

ANNUAL REPORT

2020–2022

Pathways to Recovery
The Journey from Addiction to Wellness

"From the moment I walked in, I was treated with respect and kindness. I'm going to miss spending my Monday through Thursday evenings with the group. My counselor made this place feel safe, warm and welcoming. I knew after only a few sessions how special this place is because of my counselor and how much I was going to learn and grow."

"My counselor was awesome and I could always be honest with him, he's a great listener. Glenbeigh saved my life and helped me learn to love myself. Thank you."

"I will be forever grateful for the compassion and kindness extended to me by the entire staff at Rock Creek and the outpatient center. One of the best things I have ever done for myself was to pick up the telephone and call Glenbeigh for help with my alcoholism!"



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"My counselor was kind and compassionate. She really gave her full attention to each individual in group. She had great feed back to give and I have gained a wealth of knowledge during my time here at Rock Creek."

"I met some wonderful human beings while at Glenbeigh. My counslor was exceptional. I came in very unsure and left with an incredible amount of hope. Thank you very much for all you do."

"The Glenbeigh staff played a tremendous role in my recovery. My counselor had extensive knowledge and was able to help me work through many issues that were holding me back. Because of their kindness and hard work, I'm leaving rehab a completely different person than I was when I came into treatment."



Letter from the President

Over the three-year period, 2020 through 2022, Glenbeigh actively addressed the needs of people seeking treatment as well as the recovery community through our various initiatives. As a leading provider of alcohol and drug treatment, we remained dedicated to helping individuals, families and communities impacted by substance use disorders.

In response to the COVID-19 pandemic, which limited in-person interactions, Glenbeigh proactively adapted by offering supplemental telehealth treatment options along with online fellowship, ensuring continued access to the treatment and recovery support services individuals needed.

Glenbeigh's inpatient services continued uninterrupted throughout 2020, 2021 and 2022, providing essential treatment and ancillary services within established guidelines. Some community benefit services were suspended due to mandated restrictions. However, as conditions improved, we reintroduced in-person outpatient treatment and aftercare services, recognizing the value of face-to-face interactions and the sense of community they bring to individuals in recovery. We found that telehealth services enrich the outpatient treatment experience and continue to offer opportunities for people who cannot attend in person sessions.

Our staff remained committed to Glenbeigh's mission of serving adults living with substance use disorders and explored creative ways to support recovery efforts. Utilizing online platforms, we offered community building activities, connecting with people from across the country. The quality of our online programs resulted in a 166.5% increase in participation between 2020 and 2021.

This annual report details other initiatives taken and highlights the innovations made in providing for individuals and families during the pandemic. I am honored to share our accomplishments and proud that Glenbeigh remains steadfast in our commitment to being part of the recovery journey for people who are seeking a new life.

Glenbeigh's commitment to providing uninterrupted services from 2020 through 2022 shows our dedication to restoring hope and helping people transform their lives.

With gratitude,

Leonard Stepp
Interim President

"The experience I had was outstanding, I've been to many treatment centers and this is the best care I've ever had."

"Everyone here, staff and patients, are all unbelievably kind and caring."

"My care coordinator went above and beyond for me. This individual cared tremendously about my sober living plan and genuinely wants me to succeed."



Community Service

Community benefit goes beyond statistics, encompassing stories of resilience, hope, and new beginnings. Identifying details have been altered in this Glenbeigh publication to protect privacy. While efforts are made for accuracy, errors can occur.

Glenbeigh's community benefit activities are reported on the annual 990, Schedule H, aligning with The Catholic Health Association guidelines and the Affordable Care Act.

Glenbeigh is a non-profit, Joint Commission accredited, specialty hospital. The 2020 to 2022 Annual Report is published by Glenbeigh for alumni, friends, family, staff, referent partners and members of the recovery community. For more information or printed copies of this report, contact the Glenbeigh Development office.

Mission Statement

Glenbeigh's mission is to provide the highest quality healthcare to those in need of alcohol and drug addiction treatment and to support ongoing recovery efforts.

Vision Statement

At Glenbeigh, we care for individuals and families impacted by alcohol and drugs. We are committed to a philosophy of mutual respect and compassionate caring to guide our patients on the path to sustained recovery. We practice empathy and active listening in all our interactions. We are dedicated to leading by example and promoting Glenbeigh values.

"I was provided with a realistic aftercare plan that took into consideration my work situation and schedule. Staff also took into consideration my current support group program. It is not a one size fits all discharge recommendation."

"As I leave Glenbeigh, I feel like the course of my life has completely changed. I've greatly enjoyed this experience and will remember it forever."

"The program is amazing! My counselor went above and beyond to respond to my concerns and needs throughout the whole program and through to discharge. They know how to listen and respond in a productive manner. I would recommend my counselor to anyone entering this program."



Community Benefit

Community benefit refers to non-profit hospitals and healthcare systems' efforts to improve the health of vulnerable populations. It includes providing unreimbursed goods, services and resources to uninsured, underinsured, and underserved individuals within a defined area as detailed in Glenbeigh's latest Community Health Needs Assessment. Examples of initiatives include the provision of charitable care or low-cost treatment; hosting or participating at healthy living and wellness events; and offering recovery support initiatives and free education for the public or professionals. Community benefit aims to enhance overall health. Initiatives may also include the distribution of overdose reversal kits, the provision of transportation or volunteer work in various communities. Community benefit promotes collaboration with other organizations or agencies sharing the same goals to improve health and wellness within their communities.

