



Signature
HEALTH

When you need help now.

2010 ANNUAL REPORT

JONATHAN'S LETTER

After several years of expanding, building, innovating, implementing—literally “reaching out” in every way—Signature Health has evolved into a comprehensive recovery services provider with a geographic footprint spanning from Cuyahoga County to the Pennsylvania border. As we prepare for healthcare reform, we recognize that an enormous number of people who previously had no access to services like ours will have an opportunity to be our clients. In fact, we expect a dramatic demand for our services in the next three years. And we also expect consolidation in the mental health field—larger, comprehensive organizations will survive. That said, after a 2010 of nearly doubling our team, increasing intake exponentially and expanding our depth and breadth of services, Signature Health has grown and evolved to meet the needs of the new healthcare economy. Of course, it hasn't been all that easy. We have stubbed our toe many times along the way and

we continue to learn as we grow.

Some highlights: The Willoughby office completed its first full year as a non-Medicaid Grant provider in Lake County through the ADAMHS Board to serve indigent clients. Our intake numbers exploded. ADAMHS Board membership prompted Lake County agencies to refer all types of clients to our organization. Additionally, in 2010 we started construction of a 27,000 square-foot facility that was completed February 2011. Expansion carried on into our Cuyahoga County office in Garfield Heights, where we added 5,000 square feet to our existing facility. This enabled us to grow our case management and counseling services, bring on an adolescent child psychologist and increase intake by 100 percent.

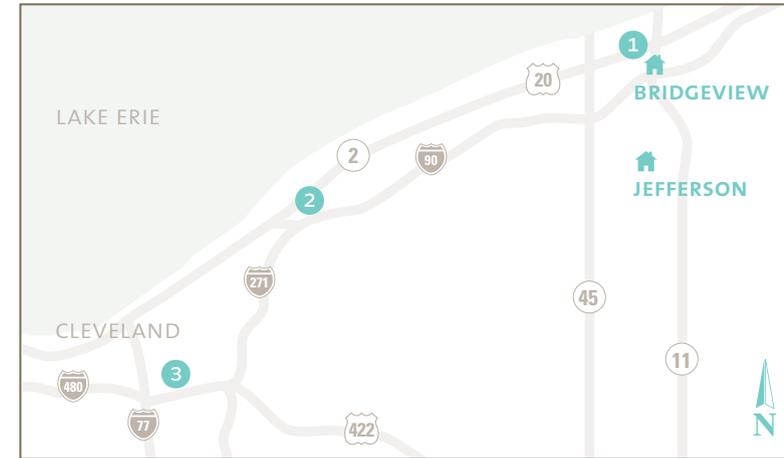
But with growth comes many lessons learned. For instance, when we opened Jefferson Manor in Ashtabula County as an all-female facility, we found out that the region had a greater demand for an all-male center. We then closed and re-opened to serve only males at Jefferson Manor. Meanwhile, in-house, we converted to an automated reminder call system that was intended to improve efficiency. But this resulted in mountains of paperwork and frustrated employees and clients. The technology just wasn't personal enough for our organization. So we're answering phones again, and everyone is happier.

When an organization grows at the rate we have experienced—we were No. 22 on the Weatherhead 100 list this year for increasing revenues from \$9.1 million in 2009 to nearly \$13 million in 2010—it's always a struggle to maintain the small-culture feel while working as an efficient, strong and large company. We want to maintain the family feel we've always had, but how do you do that when you're now a 180-person organization? Well, we try real hard. We focus on team-building, whether that's me having lunch with a new employee on his or her first day, or on a grander scale, the hiring/training systems we put in place in 2010.

We are still growing quickly, but 2010 was focused on transformation—implementing systems internally that will help us to provide the high level of service we promise clients. We're proud of how far we've come. We thank our talented team for this: there is no shortage of good ideas around here. And as we look forward to a dynamic 2011, we are inspired by the change that we've implemented here in the past couple of years and the potential it provides for us as we continue to learn, grow and embrace opportunities.



JONATHAN LEE President & CEO



OUR SERVICES

Access Clinic

At Signature Health, “waiting list” is not an option. Our Access Clinic provides same-day and next-day psychiatric evaluation appointments.

