



COMMUNITY COUNSELING CENTER



1964 • 2019

COMMUNITY COUNSELING CENTER
2019 ANNUAL REPORT



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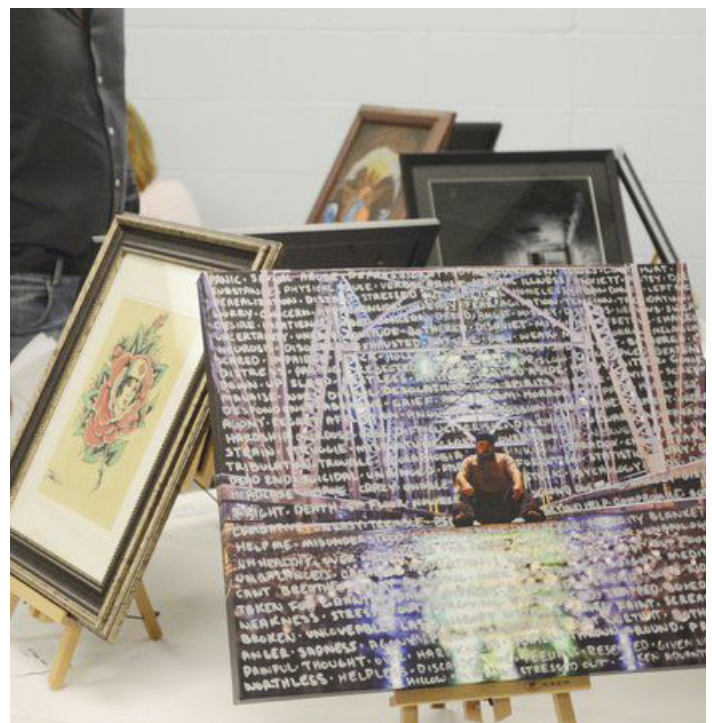
MISSION



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

VISION

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



LEADERSHIP

MANAGEMENT TEAM



Members of the CCC management team and facilitators Kara Guerriero & Laura Galbreath from INCITE Consulting Solutions after the successful management team retreat.

