



THE CENTERS

Health. Family. Work. **Hope.**

MESSAGE FROM THE PRESIDENT & CEO



This has been a momentous year for The Centers, full of transformation, growth, and partnership. Through the dedication of our Board of Directors and the Leadership Team, we are emerging from the pandemic with vigor and aggressively executing our strategic plan.

We start with the understanding that despite good intentions, hard work, passion, and commitment, the existing social service systems are not meeting the needs of our community. Sometimes this is due to not having enough of an effective service, but too often, it is because the system or service is not designed to meet the evolving needs of our community. At The Centers, our role is to be system disruptors, investing our resources to scale needed services and create programs that shift the paradigm. This commitment has led to many successes in 2022 including: **Dollars for Doses** which, in partnership with **Greater Cleveland Congregations**, provided thousands of vaccines to underserved communities; **Behavioral Health Urgent Care Centers**, which were two of the first to open in Ohio and have served hundreds of children and adults; and our entry into the **Child Welfare System**, with an innovative solution, in partnership with Cuyahoga County, addressing the crisis of children staying overnight at the county office building and bringing **Cleveland Christian Home (CCH)** into our umbrella of services. In 2023, we look forward to opening our **STARS Program for Schizophrenia** and **Welcoming Neighbor Classroom**, expanding our **Medication Assisted Treatment** programs, and participating in a community-wide effort to **eradicate the spread of HIV** in our communities.

While we are proud of the progress we are making thus far, there is much work to do, and government funding is not enough. We can't do it alone and need your support to have the impact we strive for. Thank you for your ongoing trust, investment, and partnership.

Eric L. Morse
President & CEO



MESSAGE FROM BOARD CHAIR



On behalf of our Board of Directors, staff, and the people we serve, thank you for your ongoing support of The Centers. Your investment in our organization has allowed us to serve more than 15,000 individuals and families each year, including some of the most vulnerable people in our community. Your support makes health, family, work, and most importantly, hope, a reality for the people who come to us for help. We are deeply grateful for your partnership in our mission to **fight for equity through healing, teaching, and inspiring individuals and families to reach their full potential**. Thanks to you, we can create life-changing solutions for people in Northeast Ohio so they can lead healthier, more prosperous lives.

Lisa B. Forbes
Board Chair

WHO WE ARE

Mission

The Centers fights for equity by healing, teaching, and inspiring individuals and families to reach their full potential.

Vision

Communities are equitable, healthier, and prosperous.

We provide health, family and workforce services at 11 locations throughout Greater Cleveland, creating life changing solutions for people to lead healthier and more successful lives.



OUR SERVICES

HEALTHCARE

Addiction Services
Behavioral Health
Behavioral Health Urgent Care (BHUC)
Case Management
Dental
Infectious Disease
Pediatrics
Pharmacy
Podiatry
Primary Care
Pregnancy Care
Psychiatry
STARS/FIRST Program for Schizophrenia
Substance Use Disorder Treatment
Syringe Exchange
Women's Health Services

EARLY LEARNING

Early Learning Services for children 6 weeks to 5 years of age
Smart Start Home Visiting Program
Expecting Moms
Family Support
Birth through age 5

FAMILY SUPPORT

Basic Needs Resource Center
Fathers and Families Together
Heights Suburban Collaborative
Out of School Time/Expanded Learning
Whole Family/2Gen

EL BARRIO WORKFORCE

Career Exploration
Career Matching
Training Tracks
Adult, Family & Youth Peer Recovery Support
CDA-Child Development Associate
Customer Service & Bank Teller
General Job Readiness
Google IT
Hotel & Guest Services
Pharmacy Tech Trainee
Phlebotomy
Success Coach Program

RESIDENTIAL YOUTH PROGRAMS

T-Suites - Emergency Adolescent Housing
Residential Care and Treatment for Youth

Health

We provide high-quality healthcare to everyone who comes through our doors, regardless of their ability to pay. Our services include mental and physical health care, primary care, dental, behavioral health urgent care, pharmacy services, addiction and substance use treatment, HIV/AIDS prevention and support services, along with trauma recovery service.

Family

A child's experiences during the first 2,000 days of their life – from birth to the start of kindergarten – have a lasting impact on later success. With six, 5-Star rated early learning centers in Northeast Ohio, plus a Smart Start Home Visiting program, we help make the most of this precious time focusing on preparing children and families for success in school and beyond.