Community Health Needs Assessment

Glenbeigh conducts a Community Health Needs Assessment (CHNA) every three years, using data and community input to plan community benefit activities. Endeavors in this report were based on the 2019 CHNA findings and corresponding Implementation Strategy. Glenbeigh periodically reassesses community benefit initiatives to align with changing alcohol and drug trends. During the 2020 through 2022 time-period, COVID-19, an infectious disease caused by the SARS-CoV-2 virus, significantly limited Glenbeigh's community benefit initiatives.

While the CHNA defines Glenbeigh's service community and health needs, considering statistical data and input from community members and stakeholders, the defined service area was restricted by federal and state health mandates. Glenbeigh tailored the provision of services and community benefit efforts to meet pandemic guidelines for social distancing and other protocols.

Both the 2019 CHNA and corresponding Implementation Strategy are available online at www.glenbeigh.com/community-benefit or through Glenbeigh Development upon request, free of charge to the public.

"I have been to several treatment centers. Glenbeigh was definitely one of the best."

"I feel so blessed to have such a great counselor! They were born to do this job -absolutely a great person inside/out. Never once felt uncomfortable around them. They care so much and it shows."

"All the nursing staff were extremely helpful. From my detox to discharge, they always asked how I was feeling and if they could help."



Addressing substance use disorder in a meaningful way within the community requires a willingness to engage in open dialogue about the issues and collaborate with supporting agencies and organizations. Substance use poses complex challenges affecting individuals, families and society. Only with a thorough understanding of the issues and challenges faced by anyone impacted by addiction can innovative solutions be formulated. Glenbeigh maintains its dedication to partnering with various agencies, aiming to enhance the quality of life for individuals living with substance use disorders.

Community Benefit initiatives are reported in three categories: Community Building, Community Health Improvement and Education and Workshops.

Community Building

Beyond addiction treatment, community-building activities address broader community needs. Glenbeigh initiates programs that extend support to the recovery community beyond our designated service boundaries whenever feasible. These endeavors encompass diverse forms of communication, hospital engagement, partnerships with other organizations, sober living and recovery gatherings as well as advocacy for enhanced community well-being. Many community building activities were suspended or transitioned to other formats or contactless interactions between 2020 and 2022.

Community Health Improvement

Improving community health encompasses a full spectrum of efforts and initiatives undertaken by Glenbeigh to enhance well-being. These include Bridges to Recovery events, which successfully transitioned to an online format. Education addressing addiction, treatment, and recovery; family education forums; programs for parents and siblings as well as support groups for grief all transitioned to alternate platforms. Health education initiatives within schools as well as specialty workshops were suspended. Glenbeigh's commitment to eliminating or reducing barriers to treatment is also among the community health improvement initiatives. Transportation services were curtailed due to the pandemic's influence, beginning in 2020 and continuing through 2022.

Education and Workshops

Health professional education and general education workshops are hosted by Glenbeigh to provide education to the public as well as current and future health professionals. This area of Glenbeigh's community benefit effort also includes onsite educational opportunities and internships for counselors, social workers, nurses and physicians. Those participating acquire experience working with individuals and families living with substance use disorders and learn about addiction, treatment and recovery. The majority of in-person education, including Glenbeigh's Rise and Shine series, was limited throughout the pandemic. Some online education was made available and internship opportunities resumed as restrictions eased.



Pages 11 through 22 include an overview of key community benefit achievements and highlights.

January through December 2020.

Introduction 2020

In early 2020, COVID-19, an infectious disease caused by the SARS-CoV-2 virus, began to impact community health, resulting in a shift in health priorities, limited access to services and minimal social interaction.

On March 23, 2020, the State of Ohio initiated a lockdown for non-essential personnel, which limited both treatment services and community benefit activities. Travel from state to state was restricted thus restricting Glenbeigh's service community to Ohio.

While inpatient and outpatient treatment services were regulated, Glenbeigh took this opportunity to develop new ways to interact with the recovery community. The goal was to reduce isolation and help people stay connected to treatment and recovery support.

