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C H A N G I N G   L I V E S  

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R E B U I L D I N G   F A M I L I E S

**Glenbeigh**

ACMC Healthcare System

An affiliate of

 **Cleveland Clinic**

Since 1981, Glenbeigh, a non-profit specialty hospital, has provided a comprehensive continuum of world-class addiction prevention, treatment and recovery services to adults, age eighteen and over, and their families.

Thousands of men and women have been successfully guided back to productive and sober lives. The Glenbeigh philosophy of care is based on the belief that chemically dependent individuals can develop a lifestyle free from alcohol and drug addiction.

For individuals and families who are impacted by addiction, Glenbeigh provides help in transforming their lives.

Glenbeigh helps patients develop the foundation needed to maintain abstinence from addictive drugs and improve health, wellness and quality of life.



CHANGING LIVES  

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REBUILDING FAMILIES

INSIDE

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*I was in the worse possible place in my life when I came to Glenbeigh. All I had left were the clothes on my back. My addiction had sucked the life out of me and I was at the point of no return. It took time, but working with my counselor I learned there is more to life than using and I was worth saving! My recovery journey has not been easy or painless. This is the hardest thing I've ever done but right now I'm clean and sober. I don't ever want to go back to that dark place with addiction!*

Jon A



## Dear Friends of Glenbeigh,

Providing quality addiction treatment in a warm caring atmosphere is the essence of Glenbeigh's vision. Many of us need look no further than our own family, circle of friends or coworkers to understand the devastating effects of chemical dependency. Addiction has no boundaries. It can destroy the life of anyone regardless of their background or status.

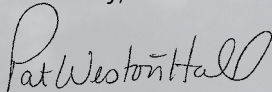
At Glenbeigh, we focus on one thing: providing the highest quality of care to adults suffering from alcohol and/or drug addiction. This is our mission. We have a genuine connection to our patients and have helped thousands of people successfully return to their homes, families and lives.

Within this annual report, I am proud to share with you Glenbeigh's significant milestones achieved during 2011. As you read, please note that many of these accomplishments would not have been possible without the generosity of our family of donors.

Moving ahead, we will focus on construction of another extended treatment facility, continued renovation and upgrades to keep our facilities comfortable and the establishment of an endowment fund to ensure Glenbeigh is here to transform the lives of those seeking recovery and to assist and educate family members so they, too, can heal.

Thank you for giving, for believing in our patients – those we've served and those we will serve – and in the power that the Glenbeigh family has when we join together.

Sincerely,

A handwritten signature in black ink that reads "Pat Weston-Hall". The signature is written in a cursive, flowing style.

Pat Weston-Hall  
Chief Executive Officer

## Recovery Services

Glenbeigh maintains an on-going commitment to world-class patient care. Our treatment philosophy is based upon the disease model of addiction and adheres to an abstinence based, 12 Step model of recovery. Thousands of patients and their families have transformed their lives with the help of our experienced team of caring, trusted professionals.

**Inpatient Specialty Hospital** - Situated on 80 acres of serenity, Glenbeigh's Rock Creek campus houses the core of our treatment programs. Care is provided by over 250 highly skilled, compassionate, multi-disciplinary caregivers, which include credentialed addiction and mental health professionals. Counselors, therapists, social workers, American Society of Addiction Medicine (ASAM) certified physicians, educators, nurses, fitness specialists and spiritual caregivers work closely with patients and their families to achieve treatment goals and implement the changes necessary to maintain a drug free, healthy lifestyle.

**Outpatient Centers** - Glenbeigh's six outpatient centers collectively provided over 37,500 Intensive Outpatient Programs (IOPs), assessments and individual, family and group counseling services - an increase of 4.66% from 2010. While all centers concentrate on continuing care along with family programs, both Glenbeigh of Erie and Toledo also offer specialty Health Professionals Recovery Groups.

## Outpatient Services

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	IOP Visits	Assessments	Individual Counseling	Group Counseling
<b>Total Services Provided</b>	24,246	1,369	1,095	10,837

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*Mom, I've always wanted a strong, good relationship with you. I love being around you when you're sober. I just want a normal life. When you get drunk I never know what will happen or how you'll act. I've always wondered if you hate me. I just want you to love me. So I need you to be the good mom that I know you are. Please mom, for me, get help. I need my mom back.*

*Megan R*





*Extended care allowed me more time to clear my mind of the insanity I've struggled with for 40 years. With my counselor's direction and genuine help from my peers I made a complete turn around with my attitude and thinking. I'm ready for a new way of living and giving.*

Darla S



## **Residential Services**

### **Extended Treatment**

Glenbeigh's Extended Care program offers an enhanced core curriculum for an effective transition from primary addiction treatment to structured extended care. Extended residential care is offered to recovering individuals who need a longer treatment program in order to establish a solid foundation in sobriety. It can also benefit those who have a history of multiple treatment episodes and/or relapses and those who have enduring issues with their professional standing, employment or home life.

