



GRATEFUL

Signature Health | 2020 Annual Report

2020 GRATEFUL

Dear Signature Health Community:

This past year has been one of the most challenging in my entire life. I suspect most people can say the same in their own lives. I had to remind myself many times throughout the year that we are all stronger than we realize. I thought back during dark times to the stories my grandmother told me of World War II as she showed me her ration cards. Those same ration cards tucked away in my basement still whisper through the decades and generations that we will survive.

I had to pay closer attention to my own mental health than I have in years. I found myself feeling disconnected, isolated and sometimes quick tempered, all of which are atypical for me. I had to spend much more time in daily meditation and making sure I exercised regularly. I had to remind myself to be more forgiving of other people's stress level and try to be more understanding, generous and patient. I hope you can relate.

One way that helped my own mental health was to focus on gratitude. So many have lost so much over this past year. Many lost their lives or had significant health issues. We all had so many events and celebrations taken from us. Many couldn't see friends or loved ones in person. We hugged less. We connected less. But in the midst of all that loss, I am so grateful. I am grateful for my family and for the time I got to spend with my daughters in 2020 that I otherwise wouldn't have. I am grateful for the people still in my life and that I have had one more day with them. I am grateful for all the smiles I gave and received - the small kindnesses that reminded me of community. I am grateful for the scientists who worked continuously to find and test a vaccine to get us out of this valley of despair. And I am grateful for the internet without which the isolation would have been much, much worse.



Reflecting back over the year, I couldn't be more proud of and grateful for the Signature Health team. Knowing that the communities we serve are often underserved and in crisis, we were laser focused on moving quickly to provide services, safely, both for our staff and for our patients. We had to make major decisions without the luxury of time, and we had to retool our processes to provide access to virtual visits - practically overnight. We stood up check-in stations at each location and launched curbside pickup for our pharmacies. The clinical and support teams had to respond to changes we needed to make on a daily and sometimes hourly basis. Meanwhile, they had to contend with childcare, quarantines and home schooling. We moved like a school of fish. Many days I was just so awestruck by the amazing response of the team the feelings would well up.

Since turning the calendar with a sigh of relief from 2020 to 2021 my spirit has been filled with a new hope because we can now gear up for a massive inoculation effort with a vaccine that has been found to be over 95% effective. Even though our reserve tanks are on empty, the amazing team of people I am so blessed to be a part of is using that hope to find the energy to keep serving our community. I can proudly say that we are living up to our tagline "When you need help now".



Jonathan Lee
President & CEO

"One way that helped my own mental health was to focus on gratitude."



ABOVE AND BEYOND

While our normal course of operations has shifted out of necessity, we have been able to come together as a team, to be a helpful and healing resource. During this period of uncertainty, our staff has shown a remarkable commitment to helping diagnose and prevent the spread of the coronavirus. Knowing that the communities we serve are often underserved and in crisis, Signature Health took action immediately when COVID-19 hit Greater Cleveland. The team at Signature Health has been laser focused on moving quickly to provide services as safely as possible. Here are just a few examples of how our behavioral health, medical and support teams rose to the pandemic challenge.



Photos shown on pages 4-6: Signature Health administered its first COVID-19 vaccines to staff in late 2020, and began offering weekly patient and community vaccination clinics in three counties in 2021.

Behavioral Health

- Converted appointments to telehealth, offering video and phone options.
- Honored patient preferences for in-person vs. telehealth for individual and group therapy.
- Offered hybrid group options - some phoned in and some came in person.
- Established virtual check-in via text.
- Provided masks, disinfecting supplies, PPE and car shields to case managers who continued community work.
- Conducted symptom triage for staff and patients.
- Provided masks and hand sanitizer for staff and patients.
- Increased cleaning of high-touch surfaces throughout the day.
- Increased access to assessments, since they can be done virtually.
- Continued walk-in QMHS and counseling services.
- Launched curbside pickup for pharmacy.
- Delivered medications to patients' homes.



