



A
PUBLICATION
OF
GREATER
LAKES
MENTAL
HEALTHCARE

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Mission Statement

CONNECTIONS

FALL 2009

New Inpatient Facility

OptumHealth Pierce RSN has chosen a combination of for-profit and non-profit vendors to provide elements of county-wide crisis services to replace those provided by Pierce County Health and Human Services prior to October 1, 2009. Greater Lakes was selected to provide a 16-bed inpatient Evaluation and Treatment facility. We are acquiring a vacant Parkland facility formerly owned and operated by Good Samaritan Outreach Corporation as a geriatric clinic and respite center. Our new Orchard Hill Evaluation and Treatment Center will be located at 140th and "A" Streets. Fast-track plans are underway to remodel and expand this facility for both voluntary and involuntary short-term inpatient mental health treatment. We plan to launch a portion of these services in early 2010.



Greater Lakes looks forward to opening its new evaluation and treatment facility in 2010.

Grand Opening of Spanaway Commons Expanded Residential Services

Our newly-constructed Spanaway Commons building opened on July 1, 2009. Greater Lakes built this 16-unit apartment complex with a combination of funding from the U.S. Department of Housing and Urban Development, the Washington State Housing Trust, and the Pierce County Department of Community Services. This building is part of a "housing first" program to provide homes for chronically homeless adults with mental illness. It complements two other Greater Lakes housing facilities on the same site, The Cedars and Independence Inn. In the photo of the September Open House of Spanaway Commons, The Cedars, a single-story 16-unit apartment building, is visible in the background. On the east side of the property is Independence Inn, a 13-bed Adult Residential Treatment Facility, staffed around the clock for consumers who need more intensive services.



Spanaway Commons is located on 170th Street So. in Spanaway



The Cedars is located adjacent to Spanaway Commons

Message from President & CEO 2009

2009

ANNUAL
REPORT



Richard J. Towell
President and CEO

Financial and clinical changes continue to dominate our efforts at Greater Lakes in exceptional ways. Fortunately, our talented teams have become masters of managing change.

In the fall of 2006, Pierce County government chose to end their struggle with inadequate funding of the public mental health system and relinquished their management of the \$50 million system back to Washington State, effective January 1, 2007. For 18 months, the State directly operated our county's public mental health system, which required a major shift from block grant funding to fee-for-service funding. As you can imagine, this change affected everything we did, how we did it, how we reported it, how we billed for it, and how we got paid for it. As we look back on those 18 months, January 1, 2007 – June 30, 2009, we marvel that we were able to succeed through all those complex changes and still provide effective care for our clients.

On July 1, 2009, OptumHealth became the managed care company (Regional Support Network) for public mental healthcare in Pierce County. And another round of challenging changes has begun. The most staggering change was the loss of \$2.1 million (20%) in funding to Greater Lakes. In addition, county-wide crisis and inpatient services that Pierce County Human Services had provided ended September 30, 2009. We are now in a major county-wide transition of these essential services.

The 20% funding cut to Greater Lakes was managed by layoffs, across the board pay cuts, a one year suspension of merit adjustments, and realignments of clinical services. Residential Services were significantly downsized and the Chemical Dependency Service was closed for now.

On the positive side, as part of the "privatization" decision for inpatient and crisis services, Greater Lakes was selected to develop a 16-bed \$3.5 million Evaluation & Treatment Service, replacing one-half of the capacity previously provided by the County. Our clinical and administrative leaders are moving full-steam ahead on this massive project, which we hope to open in early 2010.

Despite these challenges, we have continued our mission and served over 8,000 children, families and adults in the last year. We opened Spanaway Commons, a 16-unit apartment complex for homeless adults with mental illness, on July 1, 2009. We reduced our Western State Hospital census to a record low, from 54 to 27 patients, through successful community placement efforts.

With your help, we have made a difference for many people – some like you and me or our children, relatives and friends who face mental health challenges and living difficulties. On behalf of the staff and management of Greater Lakes Mental Healthcare, we appreciate the trust placed in us to provide behavioral health care services that make a difference to the community we serve.

