

2012

Annual Report



Guiding **Individuals**. Strengthening **Families**.



www.familyprideonline.org

Mission Statement

To engage children and families with our innovative and professional clinical services in the home and community.

Vision

To be the mental health provider and employer of choice in northeast Ohio.

Core Values

PASSION FOR SERVING OTHERS

RESPECT FOR INDIVIDUALS AND FAMILIES

INTEGRITY IN THE COMMUNITY

DEDICATION TO AGENCY MISSION

EMPOWERMENT OF EMPLOYEES AND CLIENTS

From the Board of Directors

Robin Stanley, President



As the President of the Board of Directors for Family Pride of Northeast Ohio, I have seen several stages of transition and growth. From its inception, Family Pride has been focused on its clinical integrity and compassion for serving children, youth, and families and strengthening our service community. Throughout my tenure on the Board, Family Pride has grown from serving over 15 families within Geauga County to serving more than 150 families in Geauga, Lake, Ashtabula, Summit and Cuyahoga Counties.

The agency's journey over the past year has encompassed strategic development, growth, collaborative partnerships, and financial sustainability. In early 2012, the Family Pride leadership team developed a comprehensive strategic plan focusing on brand awareness, services expansion, improved technology and strategies to become an employer of choice. Throughout the past year, Family Pride took several steps to accomplish its overall goals including the following:

- * Increased services to adults and couples.
- * Provided groups in local school districts.
- * Development and implementation of a new logo that reflects where Family Pride is today.
- * Improved employee mobility with technology.
- * Increased the number of clinical and case management staff throughout our service community.
- * Increased services to support the Chardon community in healing after the tragic shooting in February 2012.
- * Actively participated as a member of the Ohio Council to ensure effective responses to ongoing legislation and budget changes.
- * Development of a comprehensive Board of Directors that will effectively guide, monitor and advocate for Family Pride, its employees and clients.

On behalf of the Board of Directors and Family Pride Leadership team, it has been a pleasure playing a role in an organization that positively impacts our children, families, and community, and we look forward to the opportunities that lay ahead in the future.

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Agency Services overview

The History of Family Pride

In 2003, Family Pride's core mission and philosophy was created by its founder, James H. McAuley, an experienced social worker and clinician, dedicated to the development of healthy children and youth. Mr. McAuley had previously received several requests by local school districts and court officials to help meet the growing needs of children and their families in Geauga County. As a result, in 2004, Mr. McAuley met with the late Honorable Judge Henry and offered to begin working for clients on a pro bono basis to show the effectiveness of his program, philosophy, and clinical ability. Mr. McAuley's clinical interventions became the foundation for an accredited agency with exceptional standards, staff, and support within the community.

In 2005, Family Pride of Northeast Ohio, Inc. was officially established as a Nonprofit 501 C(3) Corporation and earned its first accreditation with the Commission of Accreditation of Rehabilitative Services (CARF) in 2006. Family Pride expanded its in-home clinical therapy model to Lake County in 2009, and then opened services to adults in addition to children in Ashtabula, Cuyahoga and Summit Counties in 2011. As a result, Family Pride continues to grow to meet the rising needs of the client population and as a quality mental health services provider.

Family Pride continues to strive to meet the growing needs of our families and community with comprehensive, person and family-centered care. Both leadership and employees are dedicated to the mission and core philosophy of our Founder, Jim McAuley, and strive to empower employees and clients within our daily practice. We look forward to achieving our fourth consecutive CARF accreditation in 2013, to seeing a new logo that accurately represents our organization and to

“The world seems to get more and more complex every day. The youth of today see in movies, video games and television a culture of violence that has developed over a long period of time. As a result, many of these adolescents struggle with the basic values of right and wrong. Family Pride is an organization that has shown substantial success in providing mental and emotional help to youth who have shown a degree of instability in their behavior.

Family Pride is unique in providing this counseling in the home enabling the client to speak freely in a stress free environment.

I have been on the Board of Directors for 7 years and I believe Family Pride offers a much needed service to families with troubled children. I am proud to have been associated with this organization and I am committed to helping the Family Pride Agency improve and expand as the need arises.”

