LOCATIONS & HOURS

1. **Ashtabula**
   - Address: 4726 Main Ave.
   - Ashtabula, Ohio 44004
   - Phone: 440.992.8552
   - **Office Hours**:
     - Mon-Thu: 8am-8pm
     - Fri: 8am-5pm

2. **Willoughby**
   - Address: 38882 Mentor Ave.
   - Willoughby, Ohio 44094
   - Phone: 440.953.9999
   - **Office Hours**:
     - Mon-Thu: 8am-9pm
     - Fri: 8am-5pm

3. **Garfield Heights**
   - Address: 5410 Transportation Blvd.
   - Suite 4
   - Garfield Hts, Ohio 44125
   - Phone: 216.663.6100
   - **Office Hours**:
     - Mon-Thu: 8am-9pm
     - Fri: 8am-5pm

4. **Painesville**
   - Address: 462 Chardon St.
   - Painesville, Ohio 44077
   - Phone: 440.853.1501
   - **Office Hours**:
     - Mon: 8:30am-5pm
     - Tues: 8:30am-7pm
     - Wed: 8:30am-5pm
     - Thurs: 8:00am-4pm
     - Fri: 8:30am-1pm

**IMPACT**

Signature Health: 2016 Annual Report

When you need help now.*

signaturehealthinc.com
It has been a busy year for Signature Health! We have all worked very hard so we can continue to grow, improve, and provide more services to more people. Signature Health today is in a great position to positively impact how behavioral healthcare is delivered in northeast Ohio.

I offer a huge “Thank you!” to my incredible staff, our board, and all our community supporters for their hard work and continuing belief in our mission. Without a team, a goal is just a dream. These are the folks who make it possible to achieve our goals.

A LOT HAPPENED IN 2016.

On January 1, 2017 Signature Health merged with Connections and Orca House. With the merger, Signature Health has substantially scaled up as a regional behavioral healthcare provider. Our internal knowledge base is greatly increased, our staff skill sets have expanded, and we can serve more people in more communities.

In 2016 we opened our own lab, providing us with the ability to analyze our own urine screens, blood work, and other lab testing. It’s a significant step forward, shortening the timelines for receiving patient results as well as offering more control over accuracy and accountability.

The biggest news, and the most significant change, is on December 15th, 2016, we were officially designated a Federally Qualified Health Center (FQHC). This is a game changer. Now we shift from a narrow focus on behavioral health to a much broader holistic focus on health and wellness for people with behavioral health issues. As an FQHC we will be able to expand our services and broaden their scope. Right now that means expanding into primary care and pediatrics. Our long-term vision includes providing dentistry, obstetrics and vision care. With the FQHC designation we gain access to federal resources that allow us to really help people who are indigent and under-insured.

With regard to the possible repeal or replacement of the Affordable Care Act in the coming year: let us be thoughtful and measured in our approach. Figure out replacement before a repeal. On behalf of the millions of people in our country who suffer from mental illness and addiction, we must get this right. Lives are at stake.

Signature Health will continue to pursue our mission to impact the way behavioral healthcare is delivered in northeast Ohio. And we will not forget that we serve the forgotten.

Jonathan Lee
President & CEO
SIGNATURE SERVICES

Walk-In Clinic
At Signature Health, “waiting list “ is not an option. Our Walk-In Clinics, located in all of our offices, are available every day. People requesting a Mental Health or Chemical Dependency Assessment can walk in and see an assessment counselor.