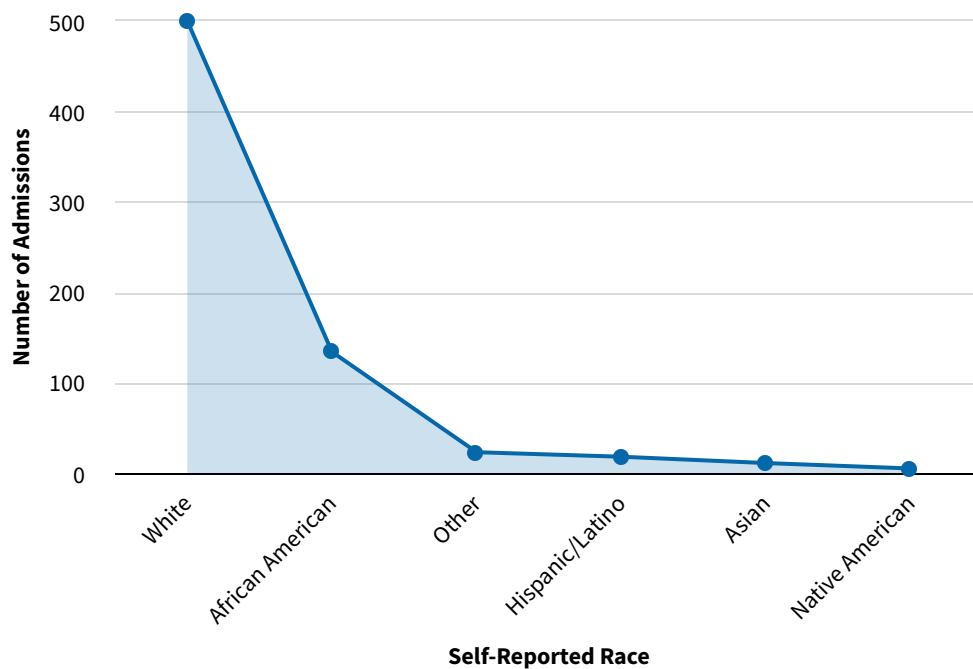
2020 Service Report

Glenbeigh is renowned for its exceptional patient care, focusing on treating substance use disorders with dignity and respect. We understand the challenges and stigma faced by those living with substance use disorders and warmly welcome individuals from diverse backgrounds. At Glenbeigh, we value all individuals, refraining from judgment and empowering patients as well as their families to achieve long-term recovery.

We embrace people regardless of race, color, gender, gender identity, sexual orientation, religion, national origin, genetics, lifestyle, age, disability, veteran status, or any other protected class. Our dedicated and compassionate staff work closely with patients to set achievable recovery goals. Even after treatment, Glenbeigh provides continued support services for the recovery community, which includes families and friends.

A total of 2,408 admissions occurred during 2020 for inpatient treatment services. During the same timeframe 52,556 outpatient sessions were completed.

2020 Patient Demographics



Source: OHA Data Integrity Report 2020

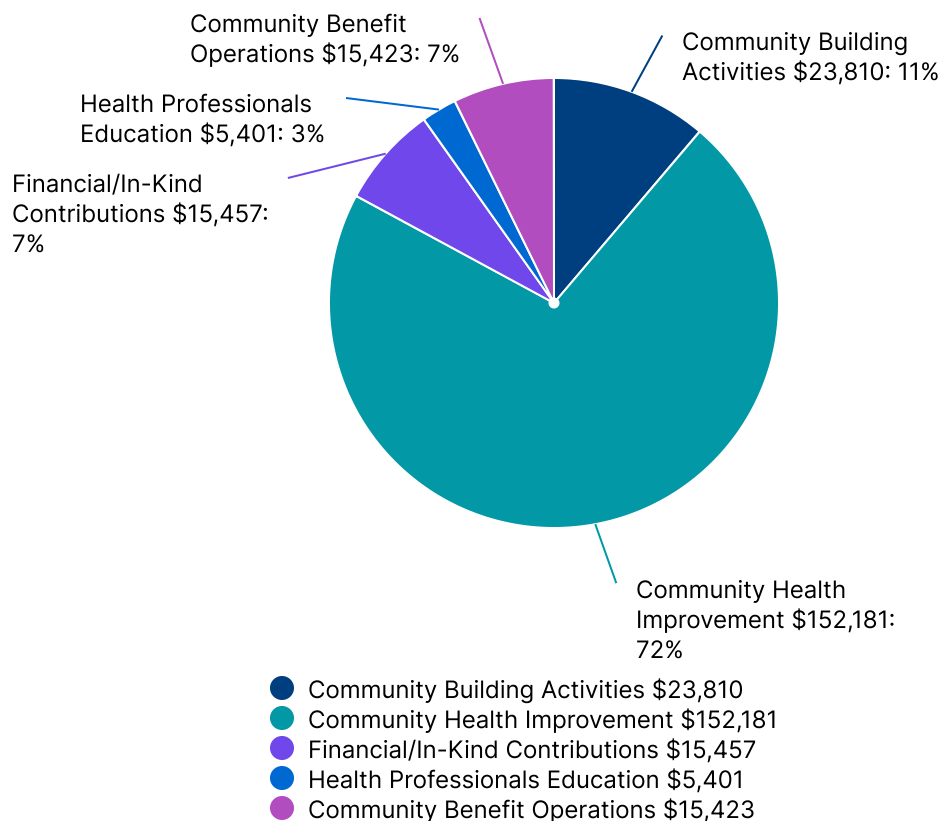
2020 Service Report

The following information provides a snapshot of Glenbeigh's community benefit activities between January 1, 2020 and December 31, 2020.

Community Investment

Gross Community Investment: \$212,272*
Reportable Community Benefit: \$212,272
Reportable Charitable Care: \$1,077,430

*Excluding charitable care



2020 Service Report

The following information provides a snapshot of Glenbeigh's community benefit activities between January 1, 2020 and December 31, 2020.

