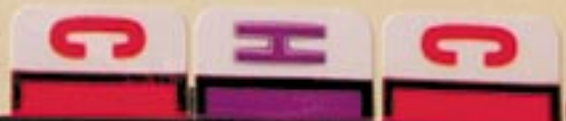


Community Health Center

Focusing On Your Future

CHC: Annual Report 2004

"It's that
important
to me..."





Adult Outpatient
Addiction Treatment
North Campus
725 East Market Street
Akron, Ohio 44305
(330) 434-4141
Fax (330) 434-7125

Adolescent
Outpatient Treatment &
Family Practice
South Campus
702 East Market Street
Akron, Ohio 44305
(330) 434-4141
Fax (330) 996-5142

Employment Services &
Employee Assistance Programs
Southwest Campus
680 East Market Street
Akron, Ohio 44304
(330) 315-3704
Fax (330) 374-5359

RAMAR
Outpatient &
Residential Services
West Campus
380 South Portage Path
Akron, Ohio 44320
(330) 996-5114
Fax (330) 434-7885

Community Pride Program
Serving
Joy Park &
Van Buren Homes
(330) 773-8820

Specializing in the Treatment
of Addictive Disorders



Joint Commission
The Community Health Center facilities and
services are certified by the Joint Commission on
Accreditation of Healthcare Organizations

An Affiliate of the County of
Summit Alcohol, Drug Addiction
& Mental Health Services Board



What is a Treatment Plan?

Inside the pages of this Annual Report you will find a real treatment plan. This plan is the "blueprint" for a patient's stay with the Community Health Center and outlines her plan for recovery from start to finish. This document may seem simple and unoriginal, but each treatment plan is as unique as each individual that walks through our doors. It is specially designed with her recovery in mind, from counseling, medical treatment to housing; and within this report you will see this simple "plan" take the shape of a complex "life."

As we continued to grow in 2004, so did the many treatment options available to our patient population.

Nela Manor was completely restored to historical accuracy, opening to renters only days into the new year of 2005. This 35-unit complex now serves as a home to low-income individuals and families. Peachtree Estates II opened, adding six more apartments to reunite recovering mothers with their children. Peachtree Estates I and II in Cuyahoga Falls are now able to help 14 families in recovery.

Our Adolescent Substance Abuse Treatment Program was awarded two grants for advanced assessment models. GREAT (Gaining Recovery through Effective Adolescent Treatment) and GAIN (Global Appraisal of Individual Needs) have enabled the department to grow and accept 50 more adolescents into the program.

Finally, recognizing the need for "older adolescent" supportive services such as housing, the CHC and the CHC Foundation embarked upon a new program in 2004 known as Horizon House. This program is designed for young adults between the ages of 18-21 who are in a transitional period in their lives. With little to no funding available, the Foundation has been aggressively and successfully seeking founding partners for this project with the help of many generous local organizations.

As 2005 progresses, the needs of our patients will grow, and the CHC will continue to develop, maintain and provide new and innovative services that help our patients truly recover.

Wishing you health and prosperity,

Theodore P. Ziegler
Chief Executive Officer



Holding contracts with: The Summit County Department of Job and Family Services • Akron Health Department
Ohio Department of Development • U.S. Department of Housing and Urban Development
Ohio Department of Alcohol & Drug Addiction • Akron Metropolitan Housing Authority
Ohio Office of Criminal Justice Services • The Ohio Arts Council • Board of Mental Retardation and Developmental Disabilities
Summit County Family and Children First Council • Ohio Department of Youth Services
Area Agency on Aging 10 B, Inc.

Mission Statement

The Community Health Center is committed to enhancing the quality of life. We are a leader in providing effective services for compulsive and addictive disorders, healthcare, life skills development, prevention, housing, wellness and rehabilitation.

Statement of Purpose

The Community Health Center is a private, not-for-profit, 501(c)(3) corporation. Our purpose is to provide a comprehensive array of treatment, prevention and housing services for addictive and compulsive behaviors and disorders. We have been serving Northeast Ohio since 1974.

We believe...

- Chemical dependency is a progressive, fatal illness that is highly treatable.
- We have a responsibility to provide basic treatment services to all those in need, regardless of ability to pay.

- Several treatment strategies may be necessary for recovery. We offer individual, family and group counseling, primary healthcare, medical detoxification, residential treatment and educational seminars.

- Total well-being is a key factor to successful recovery. Therefore, we provide quality medical treatment, vocational assistance, housing, case management and childcare services.

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Kim's Story

Kim has no family or personal connections in her community. She dropped out of high school years ago and lost touch with most of the friends she had. Her sole motivation came from where she would get her next high, but a strange thing happened... Kim was about to give birth and wanted to kick her habit and focus on having a healthy, drug-free baby. Kim's journey begins here

Initial Treatment Plan

Community Health Center
Focusing On Your Future

PATIENT NAME: Kim [redacted]
ASSIGNED STAFF: Barbara Cassidy NO. 0689

REASON FOR REFERRAL: drug use
PRESENTING PROBLEM: drug abuse
PRIORITY PROBLEMS TO BE ADDRESSED DURING TREATMENT:
1. drug abuse
2. _____

TREATMENT GOALS:
1. maintain sobriety
2. negative drug screen

REQUIRES INTENSIVE TREATMENT PLANNING: YES NO

Immediate Treatment needs (Check all applicable & explain):
 Danger to self/others: _____
 Severe psychological impairment: _____
 Immediate medical needs: gave birth 2 weeks prior to admissions
 Other: headaches / other withdrawal / sym.