Work

Our free, hybrid workforce programs are open to anyone 18 years and older – no high school diploma required. Our workforce center offers culturally competent job readiness training, career training, case management, nationally recognized industry certifications, job placements, and retention support with a network of corporate partners. Services are provided in English and Spanish.

NEW IN 2022

Residential Youth Program

The Centers and Cleveland Christian Home (CCH) have partnered, enabling The Centers to expand access to the full continuum of behavioral health services for children and adolescents. CCH, which was founded in 1900, has evolved into a secular non-profit organization that specializes in the treatment of at-risk children, youth, and their families. The residential treatment program provides 24/7 care and support, including medical, therapeutic, and educational services. The first initiative of the partnership will be the January 2023 launch of T-Suites Emergency Adolescent Housing, which will provide youth who have experienced severe abuse/trauma or who have significant mental, emotional, or behavioral health concerns, an opportunity to be successful and thrive.

ACCREDITATIONS & CERTIFICATIONS



Certified by Health Resources & Services Administration (HRSA) as a Federally Qualified Health Center (FQHC).



Accredited by The Joint Commission on Accreditation of Healthcare Organizations (JCAHO).



Certified by Ohio Mental Health & Addiction Services (OhioMHAS).



Certified by Substance Abuse and Mental Health Services Administration (SAMHSA), Department of Health and Human Services as a Certified Community Behavioral Health (CCBH) Clinic.



Recognized by the National Committee for Quality Assurance as a Patient-Centered Medical Home (PCMH).

MEMBERSHIPS



A member of the National Association of Community Health Centers (NACHC).



A member of the Mental Health & Addiction Advocacy Coalition (MHAC).

AWARDS



Received and maintained a 5-Star Step Up to Quality rating at all Early Learning Centers.



Awarded the “Emerald Gives 2023” by Emerald Built Environments.



Rated as a 3-Star Charity by Charity Navigator.

*Pending 4-Star designation currently in-review



Received Guide Star - Platinum Seal of Transparency Rating.

YOUR INVESTMENT

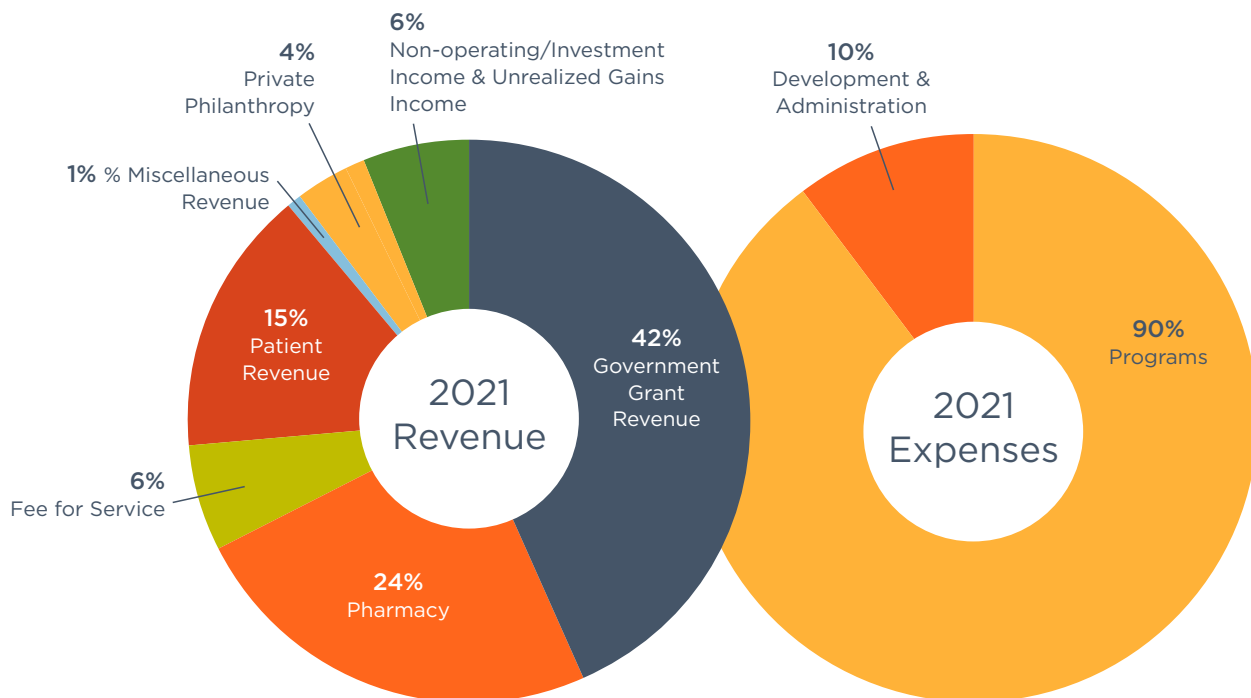
We are incredibly grateful to our community for your support of the Annual Campaign! For more than 50 years, The Centers has been working toward a more equitable community and your investments have made our mission possible. Annually, The Centers serves more than 15,000 children and adults by:

