



# McCLENDON CENTER

# 2015

## annual report



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

## 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.

# LEADERSHIP MESSAGE

Dear Friends, Neighbors, and Colleagues:

According to national studies by leading mental health experts, there are 13.6 million (or 1 in 17 individuals) living with a serious mental illness such as schizophrenia, major depression, or bipolar disorder. But the frightening statistic is that **approximately 60% of adults with mental illness received no mental health services in the previous year**. Here in the District, there are thousands of “invisible” members of our community with severe mental illness who are struggling every day to live full and complete lives. More often, they have broken ties to their families, are having difficulty managing the symptoms of their mental illness, have other serious health or addiction issues, and are living at or below the District’s poverty line. We are a leading community resource where DC residents can turn to for help.

**2015 was truly a year of celebration, progress, and accomplishment for McClendon Center.**

Through our Core Services Agency on North Capitol Street and our Day Program on New York Avenue, we provided services to more than 1,100 DC men and women. We launched several new initiatives, held our inaugural annual Art of Transformation fundraising event, and developed new collaborative partnerships with health systems and managed Medicaid organizations. We are especially proud of our 5-star Provider Scorecard rating and 98% score awarded by the DC Department of Behavioral Health. This honor is truly a reflection of our clients’ commitment to their recovery, the teamwork and hard work among our staff, and the leadership of our Board of Directors. We are appreciative of the dedication of McClendon Center staff, who are committed to helping our clients achieve the highest level of independence and success. **But we couldn’t do it without your support and care – so, with great sincerity, thank you.**

We invite you to review this 2015 Annual Report and learn about our new client-focused programs and activities, and the impact that further reflects our dedication to providing services that best meet the needs of our clients. These include:

- ▶ Patient Discharge Coordination (PDC) program;
- ▶ Serenity ♦ Transform ♦ Achieve ♦ Recover ♦ Thrive (START), an afternoon day program designed to meet the needs of our clients who are ready for new challenges and goals; and
- ▶ Counseling at Dupont, our new counseling center in the heart of Dupont Circle.

In the coming year, we are excited to meet new challenges and look for new ways to help our clients so that they live independent and satisfying lives. We hope that you will continue to stand with us and help us achieve our mission of preparing people recovering from mental illness to improve their quality of life. **Together, we are transforming lives!**



Dennis Hobb  
Executive Director



Mohini Venkatesh  
Chair, Board of Directors

# HIGHLIGHTS of 2015



## Five Star Ranking

We earned the *only* 2015 five-star Provider Scorecard rating 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. We could not have achieved this honor without our clients' commitment to their recovery, the dedication to quality care by our staff, and the guidance provided by our Board of Directors.

*We focus on the whole person, not just their mental illness, by offering comprehensive services that go beyond psychiatric treatment..*

## Core Services Agency (CSA)

Our interdisciplinary team at the CSA 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.

## Day Program

Clients participate in our Day Program for a variety of reasons. Some seek stability and routine in their lives, and 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.

## Client Profile



44%	Depressive Disorders
26%	Schizophrenia
16%	Bipolar Disorders
7%	PTSD
4%	Psychotic Disorders
3%	Other

