

Our West Side Story

Spring 2014

A Legacy of Caring A Tradition of Respect

Announcing Our New Board President



Julie M. Rehm, Ph.D.



Patrick Reynolds



celebrating
45 yrs of service

The May Dugan Center is excited to announce that Patrick Reynolds will assume the role as President of the Board of Directors! Patrick, who is the Director of Security at Forest City Enterprises and a retired Cleveland Police Officer, will succeed Julie Rehm, Ph.D, at this year's Annual Meeting in April. As the Grandson of the late May Dugan, he recalls seeing his Grandmother helping her poor neighbors by giving them food, shelter in her W.58th street home and advocating for assistance on their behalf. Her generosity and fervor for assisting the less fortunate ultimately earned her the title of the "front porch social worker" of the near west side.

Patrick began serving on the Board of Directors in 2004 as a member of the Development and Program Committees, respectfully. He assumed the role as Vice President in 2011 and has enjoyed working with the a diverse and talented Board and Staff on a daily basis in finding ways to strengthen and preserve the safety net for Cleveland's most disadvantaged individuals and families. We look forward to Pat's guidance as we continue to advance our mission of "helping people enrich and advance their lives and communities."

The entire May Dugan Center Family would like to acknowledge and honor Julie Rehm's dedication and unwavering compassion she put forth over the years as President of the Board of Directors. Julie, who is the Vice President for Foundation and Government Relations at Case Western Reserve University, became president in 2009 and her contributions to the center were many. Despite a time of heightened economic uncertainty and drastic cuts in funding, existing programs and services expanded, new programs (ERC & Health and Wellness) were developed; the center earned its first ever Accreditation through CARF; and our fundraising efforts increased. In all, her leadership, vision, and drive helped May Dugan become an even more vital and respected multi-service centers in Cleveland. Thank you for your service, Julie! We wish you the best of luck in your future endeavors!

On July 30th, the May Dugan Center will be turning 45! We would like to thank our communities, philanthropic partners, elected officials, volunteers and clients for the tremendous support and guidance that has allowed us to serve as an anchor in the near west side community!

We will be celebrating this occasion with a series of events, including a neighborhood block party, fundraisers and, of course, our Tree Lighting Ceremony! Stay tuned for more details!



Letter from the Executive Director

This year the May Dugan Center will celebrate 45 years of service to residents in the Near West Side and surrounding neighborhoods. May Dugan is a product of the "War on Poverty," which celebrated 50 years this past January. For the past five and a half years I have had the honor to serve in the capacity of Executive Director and it has certainly been rewarding but very challenging throughout a struggling economy.

With scarce resources and an increase in the number of clients seeking assistance, my staff and members of the Board of Directors had to carefully develop strategies for sustainability purposes. In 2010 at the annual Board and Staff Retreat, it was recommended to move forward with an accreditation status that would enable May Dugan to

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MDC Program Updates & News

Counseling & Community Services Department- A Year of Growth

2013 was a very exciting and productive year. The Counseling and Community Services Program has gone from a staff of three to a staff of six and served 453 clients through our behavioral health counseling and case management program components.

We now have a Licensed Social Worker who is fluent in English and Spanish, a Licensed Independent Social Worker who is very familiar with the near west side and is supervising our interns, a Licensed Professional Counselor who has experience with children, adults and the justice system, and a Professional Clinical Counselor-S who is providing managerial oversight as well direct service with over 30 years of experience. In addition to increasing our staff, we have also increased our capacity to serve the people on the near west side and throughout Cuyahoga County with housing, employment and counseling needs. We have been again certified by CARF for counseling and case management but have added counseling for children and adolescents. We have also been working with the Cleveland Municipal School District as well as the LGBT Center, and starting in 2014, will be facilitating both therapeutic and support groups for LGBT youth and adults. We have also started billing Medicaid, Medicare, Aetna, and Medical Mutual in addition to being awarded funding for the uninsured through the Alcohol, Drug Addiction and Mental Health (ADAMHS) Board of Cuyahoga County to be reimbursed for services provided to the uninsured.

The Staff was active in signing people up for the Affordable Care Act (ACA) as well as helping to sign up those people who are eligible for the expanded Medicaid. The ACA and expanded Medicaid has been an incredible help to the many people who come to the Center for assistance.

It is our honor to acknowledge the following foundations for their support of our Counseling and Community Services Department: The Cleveland Foundation, Community West Foundation, Mt. Sinai Health Care Foundation & The Reinberger Foundation.

