

CHANNEL MARKER

MENTAL HEALTH SUPPORT SERVICES

ANNUAL REPORT 2011



"Like a marker in the Bay, we help each other find the way."



Mission Statement

The mission of Channel Marker is to promote mental health by providing prevention programs, rehabilitation and community services to individuals and their families.

Channel Marker is a Not-for-Profit Organization

If you would like to make a tax deductible donation or bequest to the organization, please contact:

Debra P. Jackson, Executive Director

debbye@channelmarker.org

or call 410.822.4619 or visit our website at

www.channelmarker.org for more information.



From Our Board President and Executive Director

Channel Marker is entering its 30th year of operation as this annual report is being prepared. The journey has been a most rewarding one. We are so pleased that we are still continuing to grow during these very difficult economic times as programs are expanding and improving. The staff, under the truly outstanding leadership of Debbye Jackson, is dedicated and focused on providing superior mental health services to our clients. Two of our staff celebrated their 20th year of service to Channel Marker. Cathy Cassell and Tom Frazier are wonderful employees and citizens. They epitomize what Channel Marker is all about through their exceptional work ethic.

Channel Marker programs serve individuals in Caroline, Dorchester, and Talbot counties. Our services continue to grow in Dorchester County, but we still have a waiting list for our youth program. In Caroline County, we will be expanding our services from the northern end of the county, Greensboro, to the southern end of the county, Federalsburg. In Talbot County, the Primary Project continues thanks to dedicated funding, including a commitment from the United Fund of Talbot County.

Adult services are also expanding. Following the closing of a state facility, we were able to add six residential beds in order to continue services to a population in great need. A Transitional Age Youth Program was introduced in Talbot County last year and plans are to extend the same services to Dorchester County this year. We now have a Client Wellness Coordinator, Deb Cox, on board to address the particular needs of our aging population. Our own board member, Addie Eckardt, has contributed her time and expertise to enhance programming for our clients as well.

Acquiring grants from a variety of sources has been a successful effort this year. In particular, a Community Development Block Grant will bring us nearly \$145,000 to improve some of our properties in Caroline and Dorchester counties which are in need of major repairs and renovations. We are equally grateful to several other local Foundations for grants totaling nearly \$70,000 in additional critical funding.

Channel Marker appreciates the support of communities in all three counties that we serve. Promoting mental health by providing prevention programs, rehabilitation and community services to individuals and their families is our mission. We are proud of our accomplishments and look forward to another outstanding year.



*David Jones, Ed. D.
Board President*



*Debra Jackson
Executive Director*



Fiscal Year 2011 Program Highlights

GIRL SCOUTS SUPPORT CHANNEL MARKER

Channel Marker participants recently benefited from the kindness and efforts of the local Girl Scouts of the Chesapeake Bay Troop #1309. Through two different collection drives, the troop collected over 240 food and toiletry items from generous customers at Acme on Marlboro Avenue that would help provide complete meals for Channel Marker clients. Troop Leaders Kim Whiteley and Jen Reeley say that their troop has grown fond of the agency. This is the second service project that the group has completed for Channel Marker. Last year, Troop #1309 worked diligently to makeover the flower beds at Channel Marker's rehabilitation center on Port Street in Easton. The drive this year helped the girls earn their Bronze Badge. Participants of Channel Marker's program were very excited and appreciative to receive the donations, noting that the food was particularly helpful and needed.



Alaysia Carr, Morgan Reely and Faith Whiteley

YOUTH SELECTED TO PARTICIPATE

The Leadership Development Institute for the Maryland Department of Juvenile Services (DJS) selected Channel Marker's youth among organizations across the state of Maryland to participate in an exciting opportunity to learn more about the cultures of both the Eastern and Western shores of Maryland. This community service project by the ECADAMY team required the group to work with community organizations outside DJS and establish new relationships. Channel Marker youth explored the National Mall in Washington, DC and visited surrounding museums. Youth also visited the Chesapeake Bay Environmental Center in Grasonville, MD where they went on a hiking tour of the center, participated in the catch a bay critter program and planted flat grass. The flat grass activity allowed them to earn credits towards the required community service hours needed for graduation.



CALIBRE AWARDS RECOGNITION

At the Mid-Shore Mental Health Systems annual Calibre Awards luncheon on May 20, 2011, Channel Marker's Transition Age Youth Coordinator, Kevin English was honored with a Calibre award for his leadership in developing the newest component of Channel Marker services. Our Transition Age Youth program began in July 2010 and is modeled after the University of South Florida's Transition to Independence program. Those served by this program have been developing their skills in peer relationships, job readiness and independent living.