- Expanding our **primary care** services, now offered in five locations across Cuyahoga County, with dental, pediatrics, pharmacy, women's health, and so much more available to individuals and families who need our compassionate care.
- Operating six **5-Star rated early learning centers** which have become hubs for families, providing ongoing support to help families thrive at home, as well as, at school.
- Providing opportunities for people looking to explore new career tracks or re-engage in the workforce through our **El Barrio Workforce Program**. It remains the only full-time Spanish language general job readiness program in Ohio.

When you invest in The Centers, you help us fulfill our mission: to fight for equity through healing, teaching, and inspiring individuals and families to reach their full potential. Your generosity enables The Centers to serve the most vulnerable people in our community so they can live healthier, more prosperous lives. Your investment makes health, family, work, and most importantly, hope, a reality for folks who come to us seeking help.



FINANCIALS



CORPORATE ENGAGEMENT

Our corporate program provides opportunities for volunteer engagement with our programs and through fundraising events, attracts diverse business professionals, community leaders, and Cleveland's most respected philanthropists. Supporting The Centers will increase your company's brand awareness, enhance your corporate image, and generate goodwill in our community.

Cornerstone Partners



Visionary Partners



Champion Partners



Community Partners



FOR MORE INFORMATION, PLEASE CONTACT INSTITUTIONAL ADVANCEMENT
DONATE@THECENTERSOHIO.ORG | 216.312.8660 | THECENTERSOHIO.ORG/WAYS-TO-HELP/DONATE/





More than
1,100
families received food
from the Basic Needs
Resource Center
'Centered Market'

**MORE THAN
1,300**
NORTHEAST OHIOANS
WITH EMPLOYMENT &
CAREER PREPARATION



**Nearly 16,000
COVID vaccines
administered**
*SINCE JANUARY 2021

**MORE THAN
1,100**
PATIENTS
RECEIVED HARM
REDUCTION
SERVICES

**MORE THAN
15,000**
NORTHEAST
OHIOANS
SERVED



**NEARLY
650**
DEDICATED STAFF

NEARLY 900
BEHAVIORAL
HEALTH URGENT
CARE CLIENTS


*FIRST BHUC IN OHIO
OPENED IN JULY 2022

THANK YOU FOR INVESTING
IN THE CENTERS IN
2022



MORE THAN 140
FATHERS AND FAMILIES
TOGETHER
PARTICIPANTS

72,000 lbs.
OF FRESH PRODUCE
DISTRIBUTED THROUGH
THE BASIC NEEDS
RESOURCE CENTER
'CENTERED MARKET'



NEARLY 30,500
PRESCRIPTIONS
FILLED

More than
12,000
patients
received
Healthcare
services

More than
3,000
clients serviced
via the
Pharmacy

**MORE THAN
150**
HEIGHTS SUBURBAN
COLLABORATIVE
PARTICIPANTS



Nearly
2,500
kids served through Early Learning
and other family programs



Nearly
1,700
students attend our 5-star
Early Learning Centers

IN THE NEWS

2022 has been a year of exciting and innovative programmatic launches! We are proud to share the following accomplishments that highlight our continued efforts to fight for equity by healing, teaching, and inspiring individuals and families to reach their full potential.

In 2022, The Centers brought **Cleveland Christian Home (CCH)** into its corporate structure. The new structure will help The Centers expand access to the full continuum of behavioral health services for children and adolescents and will bring much needed infrastructure support to CCH.

