



ANNUAL REPORT 2023

WE'RE  
**BUILDING**  
OPPORTUNITIES FOR RECOVERY



# GATEWAY

## FOUNDATION



Gateway Foundation is a national, nonprofit organization helping people build healthier lives by reducing substance use, other addictions, and improving mental health.

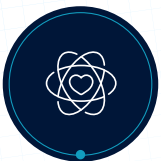
### OUR MISSION

We help people build healthier lives by reducing substance use, other addictions, and improving mental health.

### OUR VISION

We will be a national leader in reducing substance use, other addictive disorders, and improving mental health and overall wellbeing by creating access to affordable, efficient, and high-quality services.

### OUR CORE VALUES



QUALITY



TEAMWORK



INTEGRITY



COMPASSION



DIVERSITY



INNOVATION



AGILITY



## COMPASSION TEAMWORK EVOLVING INTEGRITY OPPORTUNITY

### A BRIEF HISTORY OF THE GATEWAY FOUNDATION

Founded by nine individuals in 1968 on Chicago's south side, Gateway's purpose has remained steadfast: **to help patients reclaim and live productive, socially responsible and healthy lives, free from drug and alcohol use and better able to manage symptoms of mental illness.** Gateway Foundation is Illinois's longest standing and largest nonprofit treatment provider with 15 residential, outpatient and recovery home locations across the state, and a variety of corrections and community corrections programs in Florida, Georgia, Michigan, Missouri, New Jersey, Texas and Wyoming. Launched in 2020, Gateway's adaptive recovery tool kit keeps treatment accessible for thousands of patients when barriers prevent physical attendance, and supports a growing network of alumni in all stages of recovery.

Gateway's professional clinicians currently touch over 40,000 lives a year, with personalized plans that address the underlying causes of substance use disorders, and which motivate those we serve to heal and thrive. Specialized programs serve women, young adults, survivors of domestic violence, and patients diagnosed with co-occurring mental health disorders.

Gateway has touched **over one million lives** to date and is proud of its diverse alumni community devoted to long term recovery.

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#### Executive Leadership

**Jeremy Klemanski**

President & CEO

**Gregg Dockins**

President, Correction Division

**Marc C Turner**

President, Community Division

**Pat Aitken**

Chief Human Resources Officer

**Tomas del Rio**

Chief Finance Officer

**Dan Molitor**

Chief Information Officer

**Roueen Rafeyan**

MD, Chief Medical Officer

#### FY2023 Governing Board

**Arla Lach**

Chair

**Lawrence E. Singer (Larry)**

Vice Chair

**Ivy Walker**

Secretary

**Julie Brady**

Treasurer

**Sidney Bradley**

**Mary Cesare-Murphy, PhD**

**John Drevs**

**Richard Eichholz, PhD**

**Matthew Griffin**

**Kaleem Malik, MD**

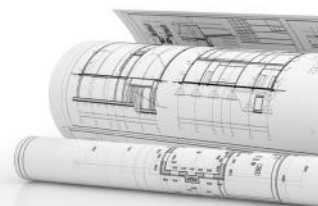
**Elio Montenegro**

**France Pitera**

**Amalesh Sanku**

**Andy Smith**

**Jennifer Vidis**





# CREATING

## RECOVERY OPPORTUNITIES

We would like to take this opportunity to thank you for being a colleague, donor, supporter, funder, regulator, patient, family member and more importantly part of the massive team it takes to help us help others.

We could not do what we do every day, without you!

Every day the people of Gateway Foundation work with thousands of people across eight states to create **Recovery Opportunities!** Those **Recovery Opportunities** are restoring connections between people and rebuilding; lives, families, and communities one at a time.

This past year, we focused on strengthening the systems of support for the colleagues who create **Recovery Opportunities** and have accomplished the following:

- » Revised our mission and vision to be more inclusive of mental health services;
- » Expanded services into Georgia, and added some great colleagues and partners in the process;
- » Built a new strategic planning process that starts with the people we serve to ensure our future is built around what they need;
- » Bought a home for our state operations in Tallahassee, Florida, and expanded services there;
- » Planned to build a clinic in Bloomington to better serve central Illinois (opening March 2024);

All of these endeavors are designed to build capacity to create more **Recovery Opportunities** in the future.

With a growing team, newly refocused mission, and an improved strategic planning process, we are excited about not only fulfilling our mission, but mission acceleration so that we can create more access to high quality services!

Please know we could not do any of this work without your support!