During extended care, patients participate in gender-specific programs which include individual, group and family counseling; recreational activities; educational and living skills groups. All dimensions involved in the recovery process are addressed while providing patients the opportunity to practice the 12 Step principles in a structured environment.

In response to the increasing need for extended treatment services, and with partial funding from generous donors, Glenbeigh constructed an extended treatment facility located on the Rock Creek campus. The facility features a great room, kitchen with dining area, sleeping areas and counseling rooms.

Since opening in January 2011, the women's extended treatment facility has significantly expanded and enhanced Glenbeigh's proven, highly regarded, treatment services.

### **Sober Living**

The Niles Outpatient Center offers traditional outpatient services in conjunction with a sober living recovery residence for men. This transitional living environment has on-site clinical staff and resident house managers who provide guidance and oversight. Residents learn first hand how to deal with emotions, relationships and caring for others while living in a safe environment.

## O'Neill Foundation Grant

Glenbeigh received a \$20,000 grant award from The William J. and Dorothy K. O'Neill Foundation to rebuild Glenbeigh's main website.

Over the last few years there has been a steady increase in the number of patients that make initial contact through the internet when seeking treatment services. In fact, over the last five years there has been a transition in how individuals search for treatment services and how treatment centers are recommended.

Throughout 2011 Glenbeigh staff worked with experienced designers to develop and update the site platform to make it easier to find help for addiction. Thanks to the resources provided by the O'Neill Foundation's Capacity Building Grant, visitors will find the Glenbeigh website reflects our world-class facility.

This venture will bring a better life to those most in need and we are grateful to the O'Neill Foundation for their support.

***In 2011, The William J. and Dorothy K. O'Neill Foundation awarded almost \$2 million to non-profit agencies in the nine metropolitan areas it serves. Visit [www.oneillfdn.org](http://www.oneillfdn.org) for more information on the O'Neill Foundation or like them on Facebook at [www.facebook.com/oneillfoundation](http://www.facebook.com/oneillfoundation)***

***Each year generous donors give to Glenbeigh in order to bring healing to those who turn to us for treatment.***

***Our highlights and accomplishments are the direct result of the dedication and generosity from friends, family, alumni, staff, foundations and the regional business community.***

***While Glenbeigh's goal is to further our reputation as a nationally-recognized facility for the treatment of chemical dependency, we believe in giving back to the community and are engaged regularly with community-focused programs and services.***

***Thank you to everyone who donated during 2011. Your commitment to Glenbeigh allowed us to share recovery with patients and family members and provide the programs and facilities needed to transform lives and rebuild families.***

## Highlights and Accomplishments

Patients and their families turn to Glenbeigh to transform their lives using the tools provided in our comprehensive, gender specific, treatment programs. Each year Glenbeigh focuses on specific initiatives designed to give patients the foundation needed to maintain abstinence from addictive drugs. Key initiatives completed in 2011 include:

**Expansions** – Glenbeigh opened the doors to a new women’s extended treatment facility on January 13, 2011. The facility features 6,900 square feet of living space and has remained at 100% capacity.

Complimenting our focus on improving health, Glenbeigh designed and installed a one-quarter mile outdoor walking trail for patients and employees. Glenbeigh also completed renovations on the outdoor volleyball court bringing it to regulation size and adding a bed of sand and a durable net.

**Accreditation** – Glenbeigh retained its Joint Commission Gold Seal of Approval™. Glenbeigh was commended for the staff’s professional spirit and outstanding commitment to promoting good health and recovery.

**Connection to the World** – In March, Glenbeigh created several on-line resources for those in recovery. Through social media Glenbeigh offers inspiration and tools to enhance recovery as well as a resource where family members can learn to develop a sense of self.

**Social Media for Patients and Alumni** – Glenbeigh’s unique Patient Portal went live at [www.myglenbeigh.com](http://www.myglenbeigh.com) in April. It offers patients and alumni a state-of-the-art means of electronically accessing resources on a daily basis and a way to connect with a Glenbeigh recovery coach.

