

Community Health Center

AKRON OHIO

Annual Report 2009



702

Community Health Center



Focusing On Your Future

AN AFFILIATE OF THE COUNTY OF SUMMIT ALCOHOL, DRUG ADDICTION & MENTAL HEALTH SERVICES BOARD



NO DRINKING AND
SMOKING BEHIND
COURTESY
HERE



Focusing On Your Future

www.discoverchc.org

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.

About the Cover China is a true portrait of recovery and perseverance. After residential treatment for a heroin addiction, China became a resident of CHC's Peachtree Estates (pg. 14) for two years. During that time, she was able to regain permanent custody of her daughter and continue the recovery process in a safe, stable environment. Today, China owns a home, has a full time career as a graphic designer and gives back to her community in many ways, including volunteering at Peachtree Estates with other women in recovery.

Focusing on the Future

The lines are blurred...

Between primary and behavioral health care, one often cannot be addressed without the other. There is no one treatment regimen that cures substance abuse, just as there is no one miracle drug that cures all ailments. In this annual report, you will see how we address the many unique needs of our patients every day.

The lines are blurred...

No two patients are alike, and to provide them with the most comprehensive service we must support if not provide many paths to effective recovery for our patients. That is why we offer more than just residential and outpatient treatment. We work to provide many wrap-around services which help insure total and lasting recovery.

The lines are blurred...

As we say at CHC, "addiction doesn't discriminate", and that means addiction can and does affect our family members, friends and colleagues in all walks of life. At Community Health Center we are here, as we have been for the past 36 years, to help those who are dealing with the debilitating disease of substance abuse and mental health disorders. As the future of healthcare advances, so will CHC and the quality programs we provide.



In good health,



Theodore P. Ziegler

Chief Executive Officer, Community Health Center





Assessing the Need

CHC is on the cutting edge of treatment technology. In 2009 we unveiled directtherapy.org—a place to receive treatment online for mental health disorders via video conferencing. This new technology allows CHC to serve more patients, eliminating stigma. In 2009, Direct Therapy was made available to all current CHC patients and those who live in our housing programs. CHC also works with DODA (Deaf Off Drugs & Alcohol) out of the Dayton area to connect hearing impaired patients with the appropriate therapy for their recovery needs. For more information, visit www.directtherapy.org. Photographed above, counselor Robert Terry regularly sees patients via this new technology.

