

**1 Ashtabula**  
4726 Main Ave.  
Ashtabula, Ohio 44004  
440.992.8552

OFFICE HOURS  
Mon-Thu: 8am-8pm  
Fri: 8am-5pm

**2 Willoughby**  
38882 Mentor Ave.  
Willoughby, Ohio 44094  
440.953.9999

OFFICE HOURS  
Mon-Thu: 8am-9pm  
Fri: 8am-5pm

**3 Maple Heights**  
21100 Southgate Park Blvd.  
Maple Heights, Ohio 44137  
216.663.6100

OFFICE HOURS  
Mon-Thu: 8am-9pm  
Fri: 8am-5pm

**4 Painesville**  
462 Chardon St.  
Painesville, Ohio 44077  
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

**5 Cleveland**  
1400 West 25th St.  
Cleveland, Ohio 44113  
216.831.6466

OFFICE HOURS  
Mon-Fri: 8am-5pm

**6 Beachwood**  
4200 Chagrin Blvd.  
Beachwood, Ohio 44122  
216.831.6466

OFFICE HOURS  
Mon & Thu: 8am-7:30pm  
Tues & Fri: 8am-5:30pm  
Wed: 8am-6pm

## LOCATIONS & HOURS



**Bridgeview Manor**  
4428 Collins Blvd.  
Ashtabula, Ohio 44004  
440.992.6600

**Paul's House**  
4134 Park Ave.  
Ashtabula, Ohio 44004  
440.536.4545



**Signature**  
HEALTH

When you need help now.®

[signaturehealthinc.com](http://signaturehealthinc.com)



# PROGRESS



## 2017 PROGRESS



This past year has been extremely productive, and calmly hectic, for Signature Health. We are moving in the right direction and have made significant progress. Through the efforts of so many of our dedicated, hard-working staff, we will see good results, and many miles of progress, through 2018.

Much of 2017 saw our team following through on all the difficult, detailed, daily tasks necessary to ensure the success of our recent Connections and Orca House merger. That work included integrating our back office systems, including HR functions, fiscal operations, credentialing, medical records, and compliance. Also, we merged all of our clinical operations for efficiency and structural consistency, including intake procedures, patient forms, and treatment plans.

In the midst of all the back office work, we moved from our offices in Garfield Heights to a new space in Maple Heights. The new offices provide us with larger, much improved space for our Integrated Medicine practice, which will help our staff and our clients.

In 2017, I found myself more active in the role of advocate and lobbyist. With the uncertainty surrounding the Affordable Care Act, it became imperative that I speak in person with legislators. I made three productive trips to Washington, D.C., to speak in support of maintaining federal supports

for mental health care, addiction treatment, and especially for FQHC funding. Without that support, millions of people would lose access to recovery and basic health care. I will continue this advocacy on behalf of the people we serve.

Organizational success and ongoing progress happen through sustained effort and a desire to get to the next phase of the journey. We're there, at a place where all our people know what to expect day-to-day, and our system works to support them every day. All of us benefit, and so do the people we serve.

I look forward to moving forward, together.

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### A special thank you to outgoing board members

On a wistful note, three of our founding Board members, following many years of incredible service, support, insight, and mentorship, are retiring. Signature Health would simply not exist without their efforts. Thank you for all you have given.

Chandler Everett  
Henri Pell Junod, Jr.  
William Bares

A handwritten signature in orange ink, reading "Jonathan Lee".

Jonathan Lee  
President & CEO



# SIGNATURE SERVICES

## Walk-In Services

At Signature Health, “waiting list” is not an option. Our Walk-In Services, located in all of our offices, are available every day. People requesting a Mental Health or Chemical Dependency Assessment, Counseling, Psychiatry, and Case Management 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 services
- Primary medical care
- Sexual behavior treatment for abuse and addiction
- 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 PROGRESS

Signature Health, Inc. is a community-based agency providing primary medical care, and mental health and substance abuse services to adults, adolescents, children and families. We understand the mind- body connection and the importance of treating them both. We are dedicated to our staff and the 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 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.



