



McCLENDON
CENTER

2018

Annual Report

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

our MESSAGE

Dear McClendon Center Friends:

What makes a great nonprofit? We believe it is our focus on mission; ability to inspire staff, volunteers, and others to create conversations and influence policies; and respond to change in order to deliver results. As you look through this Annual Report, we think you'll agree that McClendon Center continues to be a great nonprofit.

During our Fiscal Year 2018, McClendon Center:

- ◆ Held a Core Values workshop at which staff were asked to identify those positive traits that exemplify McClendon Center and our values. Respect, Compassion, Care, and Accountability – for clients and staff alike – topped the lists. We then discussed how we can improve our services so we can incorporate these values into ways we work with our clients and each other as colleagues.
- ◆ Held two community forums, one on healthcare disparities and the other on housing. The former led to proposed changes to medical necessity criteria being introduced by the DC Department of Behavioral Health.
- ◆ Realigned our staffing structure and accountability to better meet the needs of our clients.
- ◆ Introduced new services, such as short-term medical case management and in-person emergency room diversion.

We are grateful to our many partners, donors, sponsors and friends who help support our mission and help change the lives of the nearly 5,000 DC men and women who come to us for help and support as they work toward recovery and independence. It is our pleasure to present our FY2018 Annual Report in which you will find highlights of our past year and our financial results.

Thank you for being a part of our success and helping to enrich the lives of our clients.



Dennis Hobb
Executive Director



Stephen Lucas
Chair, Board of Directors

our STATEMENTS

Our Mission

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

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.
- ◆ Our community is educated about mental health issues and believes in recovery.
- ◆ People are respectful to clients.

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 IMPACT IN A YEAR



More than **4,450** individuals received some sort of care (treatment, counseling, or visit) by our staff.

"I come here for the program and the social interaction; but I'm so glad for the food too. In a way, it's another incentive to keep me coming here five days a week. I don't have to worry about being hungry and can focus on my recovery. McClendon Center and the other programs in the city are saving lives...saving MY life." — Byron

Clinical staff drove **155,196** miles to meet with their clients and transport them to appointments.



More than **36,000** meals (breakfasts and lunches) were served to our Day Program clients.



Image by Martina Leitschuh from Pixabay

8:00-8:30	EARLY BREAKFAST		
8:30-9:30	LIFE Injections	Into Action	One Step
9:15-9:40	BREAKFAST		
9:40-10:40	TRACK	Reinforced Yarns	SAFE HARBOR
10:50-11:50	ART Therapy	Safe Harbor	SAFE HARBOR
11:50-12:20	Heard and written	End your story	
12:00-1:00	SAFE Insk		

An average of **74** clients participated daily in the Day Program.

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

Fewer than 5% of our clients were hospitalized for psychiatric reasons.



meet OUR CLIENTS



Byron counts himself as one of the lucky ones. After his parents passed, he found himself drifting. The symptoms of depression, anxiety, and bipolar disorder were debilitating; he was unemployed, untreated, and homeless. A family member did their best to help and eventually connected him to behavioral health services, which led him to McClendon Center's Day Program. "I walked into the program with an open mind; I knew I needed a program like this. I'm homeless so if I'm not here, I'd be wandering around the city."

Byron also noted the importance of organizations like us to work together and was happy to learn that our Day Program meals is an example of just that. We partner with Catholic Charities and purchase prepared breakfasts and lunches through their meals program that are designed to reach individuals who are food insecure.

"I come here for the program and the social interaction; but I'm so glad for the food too. In a way, it's another incentive to keep me coming here five days a week. I don't have to worry about being hungry and can focus on my recovery. McClendon Center and the other programs in the city are saving lives...saving MY life."

John and Kendrick: the mental health system failed them. John has had a lifelong history of incarceration, drug abuse, PTSD, and depression. Our team not only got him into residential substance abuse treatment, but visited him every few days while he was there to make sure that he stayed and completed the program. This type of staff commitment is how recovery begins.

