

Community
Health Center
Annual Report
2010



**BREAK
THE
CYCLE
OF ADDICTION**



ADDICTION
DOESN'T
DISCRIMINATE

BREAK THE CYCLE...

Each patient travels a different path to recovery and at Community Health Center our goal is to offer them as many options as possible to address their personal healthcare and wellness needs. In this annual report you will see the different ways we strive to help the individuals we serve break the cycle of addiction.

With today's strained economic environment, we are consistently asked to do more with less and *break the cycle* of the way we traditionally operated, forcing us to reexamine every dollar we spend. We have to be inventive and open to new possibilities. That's why in 2010 CHC joined three other large behavioral healthcare organizations to develop Prism Health LLC, a collaboration that will create opportunities for providers, patients, and employees (read more on page 17).

As you skim the pages of this report my sincere hope is that you will *break the cycle* of the way you define a stereotypical "addict." There is no one who addiction cannot affect, and everyone has a unique background and story. Whether or not a person chooses CHC or another treatment organization to help them address their disease, it's important that our community recognizes the crucial need of comprehensive addiction and mental health treatment now and in the future.

In good health,



Theodore P. Ziegler
Chief Executive Officer, Community Health Center

COMMUNITY HEALTH CENTER MISSION

STATEMENT OF PURPOSE

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.

MISSION STATEMENT

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.

WWW.DISCOVERCHC.ORG



TREATMENT PROGRAMS

ASSESSING THE NEED

Our Diagnostic Department is the first step in treatment for new patients at CHC. Using various assessment tools, an individual's mental and physical health is measured. We recognize that there is no single treatment modality that is appropriate for all patients. Treatment begins with an in-depth assessment where the chemical dependency and mental health problems are identified as well as other areas of concern, including criminal involvement, family issues and education/vocation deficiencies. A treatment plan is designed with all the needs of the patient in mind. Our treatment staff assists our patients through the recovery process, which can last as little as 90 days to several years.

2010 STATS | Patients seen in 2010: 1,746 | Average length of an assessment: 3 hours

DIRECTTHERAPY

CHC is on the cutting edge of treatment technology, completing the first year of our new video therapy program DirectTherapy in 2010. Directtherapy.org is a place to receive treatment online for mental health and substance abuse disorders via video conferencing. This new technology allows CHC to serve more patients and eliminates the stigma associated with receiving treatment. CHC leaders successfully advocated for the endorsement of video therapy at the state level through the Ohio Department of Mental Health and the Ohio Department of Alcohol and Drug Addiction Services.

MEDICATION-ASSISTED TREATMENT FOR OPIATE ADDICTION

One of only ten regional methadone clinics in Ohio offering methadone maintenance and detoxification treatment for opiate addiction. Methadone has been identified as the single most effective treatment for opiate addicts. Methadone maintenance is a daily routine.

INTENSIVE OUTPATIENT PROGRAM

Provides a therapeutic multi-disciplinary program designed to promote the recovery process through three levels of treatment including group and individual counseling, case management, vocational development, community support groups and reintegration programming.

ADULT COUNSELING

Includes weekly individual counseling and referrals to a wide array of chemical dependency and specialty groups providing education, peer support and accountability which have been proven to aid patients in the recovery process. Medical and housing assistance services may also be provided.

MENTAL HEALTH SERVICES

CHC offers mental health services to those adult patients who have Medicaid or who are currently enrolled in services for chemical dependency. Our qualified staff provide one-on-one counseling and group sessions for most primary mental health disorders including post partum depression, bipolar disorder, depression and much more.

2010 STATS | Patients seen in our adult behavioral health programs: 4,644

Mike is a sophomore in college. Just two years ago, though, he was in high school and in the grips of an addiction he rapidly formed to marijuana after trying it with some friends at the local skate park...



