

you helped heal young minds and hearts.



2015-2016 ANNUAL REPORT

clarity | child
guidance
center
healing young minds & hearts

Our mission is to transform the lives of children and families facing mental illness. Breakthroughs happen every day at Clarity CGC with your help. Breakthroughs with expanded services. Breakthroughs in patients through treatment. Breakthroughs in the community via education. You bring **Clarity** to children.

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7,500

patients treated last year

BECKY'S STORY*:

a family learns about mental illness

Like many other parents, Jennifer spends time reviewing her daughter Becky's school work. And like many other elementary school children, this usually means math problems, spelling, and science questions. What Jennifer didn't expect to find was an entry in Becky's writing journal recording her thoughts about ending her life, along with her drawing of a weapon. Becky was only seven-years old at the time, and to Jennifer, it was a life-changing moment. Follow-up conversations revealed that Becky was struggling with suicidal thoughts. *(Continued on page 12.)*



*Read more about
Becky's story on
page 12.*

**"We were scared, but we knew we had to do something.
We couldn't just hope it went away," says Jennifer.
"We reached out to a community agency, and they
directed us to Clarity Child Guidance Center."**

**While this is a real story, we are not using real names to protect the privacy of our families.*



Our legacy dates back to 1886, when thirteen caring women founded the Protestant Home for Destitute Children, an orphanage for kids who had been left behind by society. The children who were never adopted by other families, and spent their entire childhood living at the orphanage, were most often the children suffering from mental, emotional or behavioral disorders. Over decades, the orphanage evolved to become a treatment facility for children in need of mental health care. More than 130 years later, our 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.

Our most significant change began in 2010, when Southwest Mental Health Center, known for inpatient treatment, merged with the Child Guidance Center, known for outpatient treatment, and created Clarity Child Guidance Center (Clarity CGC). With this merger, we became the region's only not-for-profit children's mental health facility providing a continuum of care for children ages three to 17. Clarity CGC continued to expand based on community needs. In 2014, we opened a clinic in the Westover Hills area, which is making outpatient services more rapidly available to young patients in the West Side of San Antonio. In 2015–2016, we added 14 additional acute care beds, a six-bed observation area in our 24/7 Crisis Assessment Center and doubled the amount of space for Therapeutic Recreation, amongst other innovative changes. In all, Clarity CGC has 66 inpatient hospitalization beds, two day treatment centers and outpatient services. That's important because one in five children has an emotional, behavioral or mental illness—more than 80,000 in Bexar County alone.

All photos in annual report are not of actual patients.

who we are

leadership letter

It is our privilege to provide this 2015–2016 annual report on behalf of the Clarity Child Guidance Center staff, leadership team and governing board. We trust you will find the following pages to be an inspiring report on your investment in the mental health of the children in our region.

We opened the first of three phases of our campus expansion in September 2015 with the ribbon-cutting of our Crisis Assessment Center and Living Unit 4. In February we celebrated the grand opening of our new Mays Family Gymnasium, Therapeutic Recreation Center and Day Treatment facility. In April, we joined with the Division of Child & Adolescent Psychiatry from the University of Texas Health Science Center, now known as UT Health-San Antonio, to celebrate phase three, the new three-story Outpatient facility added to our Main Campus. With the addition and expansion of our services, we anticipate caring for 15 percent more children diagnosed with a mental illness in our community.

As we increase access to care, we are also accelerating our efforts to overcome the stigma that keeps families from seeking mental health care for their kids. Our *One in Five Minds* advocacy campaign is entering its fourth year of raising awareness, removing stigma and increasing access to treatment for children.

In light of the state and national conversations on funding healthcare, we are thankful that regardless of the solution, the recognition of the importance of mental health care—especially for children, has been expressed from Austin to Washington, D.C. While we look forward to an equitable solution that provides care for the most vulnerable, we also know we can't afford to wait. Our development efforts continue to achieve new levels of giving thanks to the relationships that have been created with foundations, corporations and engaged individuals like you. The funds received have helped fund our expansion, but more importantly, allowed us to provide over a million dollars in uncompensated care in 2016, while helping thousands of others who are underinsured the opportunity for healing.

Access to care. Stigma. Ability to pay. These are the three main barriers to care. Throughout this annual report, and thanks to your investment in Clarity Child Guidance Center in 2016, we have helped to address the concerns and provide hope and healing for thousands of children struggling with a mental, emotional or behavioral disorder.

