



# Child & Adolescent Behavioral Health

Improving Lives Since 1976.

## 2019 ANNUAL REPORT





## Message from CEO Joe French

Honest self reflection opens your mind to reprogramming, change, success and freedom”.

- Vikas Runwal

Reflection is a key component to success. Reflection allows you to be introspective and learn from the challenges and successes of life. Reflection and change have been essential to Child and Adolescent Behavioral Health's (C&A) success over the past few years.

C&A has embarked on a reflective journey over the past year. Our pursuit of excellence began with an inner quest to discover who we are, our passions, values, talents, personal resources and even those annoying habits we might prefer not to acknowledge. Having a better understanding of who we are was the first step to finding the strength to change and to learn and grow as an agency.

We have worked very closely with Brian Shaughnessy and Linda Strub from Mercy Medical Center to implement the Six Sigma process within the agency. The process is a great example of reflection and change. The entire C&A staff has embraced the process and we are seeing great progress. Our claim denials have dropped from 30 percent in October 2018 to 2 percent in August 2019. We have seen a 44 percent increase to our accounts receivable. These incredible positive changes can be directly attributed to the reflective, hard working and dedicated C&A team.

As an agency, we have committed to succession planning as well as creating a culture of engagement and retention of our valued staff. We have developed a climate of support and gratitude. It is our desire to provide our staff with opportunities and for on-going professional development. Reflection and change enables our staff to thrive and prosper.

With more than 185 staff members serving over 4,000 clients per year, we must be willing to do the hard work. Together, we will continue to provide HEALTH, HOPE and HAPPINESS to the children and families of Stark County.

Joe French  
Chief Executive Officer





## Message from Board President Patrick Mackie

Child and Adolescent Behavioral Health (C&A) achieved much success during the past year. C&A exceeded multiple goals set forth by the board. C&A continues to be the premiere children's mental health agency in Stark County and the state of Ohio.

During my time as board president, I have seen the organization grow in the following areas: school-based clinicians, community outreach, grant dollars, developing new community partners, increased revenue for Let Your Light Shine and overall infrastructure with the organization.

C&A formed a new partnership with Lake Local Schools bringing our total of schools served to more than 50 throughout Stark County.

This year, C&A received several significant grants. A few of the grants included the Timken Foundation, Canton Community Development Block Grant, Sisters of Charity Foundation of Canton and the Aultman Foundation.

The agency expanded its partnerships within the community. New partnerships included the Stark County District Library based on their One Book, One Community platform featuring *Beautiful Boy*; Stark County Youth Leadership Academy; and the Canton Symphony Orchestra. C&A added two new exciting events - Stark County Children's Mental Health Awareness Week and a Self-Care Collegiate Fair. The first event partnered with our eight school districts providing age appropriate posters that were hung in the schools and positive morning announcements. The second event saw C&A partner with Stark County college and universities to provide mental health awareness to collegiate students.

This past year's Let Your Light Shine (LYLS) annual fundraiser exceeded expectations in attendance and dollars raised. C&A is excited to announce this year's LYLS is April 4, 2020, at the Great Court, Cultural Center for the Arts. This year's theme is Cirque de Lumiere.

C&A continues to grow and myself and the entire board of directors are excited for the future.

Patrick Mackie  
Board President





## Message from CFO Pam Lung

At Child and Adolescent Behavioral Health our number one goal is to serve our children and their families, but always with the focus of being fiscally responsible with the funding we are provided.

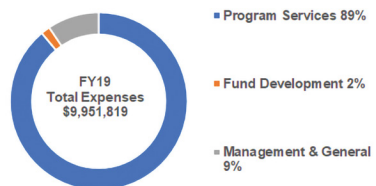
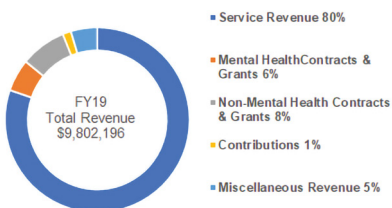
We constantly review and control our expenses in conjunction with our program and administrative budgets. And of course, monitoring cash flow is crucial to any business.

### Financial highlights:

- For the year ended June 30, 2019 total revenues increased 18.5 percent over the prior year due to new programs and increased focus on existing ones.
- There was an under recovery of (\$149,623) for the year ended June 30, 2019, as compared with an over recovery of \$115,742 for the previous fiscal year.
- Days cash on hand improved by 23.5 percent.
- Administrative costs for fiscal year 2019 were only 9 percent of total expenses.

