“I never expected to have a child in treatment at Clarity. I was in shock. I don’t care who you are or what your background is. Mental illness doesn’t discriminate. We provided our children with spiritual, educational and emotional support growing up. No one loves kids more than their parents, and yet our child still contends with mental illness. The compassion toward me was very unexpected and greatly appreciated. Our son was treated with kindness, compassion, dignity and respect. Our treatment was beyond my expectations.”

— Clarity patient’s mother
WHO WE ARE

Clarity Child Guidance Center’s legacy dates back to 1886 when 13 caring women founded an orphanage for children who had been left behind by society. The children who lived at the orphanage throughout their entire childhood were most often the children suffering from mental, emotional and behavioral disorders. Over decades, the agency evolved to become a premier resource for children in need of mental health treatment.

In 2010, Southwest Mental Health Center merged with the Child Guidance Center and was renamed Clarity Child Guidance Center. We became the region’s only nonprofit that provides a continuum of mental healthcare for children ages 3–17 suffering from serious disorders.

Clarity Child Guidance Center's mission is to help children, adolescents and families overcome the disabling effects of mental illness, and improve their ability to function successfully at home, at school and in the community.

We help heal young minds and hearts.
LETTER FROM OUR LEADERSHIP

On behalf of the board of directors, the leadership team and the staff of Clarity Child Guidance Center, we are pleased to present the Clarity Child Guidance Center (CGC) annual report for 2014. As you read through this document, we hope you see a picture of the dramatic steps our agency is taking to increase access to care for children and adolescents in our community. With one in five children contending with a mental, emotional or behavioral issue, it’s quite likely that everyone knows someone affected.

The past year was one of the most ambitious in the agency’s history. We officially opened our first Clarity Child Guidance Clinic, offering urgent help on the west side of San Antonio. The Clarity Child Guidance Clinic now serves an area with one of the highest concentrations of young families and families utilizing Medicaid services. The Clinic offers children and adolescents in distress quick access to a mental health professional, or can evaluate and direct them to the services they need within days, instead of up to three months for other outpatient services in the community.

We also broke ground on the expansion of our main campus in 2014. We will be adding 20 beds to the hospital, including a six-bed emergency service. By adding emergency services we plan to redirect children in crisis from a traditional emergency room setting, which can aggravate the crisis, to a mental health-specific emergency service to address their needs quickly. Funding for the campus expansion, and both current and future clinics, is made possible by the support of many individuals, organizations and foundations who believe in the mission of Clarity Child Guidance Center.

You will find their names on the following pages. Without their support, we couldn’t continue to heal more young minds and hearts.

Caring for nearly 8,000 children in our community last year is only possible because of our compassionate and dedicated staff. We are so thankful to have the team we do at Clarity Child Guidance Center. They contribute to the positive working environment here, which also led to our recognition as a San Antonio Express-News Top Workplace for 2014.

There are many exciting and ambitious initiatives taking place at Clarity Child Guidance Center, and we appreciate your role in making this possible.

Sincerely,

Mark Howard
Governing Board Chair

Frederick W. Hines
President & CEO
big goals

first and foremost, healing young minds and hearts

A record number of hospital admissions tells the unfortunate story of young people who are suffering and the hopeful story of healing. More than 1,600 children used our acute services this year. This includes hospital stays and day treatment. At the same time, insurance providers started cutting back on approved days of care, creating new difficulties for treatment. Healing a child in fewer days than is medically needed posed significant challenges. Clarity Child Guidance Center rose to the challenge. Ninety percent of parents and caregivers reported an improvement in their child, a ratio that was validated by clinical data measuring children’s progress. Parent surveys gauge how well our doctors, nurses and therapists communicate with them and measure their overall loyalty to Clarity CGC. Several months this year we outperformed our benchmark of the esteemed Mayo Clinic (Rochester) for loyalty! Locally, we outperformed a top-rated hospital by 17 points for loyalty, 14 points for Nursing and four points for Doctors. Also, our Therapists outperformed the U.S. benchmark for Pediatricians by four points! All of this was achieved in the midst of incredible expansion – a new clinic and construction of 20 new hospital beds (See page 7).
expanding access to care