Again, on behalf of the entire Clarity CGC team, we thank you for making the kind of investment that makes a powerful difference in these young lives and ultimately, our community.

Sincerely,



Benjamin Scott
Governing Board Chair



Frederick W. Hines
President & CEO

how you advocate



One in five children suffers from a mental, emotional or behavioral disorder. That's about 80,000 children in Bexar County alone. More than 60 percent of children are left untreated. Your support helps us make a difference through public awareness, public policy, and professional education to ensure children receive care.

one in five minds



One in Five Minds is a campaign designed to help raise awareness, break down stigma and increase access to treatment. Advocates like you help take a stand that children's mental illness is real, common and treatable. Thanks to your support, families know it is okay to ask for help. Our support is growing with more than 4,000 individuals pledging to take a stand on children's mental illness, over 7,000 followers on our "1in5minds" Facebook page and effective community outreach. One in Five Minds continues to help transform the face of mental illness through education and advocacy.

awareness



Pinwheels for Change: Local and nationally known artists created 16, four-foot wide and 10-foot tall pinwheels placed throughout San Antonio in May—Mental Health Awareness Month—to call attention to children's mental illness and help break stigma. (See photo on page 6.)

Maynictures: Our Maynictures events are conversation starters and a fun way of raising awareness. Participants around the community paint one fingernail one color and the other four a second color, representing the one in five children experiencing a mental, emotional or behavioral disorder.

education



Strong Minds and Happy Hearts is a unique school-based awareness program for children's mental health in Bexar County. This free event is designed to break down the barriers of mental illness by helping educate parents, schools and community members about children's mental health and provide the insight and resources needed to help. We hosted multiple Strong Minds and Happy Hearts events in 2016 and are expanding this program to many more school districts, bringing this education directly to parents and caregivers.

“Loved that it was open to everyone,
the information that was provided and knowing
I wasn't alone in my worry about my child.”

– Parent at Strong Minds and Happy Hearts program



policy

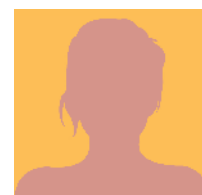


A key element of helping people access children's mental health care comes from lawmakers who can enact legislation to help children and families. Clarity CGC has a unique perspective as one of the region's only not-for-profit providers of children's mental health. As a result, we work with both state and federal lawmakers to help them understand the impact of legislation and the needs of children.

Provider network advocacy: During the last Texas legislative session, Clarity CGC helped pass a bill to create an easier path for credentialing clinicians. As a result, we helped improve the Medicaid provider network, allowing increased access for patients. When there are more clinicians who can help children, wait times for appointments are decreased.

Select Committee on Mental Health: This past summer, Clarity CGC was proud to contribute to the Texas Select Committee on Mental Health. This group of state lawmakers and providers met to look at all aspects of mental health in the state, including substance abuse, health plan issues, veterans, children and innovative programs. The goal was to give our state leaders insight on the state of mental health in Texas enabling them to introduce legislation and be better prepared for the 85th Texas Legislative Session.

professional education



Clarity CGC hosts regular community education events for professionals at no charge as a community service. During these events, attendees hear from regional experts and earn Continuing Education Unit (CEU) credits. Video replays of the presentations are available on-demand through our YouTube channel and Clarity CGC website.

In addition, over 350 professionals and educators attended our fourth annual Claritycon™, a summit on children's mental health. The conference featured renowned speakers such as Laurence Steinberg, Ph.D., one of the world's leading experts on child and adolescent psychological development, and Randi Silverman, writer and producer of the award winning film *No Letting Go*.

over
100,000

views per year
on our YouTube
educational channel

how you improve access



A 2010 community report, when updated, revealed a shortage of 65 children's psychiatric beds in Bexar County. Another report explained 1,300 children were routinely going to local hospital emergency rooms, only to discover psychiatric care for children was not available. Clarity CGC is tackling access to care on three fronts: expanding our facility to help more children, teaching the next generation of caregivers, and continuing to support a team of providers whose sole focus is children.

more room to care

Thanks to your help, Clarity CGC increased ability to care for more children and families. The expansion includes:

A Crisis Assessment Center open 24-hours a day, seven-days a week, offering six, 23-hour observation beds allowing patients to stabilize, receive an assessment and an individualized treatment plan.



