



Annual Report 2019

• July 1, 2018 - June 30, 2019 •



**Love Permeates Here.
Hope Resonates Here.
We are Community Friendship.**

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History

Community Friendship, Inc. (CFI) is a nonprofit comprehensive provider of recovery-based mental health services assisting adults in Metropolitan Atlanta. Originating in 1962 as a drop in social center for adults with chronic mental illnesses, CFI incorporated in 1970 and has grown to offer a comprehensive array of services in the psychiatric rehabilitation approach. For 50 years, CFI has been committed to supporting an individual's recovery from mental illness so that each person can lead a contributing, integrated, and self-directed life.



Mission

The mission of Community Friendship, Inc. is to provide a supportive community for people whose mental illness prevents them from participating in community life, employment and relationships.

Vision

The vision of Community Friendship, Inc. is to provide the supports needed for full access to community life through achievement of one's potential and removal of barriers.



COMMUNITY
FRIENDSHIP
INCORPORATED

a window of opportunity

A Message from our President & CEO



Jean Toole

As the landscape of mental health services is shifting, Community Friendship, Inc. (CFI) is fortunate to celebrate 50 years of service to people with mental illnesses in Metropolitan Atlanta. There is no doubt that this could not happen without the support of our donors, community partners and the dedicated staff who help people live life anew. It is with great pleasure we provide the information enclosed in the fiscal year 2019 Annual Report, which provides information and illustrates the recovery of those we serve with mental illnesses. CFI has grown into a comprehensive provider of recovery oriented services and programs. For more than 50 years, we have worked tirelessly to stay focused and dedicated to what we do; helping those we serve have a better life.

In FY19, we provided services and programming to 703 unduplicated consumers. We were able to help 80 consumers get to work, and provided over 10,000 lifestyle, independent and self-sufficiency skills, as well as whole health and wellness classes and initiatives to those we serve. CFI has also been able to increase our visibility through outreach and engagement; staying connected to the many partners in our community who serve people with mental illnesses and those who are engaged in our work to make lives better for those we serve. We are fortunate to have such a well-rounded network of resources, from staff to community partners, to the increased ability to diversify our funding opportunities. We have grown tremendously as an organization, incorporating new technologies, new ideas and increasing efficiency in our workflow processes.

Community Friendship, Inc. looks forward to new and innovative ways to better serve our consumers. There are always new ways to learn and reach new heights of engagement, commitment, and strive for excellence in our work. The main source and heart of what we do is for the people we serve. We hope to continue to provide mental health services and programs to people who may need them through the many resources and programs we provide. We are dedicated to serving people with mental illnesses and help them live a fulfilled and self-sufficient life of wellness and recovery!

Leadership Team

Jean Toole
President and CEO

Rocile Cain
Chief Operating Officer

Debbie Henderson
Chief Financial Officer

Rene Bazel
*Director of Development
and Communications*

Beth Boersma
*Director of Psychosocial
Rehabilitation (PSR)
Program*

Diane Clemons
*Director of Human
Resources*

Christy Drummond
*Director of Case
Management and
Homeless Outreach*

Shirley Estell
*Director of
Rehabilitative Housing*

Kesha Greene
*Director of Phoenix
House/Presley Woods/
Rosalynn Apartments*

Jean Mevoli-Cannon
*Director of Work
Opportunities and Peer
Support Services*

Donna Snellgrove
*Director of Quality
Assurance and Training*

Carrie Vanzant
*Director of O'Hern
House*

Lola Williams
*Director of Access and
Intake*



Current

Board of Directors

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Keller Knapp Realty

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Hilliard Starkey Law

Eve Byrd - Board Secretary
The Carter Center Mental Health Program

Bill Warren - Board Treasurer
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Regina Cannon
Center for Social Innovation

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Community Advocate

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Hollands and Knight, LLP

Donna Williams Lewis
Media Consultant
Willa Presmanes
MTM Services

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Retired-Federal Reserve Bank of Atlanta

Sherry Jenkins Tucker
Georgia Mental Health Consumer Network

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The Highland Psych Collaborative, Emory University School of Public Health and Medicine

John Watson
*Retired- DBHDD**

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Emory University School of Medicine, Grady Psychiatric Services

Melissa Yost, Esq.
Southern Company Services

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Emory Law School

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Fund Development Consultant

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The Carter Center Mental Health Program

