



THE COORDINATING CENTER
We Are Stronger Together.

2023 Annual Report





A Message From Our President & CEO

Forty years ago on July 21, 1983, The Coordinating Center (The Center) was founded as the Coordinating Center for Home and Community Care, Inc. and was established through a federal Maternal Child Health Bureau – Special Projects of Regional and National Significance (SPRANS) grant by a group of Maryland health, education, and social services leaders along with parents, who believed that children with complex medical needs would be better served in their homes, than in hospitals and long-term care settings. The Center designed a model of care coordination to safely affect their transition from institutional settings to homes in the community with their family and then to include them fully in communities. We are proud to say that four decades later, The Center continues to make a difference in the lives of children living with complex medical needs, supporting them in obtaining high quality, medically appropriate health care services and community-based services in the community.

Since our inception, we have unwaveringly adhered to our core mission, which 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 a meaningful community life. Throughout our journey, we have consistently prioritized the needs and well-being of our clients, coworkers, and the broader community. This year's annual report shines a light on this important work, highlighting our significant achievements and the impactful strides we've made over the past year and throughout our 40 years as a community-based, nonprofit dedicated to community inclusion.

The Coordinating Center's Vision

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



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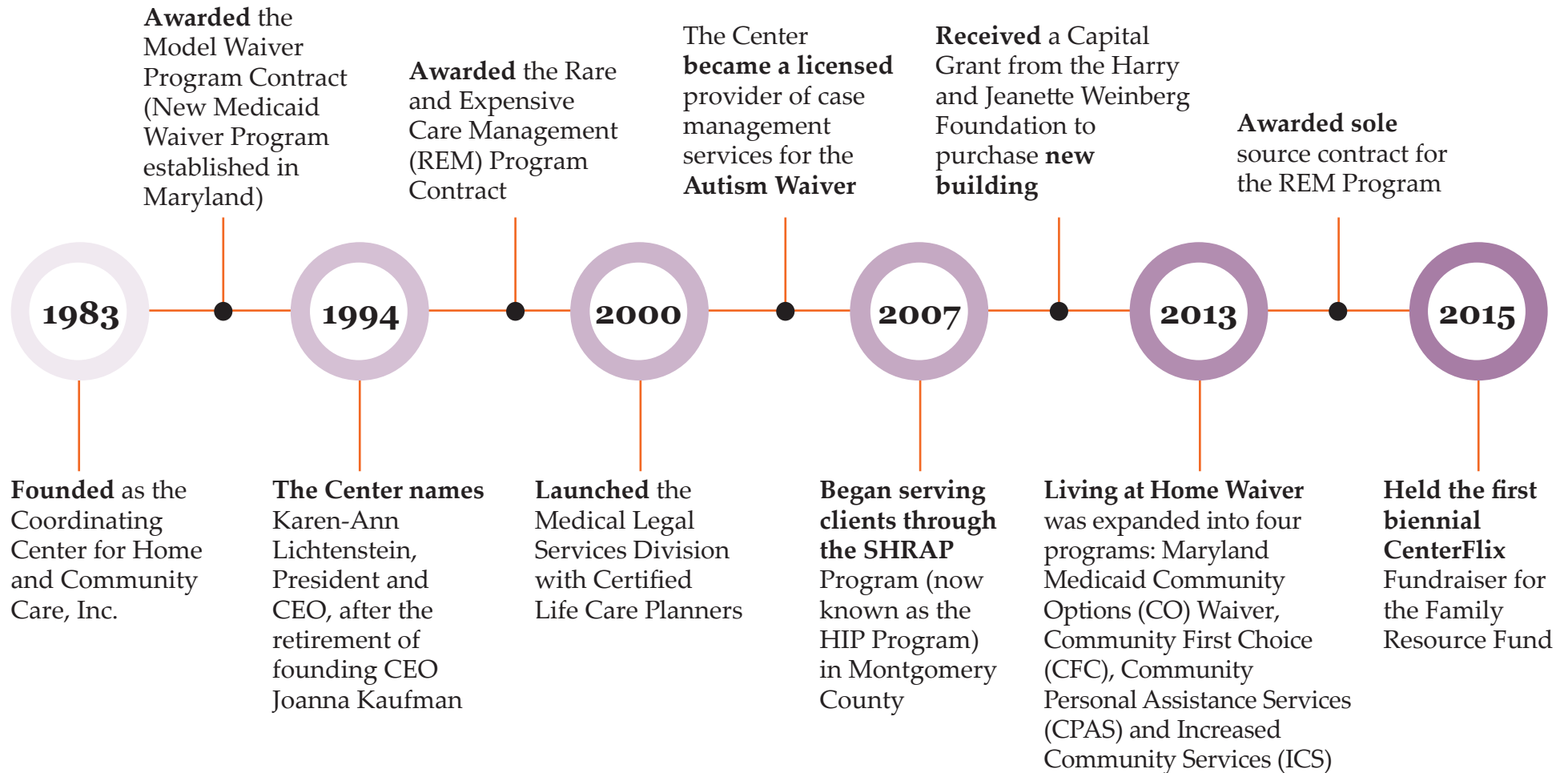
By fostering an environment of inclusivity, respect, and continuous learning, we have cultivated a culture that embraces our belief that **“We are Stronger Together.”** Our current strategic plan serves as our guiding light, illuminating the path forward and ensuring that every step we take is aligned with this belief, our mission and our long-term objectives of becoming the provider of choice for all community-based care management services and the best place to work!

