



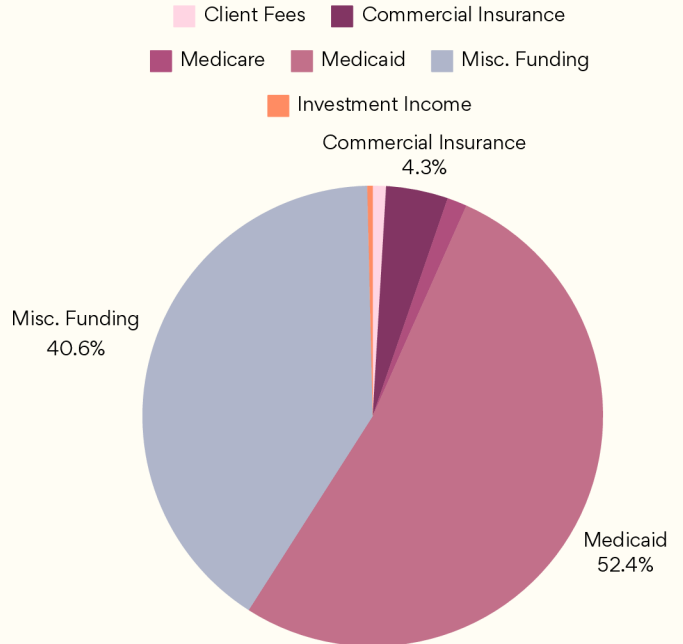
2021

# Annual Report

**Total Revenue** | **\$8,622,311**

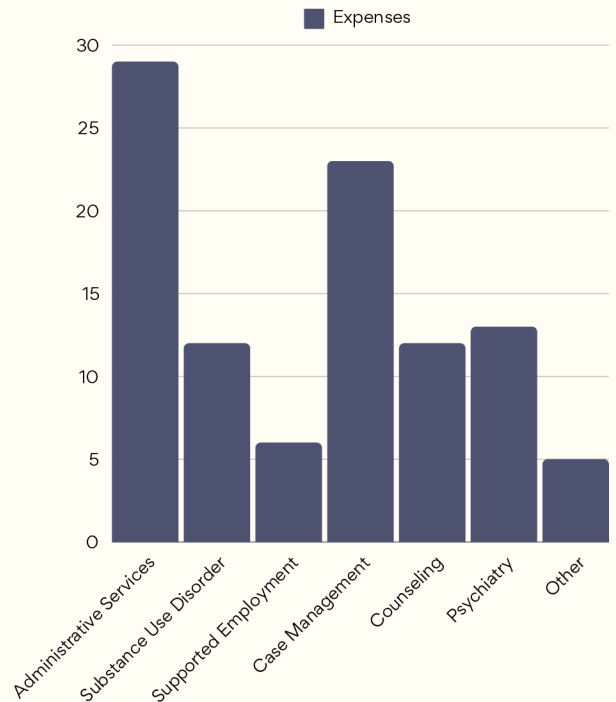
Client Fees	\$80,360
Commercial Insurance	\$374,807
Medicare	\$119,560
Medicaid	\$4,517,203
Investment Income	\$32,615
Misc. Revenue*	\$3,497,766

\* Federal & state assistance, MHRS Board funding, grant funding & all contracted services



**Total Expenses** | **\$7,265,319**

Expenses Name	
Administrative Services	29%
Substance Use Disorder	12%
Supported Employment	6%
Case Management	23%
Counseling	12%
Psychiatry	13%
Other Mental Health Services	5%



