

LOCATIONS & HOURS

1 Ashtabula
 4726 Main Ave.
 Ashtabula, Ohio 44004
 440.992.8552

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

2 Willoughby (Main)
 38882 Mentor Ave.
 Willoughby, Ohio 44094
 440.953.9999

OFFICE HOURS
 Mon-Thu: 7:45am-9pm
 Fri: 7:45am-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: 8am-6pm
 Tues & Wed: 8am-8pm
 Thurs: 8am-5pm
 Fri: 8:30am-5pm

5 Lakewood
 14071 Detroit Ave.
 Lakewood, Ohio 44107
 216.766.6080

OFFICE HOURS
 Mon-Fri: 8:30am-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
 Sat: 9am-2pm

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

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

8 Family Planning
 54 S. State St. #203
 Painesville, Ohio 44077
 440.352.0608

OFFICE HOURS
 Mon & Thu: 10:30am-7pm
 Tues-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

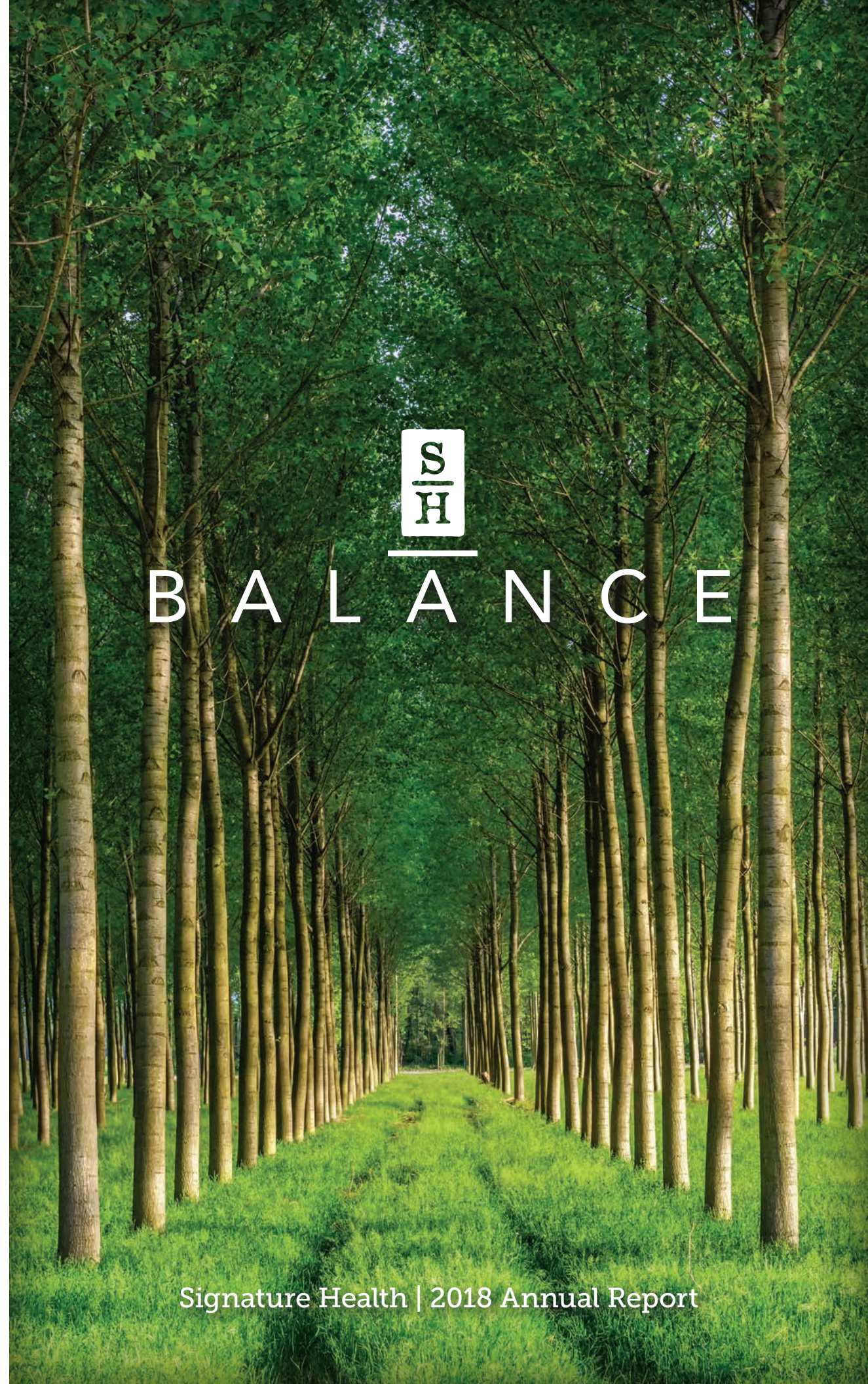
SH / Orca House
 1905 E. 89th St.
 Cleveland, Ohio 44106
 216.231.3772



