WINTER 2016

Greater Lakes
MENTAL HEALTHCARE
Empowering hope, relief and recovery

connections

From our clients:

" … you helped me advocate for myself and taught me it's okay to be vulnerable. Without your support I would have never been open minded to helping myself. You have helped me find my inner self, the one who experiences happiness and joy."

"…Your round-the-clock staff continually amazes me. Each member of your team works hard to make sure everything and everyone is safe. They have inspired me to go through peer training so I can be a Mental Health Therapist."

Therapist Tanya Larson at the Spanaway Clinic. "Clients tell me it's much easier to come here," she says. "The main building was just too far for them to get to." Another added benefit is the smaller, calmer environment. "The lobby in the Lakewood building was too overwhelming for some people. They report they feel less stress now, because it's quieter here."

Reaching Out

New outpatient facilities bring help to those who need it most.

It's not enough to make mental healthcare available. It also needs to be accessible. But for clients living in poverty, the challenge of traveling a long distance with inadequate bus service, in all kinds of weather, is often too great. So in April of 2014, Greater Lakes opened a second outpatient facility on 72nd Street.

This additional location made it easier for clients to keep their appointments, but it also attracted many new clients. In 2015, nearly half of the 1,130 people served had not been seen before.

Clearly, the new location was a success for Eastside residents, but staff continued to hear from other clients that traveling to Lakewood was a hardship. So, when one of Greater Lakes' residential facilities closed last year, the decision was made to keep the building and use it for a third outpatient clinic.

In June of 2016, the Spanaway Adult Outpatient Clinic opened at 113 170th Street South. With 11 providers, the clinic can offer mental healthcare to hundreds of clients each month, many for the first time.

It's a sad reality that those who need our services the most, often find it just out of reach. But with three Greater Lakes outpatient locations in Pierce County, more residents have access to mental healthcare than ever before.

Building Hope – One by One

The sight of homeless individuals, with their blankets and possessions, seems more prevalent in our community than ever. But is this increase real, or are homeless individuals just more visible?

Unfortunately, the increase is real. Last year, Pierce County's "point in time" survey counted 1,283 people who were homeless. This year the count was 1,762. That's an increase of 37% in just one year! What's more, 31% of them report having a mental health issue.

At Greater Lakes, the staff see up-close the challenges faced by those struggling with both mental health issues and homelessness. It can be heartbreaking to see people coping with their illness in such a harsh environment, against all odds. Often, intensive help is needed on many levels. But there is hope.

During a PATH outreach visit, Natasha interviews a couple who have been homeless for three months. She arranged to meet them later to begin locating resources to help them find housing.

What can be done?

An innovative program at Greater Lakes sends mental health professionals out into the community, to visit homeless camps, hot-meal sites, drop in centers and other gathering places. Each month, the PATH team (Projects for Assistance in Transition from Homelessness) reaches 120–150 people who are homeless. They build rapport, establish trust, and create connections with those who are most vulnerable, and most in need. The team helps the person re-establish benefits, obtain new identification, connect with clothing and food banks, locate housing options, and begin mental health treatment.

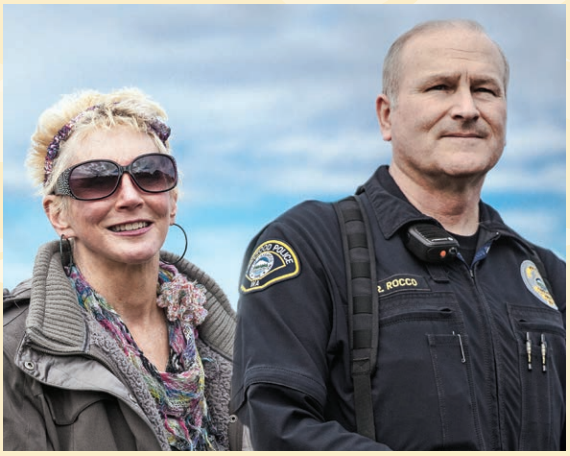
Because of the scope of homelessness and shortage of housing, not everyone can be transitioned off the streets right away. They can, however, be connected with resources, rides to appointments, basic survival supplies, and hope.

