

A person with long dark hair, wearing a dark red sweater, is sitting on a wooden pier. They are looking out at the ocean at sunset. The sun is low on the horizon, creating a warm, golden glow. The person's arms are crossed, and they are looking down. The text "FINDING HOPE" is overlaid in white, bold, serif font.

FINDING HOPE

WRIGHTS CARE SERVICE ANNUAL REPORT

2020

A YEAR OF UNCERTAINTY

Dedicated to serving communities where stigma or poverty limits access, Wrights Care Services has been providing mental health and substance abuse services since 2009.

Over that span of time, we have faced a lot of obstacles. However, none more treacherous than the ones faced in 2020.

In March, COVID hit our company hard. Many of the clients were afraid to

receive services and the staff were afraid to work in the field due to the pending health threat. Our doors closed in April for a week and revenue plummeted with no real end in sight.

Morale was low and obstacles were high. We had to figure out a way to pull it back together to serve the clients safely with the highest quality.

What's Next?



1. SAFETY

Our first priority was to do everything we could do to keep our staff and clients safe:

1. Created a quasi remote schedule. Staff were able to alternate working from home and in the office reducing the numbers of staff and clients within the office at one time.
2. Providing accessibility to Personal Protective Equipment (PPE) for both clients and staff.
3. Rearranging the space in the office to create social distancing
4. Increased the quantity of Telehealth services provided
5. Increased frequency of cleaning high traffic spaces and surfaces.

2. Going Fully Electronic

COVID-19 exposed how archaic and dysfunctional some of our processes were. The tragedies that we experience as a company caused us to reevaluate how we do business. One of the major benefits that came from this process is our move to being fully electronic. We are now using the following systems:

1. Bamboo - Fully electronic HR processes
2. ICAN - Electronic Health Record
3. Zoom - Telehealth, Staff Meetings, Trainings and Communication

3. Boosting Morale

We knew this was also a pivotal time to show our commitment to the physical, emotional financial well being of our staff.

1. Increased Team Building Activities
2. Providing financial assistance to staff who may be suffering financial hardship due to a family member being laid off or having to quarantine.
3. Bonuses and Rewards given to staff who exhibited commitment and dedication to their clients and community.

2020 Highlights

88

- COVID cases (Clients and Staff)

90%

- Staff Trained in Evidenced Based Practices

84%

- Clients in Outpatient services reported that their well-being improved while in treatment

2020 Highlights Cont.

On
Target

- We are on Target with our goals of becoming paperless by 2022

89.7%

- Of our Intensive In Home families remained together without placement disruption.

88%

- Wright's Care Services' staff reported that they love where they work!