



*good
people*

portage path behavioral health • annual report 2005



Dear Friends,

You have heard that if you don't like the weather in northeast Ohio, wait ten minutes. The same could be said for healthcare. The year 2005 ushered in proverbial winds of change in the form of Buckeye Medicaid, MACSIS, Medicare Part D and Advanced Practice Nurses - all of which dramatically changed the way we do business.

At Portage Path Behavioral Health, we know that we must be aware of current conditions and pay attention to the forecast in order to stay one step ahead in a climate of scattered funding, heavy competition, and a foreboding horizon of increasing operations costs.

To monitor our progress and to identify areas for growth and positive change, we have been keeping track of Key Performance Indicators for several years. We have baselines that we aim to exceed in areas like physician productivity, therapist productivity, and partial hospitalization census. In other areas, like the no-show/cancellation rate and the time it takes from a client's contact call to admission, we aim to be below our baseline. Much like Ohio temperatures, these indicators fluctuate over time; however, despite all the changes we endured in 2005, our clinical staff outdid themselves, finishing the year with record numbers.

We knew that finances would be stormy in 2005, so at the end of the previous year, we established a Medication Clinic, which utilized the ability of Advanced Practice Nurses to handle day-to-day medication issues. The clinic exceeded all expectations by the end of its first complete year of operation by providing new revenue for the agency, managing medication issues efficiently, and freeing up the time of the psychiatrists and nurses, who are now able to treat even more clients.

2005 was certainly a year of natural disasters, rife with devastating hurricanes, floods, mudslides, forest fires, and a tsunami. As Portage Path approaches our 35th year of operation, I know that we have weathered many storms, literally and figuratively, and we can handle whatever comes our way in the future. Not only do we *survive*, we *thrive* in an ever-changing environment.

Jerome T. Kraker
President



**The healthcare industry
is in a constant
state of flux.**

**Innovative thinking helps
Portage Path keep pace
with change.**

The Medication Clinic completed its first full year of operation at PPBH in 2005. Staffed by Advanced Practice Nurses (APNs), the clinic enhances customer service by eliminating what was previously a multi-step process to have medications changed or renewed. Before the clinic, medication issues had to be handled by psychiatrists, but with APNs handling refills and fielding questions and concerns, psychiatrists can now devote more time to psychiatric evaluations. Our clients no longer have to wait to see their psychiatrist to feel better faster.

In addition to enhancing customer service and helping the agency operate more efficiently, the Medication Clinic improved access to care. Clients who had already been through Intake but were having difficulties between appointments are now able to visit the clinic and get an assessment so they don't have to wait until their next appointment. This relieves pressure on the client's therapist, while still providing care to those who need it most.

The addition of the clinic has generated positive feedback from clients who like the convenience and the quiet atmosphere.


In 2005, Portage Path went digital. The Information Technology (IT) department reconfigured and installed recycled PCs in the Intake department to expedite patient scheduling. The Intake department was also trained on how to handle internet and fax referrals. In addition, a team of clinicians at the Akron Clinic were picked as a pilot group to test the efficiency and usefulness of having computers on their desks. The pilot program was intended to convert basic PPBH progress notes and master treatment plans to Word/Excel documents into more efficient templates for clinical use. By the end of 2006, all clinicians at Portage Path will have computers on their desks, drastically reducing how much hard copy paperwork they have to complete.

The IT department developed a quick online discharge summary process for clinicians, which saves time and helps get more accurate data into CMHC, the system we use to maintain client records, treatment programs, and financial records, in a more timely manner.

Challenges are nothing new at Portage Path. We are continually trying to come up with ways to better serve a population that faces difficulties most of us will never have to worry about. Because many of our clients have difficulty keeping appointments - often due to transportation problems - we expanded our walk-in programs to make it easier to receive services. Walk-in programs provide a window of time where a client can show up when it's convenient and wait for an available therapist to see them.