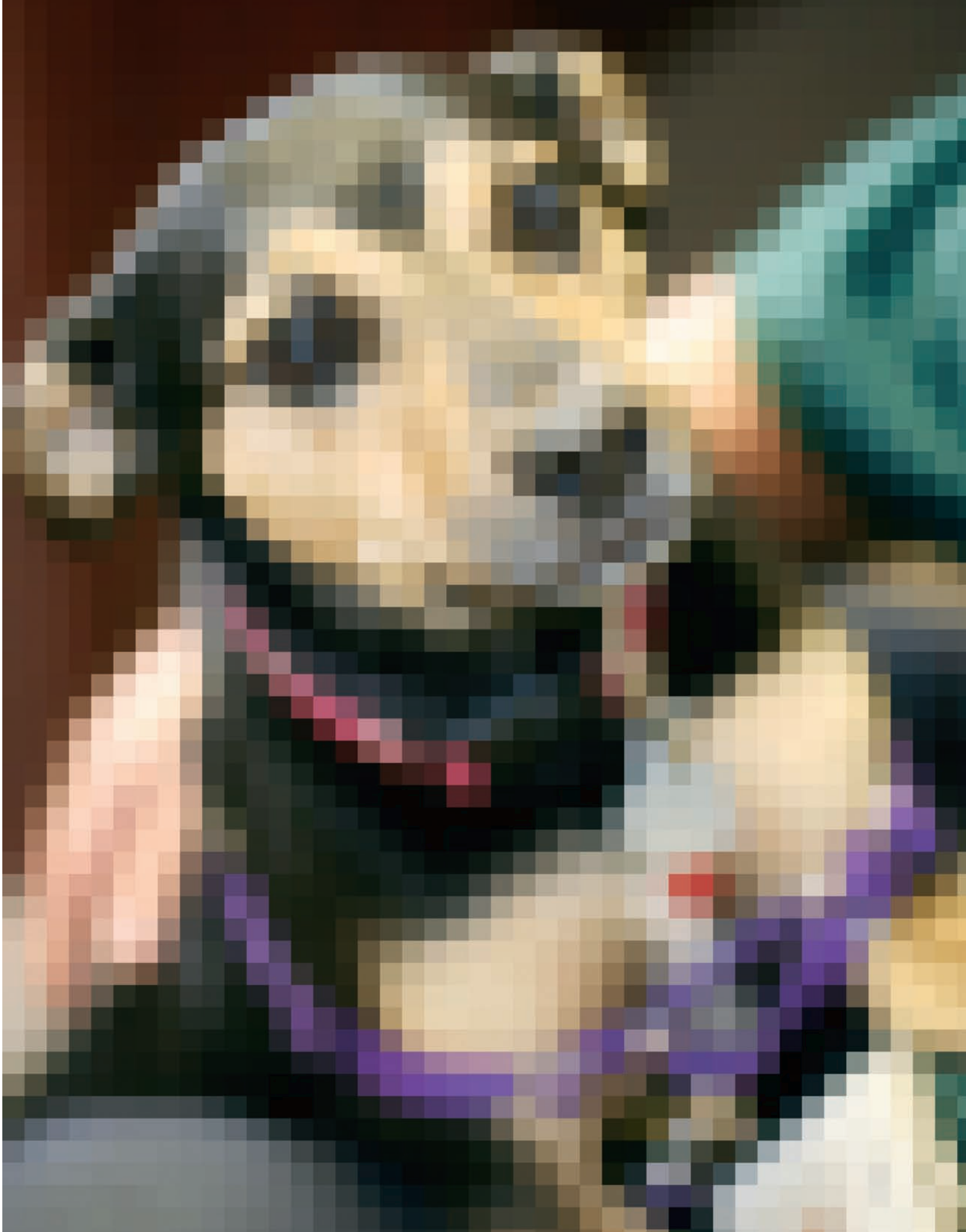
We recognize that there is no single treatment modality that is appropriate for all patients. Treatment begins with an in-depth assessment where the chemical dependency and mental health problems are identified as well as other areas of concern including, criminal involvement, family issues and education/vocation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

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.

2009 STATS

Patients Seen in 2009: **2,038**

Average length of an assessment: **3 hours**





Personalized Treatment

Through animal assisted therapy, the young patient's substance abuse treatment experience is enhanced by our therapy dog, Waffles. The presence of Waffles during a counseling session helps reduce anxiety and aides in the development of emotions such as empathy, understanding and nurturing of the patient.

Coupled with the traditional treatment options in our adolescent program, animal assisted therapy is just another way CHC is paving the way for innovative programming in behavioral healthcare.

Using the treatment plan designed at time of intake, we assist our patients through the recovery process from counseling, medical treatment to housing. The treatment plan becomes the blueprint to our patients' future success in the program.

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 now 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.

2009 STATS

Patients seen in our adult behavioral health programs: **5,048**

Residential Treatment At RAMAR (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.

2009 STATS

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

Patients seen: **311**

Adolescent Counseling Designed to address the specific needs of younger patients. Focus includes family and peer group counseling as well as anger management and other specialized group therapies. New this year, 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. Also available is animal assisted therapy. Having a dog present during counseling sessions is a proven way to put young patients at ease and help facilitate open and honest counseling sessions.

2009 STATS

Patients seen: **268**

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. 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.

2009 STATS

Patients seen: **463**

Number of drug-free babies born: **45**

Average length of stay in program: **2 years**

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.

2009 STATS

The Clubhouse serves about **25** 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.





Wrap-Around Services

Emily Specht, youth staffer for Project PANDA, has been participating in PANDA since eighth grade. Emily explains the impact of the program, "PANDA has given me the confidence to step-up, become a leader, and stand for what I believe in. In PANDA I can meet new people, make new friends and have drug free fun."

From left: Taylor McKnight, Melisa Tektas, Emily Specht, Leanna Sherman.

Wrap-around services 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.

- Community Outreach
- Medical Services

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.



2009 STATS

Students participating: **340**, representing 22 area schools in six counties

Number of volunteers: 31 adult staff and 22 youth staff

Student-run website: www.projectpanda.org

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.



2009 STATS

Children served: **186**

Case Management Services Often times, our case managers are the glue that holds our patients' treatment plan 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.

2009 STATS

Average case load for a CHC Case Manager: **34**

Number served: **5,984**

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 700 patients in 2009.

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.