Number of People Served

Community Building Activities:	19,253
Community Health Improvement:	19,038
Financial and In-Kind Donations:	1,522
Education and Workshops:	451

Total Number of People Served: 40,264

Glenbeigh caters to a diverse audience through various channels. Although several community benefit initiatives faced reductions from 2020 to 2022, the commitment to granting access to quality healthcare, affordable housing and information regarding addiction, treatment and recovery remained steadfast.

Inpatient treatment services continued, albeit on a reduced scale. Transportation was halted to adhere to federal and state pandemic guidelines. Financial and In-Kind donations dwindled due to the cancellation of events by other agencies in the service community. While outpatient services transitioned to telehealth, all outpatient centers remained operational. Glenbeigh's sober living housing operated at full capacity, offering stability to those who lost their income. Rent and food assistance were provided through collaborations between Glenbeigh, local agencies and private donations.

Various communication channels, such as Glenbeigh's websites, social media platforms, Glimmer newsletter and electronic publications, kept people connected. Social media efforts expanded significantly, bringing positive and inspirational messages to those seeking solace online.

In the pursuit of innovative engagement, Glenbeigh devised new ways to bolster recovery, diminishing isolation and fostering fellowship via online platforms. Expansive relationships formed as individuals nationwide joined online meetings and discussion groups in order to maintain connections within the recovery community.

While there was a significant shift in community benefit actions, Glenbeigh's commitment to offering suitable, high-quality care to individuals seeking treatment remained constant.



January through
December 2021.

Introduction 2021

During the period spanning from January 1, 2021 to December 31, 2021, Glenbeigh's dedicated team of professionals consistently delivered exceptional care, even during the height of the COVID-19 pandemic.

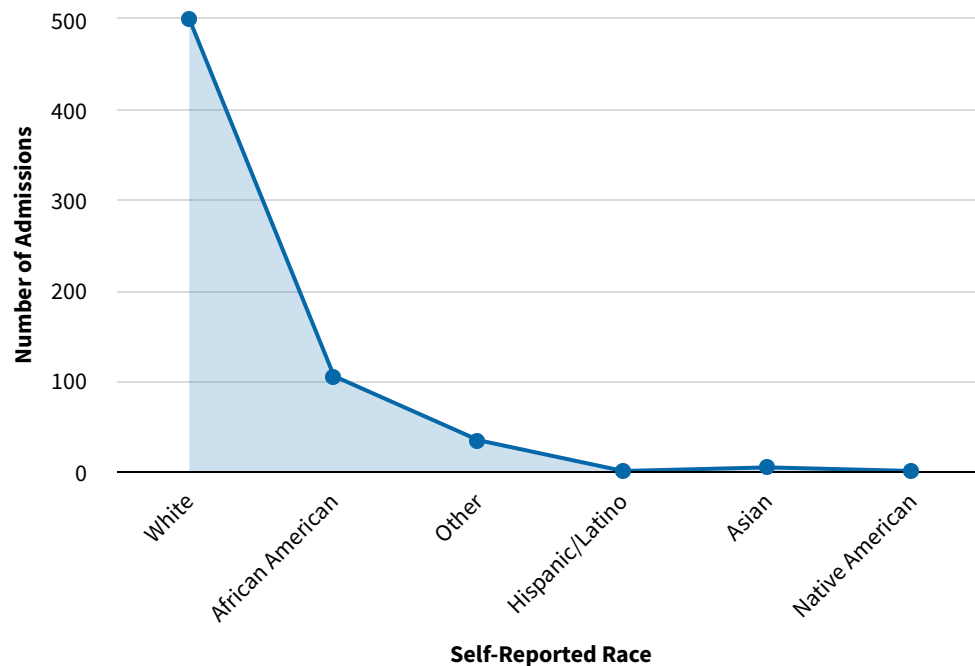
We continued to connect in new ways to address the core health needs of people living with substance use disorders and upheld our commitment to delivering high-quality treatment services within a safe, secure environment.

Together, we continued to offer treatment services and recovery support, demonstrating our unity as a family, preserving hope for the miracle of recovery.

2021 Service Report

A total of 1,752 individuals were admitted during 2021 for inpatient treatment services. During the same timeframe 39,285 outpatient sessions were completed.