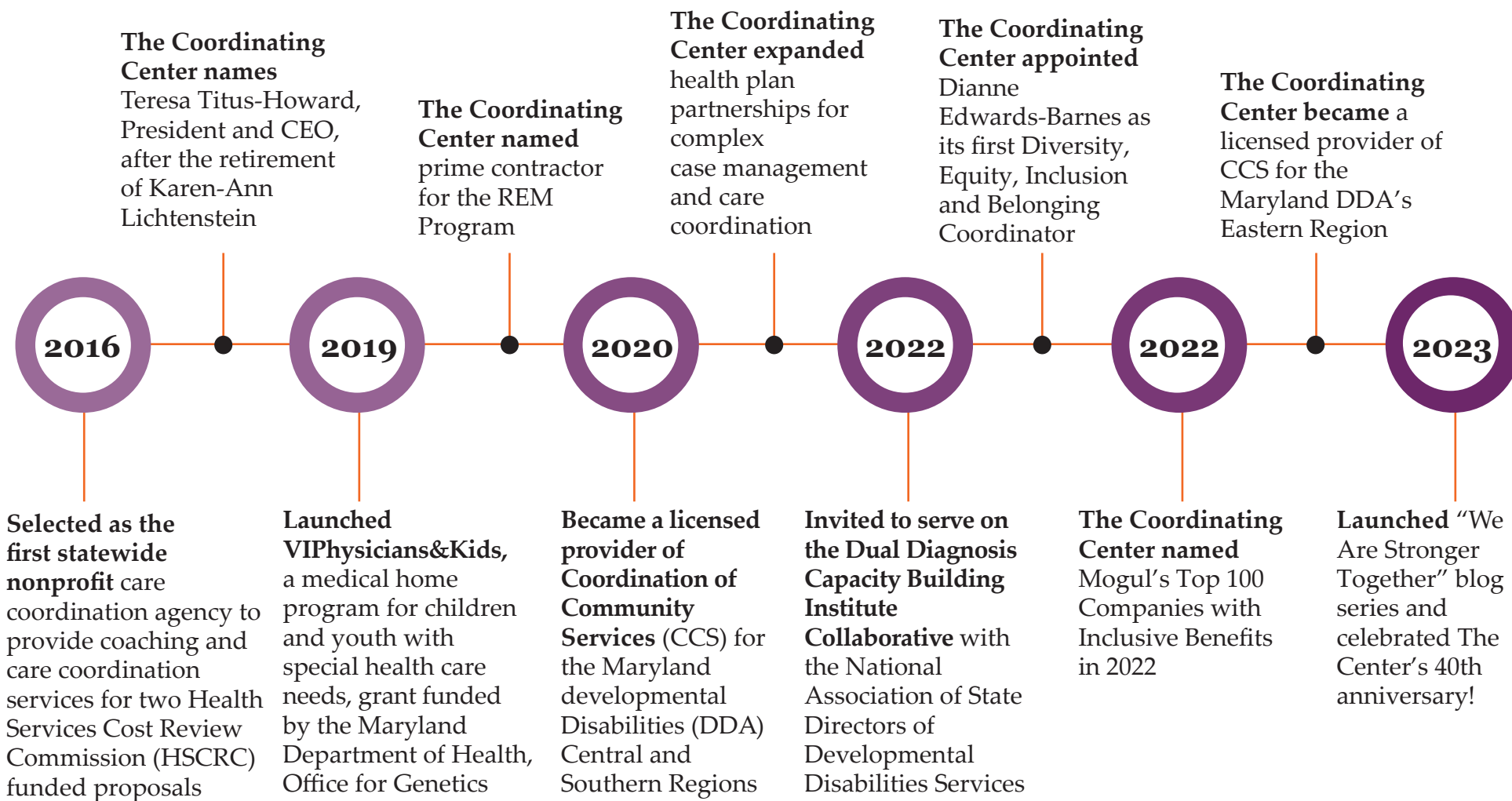
On behalf of The Coordinating Center family, I want to extend my sincere gratitude for your continued confidence in and support of The Center. We remain grateful for the privilege to support our clients, coworkers, and the community.