Critical factors limiting/inhibiting treatment process (Check applicable & explain):
 Child care: newborn (premature) child in home
 Transportation: no car / other transportation available
 Attitude/motivation: _____
 Unstable living environment: lives with other individuals using
 Other: _____

Plan to address immediate treatment needs:
schedule appt. w/ medical dept. insure referral for proper OB/GYN care.

Plan to address critical factors: utilize Kid Space during appts.; distribute bus passes work to find new, safe housing

Treatment recommendations:
 Outpatient: Intensive Outpatient treatment
 Methadone: _____
 Cocaine Intensive Outpatient: _____
 DayTox: _____
 Urine Drug Screening: 1 time per week / plus as needed by counselor
 Case Management: housing, womens recovery + child care
 Medical Somatic: _____
 Continue Assessment: _____

PATIENT SIGNATURE/DATE: Kim [redacted]
PARENT/GUARDIAN: _____
TREATMENT STAFF/DATE: 2.5.01
REVIEWED BY/DATE: _____

Counselor Initials

Treatment Plan

PATIENT NAME: *Kim [unclear]*
 PATIENT #: *0689*
 LEVEL OF CARE:

DATE OF MASTER TX PLAN: *2.16.01*
 DATE OF 1ST REVIEW: *6.20.01*
 DATE OF 2ND REVIEW: *10.4.01*
 DATE OF 3RD REVIEW: *2.10.02*
 DATE OF 4TH REVIEW: *6.3.02*

Primary Treatment: *Kim [unclear]* *2.16.01*
 Date: *2.16.01*
 Clinical Supervisor: *D. Melnowski*
 Date: *2.16.01*
 Director of Medication: *Dr. Jim Rice*
 Date:

DSM-IV DIAGNOSIS
 AXIS I: *Opiate Addiction*
 AXIS II: *Alcohol Dependence*
 AXIS III:
 ADMISSION GAP: *60*
 DISCHARGE GAP: *1.1 low*
 DIMENSION 1:
 DIMENSION 2:
 DIMENSION 3:
 DIMENSION 4: *5.1 low*
 DIMENSION 5:
 DIMENSION 6:
 LEGAL:
 OTHER:

LIST OF SERVICES (Please list name of staff responsible for service, and state length of stay and frequency for each service)
 ASSESSMENT: *Completed 2.5.01; by Lucinda Williams*
 INDIVIDUAL COUNSELING: *follow IOP Plan + Methadone Program by B. Cassidy*
 CASE MANAGEMENT: *as needed; Becky Savalors*
 GROUP COUNSELING: *follow IOP Plan - 2 times per week*
 FAMILY THERAPY:
 PSYCHOLOGICAL PSYCHOTHERAPY:
 MEDICAL/SOMATIC:
 URINE DRUG SCREENS: *Weekly for 3-6 m., adjusted as needed*
 PARENTING:
 VOCATIONAL SERVICES: *as needed; Mescal Smith*
 METHADONE: *daily dosage, supervised by Medical Dept.*
 INTENSIVE OUTPATIENT DAYCARE: *Barb Cassidy*
 RESIDENTIAL HOUSING: *after documented period of sobriety, 3-6 m.*
 FINANCIAL RESPONSIBILITIES: *as needed in 3-6 months*



We recognize that there is no single treatment modality that is appropriate for all patients; thus, treatment plans are designed to address issues of concern while affirming the patients' strengths.

Kim's Story

I count my sobriety from the day my daughter was born. She was the reason I stopped doing drugs and made an appointment at the Community Health Center. The day I brought her home from the hospital was also the day I went through my intake appointment. Before I even got my daughter home I brought her with me to the Community Health Center. It was that important.

At first it was scary to admit my drug problem, but I realized that the Community Health Center is a safe, secure and caring place to get treatment. Being on methadone has regulated my life. At first it kept me off drugs and off the streets. Today, the methadone program is the connection to the support I need from the CHC and my counselor.

TREATMENT SERVICES

Diagnostics

The goal of the Diagnostic Department is to identify individuals with chemical dependency problems that may be exhibited through criminal involvement, behavioral maladjustment, family turmoil, educational dysfunction, vocational or financial instability, or emotional, mental or physical impairment. Patients are referred for a chemical dependency assessment by community referral sources. The Diagnostic Department provides comprehensive chemical dependency assessments through the use of a wide variety of substance abuse screening inventories including urinalysis for adults and adolescents. This comprehensive diagnosis serves as the basis for their treatment program.

Medication-Assisted Treatment for Opiate Addiction

The Medication Assisted Treatment for Opiate Addiction (MAT), is one of only nine regional methadone clinics in Ohio and offers methadone maintenance and detoxification treatment for opiate addiction. Methadone, the most widely used and studied treatment for opiate addiction, has been identified as the single most effective treatment for opiate addicts. Methadone maintenance is a daily routine for many patients at the Community Health Center. For that reason, we are open 365 days a year. **Last year alone, our Medication Assisted Treatment Department saw 550 patients and administered over 130,000 medically assisted treatments.** Methadone clinics are on the front lines providing education, medical services and risk reduction information. Medication-assisted treatment reduces the incidence of HIV/AIDS and Hepatitis C, as non-treated drug users often share contaminated needles.