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

Jennifer Keefner, B.S./B.A., CPA *Chief Financial Officer*

Joleen Sundquist, M.A., LPCC-S *Chief Clinical Officer*

Georgia Farris Romanko, B.A., SHRM-CP, PHR *Director of Human Resources*

Tom Saksa, M.A. *Director of Operations*

Loretta Buell, M.A., LPCC-S *Clinical Supervisor*

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

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

Kimberly Goats, M.S.W., LISW *Clinical Supervisor*

Ginger Yanchar, MSSA, LISW-S *Clinical Supervisor*



LEADERSHIP

BOARD OF DIRECTORS



Jeff Fisher, *President*

Hattie Grubke-Barnard, *Vice President*

Lisa Hawkins, *Treasurer*

Linda Witt, *Secretary*

Maxine Bush

Lisa Castle

Matt Conway

Craig Cumberworth

Jacquelyn DiFiore

Ruth Pugel

Jason Tirotta

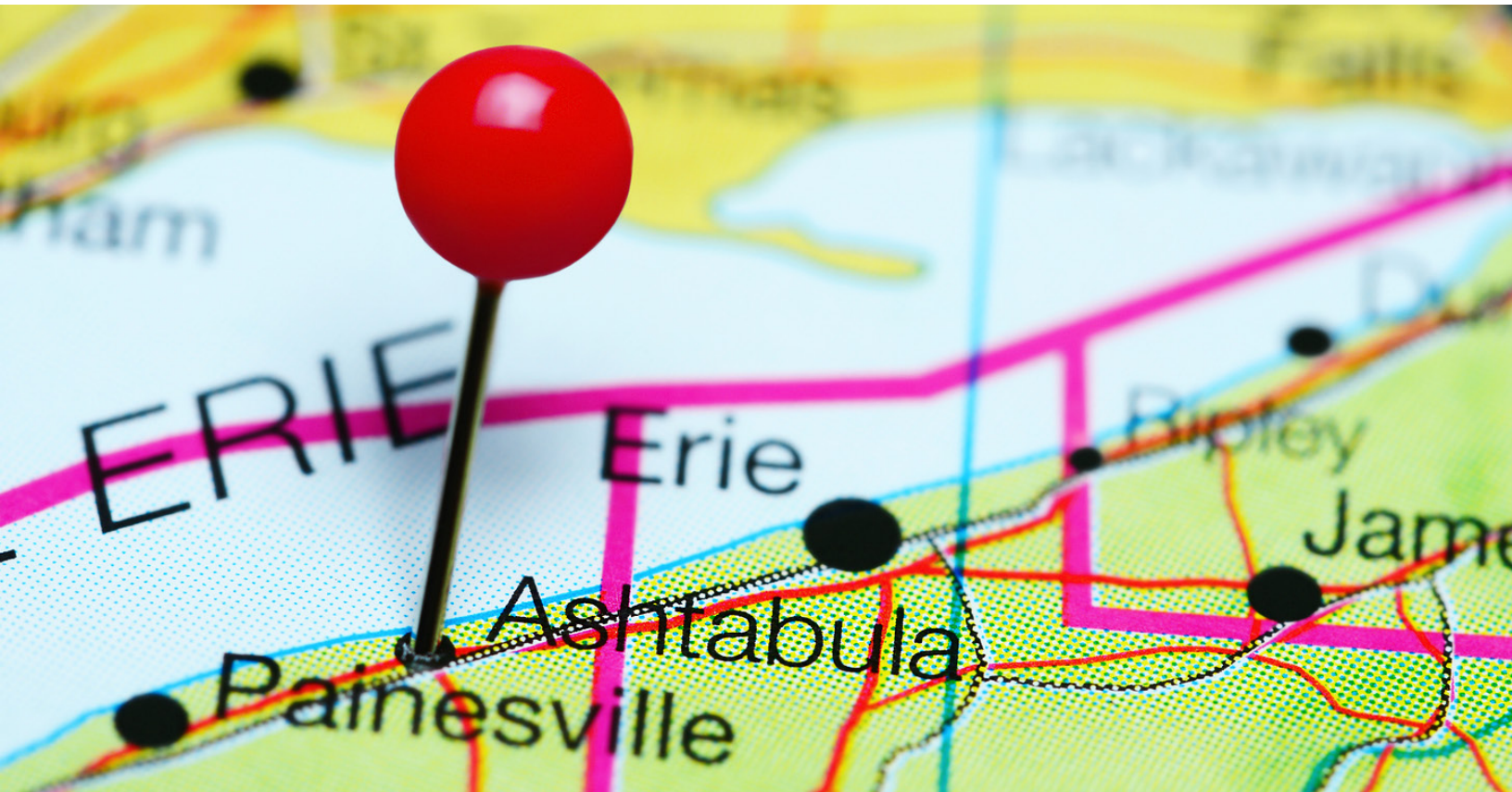
Lynn Zalewski

Fireworks illuminated the summer sky over Classic Park following the fourth annual Community Counseling Center Night with the Lake County Captains.



CLIENTS SERVED

BY LOCATION



4343
TOTAL
PEOPLE

CITIES, TOWNSHIPS AND REGIONS

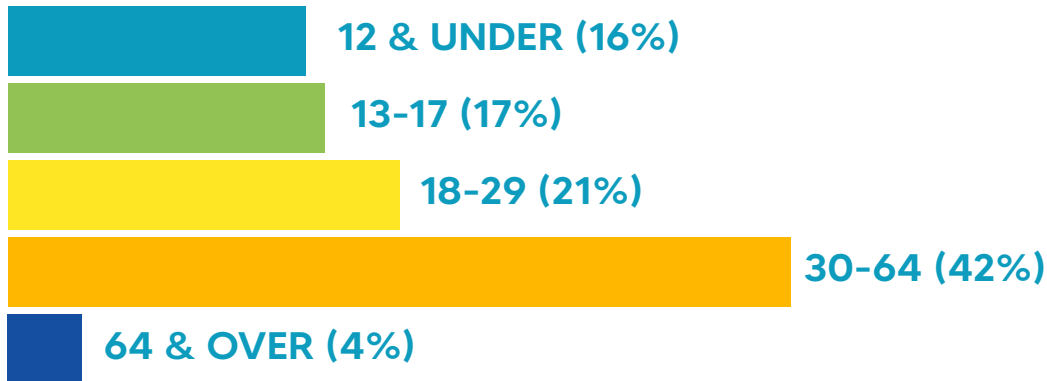
Ashtabula - 1926
Conneaut - 807
Geneva - 472
Jefferson - 377
Andover - 163
Rock Creek - 94
Kingsville - 79
Rome - 66
Orwell - 58
Dorset - 52
Pierpont - 42
Williamsfield - 39
Austinburg - 32
North Kingsville - 12

