



Impact and Transformation

Annual Report 2015



THE COORDINATING CENTER

INSPIRED SOLUTIONS



The Coordinating Center

Values



People of all ages and abilities have equitable access to achieve optimal quality health, affordable housing and meaningful community life.



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.



Excellence

We challenge ourselves to do great work.

Collaboration

We are better together.

Integrity

We respect confidentiality.

Equity and Inclusion

We value diversity in many forms.

Impact

We make a difference.

Learning

We believe continual learning is essential for adaptation, innovation, resilience, and simply for doing good work.



A Message from our CEO

Here at The Coordinating Center we strive each and every day to support people of all ages and abilities live the lives they choose. This is achieved through our commitment to our mission of delivering community-based care coordination for people with disabilities and complex medical and social needs, from birth through adulthood. Our team provides person-centered, community-based coordination services that connect people to safe, affordable housing and support their aspirations for independence, health and meaningful community life.

Fiscal year 2015 was a year of significant milestones for The Coordinating Center

- Our ground breaking Get Well program improved the care of over 3,000 people who are Medicare participants living in West Baltimore; avoiding unnecessary hospital encounters and netting savings over \$2.2 million in medical costs.
- We launched the Transition Connection Initiative (TCI), funded by the Office for Genetics and People with Special Health Care Needs. The goal of this innovative program is to improve health care transitions from pediatric to adult health care systems for youth with special health care needs (YSHCN) and their families. Young adults learn to make independent health decisions and move from pediatric to adult care as we advocate for quality health care transition.
- With the continued growth of programs, we employ over 275 coworkers, including certified care coordinators, licensed social workers, registered nurses, supports planners, community health coaches, and housing coordinators positioned in every county across the state, serving more than 10,000 individuals annually.

This year brings us further in our mission and goals as we look forward to the year ahead. Thank you for another great year.

Sincerely,



Karen-Ann Lichtenstein
President/CEO



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Program Highlights

Our Partners

The Coordinating Center delivers customized care coordination and transition services for people with the most complex needs. In 2015, The Coordinating Center expanded its reach by growing its partnerships with:

- Maryland Hospitals, Medical Centers and Health Systems
- Hospice and Palliative Care Organizations
- Managed Care Organizations and Private Insurers
- Health Enterprise Zones
- Federal and State Governments
- Community Organizations

“Thank you for the hard work. These interventions clearly identify the intensity of effort related to the social determinants of health for our community. What a great partnership!”

– Samuel L. Ross, M.D. CEO, Bon Secours Baltimore Health System

Community Care Coordination

The Coordinating Center has expertise in partnering to resolve complicated, intractable and costly social and health challenges for some of the state’s most vulnerable populations. Working largely with people who have low incomes and are high users of health care services and/or disabilities, The Coordinating Center locates and coordinates services for children and adults across the state of Maryland. We provide community-based care coordination, partnering with families, health care professionals, clinics and hospitals, specialists, pharmacists, mental health professionals, community services and other resources working together to provide person-centered, coordinated care.

We provide community-based care coordination with individuals in the Model Waiver Program, Rare and Expensive Case Management Program (REM), Home and Community-based Options Waiver, Community First Choice (CFC), Autism Waiver and Medicaid Managed Care Organizations (MCOs). Our care coordinators improve the health and quality of life for people transitioning from institutions, nursing facilities and hospitals to homes in the community of their choice, while reducing costs to the system and citizens of Maryland.

Housing and Supportive Services

The Coordinating Center's Housing and Supportive Services division provides expertise in helping individuals locate, secure and maintain safe, affordable and accessible housing opportunities in the community of their choice.

Individuals who are in long-term nursing facilities and wish to live in their own home are assigned a Housing Coordinator, who conducts a housing assessment and identifies potential barriers. A plan is then created and housing coordinators work with the individual to

understand and identify different housing opportunities, assist with obtaining the necessary documentation and providing resources to successfully maintain good tenancy.



The Coordinating Center also works with homeless individuals who have chronic health conditions in Montgomery County. Through the Housing Initiative Program (HIP), The Center provides care coordination in assisting individuals to access all appropriate medical, health and social services so they can successfully integrate into their community.



Population Health

The Coordinating Center is a leader in partnering with hospitals and health care systems to deliver evidence-based coaching and care coordination models that reduce avoidable hospitalizations and save critical dollars.

The Coordinating Center’s signature population health program, Get Well, provides coaching and care coordination to people with a history of frequent hospital encounters and social determinants of health. Our Get Well team has a proven track record of improving care transitions among individuals at high risk for hospital care and targets specific interventions to mitigate potential adverse events.