The first project under the new structure is T-Suites. This program will provide housing, tailored health and wellness care, and interventions designed to address unique circumstances of youth who have been temporarily housed at the Division of Children and Family Services Jane Edna Hunter Social Services Center on Euclid Avenue. “This type of project – which brings innovative thinking and deep expertise to intractable problems faced by many communities throughout the country – is just one example of the impact and change we believe our organizations can have by working together,” said Eric L. Morse, The Centers’ President and CEO. “While the State of Ohio and Cuyahoga County are making significant investments to address these issues, including Medicaid’s new program, OhioRISE, the statewide crisis involving children in custody and children involved in multiple systems, makes this the right move at the right time. Together, we can offer a full range of services.”



We thank the funders of The Centers’ T-Suites Program - Cuyahoga County, ADAMHS Board, Cuyahoga County Board of Developmental Disabilities, and Cuyahoga County Juvenile Justice - for their partnership in bringing this innovative program to our community.



T-SUITES

A PROGRAM OF THE CENTERS AT CCH

HEALTH

- **Behavioral Health Urgent Care (BHUC):** In response to the significant increase in behavioral health issues since the beginning of the pandemic, and the continued rise in overdose deaths and suicide, The Centers secured a grant from the Substance Abuse and Mental Health Services Administration (SAMHSA) and the Alcohol, Drug Addiction and Mental Health Services (ADAMHS) Board of Cuyahoga County, and in July 2022, established two Behavioral Health Urgent Care centers in Cuyahoga County.



The Centers' BHUC provides accessible and convenient care for adults and children in a safe, comfortable environment. The BHUC welcomes patients who experience new serious emotional disturbances, significant changes in mental health symptoms, or urgent issues arising from addiction. "This is a unique and innovative approach to addressing the shortage in services within our community. People are suffering because of lack of access to care; this bold approach offers hope," says Lisa B. Forbes, The Centers' Board Chair.

Two BHUC locations in Cuyahoga County have opened at The Centers' facilities in University Circle and Gordon Square. Both locations are accessible by public transportation. Each multidisciplinary BHUC Care Team is comprised of a Psychiatric Provider, Registered Nurse, Licensed Social Worker / Licensed Counselor, Care Coordinator, and Client Service Representative.

The BHUC Care Team works in partnership to address the unique needs, goals, and care preferences of each individual through the development of a Collaborative Care Plan to promote recovery and wellness.



The purpose of The Centers' BHUC is to promote wellness and improve the quality of life in the Cleveland area. It provides an additional resource to complement the safety net within the community behavioral health system. "The Centers' BHUCs serve as an alternative to local emergency rooms as well as a navigation hub to community resources and ongoing behavioral health services. It is a one-of-a-kind service available in Cuyahoga County intended to engage and support individuals with urgent behavioral health needs," said Eric L. Morse, President and CEO of The Centers.



- **STARS/FIRST:** The Specialized Treatment, Advocacy & Recovery Services for Schizophrenia (STARS) program launched the FIRST Episode Psychosis Program in December 2022. This program is a community-based, comprehensive treatment approach offered by a team of specialists to improve the mental health and quality of life for individuals who have experienced their first episode of a psychotic illness.
- **Adolescent Program:** The Adolescent Treatment Program for non-intensive outpatient treatment (NIOP) and intensive outpatient treatment (IOP) provides support to youth, ages 13-17, addressing issues that lead to the relapse of both mental illness and substance use disorder. Through the combination of a three-phase group and individual counseling program, youth develop coping skills to live a more constructive, optimistic, and stress-reduced life while remaining abstinent from substances.



- **Harm Reduction Vending Machines:** The Centers, in partnership with the ADAMHS Board of Cuyahoga County, aims to increase harm reduction efforts and reduce overdose fatalities in Cuyahoga County. With this goal in mind, three of The Centers' locations have become sites

for Naloxone (NARCAN) vending machines, an initiative of the State Opioid Response. The vending machines are available indoors for public use during standard business hours. These vending machines carry Naloxone and other harm reduction supplies including condoms, HIV testing, and more.

- **MAT:** Our Medication Assisted Treatment (MAT) program treats persons with opioid use disorders. We meet clients where they are on their road to recovery and offer Suboxone, Subutex, and Vivitrol as part of our comprehensive treatment for opiate use.
- **Hepatitis C Intervention:** The Ohio Association of Community Health Center's (OACHC) and the Ohio Department of Health's (ODH) new Hepatitis C Virus (HCV) Disease Intervention Specialist Grant allows The Centers to build on our existing strengths to better meet the needs of clients who are at risk and/or who are living with Hepatitis C. To connect clients and community to HCV treatment, we utilize a community-based approach, a Disease Intervention Specialist worker, and interdisciplinary team which includes Primary Care, Pharmacy, Nursing, and the HIV Prevention/Syringe Exchange Outreach team.