**- Dr. Teresa Titus-Howard, PhD, MHA, MSW, CCM
President & Chief Executive Officer (CEO)
The Coordinating Center**



The Coordinating Center's Timeline Over 40 Years









Our Impact

 **250+** Coordinators with expertise in home and community-based services, disabilities and health care.

81% of our clients noted that by working with their service coordinator, they are able to better manage their overall needs. 

 **92%** of our clients noted that the delivery of services were respectful to their cultural and religious beliefs.

Mission

Our mission 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 a meaningful community life.

Values

Excellence: We challenge ourselves to do great work.

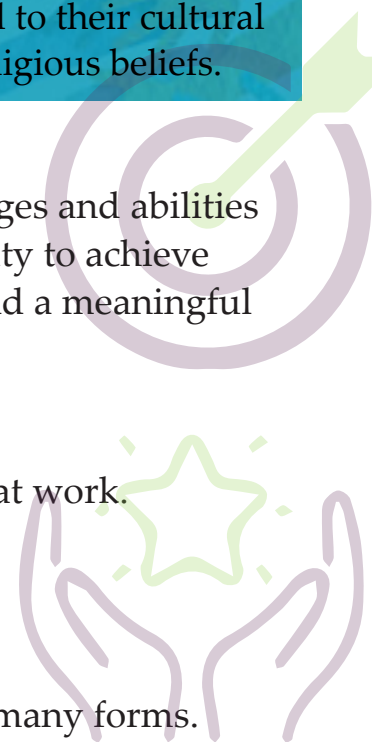
Integrity: We uphold ethical standards.

Impact: We make a difference.

