WOMEN'S RECOVERY CENTER
ANNUAL REPORT
2021
The pandemic affected us in 2021, so we conducted treatment via a hybrid approach and offered treatment onsite or virtually for those who needed it. The 2021 story of the Women's Recovery Center (WRC) continues to illustrate the remarkable stakeholders involved in our mission, from staff, Board of Directors, volunteers, funders, and clients. They all continue to rise to the challenge of improving our services and organizational support. The stamp of Commission on Accreditation of Rehabilitation (CARF) approval in March 2021 confirmed our strive for excellence. We continued to deliver exceptional service to the community in treating addiction, liberating lives.

I have loved serving the Women's Recovery Center for the past five years - two on the Board of Directors and three as Executive Director. It has been an honor to serve the Women's Recovery Center and help to fight the disease, so many of us are affected by. I am excited for Jim Kenny to come in as the Interim Executive Director and guide us in leading our people, inspiring excellence, and continuously improving service.

Please join me in thanking Ashley for her compassion, dedication, and unyielding commitment to addressing the needs of women affected by substance use disorders and trauma. Ashley stepped up to lead WRC at a difficult point in its history. She quickly stabilized the agency and soon fortified its processes, procedures, and policies. She also has fostered a culture where WRC staff members are self-directed, yet supportive with one another when working to solve problems and improve outcomes. Both WRC and Ashley now proceed to their next chapters of mission-led service with renewed strength and clear vision. I suspect WRC’s next Executive Director will be thanking Ashley too.

Ashley Yassall
Departing Executive Director

Jim Kenny
Interim Executive Director
Our Team

ADMINISTRATIVE STAFF

Jim Kenny  
*Interim Executive Director*

Liza Cruz  
*Billing Specialist & Internal Accountant*

Meg Boehnlein  
*Administrative Assistant*

Ashley Yassall  
*Departing Executive Director*

Jasmine Dawson  
*Marketing & Outreach Coordinator*

Pamela Bouyer  
*MMFT, LICDC-CS, CCTSI Clinical Director*

Carrie Kozak-Hietala  
*MSW, LSW, CCTSI Assessment Counselor*

Beverly Collier  
*LSW, LCDC III Primary Evening Counselor*

Carol Combs  
*LPCC, LICDC Primary Counselor*

Kristie Colley  
*LSW Primary Morning Counselor*

Lena McGraw  
*CDCA Case Manager*

Jennifer Stimac  
*Peer Support Specialist*

CLINICAL STAFF

Dr. Sandra Redmond  
*Clinical Director*

Tracy Simpkins  
*Evening Child Care Provider*

BJ Johnson  
*Child Care Provider*

CHILD CARE STAFF
Our Team

BOARD OF DIRECTORS

President
Stacey Reid
Global Amici, Inc.

Vice-President
Blair Hollowell
Aon

Treasurer
Mike Ranttila
The Middlefield Banking Company

Secretary
Peg Breetz
Retired HR Profes

Mary Melvin
Grand Rounds

Dennis Gartland
Net Advertising Group

John Lisy
Shaker Heights Youth Center

Cheryl Rush
Cuyahoga County Sheriff's Department

Andrea Ponikvar
Cleveland Zoological Society

Stacy Porter
University Hospitals

Aseem Uppal
HW&Co. | CPAs & Advisors

Lisa McKay
Swagelok Company

Milli A. Morrison
Faber-Castell USA

Agata Waradzyn
Signet Jewelers

Lauren K. Hamilton
The Legal Aid Society of Cleveland

Robert J. Hanna
Tucker Ellis LLP
Pre-COVID-19, the statistics on the left averaged between 80-90%. Without question, our programming and clients were heavily impacted by the pandemic in 2020 and 2021. Cleveland area probation/courts are a significant referral source for WRC. As their functioning slowed during the pandemic, WRC saw decreased referrals and mandated clients, yet an increase in self-referrals.

WRC did not rest. We adapted. We persevered, as did our clients, and emerged better prepared to serve in 2022 and beyond because of it.

*All figures represent 2021 data.*
COVID-19's impact on the treatment process resulted in delays due to the reduced effectiveness of virtual treatment. We saw an increase in our census from 21 clients in December of 2020, to 31 clients in December of 2021. Keep in mind, the average length of the treatment experience is 36 weeks with an estimated cost of $10,692 per client.

After surveying our clients in 2021, we determined we reached our target goal of 90% client satisfaction of our services. We project our client satisfaction rates will improve retention rates overall in 2022 and beyond.

Women's Recovery Center reopened our Child Care in July of 2021. This included the development of programming and policies based on ODJFS and licensing standards, along with the hiring of childcare providers, childcare room set up, and gathering of furniture, snacks, and other supplies.

