



McCLENDON
CENTER

2016

annual report

Preparing people recovering from mental illness to improve their quality of life.

LEADERSHIP MESSAGE

Dear McClendon Center Friends:

Changing Minds ♦ Transforming Lives. When, in the spring of 2016, we began the process of refreshing our branding with a new logo, we asked our Board, staff, and other clients to come up with words they felt represented McClendon Center. “Hope, transformation, and changing futures” were the most common themes. As we reflect on the past year, how well these words represent us. Throughout the year we strive to help the men and women who come to us for help to change their minds and how they approach their mental illness so they can begin transforming their lives.

Thank you for being a part of McClendon Center’s growth and success – and helping us touch and change the lives of more than 2,200 District residents who are working toward recovery and independence. It is our pleasure to present the FY2016 Annual Report in which are highlights of our past year, client and staff perspectives, and our financial results.

In spite of ongoing federal and District budgetary cutbacks to Medicaid (and mental healthcare in general), McClendon Center was fortunate to:

- ♦ Expand our collaboration with local Managed Care Organizations, which allowed us to start new initiatives under our Patient Discharge Coordination (PDC) program (page 7);
- ♦ Increase our outreach to include more than 2,250 District men and women who have received, or are receiving, McClendon Center services; and
- ♦ Launch two new critical group services: a trauma group for women (see page 10) and a specialized program for clients who are deaf or hard-of-hearing (page 7).

We invite you to stay connected with us in the coming year by joining our monthly e-newsletter list, following us on social media, attending our events, and getting more involved through your time and/or resources.

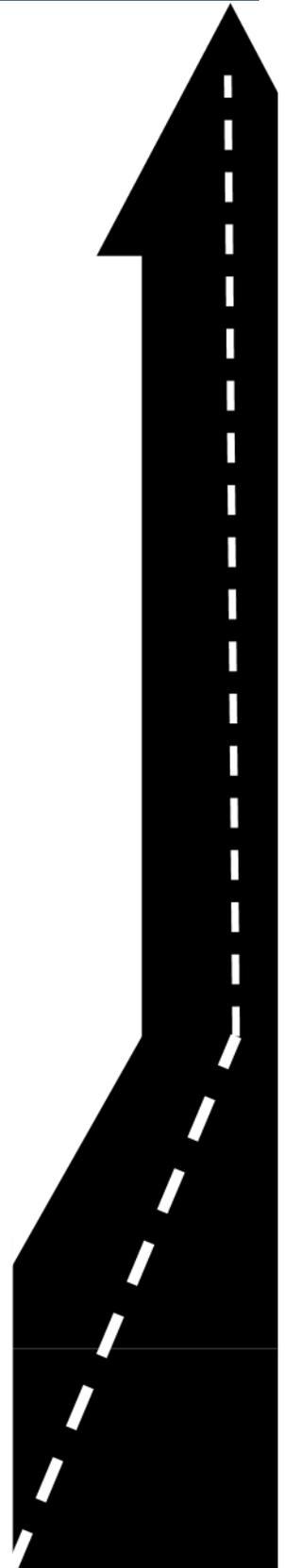
One client shared, “I know that with time, commitment, and care, I can change my life.” With our sincerest gratitude to you, thank you for helping McClendon Center **change and transform** the minds and lives of our clients.



Dennis Hobb
Executive Director



Beth Kanter
Chair, Board of Directors



Our Mission

Our mission is to prepare people recovering from mental illness to improve their quality of life.

Our Core Values

Excellence: We strive to attain and maintain excellence in all of our work. We provide flexible and personalized care, engage in collaboration, and use innovative approaches to meet client needs.

Respect: We show compassion and respect toward clients as well as employees, funders, and stakeholders. We promote client involvement and empowerment.

Accountability: We believe in accountability and responsibility to our clients, funders, and the entire organization. We take responsibility for our performance, including services provided, skills, relationships, and financial results.

Safety: We are committed to providing a safe environment for clients and staff, and maintaining a welcoming sense of community.