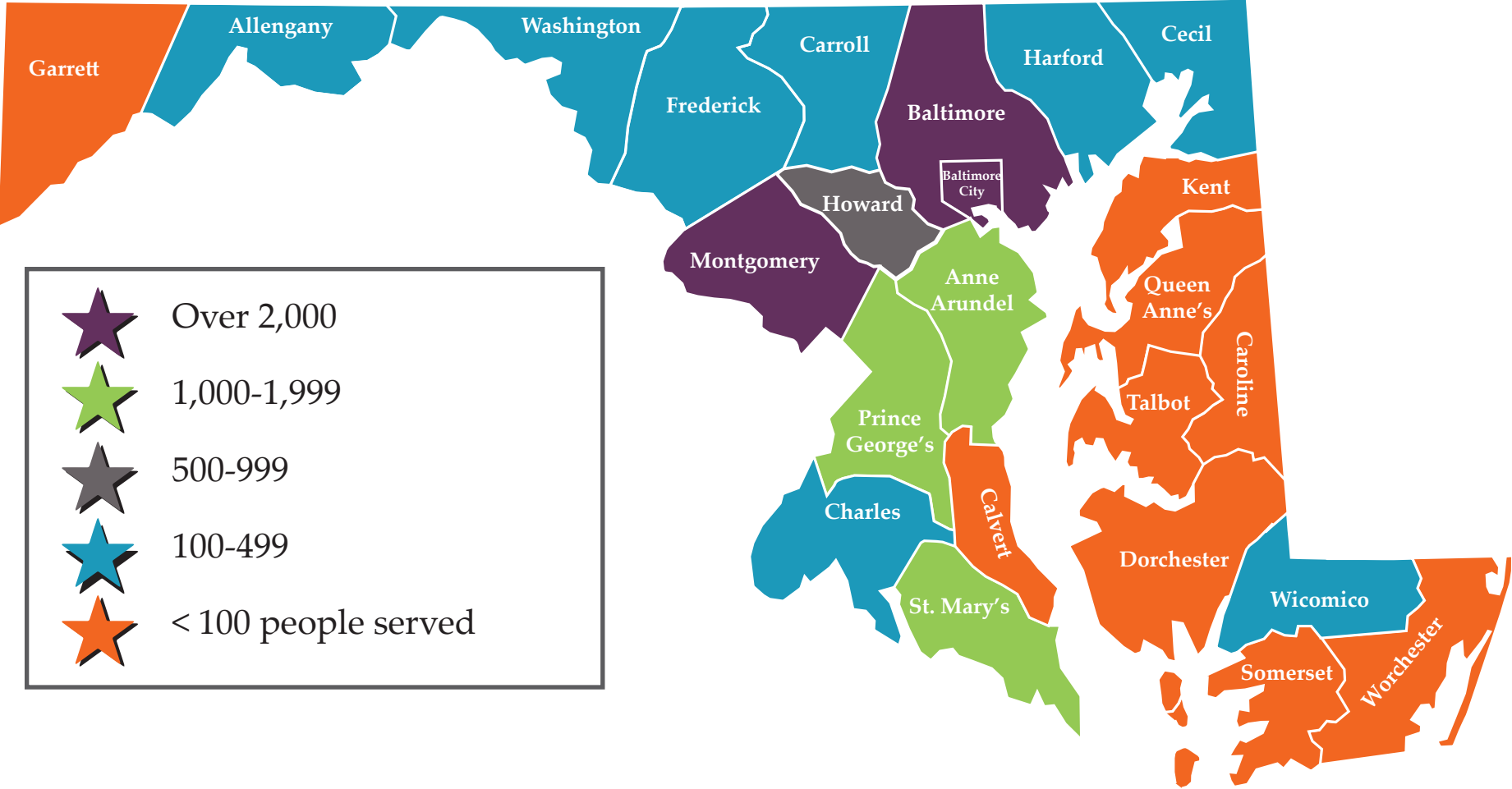
Collaboration: We are better together.

Equity and Inclusion: We value diversity in many forms.

Learning: We believe continual learning is essential.



Where We Help



10,683
individuals served
across the entire state
of Maryland.



16,762
in-person visits
across all programs.

Our Approach

At The Coordinating Center we believe that our community is **stronger together** when people are included in all aspects of society. This is why our approach to care coordination is centered on cultural competence and compassionate care.

Our highly skilled coordinators understand that each individual and family we serve are unique. Using a person-centered planning approach, we work with each individual and family to customize a Plan of Care/Services that is centered on achieving personal goals and includes the services they need to meet these goals in the community.

Here are some ways we help:

- Help coordinate and participate in medical appointments
- Ensure communication with and among the medical home team is clear, frequent and timely
- Attend Individualized Education Plan (IEP) meetings
- Anticipate, prepare and plan for all transitions including early intervention to school, hospital to home, pediatric care to adult health care
- Educate individuals on self-management skills
- Provide community resources

Care Management Services Division

Twenty percent (20%) of our families rely on life saving nursing services to manage their loved ones care. Our Clinical Care Coordinators help people living with specialized health care needs and disabilities obtain high quality, medically appropriate health care services and community-based services in the community. The vast majority of people supported have developmental disabilities, genetic disorders, physical disabilities, and/or chronic diseases. Often, it is difficult for them to live independently without connection to nursing services, consistent medical follow-up and community supports.

