




# Signature HEALTH

When you need help now.



2011 Annual Report

## JONATHAN'S LETTER

As I look ahead I see twenty-twelve as an eventful and exciting year. In large part, that view stems from some significant groundwork undertaken in 2011.

Following several years of reaching out to serve more clients, we turned our focus inside and went to work, adding depth to our services and integrating them with our patients' general health care. Groundwork isn't as flashy as opening a new facility. It's an inside job, behind the scenes, but critical to Signature Health's continued growth. And it's where innovation blooms.

Our new Willoughby facility now offers on-site childcare services in their very own Kids Zone, which makes it much easier for our clients with children to access the care they need. The Kids Zone is fully furnished and well staffed. The Willoughby facility also features expanded pharmacy services, so clients can fill their prescriptions immediately following their appointments. We also discovered that many of our clients had difficulty following through with lab orders once they left our offices. So we added our on-site lab services. Now clients won't have to leave our facility if they need blood drawn or other lab work. We plan on adding to these services as time goes on.

This concept of care integration has proven to be a significant factor in the successful treatment and management of chronic conditions. Simplifying and streamlining our care process this way gives many of our clients a much better chance at becoming and remaining healthy.

In addition to on-site childcare and lab services, we welcomed Dr. Tina Joyce, a primary care physician, to offer her services at our Willoughby office. Now our staff can monitor clients' physical health and how it affects, or is affected by, the ongoing behavioral health treatment they receive.

2011 also marked the start of the Signature Health Foundation. The foundation grew out of a collective staff frustration with finding resources for our clients. Each of our offices now houses a foundation project team. These teams have organized fundraising events and fostered partnerships that have provided vital, everyday items like shoes, socks, underwear and haircuts to more than 100 families.

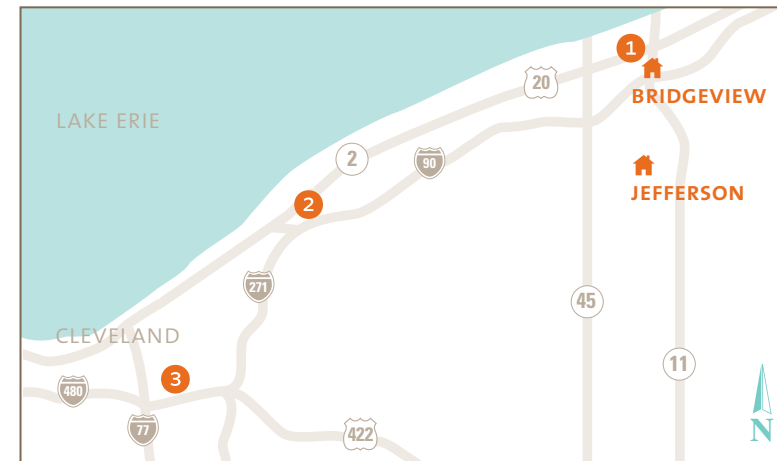
In 2011, Signature Health received the Weatherhead 100 Award for the fourth year in a row. We've earned that honor by remaining focused on delivering an ever-deepening network of services in the most efficient and cost-effective manner possible.

Providing more services to more clients while controlling costs is not an easy task. But I remind myself that we're not in this business because it's easy, but because it's worth it. We accomplished a lot of groundwork in 2011 and Signature Health's future looks healthy.

Thanks for all of your help and support.



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
- Lab services
- Integrated medicine
- Suboxone Treatment

### Residential Services

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

Each year, we ask our team to nominate stand-out players, and they respond with abundant, gracious feedback. 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.

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

**Laure Ferrante**

Laure Ferrante has truly created a sense of team within her department and has led a number of projects. These include spend-down group services and the start-up of the Kids Zone. She is responsive to the needs of clients, her staff and the agency and goes above and beyond on a consistent basis. She is the true definition of a “team player.”



LAURE

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

**Warren Forster**

Warren has built and maintained relationships with the Cleveland Clinic, Neil Kennedy Center and the court systems in two counties. In addition to his regular duties, Warren has played a major role in the development of Signature Health’s Suboxone Treatment program. Warren has assisted in the training of his co-workers in the development of the Chemical Dependency program. He continues to support their personal and professional growth.



