

COMMUNITY COUNSELING CENTER

2020 ANNUAL ORGANIZATION REPORT

MISSION

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



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.

VISION

- MANAGEMENT TEAM**
- 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 Sakša, 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-S, Clinical Supervisor
 - Rachel Truelsch, MSSA, LISW-S, Clinical Supervisor
 - Ginger Yanchar, MSSA, LISW-S, Clinical Supervisor

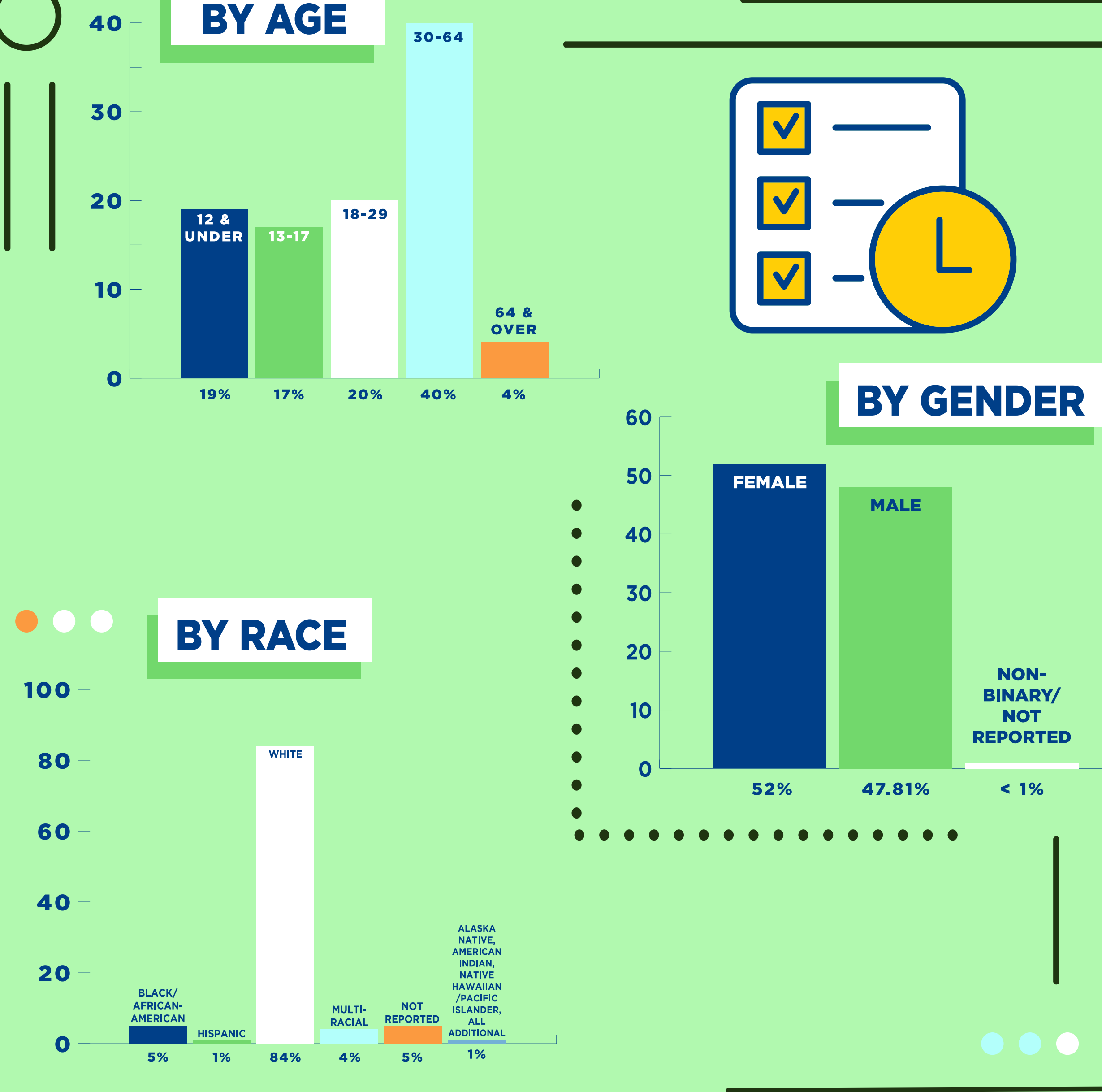
LEADERSHIP

BOARD OF DIRECTORS

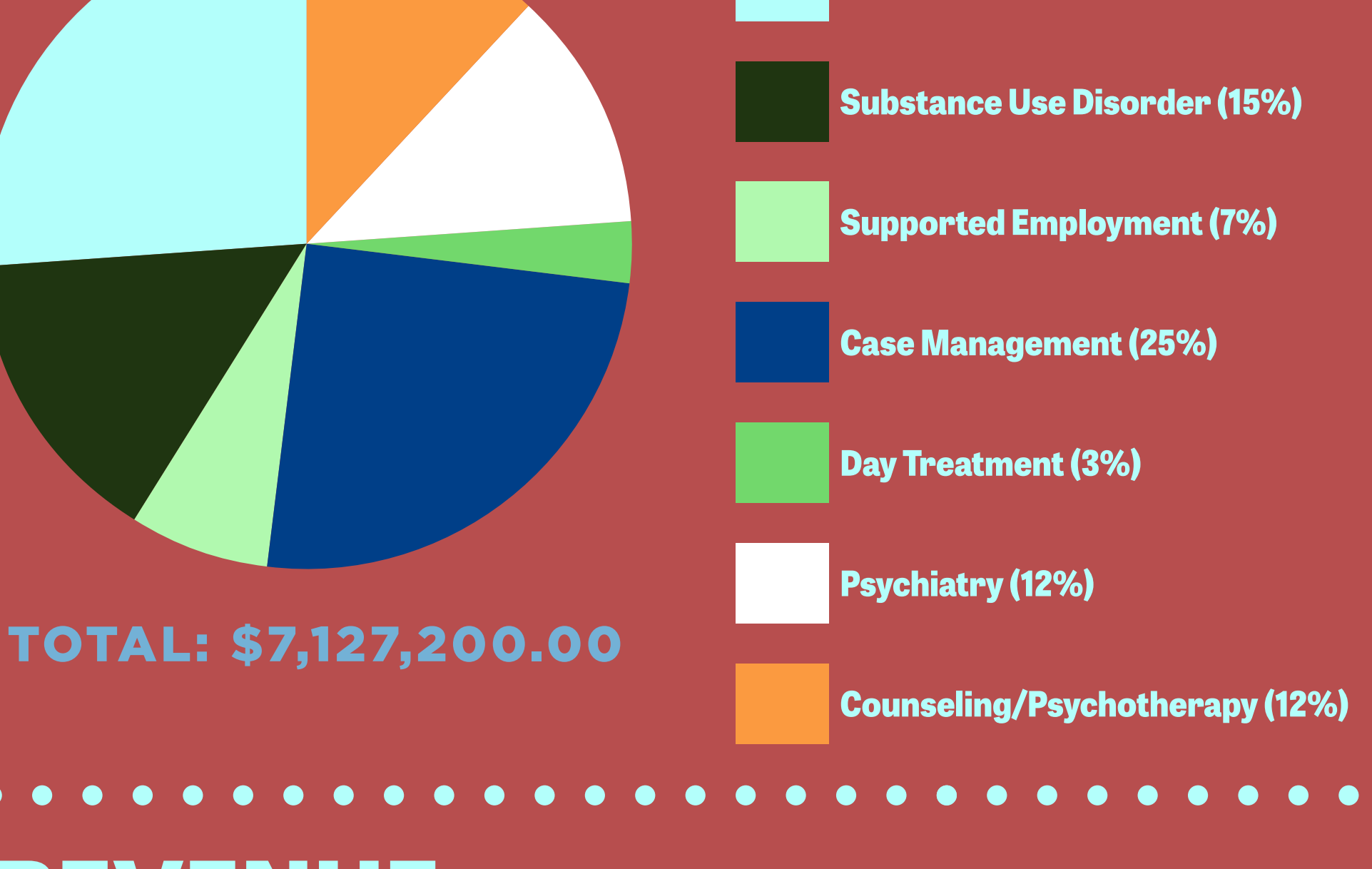
- Jeff Fisher, President
- Hattie Grubke-Barnard, Vice President
- Lisa Hawkins, Treasurer
- Linda Witt, Secretary
- Maxine Bush
- Lisa Castle
- Matt Conway
- Craig Cumberworth
- Greg Myers
- Ruth Pugel
- Steve Sargent
- Jason Tirota
- Lynn Zalewski
- Kathy Zappitello

