



CRIDER
HEALTH CENTER
COMPASS HEALTH NETWORK ●●●



2015

Annual Report



Our Mission:

To Inspire Hope.
Promote Wellness

Our Values:

We believe in...
Integrity and excellence
Open communication
Courage, hope and self-direction
Healthy partnerships
A culture of dignity, respect and diversity
Accessible services
Effective treatment
Positive outcomes
Leadership
Effective use of resources
Freedom from fear, stigma and barriers
Organizational growth

Our Vision:

Full, productive, healthy
lives for everyone.

Governing Board of Directors:

- Dennis Daughtery
- Howard Cupp
- J.C. Smith
- Lisa Stiern
- Joi Neidner
- Mitchell Mills
- Pat Cleveland
- Rebecca Culler
- Rich Metz
- Rod Reid
- Tim Larimore
- Tina Babel

Foundation Board of Directors:

- John Weeks *Chairperson*
- Tamara Orr *Vice Chair*
- Nicholas Bielke, *Secretary*
- Matt Dace
- Linda Didion
- Shawn Estep
- Emil Hitt
- Paul Myers
- Brian Meyers
- Kelly Nation
- Aaron Robinson
- Katrina Russell
- Sherry Smith
- Danielle Standish
- Cheri Thurman

Young Professionals Board of Directors:

- Adam Rockey *Chairperson*
- Jamie Bartin *Vice Chair*
- Eileen Bresnahan *Secretary*
- Travis Fry
- Angie Mitchell
- Brianne Noonan
- Adam Rockey
- Keating Mohrman
- Megan Malone



EXECUTIVE TEAM:

- Laura Heebner, MBA, LCSW, *President Crider Health Center*
- Katrina McDonald MSW, LCSW, *Sr. VP of Community-Based Behavioral Health*
- Nancy Gongaware, LPC, SPHR, *Sr. VP of Medical and Dental Services*
- Jennifer Lee, LCSW, *Sr. VP of Housing and Administrative Services*
- Sarah Javier, MPPA, *VP of Community Engagement and Advocacy*
- Beth Smith, *VP of Finance and Facilities*
- Jake Krafve *VP of Finance*

Programs and Services

Behavioral Health Outpatient Clinics are located in St. Charles, Wentzville, Warrenton, and Union. At these clinics, professional behavioral health staff provide psychiatric evaluation and treatment, crisis intervention and outpatient case management. In addition, assessments, referrals, psychiatric nursing services and brief counseling are provided.

Primary Health Care Clinics for adults are located in Wentzville, Warrenton, and Union. Crider's exceptional medical staff provide high-quality health care to an underserved group, including individuals who do not have health insurance and those on Medicaid or Medicare. Crider's service delivery model of Integrated Health Care, coordinating mental, medical and dental health needs with one medical record, improves service quality by enabling patients to receive the care they need to become healthier and more productive. Physical exams, cholesterol screenings, diabetes management, thyroid evaluation, vaccinations and many other preventive care services are provided at Crider Health Center.

Pediatric Services are offered comprehensively in Wentzville, Warrenton, and Union as a team effort with parents and caregivers. These services focus on prevention through growth and developmental screening, school physicals, immunizations and lab testing. Services are presented in a way that empowers parents to help their children live healthy, active lives.

Pediatric Dental Services are provided for children through Crider Health Center's dental clinic in Wentzville, Warrenton, St. Charles, and Union. Check-ups, cleanings, x-rays, general

dental treatments and emergency dental care are available. Emergency dental care is also provided for adults when resources are available.

Crisis Response Team is part of our community's overall response in the time of a natural or man-made crisis. The team collaborates with other first responders: Citizens Emergency Response Teams (CERT), the local Emergency Management Offices, the Public Health Departments and the American Red Cross to name a few. This partnership provides crisis intervention to help area residents cope with the many stresses that occur following a traumatic community incident or a natural disaster.

In addition to providing services in the event of a natural or mad-made crisis, the Crisis Response Team works collaboratively with local school districts providing counseling services to students who have been affected or traumatized by the loss of a schoolmate.