“Even though I didn’t think I needed someone to advocate for me, I did. Everything I should have been concerned about I wasn’t, but my coach brought it up and we brainstormed ideas.”

– Toni, Get Well Participant

Programs by the Numbers

Model Waiver	199
REM	3,944
Home and Community-based Options & CFC	2,621
Autism	176
Amerigroup	103
Get Well	695

The Family Resource Fund

The Family Resource Fund was started by coworkers over 25 years ago to assist children and adults with complex health needs and disabilities to live independently in the community of their choice. One hundred percent of the dollars raised go directly to the people we support. The fund supports critical need requests, items an individual or family cannot live without such as medical equipment, medical supplies, hearing aids, eye glasses,

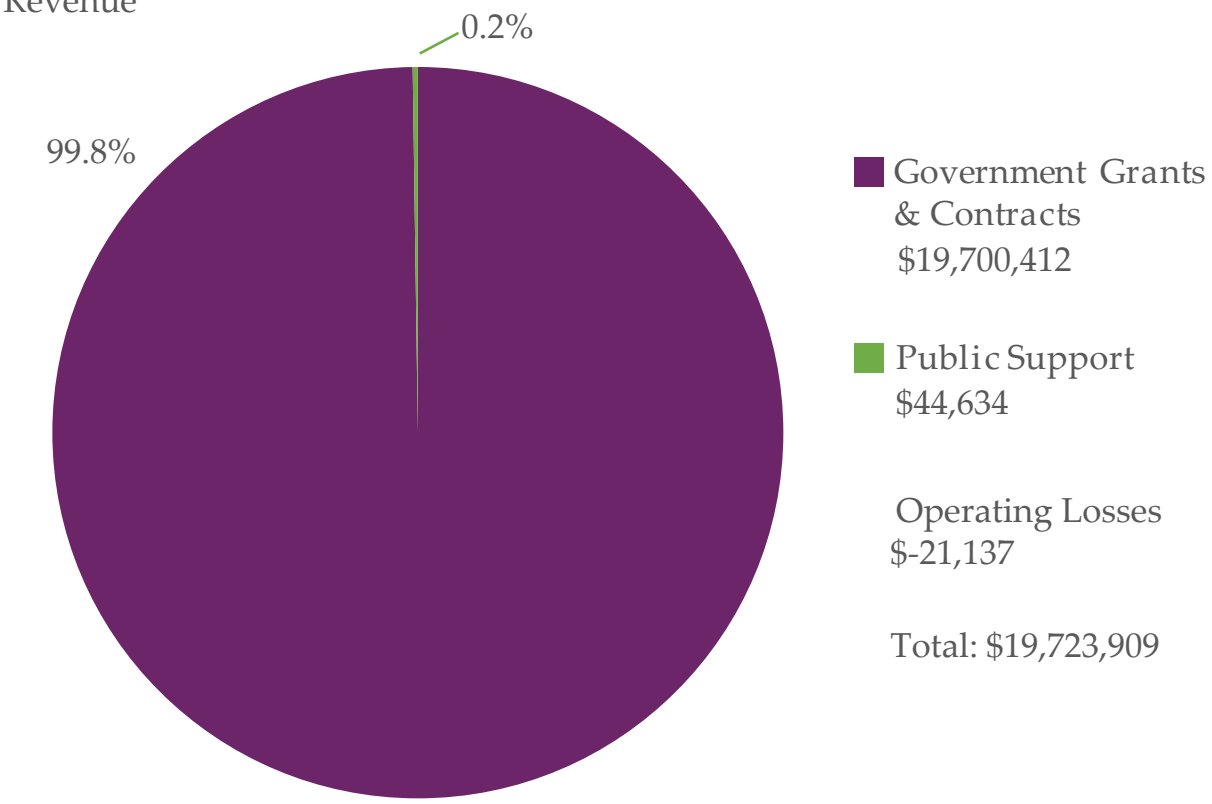
dentures/dental work, transportation, utility bills, etc. Additionally, the fund assists with quality of life requests such as technology, assistive devices, travel strollers, therapeutic strollers, activity chairs, respite, camps, adapted tricycles, etc.



