



2013 Annual Report



OUR MISSION

McClendon Center's mission is to prepare people recovering from mental illness to improve their quality of life.



OUR VALUES

Excellence: We strive to attain and maintain excellence in all our work. To do so, we provide flexible and personalized care, engage in collaboration, and use innovative approaches to meet consumer needs.

Respect: We show compassion and respect toward consumers as well as employees, funders, and stakeholders; and we promote consumer involvement and empowerment.

Accountability: We believe in accountability and responsibility to our consumers, 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 and secure environment for consumers and staff, and maintaining a welcoming sense of community.

OUR BOARD

Sarah Barclay Hoffman, Chair
Mohini Venkatesh, Vice-Chair
Gayle Neufeld, MD, Secretary
Emily Gantz McKay, Treasurer
Xavier Baker
David Harris
Kim Johnson
Beth Kanter

OUR VISION

Our vision is a time when DC residents have full access to mental health services, as well as access to information on where and how to receive them. Consumers have places to go that meet their social, creative, and expressive needs. They have access to opportunities for employment, residential care, and housing. Mental health service providers work together to serve the wide range of consumer needs. The DC community is educated about mental health issues and shares a belief in recovery. People are respectful to consumers, thus reducing the alienation between consumers and the public. As a result, no one is on the street or in jail due to mental illness.



Dear Friends, Neighbors, and Colleagues,

Having lived in the Washington Metropolitan area for many years, we both consider this city home – a place where we have put down roots. Every day, we are amazed at our city’s diversity, energy, and opportunity.



Yet we also know that for many Washingtonians, this city’s promise is elusive, because they struggle daily to meet basic needs of food, shelter and healthcare – including mental healthcare. Of these challenges, ensuring every individual who is recovering from mental illness has access to high quality mental healthcare is particularly close to each of our hearts. Unfortunately, there are too few options for DC residents, especially those who are low-income, to access quality behavioral healthcare.

That is why we pour our talents, time and energy into McClendon Center – we know that our city has vulnerable citizens who need our services, and we will do everything we can to provide them with the means to live a meaningful and productive life.

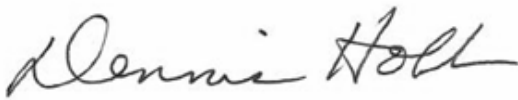
This past year, we served as many people as our resources allowed. A total of 891 DC residents came through our doors. Our clients represented every ward in the city, showing that mental illness knows no geographic boundaries. More than 90% of our clients were minorities, and almost a third were homeless when they came to us. We treated people with schizophrenia, depressive disorders, bipolar disorders, and Post-Traumatic Stress Disorder. In all cases, we urged our clients to be active in their recovery. To that end, we established a Consumer Advisory Board (CAB) that gives our clients a regular forum to have a direct say in McClendon Center services, thereby optimizing the quality of our work.

But we also know that when serving people in our community, it is not only about the numbers. We never forget that our most vulnerable citizens are human beings, and we treat them with the respect and compassion they deserve. Our client-centered care and relentless focus on quality are the main reasons why we again earned re-accreditation by the Joint Commission – the only independent mental-health provider in DC to be so accredited. In addition, we earned a four-star rating from the DC Department of Behavioral Health (DBH). Of the three providers to have earned this rating, **McClendon Center had the highest overall score.**

There are many reasons for our success, but our stellar staff provides the foundation that makes everything we do possible. Our Community Support Specialists work relentlessly to keep our clients' recoveries on track, and our highly skilled therapists and doctors improve the quality of life of severely ill clients through evidence-based therapies and medication management. We are also privileged to have financial support from all across the region, which enables us to do our work, and allows us to provide an integrated care model. And we have a committed, active and passionate Board of Directors. Taken together, everyone involved works together to provide healing and solace to those who are suffering.

This report can tell you in greater detail what we've accomplished and the way it has benefitted the District. We still have a lot to accomplish, and we hope that you will either begin or continue to work with us as we provide compassionate care for our neighbors, and create a better community for all of us along the way.

Thank you so much for your support of our work,



Dennis Hobb
Executive Director
McClendon Center

Sarah Barclay Hoffman
Chair, Board of Directors
McClendon Center



Core Service Agency,

where outpatient clients get access to a **primary care** health screening, **medication management** from a psychiatrist, and counseling. Each client is also assigned a **Community Support Specialist** who goes out into the community to provide clients with home visits, rides to medical appointments, and help as needed with daily activities.