Our Vision

We envision a community where:

- ◆ DC residents have full access to mental health services, including information on where and how to receive them.
- ◆ Providers meet clients' social, creative, and therapeutic needs.
- ◆ Clients have opportunities for employment, residential care, and housing.
- ◆ The DC community is educated about mental health issues and believes in recovery.
- ◆ People are respectful to clients.



Friendships are forged

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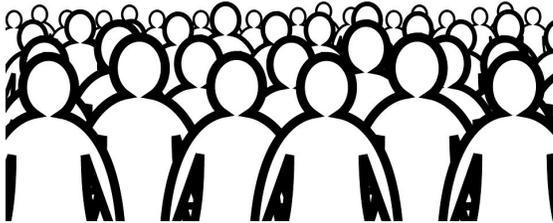
Saná Rasul, PHR, SHRM-CP

Director of Human Resources

OUR IMPACT | *by the numbers*

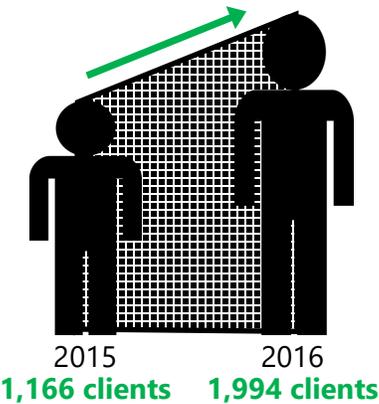
1,086 DC men and women received core services from McClendon Center

32,250+ meals served to clients in our Day Program



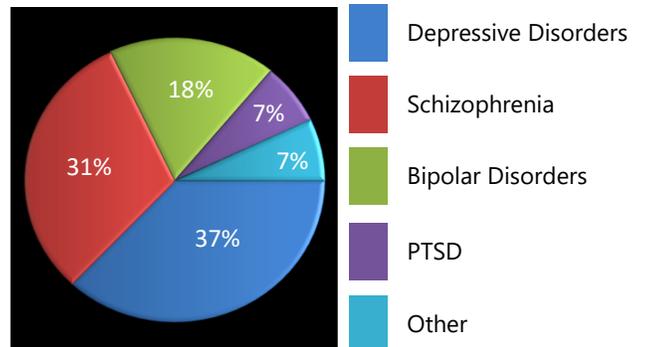
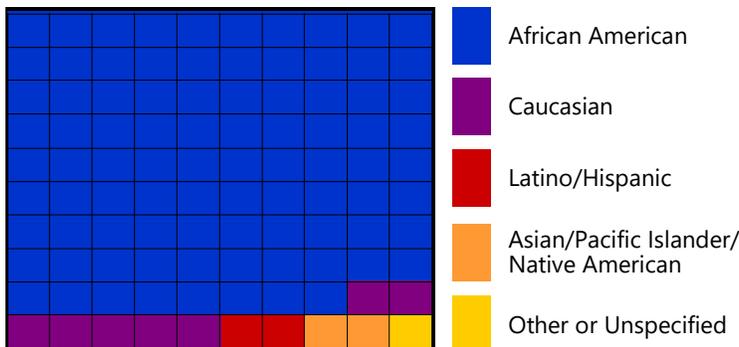
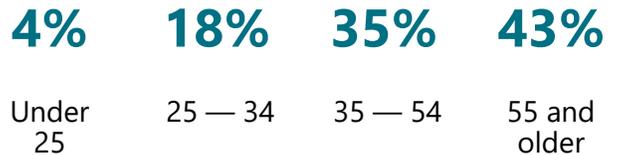
27% of clients who were homeless, living in shelters, or hospitalized at intake transitioned into housing

883 hospitalized AmeriHealth Caritas DC and Beacon Health Options members transitioned back into the community by our PDC team



"I'm learning to love and accept myself. Back then [when he started attending the Day Program], I didn't have anyone to talk to. McClendon Center helped me to feel happy, loved, and accomplished... and I'm ready to learn more."
 — A.W., Day Program client