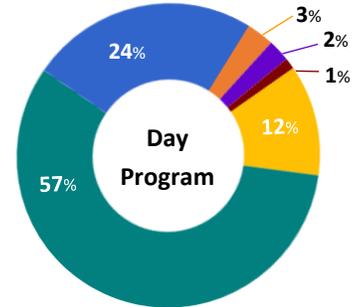
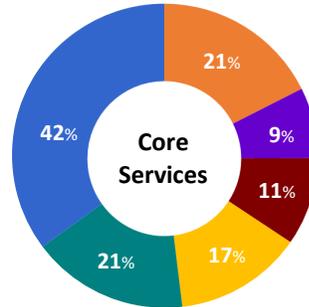
Kendrick was basically living on a medical/surgical unit. He was homeless, diagnosed with depression, had multiple medical diagnoses including diabetes and kidney failure, and supposed to be getting dialysis three times a week. The PDC team was able to greatly reduce the time he spent in the hospital, and to get him short-term housing until his housing voucher kicked in. In spite of being connected to another agency's intensive treatment team, he felt cared for by the PDC team's daily contact and was able to stabilize for the first time in six years.



our CLIENT PROFILE

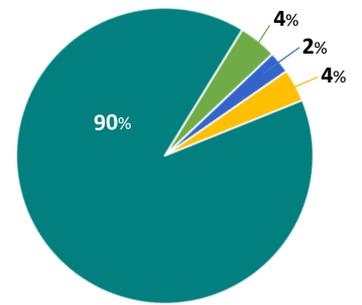
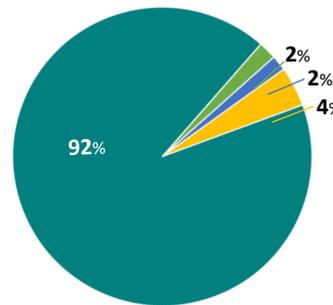
DIAGNOSIS

- Depressive Disorders
- Schizophrenia
- Bipolar Disorders
- PTSD
- Anxiety
- Other/Undiagnosed

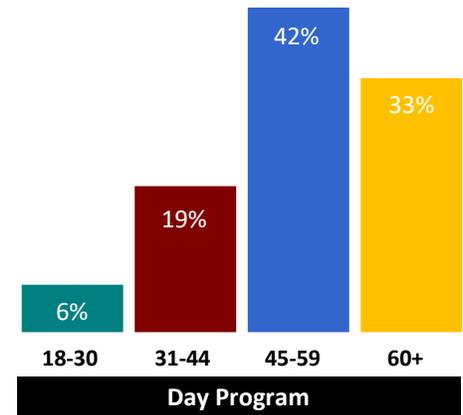
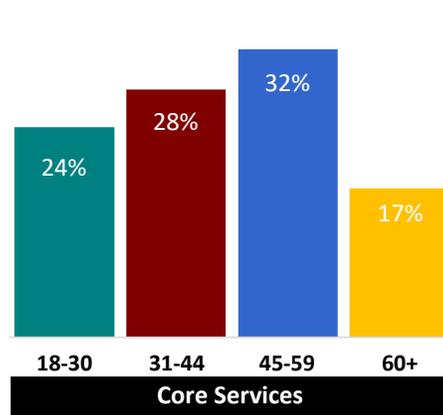


ETHNICITY

- African American
- Caucasian
- Latino/Hispanic
- Unspecified

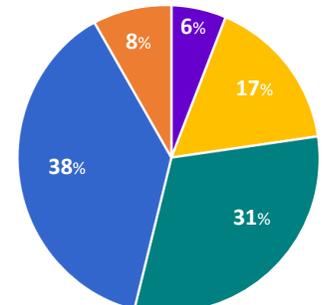
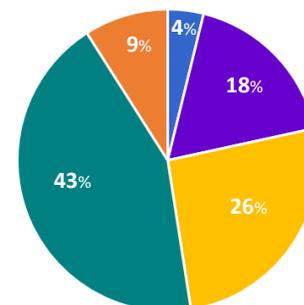


AGE



HOUSING

- Independent
- With Family
- Homeless / Shelters
- Community Residential Facilities (CRFs)
- Other / Unspecified



our PROGRAMS & SERVICES

Core Services

At our Core Services Agency, located in the NoMa neighborhood of DC, 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.

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, a wide variety of expressive therapy activities, and recovery from substance abuse.