Primary Care

Primary Care never closed its doors and continued face-to-face patient visits throughout the pandemic. They took several precautions, including:

- Screening every patient at the door for COVID-19 symptoms, and further evaluating anyone who needed it in a safe, isolated room - to determine whether the visit could continue in person or via telehealth. If triage to the hospital was necessary, appropriate arrangements were made to best serve the patient and keep others safe.
- Placing personal protective equipment (PPE) hangers on the doors to exam rooms in the Primary Care area, allowing all clinical staff to have access prior to entering a room to serve a patient with potential COVID-19 infection risk.
- Primary Care staff supported COVID-19 telehealth assessments and testing while still carrying on their daily duties of seeing patients.
- Primary Care and Infectious Disease staff were vital in the planning, distribution and administration of the COVID-19 vaccine, and continue managing this in 2021.



ABOVE AND BEYOND

Nursing

- Adapted and changed their service delivery to meet the patient's needs without having to come to the building in person.
- Remained open and available for face-to-face appointments for those patients without the technology to use the Doxy.me app.
- Continued seeing patients in the community to provide nursing services, including blood draws and injections.
- Used DocuSign to facilitate the pink slip process when patients were in need of hospitalization and prescribers were working remotely.



SIGNATURE HEALTH SERVICES

Walk-In Services

At Signature Health, we understand when you need help now. Our Walk-In Services, located in all of our offices, are available every weekday. 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, medical 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
- Transportation
- Eye movement desensitization & reprocessing (EMDR)
- Dual diagnosis groups
- Walk-in services
- Primary medical care
- Sexual behavior treatment for abuse and addiction
- Ryan White program
- Infectious disease treatment
- Telemedicine

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, a residential facility in Ashtabula, Ohio, that houses boys ages 8 to 21. Child care workers 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:

Signature Health puts good health within reach of all of our community members through comprehensive mental health, medical and support services essential for optimizing the well-being of mind and body.



2020 HIGHLIGHTS

On-Site Lab Services

- 12,000 specimens analyzed
 - Continued to expand courier service
-

Primary Care/Medical

- Primary care served 5,169 patients and provided 13,894 appointments (this includes infectious disease)
 - Provided 359 COVID-19 tests
 - Provided 1,260 flu vaccinations
 - Provided sports and band physicals to Wickliffe Schools students and sports physicals to Painesville School District students
 - Co-located Signature Health Primary Care services monthly at the Wickliffe Community Resource Center
-

Pharmacy Services

- Over a quarter of a million prescriptions filled
- Added delivery and curbside services to maintain patient safety during COVID-19
- Ensured patients continued to receive medications during the pandemic, no matter what, through patient outreach and expanded coordination with treatment teams

Security

- A shift from mostly contracted security officers to nearly all full- and part-time staff security members
 - SEO's assisted in setting up COVID-19 testing clinics
 - Implementation of monthly panic button testing to ensure systems are working properly
 - All sites are now equipped with two-way radios
-

Family Planning

- In preparation for renovation of 54 S. State Street, moved Painesville clinic to 462 Chardon Street (Signature Health's Painesville location), and administrative staff to the Mentor location
- Two Nurse Practitioners are now able to provide colposcopy services
- As a result of special funding from the Ohio Department of Health's Reproductive Health & Wellness Program, trained and supported the Ashtabula MAT program nursing team to provide contraceptive counseling and appropriate referral to clients
- In consultation with HR, developed an expanded abuse reporting training and currently delivering for new staff orientation
- Filled vacant Community Education Specialist position, to provide education and outreach in Ashtabula and Lake Counties
- Adapted community education programs for virtual presentations
- Created Instagram pages for family planning/sexual and reproductive health services (sexualreprohealth_sh), and rape prevention/Relationships in Focus (relationshipsinfocus)

Call Center

- 32,749 transportation calls
- 302,384 calls presented to the call center

The Call Center supports 6 locations along with Mentor Admin and Orca House (since it is temporarily closed)

Training/Marketing

- Expanded Google Ads Grant program
 - Expanded social media
 - Increased website traffic by 50%
-

