



Dr. Allen Turner
Chief Executive Officer

Letter From The CEO

From the Office of the Chief Executive Officer and our Board of Directors, I want to personally thank all of our employees for a remarkable year in 2020.

Our nation as a whole, as well as the global community suffered many trials and tribulations due to this unfortunate pandemic which has affected all of us in many different ways.

Through all of the adversity that we faced head on, GLOM as a company not only survived it but also has gained great momentum as we move on into 2021.

As we anticipate a remarkable year to come, we are thankful to God that he has sustained us through 2020 with new business, new opportunities, great new staff and multiple promotions for our existing staff.

Our GLOM family has persevered due to the great amount of love that we have for our business as well as our clients.

In 2020, we gained two large contracts as well as advanced our business model to now cover multiple regions in the state of California.

From a revenue standpoint, even during the year of a pandemic, we doubled our revenue source as well as maintained our Budget that exceeded the expectation of our Board of Directors.

Due to the growth that we experienced in the year of 2020, this also opened up new promotional opportunities for many of our staff.

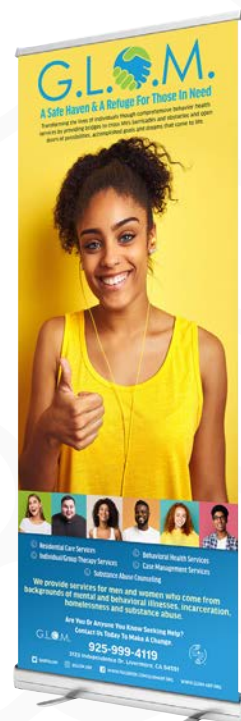
We welcomed a new Clinical Director and Clinical Supervisor, two new Directors of Case Management, a new Director of Marketing/Branding, we welcomed the new Director of Client Care, Company Auditors for Residential and Clinical Departments, a new Director of IT and Facilities, a new Assistant Operations Director, we promoted three new Program Directors, multiple Program Administrators, Facility Managers, and Lead Resident Counselors.

All of this was only made available by the grace of God, the hard work of our staff and ensuring that our business model was maintained at a level of excellence.

As we move forward into 2021 with hopeful thinking, hard work and a winning attitude, we move forward with expectancy of greater things to come in this new year.

As we advance our new models of Adult Residential Services, Mobile Therapy, Case Management Benefits Enrollment Services, as well as our new company, Workforce. Inc., we look forward to many more opportunities for growth and advancement for our companies and employees as a whole.

To all of our GLOM Employees, job well done! You are appreciated for all the hard work that you do to continue to support the clients and agencies that we work for each day and making our global community better.



G.L.O.M. HIGHLIGHTS



Masoom Shah
Director of Information Technology

Department Accomplishments

- Implemented best practices for computer systems procurement and configuration
- Set-up 3 Computer Training Centers in 3 different Counties on schedule
- Conducted a full inventory of all GLOM assets in 3 days
- Replaced Alhambra with Quench, which resulted in thousands of dollars of savings for G.L.O.M. and saving of space/overhead at all Facilities
- Set-up all 4 Facilities in Merced on schedule



Tracey Black
Case Management Director

Department Accomplishments

- Developed a positive working environment in San Joaquin
- Built a working relationship with other regions as we worked together on projects/activity calendars
- Implemented Computer Lab within the activity calendar to utilize the Computer Learning Center
- Working with BHS to expand our potential placement to surrounding counties
- Implemented Substance Abuse groups

A SAFE HAVEN & A REFUGE FOR THOSE IN NEED



Velvit Turner
Director of Client Care

Department Accomplishments

- Promoted to Director of Client Care
- Created Formation Sheet detailing the Client's needs
- Developed a "Client's Needs" List for all Facilities for Staff to complete upon Intake
- Recreated a condensed Spreadsheet with Client Care information
- Implemented Client Survey sheets



Yolanda Turner
Intake Director

Department Accomplishments

- 746 Referrals reviewed resulting in 654 acceptable files and 592 admitted
- Filled Lodi Pine Facility in February
- Filled 2nd Solano Facility in June
- Began filling 40 beds within 4 Merced Facilities in July
- Completed new Intake Procedure Training Manual