~Desirae A. Metcalfe,

Board Vice President

meeting the community's needs in the coming year.

Client Success & Satisfaction

Empowering clients and families to successfully cope with their daily struggles is the biggest priority of Family Pride. Our clinicians and case managers strive to reduce risk factors and increase pro-social behavior and healthy coping skills. During 2011-12, 85% of our clients have reduced negative behaviors such as truancy, juvenile court involvement, and suspensions/expulsions.

Most importantly, it is from the clients themselves that our greatest achievements are realized and the reason why Family Pride does what it does:

"They saved my life! I have nothing but positive things to say about Family Pride. The therapist has helped me to move past my childhood and help my family because that is really what is important"

"My family has been receiving services from Family Pride for just under a year now and have benefited in many ways from Family Pride's help. My son has come to look forward to his case manager's visits weekly and I see improvement in his behaviors with the tools she has been presenting to him. He is not the only one who appreciates her time spent helping our family, I have found emotional support in dealing with being a single mother as well. Family Pride has given much needed help at Christmas time for my family also. I can't say enough thank you's for the support given to my family by our case manager and Family Pride."

"He (FP case manager) was a Godsend! He helped out more than we ever thought with school and in the home"

Clinical Services

"When families are strong, communities are strong"

Family Pride of Northeast Ohio, Inc. strives to meet the growing needs of families and the community with comprehensive, person and family-centered care. Our clinical service model, which has been demonstrated in research to cut hospital admissions and detention stays by 40% (NIH, 2011), specializes in a solution-focused model that looks at the whole individual and family environment. Our services, which include therapy and mental health case management, are geared to empower our clients and families towards successful outcomes and to promote healthy coping skills to manage daily

“I chose to be a member of the Family Pride Board because as a physician, I understand the great need for mental health services, and I like Family Pride’s unique approach with in-home family counseling. I hope to be able to assist in helping my physician colleagues learn more about the great services that are available through Family Pride.”

-Allison Hohenberger,
Board member

stressors as well as their mental health concerns.

Family Pride has shown successful outcomes which include increased productivity of adults, reduced recidivism in the juvenile justice system, reduced high school drop-outs, and improved overall daily functioning.

Counseling Services

Individual Counseling

Family Pride staff provides individual counseling directly to the identified client to alleviate the mental health symptoms that are negatively impacting the daily functioning of that individual and the family. Clinical services may be provided within the client’s home, school, and community.

Family Counseling

Family counseling focuses on the relationships within the family and takes place with all family members present. The therapist assists the client and their family in exploring family dynamics and how they can maintain healthy relationships with positive coping strategies, positive communication, and conflict resolution skills.

Couples Counseling

Couples counseling is offered to strengthen the foundation of a family – its parents. Services focus on building communication and connection between partners as well as improve conflict resolution and coping skills.

Case Management

Case management services are designed to help individuals and families access necessary resources and develop skills to improve self-esteem, communication, and overall daily needs. Our case management team works collaboratively with the client, family and community partners to ensure that clients are able to effectively manage their daily stressors, access services and advocate on their own behalf