One Client's Success Story



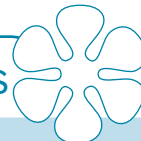
MDC client Chris Hlad

After years of steady employment and comfortable living, Chris Hlad and his son's life drastically changed. Following a traumatic injury that left his son in a wheelchair, Chris lost his job of 35 years as a glass window installer. With little money and poor insurance coverage, Chris quickly fell behind on his rent and son's medical bills. Chris, 58, took on the responsibility of being his son's primary caretaker, a role that required his

time around the clock leaving him unable to find steady employment. When the final eviction notice was slipped under his door, he knew it was time to get help.

On the verge of homelessness, Chris was referred to the May Dugan Center through United Way's 211 First Call for Help. MDC Case Manager, Joyce Jones, was able to find him affordable housing in Lakewood and introduced them to our monthly food, clothing, and fresh produce program, which he attends regularly. In addition, with the help of our staff, Mr. Hlad received furniture for his apartment. Chris credits the center and, in particular, Joyce, for helping him overcome the most depressed and desperate time of his life. He enthusiastically calls Joyce "a diamond in the rough" and praised the center as a wonderful and invaluable place that helped keep him and his son off the streets.

Community Education Client Successes



After many frustrating attempts to find an effective work schedule, Tara effectively targeted her job search so that her work schedule and commute would fit with her daughter's preschool. She has been working since August. Norman and Phil both worked hard on their educational goals while working diligently to remove barriers to their future advancement. Phil has started college and Norman is ready to return to work at the VA. Nilda Baker effectively petitioned an evening's student's employer so he could maintain his learning at May Dugan. Through this process, Nilda taught Mohammed respectful advocacy. Together, students are not only learning, but helping one another learn, develop skills, and support one another. It is an honor to watch it work.

Executive Director /Agency Highlights

...continued from front page

bill for our eligible units of service. For the past 44 years we have been providing counseling and case management but were never in the position to bill Medicaid, Medicare or private insurance companies.


It wasn't an easy task to earn our accreditation status, but with the support from the Cleveland Foundation we were able to bring on a consultant to guide us through the development of over 100 policies and procedures that are required in order to be compliant with accreditation standards. Seven months from the time we started working with our consultant, we received accreditation from CARF International (Commission on Accreditation for Rehabilitation Facilities). This enabled us to apply and successfully receive certification from Ohio Department of Mental Health & Addiction Services. Today we can bill Medicaid, Medical Mutual, Aetna and have an application pending with Medicare.

With the generosity of the Community West Foundation and the Mt. Sinai Health Care Foundation, we were able to bring additional therapists on board to help build our caseload and help fill the gap of the many individuals in need of Behavioral Health Services. For the first time in the 44 year history of May Dugan, we were in a position to apply for funding from the ADAMHS Board of Cuyahoga County and successfully secured a first time grant to help individuals who are uninsured and not eligible for Medicaid or other private insurances. We also appreciate the support we have received from the Reinberger Family Foundation, City of Cleveland Department of Community Development, Councilman Brian Cummins – Ward 14, Council for Economic Opportunities for Greater Cleveland and Councilman Joe Cimperman.

In addition to our success with CARF Accreditation, our Education & Resource Center has now been up and running for nearly 4 years. This past year we added a new component "Community Education," that works with Trauma Informed individuals and helps them to overcome obstacles that have prevented them from moving forward. Dr. Sue Marasco has done a tremendous job at developing this critical program. MomsFirst continues to meet the needs of many parenting and pregnant teens. I am proud that the Community Health Workers serve as role models to ensure healthy pregnancies and to help these young women establish goals to be successful throughout their lives.

Our Food, Clothing and Produce Distribution program is always a treat to see in operation. Over fifty volunteers pitch in to prepare the day before and the day of to help coordinate and distribute basic needs to thousands of individuals each year. The volunteers from Stella Maris are incredibly dedicated. We have gone through some challenging times, but we are beginning to see the many rewards from all the hard work. We have many success stories to share and hope that you will continue to help support our programs and services.