As we look to fiscal year 2020, we have made improvements to our financial systems. Using Six Sigma analysis, we made changes in billing which have increased the amount and the frequency of receivable collections. Services are being analyzed for profitability, while being mindful of client need. These changes are improving our cash flow and keeping our debt low. With the changes we have implemented, we are anticipating improved strength in our financial future. Our goal is to continue to be the premier children's behavioral health provider in Stark County, both through our programming and with our financial accountability.

Pam Lung  
Chief Finance Officer, CPA





## Message from COO Sandy Vaughn

Fiscal Year 2019 was an exciting and challenging year with respect to human resources. The challenge of finding provider staff that are licensed and experienced in the area of behavioral health led to opportunities in areas of work-force development and recruitment strategies. These

opportunities were enhanced through leadership trainings conducted in conjunction with the Stark County Mental Health and Addiction Recovery Board and with community meetings and collaborations specifically targeting community employee shortages. C&A is in the process of implementing professional development programs to support our dedicated staff.

Recruitment and retention efforts centered around enhancing our salary structure and benefits processes. Maintaining and developing a culturally and linguistically competent staff continues to be desirable for growing a healthy organizational culture as well as positively impacting our families served. A push in the area of self-care and wellness has become a theme for us from an economical point of view as well as activities on Convocation Day and Wellness Fair Days that encouraged all to pay attention to staying as stress free and healthy as possible. Satisfaction surveys from employees continue to tell us that our caring culture which features communication, flexibility and a positive environment are highly valued and will thus be carried forward into our future.

Locations and facilities are a part of the positive environment for staff and families we serve. To that end, we have sought out and been fortunate enough to receive funding for building upgrades, renovations and decorations that make everyone who enters feel more comfortable and hopeful.

Changes to the billing system enabled us to send staff for certification for increased efficiency. These changes also lead to a rearrangement of the finance department. Change and challenges are part of our normal day-to-day operations, but can only be dealt with through a positive and playful culture and agency environment. We are so fortunate to be surrounded by a community that encourages and assists activities, trainings and funding.

Sandy Vaughn  
Chief Operational Officer, SPHR







## Message from CCO Georgene Voros

The clinical services staff at C&A has been growing, learning and keeping exceptionally busy throughout the last year. We have added nine additional clinical staff this year, including therapists, psychiatric nurse practitioners case managers and peer mentors. The demand for behavioral health services has never been greater and hiring trained, licensed, competent clinical staff has never been more challenging. We are grateful at C&A to have more than 130 excellent clinical staff to serve the needs of families, children and adolescents in Stark County.

C&A has over a dozen programs offering services ranging from psychiatry, therapy and case management to psychological evaluation and prevention. We have been particularly fortunate this year to have more than doubled the capacity of our Psychiatric Services Department, and to have significantly enhanced our Substance Use Disorder services, trainings and capabilities of our staff. In addition, we have added the excellent in-home services provided by our MST and MST-PSB Teams (Multisystemic Therapy and MST for Problem Sexual Behaviors.)

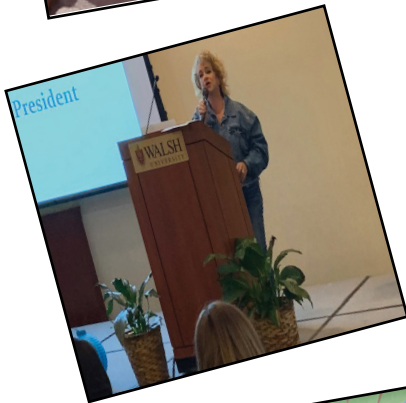
One of C&A's largest programs is our School Based Services, which provides assessment, therapy, case management and consultation services to 50 individual school buildings in Stark County. We also opened our fourth C&A office on the Plain Local GlenOak Campus offering a full line of clinical services. And we developed a collaboration to provide on-site therapy and psychiatric services through the Jackson location of Community Health Care.

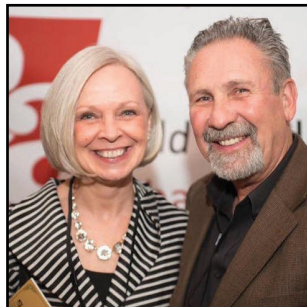
At C&A, we immensely value our numerous community collaborations including Stark County schools, preschools and childcare centers; HeadStart; YWCA; SPARK; Stark County Family Court; Stark County Library; Stark County DD; Department of Job and Family Services; and area hospitals, physicians, other community behavioral healthcare providers and many others. Ohio has undergone a massive behavioral health redesign initiative over the last few years that has fundamentally changed the landscape and the field of behavioral health services.

