



McClendon
Center

CHANGING MINDS TRANSFORMING LIVES

ANNUAL REPORT

October 1, 2019 –
September 30, 2020



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

mcclendoncenter.org



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.

A MESSAGE FROM STEVE

Dear family and friends,

Last year started much like any other year at McClendon Center. Little did we or anyone else know just how innovative we would all have to be in 2020 to maintain our commitment to client-centeredness and our staff's ability to provide the highest-quality care. The need for community also felt global, from the COVID pandemic to the demonstrations against racial injustice that reached every corner of the world.

At the beginning of 2020, McClendon's Patient Discharge Coordination (PDC) program demonstrated significant clinical achievements by focusing on providing care to clients throughout their time in the hospital and well after discharge. By facilitating a seamless transition back into the community, our program resulted in shorter hospital stays and fewer readmissions.

As the pandemic hit our community, we re-evaluated how we could serve some of the most vulnerable residents of the District of Columbia. We responded by doubling down on our commitment to both clients and staff. We remained in contact with our clients despite having to close the doors of our physical locations and also kept all staff employed at their full wages despite financial uncertainty and risk.

This is not to say it was easy. Staff at all levels poured themselves into adapting to our new normal – always focused on our mission. A few highlights we are proud to share:

- We served 4,068 DC residents despite all the disruption and chaos.
- We delivered meals, coordinated care with other agencies to provide clothing and toiletries in addition to our regular services.
- We dramatically increased telehealth services and offerings.
- We took our Day Program services online, which was so popular that our enrollment increased by nearly 20%.
- We drew attention among the DC community to unmet needs and dangerous conditions our unsheltered clients were facing at the onset of the pandemic.
- We kept our community of donors and supporters informed about our pandemic response and saw just how much they cared about the agency and our clients in a time of crisis.

We are grateful to our many partners, donors, sponsors, and friends who support our mission and help change the lives of our clients as they work toward recovery and independence. Thank you for believing in our mission and being a part of our success.

As we have learned to embrace uncertainty with grace, I will say that we look forward to seeing you all "soon," at either our 41st or 42nd-year celebration. We have seen this year that there is no time horizon or social distance that can keep McClendon Center from being a strong community if we stay committed to one another.

Steve Lucas



Chair, McClendon Center Board of Directors

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sultant and Chef

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Good Luck!

*After 17 years
of service to
McClendon Center,
Dennis Hobb retired.
During those years*

Dennis touched many lives, and we know many clients, staff and board members touched his. His years of advocacy and compassion for mental health services in the District created positive and lasting change for many deserving recipients. We wish him well in his retirement and thank him for all his leadership and kindness.

OUR STAFF

Caitlin Apo, LPC
Clinical Services Director

Michael Burt
Quality Improvement Director

Amy Ciciora
Development Director

Claudelia Davis, LICSW
Clinical Manager, Patient
Discharge Coordination

Hiwot Dinku, CPA
Controller

Sheandinita Dyson
Interim Executive Director and
Compliance & Training Director

Shawn Johnson
Human Resources Director

Pam Jones, RN
Nursing and Health Services
Director

Sara Teichholtz, MD
Medical Director

Aisha Shabazz
Day Program Supervisor

OUR PROGRAMS AND 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

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 on 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.



COUNSELING AT DUPONT (CAD)

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.

MEET A FEW OF OUR CLIENTS



MEET JOHN:

In March 2020, when the pandemic hit and the District went into lockdown, there were many questions and few answers. Operational planning and guidelines, being drawn up in real time, were murky and often incomplete. When it came to quarantine sites for COVID-19 positive residents experiencing homelessness, there were many gaps in care. Caitlin Apo, Clinical Director at McClendon Center and her team found dire inadequacies at these sites requiring immediate attention. She received a call from a client we will call John.

John is diagnosed with complex PTSD and major depression. He also has a history of substance abuse that includes extensive use of alcohol and cocaine with long-term periods of sobriety.

John was staying at a sober living home when he tested positive for COVID-19 but could not recuperate there for fear of infecting others. He had nowhere else to go. John wasn't the only one facing this same crisis; many others found themselves in this situation after a positive COVID-19 test.

In DC, there are approximately 6,500 residents that are experiencing homelessness or living in shelters. The Department of Human Services' (DHS) solution was to contract with a private company to create quarantine sites at local hotels. Social workers and nurses were assigned to each hotel during daytime hours. There was no medical supervision overnight.