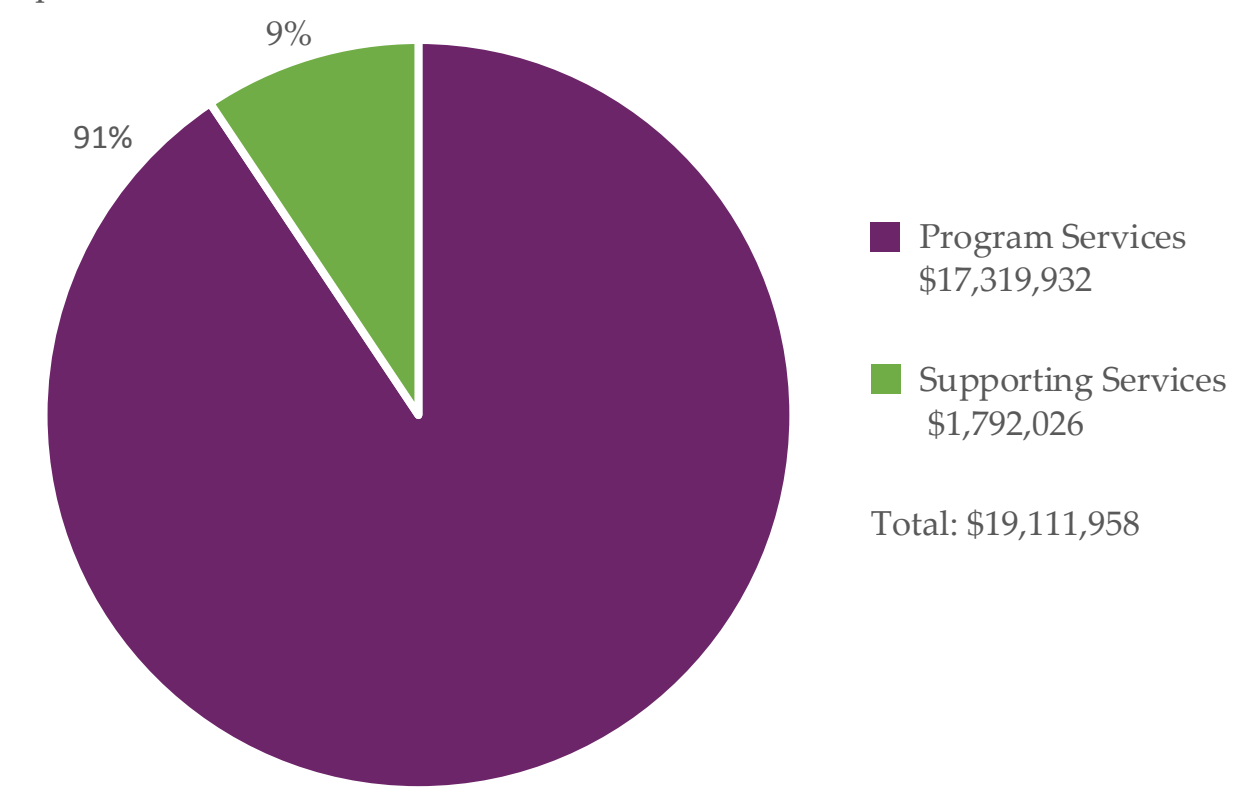
“Thank you for funding evin’s adaptive tricycle. He is so happy to have the freedom to go outside and ride his own bike.”

In 2015, The Family Resource Fund allocated over \$17,000 to nearly 100 children and adults accessing critical supports that are essential to the family’s well-being.