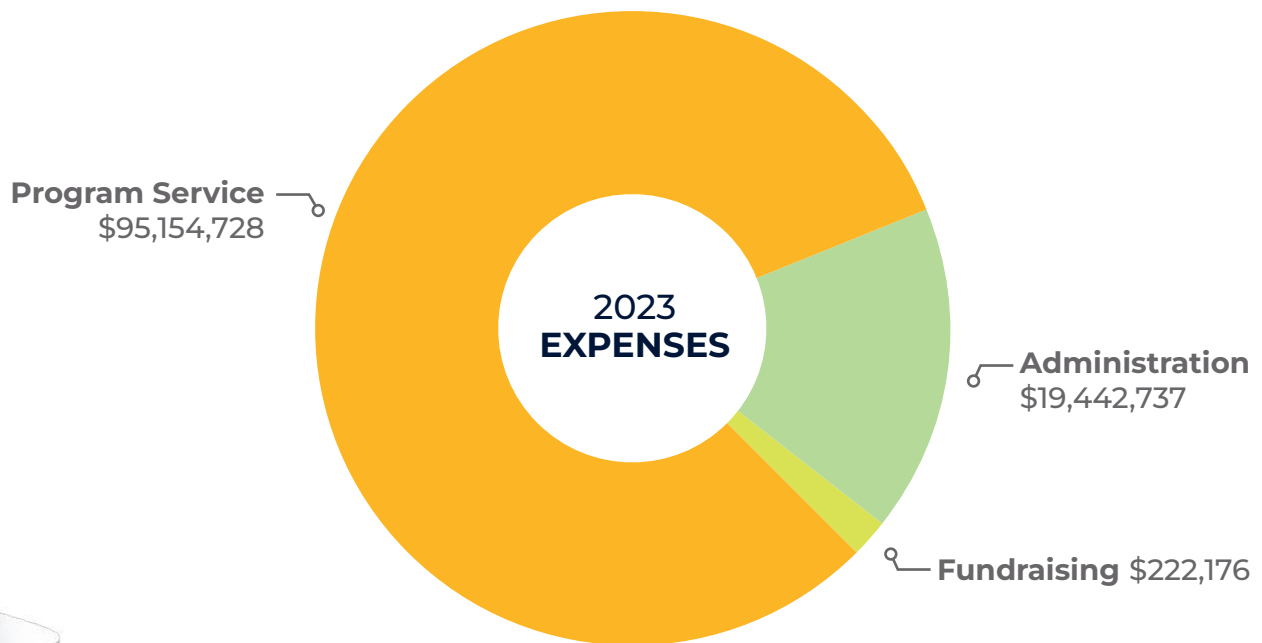
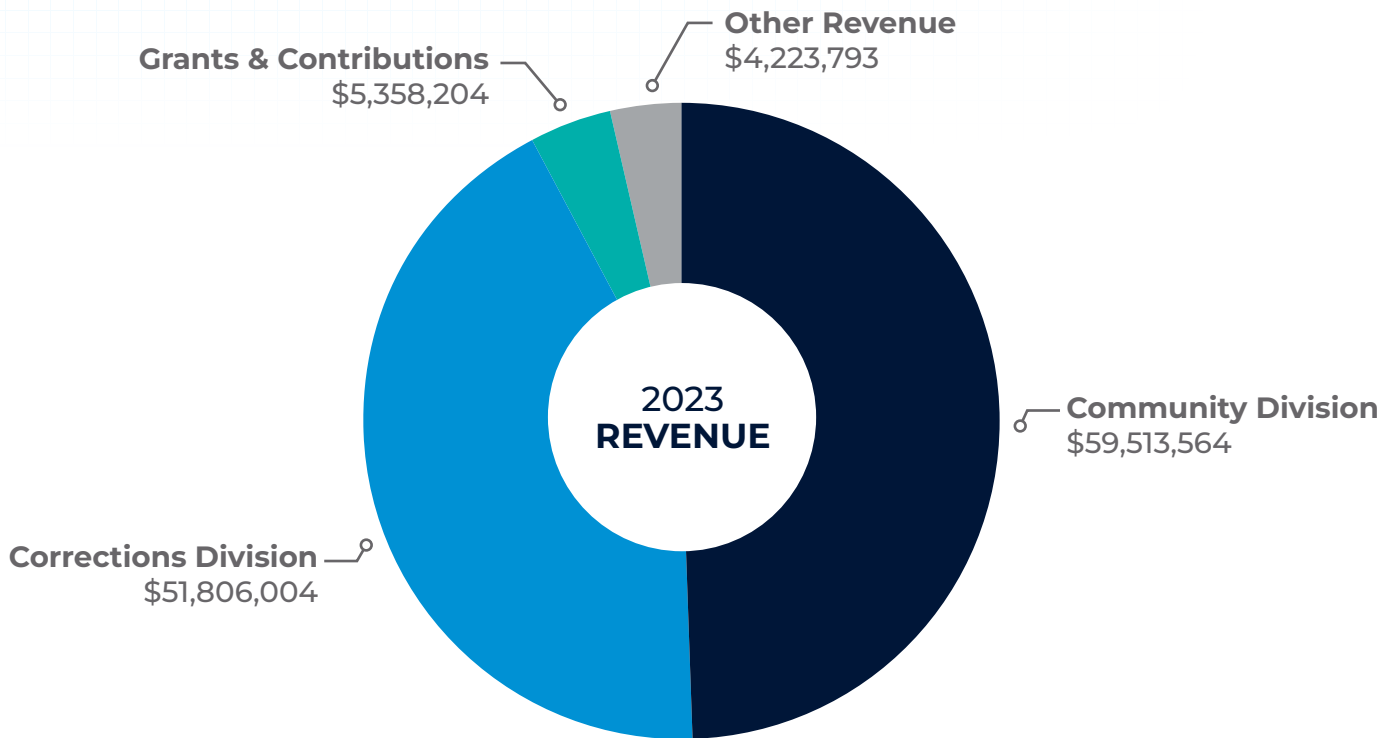


**Arla Lach**  
Board Chair



**Jeremy Klemanski**  
President & CEO

## 2023 FINANCIAL BREAKDOWN





# MARKETS

## WE PROUDLY SERVE

Gateway Foundation continues to see extensive growth in FY23 and beyond. We increased the number of individuals treated as we expanded our mission and build more opportunities for recovery.

