

WELCOME



Annual Report 2011



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Welcome Back...

“Welcome back” to another year in the history of Community Health Center.

Our vision has always been to provide comprehensive treatment to those struggling with addiction. Our mission has taken on many shapes in different programs, and through our nearly 40-year history we have become a leading provider of substance abuse treatment, not only in Summit County, but around the state. Today, as you review our latest annual report and review our accomplishments during the last year, my hope is you discover something new, recognize the old us, and most importantly understand what makes CHC a unique and innovative agency.

I have had the honor to serve Community Health Center as CEO since 1980. Through these three decades, I have had a first row seat to the paradigm shift in the addiction field. Once a self-inflicted problem, addiction is now a chronic disease, requiring not temporary relief, but long-term treatment planning, intense programming and aftercare to aid in the entire well-being and recovery of the patient. Likewise, it's during these 33 years I have helped the agency grow from one rented office on West Market Street with a small staff and little financial security into one of the largest in the Summit County ADM System, serving patients at six locations and employing nearly 150 professionals.

This agency was formed in 1974 with an albeit smaller, but similar vision of what we are today. So welcome to CHC today, an agency that takes pride in our accomplishments and grows and changes every year to better serve our patients.

In good health,



Theodore P. Ziegler
Chief Executive Officer

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.commhealthcenter.org



Janet L. Wagner, Chief Operating Officer; Theodore P. Ziegler, Chief Executive Officer; Pamela J. Crislip, Chief Financial Officer

Welcome Back...

CHC expanded to a new location this past Spring, near Downtown Akron at 838 Coburn Street. This once empty 23,000 sq. ft. building is now home to our Women's Recovery Program, Administrative Offices and OMCDC programs — Touchstone Supportive Housing for Women and CommStaff Employment Services.

Assessing the Need Our Diagnostic Department is the first step in treatment for new patients at CHC and 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.

2011
stats

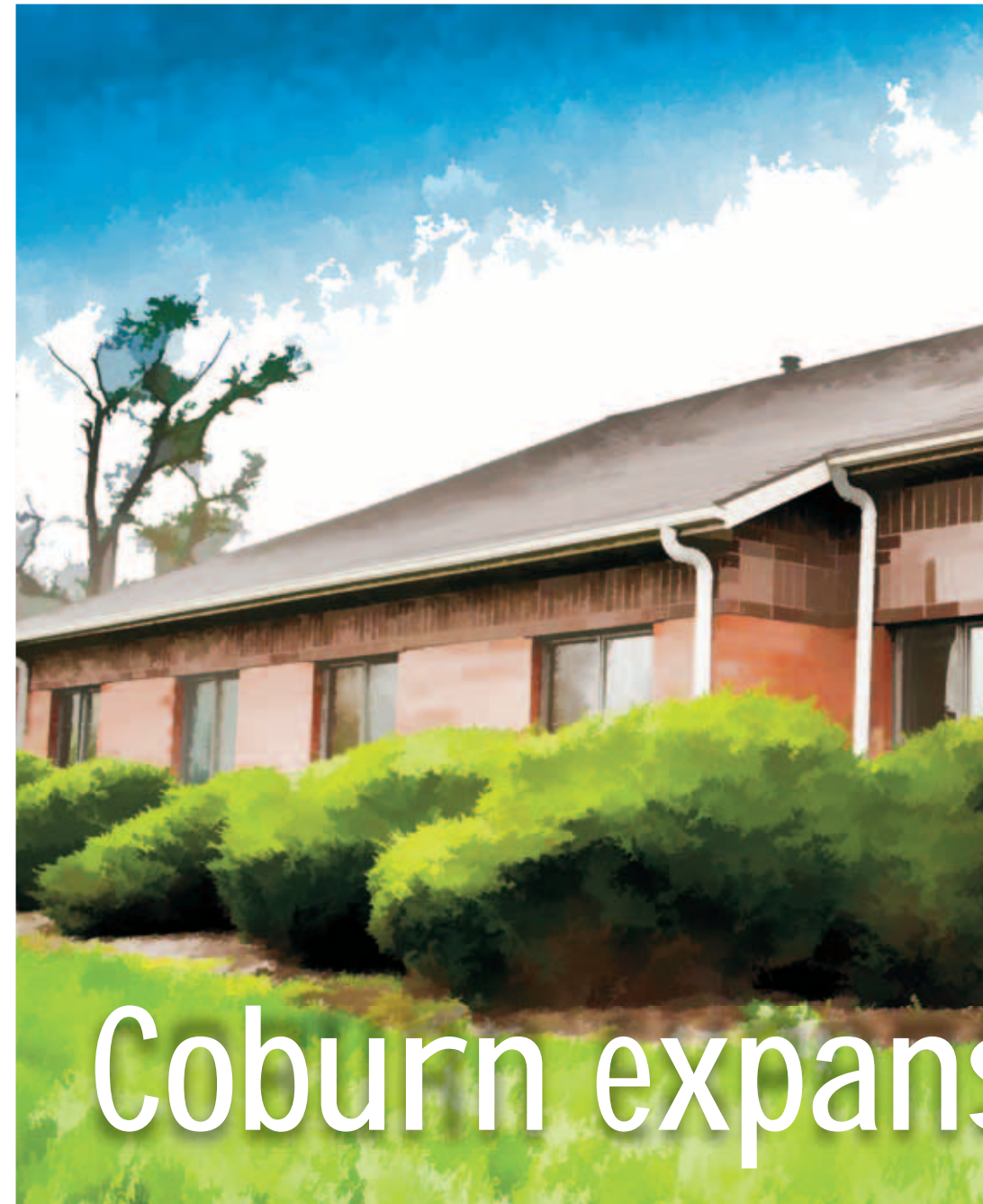
Patients Seen in 2011: 1,249
Average length of an assessment: 3 hours