- **Dollars for Doses:** In response to the ongoing COVID-19 pandemic, since January 2021, The Centers has administered over 1,067 tests and nearly 16,000 doses of the vaccine through its stationary locations and through a dozen pop-up clinics in neighborhoods with high case numbers and low vaccination rates. Some of these vaccinations were provided through a collaboration with Greater Cleveland Congregations and funded by the Funders Collaborative for COVID Recovery.



program that offers tailored services to address the needs of youth with complex behavioral health and multisystem needs. One of the newer programs out of OhioRISE is an Intensive Home-Based Treatment (IHBT) service. Although open to youth from early childhood through 18 years of age, The Centers' program focuses on youth aged 12-17 years old and their families who meet the eligibility requirements set by OhioRISE.



- **Welcoming Neighbor Classroom:** Launched this fall, The Centers' Welcoming Neighbor Classroom

provides services for preschoolers who would benefit from a small supportive classroom setting due to trauma, developmental concerns, and/or other social-emotional concerns. The sensory classroom setting includes the support of four typically developing preschool peers, two to three teachers, and an early childhood mental health therapist to provide services both in the classroom and in the home. This initiative addresses trauma and supports stabilization of children and their families. The goal is to connect families to additional supports and reduce preschool suspensions and expulsions especially among children of color, who often are impacted disproportionately.



- **First Year Cleveland and ODM Grant:** As a partner to First Year Cleveland, The Centers expanded existing services to improve maternal-child health for women of color focused on three primary areas - well-being, support, and connection. Through internal referrals and external outreach efforts, The Centers engaged pregnant Black women and women of color addressing infant mortality inequities in Cleveland by matching pregnant women with a specialized team. This intervention

FAMILY

- **OhioRISE:** As a part of Ohio Medicaid's effort to launch the next generation of Medicaid, Ohio Department of Medicaid (ODM) has introduced OhioRISE (Resilience through Integrated Systems and Excellence), a specialized managed care

includes access to high-quality medical care, a culturally responsive support system, timely mental health resources, and tangible solutions to personal challenges for as long as the family is receiving care. Additional support is provided by priority connections to The Centers' high-quality childcare programs where the whole family will continue to receive wrap-around services including obstetrics and gynecology, lactation consultation, pediatrics, crisis assistance (access to food, transportation, housing), and behavioral health services.



• **MSA Program:** The Centers' Basic Needs Resource Center (BNRC) partnered with the ADAMHS Board and our Behavioral Health Department to provide Cuyahoga County's first Multi-System Adult (MSA) program. This program provides cash assistance for essential resources - such as housing costs, utilities, food, clothing, transportation, and childcare - for those who qualify.

• **Say Yes/CMSD Grant:** The Centers' Early Learning/2Gen programs partnered with three Cleveland Metropolitan School Classrooms to provide Out of School Time Services to youth in kindergarten through eighth grade. These after school programs allow students to continue exploring their interests, connect with caring adult mentors and friends, and feel well physically and mentally.



pathway with family sustaining wages. State designation further allows El Barrio to apply for state training reimbursement opportunities.

• **New Bridge Partnership:** El Barrio and New Bridge have partnered together to offer a phlebotomy training track in English, and we are working towards the track being offered in Spanish. This program targets West Siders and Cleveland's Hispanic population, preparing students to collect blood specimens for testing and analysis in clinical labs as well as preparing students to obtain the American Society for Clinical Pathology (ASCP) national certification, which can lead to exciting new opportunities in the medical field.

• **Programs Offered in Spanish:** In 2022, The Centers' El Barrio Workforce Program has been able to expand our training tracks in Spanish, providing additional opportunities for community members



to advance their careers. Training tracks in English and Spanish include Child Development Associate (CDA), Customer Service and Bank Teller, General Job Readiness, and Google IT.

WORK

• **State Recognition:** The Centers' El Barrio Workforce Program received approval as an Ohio State Apprenticeship Council (OSAC) Recognized Pre-Apprenticeship Provider. Our first formal pre-apprenticeship program focuses on the IT Google Support training track which is facilitated in both English and Spanish. This opportunity provides on-the-job training along with instruction to quickly obtain new skills that lead to a career

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AIG (retiree)

THE CENTERS LEADERSHIP

As of 12/31/2022

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President & CEO

Carole Beaty, MPOD

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Kerry Bohac, PHR, SHRM-CP

Chief Human Resources Officer

Vincent Caringi, M.D.