## PERSONAL PROGRESS

# 2018 Service Awards

5  
YEARS

Dante A. Attinato  
Bridgette L. Bivins  
Lenette M. Butts  
Krysti L. Camples  
Heather Clark-Pizon  
Tiffany K. Colon  
Jenna L. Crockett  
Shannon M. Easter Kelley  
Seretha B. Etheridge  
Georgina Evangelista  
Diane L. Fultz  
Catherine Iannadrea  
Trudy L. Kucharski

Elizabeth A. Lanstrum  
Jane Lewis  
Rachael N. Martin McLaughlin  
Kelly A. McBride  
Jennifer C. Newton-Smith  
Tiffany L. Rutkowski  
Andrew T. Sedgwick  
Robert Segraves  
Dawne M. Tanner  
Jaclyn A. Tubbs  
Trisha L. Whittington  
Kimberly Yonosik  
Richard Zinni

10  
YEARS

Robin Clarke  
Sylvia Davis  
Laure A. Ferrante  
Stacy Foster  
Patricia M. Janis  
Jeannette Manns  
Sheri McDonald  
Madhuri Medarametla  
Linda Meredith  
Stefanie Pampanini  
Daniel Rowles  
Jennifer Stanicki  
James Workman

15  
YEARS

Kathleen M. Allen  
Joyce Bloom  
Mihaela Burtea  
Gail M. Castrilla  
Sandra L. DeGraff  
Jan S. Kimball

20  
YEARS

Paul Brickman  
Ann Mason

25  
YEARS

Jonathan A. Lee



## 2017 HIGHLIGHTS

### Signature Health Foundation

- Held the 6th annual golf outing
- Supported office fundraising events to purchase bus passes and food cards
- Sponsored staff sportswear fundraising days to help stock office food banks

### On-Site Lab Services

- Went live with in-house urine screen testing
- Analyzed over 18,000 specimens
- Able to identify over 40 different substances including all major drugs of abuse
- Expanded courier service

### IT Highlights

- Integrated Connections IT department
- Integrated four computer networks into one
- Transitioned to office 365
- Moved Garfield office to Maple Heights

### Training/Marketing

- Continued the Signature Health Training Series
- Started the VLOG series providing in-house videos for the staff
- Produced free videos for the Community
- Produced a series of recovery videos that were used throughout the state
- Increased the Signature Health Facebook presence
- Upgraded the Signature Health Website
- Provided community and referral source outreach services

### Pharmacy Services

- Filled over 128,000 scripts
- Over 5,500 patients used the pharmacy
- 340B cost savings program allowed us to provide hundreds of patients with subsidized health care
- Added more staff at all locations

### Wellness Program

- 277 clients enrolled and actively participating
- Great Lakes Mall Walks twice a month
- Wellness groups topics include:
  - Mindful eating
  - Rethink your drink
  - The ABC's of weight loss
  - Stretching and exercising to relieve stress
  - Chair yoga for couch potatoes
- 8 week smoking cessation groups
- Daily individual wellness appointments

### Child Advocacy Center

- Served 94 children and their families
- Referrals came from:
  - Local Police Departments
  - Children's Services
  - FBI
  - Homeland Security

### Security

- Expanded a comprehensive CCTV camera surveillance system in all offices
- Maintained professional credentials and weapons training for all Signature Health Security officers
- Provided ALICE (Alert-Lockdown-Inform-Counter-Evacuate) training for over 300 staff members agency wide with continued training for 2018
- Expanded the hours of coverage in each office
- Worked closely with staff and outside police and fire departments to maintain appropriate lines of communication
- Provided for the de-escalation of clients to maintain a safe environment

### Ryan White Program

- Tripled the case load
- Added a part-time Medical Case Manager
- Added a part-time Outreach worker
- Began a Lake County support group
- Passed a successful grant audit
- More than 80% of our clients' viral load is now suppressed



# 2017 HIGHLIGHTS

## Willoughby Office

Expansion and enhancement of services:

