

*From Our
Deep Roots
Comes
Growth!*

*Annual Report
2021*



May Dugan
Center
Est. 1969

Mission

To help people enrich
and advance their lives
and communities

Message from the Executive Director & Board President

For the past two years, the pandemic changed our lives in many ways. Through the fear and anxiety, **May Dugan Center** stepped forward to not only continue the baseline of our operations but also expand and grow our services.

In 2020, we quickly changed the way we delivered our services for the safety of our clients, staff and many volunteers allowing our six core programs to continue to operate. In 2021, we expanded upon those services to meet emerging community needs. In addition, we continued to work with our team of architects, construction crew and steering committee members to make progress on our Capital Campaign.

We are proud of our growth over the past year, including:

- The City of Cleveland decided to turn the ownership of the building to the *May Dugan Center*. For the past 47 years, May Dugan has been operating and managing the building. This was essential for funding and financing purposes.
- Over \$4 million has been raised toward the \$7 million goal of the Capital Campaign and other prospects are pending.
- In partnership with the Greater Cleveland Food Bank, the *May Dugan Center* is now one of the largest food pantries in their six county jurisdiction.
- We expanded *Behavioral Health Services* to include intensive outpatient day treatment.
- Our team grew with the addition of an Aging Therapist and in-house Workforce Development Coordinator.
- For the first time ever *May Dugan Center* received an allocation in the State of Ohio biennium budget.

We have all grown in unimaginable ways over the last two years. Your generous support has kept the *May Dugan Center* strongly rooted in its mission to help people enrich and advance their lives and communities. For that, we thank you.



Angela Vannucci
Board President

A handwritten signature in black ink that reads "Angela Vannucci".



Rick A. Kemm, MNO
Executive Director

A handwritten signature in black ink that reads "Rick A. Kemm".

Thank You!

Building On Our Legacy...

THE LAST TWO YEARS HAVE BEEN LIKE NO OTHER, YET *MAY DUGAN CENTER* CONTINUES TO MOVE FORWARD WITH ITS CAPITAL CAMPAIGN. THE INCREASE IN REQUESTS FOR SERVICE HAVE ONLY AMPLIFIED THE NEED FOR A LARGER, MODERN SPACE FROM WHICH TO OPERATE AND CONTINUE TO MEET THE NEEDS OF THE COMMUNITY.

Campaign Impact

- Increased services to families, children, and people in need through increased physical capacity.
- Improved use of existing offices and common areas to create a safe, welcome, and therapeutic environment for those in need.
- Increased cost savings through updated and efficient building systems meeting green building standards.
- Increased food pantry capacity from 287 square feet to 630 square feet, doubling dry storage and nearly quadrupling freezer space.
- An IT infrastructure that supports the modern workplace, including provision of virtual programming and telehealth.
- Doubles the number of meeting rooms to support additional group therapy.
- Brings the building into adherence with the American with Disabilities Act, ensuring accessibility for all.

Campaign and Construction Progress

- At the end of 2021, the Campaign has secured 60% of the funding needed through the generous support of individuals, corporations, foundations, and governmental sources.
- Masonry and roof repairs started in 2021 and continued into 2022. The main renovation of the project is slated to begin in the Summer of 2022.



For more information on the campaign, and to see updates, visit: maydugancenter.org/campaign

Behavioral Health Services



no one turned away due
to inability to pay resulting in

\$51,000+

uncompensated behavioral
health care provided

479

total number of people
helped by Behavioral
Health Services

3,686

hours (1229 sessions)
of substance abuse
treatment provided

Behavioral Health Services provides adults, children, and adolescents with comprehensive, culturally competent mental health treatment tailored to each person's unique needs. Accreditation through the Commission on Accreditation of Rehabilitation Facilities (CARF) assures that programming is of the highest quality. The program also provides case management, support to the lesbian, gay, bisexual, and transgender (LGBTQ) community, Substance Use Disorder, and Intensive Outpatient services.

Case Management Services, offered in both English and Spanish, helps clients find affordable housing and employment, with case managers navigating housing programs and assisting in traversing employment options.