ADOLESCENT

His parents did everything right: they live in a nice area, provided a great education for their children, offering their son all the opportunities in the world, yet Mike was still susceptible to addiction. Mike's mom, Lori, remembers the moment she realized something wasn't right, "He couldn't even bring himself to enjoy family life anymore. He avoided us and rarely smiled or laughed, he was clearly not himself. Addiction was something we thought we could discipline our son out of, and after four months, we realized he was lost in addiction and we were devastated." Mike and his family give credit to Summit County Juvenile Court and residential rehab for helping Mike choose sobriety. But it was Tiffanie Ferguson, his counselor at CHC, who provided skilled treatment after rehab. "Tiffanie gave Mike and our family the support we needed. We never dreamed we'd have to deal with addiction, but we're just so grateful that quality treatment is available at CHC."

After two years in treatment, Mike still comes to CHC for support and inspiration. "At the beginning of treatment I did not want to change and did not know what I was in for, but I stayed sober because I had to. Now I know the full experience of sobriety, and today I stay sober because I want to. Today I know freedom," explained Mike. He also recently became a licensed chemical dependency counselor assistant and plans to become an independently licensed counselor one day and work with other young people struggling with addiction.

ADOLESCENT TREATMENT PROGRAM

Designed to address the specific needs of teenage patients. Focus includes family and peer group counseling as well as anger management and other specialized group therapies. New in 2010, the CHC adolescent department began offering an Adolescent Intensive Outpatient Program (IOP). This structured 3-4 day per week program, which is held after school, provides greater accountability and therapeutic contact with the youth and their families.

2010 STATS | Patients seen: 275 | Average length of stay in program: 6 months

WOMEN'S RECOVERY

Program strives to remove barriers for women who are struggling with an alcohol or chemical dependency addiction using trauma-informed care. These barriers are removed through child care assistance, peer support groups, parenting education and transportation assistance. Focus includes treatment for addicted pregnant women and post partum mothers.

2010 STATS | Patients seen: 452 | Number of drug-free babies born: 45 | Average length of stay in program: 2 years

RESIDENTIAL TREATMENT AT RAMAR

At the Rocco Antenucci Memorial Adult Residential Center patients receive support during every stage of recovery in an inpatient environment. Treatment includes group and individual counseling and development of recovery skills. Most patients graduate into outpatient care.

2010 STATS | Number of beds: 28; 14 for males and females respectively | Patients seen: 325

COMMUNITY CLUBHOUSE FOR BRAIN INJURY

A community based program offering long-term support for individuals with brain injuries. The Clubhouse focuses on re-entry activities and a work-ordered day for members including cooking, gardening, office work and other pre-vocational training. The Clubhouse is also a certified Ticket-To-Work organization through the State of Ohio and works to place its members in temporary and permanent employment opportunities.

2010 STATS | The Clubhouse serves about 20 members per week.

At the Community Clubhouse for Brain Injury, members work with the Master Gardeners of Summit County to grow vegetables, herbs and to beautify the grounds located around the Clubhouse.

Project PANDA doesn't stop
when the school year ends...



WRAP-AROUND SERVICES

...Twenty-nine students and three adult volunteers attended the Youth-to-Youth Leadership & Prevention Conference this past summer in Columbus. The Summit County ADM Board provided scholarships for the students to attend. This program is a great example of prevention funding in action — PANDA has been effectively reaching out and educating students about the effects of drug and alcohol abuse since 1985.

Wrap-around service is our term for the supplementary programs we offer to aid in the recovery process. These services address the external needs of our patients beyond the traditional therapy prescribed.

OUTREACH

The outreach programs at Community Health Center are designed for two reasons — to prevent problems, such as drug abuse, before they start or to provide aftercare once recovery has been obtained. Both functions of our outreach programs serve as a safety net in the community. These programs all have a strong education component whether for teaching teens how to say no to drugs or by showing recovering adults how to utilize the programs available to them in the community.

Project PANDA The goal of PANDA (Prevent And Neutralize Drug and Alcohol Abuse) is to educate middle school students, 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-school clubs, and is continued through the student-run web site, www.projectpanda.org.

