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 Chris McCrea, Westerville Schools

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 Wanda Wells, Wana Cruise  
 Emma Yanok, RE/MAX Affiliates Inc.  
 J. Matthew Yuskewich, Winterset CPA Group, Inc.

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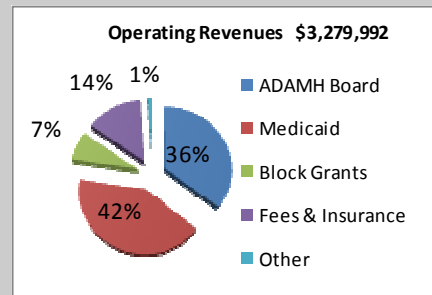
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 Bob Evans  
 Elite Dental, Andrew E. Skasko, DDS  
 Hickman Law Office  
 Life Success Seminars  
 Morgan Stanley, The Beers Group  
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 Winterset CPA Group, Inc.

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 Little Turtle Golf Club  
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 WANA Cruise

## Our Fiscal Year

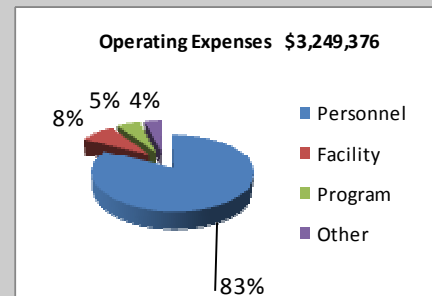
### Operating Revenues

ADAMH Board	1,171,798	36%
Medicaid	1,371,501	42%
Block Grants	237,002	7%
Fees & Insurance	465,812	14%
Other	33,879	1%
	<b>\$3,279,992</b>	<b>100%</b>



### Operating Expenses

Personnel	2,687,357	83%
Facility	267,511	8%
Program	171,878	5%
Other	122,630	4%
	<b>\$3,249,376</b>	<b>100%</b>



Special thanks to Amanda Hoffman, Westerville Library & David Stichweh for assisting in this publication.

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We have made every effort to ensure the accuracy of this list and apologize for any errors. Please call us at (614) 882-9338 ext 263 with any corrections.

## 2009 Annual Report



To provide the best behavioral health services by instilling HOPE, improving LIVES and serving with HEART.



## Enhancing Services

I am happy to report that in spite of the economy, it has been a very good year at Concord! Our staff members continue to find ways to help individuals meet their mental health goals while the agency stayed solvent during a time of decreased governmental funding. Client and stakeholder satisfaction surveys continue to reflect outstandingly positive experiences by those we serve.

We embarked on several new initiatives during the past year to enhance our services to children, families and seniors.



To integrate care for **children**, we introduced child psychiatry and children's case management and expanded our child therapy program.

To provide mental health services for formerly homeless individuals and **families** with disabilities, we partnered with Community Housing Network and Amethyst at Southpoint, a supportive housing initiative.

To meet the growing needs of **seniors**, we expanded services to Delaware County.

During the past year, we also updated our mission statement, logo and strategic plan. Our new tagline, **Instilling HOPE and Serving with HEART** sums up what our consumers and staff told us is most unique and the best characteristic about the services and staff of Concord!

Thank you to our donors, board and other volunteers, and most importantly to our staff for helping meet the needs in our community.

*Connie Emerson*, Executive Director

## The Future

During the coming year **Concord will not only survive, but thrive**, in spite of the governmental funding cuts. The dedication and creativity of the staff and the board of directors will help us refine, and when called for, redefine, current operations which will take us down new and exciting paths. We look forward to the opportunity for growth in response to these challenges!

*Chris McCrea*, Chair  
Board of Directors

## For Children

Struggling in school, Susi had decided she had some terrible flaw that she could do nothing to fix. The only way to ease the pain seemed to be suicide. When **she tried to kill herself**, the girl's parents called Concord.

A Therapist who specializes in children and adolescents gave the family information about learning disabilities. They talked about possible ways Susi could lessen her stress level at school and ways her family could help at home.

When Susi started applying some of the techniques, her mood and confidence improved. When her mom saw the significant improvement in her daughter's life, she stopped blaming herself for her daughter's suicide attempt.

Susi will have to continue to deal with stress. Her parents will have to monitor her progress in school and be aware of changes in her emotional health. But Susi and her family have discovered that they have inner strengths that can help them overcome the challenges she will face.

## For Families

Monty was homeless, addicted to crack, and a dealer. **"My son being born is what really made me turn around."**

Monty got counseling to kick his drug habit and participated in job training. After two years he was told he would get full-time custody of Monty Jr. if he could find a place to live that allowed children.

In late 2008, Monty and his son moved into Southpoint, a new housing site created by Columbus Housing Network to enable people with severe behavioral health issues to maintain their treatment and recovery until they can eventually give back to the community.

Concord provides on-site psychiatric nurses, cooking and budgeting classes, and sessions to develop employment skills.

By supporting parents in their recovery, Concord is helping individuals rebuild their lives and their families. As Monty says, **"I'm doing it for him. I want to give him the best I can give him...Life is just beginning for both of us."**



## For Seniors

**Seniors retain their health, maintain their independence, and remain in our community thanks to funding from United Way of Delaware County and Concord.**



Florence's doctor told her she needed a full knee replacement and she was worried about not being able to drive for several months. A Concord Senior Peer Consultant not only helped Florence get to her doctors, do shopping and banking, she gave emotional support that helped her client face the surgery and recovery.

Florence laughs, "She gave me a sock monkey to take with me for a security blanket. I kept it right with me. ....After my operation she called to check on me. It was so good to know that **someone cared.**"

## Client Satisfaction

Of clients who responded to an annual survey:

99% rated their treatment provider's "acceptance of me for who I am" as "Good" or "Excellent."

94% rated their involvement in developing treatment goals as "Good" or "Excellent."

91% rated "the progress I have made since coming to Concord" as "Good" or "Excellent."

97% of clients seen by Concord psychiatrists rated themselves as "very satisfied" or "mostly satisfied" with their doctor's help in managing symptoms.

100% of community partners who responded to a questionnaire rated the quality of the outcomes achieved by clients at Concord Counseling as "Excellent" or "Good."