Outpatient Services
CHILD, ADOLESCENT & ADULT
Our outpatient programs provide a range of psychiatric, counseling, and case management services:

- Diagnostic assessments
- Psychiatry
- Partial hospitalization program (PHP)
- Mental health intensive outpatient program (IOP)
- Substance abuse intensive outpatient program (IOP)
- Case management, including intensive case management (CPST)
- Individual counseling
- Marriage & family counseling
- Dialectical behavioral therapy (DBT)
- Group therapy
- Art therapy
- Pharmacy
- Lab services
- Integrated medicine
- Opiate Treatment Program
- Eye Movement Desensitization & Reprocessing (EMDR)
- Dual Diagnosis Groups
- Tele-Medicine
- Walk-in Assessment Clinic
- Primary Medical Care
- Sex offender Treatment
- Ryan White Program

Residential Services
Bridgeview Manor, offering innovative treatment for adult males with either a mental health diagnosis or a dual diagnosis, is open to residents of any county in Ohio.

Paul’s House, Signature Health’s new residential facility for boys in Ashtabula, Ohio houses boys ages 8 to 21. Child care workers will host group sessions with residents to serve behavioral health needs, and life skills training for boys age 15 and older, who could soon age out of the system and need to become independent.

MISSION STATEMENT
To provide clients innovative and comprehensive recovery services in a supportive and respectful environment.

COMMUNITY IMPACT
Signature Health Inc. is a community-based agency providing Primary Medical Care, Mental Health and Substance Abuse services to adults, adolescents, children and families. We understand the mind- body connection and the importance in treating them both. We are dedicated to our staff and communities that we serve. We make sure the services we offer our clients are of the highest quality and the best practices that can be offered. We have learned that that we are still “small” at heart, and our large organization needs systems to support it. Through Walk-In assessments at all of our locations, we respond to our clients when they “Need Help Now.” Our growth today positions us to compete in the present and well into the future.
Each year we ask our team to nominate stand-out players, and they respond with abundant, gracious feedback. This year we honor individuals whose outstanding contributions to Signature Health embody our values.

**TEAMWORK**
**Stefanie Pampanini**
Stefanie has taken on a new role with drive and focus. Beyond her excellence at her job, she is a wonderful person and pleasure to work with. She is naturally someone who wants to go above and beyond and makes sure every “i” is dotted and every “t” is crossed. I don’t think she even knows the word “No”. She is a true asset to the agency.

**SERVICE**
**Bill Fikter**
Bill is someone I can always count on. He is the first to volunteer to see a client in crisis. When there is a wait list for medication-assisted treatment, he rearranges his schedule so clients can start sooner rather than wait weeks. Once, he did seven 30-minute Suboxone evaluations back-to-back in one day! He is a pleasure to work with, and I am proud to be a part of his team!

**SERVICE**
**Andy Sedwick**
Last year I wrote, “Andy comes to work everyday and always does his best. He puts 110% into everything he does. He is always willing to train new staff and does it with a smile on his face.” Over this past year Andy has grown into a leader. He helps wherever he is needed and is a true problem solver. Andy makes others around him better people.

**SERVICE**
**Jennifer Troy**
Jennifer is dedicated to providing clients and staff with quality service and support. She has implemented Yoga classes to help CI’s and staff. Each year she helps each with the children’s parties… She has volunteered to make breakfast for the group home residents this year on Christmas morning. Jennifer truly deserves to be recognized as an outstanding employee.

**COMMUNITY**
**Rachel Fabian**
Rachel does an amazing job leading the DA team. She is available to share ideas, discuss cases, and accurately diagnosis clients. She also reaches out to each clinician to better know their strengths and which clients they will work well with. Rachel works diligently to coordinate care, ensuring quality service to each and every client. Rachel is most assuredly a team player.

**INNOVATION**
**Kelly Walsh**
We needed someone who would be excellent with patients and able to build a Wellness program from scratch. Kelly has done that, successfully engaging clients in overall health and wellness and motivating them to make lifestyle changes and believe in themselves. She deserves recognition for helping SH take the vision of wellness and turn it into a reality.

**INTEGRITY**
**Dr. Eileen McGee**
Doctor McGee has been so influential to me, I continually learn from her and the work she does with children and families. I trust she will give me honest, clear direction and helpful guidance. Through action, she demonstrates the importance of good communication among the treatment team. She is a strong, intelligent woman who doesn’t hesitate to speak up when needed or to hold people accountable. She has had a tremendous impact on many, many lives!