Seeing a psychiatrist in days… instead of months. Thanks to the stewardship of the Baptist Health Foundation of San Antonio, The DeRossette Thomas Fund administered by the Hogg Foundation, and H-E-B’s Tournament of Champions, we opened our first clinic! The location was strategic. The clinic is located at Highway 151 and Westover Hills, an area that has a high concentration of young families and children utilizing Medicaid services. The clinic is staffed with professionals who provide outpatient therapy and a day treatment program for children with a higher level of acuity. The clinic is projected to exceed our goal of serving 500 children in its first full year of operation.

The clinic is projected to exceed our goal of serving 500 children in its first full year.
saving lives

We received funding and broke ground for Phase I of our main campus expansion to offer a psychiatric emergency service for kids and expand bed capacity. The addition of 20 beds to our hospital is not the only campus update, but it is the priority. Right now, there is an estimated 65-bed shortage for children’s psychiatric care in Bexar County. We want to help remedy this deficit. As suicide remains the third leading cause of death in young people and because 20% of our young people need mental, emotional or behavioral treatment, this bold step into the future was a necessity. Please join us in thanking the Valero Energy Foundation, Kronkosky Charitable Foundation, Methodist Healthcare Ministries, Greehey Family Foundation, Meadows Foundation, Medical Center Foundation, and many others listed in the Donor Recognition section, for bringing life-saving services to our community!

There is an estimated 65-bed shortage for children’s psychiatric care in Bexar County.
sharing our knowledge

Clarity Child Guidance Center has the region’s largest concentration of professionals focused on children’s mental health. As a result, we are compelled to provide learning opportunities for anyone in our community. Our website receives nearly 33,000 visits a year from professionals, families and donors looking for “warning signs” and other information. We also share knowledge by hosting free continuing education sessions on our campus. This year, 469 people from across the community attended these sessions to gain critical knowledge. We also provided 30 education sessions in other locations in the community to 1,264 attendees and hosted 34 benchmarking tours for 165 people.

Clarity’s YouTube channel and its library of topics routinely has more than 5,000 views a month, creating a tremendous impact.

“Our team at Haven for Hope researched best practices in implementing trauma-informed care, and one of the experts was located right here in San Antonio—Clarity Child Guidance Center. It is great to have them on our team as we work together to transform lives at Haven.”

— Bill Greehey
Founder, Haven for Hope

We continued providing education about children’s mental health by hosting the second ClarityCon conference for professionals across the state. In June, nearly 300 professionals attended a 1.5 day event that featured more than 15 breakout session speakers, panelists, and two keynote speakers. Attendees gave the overall content offered at the event an incredible 95% satisfaction rating. This inspired us to make ClarityCon a recurring, annual event.
ending the stigma

Our One in Five Minds campaign to end the stigma of children’s mental illness celebrated its one year anniversary. It has inspired 2,000 people to take the pledge to end stigma and increase awareness of mental illness. In addition, nearly 3,000 people visited the website to learn about the campaign. The social media component of the campaign created a multiplier effect from our online pledgers, with engagement from more than 10,000 people between Facebook and Twitter. The online efforts are amazing, and the campaign doesn’t stop at the virtual world.

One in Five Minds’ message was presented directly at three events to a total of 700 attendees and many more via live webcasting. In October 2013, Liza Long, a nationally acclaimed advocate and author, spoke about her experience raising a child with mental illness. She dedicated several pages in her book *The Price of Silence* to demonstrate how Clarity Child Guidance Center is a national best practice in community-based mental healthcare. In February, we organized a panel conversation on the funding of treatment in Texas featuring keynote speaker Justice Luz Elena Chapa. Then in June, One in Five Minds sponsored the ClarityCon luncheon’s speaker, Kay Warren of Saddleback Church, who brought the nearly 300 attendees to tears as she challenged us all to save lives through treatment.
caring people

We know that the community cares for the one in five children who will need treatment. Donors came out in record numbers, sharing their time, talent, and treasure. From grants, to house parties, to our Annual Gala, our children were showered with care and concern. In fact, this year’s Annual Gala was our best yet. We honored the lifetime of support Bill Klesse has shown not only to our community, but everywhere Valero lives, works and plays. Nearly $500,000 (net) was raised to provide treatment for children, and a personal gift of $100,000 was pledged after the event.