Patient Discharge Coordination

We continue to partner with AmeriHealth Caritas DC (AmeriHealth) and Trusted Health Plan on our innovative Patient Discharge Coordination (PDC) program. PDC transitions these Managed Care Organization (MCO) members who have been admitted to a psychiatric inpatient unit back into the community following discharge. PDC also serves high needs members who have medical as well as behavioral health concerns. A similar alliance has been explored with another Medicaid MCO.

Integrated Care Coordination

Expanding our collaboration with AmeriHealth, we offer Behavioral Health Engagement Services (BHES), which engages a contract employee to find people in the community who had previously been lost to treatment; and Post Emergency Evaluation Services (PEES), which provides post-discharge assistance to members who recently visited a hospital emergency department and have behavioral health concerns.

our PROGRAMS & SERVICES

Partnerships 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 the District of Columbia, Catholic University of America, and the University of Maryland. While these institutions provide students pursuing their degrees with academic training, McClendon Center provides practical experience. Social work interns and psychiatric residents are supervised by licensed mentors, carry a dedicated caseload, and provide the same services as our regular staff members. Upon completing their coursework and internships, our interns are better prepared to be a part of the next generation of behavioral health practitioners.



**COUNSELING
at DUPONT**

Counseling at Dupont is our therapy practice, located in Dupont Circle, where we offer affordable, individual, couples, and group psychotherapy services. This initiative began as an idea developed by our Board of Directors, which recognized the critical need for counseling services that are covered by medical insurance which few providers accept.

For complete information about Counseling at Dupont, please visit www.CounselingatDupont.com.

our YEAR IN REVIEW

OCTOBER 2017

Mental Healthcare Disparities in DC

October 19, 2017
6 pm—8 pm
Busboys & Poets



We held our first Dialogue & Conversation forum with four panelists who discussed their views of the status of mental healthcare disparity in the District today, who it affects, and why it matters. A lively conversation followed about how we can raise the bar for better healthcare, especially behavioral healthcare, in our community.

Panelists: Michael Burt, QI Director, McClendon Center; Jean Harris, President, NAMI DC; Michaela Nicholson, MHS, Howard University; and Elaine Webber, McClendon Center Client.
Moderator: Jayne O'Donnell, Healthcare Policy Reporter, USA Today

NOVEMBER 2017

At the Dialogue & Conversation event, Dennis Hobb, Executive Director, noted that the DC Department of Behavioral Health (DBH) wrote a medical necessity criteria that, if put in place, would disenfranchise many clients from receiving ongoing Community Support services, as well as limiting the number of days clients can attend a Day Program. By chance, Osa Imadojemu, Deputy Committee Director of the DC Council Committee on Health, was in attendance and, immediately began working with McClendon Center and the Behavioral Health Association to introduce emergency legislation that would stop DBH from implementing this criteria. In early December, the Council passed emergency legislation preventing DBH from enforcing any new medical necessity criteria until going through the rulemaking process, which includes public comment.

DECEMBER 2017

We began receiving daily CRISP* reports (we were the first mental health agency with access to these reports) and began making plans to establish a new team, CRISP Response and Engagement Unit (CREU), which would respond to clients in the Emergency Room.

**CRISP is a regional health information exchange (HIE) serving Maryland and the District of Columbia, which allows clinical information to move electronically among disparate health information systems.*

JANUARY 2018

AmeriHealth Caritas DC approached McClendon Center to see how we might further expand our Post-Emergency Evaluation Services (PEES), which at the time, was processing about 600 referrals monthly. In addition, Ameri-Group, a new Managed Care Organization that began operating in DC in October, also expressed an interest partnering with our Patient Discharge Coordination (PDC) and PEES services.

FEBRUARY 2018

Having stable, safe, and affordable living conditions are just as essential for individuals working toward recovery from mental illness as accessibility to services and support. Our second Dialogue & Conversation panelists discussed DC's housing for people with mental illness, followed by an open conversation about current programs, improvements, and solutions.

Panelists: Kenyatta Brunson, Director of Programs, N Street Village; Kate Coventry, Senior Policy Director, DC Fiscal Policy Institute; Sheila Morton, McClendon Center client; Christy Respress, Executive Director, Pathways to Housing DC
Moderators: Jayne O'Donnell, Healthcare Policy Reporter, USA Today; David Whitehead, Housing Program Organizer, Greater Greater Washington

Navigating DC Housing When You Have a Mental Illness

February 28, 2018
6 pm—8 pm
Busboys & Poets



MARCH 2018

McClendon Center participated in NBC4 Health and Fitness Expo for the 3rd year in a row. In addition to promoting our programs and services in the Mental Health Pavilion, attendees were invited to play our Mental Health Jeopardy game, meet our staff, and ask us questions.



