



2014 Annual Report



McCLENDON CENTER

Dear Friends, Neighbors, and Colleagues:

The world, and certainly the DC community, continues its rapid rate of change. From new commercial developments across the city to a winning basketball team, we expect continued change in the coming year.

However, one thing that will not change is that 23,000 of our DC neighbors have severe mental illness, and too many do not get the treatment they need. Untreated mental illness is a major cause of social challenges such as homelessness. It fuels unemployment and underemployment, depriving people of the ability to live productively. It affects physical health – in the United States, **the life expectancy of people who have a mental illness is 25 years less than those who do not.**

Compassionate treatment is a hallmark of McClendon Center. We show that while we have no cure for mental illness, we can provide quality treatment for nearly 900 clients that allows them to improve their lives. We see homeless people with addictions secure permanent housing, improve their physical health, and have meaningful relationships with friends and neighbors. In short, we have witnessed clients leave the margins of our community and become assets to it.

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 assist them in living a full and productive life.

While McClendon Center has been doing this work since 1980, the past year was particularly notable. Our accomplishments included:

- Remodeling and unveiling our Core Services Agency (CSA) building on North Capitol Street. Now, the treatment site for most of our clients is bright, spacious, more pleasant, and much more conducive to recovery.
- Establishing psychotherapy groups at the CSA to allow our clients to better manage their illnesses.
- Sending three clients to NBC-TV4 to be interviewed on camera as part of the station's ongoing campaign to raise awareness of mental illness.
- Holding our first fundraising event in a private home to raise operating funds and to spread the word about what we do.
- Earning a four-star rating from the DC Department of Behavioral Health (DBH)...for the fifth year in a row. We are one of the highest-rated community mental health agencies in DC.

Our progress is meaningful because we never forget our clients are human beings, deserving of respect and compassion. Our client-centered care and relentless focus on quality are the main reasons why the Joint Commission accredits us – an accreditation that no other independent mental health provider in DC has.

There are many reasons for our success, but the Center's outstanding staff provides the foundation. Our Community Support Specialists work tirelessly to keep our clients' recoveries on track, and our therapists and doctors improve clients' quality of life through evidence-based therapies and medication management. We also have financial support from across the region, which allows us to provide an integrated care model. Finally, we have a committed, active and passionate Board of Directors. Together, everyone involved works to provide healing and solace to those who are suffering.

This report will tell you in greater detail what we've accomplished and the way it has benefitted our city. We still have a lot to do, and we hope that you will either begin or continue to work with us. People need McClendon Center, and we need you if we are to realize our ambition of a healthier and better DC community.

Thank you so much for your support of our work,



Dennis Hobb

Dennis Hobb
Executive Director



Sarah Barclay Hoffman

Sarah Barclay Hoffman
Chair, Board of Directors

MISSION STATEMENT

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

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 consumer needs.



Respect

We show compassion and respect toward consumers as well as employees, funders, and stakeholders. 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 environment for consumers and staff, and maintaining a welcoming sense of community.

VISION

McClendon Center envisions a Washington, DC where:

- ✓ DC residents have full access to mental health services, including information on where and how to receive them.
- ✓ Providers meet Consumers' social, creative, and therapeutic needs.
- ✓ Consumers 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 Consumers.

"Nothing is impossible, if you believe in yourself. That's what McClendon Center instilled in all of us – to believe in ourselves. We're all going to slip and fall, but the trick is to get back up."

– Frank, CSA client

"Did you ever hear that old saying, 'if you give a person a fish, you feed him for the day, but if you teach him to fish, you've fed him for a lifetime?' And then you're on the right track! McClendon Center is teaching me how to fish."

– William, Day Program Client

CORE SERVICES AGENCY

The DC Department of Behavioral Health (DBH) has certified McClendon Center as a Core Services Agency (CSA). Our CSA provides:

Intake Assessment – a 90-minute survey of new consumers' symptoms, physical health history, and family health history.

Linkage to Primary Healthcare – A Registered Nurse identifies necessary care, schedules appointments, and follows up with Consumers about results.

Medication Management – prescriptions and regular follow-up visits with a psychiatrist

Community Support – each Consumer is assigned a Community Support Specialist to manage all aspects of treatment

Counseling – consumers can receive therapy, either from McClendon Center's therapist or upon referral to a partner agency.