Thanks,



Rick A. Kemm, MNO
Executive Director

Food, Clothing & Fresh Produce Distribution Program— Stopping Hunger in our City



Food insecurity continued to take its toll on our communities in 2013. As a result of critical funding cuts to SNAP, commonly referred to as Food Stamps, our program provided access to healthy and nutritious food to thousands of low-income men, women and children across the near west side of Cleveland. 30% of those served were children under the age of 18 and 15% were senior citizens. Nearly 50,000 meals were provided to more than 5,700 individuals who depend on our service to ensure their needs are met each month. We would like to thank our collaborating partners and supporters who help sustain and enhance this vital service: The Greater Cleveland Foodbank, Hunger Network, Cleveland Cavaliers, Feed the Children, St. Mark Church, Rocky River United Methodist Church, Westlake School District, Patricia Ward & Susan Halle, Turner Construction, Buckeye Community Health Plan, and to all of our generous individual donors.

Feed the Children Event

With the help of the Cleveland Cavaliers, the Feed the Children Organization and the Hunger Network, over \$62,000.00 worth of food, hygiene supplies and beauty products were donated and distributed to more than 200 disadvantaged families living in the near west side last October! We would like to thank the many volunteers from the Cleveland Cavaliers Organization and the Hunger Network that made this great event a reality!



Friends of MDC



C. Carter McDaniel

Since 2008, C. Carter McDaniel has been a prominent supporter of the center. Along with his financial support, Carter regularly donates clothing, household items and his time as a volunteer during our monthly Food, Clothing & Fresh Produce Distribution Program! The Lakewood resident enjoys giving back to his community, and praises the good work May Dugan has done in helping those less fortunate. Carter is retired from the former East Ohio Gas Company, which enables his individual gift to be matched by the Dominion Foundation. Thank you, Carter!

Charles and Patricia Nock

For more than 15 years, Charles and Patricia Nock have been vital proponents of May Dugan's quest of building a better Cleveland for the disadvantaged. Their yearly support allows us to purchase additional food for the hungry, bus tickets for clients in need of transportation, and materials and supplies for clients working towards a sustainable future through our Community Education and Workforce Development Services. We are fortunate to have the Nocks as a part of the MDC Family!

Pat Ward & Susan Halle

We would like to acknowledge long-time friends of May Dugan, Patricia Ward and Susan Halle for their unwavering support and generosity! Over the years, their monthly donations have helped us serve hundreds of needy individuals through our Food and Clothing Distribution Program. We are truly honored to have them a part of our team as we continue to enrich and advance the lives of our clients and the communities we serve!

Anthony Rego-Giant Eagle

The May Dugan Center's basic needs programming has grown 70% since 2008. However, the steadfast support of Anthony Rego and the Cleveland Operating Division of The Giant Eagle Foundation has allowed us to meet this growing need. They have provided us with critical operating support that has enabled us to continue the tradition of our namesake by helping individuals and families obtain basic necessities, regardless of their ability to pay. Last year, we had the pleasure of hosting Mr. Rego and his assistant, Vickie Cortes at one of our monthly Food & Clothing Distribution Days!

Keybank Volunteer Day

Neighbors Make the Difference-KeyBank

On May 22, 2013, more than 8,000 Key employees partnered with local non-profit agencies to make a difference in their communities and the May Dugan Center was one of them! Thirteen local KeyBank Employees, including our very own Board Treasurer, Rick Weigle, rolled up their sleeves and helped beautify the grounds of our center! In just 4 hours, they planted flowers, cut the grass, pulled weeds and raked leaves...all with a smile on their face! Thanks Keybank!

Foundation Spotlight: Community West Foundation

When the economic downturn began in 2008, the Community West Foundation was there for us to help ensure our clients had access to our Counseling & Community Services programs during these difficult times. As our funding was drastically cut across the board, their support enabled us to continue to provide vital mental health and case management services to those hit hardest by recession. Today, the Community West Foundation is still standing with us as we uphold the legacy and storied tradition of the May Dugan Center! We thank you for your belief in us to effectively serve and strengthen the west side communities we both call home!

During our July Food Day, members of the Community West Foundation rolled up their sleeves and helped our volunteers hand out produce to hundreds of clients! We are honored to have the support of such a caring foundation such as Community West!



Harry A. Zilli Jr.,
A Life Trustee
of the CWF



Cleveland Foundation

We would like to acknowledge and thank the Cleveland Foundation for their unwavering commitment, support, and passion to our center and to the City of Cleveland! For the last 100 years, the foundation has played a significant role in building and strengthening the fabric of our communities. Their impact can be felt and seen all throughout our city and have enabled agencies like May Dugan to fulfill our mission and to help reach thousands of low-income Clevelanders in need. Congratulations on this significant milestone!