2010 STATS | Students: 345, representing 22 area schools in six counties | Volunteer staff: 31 adults and 22 youth

Help Me Grow Free home-visitation program that supports families of children from birth to age three. The goal is to strengthen the child's development and give them the best chance possible to achieve success by assisting with positive parenting skills and access to the community network of services.

2010 STATS | Children served: over 200 | Funded by the Summit County Family & Children First Council

Case Management Services Often times, our case managers are the glue that holds our patients' treatment plans together. Case managers help patients navigate the services available to them in the community, provide transportation and overall support as they are in the healing process.

2010 STATS | Number served: 2,079

MEDICAL SERVICES

Battling an addiction is very difficult, but nearly impossible if you are also struggling with a chronic health condition. At Community Health Center we strive to treat the entire patient, and that includes the primary health care needs of them and their families.

Community Health Center Family Practice

All patients have access to primary health care services at our Family Practice. Additionally, the practice offers a Suboxone treatment program. This is an opiate replacement therapy program for patients addicted to prescription pain killers. Patients are referred by their general practitioner or can seek help personally.

Suboxone therapy lasts about four months and is medically monitored by our doctor with weekly visits and urine drug screening.

The CHC Family Practice treated nearly 600 patients. | **2010 STATS**

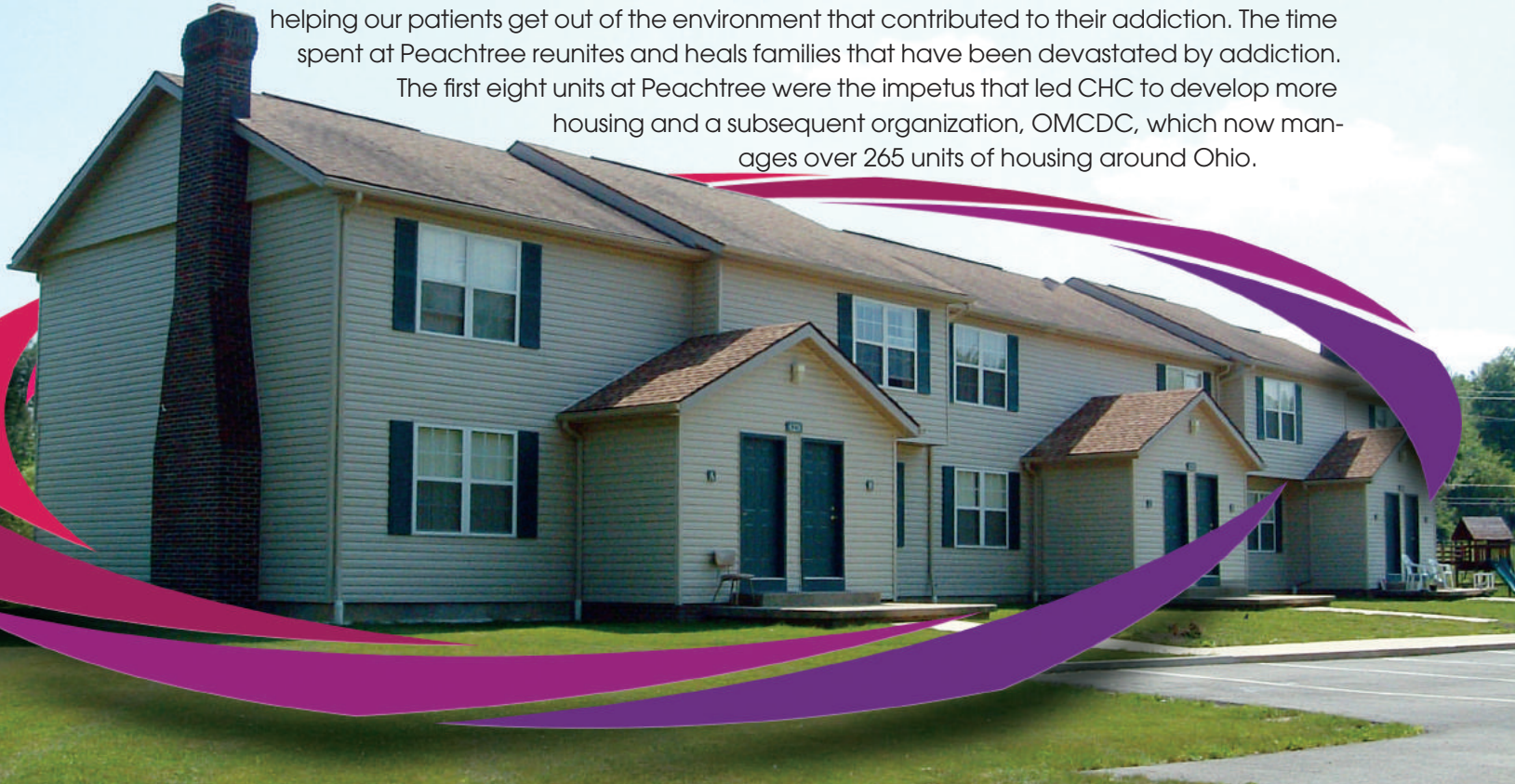
EAP & Drug Free Workplace Program Our Employee Assistance Program focuses on helping companies develop policies and procedures to decrease workplace accidents and workers' compensation claims. We provide DOT physicals, on-demand drug testing, on-site trainings and annual flu shot clinics.