DAY PROGRAM

McClendon Center is also certified as a Day Services program through the DC Department of Behavioral Health. The Day Program offers morning and afternoon programs with four tracks:

Clinical Skills Building

Consumer Empowerment

Expressive Arts Therapy

Substance Abuse Recovery

“Community support is very important to our clients because it literally shows them that we meet them where they are in terms of their life and where they are physically. It is very rewarding to see a client's quality of life improve.”

– Michael Burt, Quality Improvement Director and Team Leader of Team Independence

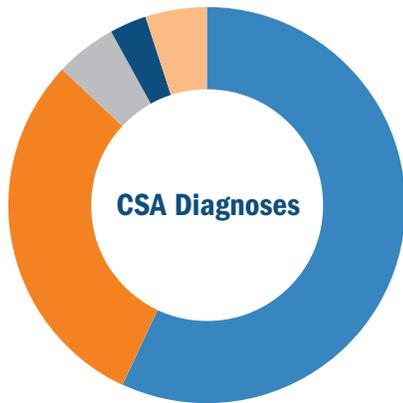
“The work we do as Community Support Specialists is more than mental health - it encompasses every area of our clients' lives. For many of our clients, the CSS is the closest thing to family that they have and the work we do includes caring for them as we would a family member.”

Octavia Haughton,
Community Support Specialist

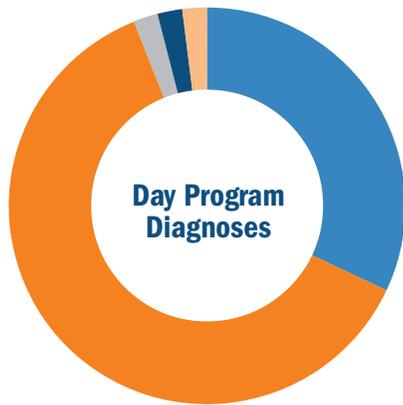


DIAGNOSTIC DIFFERENCES Between Day Program and Core Service Agency Clients

The rates of schizophrenia and other psychotic disorders, versus those of depression and bipolar disorders, are nearly the opposite between the CSA and the Day Program. Depression and bipolar illnesses, which are prevalent at the CSA, can be well-managed by a combination of medication management and counseling, both individual and group. The majority of Day Program clients have schizophrenia and other psychotic disorders, so they require interventions that focus on encouraging client engagement, teaching clients about their symptoms and how to manage them, teaching the client to advocate for herself/himself, and promoting health and wellness strategies such as good nutrition and regular exercise and movement.



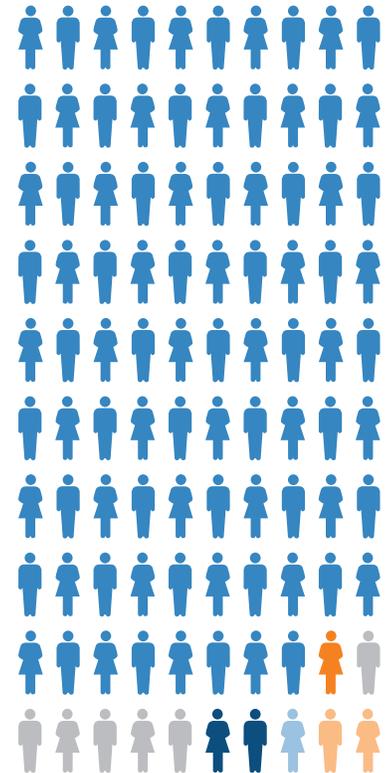
Depression/Bipolar Disorders	57%
Schizophrenia/Psychotic Disorders	30%
PTSD	5%
Anxiety Disorders	3%
Other Diagnoses	5%



Depression/Bipolar Disorders	32%
Schizophrenia/Psychotic Disorders	62%
PTSD	2%
Anxiety Disorders	2%
Other Diagnoses	2%

RACE BACKGROUNDS

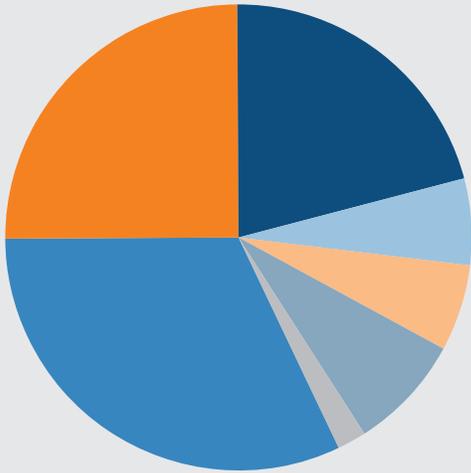
McClendon Center serves a mostly African American population, with African Americans comprising nearly 90% of the Center's consumers. The Center is conscious of hiring staff members who reflect the racial backgrounds of our consumers, with about 75% of the Center's staff being African American.



