**GRACE CENTER ANNUAL REPORT**

**FY2019/2020**

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:

FY2018/2019: 137

FY2019/2020: 114

Direct Staff Hours:

FY2018/2019: 8,518

FY2019/2020: 7,368

Staff Utilization Rates:

Agency Average: 54% Goal: 45% \*Increase of 2% over FY2018/2019 and 9% over budgeted.

* Total number of hours decreased 14% due to the decrease in staff hours and COVID layoffs.

However, the total Utilization Rates (UR’s) for staff increased by 2%

* Outpatient Substance Abuse hours decreased by 8% due to MDOC contract expiring, decrease

in staff hours and COVID layoffs.

* Administration hours decreased by 27% due to the decrease in staff hours and COVID layoffs.
* AHSE hours surprisingly increased by 8 hours despite the restrictions with COVID.

GOALS/OBJECTIVES

Goal 1: Fiscal Solvency

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

this area. Prior to the pandemic, G.R.A.C.E. Center started a Giving Tuesday fundraiser

in partnership with Community Foundation of Northeast Michigan. In response to the

pandemic, the agency started a GoFundMe campaign, wrote various grant requests and

requests, resulting in a grant from the Otsego County Economic Alliance and a Payroll

Protection Program Loan through the Small Business Administration. The PPP Loan may

be forgiven.

Objective 2: Keep costs down. Due to the pandemic, payroll costs went down as the

Agency closed in the short-term. Staffing levels went down with the resignation of the

Secretary and one Therapist. We changed our marketing strategy to lower costs and

use less supplies as the building was closed to client traffic.

Goal 2: Advance Marketing Strategy

Objective 1: Pursue on-line formats for advertising. G.R.A.C.E. Center did not renew

its advertising contract with the local newspaper and instead joined Psychology Today’s

on-line format, which has resulted in increased calls for appointments. The agency also

did not renew its contract with the Yellow Pages, but kept its ad in The Phone Guide.

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. This is an

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

Contractual Resources (\* = NEW):

* Northern Michigan Regional Entity
* Michigan Department of Corrections
* 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
* Giving Tuesday Grant
* GoFundMe Campaign
* Michigan Small Business Restart Grant
* Small Business Paycheck Protection Program
* Private Donations

COMMUNITY INVOLVEMENT

Regular Meetings/Collaborations:

* Crawford County Collaborative Body
* Crawford County Coalition for Substance Abuse Prevention (CCCSAP)
* Neighborhood Connection’s Annual Health Fair-POSTPONED DUE TO COVID
* Northern Michigan Regional Entity (NMRE) Provider’s Meetings
* FAN (Families Against Narcotics Meetings

CONSUMER SATISFACTION\*

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|  |  |  |  |  |  |  | Previous Year |  |
|  |  |  |  |  |  |  |  |  |
| % over 18 | | | | |  |  | 100% |  |
| % Abstinent from alcohol/street drugs in last 30 days | | | | |  |  | 100% |  |
| % no arrests or charges in last 60 days | | | |  |  |  | 95% |  |
| % working or in school | | |  |  |  |  | 70% |  |
| % report timely access | | |  |  |  |  | 100% |  |
| % found services helpful | | |  |  |  |  | 100% |  |
| % found office staff courteous and compassionate | | | | |  |  | 100% |  |
| % who would recommend GRACE | | | |  |  |  | 100% |  |
| Average Job or school attendance rating | | | |  |  |  | 4.81 |  |
| Average effectiveness dealing with stress or anger | | | | |  |  | 3.81 |  |
| Average overall relationships | | |  |  |  |  | 3.72 |  |
| Average overall quality of life | | |  |  |  |  | 3.90 |  |
| (3=Average) | |  |  |  |  |  |  |  |  |