Partnership With Families creates a comprehensive system of care for a child or young person diagnosed with a serious emotional disorder. Crider's Care Coordinators help each family develop an individualized treatment plan through which family members and community agencies build a network of support. Using a family-led, strength-based approach, services are wrapped around the family in partnership with local resources.

School-Based Mental Health Services provide specialized mental health services within the schools. Crider's School-Based Mental Health Specialists are

embedded in local schools and work with high risk children (the ones with the most intensive mental health needs), helping them acquire the skills they need to be successful both in school and at home. School-Based Mental Health Specialists work directly with young people and their families and provide consultation with school staff.

Pinocchio is an early intervention school-based program designed to develop and promote social skills, communication, and personal growth in young children, kindergarten through third grade. Crider's Pinocchio Specialists help students with emerging behavioral issues, school adjustment or emotionally-based learning problems.

School-Based Prevention Services promote positive mental health among children and youth. Programs are designed to act as a preventive tool equipping children and youth with knowledge and skills that will help them to be better prepared when "real life" circumstances challenge them. The program topics were developed to help children and youth deal with the pressures of daily life. Some of the topics include: healthy dating relations, bullying and teasing, handling peer pressure and dealing with loss and depression. The programs are high-energy, age-appropriate and provide children with a safe environment to practice their new skills.

Crider Kids First is a program that helps divorcing parents understand emotional issues faced by children during a divorce. The program provides these families with the skills needed to ensure that children rebound from divorce.

Headway and Harmony, Crider's certified rehabilitation clubhouses, provide pre-vocational skill building, supported employment and social support for adults with serious mental illness in a non-residential clubhouse setting.

Community Support Services help adults with serious and persistent mental illness live independently by assisting them in acquiring living skills, finding housing, coordinating psychiatric treatment and accessing medical treatment.

Individualized Supported Living (ISL) and Psychiatric Individualized Supported Living (PISL) are custom-designed residential programs provided to individuals, 18 years old and older, with both a developmental disability and a mental illness. Clients live in the community with two or three roommates and are supported by staff 24 hours a day, seven days a week. Each client's needs are met through individually-tailored support services which enable clients to live, work, learn and actively participate in the community. Crider also continues to provide psychiatric health care, counseling, primary health care and other supportive services to these individuals.

C.H.O.I.C.E.S. provides 14 apartments where adults with serious and persistent mental illness can live independently.

Pathways is an 16-bed intensive residential treatment service facility which helps adults challenged with serious and persistent mental illness learn to lead independent and productive lives.



"Our caseworker built a solid relationship with my son that has been crucial to his stabilization!"

~Wentzville Consumer Parent



"Great staff and Great Dentist. Everyone was friendly."

~Union Dental Services



Income

Patient Service Revenue	\$118, 413, 952
Grant Revenue	\$9,423,009
Contribution Revenue	\$520,290
Other Revenue	\$1,019,048
Total Revenue	\$128,357,251

Expenses

Health Care Services	\$109,800,974
General Administration	\$14,742,797
Fundraising	\$436,872
Total Expenses	\$124,980,643

Contribution to Operating Reserves **\$3,376,608**

Net Assets

Unrestricted	\$65,744,655
Temporarily Restricted	\$582,709
Total Net Assets	\$66,327,364

Total Liabilities and Net Assets **\$100,997,615**

Major Grants and Gifts of FY 2014-2015:

- United Way of Greater St. Louis: \$341,078
- United Way of Franklin County: \$31,900
- Community and Children’s Resource Board of St. Charles: \$2,243,942
- Lincoln County Resource Board: \$336,250
- Franklin County Community Resource Board: \$987,797
- Missouri Primary Care Association: \$155,934
- The Sidney R. Baer Foundation: \$75,000
- The Norman J. Stupp Foundation: \$15,000
- Variety Club: \$18,000
- Tammy Stratman Brown Charities: \$2,000
- US Bank: \$5,000
- Emerson Flow Controls: \$8,000



“The respect and professionalism of the Crider Warrenton staff is exceptional.”