Care Management Programs:

- **Model Waiver**
- **Rare and Expensive Case Management (REM) Program**

Nursing Services
provided to
990
participants

4,840
participants
served

7,493
in person visits

Successfully
advocated for the
establishment of
the Rare Disease
Advisory Council in
Maryland.



"Our Coordinator is a calm voice, who is there to sort out the pieces and help find solutions. I can count on her to help when there is a nursing crisis or any other need my child has."

- Jill Pelovitz, Parent Advocate

Top Five Services Coordinated by Care Management Services

- Medication Authorizations
- Durable Medical Equipment (DME) and Durable Medical Supplies (DMS)
- Private Duty Nursing (e.g. locating providers, gathering supporting documentation)
- Providers (e.g. medical, DME and DMS, pharmacy)
- Community resources not funded by Medicaid

Service Coordination Division

Our Supports Planners, Coordinators of Community Services, and Service Coordinators empower people of all ages and abilities to fully participate in their community. We navigate complex medical, social, and educational systems for participants and their families and advocate for their needs. We specialize in supporting self-advocacy and guiding life's transitions, including moving from school to adult services and transitioning from facilities, such as hospitals and skilled nursing facilities (SNF) to homes in the community. Our Housing Coordinators collaborate with Support Planners to identify housing opportunities, secure required documents, and maintain good tenancy.

Service Coordination Programs:

- **Coordination of Community Services (CCS) for the DDA**
- **Autism Waiver**
- **Community First Programs:**
 - Home and Community-Based Options Waiver
 - Community Personal Assistance Services (CPAS)
 - Community First Choice Program (CFC)
 - Increase Community Services (ICS)



51
participants connected
to new housing; 27%
of whom transitioned
from a SNF to
independent housing

4,146
participants
served

6,270
in-person visits

46
students transitioned
from the Autism
Waiver to a DDA
Waiver

Top Five Services Coordinated by:

Coordination of Community Services

- Supported Employment
- Supported Living and Community Living (Group Homes)
- Meaningful Day
- Behavioral Support Services
- Personal Supports

Community First Programs

- Personal Care Attendant services
- Medical Assistance applications / re-determinations
- Environmental Assessments / Safety Modifications
- Durable Medical Equipment
- Home Delivered Meals

Autism Waiver

- Intensive Individual Support Services
- Adult Life Provider Services
- Transition Services through the DDA
- Respite Care
- Other services (e.g., therapeutic integration and family consultation)



Scan for
Stacy's Story.

Top Five Services Coordinated by Community Health Services

- Specialty Care (e.g., mental health, diabetes care)
- Medication management and access to medication safety net programs
- Transportation for medical care and other health care needs
- Affordable and accessible housing
- Transition Services (i.e., hospital/ skilled nursing facility to home; street / shelter to home for the homeless; pediatric to adult health care)

Community Health Services

Our Community Health Services Division partners with hospitals, physician practices, managed care organizations, and county housing divisions to deliver customized care management and coordination services to improve population health. The Community Health Services Teams has significant experience moving individuals from one healthcare setting to another and addressing gaps in care and social determinants of health, such as access to affordable housing, food and employment.

Community Health Programs:

- Health Plan Services
- Hospital Services - Get Well Program
- Provider Services - VIPhysicians&Kids
- Homeless Support Services - HIP Program

Housing First

The Center works in a cooperative arrangement with Montgomery County, Maryland's Department of Housing and Human Services (DHHS) to provide service coordination and supportive services to formally homeless individuals through the Housing Initiative Program (HIP). HIP uses a "Housing First" model, providing immediate access to permanent supported housing directly from a shelter setting. HIP is a person centered and is part of Montgomery County's strategic plan to end chronic homelessness.