CLIENTS SERVED

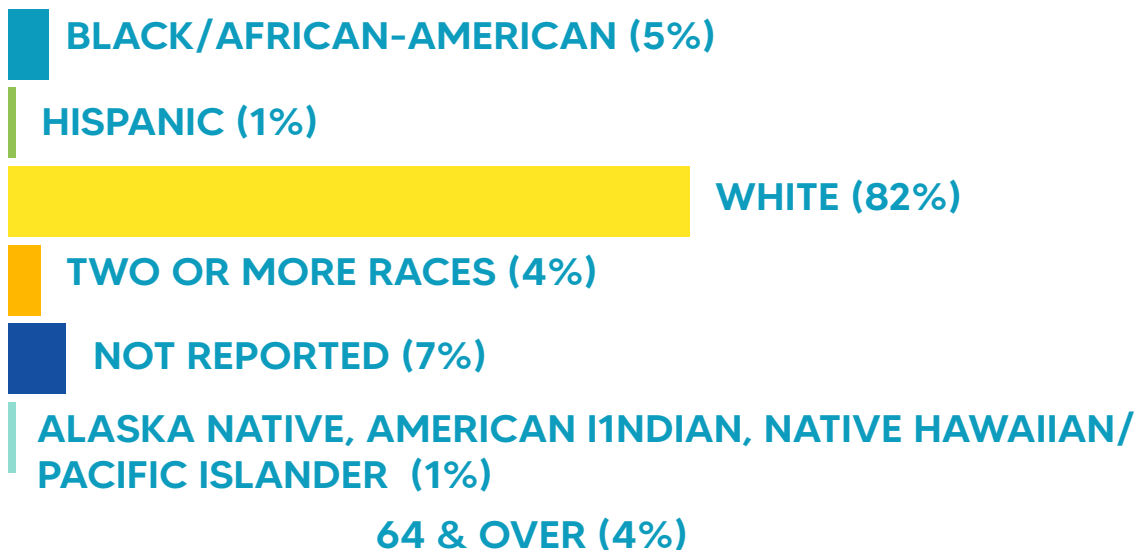


DEMOGRAPHICS

AGE



RACE

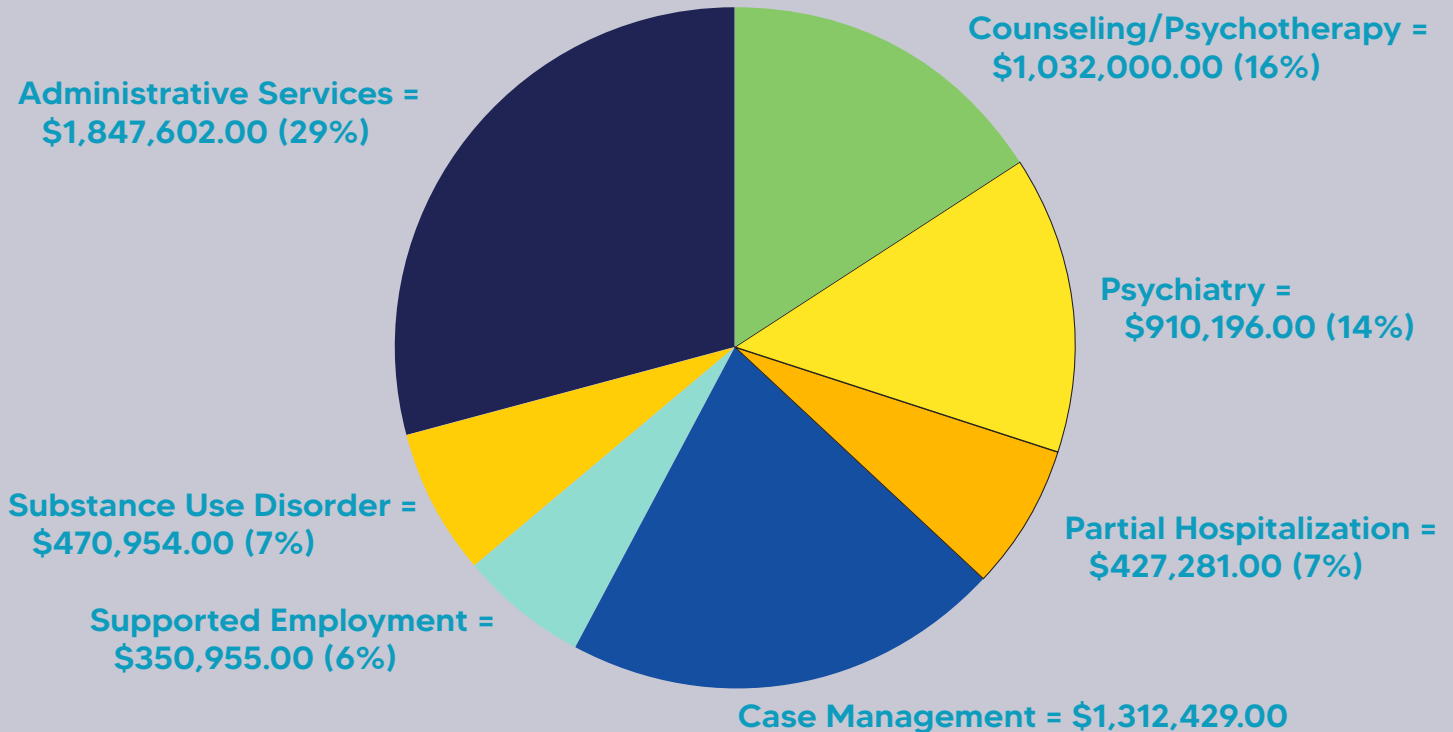


GENDER

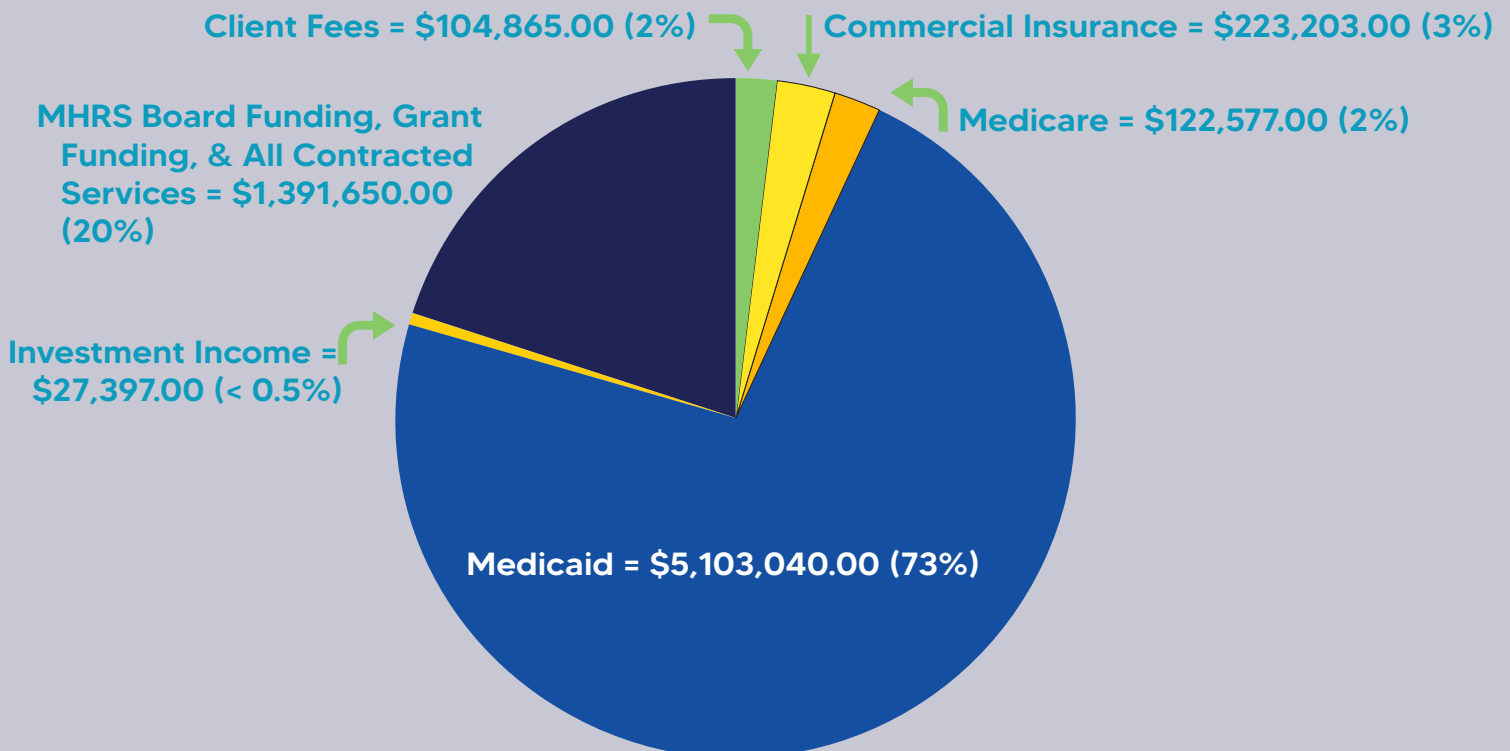


EXPENDITURES & REVENUES

PROGRAMMATIC EXPENSES: \$6,351,417.00



REVENUE: \$6,972,732.00



YEARLY HIGHLIGHTS



▶ Partner in the establishment of the Connections Center in partnership with the Ashtabula MHRS Board, Ashtabula County Adult Probation Department, and other area service providers.

