

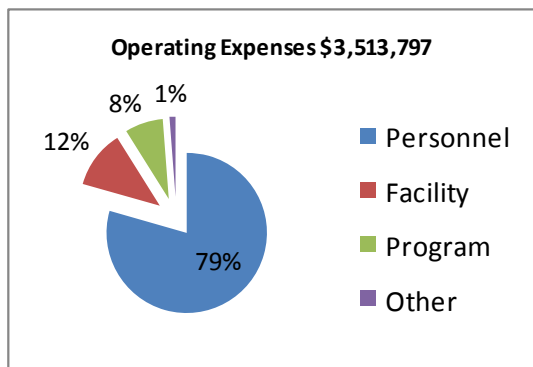
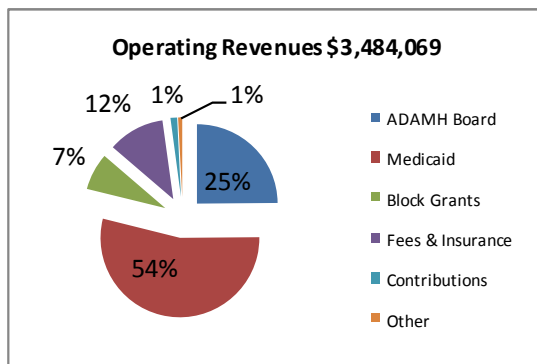
2011 Fiscal Year July 1, 2010 – June 30, 2011

Operating Revenues

ADAMH Board	\$ 867,047	25%
Medicaid	1,880,396	54%
Block Grants	258,763	7%
Fees & Insurance	403,137	12%
Contributions	46,175	1%
Other	28,551	1%
	<u>\$ 3,484,069</u>	<u>100%</u>

Operating Expenses

Personnel	\$ 2,790,245	79%
Facility	412,051	12%
Program	268,951	8%
Other	42,550	1%
	<u>\$ 3,513,797</u>	<u>100%</u>



The most recent 990, audited financial statements, and the list of individual donors are available at www.concordcounseling.org or by request.

2011 Corporate and Business Sponsors

Alexandra's Bed & Breakfast
 Bailey Cavalieri LLC
 Bel Lago Waterfront Bistro
 Belterra Casino Resort & Spa
 Benchmark Insurance
 Brown & Brown of Lehigh Valley
 Century 21 Joe Walker & Associates Realtors
 Church of the Master, United Methodist Church
 CJ Fetchero Insurance Agency
 Columbus Consulting International
 Connect-the-Dots
 Emerald Bank of Dublin
 K² Organizing, LLC
 Little Turtle Golf Club
 Metz, Bailey & McLoughlin
 Meza
 Mid Ohio Strategic Technologies
 Miller Landscapes of Westerville, LLC
 Old Bag of Nails
 OPOC.US
 Paycor
 Planes Moving & Storage
 Pizza Hut
 Primary Care Nursing Services, Inc.
 Suburban News Publications
 WANA Cruise
 Ziegler Heating and Cooling

2011 Concord Board of Directors

Chair, James McCann, Westerville City Schools, Retired
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*Instilling HOPE.
 Improving LIVES.
 Serving with HEART.*

2011 Annual Report
 July 1, 2010 -June 30, 2011

Instilling HOPE

“Jim” had never been well enough to hold a job, experienced the pride of earning a paycheck, making friends with his co-workers, or the self esteem of having people depend on him to accomplish a project.

Concord started a pre-vocational group to prepare people like Jim for employment. After completing applications, background checks, drug testing, and a job interview, some group members were hired by Concord to assist with other groups. They learned that tasks must be done in a certain order and that others depend on them to be on time, organized, and flexible, all things that any potential employer values. Jim says “Being employed is an important step in my recovery. It has made a huge difference in the way I see myself and my future.”

Serving with HEART



When “Brian” woke up in the morning, it was a struggle to get out of bed, brush his teeth, and make breakfast. Depressed, he left his apartment only once a week to come to Concord where he and his therapist worked on ways to deal with his symptoms. That crucial support ended when state funding for mental health services was slashed forcing most people without private

insurance to stop getting counseling.

Instead of cutting services, Concord created a “coping skills” group so people could talk with others who understand about the challenges they are experiencing and ways they are managing their symptoms. By sharing experiences, individuals realize that they are not the only one who feels “this way.” Some participants have developed personal relationships. They have exchanged phone numbers and offered to drive each other to group meetings. Brian and his fellow group members may continue to struggle They will have to work hard to live a more fulfilling life, but because Concord serves with heart, they know they are not alone.

Visit www.concordcounseling.org to

Find out about our services

Link to mental health and substance abuse recovery resources

Sign up to volunteer

Apply for a job

Donate so more people get the help they need **when they need it.**

Improving LIVES

New collaboration saves lives and tax-payer dollars



It costs tax-payers \$444 a day to provide emergency treatment for each patient in an Ohio public psychiatric hospital. Young adults, aged 18-25 who are admitted for the first time are at serious risk of becoming chronic and expensive users of public mental health services. Repeated hospitalizations can derail schooling, jobs, and relationships, costing the public millions of dollars.

renew, a collaboration of Concord, Dublin Counseling Center and COVA helps break this cycle. In the first 13 months, only 11% of the 120 people served by the program had to be re-hospitalized, compared with 47% in the same age group for a similar period in 2009 before *renew* began.

Our new building saves money to serve more people.



For the first time in its almost 40 year history, Concord has purchased a building. Not only does the new facility provide a better space for services, it will reduce our facility expenses by 50% over the next three years.

Concord Counseling Services
700 Brookside Blvd. Westerville, OH 43081
www.concordcounseling.org
(614) 882-9338 fax (614) 882-3401

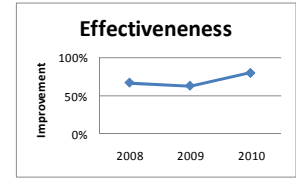
How do we know people benefit from services?

We track client progress.

In FY 2011

- 100% of children and adolescents showed a decrease in substance abuse and improved functioning.

- 84% of adults who were Seen for alcohol/drug abuse and severe mental illness showed improvement/stability in their recovery.



We ask those we serve.

Of adults and older adult clients who responded to a satisfaction questionnaire,

- 89% reported that Concord services helped them deal more effectively with their problems.
- 98% responded that the respect they had been given from the Concord staff was “**Excellent**” or “**Good**”
- 95% stated staff’s understanding of their problem/ concern was “**Excellent**” or “**Good.**”
- 97% rated their treatment provider’s acceptance of them for who they areas “**Excellent**” or “**Good.**”
- 92% replied that the progress they have made since coming to Concord is “**Excellent**” or “**Good.**”

Our funders constantly monitor outcomes.



We have the highest level of certification



Parents, business leaders, and community members were asked to rate “How often or seriously do you think children/youth in Westerville are dealing with issues like depression, grief and loss, cutting, eating disorders, alcohol and drug use, poor peer relations?” Results were consistent with national data -One person in four (in every community) will need help managing the stresses of modern life at some point during their lifetime.

Your friends, family, co-workers, neighbors, and even YOU may someday need to ask for help.