For the first three days of his stay, John didn't see anyone. In fact, for three days he laid in the hotel room bed without any kind of care. On the third

McCLENDON CENTER IS MADE UP OF MORE THAN 85 TALENTED AND DEDICATED STAFF MEMBERS AND OVER 4,500 CLIENTS FROM EVERY PART OF OUR COMMUNITY.

day, though weak, he was able to drag himself to the door and alert someone in the hallway that he was there and needed help. Despite his pleas for help, he still didn't see a nurse. Moreover, citing privacy concerns, providers like McClendon Center were never contacted and told their clients were being transferred to these hotel quarantine sites.

Being housed in these hotels without coordinated care meant residents didn't have access to their mental health medications or any other prescriptions they may need. McClendon Center never knew John was there – until he dialed our call line.

John was lucky, but his stay at the hotel was no less terrifying. When he reached McClendon Center staff, he was worried he would die. He was having trouble breathing and was extremely weak, and because of his medical history, McClendon Center staff knew he needed to return to the hospital immediately. Caitlin called for an ambulance. John's condition was very concerning for many reasons, not just his COVID-19 related health issues. He was dressed only in the hospital gown he was discharged in three days prior. It was soiled and provided little coverage, but it was all he had to wear. Also, no toiletries had been supplied, so John had not showered or brushed his teeth in days. When staff arrived from McClendon Center, they were not allowed inside and had to communicate to clients by yelling through their room windows. The food situation was also woefully inadequate. Sick patients needed liquids and appropriate nutritious meals. All that was made available was TV dinners, potato chips, and soda.

McClendon Center staff began delivering clean clothes, hygiene products, soup, and plenty of liquids to the clients in these hotels, if they were able to reach out to us. However, many of our clients weren't able to function on a level where that kind of communication was possible. Many clients had ambulatory issues and were in wheelchairs, making it harder to call for help.

John was staying at a sober living home when he tested positive for Covid but could not recuperate there for fear of infecting others. He had nowhere to go and he wasn't the only one facing this crisis.

Also troubling was the discharge process from the hotel. After 10 days patients were told it was time to depart the hotel. No arrangements were made to transport them anywhere. No testing was done to see if they were still positive for COVID-19. They were simply released. Some staying at the hotel found the conditions unbearable and they left before their 10-day stay was complete. Presumably spreading COVID-19 throughout the community.

Once the clients that McClendon Center staff could locate were cared for, Caitlin reached out to the Department of Human Services. She described the inhumane conditions and pressed for more oversight of these quarantine sites. When she contacted a local news reporter and the story went online, things began to improve.

McClendon Center assisted John in making arrangements to stay with a family member until he could produce a negative COVID-19 test to meet requirements for his sober living home. He enrolled in additional services with McClendon Center and remains in regular contact with his Community Support Worker.

John's story is an example of the barriers and care concerns that many residents face. McClendon Center works diligently to support clients in overcoming these barriers. We strive each and every day to meet our mission "to prepare people recovering from mental illness to improve their quality of life."

MEET TIOMBE:

In many ways Tiombe is just like you and me. Her life was moving along and then a few challenges came up that created an imbalance. First, in 2015 her mom passed and before she had fully healed from her mother's death, she began a difficult divorce. We all handle and process stress differently and for Tiombe, her stress manifested physically. It proved debilitating for her and quickly she found herself nearly immobile. Her 2018 diagnosis included stress induced catatonia. Tiombe found it difficult to walk on her own and became reliant on her son and daughter for nearly everything. Day to day living had become not only a mental struggle but a physical struggle too.

Things began to turn around when Tiombe found the McClendon Center (MCC). In 2019, she began attending the Day Program and found new ways of handling her stress and managing her life. She just needed some caring people to trust in while she found her way. Slowly, her physical strength grew as she began working with MCC mental health specialists. She credits MCC staffer, Rudolph Woody, with helping her with his kind and consistent guidance. Once she was strong enough she began painting with Tyler Strusowski in the art therapy sessions. Tiombe found a natural talent for creating and expressing herself through art. Her confidence grew as her art flourished and life began to feel manageable again. She also began to think about the future – which includes aspirations of attending the University of Maryland's art program.

In the early days of the pandemic, Tiombe continued to create and keep in contact with her MCC support team. She also joined the online MCC art therapy sessions. Whatever Tiombe's future goals include, MCC will be here for her – supporting and assisting her to improve the quality of her life to its fullest potential.



MEET BYRON:

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 DC 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."

