

2017 Annual Report

# OPENING *a* WINDOW *of* OPPORTUNITY



  
COMMUNITY  
FRIENDSHIP  
INCORPORATED  
*a window of opportunity*

*A comprehensive provider  
of recovery-oriented  
mental health services*

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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 psychosocial rehabilitation approach. For over 48 years, 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.

## OUR VISION

The vision of Community Friendship, Inc. is to provide the supports needed for full access to community life through achievement of one's potential and removal of barriers.

# A LETTER *from* OUR CEO

2017 was a year of transition, resiliency, and perseverance for Community Friendship, Inc. (CFI). CFI continues to expand our services, our partnerships, and our visibility in the philanthropic community, both locally and nationally. In 2017, we provided services that equipped the consumers we serve with the skills needed to be self-sufficient and independent. At the foundation of all we do, we instill hope; assuring that every person receiving services from CFI understands that life is not over, but a new chapter indeed begins every day. CFI is committed to employing staff that understands the importance of our core values, especially the value of hope. CFI staff will continue to assist those we serve in their recovery journey offering whatever support is needed for their success.

In 2017, CFI provided services to over 775 consumers, with 96% reporting an increase in their quality of life. We assisted 75 consumers obtain and maintain employment, with an average monthly earned income of \$831. We assisted consumers in our Psychosocial Rehabilitation Program (PSR) in acquiring over 12,000 resources. Additionally, we enrolled over 200 homeless individuals in PATH services through homeless outreach and assessments.

We also provided over 130,000 MARTA Transportation Assistance Cards to help consumers obtain and maintain employment and access needed community resources and activities. CFI continues to move the needle forward in recovery oriented mental health services and programming.

We welcome 2018 with open arms, embracing possibilities, new collaborations, and the opportunity to enhance existing partnerships and relationships. Thank you for your continued support of our organization, as we move forward to open the window of opportunity for those we serve. Each journey of recovery presents a new path and your support makes all the difference in helping transform the lives we touch at CFI. We look forward to another successful year!