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Chief Financial Officer

Leon Harris, Ph.D.

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Chief Development Officer

Christie Tatman-Stroh, MNAL

Chief Administrative Officer

Martin Williams, MSSA, LISW-S

Chief Program Officer, Behavioral Health



OUR HISTORY

1970s



TOGETHER TELEPHONE HOTLINE

Public health nurse Jeanne Sonville launched the Together Telephone Hotline for drug users.



THE CENTER FOR HUMAN SERVICES

Leona Bevis, Louise Humphrey and Nancy Lyon Porter founded The Center for Human Services, merging five agencies previously standing alone. Their shared vision was that by integrating their services they would be better able to help the individuals they served.

MOVE TO LARGER FACILITY

The Free Clinic moved into a larger facility at 12201 Euclid Avenue.

THE CENTERS FOR FAMILY AND CHILDREN

The Center for Human Services changes its name to The Center for Families and Children to better reflect its focus and reach.

HIV/AIDS PROGRAM

The Free Clinic launches a needle exchange program to combat the spread of HIV/AIDS.



1990s

2011



WSEM AND EL BARRIO

West Side Ecumenical Ministries (WSEM) and El Barrio join forces with The Center for Families and Children, and the new name of the organization becomes The Centers for Families and Children.

FEDERALLY QUALIFIED HEALTH CENTER

The Free Clinic becomes a federally qualified health center, allowing the clinic to provide care to individuals with insurance, as well as, without insurance or the ability to pay.



2012

2016



CIRCLE HEALTH

The Free Clinic changes its name to Circle Health Services, Inc. reflecting both the clinic's commitment to inclusive care and its location in University Circle.

CIRCLE HEALTH AND THE CENTERS FOR FAMILIES & CHILDREN BECOME THE CENTERS

Circle Health and The Centers for Families & Children become affiliated organizations, to strengthen their ability to provide integrated care and have greater impact on the people they serve together.



2017

CLEVELAND CHRISTIAN HOME JOINS THE CENTERS

The Centers brought Cleveland Christian Home (CCH) into its corporate structure. The new structure helps The Centers expand access to the full continuum of behavioral health services for children and adolescents and brings much needed infrastructure support to CCH.

