

2025 BOARD OF DIRECTORS

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Concord Counseling Services



CONCORD

COUNSELING SERVICES

2024 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



*Alcohol, Drug and Mental Health Board
of Franklin County*



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

HIGHLIGHTS

- ◆ We served over 3500 community members in 2024 and our staff has grown to over 100.
- ◆ Our Senior Support Program assisted 89 Westerville Seniors with meaningful access to community resources, and our SeniorLink program served 100. Our outreach efforts allowed us to connect with 30 additional Westerville Seniors.
- ◆ We were proud hold our annual HeART of Concord on May 17, 2024. Over 40 artists participated in our show this year, with sales of over \$12,000 for the one evening event.

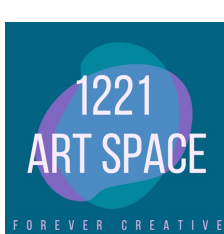


OUR SUCCESS STORIES

2023-2024 Success Stories – School-Based Team

Concord’s school-based prevention programs are located in the school buildings to assure coordination with school staff and family members. We serve elementary through high school students in Groveport Madison Local, New Albany-Plain Local, Westerville City, and Gahanna-Jefferson Public school districts. Services are funded by the Franklin County ADAMH Board

A second-grade student was referred for prevention services because every morning, while entering the school building, she would cry and not want to enter the classroom, saying she missed her mom. The prevention clinician met with the student to work coping skills, resilience, positive self-talk and recognizing strengths to help the student adjust in the mornings at school. About halfway through services the teacher reported the student was coming into the classroom without crying. By the end of services, the student was experiencing weeks of going to school without being upset and didn’t show any signs of regression throughout the school year.



1221 Art Space 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 conduit to professional involvement in the art world. Art Space also serves as a Transitional Employment host site. Here we work with selected individuals to gain and hone employment skills that can then follow them into independent employment upon completion of their transitional employment placement.

Pathway is a certified clubhouse based on the Fountain House model. The mission of the clubhouse is to empower and assist “members” in managing and recovering from mental illness through a “work-ordered day” and integrating into the community.



A high school junior was referred to prevention services due to feeling discouraged about failing grades and being unsure about her future. The prevention clinician worked with the student on organization, time management, prioritizing, self-advocacy, and future planning. The student was able to identify goals that included working more hours to save money and determining a graduation plan and career path. The prevention clinician helped the student to get into an alternative learning program at the school, which allowed her to have a shorter school day and complete her classes online. This gave the student the ability to work more hours and save money. In this new academic setting, the student’s grades began to improve and she was able to complete all of her courses, earning full credit. The student’s confidence grew and she plans to continue in this program next school year, with a goal of finishing up her senior classes by the end of first semester and graduating early. The student’s next goal is to attend college.

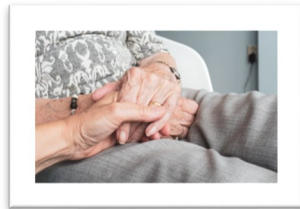
MORE SUCCESS STORIES

2024 Success Stories – Senior Support Services

Concord provides services to assist and empower our area seniors by helping them navigate the complex needs related to aging in place. Our Senior Support Program can assist Franklin County Seniors aged 55 and over, living in the 43081, 43082, and 43054 zip code areas.

These services are made possible by grant funding from the Franklin County Office on Aging Senior Options Grants Program, The City of Westerville, and ADAMH.

Over the years, we've had the need to utilize the ride service you offer- with several different drivers. Tim, several years ago, and later this past year or two, Barbara and LaVerne. All have been wonderful! Prompt, courteous, helpful, always calling the day before, and always friendly. Almost like a friend or family member is driving.



Having moved to Westerville about 5 years ago, and having no family in OH, I have had to depend on friends to take me to doctor appointments, especially those involving eye exams, where my eyes would be dilated. I require a walker or at least a cane to navigate due to a neurological disease I was diagnosed with soon after I came to Westerville, so it's often challenging to get around. Having your service available to seniors in Westerville has been meant (sic) a great deal to me, and to others I have recommended your service to.

bit of help!



CONCORD HAS GROWN IN NUMBERS AND COMMUNITY IMPACT

2024 SURVEY

93% of clients surveyed think the care provided to them at Concord has been excellent/good.

91% of clients surveyed feel the progress they have made as a result of coming to Concord has been excellent/good.

97% of community partners/stakeholders surveys rated their overall working relationship with Concord as excellent/good.

In our prevention programs, **100%** of students enrolled in individual or group services showed social/emotional improvement and/or increased knowledge of skills learned.