Women's Recovery Program With the expansion to CHC's Coburn location, the Women's Recovery Program now offers treatment all on one level in a quiet office setting that is totally accessible and removed from the hustle and bustle of the city. With the move, there is also a new space for drop-in child care with licensed staff so women can come to treatment without the stress of finding reliable care.

Operating for 25 years, our 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 trauma-informed care, peer support groups, parenting education and transportation assistance. Focus includes treatment for women on methadone or IOP, addicted pregnant women and post partum mothers.

2011
stats

Patients seen: 367
Number of drug-free babies born: 24
Average length of stay in program: 2 years





Medication-Assisted Treatment for Opiate Addiction One of only eleven 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 and is part of a daily routine for patients. CHC also offers suboxone as a treatment option for patients through our two medical offices.

Patients Seen in 2011: ±400 per annum

2011
stats

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.

DirectTherapy Still one of the most cutting-edge programs in treatment today, our video therapy program is a place to receive treatment online for mental health and substance abuse disorders via video conferencing. Today DirectTherapy is the primary treatment method for women living at Touchstone Supportive Housing and has proven to be a successful way to engage in the treatment process. Individual and small group counseling takes place using this program.

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, stress management and much more.

Patients seen in our adult behavioral health programs: 3,071

2011
stats

Welcome Back...

CHC expanded to this building in 2000, with the goal of treating our adolescents in a “doctor’s office setting” to de-stigmatize treatment. Until this year, however, the building housed more administrative staff than adolescent counselors. Today, this location is completely dedicated to two crucial areas of our business — Adolescent Treatment and CHC Medical Services. This move fulfills our true mission for adolescent treatment and both programs have a renewed focus on treating patients with specialized needs.

Adolescent Treatment Program This program continues to grow, and with its expansion is now one of the largest provider of substance abuse treatment for adolescents in the county. Our focus continues to be on the teenage patients’ needs; therefore, we offer an Adolescent Intensive Outpatient Program (IOP). This structured 3–4 day per week program, which is held after school (with a meal), provides greater accountability and therapeutic contact with the youth and their families. We also have expanded group room space that is more teen-friendly, offer animal-assisted therapy and many more specialized programs. Also, the only Young People’s AA group in Summit County is held weekly at CHC. For more information about this program call 330-315-3789.

