ANNUAL REPORT

2020
2020 was a year like no other.

Everyone has been touched by the pandemic and the sociopolitical conflicts throughout the year. 2020 has changed us in many profound ways. As a country and a community, our collective health and prosperity depend, in part, on our willingness and ability to adapt.

The 2020 story of the Women’s Recovery Center (WRC) is a testament to our team’s ability to rapidly and selflessly adapt to the needs of our clients and our community. Not only did we adapt in deploying remote treatment, we did so without disrupting services to our clients. When you think about it, WRC has adapted to meet the needs of clients for 35 years! From social services to women to bilingual HIV counseling to substance use disorder treatment, WRC has been a lifeline to thousands of clients, families, and community partners.

In 2021, I invite you to witness and participate in our continued evolution. On behalf of our volunteers, staff, and Board of Directors, thank you for your support and let us go forward...together!

Ashley Yassall
Executive Director
Our Team

ADMINISTRATIVE & CLINICAL STAFF

Ashley Yassall  
Executive Director

Meg Boehnlein  
Administrative Assistant

Carrie Kozak-Hietala  
LSW  
Assessment Counselor

Liza Cruz  
Billing Specialist &  
Internal Accountant

Pamela Bouyer  
MMFT, LICDC  
Clinical Director

Terry Luria  
LSW, LICDC-CS  
Relapse Prevention Counselor

Jasmine Dawson  
Marketing & Outreach  
Coordinator

Carol Combs  
LPCC, LICDC  
Primary Counselor

Emma Lash  
MSSA, LSW  
Case Manager

BOARD OF DIRECTORS

President  
Stacey Reid  
Global Amici, Inc.

Dennis Gartland  
Net Advertising Group

John Lisy  
Shaker Heights Youth Center

Vice-President  
Blair Hollowell  
Aon

Robert J. Hanna  
Tucker Ellis LLP

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Faber-Castell USA

Treasurer  
Kimberly Sark  
KeyBank

Nicole Inman  
Sistemalux-IGuzzini North  
America

Mike Rantila  
The Middlefield Banking  
Company

Secretary  
Peg Breetz  
Retired

Jim Kenny  
Evergreen Business  
Communications

Mark Schroeder  
myDr1ver

Lisa McKay  
Swagelok

Ann Marie Donagan  
AMD Consulting Services

Mary Kimberly  
Grand Rounds
Pre-COVID-19, the first four statistics on the left average between 80-90%. Without question, our programming and our clients were heavily impacted by the pandemic in 2020. And, with mental illness issues co-occurring in many of our clients, the last statistics are even more sobering.

Cleveland area probation/courts are a large referral source for WRC. As their functioning slowed during the pandemic, WRC saw a corresponding decrease in referrals and mandated clients.

WRC didn't rest. We adapted and are proud to have continuously served our clients through the pandemic. We persevered, as did our clients, and emerged better prepared to serve in 2021 and beyond because of it.

*All figures represent 2020 data.*
COVID-19's impact on the treatment process resulted in delays due to the reduced effectiveness of virtual treatment. Keep in mind, the average length of the treatment experience is 36 weeks with an estimated cost based per client is $10,692 per client.

COVID-19 forced us to temporarily close child care in 2020. Without this service, it was more difficult for women to seek and focus on treatment. Keep in mind, the average family includes two children. The cost of supporting a child in foster care is $2,140 per month and the average stay is 14 months with a price tag of $30,086 per child.

COVID-19 caused a significant reduction in the number of pregnant women seeking treatment at the Women’s Recovery Center. For every baby born positive with Neonatal Abstinence Syndrome (NAS), The Ohio Department of Health estimates babies experience $61,000 in additional medical care.

<table>
<thead>
<tr>
<th>WOMEN SERVED IN 2020</th>
<th>42</th>
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<tbody>
<tr>
<td>CHILDREN IMPACTED DUE TO MOM'S CARE IN 2020</td>
<td>91</td>
</tr>
<tr>
<td>BABIES BORN DRUG-FREE SINCE 1986</td>
<td>582</td>
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</tbody>
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*All figures represent 2020 data.*

"With the strength we build and the tools we learn, we can to deal with anything head on….”

- WRC Graduate
Our Approach

We View Clients as Individuals

- Building an honest relationship and trust
- Addressing trauma is a critical part of our programming
- Looking beyond the addiction to the whole person
- Customizing each program to meet the individual’s needs

We Treat With Intent

- Initial screening
- Intake and assessment processes
- Individual Treatment Plan (ITP)
- Case management
- Intensive Outpatient Treatment (IOP)
- Outpatient Relapse Prevention
- Parenting Classes
- Outpatient Aftercare
- Discharge Planning

We Support a Healthy Life

- Childcare Services
- Onsite Sexual Health Education
- Clothing Closet & Other Donated Items
- Nutrition & Domestic Violence Classes
- Legal Support
- Transportation/Bus Passes
- Peer Support
- Fitness facility (available post-COVID)
Our Finances

REVENUE

In 2020, we relied heavily on grant and state assistance due to a low client census and decrease in fee for service support. In future years, the fee for service portion will substantially increase.

EXPENSES

Similar to most nonprofit entities, our expenses are heavily for personnel. Direct program costs are expenses that are used for treatment purposes. For example, paper packets, internet for virtual treatment, and our copier rental. Indirect costs include utilities, interest on mortgage, training expenses, security, etc.