1,670
participants
served

33.33%
Decline in
hospitalizations for
HIP participants

VIP Connect
demonstrated a
15%
reduction in ER
utilization

125
HIP participants;
25% with high
acuity needs

Medical Legal Services Division

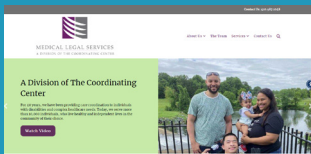
Our Medical Legal Services Division provides life care planning and care coordination services for individuals living with special health care needs and/or disabilities. Derived from decades of experience in the provision and coordination of care for those with the most challenging care needs, the work of this division seeks to provide plans of care that are based on best practices and standards of care in medical, rehabilitation, and community-based care for individuals with extraordinary care needs.

Medical Legal Programs:

- Life Care Planning
- Care Coordination



Launched a new mobile friendly website



Medical Legal Services team volunteered with the Anne Arundel County Food Bank

Over
100+
Life Care Plans completed by the Medical Legal Services Team



The Family Resource Fund

The Coordinating Center was founded in 1983 by a group of passionate advocates who believed that all children belong at home, including those with special health care needs. As The Center grew, coworkers concerned about the well-being of the children they were supporting, rallied together to establish a Crib Fund, providing cribs and other necessities to families in need.

Today, this fund provides critical financial assistance to enable children and adults with disabilities and complex medical needs to live independently in the community of their choice.

Donations received provide vital services and supports that fall under three categories:

**FY 2022 -
FY 2023**

\$118,375

Distributed

430

People Served

Most Requested Item:

50%

of Requests were for Adaptive/
Medical
Equipment

1. **Critical Need:** adaptive equipment, pharmacy and medical supplies, funeral expenses, and other needs.
2. **Quality of Life:** assistive technology, essential home items, respite, summer camp, transportation, and other needs.
3. **Housing:** one-time emergency with rent, security deposit, fuel and/or utilities.



Celebrating our 40th Anniversary!

In recognition of our 40th Anniversary, we developed a new anniversary logo, featuring our beloved tagline, **We Are Stronger Together!** We chose this tagline because we truly believe at The Coordinating Center that building a culture that is diverse, equitable, and inclusive drives innovation, productivity, results, customer satisfaction and ultimately, a sense of belonging for our coworkers and the people we are privileged to serve each day.

Our 40th Anniversary has served as both a period for reflection and a call to action. In our 40 Voices campaign this year, we highlighted 40 individuals—both current and former clients and coworkers—whose lives we’ve impacted. This year’s annual report goes beyond mere statistics; it focuses on the stories of resilience, teamwork, and influence that shape who we are. It also covers events that have united us and initiatives that enable us to effect change, helping to strengthen the ties within our nonprofit community.

Clients



Meet Leo

Read Leo's
full story
by scanning!



Leo, a music and TV enthusiast with Cerebral Palsy, finds support through The Center’s care management services. With their help, Leo accesses essential healthcare services and embraces new experiences, advocating for himself and participating in community activities. Grateful for the assistance, Leo looks forward to graduating high school in 2024 and aims to pursue employment and independent living, advising others to remain open to new opportunities with The Center.



Meet Nadiya

Read Nadiya's
full story by scanning!



Nadia, an eighteen-year-old with a rare genetic condition causing severe seizures, finds hope through her family’s support and access to crucial medical services provided by The Center. Her mother, Jill, transitions from teaching to advocating for children with rare diseases, successfully influencing policy changes to improve support services for families like theirs. Nadia’s story highlights the importance of early intervention and accessing care coordination services for families facing similar challenges.

Coworkers



Coworkers gathered in person for our Coworker Appreciation Breakfast for the first time since 2019. Featured in the photo are retired President/CEO, Karen-Ann Lichtenstein, and the Compassionate Leadership Award nominees and award winner Lauren Rodgers.



In celebration of our 40th Anniversary, coworkers came together for a festive afternoon filled with BBQ, field day events, community service projects, and dancing at Centennial Park in Howard County!



300+ coworkers attended one or more of The Center's seven Diversity Dialogues, fostering meaningful discourse and engagement among coworkers and deepening understanding of one another and the communities we proudly serve.