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 and family counseling
- Dialectical behavioral therapy (DBT)
- Group therapy
- Art therapy
- Pharmacy

Residential Services

- Bridgeview Manor, an innovative mental health treatment facility for men, is open to residents of any county in Ohio.
- Jefferson Manor, our second mental health treatment facility for men, is open to residents of any county in Ohio.

LOCATIONS/HOURS

MON-THU: 8AM–9PM
FRI: 8AM–5PM
SAT: 9AM–2PM

1 Ashtabula

4200 Park Ave., Second Floor
Ashtabula, Ohio 44004

T: **440.992.8552**
F: 440.992.6631

2 Willoughby

38882 Mentor Ave.
Willoughby, Ohio 44094

T: **440.953.9999**
F: 440.918.3839

3 Garfield Heights

5410 Transportation Blvd.,
Suite 4
Garfield Hts, Ohio 44125

T: **216.663.6100**
F: 216.663.7113

Bridgeview Manor

4428 Collins Blvd.
Ashtabula, Ohio 44004

T: **440.992.6600**
F: 440.992.6604

Jefferson Manor

26 East Jefferson St.
Jefferson, Ohio 44047

T: **440.576.1159**
F: 440.576.1136

This year, we honor individuals whose outstanding contributions to Signature Health embody the values we embrace. Their contributions to our agency were recognized by peers as truly exceptional. Each year, we ask our team to nominate stand-out players, and they respond with abundant, gracious feedback.



STEFANIE



SHERI



SUSIE

TEAMWORK *Work together effectively to achieve our goals, while encouraging individual contribution and responsibility.*

Stefanie Pampanini, Administrative Assistant

She's the front-desk lifesaver, the one people depend on when extra coverage is required or side-tasks need to be completed. You can depend on her. She focuses on meeting client and staff needs, and this always means going above and beyond to help out others on the front desk team. She anticipates needs and enthusiastically works to keep the front desk working smoothly.

INTEGRITY *Communicate openly and honestly and build relationships based on trust, respect and compassion.*

Sheri McDonald, Director of Human Resources

She's on the ball, and her focus and hard work reduce stress for others. You can count on her to get any job done, and she does so modestly and without fanfare. She's not looking for credit. She simply wants to help—and she wants positive results. She elevates the integrity of our organization.

SERVICE *Satisfy our clients and referral sources every time through comprehensive, integrated services.*

Susie Snyder, Nurse

She provides a welcoming and supportive environment for families, particularly children. She's the example of a nurse "angel," showing kindness and genuine compassion to those she serves. She makes them feel respected, valued and safe.

Mission Statement:

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



PATTY



GINNY



ANA

INNOVATION *Nurture and support creativity and development of new ideas, services and processes.*

Patty Smith, Office Director

She is motivated and creative, always pushing for fresh solutions and figuring ways to better serve the needs of clients. She was a leading force in the development of adolescent programming in Willoughby—a passion for her. Her energy is contagious.

EXCELLENCE *Improve our performance continuously and strive for excellence.*

Ginny Bendula, Office Manager

She recognizes a voice on the phone and a face at the front desk. As office manager, she is the ambassador of Signature Health, and her compassion, effective communication, sense of humor and genuine work ethic are the first impression many have of our organization. She always lends a hand to colleagues and infuses the workplace with her positive spirit.

COMMUNITY *Promote health and wellness throughout the communities in which we operate.*

Ana Sanchez, CPST

She is patient, understanding and breaks language barriers for clients who need our services. She interprets language and helps explain cultural nuances. Her clients adore her, and colleagues sincerely value her talent and dedication. She treats every client like a neighbor. Her reputation throughout the community is such that she is the 'one to call' when anyone needs help—now.

Signature Health Inc., is a community-based agency dedicated to providing a wide range of services to adults, children, adolescents and families who are experiencing mental health and/or substance abuse problems. Our organization has experienced aggressive growth in recent years, evolving into a comprehensive, far-reaching organization. We have learned a lot along the way. We learned that we are still “small” at heart, but our large organization needs systems to support it. We figured out who our clients are and what services we must provide to respond when they need help—now. We realized our growth today positions us to compete tomorrow in a complex healthcare environment.