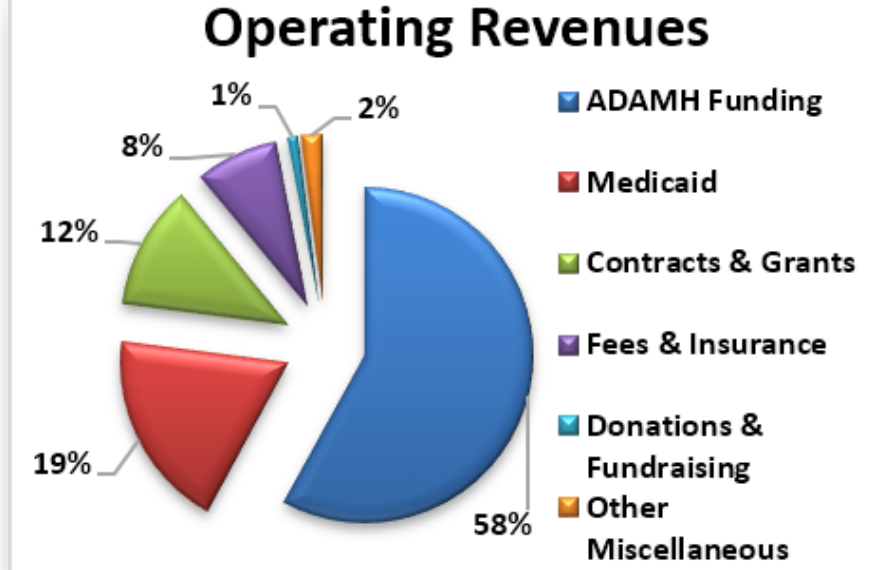
CONCORD COUNSELING SERVICES STAFF Serve With Heart!

Over 100 professional staff provide hope and serve with heart every single day. From Medical Providers, to Nurses, Therapists, Social Workers and others, the team at Concord helps our clients and their families improve their lives. We have achieved the highest rating possible from the International Commission on Accreditation of Rehabilitation Facilities. 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 Senior Transportation services for eligible residents.

FISCAL YEAR 2024

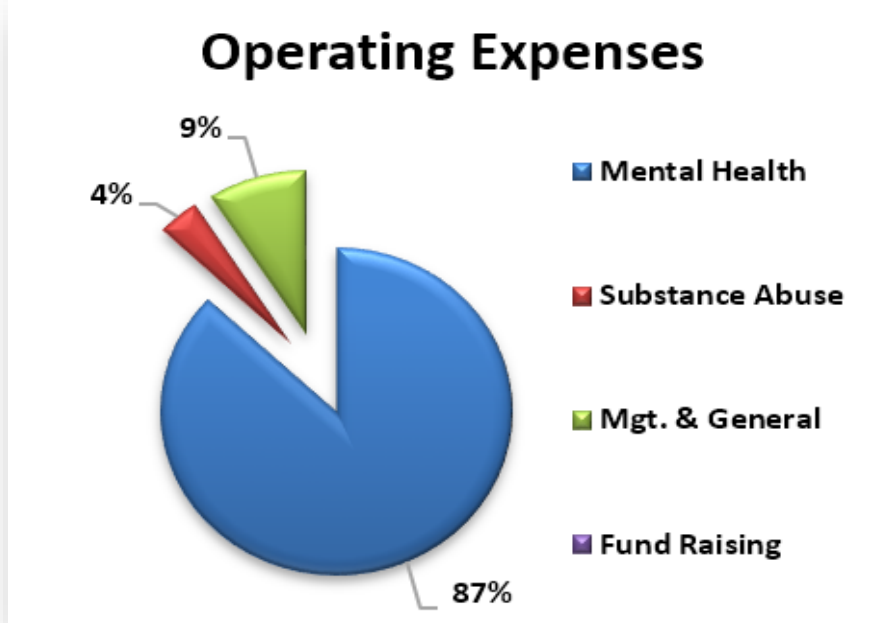
Operating Revenues

ADAMH Funding	\$ 4,276,630	58%
Medicaid	1,298,848	19%
Contracts & Grants	883,954	12%
Fees & Insurance	586,190	8%
Donations & Fundraising	37,023	1%
Other Miscellaneous	119,049	2%
	\$ 7,201,694	100%



Operating Expenses

Mental Health	\$ 6,610,364	87%
Substance Abuse	291,795	4%
Mgt. & General	694,121	9%
Fund Raising	1,428	0%
	\$ 7,597,708	100%



Net Assets Beginning	\$ 4,482,770	
Change In Net Assets	(396,014)	
Net Assets Ending	\$ 4,086,756	