Our EAP program served 267 companies. | **2010 STATS**

Laboratory Services Thousands of patients that come in our doors every year come for one reason only — for a drug test. CHC holds contracts with many local service providers and companies for urine drug screen (UDS) services. CHC provides state-of-the-art services at our main location to provide comprehensive screening as well as other medical laboratory tests.

Our laboratory processed over 338,000 tests. | **2010 STATS**

A DECADE OF HOUSING. CHC opened our first housing for recovering mothers in 2000 called Peachtree Estates. The idea was simple — ensuring long-term sobriety meant helping our patients get out of the environment that contributed to their addiction. The time spent at Peachtree reunites and heals families that have been devastated by addiction. The first eight units at Peachtree were the impetus that led CHC to develop more housing and a subsequent organization, OMCDC, which now manages over 265 units of housing around Ohio.



HOUSING FOR INDIVIDUALS IN RECOVERY

Community Health Center in cooperation with our housing partner, Ohio Multi-County Development Corporation (OMCDC), offers housing as a part of aftercare for individuals in recovery. Our housing programs continue to be a successful component of treatment and illustrates the fact that safe, secure and sober housing improves the likelihood of successful outcomes.

Burton & Sherman Place, Akron
Three-quarter way housing for single men and women just leaving treatment.
Number of units: 8

Pheasant's Run & Quail's Nest, Cuyahoga Falls
Group home for single men and women in recovery
Number of units: 8

Peachtree Estates I, II & III, Cuyahoga Falls
Temporary and permanent housing for single, recovering mothers who were recently reunited with their children.
Number of units: 20

Horizon House, Akron
Scattered group homes for homeless “older adolescents” ages 18–22 years old. Residents are required to be pursuing an education and part-time employment.
Number of units: 16

Summit Terrace, Akron
Housing for single men and women dually diagnosed with chemical dependency, mental illness and/or other disabilities.
Number of units: 21

Project Hope, Summit County
Housing for single men and women in recovery.
Number of units: 20

The community leaders that serve on our Board are volunteers that lend their time and expertise to guide our organization responsibly and effectively. Our accomplishments are in great part due to their support and dedication.

