

Community Counseling Center 2014 Annual Report



A Word From The CEO



2014 Community Counseling Center Management Team

Paul Bolino,
M.S.Ed., LPCC-S, CDCA
Chief Executive Officer

Jennifer Keefner,
B.S. in B.A., CPA
Chief Financial Officer

Jeff Dolan,
B.A.
Director of Human Resources

Matt Butler,
MSSA, LISW-S, LICDC
Clinical Supervisor

Luann Christmyer,
B.S.N., R.N.
Clinical Supervisor

Karen Fronczak,
M.S.Ed., LSW, LPCC-S
Clinical Supervisor

Rosanne Jaworski,
M.A., LPCC-S
Clinical Supervisor

Joleen Sundquist,
M.A., LPCC-s
Clinical Supervisor

Gary J. Fox
Executive Assistant

The old adage, "people don't care how much you know until they know how much you care" has been attributed to President Theodore Roosevelt, among several others. Regardless of who actually said it, I don't think that that they were talking about the provision of behavioral health care services, however this quote could not be a more appropriate descriptor of our philosophy of care at Community Counseling Center.

We fully realize the importance and impact of healthy therapeutic relationships, and relationships in general, on recovery. Without a positive relationship, therapeutic interventions can be either misunderstood or misdirected. Without initial positive interactions when individuals walk into our agency, they will usually never return to engage in treatment. In short, every person matters, and every interaction counts.

Over the course of 2014, Community Counseling Center has strived to promote the concept of "engagement" as we further develop as a Person-Centered behavioral health organization. This is about healthy relationships. This is about clients driving their own care. And, this is about coming together to collaborate on community needs. While relatively simplistic in concept, this endeavor is far from simplistic in implementation. The great progress that we have made in implementing the engagement model is directly related to our caring and dedicated staff members.

2014 was a year predicated on change, advancement, and investing in the future of the organization. It was a year that featured the collaborative development of new, and more relevant, mission and vision statements, as well as a focused and deliberate strategic plan. There was renewed investment in the training and professional development of the staff members, as well as the leadership team. It was a year that focused on increased clinical training and the implementation of new evidence-based practices that will better serve our clients for years to come.

The past year also saw the development and implementation of new and innovative programming at Community Counseling Center. In order to highlight the importance of client driven care, access to treatment, and serving our clients when they need it most, we introduced the Community Access Clinic in January of 2014. Throughout the remainder of the year we witnessed the numbers of persons served in this program continually increase. This no appointment, immediate walk-in service assists clients in getting assessment services on their schedule.

Additional new programs included the S.T.E.P.S. (Supporting Transition through Empowerment, Preparation, and Success) Program and the HEARTBEAT Support Group. The S.T.E.P.S. Program focuses on assisting youth and young adults in transition in building independent living skills while managing their behavioral health concerns. HEARTBEAT assists survivors of suicide in coping with a sudden and traumatic loss.

As you can see, the organization faced both change and challenge in 2014, and demonstrated its strength and resilience throughout it all. While there are many factors that play a part in our organization's growth and success, the most important factor is always the wonderful people of Ashtabula County. These are the people that we serve day in and day out. These are the people that comprise our excellent staff. And finally, these are the people that play a large part in funding the valuable services that our organization is able to provide. We celebrated this at our 50th Anniversary in July 2014 (see cover photos of our event), and we celebrate the efforts of people every day at Community Counseling Center. We plan to foster continued growth and investment in our community that will help to propel our agency forward over the next 50 years!



The Services We Provided

Mental Health Services

Diagnostic Assessment
Counseling Services

Pharmacologic Management

Psychiatry
Nursing

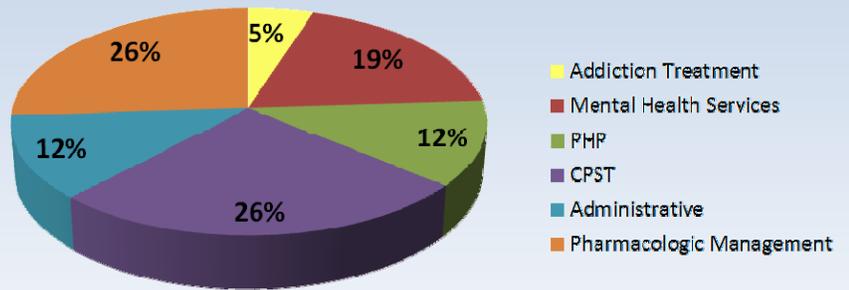
Partial Hospitalization Program (PHP)