Another way we've tried to improve access to care is by expanding our array of group programs for issues like Depression Support, Coping Skills, and Anger Management Groups provide a way for clients to be seen on a weekly basis, and helps bridge the gap between their individual appointments.

Judy Corcelli, A.P.R.N., B.C.
*Coordinator
Medication Clinic*



**In most successful systems,
there exists an intangible -
something difficult to identify
that makes the difference between
average and extraordinary.
At Portage Path, this intangible
is our people.**

Portage Path Barberton Clinic Team Coordinator Avery Zook, Ph.D. (pictured on the cover) was named Public Sector Psychologist of the Year for 2005 by the Ohio Psychological Association. Dr. Zook was recognized for his 18 years of dedication to PPBH and the public system, especially his work establishing a renowned program for child sex offenders. While dealing with this very difficult population is not what most of us would choose for our vocation, it is what makes Dr. Zook special, as working with offenders to make changes in their lives is essential to protecting our children.

Linda Bradley, L.S.W. (pictured on the next page), PPBH Intake Team Coordinator, was named as the recipient of the 2005 Leadership Award from the Mental Health Association of Summit County. The award is given in recognition of outstanding leadership in promoting the mental & emotional well-being of individuals in Summit County, and was given to Linda for her work helping to resolve client complaints as PPBH ombudsman.

In October of 2005, the Portage Path Support Hotline became linked to the National Suicide Prevention Lifeline. This nationwide toll-free service connects callers to local hotlines for future help. Administered through the Mental Health Association of New York City, the Lifeline grant is one component of the National Suicide Prevention Initiative and is the only suicide prevention resource funded by the Federal Government.

When the Surgeon General identified suicide as a national health crisis, Portage Path and the County of Summit ADM Board responded by forming the Summit County Suicide Prevention Coalition. Support Hotline Coordinator Barb Medlock, R.N. co-chairs of the Coalition, along with Andrea Denton of the ADM Board. Funded by a \$10,000 grant from the state of Ohio, the Coalition aims to better promote suicide prevention in Summit County.

Assisting with the Coalition is Support Hotline volunteer and Community Support Services employee Kim Meals, L.P.C.C. (pictured two pages after this one), who was named as a 2005 recipient of the Hidden Heroine Award presented by the Girl Scouts of the Western Reserve. Kim, who has logged over 12,000 hours of volunteer service on the Hotline, was also featured in the Akron Beacon Journal.

In February of 2005, the Support Hotline was awarded the Daily Point of Light honor for making a positive and lasting difference in the lives of others. This award is distributed by the Points of Light Foundation, the Corporation for National and Community Service, the Knights of Columbus and is recognized by the American presidential administration.

Barb Medlock, R.N.
*Coordinator
Support Hotline*

The demand for affordable mental health services in Summit County is greater than it has ever been. Portage Path is ready.

As you can see from the statistics below, over 90% of our clients make less than \$15,000 a year, and very few of them - around 5% - have health insurance. Without the services available at Portage Path, these people would literally have nowhere else to go for help, especially since, at cost, a half-hour visit with a psychiatrist runs about \$105, and an hour visit with a therapist is \$90. Because of the understanding shown by the Summit County community in support of the ADM Board - who in turn funds Portage Path - we are able to provide these essential services that help keep our communities safe and healthy.

Outpatient Demographics

Based on 7,397 clients served in 2005

58%
Female



Age

| | |
|-------|--------|
| 0-18 | 0.91% |
| 19-25 | 14.52% |
| 26-35 | 24.23% |
| 36-45 | 26.23% |
| 46-60 | 29.54% |
| 61-74 | 4.14% |
| 75+ | 0.45% |

Race

| | |
|-----------------|--------|
| White | 71.02% |
| Black | 22.35% |
| Asian | 0.19% |
| Native American | 0.22% |
| Hispanic | 0.34% |
| Other/Unknown | 5.89% |

