

*Restoring Hope...*



*One Life at a Time*



**Community Friendship Inc.**

85 Renaissance Parkway, NE • Atlanta, GA 30308 • Phone 404-875-0381

[www.communityfriendship.org](http://www.communityfriendship.org)



**2014** *Annual Report*



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## Our History

**Community Friendship, Inc.** (CFI) is a nonprofit comprehensive provider of recovery-based mental health services assisting adults in metropolitan Atlanta. Originating in 1962 as a drop-in social center for adults with chronic mental illnesses, CFI incorporated in 1970 and has grown to offer a comprehensive array of services in the psychiatric rehabilitation approach. CFI provides services which promote recovery and assist consumers in establishing and maintaining productive lives in the community. For over 45 years, Community Friendship, Inc. (CFI) has been committed to supporting an individual’s recovery from mental illness so that each person can lead a contributing, integrated, and self-directed life.

## Our Mission

The mission of Community Friendship, Inc. is to provide a supportive community for people whose mental illness prevents them from participating in community life, employment and relationships. CFI has developed programs and services that are central to mission success and has achieved a consistent level of desired results for those being served. We have also developed an organizational infrastructure necessary for supporting core programs. We are achieving our mission impact through programmatic offerings and organizational leadership as evident in our strategic partnerships, advocacy efforts, and collaborations.

## Our Vision

The vision of Community Friendship, Inc. is full access to community life through achievement of one’s potential and removal of barriers.

# Financial Summary

## Kevin

Kevin’s biological mom was killed when he was only 4 years old. The impact on Kevin and his family would not be felt until years later. A series of circumstances during his primary and adolescent years led to feelings of confusion and limited focus. As a young adult the stresses of his illness overwhelmed him. After years of successful employment, the breaking point finally came. Hospitalized numerous times for various psychotic behaviors and suicide attempts, Kevin lost his will to live and any hope of recovery. Kevin credits the unwavering support of his brother, who refused to give up on him, when everyone else seemed to do so. His brother heard about CFI and encouraged Kevin to enter programming. After years of homelessness, and failed attempts at relationships and negative experiences with social services, Kevin was initially very untrusting of others. He felt that “no one wanted to give me a chance” Kevin has completed CFI’s job readiness training, gained employment and maintains the goal of becoming a Certified Peer Specialist. “If I can motivate one person with a mental illness, I would have accomplished my purpose in life” “At CFI I have felt inspired. They help you to feel good about yourself” “What makes me happy? – Being self sufficient and in control of my life.”



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### Community Friendship, Inc. General Operating Budget Fiscal Year 2014-2015

	FY14	FY14	FY15
	BUDGET	ACTUAL	APPROVED BUDGET
REVENUE			
DBHDD	4,909,206	4,909,206	4,909,206
DBHDD ADA	135,010	94,912	135,010
DBHDD - ICM	391,000	384,298	391,000
BRIDGE FUNDING		19,500	19,500
GEORGIA VOCATIONAL REHAB	43,000	24,677	30,000
MEDICAID	375,000	390,430	394,929
CLIENT RENT/UTILITIES	45,540	40,153	40,153
MAINT FEES	19,200	19,200	19,200
MGMT FEES	20,000	20,508	20,508
CONSUMER SVC/MISC INCOME	-	-	-
OTHER GRANTS	64,188	111,597	37,638
FUND DEVELOPMENT			175,000
CONTRIBUTIONS	20,000	34,329	30,000
INTEREST-OPERATING	1,500	1,099	1,000
MISCELLANEOUS INCOME	100	3,352	
INVESTMENT INT/DIV/NETS	-	262,668	117,250
TOTAL REVENUE	6,023,744	6,315,929	6,320,394
EXPENSES			
SALARIES/BENEFITS	4,595,124	4,685,550	4,779,079
PARKING	27,207	27,394	27,394
COMPENSATION & REL EXP	4,622,331	4,712,944	4,806,473
APARTMENT/ROOM RENT	56,455	45,469	46,000
APARTMENT COSTS	5,657	5,503	5,668
EMERGENCY HOUSING	57,893	49,923	50,000
CLIENT BENEFITS	26,293	16,844	17,000
CLIENT TRANSPORT	122,425	126,186	145,000
PROGRAM SUPPLIES	120,036	125,173	115,000
COMMUNITY INTEGRATION	13,686	19,205	19,205
FOOD	192,485	183,655	187,329
CONSULTANT & CONTRACT SVC	94,555	37,621	89,000
STAFF TRAVEL EXPENSE	68,705	71,764	71,764
VAN EXPENSE	34,173	28,013	28,854
DIRECT CARE EXPENSES	792,363	709,356	774,820
CONFERENCES & TRAINING	15,443	17,028	18,528
DUES & SUBSCRIPTIONS	12,823	15,286	15,744
INDIRECT CARE EXPENSES	28,266	32,314	34,272
CARF	-	-	14,945
UTILITIES	94,941	87,110	89,723
MAINTENANCE	25,604	25,439	26,965
COPIER/SOFTWARE LEASE	59,314	52,289	52,289
PROP/CASUALTY INS	136,611	138,518	143,311
SECURITY	60,406	59,191	59,191
RENT	44,538	45,864	47,773
TELEPHONE	60,610	58,275	59,440
POSTAGE	3,903	11,367	6,367
PRINTING	5,472	12,582	10,012
SUPPLIES	44,367	65,763	50,763
PROFESSIONAL FEES	57,566	67,705	57,729
RECRUITMENT EXPENSES	3,000	2,046	2,000
MISCELLANEOUS	7,112	10,778	7,112
BANK CHARGES	6,100	7,389	7,389
ALLOWANCE FOR AFFILIATE	20,346	8,153	-
STAFF APPRECIATION	7,232	7,198	7,232
SUB-TOTAL OPERATING EXPENSES	637,122	659,667	642,241
DEPRECIATION	14,761	11,299	12,000
OPERATING EXPENSES	651,883	670,966	654,241
COMPUTER	(0)	(0)	49,500
SALARY ADJUSTMENTS	(0)	(0)	77,000
	0	0	0
TOTAL O/H	0	(0)	126,500
TOTAL EXPENSES	6,094,843	6,125,580	6,396,306
NET EXCESS/DEFICIT	(71,099)	190,349	(75,912)