A new Mays Family Gym and Therapeutic Recreation building with dedicated space for activities such as sports, music, art, yoga and more, all led by certified Therapeutic Recreation music and art specialists.



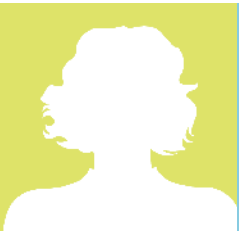
Doubling the capacity of our Day Treatment facility allowing a child to stay with us 8:00 a.m. until 3:00 p.m., Monday through Friday for intensive treatment coming out of hospitalization, or as a measure to prevent hospitalization.



A new Outpatient Services facility that provided over 30,000 appointments in 2016 and includes:

- The UT Health-San Antonio (formerly University of Texas Health Science Center-San Antonio) Department of Child and Adolescent Psychiatry on our campus expanding our teaching hospital arrangements
- An on-site pharmacy, provided by Genoa, that allows patients and families a one-stop service on campus for all prescription needs.





BECKY'S STORY: a family finds hope *Continued from page 3*

Becky was admitted to the Clarity CGC inpatient program and spent several days in the care of a physician and therapists, receiving treatment that included individual and family counseling sessions. Becky kept up with her schoolwork while at Clarity CGC's on-campus school, a partnership with Northside Independent School District, and participated in her beloved art classes and other creative activities as part of her sessions with the staff in Therapeutic Recreation. It was difficult having their child hospitalized, but Jennifer was able to visit frequently with Becky, and was even able to come to terms with the hospitalization. *(Continued on page 18.)*

partnerships

There is a national shortage of child and adolescent psychiatric physicians and mental health providers that is felt in Bexar County and beyond. At Clarity CGC we are training the next generation of clinicians who can better help patients with mental illnesses. Our partnerships include the residents and fellows from UT Health-San Antonio Department of Child and Adolescent Psychiatry, pediatric residents from the Baylor College of Medicine and nursing programs throughout the city. Providing clinicians with hands-on experience in treating children helps to address the critical deficit in access to care.

dedicated staff

What makes Clarity CGC so special? Our people and our ClarityCare™ approach to treatment. ClarityCare™ is the belief that *children do well when they can™*, and that it is our job to work collaboratively with the child to uncover what is preventing their success. We are proud to have an incredible staff that care so much about our kids. While most facilities staff at a 10 patients to 1 staff member ratio (10:1), Clarity CGC is different. Our 3:1 staff ratio, staff longevity and high patient satisfaction rates allow us to provide extraordinary care for children.

SATISFACTION RATE

	Inpatient	Outpatient
Providers ¹	96%	97%
Loyalty ²	96%	99%

(1) Percentage of parents who report that our providers listen, care and communicate. Top two-box score consisting of “always” and “usually” responses. (2) Percentage of parents who would definitely, or probably, recommend Clarity CGC

tenure of staff:

Clinical staff – Average of 6.8 years

staff data:

(number of employees by area)

Medical Team: 43
(MD/MO, Residents, Pharmacists)

Clinical Team: 57
(PhD, PsyD, Master level and
other licensed counselors)

Nursing Team: 158
(RN, LVN, Mental Health Counselors)

Direct Care Team: 221

Administration Team: 75

75%
of staff are
direct care

“I loved that I could always have access to my child and receive reports on how she was doing. The staff always treated my family with respect and sincerity. The nurses were the best. And, Dr. Romo was tremendous and helped me understand how medication fit into the treatment plan. Her therapist, Jan Marie, was also extremely helpful.”



staff-to-patient
ratio: 1:3

Even when families overcome stigma and are able to access mental health care, they often don't have the means to pay for treatment. If a family has insurance coverage, they often find limited benefits or deductibles so high they create a financial hardship. Texas ranks 49th in health care coverage for kids, meaning many families lack insurance all together. At Clarity Child Guidance Center, our commitment is to serve families regardless of their ability to pay. That's where the United Way of San Antonio and Bexar County, local foundations, corporations, and caring donors like you make the difference in a young person's life. Your support is literally saving lives each and every day.



how you
help
unfunded
families

uninsured and underinsured patients: what's the need?