Education

| | |
|--------------|--------|
| Grades 0-11 | 27.52% |
| HS Grad. | 45.71% |
| Trade/Tech | 2.53% |
| Some College | 16.97% |
| 2 yr. degree | 1.49% |
| 4 yr. degree | 2.54% |
| Grad courses | 0.93% |
| Unknown | 2.31% |

Income

| | |
|-----------------|--------|
| \$0-5,000 | 65.92% |
| \$5,001-10,000 | 17.25% |
| \$10,001-15,000 | 8.10% |
| \$15,001-20,000 | 3.72% |
| \$20,001-25,000 | 2.23% |
| \$25,001-30,000 | 1.03% |
| \$30,000 + | 1.76% |



Access has always been an issue for our clients, and we are constantly searching for ways to make it easier for people to get the help they need. The Internet has proven to be a great help to us reaching these people. On our website - www.portagepath.org - visitors can take free screenings for issues like depression, anxiety, and eating disorders, get an idea of whether or not they have a problem, and begin the process of making an appointment with Portage Path, all in the comfort and privacy of their own home. In 2005, over 200 people used this service and the majority said they would seek treatment as a result of their screenings. More than 70% of screenings indicated the likelihood that a disorder existed.

Linda Bradley, L.S.W.

Intake Team Coordinator and recipient of the Leadership Award presented by the Mental Health Association of Summit County

In a time of tightening budgets, Portage Path continues to do more with less.

In 2005, PPBH received a one percent increase from the ADM Board, our primary funding source. Even in a ten+ million dollar budget, that's not much, especially when you consider that the cost of living rose about 2.7%. In response, we sought new sources of revenue, such as through grants, and looked to be come more efficient in the way we operate, managing to increase the revenue collected through first- and third-party fees by five percent.

Statement of Financial Position

Year Ending December 31, 2005

| <u>Public Support and Revenue</u> | <u>2005</u> | <u>2004</u> |
|---|---------------------|---------------------|
| Summit County ADM Board | 8,322,668 | 8,353,356 |
| Medicaid/Medicare | 1,932,976 | 1,754,660 |
| Pharmacy In-Kind Allowance | 167,431 | 140,599 |
| Grant Revenue | 27,500 | 7,000 |
| Special Events | 5,598 | 7,920 |
| Total Public Support | \$10,456,673 | \$10,263,535 |
| Fees for Service | 313,033 | 415,372 |
| Related Party Revenue | 50,819 | 0 |
| Miscellaneous Revenue | 23,877 | 21,967 |
| Contributed Services | 36,764 | 32,708 |
| Interest/Dividend Income | 17,813 | 10,452 |
| Realized gain on investments | 1,627 | 7,628 |
| Unrealized gain (loss) of investments | 201 | (1,034) |
| Donations | 409 | 2,647 |
| Total Operating Revenue | \$444,543 | \$489,740 |
| Total Public Support and Revenue | \$10,901,216 | \$10,753,275 |
| | | |
| <u>Expenses</u> | <u>2005</u> | <u>2004</u> |
| Program Services | 9,974,366 | 9,504,393 |
| Management and General | 1,038,748 | 1,057,115 |
| Total Expenses | \$11,013,114 | \$10,561,508 |
| | | |
| Change in Assets Increase/(decrease) | (111,898) | 191,767 |
| Net Assets of the Beginning of the Year | 1,389,503 | 1,197,736 |
| Net Assets of the End of the Year | 1,277,605 | 1,389,503 |

Portage Path Behavioral Health wishes to thank the Margaret Clark Morgan Foundation and the Mary S. and David C. Corbin Foundation for approving grants to help fund improvements to the PPBH systems infrastructure. In addition, PPBH thanks Dolores Norman for her generous contribution, as well as all our friends, associates and vendors who made the 11th annual Portage Path Spring Fever Golf Outing a success. Thank you!

If you would like to support mental health services for less-fortunate Summit County residents, visit www.portagepath.org/donate.html, or call our Marketing Department at 330-253-3100, ext. 145.

Kim Meals, L.P.C.C.

