



ANNUAL REPORT 2019

Greenleaf Family Center

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TO OUR STAKEHOLDERS

A message from Dawn Glenny, CEO

Greenleaf Family Center finished 2019 in a strong financial position, despite several unique Ohio challenges, mostly related to Behavioral Health redesign that began in July of 2018.

Our outside independent audit of our 2019 books did not identify any findings, something the agency is incredibly proud of.



Obstacles in 2019 included the hiring of two new agency department Directors, the hiring of an Advocacy and Support Service Coordinator for expanded services in our Community Services for the Deaf and Hard of Hearing, and the implementation of a new payroll system for the agency. Despite all these changes, we experienced tremendous growth.

As always, I continue to be incredibly proud of the team who work here. Without fail, our agency puts the needs of our community and the clients we are privileged to serve first and foremost in everything we do.

Our Billing Manager has done a tremendous job working on old claims for Behavioral Health that have been lost in the behavioral health redesign shuffle, and we continue to strengthen the financial position of the agency by collecting outstanding receivables.

Prevention programming is growing and we are proud to provide vital drug and alcohol prevention programs in the community and through the schools!

Our Performance Quality Improvement (PQI) Committee established excellent benchmark data in 2019 and continues to review this data, monitor program satisfaction, and respond accordingly based upon feedback we receive from our clients. Thank you to our PQI Coordinator who continues to drive a robust PQI process at the agency.

And finally, a sincere thank you to our Board of Directors, without whom this agency would not be nearly as strong as it is.

Greenleaf Family Center Mission

Greenleaf Family Center strengthens families in our community through counseling, education, and support.

Core Values

We believe that Greenleaf Family Center is the agency in which the community chooses to invest because of our leadership, quality and responsiveness. We fulfill our mission of strengthening families in our community through counseling, education, and support by staying true to our Core Values:

Family – The family, however defined, is the essential source of strength and support.

Respect – Every person is recognized as having inherent worth and is always accorded the highest degree of respect.

Integrity – All actions are undertaken in an ethical manner, faithful to our Mission.

Interdependency – All (clients, staff, board of directors, and volunteers) are mutually dependent in fulfillment of our Mission.

Excellence – Only our best effort is acceptable in the achievement of quality.

Agency Accomplishments

In 2019, Greenleaf served 14,235 individuals. We provided mental health counseling services to over 2,600 individuals, and 400 people attended our alcohol and drug addiction treatment programs. Additionally, we provided over 12,000 hours of service to deaf and hard of hearing individuals in the areas of interpreting, advocacy and support, and summer youth programming. We also provided essential services to 63 pregnant women through our Moms and Babies First program, which promotes healthy pregnancies and deliveries.

Performance Quality Improvement (PQI)

Greenleaf Family Center's Performance Quality Improvement is structured to monitor, access, and evaluate the services and programs provided by the organization. Greenleaf Family Center acknowledges that performance quality improvement is an ongoing and ever-evolving system within the agency that is subject to change at any time if deemed necessary in enhancing the organizational efficiency at Greenleaf Family Center. The PQI committee is happy to report that during 2019, we received no client rights violations, client grievances, and no major unusual incidents were reported. In total, there were 35 incident reports reviewed by the committee, 8 of which identified staff incidents, and the other 27 were related to behavioral health client sessions.