NURSE CONSULTANTS PROVIDE CLINICAL AND TRAINING SUPPORT

Two years ago, Executive Director, Debbye Jackson was approached by Deb Cox, CRNP about doing some volunteer work with our organization. Rarely is such an opportunity presented and we gladly accepted her offer. From those volunteer hours, we were able to develop a contracted position for a Client Wellness Coordinator, which is what Deb is now called. She works with our clients and helps our staff to advocate for our clients in reference to many different health issues helping us to insure better whole person health.

Additionally, Board member Addie Eckardt, also a nurse, is working with our staff by facilitating groups with clients in Talbot; is a training resource for staff; and has consulted for our substance abuse programming in Denton. We feel very fortunate to have the skills and experiences that both Deb Cox and Addie Eckardt bring to our organization and the individuals that we serve.



Fiscal Year 2011 Program Services Outcomes

I. Community Integration, Employment and Residential Outcomes

- Eight percent (8%) of adult clients served were competitively employed and another twenty-three percent (23%) participated in work crews, sheltered employment, or volunteer placements.
- Fifteen (15%) of adult clients and twenty-five percent (25%) of youth clients discharged were discharged successfully with goals met.
- Twelve percent (12%) of adult clients and twenty-three (23%) of youth clients were discharged through collaborative planning process involving the client, family, or treatment provider.
- Seventeen (17%) of adult clients served in the residential program moved to less restrictive living arrangements.

II. Satisfaction Outcomes

- Ninety-seven percent (97%) of families who participate in the youth services program are satisfied with the services their children receive.
- Eighty-two percent (82%) of the adult clients reported satisfaction with the services they receive.
- Seventy-eight percent (78%) of the Transitional Age Youth clients reported satisfaction with the services they receive.
- Seventy-three percent (73%) of the High/Middle School clients reported satisfaction with the services they receive.

III. Program Quality and Accessibility Outcomes

- Eighty percent (80%) of the adult clients reported becoming more independent as a result of receiving rehabilitation services.
- Seventy-seven percent (77%) of adult clients identified that they feel better about themselves as a result of the services they receive.
- Seventy-four percent (74%) of the adult clients reported learning to manage their illness more effectively as a result of the services they receive.
- Sixty-seven percent (67%) of the Transitional Age Youth clients reported becoming more independent as a result of receiving rehabilitation services.
- Sixty-seven percent (67%) of Transitional Age Youth clients identified that they feel better about themselves as a result of the services they receive.
- Fifty percent (50%) of the High/Middle School clients reported becoming more independent as a result of receiving rehabilitation services.
- Sixty-four percent (64%) of High/Middle School clients identified that they feel better about themselves as a result of the services they receive.
- Seventy-four percent (74%) of caregivers report that their child's self esteem has improved as a result of the services they receive.
- Seventy-seven percent (77%) of caregivers report learning skills to address their needs as a result of the services they receive.



Fiscal Year 2011 Fundraisers

CHANNEL MARKER 'SUMMER CELEBRATION' CRAB FEAST FUNDRAISER



Over 100 guests attended Channel Marker's Crab Feast on Saturday, August 14, 2010 at the Easton Club Waterview Room and Grounds. All you can eat #1 Maryland crabs were served along with fried chicken, pulled pork barbeque, corn on the cob, watermelon and a selection of desserts and drinks. Guests also participated in a silent auction, 50/50 raffle and a putting and driving contest during a beautiful evening along the banks of the Tred Avon River. Music was provided by DJ Ground Hog (Erik Higgins). Channel Marker would like to thank all of its sponsors, contributors and fundraising committee members for helping to make this event a great success. Proceeds went towards the support of Channel Marker's prevention programs and rehabilitation services.





Fiscal Year 2011 Fundraisers

An Elegant Affair

Channel Marker held its 'An Elegant Affair' Valentine's Celebration on Sunday, February 13th, 2011 at the Dorchester Center for the Arts located in downtown Cambridge, MD. Guests enjoyed generous selections of decadent chocolates and petit fours, fine wines and succulent oysters all while listening to the delightful tunes of keyboardist, David Cherry.