OUR CLIENTS | *demographics*



OUR CLIENT'S STORY | *samuel hedgepeth*

Samuel was introduced to McClendon Center through our Patient Discharge Coordination (PDC) program, which transitions patients from psychiatric hospitalization back into the community. A Native American (Haliwa-Saponi), he maintains strong connections with his tribal sisters and brothers in North Carolina despite having moved to the DC Metro area when he was just 10 years old. By his own account, his childhood was not always a happy one. His father favored keeping his family somewhat isolated, and young Samuel had few friends and social interactions outside of school.

After graduating from high school Samuel entered the Marines, where he served for 4 years. Like many veterans, he chooses not to go into detail about his experiences except to say that drinking and drugs became an escape. His substance abuse kept him from continuing his military service and thus began a long journey that included homelessness, violence, incarceration, and despair. When the PDC team met Samuel in 2016, it was because of a fourth failed attempt at suicide. He was angry and repeatedly turned down help offered by social workers. "I just wanted someone to come in and 'fix me'. I wasn't going to listen to anyone unless they said those magic words." The PDC team was different though. They didn't promise to "fix" Samuel but, instead, offered to help him learn *how he* could help himself recover through counseling and care. That struck a chord and he began working with McClendon Center.

Samuel is a passionate public speaker about his journey, speaking frankly about his substance abuse, the voices that haunted him, and what led to his rock bottom moments. Most recently, he shared his story with National Council on Behavioral Health, USA Today, and at a Congressional hearing. We are very proud of Samuel's achievements and look forward to celebrating his future milestones.



HIGHLIGHTS of 2016



2016 Art of Transformation Event

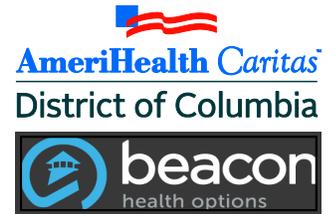
"That's my art on the wall," said one of our clients, beaming with pride, when she walked into Toolbox, the venue for our May 5 Art of Transformation event.

Through sponsorships and event gifts, as well as ticket and art sales, we raised more than \$34,000. In addition to raising much-needed funds for our programs and services, the event raised awareness about mental illness and the important role we — donors, friends, community partners — have in our clients' journey toward stability and independence. Please see page 14 for a complete list of event sponsors and donors.

OUR PARTNERS

AmeriHealth Caritas DC and Beacon Health Options

Our relationship with AmeriHealth Caritas DC (AmeriHealth), the managed Medicaid organization that serves 104,000 covered lives in the District, intensified in 2016 when they reached out to us for help with one of their members, Joe, who needed emergency temporary housing. Joe was homeless, diabetic, on dialysis, and had been hospitalized 17 times in one year. McClendon Center secured a safe place with medical oversight to house Joe within 48 hours of being contacted. AmeriHealth and McClendon work together via the Patient Discharge Coordination (PDC) program, which ensures adult AmeriHealth members in inpatient psychiatric hospital units have a seamless transition back into the community when discharged. Beginning with Joe, PDC now serves high need members with medical issues, but who also have behavioral health concerns. The success of PDC is evidenced by a reduction in the number of member readmissions and lower costs. Since PDC launched two years ago, we have expanded our AmeriHealth collaboration to include Behavioral Health Engagement Services (a contract employee who finds people in the community who had previously been lost to treatment), and Post Emergency Evaluation Services, which provides post-discharge assistance to members who have behavioral health concerns and have recently visited a hospital emergency department. In the past year, McClendon Center entered into a partnership with Beacon Health Options on behalf of Trusted Health Plan, providing Patient Discharge Coordination services for their clients with serious mental illness who have been hospitalized.



Deaf-REACH

During the Spring of 2016, McClendon Center and Deaf-REACH began discussing a joint effort to provide Day Program services to Deaf-REACH's clients, who are in need of psychosocial services that include counseling and group programs. McClendon Center staff worked with Deaf-REACH staff to develop a curriculum and group sessions that would encourage participation by the Deaf clients. The first group session was launched in August and the afternoon program now draws an average of 8 Deaf clients daily.