**Education** – Glenbeigh provided opportunities for regional nursing students and counselor/social worker interns to work with experienced staff in order to enhance students’ understanding of addiction and to obtain advanced clinical practice. Glenbeigh remains committed to providing educational opportunities for those who will care for individuals and families struggling with the disease of addiction.

## Community Benefits and Education

In July 2011, Glenbeigh proudly sponsored the 10th Annual Association of Recovery Schools Annual Conference: Rock & Roll to Recovery, held at Case Western Reserve University in Cleveland, Ohio. The conference was hosted by Prevention & Recovery Services, Case Western Reserve University. Several of Glenbeigh's counseling staff attended and William Hale, PhD, LICDC, facilitated a breakout session titled: *"Life Skills Training: Teaching Critical Developmental Tasks in Early Recovery."*

Glenbeigh remains committed to sponsoring educational programs that bring together national speakers with health care professionals to help those suffering with chemical dependency.

## Fellowship

Each year Glenbeigh hosts a series of fellowship events for alumni, family, friends and the recovery community. These events have a resounding impact on all who support recovery and help raise awareness and funds for programs.

- Glenbeigh Annual Alumni and Recovery Community Picnic
- Niles Spring and Winter Banquets
- Laugh Out Loud Night of Comedy – Improv Comedy Club, Cleveland
- Night of Comedy with Tim Grealish – Canton, Erie, Rocky River, Toledo
- Niles Outpatient Center Holiday Picnics

## Rise and Shine

Rise and Shine programs are offered throughout the year by Glenbeigh as an excellent opportunity for continuing education for professionals in northeast Ohio and beyond. In 2011, over 600 professionals participated in these informational sessions covering a range of addiction-related topics. Attendees had the opportunity to learn new and innovative techniques and concepts while having the chance to network with colleagues.

Glenbeigh's Rise and Shines are approved for continuing education credit hours by:

### Ohio:

State of Ohio Counselor, Social Worker and Marriage and Family Therapist Board

Ohio Chemical Dependency Professional Board (OCDPB)

### Pennsylvania:

Pennsylvania Certification Board (PCB)

Pennsylvania State Board of Social Workers, Marriage and Family Therapists and Professional Counselors

Employee Assistance Certification Commission (EACC)

*As a social worker I regularly deal with heartbreak and anguish. With the recession, more families are asking for help. I do the best I can but my agency budget is tight.*

*Glenbeigh's Rise and Shines allow me to acquire professional continuing education credits free of charge. I learn about new concepts for care and treatment as well as options for my clients. I also have a chance to connect with other professionals in my field. This is a great way to make contacts so I can help more people.*

*Thanks to Glenbeigh, I can commit more resources to serving people in our own back yard.*

*Julie S*



*I put my Mom and Dad through hell. I drank to feel normal, to fit in with others, to be cool. Eventually I could no longer imagine my life without alcohol. My addiction made me believe I was the only one suffering – my parents only wanted to hassle me.*

*I came to Glenbeigh on my 26th birthday after 3 relapses, 2 DUIs, failed attempts at several colleges and alienation from everyone who cared for me. When I saw my parents come for the family program at Glenbeigh, I cried. Mom and Dad talked about their pain, heartache and desperation. They were hurting as much as I was. Together we learned how to rebuild our family.*

*Life can be great, and sometimes it can be lousy. What's important is that I get through another day without using by working the program.*

*I finally got that degree which had always eluded me when I was drinking. Today my life is less chaotic and I can enjoy time with my parents without seeing only worry and fear in their eyes. Glenbeigh helped us heal our family.*

*Kevin G*



# Allocation of Donations

Glenbeigh provides many resources for patients and their families as part of the solid foundation needed to sustain long-term recovery. More people are struggling with addiction. Throughout 2011 we were confronted with an increasing societal need for treatment. Aided by contributions, we are proud to share the following information regarding the care we provided for the year ending December 31:

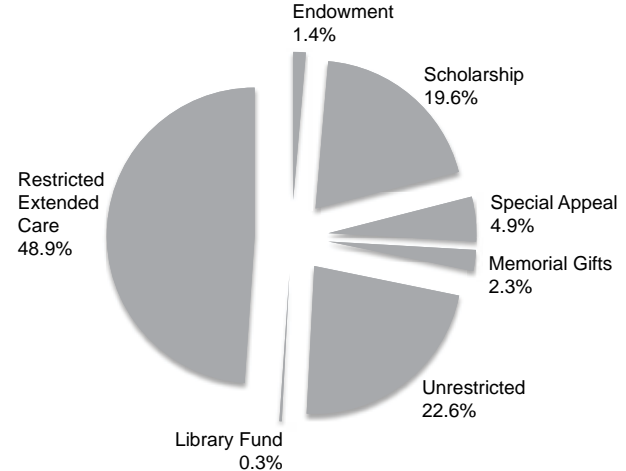
**People Served** - Glenbeigh treated 2,553 inpatients at the Rock Creek specialty hospital. A steady increase of services provided through Glenbeigh's outpatient centers continues with a rise of 7.39% from 2009 to 2010 and additional growth of 4.66% from 2010 to 2011.