CLIENTS BY THE NUMBERS

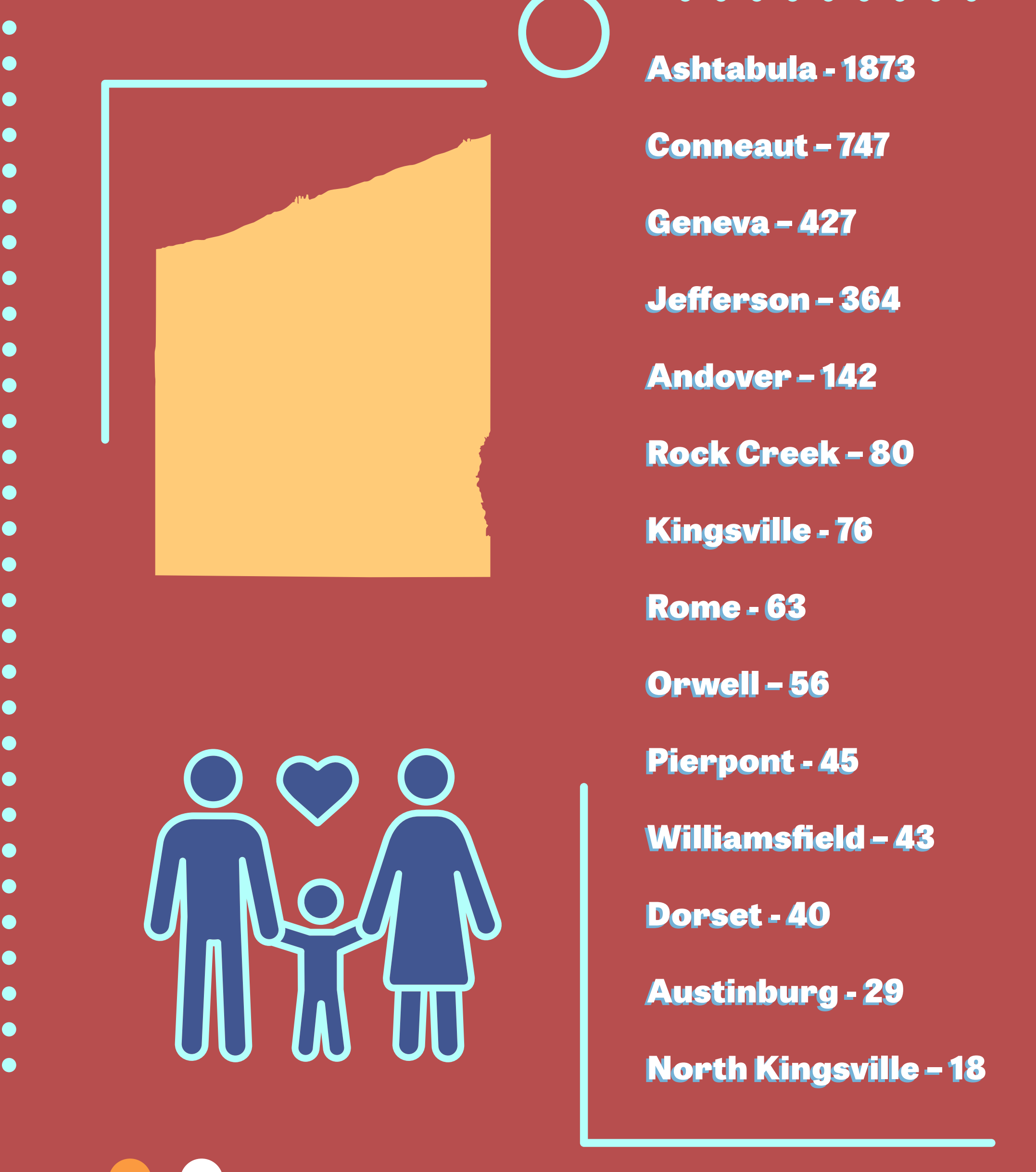