Gabrielle Washington
Director of Marketing/Branding

Department Accomplishments

- Implemented the design for G.L.O.M.'s Vans and assisted with Job Fairs and Events
- Completed G.L.O.M.'s Website, Brochure & Pop-Up Banners and other print media
- Developed G.L.O.M.'s social media presence (Instagram, Facebook, Twitter & LinkedIn)
- Implemented the Mobile Therapy Logo & Brochure and Pop-Up Banner, Case Management Benefits Enrollment Presentation, Logo & Brochure, Workforce Inc. Logo, Brochure & Website
- Implemented G.L.O.M.'s 1st official Newsletter, Letterhead, Email Signature, Promotional Email Banner and Hired a Marketing Sales Representative at the close of 2020



Toni Marshall
Internal Program Auditor

Department Accomplishments

- Assisted in the cleaning and preparation process of Pine Facility's Grand Opening in February and was added to the Auditing schedule, which brings the count for the Facilities to a total of 6 Facilities.
- Created a Medication Training agenda in June and conducted a Medication Training for Alameda, Solano and the San Joaquin county facilities for the Residential Counselors at Pine, GHQ, Flora and Bright.
- In July, 4 new facilities in Merced County were added to the Auditing schedule, which brings the count to a total of 10 Facilities.
- In September, Trained a new addition to the Auditing team, Laneshia Thompson, which she worked under my Supervision as a Program Administrator in the Alameda Facility. She was able to Audit Facilities independently in November.
- Created an Auditing Training Binder to assist in Training and a Guide while auditing the facilities in October



Maile Otenbriet
Case Management Director

Department Accomplishments

- Created Case Management Binder (includes NSP, Summary and BIRP/DAP notes for all clients) to use as a quick reference tool, take to meetings, etc.
- Implementation of Morning Huddle which is now being executed in all regions
- Medi-cal Certification team
- Implemented BIRP Note training (all regions) for Medical billing purposes/progress notes meeting medical necessity
- Med Education training for Merced region



Peggy Phelps
Program Director

Department Accomplishments

- Successful completion and the 1st ever Graduation Ceremony of the Management Trainee Acceleration Program
- Grand Opening of GLOM Pine (established myself as the new Program Director)
- Played an integral part in the start-up operations of the 4 Merced Facilities and Resource Center at "G.L.O.M. U."
- Created an actual "Resident Store" in the G.L.O.M. U. building affording clients the feeling of working towards a purchasable goal
- Facilitated a proven increase in the over-all Audit scoring of the Merced facilities by 27, 20, 53 and 53 points with all reaching a level over 80% in scoring and 3 of those reaching 93%



Jessica Turner
Program Director

Department Accomplishments

- Increased Audit scores in a month of being a Program Director
- Assisted in a new territory to increase Audit scores and provide extra support
- Helped with the new Solano 2 Facility and ensured all beds were filled in a timely manner
- Partnered with Solano County to have all Psychiatrist appointments through Teams to help keep the program flowing. Staff no longer have to travel.
- Helped with 1st Job Fair in Livermore, where experienced staff were hired



Alex Archangel
Program Director

Department Accomplishments

- Trained staff and completed all Intake at our largest Facility
- Implemented BJRX and New Medication procedures
- Developed Observation Watch form
- Implemented DTT Meetings and forms
- Helped implement CORE and the CORE spreadsheet



Jessica Owens
Program Director

Department Accomplishments

- Promoted to Program Director
- Oversee 3 Facilities in the San Joaquin region
- Built a relationship with our Contract Agency
- Implemented and revised the Daily Check List for all Program Administrators
- Assisted with overseeing the 2nd Annual Thanksgiving Give-Back to the homeless



Lisa Evans
Program Director

Department Accomplishments

- Sysco Ordering for all Facilities
- Implemented Telehealth Doctors (PCP, Onsite X-ray & Podiatrist) for 5 Facilities
- Created Program Director Checklist & Performance Evaluation
- Assisted w/ SJC Mandatory 2-Day Staff Training (w/ Sophia, Jessica, Alex, Shannon & Keturah) which resulted in 59 Trained Staff



Jeff Bearden
Assistant Operations Director

Department Accomplishments

- Created G.L.O.M.'s 1st HIPAA Department
- Created Audit Checklist
- Implemented HIPAA Training and Started online Training Platform for G.L.O.M. through Relias
- Created G.L.O.M.'s 1st Clinical Audit Department
- Created G.L.O.M.'s Fire and Safety Compliance Department and assisted with Job Fairs/Events

(GLOM Highlights continued on page 8)





G.L.O.M.'s Community Outreach Day in Merced helped over 150 Homeless men and women.

We gave away free clothing, lunch bags, hygiene bags and assisted the underserved community with signing up for GA/Foodstamps/Medi-Cal, I.D. Card, Housing Placement, Cell Phones & Hair Cuts!

