Innovations Update 2016 - 2017





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Alice M. Forrester, PhD Chief Executive Officer Because of you, Clifford
Beers can work with
children and families
and find real, workable
solutions to their
problems.

We are grateful to you for your support of these efforts.

A special note from the CEO DR. ALICE M. FORRESTER

Dear Friends-

Our *Innovations Update* provides me with an opportunity to tell you a number of things, but I'll start with this: I am so grateful to you.

Without you, results don't happen. Results like reduction in inpatient hospitalization for individuals enrolled in our Wraparound New Haven program or better school attendance for those receiving care through our school-based work.

Think about those two things for a minute. Your support is improving health and wellness to such an extent that **those we serve need less hospitalization!** Your support is improving health and wellness enough so that **school children are where they belong – in school!**

Don't you agree? Incredible!

Over this last year we had equally exciting results across multiple programs and services. I hope you enjoying reading through these pages and learning more about the impact of your support. For at-risk teens, families facing crisis, for parents struggling with depression – your generosity has never been more impactful.

You should know that among the best results we get here at the Clinic are words of thanks right from the families. Recently, we learned that a family was so grateful for our efforts and impact that they considered Clifford Beers "a part of the family constellation!" Let me pay that forward, because YOU are the real shining star in that sky.

Thank you, friends, for your wonderful sparkle.

Warmly,

Alice M. Forrester, PhD Chief Executive Officer

Our Values

As an organization, in order to best serve children and families we took the time to articulate the core values that drive our work. These words are not static. They do not live on a shelf to be forgotten. We strive each and every day to breathe these words and phrases into what we do to improve health and wellness for those we serve.

We know you hold these values, too. The ideas they represent can manifest in many different ways both inside the agency, in your home, and elsewhere. Below, thoughts from some staff members about how these words are brought to life —

PERSEVERANCE: All day every day we persevere for our families. Whether it's to get the full family picture or making follow-up calls or working through a crisis or making the seventh phone call to link a family to additional services, that's what we do at Clifford Beers.

- Mary Sooy, Psychology Resident

DIVERSITY: I am Latina, and I am mindful that all cultures are different. I am always aware that words and actions mean different things to different families. And I am always aware that everybody has a story.

- Xiomara Cuevas, Program Administrator

GROWTH & CHANGE: This is about helping families see their growth -- how far they've come. It's about the positives, about not starting from a negative place but identifying challenges and working through them.

- Thretha Green, Clinician

RESPECT: I'm a clinician here, and I get to work with the beautiful beings who come to us. It is a great honor to be trusted with their stories. I hold that in the highest regard. I respect them as well as the trust they have in us.

- Roseanne Morrell, Clinician

COLLABORATION: Most times I am not the only one working with a family I am serving, nor should I be. A collaborative team gets the best results, and nothing short of best will do for our families!

- Eileen Rosario, Care Coordinator

INTEGRITY: I am part of the team bringing new talent to the agency, and if I don't hold myself accountable we could lose talent. That's not acceptable, so integrity touches everything.

- **Jordan Taylor,** Talent Management Team Member

EXCELLENCE: It is on me to put out work that is clear and concise and to provide help wherever it is needed.

- Manny Colon, Budget Analyst



Our reach: made possible by YOUR generosity!

5541
TOTAL CHILDREN SERVED*

828

TOTAL CAREGIVERS SERVED *

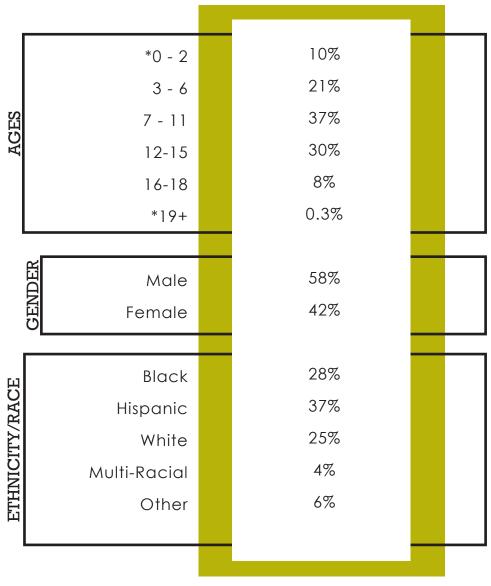
3333

OTHERS SERVED*

Numbers reflect individuals served across CBC programs.