Richard J. Towell
President & Chief Executive Officer

Improving Mental Health

Serving children, families and adults with behavioral health services.



Jeff Watts

Greater Lakes Mental Healthcare has served the behavioral healthcare needs of children, families and adults for nearly 45 years since its founding in 1965. A supportive community has been vital to our mission of making a difference one person at a time.

2009 has been another challenging year. The cycle of swings in funding continues, exacerbated by our current national/state economy and changes in public mental health services.

Public mental health services, about 70% of our work/funding, have experienced "radical change" as a result of Pierce County ending their role as the local managed care company (Regional Support Network) in December 2007 and ending their "provider role" for inpatient and crisis services in September 2009. This edition of CONNECTIONS will give you information about the new face of public mental health in Pierce County and the growing programs of Greater Lakes.

Despite challenging times, Greater Lakes continues its important mental health work, serving over 2,000 children and 6,000 adults during the past 12 months. In any given month about 500 children and 1,200 adults receive counseling, case management, medication services, and housing through the efforts of our fine staff at Greater Lakes.

Your kind goodwill and generous financial support make a tremendous difference for our clients, especially as public funding continues to shrink. Your donations fill in the serious gaps in resources for many of our clients by paying a utility bill in the dead of winter, filling a grocery bag for 2-3 days of emergency food until a person can get to one of the local food banks, or providing the funds to get or retain safe housing. There are many other ways your contributions help to make a difference one person at a time.

Thank you again for your continued support.

Jeff Watts, Chair,
Board of Directors

Greater Lakes Mental Healthcare is proud to partner with both United Way of Pierce County and Lakewood's Promise in efforts to strengthen our community.

LAKESWOOD'S PROMISE
THE ALLIANCE FOR YOUTH™



United Way
of Pierce County

A New Face for Public Mental Health Services

OptumHealth Public Sector, a division of United Behavioral Health, was selected early in 2009 to become the Regional Support Network (RSN) to provide managed care services for public mental healthcare in Pierce County.

OptumHealth Pierce RSN began its responsibility July 1, 2009. In three months its early priorities have become apparent – financial realignment, focus on clinical practices emphasizing recovery and resilience, the addition of peers to support the clinical work, and a commitment to working with mental healthcare stakeholders to “transform” the care system.

Greater Lakes Mental Healthcare welcomes OptumHealth Pierce RSN and looks forward to our mutual services to the citizens of Pierce County.

Richard J. Towell

President & Chief Executive Officer

Services Provided

January - December	2006		2007		2008	
Programs	Clients	Hours	Clients	Hours	Clients	Hours
Access Center ¹	607	1,495	225	1,290	231	955
Child & Family Services	1,780	12,827	1,649	12,939	2,198	14,892
Therapy Services	1,933	8,655	1,691	6,817	1,786	7,696
Contracts	1,170	9,206	1,401	8,512	1,917	14,242
Emergency Services	1,191	2,157	1,217	2,085	1,521	3,394
Adult & Elder Services	2,156	40,950	1,998	37,657	2,619	41,175
Residential ²	362	8,504	319	1,503	323	1,364
TOTAL UNDUPLICATED PERSONS/HOURS	7,635	83,794	7,350	70,803	9,155	87,321

¹ Beginning in 2007, Access Center assessments for adults are recorded under Adult & Elder.

² Residential statistics include clients served in the following residential programs: Independence Inn, Forest Lodge, Montgrove Manor, Seeley Lake Lodge, Sunset Inn, and HUD apartments. They do not include GLMH consumers residing at Congregate Care Facilities.