~Warrenton Medical Client

“I love the service and Dr. Niemczyk. I have had her for my kids for four years!”

~ Mother of Union Pediatric Client



THANK YOU TO OUR DONORS

\$100,000 or More

Missouri Primary Care Association
Anonymous Foundation
Health Resources and Services Administration
St. Louis Children's Service Fund
Lincoln County Resource Board
United Way of Greater St. Louis
Franklin County Community Resource Board
Community & Children's Resource Board

10,000 to \$99,999

Express Scripts Foundation
Norman J. Stupp Foundation
Variety Club
United Way Franklin County
St. Charles County Community Assistance Board
Dana Brown Charitable Trust, U.S. Bank
East-West Gateway Council of Governments
Sidney R. Baer, Jr. Foundation

\$5,000 to \$9,999

City of St. Charles
Emerson Flow Controls
US Bank

\$2,500 to \$4,999

SSM St. Joseph Hospital West

\$1,000 to \$2,499

Ameren UE
Bank of America
Donna Naumann
Emil Hitt
FEMA
Karl Wilson
Lockhaven Golf Course
Tammy Stratman Brown Charities
The Boeing Company
Truist

\$500 to \$999

Commerce Bank
Health Care Collaborative of Rural Missouri
ISC Surfaces
John Hammond
Rotary Club of Washington
St. Mary's Institute
Stephen Vogt

\$100 to \$499

Abel Oil Company, INC.
Adis Hasanagic
Angie Mitchell
Ann Warren
Bob Hoff
Brian Martin
Brienne Noonan
Carol Haynes
Cary Kochman
Chad Tennesen
Cheri Thurman
Commerce Bank
Elaina N. Nichols
Gary Lambert
Geri Perry
Independence Center
Karen Morris
Kathy Yount Orr
Keating Mohrman
Knights of Columbus, #7198
Laura Heebner
Linda Didion
Mark Halstead
Mark Smith
Matt Walker
Melissa Steinman
Monica Sharma
NAMI
Rachel Gonzalez
Rebecca Krull
RLK & Associates
Rosanna Regazzi
Sally Mitchell
Sarah Hessler
Shannon Rockey
Shaun M. Roland
Sugarfire
Susan Stacey
Tammy Orr
The Brass Rail
Thomas Heebner
Timothy Popp
Wentzville Rotary Club

Because of You.....

Because of your generosity, Crider Health Center was able to serve 70,299 adults and children in St. Charles, Lincoln, Warren and Franklin Counties.

Crider Health Center Clinics:

Behavioral Healthcare: 8,909 served

Adult Primary Healthcare: 6,203 served

Pediatric Healthcare: 2,669 served

Dental Healthcare: 7,406 served

Integrated Services: 18,363 consumers were seen by Behavioral Health and/or Medical/Dental service providers.

Adult Community Support Services: 2,015 served

Partnership With Families: 666 served

Headway and Harmony: 299 served

Supported Community Options for Independent Living: 56 served

Pathways Psychiatric Residential Care: 25 served

Youth School Based Service Programs:

Pinocchio, Prevention Programs, Crider Kids First: 85,187

Individualized Supported Living (ISL): 15 served

Psychiatric Individualized Supported Living (PISL): 15 served

Because of your generosity, Crider has been able to meet or exceed the goals set for the 2014-2015 fiscal year.

Each fiscal year, the leaders at Crider Health Center set goals for each program that it offers to the community. Throughout the year, these goals are measured to ensure that our staff are meeting or exceeding the expectations and high standards that have been set for each program. This also allows us to measure the impact that Crider's programs are having on the individuals who received services.

To the right, you will find a sampling of the goals set by various programs along with the outcome. As you can see, Crider Health Center has been successful in meeting or exceeding the goals for the year.

Because of you and your generous support, Crider Health Center continues to make a huge impact in the lives of individuals and families living in St. Charles, Lincoln, Warren and Franklin Counties.

97% of individuals participating in outpatient services reported being satisfied with the service they received.