Learning as We Grow



Ranking No. 22

Our revenue growth positioned us in the top 25 percent of the Weatherhead 100 in 2010, prestigious recognition showcasing the fastest growing companies in northeast Ohio.



NEW WILLOUGHBY OFFICES

Nurturing our Team

Our workforce grew from 100 to 180 in 2010, and so did our need for more formal training and systems to help integrate this new talent into our organization.

- Implemented training for new employees
- Relieved supervisors of case load responsibilities so they can focus on managing and providing support to team members
- Recruited an accounts payable manager and split this duty from human resources/payroll
- Continued providing experiences that build camaraderie, including CEO lunches with new employees, an annual rib cook-off and picnic, and a holiday party
- Our 2010 Sarah Scherer Scholarship recipients expanded Signature Health’s creative and art therapy programs: **Krista Hiner** created art therapy groups at Ashtabula County locations and is presenting ideas for a resident art show; **Leah Faleer** organized insight-oriented art therapy groups at the Willoughby office, where she is co-creating a self-esteem and social skills group for pre-teens.
- Our first annual art show, “HeArt and Soul,” was facilitated by Tracy Doran and attended by family, friends, Lake County mental health professionals and supporters.



National Accreditation

The Council on Accreditation of Rehabilitation Facilities (CARF) renewed our national accreditation until September 2012.



2010 Contract Renewal

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.



LEARNING AS WE GROW

Expanding our Reach

We widened our footprint in more ways than one. By increasing the size of two facilities, we can open doors to more clients. By stretching our geographic reach from Cuyahoga County east to the Pennsylvania border, we are more accessible to a greater number of people in need. By adding services, we have become a comprehensive firm positioned to compete in a consolidating healthcare industry.

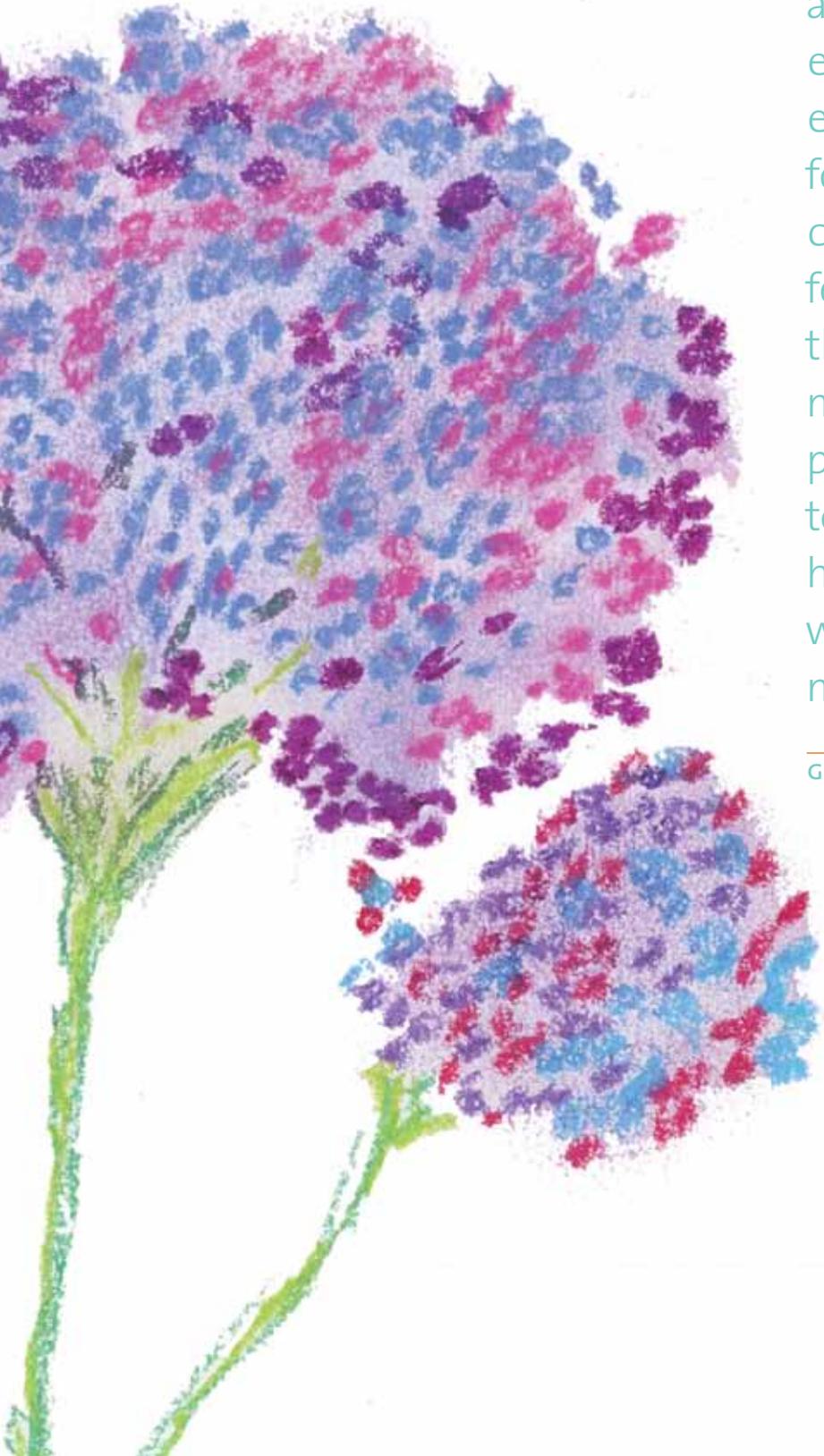
- Added 5,000 square feet to the Cuyahoga County facility in Garfield Heights, where intake increased by 100%