2021 Patient Demographics



Source: OHA Data Integrity Report 2021

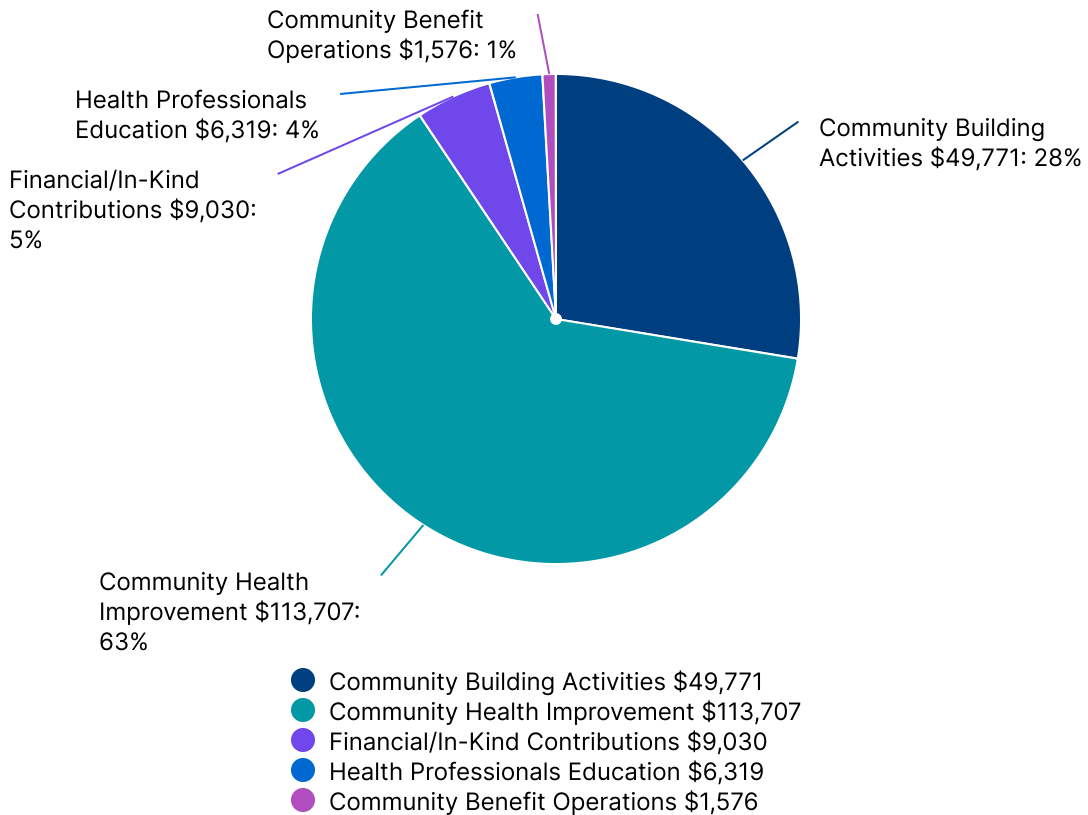
2021 Service Report

The following information provides a snapshot of Glenbeigh's community benefit activities between January 1, 2021 and December 31, 2021.

Community Investment

Gross Community Investment:	\$180,403*
Reportable Community Benefit:	\$180,403
Reportable Charitable Care:	\$128,696

*Excluding charitable care



2021 Service Report

The following information provides a snapshot of Glenbeigh's community benefit activities between January 1, 2021 and December 31, 2021.

Number of People Served

Community Building Activities:	51,311
Community Health Improvement:	9,709
Financial and In-Kind Donations:	374
Education and Workshops:	461

Total Number of People Served: 61,855



January to
December 2022.

Introduction 2022

In June 2021, Ohio lifted most pandemic restrictions, but certain measures like limitations on social gatherings and other COVID-19 precautions persisted throughout 2022 to curb virus spread.

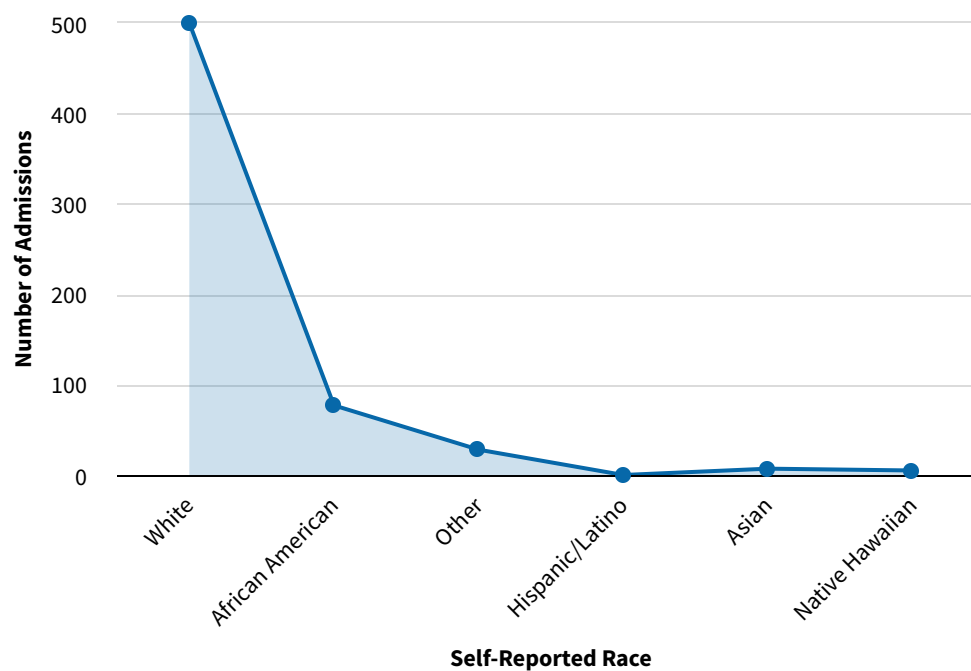
Throughout the year, our dedicated professionals adjusted to evolving protocols, delivering outstanding care. Outpatient services returned to normal, continuing to offer hybrid telehealth options, while recovery support gradually shifted back to in-person meetings and events.