92% of individuals participating in dental services reported being satisfied with the service they received.

99% of parents with children in the Pinocchio Program reported satisfaction with services provided by Crider.


100% of Pathways residents were satisfied with services received.

99% of persons served in adult community support services were free from critical incident (i.e. lawfully engaging with family, friends, and society in general).

The first question which the priest and the Levite asked was: "If I stop to help this man, what will happen to me?" But... the good Samaritan reversed the question: "If I do not stop to help this man, what will happen to him?"

~Martin Luther King, Jr.


Because of You...



Alex is doing much better in school and his grades are improving. Alex's mother attributes his success to their counselor. "She was very patient and understanding with both Alex and I. She always found a way to reason with him. She was always there for us when no one else was."

Although Alex still faces daily challenges in public, he is continuing to show progress through hard work and determination.

Because of You...



Mikah's mother received OB/GYN services and prenatal care, giving him a healthy start in life.

With Your Help.....

Our success depends on you. It is because of the generous support from individuals and corporations that we have been able to help thousands of individuals and families lead fuller, more productive and healthier lives. While some services and programs require larger contributions, it doesn't take much to make a huge impact on the lives of others. Below is a list of what your gift can provide to those in need:

\$100

Two hours of individualized school-based services for a child with emerging behavioral issues in kindergarten through third grade. This will help develop social skills, communication skills, and promote personal growth.

\$200

Dental treatment for one person, including check-ups, cleanings, x-rays, general dental treatments and emergency dental care.

\$500

The purchase of one piece of fitness equipment for the clubhouse so that 50 individuals could begin their path to health and wellness.



While monetary donations are always appreciated, there are plenty of other ways that you can help Crider Health Center achieve its vision of "full, productive, healthy lives for everyone." Did you know...

- To assist our consumers and the community with clothing and household items, Crider Health Center runs the Treasure Shop, a thrift store located in Troy, Missouri. Donations of new or gently used clothing and household items are always welcome and proceeds generated from sales are used to help fund Crider Health Center programs and services.
- Volunteers are always a welcome addition to the staff at the Treasure Shop. Volunteers are needed to sort through donations, stock shelves, and assist customers with their purchases.

For more information, please call 636-528-6622.

All things are Possible!

Be a Hero...Make a Difference!

You can be a hero by making a contribution to Crider Health Center. Your tax-deductible donation will make a difference in the lives of individuals living in St. Charles, Lincoln, Warren and Franklin Counties who would not otherwise have access to affordable, quality health care and services. There are several ways you can help...

- **Donate.** Monetary gifts can be made to Crider Health Center at any time. Your gift will be used to help fund the services and programs that Crider offers for children and adults.
- **Multi-Year Pledges** are a wonderful way for businesses and individuals to pledge funds to support Crider services and programs. Payments can be spread out over several years, making a gift more affordable.
- **Planned Giving** is a great way to leave a legacy that ensures that programs and services you have grown to love will continue being offered after your death. By naming Crider Health Center as a beneficiary in your will and/or trust, you will be helping countless children and families who need our services.
- **Corporate and Foundation Giving** can really make a difference in the lives of the children and families Crider serves. Your gift can be commemorated with a brick on our donor walkway, a tile on our donor wall, or through several unique naming opportunities.
- **Events & Promotions** offer a wonderful way for businesses and individuals to get involved. Show your support through event sponsorships, advertising, joining an event committee, or by participating in Crider's fundraising events. All proceeds benefit the many programs and services offered by Crider Health Center.

Tributes and memorial gifts can express your feelings in times of joy or sorrow or mark important personal and family milestones such as birthdays and anniversaries. Your gift honors an individual in a meaningful way by helping to support children and adults who need our services. The attractive acknowledgement card sent by Crider lets the recipient know of your thoughtful remembrance.