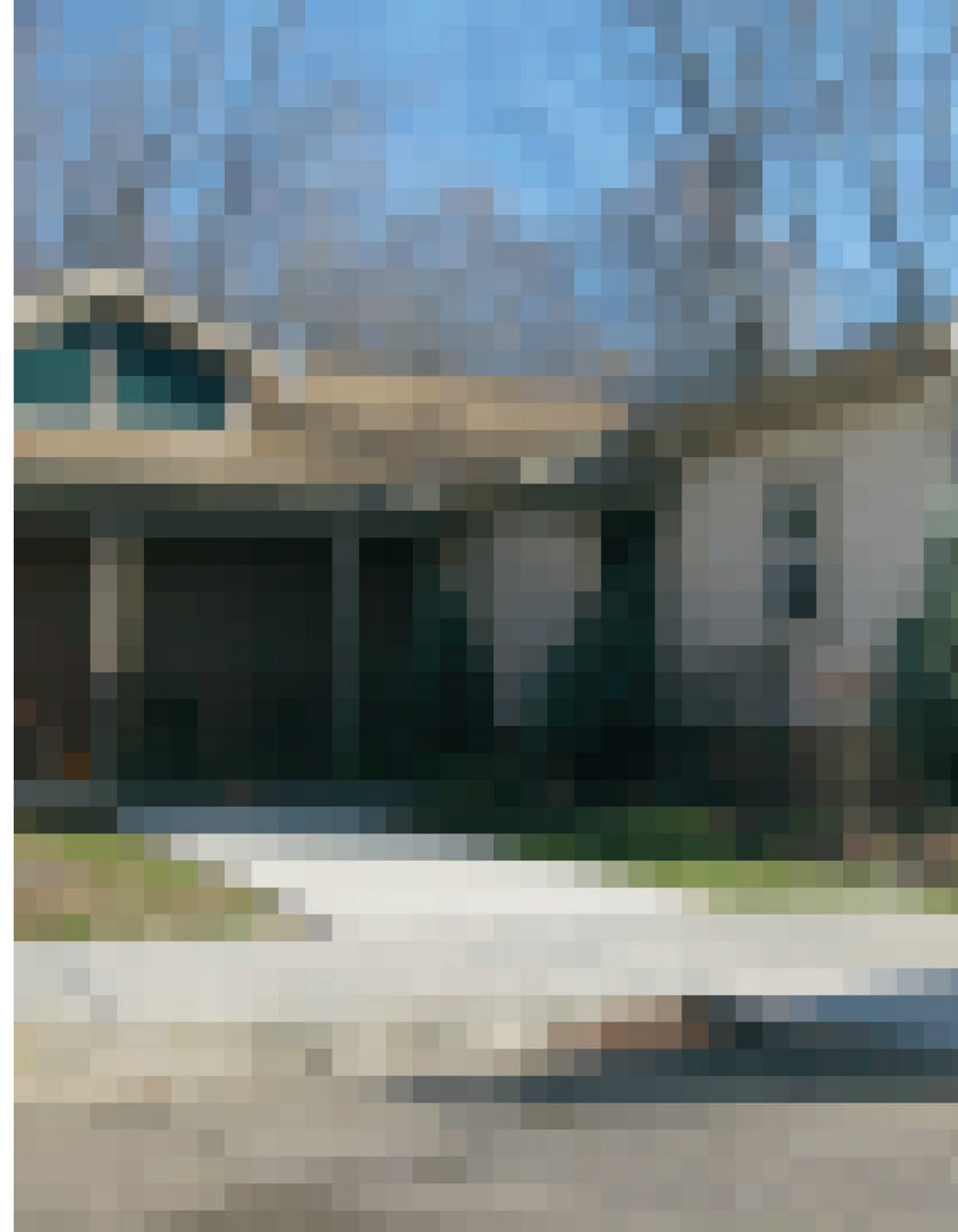
In 2009 our EAP program served 267 companies.

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 2009 our laboratory processed over 350,000 tests.



Location of CHC's Family Practice and Adolescent Treatment, EAP and Suboxone Programs.





Housing for Individuals in Recovery

Peachtree Estates III completes this 20 unit area of homes in Cuyahoga Falls for women in recovery who have young children. Opened in 2009, this last phase offers spacious, three-bedroom units as well as a community room for group activities.