*All figures represent 2021 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 substance use disorder 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 (OP)
- 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 Education
- Legal Support through LegalWorks
- Music Therapy and Art Workshop
- UberHealth/Lyft/Bus Passes
- Peer Support
- Fitness Facility
- Parenting Class and Trauma Group
Our Finances

In 2021, WRC was in a financially sound position coming out of COVID-19. We continued to receive funding from OhioMHAS and ADAMHS Board, and we additionally added eight new grant sources: Cleveland Foundation, Elisabeth Severance Prentiss Foundation, Sisters of Charity Good Samaritan, Wolf Family Foundation, and Community West Foundation, Semi K. and Ruth Begun Foundation, Silicon Valley Community Foundation, and ProMedica Foundation.

REVENUE

Expenses are mostly for personnel. Direct program costs are expenses 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.

$270K
Secured Grants, Corporate and Private Donations, and Fundraising to sustain treatment in 2021

$29,345
Increased annual campaign donor revenue in 2021, compared to budget target at $16,054.

$23K
Achieved highest Medicaid billing month in August 2021
Our Donors

Visionary Gift $25,000 - $49,999
Cleveland Foundation

Lifesaver Gift $10,000 - $24,999
Community West Foundation
Risk International
Semi J. and Ruth W. Begun Foundation
Silicon Valley Community Foundation
The Doll Family Foundation
Reuter Foundation
Elisabeth Severance Prentiss Foundation
The Abington Foundation
The Woodruff Foundations

Gold Circle $5,000 - $9,999
Tucker Ellis LLC
CareSource Foundation
Northern Trust Foundation
Sisters of Charity Foundation of Cleveland
The Nash Family Foundation
Facebook (Individual Donors and Match)
Anonymous

Silver Circle $1,000 - $4,999
Sequoia Financial Group
MetroHealth Foundation
Lisa & Dave O'Brien
Aon
The Legal Aid Society of Cleveland
Stacey Reid
Chelko Consulting Group
Georgia Froelich
Gary & Joann Szelagowski
Ziggy Industries/Beth & Bob Brandon
The Middlefield Banking Company
Janet Lowder-Kinkaid/Hickman & Lowder Co.
Tara DeVore
Nicole & Dan Inman
Sherwin Williams Foundation
Sherwin Williams Women's Club
Wolf Family Foundation
Willis Towers Watson, Gift Matching
ProMedica Foundation
Industrial Manufacturing Company
Peg Breetz
Jim & Alice Kenny
Joseph Carney & Associates
Charles & Rita Maimbourg
Richard M. Crouse
Dominion Energy Charitable Foundation
Old Stone Church Mission & Urban Wellness Committee
PNC Foundation
North East Ohio Sewer District (NEORSD)

"Kindness in words creates confidence. Kindness in thinking creates profoundness. Kindness in giving creates love."
- Lao Tzu
No one has ever become poor by giving.

- Anne Frank
Our Referrals

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

80% of clients remained sober 90-days post graduation

584 Drug-free babies born since 1986

45% of our clients in 2021 were self-referrals.
Despite the obstacles in 2021, WRC remained committed to excellence. As a result, we maintained organizational stability while accomplishing many of our goals. Here is a highlight of some of our successes in 2021:

- We launched transportation programming via UberHealth and Lyft began in August 2021. We received funding from the Sisters of Charity and Old Stone Church.

- WRC implemented the Trauma Recovery Group that started on October 1, 2021, and is offered every 8-10 weeks. The group addresses specific behavioral, intrapsychic, and interpersonal consequences of trauma, focusing on safe coping skills.

- We held our first client graduation in three years. We celebrated our WRC graduates from 2018 to early 2021 with a virtual ceremony on Tuesday, December 7. Graduates were gifted with goodie bags and certificates to celebrate. Guest speakers included Susannah Wolfe and WRC alumna, Chris Burke.

- On September 16, we hosted the Recovery Rocks Community Fair to celebrate Recovery Awareness Month. We impacted families in the neighborhood by providing clothing, food, and other much-needed resources. Vendors included: Renee Jones Empowerment Center, Project White Butterfly, Kids Book Bank, Homeless Hookup CLE, Cleveland Rape Crisis Center, The Centers for Family and Children (El Barrio), NAMI Greater Cleveland, Greater Cleveland RTA, Catholic Charities Diocese of Cleveland, Cleveland Food Bank, and CareSource

- Increased referrals by 46% from January 2021 to January 2022. Self-referrals increased to 45% in 2021, which is our highest to date. Historically, WRC had 90% mandated clients and 10% self-referred.

- Obtained a new building sign with costs covered by local organizations in November 2021. Contributing organizations include the Cleveland Storefront Program, Cleveland Foundation, and Metro West Community Development Organization.

- WRC reopened our Child Care in July of 2021. Reopening included the development of programming and policies based on ODJFS and licensing standards, along with the hiring of childcare providers, childcare room set up, and gathering of furniture, snacks, and other supplies.
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.