



Dear friends,
 2008 was a year of rebirth for our organization.
 We have a new vision, a new direction and a
 new name!

When we started 15 years ago, we were a prevention organization. Soon we became a prevention and treatment organization and a mental health center. In 2008 we entered a new chapter in our agency's history.

The previous year we had conducted a top-to-bottom review of our organization and our place in the community. We had been growing rapidly and it would have been easy to declare we were doing things properly and not make any changes. However, the drum beat of budget cuts and downsizing made us really focus on our core strengths and weaknesses. We knew that the field is undergoing significant change and that we needed to plan our place in the new landscape. When we analyzed our clients and referral sources, a new vision came into focus.

I've been in this field for a long time, and even I had become very frustrated with the mental health services maze. People found it hard to get mental health services when they needed them. Healthcare providers and hospitals constantly complained about waiting lists and cracks in the system. Also, schools and courts have their own rhythms. All of these important referral sources were frustrated concerning the customer services they received from us.

We realized that the problem lay with us: our inability to provide services when our clients and referral sources needed them. Our solution was to create our Access Clinic and provide same-day service. We totally retooled our organization so that we could keep our new promise.

We had another problem, too: Our name – North Coast Center – was ridiculously confusing. Too many other agencies in the same field, as well as countless other businesses, had a similar name. It was increasingly clear to us that we had to change our name to differentiate ourselves from others. We created a new name – Signature Health – and new tagline – “When you need help now” – to reflect our new promise to our clients and referral sources.

Our new name, Signature Health, has been well received by the community. And our new direction, our new promise, is meeting the needs of our referral sources and our clients. As we enter '09, we're focused on our mission and excited by the possibilities.

Jonathan Lee
 President & CEO

SERVICES

Access Clinic

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

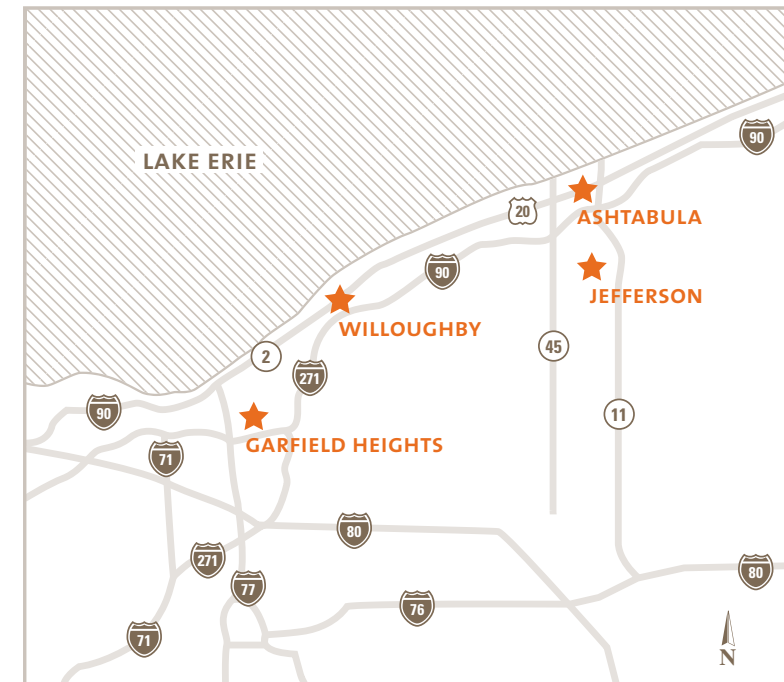
Outpatient Services – Child, Adolescent & Adult

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

Residential Services

- Bridgeview Manor, an innovative mental health treatment facility for men, is open to residents of any county in Ohio.
- Jefferson Manor is Bridgeview's sister mental health treatment facility for women and is open to residents of any county in Ohio.



