joined the agency full-time in February 2021. * Allison Gabriel was hired as the Administrative Assistant in   June 2021.  \*On a side note, it continues to be incredibly hard to find the licensed professionals needed to grow  this agency. Apparently, this is the norm throughout the state. It is hoped that as the pandemic  slowly recedes that we will be able to hire new staff.   * Community Involvement   Despite the COVID-19 pandemic, the G.R.A.C.E. Center continues to hold an active and  strong presence in the community. Most community-based meetings are being done virtually.  The exception to that are the FAN meetings that are held monthly at St. Francis Church.  Our Clinical Director is on the Board and has given presentations.   * Virtual Expansion * Phone-based therapy. In FY2019/2020, the G.R.A.C.E. Center was forced to   to implement phone-based therapy due to the COVID pandemic as its primary  means of counseling. This method of therapy works well when the client  or therapist is unable to do face-to-face counseling.   * Virtual-based therapy. This past Fiscal Year, G.R.A.C.E. Center began offering   virtual therapy. The new computers that were installed came with video cameras  that allowed virtual face-to-face counseling. | | | | | | | |  |  |  |  |  |  |  |  |

* Technology Upgrades. Due to providing counseling services virtually, the agency

upgraded its computers and software to meet the needs of our clients.

* Virtual “Paperwork”. The software recently purchased allows for paperless client files,

the ability to transfer forms back and forth, credit card processing and client scheduling.

* New Logo
* The agency is in the process of re-vamping its logo and to date have changed the web

page and agency brochure/business cards. In the spring of 2022, the old G.R.A.C.E.

Center sign will be removed and the old logo will slowly be retired.

Crawford County continues to be one of the poorest counties in Michigan, and it is likely to

continue for the unforeseeable future. It is the mission of G.R.A.C.E. Center to provide much-

needed services at a reasonable cost. Telehealth has changed how we operate and how we will

be a more cost-efficient agency in years to come. COVID-19 has forever changed how we relate

to our clients, staff and community stakeholders.

Respectfully submitted January 20, 2022:

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Carol Moggo, Administrative Director Kristen Todoroff, Clinical Director