Many in our community pledge to the United Way. We do, too! With a nearly 100% participation rate, the team at Clarity Child Guidance Center is the largest “nonprofit gives back” organization amongst all agencies. And we don’t stop there. We made 45 presentations about how the United Way makes a difference to more than 2,300 people at companies across the area to share how we can all make a difference.

We could not achieve these results without the support of individuals, foundations and corporations that believe in our mission. We also could not achieve these results without a team of professionals who care deeply about the children we serve. We were honored when we were ranked among the top companies to work for in San Antonio, as validated by a third-party survey administrator based on employee survey results in the San Antonio Express-News.

The Annual Gala raised nearly $500,000 to provide treatment for children.
When we completed our community health needs assessment, we knew that there were four priorities ahead of us, and we’re making great progress on all of them!

1. **Create easy-to-access clinics across our community.** One down, more to go!

2. **Increase the number of acute inpatient beds available.** A child who is turned away is a life at risk. Construction started, and we anticipate the beds being available in the summer of 2015.

3. **Create a psychiatric emergency service to try to divert the thousands presenting at local ERs where care is often not available.** We’re on target to provide this service in the summer of 2015.

4. **Bridge the workforce divide by addressing the psychiatry shortage.** Clarity Child Guidance Center will pilot telepsychiatry as an additional solution, while adding nurse practitioners to our staff. Additionally, we are excited to share that the University of Texas Health Science Center at San Antonio’s Department of Child and Adolescent Psychiatry, which has long been affiliated with our organization, will be moving to our campus once construction is complete!

“The University of Texas Health Science Center’s partnership with Clarity CGC dates back to 1968. Through this relationship, our physicians receive an opportunity to work with children and families in the therapeutic setting at one of the premier non-profit treatment centers for children. Working together with Clarity staff, we are preparing doctors to provide the most effective mental healthcare for our children.”

— William L. Henrich, M.D., MACP
President, University of Texas Health Science Center at San Antonio

2014 was a year of goal setting and future planning.
big impact

### inpatient/day treatment
- Unique Patients: 1,005
- Total Patients: 1,675
- Number of visits: 16,859 (days)

### outpatient
- Total Patients: 5,946
- Number of visits: 38,667 (visits)

#### Inpatient (primary diagnosis)
- Mood Disorders (including depression): 81%
- Psychotic Disorders: 10%
- Bipolar Disorders: 8%
- Other Psychiatric Disorders: 1%

#### Outpatient (primary diagnosis)
- ADHD\(^1\): 50%
- Depressive Disorder: 19%
- Other Psychiatric Disorders: 13%
- Anxiety Disorder: 11%
- Childhood Disorder: 5%
- Bipolar Disorders: 3%

#### Satisfaction rate — % of parents who report that our providers listen, care and communicate\(^2\)

Inpatient medical, clinical and nursing team: **98%**

Outpatient clinical and medical teams: **97%**

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1. A substantial portion of children diagnosed with ADHD are also diagnosed with Oppositional Defiant Disorder, Conduct Disorder, Mood Disorders, Anxiety Disorders, Learning Disorders, and/or Communication Disorders.
2. Top two-box score consisting of “always” and “usually” responses.
Financial stewardship continues to be a hallmark of our organization and is what enables us to fulfill our mission. This year's positive results are impacted by two major factors: our success in raising part of the funding to build the much needed 20-bed expansion, and a recovery of the underpayment of Disproportionate Share Hospitals (DSH) funds in 2013. At 13%, the administrative and fundraising ratio continues to be much lower than other healthcare nonprofits, which average 21%.