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B A L A N C E

2018 BALANCE

First, I'd like to sincerely thank everyone on the Signature Health team for another incredible year. I am constantly amazed at what our people accomplish on a daily basis. New organizational challenges are met with energy and commitment. And every person who comes to us for help is still met with compassion and professionalism.

Looking back over the past year, I realize that much of our hard work has been in pursuit of balance, both operationally and with an eye to the future. Balance is a sign of organizational maturity and health. Signature Health has begun to make great gains in that direction.

It's been a year of regulators, audits, surveys, and site visits. Five different audits and accreditations happened, and we were well prepared for all of them. This included, among others, an annual fiscal audit, CARF accreditation, and FQHC site visits. Our entire team worked diligently to exceed expectations and position us to do more of what we do best – help our clients achieve better health.

It has also been a year of strategic planning, mission and vision work, and finding operational focus. Today, Signature Health is about more than behavioral health. We do more than recovery — we do health care. Our revamped mission statement reflects this service expansion, and our new 3-year strategic plan and 10-year strategic direction provides a template to keep us working in the same direction, toward the same goals, and utilizing the same processes. New initiatives are also in the works.

Signature Health has begun to explore providing services around the Social Determinants of Health. These include food, transportation, housing, and their impact on overall health.

With better balance inside and out as our organizational focus for 2019, our work is leading to improved health outcomes. Signature Health will continue to provide critical health services to tens of thousands of people in our communities. I can't wait to see what the future holds. Thank you for a fantastic year.



Jonathan Lee
President & CEO

Today, Signature Health is about more than behavioral health. We do more than recovery — we do health care.

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
- Infectious Disease Treatment

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:

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.

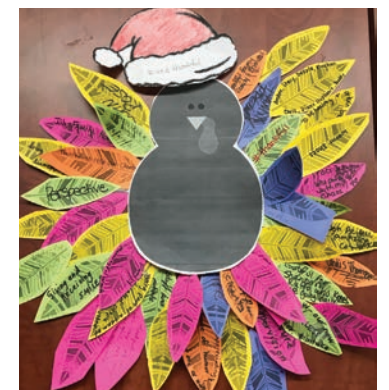


COMMUNITY PROGRESS



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.



2018 Service Awards

5
YEARS

Dante A. Attinato
Bridgette L. Bivins
Krysti L. Camples
Olga Christou
Heather Clark-Pizon
Tiffany K. Colon
Jenna L. Crockett
Donald Davies
Shannon M. Easter Kelley
Seretha B. Etheridge
Georgina Evangelista
Diane L. Fultz
Virginia Graham
Lisa Huendorf
Randall Hyde
Catherine Iannadrea
Bobby Jordan

Elizabeth A. Lanstrum
Jane Lewis
Rachael N. Martin McLaughlin
Kelly A. McBride
Jennifer C. Newton-Smith
Stacy Noyes
Lucy Perez
Cindy Rolfe
Tiffany L. Rutkowski
Raquel Salas
Dawne M. Tanner
Sheridan Vecchio
AnnMarie Webster
Trisha L. Whittington
Kimberly Yonosik
Richard Zinni

10
YEARS

Sylvia Davis
Laure A. Ferrante
Richard Foss
Stacy Foster
Loretta Gerhardt
Jeannette Manns
Sheri McDonald
Linda Meredith
Diane O'Brien
Stefanie Pampanini
Daniel Rowles
Jennifer Stanicki
Melvin A. Ware Jr.
James Workman