Deaf-REACH is the only agency in DC that specifically addresses the social service needs of the deaf community. Their mission is to provide deaf adults, some of whom are mentally ill or developmentally challenged, with the tools necessary to live as independently as possible within the community.

HIGHLIGHTS of 2016



Five Star Ranking

What a wonderful way to kick off Mental Health Awareness Month (May). For the second year in a row, we earned a five-star Provider Scorecard rating awarded by the DC Department of Behavioral Health. The Scorecard evaluates 22 DC community-based mental health providers for quality of services and adherence to Federal and District regulations and policy requirements, as well as financial compliance. This honor is a reflection of the quality of care by our staff, our leadership, and our clients' commitment to their recovery.

OUR STAFF | *amanda walker, patient discharge coordinator*



“Mental health was never my first career choice. I always thought I’d be in the school system working with children.” But after interning at a psychiatric hospital as part of her Master’s degree program in occupational therapy, Amanda’s interest in mental health was piqued. Then a stint as a residential crisis counselor firmly established her path toward a career in the mental health field.

Amanda first joined McClendon Center as a Community Support Specialist (CSS) before transitioning to Patient Discharge Coordinator (PDC) She explains the difference: “As a CSS, I worked with a number of clients one on one in the community and you build a relationship with each client that can be long-term. With PDC, you have a whole different perspective. You’re seeing them (the client) when they’re symptomatic, when everything is escalated; then you get to see them when they’re stabilized and preparing to go back into the community. You’re seeing the before and after.”

“I like putting the puzzle pieces together. How can I, in just a few hours or sometimes just a few hours, figure out what a client needs and how to help them transition safely back into the community when they’re discharged.

Especially with the patients who decline services — you want to give them as much support as possible before they leave the hospital and disappear into the community.” And Amanda acknowledges that, with some clients, she has to accept that she’s done all she can and she has to walk away until they’re ready. “If I do all the work for them, and constantly chase after them, they’re not going to benefit. At the end of the day, it’s their life and they have to make an effort to make changes.”

Working in this field is hard but Amanda’s curiosity about mental illness keeps her going—that, and the satisfaction she gets from seeing her clients moving forward. “I’m fascinated by mental illness —how two people with the same diagnosis can be so different in their symptoms, struggles, and needs. What gives me job satisfaction is when, at the end of the day, I have a client that is doing well and getting engaged in their recovery. That makes it easier to keep going on to the next case.”

HIGHLIGHTS of 2016



NBC4 Health and Fitness Expo

In January of 2016, McClendon Center took part in the annual DC NBC4 Health and Fitness Expo, an all-weekend experience wrapped around a multi-platform public health campaign. More than 10,000 visitors from the region came and participated in learning sessions, exercise and fitness demos, cooking lessons, medical and mental health screenings, and much more. As one of the dozen or so organizations representing mental health services, we promoted our partnership in the No Stigma campaign through our photo booth .

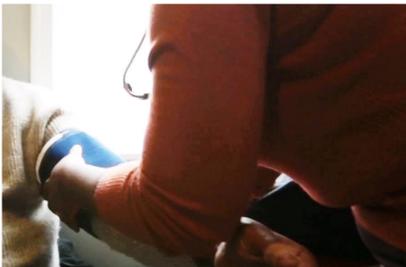
OUR SERVICES

Counseling at Dupont

Launched in 2015, Counseling at Dupont (CAD) provides high-quality, compassionate care in the heart of Dupont Circle. A wide range of short- and long-term therapy services are provided by four full-time therapists with plans to expand in the coming year. For more information, please visit: www.CounselingatDupont.com



COUNSELING
at DUPONT



Health Coordination

Emphasis on assessment and primary care linkage have long been a part of our treatment care. In 2016, we launched our Health Home team, integrating primary and behavioral healthcare to ensure that our clients are receiving comprehensive care management.