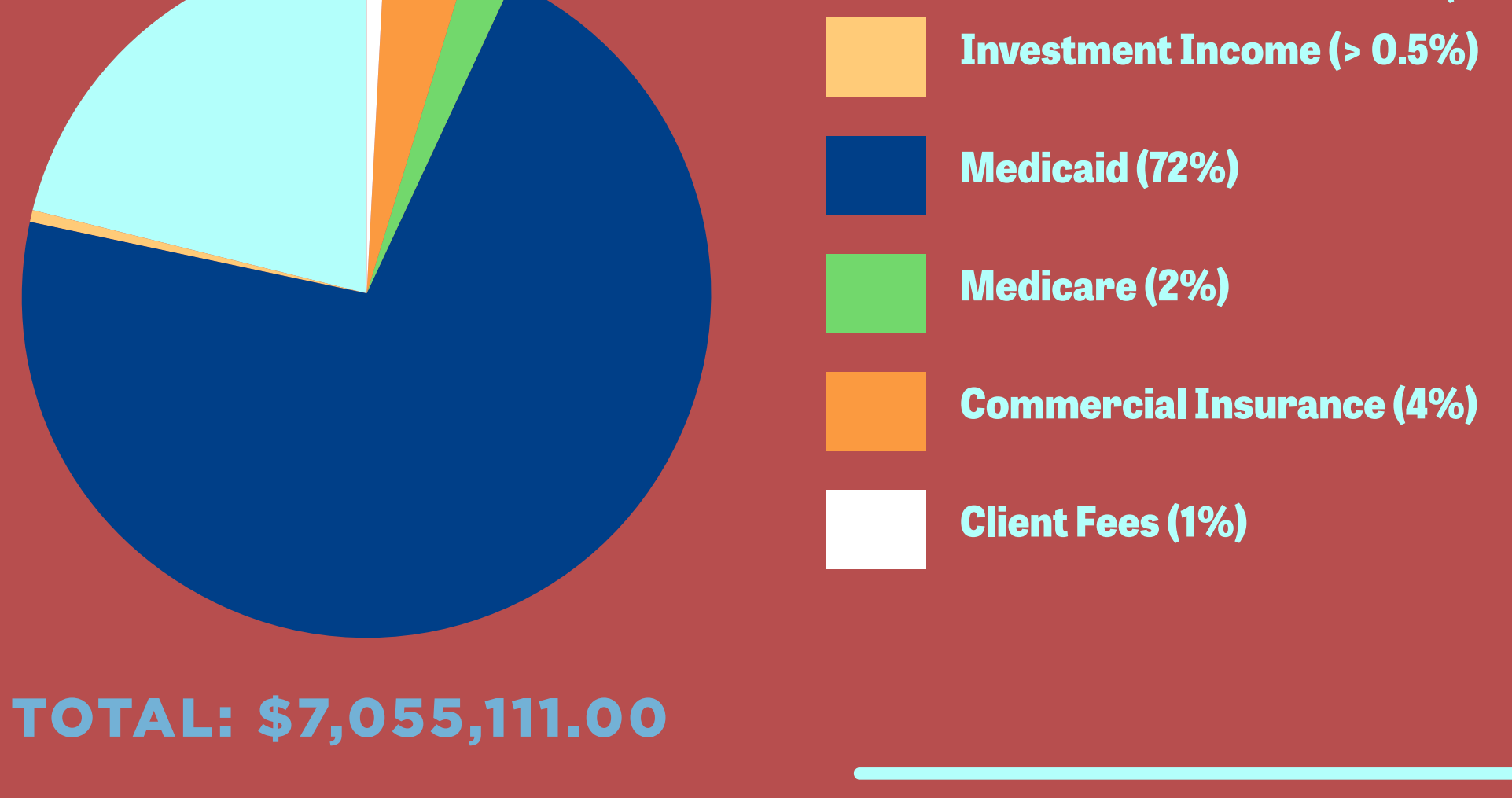
TOTAL CLIENTS SERVED: **4110**