15
YEARS

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

20
YEARS

Gretchen Gardner
Yolanda Gooden

25
YEARS

Paul Brickman
Jonathan A. Lee
Ann Mason



2018 HIGHLIGHTS

On-Site Lab Services

- Analyzed over 20,000 specimens
- Identified population level drug use and educated patients in each office to trends
- Continued to analyze over 40 different substances
- 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
- Enhanced the Signature Health Facebook presence
- Upgraded the Signature Health website
- Continued community outreach services
- Updated site specific videos and written collateral



Pharmacy Services

- Filled over 200,000 scripts
- Continued funding of indigent care through 340B cost savings
- Expanded offerings of medication therapy management in each office

Wellness Program

- 350 clients actively participating
- Wellness groups topics include:
 - Weight management
 - Physical fitness
 - Yoga
 - Anxiety and stress management
 - Dental care
 - Nutritional support
 - 8 week smoking cessation groups

Child Advocacy Center

- Hired a full time Coordinator
- Hired a Victim Advocate
- Purchased a state of the art Cortexflo Forensic Camera
- Prepared exam room to provide medical exams, medical services and for the administering of rape kits.

Security

- Maintained professional credentials and weapons training for all Signature Health Security officers
- Trained over 700 staff members in ALICE (Alert-Lockdown-Inform-Counter-Evacuate) system designed for staff and client safety in emergency situations
- Security personnel continues to work closely with their respective facility staff and community to assist in resolving potential problems

Ryan White Program

- Doubled the number of clients actively being served
- Added a second full-time Medical Case Manager
- Began Infectious Disease Services

2018 HIGHLIGHTS

2018 HIGHLIGHTS

Bridgeview Manor

- Passed CARF and State inspections
- Created and published client-produced 2019 calendar
- Received Ashtabula Art Center Access passes for residents
- New basketball hoop
- New microwave
- Planted a residential garden
- Group outings that included:
 - Brant's Apple Orchard
 - Ashtabula Cinema
 - Cleveland Art Museum
 - Walnut Beach
 - Indian Trails
 - Lights on the Lake



Conneaut office (Ashtabula satellite office)

- Outpatient services for Children, Adolescents, adults and Families
- Intake assessments
- Expanded Mental Health and Substance Abuse counseling and case management
- Began Psychiatric Evaluations and Medication Management

Ashtabula Office

- Hosted events for the community
 - SKY Yoga training
 - ACCSB Kinship support group
 - MAT training
 - Trunk or Treat attended by over 3,500 people
 - AA and HA meetings on a regular basis
- Continued to participate in the Mental Health Court, Recovery Court and Family Drug Court working collaboratively with the legal system to assist clients involved in the court system
- Continued to participate in the Ashtabula Quick Response Team, working collaboratively with local police to attempt to engage high- risk clients in substance abuse treatment
- Expanded EMDR (PTSD treatment) and Thinking for a change services
- Provided DBT, PHP, IOP, PHP, Anger Management, Love an Logic, Aggression replacement Training, Girls Circle, Boys Council, and Body Focused Repetitive Behaviors groups.
- Became a contract provider for service coordination through the Family and Children First Council.
- Participated in a French documentary on the opiate epidemic in Ohio
- Continued to provide school based therapy in Jefferson and Grand Valley schools

Willoughby Office

Expansion and enhancement of services:

- Opened 4 new check in and waiting areas to improve patient access to scheduling and reduce volume in the main lobby
- Primary Medicine and Lab services:
 - Expanded Primary care with full access to service and vaccinations for all populations
- CD/Dual Diagnosis/MAT Program:
 - Increased Medication Assisted Treatment Program capacity through additional prescriber hours
 - Added full-time RN
- Mental Health Services:
 - Eliminated wait lists allowing immediate access to ongoing counseling
 - Trained additional staff in EMDR (trauma based treatment)
 - Continued development of same /next day psychiatric services
 - Increased internship and training opportunities
 - Expanded sexual awareness and empowerment program for children and adolescents
- Community Collaboration:
 - In conjunction with the Lake County ADAMHS board we are expanding the Opiate Recovery Transition Program treatment options and increasing hospital liaison services to assure smooth continuity for care from inpatient to out patient services
 - Continued collaboration with law enforcement in Quick Response Team (QRT) to follow up on overdoses requiring administration of Narcan
 - Continued NAMI groups on site
 - In partnership with University Hospital, implemented on site Mom Power program