Infectious Disease

- Expanded HIV prevention program, offering free rapid HIV and hepatitis C screening in three counties, the development of a rural outreach program for infectious disease services in Ashtabula county and surrounding areas launching in 2021, and continued integration of behavioral health and infectious disease services with a new Ryan White intensive Behavioral Health Case Management position approved in 2020 and started in 2021
- Automated ID screening in our MAT program, and plan to expand automated screening for infectious diseases to all clients at Signature Health in 2021
- Treated over 300 people for hepatitis C since program inception
- Continued work towards program expansion in an effort to make services as accessible as possible to our patients and the community at large

Information Technology

- Converted entire agency to remote work and telehealth in two weeks
- Modified scheduling system to account for telehealth and in-person visits
- Enhanced phone system to support remote work phone capabilities
- Developed pre-appointment COVID-19 self-screening cell phone application
- Upgraded internet bandwidth and configured internet fail-over at all locations
- Deployed new internal helpdesk and remote support software



Ryan White Program

- Provided services to 100 people living with HIV in five counties, including Cuyahoga, Lake, Geauga, Ashtabula and Lorain counties
- Expanded RN coordination services, Medical Case Management services, and added a Behavioral Health Case Manager
- Collaborated with the Prevention program to rapidly link newly-diagnosed clients to ID care

2020 HIGHLIGHTS



Maple Heights Office

- New groups: DBT, men’s adult anger management, women’s adult anger management, Residential Readiness Group and Case Management Skills group
- Implemented Pharmacy Curbside Pickup & Delivery
- Revamped Employee of the Month Program
- Community collaboration with Ohio S.T.A.R.T. program
- Expanded telehealth to all services including group therapy
- MAT/Narcan training for IOP groups from nursing staff
- Recertified as official partner of Cleveland Food Bank
- Walk-in HIV and hepatitis C testing
- 3x weekly COVID-19 testing

Paul’s House

Some activities the boys participated in include:

- Cleveland Cavs Game
- Rock and Roll Hall of Fame
- James A. Garfield National Historic Site
- Local Historic Covered Bridges and Parks
- YMCA
- Annual Easter Egg Hunt
- Manners Christmas Tree Farm
- Lake Shore Park Tubing
- Fun ‘n’ Stuff - Macedonia, Ohio

Received CARF accreditation



Painesville Office

- Hired a Behavioral Health Consultant to provide brief targeted real-time interventions to address the psychological aspects of Primary Care

- Expanded behavioral health (BH) services and added two counselors
- Expanded anger management services which includes an additional men’s and women’s group
- Added a new safety officer
- Added a new Pediatric LPN for primary care
- Added Pediatric services, including a new Pediatric NP provider
- Family Planning moved into Painesville building
- Expanded lab services & added a lab rep
- Added telehealth options to all services and provided COVID-19 screenings

Willoughby Office

- Expanded our group rooms to serve our many IOPs while also maintaining physical distance
- Our diagnostic assessment (DA) team began to pilot a new suicide risk assessment via the Columbia Suicide Severity Rating Scale
- Added several new groups to help clients cope with their 2020 challenges
- Expanded our walk-in case management hours to better serve clients
- Established four case managers as on site at all times to address urgent client needs
- Created a robust and thriving pharmacy delivery system that includes both curbside and home drop off services
- Provided virtual-based services for counseling, case management, med/som and primary care that allowed our staff to continue to see our clients virtually during the pandemic
- Established a process that allowed clients to continue to come in to SH while seeing their provider who was remote
- Provided ongoing education to clients on how to continue to access services and resources that quickly changed in 2020



