



RESILIENT

Signature Health | 2019 Annual Report

2019 RESILIENT

At Signature Health, our aim is to support better health and stronger communities. We believe that every person deserves a chance to succeed. And we understand that the potential to improve outcomes and change lives relies upon a solid foundation of education, creativity and innovative problem-solving. This past year we have made great strides to fulfill our three-year plan. These important efforts to reorganize and expand our service areas have also worked to solidly support Signature Health's 10-year strategic plan – supporting managed growth and sustainable change.

Our focus this past year reflects a service expansion that has moved beyond behavioral health and recovery in order to also care for the medical, physical, nutritional, educational and financial needs of the clients we serve. Impactful healthcare should take an individual, holistic approach. Good health cannot be taken for granted. Investing in better healthcare and human services programs is about putting our clients first. And when you invest in healthier people, you build stronger communities. That's why we are partnering with programs that support nutritional science, address personalized care and promote proactive wellness. In addition, we are working with community partners to offer medical and legal assistance in supporting clients who require specialized care and fair housing for their families.

Education is one of the most powerful tools with which we can equip people – both clients and staff. When a person is empowered through education, not only are they better able to improve their own circumstances, they are better able to improve the potential of their family and the community where they live and work. That's why we are moving forward with strategic partnerships supporting a comprehensive program of workforce development. Signature Health is establishing a training academy that will offer accredited education, scholarship opportunities and the opportunity for wage increases.

At Signature Health, we understand that when we are able to identify and address our clients' most pressing challenges, we are better able to take a personalized approach to care.



Jonathan Lee
President & CEO

“Good health cannot be taken for granted. Investing in better healthcare and human services programs is about putting our clients first.”



SIGNATURE HEALTH SERVICES

Walk-In Services

At Signature Health, "waiting list" is not an option. Our Walk-In Services, located in all of our offices, are available every day. People requesting a Mental Health or Chemical Dependency Assessment, Counseling, Psychiatry, and Case Management can walk in and see an assessment counselor.

Outpatient Services

CHILD, ADOLESCENT & ADULT

Our outpatient programs provide a range of psychiatric, counseling and case management services:

- Diagnostic assessments
- Psychiatry
- Partial hospitalization program (PHP)
- Mental health intensive outpatient program (IOP)
- Substance abuse intensive outpatient program (IOP)
- Case management, including intensive case management (CPST)
- Individual counseling
- Marriage & family counseling
- Dialectical behavioral therapy (DBT)
- Group therapy
- Art therapy
- Pharmacy
- Lab services
- Integrated medicine
- Opiate treatment program
- Transportation
- Eye movement desensitization & reprocessing (EMDR)
- Dual diagnosis groups
- Walk-in services
- Primary medical care
- Sexual behavior treatment for abuse and addiction
- Ryan White program
- Infectious Disease Treatment
- Telemedicine

Residential Services

Bridgeview Manor, offering innovative treatment for adult males with either a mental health diagnosis or a dual diagnosis, is open to residents of any county in Ohio.

Paul's House, Signature Health's new residential facility for boys in Ashtabula, Ohio, houses boys ages 8 to 21. Child care workers will host group sessions with residents to serve behavioral health needs, and life skills training for boys age 15 and older, who could soon age out of the system and need to become independent.

MISSION STATEMENT:

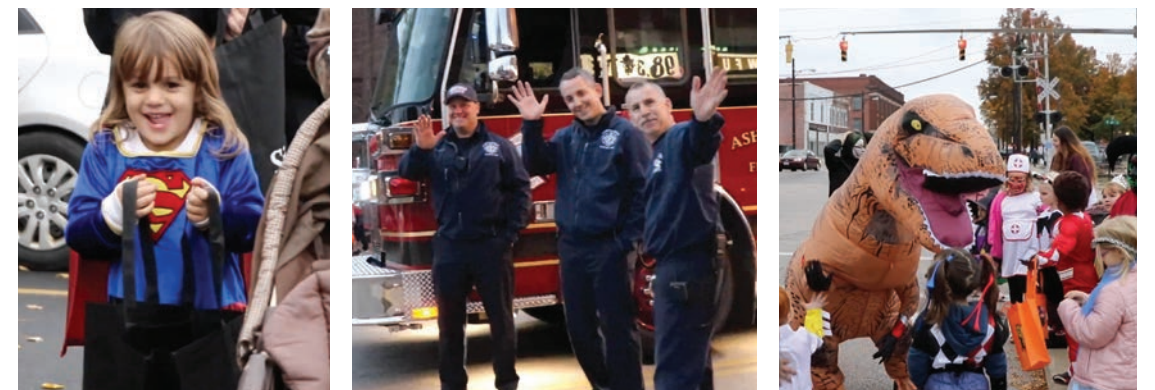
Signature Health puts good health within reach of all of our community members through comprehensive mental health, medical, and support services essential for optimizing the well-being of mind and body.