2011
stats

Patients seen: 935
Average length of stay in program: 6 months

Harvard is an 8-year-old golden retriever/shelty mix that was found on Harvard Avenue in Cleveland by his owner, Anna Perriello, PCC-S. Last year, Anna completed a behavioral training course with Harvard and he was able to become a licensed therapy dog in our Adolescent Department. Research shows therapy dogs like Harvard help ease anxiety and help build a good rapport between the counselor and patient.



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MEDICAL SERVICES

Community Health Center strives to be diverse in our program offerings, that's why we offer treatment programs beyond the traditional social service agency. Programs like these below help further the recovery of our patients in treatment but they also strive to enhance the health of the general public.

Community Health Center Medical Center & Laser Services The location (pictured left) is also home to our medical department, serving the general public. Services include: internal medicine, Suboxone treatment, outpatient surgical procedures and cosmetic laser services all in one office. Our cosmetic laser is perfect for patients who are looking to remove tattoos, age sun spots, wrinkles, birthmarks and unwanted hair. Laser treatment is a safe, non-invasive way to address cosmetic needs without visiting a dermatologist or plastic surgeon. Consultations can be scheduled the same week. Call 330-315-3706 for more information.

Patients receiving medical services at CHC: 1,515

2011
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.

In 2011 our EAP program served 179 companies.

2011
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.

In 2011 our laboratory processed over 338,000 tests.

2011
stats

Welcome Back...

CHC's PANDA program has been in operation for over 25 years. This is truly a grassroots program, captivating an audience of teens from nine different school districts. In the past year PANDA has appreciated the continued support of the Summit County ADM Board to help provide scholarships for students to attend camp as well as sending several young people to the National Youth-to-Youth Conference in Memphis. One of the best kept secrets in our agency, PANDA has a following all its own with a strong volunteer base, a student-run website and hundreds of loyal campers, this program is one to watch! Follow them on Facebook at www.facebook/projectpanda.

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 after care 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 Drugs and Alcohol) 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.

2011
stats

Students participating: 345, representing 9 area schools in six counties
Number of volunteers: 31 adult staff and 22 youth staff
Student-run web site: www.projectpanda.org



Students experience the Youth-to-Youth conference this year thanks to the Summit County ADM Board.





Services

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 him or her the best chance possible to achieve success by assisting with positive parenting skills and access to the community network of services.



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

2011 stats

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.

Number served: 2,145

2011 stats

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, speech and occupational therapies and much more. 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.



The Clubhouse serves about 10-15 members per week.

2011 stats

Welcome back...

RAMAR—the Rocco Antenucci Memorial Adult Residential Center—opened in 1983. This building was Community Health Center's first major growth in the addiction treatment field as well as the first property owned by the agency.

In 2012 the agency, along with the Community Health Center Foundation, invested over \$100,000 in renovation to improve all areas of the facility including a new lobby, group rooms, cafeteria and new bedroom suites for 28 residents. These improvements not only enhance this location but also the experience for our residents during a crucial time in their recovery. RAMAR is truly poised for the future of healthcare.

Residential Treatment At RAMAR 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.

Number of beds: 28; 14 for males and females respectively

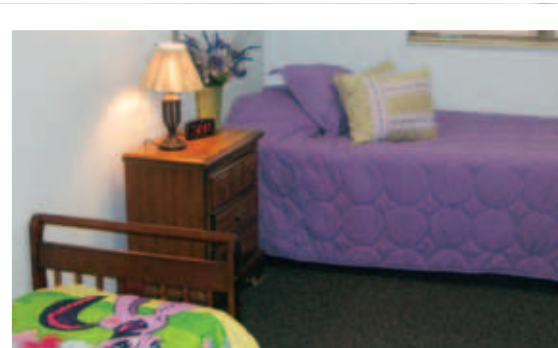
Patients seen: 205

HOUSING PROGRAMS CHC in cooperation with our housing partner, Ohio Multi-County Development Corporation (OMCDC), offers housing as a part of after-care for individuals in recovery. Our housing programs continue to be a successful component of treatment and illustrate the fact that safe, secure and sober housing improves the likelihood of successful outcomes.