768 clients served in 2013, **90%** of whom were African-American.

37% of clients had **Depressive Disorders,**

31% had **Schizophrenia,**

and **16%** had **Bipolar Disorder.**

Medication Management isn't the only thing important to our clients' recovery, but it is essential. When done appropriately, it keeps people out of the hospital. It helps people keep functioning day after day. Its voluntary nature forces clients to be active in their recovery. It really is crucial to everything we achieve at the CSA.

-Dr. Steve Steury, MD, Medical Director





I've had to take steps from individual therapy to small groups to larger groups, and I've done it. Being [at McClendon Center] is the lucky part. I feel safe and it's a place where I can get my thoughts right.

Gordon, CSA Client

In 2013, **McClendon Center** earned a **four-star rating** from the DC Department of Behavioral Health (DBH), and of the three providers to have earned this rating, McClendon Center had the **highest overall score.**

My therapy style is process-oriented. My goal is to help our clients uncover their potential through examining behavioral patterns and better managing their feelings. In session, our clients learn how to communicate and build relationships. I believe that relationships are fundamental to our clients' recovery.

-Elisabeth March, LICSW, Therapist



The Day Program provided comprehensive mental health services for clients with **severe and persistent** mental illness. The Day Program operates all day, Monday through Friday, and revolves around **Expressive** Therapies such as **Art** Therapy, **Drama** Therapy, and **Dance/Movement** Therapy. McClendon Center is **the only** mental health provider in **DC** to offer all three of these Expressive Therapies.



The Day Program used to have 4 people on staff, now it has 11. We added a lot of services to deal with trauma, and now we're looking to embrace younger clients. I've worked here for 7 years and it's a joy to see how much the Day Program has grown.

-Rudolph Woody
Substance Abuse Services Program Coordinator

187 clients served in 2013, **90%** of whom were African-American. **63%** of clients had schizophrenia, **17%** had Depressive Disorders, and **10%** had Bipolar Disorder.

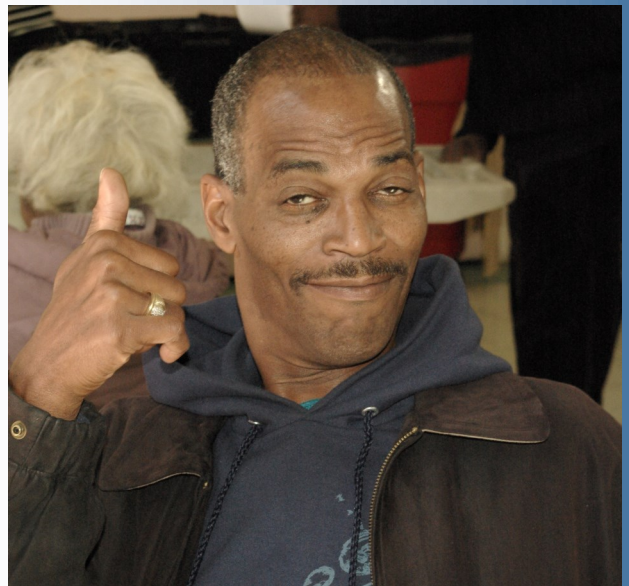
“At McClendon Center, clients can express themselves through talk therapy, art therapy or movement therapy. I was so proud when a client from my trauma team was selected by the National Council for Behavioral Health's 50th year anniversary issue as one of 50 clients nationwide success stories – the only one from DC. Wonderful work takes place here!

-Joan Prince, MA, LCPC
Mental Health Specialist
Day Program



I love it here—I feel myself getting better every day.

Marchellor, Day Program Client



McClendon Center is accredited by the **Joint Commission**, which evaluates health care organizations nationwide. We are the only independent **mental-health provider in DC** to be so accredited.

This program saved my life and others' lives. Because of this program, I now have 15 months clean and sober, and have grown up. This program gives us something to live for.