Core Services Agency (CSA)

Our interdisciplinary team provides a variety of services:

- ❖ Intake Assessment
- ❖ Medication Management
- ❖ Community Support
- ❖ Counseling
- ❖ Health Screening

Clients and professional staff work together to determine diagnoses, needs, treatment plans, and goals. By collaborating on their treatment plan, the client is able to build a relationship with his/her support team and is empowered in their recovery.



OUR PROGRAMS



Day Program

Clients participate in our Day Program for a variety of reasons. Some seek stability and routine in their lives, while others want to be a part of a community where they can focus on their wellness and recovery within a supportive environment that provides social interaction. Group sessions focus on coping skills, life skills building, empowerment, health and wellness, trauma recovery, dual diagnosis, and recovery from substance abuse. We also offer a wide variety of expressive therapy activities including movement, music, and art.

Patient Discharge Coordination (PDC)

The PDC program is a partnership effort between McClendon Center, AmeriHealth Caritas DC, and Beacon Health Options. The program works to ensure that members of these health plans who are admitted to a Psychiatric Inpatient Unit (PIU), experience a seamless transition back into the community.



PDC Team: Joe Snyder, Siedah Dunn, Angel Johnson, Caitlin Apo, and Amanda Walker



Partnership with Universities

McClendon Center is dedicated to contributing to the future of the public mental health field by partnering with George Washington University, University of DC, Catholic University, and University of Maryland. While these institutions provide students pursuing their degrees or licensure in social work or psychology with theoretical knowledge, McClendon Center provides practical experience. Community support and resident psychiatric interns are well supervised by licensed staff, carry a full caseload, and provide the same services as our Community Support Specialists and therapists. Upon completing their coursework and internship, our interns are better prepared to be a part of the next generation of behavioral health.

HIGHLIGHTS of 2016



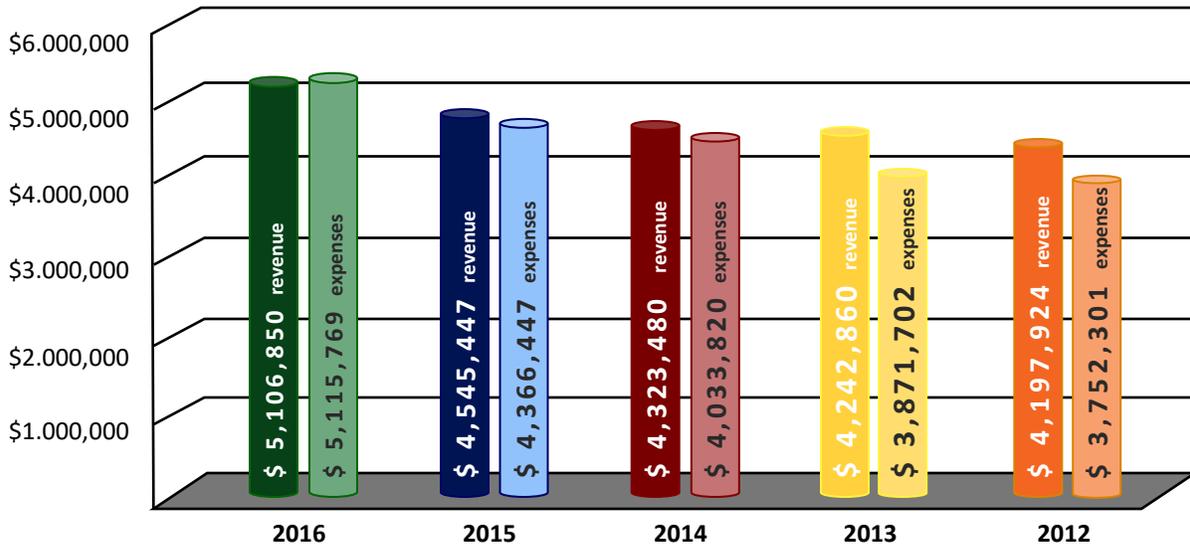
First TREM Group graduates and group leaders