- Building Changes:
  - Several major construction projects completed or underway, establishing “pods” which create additional check-in stations and waiting rooms throughout the building to improve patient flow.
- Primary Medicine and Lab services:
  - Created two additional exam rooms, new nursing station, and check-in and waiting area specifically for Primary Care patients
  - Opened access to primary care services to the community, including non-behavioral health patients
  - Added capacity to treat pediatric population
  - Added specialized medical equipment to increase on-site provision of care
  - Expanded lab hours to provide evening coverage for blood draws and urine drug screens
  - Provided vaccinations to clients and staff
- CD/Dual Diagnosis/MAT Program:
  - Increased Medication Assisted Treatment Program capacity through additional prescriber hours
  - Created full-time walk-in CPST position
  - Added gender-specific IOP and aftercare groups
  - Expanded IOP with addition of 8th group
  - Added “Preparation group” for patients utilizing motivational interviewing approach
- Mental Health Services:
  - Hired additional counselors to increase access to services and eliminate waiting lists
  - Trained additional staff in EMDR trauma-based treatment
  - Hired a full-time nurse practitioner to provide same day / next day urgent psychiatric services as part of Diagnostic Assessment team
  - Implemented new supervisory structure, creating new positions to increase clinical supervision capacity
- Community Collaboration:
  - In conjunction with Lake County ADAMHS Board, implemented Opiate Recovery Transition Program to provide inpatient detox at Windsor Laurelwood Hospital with linkage to outpatient agencies upon discharge
  - In conjunction with Lake County ADAMHS Board and law enforcement, provided staff for the newly established Quick Response Team to follow up on opiate overdoses requiring administration of Narcan
  - Continued NAMI groups on site

## Ashtabula Office

- Opened a new office in Conneaut
- Developed a staff-facilitated Eating Disorder Group
- Participated in:
  - Adult Mental Health Court
  - Family Drug Court
  - Quick Response Team as follow up for drug overdoses in the county.
- Continue to host AA and HA meetings every Wednesday
- Sponsored community events:
  - 3rd annual Trunk or Treat – attended by over 3,500 people
  - Hosted the Ashtabula Children Services annual awards luncheon
  - Sponsored 2017 Opiate Summit
  - Sponsored various community runs
- Expanded Primary Care services
- Expanded walk-in hours and services
- Expanded the MAT (Medication Assisted Treatment) for heroin and other opiate addiction.
- Utilized the Best Practice approach to intensive outpatient treatment
- Expanded the Sexual Behavior Program offering more groups and individual counseling services to youth, their families, and adults with special needs

## Bridgeview Manor

- New hot water tank
- New uniforms for the staff
- Published a 2018 calendar created by the residents
- Two new air conditioning units
- Received Ashtabula Arts Center Access Pass for the residents
- Group outings that included:
  - Cleveland Zoo
  - Ashtabula County Fair
  - Putt-putt golf
  - Covered bridge tour
  - The Nutcracker and Lights on the Lake

# 2017 HIGHLIGHTS

## Maple Heights Office

In November, we moved from Garfield Heights to a new facility in Maple Heights. This larger facility allowed us to expand programming, add personnel, enhance safety and security measures, and improve access to services. In addition, the “pod” design provides less congested waiting areas and additional administrative support for an improved customer service experience. Other highlights of the new facility include:

- Primary Medicine and Lab services:
  - Additional exam rooms and state-of-the-art equipment
  - Expanded lab hours to provide evening coverage for blood draws and urine drug screens
  - Added a second primary medicine provider and 2 medical assistants to improve access to primary care for both clients and staff
  - Provided vaccinations to clients and staff
- CD/Dual Diagnosis/MAT Program:
  - Added second evening IOP group
  - Added gender-specific and co-ed aftercare groups
  - Hired additional counselors to provide group and individual counseling
  - Restructured curriculum to be more standardized across groups
  - Provided specialized training to staff in motivational interviewing and EMDR
  - Added Walk-in CPST to coordinate care and provide referral and linkage to clients
  - Hired medical assistant to assist with triage of medical issues for clients receiving MAT services
- Mental Health Services:
  - Partnered with Cleveland Food Bank to provide daily meals to clients in day treatment program
  - Hired a full-time nurse practitioner to provide psychiatric services
  - Provided specialized training for staff in the areas of sexual awareness services and EMDR
  - Hired 2 clinical supervisors and a clinical director to improve employee access to clinical supervision and support
  - Hired 2 mental health counselors
- Security:
  - Hired a part-time security officer to expand security coverage from open to close
  - Installed state-of-the-art security camera system
- Pharmacy:
  - Added pharmacy personnel, expanded hours and need assistance transitioning to new Specialized Recovery Services program
- Other:
  - Opened the Kid Zone, which provides child care for parents attending services
  - Clients started a peer-led “Alumni” group which meets monthly
  - Host weekly HA meeting
  - Host biweekly NAMI art journaling and creative music groups