COMMUNITY PROGRESS



Signature Health, Inc., is a community-based agency providing primary medical care and mental health and substance abuse services to adults, adolescents, children and families. We understand the mind-body connection and the importance of treating them both. We are dedicated to our staff and the communities that we serve. We make sure the services we offer our clients are of the highest quality and the best practices that can be offered. We have learned that we are still "small" at heart, and our large organization needs systems to support it. Through Walk-In assessments at all of our locations, we respond to our clients when they "Need Help Now." Our growth today positions us to compete in the present and well into the future.





2019 Service Awards

20
YEARS

Rochelle M. Elder
Donna Ellison
Judi O'Neil
Caren Nowak

15
YEARS

Earnese Hill
Lisa Slepsky
Ann Sylvester

10
YEARS

Christina Berardinelli
David C. Brooks
Maria Colon
Donna Colucci
Barbara De La Mata
Rachel Fabian
David Feldman
Deborah Gurney
Debra Martin
James Nagle
Gail Nevels
Terese Notte
Donna Schmittgen
Elizabeth Skok
Patty Smith
Shelley Spain
Johnnie Tate
Curtis Q. Turner
Kathryn Varga Rodio
Myrtle Watson
Jacquelyn D. Wells
John Wilhelm
Mary Wood

5
YEARS

Kerri L. Barriball
Jennifer J. Beale
Darcia Boyd
Tammie Cava
Mary Beth Colini
Brian P. Coller
Christine M. Cook
Greg Dellumo
Brenda Dillane
Rebecca Feick
William Fikter
Regina Griswold
Kasondra Jones
Tiffany Jones
Anna I. Knoth
Felicia D. Lee-Goodson
Kathleen Lenarcic
Cathleen M. McLaughlin
Kosandra Miller
Allison Mora
Kristen M. Ostrow
Sally Pepp
Kristen R. Petrella
Luis Ramirez
Lisa Reed
Lisa Rich
Aleksandar Simic
Jody Slain
Amber N. Thomas
Adella T. Wasserstein
James Zatezalo Jr.
Kristin K. Ziegler Alban



2019 HIGHLIGHTS

On-Site Lab Services

- Analyzed over 21,000 specimens
- Continued to expand courier services

Primary Care Highlights

- 3575 unique patients served
17.5% increase over 2018
- 9576 unique patient visits
23.5% increase over 2018
- Added 2nd Behavioral Health Consultant - Painesville and Maple Hts
- Rolled out Nutrition Services with Maureen Jacobs, registered dietitian
- Vaccines for children (VFC) rolled out at all primary care sites and passed ODM certification
- Vaccine clinics at Lake County Back to School Bash
- Kindergarten vaccine clinics at Painesville City Schools Resource Center
- Increased flu vaccination rates by 93%
- Sports/Band physicals at Wickliffe Schools Resource Center
- Organized coordinated care with ORCA patients
- Roll out of HIV screening in Primary Care and prescribing PrEP

ORCA House

- Added on-site psychiatric services which enables clients to see a psychiatric provider within 7 days of their admission
- Admitted 390 clients in 2019 vs. 325 in 2018
- 17% increase in successful treatment completions
- Added Peer Support services to assist in providing additional support to clients during and after treatment
- Implemented a new evidence-based treatment program called "Living in Balance"

Wellness

- Gave 20 bicycles to patients to promote fun exercise
- Wellness groups' topics include: Yoga, Zumba, Garden Club, health education, indoor and outdoor walks, nutritional support, smoking cessation

Training/Marketing

- Continued the Signature Health Training Series
- Expanded staff to include content writing and enhanced client experience
- Introduced a new website
- Continued community outreach
- Expanded internal communication



Pharmacy Services

- Filled over 220,000 scripts
- Expanded funding of indigent care
- Began dedicated clinical pharmacy time as part of the Infectious Disease Team, improving outcomes and better equipping patients for success

Signature Health Call Center

- Designed to ensure callers can access all services quickly, which supports Signature Health's Vision and Values
- Supported six Signature Health locations; answered over 24,000 calls since its start
- Dedicated to providing consistent, quality and efficient response to callers

Infectious Disease

• HIV Prevention Program

The program launched June 2019 with the name Project Protect. The program provides free, walk-in rapid HIV and Hepatitis C testing in 6 locations. We also offer immediate linkage to care for those needing HIV prevention, screening for sexually transmitted infections, or HIV treatment at all 6 locations.

