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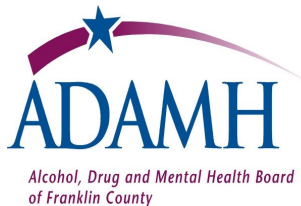
John B.C. Porter / Franklin County Department
of Job & Family Services

Justin Satin / Victoria's Secret

Anamaria Webb / Ashland University

Kenneth L. Wright / IMPACT Community Action

Linda Jakes / **Executive Director**
Concord Counseling Services



Concord is a contract agency of
the Alcohol Drug and Mental
Health Board of Franklin County

1-21-22



2020 Annual Report

MISSION STATEMENT

To provide the best behavioral health services by instilling hope, improving lives and serving with heart.

WWW.CONCORDCOUNSELING.ORG

700 Brooksedge BLVD.
Westerville, OH 43081

HIGHLIGHTS

- ◆ We served over 4,500 community members in 2020-2021 and our staff has grown to over 100 including 5 psychiatrists.
- ◆ Our Senior Link program served 174 and the Senior Support program served 92 seniors helping them stay independent and improved their satisfaction.
- ◆ Psychiatric, nursing and case management services provided ongoing support to over 900 severely and persistently mentally ill clients. Helping them stay independent in our community.
- ◆ Concord continues to provide services in 4 school districts (Westerville, New Albany, Gahanna/Jefferson, and Groveport/Madison) with 18 therapists to serve over 3,000 students and their families! Additionally, we continue our Substance Use Disorder prevention services in these schools as well.
- ◆ Concord, through our contacts with Community Housing Network, assisted 321 disabled adults maintain housing and needed mental health and substance abuse services.

Concord was fortunate to inherit **Pathway Clubhouse**. The Clubhouse provides a friendly, communal space for adults living with mental illness to participate in the development of social relationships, employment and education opportunities, and community involvement. Using the Clubhouse Model, our psychosocial rehabilitation program hopes to empower its members through participation in new experiences while engaging with fellow members around the Clubhouse.



We opened **1221 Art Space**. This is a community for artists and recovery. Here you'll find studios, exhibits, education, branding, and retail opportunities. We strive to enrich people's lives through art-making and to function as a vocational conduit to professional involvement in the art world.



OUR SUCCESS STORIES

Alice tells me that she resolved to get sober the day her internet was shut off. She had survived 30 years of addiction. It had taken her through terrifying traumas; there were times she was afraid she may die and there were times she hoped she would. Addiction changed her life, slowly at first, but then all at once. She lost connections to the world. She could no longer work; she lost her home. On the streets, she did what she could to stay safe and feed her addiction. She suffered the pain of distancing from her family and friends.



Alice now lives in permanent supportive housing, she has linked with medical and vocational support from Concord, and she has been sober for over 6 years. She applied to and was accepted into a program through Columbus State to receive an associate degree in Chemical Dependency Counseling. When COVID-19 struck and classes were moved online, she continued her work. She is currently enrolled in a Peer Support certification program. Alice is caring and hardworking. She has a sense of responsibility to others--never missing work because she "knows how hard it is when someone on the team doesn't show up". Alice is a star, and I am excited to see how she continues to use her experience and skills to help others.

Archie is a 64 year old gentleman who started counseling through our Senior Link program. His therapist referred him to Wellness Advocate to assist in accessing resources and coordinating his healthcare, and to a psychiatrist for his struggles with depression.

When Archie was referred to Concord, he had been without any community supports for a number of years. He had lost his insurance through Medicaid, which stopped his health services and medications. With the support of Concord, he was able to reapply for Medicaid which allowed him to regain his medical providers and medications to maintain his health.



Because of this, Archie has been able to return to work part-time and is paying it forward by supporting the homeless. He now has hope for the future and is forever grateful to his Concord team.

PREVENTION SUCCESS STORIES

A 7th grade student was referred to prevention services for anxiety and was having a hard time making friends, which made her feel very lonely and discouraged. The clinician taught the student about the role of avoidance in anxiety and helped the student create a fear ladder to help her slowly expose herself to social situations. Within just a few weeks, the student reported that she had made 3 new friends in her classes. The student said she was really proud of herself for conquering her fear and was thriving by the time services ended. The student's parent reported she saw a big difference in the student's willingness to be involved in social situations and her general happiness at home. Later in the school year, the clinician often saw the student in the hallway talking with friends and laughing.



A 3rd grade student was referred to prevention for anxiety. The clinician taught the student healthy coping skills and how to navigate challenges that may arise. By the end of services, the student's parent reported the student's anxiety had decreased and she saw a noticeable difference in the student's ability to practice positive thinking and even would remind her mom to use the skills she learned.



A 12th grader was referred to prevention services for failing his classes and not meeting graduation requirements. The clinician worked with the student on goal setting and assignment completion. The student and clinician created a visual schedule so the student could "see" where he had time in his day to do schoolwork & service hours, and where he could schedule activities that he enjoys. The student learned ways to be intentional with his time so he could be more focused on work during work time, and then could truly enjoy down time. As a result, the student utilized his study halls and set aside time for assignments at home and was able to get his work turned in on time for full credit, which made him feel good and became an internal motivator. The student shared that with the clinician's help, this was his most successful semester in high school and he was happy to be able to graduate.



CONCORD HAS GROWN IN NUMBERS AND COMMUNITY IMPACT

ADULTS

95% of clients surveyed think the care provided to them at Concord has been excellent/good.