## Paul's House

- Provided residence for 18 boys
- Designed, renovated, equipped and put into service a Sensory/Calming Room
- Designed and built a tire garden for vegetables and sunflowers
- Through donations, added a Bow Flex, Air Hockey and Foosball table to the rec room
- Boys participated in Community Service painting on a downtown building, Trunk or Treat, Community Clean-up and the Christmas Parade.

## Painesville

- Doubled the number of patients served
- Added Primary Care Nurse Practitioner
- Added Psychiatric Nurse Practitioner
- Added 2 counselors and a supervisor
- Expanded adult immunizations



## ART PROGRESS Work by Our Clients



### 2018 SARAH SCHERER SCHOLARSHIP Laura Skerbec

Laura Skerbec is the 2018 recipient of the Sarah Scherer Scholarship. Laura is currently enrolled in Ursuline College's Art Therapy and Counseling Program. Laura is currently providing art therapy interventions at the Signature Health Maple Heights office 3 days a week. In addition to her internship hour at Signature Health, Laura is gathering research materials to begin the thesis process. Laura's thesis will focus on resiliency and sustaining overall wellness.

## REAL LIFE PROGRESS Client Testimonials

Thank you so much for all the help that I recieved from the staff at Signature Health. I have seen a positive change in my life by utilizing coping skills and the feedback is thought provoking. It helps me to look into my lifes events and helps me make better choices. The helpfulness & insight from the staff is sincere and honest and shows me how caring they are.

**Victor F.**

Signature health has been a great facility which has helped me feel better about my recovery. The counselors, doctors, and groups ~~are~~ Facilitators ~~make me~~ make getting additional resources so easy and their help has been beyond comparison to other facilities. I can honestly say Signature health and their employees saved my life.

**Stephanie W.**

I've learned many new skills to cope with the difficulties I've felt in my life. I've quit smoking with the help of the Wellness nurse & support group provided here. I've struggled with my physical health & diet & felt it very helpful to learn new ways of eating & dealing with stress. I will continue to recommed Signature Health to my friends for those who struggle mentally & physically.

**Rita P.**

i have been hear since i WAS 15 I like everybody here they are so nice to me they have ALWAYS help me in a time of need this place has been a blessing for And i mean that from the bottom of my heart.

**Teddy B.**




# 2017 CLIENT PROFILE

Gender:	# of People	Percentage	Race:	# of People	Percentage
Female	8,648	55.63%	Caucasian/White	11,367	72.92%
Male	6,898	44.37%	Black/African American	2,910	18.67%
			Unknown	508	3.26%
			Hispanic	366	2.35%
			Biracial	256	1.64%
			Declined to Provide	64	0.41%
			Other Race	51	0.33%
			American Indian or Alaska Native	30	0.19%
			Asian	30	0.19%
			Native Hawaiian or Pacific Islander	6	1.06%
Age:	# of People	Percentage	Total Clients Served:		
0-9	1,265	8.14%	15,546		
10-13	1,141	7.34%			
14-17	1,266	8.14%			
18-24	1,897	12.20%			
25-34	3,212	20.66%			
35-44	2,464	15.85%			
45-54	2,206	14.19%			
55-64	1,532	9.85%			
65+	546	3.51%			
Unknown	17	0.11%			