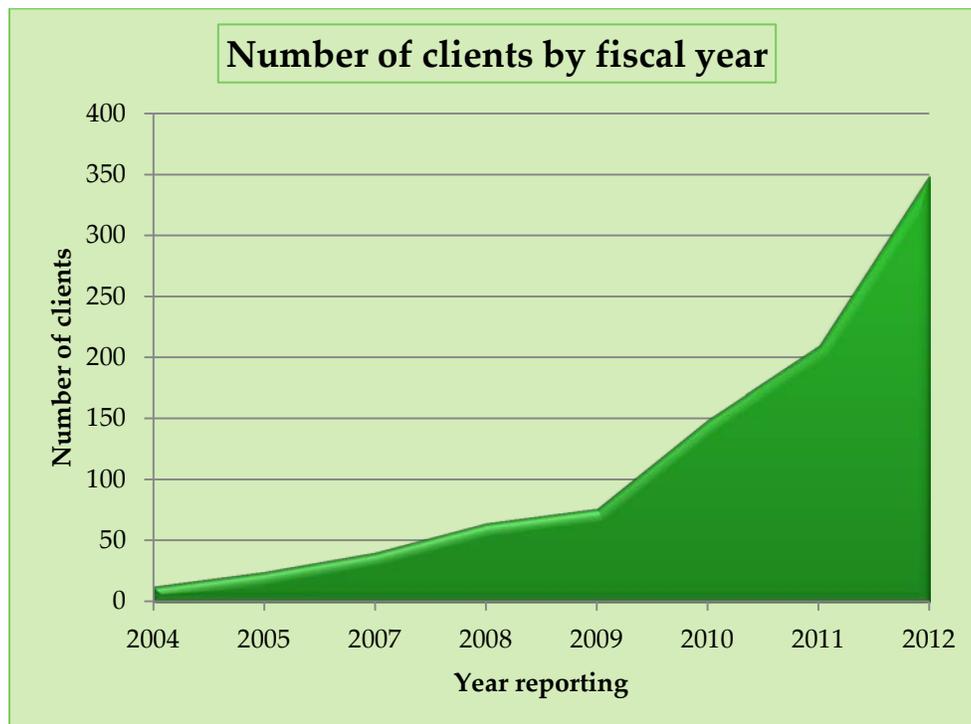
within the community and home environments.

Growth and Development

Client and Services Growth

Over the past year, Family Pride has expanded its in-home services model to include adults, children, youth and families in Geauga, Lake, Ashtabula, Summit, Portage and Cuyahoga counties. Our goal is to offer essential mental health services to families within their natural environment to reduce stressors and empower both parents and children to effectively cope with their mental health concerns.

We have increased both clinical therapy, which includes individual, family, couples and group counseling, and case management services. Case management has been increased to incorporate a comprehensive treatment process for both clients and families. In 2011-12, Family Pride had provided approximately 800 hours of direct service per month to 350 clients and 200 families.