We would like to thank our Board of Directors for executing the tasks for this event and would also like to thank all of our donors for supporting us. A special thank you is in order to Marie and Bill U'Ren, for donating the chocolates; David Cherry for providing musical entertainment; Jimmie & Sook's for donating oysters as well as an Oyster Shucker. Board member, John Ondrick, did a great job coordinating this affair. Your efforts really turned the occasion into a wonderful success and we couldn't have done it without you!





Psychiatric Rehabilitation Services

“Making a difference in people’s lives”

Adult Psychiatric Rehabilitation

Channel Marker provides a spectrum of psychiatric rehabilitation services for adults with mental illness. These coordinated services are designed to strengthen the individual’s skills and to develop the environmental supports necessary to help that person live in the community. Once the client’s goals are established, staff provide opportunities



for the client to learn or practice functional skill development in a variety of areas. Services may be provided at our sites, in the community, or the client’s home. Channel Marker, Inc. also provides a continuum of residential services. The intensive residential program provides overnight supervision for those individuals who require support on a regular basis. The general residential program provides flexible support depending on the client’s needs. Respite services are available to clients who are involved in a psychiatric rehabilitation program.

Transitional Age Youth (TAY)

TAY is an afternoon program full of fun and learning currently held from 2-4 pm, two afternoons per week. The vision of TAY is to assist and enable Transitional Age Youth (ages 18-24) to live independently. TAY programming also includes: SPECIAL EVENTS one evening per month, currently the 3rd Wednesday from 5-7 pm. That’s not all! There are also other UNIQUE activities/ trips designed to enhance community involvement. All of this is designed with young adults in mind. Program services are held in dedicated TAY space at Channel Marker’s Port Street facility in Easton. It’s a tailor made opportunity for individuals to KNOW, GROW and GO!



Statistics: Rehabilitation Services

July 1, 2010 - June 30, 2011

| Clients | Number of Clients | Number of Services |
|---------------|-------------------|--------------------|
| Adults Served | 177 | 38,347 |
| Youth Served | 118 | 3,674 |



Early Intervention & Prevention Services

“Helping children be successful in life”

Youth Psychiatric Rehabilitation

Psychiatric rehabilitation services for youth consist of an after-school program and community visits for children in Dorchester and Caroline counties. Incorporated in the structured schedule are activities that encourage the youth to develop skills for working in groups and in peer relationships. In addition, therapeutic interaction with staff promotes the modeling of positive behaviors and encourages the youth to practice new skill development in a safe, supportive environment. Working closely with mental health clinicians, our services are designed to support the child’s individualized treatment plan and rehabilitation goals. Clients may be seen at home, in the community or in groups after school.



Primary Project



The Primary Mental Health Project (Primary Project) is a school based early detection and prevention program. The program is designed to enhance learning and adjustment skills as well as maximize healthy school adjustment in preschool through third grade children. Primary Project is targeted primarily to children with

evident adjustment problems in the mild to moderate range, not children with serious dysfunction. Through ‘supportive’ play, the child’s individual goals are met in a safe environment, and their competencies, social skills, and strengths are reinforced. The key to Primary Project is to prevent problems rather than using more traditional and costly services that undo problems after they develop. The Primary Project is supported through grant funding from an anonymous foundation and a \$5,500 grant from the United Fund of Talbot County.



Statistics: Intervention Prevention Services

July 1, 2010 - June 30, 2011

Total Numbered Served

| | |
|---|-------------|
| Primary Project | 27 Children |
| Child and Family Behavioral Support Program | 6 Families* |

**This program operated for five months during FY 11*



Contributors FY 11

Channel Marker, Inc. would like to thank all of the individuals, foundations, businesses and organizations that have made contributions from July 1, 2010 through June 30, 2011 in support of our general activities or specific projects. Every effort has been made to ensure the accuracy of this list. Please notify us of any discrepancies. We are grateful for your generous support and are pleased to count you among our community partners.

Platinum Circle: \$2,500 or more

United Fund of Talbot County, Inc.

Gold Circle: \$1,000 - \$2,499.99

Christ Church-Saint Michael's Parish
Cynnda Hill, D.D.S.