### COMMUNITY LOCATIONS

#### Illinois

**CENTRAL OFFICE**  
Chicago

Aurora  
**Bloomington\***  
Carbondale  
Caseyville

Chicago  
Independence  
Chicago Kedzie  
Chicago River North

Downers Grove  
Gurnee  
Jacksonville  
Joliet

Lake Villa  
**Peoria\***  
Springfield  
Springfield Outpatient

Swansea  
*\*New in 2024*

### CORRECTIONS LOCATIONS

#### Florida

Arcadia  
Avon Park  
Bowling Green  
Brooksville  
Bushnell  
Century  
ChIPLEY  
Crawfordville  
Crestview  
Daytona Beach  
Gainesville (2024)  
Havana  
Jasper  
Lake City

Live Oak  
Madison  
Malone  
Milton  
Monticello  
Ocala  
Orlando  
Perry  
Polk City  
Sanderson  
**Georgia**  
Bainbridge  
Cochran  
Dallas  
Garden City

Hawkinsville  
Rock Spring  
Sycamore  
Valdosta  
Wrightsville  
**Michigan**  
Baraga  
Kincheloe  
Marquette  
Newberry  
Wetmore

**Missouri**  
Bonne Terre  
Boonville

Bowling Green  
Cameron  
Charleston  
Chillicothe  
Farmington  
Fulton  
Fordland  
Jefferson City  
Kansas City  
Licking  
Maryville  
Mineral Point  
Moberly  
Pacific  
St. Joseph

St. Louis  
Tipton  
Vandalia  
**New Jersey**  
Annadale  
Avenel  
Bordentown  
Bridgeton  
Clinton  
Leesburg  
Newark  
Trenton  
Woodbridge  
Wrightstown  
Yardville

**Texas**  
Humble  
Lancaster  
Del Valle  
**Wyoming**  
Lusk  
New Castle  
Rawlins  
Riverton  
Torrington

## COMMUNITY LOCATIONS



### ILLINOIS

In July 2023, Gateway Foundation opened a new Jacksonville site that includes a full continuum of care and serves men and women. In Sangamon County, we partnered with the local county jail to provide Medication Assisted Treatment (MAT) and outpatient services to individuals re-entering their local community.

## CORRECTIONS LOCATIONS



### FLORIDA

Added four additional service locations and awarded a contract for services in Leon County, Florida.



### GEORGIA

Welcomed 11 programs and 9 locations in Spring 2023.



### MICHIGAN

Expanded the Alger Correctional Facility to our five Upper Peninsula sites in June of 2023.



### MISSOURI

Awarded a contract for four DORS programs in July 2023. Gateway is now the premier provider of SUD treatment services for justice involved individuals in the state.



### NEW JERSEY

Offer in Prison SUD Treatment services in two main facilities and one assessment center; as well as alternative treatment service at seven additional sites.



### TEXAS

Offer treatment and operational support in our Dallas County and Harris County facilities. Awarded a renewed contract at our Travis County facility where we provide operational support.



### WYOMING

Operate programs in all five of the intensive treatment units for males and females in Wyoming and provide Youth Offender and Adult in Prison Outpatient, Inpatient and Residential services.



# HIGHLIGHTS

## COMMUNITY SERVICES DIVISION



Last year, we served over **10,000 distinct individuals** across all our levels of care with over half (56%) of them in 24/7 round-the-clock residential settings. Gateway Foundation has so many dedicated, intelligent and creative staff who live out our mission on a daily basis. It is a humbling experience to watch the many counselors, nurses, doctors and other staff work diligently day in and day out to endeavor to provide the highest quality care to those entrusted to us. Our division participated in its tri-annual accreditation survey by The Joint Commission on Accreditation of Healthcare Organization in February, 2023 and received an outstanding report acknowledging the fine work our staff does.

As the only substance use disorder provider with a state-wide footprint, we are excited about our two new outpatient locations opening in 2024. We are opening a state-of-the-art outpatient center in Bloomington, Illinois in March which will provide both substance use disorder treatment and services for individuals with only mental health and psychiatric needs. We are under construction for a similar facility in Peoria which will open in August 2024. We have rebuilt our Recovery Home and Outpatient space in Carbondale to provide more opportunities to meet community needs. Our team that plans for expansion of services and locations has worked very hard on the planning and execution of this growth.

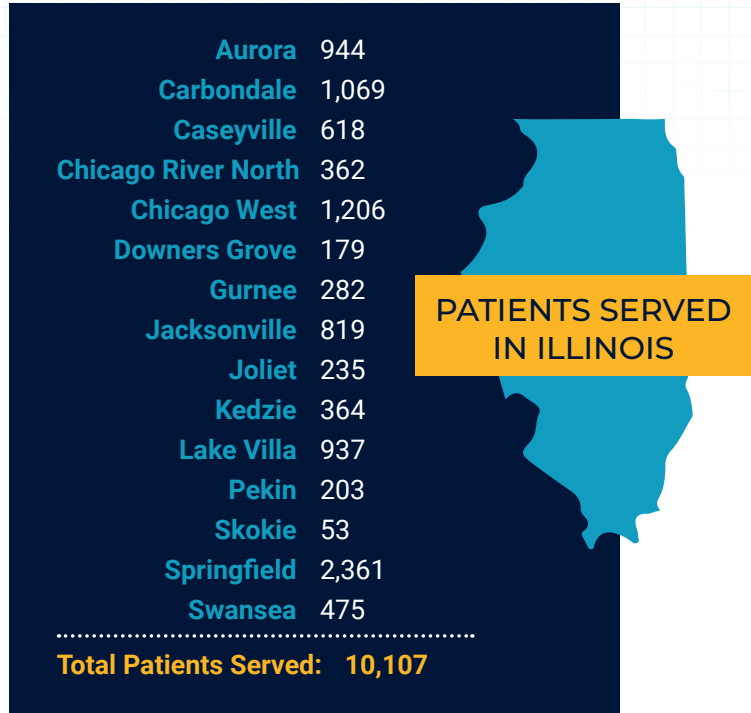
We look forward to serving more of our communities with continued growth in the coming years!