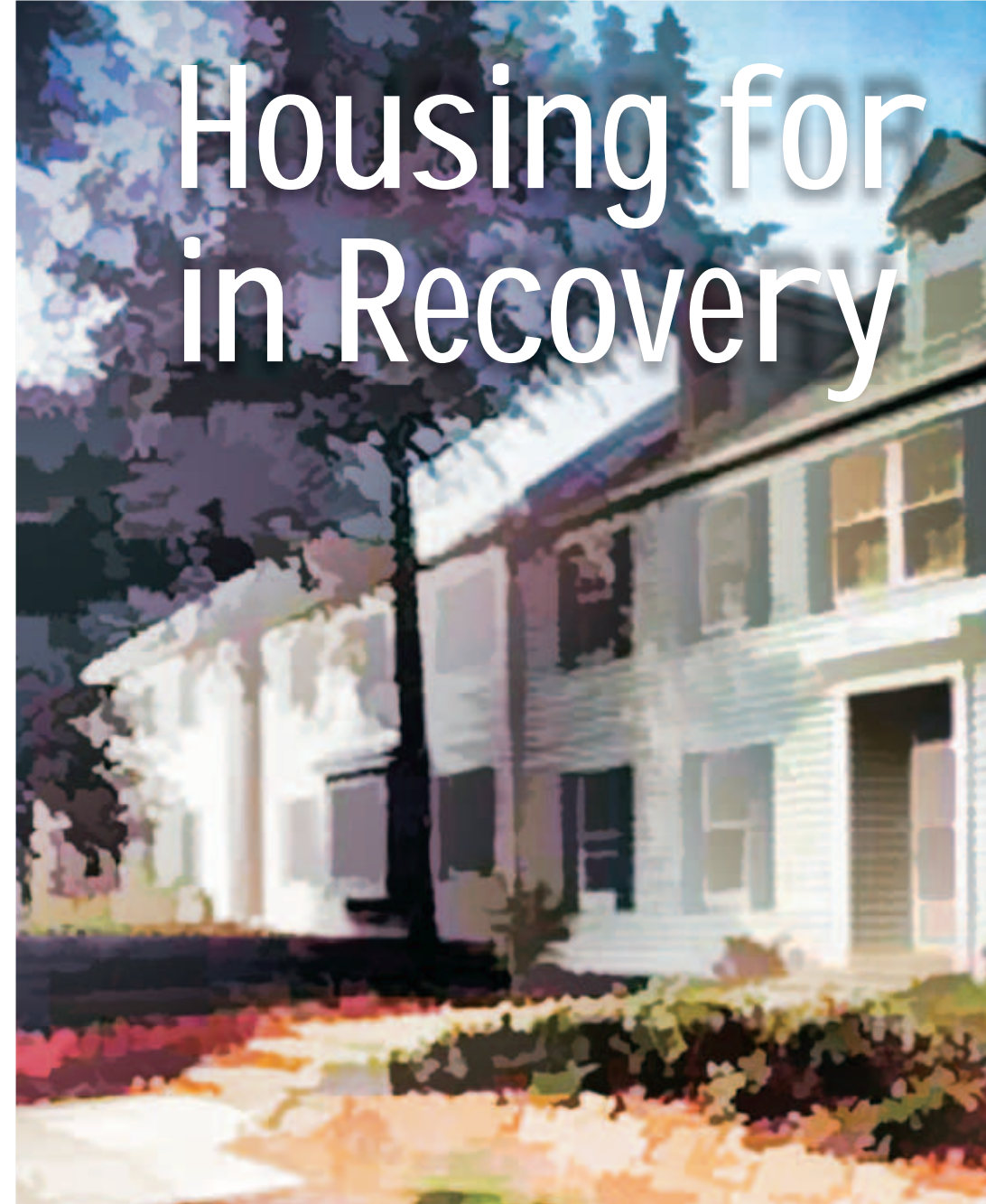
Touchstone Supportive Housing Transitional housing for single women while they continue treatment. Women with Medicaid (in or outside of Summit County), those with children/who are pregnant or disabled are eligible.