New community partnerships have been forged for provision of HIV and Hepatitis C screening and linkage to care in the community including: Connections Center in Ashtabula County, LGBT Center in Cuyahoga County, and Lake-Geauga Recovery Centers in Lake County. 214 unique testing and counseling sessions performed at SH locations and in the community from June 2019 through December 2019.

• Hepatitis C Care

Expanded services to 5 sites: Maple Hts., Lakewood, Painesville, Willoughby, and Ashtabula. 62 people have been treated for HCV since program initiation in July 2019.

Additionally, we have two FibroScan units, allowing complete bundled care and rapid initiation of HCV treatment in the community – we are the only community health center offering this in NE Ohio.

• HIV Care

Rapid growth of HIV clinical service with provision of HIV care at 6 clinical locations including Maple Hts., Lakewood, Painesville, Willoughby, Ashtabula, and Beachwood.

We also added embedded case managers at clinic visits and an additional RN care coordinator in 2019.



Ashtabula Office

- Continued to participate in Mental Health Court, Recovery Court and Family Drug Court
- Expanded EMDR and trauma counseling services.
- Began seeing people on federal probation
- Continued crisis services for indigent patients
- Continued to participate in the Ashtabula Quick Response Team working with law enforcement to assist residents engaged in high-risk substance abuse behavior
- Received a VOCA grant for the Ashtabula Area Child Advocacy Center
- Expanded forensic services
- Provided over 100 forensic interviews for child abuse cases
- Trunk or Treat attended by over 4,000 area children and their families

Child Advocacy Center

- Received VOCA grant for another year
- 96 forensic interviews
- In September we added forensic nursing exams once a week
- Trunk or Treat
- Continued crisis services for indigent patients

Willoughby Office

- Expanded walk-in hours for Counseling and Diagnostic Assessment
- Increased EMDR/ trauma counseling
- In conjunction with the Lake County ADAMHS Board, expanded Opiate Recovery Transition Program to cover Alcohol detox
- Continued participation in Lake County Trauma Team and Lake County Suicide Coalition
- Participated in the Lake County NAMI Walk
- Expanded Sexual Behavior Service by adding adult sexual services and implemented a new sexual education program related to sexting
- Implemented BASIS-24 for adults to track a patient's symptoms and progress in treatment
- Expanded Infectious Disease services which include walk-in services for HIV/Aids and Hepatitis C
- Expanded Primary Care services to include vaccinations



Bridgeview Manor

- Continued to improve the facility:
 - Installed new motion lights for security
 - Planted a resident herb garden
 - Front porch rebuilt
 - Entire exterior painted
 - Basement painted
 - Interior completely painted.
 - Installed air freshening systems to resident rooms.
- Created and published a client-produced 2020 calendar
- Provided multiple group outings, including Round 1 game center, fishing trips, Captains Baseball, and performances at the Ashtabula Arts Center to name a few



Painesville Office

- Added additional exam room for a total of six
- Hired 2 Medical Assistants and a RN Supervisor to improve services
- Hired a Behavioral Health Consultant to provide brief targeted real-time interventions to address the psychological aspects of Primary Care
- Increased Infectious Disease services
- Same day HIV testing
- Added a Psychiatrist and a behavioral health nurse
- Expanded walk-in services for assessment, case management and counseling services
- Added Chemical Dependency groups
- Expanded anger management services
- Added a wellness nurse
- Implemented BASIS-24: an evidence-based self-report tool to track a patient's symptoms and progress in treatment



Maple Heights Office

- Expanded capacity for EMDR and trauma-focused counseling
- Initiated new groups including teen anger management, parenting groups, Boys' Council, and Girls' Circle
- Expanded the Sexual Awareness Program to include children and adolescents
- Added peer support services
- Added Behavioral Health Consultants in primary care to provide screening, brief interventions and improve access and linkage to behavioral health services
- Held annual client art show
- Continued using the BASIS-24 screening tool to gauge client progress in treatment and assess symptoms including self harm/suicidality, depression, psychosis and other clinical measures
- Hosted NAMI and 12-step groups open to the community
- Participated in the Cuyahoga County NAMI Walk and the community outreach event Hope over Heroin and Convoy of Hope

