# DIO DANS 2014 annual report

### Clarity child guidance center





## letter from our leadership 4

2014 accomplishments 5

## impact

## financials

# 13

14

12

## donors

"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."

# big hearts

#### 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.

# Founded in 1886 by thirteen women caring for children left behind.

# big dreams

#### 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

Hulin A. Am

Frederick W. Hines President & CEO

# 2014 was one of the most ambitious in the agency's history.

# 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).

# More than 1,600 children used our acute services this year.



### 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 traumainformed 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

clariy child guidance

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.

ClarityCon 2014 hosted nearly 300 professionals from across the state.

claritycon20



Justice Luz Elena Chapa at One in Five Minds' first anniversary





ClarityCon 2014 speakers Dr. Ellen Braaten and Kay Warren



Rivard Report Director Bob Rivard with author and advocate Liza Long

## 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.

## 2,000 people have taken the One In Five Minds pledge.

## 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.



# big future

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 tre	atment out	patient	
Unique Patients	1,005	5,	946	
Total Patients	1,675	5,	946	
Number of visits	16,859 (days)	38,	667 (visits)	
Inpatient (primary diagnosis)		% of patients		
Mood Disorders (including depression)		81%		
Psychotic Disorders		10%		
Bipolar Disorders	;	8%		

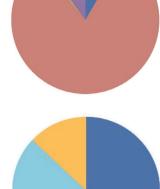
1%

11% 5% 3%

Other Psychiatric Disorders

Outpatient (primary diagnosis)			
ADHD <sup>1</sup>			
<ul> <li>Depressive Disorder</li> </ul>			
Other Psychiatric Disorders			
Anxiety Disorder			
Childhood Disorder			
Bipolar Disorders			

# **% of patients**50% 19% 13%



Satisfaction rate — % of parents who report that our providers listen, care and communicate<sup>2</sup>

Inpatient medical, clinical and nursing team Outpatient clinical and medical teams

<sup>t</sup> 97%

<sup>1</sup>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. <sup>2</sup>Top two-box score consisting of "always" and "usually" responses.

# big needs

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

Income from patient services	\$15,578,999
Disproportionate Share Hospital payment due for FY2013	\$1,137,000
Other income	\$865,180
United Way contribution	\$1,025,600
Unrealized Gains on Investments	\$953,574
All other contributions	
Foundations	\$252,383
Corporations	\$498,513
Individuals	\$322,906
income for capital investment	
DSRIP / 1115 Waiver (1)	\$936,491
Foundations	\$1,450,501
Total	\$23,021,147

Net income <sup>(2)</sup>	\$3,825,130		
Total	\$19,196,017		
Cost of fundraising	\$345,528		
Cost of the center's management	\$2,130,758		
<b>expenses</b> Cost of programs	\$16,719,731		

(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.

# big help

### Donors

#### **Corporations, Foundations**

Ability Pediatric Therapy Access MLP Operating, LLC Ainsworth Trucking Alamo Group, Inc. AlliedBarton 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 / Wilminaton 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 Monterrev 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.

Randy Shipp Ranch Rathole Drilling, Inc. River City Steel & Recycling, Inc. Roy Maas' Youth Alternatives, Inc. San Antonio Credit Union San Antonio Area Foundation San Antonio Independent School District San Antonio Medical Foundation SECC Coastal Bend Shield-Ayres Foundation Sikh Spirit Foundation Silver Eagle Distributors Southerland Communities, LLC Southwest Psychiatric Physicians Spurs Sports & Entertainment St. Luke's Lutheran Health Ministries. Inc. St. Mary's University St. Peter-St. Joseph Children's Home Louis and Mary Stumberg Foundation SWBC Taco Cabana TEAM SUSIE Texas Capital Bank Texas Cavaliers Charitable Foundation Texas eCycle, LLC The Atkins Group The Boeing Company The Gambrinus Company The Harvey E. Najim Family Foundation The Kronkosky Charitable Foundation The Marcia and Otto Koehler Foundation The Sundt Foundation Top Notch Energy Services, Inc. Trinity University Truist United Way of Central &

Northeastern Connecticut

United Way of San Antonio and Bexar County University Health System USAA USAA Real Estate Company Valero Energy Foundation Valey 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 Fllen Di Giosia Harriet Dominique Wayne Ehrisman, PhD Robert and Donna Frick Lucille Gotanco, MD David and Rebecca Helterbrand Garv Hovack Jennifer Jackson Marv Ann Johansen Saun King George LeGrand Mike and Flsa Leonard Julia Lindow Melvin Lipsitz Daniel Lopez, PhD Bruce and Gina Massev Rob McClane Mark and Julie Mellin David Mettauer Daniel Norris James Ogletree Shawn Owens Allen 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

**UP TO \$999** Anonymous Vance Arnold Christina Attebery Marion Bell Jeremy Bergeron Fran Breton Liliana Brown Kathv 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 Sylvia 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 Kerri Smith Jason Smith Robert and Jan Snell John Sparks, MD Thomas Stone, PhD and Justice Catherine Stone Donald and Susan Tarrillion **Cheryl Thomas** Karen Thompson Laura Vaccaro Josh White Leon and Lucy Winchel

#### **UP TO \$199**

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

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Donna Miller Caitlin Minarchek Melissa Mireles Michelle Mondo Laura Montemayor Tom and Lynnelle Moore Mary Moralez-Silva George Muller Robert Navarro Ashley Nicholas Dennis and Martie Noll Susan Nufer Tom and Berniece Reed Denise Reno Libbie Richardson Lynn Riddick Cathy Ritter Marisa Rogers Roxanne Rousett Barbara Rubiola Allan and Maria Elena Rush Toni Saldana Alex Sanchez Dennis Scholl

"...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

Karla Ortiz Calla Sarah Pace Rita Palmore Judge Laura Parker Margaret Pastorino Esperanza Perez Karen Perry Frances Petimezas Jada Pitman David and Janet Pollock David Pope Jessica Powers Christopher Quinn Shanna Ramirez Beverly Schumann Sylvia Serrano John Seybold Shahzad Sheikh Scott Simpson Rick Smith Tate Smith Ann Stevens Allen Strickland Melinda Strong Andrea Sutherland Brad Tarrance Sally Taylor, MD Constance Thomas **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 Gaucho 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 Lavne Simmons Little Rhein Steakhouse Lucchese Boot Company Marquita Masterson Medlars Jewelrv 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



8535 Tom Slick Drive, San Antonio, Texas 78229 | (210) 616-0300 | TF: 1-877-676-KIDS

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