### income/fy 2014

<table>
<thead>
<tr>
<th>Income Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income from patient services</td>
<td>$15,578,999</td>
</tr>
<tr>
<td>Disproportionate Share Hospital payment due for FY2013</td>
<td>$1,137,000</td>
</tr>
<tr>
<td>Other income</td>
<td>$865,180</td>
</tr>
<tr>
<td>United Way contribution</td>
<td>$1,025,600</td>
</tr>
<tr>
<td>Unrealized Gains on Investments</td>
<td>$953,574</td>
</tr>
<tr>
<td>All other contributions</td>
<td></td>
</tr>
<tr>
<td>Foundations</td>
<td>$252,383</td>
</tr>
<tr>
<td>Corporations</td>
<td>$498,513</td>
</tr>
<tr>
<td>Individuals</td>
<td>$322,906</td>
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</table>

### income for capital investment

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>DSRIP / 1115 Waiver (1)</td>
<td>$936,491</td>
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<tr>
<td>Foundations</td>
<td>$1,450,501</td>
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</table>

**Total** $23,021,147

### expenses

<table>
<thead>
<tr>
<th>Expense Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of programs</td>
<td>$16,719,731</td>
</tr>
<tr>
<td>Cost of the center’s management</td>
<td>$2,130,758</td>
</tr>
<tr>
<td>Cost of fundraising</td>
<td>$345,528</td>
</tr>
</tbody>
</table>

**Total** $19,196,017

**Net income** (2) $3,825,130

(1) DSRIP: delivery system reform incentive payment pool. The delivery system reform incentive payment pool provides earned incentive payments to hospitals and other providers upon their achieving certain goals that are intended to improve the quality and lower the cost of care.

(2) Includes DSH for 2013 costs to reimburse credit line $1,137,000 and funds set aside for Capital Investment $2,386,992

Out of 250 employees, 204 are providing direct care.

---

**staff**

- Medical Team – 39
- Clinical Team – 41
- Nursing Team – 124

Over 12% of the cost of our programs is funded by donors.
Donors

Corporations, Foundations

Ability Pediatric Therapy
Access MLP Operating, LLC
Ainsworth Trucking
Alamo Group, Inc.
Allied Barton Security Services
Amy Shelton McNutt Charitable Trust
The James B. and Lois R. Archer Charitable Foundation
AT&T Employee Giving Campaign
AT&T United Way
Austin Metal & Iron Co., L.P.
Bank of America Charitable Gift Fund
Bright Horizons Family Solutions, LLC
C & Y Global, Inc.
C.H. Guenther & Son, Inc.
Catto & Catto, LLP
Cecilia Young Willard Helping Fund
Chapal Zenray, Inc.
Chicago Title Company
ChildSafe
CHRISTUS Santa Rosa Health Systems
Clinical Trials of Texas, Inc.
ClubCorp Charities, Inc.
Community Bible Church
Computer Solutions
Costco Wholesale

Bexar County
CST Brands, Inc.
Cullen/Frost Bankers, Inc.
Depelchin Psychiatric Services
Eanes Independent School District
Ed Rachal Foundation
Employer Flexible
Export Tax Advisors, Inc.
Family Service Association
Faye L. and William L. Cowden Charitable Foundation
Fittings, Inc.
Frost Bank
Gates Machine & Fabrication, Inc.
Give with Liberty
GoodSearch – The Dailygood
The Gordon Hartman Family Foundation
GPM Life Insurance Company
Greater Horizons
The Greehey Family Foundation
Green Vegetarian Cuisine / VEGGIE SA, INC.
Gregg and Erin Popovich Family Fund
Hallmark College of Technology
HCA Caring for the Community Health By Design
HealyPartners
H-E-B
H-E-B Tournament of Champions
Hermann Sons Steak House

Hogg Foundation for Mental Health
HOLT CAT
Jackson Walker, LLP
Jewish Federation of San Antonio / Wilmington Trust
John Calvin Presbyterian Church
JP Morgan Chase Bank of Texas
Keller-Martin Construction, Inc.
Klesse Family Foundation
LBT Enterprises, Inc.
Longhorn Recycling, L.P.
Marmon Mok Architecture
Mary A. Peterson Wyatt Charitable Trust
Matera Paper Company, Ltd.
Mays Family Foundation
McGriff, Seibels & Williams, Inc.
McNay Art Museum
Methodist Healthcare Ministries
Monterrey Iron & Metal
Northeast Independent School District
Northside Independent School District
Northside Lions Charitable Foundation