CLIENT SATISFACTION

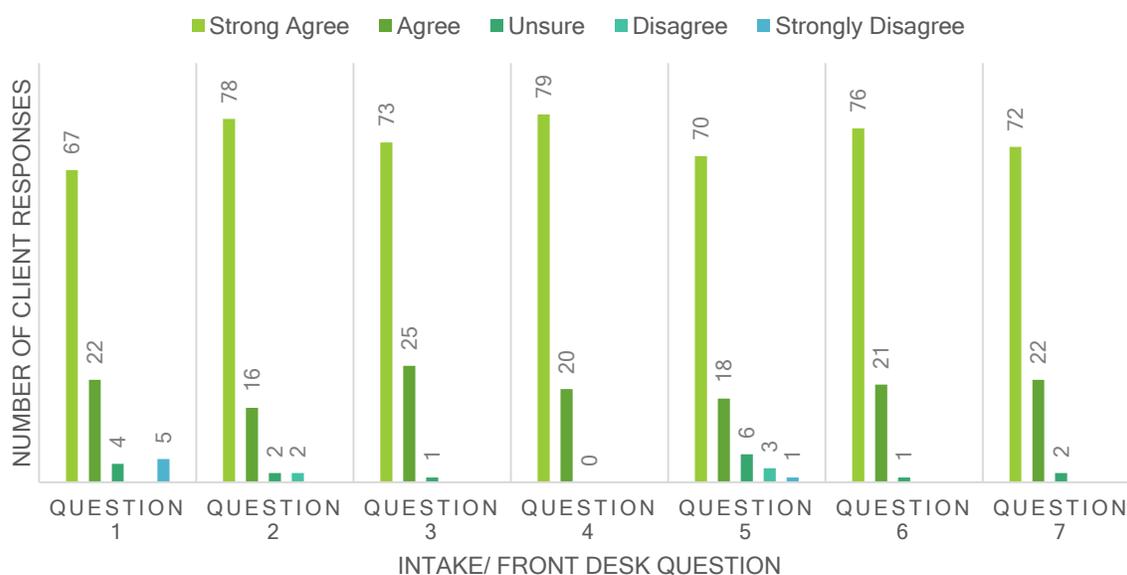
Client Satisfaction Survey Results

In 2019 a total of 99 individuals completed the Greenleaf Family Center's Client Satisfaction Survey. The survey evaluates the front desk and intake process, as well as service delivery.

Intake and Front Desk Survey Questions

1. My call to schedule my first appointment was answered promptly.
2. The front desk staff are responsive, friendly and helpful.
3. All forms were explained to me.
4. I understood the information provided to me about confidentiality and my rights as a client.
5. My fees were explained at the first appointment.
6. The Intake scheduler was pleasant and helpful to me.
7. The overall intake process was helpful to me.