- Expanded office space at the Ashtabula facility, allowing for additional case management and counseling services
- Closed and re-opened Jefferson Manor in Ashtabula, which now serves only males
- Started construction of a 27,000 square-foot office, completed in February 2011
- Added adolescent psychology, psychiatric, counseling and case management services at Lake County
- Opened a comprehensive pharmacy to serve all Signature Health locations, providing a convenient service to our clients

Preparing for Tomorrow

No one knows exactly how healthcare reform will play out. But we know change is imminent, and that more people will want access to the type of services we provide. Recognizing a trend toward consolidation in our industry, we worked to expand our geographic footprint and service offerings from outpatient to intensive to home care. We believe that providing this full continuum of care to a more diverse population will secure our future as a competitive player in the new healthcare economy. All of us will learn as we grow. The best we can do now is plan for more demand and accountability.

- Started Drug and Alcohol treatment services for adolescents and families
- Ensured a full range of services for all ages, including children, adolescents and adults
- Launched intensive home-based treatment targeted to geriatric clients
- Expanded all three facilities in Cuyahoga, Lake and Ashtabula counties
- Ramped up internal systems, such as integrating the scheduler with our database and other computer upgrades to improve efficiency and reporting



“Knowing that there is not a wrong way, or bad way is a whole new experience and environment for me...picking colors that I feel or images that speak to me, give me a peaceful place to be for a few hours — time worth gold to me.”

Gloria P.



Victoria V.

“I’m colorful, silly and fun too!”

Karen M.

“How I deal with conflict: I have a protective wall to keep conflict away.”

Gloria P.

“The underwater coral pic reminded me of scuba diving, a bright time I had before that maybe I could feel again.”