Support Hotline Volunteer and recipient of the Hidden Heroine Award from the Girl Scouts of the Western Reserve



Portage Path Behavioral Health 2005 Service Awards

20 years

Claudia Williams, *Charge Nurse*

15 years

Cynthia Ball, *Professional Clinical Counselor*
Karlene Black, *Professional Clinical Counselor*
David Brown, *Psychology Assistant*
Denise McGhee, *Clinical Information Representative*
Eleanor Rusinek, *Psychology Assistant*
Tracy Yaeger, *Vice President of Clinical Services*

10 years

Shirley Lombardi, *Payroll*
Steven Sharrock, *Director of Information Systems*
Heather Queen-Williams, *Psychiatrist*

5 years

Terry Bailey, *Psychiatric Nurse*
Gwendolyn Bryant, *CIRS Transcriptionist*
Sheila Groeger, *Clinical Information Representative*
Brenda King, *Mental Health Technician*
Sharon Michael, *Behavioral Medication Program Technician*
Timothy Perry, *Emergency Clinician*
Therese Vipperman, *Professional Clinical Counselor*
Sheri Walters, *Professional Clinical Counselor*

Tracy Davis Yaeger, Ph.D.
Vice President of Clinical Services

Board of Trustees

- Sina Baldwin
OMNOVA Solutions, Inc. (retired)
- Ross Black, II, M.D.
Mill Pond Family Physicians, Inc.
- Donald A. Bosshart, Ed.D.
National Center for Evaluation of Residency Programs
- Rev. James H. Cunningham
Bath United Church of Christ
- Sarah Beth Emberger
Goodyear
- Rebecca Gilliam, **Chair**
Just Solutions
- Richard L. Hansford
The University of Akron (retired)
- Dale M. Lewison, Ph.D.
The University of Akron
- Anita Maldonado
Akron Summit Community Action, Inc.
- Robert Pfaff, **Vice Chair**
Metro Regional Transit Authority
- John Solomon, **Secretary**
Vorys, Sater, Seymour and Pease LLP
- Kenneth Verbic
First Energy (retired)
- Judith Young, **Treasurer**
Aultman Health Foundation (retired)

Executive Staff

- | | |
|---------------------------|---|
| Jerome T. Kraker | <i>President</i> |
| Anna Himelrigh | <i>Special Assistant to the President</i> |
| Timothy L. Morgan | <i>Senior Vice President</i> |
| Antonio Montinola, M.D. | <i>Medical Director</i> |
| Tracy Davis Yaeger, Ph.D. | <i>Vice President - Clinical Services</i> |
| Phillip Heislman | <i>Vice President - Operations</i> |
| James A. Crouse | <i>Vice President - Marketing</i> |
| Candace Pallante, L.S.W. | <i>Director of Operations - P.E.S.</i> |
| Shelly Obert, L.I.S.W. | <i>Director of Quality Improvement</i> |
| Bonnie Bricker | <i>Director of C.I.R.S.</i> |
| Gregory Ford | <i>Director of Human Resources</i> |
| Christine Gossard | <i>Director of Customer Service</i> |
| Steven Sharrock | <i>Director of Information Systems</i> |

Team Coordinators

- | | |
|---------------------------------|-------------------------------------|
| Joyce Beck, P.C.C., R.N.C. | <i>Intensive Treatment Services</i> |
| Linda Johns Bradley, L.S.W. | <i>Intake Team</i> |
| Kathy Cockfield, A.P.R.N., B.C. | <i>North Summit Clinic</i> |
| Judith Corcelli, A.P.R.N., B.C. | <i>Medication Clinic</i> |
| Jill Lowery, L.P.C.C. | <i>Akron Clinic Team A</i> |
| Blaine Muehlbauer, L.P.C.C. | <i>Akron Clinic Team B</i> |
| Cynthia Seibel Lormor, Ph.D. | <i>Akron Clinic Team C</i> |
| Avery Zook, Ph.D. | <i>Barberton Clinic</i> |