Trauma Informed Care for Women

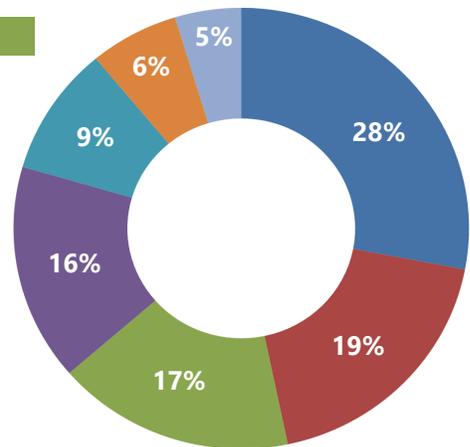
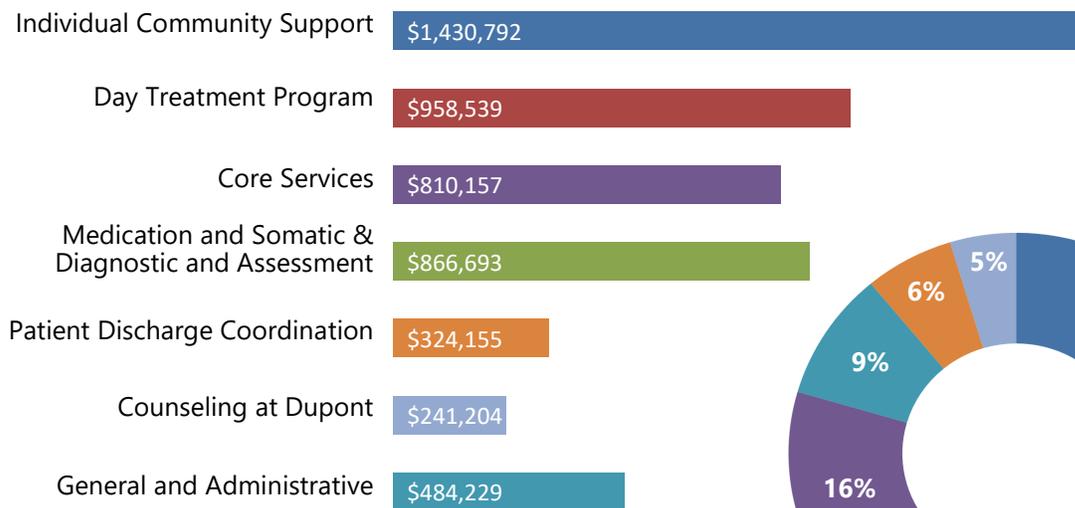
According to the U.S. Department of Health and Human Services' Office on Women's Health, "85% - 95% of women in the public mental health system report a history of trauma, with the abuse most commonly having occurred in childhood." In July of 2016, we launched our first Trauma-Informed counseling group for women, utilizing the Trauma, Recovery, Empowerment (TREM) model. Trauma-informed care offers participants the opportunities to explore the impact of their trauma in a safe and supportive environment, identify their strengths and ways of managing the effect their traumatic histories, and understand the relationship between trauma, substance abuse, and the symptoms of their mental illness.

OUR FINANCES | Revenue and Expenses

Five Year Review



Breakdown of Expenses (October 1, 2015 - September 30, 2016)