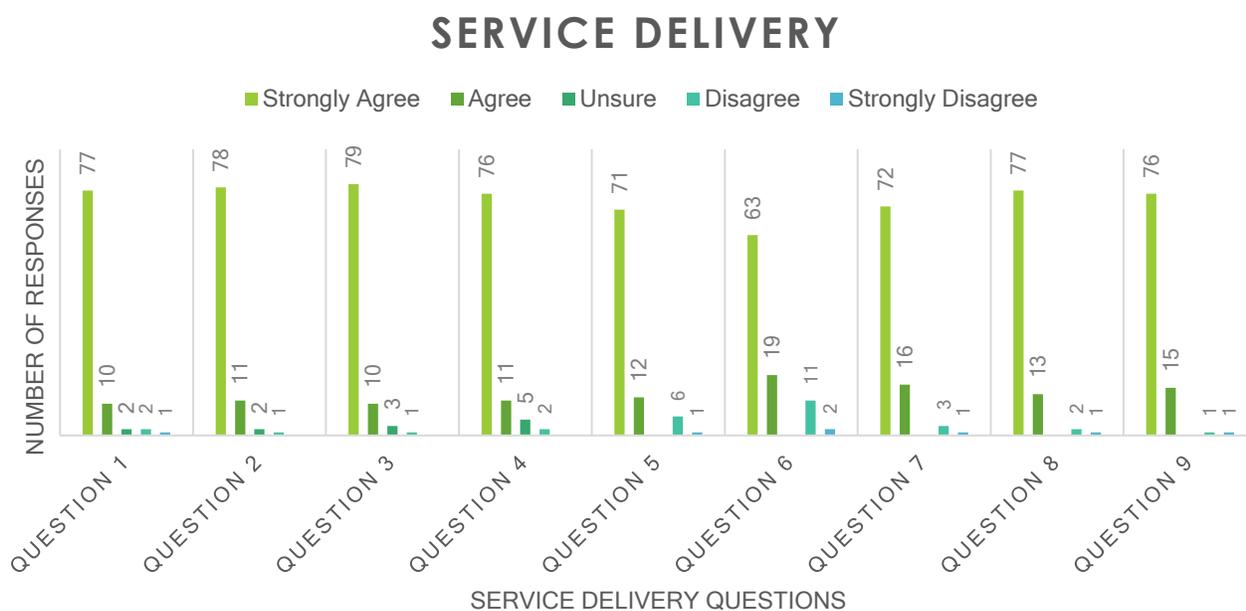
INTAKE/ FRONT DESK



Service Delivery Survey Questions

1. My therapist/CPST* worked with me to set goals.
2. My therapist/CPST* was pleasant and professional.
3. My therapist/CPST* listened to me and was responsive.
4. My therapist/CPST* is knowledgeable about my problems.
5. My therapist/CPST* is culturally sensitive.
6. Since coming to Greenleaf Family Center, I have better coping skills.
7. I would recommend counseling at GFC to others.
8. Overall, I am satisfied with the quality of my services.
9. I feel the facility is adequately maintained and safe.

*Community Psychiatric Support and Treatment



Client Satisfaction Survey Comments

“Everyone is very kind and helpful! I love coming here weekly. I’ve learned so much!
Thank you all!”

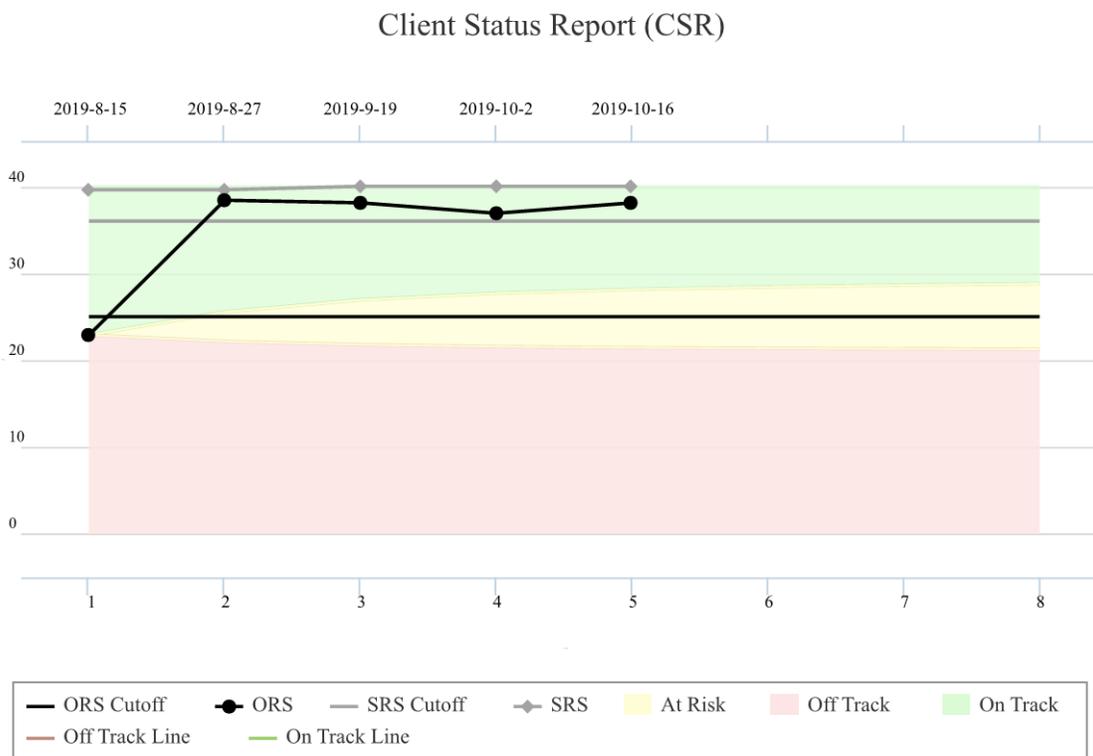
“The counselors are great and helpful. The services here are really great and I really learn a lot.”