- **Living Tributes** are made to honor a living individual. The honoree will receive a card informing him or her of the tribute gift, and the card will have a beautiful picture on the front of therapeutic artwork done by a Crider Health Center client. The donor will receive a "thank you" card displaying the same artwork.
- **Memorial Tributes** provide a meaningful way to honor the memory of a friend or family member. All honoree names are published annually in the agency newsletter. The honoree's family will receive a card informing them of the tribute gift, and the card will have a beautiful picture on the front of therapeutic artwork done by a Crider Health Center client. The donor will receive a "thank you" card displaying the same artwork.



Because of You...

Angie has learned to respect her mother and they have developed a much stronger bond with each other.

Because of You...

Sara found the best doctor she has ever had. Sara spent most of her life dealing with doctors who were unempathetic and numb to her ailments. She felt like the doctors looked at her as a number or a paycheck. She desperately wanted to find a cure or a solution to her illness, but wasn't able to find a doctor who cared.

Thanks to Crider, Sara has found a doctor who genuinely cares about her and her well-being and is taking control of her health.



Circles of Giving

“Healing Children ~ Healing Adults ~ Healing Families”

You can provide a future of hope and healing. When you give to Crider Health Center, you are giving the gift of health to people in your community who need it most. By becoming a member of the Circles of Giving program, you help transform the lives of individuals and families we serve.

Through your gift, you help create and sustain important programs and services in St. Charles, Lincoln, Warren and Franklin Counties.

Without your help, many children, youth, adults and families would not have access to quality, affordable healthcare. You can make a difference in their lives.

Your support makes healing happen.

Circle of Healing (\$10,000 and more)

Circle of Resilience (\$5,000 - \$9,999)

Circle of Commitment(\$2,500 - \$4,999)

Circle of Strength (\$1,000 - \$2,499)

Circle of Courage (\$500 - \$999)

Circle of Kindness (\$100 - \$499)

As a “Circles of Giving” donor it is our goal to be excellent stewards of your generous support. Our dedicated staff work directly with donors to provide an ongoing relationship that best serves the engagement of the donor. A donor can expect a number of benefits that may include:

- Invitation to all Stewardship Events
- Invitation to agency special events
- Customized Engagement Plan
- “Circles of Giving” Donor Wall Recognition

It’s Easy!

We make giving easy! Support Crider Health Center with a one-time payment or sign up for monthly payments. Crider Health Center will bill your credit card each month for the amount you designate.

Thank you for supporting the future of hope and healing!

Crider Health Center - Wentzville

Administrative Offices

1032 Crosswinds Court
Wentzville, MO 63385
Phone: 636-332-6000

Crider Health Center - Compass Point

102 Compass Point Dr.
St. Charles, MO 63301
Phone: 636-723-8500

Crider Health Center - St. Charles

546 First Capital Drive, Ste. #1
St. Charles, MO 63301
Phone: 636-946-4000

Crider Health Center - Warrenton

19515 Brune Parkway
Warrenton, MO 63383
Phone: 636-456-1500

Crider Health Center - Union

1780 Old Hwy 50 East, Ste. #113
Union, MO 63084
Phone: 636-582-8100

Harmony Rehabilitation Clubhouse

416 Market Street
Washington, MO 63090
Phone: 636-239-2778

Headway Rehabilitation Clubhouse

322 McDonough
St. Charles, MO 63301
Phone: 636-946-6832

Pathways Assisted Living Facility

161 Pieper Road
O’Fallon, MO 63366
Phone: 636-978-3132

C.H.O.I.C.E.S.

Independent Living Facility
2701 Veterans Memorial Parkway
St. Charles, MO 63303

Treasure Shop

185 E. Cherry
Troy, MO 63379
Phone: 636-528-6622



Because of You...

Agnes, a member of Headway Clubhouse, has been able to lose 50 pounds and is continuing to work on losing 50 more. Her goal is to be taken off of her diabetes medication. Being without transportation has always hindered Agnes from keeping her doctor appointments. Because all of her doctors are located in one convenient location, Agnes has been able to keep her doctor appointments and stay focused on her healthcare goals.

Because of You...

Julio has learned to trust others and has developed long-lasting friendships at school.



Crider Health Center

is Proud to be Supported by:

Proud member of



United Way
of Greater St. Louis



Franklin County Area
United Way