As pandemic restrictions eased and people returned to work, changes in social determinants of health, particularly related to alcohol and drug use, came to light. Reflecting these shifts, Glenbeigh's community benefit activities shifted to more strategic initiatives.

2022 Service Report

A total of 1,585 individuals were admitted during 2022 for inpatient treatment services. During the same timeframe 35,500 outpatient sessions were completed.

2022 Patient Demographics



Source: OHA Data Integrity Report 2022

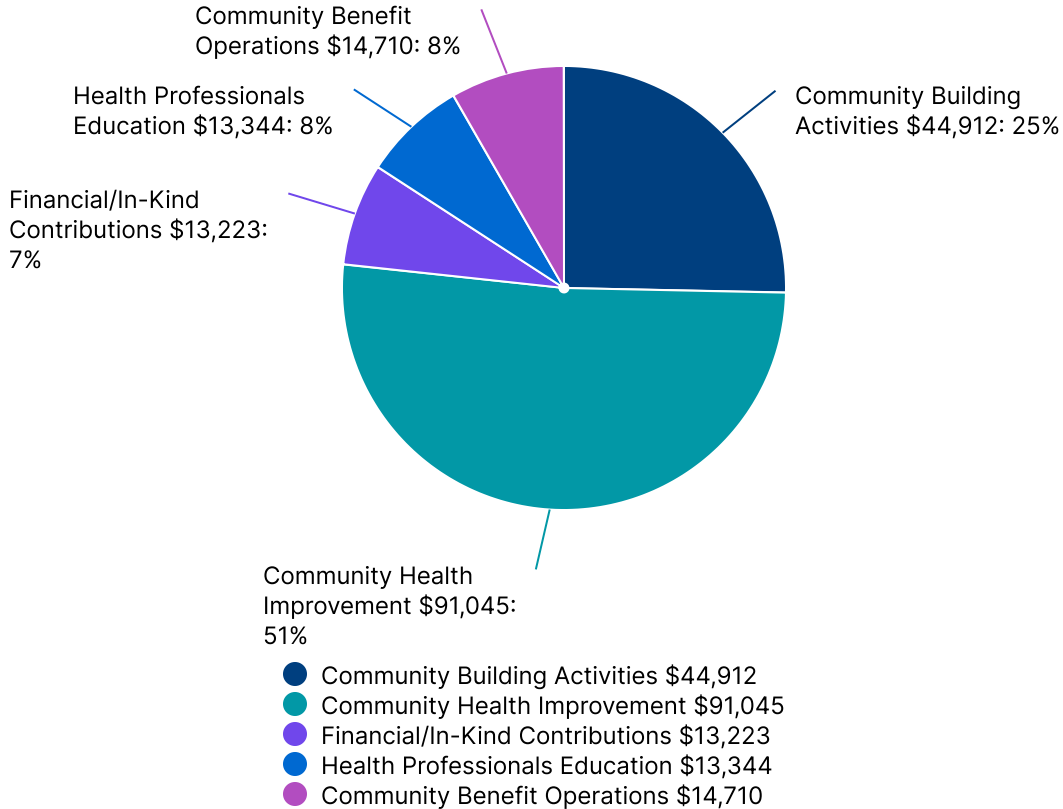
2022 Service Report

The following information provides a snapshot of Glenbeigh's community benefit activities between January 1, 2022 and December 31, 2022.

Community Investment

Gross Community Investment:	\$177,234*
Reportable Community Benefit:	\$177,234
Reportable Charitable Care:	\$721,192

*Excluding charitable care



2022 Service Report

The following information provides a snapshot of Glenbeigh's community benefit activities between January 1, 2022 and December 31, 2022.

Number of People Served

Community Building Activities:	48,139
Community Health Improvement:	6,049
Financial and In-Kind Donations:	787
Education and Workshops:	1,877

Total Number of People Served: 56,855

Social Determinants of Health

Community benefit activities are designed to address the social determinants of health within Glenbeigh's defined service community. Data gathered during the CHNA process reveals that health risks, outcomes and quality of life often intertwine with community conditions. Social determinants encompass factors such as birthplace, residence, work or school location and community cohesion, including elements like religion, race and age.

These factors significantly affect the availability of safe housing, transportation, quality education, well-paying jobs and access to nutritious food. They also encompass issues like discrimination, racism, violence and substance abuse, contributing to various health disparities. Over a three-year CHNA period, the defined service community can evolve. Between 2020 and 2022, Glenbeigh's service community remained stationary predominantly serving Ohio and western Pennsylvania, encompassing more Appalachian regions, which often grapple with poverty, limited education, employment and housing options. During the same period, Northern Ohio and parts of Pennsylvania experienced notable population declines.

Within Glenbeigh's service areas, poverty and widespread chemical dependency persist. Due to pandemic related circumstances, Glenbeigh extended limited financial aid to clinically and financially eligible individuals seeking treatment. Beyond direct charitable care, many individuals in addiction require transportation and affordable interim housing. Pandemic restrictions resulted in the suspension of transportation services for the majority of 2020, 2021 and 2022. Sober living options close to the inpatient hospital increased to provide for more people in need of housing.