# Meeting the needs of the communities *We Serve*

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## Tameka

After dropping out of school at 16 years old, Tameka did not see the value in expressing her emotions. She carried them deep inside - unwilling and able to share them with those who cared and loved her. Multiple hospitalizations and suicide attempts led her to believe that her illness was a due to character weakness and a lack of faith. Diagnosed with severe depression and bipolar disorder, the sudden deaths of immediate family members led to a series of actions that created "I can't deal with life moments." Tameka connected with CFI and is now a Certified Peer Specialist and is both surrounded by support and provides support for those on their journey towards recovery. "The most difficult part of my journey has been the awareness and acceptance of my illness" "I am learning to control the things that feed my illness" After 15 years of reflection, treatment and self discovery, Tameka is stronger and empowered. She helps to break down barriers for individuals living with mental illnesses as well as educates others about the conditions and circumstances that impede recovery and create stigma. She is energized by the connections that she makes with people as they come to grips with their own misunderstandings, shame, guilt and misconceptions. She is often saddened by the many people living with mental illnesses that often "wear masks to camouflage their true feelings or their illness itself". She accredits CFI with providing a platform for her to share and grow. And though she lives with the subtle insecurity of a possible relapse, she is confident that the assistance of CFI will provide a haven of comfort and support if and when a storm emerges.



### Board of Directors

- Eve Byrd – Board Chair**  
*Fuqua Center for Late Life Depression*
- Sherry Jenkins Tucker – Board Vice Chair**  
*Georgian Mental Health Consumer Network*
- Anno Hardage – Board Treasurer**  
*Girls Incorporated of Greater Atlanta*
- Keith Wood – Board Secretary**  
*Emory University, School of Medicine  
Grady Psychiatric Services*
- Regina Cannon**  
*Corporation for Supportive Housing*
- Pat M. Clifford**  
*Retired-Department of Behavioral Health and Developmental Disabilities*
- Lei Ellingson**  
*The Carter Center, Mental Health Program*
- Jo Ann Haden-Miller**  
*Cultural & Heritage Marketing  
Atlanta Convention & Visitors Bureau*
- Scotty Hendricks Jr.**  
*Mutual of America*
- Allison Hill**  
*Peachtree Psychological Associates*
- Willa Presmanes**  
*MTM Services*
- John Watson**  
*Retired-Department of Behavioral Health and Developmental Disabilities*

### Leadership Team

- Jean Toole**  
*President/CEO*
- Rocile Cain**  
*Chief Operating Officer*
- Debbie Henderson**  
*Chief Financial Officer*
- Beth Boersma**  
*Director of Day Services Program*
- Jean Mevoli-Cannon**  
*Director of Work Opportunities and Peer Support Services*
- Diane Clemons**  
*Director of Human Resources*
- Christy Drummond**  
*Director of Case Management and Homeless Outreach*
- Shirley Estell**  
*Director of Rehabilitative Housing*
- Konswella Gilchrist**  
*Director of Phoenix House/Presley Woods/Rosalynn Apartments*
- Donna Snellgrove**  
*Director of Quality Assurance and Training*
- Terrisita Terry**  
*Director of Development and Communication*
- Lola Williams**  
*Director of Access/Intake*
- Carrie Vanzant**  
*Director of O'Hern House*

# A message from *Leadership*

We take great pleasure in delivering to you our Annual Report which builds on our theme a *proud past and a bright future*.

