OUR MISSION
To improve the lives of those we serve through integrated behavioral health, primary care, early learning, and workforce services.

OUR VISION
Through innovation and leadership we strengthen the community by providing individuals and families with life-changing solutions to lead healthier and more successful lives.

OUR VALUES
- Excellence
- Inclusion
- Collaboration
- Trust
- Innovation
- Accountability
- Stewardship
- Empathy

THE CENTERS’ STRATEGIC PLAN

OUR GOALS

Growth & Integrated Services: The Centers is more client centered, providing increased access to coordinated services that improve outcomes.

Integrated Health Care Model: Access is expanded for existing and new clients to a more fully developed integrated model of care that includes behavioral health, primary care, pharmacy, substance abuse/addiction services and wellness.

Early Learning & Family Support: Children and families make the most of the critical first 2000 days of life to be healthy, kindergarten-ready and prepared to succeed in school and life.

Workforce & Workplace Development: Unemployed or underemployed individuals are prepared for and placed on promising career paths, and employers build and retain a productive and stable workforce.

Staff Talent & Board Leadership: The Centers is the employer of choice for diverse professionals in all of our service areas, and has an inclusive, high-performing board.

Infrastructure: Facilities & Technology: Our facilities and use of technology advance the standards of quality, innovation, and customer service we deliver.

Financial Health & Sustainability: The Centers has the financial resources necessary to invest long-term in best serving our clients and the community.

Brand and Influence: The Centers is recognized as an anchor institution within the region and beyond.
Meet three of the people we serve

We will be telling more stories @ thecentersohio.org
Linda Pavosevic was born and raised in Tremont. She went to St. John Canisius grade school - and credits this experience with giving her the discipline it took to get through high school and eventually Cuyahoga Community College and Dyke Business College. It also gave her the sense that she could do anything, which helped her to get through the rough years she spent at Metzenbaum Children’s Center.

Linda lives with generalized anxiety and schizoaffective disorder. “People living with a mental illness learn passiveness. We want to blend in so we aren’t ostracized.”

It was at Lincoln West that Linda lost herself in art for the first time: all shapes and sizes of pottery and her favorite medium to this day - watercolors. “My favorite artist is Claude Monet. Do you know that he had this incredible chalk technique?” she asked. Linda makes her hand into a fist and runs it repeatedly across the table next to her. “Just incredible what he could do with chalk.”

She and her husband raised three children, who began to stoke their own curiosity in the early childhood learning program where Linda volunteered. Her main role was Mom and she continued to follow her children through the Cleveland Public School system, volunteering along the way. She was also a neighborhood activist. “I remember staying up late one night with my husband when the kids were very young and making signs,” she said. “There was an issue, that if it passed, children would have to walk to school every day instead of being picked up by the bus.” Linda said. “I still remember those signs. Big and bright, don’t let our little ones walk miles to school. We did win and we were successful with keeping the buses running.”

Her children are now grown. Her sons live in California and her daughter lives in Saginaw, Michigan. She is clearly very proud of her daughter, who works in the foster care system as a foster parent recruiter. Linda became a grandmother for the first time six months ago and her new grandson’s name is Jax.

In the future, Linda would like to get on a waiting list for the Cuyahoga Metropolitan Housing Authority. “I’d like to have my own place,” she said. “I love coming here each week,” she said. She says she doesn’t know what she would do without her case manager Jaclyn who helps her adhere to her medication regimen and picks her up for her weekly art therapy classes. She’s been coming weekly to The Centers’ Health and Wellness classes in Parma for almost three years. “I love the Creative Coping class and the meditations – I love the art projects – they are my passion. I really love coming here each week,” she said.
Alan Jones has that special something and is likable from the moment you meet him.

He grew up the oldest of three children in Cleveland’s King Kennedy Projects at East 55th and Woodland Avenue. His father left the family when Alan was 14 and 30 years later this still affects him deeply. “My Mom remarried and my stepfather Anthony became a good role model for me. He loved us,” Alan said. And he set a good example for Alan to follow with his own children. Being a father is his pride and joy. “My kids taught me how to be a better parent. I learned how important it is to talk about life together and to just listen,” he said. His oldest, Brittney, is 26 and is receiving her master’s degree from Cleveland State University this year. “She’s going to be her own boss and make her own way in the world,” Alan said.