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*Retired-DBHDD**

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Retired Partner, Bryan Cave Leighton Paisner LLP

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Market Pharmacy

James M. Ney, Esq.
Retired-Holt, Ney, Zatcoff, Wasserman

Christine N. Schneider, Esq.
Thompson Hine

Richard P. Shuey, Esq.
Law Office of Richard P. Shuey

***DBHDD - Georgia Department of Behavioral Health and Developmental Disabilities**



2019 Program & Services Overview

OVERALL

- Provided housing, programs, and other supportive services to 703 unduplicated consumers
- 95% of those served experienced an increase in satisfaction of services received
- Expanded relationships to diversify funding, and increase visibility within the community
- In August of 2018, CFI received an overall score of 89% on the Georgia ASO Collaborative Assessment. A protocol additional review was done in February of 2019, where CFI received an overall score of 91%*

WORK OPPORTUNITIES

- Assisted over 80 Consumers go to work. Of these 62% remained successfully employed over 180 days
- 74% of those we served were “ready for work” within 6 months of enrollment into the Work Opportunities Program
- 86% of those served in the Program effectively utilized all of the services and resources available for job sustainability

PSYCHOSOCIAL REHABILITATION (PSR) PROGRAM

- PSR Program members worked to develop 10,355 new skills to prepare them for the workforce and/or more independent community living
- Members were linked to 14,811 resources to include housing, therapists, GED programs, healthcare, financial benefits, and educational classes
- In FY19, the 82 members who participated in the PSR Program utilized “0” psychiatric hospital stay days

INTENSIVE CASE MANAGEMENT

- Over 400 home visits were completed each month to assist consumers on their road to mental health recovery and self-sufficiency
- 100% of the individuals served through intensive case management feel as though they are better able to care for themselves and are residing in stable and secured housing, opposed to when they entered intensive case management services

**The ASO Collaborative in partnership with the Department of Behavioral Health and Developmental Disabilities (DBHDD) believes in easy access to high-quality care that leads to a life of recovery and independence for those served by programs across the state of Georgia. The Quality Division is dedicated to ensuring services provided are person-centered and include a commitment to wellness and recovery.*

2019 Program & Services Overview

HOMELESS OUTREACH

- Completed over 257 homeless outreach and engagement assessments
- Enrolled 197 individuals in housing services and PATH case management
- 68% of those served have been able to end homelessness

CASE MANAGEMENT

- Provided 99 consumers with case management services and community integrated settings
- Of the 197 individuals enrolled in case management, 135 transitioned into needed mental health treatment, 133 obtained housing

PEER SUPPORT

- 87% of those enrolled in the CFI Peer Support Program were satisfied with the services received
- 254 classes were conducted by Certified Peer Specialists, who provide living and learning skills through lived experiences to include class topics such as Community Integration and Social Skills, conversations with the Whole Health and Wellness (WHAM) nurse, Cooking and Nutrition, and Communication Skills

HOUSING

- 97% of those who receive services through our residential programs feel a sense of safety and security
- Mental health support services were available to more than 350 consumers 24 hours a day, 7 days a week

2019 Donors

Corporate & Foundation Gifts

Amazon Smile
BB&T Bank
Community Foundation for Greater Atlanta
Facebook Fundraising P2P
Horizon Housing Foundation
J.B. Fuqua Foundation, Inc.
Jim and Billie Ellis Foundation
John & Polly Sparks Foundation
Mary Allen Lindsay Branan Foundation
The Gould Family Foundation
The Imlay Foundation
United Way of Greater Atlanta

Local Business Donors

27th Group Investment
ACR
Amazon Smile
AT&T Pioneers
Care Source
Castlewood Christian Ministries
Comprehensive Health Management
Growth Options
Integrated Management
Met Life
Midtown Alliance

Individual Donors

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Jeannette DePoy
Jo Ann Haden Miller
John and Mary Watson
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Karen Redgate
Keith Gammage
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T. Douglas
T. Lewis
Theresa Saludo
Tim Gould
Vanessa Paynter
W. Segal
W. Wislon
Weslee Knapp

