



2020 Annual Report

JULY 1, 2019 – JUNE 30, 2020

Edition 1 of 2

PROVIDING 50 YEARS OF RECOVERY-BASED MENTAL HEALTH SERVICES

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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.



Opening A Window Of OPPORTUNITY



A Message From OUR PRESIDENT AND CEO



Fiscal year 2020 has posed some challenging times. The recent COVID-19 pandemic created turmoil and dismay for all. From March 2020 and beyond, Community Friendship, Inc. (CFI) has made adjustments to continue to provide comprehensive and supportive services to people with mental illnesses. While adjustments have been made in the way we offer services, one thing has not changed and that is the dedication to the people we serve. In the face of this difficult time, CFI staff have maintained a positive attitude and have continued to be an inspiration and support. As a leader and pioneer in recovery based services, CFI has been able to continue to be driven by our values which include Respect, Choice, Hope and Integrity. People know that CFI does “the friendliest thing” when in doubt and that we are here to provide quality services in an effort to help those we serve grow and reach their full potential. Despite the challenges this year, CFI has been able to serve 696 unduplicated consumers.

As a mental health provider, the organization continues to support our consumers; despite the odds. Health and wellness of those we serve remained a top priority, and innovative practices were put in place to continue to open a window of opportunity to self-sufficiency and independence. Housing services were provided to more than 350 consumers; the PATH Homeless Outreach Team continued street outreach; the Work Opportunities served more than 100 individuals to keep and maintain employment; Peer Support Services and the Psychosocial Rehabilitation Program continued to stay connected to consumers as a beacon of hope and support. Telehealth services were implemented and consistent contact with consumers was provided, where face-to-face services were not an option. The use of technology and continuous innovative strategies have made this possible. As CFI continues to navigate the COVID-19 pandemic, it is certain that the quality of care will not waiver. We are humbled to be known in the community for being a quality provider of mental health services. The relationship with our community partners has grown even stronger as more and more individuals may encounter mental health challenges as we adjust to the changes in our communities.

This year we also celebrated our 50th year anniversary. Although CFI had to postpone our celebratory activities, we have not steered away from recognizing the long standing history of quality care. As we move forward, we will have an opportunity to be together again. CFI hopes that you will continue to join us in recognizing our mission and vision driven services and programs in the years to come. Thank you for your continued support of Community Friendship, Inc.

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/
Rosallynn Apartments*

Jean Mevoli-Cannon

*Director of Work
Opportunities and Peer
Support Services*

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*Director of Quality
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*Director of O'Hern
House*

Lola Williams

*Director of Access and
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Law Office of Richard P. Shuey

Bill Warren

KPMG LLP

2020 PROGRAM AND SERVICES *overview*



**This year we provided
services and programming
to 696 consumers**



“CFI has provided me the opportunity to give to others what they gave to me: hope”

CFI STAFF AND CONSUMER

“CFI has provided me the opportunity to give to others what they gave to me: hope”

CFI STAFF AND CONSUMER



2020 PROGRAM AND SERVICES OVERVIEW

overall

- 34% of consumers served identified as female and 66% identified as male
- 85% identified as African American; 13% as Caucasian, and 2% identified themselves as another Ethnicity
- In August of 2019, CFI received an overall score of 92% on the Georgia ASO Collaborative Assessment.*
- CFI is a CARF (Commission on Accreditation of Rehabilitation Facilities) accredited organization for over 40 years, providing services which promotes recovery and assist consumers in establishing and maintaining productive lives in the community.
- CFI was able to keep all staff members employed throughout the COVID-19 pandemic, despite the changes in how behavioral health services were provided.

work opportunities

CFI helps consumers choose, get and keep competitive jobs in the community. CFI's Work Opportunities Program recognizes the importance of consumer preference, and strives to find job placement and employment opportunities that are of preference to the consumers we serve.

- Approximately 23% of CFI's workforce are Program participants of Work Opportunities.
- 58% the Program participants have been employed over 180 days which is 2% over the 56% goal.
- 84% of Program participants went to work within 3 to 6 months of their personal Job Placement Plan date.
- Task Oriented Rehabilitation Services (TORS) were available to Program participants who chose to have it to assist with symptoms and skills needed in obtaining and maintaining employment.

intensive case management (icm)

Intensive Case Management (ICM) consists of mental health rehabilitative services and supports necessary to assist individuals in achieving rehabilitative and recovery goals as identified in the Individualized Service Plan. The purpose of ICM is designed to assist clients with psychiatric disabilities in gaining access to and obtaining the services required to achieve their recovery goals for successful community living, with the least amount of ongoing professional intervention.

- ICM received 82 referrals for services and support from CFI community partners.
- Assisted 38 individuals with the Georgia Housing Voucher Program (GHVP) renewals to maintain their housing.
- 536 home visits were completed each month to assist consumers on their road to mental health recovery and self-sufficiency.

housing

CFI offers an array of housing services and supports that encompass quality, safe and secure housing to residents while assisting them in developing skills needed to live independently in the community. CFI also provides the supportive services to individuals living in affordable housing who were previously homeless and diagnosed with a severe and persistent mental illness (SPMI).