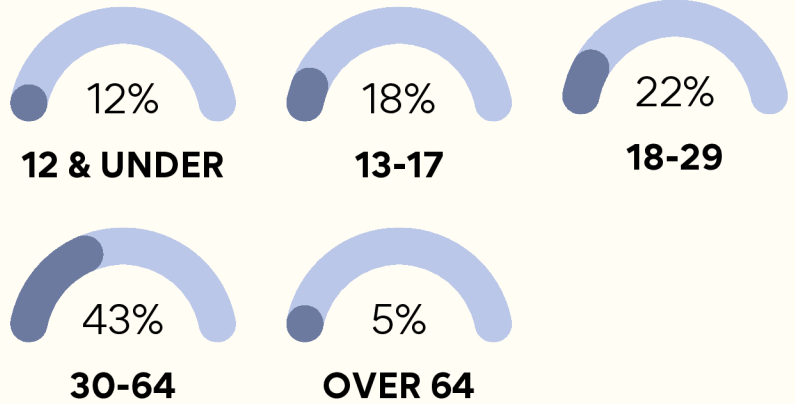
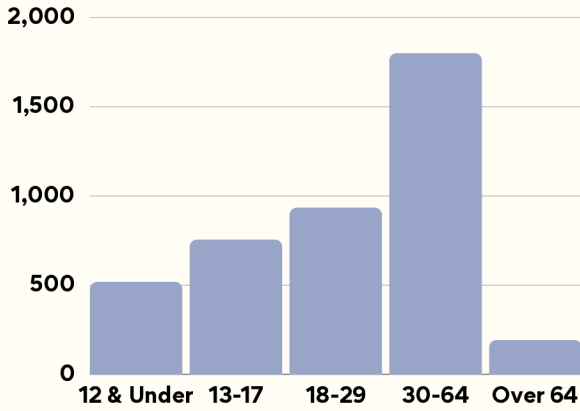
FY2021 Net Revenue

**\$1,365,992**

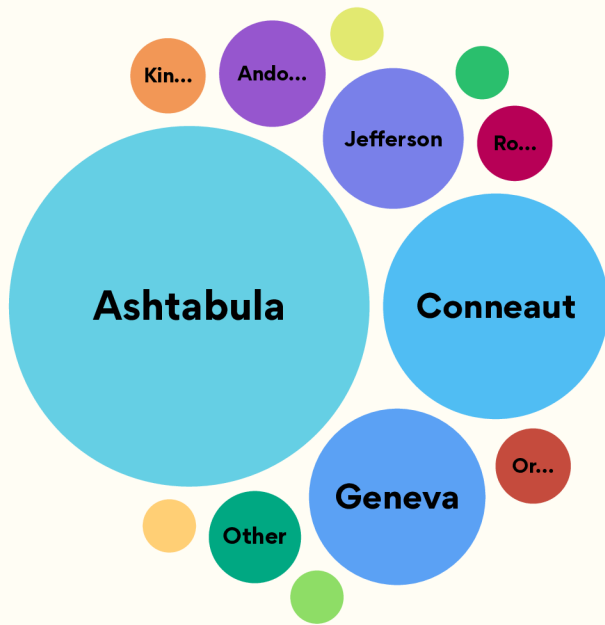
**CLIENTS SERVED IN 2021**

**4,199**

Clients served by age



Clients served by location



Location	
Ashtabula	46%
Conneaut	18%
Geneva	11%
Jefferson	7%
Andover	4%
Rock Creek	2%
Orwell	2%
Kingsville	2%
Pierpont	1%
Rome	1%
Williamsfield	1%
Madison	1%
Austinburg	1%
All Other Areas Combined	3%

Client demographics - gender

**FEMALE: 2255**

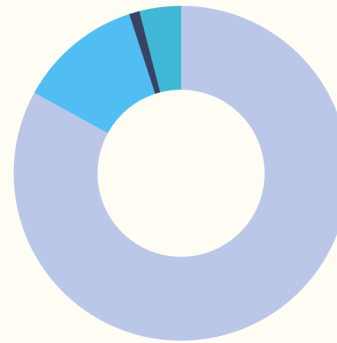


**MALE: 1909**



Client demographics - race/ethnicity

White	83%
Black, Indigenous & People of Color	12%
Hispanic	1%
Not reported	4%



**ORGANIZATIONAL HIGHLIGHTS**

- Agency remained in the heart of the pandemic throughout the year, completing an increasing number of virtual services to assist clients in safe environments. Telehealth expanded access to care.
- PCP Access Navigator established to coordinate referrals to and from primary health care services, improve linkage to primary care and preventative health care services in order to better manage chronic health conditions.
- Staff participated in the “Life is Better With You Here” campaign to raise awareness about the prevalence of suicide among Black youth and young adults and connect to resources for prevention strategies.
- Grand Opening of the Geneva Satellite Office to expand access to behavioral health services in the western areas of Ashtabula County.
- All staff completed Cultural Humility training with the focus on improving the client experience.
- Established the Inclusion, Diversity, Equity, and Action (IDEA) Committee comprised of staff, management, and board representatives, in an effort to create meaningful change in the workplace.
- The Light House became certified through Ohio Recovery Housing.