WARREN

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

**Eileen Wise, R.N.**

Eileen is truly a “team player.” She is always ready to help cover doctors’ schedules, train new nurses and change her own schedule, giving up her Fridays off to meet the needs of her co-workers and clients. Eileen is welcoming and informative to our clients. She is caring, compassionate and hard-working. Eileen strives to meet the needs of our clients, support our staff and promote Signature Health in Cuyahoga County.



EILEEN

## Mission Statement:

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

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

**Jen Meivogel**

Jen Meivogel had an idea to start the Signature Health Foundation as a way to help raise money to provide clients with basic needs. She made it work. She motivated the staff to be part of two fundraisers this year, using the money to provide back-to-school supplies, haircuts and clothing for clients and their families.



JEN

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

**Ashley Kilpatrick**

Since coming to Signature Health, Ashley has taken on some of the most challenging client situations we have had and has done an amazing job of meeting their needs. Aside from owning a natural set of skills and instincts, she really cares about her clients and her work. She continually demonstrates enormous compassion and resilience. We are so fortunate to have her with us.



ASHLEY

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

**Liz LaBounty**

Liz LaBounty represents Signature Health and promotes our mission of health and wellness, whether she is on or off the clock. Liz is constantly seeking external resources to provide basic items for our clients. She uses her professional contacts and incorporates our community in the struggle to provide for our clients. She has done a fantastic job getting the Willoughby Signature Health Foundation rolling and successfully organizing our first fundraiser.



LIZ



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 health care environment.

# Learning as We Grow



## Ranking No. 34

Our revenue growth positioned us in the top third of the Weatherhead 100 in 2011, a prestigious recognition, showcasing the fastest growing companies in northeast Ohio.



## National Accreditation

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



## 2011 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.

## HIGHLIGHTS FOR 2011

### IT Highlights:

- Deployed innovative mobile access technology to field workers
- Increased IT support by 50%
- Expanded IT training for new hires
- Launched redesigned agency website [www.signaturehealthinc.com](http://www.signaturehealthinc.com)
- Continued the transition to paperless charts
- Upgraded the email system in all offices

### Ashtabula Office:

- Groundbreaking for a new office in downtown Ashtabula located in the old “Hotel Ashtabula.” The \$3,500,000 project will provide over 31,500 square feet of office space
- Started in-home therapy
- Expanded services to south Ashtabula County by opening a satellite office in Orwell, Ohio, serving adults and adolescents
- Expanded psychiatry, counseling and case management services for children, adolescents and adults
- Upgraded office space by moving into a new temporary office space
- Started consumer-run AA meetings
- Expanded consumer groups
- Developed new therapy groups
- Integrated pharmacy services
- Increased staff in all areas
- Additional art therapy
- Expanded Suboxone Treatment



LEARNING AS WE GROW

### Garfield Heights Office:

- Continued to expand office space
- Started CD/Dual Diagnosis treatment, including CD case management, CD individual counseling and intensive outpatient groups
- Started women’s empowerment groups
- Started outpatient services at the Lakewood Teen Center
- Hired 12 staff, impacting psychiatry, nursing, counseling and case management
- Expanded intake services

### Willoughby Office:

- Expanded Connectors group (Consumer Groups)
- Moved into new office (over 30,000 square feet)
- Started in-home therapy
- Increased number of counseling groups
- Developed the medical model used in PHP (partial hospitalization)
- Increased staff in all areas
- Opened a Kids Zone for children
- Member of the Lake County Opiate task force
- Added new mental health groups
- New programming for children, adolescents and adults
- Began Suboxone Treatment including assessments, inductions, individual counseling and group counseling
- Began daytime chemical dependency intensive outpatient treatment for adults
- Consumer-run AA groups

### Training:

- Started a monthly workshop series for staff and community
- Provided evidence-based training for staff
- Provided community training and outreach