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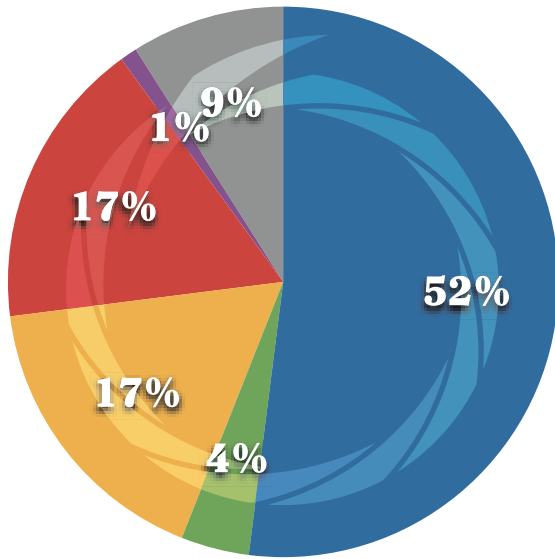


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COMMUNITY HEALTH CENTER BOARD OF DIRECTORS

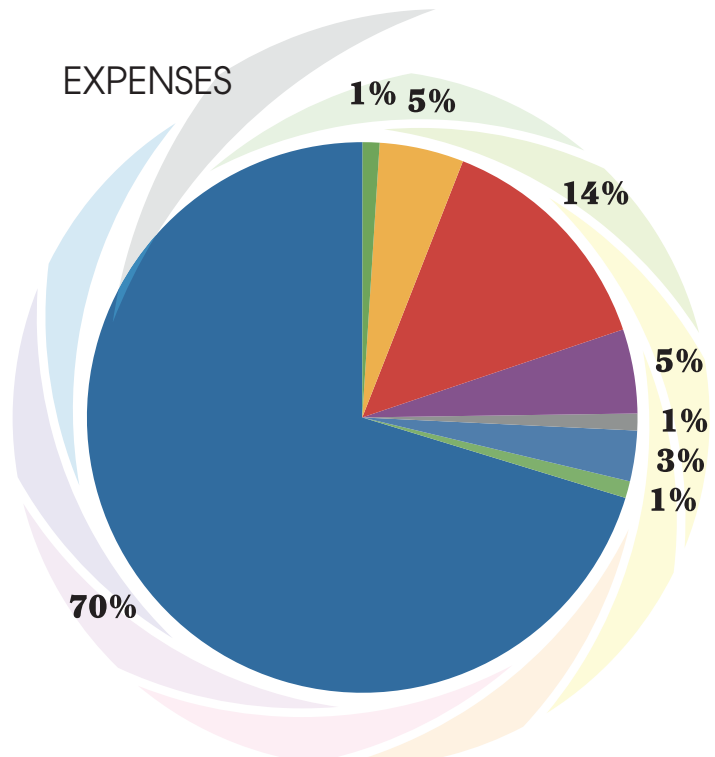
FINANCIALS

REVENUES



- Federal
- County
- Donations
- State
- Other
- Fee for Service

EXPENSES



- Professional Costs
- Professional & Contract Services
- Program Costs
- Occupancy
- Office Expenses
- Advertising
- Staff Development
- Other Expenses

PATIENT DATA		2009	2010	REFERRAL SOURCE		2009	2010	HOUSEHOLD INCOME		2009	2010
Total Patients		6,901	6,526	Self		27%	25%	< \$5,000		57%	56%
Male		59%	55%	Court/Criminal Justice		45%	40%	\$5,000–10,000		16%	19%
Female		41%	45%	Alcohol/Other Provider		13%	16%	\$10,000–15,000		9%	9%
AGE		2009	2010	Other Healthcare		1%	3%	\$15,000–20,000		5%	5%
0–9		4%	5%	School		1%	1%	\$20,000–25,000		4%	3%
10–19		10%	13%	Employer		1%	<1%	\$25,000–30,000		3%	2%
20–29		28%	25%	Co. Human Services		11%	12%	\$30,000–35,000		2%	2%
30–39		24%	21%	Community		1%	2%	\$35,000–40,000		1%	1%
40–49		19%	17%	EDUCATION		2009	2010	\$40,000–45,000		1%	1%
50–59		13%	15%	To 11th Grade		40%	23%	\$45,000–50,000		1%	1%
60+		2%	4%	HS Grad/GED		30%	39%	\$50,000+		1%	1%
ETHNICITY		2009	2010	Some College		13%	18%				
Caucasian		64%	68%	Trade/Tech School		7%	12%				
African American		33%	30%	Associate Degree		6%	5%				
Other		3%	2%	Bachelors Degree		3%	2%				
				Graduate Studies		1%	1%				

TOTAL REVENUES
2009 \$10,898,885.16
2010 \$11,031,950.66

Since 1992, the Community Health Center Foundation has raised over \$1 million for the support of the CHC Mission. This achievement was made possible through the support of our dedicated Board of Trustees.