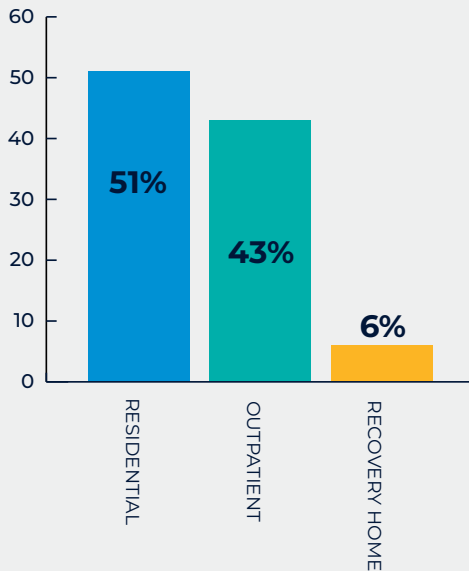


## COMMUNITY OVERVIEW

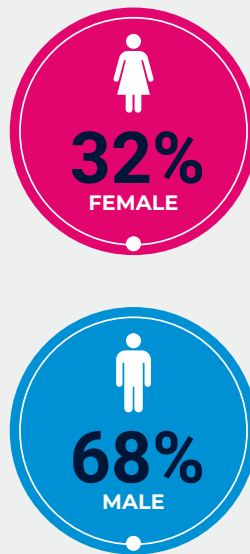
### 2023 PATIENT SATISFACTION RATES



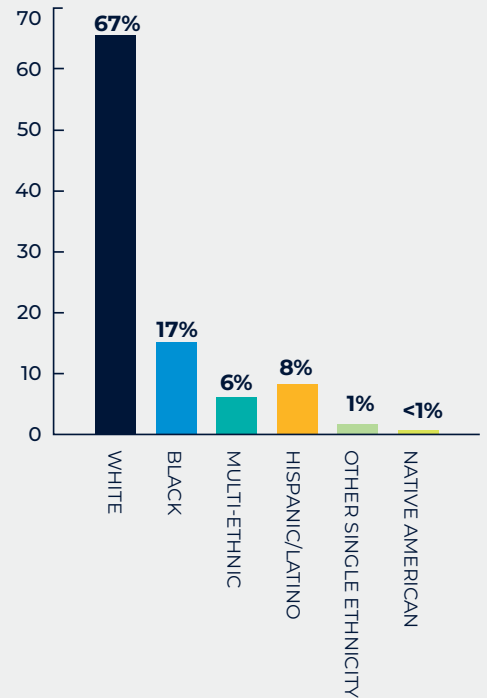
### TREATMENT SETTING



### GENDER



### ETHNICITY





# ACCREDITED

## TREATMENT PROGRAMS



Gateway Foundation treatment centers are licensed by the State of Illinois and accredited by The Joint Commission, who accredit and certify 19,000+ health care organizations and hospitals nationwide. Treatment programs at all of Gateway Foundation's 16 community locations are accredited by The Joint Commission, an internationally recognized indication of quality.



Substance use and mental health disorders look different for every person. They can impact anyone regardless of age, ethnicity, income, occupation, location, gender or religion. Because every person is unique, the care provided by Gateway Foundation treatment facilities needs to have various treatment programs and plans to accommodate every individual who needs help in their journey to recovery.

From inpatient and outpatient treatment options to recovery and aftercare programs, our centers have options to fit the need of every patient to help them become healthier and recover.

## TREATMENT CENTER LOCATIONS



### Aurora

- » Residential Treatment
- » Day Treatment
- » Recovery Advantage
- » Intensive Outpatient Treatment
- » Outpatient Treatment
- » Aftercare
- » Alumni Programs



NEW IN 2024

### Bloomington

- » Open March 2024
- » Intensive Outpatient Treatment
- » Outpatient Treatment
- » Aftercare
- » Alumni Programs



### Carbondale

- » Residential Treatment
- » Day Treatment
- » Intensive Outpatient Treatment
- » Outpatient Treatment
- » Her Story Residential Program for Women
- » Recovery Home
- » Aftercare
- » Alumni Programs



### Caseyville

- » Residential Treatment
- » Day Treatment
- » Aftercare
- » Alumni Programs



### Chicago Independence

- » Residential Treatment
- » Day Treatment
- » Recovery Home
- » Intensive Outpatient Treatment
- » Outpatient
- » Aftercare
- » Alumni Programs