- 95% of Program participants identified an increase in the satisfaction of services.
- 98% of those served identified an increased sense of security and overall independence.

**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.

homeless outreach and case management

*Projects for Assistance in Transition from Homelessness (PATH) Outreach and Case Management Services are provided to individuals with a mental illness who are also homeless. The focus of service is on establishing trusting relationships, assessing needs, providing referral information and coordinating linkages to resources.

- During FY20, the CFI PATH Team provided 224 outreach assessments and enrolled 142 clients into PATH case management.
- Of the 142 enrolled into PATH case management, 112 transitioned into mental health treatment, 95 obtained housing and 7 were assisted with initiating additional benefits to support self-sufficiency and independence.
- Throughout the COVID-19 pandemic, the CFI PATH Team was able to continue street outreach to those who were in need of an array of services and housing options, to include emergency housing.

* This program is funded by the Georgia Department of Behavioral Health & Developmental Disabilities (DBHDD), through a grant provided by The Substance Abuse and Mental Health Services Administration (SAMHSA).

psychosocial rehabilitation (psr) program

The PSR Program is designed to assist people with psychiatric disabilities to obtain the skills and supports they need to function at their highest level of independence. The program is based on the belief that the people we serve should have the opportunity to achieve successful and satisfying lives in the community, including the opportunity to be employed if they so choose.

- Despite the COVID-19 pandemic, the PSR Program achieved an 87% attendance rate, in part due to the use of technology and innovative ways of communicating, to include telehealth services.
- Student groups from Brenau University Department of Occupational Therapy (OT), Georgia State University Department of Occupational Therapy, and Emory University/Rollins School of Public Health participated in practicum activities and special projects at CFI throughout the year.
- 98% of Program participants saw an increase in their quality of life and social skills.
- PSR Program members worked to develop over 10,000 new skills to prepare them for the workforce and/or more independent community living.

peer support services

The overall goal of the Peer Support Program is to promote recovery, wellness, socialization, self-advocacy, development of natural supports, and maintenance of community living skills. Activities are provided among individuals who have similar recovery needs; Certified Peer Specialists (CPS), who facilitate through the process of lived experiences.

- 87% of those enrolled in the CFI Peer Support Program were satisfied with the services received.
- 223 classes were conducted by Certified Peer Specialists to include class topics such as Self-Care and Stress Relief, conversations with the Whole Health and Wellness (WHAM) nurse, How to Manage Your Symptoms, and How to Manage Conflict.

THE BENEFITS OF

Our Approach

We take a holistic approach, working with the whole person – mind, body, and spirit and not just their illness. We believe that all individuals have the ability to grow and reach their full potential.



“The organization demonstrates its commitment to empowering persons served by its advocacy and wraparound services. The high quality of services provided is supported by an infrastructure of policies and procedures, organizational plans, reports, and systems designed to promote and foster a person-centered service delivery environment. It is apparent that each consumer is treated with dignity and respect as an equal”

Most Recent CARF Accreditation Report



A community partner describes CFI as a beacon for recovery and echoed the organization’s approach of “when in doubt, do the friendliest thing.”



2020 DONORS

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Amazon Smile
Betty and Davis Fitzgerald
Foundation
Catchafire Skill Based Volunteer
Program
City of Atlanta CDBG Program
Community Foundation for
Greater Atlanta
Facebook Fundraising P2P
Giving Tuesday and
Participants
Horizon Housing Foundation
J.B. Fuqua Foundation, Inc.
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John and Polly Sparks
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KPMG US Foundation
Marriott International
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Cresa Real Estate
Goodr
HomeAid Atlanta, Inc.
Integrated Management
Systems

Keller Knapp Realty
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Praxis3 Architecture Firm
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Second Helpings Atlanta

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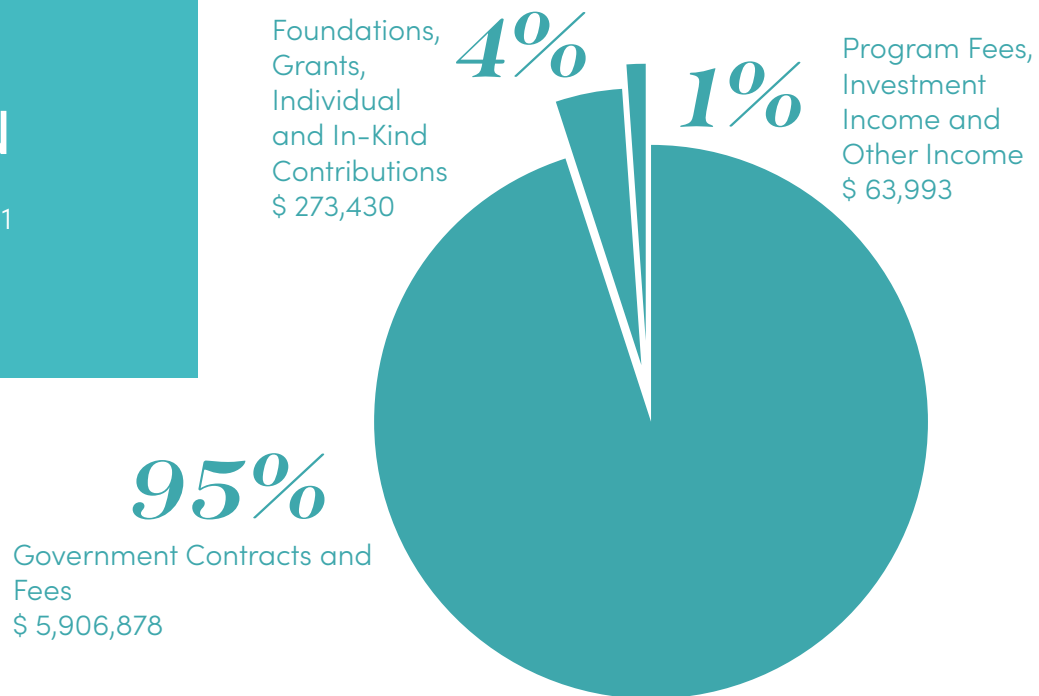
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2020 FINANCIAL SUMMARY