20

Congratulations to G.L.O.M.'s MVP's!

We appreciate you for being the example & for your dedication, performance and hard work!

20



◀ MVP Monce Huerta



◀ MVP Maria Arzabal



◀ MVP Stephanie Lopez



◀ MVP Eddie Coleman



Christmas at our Facilities



Pine Facility Grand Opening

Home to aid mental health patients opens in Lodi

Today Is a new day

You Are enough

Spirit Day Winner Tie-Dye Edition Merced

you MATTER

G.L.O.M Directors 2-Day Leadership Training

Go for it

Be POSITIVE



Computer Training
Center Grand Opening
for Livermore, Merced
& Stockton

Never
GIVE UP

Halloween at
G.L.O.M.

Spirit Day Winner
Sports Edition
Pine Facility

G.L.O.M. "Giving Thanks
Walk Thru"
We fed over 100 homeless
men, women and children
Thanksgiving dinner & soup,
gave away FREE coats/jackets/
hygiene bags/juice/water &
provided them with resources.

you
MATTER

Today
Is a new day

you
MATTER

G.L.O.M. "Giving Thanks
Walk Thru" was in
collaboration with Merced
County Behavioral
Health & Merced Police
Department.



P.A. & F.M.
2-Day
Leadership
Training

You Are
enough

Merced
Grand
Opening

Thanksgiving at
G.L.O.M.



A SAFE HAVEN & A REFUGE FOR THOSE IN NEED



Thomas Joiner
Clinical Supervisor

Department Accomplishments

- Spearheaded the beginning stages of the establishment of Medi-Cal billing in Merced County
- Completed trainings in Merced and San Joaquin Counties for G.L.O.M.'s Staff
- Recruited and Hired new Therapist, Amanda Ortiz
- Established a rapport and started Individual Therapy with all the assigned clients
- Started the CBT Group Therapy in November



Bruce Sheppard
Director of Accounting

Department Accomplishments

- Created Expense Reports
- Hired HR Manager & Staff Accountant
- Implemented Benefit Package
- Implemented Smartsheet
- Completed 403B Implementation



Sharan Ross
Chief Operations Officer

Department Accomplishments

- Collaborated to interview, negotiate, select and implement the launch of G.L.O.M.'s Relias Training Software/Program
- Initiated the internal setup of 3123, 3127 and 3131 corporate office locations
- Created reports in support of Auditing, Case Management, Residential Benchmarking and Client Care to track and monitor monthly progress
- Collaborated with internal and external teams to support the openings of G.L.O.M.'s Pine and Merced Facilities
- Collaborated with internal and external members to develop Leadership Training for Executives, Program Directors, Program Administrators and Facility Managers



Shannon Apodaca
Divisional Director of Case Management

Department Accomplishments

- Hired 2 Case Management Directors
- Activated SUDT
- Started IMR
- Developed Kareo
- Developed Training materials



Keturah Hood, LCSW
Clinical Director

Department Accomplishments

- Changed culture of transporting PHI to Locked Boxes
- Enhanced efficiency with documentation through the Implementation of Clinical EHR (Electronic Health Record)
- Enhancement of Clinical Delivery of Client Care Services
- Created the start of DTT (Difficult to Treat) meetings for our largest Adult Residential Facility
- Implementation of Therapeutic Groups at our Merced and Livermore Facilities

Inspirational Quotes

"What you focus on grows, so focus on what you want."

"Fear is a reaction. Courage is a decision."

"Eagles fly where lesser birds cannot fly, so Eagles can do what lesser birds cannot do."

"If people are doubting how far you can go, go so far that you can't hear them anymore."

"GIVE YOURSELF THE SAME CARE AND ATTENTION THAT YOU GIVE TO OTHERS AND WATCH YOURSELF BLOOM."

"A thousand evil words will be spoken, not one will dim your light."

"Wisdom goes about in search of those who are worthy of her; and leads to a Kingdom.
So honor wisdom so that you may reign forever."

"Everything you are seeking is seeking you in return. Therefore, everything you want is already yours. It is simply a matter of being more aware of what you already possess."

"There's beauty in being rejected, misunderstood, unseen and unsupported. It turns you into something GREAT!"

"Perseverance is the hard work you do after you get tired of doing the hard work you already did."

"You can teach what you know but you can only reproduce what you are."

"When wisdom enters the heart and knowledge is pleasant to the soul, discretion should preserve you and understanding should keep you."