DIAGNOSES	RSN ONLY (Publically Funded)		THERAPY SERVICES NON-RSN		ALL AGENCY NON-RSN	
Mood Disorders (Bipolar & Depression)	2,188	40%	671	38%	1,113	31%
Schizophrenia & Related Disorders	668	12%	16	1%	83	2%
Adjustment Disorders	111	2%	533	30%	561	16%
Attention Deficit & Disruptive Behaviors	246	5%	97	5%	136	4%
Anxiety Disorders	415	8%	255	14%	336	10%
Substance Related Disorders	36	1%	02	0%	90	3%
Dementia & Cognitive Disorders	20	<1%	0	0%	0	0%
Other	1,729	32%	212	12%	1,217	34%
TOTALS	5,413	100%	1,786	100%	3,536	100%

Message from Cheri Dolezal, Executive Director OptumHealth Pierce RSN

I'd like to start by saying "Thank You" to Greater Lakes and to all the consumers, families, and community providers and partners who have come together in the last four months to help move the system forward. I have worked in mental health in Washington State for 20 years, and this may be the most challenging time I've seen. On the one hand, funding is tight and getting tighter, which impacts everyone. On the other, we have a clear charge – at OptumHealth and in the entire mental health community – to recreate the system in support of true recovery and resiliency. I believe it's challenges like this that bring out the best in people and in organizations, and I'm looking forward to our next steps together and the positive impacts we can have on consumers and families.

Cheri Dolezal, RN, MBA,
Executive Director
OptumHealth Pierce RSN

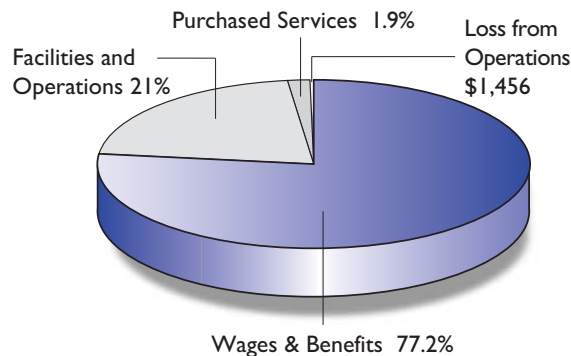
2009

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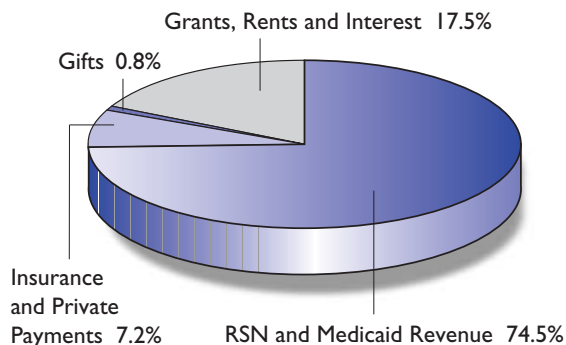
Financial Report

Income and Expenses for the Year Ending June 30, 2009

EXPENDITURES \$15,885,618



REVENUES \$15,885,618



FALL CAMPAIGN 2008-2009

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Another Successful Golf Tournament

The 10th Annual Pettit Fall Classic Golf Tournament held on September 21, 2009, raised \$30,000 to benefit Greater Lakes. Since its inception, this tournament has raised a total of about \$400,000. We extend our sincere appreciation to Linda and Norm Sather and Pettit Oil Company for this very tangible support of the mission of Greater Lakes. These funds help consumers with emergency needs and the mental health services we provide in collaboration with Community Health Care.



Linda Sather, Bett Lucas, Sue Marsh, Suzy Huck

OUR MISSION

This is what we do.

Improving Mental Health
Serving children, families and adults with behavioral health services.

VISION

This is our goal.

Consumers receive behavioral healthcare that brings relief, hope and recovery.

Adopted January 24, 2002
BOARD OF DIRECTORS

The term "behavioral healthcare" reflects our commitment to coordinate and integrate physical, mental, and addictive disorder care in conjunction with prevention, education, and wellness so the healthcare is consumer-centered and holistic.

CORE VALUES

This is how we do it.

- Do the right things for the right reasons.
- Provide great customer service with high quality outcomes.
- Communicate openly, honestly, and respectfully.
- Problem solve collaboratively with clients, staff, and the community.
- Promote healthy options for clients and staff.

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Director, Human
Resources &
Support Services
(253) 620-5014

Your comments
and suggestions are
always welcome.

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24-HR. CRISIS:
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