# 2017 FINANCIAL REPORT


Total Net Revenue	\$34,637,874
Expenses:	
Salaries & Benefits	\$24,249,784
Contracted Services	\$904,751
Occupancy	\$2,326,394
Other Expenses	\$2,922,683
Total Expenses	\$30,403,612
Net Income	\$4,234,235

Unaudited



**National Accreditation**

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



**2017 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.

# SIGNATURE HEALTH LEADERSHIP

Signature Health Senior Management	Signature Health Board of Directors	
<b>Jonathan Lee</b> , President & CEO <b>Ann Mason</b> , Chief Operating Officer <b>James Nagle</b> , Chief Financial Officer <b>Paul Brickman</b> , Director of Marketing <b>Jared Lucas</b> , Director of Information Technology <b>Sheri McDonald</b> , Director of Human Resources <b>Trish Krewson, Esq.</b> , Chief Human Resource Officer/General Counsel <b>Shannon Majoras, Esq.</b> , Compliance Officer/General Counsel <b>Ryan Wood</b> , Director of Pharmacy and Lab Operations <b>Dr. Libbie Stansifer, MD</b> , Chief Medical Officer <b>Dr. Eileen McGee, MD</b> , Associate Medical Director <b>Dr. Jasdeep Sohi, MD</b> , Associate Medical Director <b>Dr. William Fikter, MD</b> , Associate Medical Director <b>Dr. Richard Zinni, DO</b> , Director of Primary Medicine	<b>Jonathan Lee</b> , President & CEO <b>Josephine Jones</b> , Chairwoman <b>Henri Pell Junod, Jr.</b> , Vice Chairman <b>Chandler Everett</b> , Treasurer <b>Stephanie Malbasa, Esq.</b> , Secretary	<b>Paula Anzlovar</b> <b>William Bares</b> <b>Georgia Brickman</b> <b>Paul Brickman</b> <b>Heather Brissett</b> <b>Giovanni DiLalla</b> <b>Kelly Farrell</b> <b>Toine Frate</b> <b>Paul Fuller</b>
	<b>Lawrence Kenny</b> <b>Sandra Langenderfer</b> <b>Esther Pla</b> <b>Ethel Robitson</b> <b>Jennifer Sample</b> <b>Lawrence Smith, Jr.</b> <b>Charles Strawbridge</b> <b>Richard Wagner</b>	

# SIGNATURE HEALTH STAFF

Ashtabula			
<b>Administrative Assistant</b> Tracy J. Abbey Lisa Ishee Terie A. Pugliese Nilda Rivera Michele K. Sullivan Nicole V. Unruh	<b>Associate Medical Director</b> Jasdeep K. Sohi	<b>Care Coordinator</b> Deborah Gurney	<b>Child Advocacy Center Coordinator</b> Michael W. Rose
<b>Child Care Provider</b> Kimberly A. Kirk Beth S. Leslie	<b>Clinical Director</b> Melissa D. Fields	<b>Clinical Nurse Specialist</b> Kathleen A. Christy	<b>Clinical Supervisor</b> Gomer R. Bailey Kirstin A. Esch Brenda Grimes Jennifer Troy Lisa Wren
<b>Counselor</b> Steven Adam Jr. Kathleen Bobulsky Gail M. Castrilla Christine M. Cook Traci L. DeMattia Jamie Dials Matilde (Mattie) Dramis Georgina Evangelista Rebecca Feick	<b>CPST</b> Deborah L. Mitchell Emily M. Jewell Gregory J. King Katelyn E. Sackett Laurie Trinko Lenette M. Butts Jack C. Carr William H. Daywalt Dessaree N. Dillon Diane L. Fultz Alice F. Griffith Gina E. Helsel Jamiee K. Imbrogno Shelly L. Kleja Dana E. Knight Kellyn M. Lester Denise A. Palma Tracey L. Picard	<b>Facilities Maintenance</b> Ronald P. Bowers	<b>Financial Spec/Client Rep</b> Megan R. Bosland
		<b>Intake Coordinator</b> Nancy C. Kary	<b>Medical Assistant</b> Emily R. Lloyd Nicole Patton
		<b>Nurse</b> Joyce Bloom Tonya A. Eichler Jamie L. Ferrick Shandrekia N. Hull Michelle A. Imbrogno Kristen M. Kelley Morgan Kelly Kathryn E. Kessler Nanette E. Leidich Michelle L. Sidley Susan E. Snyder Stephanie L. Thor	<b>Nursing Supervisor</b> Renee E. Zele-Wilber
			<b>Office Director</b> Mihaela Burtea
			<b>Office Manager</b> Patricia M. Harrison
			<b>Pharmacist</b> Colin J. Ecker
			<b>Pharmacy Manager</b> Christina Evanko
			<b>Pharmacy Technician</b> Regina E. Griswold Robin S. Moga
			<b>Physician Assistant</b> Michell McDiffett Kelly K. O'Connor
			<b>Physician, Primary Care</b> Khoan Tran
			<b>Psychiatrist</b> Michael D. Magiera Michael Primc
			<b>Safety Enforcement Officer</b> Rudy Collins
			<b>Suboxone Coordinator</b> Jessica M. Brubaker