Family Practice

The Community Health Center Family Practice served 400 new patients in 2004. Services range from general healthcare for all ages to laser treatment services for tattoo, birthmark and other pigmented lesion removal, to wrinkle and hair reduction.

Primary healthcare is also provided to CHC patients who might not otherwise seek treatment of related disorders, such as Hepatitis B and C and other general healthcare needs. In 2004 our Laboratory Services were inspected twice by JCAHO (Joint Commission on Accreditation of Healthcare Organizations) and the Ohio Department of Health. Both inspections were passed with exceptional reviews.

Adult Counseling

Patients in the Adult Counseling Program typically participate in weekly individual counseling and are referred to a wide array of chemical dependency and specialty groups. These groups provide education, peer support and accountability which have been proven to aid patients in the recovery process. Both daytime and

evening programming is available. Vocational, medical and housing assistance services may also be provided to aid in recovery. **In 2004, more than 2,000 patients participated.**

Adolescent Counseling

In 2004, the CHC served over 200 adolescents and their families at our Adolescent Treatment Facility. Referral sources include Summit County Juvenile Court, Stark County TASC Program, schools, other social service agencies as well as parents.

This year the Community Health Center was awarded a contract with the Ohio Department of Youth Services and TASC (Treatment Accountabilities for Safer Communities) to provide services to adjudicated youths. These youth participate in individual, family and group counseling along with access to vocational and school assistance and medical services. A key component of this program is a home-based model of therapy and intervention. This allows the clinician to work with a youth and their family on a more intensive basis. Research has supported that this type of intervention has reduced the rate of recidivism.



Gate House

Gate House is a joint effort between Violet's Cupboard (a local AIDS service organization) and the Community Health Center to fill the gaps in treatment and gives support to minority persons with or at-risk of contracting HIV/AIDS. **The Gate House Program served 50 patients and 86 family members in 2004.**

In 2004, the Chinese CDC chose five programs in the United States to visit in an effort to learn more about new and innovative programming to help people who are affected by HIV/AIDS. Akron, Ohio and Gate House of Summit County were chosen along with programs in Washington, D.C., Boston, Atlanta and San Francisco. This shows that CHC's Gate House is an international model for effective substance abuse and HIV/AIDS assistance.



Kim's Story

I knew how to say no to drugs, but I didn't know how to say no to anything else. My counselor Barb helped teach me the things I needed to know to have a normal life.

Barb is not only my counselor; she has become my friend and my only family member. She is a great support system and I look forward to my appointment with her every week. Barb helped save my life. ■ Anybody can stay clean...anybody can stay sober for a little while, but you've got to take care of the other issues if you want to be successful.

There was anger inside of me that I needed to get out, and at Women's Recovery I learned the self esteem, self respect and assertiveness I needed to be a strong woman. Through the women's groups I realized I was not alone. There were other women experiencing the same issues I was.



Adult Treatment Center

Intensive Outpatient Program

CHC's Intensive Outpatient Program (IOP) provides a therapeutic multi-disciplinary program designed to promote the recovery process through group and individual counseling, case management, vocational development, community support groups and reintegration programming. The program consists of three levels and takes approximately five months to complete. IOP helps patients learn how to more fully integrate recovery into each individual's day-to-day lifestyle.

Patients can participate in daytime and evening programs as well as partial residential treatment at RAMAR. The Women's Recovery Program at the Community Health Center also offers a specialized Intensive Outpatient Program for women in treatment. While many patients successfully complete this program, others will transition into other programs at the CHC. **In 2004, approximately 400 individuals received treatment in our four Intensive Outpatient Programs.**

Women's Recovery Program

The Women's Recovery Program strives to remove barriers for women who are struggling with an alcohol or chemical dependency addiction. These barriers are removed through childcare assistance, peer support groups, parenting education and transportation assistance.

In 2004, 160 women were admitted into the Women's Recovery Program. Other special programs and therapeutic groups were offered to provide additional services to over 150 other addicted women through our Intensive Outpatient Program. In total, more than 400 families and children were assisted through the ODADAS supported Women's Recovery Program.

Due to the effort of the Women's Recovery Program, more women are able to receive treatment, more families are stabilized, and child/mother relationships are improved.

Buchtel-Market Building: Offices for CommStaff, Gate House of Summit County, OM-CDC and Women's Recovery



Preview CHC's 2005 Housing accomplishments with a video walk-through of Meadowlark Lane in the Village of Lakemore, now on the web at www.commhealthcenter.org.



Peachtree Estates I & II

Peachtree Estates I & II are housing programs that focus on reuniting recovering single parents and their children while assisting them toward self-sufficiency. In 2004, Peachtree was home to 12 families and their children. Single parents in this program receive intensive ongoing services such as after-care counseling, primary healthcare, vocational services, family counseling and parenting classes. In addition to these services, both childcare and transportation are available to all residents.

TRANSITIONAL HOUSING

RAMAR

RAMAR (Rocco Antenucci Memorial Adult Residential Facility) provides critical intensive counseling and support services for both male and female patients.

In 2004, RAMAR provided residential services to 142 chronically afflicted substance abusers. Many patients at RAMAR have secondary diagnoses and are medically unstable or are suffering from primary health challenges. Treatment focuses on intensive drug and alcohol counseling which provides social, vocational, health and life skills training in a safe and secure therapeutic community. Emphasis is placed on improving all facets of the individual's life.

