

Rooted in 30 Years of Health, Home and Community



THE COORDINATING CENTER
INSPIRED SOLUTIONS



Annual Report
2013

Mission

The mission of The Coordinating Center is to partner with people of all ages and abilities and those who support them in the community to achieve their aspirations for independence, health and meaningful community life.



Inspired Solutions

Community Care Coordination
Supports Planning
Community Care Transitions
Managed Care Case Management
Aging & Health Services
Housing & Community Planning
Medical Legal Services & Life Care Planning
Consulting, Technical Assistance & Training

A Message from the CEO and Board President

This Annual Report provides a snapshot of The Coordinating Center and the children and adults we have the privilege of serving. Our co-workers are rooted in the community and tirelessly work to connect individuals with services and resources that will allow them to live and thrive in their community of choice and achieve their aspirations for health, inclusion, independence, dignity, and quality of life. We invite you to explore this report and get a glimpse of what we do every day and the difference we make in the lives of the children and adults we serve.

The Coordinating Center would not be possible without the support and dedication of our incredible co-workers, board members, friends, donors, funders, community partners, individuals and families. Without your assistance, we would be unable to flourish and grow and continue to expand our services and increase the number of children, families and individuals we provide services to every year. Thank you for your ongoing support to The Coordinating Center and our mission.



Karen-Ann Lichtenstein
President and Chief Executive Officer



Elizabeth Weglein
President, Board of Directors

Serving Individuals with Complex Health Needs and Disabilities for 30 Years

The Coordinating Center is an organization with a rich history of development and implementation of community-based, culturally competent coordinated models of care for children, adults and older adults with the most complex health care needs, disabilities, and psycho-social needs.

Since its inception, The Center has been at the forefront of operationalizing national movements into ground-level, community-based programs including Transitions of Care, Medicaid rebalancing initiatives, Aging in Place, hospital readmissions reductions, and ending homelessness. The Center has expertise in partnering to resolve complicated, intractable and costly social and health challenges for some of the most vulnerable populations.

Working with low income individuals with disabilities, The Center has coordinated services for people with the most complex health and social needs through innovative programs that move people from institutions, nursing facilities and hospitals to homes in the community of their choice. The Center currently provides care coordination to more than 8,000 individuals statewide and works with multiple public and health care agencies.



Rooted in the Community



Always part of the Anne Arundel County community, The Coordinating Center purchased its new headquarters in 2013. The new building allows The Center to expand its services and continue to increase the number of individuals served throughout the state. We are grateful to the Harry and Jeannette Weinberg Foundation for its generous grant of \$500,000.

Thank you to the following organizations and individuals who helped fund the new headquarters:

Kourtney Andrews
Annapolis Office Products
Todd Bailey
Baltimore Washington Counseling
Center
Colby Bearch
Stacey Bestpitch
Regina Brandt
Chesapeake AED
Mr. and Mrs. Cohen
Comprehensive Nursing Services
Valerie Crosby
George Cushmac
Mr. Robert Cushmac
Guy Davis
Randy Depher
Shannon Donohue
Tamika Duppins
Dr. Alan Fields
Gary Fields

Ms. Susan Garner
Betty Grimes
Timothy Guilford
Kay Hairston
Amy Hale
Jack Jones III
Helen Karagiozis
James Karpook
Kimberly Kennedy
Sharyn King
Mary Ellen Koontz
Karen-Ann Lichtenstein
Amy Logsdon
Koves Technologies
Shelia Mackertich
Mr. and Mrs. Madachy
Shalonda Maneul
Ms. Kathleen McCallum
Barbara McCord
Don Lamb-Minor, The Minor Group

Geoff Mitchell
Craig and Margaret Morrell
Katie Neral
Catalina Norberg
Bethany Potts
Mark Puente
Raymond James Financial Services
Razoo Foundation
Riverside Health
Brenda Rosencrantz
Toni Saunders

Samantha Scher
Shared Support Maryland, Inc.
Jamie Smith
Special Beginning Birth and Women's
Center
Ferrier Stillman
Mr. E. Tillman and Ms. B. Thomson
Susan Trumble
UBS Financial
Jennifer Walsh
Raquel Watts
Don Weinapple
Ms. June Wynn



Individuals Served in 2013

Model Waiver Program - designed to avoid costly long term hospitalization of children with complex medical needs and disabilities by providing medically necessary supportive services in the home.	194 children
Rare and Expensive Care Management Programs (REM) - provides integrated coordination of services for individuals with specialized health care needs, which have been defined as rare in occurrence and expensive to treat.	1,720 individuals
Living at Home Program - designed to transition individuals, who wish to live in their community, from nursing facilities to their own homes. It is also intended to assist people, who are at risk for nursing home placement, in locating support services they need to remain in their homes.	1,346 individuals
Autism Waiver Program – supports eligible children with Autism Spectrum Disorder to receive waiver services to keep them in their homes and communities.	167 children
Infants and Toddlers - available to children who are participating in either the REM or Model Waiver programs and who live in Baltimore City, Baltimore County or Prince George’s County.	28 children
Amerigroup Case Management Program - designed to assist participants in accessing appropriate services to optimize health and to avoid hospitalizations or other disruptions to their care in the community.	169 individuals
Take a Break Program – in partnership with the Anne Arundel County Infants and Toddlers Program, The Coordinating Center offers Anne Arundel County families and caregivers the opportunity to “take a break” through a unique respite care program.	27 families
GET WELL Program - identifies frequent utilizers of hospital services and engages them in managing their health to minimize avoidable hospital usage.	1,915 individuals
Leap Program - The Coordinating Center is a community partner of the HSC Foundation’s LEAP program to assist young people who have special needs by providing funding for an item or service.	9 nominations

