



ANNUAL REPORT 2015



Signature
HEALTH

When you need help now.®



Jonathan's Letter

An outstanding 2015!

I thank my tremendous staff and community supporters for their hard work and dedication.

As usual, we're expanding our reach and our services to meet needs of our communities. At the request of Ashtabula Children Services, we purchased and began remodeling our new Child Residential Center scheduled to open in June of 2016. 2015 was the first full year of service for our Child Advocacy Center in Ashtabula, and we opened a brand new Primary Care Center in Painesville. We are also doing all we can to help treat the alarming increase in opiate addiction. We need to remember that people do recover, and people do change.

The system is changing, as well. The State of Ohio is in the process of redesigning behavioral health benefits, the payment system, and—most importantly— the payment rates. Additionally, in 2018 behavioral health will be “carved in” to managed care. The overhaul of the system will have far-reaching implications on how we provide care in the future. Efficiency and effectiveness will be critical. We will likely see a marked increase in mergers, consolidations, and strategic partnerships in 2016 and beyond.

We have been preparing for these changes for many years, and are now in a position to substantially benefit. We continue to prepare by training key staff members in Six Sigma process improvement techniques and focusing on achieving Federally Qualified Health Center (FQHC) certification. We are also strategically investing in the systems infrastructure we need to grow to the next level.

What's the ultimate goal? Completely change how behavioral healthcare is delivered in our region by creating a seamlessly integrated system that treats the whole person, and improves global patient health outcomes. I am tired of my mentally ill/addicted brothers and sisters dying an average of 25 years earlier than they should. If we can move the needle on that statistic, we will prevent untold human suffering.

We will continue to pursue our goals with passion and dedication.



Jonathan Lee
President & CEO

A handwritten signature in red ink, appearing to read 'J. Lee', located at the bottom right of the page.

Our Services

Walk-In Clinic

At Signature Health, “waiting list ” is not an option. Our Walk-In Clinics, located in all of our offices, are available every day. People requesting a Mental Health or Chemical Dependency Assessment 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 Assessment Clinic
- Primary Medical Care

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.

Locations & Hours

1 Ashtabula
4726 Main Ave.
Ashtabula, OH 44004
T: 440.992.8552
F: 440.992.6631

MON-THURS:
8am-8pm
FRI:
8am-5pm

2 Willoughby
38882 Mentor Ave.
Willoughby, OH 44094
T: 440.953.9999
F: 440.918.3839

MON-THURS:
8am-9pm
FRI:
8am-5pm

3 Garfield Heights
5410 Transportation Blvd.
Suite 4
Garfield Hts., OH 44125
T: 216.663.6100
F: 216.663.7113

MON-THURS:
8am-8pm
FRI:
8am-5pm

4 Painesville
462 Chardon St.
Painesville, Ohio 44077
T: 440.853.1501
F: 440.853.1487

MON & WED:
8:30am-5pm
TUES:
8:30am-7pm
THURS:
8:30am-4pm
FRI:
8:30am-1pm

Bridgeview Manor
4428 Collins Blvd.
Ashtabula, OH 44004
T: 440.992.6600
F: 440.992.6604





Mission Statement:

Employees of the Year

Teamwork



Barb de la Mata

Barb is a hard worker, kind, and always willing to help. Her warmth even comes through her emails. She answers every question promptly and every request efficiently, always has a smile and a great attitude. She never makes you feel like you are bothering her. She is an integral part of the Signature Health Foundation, and the epitome of a good employee.

Excellence



Kristen Horvath

With Kristen I know there will be teamwork, collaboration and communication. She works long hours, going above and beyond to help clients. She cares deeply about her clients and families, and is always looking at new techniques, interventions and ways of providing the best in client care.

Service



Cari Lucas

From the minute Cari started at Signature Health she has been committed to helping wherever she can, going over and beyond the requirements of her position. Signature Health is lucky to have Cari. She is always there to help with a smile, is a go-to resource for many nurses, and always uses good judgement to help staff and patients.

