

Jeremiah's Inn

ANNUAL REPORT

2018



Mission & Vision

Jeremiah's Inn uses a social model to provide residents with a safe environment in which to begin recovery. We foster a sense of community and mutual aid through partnerships, volunteerism and our Nutrition Center. Our vision is to help people better their lives in order to better the community.

Social Model

The social model Residential Program allows residents to live in a safe, supportive, sober environment while learning to juggle a job, responsibilities at the house and their recovery. The entire time they are at the Inn, the men are building a community with one another and outside connections through employment, 12-step meetings and volunteer work. When they graduate from the program, they have established a routine, connections, and a community of support, which is key to maintaining their recovery.

The Nutrition Philosophy

Jeremiah's Inn believes overall health & wellness is reflected when living a healthy lifestyle and making healthy choices. We subscribe to that belief by offering a comprehensive program that compliments body, mind and spirit. Nutrition and wellness is not just about eating healthy. To drive this point, we offer nutrition education in hopes of establishing understanding of the innate connection between what you put in your body, including the foods you eat, and your recovery from addiction. By teaching our clients and residents how to make healthy choices, we aim to empower them to lead healthy lives. Some of these initiatives include: providing educational nutrition classes, offering our residents a Wellness Program which includes meditation, yoga, mindfulness, breathing and outdoor activities like hiking, rowing and disk golf, health screenings and dental clinics.

Strategic Planning

- Alumni Program
- Signature Event
(Chopped!)
- Translate Nutrition
Center Materials
- Continuous Quality
Improvement
- Establish a Sober House
- New Position



Jeremiah's Inn

Helping people through our social model
recovery program and nutrition center.

The Year In a Nut-Shell

In our 2017 strategic plan, we set out to create a strong Alumni Program, create a signature fundraising event, translate our Nutrition Center materials into various languages, integrate Continuous Quality Improvement (CQI) management techniques, and work on establishing a Sober House. We are proud to say that we accomplished this – and much more! Our Alumni Program is going strong and growing. Our graduates share meals with and mentor the men living at the Inn, attend meetings with them, participate in our Wellness Program, access Case Management Services, utilize the food pantry, and see our therapist on site. They are also welcome to participate in the groups we run at the Inn, and to use our conference room to meet with professionals with whom they need to consult (e.g., lawyer, social worker, etc.). Through the Alumni program, we offer ongoing support and encouragement to our graduates. In September, we organized Chopped!Worcester, a successful special event featuring 4 local chefs who used ingredients you would find in a food pantry to whip up an appetizer and entrée for a panel of 3 discerning judges. The event featured hors d'oeuvres from area restaurants, an array of auction items, a bar featuring tasty nonalcoholic drinks, and music from a local band. The event sold out a week before it was held and helped us make a lot of new friends. We translated our Nutrition Center materials into several languages, which has helped us communicate more effectively with our food pantry clients. When it comes to establishing a Sober House, we've been busy doing our homework. We have talked to other Sober Houses in the area, reviewed the MA Alliance of Sober Housing certification requirements, identified how much we can spend to purchase and renovate a property, and viewed potential properties. We hope to open a Sober House in the next year. Last year, we created a new position, the Director of Operations. Our new Director, Dick Quinlan, is well-versed in Continuous Quality Improvement and Lean Six Sigma, and brings a wealth of business experience to Jeremiah's Inn. He has been working closely with the Executive Director, the Clinical Director and the Nutrition Center Coordinator to identify ways in which our programs, staff, and processes can be strengthened, expanded, and improved. In 2018, we plan to continue expanding our Alumni Program and Jobs Readiness programs, repair and paint the outside of the Inn, make some kitchen upgrades and open a Sober House. We thank you for all the support you've provided over the last year and look forward to another year of partnership and success!