Alan was referred to The Centers’ El Barrio workforce program which helped him discover through classroom training, resume writing and mock interviews that he absolutely has what it takes to get a good paying job and begin to earn a living. One day, before a job interview, he wasn’t feeling well and couldn’t get in to see his doctor so his case manager made sure he could be seen by one of The Centers’ physicians. “People here care and remind me to believe in myself,” he said.

Thanks to Alan’s hard work and a few pep talks from The Centers’ staff he got a job working in production about a year ago at the Mace International Company headquartered in Cleveland. “I really like my job and I’ve been doing a good job at it. I sure hope they notice,” Alan said.

Alan would like to have his own barber-shop someday. He can imagine what it would look like and where it would be located. “I like to cut hair. It’s a hobby of mine. I have several different kinds of clippers and scissors. I cut my family’s hair and I cut friends’ hair.” I asked him if she will let him cut it again. He laughs and says, “yes, she will.”

For the time being, he’s happy to have a job to go to each day and to be receive the confidence and reassurance that he’s doing a great job. And he’ll always look forward to going home and picking up a pair of hair clippers.

“People here care and remind me to believe in myself.”

- Alan Jones
If positivity could be a person, it would be 22-year-old Johana Steward, which is pretty amazing because she carries the weight of the world on her shoulders. At her young age, she’s somehow figuring out how to balance it all.

Johana grew up on Cleveland’s West Side with her mother and her sisters. She went to Louisa May Alcott Grade School and Barbara Booker Middle School. She graduated from John Marshall High School. "My mom was strict and hard on me, but looking back, I know it’s what she had to do. I am an A and B student, and I cried when I got a C,” Johana said.

Her father died when she was just one month old. "I’ve always been curious about my father, who he was, what he was like,” she said. "I finally found one of my stepsisters, her name is Antoinette. She’s 19 and we are becoming friends. I’ve looked for my father, too, and I finally found out where he was buried, at the Highland Park Cemetery. I haven’t been there yet. I wonder, am I really ready to meet this person I’ve been looking for all my life and when I find him, he’ll be in a grave.”

Johana’s lupus and spina bifida make it hard for her to get out of bed some mornings, but she almost always manages. "My Mom will see me struggle and she will want to help me, but she also knows I want to do it on my own,” she said. "I am always there when I really need her, and she’s even there when I don’t need her.”

Any day now, Johana is going to give birth to her second child, a boy named Khalil. Her daughter Kaliyah is two and has been coming to The Centers’ Gordon Square campus’ Early Learning Center since she was 8 months old. "She absolutely loves her teachers and feels so comfortable around them, I know they are good people. Everyone here has been such a huge help to me. When I’ve had to work late, a teacher will wait for me and keep the center open. The Centers’ staff is always helpful and encouraging.”

Johana wants to be a teacher herself one day and is working on her financial aid paperwork to attend Tri-C when Khalil is old enough to be enrolled at The Centers’ early learning program like his older sister. "I love being around children and I enjoy teaching them how to count and say their ABCs. I also love to read,” Johana said. So it doesn’t come as a surprise that her favorite book is a children’s story by P.D. Eastman: The Best Nest. It’s a story about a pregnant bird looking for the perfect home for her baby. She goes from place to place, not finding somewhere quite good enough for her child. Then, when she is almost out of energy, she discovers that home is where SHE is, and all is well.
In our workforce and workplace development centers: unemployed or under-employed individuals are prepared for and placed on promising career paths, and employers build and retain a productive and stable workforce.

In our health and wellness centers: access is expanded for existing and new clients to a more fully developed and integrated model of care that includes behavioral health, primary care, pharmacy, substance abuse/addiction services and wellness. Clients can have a check-up with a primary care doctor, participate in a wellness program, talk with a pharmacist and pick up medication at one location. Our hospital partnerships allow us to offer more comprehensive solutions to benefit the people we serve and the community.

In our early childhood centers: children and families make the most of the critical first 2000 Days of life to be healthy, kindergarten-ready and prepared to succeed in school and life. We begin with healthy pregnancy support, the importance of eating nutritious food and visiting the doctor regularly. We have father-focused workshops for dads and father figures. Our early learning and home-based programs with researched based curriculums provide high-quality experiences for infants and preschoolers, including those with special needs.