**21%** of our  
clients were  
homeless or  
living in shelters



**24%** Under 35

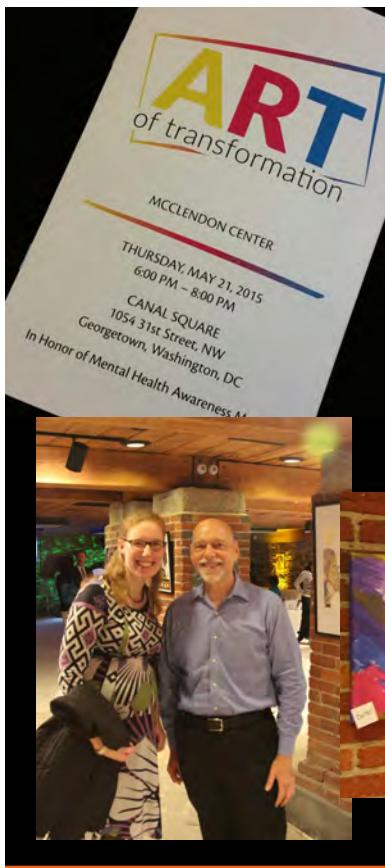


**44%** Between 35 and 54



**32%** 55 and older

# HIGHLIGHTS of 2015



## Art of Transformation Event

May 21, 2015, marked our inaugural Art of Transformation event, which was held in a unique, "raw" retail space in the heart of Georgetown in Washington, DC, and raised over \$26,000. Over 100 guests enjoyed "all things art" – from the décor and lighting features to the creative food and drink choices, provided by locally-known mixologist and *Top Chef*, Spike Mendelsohn. But the highlight of the evening was the artwork created by our talented clients, many of whom participate in our expressive arts program. We also unveiled our new 5-minute video that offers a glimpse into McClendon Center, our clients, and our staff (visit [www.McClendonCenter.org](http://www.McClendonCenter.org) to view the video).



## FRANK

Frank is an inspiration to everyone who talks with him. Like many of his peers, his road to McClendon Center was a rocky one that included poverty, violence, a broken home, and drugs. But Frank doesn't let his past, or his mental illness, stop him from being a role model. Every week, Frank spends time encouraging clients in the Day Program, always with a laugh or smile. And each month, he represents his friends and peers by participating in the Client Advisory Board meetings, a role that he takes very seriously. After being praised for his role in our video about McClendon Center, which debuted at the Art of Transformation event, he became somber and said, "When I did that interview, I had a responsibility to represent 850 people. That was an honor and privilege."

Being one of the voices of McClendon Center is more than just an honor for Frank. It's helped find his purpose and mission. He wants clients, some of whom may be just beginning their journey toward recovery, to know that McClendon Center is their family and that they won't be judged for being different or a little rough around the edges. He wants the public to be kind and compassionate – "I want them to know that a person can walk around for a long time without even knowing they have a mental illness. A lot of times it takes something tragic to trigger it. And that's the saddest thing." Lastly, he wants everyone to know that after doing things for everyone else, he is doing this [coming to McClendon Center] for himself.



**"Coming to McClendon makes me whole."**

## HIGHLIGHTS of 2015



Table at the 17th Street Festival

### Counseling at Dupont

Our Counseling at Dupont doors opened in August of 2015 in the heart of Dupont Circle. This is an initiative of our Board of Directors, which recognized the critical need for counseling services that are covered by medical insurance which few providers accept. Counseling at Dupont offers affordable individual, couples, and group psychotherapy services.

For more information about Counseling at Dupont please visit [www.CounselingatDupont.com](http://www.CounselingatDupont.com).



## TERRAIA

Everyday clients and staff at our Core Service Agency on North Capitol are greeted with Terraia's warm smile and welcoming personality. Amid the chaos of buzzers, clients asking questions, doctors and staff dropping off papers, and constant phone calls, Terraia keeps her cool and exerts a great deal of patience and tact. "I always keep how I would like to be treated in mind. I feel like something could easily happen to me and it'd be me who needs help, who needs medication management or a case manager. I believe that you have to remain humble in everything you do."

"I love my job! I'm the first point of contact for our clients. I especially love watching our clients develop and open up." And she's been inspired to set new professional goals for herself. Like, one day opening her own day program and a hair salon that caters to people with disabilities. "This work - helping others - this is my passion."

**"I believe smiles are contagious."**



# HIGHLIGHTS of 2015



## Patient Discharge Coordination

The Patient Discharge Coordination program (PDC) is a partnership effort between McClendon Center, AmeriHealth Caritas DC, and Beacon Health Strategies. The program works to ensure that AmeriHealth DC and Beacon members who are admitted to a Psychiatric Inpatient Unit (PIU), experience a seamless transition back into the community. PDC staff work with hospital staff and visit with the member at least every other day during their hospitalization. As the member prepares for discharge, the PDC

team continues working with the member and helps coordinate follow-up care with any treatment agency or professional in the community.