Painesville

- Renovated and expanded behavioral health department
- Remolded/ expanded primary medicine waiting area
- Enhanced safety services
- Hired 2 additional bilingual administrative assistants
- Painesville Primary Medicine
 - Additional exam rooms for a total of 5 exam rooms
 - Added a physician for a total of 4 along with 2 medical assistants and a RN supervisor to improve access to primary care services
 - Added nutrition services
 - Added Infectious Disease services
- Painesville Behavioral Health
 - Added 2 psychiatric nurse practitioners
 - Expanded evening hours
 - Added the Inspire group for women
 - Added walk-in services for diagnostic assessments, case management and counseling
 - Added services for children (diagnostic assessments and therapy)
 - Hired a new Behavioral Health Consultant to provide brief targeted real-time interventions to address the psychological aspects of primary care. Assist in linking behavioral health and primary care.

2018 HIGHLIGHTS

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Maple Heights Office

- Partnership with the Cleveland Food Bank: provided 2,624 meals to 473 clients
- Opened the Kid Zone child care center for clients with children
- Tripled the capacity for EMDR (trauma based treatment) counseling appointment by training and additional 6 counselors
- New Groups: anger management, grief and loss, assessing readiness, residential readiness, marijuana education
- Expanded the Sexual awareness Program to include Women's relationship group
- Expanded Primary Care services, including the addition of an Infectious Disease team to treat HIV, Hepatitis C and other infectious diseases
- Doubled the capacity in the day treatment program
- Held our 3rd annual client art show
- Continued monthly consumer advisory committee
- Continued to host NAMI art journaling group
- Participated in the Cuyahoga County NAMI walk
- Hosted 12-step meetings including HA, Women's Recovery and Big Book Study group
- Implement the use of BASIS-24 screening tool with adults to measure change in client self reported symptoms over the course of treatment



Family Planning Association of Northeast Ohio

- Installed new phone system
- Increased colposcopy availability as part of the Breast and Cervical Cancer Program
- Gardasil 9 now offered to women up to 45 years of age
- Conducted the most successful "Dancing Under the Stars" fund raiser, raising over \$75,000 shared with Lifeline



Paul's House

- Provided residence for 32 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.