**Jean Toole,**  
**President & CEO**  
**Community Friendship, Inc.**

## LEADERSHIP TEAM

**Jean Toole**  
President/CEO

**Rocile Cain**  
Chief Operating Officer

**Debbie Henderson**  
Chief Financial Officer

**Beth Boersma**  
Director of PSR Services

**Carrie Vanzant**  
Director of O'Hern House

**Christy Drummond**  
Director of Case  
Management and  
Homeless Outreach

**Diane Clemons**  
Director of Human  
Resources

**Donna Snellgrove**  
Director of Quality  
Assurance and Training

**Jean Mevoli-Cannon**  
Director of Work  
Opportunities and Peer  
Support Services

**Konswella Gilchrist**  
Director of Phoenix  
House/Presley Woods/  
Rosalynn Apartments

**Lola Williams**  
Director of Access/Intake

**Rene Bazel**  
Director of Development  
and Communications

**Shirley Estell**  
Director of Rehabilitative  
Housing



# Current BOARD of DIRECTORS

## **Keith Wood, Ph.D. – Chair**

Emory University,  
School of Medicine  
Grady Psychiatric Services

## **Weslee Knapp – Vice Chair**

Keller Knapp Realty

## **Bill Warren – Treasurer**

KPMC, LLC

## **Robin Ratliff – Secretary**

Federal Reserve Bank of Atlanta

## **Eve Byrd**

The Carter Center  
Mental Health Program

## **Regina Cannon**

The Corporation for  
Supportive Housing

## **Lei Ellingson**

The Carter Center  
Mental Health Program

## **Carole E. Galanty**

Community Advocate

## **Jo Ann Haden-Miller**

Atlanta Convention &  
Visitors Bureau

## **Anno Hardage**

Girls Incorporated of Greater  
Atlanta

## **Scotty Hendricks Jr.**

New York Life Insurance

## **Hakim Hilliard, Esq.**

Hilliard Starkey Law Firm

## **Sakinah Jones, Esq.**

Bryan Cave Leighton Paisner,  
LLP

## **Sherry Jenkins Tucker**

Georgia Mental Health  
Consumer Network

## **Willa Presmanes**

MTM Services

## **Rachel Waford, Ph.D.**

Emory University,  
School of Medicine  
Decatur Family Psychiatry

## **Donna Williams Lewis**

Retired - The Atlanta  
Journal Constitution

# Current ADVISORY COUNCIL

## **Frank Alexander, Esq.**

Emory University School of Law

## **Jennifer Katze Campbell, Esq.**

Coca-Cola Company

## **Susan Culpepper**

Fund Development Consultant

## **John J. Gates, Ph.D.**

Retired – DBHDD\*

## **Mary Leslie**

Retired – City of Atlanta

## **Jay J. Levin, Esq.**

Retired – Bryan Cave Leighton  
Paisner, LLP

## **Jim Maddox**

Retired – Atlanta City Council,  
Council District 2

## **Roger Naik, Pharm.D.**

Market Pharmacy

## **James M. Ney, Esq.**

Retired – Holt, Ney, Zatcoff,  
Wasserman

## **Christine N. Schneider, Esq.**

Thompson Hine

## **Randi Engel Schnell, Esq.**

Rooms To Go

## **Julie A. Segal, M.D., F.A.A.P.**

Pediatrician North Point Pediatrics

## **Richard P. Shuey, Esq.**

Law Office of Richard P. Shuey

## **John Watson**

Retired – DBHDD\*

*\*Department of Behavioral Health and  
Developmental Disabilities*



2017

# PROGRAM *and* SERVICES OVERVIEW

## PSR PROGRAM



100%

of consumers enrolled in the PSR Program reported they were satisfied with CFI Services.



96%

of consumers reported that their quality of life has increased because of CFI services.

10,789

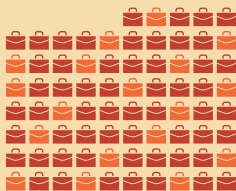
skills acquired by consumers through PSR Program.

12,859

resources acquired by consumers through PSR Program.

## WORK OPPORTUNITIES PROGRAM

75



consumers obtained new employment per quarter.

\$831



the average monthly earned income of employed consumers.



87%

of consumers obtained employment within 3-6 months of referral to Work Opportunities.

## CASE MANAGEMENT



100%

of consumers reported feeling “better able to care for self.”

541



home visits to consumers per month. – an increase of 54 visits per month over 2016.

## PEER SUPPORT

850+

classes and activities provided by Peer Support Services.

## ADMISSIONS/ EVALUATION



91%

of consumers reported increased satisfaction with services received.

## HOUSING



91%

of consumers reported satisfaction with services received.

300+

residents served in our housing programs

## HOMELESS OUTREACH

508

individuals engaged through homeless outreaches.

2017

# DONORS

## GOVERNMENT FUNDERS

Georgia Department of Behavioral  
Health and Developmental Disabilities

Department of Community Health

Georgia Vocational Rehabilitation  
Agency

## CORPORATE & FOUNDATION GIFTS

Bed, Bath & Beyond

Charity Plan-Federal Reserve  
Bank of Atlanta

Community Foundation for  
Greater Atlanta

Coxe Curry & Associates

Estate of M.A. Carver

Frances Brain Hollis Foundation

Imlay Foundation

Jim & Billie Ellis Foundation

McMaster-Carr Supply Company

United Way of Greater Atlanta

Wells Fargo Foundation

## LOCAL BUSINESS & FAITH-BASED DONORS

Brooks McGinnis and Company

FirstBorn Group, LLC

Integrated Management Systems

Keller Knapp Realty

Longhouse Properties, LLC

Market Pharmacy

New Calvary Baptist Church

Nike Store at Sugarloaf

## INDIVIDUAL DONORS

A. Bolger

Anita Zervigon-Hakes

Anno Hardage

Arnold Zipperman

Bill Warren

Bonnie Beerman

C. Brad Marsh

Carol Sandiford

Carole Galanty

Carole and Jim Ney

Christine Schneider

Claire Brown

Curtis Cain

Cyrus and Marjorie Mallard

David Bedell, M.D.

Dale Caldwell

D.F. Lewis

Dave Lushbaugh

Debbie Henderson

Donna Snellgrove

Ethel Cain

Eugene Nevels

Eve Byrd

Evelyne Headden

Frank Alexander

G.Teller

Greg and Willa Presmanes

J. Braden

J. Faletti

J. and P. Gilman

John and Shirley Reckling

Jackie Wright

Jay Levin, Esq.

Jean Toole

Jeannette and Scott DePoy

Jennifer Wootten, M.D.

J. Faddis

Jo Ann Haden Miller

John and Gertrude Caruso

John and Marsha Gates

John and Ann Watson

Johnnie Hopper

Keith Wood, Ph.D.