CHC, CHC Foundation and our housing partner, OMCDC, worked cooperatively to bring this program to people in need. This type of housing helps eliminate barriers women face when entering treatment—having a safe, sober and affordable place to raise their young children. Peachtree Estates does just that.

Community Health Center in cooperation with our housing partner, Ohio Multi-County Development Corporation (OM-CDC), 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.

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: 12
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



Pheasant's Run



Horizon House



Summit Terrace

CHC Foundation+Donors

The CHC Foundation was established to support the mission of the Community Health Center. In 2009, the CHC Foundation raised over \$180,000 to support the programs provided by CHC. In addition to an annual campaign, the Foundation holds two public fundraisers annually. In August, Fairlawn Country Club hosts the Community Health Center Golf Classic raising over \$40,000. In October, Barnes & Noble Booksellers in Bath turns their store into a Halloween festival with free activities for families—all benefiting the programs at CHC. More than \$16,000 was raised.

Thank you to our 2009 donors who made our mission possible:

Founding Partner

ABB Foundation
Lisle Buckingham Fund
Mary and Dr. George L. Demetros
Charitable Trust
John A. McAlonan Fund of the
Akron Community Foundation
Sisler McFawn Foundation
United Way of Summit County
Welty Family Foundation

Community Partner

Akron Legal News
ALPHA Group Agency
Gary D. Benz
Glenn R. and Alice V. Boggess
Memorial Foundation
Brunswick Companies
Buckeye Community Health Plan
Michael R. Coppola, Jr., CLU
GPD Associates
Ronald and Stacy Kara
Magnum Commercial Realty
Steven J. Magovac, CPA
Patrick B. Miller
R.C. and Katharine M. Musson
Charitable Foundation
OMNOVA Solutions Foundation
Radiac Abrasives, Inc.
Charles E. & Mabel M. Ritchie
Memorial Foundation
Stathos Construction Co.
Summit County ADM Board
Janet Wagner
Theodore P. Ziegler

Contributing Partner

Akron Plating Company, Inc.
James R. Allen
Barnes & Noble Booksellers
Theresa Carter
City of Akron
Donovan, Klimczak & Company
Jim Effinger & Associates
Kent United Methodist Church,
Janus Circle
Marshal M. Pitchford
Robert P. Madison International
Star Printing Company
Summit County DD Board
Tony's Painting Company

Century Partner

Betty Bacalu
RaJade M. Berry-James, Ph.D.
Bruner-Cox, LLP
Buckingham Doolittle &
Burroughs, LLP
Burch Thomas Oil Company
Judge Lynne S. Callahan
Cathleen Campriani
Carpet Gallery, Inc.
Clampco Products, Inc.
Jack Clifford
Tony Colao, Jr.
Commercial Building Services
Mr. & Mrs. Robert B. Cooper
Joseph A. Czajkowski
Janet D'Antonio
Steve and Rachel D'Attoma
Educational Equipment Co.

Alan Hamilton Farrell
Adam Feltes
James M. Henshaw
Samantha Jackson
Kaiser Permanente
Dr. Nancy Jones Keogh
Kenneth D. Kindleburg
King Consultation Services
Barry E. Klein
James A. Laria
William C. Laymon
Lincoln Financial Group
Dani-Marie Malinowski
Rebecca Mason
Mock Properties Services
National City Bank
OMEGA Laboratories, Inc.
Robert J. Papa
Russell M. Pry
James R. Ranftl, Esq.
Joseph Scalise
Michael Scalise
Summit Federal Credit Union
Summit Moving & Storage
The Maynard Family Foundation
Electra Vance
Wal-Mart
Diana Zaleski



CHC donor, *RaJade Berry-James, PhD*, and her daughters get into the Halloween spirit at the Mile of Quarters event, held at Barnes & Noble Booksellers in Bath.



Ron Kara, president of CHC Foundation Board of Trustees and Chair of the annual CHC Golf Classic, presents *Jim Schade* of The Alpha Group Agency with a presenting sponsor award. The Alpha Group Agency has been supporters of CHC's mission since 2001.