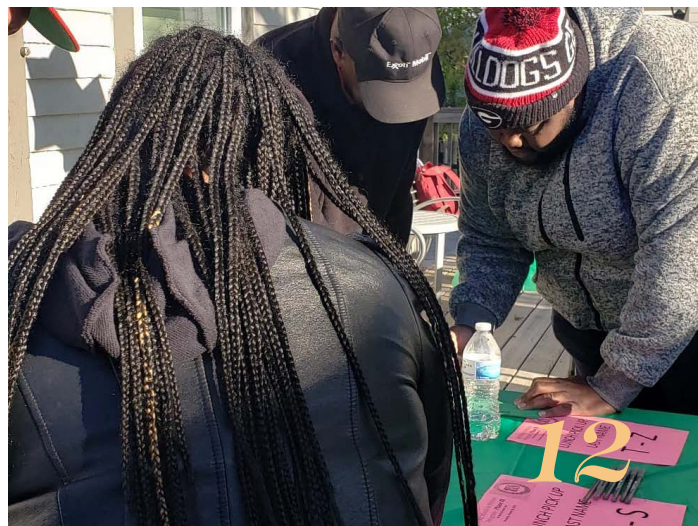
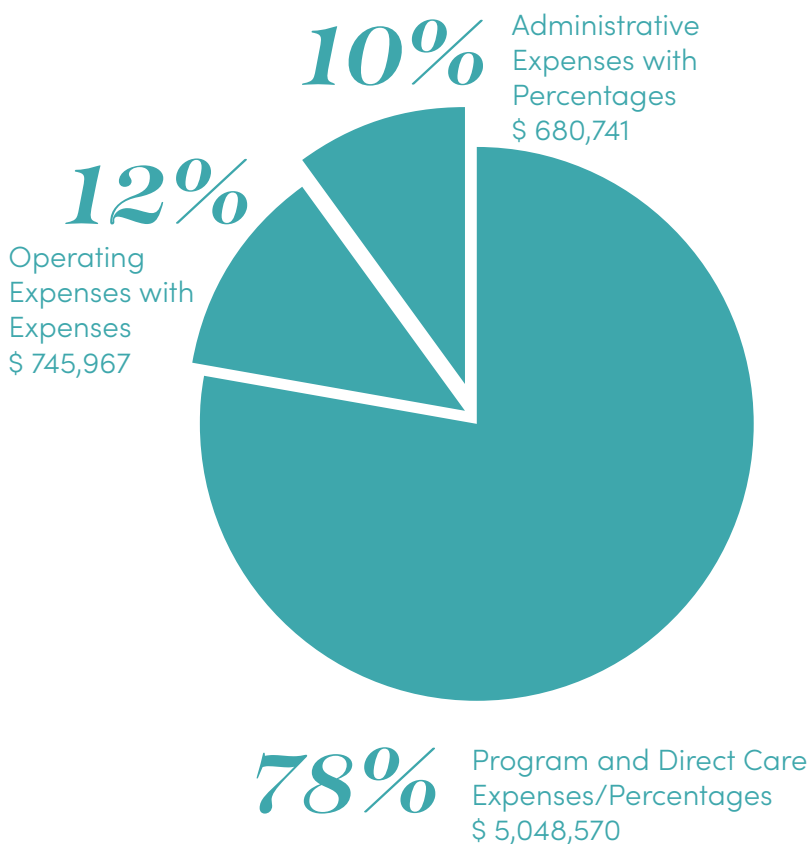
REVENUE BREAKDOWN

TOTAL REVENUE: \$6,244,301



EXPENSE BREAKDOWN

TOTAL EXPENSES: \$6,475,278



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.



*Love permeates here.
Hope resonates here.
We Are Community
Friendship.*



Thank You

for your continued support of
Community Friendship, Inc.



stay in touch

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a window of opportunity

www.communityfriendship.org

Photography by Beth Boersma