JULY 2018

We are always looking for ways to improve our level of care and service to our clients. And we strive to build our teams with skillful, caring, and motivated staff. But, sometimes, no matter how proficient our staff are, it's our organizational structure that needs to be modified. After careful consideration, and reviewing our evolving partnerships and client needs, we restructured our teams, better defined our expectations, established a robust system for helping staff meet their goals, and make better use of their strengths and skills to ensure that the needs of are clients met at the utmost quality of care.

APRIL 2018



Read more about our signature event on Page 14.

MAY 2018

Our team at our Counseling at Dupont office , our external therapy practice, grew with the addition of our fifth therapist, John Weibel, LICSW-C. (A description of CAD is on Page 9.)

JUNE 2018

Working with Medical Home Development Group, McClendon Center began offering Primary Care services at our Core Services Agency (CSA). Clients can schedule an appointment or take advantage of clinic walk-in hours to see an on-site physician. The service is designed specifically for clients who can do not have a primary physician or who require emergent care (e.g., elevated blood pressure, blood sugar, or other medical need that requires urgent attention).

AUGUST 2018

Clinical management staff participated in a planning retreat, with a qualified facilitator, to create the new CRISP Response and Engagement Unit (CREU) team. The team of 3 staff members and a manager, responds as quickly as possible to clients who are still at the ER, and work with them to create an Emergency Room Intervention Plan (ERIP). The overall goal is to reduce readmissions at ERs and hospital units, and provide preventative care for health related issues.

SEPTEMBER 2018

Partnering with Genoa Pharmacy, which places pharmacies within mental health agencies, we started plans to established our own in-house pharmacy at our CSA. One of the primary benefits will be providing our clients with a higher level of care and care coordination. In addition, we anticipate that medication compliance will increase, which will have a positive impact on the overall health outcomes of our clients.