Norton Rose Fulbright
NuStar Energy, L.P.
Genevieve and Ward Orsinger Foundation
Our Lady of the Lake University
Premiere Management Group
Prince Food Systems, Inc.
United Way of San Antonio and Bexar County
University Health System
USAA
USAA Real Estate Company
Valero Energy Foundation
Valley of the Sun United Way
VAYA Pharma Inc.
Wells Fargo Community Support Campaign
Wright’s Scrap & Recycling

Individuals

UP TO $50,000
Nova Herin

UP TO $24,999
Michael and Barbara Gentry
Bernard and Patricia Jensen
Bernardo Llaguno
Larry and Linda Mills
Mark and Yvette Vickery

UP TO $9,999
Anonymous
Thomas Baker
Paul and Becky Brochu
Frederick and Velma Hines
Mark and Robin Howard

UP TO $4,999
Charles and Cathy Amato
Curtis Anastasio
John Seidenfeld and Mary Barad
Bryce Barker
Richard and Mary Alice Botello

Christine Bryan
Claudio Cepeda, MD
Rebecca Cerroni
Justice Luz Elena Chapa
Christopher and Julene Claus
Steve Cruse
Kathy Cunningham
Peggy Deming
David DeWall
Ellen Di Giosia
Harriet Dominique
Wayne Ehrisman, PhD
Robert and Donna Frick
Lucille Gotanco, MD
David and Rebecca Helterbrand
Gary Hoyack
Jennifer Jackson
Mary Ann Johansen
Saun King
George LeGrand
Mike and Elsa Leonard
Julia Lindow
Melvin Lipsitz
Daniel Lopez, PhD
Bruce and Gina Massey
Rob McClane
Mark and Julie Mellin
David Mettauer
Daniel Norris
James Ogletree
Shawn Owens
Alien and Susan Pierce
Ben Scott
Wendi Strong
Maria Tiamson-Beato, MD
Johnny and Carol Triesch
Thomas and Linda Triesch
Suzanne Wade
Reverend Clifford and Bebe Waller
Tullos Wells
Anonymous
Vince Arnold
Christina Attebery
Marion Bell
Jeremy Bergeron
Fran Breton
Liliana Brown
Kathy Bruck
Kevin Burke
Stephanie Carter
Steven Carter
Charles and Nancy Cheever
Leticia Cisneros
Vicki Cunningham
Thomas Edson
Jon Edwards
Jonathan Brett Emmons
Larkin Fields
Susan Gallagher
Imogen Gantos
Geoff Gentry, PhD
Richard Goldsmith
Janina Guajardo
Theresa Hill
Marguerite Hudson
Steven Jansma
Jimmie Joffe
Julie Kenfield
Shaun Kennedy
Karl Koch, PhD
Susan Korbel
Elizabeth Long
Hugh Lothery
Guy Loturco
Jay Lucas
Loren Marie
Judy McCormick
Thomas Mengler
Theresa Miller
Syliva Montes De Oca
Ryan and Courtney Myers
Mark and Jill Pagano
Amy Perry
Steven Pliszka, MD
Tony Pritchard
Julia Reinhart
Edward Rice, Jr.
Joel Schnitz
Richard and Jorene Schrag
Kay Scroggins
Colonel Lauren Shaw
Keri Smith
Jason Smith
Robert and Jan Snell
John Sparks, MD
Thomas Stone, PhD and
Justice Catherine Stone
Donald and Susan Tamillion
Cheryl Thomas
Karen Thompson
Laura Vaccaro
Josh White
Leon and Lucy Winchel
Kim Bruno
Anne Buckthal
JoAnn Buitron
Teresa Canchola
Raul Cantu
Aline Carmichael
Sandra Casillas
Kasey Chenault
Kathleen Church
Jennifer Clarke
Rebeca Clay-Flores
Beth Confer
Martin Cooremans
Patricia Cotton, EdD
Chuck Cureau
Leigh Davis
Gloria Cureau
Tony Diamond
Jim Doggett
Shannon Domaschofsky
Marion Donohoe
Holly Dubois, MD
Molly Dupnick
Michael and Sandra Dwyer
Rick Edwards
Susan Erbe
Leon Evans
Kenneth and Virginia Evers
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Jose Fernandez, MD
Mischa Figueroa
Erin Figueroa
Kathleen Fletcher
Rochelle Flynn
Erin Fogarty
Marvin Forland, MD
Sarah Fox
Hope Garcia
Roe Garrett
Ryan Gentry
Jacquelyn Gibson
Miki Gilbreath
Guy Acerra
Olutola Adetona
Monica Aguillon
Veronica Ahmadian
Harold Allen, MD
David and Meredith Alvarez
Janmeet Anant
Johanna Anderson
Lisa Andrade
Karen Arnold
Deborah Bailey
Evangeline Barron
David Baruch
Wilbert Bourquin
Kay Brantley
Tim Brierty
Teresa Brothers, MD
Laura Brown
UP TO $199
UP TO $999
“...some fortunate communities have developed life-changing mental healthcare delivery models for children and families. In San Antonio, Texas, an organization called Clarity Child Guidance Center is providing an example of truly community-based mental healthcare”