*Dr. Tanya Royster, second row, fourth from the left*

## Meeting with Dr. Tanya Royster

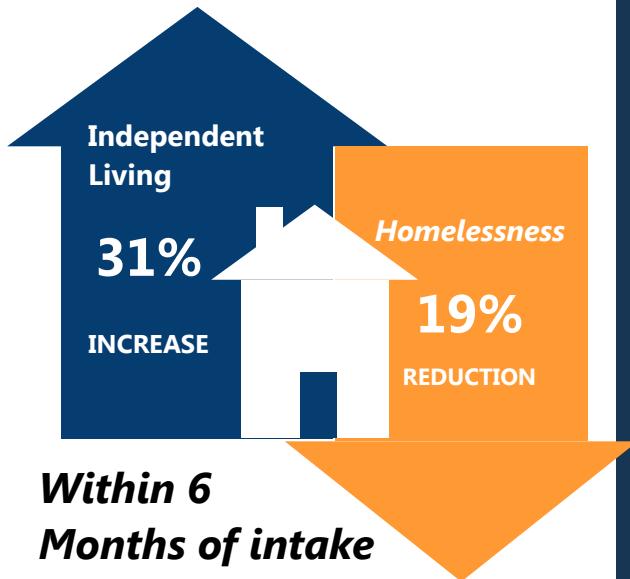
Newly-appointed Director of DC's Department of Behavioral Health, Dr. Tanya Royster, met with several of our clients, Sarah Barclay Hoffman (Chair, Board of Directors), Dennis Hobb, (Executive Director), and Steve Luterman (Director of Clinical Services and Health Homes) in October 2015. Remarks included the successes and challenges faced by the DC DBH – and what might help improve services for individuals struggling with mental illness and other behavioral health conditions. At the conclusion of the meeting, Dr. Royster noted to each of the clients "...YOU are the heart and soul of McClendon Center" and reminded them that, when they are ready to "graduate" she hopes they consider becoming mentors/peer counselors to the next group of individuals who come to McClendon Center seeking support and care.



Our Community Support Specialists  
logged over **39,000** hours  
of engagement in one year.