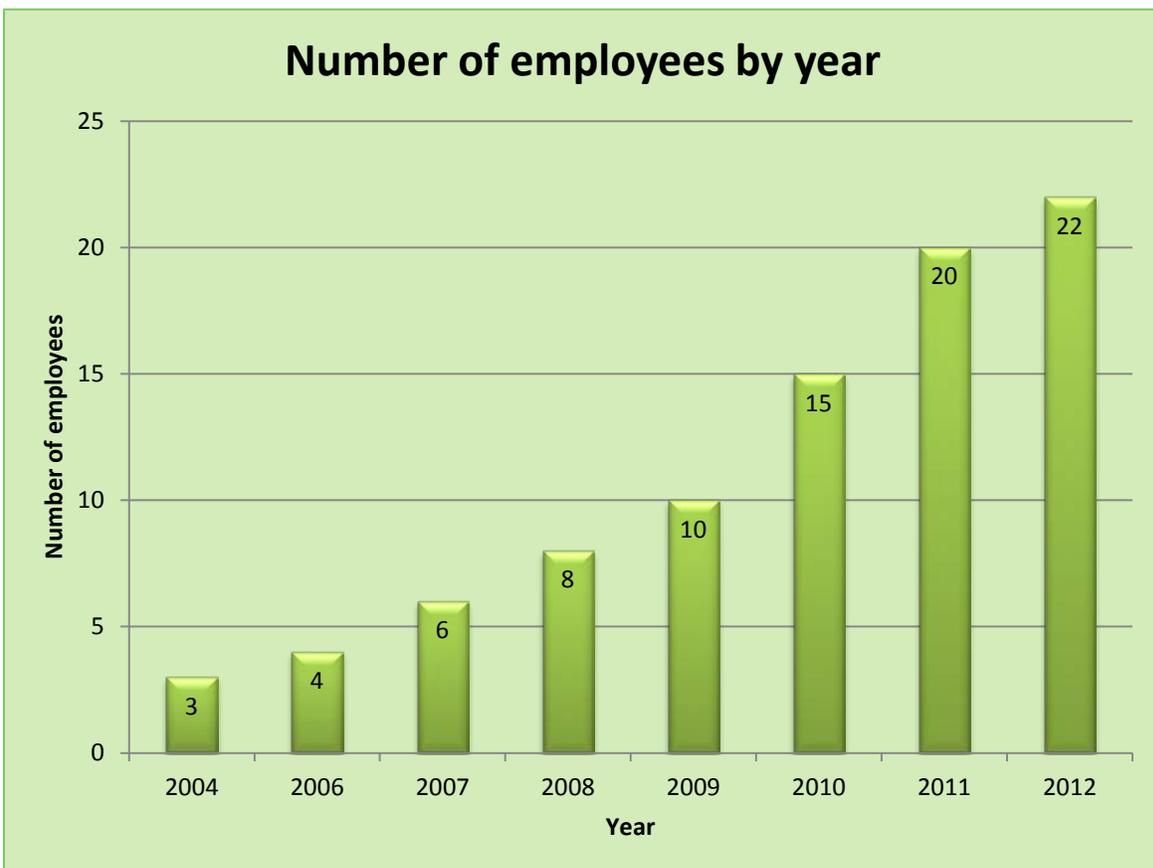


Employee Growth

Family Pride, originating with three individuals, continues to grow in size each year. The Family Pride team consisted of 22 employees in the 2013 fiscal year and continues to increase to meet the needs of families and the community. When asked why they join the Family Pride Team employees report that they “love our culture,” “we are not like big bureaucratic agencies,” and “Family Pride focuses on clinical service.”

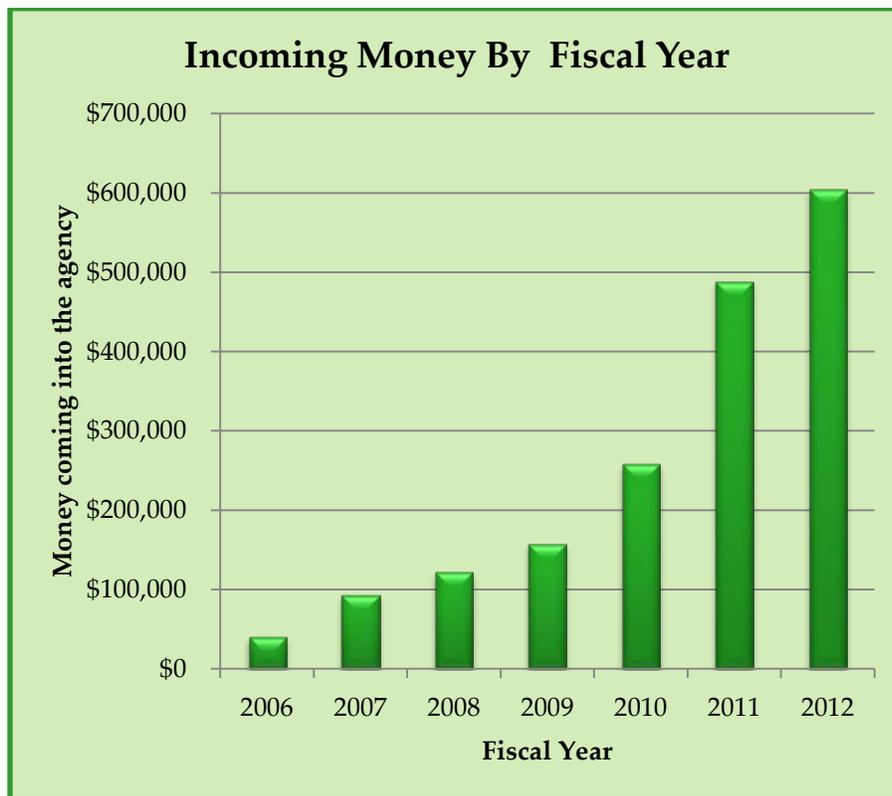
Family Pride continues to utilize the feedback from our employees and clients to ensure clinical integrity of our team and that the current organizational culture continues to thrive. Further, it is the philosophy of Family Pride leadership and the agency core values to empower our staff through supervision, peer support, honesty, and integrity.

Going forward, it is Family Pride of Northeast Ohio, Inc.’s goal to continue to hire new employees with that same clinical integrity to improve the overall mental well-being of our clients, families and community.