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

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 our values.

Community



Mary Winfield

Mary always makes time to help. She is a great nursing supervisor, and is always trying to help the nurses do their jobs better and more efficiently. She is the nurses' go-to resource. Mary is willing to jump into any situation and help, and is very knowledgeable in both behavioral and primary health.

Innovation



Jack Carr

Jack is humble, kind and competent. He works with the most challenging caseload, never complains and gets good outcomes, while being able to think outside the box. He is a wonderful staff member, a true asset to Signature Health and the community, a real team player.

Integrity



Francis Austin

Francis has worked in all phases at Signature Health, as an administrative assistant, case manager, assessment counselor, supervisor and dual diagnosis counselor. She is well-loved and respected by her clients, quick with a smile, and never complains. Francis is a true team player, the "Mama Bear" of our Garfield office.

Learning as We Grow

Signature Health Inc. is a community-based agency providing Primary Medical Care, Mental Health and Substance Abuse services to adults, adolescents, children and families. We understand the mind- body connection and the importance in treating them both. We are dedicated to our staff and 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 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.



Weatherhead 2015

Our revenue growth has positioned us, for the eighth year in a row, to be a part of Weatherhead 100 in 2015, 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 2016.



2015 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.

Highlights for 2015

Signature Health Foundation

- Annual fundraiser at the Harry Buffalo exceeded fundraising goal
- Joined with Payless Shoes to do the annual Heart and Soles shoe drive, providing over 100 pairs of shoes to child and adult clients
- 4th annual golf outing with the most teams ever
- Annual craft fair in Ashtabula with over 50 vendors
- Helped stock food and other necessities in all locations

IT Highlights

- Continued to implement and leverage new features of our EHR to improve agency workflow
- Developed and deployed new reporting system to enable staff access to relevant treatment data
- Developed and implemented document scanning/faxing system for medical records
- Deployed new web site
- Upgraded/replaced all servers

Training/Marketing

- Continued to provide evidence-based training for staff
- Provided the Signature Health Training Series to the public
- Provided community outreach training
- Hired full-time social media coordinator
- Launched new web site
- Developed videos for web site
- Developed videos for community agencies
- Redesigned Facebook account

Pharmacy Services

- Filled over 80,000 prescriptions
- Served over 4,500 clients/employees
- Added staff at all 3 locations
- Expanded medication bubble packaging services

Ashtabula Office

- Expanded walk-in assessments 9am-3pm daily
- Primary medical care 5 days per week
- Specialized sexual behavior services for youth, their families and adults with special needs
- Expanded service for Ashtabula Area Child Advocacy Center
- Expanded staff and programing
- Sponsored 2015 Opiate Summit
- Extensive staff training
- Sponsored community events including:
 - Trunk or Treat
 - Christmas parade
 - Spring Fever Run
 - Ashtabula Westside cleanup and numerous others

Garfield Heights Office

- Started primary medicine services
- 124 Magic Parenting group
- Expanded walk-in assessment services
- Expanded Suboxone, Art Therapy, IOP, Aftercare, EMDR and PHP programing
- Hosted a Heroin Anonymous 12-step recovery group
- Telemedicine services provided to area group homes
- Began med som services at the Metzenbaum Center
- Bi-weekly family group for clients new to recovery
- Continued to expand staff and programing

Willoughby Office

- Expansion of walk in services
- Walk in diagnostic assessments 9-5 five days a week
- Walk in case management services 9-5 five days per week
- Walk in counseling hours (3 hours per day)
- Expansion of primary care staff and services hours (8-6 pm)
- Contracted with the Lake County ADAMHS board to provide:
 - Wellness service to clients
 - Hospital liaison services
 - Community-based forensic monitoring of patients admitted to/discharged from the state hospital
- Further development and expansion of sexual behavior services
- Participated in the LINC (Loved ones Involved in a Network of Care) program
- Continued to expand staff and programing

Residential Home: Bridgeview Manor

- Improvements: New roof and gutters
- Purchased new refrigerator and freezer
- Full-time nurse for group home residents
- Expanded groups at the home:
 - PHP, Art, Cooking, Life skills Activity and Mindful Movements (yoga)
- Provided group home outings
- Residents planted a vegetable and flower garden

Client Testimonials

My experience here at Signature Health has been very good I got a lot of help here I loved being in P.H.P it helped me out a lot the staff is wonderful and I look forward to joining others groups to learn more skills to help myself get better

Ruby W.