**EXCELLENCE**
**Dr. Libbie Stansifer**
Doctor Stansifer has literally been a breath of fresh air to work with. She is candid while also being kind hearted. She uses exceptional judgment when faced with the tough decisions her role requires. She is humble, sharp as tack. She inspires me to challenge myself to be better at what I do.

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2016 HIGHLIGHTS

Signature Health Foundation
- Held our 5th annual golf outing
- Shoe drive: purchased 100+ pair of shoes at our winter shoe drive
- We were the non-profit organization sponsor for the Ultimate Software Holiday party, and collected gas and food cards and hygiene products for our clients.
- Willoughby Holiday party raffle raised money to purchase bus passes and food cards
- Staff could wear Tribe and Cavs gear if they donated to the foundation, which helped us stock Willoughby’s emergency food bank

Wellness Program
- Clients received health and wellness resources, including water bottles, fitness trackers, portion control plates, healthy recipes, exercise videos, blood glucose meter, and blood pressure monitor if needed.
- Mail walks
- Weight management support group
- Pet therapy group
- Yoga groups
- Health educational groups

IT Highlights
- Implemented new Primary Medicine system
- Implementing universal password
- Doubled available reports to increase staff efficiency and client care
- Created Internal Referral management system

Child Advocacy Center
- Saw 99 children. Referrals came from:
  - Children Services
  - Homeland Security
  - FBI
  - Local Police Departments

Ashtabula Office
- Our Ashtabula location continued to grow in 2016, serving the community in more ways than ever. Highlights include:
  - Sponsored Community events:
    - 2nd annual trunk or treat
    - Christmas parade
    - Ashtabula Children Services annual luncheon
    - 2016 Opiate Summit for Ashtabula County
  - Opened the Kids Zone, a child care center for parents attending services
  - Expanded security to include full time Signature Health security staff and installation of security cameras
  - Hosted AA and HA meetings
  - Expanded Primary Care services
  - Expanded walk-in services
  - Specialized sexual behavior services for youth, their families, and adults with special needs

Training/Marketing
- Continued the Signature Health Training Series
- Provided Community Outreach Services
- Web site now includes more than 20 videos
- Developed in-house staff videos
- Produced free videos for community agencies
- Enhanced Facebook presence

Pharmacy Services
- Pharmacies filled more than 114,400 prescriptions for over 5,200 clients and employees
- Garfield Heights added a second pharmacist with extended hours
- Ashtabula began bubble packing for Paul’s House
- Mailing is now available from all 3 pharmacies

2016 HIGHLIGHTS

Willoughby Office
- Our Willoughby location implemented new programs and enhanced existing programs. Highlights include:
  - We contracted with the Lake County ADAMHS Board to provide:
    - Wellness service to clients
    - Hospital liaison services
    - Community-based forensic monitoring of patients admitted to/discharged from state state hospital
  - CD / Dual Diagnosis Programming:
    - Added a 6th IOP group
    - Added a Family Group program for IOP
    - Implemented gender-specific aftercare
  - Children’s Programming:
    - Expanded services in Painesville Schools
    - Added a Love and Logic parenting program for families participating in Sexual Behavior programming as well as general population
    - Continued expansion and development of Sexual Behavior services, including consultation and training
  - MH programming:
    - Expanded staff to provide EMDR treatment
    - Continued monitoring of state hospital admits/discharges, and added outreach to and linkage with clients incarcerated in Lake County Jail to help re-establish services upon release
  - Walk-in and Accessibility:
    - Piloting walk-in medication evaluations through Diagnostic Assessment
    - Hired Intake Care Coordinator RN position for Diagnostic Assessment
    - Outreach to clients who are transitioning from spend-down Medicaid program and need assistance transitioning to new Specialized Recovery Services program
  - Primary Care:
    - Hired full time Nurse Practitioner
    - Added Medical Assistant position to increase capacity