2013 Highlights

GET Well Program



The Coordinating Center is helping individuals with chronic illnesses avoid hospital readmission and achieve better health at home. In 2013, The Coordinating Center began a joint effort with the University of Maryland Medical Center Main Campus, the University of Maryland Midtown Campus, Bon Secours Hospital and Baltimore City Aging and Disability Resource Center to target Medicare participants who are at high risk of hospital readmission.

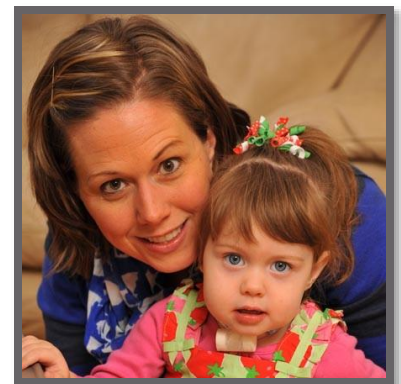
Many people who live in West Baltimore and are served by the hospitals exhibit higher incidences of diagnoses such as Pneumonia, Congestive Heart Failure, Chronic Obstructive Pulmonary Disease, End Stage Renal Disease, Acute Myocardial Infarction and Septicemia putting them at risk for hospital readmissions. This

economically depressed area reflects not only lower health outcomes but also shorter life expectancy.

Since its inception, the WBRRC has significantly reduced the rate of all hospital readmissions occurring within thirty days of discharge. More than 2,000 individuals have received GET WELL services and are maintaining healthy lives in the community of their choice.

Rare and Expensive Case Management Program (REM)

In 2013, The Coordinating Center was proud to be awarded the contract to be one organization who will provide care coordination services across the state of Maryland for participants enrolled in the REM Program. The program provides the integrated coordination of services for people with specialized health care needs, which have been defined as rare in occurrence and expensive to treat.



Maryland Health Connection



The Coordinating Center partnered with HealthCare Access Maryland (HCAM) and other local organizations to be part of the Central Region for the Maryland Health Connection. The

state's assistance program, Maryland Health Connection, implements the Affordable Care Act and helps uninsured individuals learn about, apply for and enroll in health insurance. The Coordinating Center created the role of a special needs navigator, who helped individuals with disabilities, among others to enroll in the new health insurance program.

Family Resource Fund

The Family Resource Fund spends every penny of every dollar to assist The Coordinating Center's individuals and families with critical needs that cannot be met in any other way. Access to a crucial service item can make the difference in a family's ability to care for a family member with complex health care needs. When The Coordinating Center cannot provide direct help, we assist families in locating other resources in the community. In 2013, The Center served provided \$6,487.09 to 34 program participants through the Family Resource Fund. The Coordinating Center welcomes donations to this fund in order to continue to provide much needed items to the individuals we serve. To make a donation to the Family Resource Fund, visit www.coordinatingcenter.org.