### Chicago Kedzie

- » Recovery Home
- » Intensive Outpatient Treatment
- » Outpatient Treatment
- » Alumni Programs
- » Aftercare



### Chicago River North

- » Day Treatment
- » Intensive Outpatient Treatment
- » Aftercare
- » Alumni Programs



### Downers Grove

- » Intensive Outpatient Treatment
- » Outpatient Treatment
- » Aftercare
- » Alumni Programs



### Gurnee

- » Intensive Outpatient Treatment
- » Outpatient Treatment
- » Aftercare
- » Alumni Programs



### Jacksonville

- » Residential Treatment
- » Day Treatment
- » Intensive Outpatient Treatment
- » Outpatient Treatment
- » Recovery Home
- » Aftercare
- » Alumni Programs



### Joliet

- » Intensive Outpatient Treatment
- » Outpatient Treatment
- » Aftercare
- » Alumni Programs



### Lake Villa

- » Residential Treatment
- » Day Treatment
- » Aftercare
- » Alumni Programs



### Skokie

- » Intensive Outpatient Treatment
- » Outpatient Treatment
- » Aftercare
- » Alumni Programs



### Springfield

- » Detox Treatment
- » Residential Treatment
- » Triumph Program for Working Professionals
- » Aftercare
- » Alumni Programs



### Springfield Outpatient

- » Day Treatment
- » Intensive Outpatient Treatment
- » Outpatient Treatment
- » Aftercare
- » Alumni Programs



### Swansea

- » Intensive Outpatient Treatment
- » Outpatient Treatment
- » Aftercare
- » Alumni Programs



# VIRTUAL

## OUTPATIENT PROGRAM

Gateway Foundation's virtual outpatient services connects patients to the treatment they need from the comfort of home. Our outpatient support platform provides affordable, accessible and comprehensive care to help our patients maintain a substance-free lifestyle. From therapy and social activities to educational workshops and other resources, these services are here to support patients on their long-term recovery journey.

The *Gateway Connect* app is our virtual substance use disorder treatment platform. Using the evidence-based programs we are known for, participants receive the same quality of care in online outpatient substance use disorder support. By accessing the virtual platform, patients have the opportunity to see and engage with therapists and peers in their group.

### OFFERING HELP WITH THE GATEWAY CONNECT APP



PEER  
SUPPORT



EDUCATIONAL  
WORKSHOPS



PROFESSIONAL  
GUIDANCE



ADDITIONAL  
RESOURCES



## CLIENT SPOTLIGHT VIRTUAL OUTPATIENT PROGRAM

### CASEY'S STORY



Casey D. is truly a success story. He was able to find connection, self-esteem, healthy relationships, better communication skills, and recovery through the use of virtual outpatient groups. He shared that “I never really drank normally. The last 5-6 years of my drinking is when I noticed that once I started, I couldn’t stop. I tried time after time on my own with no success. I knew I needed help.”

**Casey connected with Gateway Foundation and enrolled in the Virtual Outpatient Program. Casey stated that the virtual program was a good fit for him because “it provided me with flexibility.” The ability to fit the groups into his busy work schedule, not having to commute, and doing the groups in his home environment were important to him.**

Casey stated “the counselors genuinely cared about me, I had to be honest. I could relate to a lot of the people in the group. Just when you think you won’t be understood, there is someone that understands you. You can’t just sit there with your camera off. You have to be involved. You have to participate and recovery takes work. You have to be willing to do the work. Recovery is not spectator sport.”

Casey has over two years in recovery now without any alcohol. “Life is quite different now. I have been a better father for my daughter and I can be there for her now. I am a better husband to my wife. At work I can put forth a much better effort and I even got promoted. I recognize and value friendship. It has overall been pretty life changing and a great experience.” He would recommend virtual services “to anyone who has doubts with scheduling, worry about getting off work on time, social anxiety, and unable to commute. It is a safer option for people who may not be comfortable going in person.” Finally, he shared “you are not alone. Don’t talk yourself out of recovery because you are worth it. You have to ask for help and you need help from others and there is nothing wrong with that.”



# ALUMNI

## RELATIONS PROGRAM UPDATE

In FY2023, the alumni relations program continues to be a resounding success, strengthening the bond between our valued graduates and their treatment programs. The program has remained dedicated to providing a vibrant, supportive, and engaging community for our alumni, fostering connections that continue to flourish irrespective of physical distance and passage of time. Through a wide array of events and support initiatives, we have strived to create a nurturing environment for our alumni to thrive personally and professionally.



### DIVERSE RANGE OF EVENTS AND OVERWHELMING ATTENDANCE:

This fiscal year, the alumni relations program organized and hosted a remarkable 70 events, catering to the varied interests of our alumni network. From spirited sporting events to enjoyable pool parties and delightful picnics, these gatherings have drawn over 2,400 alumni. The inclusivity and diversity of our event portfolio have provided an enriching platform for our graduates to revive friendships, forge new connections, and celebrate the enduring ties that bind our community together.



## EMPOWERING SUPPORT GROUPS:

In addition to our dynamic event calendar, the alumni relations program placed a strong emphasis on the holistic well-being of our alumni. Our commitment to the personal and mental wellness of our alumni was exemplified through the facilitation of at least three weekly virtual support groups. These supportive sessions were conducted by Certified Recovery Support Specialists (CRSS) professionals under the realm of the Digital Toolkit program, providing a crucial lifeline for alumni to share their experiences, offer mutual support, and receive professional guidance in navigating life's challenges.