LOCATIONS

Ashtabula County

4200 Park Ave., Second Floor
 Ashtabula, Ohio 44004

T: 440.992.8552
 F: 440.992.6631

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

Lake County

38879 Mentor Ave., Suite C
 Willoughby, Ohio 44094

T: 440.953.9999
 F: 440.918.3839

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

Cuyahoga County

5410 Transportation Blvd.
 Garfield Heights, Ohio 44125

T: 216.663.6100
 F: 216.663.0201

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

Bridgeview Manor

4428 Collins Blvd.
 Ashtabula, Ohio 44002

T: 440.992.6600
 F: 440.992.6604

Jefferson Manor

26 East Jefferson St.
 Jefferson, Ohio 44047

T: 440.576.1159
 F: 440.576.1126

SIGNATURE HEALTH BOARD OF DIRECTORS

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

SIGNATURE HEALTH SENIOR STAFF

Jonathan Lee, President & CEO
Paul Brickman, Marketing Director
Ann Zirzow, Chief Operating Officer
Jared Lucas, MCSE, Director of MIS/IT
Sheri McDonald, Executive Assistant

ASHTABULA COUNTY STAFF

Medical Staff

Dr. Jayant Choure
 Dr. Samar El-Sayegh
 Dr. Todd Gates
 Dr. Daniel Keaton
 Dr. Madhuri Medarametla
 Dr. Michael Primc
 Dr. Khoa Tran

Leadership

David Bowins
 Melissa Fields
 Robert Hansen
 Pat Harrison
 Nancy Loomis
 Mary Roth
 Sherri Sullivan

Nursing

Joyce Bloom
 Tina Freeman
 Mihaela Hanhilammi
 Nancy Loomis
 Lori Maurer
 Susie Snyder

CPST

Jack Carr
 Betty Caruso
 Mary Collins
 Jen Culotta
 Shauna Gamble
 Meaghan Geraghty
 Natalin Goodlin
 Matt Griffith
 Robert Knapp
 Chris Madison
 Darlene McGee

Denise Palma
 Tracey Picard
 Alice Pustonik
 Brenda Rodriguez
 Ana Sanchez
 Peggy Sensky
 Alison Shuman
 Amy Stiles
 Larla Vasquez
 Alicia Wiser

Therapist

Mary Ellen Blake
 Kathy Bobulski
 Gail Castrilla
 Sherry Coyne
 Kirstin Esch
 Melissa Fields
 Warren Forster
 Stacy Foster

Robert Hansen
 Pat Hathy
 Nicole Hutchinson
 Erin Johnson
 Nicole Kozlowski
 Irene McGeady
 Laurie Orlando
 Tina Phelps
 Melanie Phipps
 Isabel Quayle
 Mary Roth
 Ron Seigman
 Joan Steidl

Administrative

Kathleen Corkrean
 Edy Furmage
 Carol Palumbo
 Nilda Rivera

CUYAHOGA COUNTY STAFF

Medical Staff

Dr. William Fikter
 Dr. Eileen McGee
 Dr. Madhuri Medarametla
 Dr. Gillian Sweitzer

Nursing

Eileen Wise
CPST
 Pam Boutton
 Liz Skok

Therapist

Joyce DeCluett
 Kathy Krejciec
 Darryl Mason

Administrative/Leadership

Barb de la Mata

LAKE COUNTY STAFF

Medical Staff

Dr. Jayant Choure
 Dr. David Feldman
 Robin Krause, APN,CNS
 Dr. Eileen McGee
 Dr. Douglas McLaughlin
 Dr. Madhuri Medarametla
 Dr. Michael Primc
 Dr. Thomas Svete

Leadership

Kathy Allen
 Christine Curry
 Dawn McNulty
 Candi Renner

Nursing

Sandie Degraff
 Angie Dent
 Debbie Martin
 Becky Steffens
CPST
 Frances Austin
 Emily Benicasa
 Claire Elizalde
 Jennifer Ferranti
 Audrey Graham-James
 Danielle Leone
 Jim O'Conner
 Dan Rowles