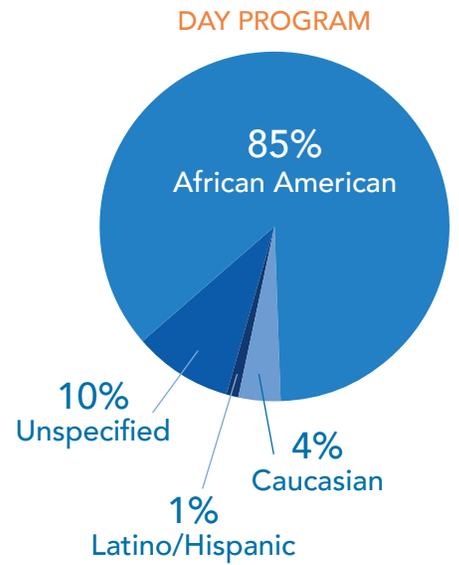
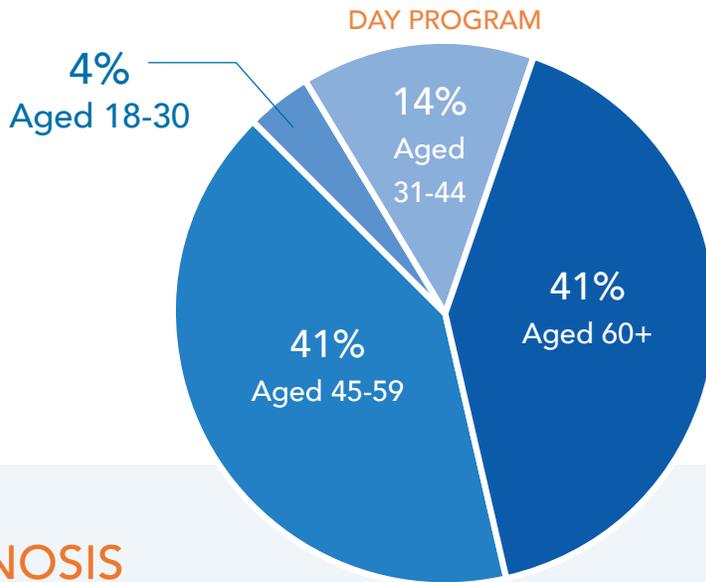
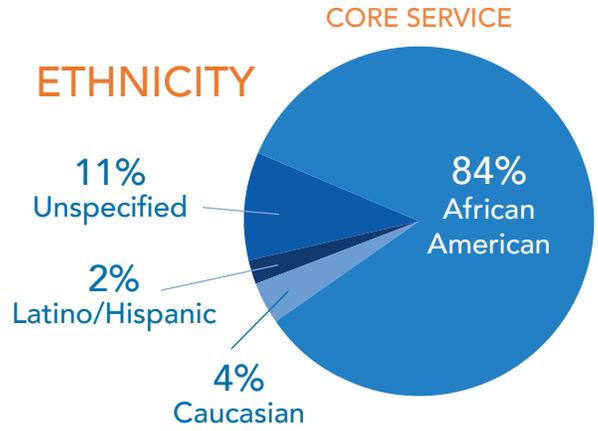
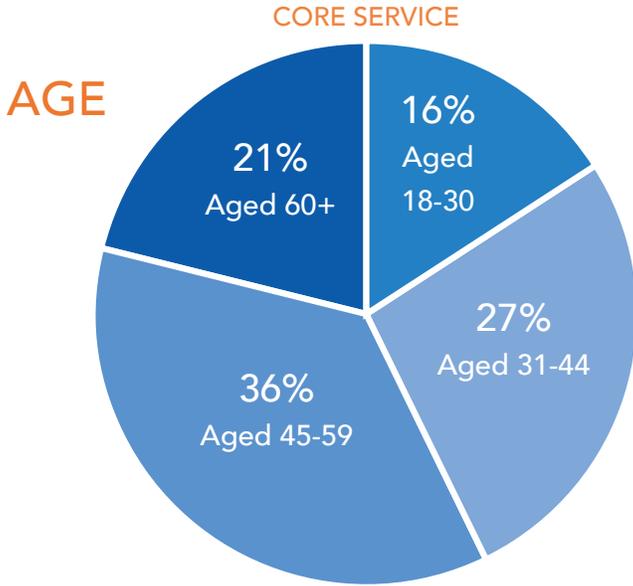
Byron also noted the importance of other organizations that partner with McClendon Center. By partnering with Catholic Charities, we are able to purchase prepared breakfasts and lunches through their food program to better reach individuals who are food insecure.