How can you help?

It's easy to feel overwhelmed by the scope of homelessness in our community. But you can make a difference by helping just one person. By changing just one life. A donation to Greater Lakes' homeless outreach programs will provide real, practical relief for someone battling both homelessness and mental illness.

- $10 will purchase a personal-care kit or a gift card for an emergency meal
- $20 will provide shoes, a coat, or blanket
- $40 will buy a bus pass, bike helmet and lock, or a tent
- $100 will pay a deposit for an apartment or to establish utilities.
- $200 will furnish an entire apartment through the Furniture Bank

Most people take for granted the safety, comfort, and connection of home and family, and can't imagine the harsh reality of life on the streets. The crisis of homelessness can't be solved overnight, but with your support, Greater Lakes' PATH team can provide hope. One person at a time.



Carolyn Cyr and Officer Rocco respond to multiple calls each day, helping clients avoid jail and find the resources they need.

51st Anniversary Celebration raises $47,000 for COPS program

On Wednesday, May 18, 2016 Greater Lakes Mental Healthcare celebrated its 51st year of helping Pierce County's most vulnerable citizens. The fundraiser benefited the COPS program, which pairs a mental health professional with a Lakewood police officer to better serve residents with mental health issues.

The event was sponsored with the generous support of the Franciscan Foundation, Martyn Family Foundation, MultiCare Health Systems, genoa A QoL Healthcare Company, Optum, Albers & Company, Community Health Care, Heritage Bank, Moss Adams LLP, Poe Construction, Inc., and Tucci & Sons, Inc.

Approximately 175 guests enjoyed refreshments and heard about the compelling work that Greater Lakes is doing in our community. Plan to join us for our 2017 celebration on May 17 for another fun, inspiring evening!

Report from the Board Chair

Mimi Tucci, Board Chair

As you can see from our Annual Report, it's been a busy, exciting year for Greater Lakes!

The success of our 72nd Street Clinic clearly showed that our clients in outlying areas need better access to our services. To meet this need, we decided to open a second satellite clinic in another underserved area, Spanaway. This facility opened in July, and we have seen phenomenal growth in the first few months. We now have three outpatient locations across Pierce County, providing convenient mental healthcare locations for those who otherwise would have difficulty accessing services.

Another exciting development is in integrated healthcare. We have long recognized that many people struggle with multiple challenges, and that many of our clients with mental health issues also have a substance use disorder. Our health care system, however, has traditionally separated these inter-related conditions, making it difficult to provide complete and effective care.

Fortunately, this past Spring, funding for mental health and substance use disorder treatment was finally consolidated. Greater Lakes quickly obtained a license to provide treatment for substance use disorders, and we anticipate offering treatment by 2017.

Mental healthcare is a constantly changing and challenging field. But it is also filled with hope and opportunities for transformation. With your help we will continue to provide high-quality, accessible and integrated care so that those we serve can recover and pursue their life goals. Thank you for your support!

Mimi Tucci, Board Chair

Service Volumes

This chart shows the number of persons served at Greater Lakes and the number of hours of service we provided to our clients.

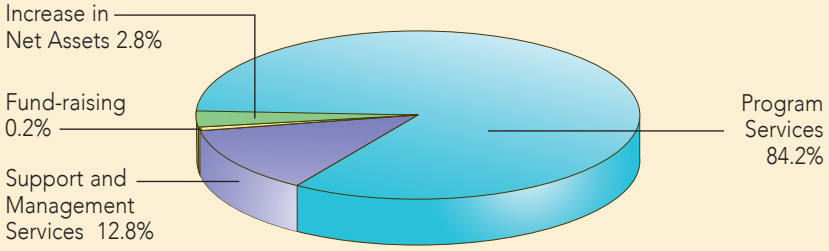
	2015		2014		2013	
Program	**Hours**	**Clients**	**Hours**	**Clients**	**Hours**	**Clients**
Access Center	1,492	5,589	1,617	5,387	1,429	3,850
Child & Family	22,591	2,572	23,775	2,801	21,733	2,192
72nd Street Clinic	10,048	1,130	5,536	671		
Contracts[1]	3,360	372	3,712	435	5178	711
Adult Outpatient & Therapy Services[2]	80,540	10,415	74,623	8,952	69,200	6,672
Recovery Center LOS[3]	16.6	343	21	248	22.74	23
Residential[4]	1,341	202	1,519	224	1,427	210
TOTAL CLIENT/HOURS	**119,372**	**12,304**	**111,024**	**10,918**	**99,240**	**8,584**