PROGRAMMATIC EXPENSES



REVENUE



- CCC was able to continue utilizing the **Empowerment Fund** to provide small grant assistance to clients with needs that fell outside of the traditional benefit systems.
- Establishment of **Team Lead positions**, which provide a tiered leadership structure that supports agency growth and development.
- Team **Lead Quarterly Forums** were established to focus on leadership development, learning, coordination, and communication.

HIGHLIGHTS

- The pandemic emerged rapidly in March, and as a result, the organization completed massive shifts in a very short period of time in order to meet client needs with as little interruption as possible.
- Hybrid working** arrangements became the new normal for many staff.
- Safety precautions evolved and were a focus throughout the year.
- Quarterly employee **surveys** to gauge how staff were coping with the challenges of COVID-19, and help plan for the future.
- Establishment of the **Peer Warm Line** in partnership with the Ashtabula County Mental Health & Recovery Services Board.
- Overarching Goal:** To provide peer navigation to link community members and provide mental health and substance use disorder support, screening and referrals for further behavioral health services as needed to Ashtabula County residents affected by the COVID-19 emergency.

CLIENT SURVEY RESULTS

- 91% of respondents reported that they could clearly communicate with their provider during telehealth visits.
- 87% of respondents reported that they were satisfied with their telehealth visit and found it helpful.
- 78% of respondents reported feeling just as engaged and that they are making progress on their treatment goals using the telehealth service delivery method.
- 82% of respondents reported feeling like the services they received throughout the year have assisted them in making progress toward their treatment goals.
- 80% of respondents reported that there are programs offered by CCC that adequately address their needs.



STAKEHOLDER SURVEY RESULTS

- 100% of Community Stakeholders surveyed reported that they are familiar with services at CCC and/or have regular contact with the agency.
- 100% of Community Stakeholders surveyed rated the help that they or their referrals received on the specific issues that brought them to CCC as "Good" or "Excellent."
- 100% of Community Stakeholders surveyed rated the quality of services they or their referrals received while with CCC as "Good" or "Excellent."
- 100% of Community Stakeholders surveyed rated cooperation with CCC as "Good" or "Excellent."
- 92% of Community Stakeholders surveyed rated CCC's responsiveness to community need in regards to access to services as "Good" or "Excellent."
- 100% of Community Stakeholders surveyed rated the cultural sensitivity of CCC as "Good" or "Excellent."
- 100% of Community Stakeholders surveyed rated CCC's community collaboration as "Good" or "Excellent."
- 100% of Community Stakeholders surveyed viewed CCC as their partner in service provision for participants/consumers.
- 100% of Community Stakeholders would recommend CCC services to others.

Community Counseling Center

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