"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."

– Byron

OUR CLIENT DEMOGRAPHICS



DIAGNOSIS

CORE SERVICE

Depressive Disorders: 45%
 Schizophrenia: 17%
 Bipolar Disorder: 14%
 PTSD: 11%
 Anxiety: 11%
 Other/undiagnosed: 2%

DAY PROGRAM

Depressive Disorders: 26%
 Schizophrenia: 31%
 Bipolar Disorder: 11%
 PTSD: 3%
 Anxiety: 22%
 Other/undiagnosed: 7%

HOUSING

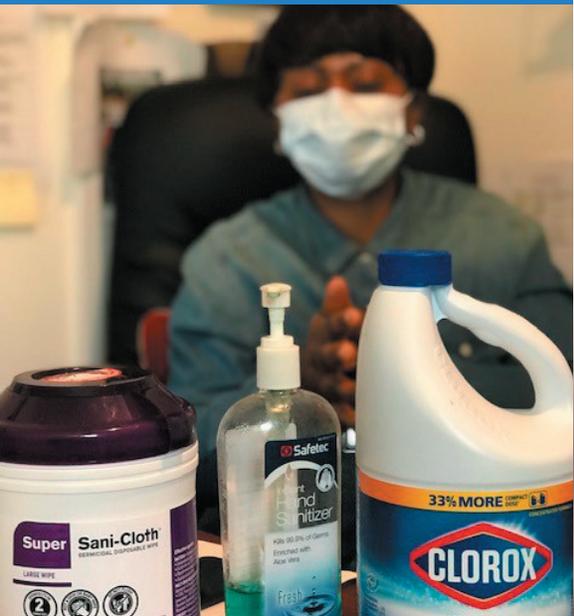
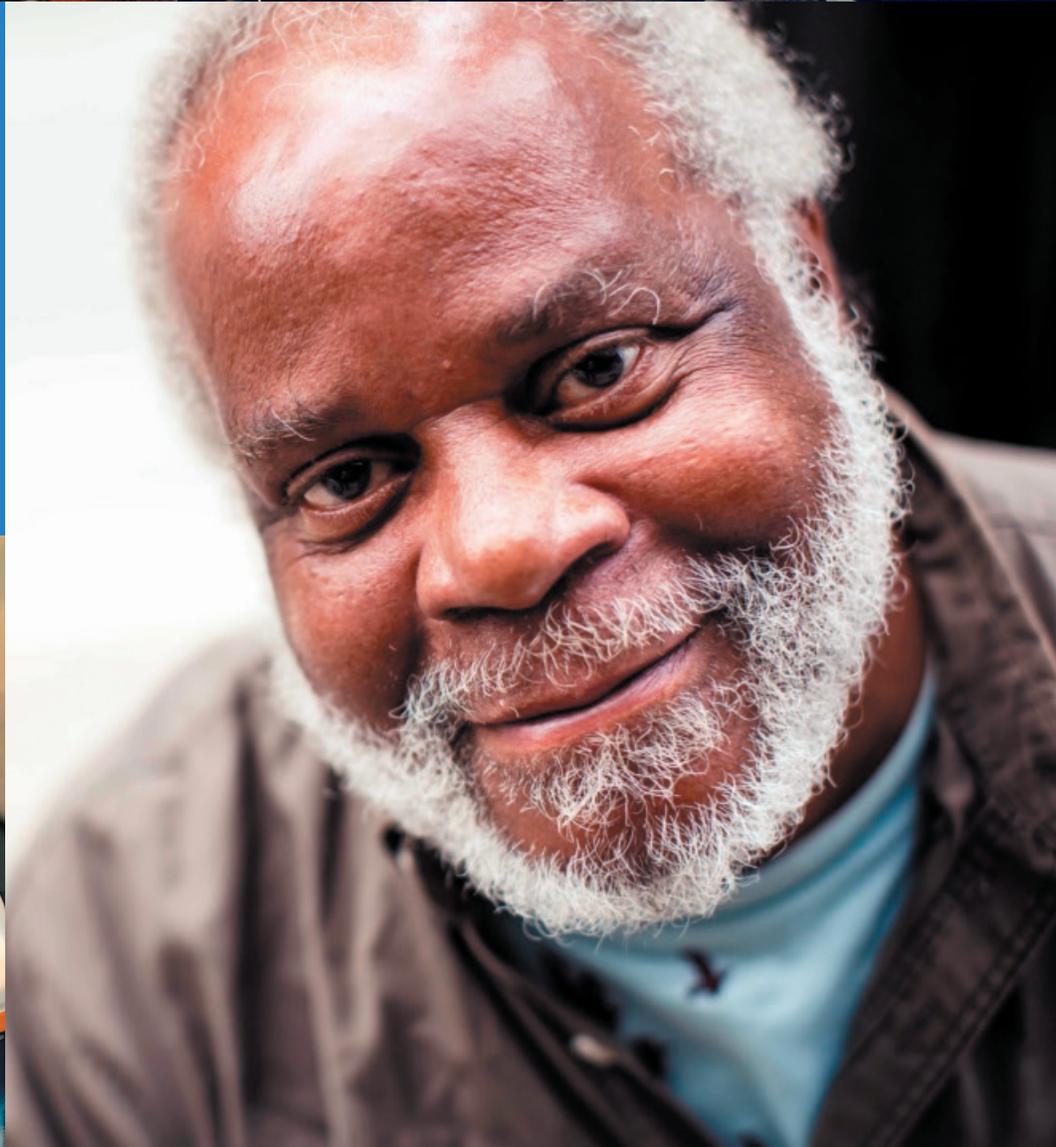
55%
 of our Core
 Service
 clients live
 independently