African American	89.6%
Asian	0.6%
Caucasian	5.9%
Latino	1.8%
Native American	0.3%
Other	1.8%



From left to right: Members of Team Independence at the CSA: Caitlin Apo, Thomas Coyne, Samantha Stevens, Erica Green, Simone Lyles, and Dennis Hobb | Smiles abound between Day Program groups | Men on the move at the Day Program | DC Councilmember David Grosso visits the Day Program and McClendon Center staff.



EXPENSES

October 1, 2013 – September 30, 2014

Community Support	\$1,288,593
Day Program	\$999,520
Core Services	\$840,667
Medication and Somatic Services	\$264,091
Diagnostic and Assessment Services	\$221,982
General and Administration	\$318,455
Fundraising	\$100,512
Total Expenses	\$4,033,820

REVENUES

Treatment Services (Medicare, Medicaid, Etc.)	\$4,115,120
Grants and Contributions	\$105,189
Miscellaneous Income	\$2,171

BOARD OF DIRECTORS

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



FOUNDATIONS

Clark-Winchcole Foundation
 Combined Federal Campaign
 J. C. Penney Corporation
 MAXIMUS Foundation
 The Morris and Gwendolyn Cafritz Foundation
 Thelma Leenhouts Living Trust
 William S. Abell Foundation

INDIVIDUALS

Jacinta Alves	David Harris
Iris Amdur and David Kass	Jeff Hauser
Ginger and James Anthony	Dennis Hobb
Linda Anthony	Doug and Meg House
Xavier Baker	Priscilla and Ronald Hoffman
Sarah Barclay Hoffman	David and Anne Johnson
Lee Ann Savio Beers, MD	Beth Kanter
Hila Berl	Lisa Kanter
Deborah Bowers	Phyllis Kaye
Doris Briscoe	Aaron Keyak
Sarah and Win Brown	Christie Lane Johnson
Mike and Diane Browning	Sean LeSane
Dr. Matthew and Ms. Angela Buchanan	Eric McGlaughlin
Kenneth and Margery Carpenter	Matt McLaughlin
Leonard Chanin and Jackie Eyl	Amy McPartland
Beverly Chin	Nola Murphy
Anne Clements	Gayle Neufeld, MD
Rabbi Ken Cohen	Ben D. and Nancy L. Pina
John and Anne-Marie Cunningham	Lisa and John Queeney
Rebecca Davis	Steve Rabinowitz and Laurie Moskowitz
Linda Decker	Laira Roth
David Diedrich and Kara Barnes	Mary M. Shumann
Dr. Anjali Dsouza	Michael Shumann
Tyler Feret and Karen Milam	Steven Steury, MD
Lisa Friedman	Ben and Patti Steverman
Emily Gantz McKay and Jack McKay	Sarah Steverman
Miriam Gitlin	Paul Stilp
Dr. Michael and Ms. Dana Goldsmith	Mudumbai Venkatesh
Doris Gordon and Jim Martin	Burt and Louise Wides
Karen Graves	Robin Wiener and Roger Nehrer
William Grubb	Margery Yeager

“Our health assessments include health promotion and age appropriate screenings for disease prevention and early detection. And, we incorporate a dietitian who improves the quality of life of our consumers. All told, our nursing services not only focus on primary care linkage but also symptom management and education.”

– Joy Ellis-George, Lead Practical Nurse

“Coming [to McClendon Center] is like emptying the recycle bin on a computer. You have a lot of mental garbage, but the program here helps you to empty it out.”

– Evelena, Day Program Consumer

**DAY PROGRAM AND
ADMINISTRATIVE OFFICES:**

1313 New York Avenue NW
Washington, DC 20005
(202) 737-6191

CORE SERVICES AGENCY:

1338 North Capitol Street NW
Washington, DC 20002
(202) 745-0073



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McCLENDON CENTER

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