## PROACTIVE ENGAGEMENT AND OUTREACH:

Our communication channels have served as healthy platforms to keep our alumni community informed, connected, and engaged. Through strategic use of the gateway connect app, well-curated email newsletters, and an informative alumni web page, we have kept our alumni community up-to-date on the latest developments, notable achievements, and upcoming events. Moreover, we have actively sought feedback from our alumni, ensuring their voices and aspirations are integral in shaping the trajectory of the program, fostering an inclusive and participative culture.

As we reflect on the achievements of FY2023, the alumni relations program stands resolute in its mission to provide unwavering support and cultivate enduring connections among our esteemed alumni. With a foundation built on lively events, empowering support groups, and proactive outreach, the program looks ahead to the future, poised to continue fostering a thriving, interconnected alumni network. The program remains unwavering in its dedication to enriching the lives of our graduates, ensuring that their journey beyond the treatment facility is as fulfilling and supportive as their time within it.

### SHANE HASSLER, DIRECTOR OF ALUMNI AND RECOVERY SUPPORT PROGRAMS



"As an alumnus of Gateway Foundation and now serving as the Director of Alumni and Recovery Support Programs, I am deeply cognizant of the profound impact that this organization and its alumni program have on individuals seeking recovery from mental health and substance use disorders. Gateway Foundation not only became the catalyst for my personal transformation but also provided me with a lifeline for enduring recovery and success. In my current role, I am staunchly committed to nurturing and empowering our remarkable community of alumni. It is my firm belief that our organization and alumni program serve as indispensable resources in assisting individuals to lay the groundwork for sustained recovery and the attainment of a purposeful and gratifying life beyond the challenges of mental health and substance use disorders."



# GAMBLING

## DISORDER PROGRAM

### OUTREACH AND COMMUNITY INTERVENTION HIGHLIGHTS

Each year, Gateway Foundation seeks opportunities to enhance and build on our previous year's success related to community intervention and outreach. We've steadily been building a level of awareness of our gambling disorder program among targeted demographic groups throughout the state which includes: Metro Chicago and surrounding suburbs, along with Central and Southern Illinois.



In partnership with the Illinois Department of Human Services (IDHS) and the division of Substance Use Prevention & Recovery (SUPR) alongside the agency's ubiquitous marketing campaign, "Are You Really Winning", Gateway has taken a lead role among Illinois gambling disorder providers by being conspicuously visible at jointly organized community events and activities. Through these events, our gambling disorder program staff have had the opportunity to speak with hundreds of Illinois residents each month and share our gambling disorder program.

In an effort to expand Gateway's Gambling Disorder program visibility among underserved populations, staff targeted Veterans groups and made an effort to visit 20+ community-based Veteran Affairs' clinics throughout central and southern Illinois. Our contact with these clinics was well received and laid the groundwork to continue developing these relationships.





## OUTREACH AND COMMUNITY INTERVENTIONS HIGHLIGHTS

- » In 2023 we forged a unique partnership with Walker's Bluff Casino in Marion, IL. After meeting with the Director of Risk Management and Human Resources Director, we outlined a plan to provide the casino staff with training and Q&A sessions to help them identify the warning signs for gambling disorder and outline a process for referring individuals to Gateway Foundation for assessment.
- » With to community Intervention activities among Colleges and Universities on the rise, we continued to build upon our partnerships with Northern Illinois University, University of Illinois Chicago, Illinois State University and Southern Illinois University – Carbondale. Gambling program staff conducted lively and engaging tabling events at football and basketball games where fans were encouraged to discuss and learn about gambling disorder signs and behaviors.



### WAGER DANGER PODCAST

Gateway's Wager Danger Podcast delivered 13 episodes and garnered 2,019 downloads throughout 2023. Episodes featured internationally recognized research experts Dr. Nathan Smith, Kindbridge Institute; Dr. Joshua Grubbs, Univ of New Mexico; and Dr. Celeste Napier, Loyola Univ). One episode featured author and Army Veteran Dave Yeager to discuss his newest book: Fall In | A Veteran with a Gambling Addiction.

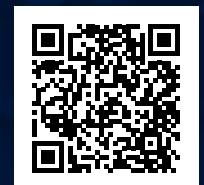
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THE WAGER DANGER PODCAST



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audible

# HIGHLIGHTS

## CORRECTIONS DIVISION

### BUILDING TOWARD A FUTURE OF SERVICE

The Corrections Division enjoyed a strong year of growth during Fiscal Year 2023. We added beds to existing markets, expanded into new ones, and recommitted our efforts to continuously provide quality care to patients across the continuum of care.

We were able to expand operations in Missouri – the first state we ever served outside of Illinois. Due to the excellent work done by our staff in that market over the past several years, we were asked to assume operations of four programs that were still run by the Department of Corrections. This enabled us to enhance the continuity of care across the entire state’s programming, and added over 1,000 additional beds to our service system.

In addition to the intrinsic growth from within an existing market, we also experienced growth from a new market. In early FY23, Gateway was awarded the statewide contract to provide Residential Substance Abuse Treatment (RSAT) services for the Georgia Department of Corrections. We assumed operations over eleven programs in nine institutions across the state, adding an additional 2,000 treatment beds to our footprint. The contract requires us to add over 100 new employees into the Gateway Corrections Family as well, all of whom have helped us learn the new landscape and develop new approaches to programming that match the needs of patients served throughout their system.