Approximately 53% of residential patients successfully complete the program. Over 100% of our successful patients are then transferred to less restrictive levels of care in which they continue to practice and maintain their newly-acquired relapse prevention skills, obtain employment and rebuild relationships with their extended family.

RAMAR also extended services to 4 pregnant women and their infants in 2004. With increased outreach in our Women's Recovery Program, the Community Health Center has been able to encourage pregnant women to enter residential treatment and return to the program once they have had their baby.

Burton/Sherman Homes

The Community Health Center offers three-quarter way housing for both single men and women at our Burton and Sherman Homes. These homes provide a safe and sober environment for those patients who have successfully completed a treatment program. Wrap-around services for residents include case management, after-care, vocational and medical services. Community Health Center staff is also able to provide assistance in helping guide residents as they plan for their future after they leave our three-quarter way housing program.

Project Hope

Project Hope is a unique program that offers single participants a two year rent subsidy in a private apartment while they continue to participate in our recovery programs. This program offers after-care treatment, vocational services, case management and community support while they work toward self-sufficiency.

In 2004, Project Hope had 12 residents with four graduating out of the program and gaining total independent living.

Kim's Story

“What is my favorite thing about living at Peachtree? I am in a safe, healthy place to raise my daughter. Instead of hearing the loud traffic of the city, she can look out her bedroom window and make friends with and name the geese that live by our pond. I cherish the simple things, like getting up in the morning and having a cup of coffee without worrying about where I'm going to find drugs that day.

When it's time for us to find our own home it may not be as nice as Peachtree, but now I know what I want and what I eventually can have if I work hard enough.”

PERMANENT HOUSING

Pheasant's Run and Quail's Nest

Pheasant's Run and Quail's Nest serve as group homes for four men and four women respectively. While residing in these homes, residents receive after-care treatment, vocational services, intensive case management and transportation.

Summit Terrace

Summit Terrace is a 21-unit apartment complex located in southeast Akron providing independent housing, case management and support services for the dually-diagnosed homeless of Summit County. Along with our partners, Portage Path Behavioral Health Systems and Community Support Services, we are providing quality housing and after-care services, as well as a sense of belonging to this otherwise invisible population.

Nela Manor

The Community Health Center Foundation purchased Nela Manor through a Low Income Historic Tax Credit program from the Ohio Department of Development. Nela Manor is subsidized through project-based Section 8 certificates.

Once a haven for drug trafficking and crime, Nela Manor has had a facelift inside and out. The 35-unit apartment complex went through extensive rehabilitation in 2004 and now is open and available for lease. Historical accuracy was honored on the exterior, while significant updates were made to ensure Nela Manor is a safe and secure home for families. Nela Manor now offers affordable housing with new appliances, individually air conditioned units, community/computer room, laundry facilities and secure entrances with 24-hour monitoring.

Originally designed as garden apartments in the early 1900s, the completion of Nela Manor adds historic value to the community, and enhances the historic improvement project by updating security and reducing criminal activities in the Highland Square corridor.



Children at Community Pride showcase their artwork.



PANDA Camp, October 2004

Kim's Story

KidSpace became like a preschool for my daughter. Even when she could've stayed with me during my quick visits to CHC she insisted on going to KidSpace. Everyone on staff taught her so much and it was a great help to me during long days in group and with my counselor.

OUTREACH PROGRAMS

KidSpace

KidSpace is a state-licensed childcare facility operated at RAMAR, our residential housing and adult counseling facility. KidSpace enables mothers to receive treatment, who otherwise would not be able to participate due to family obligations. This program eliminates one major barrier that prevents women from receiving treatment and reentering the job market.

Project FOCUS

Project FOCUS

Project FOCUS (For Our Children Utilizing Support) is a joint program of the Children's Support Enforcement Agency, a Division of the Summit County Prosecutor's Office, and the Community Health Center and is funded by the Summit County Department of Job and Family Services. This program helps non-custodial parents who are under community control for non-support find employment and meet their court ordered and moral financial obligation. **Since its inception in 2002, the clients of Project FOCUS have paid over \$500,000 for the support of their children. Prior to the implementation of Project FOCUS a total of only \$15,776 was collected through the Child Support Enforcement Agency (CSEA) during 2001.**

The increase in collections cannot be attributed exclusively to the efforts of Project FOCUS. To initiate the program itself the Prosecutor's Office had to indict and prosecute offenders, and both the CSEA and the Court had to refer parents into Project FOCUS. That action alone shows the value of sanctions to significantly increase the rate of program compliance. Project FOCUS also resulted in additional funds for supporting minor children, a reduction in support from the Department of Job and Family Services and added revenue in the form of taxes from working clients.

EAP & Drug Free Workplace Program

Employees who abuse alcohol and drugs can cost their employers \$7,000 annually. **In 2004, our Employee Assistance Program (EAP) served 119 businesses in the Northeast Ohio Area.** In addition to our general EAP services, our Drug Free Workplace Program (DFWP) **trained over 700 area employees** regarding the drug-free standards for the Bureau of Workers' Compensation and other industry regulations. Our DFWP has given companies the ability to develop policies and procedures to decrease workplace accidents and workers' compensation claims.