Larry Walker

Lei Ellingson

Manuel Anton, M.D.

M.J. Caldwell

Mary Leslie

M. Crowe

Nita French

P.G. Rice

Pamela Owunta

R. Braden

Rick Saddler

Rachel Waford, Ph.D.

Regina Cannon

Richard Shuey

Robin Ratliff

Rocile Cain

Ruth Coody

Scotty Hendricks

Shelby Torbet

Sherry Jenkins Tucker

Shontell Washington

Tanya Blocker-Shears

Tonia Lansing

V. Dermousehegian

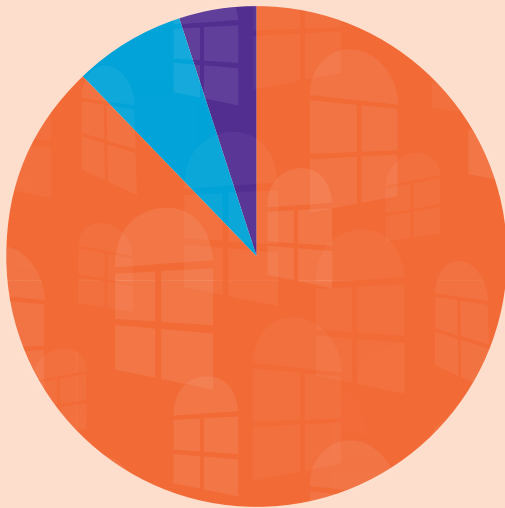
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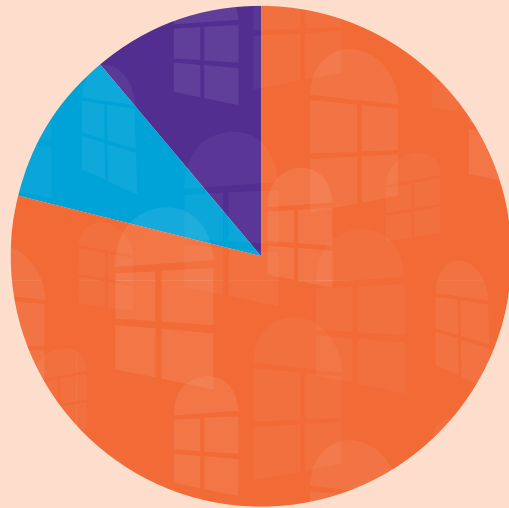
2017

# FINANCIAL SUMMARY



## REVENUE BREAKDOWN

Government Contracts and Fees:	
<b>\$5,946,059</b> .....	<b>88%</b>
Foundation, Individual and In-Kind Contributions:	
<b>\$494,795</b> .....	<b>7%</b>
Program Fees, Investment Income, and Other Income:	
<b>\$308,400</b> .....	<b>5%</b>



## EXPENSE BREAKDOWN

Operating Expenses:	
<b>\$ 5,248,597</b> .....	<b>79%</b>
Administration:	
<b>\$714,091</b> .....	<b>11%</b>
Direct Care Expenses:	
<b>\$668,877</b> .....	<b>10%</b>





## INTERESTED IN VOLUNTEERING?

Visit [communityfriendship.org/volunteer.html](http://communityfriendship.org/volunteer.html)  
to sign up, or email  
[rbazel@communityfriendship.org](mailto:rbazel@communityfriendship.org)



## CONTACT INFORMATION

85 Renaissance Parkway, NE  
Atlanta, GA 30308  
(404) 875-0381  
[www.communityfriendship.org](http://www.communityfriendship.org)

 **Facebook:**  
Community Friendship Inc

 **Twitter:**  
[@CFIAtlanta](https://twitter.com/CFIAtlanta)

 **Instagram:**  
[@cfiatlanta](https://www.instagram.com/cfiatlanta)

## OUR VALUES

**RESPECT:** We believe in unconditional positive regard for each person as a human being.

**HOPE:** We believe all people have the ability to grow and reach their full potential.

**KNOWLEDGE:** We believe gaining knowledge through education and experience is an empowering process, allowing people to grow, learn and make informed life decisions.

**CHOICE:** We believe consumers have the right to make decisions about the direction of their life and recovery process.

**HOLISTIC APPROACH:** We believe in working with the whole person, mind, body and spirit, not just their illness.

**INTEGRITY:** We believe in high ethical standards that promote fiscal responsibility and services that reflect standards of excellence.