C&A has successfully navigated those changes and is a thriving, efficient, client-focused, state-of-the-art agency whose mission is, has been and always will be, to bring health, hope and happiness to adolescents, children and families in Stark County. We are proud to be entering our 44th year of serving Stark County!

Georgene Voros, MA, LPCC-S  
Chief Clinical Officer











# Child & Adolescent Behavioral Health

Improving Lives Since 1976.

Dear Sir/Madam,

As you can see, we have been making community-wide efforts to reach a larger number of children and adolescents when it comes to mental health. Our community has come together to end the stigma of mental health and create an open and honest dialogue with our kids (youth). In order to help C&A continue to play a large role in these efforts, we ask that you consider making a donation to help us continue our successful programs and outreach.

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Yes, we would like to support Child & Adolescent Behavioral Health!

We would like to donate:

\_\_\_\$25 \_\_\_\$50 \_\_\_\$75 \_\_\_\$100 \_\_\_\$500 \_\_\_\$1,000

\*Any donation of \$1,000 or more will be recognized on our donor wall.

Name\_\_\_\_\_

Address\_\_\_\_\_

City\_\_\_\_\_St\_\_\_\_\_Zip\_\_\_\_\_Phone\_\_\_\_\_

Credit Card\_\_\_\_\_ Visa\_\_\_\_\_ Master Card\_\_\_\_\_ Discover Card\_\_\_\_\_

Credit Card #\_\_\_\_\_ Exp.Date\_\_\_\_\_ CVV#\_\_\_\_\_

Signature\_\_\_\_\_

Email address\_\_\_\_\_

Please make checks payable to **Child & Adolescent Behavioral Health**

OR donate online at [www.childandadolescent.org](http://www.childandadolescent.org). Click on the Annual Appeal tab.

**Thank you for your support!!**



## Meet the C&A Board

### **Board Officers:**

Patrick Mackie, *president*  
Joyce Salapack, *past president*  
Linda Sklar, *first vice-president*  
Jennifer Meek-Eells, *second vice-president*  
Heather Pennington, *treasurer*  
Jill McDermott, *assistant treasurer*  
Mike Gallina, *secretary*  
Lisa Walburton Gregory, *board appointed*

### **Members:**

Holly Davies  
Andrew Elliott  
Rob Gress  
Monica Gwin  
Michael McCabe  
Casey McCloud  
Jane Hoyt-Oliver  
Dominic Reolfi

## Grants received in 2019

### **ArtsInStark**

\$3,000 grant, reverberation project, Day Treatment

### **Stark Community Foundation**

\$2,000 SummerTime Kids Grant

### **Sisters of Charity**

\$5,000 Succession Planning Grant

### **Aultman Foundation**

\$17,000 grant for summer transportation for Day Treatment kids

### **Canton Community Development Block Grant**

\$70,000 for Shipley gymnasium renovation

### **Timken Foundation**

\$151,000 for Shipley roof replacement on all lower levels

## Community Impact

*"The Sisters of Charity Foundation recognizes that our mental health system must provide high-quality, accessible and evidenced-based services in order to respond to the increased need for their services. In order to do that, these organizations must be strong and fiscally stable. Child and Adolescent Behavioral Health is working toward doing just that and, we hope, will be serving Stark County for years to come."*

Joni T. Close  
PRESIDENT

SISTERS OF CHARITY FOUNDATION OF CANTON

addictionbvttkllkic  
tyvspolkjtywer**recovery**mbvcxs  
qwertyh**trauma**drinidjkhghzxcvbnm  
bv**prevention**asdfghjkl**happiness**vb  
bvgt**middlechildhood**ghtyrmnbvdfghpouy  
triguiylothue**dialecticalbehavioraltherapy**lkjhtw  
likjh**medicaldepartment**porty**daytreatment**bnj  
multisystemic**therapy**olougquertdhnbfmnbefda  
hfgs**healthy**rtymnbdredorty**mstpsb**tughjkopryt  
**schoolbased**cvetsryuloportewqasdlkopytu  
gyop**transitionalyouth**jotfdergyh**sibr**hop  
kloyetyiopy**car**rtuumkk**hope**  
mbvcdef**44yearsstrong**mndiekjdp  
poluckre**discharge**tmnbcv



Alliance  
1207 W. State St.

Belden  
4641 Fulton Dr. N.W.

Canton  
919 Second St. N.E.

Plain  
1801-1811 Schneider St. N.E.

[www.childandadolescent.org](http://www.childandadolescent.org)