Ashtabula Office

- Continued to provide consistent care to clients despite the pandemic, including primary care, psychiatry, individual and group therapy, as well as case management, and provided a mixture of in-person and remote services, while following all recommended community health guidelines
- Quickly adapted to telehealth, and immediately began providing this service to clients in March
- Continued to participate in Family Drug Court, Recovery Court, Mental Health Court and more recently with Drug Court
- Trained our child therapists in Trauma Focused-CBT
- Continued to provide contract services to Head Start and Family & Children First Council
- Worked collaboratively with local police on the Quick Response Team, assisting individuals engaged in high-risk substance abuse behavior
- Provided more than 100 forensic interviews for child abuse cases through our Child Advocacy Center, and continued to provide forensic nursing when needed
- Provided mental health services to the Ashtabula Jail, including crisis services, assessment and psychiatry

2020 HIGHLIGHTS

Beachwood Office

- Added Assessing Readiness and Maintenance groups to our chemical dependency (CD) services
- Created a partnership with the Cleveland Food Bank
- Joined the Cuyahoga County Adult Protective Services Collaborative
- Implemented telehealth across services
- Maintained our collaboration with the Perinatal Network
- Provided Pharmacy curbside pickup and delivery
- Welcomed Psychiatric residents and counseling interns
- A full-time Behavioral Health consultant in primary care joined the office



Lakewood Office

- Added 13 new staff
- Expanded Peer Support services
- Added three additional Intensive Outpatient groups and two Aftercare groups
- Expanded Infectious Disease program to two days a week and walk-in testing on Wednesdays
- Provided crisis intervention training for local police departments
- Forensic team continued to expand services within specialty court dockets



2020 Service Awards



Diane Coy



Rimvydas Augis
Melissa D. Fields
Kimberly Howell
Susan E. Snyder
Rochelle Walzman



Denise A. Flynn
Krista Hiner Jozanovic
David T. Kreal
Sally S. Likozar
Michell McDiffett
Jessica Melle
Patricia Russell-Oliver
Jennifer Troy
Patti A. Verde



Julie M. Adamek
Dessaree N. Adkins
Mariah Ambler
Michelle M. Baker
Bethany G. Baughman
Carrie L. Cales
Emily E. Company
Amanda E. Collins
Jamie Dials
Lindsey A. Distler
Mary C. Dumont
Colin J. Ecker
Christina Evanko
Colleen M. Garlock
Alva Hall Jr.
Gina E. Helsel
Latundra L. Henderson
Stephanie Henderson
Leah Huff
Gloria J. Jackson
Janet Joles
Kathryn E. Kessler
Lori King
Wayne Klee
Dana E. Knight
Mary C. Kozina
Brenda E. Lenart
Season Miller
Katie Morad
Selina Ndonge
Kellyn M. Palagyi
Danielle Prevett
Demetrius A. Price
Bernadette M. Pronty
Francesca Shea
Angelica R. Soto Sema
Cheri L. Stuper
Michele K. Sullivan
Joshua C. Taylor
Nicole V. Unruh
Susan M. Whittaker
Hiu Kwan Yip
Renee E. Zele-Wilber



2020 CLIENT PROFILE

Gender: # of People Percentage

| | | |
|--------|--------|--------|
| Female | 14,450 | 56.47% |
| Male | 11,137 | 43.53% |

Age: # of People Percentage

| | | |
|-------|-------|--------|
| 0-9 | 527 | 2.06% |
| 10-13 | 1,120 | 4.38% |
| 14-17 | 1,609 | 6.29% |
| 18-24 | 2,842 | 11.11% |
| 25-34 | 5,293 | 20.69% |
| 35-44 | 4,870 | 19.03% |
| 45-54 | 3,830 | 14.97% |
| 55-64 | 3,538 | 13.83% |
| 65+ | 1,955 | 7.64% |

Race: # of People Percentage

| | | |
|-------------------------------------|--------|--------|
| American Indian or Alaska Native | 75 | 0.29% |
| Asian | 74 | 0.29% |
| Biracial | 540 | 2.09% |
| Black or African American | 7,995 | 30.93% |
| Caucasian/White | 15,377 | 59.49% |
| Declined to Provide | 59 | 0.23% |
| Hispanic | 810 | 3.13% |
| Native Hawaiian or Pacific Islander | 3 | 0.33% |
| Other Race | 177 | 0.68% |
| Unknown | 739 | 2.86% |

Total Patients Served:

25,587

2020 FINANCIAL REPORT

| | |
|---------------------|----------------------|
| Total Net Revenue | \$90M |
| Expenses: | % of Expenses |
| Salaries & Benefits | 62% |
| Pharmaceuticals | 20% |
| Occupancy | 5% |
| Contracted Services | 2% |
| Other Expenses | 11% |

Unaudited



National Accreditation

The Commission on Accreditation of Rehabilitation Facilities (CARF) renewed our national accreditation until June 2022.