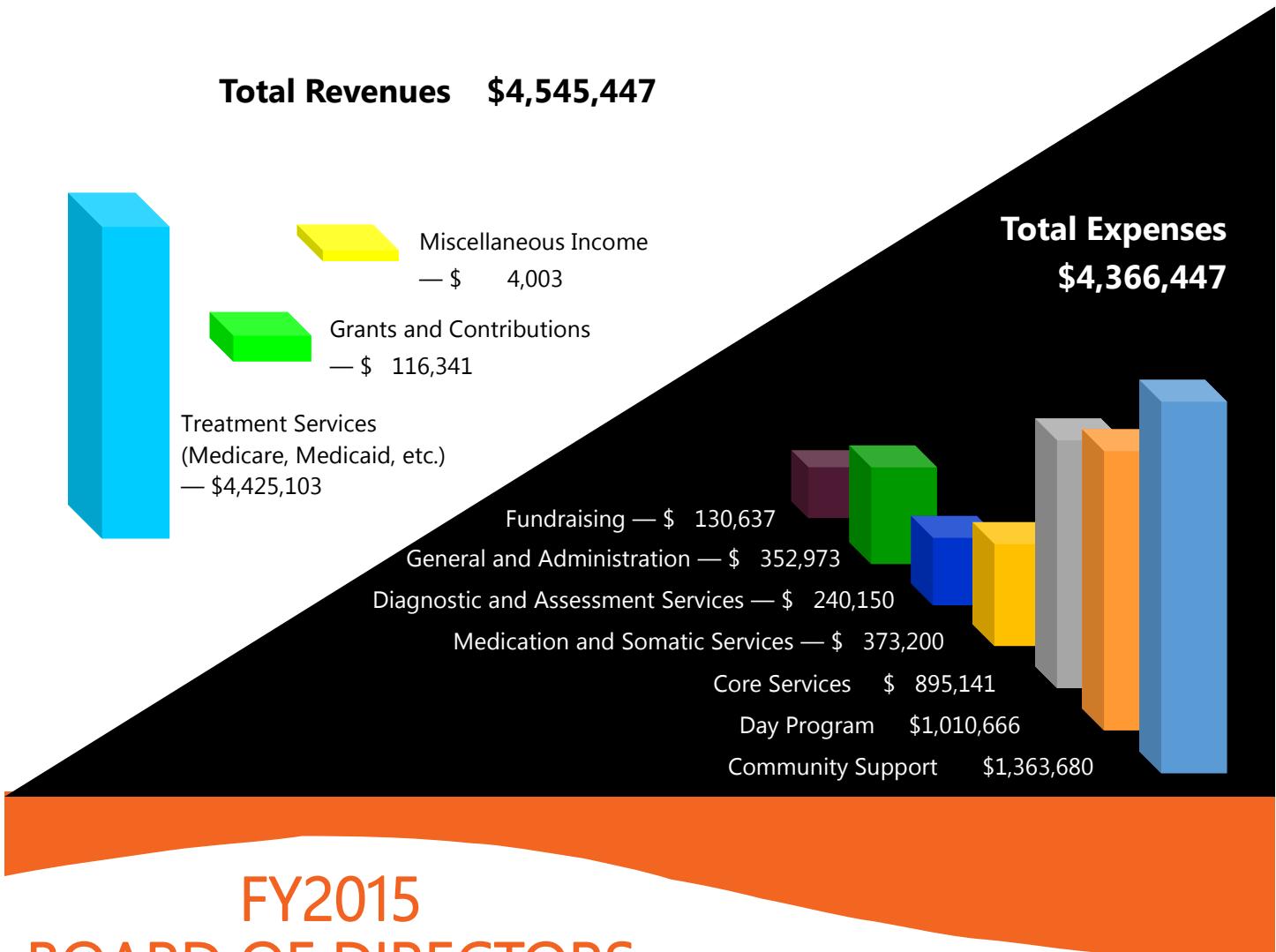


**36,144** meals  
were served to clients  
in our Day Program



# RESOURCES and FINANCIAL MANAGEMENT

October 1, 2014 - September 30, 2015



## FY2015 BOARD OF DIRECTORS

### OFFICERS

- Sarah Barclay Hoffman – Chair**  
*Children's National Health System*
- Mohini Venkatesh – Vice Chair**  
*National Council for Behavioral Health*
- Emily Gantz McKay – Treasurer**  
*EGM Consulting LLC*
- Gayle Neufeld, MD – Secretary**  
*Psychiatrist*

### MEMBERS-AT-LARGE

- Xavier Baker**  
*Crowell and Moring LLP*
- Anne Clements**  
*ACS (Xerox Company)*
- Hugh Franklin**  
*TD Bank*
- David Harris**  
*Song Dog Distilling*
- Jennifer Hitchon**  
*BlueCross/BlueShield Association*

**Kimberly Johnson**  
*CACI, Inc.*

**Beth Kanter**  
*Author*

**Stephen Lucas**  
*EquityEats*

**Sophie Stern**  
*Best Practices Institute*

**Steve Yu**  
*The Public Defender Service for DC*

# DONORS

## FOUNDATIONS

Maximus Foundation  
 Morris and Gwendolyn Cafritz Foundation  
 Philip L. Graham Fund  
 Safeway Foundation

## ART OF TRANSFORMATION

### SPONSORS

**Exhibition**  
 H Street Pharmacy and Wellness  
**Patron**  
 Anne Clements  
 AmeriHealth Caritas DC  
 Anne Clements  
 H Street Pharmacy and Wellness  
 Lisa and Jonathan Kanter  
 Gayle Neufeld, MD  
 TD Bank  
**Collection**  
 Anonymous  
 Sarah Barclay Hoffman  
 Steve and Carolyn Bernstein  
 Phillip Bilello  
 Capital Prog-X  
 Jeffrey Corbett  
 Dennis Hobb  
 Margaret and Doug House  
 Kim Johnson and Rachel Browning  
 Beth Kanter  
 Levine Sullivan Koch & Schulz, LLP  
 Nationwide IT Services, Inc.  
 P Street Gallerie LLC  
 Mohini Venkatesh

## GENERAL DONORS

Linda Anthony  
 Sonia Arias  
 Xavier Baker  
 Barbara Bazron  
 Bona Benjamin  
 Kimberly and Lawrence Berger  
 Hila Berl  
 Betsy Biben-Seligman  
 Mary Billingsley