— Liza Long
Educator, Mental Health Advocate and author of the book,
The Price of Silence – A Mom’s Perspective on Mental Illness
Russel Thompson
Susan Thompson
Lauri Ticas
Melissa Tijerina
Claudia Torres
Regina Tracy
John Uriegas
Gregg Uriegas
Ruben Uriegas
Alicia Vela
Laura Vincelette
Shiela Walker
William Wheeler
Anthony White
Alicia Whitsett
Kathleen Wilkins
M. Williams
Lori Wiltz
Tracy Windlinger
Steve Young
Keela Young

In-Kind Gifts
Basil N. Scaljon
Aldaco’s Mexican Cuisine
Aldo’s Ristorante Italiano
Alex and Ani
Americus Diamond Charitable Gift Giving Program
Anni Mutz
Atlantis Casino Resort Spa
Baxter Design Group
Brent Mosher
Brother Cletus
Cabot Cheese
Casa Ritmo
Chama Gauchò Brazilian Steakhouse
City of San Antonio
Coushatta Casino Resort
Dallas Cowboys
Dick’s Sporting Goods
Eilan Hotel Resort and Spa
Fred Astaire Dance Studio
Gary & Vickye Mills
GP Singh
Green Mountain Coffee
Grey Moss Inn
Hammacher Schlemmer
HOLT CAT
Hotel Contessa
James Avery Craftsman, Inc.
Jewelry by Joanie
Jimmy Walker
John Reinhart
Katherine Zajac
Kendra Scott Jewelry
Kim Rose Parker
La Cantera Hill Country Resort
Lackland Baptist Church
Lake Travis Zipline Adventures
Layne Simmons
Little Rhein Steakhouse
Lucchese Boot Company
Marquita Masterson
Medllars Jewelry
Michele Brown
MJ Occasions
Moretti’s Fine Jewelry
Myron’s Prime Steak House
Nancy Bush
National Shooting Complex
NuStar Energy, L.P.
Oak Hills Country Club
Omni La Mansion del Rio
Portrait Innovations
Redbox
Robin Jackson Photography
Ruth’s Chris Steak House
Ryan Duane
Salsafix Dance Studios
San Antonio Museum of Art
San Antonio Symphony
SeaWorld San Antonio
Shauna Goodman
Shawn Gosdin
Southwest Airlines, Charitable Giving, Love Field
Southwest Psychiatric Physicians
Spurs Sports & Entertainment
St. Mary’s University
Stone Oak Jewelers
Sunset World Gives Back
Taco Cabana
The Astros Foundation
The Culinary Institute of America
The Palm Restaurant
The Screenplay Workshop
The Strand Haus
The Stray Grape Urban Winery
The Total Look
Total Wine & More
Tracy Moore
Trinity University Health Services
USAA
Valero Energy Foundation
Wimberley Zipline
Zelime Matthews