Garfield Heights Office
- Our Garfield Heights location enhanced its ability to serve the community in many ways in 2016. Highlights include:
  - Increased pharmacy hours and staff to include evening coverage
  - Expanded Medication Assisted Treatment (MAT) programming, including three additional IOP groups (for a total of seven), two additional aftercare groups, evening IOP hours, induction group, and CPST services
  - Started an engagement group to provide three times weekly services and continued medications to clients waiting for a residential treatment bed
  - Hired an Addictionologist to serve as the agency’s director of MAT
  - Increased the number of treatment slots for clients needing MAT for opiate addiction. In addition to treating more patients, this increase has also reduced the wait time for clients to start ambulatory detoxification
  - Expanded intake department to include walk-in CPST, walk-in Counselor, and an Intake Coordinator with the goal of improving client retention and engagement and providing outreach and linkage
  - Implemented dual PHP program for clients with mental health and addiction issues
  - Became a partner with the Cleveland Food Bank
  - Provided specialized training for staff in the areas of motivational interviewing sexual awareness assessments and services, and EMDR
  - Expanded child psychiatry services
  - Held the first annual client art show
  - Hosted a client holiday party
  - Hired a walk-in Case Manager to help clients apply for Medicaid and other entitlements
  - Expanded Primary Medicine services

Bridgeview Manor
- Our Bridgeview Manor facility continues to serve its community on new and better ways, and experienced significant growth in 2016. New features and services include:
  - Licensed as an ADULT CARE FACILITY
  - Painted the interior
  - Replaced old carpet with new flooring
  - Provided specialized training for staff in areas of motivational interviewing and assessing for sexual awareness assessments and services
  - Implemented dual PHP program for clients with mental health and addiction issues
  - Expanded child psychiatry services
  - Hosted a client holiday party
  - Hired a walk-in Case Manager to help clients apply for Medicaid and other entitlements
  - Expanded Primary Medicine services
  - Paved the driveway
  - Installed new dining room tables
  - New landscaping w/ picnic tables
  - Upgraded food service with a new refrigerator
  - Created a smoking shelter for residents
  - Sponsored and led group outings

2016 HIGHLIGHTS

IT Highlights
- Continued the Signature Health Training Series
- Provided Community Outreach Services
- Web site now includes more than 20 videos
- Developed in-house staff videos
- Produced free videos for community agencies
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NEW IN 2016

FQHC Designation: New Access Point Grant
Signature Health was designated as a FQHC (Federally Qualified Health Center).
On December 15, 2016 the Department of Health and Human Services awarded over $50 Million for new FQHC sites. Signature Health Willoughby became one of 78 grant recipients in the United States, and one of only four in Ohio, accepting a grant of $812,500.

Paul’s House
We opened the doors to Paul’s House on June 2nd, 2016. Highlights include:
• Provided care for 16 youths
• Developed a School Communication link to monitor assignments, IEP’s and special needs
• Residents have joined the North East Ohio Youth Advisory Board with two holding offices on that board – Speaker and Vice President
• Developed a Care Coordinator Position
• Developed in-house Independent Living Group and twice weekly Therapy Groups
• Provided Group Home Outings including an overnight trip to Splash Lagoon
• Participated in the 5K for Haden Long, Trunk or Treat; and the Christmas Parade

Security
In 2016 we decided to start our own Security Company. Here are some of the highlights:
• Applied for and was issued licensing through the Ohio Department of Public Safety to conduct business within the State of Ohio
• Hired and trained officers
• Insured that all officers are registered within the State of Ohio and PISGS (Private Investigator Security Guard Services)
• Completed required firearms training
• Instituted “safe gun” technology
• Installed state of the art CCTV monitoring