Through strong governance and with substantial energy spent on strategic and operations planning, CFI has charted a relevant course for 2014-2016. Our strategic goals respond to community needs, bridge finance and service gaps, and increase capacity of consumers and CFI, while maintaining top performance in delivering mental health recovery and wellness services.

Importantly, CFI has taken time to intentionally look at the issue of sustainability as it relates to our industry, consumers, services, and operations. As we plan for the future, sustainability represents a blend of governance and capacity, economic viability and efficient operations for CFI, our services and consumers.

We very much appreciate the relationships we have with you as friends, partners, consumers, investors, and stakeholders. It is a privilege to work together for such a vital mission. Please take a moment to view the impact and value of Community Friendship, Inc.'s work in 2013-2014. Should you ever have questions or concerns, please contact us directly by phone at 404 875-0381 and follow our community work at [www.communityfriendship.org](http://www.communityfriendship.org) on Facebook and Twitter. On behalf of all of us at Community Friendship, Inc. *thank you* for your continued commitment and support.

Sincerely,



Eve Byrd  
*Board Chair*



Jean Toole  
*President/CEO*



# Meeting the needs of the communities *We Serve*

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## Jerome

Sexually abused at age 7, no one would listen. Complaining about voices in his head, at age 8 no one would listen. Placed in special education when he began to speak to the voices and exposed to constant ridicule from siblings and family, he took to the streets at a young age to find peace and acceptance. There he found violence, drug use and addiction, and more isolation. Years would pass and the voices grew louder. He'd self medicate with alcohol and drugs to quiet them. He would stay awake for days on end as a survival and defense technique. "Bad things always happened to me when I would go to sleep-molestation, I got shot, beaten, rape attempts and numerous altercations with other homeless people." Another homeless person told Jerome about CFI and that they understood his problems and could provide support. Very apprehensive, Jerome reached out to CFI. The fear of close quarters and close proximity to others is still daunting for Jerome. He recently went to the funeral of his father; it was the first and last time that he saw him. Though he's coming to grips with abuse from his family, he states "Though they don't understand me, I do. I was told not to talk about my illnesses, now I understand it's important to do so." "CFI has helped me a lot. Yes, there are still bad days occasionally, but I get constant support at CFI and I'm on a road to recovery."



## CFI 2014 Highlights

CFI is so many things to many people. We are a resource for housing, employment, and peer support, vocational rehabilitation, training, case management, homeless assistance and more. The impact of our reach goes far beyond the immediate and focuses on long term solutions. By understanding their individual needs and helping them achieve their unique goals, we create connections to individuals that are personal, significant and rewarding. Over the past year, CFI has continued to transform itself, expanding its services to better meet the needs of both our consumers and the community.

### Key accomplishments include:

Received Accreditation from CARF

CFI completed another successful survey with the (Commission on Accreditation of Rehabilitation Facilities) International. From Strategic Planning, Financial Management, Risk Management, Human Resources, Technology, Performance Management, Accessibility and more there were no recommendations for improvements in these and other areas. CARF is a private not-for-profit organization that grew out of a need in the medical and vocational rehabilitation fields to promote quality programs for people with disabilities and others in need of services. The accreditation attests to the quality of our programs, as well as the skills and credibility which maximize our impact in mental health service delivery.

### New Alliances and Partnerships

- Buckhead Business Association**  
 Since 1951, The Buckhead Business Association (BBA) has played an integral role in the advancement of the Buckhead community. The BBA brings together leadership that unites all aspects of business, government and community with a common vision for ensuring the future vitality of the greater Buckhead community. In 2014, Community Friendship, Inc. was proud to be a new member of the Association and for the opportunity to raise awareness of mental health wellness and recovery as well as interest the business community in supporting our community programs and services.
- Midtown Alliance**  
 Since its creation in 1978, Midtown Alliance has been the driving force behind the revitalization of Midtown. The Alliance is a coalition of leading business and community leaders united in its commitment to Midtown as a premiere destination for commerce, culture, education and living. In 2014, Community Friendship, Inc. was proud to be a new member of the Alliance and for the opportunity to raise awareness of mental health wellness and recovery as well as interest the business community in supporting our community programs and services.
- Philanthropic leaders** achieve their strategic goals through core support for organizations whose goals are substantially aligned with their own. Community Friendship, Inc. is grateful for the generosity and support of its new partners in 2014.
  - The Anonymous Foundation
  - The Catholic Association of Georgia
  - The Billie and Jim Ellis Foundation
  - The John and Mary Franklin Foundation
  - The J.B. Fuqua Foundation
  - The Gould Family Foundation
  - The Rich Foundation
  - The Waffle House Foundation
  - The Wells Fargo Foundation

### Looking Ahead

We are delighted to share many heroic stories throughout our 2014 annual report. Because of you, we had yet another record-breaking year, raising an unprecedented amount of income for our programs and services. The year was also highlighted by the wonderful and much anticipated new collaboratives that have yielded new participants for our programs and services.