2010 CLIENT PROFILE

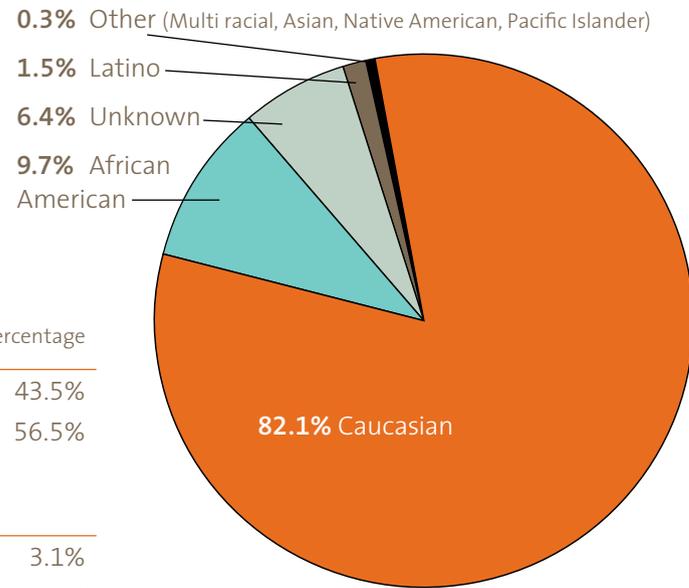
Gender:	# of People	Percentage
Female	4258	43.5%
Male	5524	56.5%

Child DX Prevalence:

Attn Deficit w Hyperact	308	3.1%
Oppositional Disorder	286	2.9%
Attn Defic Nonhyperact	172	1.8%
Adj React-Emotion/Conduc	119	1.2%
Depressive Disorder NEC	118	1.2%
Prolong Posttraum Stress	116	1.2%
Conduct Disturbance NOS	111	1.1%

Adult DX Prevalence:

Depressive Disorder NEC	492	5.0%
Prolong Posttraum Stress	472	4.8%
Anxiety State NOS	412	4.2%
Recurr Depr Psychos-Mod	374	3.8%
Recurr Depr Psychos-Unsp	356	3.6%
Generalized Anxiety Dis	333	3.4%
Manic-Depressive NEC	313	3.2%



Total Clients Served: 9,800

Age:	# of People	Percentage
0-9	625	6.4%
10-13	722	7.4%
14-17	1031	10.5%
18-24	1246	12.7%
25-34	1791	18.3%
35-44	1578	16.1%
45-54	1545	15.8%
55-64	799	8.2%
65+	444	4.5%
Unknown	19	0.2%

2010 FINANCIAL REPORT (JAN-DEC '10)

Total Income:	\$12,522,088.72
Expenses:	
Total Contract Labor	1,249,274.95
Total Employee Benefits	1,054,819.93
Total Payroll Expenses	7,809,282.52
Total Rent	465,810.45
Operating Expenses	1,645,235.89
Total Expenses:	12,224,423.74

Net Income: \$297,664.98

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 Gail Castrilla
 Donna Colucci
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Dr. Young Shim
 Dr. Sylvester Smarty
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 Melanie Pickens
 Eileen Wise

Therapist

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 Gail Nevels
 Elizabeth Skok

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 Dr. Doug McLaughlin
 Dr. Madhuri Medarametla
 Dr. Diane E. Smith
 Dr. Thomas Svete

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 Denise Flynn, APN
 Robin Krause, APN, CNS
 Dr. Eileen McGee
 Dr. Doug McLaughlin
 Dr. Madhuri Medarametla
 Dr. Diane E. Smith
 Dr. Thomas Svete

Nursing

Christina Berardinelli
 Sherjewel Clark
 Sandy DeGraff
 Debbie Martin
 Melissa Pirigyi
 Becky Steffens
 Maria Tomcany
 Shanaven Brown-Poole
 David Kreal
 Victoria Lubarsky

Therapist

Kathleen Allen
 Whitney Britenbucher
 Emily Capuria
 Colleen Connors
 Tammy Dickard
 Tracy Doran
 Kathy Evan
 Rachel Fabian

Leah Faleer
 Christina M. Fowler
 Carol Fox
 Michael Freas
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 Christie Graf
 Deborah Gurney
 Krista Hiner
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 Bob Hansen

Nursing
 Cynthia Misch

Residential Support
 Angel Jacobs
 Jacquelyn Ashford
 Olga Cardenas
 Leeann Hopson
 Susan McCullough



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Jefferson, Ohio 44047

T: **440.576.1159**
F: 440.576.1136

Pharmacy

T: **866.953.7300**
T: **440.954.3333**
F: 440.954.9501