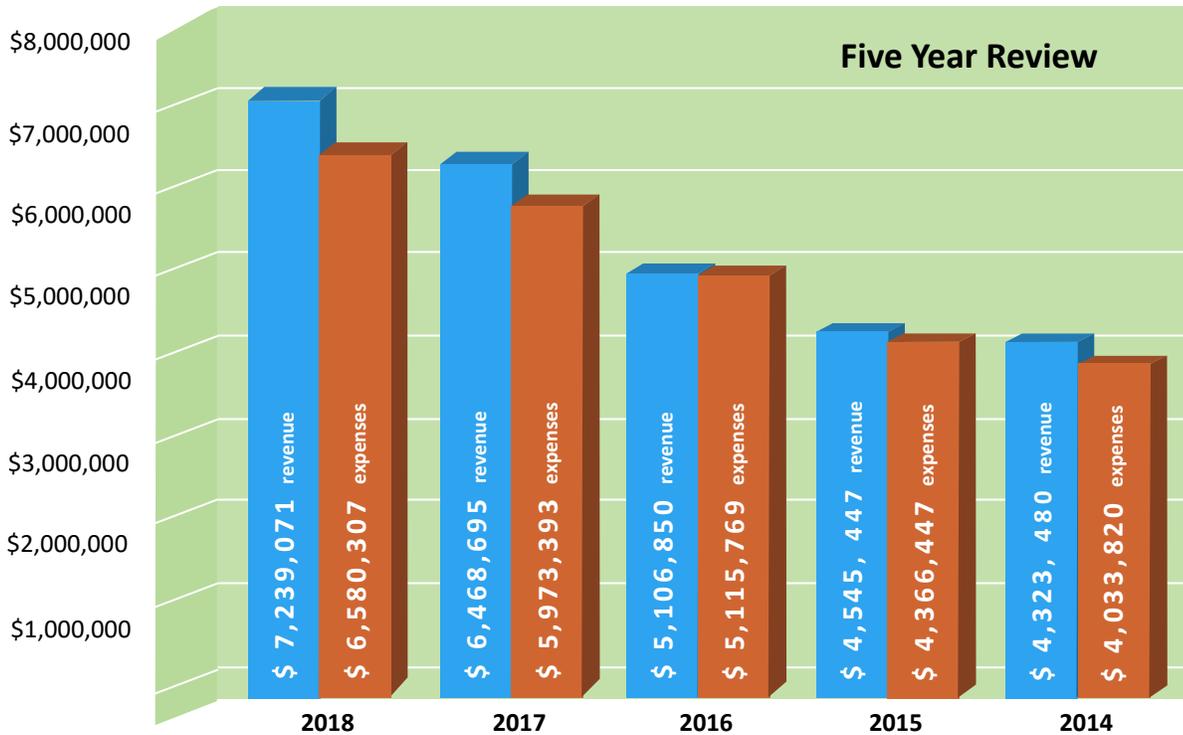


our FINANCIAL POSITION

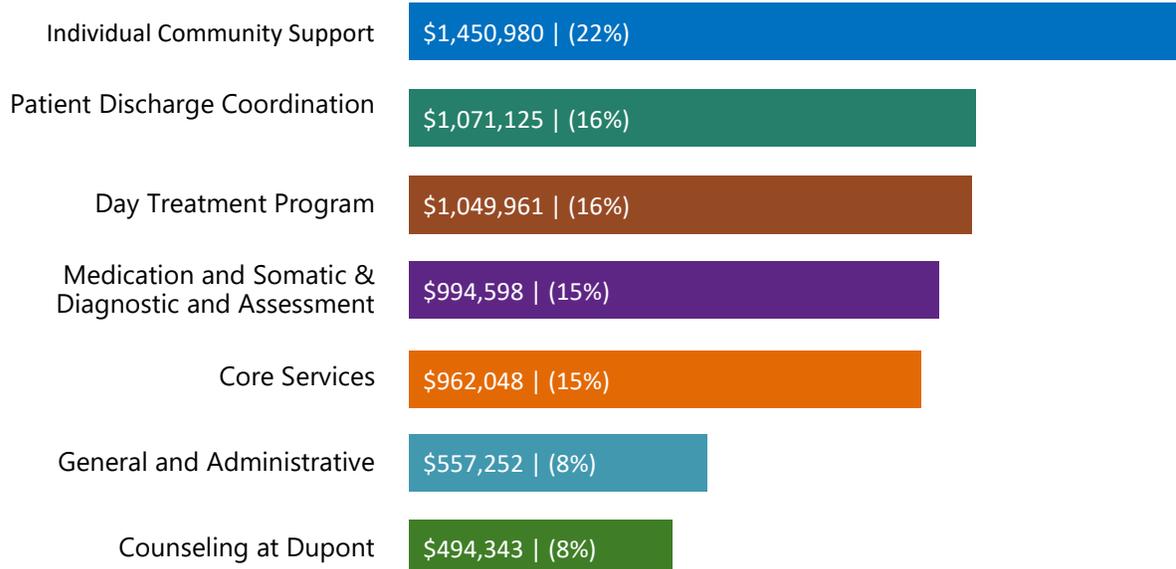
	<u>September 30 2018</u>	<u>September 30 2017</u>
ASSETS		
Current Assets		
Cash & Equivalents	\$ 1,992,388	\$ 1,535,625
Accounts receivable	515,041	948,193
Prepaid expenses and other current assets	<u>19,836</u>	<u>48,283</u>
<i>Total Current Assets</i>	\$ 3,210,808	\$ 2,532,101
Equipment & Capitalized Costs, Net	\$ 64,671	\$ 94,720
Deposits	<u>\$ 34,181</u>	<u>\$ 28,181</u>
Total Assets	<u>\$ 3,309,660</u>	<u>\$ 2,655,002</u>
LIABILITIES & NET ASSETS		
Current Liabilities		
Accounts payable and accrued expenses	<u>\$ 324,402</u>	<u>\$ 317,740</u>
<i>Total Current Liabilities</i>	\$ 324,402	\$ 317,740
Long-Term Liabilities		
Deferred Rent	<u>\$ 3,214</u>	<u>\$ 13,982</u>
	<u>\$ 3,214</u>	<u>\$ 13,982</u>
Total Liabilities	<u>\$ 327,616</u>	<u>\$ 331,772</u>
Net Assets		
Unrestricted	\$ 2,982,044	\$ 2,323,280
Temporarily restricted	<u>-0-</u>	<u>-0-</u>
<i>Total Net Assets</i>	<u>\$ 2,982,044</u>	<u>\$ 2,323,280</u>
Total Liabilities & Net Assets	<u>\$ 3,309,660</u>	<u>\$ 2,655,002</u>