OUR FINANCES | *statement of Financial Position*

	<u>September 30 2016</u>	<u>September 30 2016</u>
ASSETS		
Current Assets		
Cash & Equivalents	\$ 1,373,670	\$ 1,418,376
Investments	0	0
Accounts receivable	616,378	615,237
Unconditional promises to give	0	0
Prepaid expenses and other current assets	<u>107,735</u>	<u>70,178</u>
<i>Total Current Assets</i>	\$ 2,097,783	\$ 2,103,791
Equipment & Capitalized Costs, Net	\$ 131,819	\$ 113,888
Deposits	<u>0</u>	<u>0</u>
Total Assets	<u>\$ 2,229,602</u>	<u>\$ 2,217,679</u>
LIABILITIES & NET ASSETS		
Current Liabilities		
Accounts payable and accrued expenses	\$ 276,190	\$ 252,531
Refunds Payable	<u>127,413</u>	<u>127,413</u>
<i>Total Current Liabilities</i>	\$ 403,603	\$ 379,944
Long-Term Liabilities		
Deferred Revenue	\$ 0	\$ 0
Deferred Rent	<u>24,977</u>	<u>27,794</u>
	<u>24,977</u>	<u>27,794</u>
Total Liabilities	<u>\$ 428,580</u>	<u>\$ 407,738</u>
Net Assets		
Unrestricted	\$ 1,801,022	\$ 1,809,941
Temporarily restricted	<u>0</u>	<u>0</u>
<i>Total Net Assets</i>	<u>\$ 1,801,022</u>	<u>\$ 1,809,941</u>
Total Liabilities & Net Assets	<u>\$ 2,229,602</u>	<u>\$ 2,217,679</u>

Audit conducted by Flynn, Abell & Associate, LLC

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DC police participating in McClendon Center's monthly Crisis Intervention Officer training, a partnership program between DC Department of Behavioral Health and the DC Metropolitan Police.

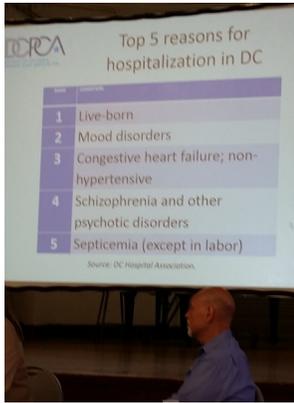
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NBC4 Peacock with McClendon Center staff: Theresa Edmondson, Bozena Harper, Elissa Brooks, Dennis Hobb, Banis Githinji, and Joy Ellis-George

Dennis Hobb participates on a panel discussion about behavioral healthcare integration at the 2016 Behavioral Health Association Conference



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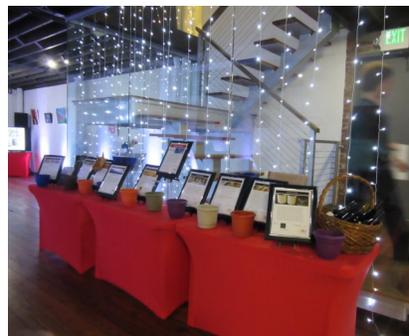
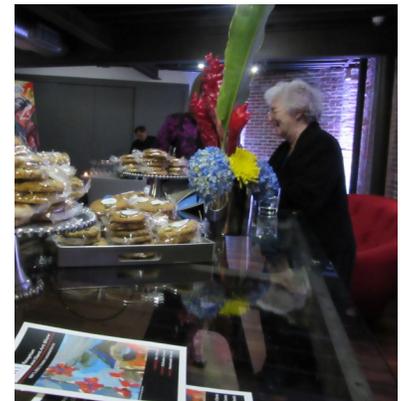
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#67679



Day Program and Administrative Offices

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Washington, DC 20005

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FAX | (202) 737-2316



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Metro Center (13th Street exit)

Buses: G8, P2, X2, 80, S2/4, 42, D1/3/6,
30/32/34/35/36.

Core Services Agency

1338 North Capitol Street NW
Washington, DC 20002

TEL | (202) 745-0073

FAX | (202) 737-0233



NoMa-Gallaudet U (NY Avenue exit)

Buses: 80, 90, 92, 93, 96, D3/4, P6, X3

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1313 New York Avenue NW
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Founded in 1980, McClendon Center is an independent, 501(c)(3) non-profit community-based behavioral health provider in the heart of DC. Through our Core Services Agency on North Capitol and our Day Program on New York Avenue, we provide wraparound services and care to more than 2,000 DC men and women who are diagnosed with serious mental illness.