2019 Financial Summary

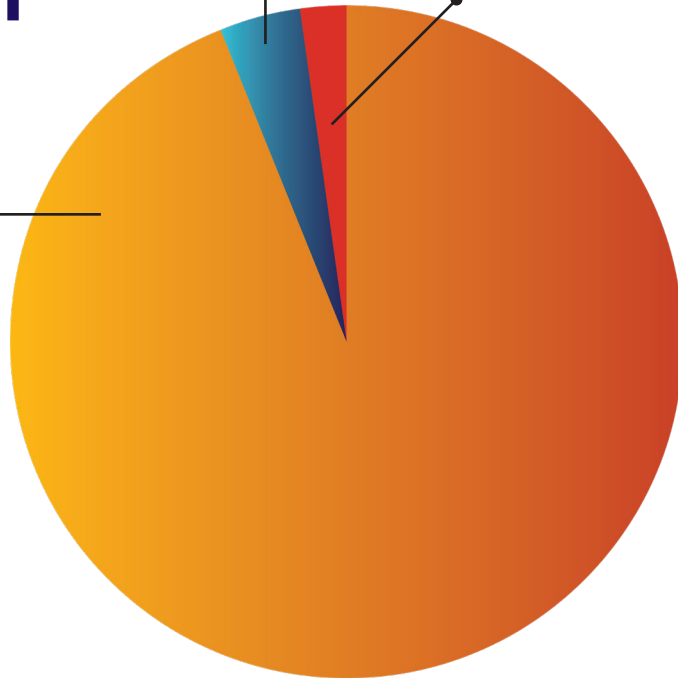
Revenue Breakdown

TOTAL REVENUE: \$6,300,553

94%
Government
Contracts & Fees
\$ 5,949,191

4%
Foundation, Individual
& In-Kind Contributions
\$232,295

2%
Program Fees,
Investment Income,
& Other Income
\$119,067



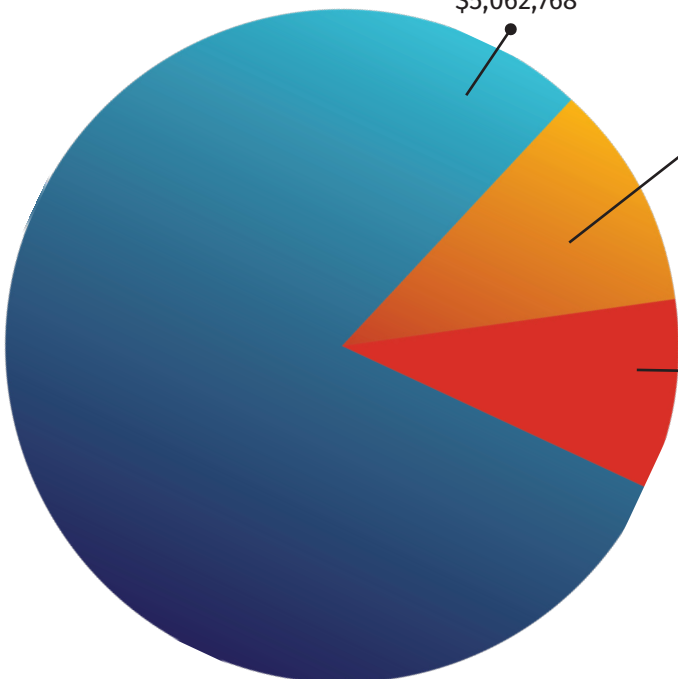
80%
Program and Direct
Care Expenses:
\$5,062,768

11%
Operating
Expenses:
\$681,956

9%
Administrative
Expenses:
\$615,814

Expense Breakdown

TOTAL EXPENSES: \$6,360,538



Our Values

RESPECT

We believe in unconditional positive regard for each person as a human being.

HOPE

We believe all people have the ability to grow and reach their full potential.

KNOWLEDGE

We believe gaining knowledge through education and experience is an empowering process, allowing people to grow, learn and make informed life decisions.

CHOICE

We believe consumers have the right to make decisions about the direction of their life and recovery process.

HOLISTIC APPROACH

We believe in working with the whole person, mind, body and spirit, not just their illness.

INTEGRITY

We believe in high ethical standards that promote fiscal responsibility and services that reflect standards of excellence.





*Moving Progressively into the Future...
Making Differences in a new Decade.*





*Thank You for Your
Continued Support
of Community
Friendship, Inc.*

Stay in Touch

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