MY EXPERIENCES AT SIGNATURE HEALTH HAVE ALL BEEN POSITIVE. THERE ARE SOME AMAZING PEOPLE THAT WORK HERE, FROM THE PLEASANT PEOPLE AT THE FRONT DESK. MY PRESCRIBER JENNA CROCKETT. MY THERAPIST SHANNON KELLY. MY PHP GROUP LEADERS, LISA, MARY, JEN, CHRISTY, KELLY. THEIR KNOWLEDGE, SKILLS, PERSONALITIES, ALL HELP PUT MY MIND AT EASE, AND IT GIVES ME HOPE FOR MY FUTURE. BEFORE I CAME HERE I FELT LIKE I COULD NOT GO ON.

Alan R.

I would like to say a few words about PHP, this is one of the most helpful programs I have had the privilege to take advantage of. The tools & skills I will walk away with will be & are life changing. If you are willing and open to change you can get so much out of this amazing program. I am so grateful. Thank you Lisa & Signature Health.

Renee S.

Art Showcase: Work by our Clients



2015 Sarah Scherer Scholarship: **Bethany Baughman**

In 2015, Bethany Baughman was integral in moving art therapy programming into our IOP program. Bethany was also a co-facilitator for the insight-oriented art therapy and studio art groups. These art programs do much to promote and increase interpersonal skills and bolster self-esteem. Bethany is well-respected by her Signature Health clients as well as her fellow clinicians and case managers.

Signature Health Leadership

Signature Health Board of Directors

Jonathan Lee, President & CEO
Henri Pell Junod, Jr., Chairman
Chandler Everett, Treasurer
Stephanie Malbasa, Esq., Secretary
David I. Falk, PhD
William Bares
Paul Brickman
Cindy Zelis, MD

Signature Health Senior Management

Jonathan Lee, President & CEO
Ann Mason, Chief Operating Officer
Paul Brickman, Director of Marketing
Jared Lucas, Director of Information Technology
Sheri McDonald, Director of Human Resources
Dr. Libbie Stansifer, MD, Medical Director
Dr. Eileen McGee, MD, Associate Medical Director
Dr. Jasdeep Sohi, MD, Associate Medical Director
Dr. William Fikter, Associate Medical Director
Ryan Wood, Chief Financial Officer

2015 Client Profile

Gender:

	# of People	Percentage
Female	7,306	57.25%
Male	5,455	42.75%

Age:

	# of People	Percentage
0-9	744	5.83%
10-13	870	6.82%
14-17	1,075	8.42%
18-24	1,488	11.66%
25-34	2,422	18.98%
35-44	2,150	16.85%
45-54	1,867	14.63%
55-64	1,358	10.64%
65+	579	4.54%
Unknown	208	1.63%

Race:

	# of People	Percentage
Unknown	244	1.94%
Declined to Provide	7	0.06%
Biracial	138	1.10%
Black/African American	2,177	17.31%
Caucasian/White	9,630	76.59%
American Indian or Alaska Native	26	0.21%
Native Hawaiian or Pacific Islander	5	0.04%
Other Race	26	0.07%
Hispanic	298	2.37%
Asian	22	0.17%

Total Clients Served:

12,761

2015 Financial Report (JAN-DEC 2015)

Total Income:	\$23,666,802
Expenses:	
Total Contract Labor	1,419,446
Total Employee Benefits	1,935,080
Total Payroll Expenses	15,197,778
Total Rent	1,017,428
Operating Expenses	2,512,929
Total Expenses:	22,082,661
Net Income:	\$1,584,141