### Residential Homes:

- Converted Jefferson Manor and Bridgeview Manor to Dual Diagnosis Residential facilities for adult males
- Hired additional staff to include counselors and nurses
- Started psychiatric rounds at both homes
- Established IOP intensive outpatient treatment at both homes
- Increased art therapy at both homes
- Replaced mattresses in both homes
- New furniture at Bridgeview Manor





## TESTIMONIALS

### LINDA N.

#### What was life like for you prior to coming to Signature Health?

I came to SH as a last resort. I had thought about driving off a cliff... didn't think anyone would notice I was gone. I had no support from my family. I felt I was in a black box with no windows, door or light and I didn't know what to do to get out. I was in such a depressive state I couldn't think. I was staying in bed all day. Sleep was my escape. I didn't like people. One day I went to a health fair and learned about SH. A representative acted really interested in me, very caring. It took me two months to make the call. I had no self-esteem and I had zero confidence that SH could help me but I thought, "What do I have to lose?"

#### What services did you receive and how were they beneficial to you?

I was seen by a therapist within 24 hours, and within a week I had a case manager. Between the two of them, I began to think maybe someone does care. The staff here seemed genuine and honest... something very important to me because most of my experience with people has not been like that. I felt these people really wanted me to get better.

I also started to see Dr. Tran and the medication was very helpful. I've done a 180-degree turn around. I'm happy rather than depressed.

One summer day I was sitting on the swing reading. Something happened, something in the center of me opened up. I felt something I didn't recognize. I had only experienced feelings of helplessness and unworthiness in my life. It dawned on me...what I was feeling was joy! I was glad to be alive. It was amazing.

I say the people here saved my life. They say I did the work. But they had to show me the road. Maybe I did the work but they showed me the way.

#### What would you say to others who may be feeling like you were?

I would say if you're that depressed you need to get help. Contact someone. There is help. If you want to stay a victim you will, but I want to get across to women what their life could be like. Never give up on yourself. There is help, and for me, SH was that help.



Anonymous

### KATHI Z.

#### What was life like for you prior to coming to Signature Health?

I was just a mess. Simple daily living activities were too much for me to face. I was so depressed I just wanted to stay in bed... close the world out. It had been like that for 2 or 3 years. Finally, I got so tired of feeling that way that I told my DJFS caseworker; she recommended Signature Health.

#### What services did you receive and how were they beneficial to you?

I see Dr. El-Sayegh and a counselor. The doctor talks with me, keeps up on how I'm doing with my medications. And she also wants to know about my other medications from my family doctor to make sure there are no problems with interactions. She's always open to help between visits if needed and tells me don't hesitate to call. The medicine helps me feel better, has improved my mood... I don't even *think* about my bed anymore. I'm not so down on myself, I have more energy, I've lost the heaviness.

The therapist has helped a lot. I'm so *much* better; not depressed. I go out and do things. I feel better about myself, and I'm *much* more assertive. I can stand up for myself. I'm more confident in my ability to make good decisions. And I make no excuses.

I've also taken advantage of some group therapy. My groups reinforce what I'm learning in therapy. Others share their ideas, points of view, things that I may not have considered. I've learned different ways to cope, and I get and give support.

#### What would you say to others who may be feeling like you were?

They need to get here. They (staff) are all so nice here. It starts when you walk in the door. When you first sign in, people are friendly and kind. They genuinely care about the patients.



Anonymous



Gloria

## ARTS SHOWCASE: WORKS BY OUR CLIENTS

Our 2011 **SARAH SCHERER SCHOLARSHIP** recipient was M.E. Kuzma. Kuzma was integral in co-creating art therapy programming in the Ashtabula office and an art therapy group work for the developmentally delayed.