Representative Payee Program

In 2004 the Representative Payee Program assisted over 60 individuals in Summit and Wayne Counties. Beyond writing 4,269 checks for monthly payments, this program also helped clients with refinancing homes, funeral planning, Medicaid applications and other care coordination needs. Most of our representative payee clients are senior citizens who are affected by dementia or Alzheimer's and are referred by the Summit County Department of Jobs and Family Services Adult Protective Services Unit and the Area Agency on Aging.

Representative Payee recipients are able to retain their independence and maintain housing. This service also reduces the need for emergency hospital care as those involved have a case management service that insures they have food and medicine.



Help Me Grow

Help Me Grow is a free home-visitation program, funded by Summit County Family and Children First Council, that supports families with children from birth to age three. The goal of Help Me Grow is simply to strengthen the child's development and give him or her the best chance possible to achieve success. **In 2004 the Help Me Grow staff was involved with over 185 children.**

A trained service coordinator is provided to help families access the community network of services and assistance they need. Help Me Grow also provides the resources and support to develop the skills, time and energy required for positive parenting.



Project PANDA

PANDA (Prevent and Neutralize Drugs and Alcohol) is an education/prevention program designed for middle school students. This program is supported locally by the Summit County Alcohol and Drug Abuse Mental Health Services Board and the Community Health Center Foundation.

The goal of PANDA is to begin to educate young people, not only about the dangers of drug and alcohol abuse, but also about peer pressure, decision-making and self-esteem. This goal is accomplished during a Friday through Sunday educational camp experience. **In 2004, 340 adolescents representing 22 area schools in six counties participated in the 3-day weekend PANDA prevention camps.** Since 1995, over 4,000 adolescents have participated in Project PANDA.



PANDA students from Goodrich Middle School in Akron receive an award from Ohio First Lady Hope Taft for their contributions to Red Ribbon Week in 2004.

Community Pride

The Community Pride Program is a partnership of county and local agencies working together to improve the lives of families who live in public housing. The Community Health Center in partnership with the Akron Metropolitan Housing Authority (AMHA) and Department of Job and Family Services (DJFS) have worked together to establish an after-school arts based prevention and intervention program at the Joy Park Community Center in Akron.

The goals of Community Pride are to provide children and adolescents with structured after-school activities conducive to promoting self-esteem, to use the family as a center of positive influences on the children and to prevent substance abuse among the youth of the public housing facility.

Joy Dance is one of the after-school programs focusing on delinquency prevention and intervention.

In addition to providing art and dance instruction for children and adolescents, other activities include mentoring, tutoring, peer mediation and non-violent conflict resolution training, life and social skills training for youth and parents, substance abuse education and prevention, and case management.



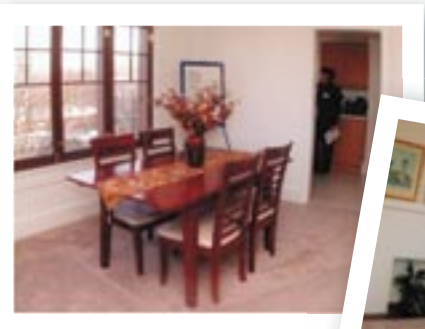
Project THRIVE

The Community Health Center is the administrator of a community wide initiative known as Project THRIVE (Truancy Habits Reduced, Interventions Via Education). THRIVE strives to reduce truancy problems among school-age children. Through mediation with families and school involvement, this program has proven results. In 2004, school systems in Akron, Barberton, Cuyahoga Falls and Woodridge participated in Project THRIVE. Every school reported "no suspensions due to drug offenses," and had an overall 60% decrease in the number of absences among the children and families participating in the program. **In 2004, Project THRIVE served 444 at-risk children totaling 1,626 hours of direct service contacts to families and schools supported by the program.**

Additionally in 2004, Project THRIVE and the Summit County Truancy Task Force were recognized as presenters at the National Conference, Partnering to Prevent Truancy: A National Priority, hosted by the National Department of Juvenile Justice. Sponsorship of Project THRIVE is through the Summit County Juvenile Court, Summit County Truancy Task Force and the Community Health Center and is funded, in part, by the Ohio Department of Criminal Justice and the U.S. Department of Juvenile Justice.



The Community Health Center Foundation received support from the following Community Foundations:
 Akron Community Foundation ■ Charles E. & Mabel M. Ritchie Memorial Foundation ■ Dollar General Foundation
 ■ Glenn R. & Alice V. Boggess Memorial Foundation ■ Laura R. & Lucian Q. Moffitt Foundation ■ Lloyd & Louise
 K. Smith Foundation ■ Northern Ohio Golf Charities Foundation ■ Ohio Parents for Drug-Free Youth ■ OMNOVA
 Solutions Foundation ■ Sisler McFawn Foundation ■ Wal Mart Foundation ■ Maynard Family Foundation



Nela Manor is made up of 35 units, five buildings and two zip codes. Opened in January 2005, this historic tax credit project provides housing to low income families.



COMMUNITY HEALTH CENTER FOUNDATION

The Community Health Center Foundation is a not-for-profit organization founded in 1985 to support the activities and goals of the Community Health Center. The Foundation promotes the CHC through public fundraising events, grant activities and housing projects. The fundraisers are an effective outlet to spread community awareness about our programs and services as well as providing proceeds to enhance many of CHC's substance abuse treatment programs. With the help of many volunteers and board member support, the Foundation holds three public fundraisers annually and provides fun, quality events for families to enjoy.