Associate Partner

- Akron Metropolitan Housing Authority
- Alcon Tool Company
- Sheriff Drew Alexander
- Amstutz Maintenance
- Area Agency On Aging, 10B, Inc.
- Armatas Construction, Inc.
- Blue Technologies, Inc.
- Bridgestone/Firestone Trust
- Michael T. Callahan
- CF Bank
- Clark, Schaefer, Hackett & Co.
- Judge Lisa R. Coates
- Pamela Crislip
- Goodyear Tire & Rubber Company
- Highland Square Pharmacy
- M.J.R. Landscaping & Design Consultant
- Millennia Housing Companies
- Minnesota Insured Title Agency
- Douglas C. Mory
- Mosyjowski & Associates Engineers
- Donald Nance
- Ohio Capital Corp. for Housing
- Swenson's Drive-Ins
- The Milan Family
- Witschey Witschey & Firestine, LPA
- Kimberly A. Zurz

Friend of the Field

- Beverly Anderson
- Rita Barbee
- Cassie Belle
- Richard Bennett
- John Bentley
- David Bozick
- Barbara Cassidy
- David Comko
- Judith A. DiNardo
- Alex Drankov
- Laura Farris
- Christine Head
- Rozanne Hindman
- Gary Huffman
- Chuck Hutson
- Maureen Keating
- Jeffrey Keefer
- Kiwanis Club of Stow-Monroe Falls
- Sue Kralik
- Maggie Krivak
- Chrissy Gashash
- Michelle Maile
- Karyn Meeks
- Lindsey Millenbaugh
- Lauren Munk
- Julie Neely
- Corliss Newsome
- Kathy Perge

- Anna Perriello
- Chris Prichard
- Gerry Pulskamp
- Garret Schick
- Denise Schmidt
- Linda Schrock
- Bonnie Sharp
- India Singleton
- Meredith Snyder
- Debbie Stotts
- Judge Thomas A. Teodosio
- Gillean Thom
- Jennifer Tucker
- Barbara Van Dike
- Rebekah Watkins
- Marianne Weaver
- Bridget Weidenborner
- Asia Whatley
- Valerie Whiteman
- Kate Wilhelm
- Lucinda Williams
- Jo Ann Wilsford

CHC 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.



Theresa Carter,
President
President
OMNOVA Solutions
Foundation



Robert J. Papa,
Vice President
Retired, Vice President
JPMorgan Chase Bank NA



Douglas C. Mory,
Treasurer
Retired, Vice President
Private Client Services
FirstMerit Bank



Janet M. D'Antonio,
Secretary
City of Stow Council

William C. Laymon
Past President
Retired
J. W. Albrecht Co.

Drew Alexander
Summit County Sheriff

Mary Bednar
Career Counselor
Schnee Learning Center

Michael T. Callahan
Attorney At Law

J. C. Clifford
Retired
Vice President
Allied Waste Corporation

Adam Feltes
Social Insurance Specialist
Social Security Administration

Mike Freeman
Akron City Councilman
Ward 9

Artina R. McElroy
Director of Community Relations
Buckeye Community Health Plan

Marshal Pitchford
Attorney
Roetzel & Andress

Michael J. Robinson
Owner
MJR Landscape Design Services

Julia Sigel
Retired, Executive Assistant
Summit County Engineer's Office

Diana Zaleski
Retired
Clerk of Courts, County of Summit

CHC Foundation Board of Trustees

Since 1992, the Community Health Center Foundation has raised over \$900,000 for the support of the CHC mission. This achievement was made possible through the support of our dedicated Board of Trustees.



A. Ronald Kara,
President

President
Great Lakes Industrial
Knife Co.



Steven Magovac,
Vice President

Associate Director
SS&G Financial Services



Michael R. Coppola Jr.,
Secretary/Treasurer

Employee Benefits Manager
Brunswick Companies

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

Nancy Schoenstein
Human Resources Consultant
Decision Management, LLC

Kimberly A. Zurz
Board Member Emeritus
Ohio Director of Commerce

Gary D. Benz
Director of Business Development
First Energy Corporation

Maryanne Palik
Public Relations Director
Akron Bar Association

Dr. Michael D. Mackan
Board Member Emeritus
Retired Director, EMS Activities
Summa Health System