Family Planning Association of Northeast Ohio

- Trained several staff members as HIV testers
- Trained an additional staff member to provide colposcopy services
- Provided services to over 5,000 patients for sexual & reproductive healthcare, family planning, colposcopy, and breast and cervical cancer prevention
- Sponsored the 11th Annual Dancing Under the Stars fundraiser earning over \$100,000

Paul's House

- Hired 9 Youth Care Specialists
- Boys participated in Community service:
 - Community Clean up
 - Trunk or Treat
 - Christmas Parade
- Some activities:
 - Waldameer amusement park
 - Akron Zoo
 - Cleveland Monsters hockey game
 - Monster truck rally
 - Get Air Chalk Walk
 - Manners Christmas tree farm
- Boys attended the Purple Project with Northeast Ohio Youth Advisory Board, a national convention for kids in the foster care system
- Began preparing for CARF accreditation



Beachwood Office

- Added PHP (Partial Hospitalization) group
- Renewed the Federal Probation and Pre-Trial Grant
- Added Maintenance and Aftercare groups for Dual Diagnosis Clients
- Added a Wellness Nurse
- Expanded Primary Care Services
- Expanded security services to include panic buttons in all offices
- Participated in the Cuyahoga County NAMI Walk
- Continued the Jail and Hospital Liaison services to provide a continuum of care for clients leaving a jail or hospital



Ryan White Program

- Continued to improve patient access to care via:
 - Starting Infectious Disease clinic at Lakewood office, thus linking more eligible patients to Ryan White
 - Expanding ID services by adding an additional provider
 - Collaborating with HIV Prevention program to link newly diagnosed patients to care quickly
 - Using the rideshare app to increase attendance at medical appointments
- Steadily increased number of patients enrolled in Ryan White program
- Provided Ryan White services to patients living in 5 counties, including Ashtabula, Lake, Geauga, Cuyahoga, and Lorain



Lakewood Office

- Successfully moved into a new office
- Added 20 new staff members
- Expanded children's services to include a multi-disciplinary to provide medication management, counseling and case management
- Trained staff in Motivational Interviewing provided by Case Western Reserve's Center for Evidence-Based Practices
- Started a Medication Assisted Treatment (MAT) program
- Expanded EMDR/trauma-based counseling services
- Started a Day Treatment program
- Provided crisis intervention training for local police department
- Forensic team continued to participate in Mental Health Dockets at the federal, county and municipal courts
- Awarded federal grants to expand forensic programs
- Expanded the partnership with the LGBT Center by providing behavioral health groups

ART SHOWCASE Work by Our Clients



2019 SARAH SCHERER SCHOLARSHIP Mike Boyce

Mike Boyce is a passionate design, art therapy, and counseling student at Ursuline College. Mike uses both his work and personal time to advocate for social justice and equal rights. Striving to be an inspiration to younger generations who struggle with identity and exclusivity, Mike has published two children's books explaining homelessness and he also creates social justice videos. Signature Health is honored to welcome Mike as the 2019 Sarah Scherer Scholarship recipient, as he completes his final internship at our Maple Heights location later this year.

CLIENT TESTIMONIALS

I been going to Signature Health for about 9 years now. I have never had a problem with my services here. Signature health is a great place to seek mental health.

Corey L.

I came to Signature Health a broken man in late 2015/Early 2016. The services I have receive at Signature, I have grown into a man I am proud of. I work at a local bbg restaurant and proud of what I have become!

Joshua R.

I came to Signature Health in need of a therapist, and found so much more. My therapist is the first one I've had who really understands me, & got me into group therapy that fit my needs.

Amy K.

I came to Signature Health of Ohio around 3 years ago. ~~A~~ THRU PHP, FOP, INDEPENDANT COUNSELING, SOCIAL SKILLS, DBT, I AM ABLE TO LEAVE MY HOUSE NOW, CAN ACTUALLY HOLD A CONVERSATION, AND SMILE ONCE IN AWHILE.

Rosita P.