Health & Wellness Initiative- Ensuring access to basic & preventive resources for the uninsured

May Dugan's Health & Wellness Program entered its second full year of service in 2013 and linked 208 uninsured or underinsured clients to basic health screenings, education on how to manage their chronic illnesses, and health related workshops/seminars. This program works in tandem with our Food, Clothing and Fresh Produce service and provides free screenings for hypertension, Type II Diabetes, glucose, cholesterol, and rapid HIV/AIDS testing.

We would like to thank your committed partners, St. Vincent Charity, EXACTCARE, Ohio State University Extension, Lutheran Hospital and Metro Health Clinic for helping make this crucial program available to our community. Without the support from the following foundations, this would have not been possible: George Gund Foundation, McGregor Foundation, Kasier Permanente (Health Span), and the Thatcher Family Fund



Left to Right: State Rep. Sandra Williams, Quilma Hueter, RN, Leslie Andrews, RN, BSN, MPA & Marilyn Culley, CNP-RC

MomsFirst

Infant mortality in the City of Cleveland is a major public health concern. According to the Department of Health, Cleveland's dismal infant mortality rate is an alarming 16.7 deaths per 1,000 births. This is almost three times the national average, trailing only Detroit for the highest number infant deaths in any major metropolitan city in the country.

The MDC *MomsFirst* site continued its fight to reverse this trend. Through a combination of education, outreach and counseling, more than 150 pregnant or parenting teenage girls were served throughout the Cleveland Metropolitan School District.

The program received a new contract with Invest in Children funds, providing an additional support to hire a new worker to the *MomsFirst* program. Our site was chosen because of the outstanding service that is provided through the center.

Currently, the *MomsFirst* active caseload is 154 teens, 63 are new enrollments for this grant period while 54 participants have successfully left the program. In addition, 105 healthy births took place last year while 22 teen mothers are breastfeeding and 212 adolescents have attended one or more peer advisory sessions.



MomsFirst display

Workforce Development/Community Education Program- Helping clients build sustainable futures and stronger communities

A message from Program Director, Dr. Sue Marasco, Ph.D

The Education Resource Center is serving more of our neighbors better through our evolving curriculum, collaborations with other agencies, and our more robust Community Counseling Department. Over the last few years, we have looked closely at the needs of our students, and sought out best-practices to meet those needs. Our goal was to create an inclusive and a community-oriented classroom welcoming all learners. In June 2013, we opened the doors for Community Education classes. We welcomed all learners, no matter their situation. The majority of the 184 students we served last fall have made positive and permanent changes in their educational achievement, job-training skills, interpersonal skills, and job retention.

Together, our West Side collaborators have expanded our understanding of serving these populations and adapting our skills to serve these clients. We are currently working with The Center for Reducing Health Disparities at Metro to evaluate the mental health of our clients to understand mental health status as it relates to employment needs and being able to maintain employment. Individually, we have also made lasting relationships with Westside Catholic Center, Cogswell Hall and St. Herman's FOCUS, as well as growing relationships with Transitional Housing, and Metrohealth. We are grateful to the attention of staff members Brenda Williams, Keith McEwen, and Nilda Baker's focus on students' needs. Through their effort to effectively refer internally, so many students are getting their mental health and social service needs met by our center's counselors and case managers.

2013 Tree Lighting Ceremony



Photo by: Jennie Jones



Left to Right: Mary Egan, Tracey Bradnan, Andy Trares, & Julie Rehm



"Santa's little helpers" take a break from the evening's event!



A "Beacon of Hope"

More than 200 people joined us to kick off the holiday season and watched our 40-foot tree light up the corner of Bridge and Randall Avenue! The night was filled with Christmas Carols courtesy of the Urban Community School Choir, Arts and Crafts for Kids, refreshments, and giving opportunities via our Giving Tree! Our tree served as a "Beacon of Hope" until January 7th!

We would like to give a special thank you to our Planning Committee: Co-Chairs Chad Jira and Maria Nosse, Bob Rotatori, Tracey Bradnan, Kari Colon-Zimmermann, Paolo Appley, Angela Vannucci, Dominick Grassi and Rick Kemm!

Volunteers: Rosanne Deucher and Business Volunteers Unlimited (BVU), Cathy Bush, Conor Bush, Chris Deucher, Andrea Allamong Jose Rodriguez, St. Hermans, and to our friends who donated cookies and refreshments.