Ryan White Program
The program now includes Outpatient Ambulatory Medical Care (OAMC). Overall services include:
• Early Intervention Services (EIS)
• Emergency Financial Assistance specific to vision care for persons whose HIV/AIDS have impacted their sight
• Medical Case Management
• Medical Nutrition Therapy
• Medical Transportation
• Mental Health Services
• Outreach Services
• Psychosocial Support Services
• Substance Abuse Treatment – Outpatient

On-Site Lab Services
Signature Health implemented critical laboratory services in 2016.
Highlights include:
• State-of-the-art drug testing instrumentation
• 24-hour turnaround on urine and blood specimens
• Lab results can be obtained in just 30 minutes
• Crucial to the entire multi-disciplinary team
• Hematology; immunology; chemistry; and some microbiology
• Standard liver tests; diabetes tests; kidney tests

Painesville
Growth doubled as we initiated and expanded a variety of services, including:
• Expanded primary care services
• Started providing immunizations
• Initiated a diabetes education program
• Began prescribing Vivitrol for opiate treatment
• Enhanced patient coordination

MARTTI
Deployed the MARTTI (My Accessible Real-Time Trusted Interpreter) in all Signature Health locations. MARTTI provides a real-time video link from each location to trained medical interpreters at any time of day, every day of the year.

ART IMPACT: WORK BY OUR CLIENTS

2016 SARAH SCHERER SCHOLARSHIP
Emily Gross-Rosenblatt
Our 2016 Sarah Scherer Scholarship recipient was Emily Gross-Rosenblatt. Emily interned at the Willoughby office. She facilitated the Insight Oriented Art Therapy Group, art therapy in the Partial Hospitalization Program and art therapy programming in our Chemical Dependency Intensive Outpatient Program. Emily saw adults, adolescents and children, individually utilizing counseling and art therapy.
REAL LIFE IMPACT  

Client Testimonials

Denny M.
I want to thank Signature Health for being the beacon of light and hope in my sobriety.

Kristy K.
I finally found a treatment program that is there to help it there to push me and hold me responsible for my actions.

Nick S.
counseling and Signature Health is apart of my life, a huge part. I never thought of my life would be this good. I could stay sober this long and my drug thinking and my obsessions would slip away. Thank you for Signature Health and thank you so much.

Athena G.
I would suggest the Recovery Based groups to anyone. They’re in the business of changing lives @ Signature Health!

Pamela M.
Signature Health means the world to me. I ran in David Brooks 5k and I see Dr. D Smith also. This clinic has saved me. I have structural accountability here. I am sober now for 8 months and Signature Health literally saved my life.

2016 CLIENT PROFILE

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<th>Age</th>
<th># of People</th>
<th>Percentage</th>
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<td>18-24</td>
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<td>35-44</td>
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<td>45-54</td>
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<td>55-64</td>
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<td>Biracial</td>
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<td>Black/African American</td>
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<td>Caucasian/White</td>
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<tr>
<td>American Indian or Alaska Native</td>
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<tr>
<td>Native Hawaiian or Pacific Islander</td>
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<tr>
<td>Hispanic</td>
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<tr>
<td>Asian</td>
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<td>3.07%</td>
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Gender:  
Female 8,246 55.89%  
Male 6,508 44.11%

Total Clients Served:  
14,754

2016 FINANCIAL REPORT  

| Total Net Revenue | $15,243,703 |

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<td>Operating Expenses</td>
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<tr>
<td>Total Expenses</td>
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<tr>
<td>Net Income</td>
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</tbody>
</table>

Please note that Signature Health became a non-profit on June 1, 2016. These numbers only reflect the timeframe from June 1 through December 31, 2016.

National Accreditation
The Council on Accreditation of Rehabilitation Facilities (CARF) renewed our national accreditation until September 2018.

2016 Contract Renewal
Received a grant from the Lake County ADAMHS Board to serve indigent clients, resulting in referrals of all types from many county agencies and a significant intake boost.