Ohio Multi-County Development Corporation



www.omcdc.org

Ohio Multi-County Development Corporation

A wholly-owned subsidiary of the Community Health Center Foundation

Established in 2002, the Ohio Multi-County Development Corporation (OMCDC) is dedicated to meeting the housing needs of low and moderate income persons in Carroll, Cuyahoga, Holmes, Lorain, Medina, Portage, Stark, Summit, and Wayne Counties. This corporation can also act as a developer, sponsor and/or owner of housing and business projects.

In 2004, OMCDC was responsible for maintaining 11 housing sites, serving 170 residents in Summit County.



www.commstaff.com

OMCDC's first business venture, CommStaff, opened in 2004 as a temporary employment agency serving local businesses in Northeast Ohio. In its first year of business, CommStaff recruited over 800 active job applicants and held employment contracts with nine local companies.

Indoor Open :: March

The Indoor Open event is held at Chapel Hill Mall annually in March. In 2004, we had support from over 60 local corporations, labor unions and elected officials. With the support of these organizations along with a committed event planning committee, we raised over \$15,000. Each year a miniature golf challenge is held between many of our sponsors. In 2003, we had 18 golf challenge teams competing for Indoor Open Trophies.



This unique event features a nine-hole miniature golf course that is free to children and families for an entire weekend. We also have other activities that include face painting, kids' crafts, and kids' fingerprinting provided by the Summit County Sheriff's Office.

Autumn Golf Classic :: September

Concluding the short Ohio golf season is our annual Autumn Golf Classic. Our third year proved to be another success at Barberton Brookside Country Club. We had the support of 58 local sponsors, 22 foursomes with over \$22,000 raised during the outing. The Autumn Golf Classic is made possible by our event planning committee and many generous volunteers. This traditional golf outing is a great opportunity for our supporters to come enjoy a day of fun and learn more about the Community Health Center.



Mile of Quarters Campaign

In 2004, we kicked the Mile of Quarters Campaign off with the assistance of FirstMerit Bank and their 35 local branches. They helped us raise over \$3,700 in our Piggy Bank Campaign. With the help of many volunteers and an active planning committee, the Mile of Quarters was supported by 42 local organizations, generating over \$14,500 in contributions.



This year-long campaign encourages individuals and organizations to collect loose change in plastic piggy banks to support our prevention education program, Project PANDA, and CHC patients and their families in need during the holiday season.

Kim's Story

I have been in recovery from my addiction for four years and I have been taught the skills I need to live an independent, drug-free life. I am working on my college degree and will be graduating this year. Today, I continue to receive support from my counselor, Barb, and everyone else at the CHC. My life and my daughter's life is better because there was help available for us.

Why did I first come to CHC? Because my child's life and our future were that important to me.

THE FUTURE

At the Community Health Center we strive to fulfill our mission and provide quality services that raise the standards in the healthcare arena. We continue to set new goals that grow our organization and our scope of care for our patient population.

In the next twelve months our organization will expand to provide housing services in Stark and Wayne Counties, serving a diverse population of people from HIV Positive individuals to the elderly. Horizon House will add depth to our Adolescent Services by offering housing to young adults between the ages of 18–21, while our prevention education services will continue to grow and reach more children through programs like Project THRIVE and PANDA.

Our outlook is positive. With continued budget constraints, we continue to diversify and build our organization to be less dependent on one large funding source and more independent to do well and do good in our community.

COMMUNITY HEALTH CENTER BOARD OF DIRECTORS

The community leaders below are volunteers that lend their time and expertise on the Community Health Center Board of Directors. The accomplishments of 2004 are in great part due to their support and dedication of our mission.

Michael T. Callahan, President
Attorney at Law

William C. Laymon, Vice-President
Retired, Acme Corporation
President, Summit Co. Chapter of MADD

Diana Zaleski, Treasurer
Summit County Clerk of Courts

Theresa Carter, Secretary
Director, OMNOVA Solutions Foundation

Jill P. Adams,
Public Relations Officer, Office of the Summit
County Executive

Drew Alexander
Sheriff, County of Summit

Alan G. Arthurs
President, AGA Enterprises, Inc

Michael J. Beaven
M.J. Beaven Agency, Inc.

Steve Brubaker
VP Corporate Affairs, InfoCision Management Corp.

J.C. (Jack) Clifford
Retired, General Manager, Laidlaw

Janet M. D'Antonio
Councilwoman, City of Stow

John F. Herwick
President, NAI Cummins Real Estate

Douglas C. Mory
VP Private Client Services, FirstMerit Bank

Robert J. Papa
CRA Officer, Bank One

Susan Reilly
Attorney at Law

Brenda A. Robinson
Admin Assistant, Child Support & Enforcement Agency

Julia Sigel
Administrative Assistant, Summit County Engineer

Donzell S. Taylor
President, Welty Building Company Ltd.

Richard Wood
Field Sales Engineer, Bosch Rexroth Corp.