**Family Program** - Offered each week to family members of current patients, this day long program is an educational experience designed to alleviate confusion and promote healing. Family education is an important aspect of the recovery process and because Glenbeigh believes it is vital to long-term recovery this program is provided free of charge. 4,003 family members participated in the family program during 2011.

**Scholarships** - Often times, finances are the number one barrier to receiving or continuing treatment. 70% of Glenbeigh's patients receive some level of assistance. More than \$6.4 million of full or partial financial assistance was provided to help those who lacked the resources to access treatment. \$4.1 million of that total was in the form of overnight scholarships allowing patients to stay longer, building a solid foundation for recovery.

We extend special thanks to all our alumni, families, staff and friends who contributed to the scholarship fund allowing us to provide more care to those so desperately in need.

## Allocation of Donations 2011

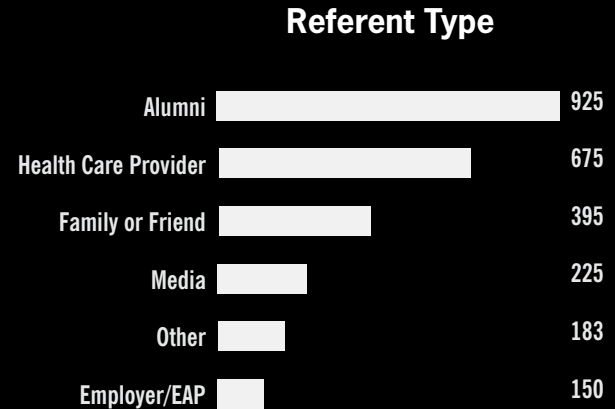


## Service Update

Glenbeigh is dedicated to providing an outstanding level of care and proud of the profound impact our caregivers make as they serve patients and their families. Caregivers put patients first at all times. Listening to our patients is why we maintain a high patient (97%) and referent (98%) satisfaction rating.

Because of this, alumni are our top referents. Glenbeigh encourages patients to grow personally and supports their efforts by providing an environment that is secure, challenging, enjoyable and conducive to recovery. Glenbeigh also works closely with over 900 professional referents from 9 states who represent health care providers and employers.

During 2011, the majority of patients came from Ohio, Pennsylvania and West Virginia. Glenbeigh also provided treatment to individuals from 18 other states as well as from overseas.







*My sister, my best friend, no longer trusted me. She thought she was helping but I was lying to her, and myself, about everything. In desperation I stole from her. Drugs were ruining my life! I got here because of bad choices and I was determined to start making good ones. Getting treatment was my first step and Glenbeigh helped me. With a partial scholarship I could afford the treatment I needed. Thank you for believing I could change and giving me a chance to get my sister back.*

*It took a long time for me to realize that my life was out of control. I used drugs for over 30 years and successfully convinced myself I didn't have a problem. I'm a family man with a good job. It took an overdose to wake me up. My employer helped me find Glenbeigh to get the treatment I needed.*

*Rehab helped me get clean. Now I work the program, call my sponsor and go to meetings to stay clean. I feel blessed that I have a second chance at life.*

*Martin L*



## Staying Connected

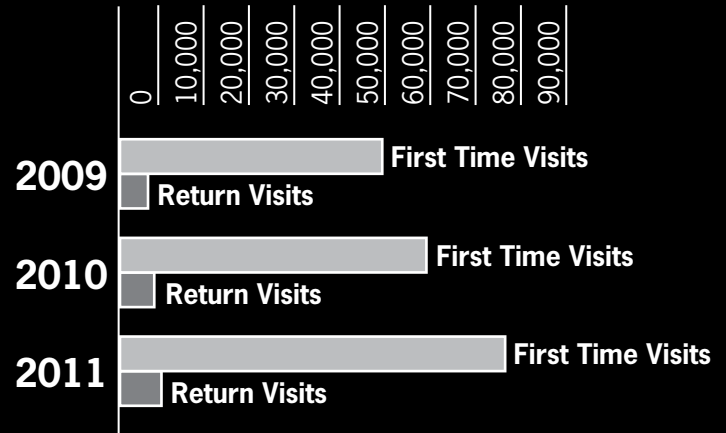
Connecting with the world through the internet and social media is vital to Glenbeigh, a provider of world-class service.