There were more psychiatric beds in the 1950's than there are today. That deficit, combined with a critical shortage of mental health care providers like psychiatrists, has created the perfect storm. And, the perfect storm includes families that are more stressed than ever. The reality is one in five children has an emotional, behavioral or mental disorder. More than 60 percent of those kids don't get the treatment they need due to three main barriers: access to care, stigma around mental illness and the ability to pay for treatment. Children who don't get treatment for their mental illness have higher rates of dropping out of school, increased addiction to drugs and alcohol, and incarceration. The second leading cause of death in young people in our state is suicide. How many lives can be saved by simply providing treatment before tragedy? How many young people can we ensure experience the joys of childhood while creating the resiliency needed for adulthood? Treating kids when they are kids is critical. We know treatment works and Clarity CGC is a regional answer for the children's mental health crisis.

how we're meeting the need

Clarity CGC is meeting the needs of young people through our efforts to end stigma, and provide treatment regardless of a family's ability to pay for services. Whether a child has ADHD or a severe mental illness like Disruptive Mood Dysregulation Disorder (DMDD) or schizophrenia, Clarity CGC is working to answer the immense call to for help. In fact, Clarity CGC has positioned itself to provide care for another 1,100 youth annually through our expansion efforts.

the impact of your donation

number of patients treated	FY2016
Inpatient Individual Patients	2,219
Outpatient Individual Patients	5,330
number of patient days or visits	
Inpatient and Day Treatment	21,295
Outpatient Visits	30,411

50%

growth of patient days for inpatient and day treatment between 2006 and 2016

how you make it possible

financials

Our 2015–2016 financial report reflects the growth of the organization and the fiscal stewardship of the funding we receive. Our budget has increased by 60 percent in the past five years. As more than 80 percent of our children live at or below the Federal Poverty Level, Clarity CGC benefits from disproportionate share funding, although all industry experts caution that this funding is being eliminated. As a result, it is the contributions by local foundations, corporations and generous donors that are what help us grow our reach and provide high quality services.

income / fy 2016

Income from patient services	\$18,349,476
Disproportionate Share Hospital payment due for prior years	\$1,472,224
Other income	\$619,373
United Way contribution	\$1,202,120
Unrealized Gains on Investments	\$65,962
All other contributions	
Foundations	\$1,091,225
Corporations	\$402,669
Individuals	\$282,935

income for capital investment

DSRIP / 1115 Waiver ⁽¹⁾	\$1,076,438
Foundations	\$7,308

Total	\$24,471,708
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expenses

Cost of programs	\$21,097,244
Cost of administration	\$2,460,697
Cost of fundraising	\$603,861

Total	\$24,161,802
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Net income⁽²⁾	\$309,906
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(1) DSRIP stands for 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 Disproportionate Share Hospital for 2013 costs to reimburse credit line and funds set aside for Capital Investment.

our donors

The following list represents our valued donors over our 2015–2016 fiscal year starting July 1, 2015 and running through June 30, 2016.

\$225,000 and Up



\$100,000 – \$200,000

The Kronkosky Charitable Foundation
Valero Energy Foundation

\$50,000 – \$99,999

Ed Rachal Foundation
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H-E-B Tournament of Champions
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\$10,000 – \$20,000

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\$5,000 – \$9,999

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Buddy Herin Legacy Foundation Fund
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Kendra Scott, LLC.

"I believe in the mission, they serve a critical issue among our children that is historically not recognized as a serious problem and there are few other quality care options available."

– Clarity CGC Donor

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Marietta K. Randall Foundation Trust
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OneBeacon Government Risks

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\$500 – \$1,000

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Up to \$100

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Robert and Joyce Breitman
Rebecca Brune Lovell
Stephen Carr
Peggy Cary



BECKY'S STORY: a family heals *Continued from page 12*

After she was discharged, Becky transitioned into an outpatient treatment program for ongoing care. She returned home, to school and to her drawing; only now, her art reveals her gift of creativity, instead of cries for help. When she's not working on her art, or her schoolwork, Becky cares for her menagerie of animals. "We foster dogs, and have cats and chickens," says Jennifer. "Becky's love for animals is pretty evident to anyone who visits our house!"

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**"The suicidal talk has completely stopped.
Becky continues to see a counselor though.
It may be treatment she needs for a few more
years. Getting help early made the difference.
It's scary and confusing for a family when one of
their children has a serious illness, but the first
thing to do is to take the signs seriously."
The signs now point to a picture of
a talented young girl – healing.**

*This list reflects donations made during Fiscal Year 2015 – July 1, 2015 through June 30, 2016.

clarity | child
guidance
center

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San Antonio, Texas 78229
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1-877-676-KIDS

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