COMMUNITY HEALTH CENTER FOUNDATION BOARD OF TRUSTEES

Since 1992, the Community Health Center Foundation has raised over \$500,000 for the support of the Community Health Center's programs and services. This achievement was made possible through the leadership of the following dedicated Board of Trustees:

Honorable Lynne S. Callahan, President
Judge, Akron Municipal Court

Kimberly A. Zurz, Board Member Emeritus
Ohio State Senator

James R. Ranftl, Vice President
Attorney at Law, Burdon & Merlitti

Nancy M. Mahoney, Secretary/Treasurer
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Funeral Director, Donovan-Bagnoli Funeral Home

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Regina Gaines
Outreach Coordinator,
Child Support and Enforcement Agency

A. Ronald Kara
President, Great Lakes Industrial Knife Company

Owen A. Kelly
President, Alcon Tool Company

Kenneth D. Kindleburg
Field Manager, IBM Printing Systems

Dr. Michael D. Mackan
Director, EMS Activities, Summa Health System

William D. Mowery, Jr.
Third-Ward Councilman, City of Norton

Deanna M. Rice
Consultant, Universal Nursing Services, Inc.

Charles E. Yost
Operations Coordinator, Knights Runners Club





Theodore P. Ziegler, CEO
Janet L. Wagner, COO
Pamela J. Crislip, CFO

ADMINISTRATION

The accomplishments of our programs would not be possible without the support of many staff members in our administrative support units.

Medical Information Services

During 2004, CHC admitted 2,361 new patients while 2,495 patients were discharged. The clerical staff transcribed 18,589 reports and typed 232,187 lines of data. There were 2,350 individual records sent to long-term storage. The medical records staff also received and filed an average of 1,300 clinical documents per day.

Information Technology

The Department of Information Technology is responsible for the operation and maintenance of 253 computing devices, many of which run 24 hours a day, 7 days a week at four CHC locations. In 2004, our IT Department made 1,108,140 hours of computing time possible. In addition, they maintained and updated our public web site and our intranet system, making the idea of a "paperless office" more of a reality. The IT Department also designed new web sites for the CHC—www.comhealthcenter.org—and Ohio Multi-County Development Corporation—www.omcdc.org.

Fiscal Department

The Fiscal Department at CHC handles all first and third party billing, payroll benefits for employees and budgets for every program while managing 25 funding sources. In 2004 over \$10 million in checks were

written to our 2,126 vendors and \$7 million in payroll and benefits were processed for the 225 employees at the CHC.

Environmental Services

The Department of Environmental Services maintains approximately 205,000 square feet of CHC property which includes four campuses, a storage facility and 10 housing programs. In addition, the Environmental Services staff serves as security guards, handymen, landscapers and parking lot monitors—each function an invaluable asset when running a multi-faceted organization.

Communications and Public Relations

In 2004, the Communications Department was responsible for all public events sponsored by the Community Health Center including, ribbon cutting ceremonies, fundraisers and open houses. Seven new brochures were designed and published for various programs and three issues of the *Straight News* were distributed to over 5,000 citizens. Nearly 1,000 press kits and informational packages were mailed out in 2004, and for the first time, the Community Health Center reached out to a new market via television commercials on four major network stations.

Accreditations, Licenses and Certifications

Rigorous evaluation. National recognition. A commitment to quality. These are some of the things that accreditation by the Joint Commission on Accreditation of Health care Organizations means to us.

We voluntarily take part in the accreditation process to guarantee that the health care we provide is the best it can be. We seek accreditation from the Joint Commission because it is the industry leader and symbolizes excellence, experience, and professionalism...qualities we embrace on a daily basis.

Most importantly, our accreditation demonstrates that improving patient care is our ongoing commitment. It means that the quality of the health care we deliver is our top priority.

Joint Commission on Accreditation of Health care Organizations (JCAHO) ■ Ohio Department of Alcohol and Drug Addiction Services ■ Ohio Department of Health ■ Ohio State Board of Pharmacy ■ Ohio Civil Rights Commission (HEW 504) ■ Federal Drug Enforcement Administration ■ Substance Abuse Mental Health Services Administration (SAMHSA) ■ Clinical Laboratory Improvement Amendments, CLIA ■ Medicaid Certified Treatment Agency ■ City of Akron Health Department ■ Ohio EPA Certification ■ Ohio Department of Human Services

The Community Health Center holds contracts with:

County of Summit Alcohol, Drug Addiction and Mental Health Services Board ■ County of Summit Department of Job & Family Services ■ County of Stark Alcohol and Drug Addiction Services Board ■ Center for Substance Abuse Treatment (CSAT) ■ Department of Housing and Urban Development (HUD) ■ Ohio Department of Alcohol and Drug Addiction Services ■ Ohio Department of Development ■ County of Summit Family and Children First Council ■ Ohio Department of

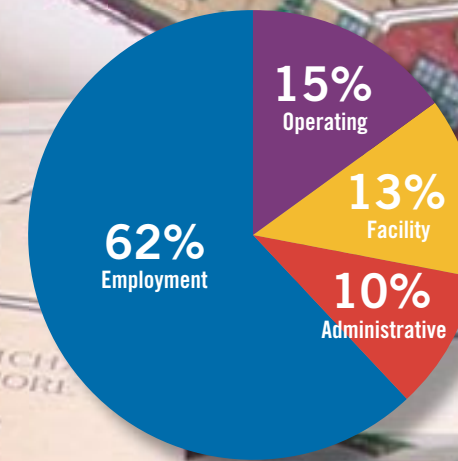
Criminal Justice ■ Akron Health Department ■ Akron Metropolitan Housing Authority (AMHA) ■ Akron Public Schools ■ Area Agency on Aging ■ Community Health Center Foundation ■ Summit County Juvenile Court ■ U. S. Department of Juvenile Justice ■ Ohio Department of Youth Services ■ Chicago Federal Home Loan Bank ■ Summit County Housing Advisory Board