Financial Growth

Family Pride, to date, has had limited ability to market and fundraise to increase the agency's revenue. Our growth truly attests to the clinical integrity and effectiveness of the clinicians and case management staff. It is Family Pride's goal to continue to identify and address the growing mental health needs of our service community and develop partnerships with local schools, daycares, physicians, courts, and Health & Human Service representatives to ensure the financial solvency of our organization.

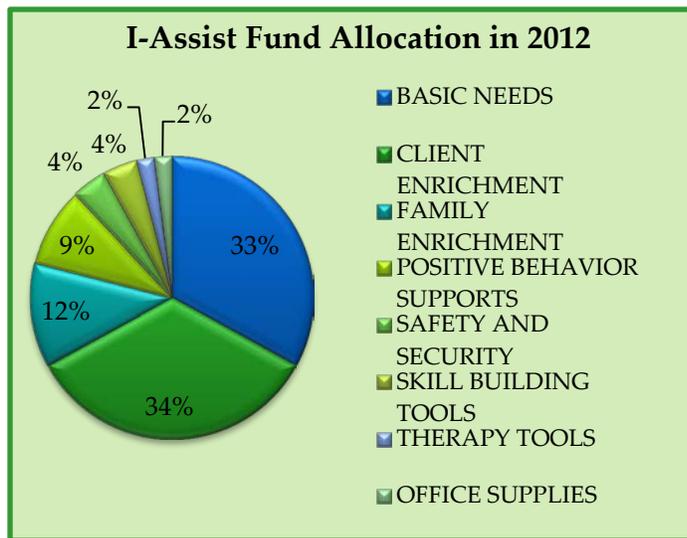


"My family has been receiving services from Family Pride for just under a year now and have benefited in many ways from Family Pride's help. My son has come to look forward to his case manager's visits weekly and I see improvement in his behaviors with the tools she has been presenting to him. He is not the only one who appreciates her time spent helping our family, I have found emotional support in dealing with being a single mother as well. Family Pride has given much needed help at Christmas time for my family also. I can't say enough thank you's for the support given to my family by our case manager and Family Pride."

~Parent of client

IAssist

The I-Assist Fund was developed in 2010 by the Leadership team to directly support the clients and families being served by our agency. In 2012, Family Pride provided over \$1,500 of supports through the fund including – games and family activities, grocery and gas cards, portions of security deposits and storage, therapeutic games and resources, organizational tools for parents, clothing, as well as afterschool activities and sports fees. This fund also covered the cost of toys, clothing and needed items to 3 families with little resources during the winter holidays to relieve some financial stress and make their holiday season a happier one.



I ASSIST FUND CATEGORIES

BASIC NEEDS

FAMILY ENRICHMENT

Family building activities to increase positive interaction within the family

INDEPENDENCE/SKILL BUILDING SUPPORTS

CULTURAL AWARENESS

Community venues tickets to develop cultural awareness and social skills in public venues

POSITIVE BEHAVIOR SUPPORTS -Rewards and activities for clients are meeting goals and effectively working any behavior modification plans

CLIENT ENRICHMENT – Items to enrich the lives of each client based on their individual needs and treatment plan

EMERGENCY MANAGEMENT

SAFETY AND SECURITY – Items that will ensure the safety and security of clients and their families