90% of clients surveyed feel the progress they have made as a result of coming to Concord has been excellent/good.

100% of community partners/stakeholders surveys rated their overall working relationship with Concord as excellent/good.

In our prevention programs, **95%** of students enrolled in individual or group services showed social/emotional improvement and/or increased knowledge of skills learned.

CHILDREN & TEENS

18 counselors provide services at 4 local school districts—Westerville, Gahanna/Jefferson, Groveport/Madison & New Albany.

We served over 3000 during 2020—2021 school year.



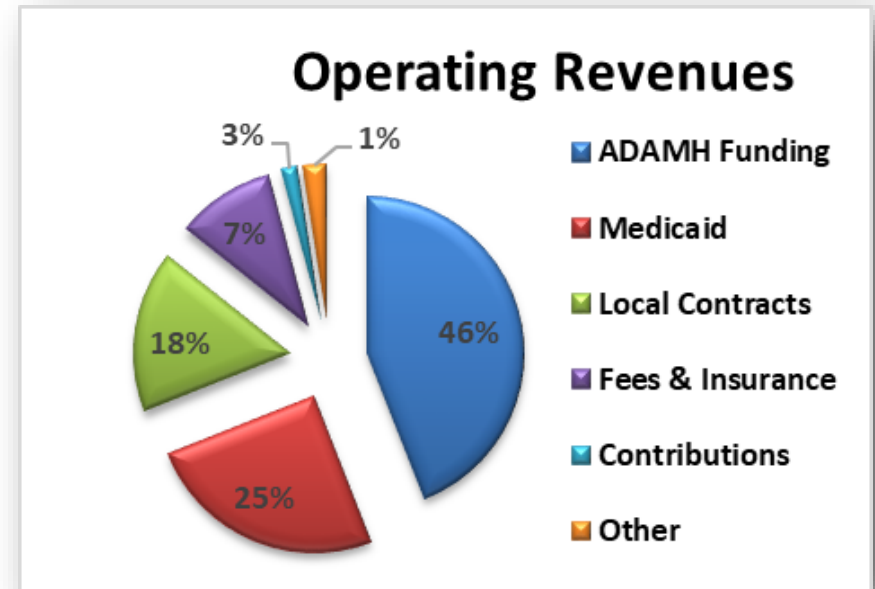
CONCORD COUNSELING SERVICES STAFF Serve With Heart!

Over 100 professional staff provide hope and serve with heart every single day. From Psychiatrists, to Nurses, Therapists, Social Workers and others, the team at Concord help our clients and their families improve their lives. We have achieved the highest rating possible from the International Commission on Accreditation of Rehabilitation Facilities for over **15** years. As a Lead Agency for the ADAMH Board of Franklin County, we provide services at a minimal cost for community members who are unable to pay through our ADAMH funds, and we accept most insurances for our services. We also receive money from the City of Westerville to provide behavioral Health and Transportation services for eligible residents.

FISCAL YEAR 2020

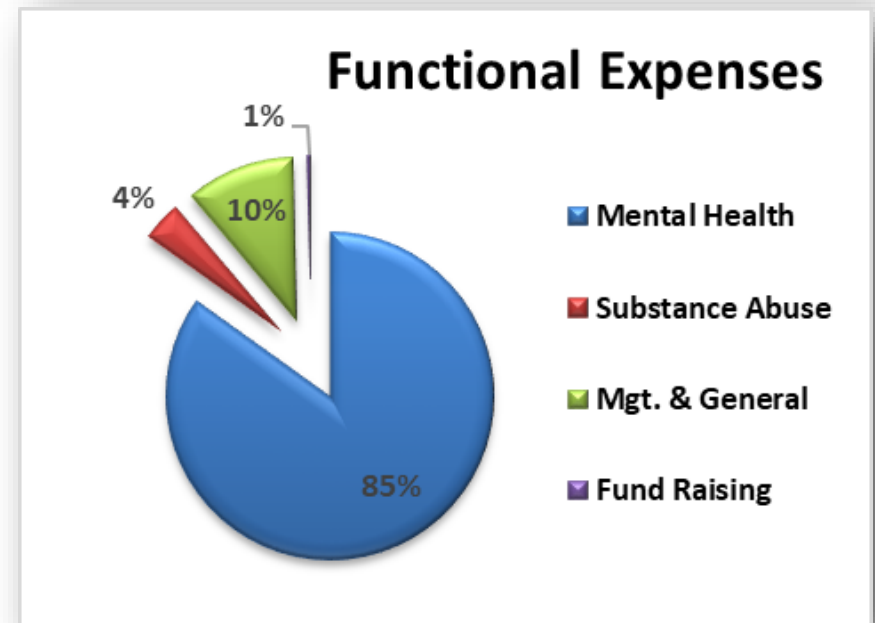
Operating Revenues

ADAMH Funding	\$ 4,411,475	61%
Medicaid	1,518,590	21%
Local Contracts	643,919	9%
Fees & Insurance	605,755	8%
Contributions	62,472	1%
Other	74,106	1%
	\$ 7,316,317	100%



Functional Expenses

Mental Health	\$ 6,269,318	85%
Substance Abuse	258,610	4%
	\$ 6,527,928	89%
Mgt. & General	623,437	10%
Fund Raising	8,245	1%
	\$ 7,159,610	100%



Net Assets Beginning	\$ 3,470,937
Change In Net Assets	156,707
Net Assets Ending	\$ 3,627,644