D.M., 55 years old, Day Program Client

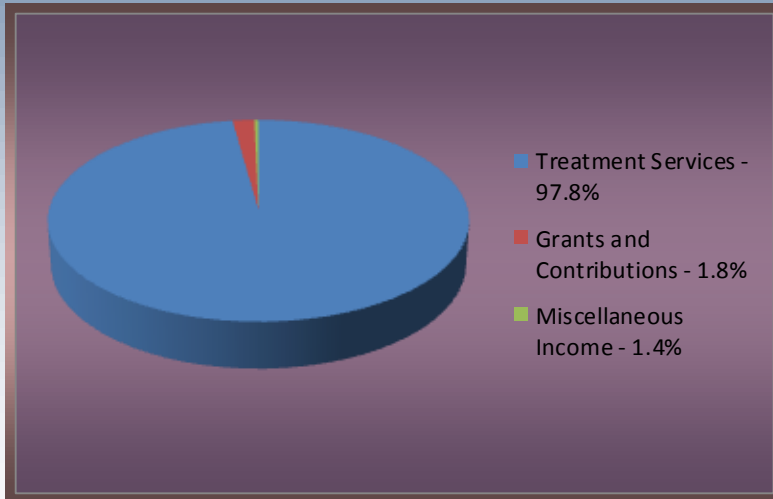


We provide a means for people to communicate, learn about themselves, and grow. Our clients feel a sense of acceptance of where they are in their treatment, but also understand that our staff is caring and want to see them succeed. To see a person progress from never speaking up in group to performing poetry, or singing in front of the entire community makes all the time spent worth it.

- Shara Chambliss, LGSW
Mental Health Specialist
Day Program

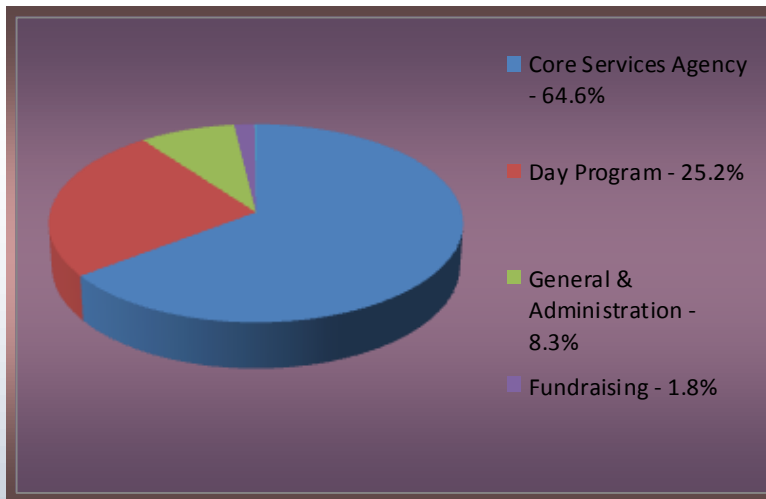
Financial Data

Operating Revenue and Support, Fiscal Year ending September 30, 2013



Treatment services (Medicare, (Medicaid, etc.)	\$4,149,608
Grants and Contributions	\$78,418
Miscellaneous Income	\$14,834
Total:	\$4,242,860

Operating Expenses, Fiscal Year ending September 30, 2013



Core Services Agency	\$2,502,192
Day Program	\$974,980
General & Administration	\$321,249
Fundraising	\$69,148
Miscellaneous	\$4,132
Total:	\$3,871,702

Net Assets, Beginning of Fiscal Year 2013	\$1,061,123
Net Assets, End of Fiscal Year 2013	\$1,432,281

Change in Net Assets **\$371,158**

Financial Supporters

Organizations:

Morris and Gwendolyn Cafritz Foundation
Consumer Health Foundation
Corporation for Supportive Housing
Capitol Hill Community Foundation
Combined Federal Campaign
Lincoln Financial Foundation
United Way of the National Capital Region
Total Management Corporation
Thelma Leenhouts Living Trust

Individuals:

Gayle Neufeld, MD
Dennis Hobb
Emily Gantz McKay
Beth Kanter
Sarah Barclay Hoffman
Sarah Steverman
Kenneth Carpenter
Lisa Kanter

Individuals (continued):

Laurie Moskowitz
Linda S. Decker
Mohini Venkatesh
Mudumbai Venkatesh
Rachel Browning and Kimberly Johnson
Linda Anthony
Benjamin W. Steverman
Bruce R. Myles
Doris Briscoe
Kevin and Michelle Brand
Leila Bremer
Michael and Diane Browning
Richard Silber
Jenean E. McKay
Karen J. Graves
Mary Waggoner
Priscilla Hoffman
Hila Berl
Aimee Calderone
Lenore J. Reid





McCLENDON CENTER

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(202) 745-0073

Day Program

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