Community



Expanded our local and national presence, with presentations, panel participation and tabling at Case Management Society of America (CMSA) National Conference, and Transitioning Youth Fairs and other community events.



Our 2023 CenterFlix Gala was a huge success! Over \$100,000 raised for our Family Resource Fund, and WJZ Anchor, Denise Koch presented six unique Disability Advocacy Awards to four individuals and two organizations for outstanding systems advocacy.



Through our #TCCInAction program, coworkers volunteered at over eight nonprofits for 168 hours. Some organizations we volunteered with were: The Orphan Grain Train, Maryland Public Television (MPT), The League, and more!

Statement of Activities

Years ended September 30, 2023 and 2022 (In thousands)

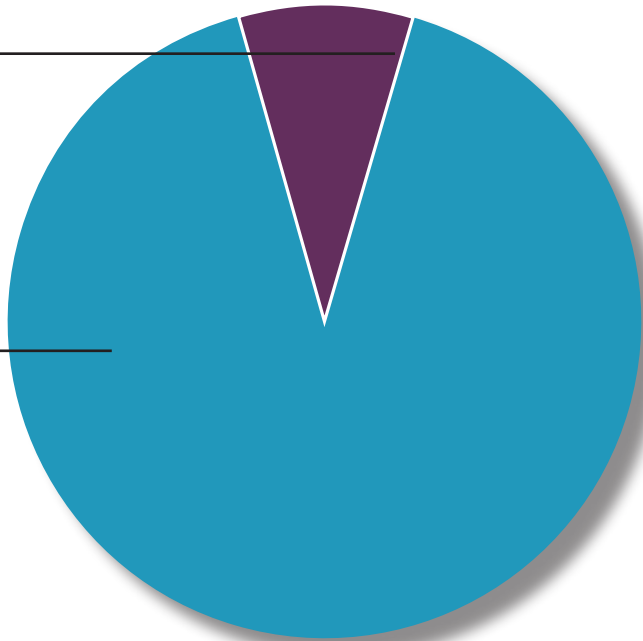
Support and Revenue	FY 2023	FY 2022
Client Income	\$25,872,360	\$24,318,200
Grant Income	\$173,613	\$237,125
Donations - Restricted	\$99,989	\$61,936
Total Support and Revenue	\$26,145,962	\$24,617,261
Expenses		
Program Services	\$23,877,994	\$22,381,280
Management and General	\$2,425,318	\$1,867,703
Fundraising	\$43,766	\$1,525
Total Expenses	\$26,347,078	\$24,250,508
Change in Net Assets from Operations	(\$201,116)	\$366,753
Investment Income, Net		(\$462,598)
Other Non-operating Gains/ (Losses)	\$267,463	(\$6,401)
Other income	\$63,132	\$ 112,692
Total Non-Operating Gains/Losses and Other Revenue	\$330,595	\$356,307
Change in Unrestricted Net Assets	\$129,479	\$10,446
Change in Temporarily Restricted Net Assets	\$12,894	(\$22,836)
Total Increase in Net Assets	\$142,373	(\$12,390)
Net Assets Beginning of year	\$8,278,295	\$8,290,685
Net Assets End of Year	\$8,420,668	\$8,278,295