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The Community Health Center Foundation supports the mission of CHC through fundraising and community development, raising over \$200,000 in 2010. Thank you to our 2010 donors who made our mission possible.

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Comprehensive Behavioral Healthcare

Community Health Center is proud to be a part of Prism Health, an innovative new behavioral healthcare venture designed to create opportunities for providers, customers, and employees.

Prism Health is a collaboration among four of the leading behavioral health companies in Summit County—Child Guidance & Family Solutions, Community Health Center, Community Support Services, and Portage Path Behavioral Health—who collectively serve 33,000 area residents with a full array of behavioral and health services such as outpatient counseling & psychiatry, emergency psychiatric services, case management, crisis intervention, video therapy, addiction treatment, and specialty services like housing, employment, criminal justice

diversion programs, homeless outreach, medical, and other supportive services. Prism Health member agencies employ over 770 people at 20 locations.

Prism Health was born of necessity, as we struggled to keep up with increased demand in the face of shrinking funding. Working together has enabled us to harness our collective purchasing power, eliminate duplication, and realize various efficiencies, the savings from which has allowed us to serve the many people caught in difficult financial circumstances due to the recession while managing to absorb severe cuts in State support.

As we move forward, Prism Health is looking to build a stronger network of care for residents in northeast Ohio. In the coming year we will be creating a Call Center where anyone with a mental health or substance abuse need can call one number and quickly be connected with the appropriate service provider. This service will also be adapted for use online. In addition, the four members are developing “one-stop shops” so all behavioral health needs can be met under one roof.

If you would like more information about Prism Health visit www.prism-health.com.

THE CHC IS FUNDED IN PART BY

City of Akron, Department of Planning & Urban Development
County of Summit Department of Job & Family Services
County of Summit Alcohol, Drug Addiction and Mental Health Services Board
County of Summit Juvenile Court
Social Security Administration
State of Ohio Department of Education
Summit County Family & Children First Council
US Department of Housing & Urban Development
Ohio Department of Development
Ohio Department of Alcohol and Drug Addiction Services
Ohio Department of Mental Health
Akron Metropolitan Housing Authority
Community Health Center Foundation
Akron Public Schools
US Department of Justice Department of Youth Services
Mental Health and Recovery Services Board of Stark County

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American Association of Medical Review Officers
Drug Enforcement Agency
City of Akron
Clinical Laboratory Improvement Amendments (CLIA)
Ohio State Board of Pharmacy
Ohio Department of Health
Ohio EPA Certification
Ohio Department of Human Services
Ohio Department of Mental Health — Medicaid Program



Community Health Center is a contract agency of the County of Summit Alcohol, Drug Addiction and Mental Health Services Board and the Mental Health and Recovery Services Board of Stark County.



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



Focusing On Your Future

725 E. Market Street
Akron, Ohio 44305
330.434.4141

www.discoverchc.org





BREAK THE CYCLE...

Our mission mandates us to maximize our time and resources to help those in need, regardless of their ability to pay. In 2010 we provided \$1,215,080.41 in uncompensated care to our patients without funding from private insurance, governmental bodies or grants. This number highlights our dedication to the health and well being of the individuals and families we serve in the community.

By helping our patients *break the cycle of addiction* we are giving them the power to move beyond their struggles and not only envision, but plan for a sustainable future upon which their recovery can be built.

Community Health Center

Focusing On Your Future

725 E. Market Street
Akron, Ohio 44305

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