2019 CLIENT PROFILE

Gender:

	# of People	Percentage
Female	13,709	55.35%
Male	11,058	44.65%

Age:

	# of People	Percentage
0-9	918	3.71%
10-13	1,387	5.60%
14-17	1,726	6.97%
18-24	2,614	10.55%
25-34	5,089	20.55%
35-44	4,371	17.65%
45-54	3,682	14.87%
55-64	3,343	13.50%
65+	1,615	6.52%
Unknown	21	0.08%

Race:

	# of People	Percentage
American Indian or Alaska Native	62	0.25%
Asian	53	0.21%
Biracial	468	1.89%
Black or African American	7,593	30.67%
Caucasian/White	14,919	60.25%
Declined to Provide	50	0.20%
Hispanic	711	2.87%
Native Hawaiian or Pacific Islander	3	0.33%
Other Race	112	0.45%
Unknown	789	3.19%

Total Clients Served:
24,767

2019 FINANCIAL REPORT

Total Net Revenue	\$78,834,820
Expenses:	
Salaries & Benefits	\$47,196,420
Contracted Services	\$3,227,220
Pharmaceuticals	\$13,766,010
Occupancy	\$3,630,760
Other Expenses	\$6,786,370
Total Expenses	\$74,606,780
Change in Net Assets	\$4,228,040

Unaudited



National Accreditation

The Commission on Accreditation of Rehabilitation Facilities (CARF) renewed our national accreditation until September 2020.



2019 Contract Renewal

Received a grant from the Lake County ADAMHS Board to serve indigent clients, resulting in referrals of all types from many county agencies and a significant intake boost.

SIGNATURE HEALTH LEADERSHIP

Signature Health Senior Management

Jonathan Lee	President & CEO
Ann Mason	Chief Operating Officer
James Nagle	Chief Financial Officer
Jared Lucas	Director of Information Technology
Trish Krewson, Esq	Chief Human Resource Officer/ General Counsel
Shannon Majoras, Esq	Chief Compliance Officer/ General Counsel
Libbie Stansifer, MD	Chief Medical Officer
Farah Munir, DO Medical	Director-Psychiatry
Todd Wagner, MD Medical	Director-Primary Medicine
Sarah Hoehnen, DO Medical	Director-Infectious Disease
Jaina Amin, MD	Associate Medical Director
William Fikter, MD	Associate Medical Director
Gretchen Gardner, MD	Associate Medical Director
Eileen McGee, MD	Associate Medical Director
Madhuri Medarametla, MD	Associate Medical Director
Jasdeep Sohi, MD	Associate Medical Director
Dianne Rafferty, CNP	Associate Medical Director

Signature Health Board of Directors

Josephine Jones	Chairwoman
Paul Brickman	Vice Chairman
Charles Strawbridge	Treasurer
Stephanie Malbasa, Esq.	Secretary
Paula Anzlovar	Jennifer Sample
Paul Fuller	Toine Frate
Georgia Brickman	Lawrence Smith Jr.
Giovanni DiLalla	Sandra Langenderfer
Kelly Farrell	Mark Castell
Heather Brissett	



Signature
HEALTH

When you need help now.*

Awards and Affiliations



LOCATIONS & HOURS

1 Ashtabula
4726 Main Ave.
Ashtabula, Ohio 44004
440.992.8552

OFFICE HOURS
Mon-Fri: 8am-5pm

2 Willoughby (Main)
38882 Mentor Ave.
Willoughby, Ohio 44094
440.953.9999

OFFICE HOURS
Mon-Fri: 8am-5pm

3 Maple Heights
21100 Southgate Park Blvd.
Maple Heights, Ohio 44137
216.663.6100

OFFICE HOURS
Mon-Fri: 8am-5pm

4 Painesville
462 Chardon St.
Painesville, Ohio 44077
440.853.1501

OFFICE HOURS
Mon-Fri: 8am-5pm

5 Lakewood
14071 Detroit Ave.
Lakewood, Ohio 44107
216.766.6080

OFFICE HOURS
Mon-Fri: 8am-5pm

6 Beachwood
24200 Chagrin Blvd.
Beachwood, Ohio 44122
216.831.6466

OFFICE HOURS
Mon-Fri: 8am-5pm

7 Family Planning
510 W. 44th St. #2
Ashtabula, Ohio 44004
440.992.5953

OFFICE HOURS
Mon: 10:30am-7pm
Tues-Fri: 8am-4:30pm

8 Family Planning
54 S. State St. #203
Painesville, Ohio 44077
440.352.0608

OFFICE HOURS
Mon & Thu 10:30am-7pm
Tues, Wed, Fri:
8:30am-5pm

Bridgeview Manor
4428 Collins Blvd.
Ashtabula, Ohio 44004
440.992.6600

Paul's House
4134 Park Ave.
Ashtabula, Ohio 44004
440.536.4545

SH / Orca House
1905 E. 89th St.
Cleveland, Ohio 44106
216.231.3772



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