# SIGNATURE HEALTH STAFF

## Willoughby

<b>Administrative Assistant</b> Lisa Beebe Brenda Berry Breana M. Brant Robin Clarke Laura J. Nolan Kristen M. Ostrow Kristen R. Petrella Ruth Prucey Shelby Wardell	Stephanie L. Frank Angela Grey Carla M. Hollis Stacey L. Johnson Cara Kless Katherine T. Krizman Angela M. Laska Lisa A. Leopold Jane Lewis Eric J. Main Colleen Martin-Telfer Kelly A. McBride Linda Meredith Season Miller Larissa C. Minch Roger Mize Allison M. Mora Jennifer C. Newton-Smith Melissa K. Parsons Kathleen B. Rexrode Candace R. Searles Eve Smith Hannah O. Tradowsky Laurie Truhan James Ventura Jennifer R. Walter James Workman Laura M. Yozipovich	Dawne M. Tanner Kyllan D. Thomas-Hughes Jaclyn A. Tubbs Angel Denise Williams Kimberly Yonosik	<b>Nurse Practitioner</b> Jenna L. Crockett Esther Gotfryd Theresa A. Hovanec Emily C. Mikhail Winnie Yip
<b>Associate Medical Director</b> Eileen S. McGee		<b>Director of Primary Medicine</b> Richard Zinni	<b>Nursing Supervisor</b> Michele Radovanic-Lajara
<b>Behavioral Health Consultant</b> Christin L. Carrabine		<b>Facilities Maintenance</b> Walter D. Zink	<b>Office Director</b> Patricia Smith
<b>Child Care Provider</b> Elizabeth A. Lanstrum Madelynne Prosek Renita Seldon Jocelyn N. Vargo		<b>Hospital Liason</b> Daniel M. Rowles Briana J. Russ	<b>Office Manager</b> Stefanie Pampanini
<b>Clinical Director</b> Sally S. Likozar		<b>Intern</b> Elizabeth J. Balazs Hannah E. Lowe Michael Luzar	<b>Patient Access Specialist</b> Sara M. Burbol
<b>Clinical Nurse Specialist</b> Denise A. Flynn		<b>Lab Collections Specialist</b> Concetta Kless	<b>Patient Financial Rep.</b> Heather C. Breeden
<b>Clinical Supervisor</b> Stephanie Edwards Laure A. Ferrante Krista H. Jozanovic Mary C. Kozina Terese Notte Michael S. Rodio Kathryn Varga-Rodio	<b>CPST</b> Noel C. Chadwick Amanda N. Adams Ann Marie Armaro Courtney D. Banghart Bridgette L. Bivins Mary F. Bowins Anthony Coe Tiffany K. Colon Kathleen M. Condrut Alexis Cook Alainna M. Czika Hans Duiker Samuel G. Farshchian Jennifer R. Federico Colleen M. Garlock Sara A. Hayek Lisa R. Hoskins Trudy L. Kucharski Jennifer Lewis Mindy Mackin Kelsey A. Marshall Kosandra P. Miller Alisa Nieves Loretta A. Salerno Lee Ann Stitt Alexandria M. Styers	<b>Lab Courier</b> Mark Jacobs	<b>Pharmacist</b> Kerri L. Barriball Jennifer J. Beale
		<b>Lab Operations Assistant</b> Lana Humble	<b>Pharmacy Manager</b> Kelley E. Sullivan
		<b>Medical Assistant</b> Latonya Johnson Pauline A. Lucky	<b>Pharmacy Technician</b> Justin Kiss David T. Kreal
		<b>Medical Technologist</b> John Sullivan Michael Vigorito	<b>Physician, Addiction Med</b> Richard J. DeFranco Phil Kennedy
		<b>Nurse</b> Christina Berardinelli Shaquanta Bryant Sandra L. DeGraff Nicole Dickard Rebecca Jernejcic Cari J. Lucas Debra L. Martin Kristen E. McMillen Heather M. Rice Nicole A. Simmons Jennifer L. Spring Diana Tommer Marcelle Vanwinkle Torianna R. Whetson	<b>Physician, Primary Care</b> Phillip Ajlouny
			<b>Psychiatrist</b> Elise A. Bonder David Feldman Madhuri Medarametla Noah Miller Thomas J. Svete Adella T. Wasserstein
			<b>Safety Enforcement Officer</b> Andrew J. Jayes Jermaine G. Justice III
			<b>Suboxone Coordinator</b> Heather M. Hayes
			<b>Wellness Nurse</b> Anne Sombat