45%
 of our Day
 Program
 clients live in
 Community
 Residential
 Facilities



“Coming to McClendon makes me whole. To be an inspiration to my peers... to come here and take the saddest person at the table and make them laugh and smile, that’s what I want.”

– Frank P., client



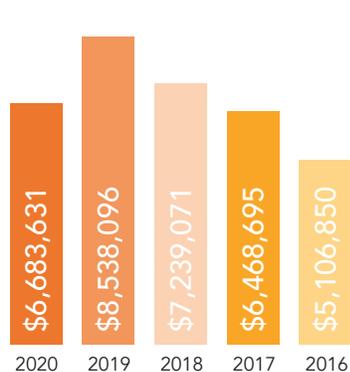
OUR FINANCIALS

CURRENT ASSETS	September 30, 2020	September 30, 2019
Cash & Equivalents	\$ 4,478,636	\$ 3,604,773
Accounts receivable	504,304	\$753,135
Prepaid expenses and other current assets	11,898	\$47,370
Total Current Assets	\$ 4,994,838	\$4,405,278
Equipment & Capitalized Costs, Net	\$ 105,096	\$ 69,382
Deposits	\$ 26,681	\$ 62,496
Total Assets	\$ 5,126,615	\$4,537,156

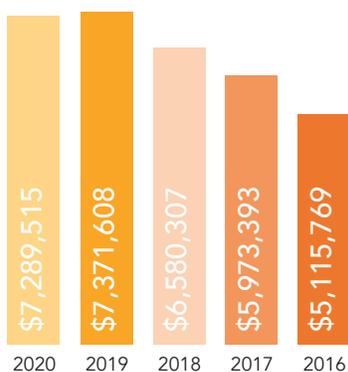
LIABILITIES	September 30, 2020	September 30, 2019
Current Liabilities – Accounts payable and accrued expenses	\$ 1,550,710	\$ 371,401
Long-Term Liabilities – Deferred Rent	\$22,795	\$ 17,225
Total Liabilities	\$ 1,573,505	\$ 388,626

NET ASSETS	September 30, 2020	September 30, 2019
Unrestricted	\$ 4,158,995	\$ 2,982,042
Temporarily restricted	(605,885)	1,166,489
Total Net Assets	\$ 3,553,110	\$ 4,148,531
Total Liabilities & Net Assets	\$ 5,126,615	\$ 4,537,157

REVENUE



EXPENSES



OUR DONORS

Oct 1, 2019 – Sept 30, 2020

MONTHLY DONORS

Hila Berl
Emily Gantz and Jack McKay
Beth Kanter and Jeff Goodell
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Morris and Gwendolyn Cafritz Foundation
Ocean Reef Community Foundation

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Caitlin Gritt
Michael and Lori Hemmer
Dennis Hobb
Emily Gantz and Jack McKay
Divya Moolchandani
Rebecca Ng
Ellen and Steve Steury, MD

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.



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.

mcclendoncenter.org

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McClendon
Center

CHANGING MINDS TRANSFORMING LIVES

Day Program / Administrative Offices

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Tel: (202) 737-6191
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Core Services Agency

1338 North Capitol Street NW
Washington, DC 20002
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Fax: (202) 737-0233

Counseling at Dupont

1555 Connecticut Avenue, NW
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