Audit conducted by Flynn, Abell & Associates, LLC

our REVENUE & EXPENSES



Breakdown of Expenses (October 1, 2017 - September 30, 2018)



our SIGNATURE EVENT

We hit the Art of Transformation trifecta on April 26 – a spacious event space donated by Crowell & Moring on Pennsylvania Avenue, an eclectic array of art created by our clients, and a generous outpouring of support from our sponsors, donors, and guests. From gifts and sponsorship to art purchases, sharing links to attending as a guest, our event participants played an important role in our clients' journey toward stability and independence. We are grateful to everyone who helped us raise nearly \$40,000, making this our best event to date.



"Art gives me a chance to get away. All the racing thoughts, anxiety, and emotions are put in into my work.... The best thing about creating art is that I can take something that may not look like much and turn it into something beautiful for the beholder. The picture of my night bloomers (right) reminds me of how something beautiful and bright can come out of the darkness. It gives me a chance to show my creativity and to be proud of things that I have created."

Tonya O'Neal, artist & guest speaker



Tonya and Nick Denton (our art therapist) with "Night Bloomers."

ARTISTS

Antonia Adams
Lark Catoe-Emerson
Crystal Chapman
Linda Etti-Williams
Latishea Green
Christina Histon-Bey
Darlene Johnson
Lasara Kelley
Suk Kyung
John Mayberry
Diane Mayo
Maria Mogro-Tejerina
Lynn Moore
Tonya O'Neal
Tiffany Palmer
John Pitt
Nicola Robertson
Melanie Stewart
Dontra Travers
Harvey Tonic
Knarvie Walden
Veronica Wilson
Carolyn Wood

A small sampling of the art displayed and sold at 2018 Art of Transformation:



Watercolor Scene
Suk Kyung



Beautiful Tears
Antonia Adams



Don't Stop!
Crystal Chapman

SPONSORS

Trailblazers for Transformation

Lisa and Jonathan Kanter

Champions for Change

AmeriHealth Caritas DC
Xavier Baker and Ellen Su

Partners for Promise

Pierre and Frieda Abushacra
eGuard Tech Consulting Services, Inc.
Nationwide IT Services
Re-New Psychological Services
Ellen and Steve Steury, MD

Advocates for Action

Bisceglie & Walsh
Glenmede Trust Company
H Street Pharmacy & Wellness
Dennis Hobb
Gayle M. Neufeld, MD

Helping Hands

Elissa M. Brooks
Jeffrey Corbett
Tim Ernst and Grace Manubay
Hugh Franklin

David Harris and Megan Draheim
Margaret and Doug House
Beth Kanter and Jeff Goodell
KPMG
The Pursuit, Inc.
Total Management Corp.
United Bank



Crystal Chapman painting live at the event.



Christina talking with a guest about her art



Melanie standing beside her woven keychains



A crowd gathers...



Guests taking in the art



Lots of raffle prizes



Board member, Adam Coile, talking with guests



Teacup in a Tree
Lark Catoe-Emerson



Dancing with Flowers
Latishea Green



Colorful Abstract
John Pitt



Palm Trees in Pencil
John Mayberry

RAFFLE DONORS

- Elissa M. Brooks
- Cabot Creamery Co-operative
- Calvert Woodley
- Chocolate Chocolate
- Chocolate Moose
- City Tap House Dupont Circle
- District Doughnut
- Georgetown Salon and Spa
- JetBlue Airways
- Landmark Theatres
- Miss Pixie's Furnishings & Whatnots

- Salt & Sundry
- Steadfast Supply
- Sugar Shack Donuts
- Total Wine & More
- Washington Nationals

EVENT PARTNERS



our DONORS

DONOR IMPACT

We are very grateful to the incredible support given to us by our donors, partners, advocates, and friends. Here are just a few examples of how that support benefits our clients:

Chairs for our clients

At our Day Program, most of the padded chairs we use for dining and for groups had developed some sort of rip in the seats or backs. We were able to buy 100 new chairs so our Day Program clients can sit in style while they attend groups and have their meals!