Therapist

Kathy Allen
 Stephanie Brandt
 Whitney Britenbucher
 Tracy Doran
 Kathy Evan
 Laure Ferrante
 Kayla Flowers
 Christina Fowler
 Michael Freas
 Lisa Hoskins
 Erin Houser
 Jan Kimball
 Linda Meredith
 Niels Nielsen
 Gina Sinito
 Jim Workman

Administrative

Marjorie Britton
 Robin Clarke
 Pat Liptak
 Jeanette Manns
 Sara Mosher
 Stephanie Pampanini
 Lisa Slepky
 Jo-Ann Theberge

EMPLOYEES OF THE YEAR

More than 100 employees work together to bring high-quality care to Signature Health's clients. Even among this dedicated workforce, a few individuals stand out for their commitment to Signature Health's values.



Gail Castrilla – Ashtabula

Gail Castrilla won the 2008 Signature Health Employee of the Year award because “she is the image of North Coast/Signature Health: caring, giving, and a true team player.” Another nomination praises Gail for her undying gentleness and sincere compassion.



Sherri Sullivan – Bridgeview Manor

Sherri Sullivan is known for always giving 110%. She seems to be running the group home “almost by herself.” Her caring attitude leads her to “go above and beyond.”



Jared Lucas – Willoughby

Jared Lucas, our IT manager, works out of our Willoughby office but serves all our locations, always with a smile on his face. Fellow staff members praise him for explaining what is wrong with their computers, and for fixing the problem promptly. “Thanks to the computer guy.”



SARAH SCHERER

SARAH SCHERER MEMORIAL SCHOLARSHIP

Sarah Scherer, an employee of Signature Health, was also an art therapy and counseling student at Ursuline College in Pepper Pike, Ohio. Tragically, she lost her life in an accident while vacationing in Italy. Sarah's creativity, compassion, and wisdom were an inspiration to both her classmates and her clients.

To honor Sarah's memory, the Scherer family has established a fund that supports a scholarship for an Ursuline student studying art therapy and counseling. The student also receives a paid internship at Signature Health. The 2008 recipient of the Scherer Memorial Scholarship is Whitney Britenbucher.

FROM OUR BEGINNING

In 1993, drawing on his personal background of struggles with substance abuse as a young teen, Jonathan Lee founded Signature Health, then called North Coast Center, as a program geared toward adolescents. His experience with other programs and his recognition of the unique needs of adolescents and their families became the basis of the center's work. The focus was on prevention, and the model was to reach teens through presentations and support provided in schools.

It soon became clear that this approach had built-in limitations, dependent as it was on the rhythms of the school year. Gradually North Coast Center developed into a comprehensive, high-quality outpatient counseling agency. Today, renamed Signature Health, the agency is staffed by a multidisciplinary team of caring professionals, who provide many types of specialized services. The agency was certified by ODADAS in 1995 and by ODMH in 2000. Today, Signature Health serves approximately 5000 clients per year.

In 2007, in recognition of the continuing changes in the world of mental health care, Jonathan Lee undertook a fundamental review of his agency's operations, relationships with referral sources, and services to clients. The year ended with recognition of two central problems: the challenge of accessibility to mental health services, and the need for a more appropriate name.



PARTNERSHIP WITH THE CLEVELAND CLINIC

In 2008 we responded to a search for a partner provider by The Cleveland Clinic Center for Behavioral Health. Their goal was to collaborate with a mental health agency to meet their patients needs for continuum of care. They were looking for "the best community provider organizations to invite onto our campuses to complement our inpatient and outpatient service line."

Some of the qualities the Cleveland Clinic looked for in a potential partner agency were:

- "Patients First" philosophy and approach to care
- Outstanding response to patient needs
- Wide array of needed services
- Financial stability
- Track record of success and high quality results in patient care

We learned recently that we were successful: The Cleveland Clinic chose Signature Health as a partner in delivering behavioral health services. "Of all the organizations we interviewed and researched, Signature Health, Inc. is by far, in our opinion, the best," wrote David M. Kribel, Vice President of the Cleveland Clinic Center for Behavioral Health. "We strongly endorse their work and look forward to an enduring partnership with them in meeting the needs of our Northeastern Ohio communities."