- Clinical care, crisis care, prevention services, integrated care, and care coordination
- Clinical care, integrated services, trauma screening, and professional development/trauma training

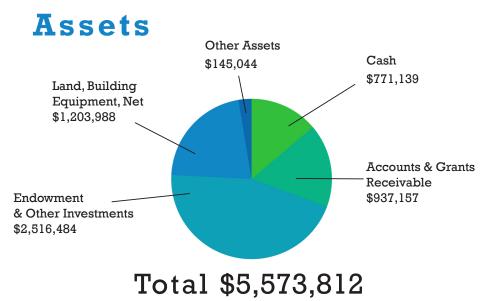
OUTPATIENT SERVICES



^{* 0%} reflects <1% served

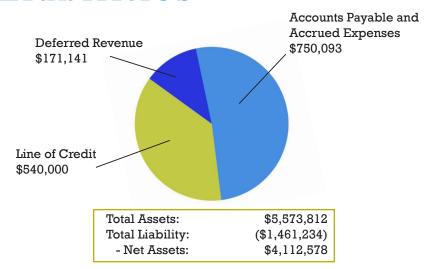


Financial Report



Unrestricted Assets: \$2,400,784
Temporarily Restricted: \$423,501
Permanently Restricted: \$1,288,293

Liabilities



Operating Budget

Client Fees

\$2,050,245

Private Support

\$3,204,497

Public Support

\$10,333,753

\$15,588,495

Client Fees

13.2%

Private Support

20.6%

Public Support

66.2%

Total **100%**

Care Coordination

Your support makes possible this service -- one that has us working with families to identify their strengths and offer culturally sensitive support while addressing the family's needs.

In 16-17, 65% of youth with a history of school suspension were not suspended during their episode of care.



66 My son was constantly getting in trouble at school. He was bullying other kids, and talking back to teachers. It started with detention, which led to in-school suspension, then eventually home suspension. With all the trouble he was getting into, it started to affect my job too, which put me behind in my rent. The stress was a huge burden. Working with Clifford Beers we were able to figure out so much! Now we can cope with problems a lot better. THANK YOU! "

- Nancy, mom of Taylor

This team works with children and families experiencing a serious (but not life threatening) behavioral health crisis.

In 16-17, **73%** of youth with a history of hospital (inpatient) admissions for behavioral health reasons were not readmitted during their episode of care with EMPS.

66 Our home is so much easier to manage. It felt like every other day was a fire drill. When you get the care you need, things do get better!

- Candice, mom of Mia



Your kindness makes it possible to offer individual, family and group therapy to children and families who have experienced trauma or who are facing other behavioral health challenges.

In 16-17, **87%** of caregivers who reported they were incapable of managing their child at intake improved to capable at discharge.

Clifford Beers has been our everything. My boys weren't the only ones who received care. I got help, too. 99

> - Laureen, mother of Lawrence and Jacob



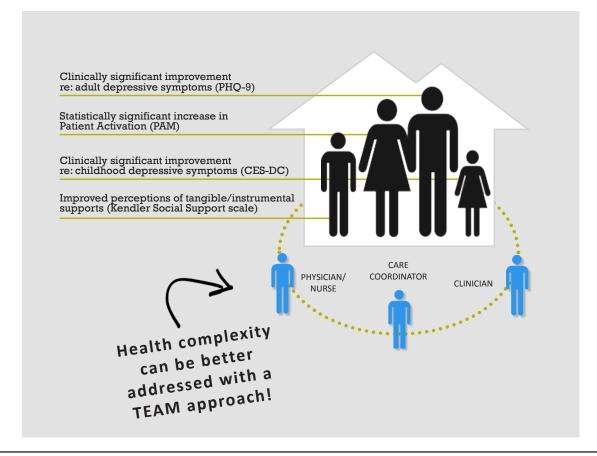
Wrapping Up Wraparound New Haven

Since December 2014, when Clifford Beers received a \$9.7 federal health care innovation grant, we have been working with families facing significant physical, behavioral and social complexity.

As of July 2017, we served 579 families representing 1,907 individuals. Each family participated in designing their unique Plan of Care, and Clifford Beers provided (among other things) assessments, weekly in-home care coordination visits, short-term in-home behavioral health care, and links to community-based resources.

This whole-family/whole-person approach is **A FUNDAMENTALLY BETTER WAY TO IMPROVE HEALTH AND WELLNESS**.

Among key findings, THOSE ENROLLED IN WRAPAROUND NEW HAVEN HAD FEWER INPATIENT HOSPITALIZATIONS during their time in care.



Operation: Happy Holidays 2016

-- Simon, dad of three 566 247 13 12 TOTAL TOTAL **TOTAL TOY DRIVES FAMILIES CHILDREN TOTAL SUPPORT-A-**SERVED SERVED **FAMILY DONORS** 2-3 (2 MORE THAN LAST YEAR!) **TOYS TO EACH 4000**+ **CHILD DOLLARS DONATED** TO PURCHASE **ADDITIONAL TOYS 500**+ **TOYS AND GOODS DONATED**

"I fell to my knees in tears as I

watched the care coordinators come

into my house with a bag full of toys

for my children. I was speechless."

ALL GEARED UP

BACKPACK DRIVE 2016 THANK YOU so much for investing in THEIR future!

Thank you
Wireless Zone of
Branford for donating
133 filled backpacks!
Wow!

YOU sent over 300 kids representing ten towns off to school with the tools for success!

Thank you
Friends of Jimmy Miller
for donating 175 backpacks!
You're awesome!



Builders of Hope

Thank you. Because of YOU our 14th Annual Builders of Hope Breakfast was a success.

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