The number of people exploring Glenbeigh's website for the first time increased 57.6% between 2009 and 2011. The number of people returning to Glenbeigh's website for a second time increased 42.6% between 2009 and 2011.

Visitors use the Glenbeigh website to explore our facility, to access information on our programs and services and to contact our admissions department. Visitors also searched other areas of the website to read our newsletter, *Glimmer*, and to find information on upcoming educational programs and events.

The launch of an updated, redesigned website in 2012 will improve navigation and make access to information much easier for those with, or for those who want to help someone with, addiction.

### Website Visits



## **Staying Connected** *Continued*


Every patient at Glenbeigh is given the opportunity to enhance their personal recovery using web-based tools. The following sites launched during 2011 offer resources and continual inspiration:

### **Take Glenbeigh With You Every Day:**

- [www.myglenbeigh.com](http://www.myglenbeigh.com) Glenbeigh Recovery Portal – Patients and Alumni can access tools and resources that help on a daily basis and provide a connection with Glenbeigh as needed.
- [www.glenbeighrecoverycommunity.wordpress.com](http://www.glenbeighrecoverycommunity.wordpress.com) Glenbeigh's Blog on living the 12 Step program in all we do.
- @glenbeighrd Receive tweets from Glenbeigh.

### **Social Media Resources:**

- [www.facebook.com/GlenbeighRecoveryCommunity](http://www.facebook.com/GlenbeighRecoveryCommunity) - Join us on facebook and interact with others interested in recovery.
- [www.facebook.com/MyGratitudeSpeaks](http://www.facebook.com/MyGratitudeSpeaks) - My Gratitude Speaks offers daily inspiration and encouragement.
- [www.facebook.com/SimpleAndSerene](http://www.facebook.com/SimpleAndSerene) - Keeping it Simple and Serene (KISS) – A resource for those who love someone in recovery.



*I interrupted my process of recovery because I didn't stick to the basics. I was in relapse mode allowing myself to be backed into a corner with the same old friends at the same old places. Finally, I decided it was not what I know, it's what I do with what I know.*

*I called my sponsor and reached out for help. I finally took a real look at Glenbeigh's on-line resources and began to use them. The Patient Portal allows me to manage my program, journal and track significant events – things I need to do to stay clean.*

*I avoided a full relapse but it scared me. I'm grateful knowing Glenbeigh is always just a click away.*

Tatiana P

## **Glenbeigh Board of Trustees**

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**Ian Glass, M.D., Vice-Chairman**  
**Bill Dingedine, Secretary/Treasurer**

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### *Ex-Officio Members*

Peg Carlo, Chair, Community Advisory Council  
Shirley Viall, President, ACMC Volunteer Auxiliary

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William Leimkuehler  
  
Carrie Artman  
Gary Seech  
Pat Weston-Hall  
Sheila Vandergriff

## Organizational Leadership

Pat Weston-Hall – Chief Executive Officer  
Dr. Nyk Pidhorodeckyj – Medical Director

Linda Advey – Medical Records Director  
Terri Ball – Director of Operations  
Melissa Betz – Nursing Supervisor  
Charlotte Brown – Utilization Review Manager  
Max Burkins – Clinical Supervisor Canton  
Joanna Calabris – Nursing Supervisor  
Rebecca Campbell – Nursing Supervisor  
Shirley Deary – Human Resources Manager  
Kathy DeFazio – Admissions Manager  
Brian Eliason – Counselor Aid Supervisor  
Becky Enstrom – Nursing Supervisor  
Kathy Fox – Director, Dietary and Housekeeping  
Kim Hochschild – MIS Manager  
Jennifer Hubbard – Assistant Director, Dietary and Housekeeping  
Carol Lacy – Clinical Supervisor Toledo  
Patty Maguire-Palm – Community Services Coordinator  
Madeline Martin – Clinical Supervisor Niles  
Roberta McIntyre, RN – Director of Nursing / UR / Security  
Marilou Mertz – Director of Beachwood / Rocky River  
Helen Park – Business Office Manager / Transportation  
Tim Phillips – Maintenance Director  
Judy Rogers – Fitness Director  
Gary Seech – Director of Regional Operations  
Erika Taddie-Osborn – Counseling Director  
Sheila Vandergriff – Director of Development

*The stories told within the Annual Report are compositions of actual patients.  
To preserve anonymity, photographs and names have been changed.*



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