Number of Units: 16 semi-private suites, full service on-site child care, dining and laundry

Location: City of Akron



Touchstone opened in May 2012 and offers 16 semi-private suites for women.



A new lobby and group rooms were part of the 2012 renovations made to RAMAR.

Individuals



BURTON & SHERMAN PLACE

Three-quarter way housing for single men and women just leaving treatment.

Number of units: 8

Location: City of Akron

PHEASANT'S RUN & QUAIL'S NEST

Group home for single men and women in recovery.

Number of units: 8

Location: City of Cuyahoga Falls

PEACHTREE ESTATES I, II & III

Temporary and permanent housing for single parents who were recently reunited with their children.

Number of units: 20

Location: City of Cuyahoga Falls

HORIZON HOUSE

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

Location: City of Akron

SUMMIT TERRACE

Housing for single men and women dually diagnosed with chemical dependency, mental illness and/or other disabilities.

Number of units: 21

Location: City of Akron

PROJECT HOPE

Housing for single men and women in recovery.

Number of units: 20

Location: scattered apartments throughout Summit County

Community Health Center Board of Directors

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.



Papa



Mory

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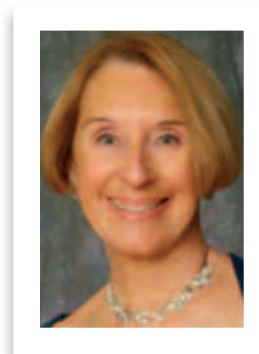
Mike Freeman
Akron City Council, Ward 9

Artina McElroy
*Director of Community Relations,
Buckeye Community Health Plan*

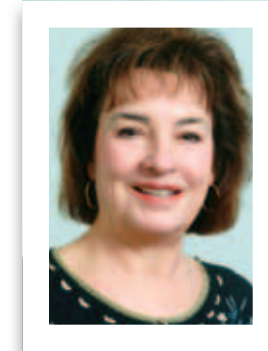
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Michael J. Robinson
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Diana Zaleski
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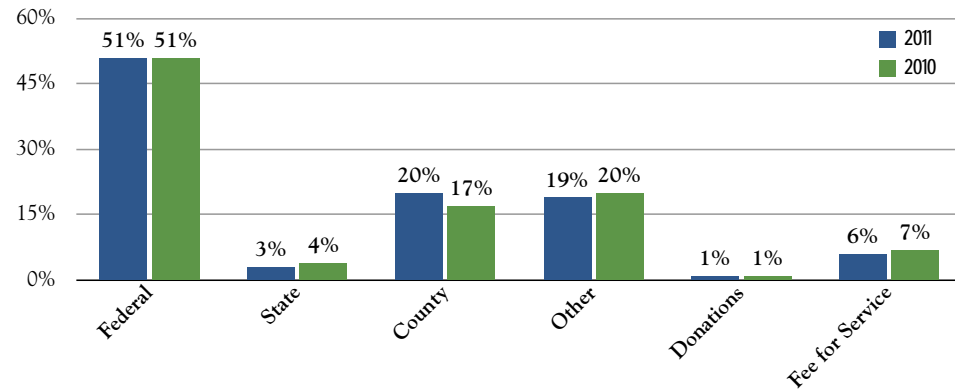
D'Antonio