In return, Signature Health looks forward to working with the Cleveland Clinic in a productive partnership that provides high-quality mental health services to our clients and theirs.



GROWTH & CHANGE IN 2008

New Name

We changed our name from North Coast Center to Signature Health. We are pleased with the change, and our clients and referral sources have responded well. Paired with the new tagline, "When you need help now," the name Signature Health reflects our commitment to those we serve, a commitment we're ready to put our signatures to.

Signature Access Clinic™

Our referral sources told us, "When we call Signature Health, we need help now. When we pick up the phone, we want to get somebody in." The Signature Access Clinic™, which gives clients a same-day appointment at a specific time, is Signature Health's response.

Agency-Wide News and Changes

- 2008 Weatherhead 100 Award received
- Expansion and repainting at each location
- Computer upgrades, moving toward a paperless system
- Hiring of additional staff
- More clients served



Ashtabula County

- Expanded assessment capabilities, group services and PHP
- Bridgeview Manor, providing nationally known services for men
- Jefferson Manor, the women's version, to open its doors in September

Cuyahoga County

- First year completed successfully
- Expanded psychiatric services
- Move to new office space planned for July 2009

Lake County

- PHP (Partial Hospitalization) program initiated
- Intensive group therapy offered five days a week
- Additional psychiatric services provided
- Art therapy program expanded



JEFFERSON MANOR WILL OPEN
IN SEPTEMBER

WHAT OUR CLIENTS SAY

Thanks to the doctors and counselors my boys and I are doing much better.

I will miss what I learned and the people and sober friends from IOP.

I have been grateful to have this opportunity.

I felt that the counselors involved really cared about me.

The services I received were excellent. My counselor, doctor and DBT have helped me with a lot of issues I have in my life.

I'm here a lot and I feel very satisfied with all of you guys.

Jan made me very comfortable and made sure she let me know I mattered.

I've received quite an education here.

Linda is a very knowledgeable woman and really helped me and taught me a lot.

DBT has helped me handle things differently than I might have in the past.

This was a good group for me. The group size was small enough to where I was able to talk and get good feedback. I enjoyed the group a lot.

STORIES AND ART BY SIGNATURE HEALTH CLIENTS



ARTIST: TRACY D.

Thank you PHP!

“My experience with Signature Health’s PHP program has been very positive and helpful. Not only can I see a noticeable improvement in my moods and feelings, but so do others. Thank you PHP!”

~CINDY

Signature Health literally helped me to help myself

“I came to Signature Health crying out for help. The scope of programs and holistic approach to my individual treatment has helped to provide a safe and positive environment where I’ve been able to identify and confront the issues and emotions that have crippled me for decades. I will forever be thankful of all the love and support offered by both staff and consumers of Signature Health.”

~MINDY



ARTIST: CINDY N.

They saved my life AND I CAN'T THANK THEM ENOUGH.

“My personal experience with Signature Health – It’s one of the best things that’s happened in my life. They really care and that’s very important to me. They saved my life and I can’t thank them enough. Kathy and Lisa are the best.”

~CHRIS



ARTIST: CINDY N.