Community Psychiatric Supportive Treatment (CPST)

Addiction Treatment Services

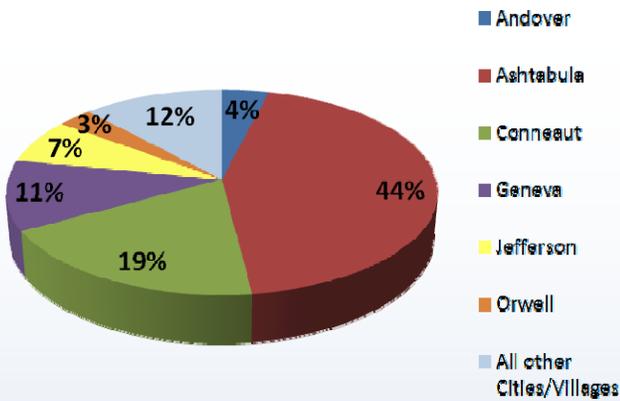
Individual and Group Counseling
Intensive Outpatient Treatment
Medication Assisted Treatment
AOD Case Management

Program/Service Expense

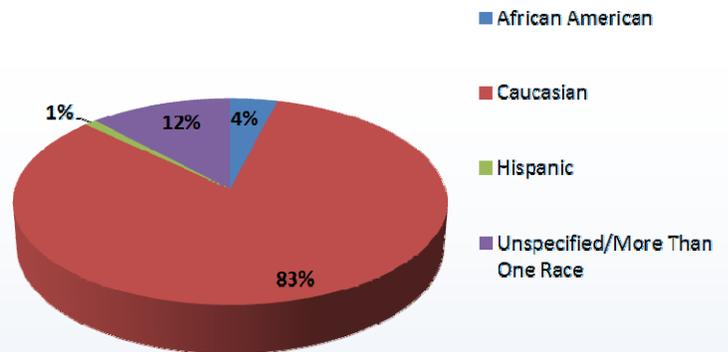


The People We Served

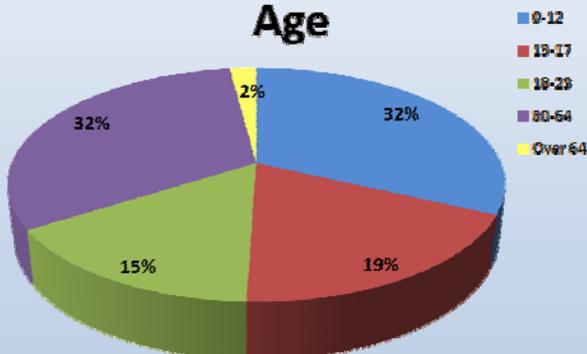
Locations



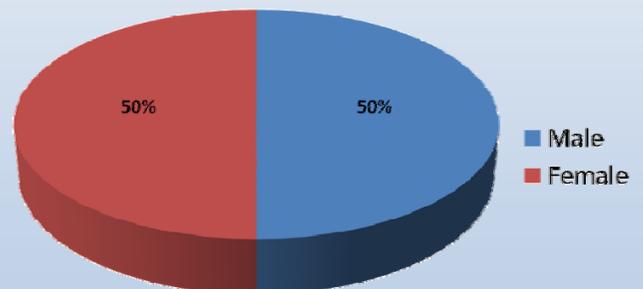
Race



Age



Gender



Our Mission

Community Counseling Center is a non-profit behavioral health provider focused on engaging the community in recovery.

Our Vision

Community Counseling Center will be recognized as a premier provider of quality behavioral health care services that utilizes evidence-based practices, offers integrated health care solutions, and seeks to broaden community access to treatment.

Strategic Plan Goals 2015–2017

1. Improve community awareness with brand recognition
2. Be an integrated health care provider
3. Improve access
4. Implement evidence based practices

2014 Community Counseling Center Board of Directors

Maxine Bush
President

Jeff Fisher
Vice President

Hattie Grubke-Barnard
Treasurer

Linda Gillespie
Secretary

Patricia Fisher

Lisa Hawkins

Blake Johnston

Ruth Pugel

What do our Clients and community Stakeholders have to say about us?

98% of the Clients surveyed found our office easy to locate and enter.

98% of the Clients surveyed would recommend our agency to a friend, neighbor, or relative.

100% of the Stakeholders surveyed rated the quality of our services as **Excellent** or **Good**.

100% of the Stakeholders surveyed would use or recommend our services to others.



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Counseling
Center



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