Beachwood Office

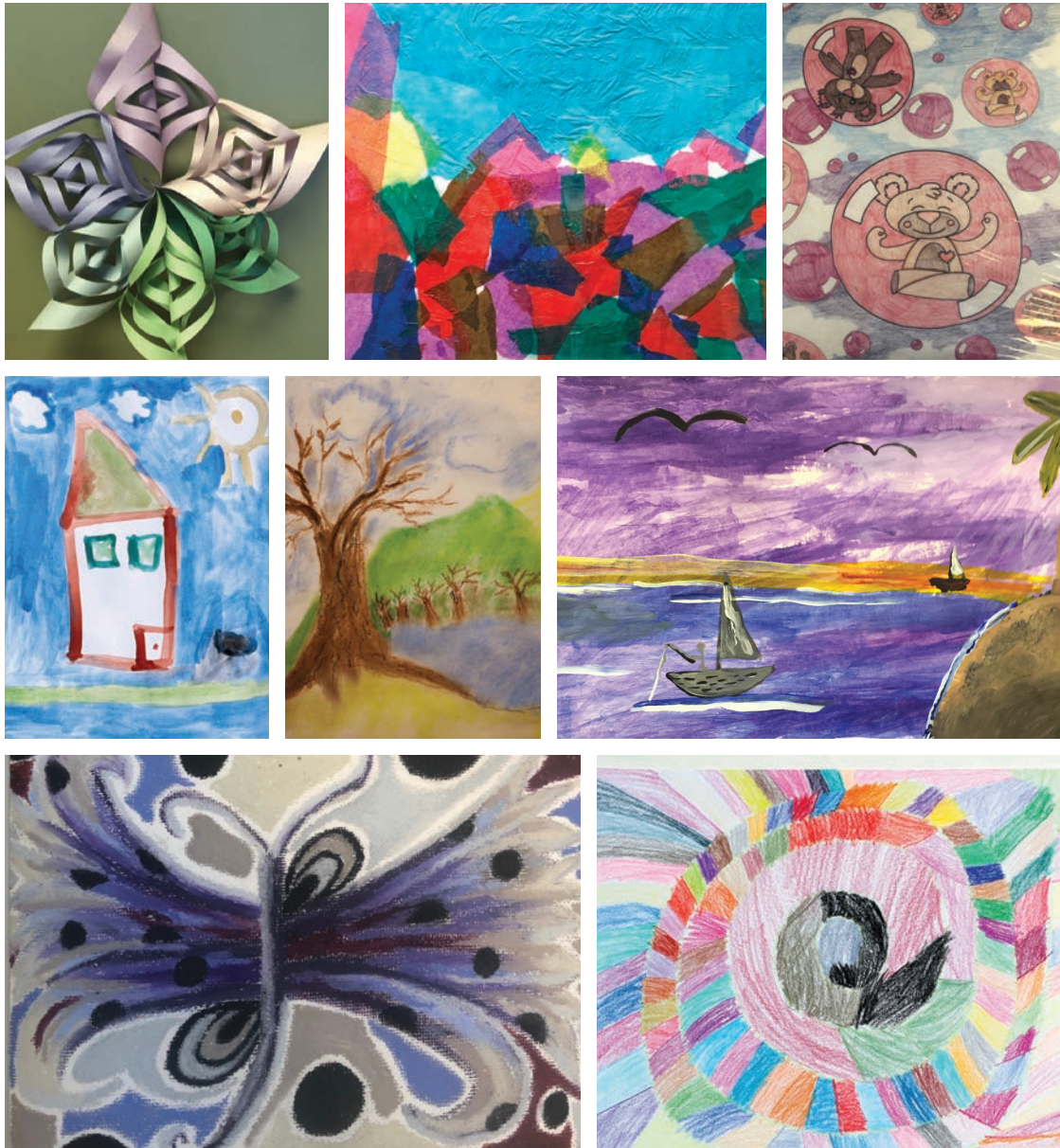
- Primary Medicine and Lab services:
 - Created an additional exam room
 - Reconfigured the nursing station and phlebotomy rooms and check-in area for Primary Medicine patients
- Added vaccinations for our patients
- Created full-time walk-in CPST (case management) position
- Trained staff in EMDR trauma based treatment
- Added a Security Officer
- Continued NAMI group, Jail Liaison Position, Hospital Liaison Position and peer support
- Expanded the Art Therapy program
- Participated in:
 - Crisis intervention training for Cleveland Police and other municipalities
 - LINC program with BeST Center to provide Clinicians to guide patients and families focusing on mental illness education and communication and problem –solving skills

West 25th Office

(Moving April 1, 2019 to 14701 Detroit Ave, Lakewood Ohio 44107)

- Began preparation to move the office and expand Mental Health and Addiction services
- Began providing assessment/counseling to the LGBT Center in Cleveland
- Solidified partnership with Neighborhood Family Practice
- Continued Collaboration with Stella Maris to provide mental health service to their residents
- Added a Security Officer
- Began walk-in assessment 5 days a week
- Participated in:
 - Mental Health Court dockets at federal, county and municipal levels
 - NAMI Cuyahoga walk
- Provided crisis intervention training for local police departments
- Hired a security officer
- Began EMDR (trauma base treatment)
- Expanded counseling positions to eliminate wait lists for services
- Hired an additional full time nurse practitioner
- Hired additional case managers
- Increased linkages from jail to our services
- Hired Bilinguals case managers to expand service to the Spanish speaking population
- Started a substance abuse IOP at the Cleveland LGBT Center
- Increased IOP groups
- Host a Wednesday AA group
- Added a recovery Coach position
- Expanded the use of Motivational Interviewing techniques
- Provided specialized staff training to provide Medicated Assisted Treatment

ART SHOWCASE Work by Our Clients



CLIENT TESTIMONIALS

I have been here 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.