Knights of Columbus/Regina

Coeli Council No. 2274

St. Mark's United Methodist Church
Bill and Marie U'Ren

Silver Circle: \$500 - \$999.99

American Legion Dorchester Post No. 91

Episcopal Church Women Christ Church

Kathryn Harrington-Hughes

Pat and John Krieger

Verizon

Mr. and Mrs. James R. Walters

Roger and Cheryl Willis

Bronze Circle: \$100 - \$499.99

American Legion Post No. 70

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Benevolent Protective Order of Elks No. 1272

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Centreville National Bank of Maryland

Nancy J. Clem

Mr. and Mrs. Donald and Charlotte Coleman

Katherine R. Denny

E.E. Streets Memorial Post No. 5118 VFW

Easton Lodge No. 1622

Honorable Addie C. Eckardt

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Liz Freedlander

H.C./C.B.Y.C. Kitchen

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Anne Harrison

Patricia Heather

Mrs. Esther M. Henry

Lynda Hill

Kathryn and George Hubbard

Hurlock American Legion Post No. 243

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Talbot County Women's Club

James B. Thomas

Robert Willey

Friends up to: \$99.99

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Marguerite Beebe

Benson and Mangold, LLC

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Chesapeake Classic Car Club

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Dana Eggert

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Holly Ireland

William and Debra Jackson

Anne and Dave Jones

Kim and Art Lecompte



Contributors FY 11

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Dr. and Mrs. Donald R. Merryfield
Jeffrey Messing
Tina Mills
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Debra Muse
New Revived United Methodist Women
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Margaret D. Orem
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Anonymous Donor: 1

Foundation Gifts

Anonymous Foundation
Channel Marker Foundation, Inc.
Mid-Shore Community Foundation
The Ruth and Robert St. John Foundation, Inc.
Van Strum Foundation
Waddell Foundation
Weiss Family Foundation

Brighter Christmas

Chesapeake Publishing Company

In Kind Donations

A Few of My Favorite Things
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Bay Country Bakery
Chance and Associates, Inc.
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Chesapeake Bay Outfitters
Chesapeake Real Estate Plus, LLC
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Hyatt Regency Chesapeake Bay Resort
Cynda Hill, D.D.S.
Hunters Oak Golf Course
Jimmie and Sook's Raw Bar and Grill
Pat and John Krieger
Lanham Hall Design
Dawn Lednum
Martini's Restaurant
Mason's Restaurant
The Masthead at Pier Street Marina
Michelle Rose Aveda Salon
John B. and Ruth J. Moore
Nuts to You!
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Papa John's Pizza
Piazza Italian Market
Railway Market
Michael and Cindy Randolph
Robert Morris Inn
Scossa Restaurant
The Scottish Highland Creamery
Sharp Energy
Studio 2
Target of Easton
Bill and Marie U'Ren
Lisa Wilson

Channel Marker, Inc. respects the right of donors and potential donors to restrict the use of contributions made to Channel Marker for specified purposes. Any restricted use contribution by any of the donors listed above has been placed in a separate account with limited access only for the specified usage.



Core Values and Senior Staff FY 11

Core Values

Excellence - Dedication to systematic and continuous improvement in the quality of services.

Innovation - Sustain an organizational culture which supports creativity and change.

Integrity - Contribute to the mission of the organization through our actions and conduct with one another.

Respect - Treat others with dignity recognizing the importance of diversity.

Responsive - Serve and support clients and families in achieving their rehabilitation goals while respecting their choice to make decisions.

Teamwork - Encourage teamwork recognizing the valuable contribution of each member. Interdependency makes us stronger.

Senior Staff:

Debbye Jackson, Executive Director

Cathy Cassell, LCSW-C, Program Director

Marty Cassell, LCSW-C, Clinical Director and Primary Project Director

Rick George, Finance Director

Beth Dulin, LSWA, Quality Assurance Director

Jennifer Phillips, LSWA, County Director, Caroline County

Kelly Holden, MA, County Director, Dorchester County

Laura Payne, County Director, Talbot County

Malkia Johnson, LGSW, Youth Services Director

Tom Frazier, Facilities Manager



Audited Financial Highlights FY 11

Balance Sheet

Current Assets

| | | |
|-----------------------------|---------------|-----------------------|
| Cash - Unrestricted | 525,219 | |
| Cash - Restricted | 13,631 | |
| Receivables (net) | 125,804 | |
| Prepaid Expenses | <u>34,720</u> | |
| Total Current Assets | | <u>699,374</u> |

Other Assets

| | | |
|---|--|-----------------------|
| Operating Equipment (net of depreciation) | | <u>239,781</u> |
| Total Assets | | <u>939,155</u> |