## 2011 CLIENT PROFILE

Gender:	# of People	Percentage
Female	6311	56.9%
Male	4784	43.1%

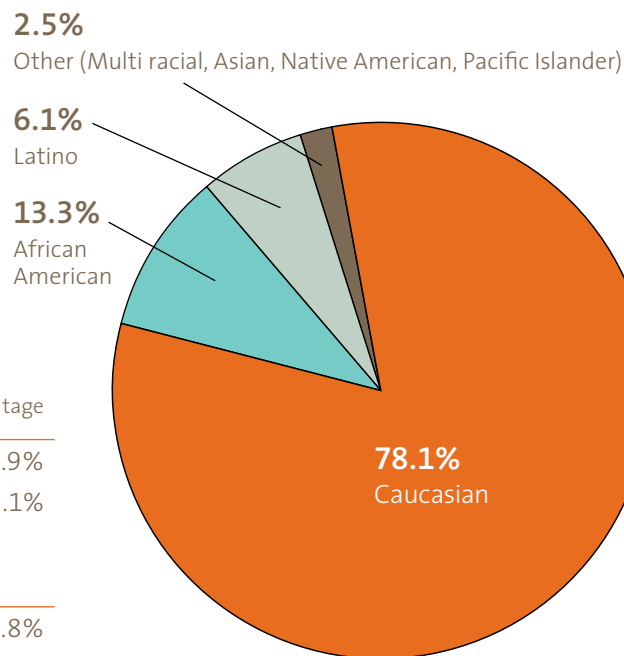
Child DX Prevalence:	# of People	Percentage
Attn Deficit w Hyperact	314	2.8%
Oppositional Disorder	314	2.8%
Attn Defic Nonhyperact	314	2.8%
Adj React-Emotion/Conduc	309	2.8%
Depressive Disorder NEC	311	2.8%
Prolong Posttraum Stress	310	2.8%
Hyperkinetic Synd NOS	315	2.8%

Adult DX Prevalence:	# of People	Percentage
Depressive Disorder NEC	311	2.8%
Prolong Posttraum Stress	310	2.8%
Anxiety State NOS	300	2.7%
Recurr Depr Psychos-Mod	296	2.6%
Recurr Depr Psychos-Unsp	296	2.6%
Generalized Anxiety Dis	300	2.7%
Affective Psychosis NOS	297	2.7%

## 2011 FINANCIAL REPORT (JAN-DEC '11)

<b>Total Income:</b>	<b>\$14,081,278.72</b>
Expenses:	
Total Contract Labor	1,217,105.87
Total Employee Benefits	1,311,884.95
Total Payroll Expenses	9,020,136.69
Total Rent	613,870.99
Operating Expenses	1,594,736.81
<b>Total Expenses:</b>	<b>13,757,735.31</b>

**Net Income:** \$323,543.41



Total Clients Served: 11,095

Age:	# of People	Percentage
0-9	762	6.9%
10-13	878	7.9%
14-17	1150	10.4%
18-24	1483	13.4%
25-34	2056	18.5%
35-44	1754	15.8%
45-54	1639	14.8%
55-64	913	8.2%
65+	466	4.2%
Unknown	13	0.1%

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 Stephanie Malbasa, Esq., Secretary  
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 Ann Zirzow, Chief Operating Officer  
 Paul Brickman, Director of Marketing  
 Jared Lucas, Director Informational Technology  
 Sheri McDonald, Director of Human Resources  
 Candi Renner, Director of Finance

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 Nilda Rivera

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 Kayla Branham  
 Stephanie Calabrese  
 Olga Cardenas  
 Jack Carr  
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 Traci DeMattia  
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 Darlene McGee  
 Jen Meivogel  
 Denise Palma  
 Tracy Picard  
 Deanna Profeta

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 Devon Yates

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 Bob Hansen  
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**Medical Staff**  
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 Dr. Todd Gates  
 Dr. Daniel Keaton  
 Dr. Michael Magiera  
 Michell McDiffett, PA  
 Dr. Michael Primc  
 Dr. Khoa Tran

**Nursing**  
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 Tina Freeman  
 Lisa Light  
 Laurie Mandel  
 Leslie Perkoski  
 Tina Phelps  
 Michelle Sidley  
 Tonya Smith  
 Susie Snyder

**Residential Coordinator**  
 Jeannelle Mitchell

**Therapist**  
 Judith Bertschinger  
 Mary Blake  
 Kathleen Bobulsky  
 Gail Castrilla  
 JoAnna Castrilla  
 Donna Colucci  
 Bobbie Deynzer  
 Kirstin Esch