We also experienced growth in our community corrections service line, as we were asked to assist the Florida Department of Corrections with community outpatient services for probationers. We worked diligently to locate and site an outpatient clinic, and completed the purchase of a facility in Tallahassee at the end of the summer of 2023. We look forward to building out the continuum of care in the Florida market during FY24 and beyond, and we fully expect to establish programs in other Corrections markets where Community services are needed.

The growth experienced in the past year was possible due to the foundation laid by Gateway clinicians over many years. From that history we continue to build a future of hope and opportunity for those we serve. The work done each and every day to assist a population that has been marginalized for far too long leaves me both humbled and amazed. Thanks to all of the Corrections staff, and those who support their efforts, for their undying commitment to quality care; care that reduces recidivism and rebuilds lives!



A handwritten signature in black ink.

**Gregg Dockins**  
Corrections Division President



**100+**  
EMPLOYEES  
HIRED

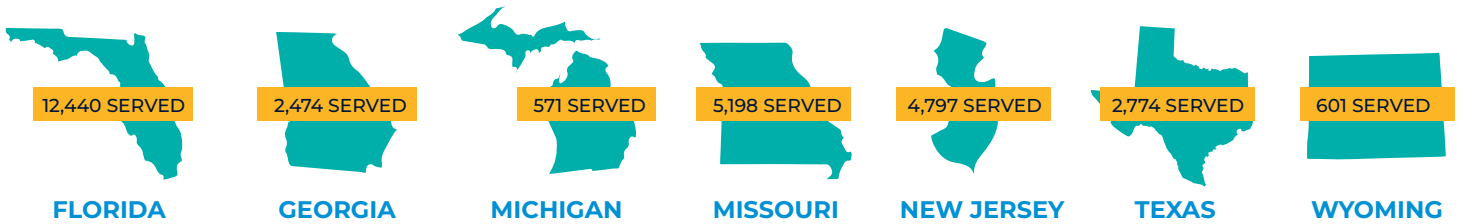


## CORRECTIONS OVERVIEW

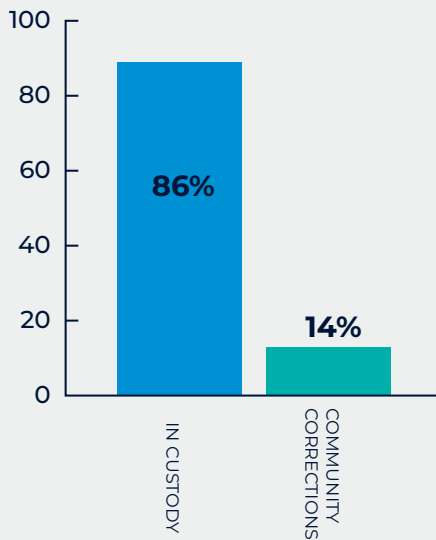
### 2023 PATIENT SATISFACTION RATES



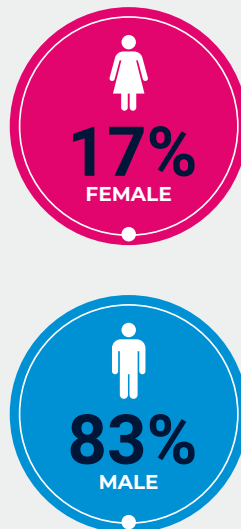
### PATIENTS SERVED IN CORRECTIONS



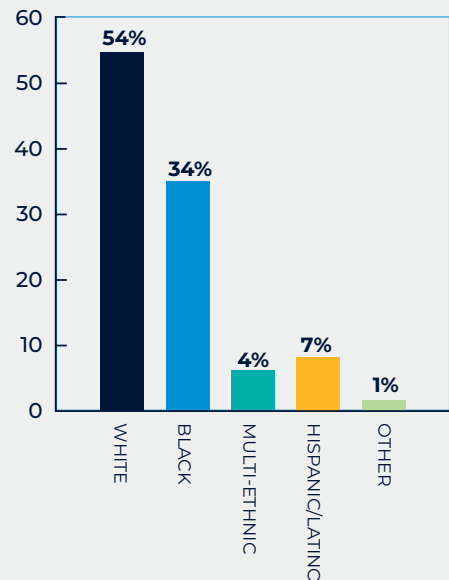
### TREATMENT SETTING



### GENDER



### ETHNICITY





# ILLUMINATING

## RECOVERY ANNUAL BENEFIT 2023

On March 13, 2023, Gateway Foundation hosted the 2023 Illuminating Recovery Benefit at The Exchange. The event welcomed nearly 200 community leaders, healthcare advocates, supporters, board members, staff, and alumni of Gateway Foundation. The benefit generates support for effective and compassionate treatment of the 40,000+ individuals. Gateway serves annually across eight states, including 16 community locations in Illinois.



### NOTABLE MOMENTS FROM THE GALA

Jeremy Klemanski was introduced as the organization's new President and CEO, and he shared his new vision for the organization. David Hetrick, CEO from Executive Construction Inc. accepted the 2023 Incandescence Humanitarian Award. The 2023 Blaze Advocacy Award Honorees included: US Senator Tammy Duckworth and Illinois Chief Behavioral Health Officer, David T Jones, who also gave the keynote. The event shined a light on a critical role of holistic care, including mental healthcare for co-occurring diagnosis and accessibility for those with physical disabilities. The event raised nearly \$100,000 in support of Gateway Foundation's mission.