El Barrio’s job-readiness services, specialized training, industry recognized certification programs, case management and retention services increase successful outcomes.

ease@work helps companies and organizations better support their own workforces. Through comprehensive work-life, wellness and management services and training and organizational development resources, ease@work is building strong and productive workplaces across the community.

How we deliver life-changing SOLUTIONS
OUR REACH

1. Administrative Campus
   - East H&W Center & Pharmacy
   - El Barrio Workforce Development Center
   - Ease@work
2. Gordon Square Campus
   - Gordon Square Early Learning Center
   - Gordon Square H&W Center & Pharmacy
   - El Barrio Workforce Development Center
3. Taylor Commons Campus
   - McMillan Early Learning Center
   - Heights Family to Family Collaborative
4. Cleveland Clinic Bay Village
5. West H&W Center & Pharmacy
6. Southwest H&W Center & Pharmacy
7. Stephanie Tubbs Jones Health Center
8. Ohio City H&W Center
9. Bingham Early Learning Center
10. Deborah Ann November Early Learning Center
11. Clifton Early Learning Center
12. Glenville Early Learning Center
13. Wade Early Learning Center
14. Ease@work Akron
15. Ease@work Mentor
16. Ease@work Middleburg Heights

BY THE NUMBERS

16 Locations
550+ Staff
25,000+ Clients served
Revenue Overview

- 61.5% Government Reimbursement for Services
- 16.3% Government Grants
- 7% Charitable Contributions
- 5.5% Earned Income
- 8.7% Lead Agency Funding for Head Start Delegates
- 1% In-Kind Donations

$54,695,034
Total Agency Revenue
### Government Reimbursement for Services

- **$33,643,518**
  - 61.5%
  - Medicaid Reimbursement
  - Pharmacy Sales
  - Publicly-Funded Service Vouchers
  - Non-Medicaid Reimbursement
  - Ohio Works First
  - Universal Pre-K
  - USDA
  - Meaningful Use
  - Cuyahoga County Child and Family Focus Services

### Charitable Contributions

- **$3,813,478**
  - 7%
  - Foundation Grants
  - Perpetual Trust
  - United Way
  - Program-Designated Gifts
  - Annual Fund
  - Fundraising Events

### Earned Income

- **$2,999,798**
  - 5.5%
  - $1,651,168
ease@work
  - $633,721
Client Fees and Parent Co-Pays
  - $385,657
Integrated Healthcare/Wellness to Other Providers
  - $177,700
Rebate Income
  - $103,225
Rents and Administrative Fees
  - $46,055
Pharmacy Intern Program
  - $11,025
Resale Shops

### Government Grants

- **$8,898,607**
  - 16.3%
  - $5,529,675
Head Start Grantee Revenue
  - $1,788,138
Early Head Start
  - $396,000
ADAMHS Prevention Allocation
  - $392,072
State of Ohio Early Childhood Education
  - $325,340
Cuyahoga County Family to Family
  - $175,949
Step Up to Quality
  - $85,246
Cuyahoga County Employment Services
  - $80,912
Cuyahoga County Fatherhood Initiative
  - $52,031
Block Grants
  - $42,922
State of Ohio Creative Parenting
  - $29,062
NOT Smoking Cessation Program
  - $1,260
Hunger Network

### Head Start Delegates

- **$4,774,131**
  - 8.7%

### In-Kind Donations

- **$565,501**
  - 1%
DONORS

$1,000,000+
United Way of Greater Cleveland
$100,000 - $250,000
Deaconess Community Foundation
Saint Luke’s Foundation
$50,000 - $99,999
Cleveland Browns Foundation
Cleveland Cavaliers
The Cleveland Foundation
JPMorgan Chase Foundation
PNC Foundation
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The Cleveland Foundation
Cleveland Cavaliers
Cleveland Browns Foundation
$50,000 - $99,999
Saint Luke’s Foundation
Deaconess Community Foundation
$1,000,000+
United Way of Greater Lorain County
United Way of Rhode Island
United Way of Summit County
Joe and Jean Wahlheim
David E. Weiss
Western Reserve Association of UCC
WSEM Resale Shop

$2,500 - $4,999
Allegro Real Estate Brokers & Advisors
The Center for Community Solutions
Church of the Redeemer UCC
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Citizens Bank
Mary Beth Cooper and Scott Chasin
Ursula Cotlent
Cuyahoga County
Dollar Bank
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