Last but not least, we could not have had such a successful event without the generosity and support of ALL 20 of this year's Sponsors: Cargill Deicing Technology Business Unit, Jones Day, Voss Industries, RPM International, West Cleveland Home Depot, Detroit Shoreway Community Development Organization, M.P. Construction, Alpha Group, OE Connection, Zimmerman & Co.- CPA's, Frantz Ward LLP, Microsoft, Derrick & Maja English, John Knox Presbyterian Church, C. Carter McDaniel, Julie Rehm & Bruce Szabo, Donald P. Kazmaier, Rick Kemm, Tracey & Jerry Bradnan and Nicole & Chad Jira, Councilman Joe Cimperman & Cleveland Public Power.



AmeriCorps Volunteers Elaina Voyk, Kristen Ward, Anna Drungil & Becca McDaniel-Hutchings wrapped over 100 presents for our Adopt A Family Program!

Adopt-A-Family

The holiday season is a particularly difficult time for hundreds of the low-income families across the near west side of Cleveland. However, the generosity of our city's businesses, faith-based community, and families helped our clients at a time when so many struggle to make the holidays a merry time for their families. In total, through referrals from our Counseling and Community Services Department along with the *MomsFirst* Staff, the *Adopt- A-Family* drive provided 141 families with toys, gift cards, food and other miscellaneous items! We would like to graciously thank ASK Chemicals, Rocky River United Methodist Church, Weston Hurd, LLP, Jim & Lynn Filicko, St. Mark Church, Solstice Salon, Charles & Michelle Rini, Caryn Candiski.

Agency Announcements & Highlights

Annual Meeting

Mark your calendars! The 45th Annual Meeting will be held on April 29th at 5:30pm in the F.J O'Neill Lobby at the center. We are excited to announce that William Denihan, CEO of the ADAMHS Board of Cuyahoga County will be this year's speaker. We look forward to seeing you there!

Thank Donors for a successful 2013 Annual Appeal

On behalf of the entire May Dugan Center family, we sincerely thank and appreciate the consideration of all of the individuals, families, businesses and churches who pledged their support to help link Cleveland's most disadvantaged with the vital health and human service programs we provide.

Our Mission

Help us fulfill our mission by making a donation now by visiting www.maydugancenter.org



Highlights

May Dugan Center New Hires

New Staff

We would like to take the opportunity to welcome six new staff members to our team!



Alison Theurer, PC
Therapist –Adults & Children



Peter Katsilis, LSW
Therapist/Case Manager (Bi-Lingual)



Shenetta M. Clemis
Community Health Worker



Mervat Khafaga, LISW
Therapist & Intern Supervisor



Janet Allt, CPA
Finance Director



Lucy Linares, LSW
Health & Wellness Outreach Coordinator

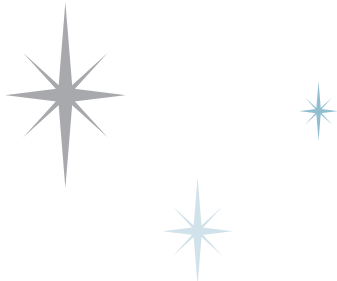
Welcome Aboard!



4115 Bridge Avenue
 Cleveland, OH 44113
www.maydugancenter.org

Wish List

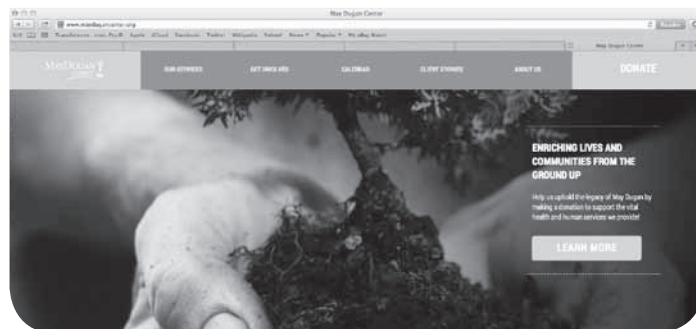
- * Men, Women, & Children's Clothing
- * Winter Coats
- * New or Used Laptops
- * Digital Camera
- * **Riding Lawn Mower** (in DESPERATE NEED of this one!)
- * Freezers
- * Top Soil
- * Mulch
- * Office Supplies
- * Diapers
- * Formula
- * Picnic Benches & Tables
- * Hygiene Products
 (toilet paper, deodorant, toothpaste, toothbrushes, etc...)



MDC Interns

Lori Tisher – CSU (masters program)
Jennifer Reuter – CSU (undergrad)
Ivelisse Rosario – CSU (undergrad)
Nilda Baker – CWRU (graduate program)
Matt Stanley – Walden U. (Ph.D. program)

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