

The background of the cover features a stylized floral illustration in blue and grey line art. It includes large, pointed leaves and several flowers, some in full bloom and others as buds, arranged in a circular pattern around the central text.

Women's Recovery Center



Treating Addiction, Liberating Lives

ANNUAL REPORT

2020

DIRECTOR'S MESSAGE

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
Coodinator*

Carol Combs

LPCC, LICDC
Primary Counselor

Emma Lash

MSSA, LSW
Case Manager

BOARD OF DIRECTORS

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Net Advertising Group

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Peg Breetz

Retired

Jim Kenny

Evergreen Business
Communications

Mark Schroeder

myDr1ver

Lisa McKay

Swagelok

Ann Marie Donagan

AMD Consulting Services

Mary Kimberly

Grand Rounds

Our Clients



88%

OF CLIENTS HAVE
AT LEAST TWO
CHILDREN

67%

OF CLIENTS MEET
FEDERAL POVERTY
STANDARDS

64%

OF CLIENTS ARE
MANDATED TO
SEEK TREATMENT

60%

OF CLIENTS HAVE
EXPERIENCED
TRAUMA

29%

OF CLIENTS HAVE
A CO-OCCURRING
MENTAL HEALTH
DISORDER

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.

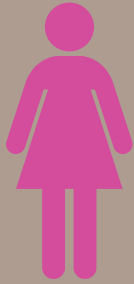
Cleveland area probation/courts are a large referral source for WRC. As their functioning slowed during the pandemic, WRC saw a corresponding decrease in referrals and mandated clients.

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.

Our Outcomes

WOMEN SERVED IN 2020

42



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.

CHILDREN IMPACTED DUE TO MOM'S CARE IN 2020

91



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.

BABIES BORN DRUG-FREE SINCE 1986

582



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.

**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

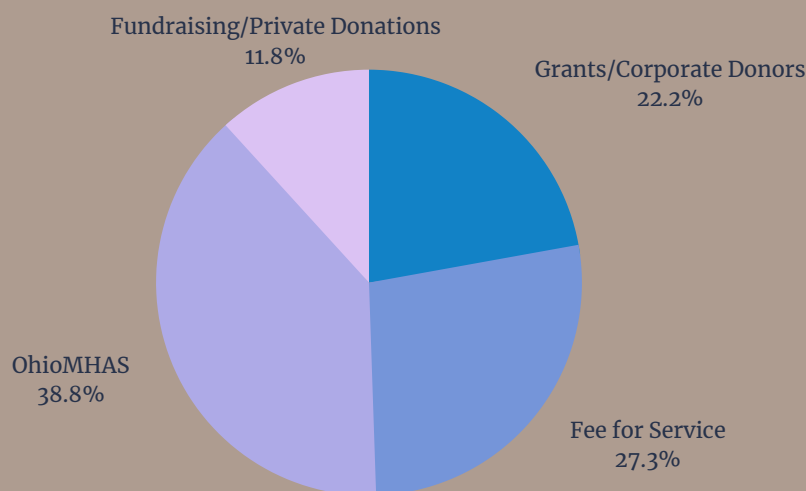
- Initial screening
- Intake and assessment processes
- Individual Treatment Plan (ITP)
- Case management
- Intensive Outpatient Treatment (IOP)
- Outpatient Relapse Prevention
- Parenting Classes
- Outpatient Aftercare
- Discharge Planning

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

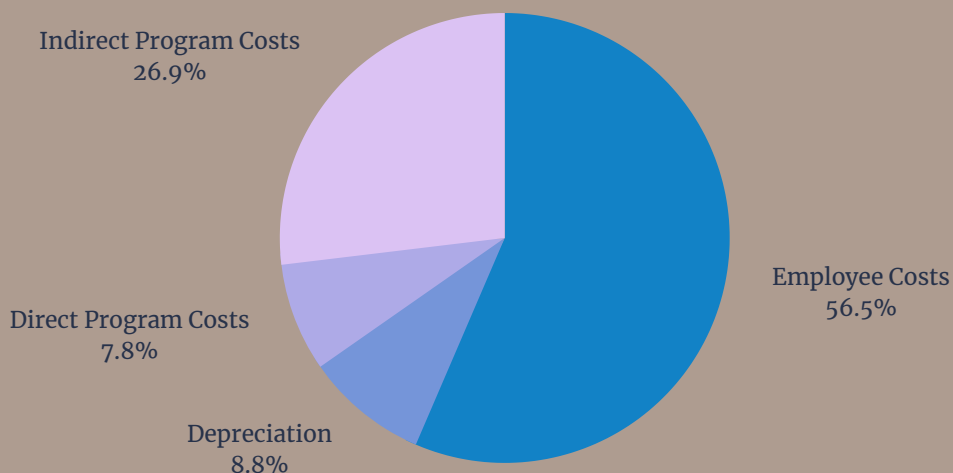


REVENUE

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

Cassandra Agozzino
Teresa Andreani
Timothy Angbrandt
Mary Baldwin
Timothy Baker
Dave and Nicole Barry
Jennifer Bell
Benson Jewelers, Inc.
Aditi Bhatt
John Braddock
Peg Breetz
John Butchko
Karla Caton
Nancy Chawla
Krissy Clutterbuck
Rita Daar
Adam Daugherty
Kim & Ron Disch
Asher Diaz, in honor of
Juan Rivera
Ann Donegan
Evergreen Business
Communications
Exterra Landscaping
Linda Fadel
Susan Tarry, Bill Ayars, & Judge
Donna Congeni Fitzsimmons

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 Luria
MB Dynamics
Sean McGillicuddy
Marathon Petroleum
Lynn Mohl
Kevin Moore
Barbara Nitzsche

Katie Kern-Pilch
James & Natalie Pshock
Michael Ranttila
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 Szelgowski
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



Our Referral Partners

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



48%

of clients utilized peer support services in 2020, a referral source for the WRC

#58

2020 clients referred to the WRC from other agencies

60%

Of 2020 clients experienced an adverse childhood experience (ACE) and/or previous severe traumatic event

Our Future

2021 and Beyond

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.

Our Commitment

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.