Signature Health Staff

Ashtabula

Administrative

Lisa Ishee
Terie Pugliese
Nilda Rivera
Michele Sullivan
Kathryn Thirion
Nicole Unruh

Case Management

Laura Blevins
Lenette Butts
Wendy Carley
Jack Carr
Betty Caruso
Robin Deemer
Dessaree Dillon
Jennifer Ekensten
Diane Fultz
Alice Griffith
Stacia Harden
Gina Helsel

Mary Hoff
Beth Janson
Dana Knight
Kellyn Lester
Jen Meivogel
Frances Morales
Denise Palma
Tracy Picard
Samantha Ruffo
Peggy Senskey
Andrew Taylor
Amber Thomas
Christina Thompson
Estelle Tomasio
Curtis Turner
Desiree Winnen
Octavia Yates

Child Residential Director

Brenda Buchanan LPCC

Leadership

Mihaela Burtea
Melissa Fields
Pat Harrison
David Hughes
Renee Klaric
Leila Vidmar

Maintenance

Steve Tharp

Medical Staff

Donna Colucci LSW, CNP
Sandra Cook DO
Patricia Grippi CNS
Michael Magiera MD
Laurie Mandel CNP
Michell McDiffett PA-C
Michael Primc MD
Keith Reitz MD
Gillian Schweitzer MD
Jasdeep Sohi MD

Khoa Tran MD
Anna Whitmer CNP
Susan Whittaker PMHNP-BC

Nursing

Amanda Ashley
Joyce Bloom
Hannah Bright
Kathryn Kessler
Carol Krotzer
Nanette Leidich
Carol Lewis
Lisa Light
Jennifer Miller
Carrie Rutter
Michelle Sidley
Tonya Smith
Susie Snyder
Renee Zele-Wilber

Pharmacy

Colin Ecker, R.Ph.
Christina Evanko, R.Ph.
Regina Griswold
Robin Moga

Therapist

Karen Baluch
Mary Blake
Christy Blazek
Kathleen Bobulsky
Gail Castrilla
Christine Cook
Traci DeMattia
Jamie Dials
Mattie Dramis
Kirstin Esch
Georgina Evangelista
Rebecca Feick
Stacy Foster
Brenda Grimes
Deborah Gurney
Nichole Hutchinson
Wayne Knesebeck
Nicole Kozlowski
Howard Loftus
Melanie Phipps
Dawn Rife
Adria Rovnyak
Patricia Russell-Oliver
Ron Seigman
Jennifer Simpson
Joan Steidl
Jennifer Troy
Julia Wade
Valerie Weber
Deena Weinstein

Bridgeview

Residential Care Coordinator

Krysti Camplese

Residential Support

Beatrice Barnes
Susan McCullough

Renee Platt
Sheryl Staley
Cheri Stuper
Jacquelyn Wells
Angel Wolfe

Painesville

Administrative

Angelica Soto Serna

Medical Staff

Carrie Cales FNP

Garfield Heights

Administrative

LaQuita Alexander
Lindsey Distler
Gloria Jackson
Felicia Pierce

Case Management

Paula Cole
Darlene Davidson
Illenia Jones
Christine Lattimore
Demetrius Price
Patty Wagner

Leadership

Dawn Brumfield
Rita Holtzman
Matthew Johnson
Susan Miga
Patti Verde

Medical Staff

Deborah Brewster MD
William Fikter MD
Linda B. Gross MD
Rachael Martin CNP
Luis Ramirez MD

Robert Segraves MD
Sylvester Smarty MD
John Wilhelm MD

Nursing

Dante Attinato
Deanna Cochran
Mary Beth Colini
Tara Foreman
Crystal King
Tiffany Macklin
Tiffany Rutkowski
Alyson Sheppard

Pharmacy

Seretha Etheridge
Christina Penko, R.Ph.