$245K
Secured Grants, Corporate and Private Donations, and Fundraising to sustain treatment in 2020

$5,097
Average cost for a woman to attend full program

$43K
Reduction in 2020 expenses due to identified savings, excluding COVID-19 specific expenses.
Our Donors

**Visionary Gift $25,000 - $49,999**
IBEW Local 38/Greater Cleveland NECA
Rubbermaid

**Lifesaver Gift $10,000 - $24,999**
Cleveland Foundation Rapid Response
Creekside Auction Gallery
Doll Family Foundation
The George Gund Foundation
Greater Cleveland Community Shares
Kathleen Ode

**Gold Circle $5,000 - $9,999**
Eaton Foundation
BVU/Encore Fellows Program

**Silver Circle $1,000 - $4,999**
Chelko Consulting Group
Dennis Gartland
Indoe Painting
Industrial Manufacturing Company LLC
JP Compass
Jennifer Novick
Charles & Rita Maimbourg
Dave & Lisa O'Brien
Old Stone Church
Sherwin Williams Foundation
Sherwin Williams Women's Club
Halle Tecco
Tucker, Ellis & West LLP
Willis Towers Watson

**Miracle Makers $125 - $999**
Diane & Anthony Foos
Mary Frank
Ellen Gallagher
Therese Gallagher
Laura Germaine
Jamal and Rob Hanna
Blair Hollowell
Dan and Nicole Inman
Milli Jimenez
Kimberly & Charles Jones
Bradley W. Kapcar
Jessica Kahn
Jim Kenny
KeyBank Foundation
Mary Kimberly
Brad Kostka
Cece Kysela
Lapine
Rita Laurenzi
Thomas Handyman Lopez
Terry & Bob Luxia
MB Dynamics
Sean McGillicuddy
Marathon Petroleum
Lynn Mohl
Kevin Moore
Barbara Nitzsche
Katie Kern-Pitch
James & Natalie Pshock
Michael Rantilla
John & Stacey Reid
Brian Rhodes
Samuel Ryan
Allison Santho
Kim Sark
Allison Santho
Eugene Sasso
Laura Schneider
Cindy Schumacker
Marianne Simpson
Lauren and Thomas Skinner
Minden Sminchak
Kathleen Stebelski
Shaylor Steele
Studio 6A
James Sweeney
Joan Synenberg
Gary & Joann Szligowski
Scott Tennant
Wells Fargo Foundation
Christine Willis
Renee Yurick
Lynee Zarzycki

"It's not how much we give but how much love we put into giving."

- Mother Teresa
As a referral entity, we engage in a partnership with clients that are referred to us with the understanding they are also invested in the success of each client. Our proven, streamlined referral process allows us to work together in achieving positive outcomes. For instance, referral partners receive regular treatment reports and results of urinalysis screenings as needed for Drug Courts or Custody Hearings. Additionally, the Clinical Team will invite referral partners to participate in team meetings or discussions to keep the client engaged. As such, these partners anticipate and consistently see results from clients of WRC that include:

- A commitment to sobriety
- Planning and educational advancement
- Economic self-sufficiency
- Reunification of families
- Reduction of recidivism rates

Of 2020 clients experienced an adverse childhood experience (ACE) and/or previous severe traumatic event
For 35 years, WRC has witnessed the miracles of recovery and no matter what lies ahead, WRC and our clients will thrive. We continue to push through barriers to reach and continue treatment. Here's a quick snapshot of our bright horizon:

**CARF ACCREDITATION**

We achieved CARF accreditation in March 2021. This international accreditation confirms WRC is providing exceptional client care.

**EXPANDED CAPACITY**

With our newly renovated facility, we have the ability to serve 120 clients at a time with morning, afternoon, and evening treatment.

**TRANSPORTATION AND CHILD CARE**

Cleveland Leadership Center's Bridge Builders is helping WRC establish robust transportation programming; we intend to reopen child care mid-2021.

**FINANCIAL STABILITY**

We are conducting a comprehensive review to ensure billing optimization and staff productivity.
To the community and our clients.

WRC is committed to creating a diverse, equitable, and inclusive environment for all clients, staff, and stakeholders. We are committed to continuous and intentional evaluation of WRC policies, procedures, and programs to ensure these are adequate for all demographics served. Some of the actions that WRC has put in place to further diversity, equity, and inclusion are:

- The Executive Director is the co-chair of the Workforce Committee geared toward eliminating Structural Racism. This committee was created by ADAMHS Board and is associated with the Cuyahoga County Council’s goals.

- Preferencing the use of Black-owned small businesses as vendors.

- Established an open-door policy for staff, board, or clients to address policies that may be geared towards one specific racial group.

- LGBTQ+ training for staff in August 2021.

- Launched WRC’s Diversity, Equity, and Inclusion Committee to host board and staff lunch and learns, further intentional community partnerships, and review WRC policies and procedures to be more inclusive of Black, Hispanic, and LGBTQ clients.

- Diversify the Board of Directors to reflect the racial and cultural make-up of WRC’s client base by 2025. In 2020, our client base was 21 percent African American, 67 percent Caucasian, and 12 percent Biracial.

- WRC will continue to consider clients for staff and board positions. WRC Board of Directors is committed to maintaining at least one client as a Board of Directors member.

- WRC considers diversity a high priority when hiring and promoting staff.
WRC serves women and their families by providing comprehensive addiction treatment, prevention, education, and programs that are client-centered, family-based, and recovery-focused.

Our all-female clinical staff builds trust through deep relationships and providing gender-specific treatment. WRC is where graduates develop management skills, parenting skills, and an overall sense of independence for self-sufficiency.

We believe our clients are not defined by their substance use disorder. Instead, we are committed to empowering them to lead a complete and healthy life.