2020 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

| | |
|--------------------------------|---|
| Jonathan Lee | President & CEO |
| Ann Mason | Chief Operating Officer |
| James Nagle | Chief Financial Officer |
| Indrani Egleston | Chief Financial Officer |
| Jared Lucas | Director of Information Technology |
| Trish Krewson, Esq | Chief Human Resources Officer / General Counsel |
| Shannon Majoras, Esq | Chief Compliance Officer / General Counsel |
| Libbie Stansifer, MD | Chief Medical Officer |
| Farah Munir, DO | Medical Director-Psychiatry |
| Todd Wagner, MD | Medical Director-Primary Medicine |
| Sarah Hoehnen, DO | Medical Director-Infectious Disease |
| Jaina Amin, MD | Associate Medical Director, Psychiatry |
| William Fikter, MD | Associate Medical Director, Psychiatry |
| Gretchen Gardner, MD | Associate Medical Director, Psychiatry |
| Madhuri Medarametla, MD | Associate Medical Director, Psychiatry |
| Jasdeep Sohi, MD | Associate Medical Director, Psychiatry |
| Dianne Rafferty, CNP | Associate Medical Director, Reproductive Health |
| Anna Whitmer, PMHNP | Associate Medical Director, Addiction Medicine |

Signature Health Board of Directors

| | |
|--------------------------------|------------------------|
| Josephine Jones | Chairwoman |
| Paul Brickman | Vice Chairman |
| Charles Strawbridge | Treasurer |
| Stephanie Malbasa, Esq. | Secretary |
| Paula Anzlovar | Jennifer Sample |
| Paul Fuller | Toine Frate |
| Georgia Brickman | Mark Castell |
| Giovanni DiLalla | |
| Kelly Farrell | |
| Heather Brissett | |



Signature
HEALTH

When you need help now.®

Awards and Affiliations



LOCATIONS & HOURS

1 Administrative Offices

7232 Justin Way
Mentor, OH 44060
440-578-8200

2 Ashtabula

4726 Main Ave.
Ashtabula, Ohio 44004
440.992.8552

OFFICE HOURS
Mon-Fri: 8am-5pm

3 Willoughby

38882 Mentor Ave.
Willoughby, Ohio 44094
440.953.9999

OFFICE HOURS
Mon-Fri: 8am-5pm

4 Maple Heights

21100 Southgate Park Blvd.
Maple Heights, Ohio 44137
216.663.6100

OFFICE HOURS
Mon-Fri: 8am-5pm

5 Painesville

462 Chardon St.
Painesville, Ohio 44077
440.853.1501

OFFICE HOURS
Mon-Fri: 8am-5pm

6 Lakewood

14071 Detroit Ave.
Lakewood, Ohio 44107
216.766.6080

OFFICE HOURS
Mon-Fri: 8am-5pm

7 Beachwood

24200 Chagrin Blvd.
Beachwood, Ohio 44122
216.831.6466

OFFICE HOURS
Mon-Fri: 8am-5pm

8 Family Planning

510 W. 44th St. #2
Ashtabula, Ohio 44004
440.992.5953

OFFICE HOURS
Mon: 10:30am-7pm
Tues-Fri: 8am-4:30pm

9 Family Planning

462 Chardon St.
Painesville, Ohio 44077
440.352.0608

OFFICE HOURS
Mon & Thu: 10:30am-7pm
Tues, Wed, Fri: 8:30am-5pm

🏠 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 complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 440-578-8200

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