## Painesville

<b>Behavioral Health Consultant</b> Trisha L. Whittington	<b>Counselor</b> Kelly S. Christy Patricia M. Janis Jennifer E. Vittek	<b>Integrated Clinical Director</b> Adrian N. Springfield	<b>Nurse Practitioner</b> Carrie L. Cales Mary K. Winfield
<b>Clinic Supervisor, Ryan White</b> Catherine Iannadrea	<b>CPST</b> Bryn A. Coffield	<b>Intern</b> Sarah C. Leflar	<b>Office Manager</b> Angelica R. Soto-Serna
	<b>Dietitian</b> Maureen D. Jacobson	<b>Medical Assistant</b> Kami L. Slusher	<b>Primary Care Nurse Coordinator</b> Jennifer Acitelli-Stofan
		<b>Medical Case Manager</b> Kristin K. Ziegler-Alban	

## Bridgeview Manor

<b>Counselor</b> Heather Clark-Pizon	<b>Direct Care</b> Beatrice Barnes Dennis DeWalt Sr. Susan M. McCullough	Lola Newsome Renee L. Platt Jon C. Saari Jacquelyn D. Wells	<b>Residential Care Coordinator</b> Krysti L. Camplese
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## Maple Heights

<b>Administrative Assistant</b> Allison T. Blunk Laura L. Burns Gloria J. Jackson Andrea Keen	Tiara R. Fulton Amy M. Hall Michael A. Huston Carla J. Kastanis Sarah Lacy Jenny L. Lemmer-Graber Michelle McClure Cathleen M. McLaughlin Andrea M. McMuldren Gail Nevels Mary K. Wills	<b>Medical Assistant</b> Jessica L. Cusano Delishia D. Porter-Washington Lolita Vernon Shawanna Willis-Sherels	<b>Office Manager</b> Susan C. Miga
<b>Associate Medical Director</b> William Fikter		<b>Nurse</b> Tiffany F. Allen Dante A. Attinato Marie C. Champe Deanna J. Cochran Mary Beth Colini Chameka L. Hope Crystal R. King Tiffany L. Rutkowski Crystal Sullivan Monique D. Titus	<b>Patient Financial Rep.</b> LaTricia S. Pillar
<b>Clinical Director</b> Amy E. Schold		<b>Nurse Practitioner</b> Rachael N. McLaughlin Bernadette M. Pronty Timea F. Turocz	<b>Pharmacist</b> Heather R. Imboden
<b>Clinical Supervisor</b> Michelle M. Baker LaKendra M. Johnson Matthew D. Johnson Patti A. Verde	<b>CPST</b> Selina Carter Antionette D. Graham Maquisha S. Lee Michael Martin Timothy A. Natale Dylan Palfy Demetrius A. Price Angela V. Sampson-Jarrett Tiara N. St. Clair Sophia C. Young	<b>Nursing Supervisor</b> Rita L. Holtzman	<b>Pharmacy Manager</b> Christina M. Wiley
<b>Counselor</b> Duane E. Adkins Kathleen M. Allen Kimberly R. Bauer Bethany G. Baughman Brenda L. Buchanan Christina DiNardo Lindsey A. Distler	<b>Facilities Maintenance</b> Daniel Eathridge	<b>Office Director</b> Dawn Brumfield	<b>Pharmacy Technician</b> Seretha B. Etheridge
			<b>Psychiatrist</b> Deborah Brewster Linda Gross Luis Ramirez Robert Segraves Sylvester Smarty John Wilhelm
			<b>Safety Enforcement Office</b> Edwin Moore
			<b>Suboxone Coordinator</b> Alyson D. Sheppard