Therapist

Duane Adkins
Kathleen Allen
Frances Austin
Michelle Baker
Kim Bauer
Bethany Baughman
Stephanie Hubbard
Patricia Janis

Jen Lemmer-Graber
Leigh Ann McHenry
Cathleen McLaughlin
Gail Nevels
Elizabeth Skok
Beth Tibbetts Williams

Willoughby

Administrative

Breana Brant
Heather Breedren
Robin Clarke
Mary Dumont
Beth Greiner
Brittaney Lanese
Jessica Murphy
Stefania Pampanini
Ruth Prucey
Lisa Slepsky

Case Management

Courtney Banghart
Bridgette Bivins
Mary Bowins
Anthony Coe
Tiffany Colon
Harold Dennison
Dara Frango
Colleen Garlock
Rachel Giaimo
Lisa Hoskins
Trudy Kucharski
Sarah Mealy
Aleesha Milliman
Lindsey Moore
Alisa Nieves
Sarah Norman
Melissa Parsons
Kristen Petrella
Loretta Salerno
Melena Sharif
Dawne Tanner-Atkins
Jaclyn Tubbs

Lindsey Walker
Kimberly Yonosik
Kristin Ziegler Alban

Child Care Provider

Beth Lanstrum
Daisy Norman
Kristen Ostrow

Finance

Kayla Cacolic
Barb de la Mata
Jeannette Manns
Candi Renner
Andrew Sedgwick
Jennifer Stanicki

Human Resources

Emily Geller
Elizabeth Whitworth

Information Technology

Brian Collier
Danielle Leone
Michael Leingarde
Joshua Taylor

Leadership

Christine Curry
Laure Ferrante
Sally Likozar
Michael Rodio
Patty Smith
Kelley Sullivan, R.Ph.
Mary Winfield

Maintenance

Walter Zink

Medical Staff

Cristina Canella CNP
Kathleen Christy CNS
Jenna Crockett PMHNP-BC
David Feldman MD
Denise Flynn CNS
Robin Krause APRN
Eileen McGee MD
Madhuri Medarametla MD
Noah Miller MD
Allyson Morgan FNP-C
Bernadette Pronty CNP
Diane E. Smith DO
Libbie Stansifer MD
Neil Steinberg MD
Thomas Svete MD
Tiffany Thomas-Lakia MD
Adella Wasserstein MD
Winnie Yip PMHNP-BC
Richard Zinni DO

Nursing

Christina Berardinelli
Angel Clarke
Sandy DeGraff
Anissa Dickson
Rebecca Jernejcic
Cari Lucas
Debbie Martin
Grace Richmond
Nicole Simmons

Sherese Sims
Becky Steffens
Maria Tomcany
Lori Torok
Kelly Walsh
Jodi Waters
Katherine Zagar

Pharmacy

Kerri Barriball, R.Ph
Jennifer Beale, R.Ph
David Kreal
Katy Mason
Ruby Watson

Security Supervisor

James Bruening

Social Media Coordinator

Dani Venen

Therapist

Julie Adamek
Kaitlyn Baker
Whitney Britenbucher
David Brooks
Christie Brubaker
Emily Campany
Amanda Collins
Lori Diamond
Tracy Doran
Shannon Easter Kelley
Stephanie Edwards
Rachel Fabian

Christina M. Fowler
Carol Fox
Alan Gecht
Angela Grey
Sarah Hamski
Krista Hiner
Kristen Horvath
Catherine Iannadrea
Nicole Ilacqua
Jan Kimball
Derrick Kirklen
Mary Kozina
Jane Lewis
Amanda Lightner
Kelly McBride
Linda Meredith
Season Miller
Larissa Minch
Allison Mora
Jennifer Newton-Smith
Terese Notte
Laura Palisin
Jennifer Roberts
Dan Rowles
Alisa Ruff
Steven Sloane
Carrie Stewart
Laurie Truhan
Kathryn Varga
Bridget Verma
Jennifer Walter
Trisha Whittington
Jim Workman



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