Meals

We serve breakfast to about 50 people, and lunch for 75 people, every day at our Day Program. For every \$100 donation, 15 clients on any given day can eat two healthy and nutritious meals.

Client assistance (flexible funding)

So many of our clients need to get their birth certificates for IDs, or they need help in paying their co-pays for medications, or they need assistance with a deposit for rent, and on and on. We budget \$15,000 every year for these sorts of things, some of which our clients pay back. Having the flexibility to be able to help our clients in this way is fantastic.

Flu Vaccines

Our goal is for each staff member to have a flu vaccine so that they, and the people they serve, stay healthy all winter long. Contributions make it possible for us to provide the vaccine at no cost to our staff.



Staff at the Metro Offices in Reston, VA

Sam picks out a few items from our toiletry bins



Our First Dignity Drive

In May, Metro Offices hosted our first-ever Dignity Drive to gather toiletries, hygiene items, underwear, and other everyday necessities for distribution to our clients. Metro Offices has a long history of philanthropy, with staff volunteering and raising funds for numerous organizations and causes.

"We are so much a part of the community in Washington -- we're in Dupont Circle, Metro Center, across the river in Arlington and in many other locations -- that we felt working with McClendon was just a natural fit," Kathlene Buchanan, Founder and CEO of Metro Offices said. "And everyone was really inspired by its mission of helping improve the quality of life for local women and men diagnosed with mental illness."

THANK YOU, Metro Offices, for supporting our mission!

our DONORS

October 1, 2017—September 30, 2018

Delightful Alaka
Amazon Smile
Anonymous
Caitlin Apo
Xavier Baker and Emily Su
Alexis and Brian Banks
Rachel Barclay
Tyler Barhydt
Troy Barsky
***Hila Berl**
Mary Billingsley
Friends at Bowl America Inc.
Kyle Brant
Elissa M. Brooks
Diane and Mike Browning
Kathlene Buchanan
Michael Burt
Regina Carpenter
Sara F. and James D. Carroll
Lisa Catapano
Center for Life Strategies
Linda Ritchie, Ph.D.
Joanie Clement
Amanda and Adam J. Coile
Carol and John Coonrod
Shara Chambliss Cyrus
Denise Daniels
Clara Y. David
Laurie B. Davis and Joseph M. Sellers
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Anne DeGirolamo
Nicholas Denson
Hiwot Dinku
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Thomas Dunlap
Joy Ellis-George
Michael Fine
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Kerianne Gritt
Patrick Gritt
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Erica Hanson
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Ellen Hamilton and Mark Katkov
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***Emily Gantz and Jack McKay**
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Geoffrey Meni
Rachelle Mobley
Divya Moolchandani
Geeta and Rajendra Moolchandani
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Robin Wiener and Roger Nehrer
Debbi Wilgoren and Rick Silber
Helen and David Williams
Elianna Yolkut and Dr. Stephanie Wethington
Evelena Young
*** Monthly Donor**

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Benevity Causes (Google, Inc.)
Lincoln Financial Foundation

Foundation Grants

Anthony & Anna L. Carozza Foundation
Capitol Hill Community Foundation
Clark-Winchcole Foundation
Maximus Foundation
Morris and Gwendolyn Cafritz Foundation
William S. Abell Foundation

our LEADERSHIP

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National Council for Behavioral Health

Management Team

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Director, Development

Michael Burt

Director, Quality Improvement

Shara Chambliss, LISCW

Clinical Manager, Day Program

Sheandinita Dyson

Director, Compliance and Training

Hiwot Dinku, CPA

Controller

Joy Ellis-George, RN

Director, Nursing and Health Services

Steve Luteran, LICSW

Director, Clinical Services

Fatima Noorani, MD

Medical Director

Saná Rasul, PHR, SHRM-CP

Director, Human Resources

McClendon Center

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Washington, DC 20005

TEL | (202) 737-6191

FAX | (202) 737-2316

www.McClendonCenter.org

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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 4,450 DC men and women who are diagnosed with serious mental illness.

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)

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)

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