Recovery Response

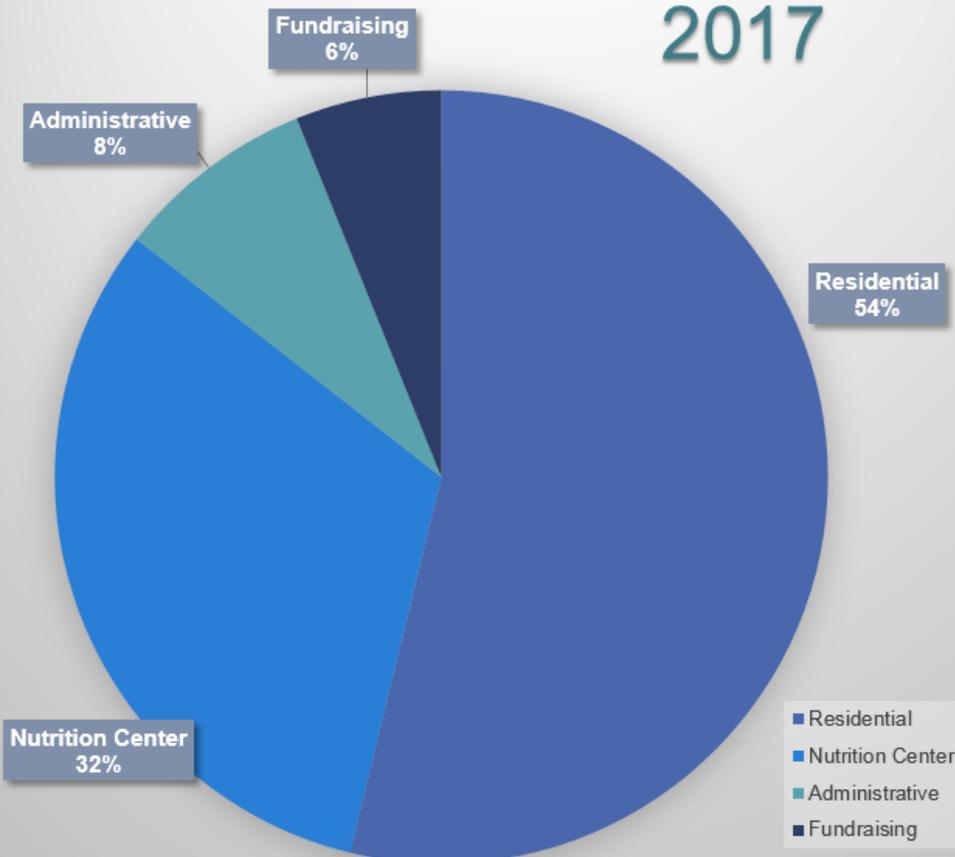
In 2017, we focused on integrating Continuous Quality Improvement (CQI) into our Program. We have trained staff on CQI and how to manage change, rewritten job descriptions to include expected outcomes, overall responsibility and accountability, aligned job responsibilities with core competencies, and adopted a 360-ongoing performance management process. Also, staff attended the New England School of Addiction Studies. We adopted the ASAM 3.1 treatment criteria, and created screening tools and guides, which allow us to conduct more appropriate and consistent admissions screening. They have also helped us improve our ability to determine who will most benefit from the type of treatment we offer at Jeremiah's Inn. These new

approaches have resulted in improvements in all major areas of measurement. Completions are up – from 25.7% in 2016, to 36.1% in 2017 – as is the length of stay (52.2 vs. 68.9 days). We are making more referrals (672 vs. 738) and have increased occupancy from 92.2% to 95%. The men we're serving are diverse – 9.6% are Black, 12% are Hispanic, and 76% are White. The average age was 38 and most of our residents had their high school diploma or GED. In 2018, we will continue to strengthen and expand the program, focusing on the Alumni Program and the Job Readiness Program component, and incorporation of the six stages and dimensions of change to create robust and meaningful recovery plans.