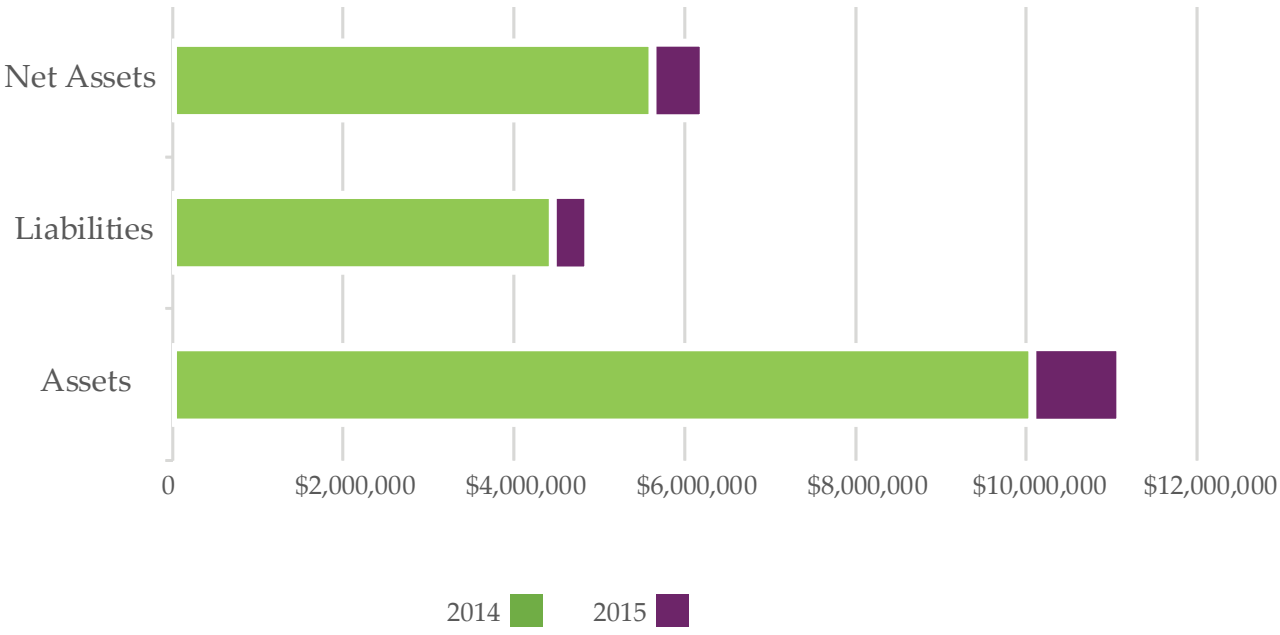
Revenue



Expenses



Statement of Financial Position in 2014 vs 2015



Thank You to Our Donors!

We are grateful for the individuals and businesses who support The Coordinating Center and our Family Resource Fund.

In 2015, we held CenterFlix, our first annual fundraiser benefiting the Family Resource Fund. CenterFlix's inspirational evening featured films from the Sprout Film Festival, and raised more than \$32,000 for people in need of financial assistance for critical need and quality of life requests.



Corporations and Nonprofits

- Anderson Minuteman Press
- Baltimore Business Journal
- Baltimore Ravens
- Bank of America
- Bon Secours Baltimore Health System
- Chesapeake AED Services
- Elizabeth Cooney Agency
- Hotel Brexton
- Health Services for Children with Special Needs
- Hippodrome Theatre
- Hopkins Home Care
- Johns Hopkins Home Care Group
- Kennedy Krieger Institute
- Ledo Pizza
- Marriott Camden Yards
- Maxim Healthcare Services
- Miller's Deli
- Parts & Labor
- Personal Home Care
- Rodan and Fields
- Rudolph's Office and Computer Supply
- Six Flags America
- Smyth Jewelers
- Tapas Teatro
- UBS Financial Services, Inc.
- USI Insurance Services, LLC.
- 24 Hour Dependable Medical Supplies

Individuals

- Adam McMillen
- Alice G. Truffer
- Alicia Sonde
- Amy Hassan
- Dr. Alan Fields
- Dr. Andrey Ostrovsky
- Barbara Levy Gradet
- Barbara H. McCord
- Carole Taylor
- Danny Bellemey
- David A. Greenberg
- David Reiner
- Debbi Badawi
- Dianne Feeney & Robert LaRonde
- Don Lamb-Minor
- Donald and Deanne Rajala
- Dorothy Hammond
- Dorothy M. Lemon-Thompson
- Dr. Edward Feinberg
- Ellen A. Chen
- Elizabeth A. Briscoe
- Elizabeth Kirkpatrick
- Elizabeth Weglein
- Erin Abrams
- Hillery Tsumba
- James Karpook
- Janet B. Livingston
- Jerry and Suzanne Nayden
- John Hudgins
- John and Susan Trumbule
- Kyle Weadock
- Lane Levine
- Lauren Young
- Leslie Rhodes
- Martha Egan
- Michael Gara
- Olga E. Hobbrook
- Peggy Frances Bailey
- Phyllis Madachy
- Rick Wade
- Robert Nelson
- Russ and Kim Coleman
- Ryan Swanson
- Sally Sutphin Hebner
- Sharon Krevor Weisbaum
- Sheldon & Shelley Goldseker
- Stephanie Nyman
- Steven and Chani Laufer
- Suzanne Levin Lapides
- Therese and James Schwab
- Thomas H. Hall
- Thomas Weadock
- Trumbule Family Fund
- Tiffany Tate
- Virginia Knowlton Marcus



Board of Directors 2015

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Ellen A. Chen

Timothy Daly

Dianne Feeney

Alan Fields, MD, FAAP, FCCM, Medical Director

Monica Herring, Parent Representative

Felice Hill, Parent Representative

James Karpook

Rick Wade

Leadership 2015

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THE COORDINATING CENTER
INSPIRED SOLUTIONS



MARYLAND
NONPROFITS



STANDARDS FOR
EXCELLENCE

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Photography: Marissa Colella



ACCREDITED
Case Management
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