“Learned a lot of helpful things about myself. Enjoyed my treatment.”

2019 DEPARTMENT OUTCOMES

Behavioral Health Feedback Informed Treatment

73% of clients improve with clinicians using Feedback Informed Treatment (FIT) measure by monitoring client Outcome Rating Scale (ORS) score when comparing data from August 2019 to October 2019.



PEERS (Parent Education, Empowerment, Resources and Support)

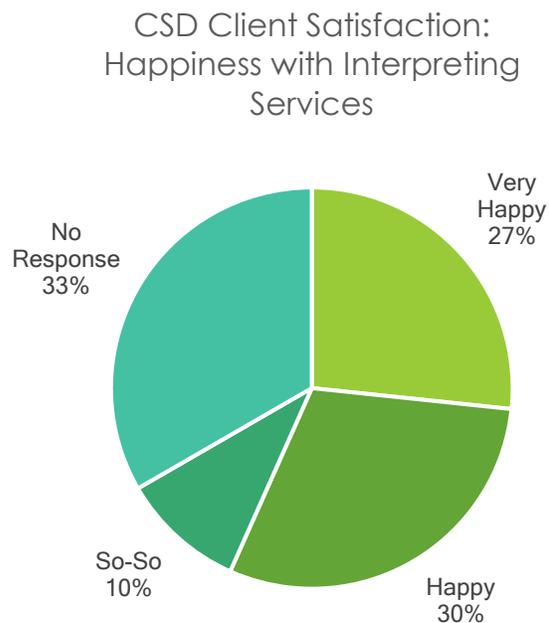
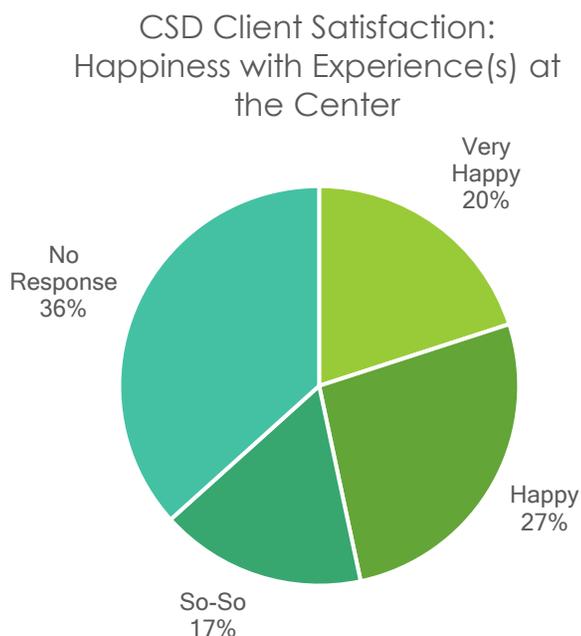
100% of the parents completing surveys in 2019 Agreed or Strongly Agreed that “since becoming involved with PEERS, I feel better able to advocate for my child’s needs.”

ASPP (Adolescent Suicide Prevention Program)

Students had a 28% increase in knowledge of signs of depression and suicide and decreased stigma regarding mental health/depression/suicide—based on increased scores on post-tests—2018-2019 school year data. Students had an 80.5% increase in knowledge of help-seeking skills for self and others—based on student survey data obtained at program completion during the 2018-2019 school year.

Community Services for the Deaf and Hard of Hearing (CSD)

Under new leadership, CSD embarked on a journey to evaluate 2019 department satisfaction regarding service delivery to obtain initial benchmark data. The CSD had a total of 30 individuals complete the survey.



CSD interpreting staff productivity increased by 12% when comparing 2018 calendar year data with 2019 calendar year data.