Deborah Bowers  
 Elissa M. Brooks  
 Sarah and Win Brown  
 Mike and Diane Browning  
 Wanda Burt  
 Kenneth and Margery Carpenter  
 Sara Carroll  
 Lisa Catapano  
 Ann Chauvin  
 Anne Clements  
 Carol Coonrod  
 Daniel Costello  
 Credible Inc.  
 John and Ann-Marie Cunningham  
 Anne DeGirolamo  
 Embassy Row Hotel  
 Marina Feldman  
 Abigail Fobanjong  
 Jo Fogel  
 Hugh Franklin  
 Katherine Funk  
 Susan Gantz  
 Athena Gavaris  
 Google (*Matching Gift*)  
 Karen Graves  
 Green Door  
 Sam and Muriel Harris  
 David Harris  
 Jennifer Hitchon  
 Dennis Hobb  
 Brian Hoyt  
 Kurt Jacobs  
 David and Anne Johnson  
 Beth Kanter

Phyllis Kaye  
 Matt and Rebecca Lawlor  
 Thelma Leenhouts  
 Sean LeSane  
 Jennifer Maloney  
 Holly Manning  
 Lynne McIntyre  
 Emily Gantz and Jack McKay  
 Ana Morales  
 Laurie Moskowitz and Steve Rabinowitz  
 Diana Moss  
 Dorothy Murdoch  
 Nola Murphy  
 Gayle Neufeld, MD  
 Sana Rasul  
 Lenore Reid  
 Chip and Nina Reid  
 Kelly Reuter  
 Alison Ritchie  
 Michael Shumann  
 Mindy and Jeffrey Sosland  
 Kathryn Sparks  
 Sophie Stern  
 Steve Steury  
 Ben and Patti Steverman  
 Mimi Strouse  
 The Ross Center  
 Sallie Twentyman  
 Mudumbai Venkatesh  
 Mohini Venkatesh  
 Athena Viscusi  
 Evelena Young  
 Steve Yu



*Day Program friends*

"Have you heard of that saying, 'If you teach a man to fish, you'll feed him for a lifetime'? McClendon Center is teaching me how to fish." —William G.



## MANAGEMENT TEAM

**Dennis Hobb**  
*Executive Director*

**Elissa M. Brooks**  
*Director of Development*

**Michael Burt**  
*Director of Quality Improvement and Team Leader*

**Shean Dyson**  
*Compliance Officer and Team Leader*

**Joy Ellis-George, RN**  
*Director of Nursing and Health Services*

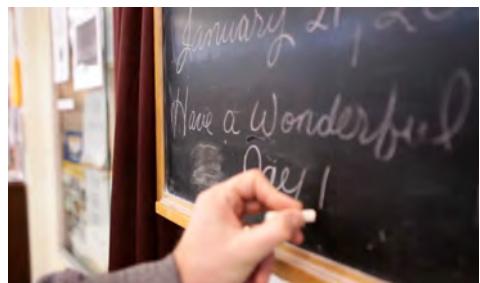
**Steve Luteren**  
*Director of Clinical Services and Health Homes*

**Saná Rasul, PHR, SHRM-CP**  
*Director of Human Resources*

**Steven Steury, M.D.**  
*Medical Director*

"Here you get the truth...you find out who you are. You CAN see pain...it's in here (points to her head)., but McClendon Center helps you heal."

— Evelena Y.



"It took me a while to figure out what I was doing with my life. I wasn't getting any younger; I needed to get my act together. I was throwing my life away... something had to change. McClendon Center helped me to feel happy, loved, and accomplished. And I'm ready to learn more." — Anthony B.

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 L.



### **Day program and Administrative offices**

1313 New York Avenue NW  
Washington, DC 20005

TEL | (202) 737-6191  
FAX | (202) 737-2316



McPherson Square (14th Street exit)

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

**McClendon Center**  
1313 New York Avenue NW  
Washington, DC 20005  
TEL | (202) 737-6191  
FAX | (202) 737-2316  
[www.McClendonCenter.org](http://www.McClendonCenter.org)

**Stay connected with us:**

-  [facebook.com/McClendonCenter](https://facebook.com/McClendonCenter)
-  [twitter.com/McClendonCenter](https://twitter.com/McClendonCenter)

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 1,100 DC men and women who are diagnosed with serious mental illness.