## ILLUMINATING WELLNESS



# SPOTLIGHT

## GATEWAY FOUNDATION STAFF



### COMMUNITY

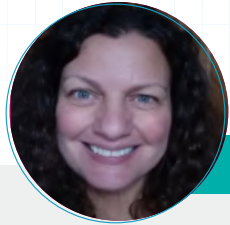
## STAFF SPOTLIGHT

KAREN HARROLD

*"Gateway Foundation allows me to use my clinical and managerial skills to improve patients lives."*

Karen Harrold joined the Gateway Foundation in 2008 as a receptionist. At that time, she had no idea how far her professional journey would take her. Right after obtaining her Bachelor's degree in Criminal Justice in 2009, she quickly enrolled in a graduate program in pursuit of a Master's in Human Services because she wanted to build clinical experience. Within her first nine months at Gateway, she transitioned into working full-time on the youth care residential unit. Karen loved the challenge, and quickly grew into her clinical role. Over the next few years, Karen's outstanding contribution to Gateway led to her being promoted four times—all while serving as a guardsman in the U.S. Air Force and raising two amazing children! As she completed her Master's Program in Human Services, she decided to start yet another journey to obtain a Master's of Social Work degree which she completed in 2019. **Karen currently acts as a Program Director at Gateway Foundation-Springfield, where she is able to use both her clinical and managerial skills to improve the lives of Gateway's patients and serve as a mentor to the staff she oversees within the three departments she manages.** She holds licensure as a social worker as well as CADC certification, and will be obtaining her LCSW in the near future.

During her 15 years of service with Gateway Foundation, Karen has made several contributions in efforts to enhance Gateway programs. She served as a project manager for the Impact Advisor grant, which was used to take a deep dive into Gateway's processes and procedures to ensure they align with others organizations in the industry. Karen has also served as a project manager for the implementation of Tiger Connect, a secured messaging application used currently by medical and clinical staff. She has taken the lead in the development and launch of several pilot programs Gateway offers such as Detox and Gambling Treatment. She serves as a resource for other site managers and staff by sharing knowledge and giving support when solicited. In addition, Karen has been utilized as a super-user for our EHR software system, myAvatar, and has served on various workgroups offering insight on ways to improve workflows for Admission teams across the division. Karen feels Gateway Foundation awarded her with the opportunity to grow personally and professionally in the field that she is most passionate about. She feels blessed to continue to be a part of the Gateway family.



## CORRECTIONS STAFF SPOTLIGHT

SUSANNE WICKLUND

*"I try my best to meet the patients where they are at and to give them a sense of hope and possibility."*

In the Michigan-Upper Peninsula correctional facilities, counselor Susanne Wicklund is a role model for all of the Gateway values in her professional and personal life. Susanne has been working with patients since she began her counseling career at a local substance abuse treatment facility in 2018. Susanne has been a Gateway Foundation prison-based Substance Use Disorder Counselor (SUD) at Marquette Branch prison and Baraga Correctional Facility for over two and a half years, after "coming home to her Gateway family" following a brief time away. Susanne describes her decision to return to Gateway and carry on her work as "the best career decision I could have made. I missed my Gateway Team and feeling that my work has purpose." Today, Susanne has over six years of experience in substance use disorder treatment. She recently obtained her Certification as a Criminal Justice Professional (CCJP). Susanne is a Bachelor level Social Worker and is certified in Alcohol and Drug Counseling (CADC), along with a Peer Recovery Mentorship (CPRM).

Susanne is known by her teammates as someone they can count on. Team member Gabriele describes Susanne as "connecting with her patients on a very deep level. She listens to each patient's needs and has established phenomenal relationships with the correctional facilities and is able to advocate for her patient's needs." She promotes and demonstrates the ability of overcoming hardships and the benefits of positive behavior. Diane, another team member of Susanne's says, "What strikes me most about Susanne is how much of an advocate she is for her patients. She keeps their best interests in front and guides them to do the same...in spite of the challenges they face."

When Susanne was asked to describe how she feels about her work, she said **"it is a passion for me that is so rewarding and worthwhile. I try my best to meet the patients where they are at and to give them a sense of hope and possibility. I believe they are better than where they sit today and they are more than their past."** Susanne has always "been a fighter for the underdog" and is known as a kind and genuine professional counselor. Office Manager, Sheila stated "Susanne has one of the biggest hearts for her patients. She is always looking for ways to improve their lives and improve on her own life for the benefit of others also. She definitely deserves to be recognized."

Susanne arrives each day, with a smile on her face, a word of encouragement and an attitude of openness and compassion for her patients. Recently, one of her patients expressed interest in giving back to others in recovery. He asked about providing Peer Recovery mentorship when released from prison but did not know how to begin the process. Susanne noticed the qualities and commitment in this patient and felt they suited this work. As a result, the patient was selected to begin volunteering in a peer recovery mentorship capacity by our MDOC contract management team. He will begin helping others when he returns home. To add to the patient's success, once he completes the conditions of his parole, he will be able to apply for this position and continue to promote his passion for recovery. Susanne is a daily reminder that Gateway Foundation's mission of "helping people build healthier lives by reducing substance use, other addictions, and improving mental health" is working!



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