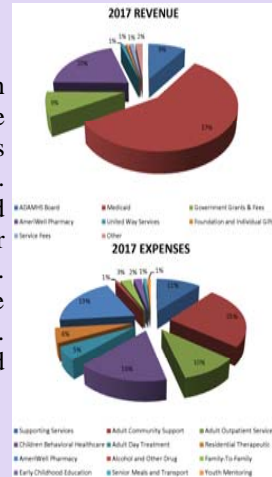


Financial Report

MTHSS operates on the fiscal year, January 1 through December 31. The total public support and revenue for fiscal year 2017 was \$25,150,192. Contributions from Foundations and individuals equaled \$180,197. United Way Services of Greater Cleveland provided an additional \$254,800 in support through their corporate and individual donation fundraising. Change in Net Assets is (\$237,062) or (1%). Revenue decreased \$213,988 or 1% between 2016 and 2017. Expenses increased \$73,837 or 1% between 2016 and 2017. (990 @ www.guidestar.org; www.irs.gov/charities)



We Thank Our Supporters, Funders & Donors

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 United Way of Greater Cleveland
 Western Reserve Area Agency on Aging



2017 Annual Report



Detroit Avenue Site
 9500 Detroit Avenue Cleveland, OH 44102

Murtis Taylor Human Services System is a county-wide United Way charitable organization that provides Behavioral Health, Addiction, Youth, Family, and Senior services. We are licensed by the Ohio Department of Job and Family Services as a 4-Star Rated Step Up to Quality childcare center, the Ohio Department of Mental Health, Ohio Department of Alcohol and Drug Addiction Services and nationally accredited by The Commission on Accreditation of Rehabilitation Facilities (CARF).

Mission

Partnering with you to achieve a better quality of life and a healthier community through engagement, teamwork and commitment

Chairman's Message



Joyce A. Dixon
Chairman

As I come to the end of my two terms as Board Chairman, I want to again thank the staff of Murtis Taylor Human Services System for their dedication to customer care and our collaborative and community partners, contractors, funders, donors, volunteers and other stakeholders who believe in us and actively supported our efforts. With their on-going support, we will continue to identify and move forward toward new areas and challenges in 2018. It is only through your commitment in that we are able to make a significant difference in people's lives and meet new challenges that emerge. I am honored for having had the opportunity to serve.

CEO's Message



Lovell J. Custard
President & CEO

Murtis Taylor Human Services System provided vital behavioral and supportive services to 11,866 individuals in 2017. This number includes 3,974 adults and children in Family Center program such as childcare, afterschool, adult development, congregate and home-delivered meals and 7,838 individuals accessing behavioral health services. I am proud and appreciative of our administrative and direct-service staff, along with contractors and those who donated their time, on how well we were positioned to meet and exceed the challenges associated with our organization's roll-out of the State of Ohio-required Behavioral Health Redesign, with a *Go-Live* service delivery date of July 1, 2017. All contributors to this effort are commended for their service. Our Health & Wellness Initiative was bolstered by the refunding and expansion of our Diabetes Prevention program by the State of Ohio Commission on Minority Health. New this year was a Mindfulness component. I am pleased to report that Our Customer Satisfaction survey results reported that 93% of clients would recommend Murtis Taylor HSS to a friend or family member.

We worked hard this year to provide vital services and programs throughout our immediate community and Countywide. This was possible because of support from individuals like you, our community-at-large, Board, staff and volunteers. With your on-going support, we will continue to move our Mission and Vision forward. We thank you.

Behavior Health - BH Redesign

Murtis Taylor Human Services Systems' progress was strong resulting in its operational readiness to implement Behavioral Health Redesign on July 1, 2017. Throughout 2017, MTHSS administrative and direct service staff worked to align MTHSS's behavioral health services with new State of Ohio rules and requirements. Behavioral Health Redesign will rebuild the community behavioral health system. It integrates physical and behavioral health services to support the recovery of individuals with a substance abuse disorder or mental illness. It intends to improve access to mental health and addiction treatment, to expand services for individuals with the most intense medical needs. Staff worked tirelessly on workforce credentialing, aligning operational policies and procedures and examining and updating many elements of each of our services such as service description, documentation, electronic health record forms, eligible service providers and required supervision for each service.

Diabetes Prevention Program & Dance Classes



Our popular and very successful 2-year Diabetes Prevention grant from the Ohio Commission on Minority Health was refunded and expanded in 2017. More than 110 adults actively participated in educational sessions improved their physical health by walking more and taking the on-site Tai Chi classes. A Mindfulness component was new, which focused on daily and weekly emotional/spiritual wellbeing activities. Participants reported that they made healthy lifestyle modifications such as an increase in daily activity levels, using their pedometers regularly and achieving a reduction in their Body Mass Index (BMI). Our experienced and very talented line and tap dance teams, lead by professional dance instructors, are often invited to perform at community and citywide events and can be seen from time-to-time in re-runs on the City of Cleveland Community TV Channel.

2017–2018 Board of Directors

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