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  Ms. Susan Garner
Annapolis Office Products  Betty Grimes
Todd Bailey  Timothy Guilford
Baltimore Washington Counseling  Kay Hairston
Center  Amy Hale
Colby Bearch  Jack Jones III
Stacey Bestpitch  Helen Karagiozis
Regina Brandt  James Karpook
Chesapeake AED  Kimberly Kennedy
Mr. and Mrs. Cohen  Sharyn King
Comprehensive Nursing Services  Mary Ellen Koontz
Valerie Crosby  Karen-Ann Lichtenstein
George Cushmac  Amy Logsdon
Mr. Robert Cushmac  Koves Technologies
Guy Davis  Shelia Mackertich
Randy Depher  Mr. and Mrs. Madachy
Shannon Donohue  Shalonda Maneul
Tamika Duppins  Ms. Kathleen McCallum
Dr. Alan Fields  Barbara McCord
Gary Fields  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

<table>
<thead>
<tr>
<th>Program</th>
<th>Description</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Model Waiver Program</strong></td>
<td>Designed to avoid costly long term hospitalization of children with complex medical needs and disabilities by providing medically necessary supportive services in the home.</td>
<td>194 children</td>
</tr>
<tr>
<td><strong>Rare and Expensive Care Management Programs (REM)</strong></td>
<td>Provides integrated coordination of services for individuals with specialized health care needs, which have been defined as rare in occurrence and expensive to treat.</td>
<td>1,720 individuals</td>
</tr>
<tr>
<td><strong>Living at Home Program</strong></td>
<td>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.</td>
<td>1,346 individuals</td>
</tr>
<tr>
<td><strong>Autism Waiver Program</strong></td>
<td>Supports eligible children with Autism Spectrum Disorder to receive waiver services to keep them in their homes and communities.</td>
<td>167 children</td>
</tr>
<tr>
<td><strong>Infants and Toddlers</strong></td>
<td>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.</td>
<td>28 children</td>
</tr>
<tr>
<td><strong>Amerigroup Case Management Program</strong></td>
<td>Designed to assist participants in accessing appropriate services to optimize health and to avoid hospitalizations or other disruptions to their care in the community.</td>
<td>169 individuals</td>
</tr>
<tr>
<td><strong>Take a Break Program</strong></td>
<td>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.</td>
<td>27 families</td>
</tr>
<tr>
<td><strong>GET WELL Program</strong></td>
<td>Identifies frequent utilizers of hospital services and engages them in managing their health to minimize avoidable hospital usage.</td>
<td>1,915 individuals</td>
</tr>
<tr>
<td><strong>Leap Program</strong></td>
<td>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.</td>
<td>9 nominations</td>
</tr>
</tbody>
</table>
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.
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](http://www.coordinatingcenter.org).
## Statement of Financial Position

**2013**

### Assets

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Assets</td>
<td>3,654,637</td>
</tr>
<tr>
<td>Property and Equipment, net</td>
<td>5,103,646</td>
</tr>
<tr>
<td>Investments</td>
<td>1,300,776</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>10,059,059</strong></td>
</tr>
</tbody>
</table>

### Liabilities and Net Assets

#### Liabilities

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Liabilities</td>
<td>1,367,190</td>
</tr>
<tr>
<td>Long Term Liabilities</td>
<td>3,327,102</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td><strong>4,694,292</strong></td>
</tr>
</tbody>
</table>

#### Net Assets

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrestricted</td>
<td>5,348,197</td>
</tr>
<tr>
<td>Temporarily Restricted</td>
<td>16,570</td>
</tr>
<tr>
<td><strong>Total Net Assets</strong></td>
<td><strong>5,364,767</strong></td>
</tr>
</tbody>
</table>

**Total Liabilities and net Assets**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td><strong>10,059,059</strong></td>
</tr>
</tbody>
</table>
Statement of Financial Activity

September 31, 2013

Revenue

- Government Grants and Contracts: $11,726,017
- Public Support: $8,183
- Non-Operating Gains/(Losses) and Other Revenue: $1,029,348

Expenses

- Program Services: $11,184,637
- Supporting Services: $1,198,159
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
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