CSD was able to reduce the number of assignments that were turned down due to no interpreters being available by 13% when comparing the first half of the 2019 calendar year to the second half of the 2019 calendar year.

Moms and Babies First

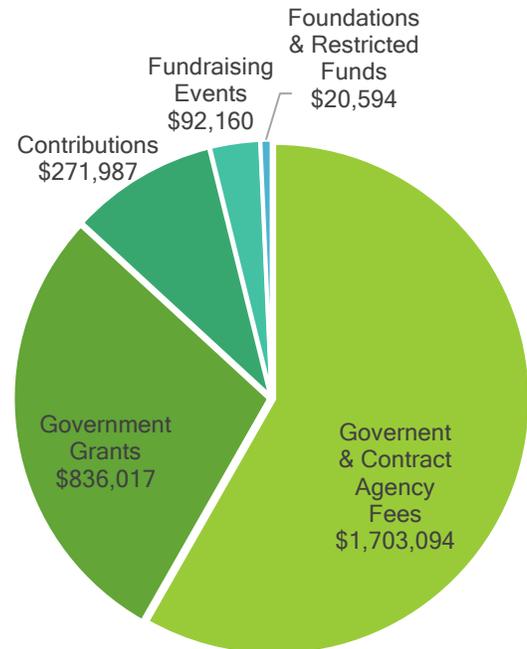
Moms and Babies First hired a new program director in 2019. The program obtained initial benchmark data to determine future measurable outcomes. During 2019, the program served 63 mothers. All babies born in the program lived to see their first birthday. Additionally, 49% of those mothers breastfed!

FINANCIAL REPORT

REVENUES

Government & Contract Agency Fees	\$1,703,094
Government Grants	\$836,017
Contributions	\$271,987
Fund Raising Events	\$92,160
Restricted Funds	<u>\$20,594</u>
	\$2,923,852

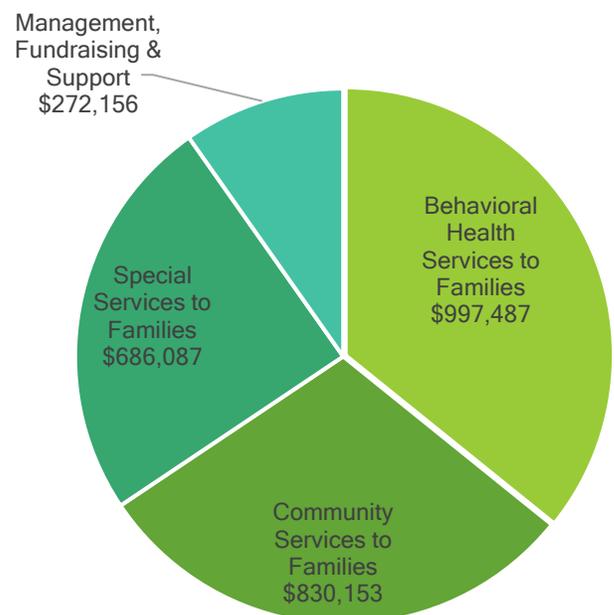
REVENUES 2019



EXPENSES

Behavioral Health Services to Families	\$997,487
Community Services to Families	\$830,153
Special Services to Families	\$686,087
Management, Fundraising & Support	<u>\$272,156</u>
	\$2,785,883

EXPENSES 2019



FINANCIAL STATEMENTS

Statement of Financial Position

Assets

Cash	\$75,681
Other Current Assets	\$940,584
Noncurrent Assets	<u>\$1,376,876</u>
Total Assets	<u><u>\$2,393,141</u></u>

Liabilities and Net Assets

Current Liabilities	\$405,262
Noncurrent Liabilities	<u>\$851,407</u>
Total Liabilities	\$1,256,669
Net Assets Without Donor Restrictions	\$993,302
Net Assets With Donor Restrictions	<u>\$143,170</u>
Total Net Assets	<u><u>\$1,136,472</u></u>
Total Liabilities and Net Assets	<u><u>\$2,393,141</u></u>