1. *Contracts include Clover Park Schools, and CHC Ryan White.*
2. *Adult Outpatient Services and Therapy Services include the Community Reentry Program, Jail Transition Services, PATH, PORCH, City of Lakewood Police, FFACT and Peers In the Emergency Department programs.*
3. *Recovery Center statistics are measured in Average Length of Stay (ALOS) in days, rather than number of service hours. The number of Recovery Center clients is included in the Total Clients. ALOS is not included in the total service hours.*
4. *Residential statistics reflect the number of clients who are served within a residential program, including: Forest Lodge, Montgrove Manor, Seeley Lake Lodge, and the HUD apartments. They also include the crisis beds at Seeley Lake Lodge. They do not include GLMH consumes residing at the Congregate Care Facilities (CCFs).*

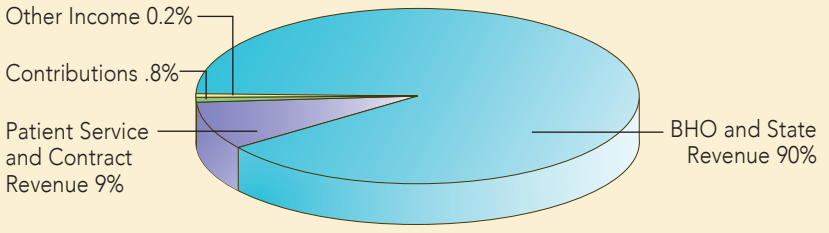
Financial Report

Income and Expenses for the Year Ending June 30, 2016

EXPENDITURES AND SURPLUS $23,090,909



REVENUES $23,090,909



Report from the President & CEO

Terri Card, President & CEO

When I consider the past year and the year ahead, it's apparent that we are at an uncertain time in the field of public behavioral health. Multiple large-scale changes are being considered at the state level that will impact Greater Lakes and similar organizations.

Between now and 2020, the system of funding and management that we have worked under for years will be transformed. Rather than treat substance use disorders and mental illness as separate conditions, with separate providers and funding sources, the trend is to offer comprehensive care that encompasses both conditions, as well as physical healthcare. This will provide our clients with more effective, integrated care. But it also means that every aspect of how we deliver services, and how we are funded, will change.

Over the 51 years of our existence, Greater Lakes has adapted many times. It's something we do very well. We aren't worried about change itself, but we are concerned about how it will impact the people we serve.

The transition to integrated healthcare is a welcome and necessary shift, but we know that people with mental illness, and their families, will need our full and effective support through whatever transitions lie ahead. We are committed to providing that support, and advocating for our clients as we face the uncertain future.

I will keep you informed of developments as we move forward, and I ask you to look for opportunities to support our work whenever possible. Whatever happens over the next few years, rest assured that we will always remain committed to our core values:

- 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
- Be nimble and responsive in creating solutions.

We are grateful for your loyal support, and we know we can count on you to work with us as we face the challenges ahead. Thank you for all you do!

Terri Card, President & CEO

Creative Coping

Greater Lakes offers several therapeutic art groups for both adults and children. Select pieces of art, including this untitled piece, are framed and displayed throughout the building. The exhibits are a source of pride for clients, and staff often receive positive comments about the art.

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Mail your check to the address below, or make your gift online at www.glmhc.org.

For information about monthly giving, planned giving, or other ways to support Greater Lakes, call Marguerite Richmond at 253-620-5184.

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Empowering hope, relief and recovery

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We empower hope through compassion, engagement and connection with those we serve

We empower relief through effective evidence based practices that promote skills & resilience

We empower recovery by building upon strengths and supporting individuals in their goals.

OUR VALUES

- 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.
- Be nimble and responsive in creating solutions.

Adopted July 23, 2015