▶ Karen Fronczak, Clinical Supervisor, celebrated her 30 Year Anniversary with Community Counseling Center!

▶ Purchased property in Geneva, Ohio in June 2019, with plans to open a new satellite office.

▶ Establishment of Peer Support Services. Launch of Maternal Opiate Medical Supports (MOMS) Program.

▶ The Light House, Recovery Housing for Women & their Children, opened in September 2019.



- ▶ Received a \$500 grant from the Cafaro Foundation in support of The Light House.
- ▶ Dr. Krishna Devulapalli, Child Psychiatrist, celebrated his 25 Year Anniversary with Community Counseling Center!
- ▶ Developed a partnership with Ashtabula County Probate Court to complete Guardianship Investigations.
- ▶ The CCC Empowerment Fund began providing small grants to assist clients with needs that fall outside of the traditional benefit systems.
- ▶ Over 25 local artists - and 40 total pieces of artwork - were featured at the agency's annual art show titled "Drawn From Within: The Art of Recovery."



2019 AGENCY SURVEY

CLIENT RESULTS

98% of children/adolescents surveyed stated that they feel their Case Manager listens to them.

97% of children/adolescents surveyed stated that they feel their Case Manager lets them help set their own goals.

87% of children/adolescents surveyed believe that their behavior has improved in school because they are working with their Case Manager.

68% of children/adolescents surveyed believe that their behavior has improved at home because they are working with their Case Manager.

98% of parents surveyed reported that their child likes seeing their CCC service provider.

83% of parents surveyed believe that their child behaves better at home since they have been in services with CCC.

88% of parents surveyed believe that their child behaves better at schools since they have been in services with CCC.

98% of parents surveyed feel that the service provider communicates necessary information with them.

100% of parents surveyed feel that they have a voice in the care of their child.

100% of parents surveyed feel that the service provider relates to their child.

100% of parents surveyed report that the service provider uses a variety of resources to engage their child.

96% of adult clients surveyed reported that the times CCC offers for appointments meet their schedule.

100% of adult clients surveyed reported that they found the front desk receptionist as welcoming.

95% of adult clients surveyed reported that they feel their therapist listens to them.

94% of adult clients surveyed reported that the ideas that they wanted to work on were made a part of their treatment goals.

93% of adult clients surveyed felt like they were making progress toward their treatment goals.

98% of adult clients surveyed reported feeling safe while at CCC.

99% of adult clients surveyed would recommend CCC to a friend, neighbor, or relative.

100% of Supported Employment clients surveyed reported that CCC offers appointment times that meet their schedule.

100% of Supported Employment clients surveyed reported that their Employment Specialist listens to them.

100% of Supported Employment clients surveyed reported that their Employment Specialist connected them with other resources they needed.

100% of Supported Employment clients surveyed reported that they feel that they are making progress toward their treatment goals.

95% of Supported Employment clients surveyed reported that they would recommend CCC to a friend, neighbor, or relative.

2019 AGENCY SURVEY

STAKEHOLDER RESULTS

100
%

of Community Stakeholders surveyed reported that they are familiar with CCC and have regular contact with the agency.

of Community Stakeholders surveyed rated the help that their referral received as "Good."

of Community Stakeholders surveyed rated quality of services at CCC as "Good."

of Community Stakeholders surveyed rated cooperation with CCC as "Good" or "Excellent."

of Community Stakeholders rated the follow-up efforts of CCC staff as "Good."

of Community Stakeholders rated CCC's responsiveness to community need in regards to access to services as "Good."

of Community Stakeholders rated the cultural sensitivity of CCC as "Good."

of Community Stakeholders rated CCC's community collaboration as "Good" or "Excellent."

of Community Stakeholders would recommend CCC services to others.



COMMUNITY PARTNERS



ASHTABULA COUNTY

Mental Health & Recovery Services Board

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH



nami Ohio

National Alliance on Mental Illness

The State's Voice on Mental Illness



Community
Counseling
Center



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440.998.6489



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COMING SOON TO GENEVA!