Sober Living After Treatment

Glenbeigh's Niles sober living community furnishes cost-effective housing options for individuals who have completed inpatient treatment but still need a supportive recovery oriented environment. Sober housing offers a safe, substance-free space that fosters recovery while providing a structured support network, peer oversight, ongoing care and skills development to facilitate successful reintegration into society.

Glenbeigh added recovery housing at Rock Creek to provide options for both men and women in separate residences. The need for sober living remains critical and more efforts are planned to expand housing in the future.



Significant Community Health Needs

Research used for the 2019 Community Health Needs Assessment (CHNA) to define the core health needs within Glenbeigh's identified service communities included secondary data, key informant surveys, interviews and focus group input. Consideration was made to ensure each component included the unique perspective of alumni, family members, healthcare providers, employers and others who work with, or assist, individuals and families living with substance use disorders.

The following key findings were identified as significant health needs within Glenbeigh's principle service communities:

Socioeconomic Needs:

1. Drug and alcohol abuse continues to impact people of all races and ages. Poverty, income and insurance coverage significantly impact access to treatment and successful recovery. Employment and income, along with other social and economic determinants, correspond to alcohol and drug use.
2. Drug abuse has transitioned from the use of heroin to fentanyl, cocaine and methamphetamines. Alcohol involved accidents continue to occur. Drugs are easily available and inexpensive.
3. Synthetic drug use is becoming more prevalent. Many drugs, such as cocaine, are laced with fentanyl resulting in overdoses. Alcohol use remains a top drug of choice. Prescription abuse continues to be prevalent.
4. People dealing with active addiction do not understand how to get assistance or help a loved one/client sustain recovery. There is a lack of education and information available regarding addiction, treatment and recovery support.
5. In many areas there continues to be a lack of recovery support options. Recovery support includes recovery housing and recovery oriented events.



Significant Community Health Needs

The following key findings were identified as significant health needs within Glenbeigh's principle service communities:

Health Needs:

1. Barriers exist that affect access to treatment either limiting or excluding certain demographics from obtaining treatment services.
2. Stigma continues. Employers lack education to help employees secure treatment confidentially and return to work. Stigma around drug abuse remains while alcohol use is tolerated.
3. Among providers there is a lack of qualified, educated, licensed individuals to work in the field of addiction treatment: from entry level positions to physicians and nurses.
4. Established healthcare professionals lack education on addiction, treatment and recovery.



Significant Community Health Needs

In the 2019 CHNA, Glenbeigh's primary service area includes:

- Ashtabula County, Ohio
- Cuyahoga County, Ohio
- Lake County, Ohio
- Lorain County, Ohio
- Summit County, Ohio
- Trumbull County, Ohio
- Allegheny County, Pennsylvania
- Beaver County, Pennsylvania
- Erie County, Pennsylvania
- Washington County, Pennsylvania

Statistically, patients from the six Ohio counties represent 66% of the total number of individuals admitted for inpatient treatment from Ohio while patients from the four Pennsylvania counties constitute 63% of the total number of patients admitted from that state.

The total population of Glenbeigh's defined service community was approximately 4,485,000.



Board of Directors

Nancy Kister, Board Chairperson
Craig Sernik, Board Vice-Chairperson
Roger Corlett, Secretary/Treasurer

Daniel Keaton, M.D., Chief of Staff
David Novak, M.D., Vice-Chief of Staff

Leonard Stepp, ACMC President & CEO

Peg Carlo, Board Member
Joe Giangola, Board Member
Kelly Hancock, DNP, Board Member
Jason Hergenroeder, Board Member
Rev. Vernon Palo, Board Member
Richard Parker, M.D., Board Member
David Pontius, Board Member
Marlene Sartini, Board Member
Jim Timonere, Board Member

Glenbeigh Leadership

Leonard Stepp, Interim President
Dr. Theodore Parran, Medical Director
Dr. Richard Zinni, Associate Medical Director

Terri Ball, Director of Clinical Operations
Meghan Bovee, Medical Assistant Coordinator
Jay Burrows, Clinical Manager - Erie
Joanna Calabris, Infection Control Coordinator
Rebecca Cleveland, Nurse Supervisor
Tina Ensman, Admissions Supervisor
William Hale, Ph.D. Director of Outpatient Services
Kim Hochschild, Director of Information Technology
Tim Hunt, Director of Facilities Management
Tessa Kingus, Director HIS and Communications
Vonda Marino, Clinical Manager - Rocky River
Angel Mehalic, Nurse Supervisor
Michael Mickel, Utilization Manager
Jon Moldovan, Psychiatric Nurse Practitioner
Kristin Morgan, Clinical Manager - Canton
Pamela Nock, Nurse Supervisor
Jillian Pope, Vivitrol Care Coordinator
Angela Rau, Manager, Dietary
Donald Reed, Director of Operations
Adria Rovnyak, Clinical Manager - Niles
Carolanne Semancik, Ph.D., Manager, Quality and Risk Management
Stevie Williamson, Clinical Program Manager
Debra Willm, Nurse Supervisor
Sheila Vandergriff, Director of Development
Kelly Yopp, Infection Control Nurse
Camille Zalar, Director of Nursing



Social Connections

Glenbeigh actively engages the recovery community through the use of various social media platforms. Social media and the internet allows Glenbeigh to reach far beyond our service communities and remain in touch with alumni outside the area. During the 2020 through 2022 time period, the utilization of social media resources expanded significantly and was used to reduce isolation, one of the contributing factors to relapse.