Kenneth D. Kindleburg
Service Delivery Manager
Info Print Solutions Ricoh/IBM

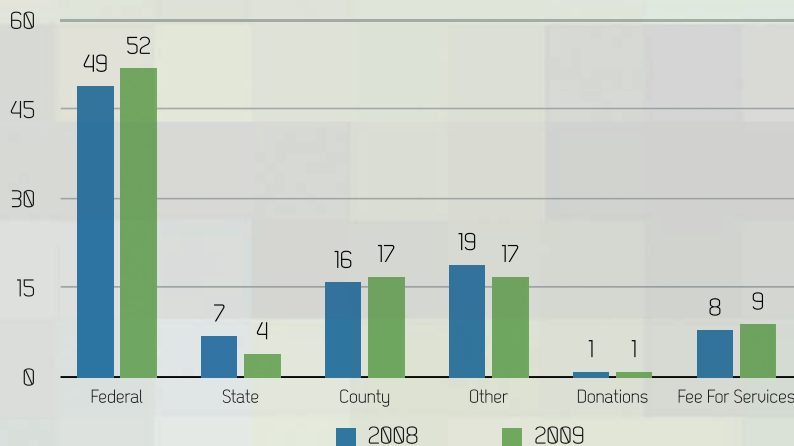
David Woodburn
Partner
Buckingham Doolittle and Burroughs

Patrick B. Miller
AVP, Producer Relations & Alliances
Reliance Standard Life
Insurance Company

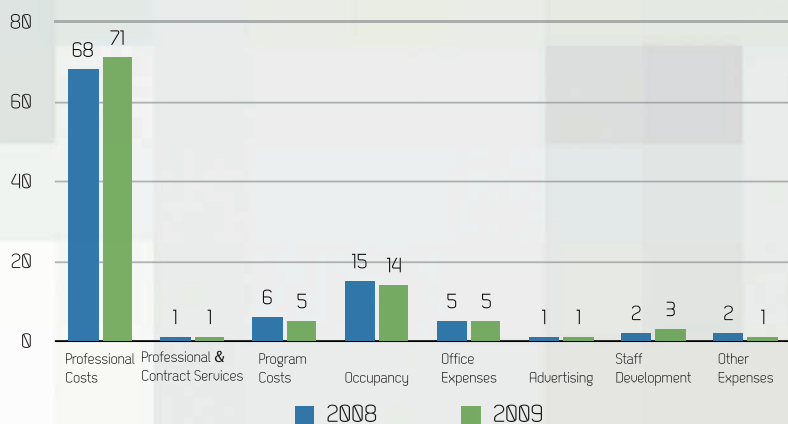
Anna Stormer
Judicial Assistant
Summit County Court of Common Pleas

Financials

Revenues



Expenses



Total Revenues

2008 \$8,814,387.00

2009 \$10,898,885.16

PATIENT DATA	2008	2009
Total Patients	3,128	3,376
Male	57%	59%
Female	43%	41%

AGE	2008	2009
0-9	6%	4%
10-19	27%	10%
20-29	21%	28%
30-39	22%	23%
40-49	15%	18%
50-59	6%	12%
60+	3%	1%

ETHNICITY	2008	2009
Caucasian	59%	64%
African American	30%	33%
Other	11%	3%

EDUCATION	2008	2009
To 11th grade	54%	40%
Trade/Tech School	3%	7%
Associate Degree	4%	6%
Graduate Studies	<1%	1%
HS Grad/GED	25%	30%
Some College	12%	13%
Bachelors Degree	2%	3%

REFERRAL SOURCE	2008	2009
Self	36%	27%
Court/Criminal Justice	31%	45%
Alcohol/Other Provider	21%	13%
Other Healthcare	1%	1%
School	1%	1%
Employer	1%	1%
County Human Services	8%	11%
Community	1%	1%

HOUSEHOLD INCOME	2008	2009
\$0-5,000	60%	57%
\$5,001-10,000	16%	15%
\$10,001-15,000	9%	9%
\$15,001-20,000	5%	6%
\$20,001-25,000	3%	4%
\$25,001-30,000	2%	3%
\$30,001-35,000	1%	2%
\$35,001-40,000	<1%	1%
\$40,001-45,000	<1%	1%
\$45,001-50,000	1%	1%
50,000+	2%	1%

Credits

The CHC is funded in part by

The City of Akron, Department of Planning & Urban Development
The County of Summit Department of Job & Family Services
The County of Summit Alcohol, Drug Addiction and
Mental Health Services Board
The 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

Accreditations, Licenses and Certifications

Joint Commission on Accreditation
of Healthcare Organizations (JCAHO)
Ohio Department of Alcohol and
Drug Addiction Services (ODADAS)
Medicaid/Medicare Certified Agency
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



The 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.

Community
Health Center

Focusing On Your Future

702 East Market St. Akron, OH 44305

Non-Profit
U.S. Postage
PAID
Akron, OH
Permit No. 517