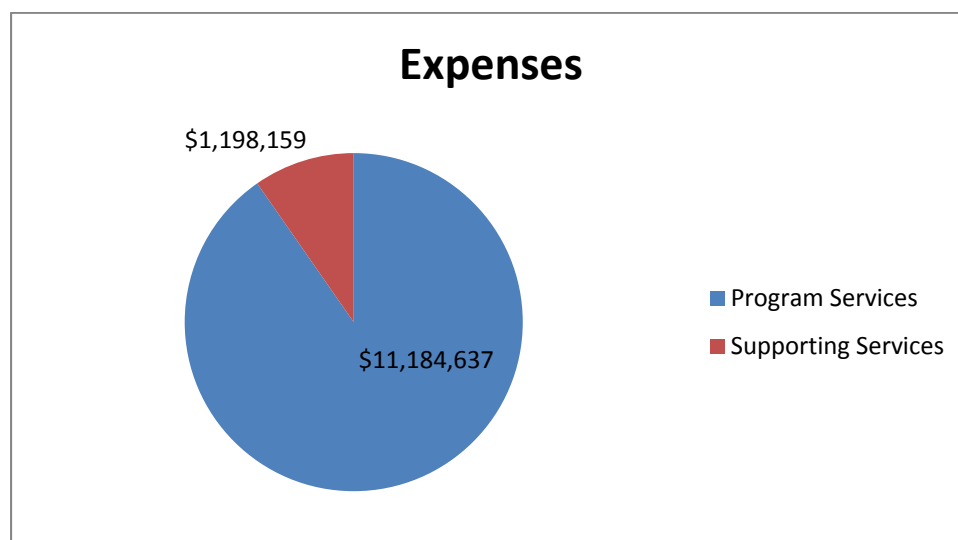
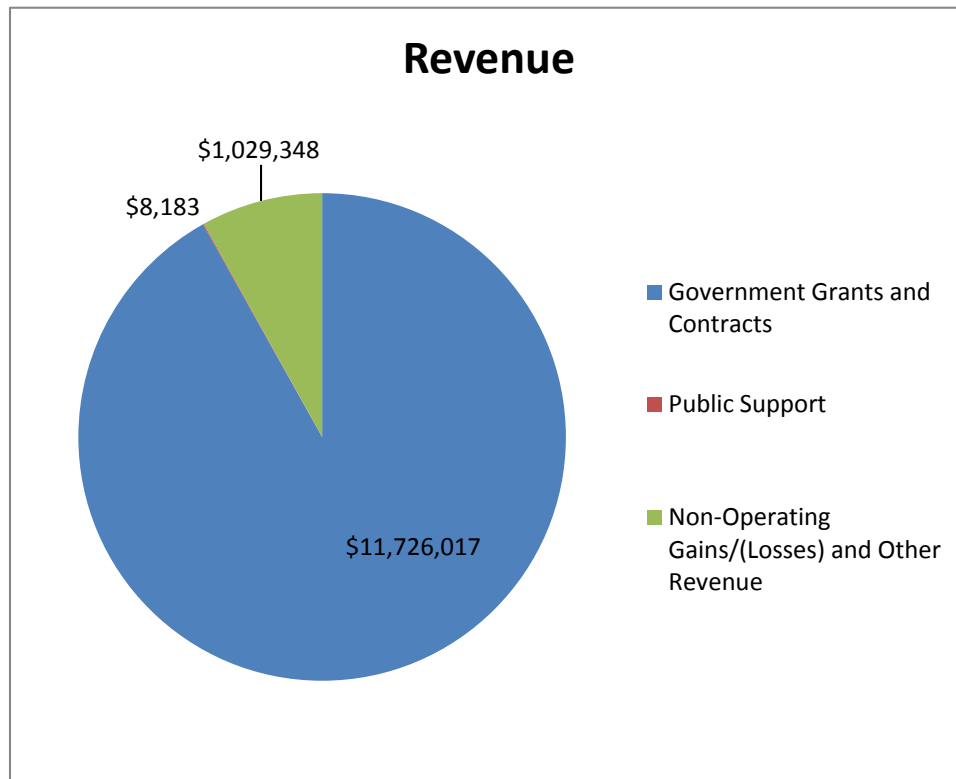


Statement of Financial Position

	2013
Assets	
Current Assets	3,654,637
Property and Equipment, net	5,103,646
Investments	<u>1,300,776</u>
Total Assets	<u><u>10,059,059</u></u>
Liabilities and Net Assets	
Liabilities	
Current Liabilities	1,367,190
Long Term Liabilities	<u>3,327,102</u>
Total Liabilities	<u>4,694,292</u>
Net Assets	
Unrestricted	5,348,197
Temporarily Restricted	<u>16,570</u>
Total Net Assets	<u>5,364,767</u>
Total Liabilities and net Assets	<u><u>10,059,059</u></u>

Statement of Financial Activity

September 31, 2013



Board of Directors

Elizabeth Weglein

Board President

CEO, Elizabeth Cooney Care Network
Baltimore, MD

Thomas H. Hall

Board Vice President

Marketing Consultant
Arnold MD

Ellen A. Chen

Capgemini
Arlington, VA

Timothy Daly

Owner and Principal, Access, Inc.
Columbia MD

Diane Feeney, B.S.N., M.S.

Associate Director for Quality Initiatives
MD Health Services Cost Review
Commission
Edgewater, MD

Monica Herring

Parent Representative
Montgomery County, Department of
Health & Human Services
Germantown, MD

Felice Hill

Parent Representative
Department of Homeland Security
Bowie, MD

James Karpook

Principal, The Chartis Group
Baltimore, MD

Richard Wade

Communications Consultant, Rugby
Hall Communications LLC
Arnold, MD

kLeadership



President and Chief Executive Officer
Karen-Ann Lichtenstein
410-987-1048, ext. 124



Vice President, Human Resources
Carol Duvall
410-987-1048, ext. 138



Senior Vice President, Programs and Services
Nancy Bond
410-987-1048, ext. 105



Vice President, Quality and Outcomes Management
Colby Bearch
410-987-1048, ext. 132



Senior Vice President, Finance and Administration and Chief Financial Officer
Don Weinapple
410-987-1048, ext. 142



Vice President, Marketing and Communications
Jennifer Przydzial
410-987-1048, ext. 213



Senior Vice President, Strategic Initiatives and Partnerships
Carol Marsiglia
410-987-1048, ext. 146



Vice President, Care Management/Service Coordination
Sharyn King
410-987-1048, ext. 108