Warren Forster  
 Stacy Foster  
 Brenda Grimes  
 Mihaela Hanhilammi  
 Nichole Hutchinson  
 Wayne Knesebeck  
 Nicole Kozlowski  
 Michelle Lanzi  
 Matthew McKee  
 Nicole Noscal  
 Melanie Phipps  
 Patricia Richmond  
 Ron Seigman  
 Kimberley Simon  
 Jennifer Troy

#### GARFIELD HEIGHTS

**Administrative**  
 Sharon Dancy  
 Anne Musarro  
 Lisa Polch

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 Kristen Funk  
 Audrey Graham-James  
 Marlon Leek  
 Andrew Reimer

**IT**  
 Michael Lindegarde

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 Dawn Brumfield  
 Patti Verde

**Medical Staff**  
 Dr. Manish Aggarwal  
 Dr. William Fikter  
 Dr. Samantha Frembgen

Dr. Linda B. Gross  
 Dr. Jasmine Maan  
 Dr. Seong S. Shim  
 Dr. Young Shim  
 Dr. Sylvester Smarty  
 Dr. John Wilhelm

**Nursing**  
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 Melanie Pickens  
 Eileen Wise

**Therapist**  
 Frances Austin  
 Martha Coen  
 Donald Cook  
 Joyce DeCluett  
 Gwenette James  
 Patricia Janis  
 Gail Nevels  
 Elizabeth Skok  
 Beth Tibbetts Williams

#### WILLOUGHBY

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 Barb de la Mata  
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 Pat Liptak  
 Jeannette Manns  
 Jessica Murphy  
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 Lisa Slepisky  
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 Ruth Prucey

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 James English  
 Greg Esterburg  
 Lisa Hoskins  
 Ashley Kilpatrick  
 Elizabeth LaBounty  
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 Danielle Leone  
 Sarah Mealy

Alisa Nieves  
 Dan Rowles  
 Laurie Russell  
 Jennifer Stanicki  
 Eric Steele

**Leadership**  
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 Laure Ferrante  
 Sally Likozer  
 Patty Smith  
 Luann Christmyer

**Medical Staff**  
 Dr. David Feldman  
 Denise Flynn, APN  
 Robin Krause, APN  
 Dr. Eileen McGee  
 Dr. Madhuri Medarametla  
 Dr. Diane E. Smith  
 Dr. Libbie Stansifer  
 Dr. Thomas Svete

**Nursing**  
 Christina Berardinelli  
 Sherjewel Clark  
 Sandy DeGraff  
 Rebecca Jernejcic  
 Tiffany Macklin  
 Debbie Martin  
 Melissa Pirigyi  
 Becky Steffens  
 Maria Tomcany

**Pharmacy**  
 Shanaven Brown-Poole  
 David Kreal  
 Jeffery Renner  
 Kelley Sullivan

Rachel Fabian  
 Christina M. Fowler  
 Carol Fox  
 Elizabeth Goodwin  
 Angela Grey  
 Deborah Gurney  
 Susan Hayes  
 Krista Hiner  
 Catherine Iannadrea  
 Jan Kimball  
 Leah Marcus  
 Linda Meredith  
 Larissa Minch  
 Nicole Neiman  
 Terese Notte  
 Laura Palisin  
 Jennifer Roberts  
 Carrie Stewart  
 Karen Szentkerest  
 Rachael Thome  
 Laurie Truhan  
 Kathryn Varga  
 Jim Workman

**Child Care Provider**  
 Mary Bowins

#### JEFFERSON MANOR & BRIDGEVIEW MANOR STAFF

**Leadership**  
 Jeannelle Mitchell

**Residential Support**  
 Caitlin Ashbrook  
 Jacquelyn Ashford  
 Beatrice Barnes  
 Rickey Harris

Leeann Hopson  
 Angel Jacobs  
 Renee Madison  
 Susan McCullough

Joy Smetzer  
 Pamela Stevenson  
 Tyrone West



# Signature HEALTH

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F: 440.992.6631

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26 East Jefferson St.  
Jefferson, Ohio 44047

T: 440.576.1159  
F: 440.576.1136

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## Pharmacy

T: 866.953.7300  
T: 440.954.3333  
F: 440.954.9501

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