



2020 (Winter/Spring) Summary of Progress

CLINICAL EXCELLENCE

- Recovery house opened in the fall of 2019, serving women and their children, expanding the recovery continuum of care.
- Planning and remodeling of our new satellite office in Geneva, Ohio.
- Quickly and efficiently transitioned clinical services to remote care in response to the onset of the pandemic.



ORGANIZATIONAL STABILITY & GROWTH

- Established Chief Clinical Officer position and Executive Team structure in 2019.
- Established Team Lead positions in late 2019 and filled all positions in 2020.
- Promoted programmatic growth through collaboration with Ashtabula Area City Schools and the Ashtabula County YMCA.



ORGANIZATIONAL CULTURE

- The agency purchased and implemented an electronic supervision tracking system (Performance Pro) to enhance supervision, the appraisal process, and communication.
- Working to increase objectivity in the appraisal process through development of quality measures.



COMMUNITY LEADERSHIP

- The agency has a long history of involvement in community coalitions and supporting fellow non-profit organizations.
- Agency sponsors one staff member per year to participate in the county leadership development program.



We welcome your feedback! If you have any comments or suggestions about the direction our agency is heading, please feel free to contact Paul Bolino, Chief Executive Officer at Paul.Bolino@cccohio.com