Nutrition and Hunger Response

In 2017, we continued to foster relationships with other businesses and organizations in our community to expand our services and programming. We were able to supply our food pantry clients and the men in our residential program with fresh, locally grown produce thanks to the Community Harvest Project (CHP). Thanks to CHP, local farms, the Worcester County Food Bank and private donations, we distributed nearly 10,000 lbs. of fresh produce! We served 9,364 people in 3,847 homes; nearly 28% (2,577) of them were children under the age of 18. Food donations made by individuals and groups totaled 48,281lbs. We picked up over 220,000 lbs. of food from the Worcester County Food Bank for only \$676.00! We partnered with Cooking Matters to hold grocery store tours once a month at the Price Chopper store on Cambridge Street. These tours are usually filled to capacity, and offer our residents and Nutrition Center clients an opportunity to learn how to read labels, evaluate pricing, and prepare healthy meals on a budget. We continued to offer free dental cleanings once each month. A huge thank you to Donna P., our volunteer dental hygienist, for offering our clients and residents the opportunity for optimal oral health! RSVP Worcester helped us recruit some great volunteers. All of them are retired individuals who hold the true spirit of volunteering and dedicate countless hours in the Nutrition Center! We held 3 food drives – two at Sam’s Club and our annual summer drive at Shaw’s on Stafford Street. These food drives help us keep our pantry shelves fully stocked and help raise community awareness about hunger and food insecurity. Our Wellness Program continued to grow and flourish. The residents loved getting outdoors in the nice weather and participating in activities like hiking, disc golf, deep sea fishing and softball. They also appreciated the variety of groups and classes we offer, including Reiki, Breathing, Meditation, and Yoga. Thanks to everyone for helping us to have another successful year!

Expenditures 2017



Financial Update

Jeremiah's Inn's financial position continues to be strong, as indicated by the working capital ratio at December 31, 2017 of 18:1. In comparison, a ratio of 2:1 is considered to be good, and a relative benchmark of similar not-for-profits. Program revenue continues to increase. The chart indicates the general out-flow of expenditures in 2017. Copies of the full financial report are available upon request.

Executive Committee

Patricia L. Davidson, *President*

Joseph Stiso, *Vice President*

Eugene Bouchard, *Treasurer*

Board of Directors

Cassandra Anderson

Timothy Bibaud

Elmer Eubanks

Amy Harrington

Melinda Hillock

Jack Reardon

Eugene Santos-Roesler

Corporate Consultants

Kevin Kieler

Sharon Woodbury

Administrative Staff

Janelle Wilson, *Executive Director*

Richard Quinlan, *Operations Director*

Lori Joler, *Bookkeeper/Assistant to the Exec. Director*

Melissa Waddell, *Communications Coordinator*

Residential Staff

Jeff Busby, *Clinical Director*

Serina Connor, *Lead Direct Care*

Alyssa Dancause, *Case Manager*

Kashawn Hampton, *Case Manager*

Daniel Hill, *Direct Care, Overnight*

Terry Hughes, *Direct Care*

Jason Lavalley, *Lead Case Manager*

Brandon MacGillvary, *House Manager*

Carlos Ojeda, *Case Manager*

Kenny Pina, *Direct Care*

Doug Robbins, *Overnight Awake Direct Care*

Reynaldo Ruiz, *Case Manager*

Nutrition Center Staff

Tracy Paul, *Nutrition Center Coordinator*

Golden Friend Award Recipients

Community Harvest Project

Doherty Memorial High School Food Drive Club

Pam's Porch 5

Rachel's Table

Support Staff & Group Facilitators

Bounce Program, Workforce Central

Financial Planning, Case Management Staff

Healthy Relations, Craig Martley, YWCA

HIV/AIDS Awareness, Family Health Center

Legal Recovery Meeting, Anna Rice, Esq.

Meditation, Sylvia Murphy

Narcan Training, AIDS Project Worcester

Nutrition & Wellness Group, Tracy Paul

Nutrition Class, Tracy Paul

Overdose Prevention, AIDS Project Worcester

Process for Life, Dee Iannacchione, Baker Mental Health

Reiki, Sylvia Murphy

Relapse Prevention, Stacey Baker, Baker Mental Health

Social Model Group, Jeff Busby

Spirituality, Aldersgate Methodist Church

Tobacco Awareness, Jeff Busby

Volunteer Assistance

Dental Cleaning by Donna Paschalides, Great Smiles

Grocery Store Tours, Cooking Matters

Legal Assistance, Anna Rice, Douglas L. Fox, &

Lawrence E. Cohen

On the Go Workforce Training & Referral, South

Worcester Neighborhood Center