I AM SO GRATEFUL FOR SIGNATURE HEALTH. THEY OFFER SO MANY CLASSES TO HELP DEVELOPE A BETTER QUALITY OF LIFE. THEY HONESTLY CARE AND UNDERSTAND OUR NEEDS

Rene S.

Signature health has been a great facility which has helped me feel better about my recovery. The counselors, doctors, and groups ~~and~~ facilitators ~~make~~ 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 feel that I can tell them anything and they are there for me. They have taught me how to cope with my emotions, that use to eat me up inside.

they have taught me its okay to cry and go on.

Kimberly T.

2018 SARAH SCHERER SCHOLARSHIP

Laura Skerbec



Claire Slak is the 2018 recipient of the Sarah Scherer Scholarship. Claire is currently enrolled in Ursuline College's Counseling and Art Therapy program. She is co-facilitating group programming in both dedicated art therapy groups and in our Intensive Outpatient Program (IOP) and Partial Hospitalization Program (PHP) in Willoughby. Claire has a background in working with Autism Spectrum Disorders and is conducting her master's thesis research on the impact of care giving for siblings with high acuity needs.

2018 CLIENT PROFILE

Gender: # of People Percentage

Female	12,729	54.59%
Male	10,588	45.41%

Age: # of People Percentage

0-9	1,059	4.54%
10-13	1,028	4.41%
14-17	1,555	6.67%
18-24	2,422	10.39%
25-34	4,655	19.96%
35-44	4,112	17.64%
45-54	3,733	16.01%
55-64	3,284	14.08%
65+	1,456	6.24%
Unknown	13	0.06%

Race: # of People Percentage

Caucasian/White	14,083	60.40%
Black/African American	7,112	30.50%
Unknown	1,198	5.14%
Hispanic	401	1.72%
Biracial	326	1.40%
Other Race	78	0.33%
Declined to Provide	49	0.21%
American Indian or Alaska Native	34	0.15%
Asian	28	0.12%
Native Hawaiian or Pacific Islander	8	0.62%

Total Clients Served:

23,317

2018 FINANCIAL REPORT

Total Net Revenue	\$67,805,920
Expenses:	
Salaries & Benefits	\$24,249,784
Contracted Services	\$1,952,389
Pharmaceuticals	\$12,064,200
Occupancy	\$3,338,090
Other Expenses	\$7,143,820
Total Expenses	\$64,134,450
Change in Net Assets	\$3,671,470

Unaudited



National Accreditation

The Commission on Accreditation of Rehabilitation Facilities (CARF) renewed our national accreditation until September 2019.



2018 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
Paul Brickman	Director of Marketing
Jared Lucas	Director of Information Technology
Sheri McDonald	Director of Human Resources
Trish Krewson, Esq.	Chief Human Resource Officer/General Counsel
Shannon Majoras, Esq.	Compliance Officer/ General Counsel
Ryan Wood	Director of Pharmacy and Lab Operations
Dr. Libbie Stansifer, MD	Chief Medical Officer
Dr. Eileen McGee, MD	Associate Medical Director
Dr. Jasdeep Sohi, MD	Associate Medical Director
Dr. William Fikter, MD	Associate Medical Director
Dr. Todd Wagner, MD	Director of Primary Medicine

Signature Health Board of Directors

Jonathan Lee	President & CEO
Josephine Jones	Chairwoman
Paul Brickman	Vice Chairman
Charles Strawbridge	Treasurer
Stephanie Malbasa, Esq.	Secretary

Paula Anzlovar	Toine Frate
William Bares	Paul Fuller
Georgia Brickman	Lawrence Kenny
Paul Brickman	Sandra Langenderfer
Heather Brissett	Jennifer Sample
Giovanni DiLalla	Lawrence Smith, Jr.
Kelly Farrell	Richard Wagner



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SIGNATURE HAS PROGRAMS LIKE PHP THAT I FOUND TO BE THERAPEUTIC AND HAS HELPED ME TO MANAGE MY ANXIETY AND TO FEEL PREPARED FOR THE CHALLENGES OF MY REGULAR LIFE.

I ALSO APPRECIATE THE CONVENIENCE OF THE PHARMACY.

Frank M.