Where the Money Goes

Year ended 09/30/20223

Supporting Services 9%

Program Services 91%



Program Services

\$23,877,994

Supporting Services

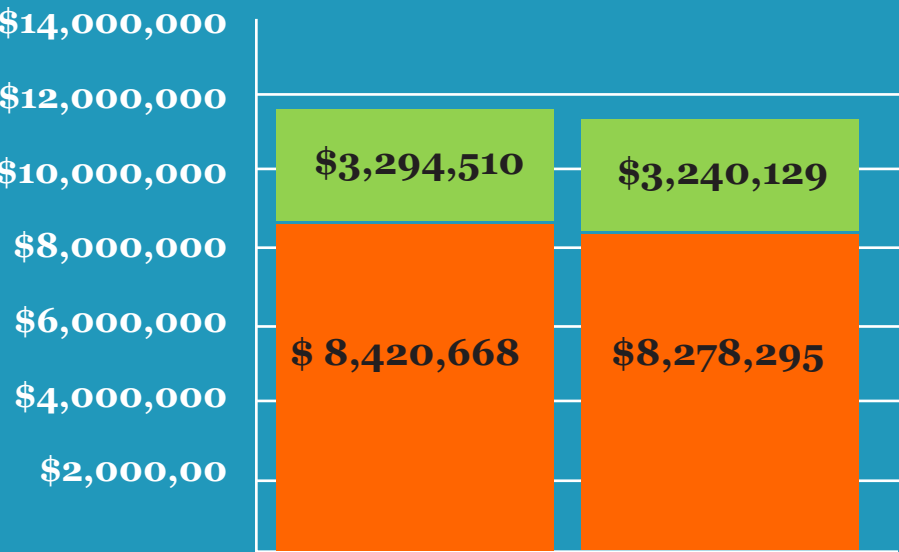
\$2,469,084

Total

\$26,347,078

Statement of Financial Position

FY 2023	FY 2022
Total:	Total:
\$11,715,178	\$11,518,424



Total Net Assets

Total Liabilities

Thank You to Our Donors

One hundred percent of net proceeds raised support individuals served by The Coordinating Center.

101 Mobility
Alex Morris
Amanda Harris
Amanda Tamulevich
Ami Taubenfeld
Amy Hassan
Andrew Campbell
Andrew Dain
Angela Sims
Arthur Klaiss
Bram and Lauren Berlin
Brandon Neiswender
Bryan Williams
Carol Marsiglia
Carole Lowe-Nedab
Carole Taylor
Caroline Walker
Carrie Pineau
Charles Fallin
Charles Scott
Cheryl Naulty
Christine Walter
Cigna Health and
Life Insurance Company
Collan Rosier
Corporate Synergies
Group, LLC

Darren Ginsberg
David Langer
and Melissa
Shear Langer
David Pelovitz
Diane McBee
Dina Wasmer
Donald Howard
Dr. Karen Rigamonti
Dwayne Everett
Edmund 'Chip' Farrell
Edward Figlar
Ellen Kankhwende
Eric Yee
Erin Schiff
Functional
Therapy Solution, LLC
Gerard Gray
Gerri Tomsik-Sobus
Gloria McCowin
Gregory Heiger
Helen Gant
Ira Sherman
Irina Koyfman
IronMark
James Karpook
Jane Gold

Janhavi Kirtane
Jason Goldwater
Jeffrey Balesh
Jeneva Stone
Jennifer Cherer
Jennifer Duffy
Jeremy Dain
Jim Walter
Joan Athen
Joan, Mike and
Peanut Jacob
Joel Bullard
John Butta
Julie Alonso-Hughes
Kaiser Permanente
Kami Wagner
Karen-Ann Lichtenstein
Katelyn Szymanski
Kathy DeVenny
Kelsea Magaraci
Laura Taylor
Lauren Greenburg
Louise Michaux
Gonzales
Lynne Tilley
Maria Tobin

Marissa Colella
Maritha Gy
Maritza Huels
Megan Ressler
Merrill Lynch: The
Benassi Harbold Saxe
Group
Michele Weissman
Michelle Wike
Mid-Atlantic Medical
Supply and Equipment
Mom's Meals
Natalie
Solomon-Brimage
Neha Kirtane
Neil M. Meltzer
Norma McCowin
Pamela Damsky
Patrick O'Connor
Peggy Bailey
Pro Video Promos
Rebecca Huber
Renee Prentice
Rhonda Jones
Robyn Elliott
Roger Stone
Sara Greenberg

Sarah Blake
Scott Reifsnyder
Sheree Tilley
Simone and Steven
Catalano
Stacey Hayward
Susan Zoldak and John
Narcross
Susanne Stahley
TALLsmall Productions
Tammeca Riley
Tanya Edelin
The Baltimore Business
Journal
The Daily Record
Theresa Shank
Thomas H. Hall
Tracey Charapp
WJZ

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here:**



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