Current Liabilities

| | | |
|--------------------------------------|--------------|-----------------------|
| Accounts Payable | 41,487 | |
| Accrued Expenses | 112,733 | |
| Current Maturities of long term debt | <u>8,159</u> | |
| Total Current Liabilities | | <u>162,379</u> |

Long term Liabilities

| | | |
|--|--|-----------------------|
| Long term debt, less current position above Channel Marker Foundation, Inc. | | <u>21,878</u> |
| Total Liabilities | | <u>184,257</u> |

Net Assets

754,898

Total Net Assets and Liabilities

939,155

Statement of Activities

Revenues and Support

| | | |
|-----------------------------------|---------------|-------------------------|
| Medicaid | 2,621,575 | |
| Members Rent and Fees | 129,129 | |
| Public Support | 93,993 | |
| Other Revenues and Support | 34,500 | |
| Loss on sale of assets | <u>-1,677</u> | |
| Total Revenues and Support | | <u>2,877,520</u> |

Expenses

| | | |
|--------------------------------|---------------|-------------------------|
| Program Services | 2,407,201 | |
| Support Services | 386,049 | |
| Fundraising and grant services | <u>11,078</u> | |
| Total Expense | | <u>2,804,328</u> |

Increase in Net Assets

73,192

| | | |
|--|---------------|--|
| Net Assets at the beginning of the year | 638,412 | |
| Equity transfer from Channel Marker Foundation, Inc. | <u>43,296</u> | |

Net Assets at the end of the year

754,898



Board of Directors FY 11

Channel Marker

David Jones, Ed.D., – President
Philip Cronan, Esq., – 1st Vice President
Vito Tinelli – 2nd Vice President
Steven Kullman, CPA, – Treasurer
Matthew Nichols, Esq., – Secretary
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Lynda Hill
Kevin Moran
John Ondrick
William U'Ren
Sandy Wieland, CRNP
Robert Willey, CPA

Channel Marker Foundation

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David North, President
Ralph Starkey, Vice President
Charles Ireland, Treasurer
Debra Jackson, Secretary
Col. Walter Chase
Kathryn Hubbard
Phyllis James
Carol Messick
Linda Moore

Psychiatric Rehabilitation Program Sites

Caroline County

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Denton, Maryland 21629
Ph 410.479.2318
Fx 410.479.0124

Talbot County

222 Port Street
Easton, Maryland 21601
Ph 410.822.4611
Fx 410.822.6186

Dorchester County

420 Dorchester Avenue
Cambridge, Maryland 21613
Ph 410.228.8330
Fx 410.221.6459

Administrative Office

8626 Brooks Drive, Unit 304
Easton, Maryland 21601
Ph 410.822.4619
Fx 410.822.0984

www.channelmarker.org



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Comments FY 11

Adult Client Comments:

- It's nice to have C.M. support.
- Good Program!
- I learn to manage my money more and live independently on my own my living skills. With the help of Channel Markers staff.
- The worker has made every effort possible to see that my needs are met when I bring them up. She has done very well and I appreciate her work.

High/Middle School:

- I work better with other people and Channel Marker.
- I (heart) Channel Marker.
- I love the staff.

Transitional Age Youth (TAY) Comments:

- Channel Marker is excellent I think that we should brain storm a little better about trips, groups, activities. Thank you for your services.
- I love TAY at Channel Marker very, very much. I love my peers in TAY at Channel Marker. It's good to be in TAY.

Family Members of Youth Clients:

- My son has grown with Channel Marker and doing much better then when he started.
- They are kind and caring and there when I need them.
- Counselors positive advice
- Services are engaging
- The strengths of your services and the staff are the ability of keeping my son communications skills has improved and some coping skills
- The staff helps me to cope and determine what to do in any situation and helps keep in focus.
- I am pleased with the care and support that Channel Marker has given myself and my son over the years and I hope it continues.
- You all do a super job
- Love the help and knowledge of the staff
- I would like to thank all the staff who has helped my child with learning how to better manage his behavior. Thank you.
- I think the programs they have for the kids are great.

Community Agency Comments:

- Compassion towards clients.
- Great communication and follow through. Very easy to work with.
- Staff members who are both dedicated to their jobs and the clients.
- Staff are wonderful people and wonderful role models for the children and parents.
- Their commitment, professionalism, communication, collaboration. You name it, they are great
- Supportive of clients and quite creative
- Some go above and beyond.
- Continuing to develop new programs and willingness to collaborate.



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Easton, MD 21601

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