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| \*Surveys were not conducted for outpatient this past Fiscal Year due to COVID/Agency  not physically open. Comments are from the AHSE Classes conducted.  Comments: |  |  |  |  |  |  |  |  |  |  |  |  |
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| I was treated very well by staff.  I liked the interactive discussion.  This was a positive learning experience. | | | | |  |  |  |  |  |  |  |  |
| Kristen was very polite.  She was super nice and very helpful.  The teacher was engaging and exciting.  The class was engaging and informational. | | |  |  |  |  |  |  |  |  |  |  |
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| RISK MANAGEMENT REPORT  \*This has been an unusual year with the COVID-19 pandemic. The agency went on lock-down  and closed its doors for a short time before switching over to telehealth services. We became  creative and looked at possibilities for the agency in the long term. Some of the possibilities  turned into reality and the pandemic forced us to pivot in order to remain viable.   * Finances. G.R.A.C.E. Center was 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.   * Health & Safety. The agency immediately went into health crisis mode at the   beginning of the pandemic. A new policy for dealing with a pandemic was written.  G.R.A.C.E. Center closed its doors to in-person counseling, laid off some of the  staff for safety and began virtual counseling. Masks and other social distancing  protocols became a requirement when staff was in the building together. Some of  the staff have received the COVID-19 vaccine at this writing, and the others are on  a waiting list.  On a side note, the agency experienced less cancellations and no answers (No Shows)  in the past year than at any other time in its history.   * Technology Needs. G.R.A.C.E. Center had to look at its delivery system for   counseling in light of the building shut-down. A needs assessment was drawn up  and funding sought for new technology in order to stay viable. 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 ability to work from home should the need arise.   * Insurance Needs. G.R.A.C.E. Center is current with all insurance policies, including   Building, Workman’s Compensation and Professional Liability. | | | | | | | | | | | | |  |  |
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| EXECUTIVE SUMMARY | | | | | | | | | |  |  |  |  |  |  |  |  |
| * Staffing\*   During the past fiscal year there were numerous changes in staffing at the G.R.A.C.E Center.   * Chris Deery began his own business in private practice. However, he continued to work for this agency as Clinical Director part-time until May. * Kristen Todoroff began her tenure as Clinical Director in May. * Jody Robson started full-time in February, working from home and in-office. * Allison Gabriel was hired as full-time Administrative Assistant in June. * Michelle Eagly was hired as a part-time counselor in October of 2021. Due to numerous illnesses, she was unable to complete the duties of her position as was let go.   \*On a side note, it has been incredibly hard to find the licensed professionals needed to grow this agency. Apparently, this is the norm throughout the state. It was hoped that as the pandemic slowly receded the agency would be able to hire new staff. Unfortunately, this was not the case.     * Clinical Updates * Kristen Todoroff and Kerry Harwood are due to take their state test to become a   LPC – Licensed Professional Counselor.   * G.R.A.C.E. Center achieved its CARF Accreditation in 2019 and is will begin the accreditation process in July 2021. G.R.A.C.E. Center also passed all of its audits from our contractual partners, including NMRE, DHHS and the State of Michigan Licensing. * 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. All community-based meetings are being done virtually. We have continued to offer services despite the roadblocks the pandemic has created. We have had to revamp our processes and run this agency differently. G.R.A.C.E. Center explored and implemented some new ideas this past year.   * Virtual Expansion * Phone-based therapy. The agency had begun offering its services through phone-based therapy in FY2018/2019. In FY2019/2020, the G.R.A.C.E. Center was forced to implement this as its primary means of counseling. This method of therapy also allows Jody to continue working for the Agency, despite living in the metro-Detroit area. | | | | | | | |  |  |  |  |  |  |  |  |
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* Technology Upgrades. Due to providing counseling services virtually, the agency

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

* Virtual “Paperwork”. The agency will be able to conduct many of its services virtually thereby eliminating much paperwork in the process. The software recently purchased

will allow for paperless client files, the ability to transfer forms back and forth, credit

card processing and client scheduling.

* Trends in the Field
* Marijuana legalization & its impact
* Affordable Healthcare Act
* Telehealth/Virtual Services
* COVID-19 Vaccine

Crawford County is 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 February 18, 2021:

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Carol Moggo, Administrative Director Chris Deery, Clinical Director

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