While we continued our efforts to support mental health wellness and recovery, we also embarked on new activities that addressed the growing needs of the consumers we serve and our organizational capacity. We are grateful for the ongoing support of CFI trailblazers in these and other critical initiatives: *The Frances Hollis Brain Foundation, The Waterfall Foundation, The Community Foundation of Greater Atlanta, The United Way of Metropolitan Atlanta, Fulton County Human Services* and many other supporters like you.

**As we look ahead**, reliable, predictable, and flexible support continues to be the lifeblood of Community Friendship, Inc. It provides the working capital needed to carry out our mission and respond to new challenges and opportunities. To join these and our other partners in making a difference in our community, please contact our Development Department at 404 875-0381 ext 301. **Please follow our impact at [www.communityfriendship.org](http://www.communityfriendship.org), on Facebook and Twitter.**

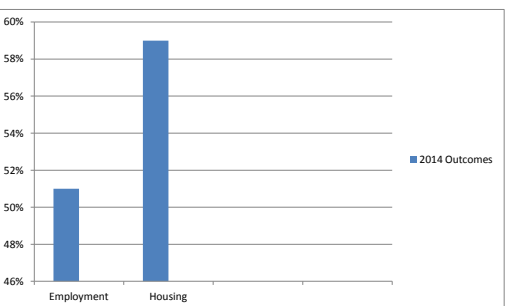
**Community Friendship, Inc. (CFI)** offers a comprehensive range of services providing education, support, training, skills building, preparation for work, career development and full integration in the community. We also link consumers to other needed resources. We take a holistic approach, working with the whole person, mind, body, and spirit, not just their illness. At CFI, we believe that all individuals have the ability to grow and reach their full potential.

### Our continuum of services include:

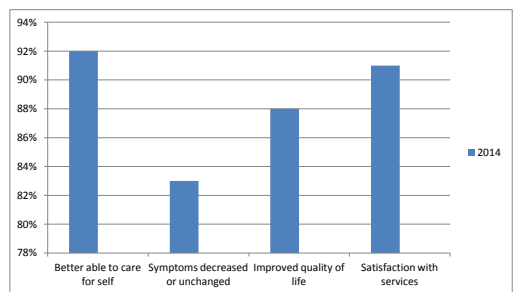
- Residential Services:** We give individuals living with mental illnesses a place to call home and a variety of residential options that offer varying degrees of support and supervision.
- Homeless Outreach:** Our outreach staff go where homeless individuals stay, visiting and talking with them at places like shelters and free meal sites, under bridges, or at bus stations. By establishing trusting relationships with individuals, we help them start planning for their futures. The ultimate goal is to guide individuals with mental illnesses from homelessness to permanent housing and independence.
- Case Management:** We provide a vital link between individuals and the community services available to them. We help individuals negotiate and obtain needed community services to ensure successful community living.
- Day Services:** We help individuals to develop hope, confidence and motivation to pursue their life goals.
- Work Opportunities:** We assist individuals in choosing, getting and keeping jobs in the community.
- Peer Support:** Our Certified Peer Specialists lend unique insight into mental illness and provide support for skills needed to live more independently.
- Training:** We provide training to individuals and their families including a Relapse Prevention Series, as well as, various community trainings related to psychiatric rehabilitation and recovery.
- Vocational Rehabilitation Services:** We provide Vocational Assessment, Work Evaluation, In-house and Community Work Adjustment, Personal and Social Adjustment, Job Readiness, Job Coaching, and Supported Employment

### Community impact:

- Homeless prior to arrival at Community Friendship, Inc., over 50% of individuals served were able to remain in stable housing for over one year. Over 50% of consumers that obtained employment maintained their job over 180 days.



### Consumer improvements since intervention was provided:



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## Melissa

Melissa was in denial of her symptoms. Severe depression led to a divorce and signing over guardianship of her young children. Resistant to help from family and friends, she entered a deep state of withdrawal and isolation. Hospitalized three times for Major Depression, Bipolar Disorder and Schizophrenic Effective Disorder, Melissa wanted to give up. "I could not see the light at the end of the tunnel. I learned that recovery is possible but sometimes you have to give in and not give up". Melissa finally accepted help. She was referred to CFI. After about 3 weeks in programming, she had a change in attitude, made new friends, and was learning new skills. Melissa has been employed for several years and has reconnected to her family. Melissa attributes her recovery to divine intervention, spiritual guidance as well as the supportive services of Community Friendship, Inc. "I discovered my inner strength at CFI, there was a reason that I went through what I did, it was to come out of the tunnel to a better side"