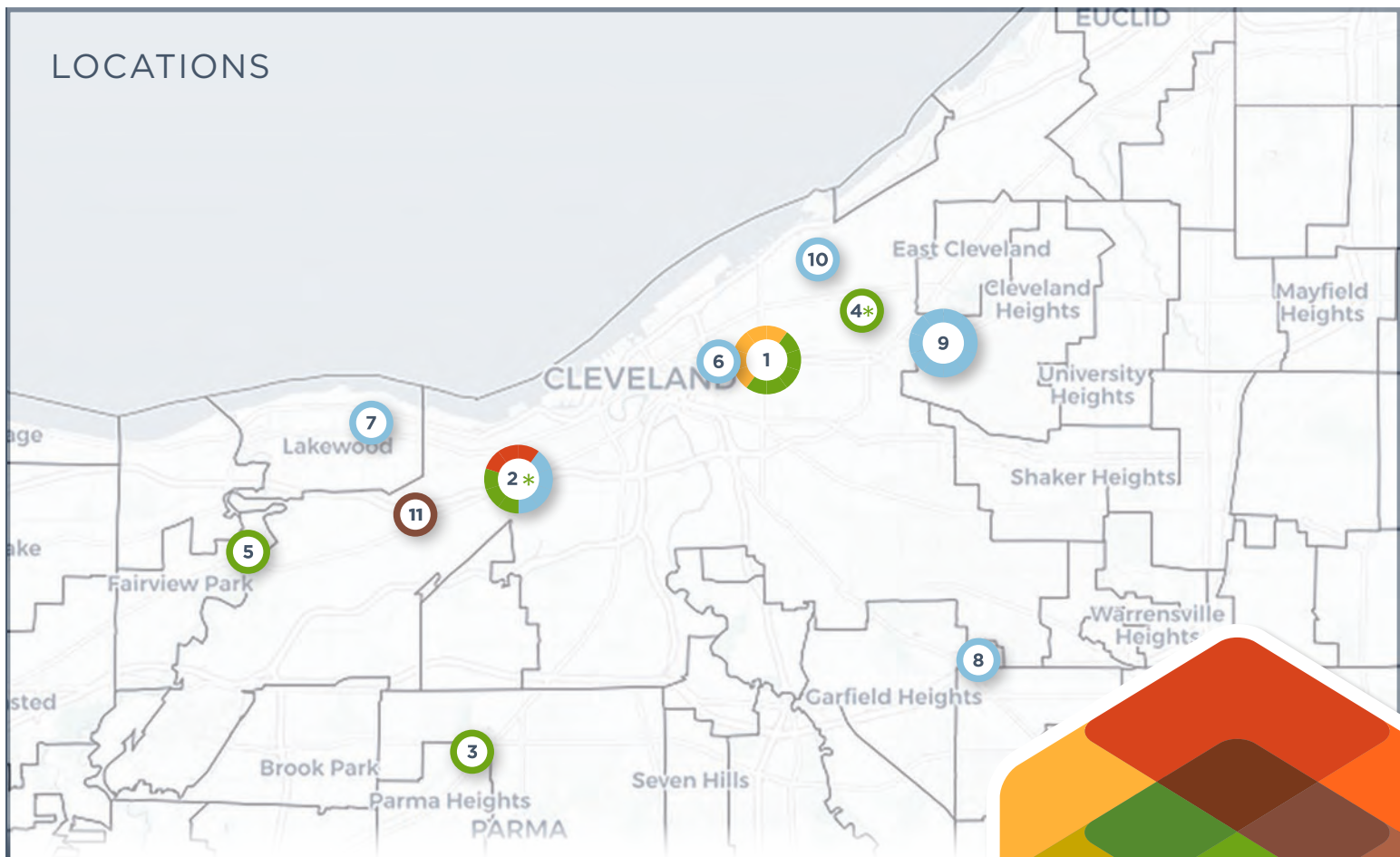


2022

TODAY

We employ nearly 650 staff, reach more than 15,000 people annually, and partner with leading hospitals, educational institutions and capacity-focused organizations to give as many people as possible the chance to build a better future.

LOCATIONS



CENTERS FOR HEALTH AND WELLNESS 216.325.WELL (9355)

* Behavioral Health Urgent Care services are available at our Uptown and Gordon Square locations.

1. East - 4400 Euclid Avenue, Cleveland 44103
2. Gordon Square Campus - 5209 Detroit Avenue, Cleveland 44102*
3. Southwest - 5955 Ridge Road, Cleveland 44129
4. Uptown - 12201 Euclid Avenue, Cleveland 44106*
5. West - 3929 Rocky River Drive, Cleveland 44111

CENTERS FOR EARLY LEARNING - 216.325.9678

* In addition to our Early Learning Centers, we offer a Smart Start Home Visiting Program, which brings the classroom to you through weekly home visits.

6. Bingham - 2421 Central Avenue, Cleveland 44115
7. Clifton - 13889 Clifton Boulevard, Lakewood 44107
8. Debra Ann November - 5225 Library Lane, Maple Heights 44137
2. Gordon Square Campus - 5209 Detroit Avenue, Cleveland 44102
9. Taylor Commons/McMillan - 1941 South Taylor Road, Cleveland Heights 44118
10. Wade - 9111 Yale Avenue, Cleveland 44108

CENTERS FOR YOUTH & FAMILY SERVICES 216.325.9132

Resources and support offered through a collective network of community partners

9. Taylor Commons/McMillan - 1941 South Taylor Road, Cleveland Heights 44118

EL BARRIO WORKFORCE PROGRAM 216.325.WORK (9675)

2. Gordon Square Campus - 5209 Detroit Avenue, Cleveland 44102

ADMINISTRATIVE CAMPUS - 216.432.7200

1. Nancy Lyon Porter Building, 4500 Euclid Avenue, Cleveland 44103

CLEVELAND CHRISTIAN HOME - 216.416.4277

Residential Care and Treatment for Youth

11. 11401 Lorain Avenue, Cleveland 44111



THE CENTERS

Health. Family. Work. **Hope.**



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Health

thecentersohio.org/health
216.325.WELL (9355)

Family

thecentersohio.org/family
216.325.9678

Work

thecentersohio.org/work
216.325.WORK (9675)