PROFESSIONAL DEVELOPMENT/TRAINING TOOLS

THERAPEUTIC TOOLS – Interactive therapeutic tools for working with clients

Meet the Family Pride Team

Family Pride Employees

Angela Daugherty, MSSA, LISW-S
Executive Director

Clinical Staff

Name	Job Title	Area of Service
Sherri Sullivan, PCC-S, LCDCIII	Clinical Supervisor	Geauga, Ashtabula
Jennifer Emch, MED, LPCC-S	Clinical Supervisor	Geauga
Jessica Lieberth, PC	Clinical Therapist	
Autumn Wilson, PCC	Clinical Therapist	Summit, Lake
Kathleen Usaj, LISW-S	Clinical Therapist	Lake
Andrea Razavi	Clinical Therapist	Lake, Geauga, Cuyahoga
Rachel Humphrey, MSSA, LSW	Clinical Therapist	Geauga, Lake
Amber Curtiss, MSSA, LSW	Clinical Therapist	Geauga, Lake, Ashtabula
Michelle Mezaris, MSW, LSW	Clinical Therapist	Lake
Kelly Bencivenni, MSSA, LSW	Clinical Therapist	Lake, Geauga
Sonya Tompkins, LSW LICDC	Clinical Therapist	Lake, Cuyahoga
Jerimie Acree	Case Manager	Lake, Geauga
Brienne Miller, M.A.	Case Manager	Lake, Geauga
Andrea Pollock	Case Manager	Lake, Geauga, Ashtabula
Devon Yates	Case Manager	Lake, Geauga, Ashtabula
Sheryl Flanagan	Case Manager	Lake, Geauga, Ashtabula
Leslie Frazier	Case Manager	Ashtabula
Kiley Ritt	Case Manager	Geauga, Lake
Erin Heltzel, CT	Clinical Intern	Geauga, Lake
Shellie Rozic	CPST Intern	Geauga

Administrative Staff

Name	Job Title
Tara Leszynski	Accountant
Lori Greuber	Administrative Assistant

The Board of Directors

Robin L. Stanley, Esq., President

Robin Stanley was appointed to the Family Pride Board of Directors in February, 2006. She earned her J.D. Degree, magna cum laude, from the University of Akron School Of Law in 2003. Since 2004, Robin has been practicing law with Petersen & Ibold in Chardon, in the areas of bankruptcy, estate planning, and probate. She also supports her community through leadership in her church's children's ministry and coaches cheerleading and drill team at Ledgemont Local Schools. Robin was selected for the Ohio State Bar Foundation 2013 Community Service Award for Attorneys 40 and Under District 18. The mission of Family Pride to help build and strengthen families in our community is the main reason that Robin Stanley joined the Family Pride Board of Directors.

Desirae A. Metcalfe, Vice President

Desirae Metcalfe was appointed to the Family Pride Board of Directors in February, 2006. Desirae has over 20 years experience in Human Resources, is a member of the Society for Human Resource Management, the VP of Government Affairs at LGA SHRM and is certified as a Senior Professional in Human Resources. Recently, her main focus has been on mediation and arbitration cases as well as EEOC Compliance for a large manufacturing environment.

Liz Tilton, CPA, Treasurer

Liz Tilton was appointed to the Family Pride Board of Directors in October, 2011. Liz is a CPA and owner of Tilton CPAs, LLC. She has been in practice since 1992 and is a member of the Ohio Society of Certified Public Accountants and American Institute of Certified Public Accountants. Liz is currently the Chardon Maple Elementary PTO Vice President and also a Notary Public for the State of Ohio. Liz grew up in Poland, Ohio and has resided in Chardon since 2002 with her husband, Jim, and their two children. They enjoy traveling, baseball, basketball, football, and geocaching. Family Pride's genuine interest in helping and enabling children and families of Northeast Ohio to develop better lives for themselves led Liz to become a board member of this inspiring organization.

Sandy Swanker, Secretary

Sandi Swanker has been appointed to the Family Pride Board of Directors since 2008. Mrs. Swanker has been successful in leadership, education and direct care positions in hospitals, behavioral health settings, and occupational health settings and in risk consulting. She is a masters prepared registered nurse and is a Certified Professional in Healthcare Quality (CPHQ). She has been serving the healthcare community as a leader in continuous improvement and risk management for over 30 years. She and her family are residents of Chesterland.

She has spent a great deal of her career involved in behavioral health. Sandi feels that serving on the Family Pride Board gives her an opportunity to give back to the community. Because of her behavioral health and risk management experience, she can help provide guidance and support to help Family Pride continue to thrive and provide much needed services to children and families of this and connected communities.

Carole Mantz, RN, BSN, CNP

Carole Mantz was appointed to Family Pride Board of Directors in 2009. Ms. Mantz is a Board Certified Nurse Practitioner with over 30 years of experience as well as has over 15 years experience as an Internationally Board Certified Lactation Specialist (IBCLC). She is employed by Akron Children's Hospital in the Outpatient Pediatric office in Kent, Ohio. Mrs. Mantz is married to her husband Steve and has two children and two grandchildren. She enjoys reading, exercise and spending time with her grandson.