2008 CLIENT PROFILE

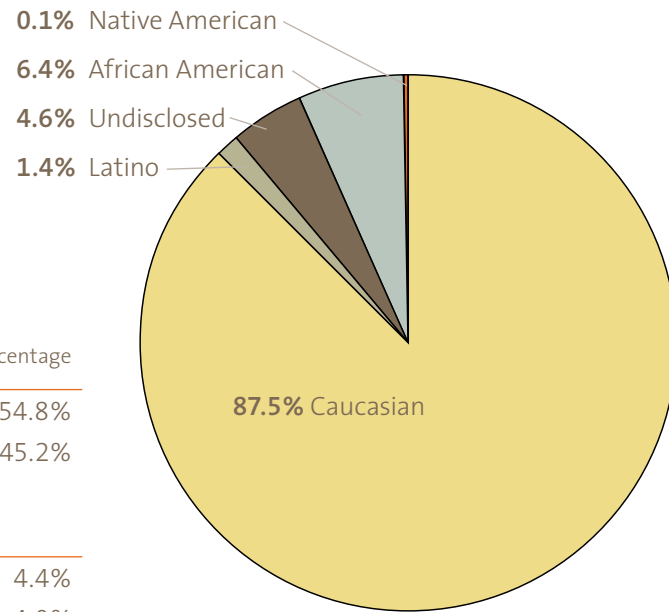
Gender:	# of People	Percentage
Female	3038	54.8%
Male	2503	45.2%

Child DX Prevalence:

Attn Deficit w Hyperact	246	4.4%
Oppositional Disorder	224	4.0%
Attn Defic Nonhyperact	160	2.9%
Adj React-Emotion/Conduc	105	1.9%
Depressive Disorder NEC	82	1.5%
Prolong Posttraum Stress	65	1.2%
Conduct Disturbance NOS	51	0.9%

Adult DX Prevalence:

Depressive Disorder NEC	319	5.8%
Prolong Posttraum Stress	301	5.4%
Recurr Depr Psychos-Unsp	295	5.3%
Manic-Depressive NEC	264	4.8%
Anxiety State NOS	260	4.7%
Generalized Anxiety Dis	248	4.5%
Recurr Depr Psychos-Mod	243	4.4%



Total Clients Served: 5,541

Age:	# of People	Percentage
0-9	314	5.7%
10-13	406	7.3%
14-17	545	9.8%
18-24	702	12.7%
25-34	976	17.6%
35-44	932	16.8%
45-54	904	16.3%
55-64	473	8.5%
65+	274	5.0%
Unknown	15	0.3%

2008 FINANCIAL REPORT (JAN-DEC '08)

Total Income:	\$6,927,324.13
Expenses:	
Total Contract Labor	596,926.08
Total Employee Benefits	546,877.08
Total Payroll Expenses	4,133,834.75
Total Rent	282,341.99
Operating Expenses	1,260,639.11
Total Expenses:	6,820,619.01
Net Income:	\$106,705.12

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

VALUE STATEMENT:

INTEGRITY

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

SERVICE

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

TEAMWORK

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

INNOVATION

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

EXCELLENCE

Improve our performance continuously and strive for excellence.

COMMUNITY

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

Missie Snyder LPA
Pat [unclear]
Kathleen Coy [unclear]
Nida Rweha [unclear]
Amy Dilys Stephanie Pamparini [unclear]
Joyce Bloom [unclear]
Jack C. Carr [unclear]
Mrs. Phelps [unclear]
Ron Segman, MA, LPCC
Jared Lucas [unclear]
[unclear]
Nida Bogdanowski, PCC
Marilyn Bratton
Francis Austin
Dan Rowles
Jennifer Juvanti
Dawn [unclear]
Sandra L.O.
Debbie Martin
Jesse N. [unclear]
[unclear]

www.signaturehealthinc.com

Tracy Deard [unclear]
Emily Benincasa [unclear]
Melanie D. Phipps LSW [unclear]
Mary Rott, MEd, PCC [unclear]
[unclear]
Kathleen [unclear]
Wanda C. [unclear]
Darin [unclear]
Denise D. [unclear]
Mary Ellen Blake [unclear]
Kori Maurer [unclear]
Jail Castrilla LSW
Dina [unclear]
Candi [unclear]
Jo-Ann Theberge [unclear]
Robin Krause [unclear]
Evan [unclear]
Jayce D. [unclear]
Robin Clarke [unclear]
Barb de la Mata [unclear]
Ellen [unclear]
Dany [unclear]
Kathy [unclear]