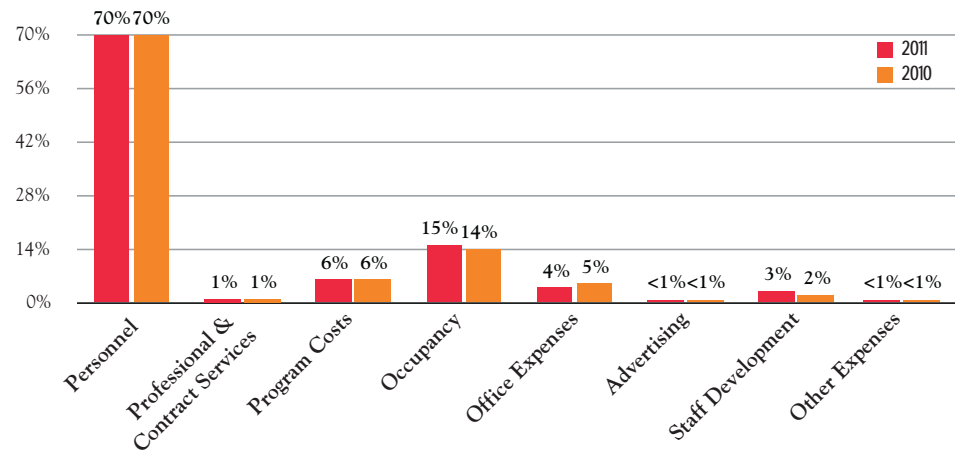
Sigel

Financials

REVENUES



EXPENSES



Total Revenues

2010 \$11,031,950
2011 \$10,760,676

| Patient Data | 2011 | 2010 |
|-------------------|-------|-------|
| PATIENTS | | |
| Total | 6,893 | 6,526 |
| Male | 54% | 55% |
| Female | 46% | 45% |
| AGE | | |
| 0-9 | 4% | 5% |
| 10-19 | 12% | 14% |
| 20-29 | 25% | 26% |
| 30-39 | 24% | 21% |
| 40-49 | 17% | 16% |
| 50-59 | 14% | 14% |
| 60+ | 4% | 4% |
| ETHNICITY | | |
| Caucasian | 66% | 68% |
| African American | 31% | 30% |
| Other | 3% | 2% |
| EDUCATION | | |
| Up to 11th grade | 34% | 23% |
| HS Grad/GED | 37% | 39% |
| Some college | 16% | 18% |
| Trade/Tech school | 4% | 12% |
| Associate Degree | 6% | 5% |
| Bachelors Degree | 2% | 2% |
| Graduate Studies | 1% | 1% |

| Patient Data | 2011 | 2010 |
|-------------------------|------|------|
| REFERRAL SOURCE | | |
| Self | 22% | 25% |
| Court/Criminal Justice | 44% | 40% |
| Alcohol/Other Provider | 14% | 16% |
| Other Healthcare | 4% | 3% |
| School | 1% | 1% |
| Employer | 1% | <1% |
| County Human Services | 13% | 12% |
| Community | 1% | 2% |
| HOUSEHOLD INCOME | | |
| < \$5,000 | 58% | 56% |
| \$5,000-10,000 | 19% | 19% |
| \$10,000-15,000 | 8% | 9% |
| \$15,000-20,000 | 6% | 5% |
| \$20,000-25,000 | 3% | 3% |
| \$25,000-30,000 | 1% | 2% |
| \$30,000-35,000 | 1% | 2% |
| \$35,000-40,000 | 1% | 1% |
| \$40,000-45,000 | <1% | 1% |
| \$45,000-50,000 | <1% | 1% |
| \$50,000+ | 1% | 1% |

Our mission mandates us to maximize our time and resources to help those in need, regardless of their ability to pay. In 2011 we provided \$1,441,592 in uncompensated care to our patients without funding from private insurance, governmental bodies or grants. This number represents our commitment to the health and well being of the individuals and families we serve in the community.

Donors

Thank you to the individuals and corporations that supported Community Health Center in 2011.

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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
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Ohio Department of Mental Health
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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

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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

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