Glenbeigh Website provides a wealth of information to visitors seeking help for substance use disorders. It offers resources and is a link to various recovery support networks.



Glenbeigh Facebook is a direct connection to people in the recovery community along with family and friends who support recovery efforts. Glenbeigh regularly posts inspirational messaging, recovery support information and connections to other sources of relevant information. The Glenbeigh Facebook page became a main source of information and a means to keep people connected and interacting with the recovery community.



Glenbeigh LinkedIn is a connection to professionals who provide services to individuals and family members who are affected by substance use disorders. Through LinkedIn, Glenbeigh shares information on initiatives to improve patient care and recovery support. Glenbeigh also shares information on accomplishments that are happening at Rock Creek and the outpatient centers that may be of interest to those working in the addiction treatment field.



Glenbeigh365 App was created in 2022 and launched to feature upcoming events and recovery support information. The app was made possible through a grant from the Trumbull County Mental Health and Recovery Board and was designed to be a resource for anyone in the recovery community.



Each year, the generosity of others helps Glenbeigh share hope and healing with people living with substance use disorders.

We are grateful for their generosity and continued support.

Fundraising Report

Alumni, along with family members and friends, give back as part of the recovery process, upholding a tradition rooted in gratitude. Additionally, Glenbeigh applies for funding from other sources such as foundations and businesses that are committed to making the community a better place to live.

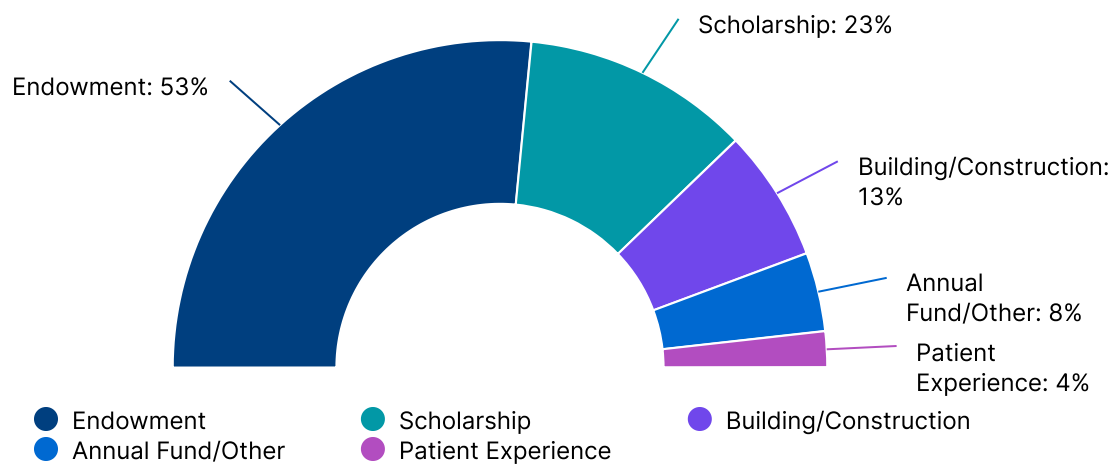
Many contribute so there are resources for treatment and recovery services, now and in the future. Their philanthropy provides more opportunities to people with financial limitations and who are living with alcohol and drug problems.

With donations, Glenbeigh provides many resources for patients and family members as part of our efforts to promote a world where recovery is possible and sustainable. Recovery is a gift and we are connected through our caring for each other.

While donor names are not published, we are grateful for their kindness and generosity. All donations are used to help others embarking on the journey of well-being and recovery.

Allocation of Donations

The following graph shows donations made to the Glenbeigh Foundation account as of December 31, 2022.



The following restricted funds are held within the various categories listed above:

- The ARCHway Institute Scholarship Fund
- The Robert Van Der Maelen Scholarship Fund
- The Susan Feldman Memorial Scholarship Fund
- The David Sams Memorial Fund
- The Pat Weston-Hall Legacy Fund
- The John Koza Memorial Education Fund
- The Responding with Care Fund (First Responder Fund)
- The Patient Experience Fund

Glenbeigh
ACMC Healthcare System

An affiliate of



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Beachwood, OH 44122
216-464-5800

Glenbeigh Outpatient Center of Canton
4661 Belpar NW
Canton, OH 44718
330-492-2600

Glenbeigh Outpatient Center of Erie
4906 Richmond Street
Erie, PA 16509
814-864-4226

Glenbeigh Outpatient Center of Niles
29 North Road
Niles, OH 44446
330-652-6770

Glenbeigh Outpatient Center of Rocky River
20220 Center Ridge Road, Suite 110
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