## Mentor

<b>Account Analyst</b> Nicole A. Culotta Chauntia C. Cummings Tobin Kern Andrew T. Sedgwick Donna J. Susnjara	<b>Director of Medical Operations</b> Diane M. Szabo	<b>Financial Spec./Client Rep.</b> Sarah A. Mealy Jessica Murphy	<b>Lab Entry &amp; Billing Spec.</b> Heather Durst
<b>Accounts Payable Specialist</b> Robert M. Minello	<b>Director of Pharmacy Business Development</b> Timothy J. McClure	<b>Grant Writer</b> Kathryn A. Velecheck	<b>Medical Records Custodian</b> Mary C. Dumont Lonna McTaggart
<b>Administrative Assistant</b> Lisa M. Slepisky Kathleen M. Zarlinski	<b>Director of Finance</b> Candi Renner	<b>HR Coordinator</b> Stephen J. Heiss	<b>Payroll Specialist</b> Steve Bell Emily Geller
<b>Billing Generalist</b> Brittany Koscho Nichole A. Leathers Heinz Jeannette Manns	<b>Employee Health Nurse</b> Robyn M. Bull	<b>HR Credentialing Spec.</b> Jennifer M. Culotta Kayleigh Varga	<b>Pharmacy Technician</b> Abria S. Armour
<b>Collections Specialist</b> Jennifer Stanicki	<b>Executive Assistant, CEO</b> Barbara De La Mata	<b>HR Staff Recruiter</b> Kim Occhipinti Tricia Onderisin Elizabeth J. Whitworth	<b>Project Manager</b> Tatiana Dwyer Elizabeth Skok
<b>Controller</b> Ruth Dobranic	<b>Executive Assistant, COO</b> Glenda Morrison	<b>IT Software Architect</b> Michael J. Lindegarde	<b>Quantitative Analyst</b> Daniel VanAllen
<b>Director of Clinical Quality</b> Heather Harrington	<b>Executive Assistant, CMO</b> Pamela Zoltowicz	<b>IT Support Help Desk</b> Brian P. Coller	<b>Security Supervisor</b> James A. Bruening
	<b>Facilities Coordinator</b> Thomas H. Freeman	<b>IT Support Specialist</b> Danielle Leone	<b>Social Media Coordinator</b> Dani R. Venen
		<b>Lab Billing &amp; Coding Spec.</b> Jennifer Hurd	<b>Software Developer</b> Sri Kavya Golla Joshua C. Taylor

## Paul's House

<b>House Manager</b> Ashley Platt	<b>Residential Care Coordinator</b> Mary Hoff	<b>Residential Youth Care Specialist</b> Sydney Betonte Tatyana M. Colbert Jennie N. Cole Cheryl Engelmann Caleb J. Friend Zechariah E. Gilbert Michelle R. Hedges Angela K. Larrison Joshua P. Vickery
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New Maple Heights Office