Allison Hohenberger, DO

Dr. Hohenberger was appointed to the Family Pride Board of Directors in 2010. She earned her undergraduate degree in Zoology at Miami University and then went on to medical school at the Ohio University Heritage College of Osteopathic Medicine where she graduated in 2005. Currently, Dr. Hohenberger is practicing as a family physician with Premier Family Physicians in Chardon.

Randy Vermilya, Esq.

Mr. Vermilya was recently appointed to the Family Pride Board of Directors in April, 2013. Mr. Vermilya earned his J.D. from the Franklin Thomas Backus School of Law, Case Western Reserve University in 1998. Prior to entering the practice of law, Mr. Vermilya spent several years in business and industry working as a chemist, technologist, and research manager for a major automobile additive and industrial fluid corporation. His management of a worldwide technology transfer/quality assurance program of a specialty fats and oils division enabled Randy to gain a real-world

perspective of the challenges and rewards of the business environment. Currently, Mr. Vermilya's practice concentrates on meeting the needs of small and mid-sized businesses. Randy offers services in business formation and expansion, intellectual property, complex civil litigation, employment law, and defense of State and Federal regulatory claims against his business clients. He is a member of the Ohio State and Lake County Bar Associations. Mr. Vermilya is also a part-time instructor at Lakeland Community College and the Vice-chairperson of the Perry Township Zoning Commission.

Judge Terri Stupica

Terri Stupica was recently appointed to the Family Pride Board of Directors in May, 2013. Judge Stupica has presided over the Chardon Municipal Court since January 2012. She earned her J.D. at the Cleveland-Marshall College of Law in 1987 and has been a practicing attorney in Northeast Ohio since 1988. Terri is a member of the American, Ohio, Cuyahoga Metropolitan and Geauga County Bar Associations. She supports her community in multiple ways, including being the founding member of the Geauga County Opiate Task Force, a PSR teacher at St. Anselm's, and multiple positions within West Geauga Schools. Terri enjoys spending her free time with her husband and children and joined the Family Pride Board because she has a passion for helping the youth in our community to become productive adults.

Kim McIntosh Breyley

Kim Breyley was recently appointed to the Family Pride Board of Directors in May, 2013. She is the editor of the Middlefield Post and also works to provide ad and printing sales support for the Middlefield Post's parent marketing/printing/publishing company, Fontanelle Group Inc. and is currently working toward a degree in journalism/marketing at Kent State University. Kim's background is varied as she received a cosmetology license with Marvel School of Cosmetology in London, Ontario and then began her career in southwestern Ontario managing a growing chain of hair salons. As the company grew she travelled throughout the United States and Canada, facilitating new salon openings and training salon managers. When the position of Area Supervisor became available in Cleveland, Ohio, Kim relocated to manage 10 salons in the Canton, Akron and Cleveland area. While raising a family of five, Kim gained additional management experience through positions with several retail companies, such as Weis and Walmart and she also worked with an organizational design firm, Currere in Cleveland.

In the mid-2000s, she took a position as reporter for a local newspaper. This position resulted in additional PR work and journalism experience and eventually led to her current position with Fontanelle Group. Kim is married to Robert Breyley, Jr., and is mother to two daughters, three sons and resides in Parkman, Ohio. Over the years, she has led many faith-based women's groups and has held several church leadership positions. Her hobbies include gardening, reading, and knitting. Kim spends a great deal of leisure time at sporting events observing her three sons.

Thank You Family Pride Supporters

Family Pride of Northeast Ohio would like to thank our past donor. We value all gifts, in-kind and monetary.

Individual Supporters

Wayne & Kitty Hohenberger	Jim and Sandi Swanker Steve Conti	Mary Ann Deves Chuck Flask
Jack & Donna Barrow	Daniel & Miriam Itschner	David Kale Bob & Pat Miller
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Jerome Micco Mark & Rosie Pfouts	Rory Srebernak Allison Hohenberger	Carole Mantz Dan & Desirae Metcalfe
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Jim Zoldak		

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Walley Sports
El Patron
Mary Yoders
Maxi's Restaurant
Mama Santa's Restaurant
Little Italy Wines
Peterson & Ibold

Thank you all for your generosity and continued commitment to our families and community.