The Community Health Center accepts most insurance plans including:

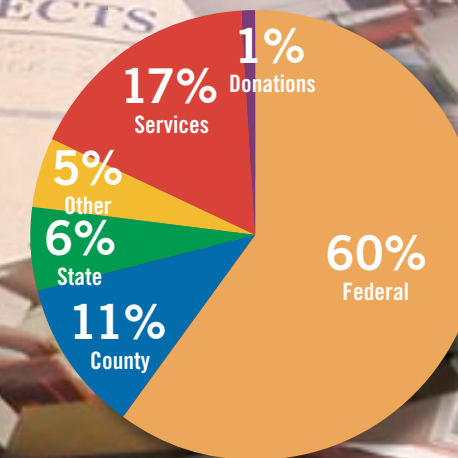
Medicare/Medicaid ■ Akron City Health System ■ Akron General ■ Anthem Blue Cross/Blue Shield ■ Blue Cross, Blue Shield ■ Bureau of Worker's Compensation ■ Buckeye Network ■ Cigna

Chandler Group - Direct Care America ■ Chandler Group - Primary Health care Services ■ Chandler Group - Creative Health Plans ■ Emerald Health ■ Flora Health Network ■ HMO Medicaid ■ Medical Mutual ■ MultiPlan, Inc. ■ Napoli & Associates ■ Open Access ProAmerica ■ United Health Care ■ Private Health care Systems ■ Renaissance Health Plan ■ Summa ■ SummaCare Health Plan

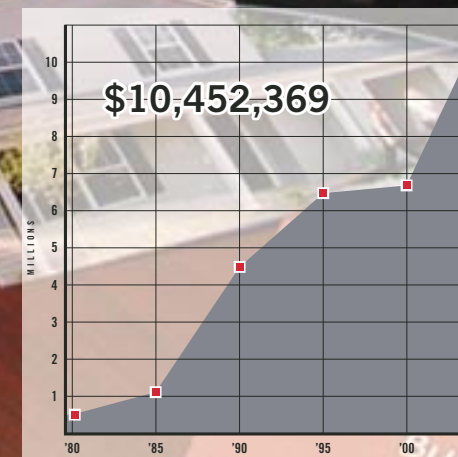
Additional Health care networks are also accepted.



Expenses



Revenues



Growth in Revenue to 2004

FINANCIALS

PATIENT DATA	2004	2003
CHC Patients	8,161	7,732

ETHNIC GROUPS	2004	2003
White	60%	58%
Black	37%	39%
Other Minority	3%	3%

AGE	2004	2003
0-9 yrs.	5%	8%
10-19 yrs.	36%	30%
20-29 yrs.	17%	18%
30-39 Yrs.	16%	16%
40-49 Yrs.	17%	19%
50-59 Yrs.	6%	6%
60-69 Yrs.	1%	1%
70-79 Yrs.	< 1%	1%
80+ Yrs.	< 1%	1%

GENDER	2004	2003
Female	48%	44%
Male	52%	56%

REFERRAL SOURCES	2004	2003
Self	34%	29%
Alcohol/Other Provider	16%	18%
Other Health Care	2%	1%
School	< 1%	1%
Employer	1%	1%
County Human Services	8%	9%
Community	1%	3%
Court/Criminal Justice	37%	38%

HOUSEHOLD INCOME	2004	2003
\$0-5000	50%	54%
\$5,000-10,000	21%	20%
\$10,001-15,000	10%	11%
\$15,001-20,000	7%	6%
\$20,001-25,000	3%	3%
\$25,001-30,000	2%	1%
\$30,001-35,000	1%	1%
\$35,001-40,000	1%	1%
\$40,001-45,000	1%	1%
\$45,001-50,000	1%	1%
\$50,001 +	2%	1%

OFFICES & LOCATIONS

North Campus

Community Health Center
725 East Market Street
Akron, Ohio 44305
P: 330.434.4141
F: 330.434.7125

South Campus

Community Health Center
702 East Market Street
Akron, Ohio 44305
P: 330.434.4141
F: 330.996.5142

Community Health Center
Foundation
702 East Market Street
Akron, Ohio 44305
P: 330.315.5590
F: 330.996.5142

West Campus

RAMAR
380 South Portage Path
Akron, Ohio 44320
P: 330.996.5114
F: 330.434.7885

Southwest Campus

Gate House of Summit County
680 East Market Street, Suite 209
Akron, Ohio 44304
P: 330.315.3764
F: 330.315.6926

Ohio Multi-County Development Corp.
680 East Market Street, Suite 307
Akron, Ohio 44304
P: 330.315.3718
F: 330.374.5117

Southeast Campus

Summit Terrace
697 Waterloo Road
Akron, Ohio 44306
P: 330.724.9211

Community Pride Programs

Joy Park Homes
525 Fuller Street
Akron, Ohio 44306
P: 330.773.8820
F: 330.773.3199

Van Buren Homes
Van Buren Road
Barberton, Ohio 44203
P: 330.753.1350

Community Health Center

725 E. Market Street
Akron, Ohio 44305
330.434.4141
www.commhealthcenter.org