Substance Use Disorder (SUD) meets community needs by addressing the debilitating results of addiction and its effects on society. Through individual counseling, Intensive Outpatient programming (IOP), and support groups, the SUD provides easily accessible treatment to clients who face barriers in getting the help they need.

LGBTQ Community Support provides lesbian, gay, bi-sexual, and transgender (LGBT) adults and youth with counseling for long-term HIV/AIDS survivors, as well as facilitating Gay Straight Alliance (GSA) groups in schools to address the unique barriers and issues that face LGBT youth.

Intensive Outpatient Services helps clients learn skills to manage emotions, communicate effectively, manage daily living activities, reduce distress, and live a happy and healthy life.

John's Story

*Dylan, one of **May Dugan Center's** social workers, has worked tirelessly with John throughout the year. John recently stopped using drugs and had life-saving surgery. He is no longer homeless and is receiving help with managing his health issues. Most importantly, John has hope and feels less alone.*

"Dylan has been amazing since day one! I am an extremely extraordinary grueling client. Dylan has been deluged with a tsunami of crisis from me, any single one a heavy caseload for any support person yet Dylan stays in my corner even when I'm feeling crushed under the grindstone of my life myself. If anyone else at May Dugan Center has the drive Dylan does for actual positive life change, I can only hope MDC becomes more publicly recognized as I am often at a loss for words at how above and beyond seems to be the casual norm at this agency". – John, MDC client

Basic Needs

The **Basic Needs** program provides a safety net for those in need through twice-monthly mass food distribution, daily emergency food bags, clothing distribution, assistance with vaccine access, rental and utility assistance. In the spirit of its namesake, **May Dugan Center** strives to be the place people turn to when facing hardship. The tremendous growth of the Basic Needs program over the last two years has resulted in May Dugan Center being one of the largest food distribution sites in the Greater Cleveland Food Bank's six-county region.

200+

*volunteers helping
pack, distribute, and
deliver food bags*

443

*people provided
utility assistance*

482,569

meals provided

206

*people provided
rental assistance*

311

*people provided
vaccine support*

15,834

*people served through
food distribution*

Betty's Story

*Betty, a long-time participant in the **Seniors on the Move** program, was instantly added to the Basic Needs home delivery list for food distribution when the pandemic started. In early 2021 Betty needed to address health issues she had been experiencing with a diet change. It was important to her to take charge of her diet and be able to select the foods coming into her home. Since Betty lives nearby in Ohio City, and knowing the importance of walking to her overall health, she began to walk to May Dugan Center to select her food from Basic Needs' available emergency food. May Dugan Center is proud to support food pantry choice and Betty's health journey.*

Trauma Recovery Center

The **Trauma Recovery Center** brings together law enforcement, hospitals, community agencies, and the **May Dugan Center** to provide immediate help and support to victims of violent crime. Along with crisis management and safety planning, *May Dugan Center* staff provide trauma-based education, advocacy, coordination of care, support, and stabilization to help victims grow into survivors.



102

*relocation services
provided*

278

survivors served

3,465

*hours of trauma recovery
support provided*

Sonya's Story

In December 2020, Sonya's partner stabbed her over thirty times and then took his own life, leaving her for dead. When finally released from the hospital, Sonya found an eviction notice on her door and threats from her partner's family members. Cleveland Police referred Sonya to May Dugan Center. Darrylyn, May Dugan Center staff, helped Sonya get the eviction notice rescinded and advocated for a housing transfer. With help from staff, Sonya moved, started trauma therapy, and found a less physically demanding job so she could continue healing. May Dugan Center staff also connected Sonya to The Family Justice Center to get help with obtaining a protection order to stop the threats. Sonya's old landlord took her to court, claiming damages to the house where she was attacked. Less than a year after the event that nearly stole her life, Sonya was ready for court, documents in order, and stood in her truth. The court, and May Dugan Center staff, stood with her.

MomsFirst

Infant mortality is a leading indicator of a community's overall health and vibrancy. Cuyahoga County has historically had one of the highest rates of infant mortality in the country. The *MomsFirst* program at **May Dugan Center** works to break down barriers to healthy pregnancy and infancy. *MomsFirst* staff provides outreach, case management, health education, and perinatal depression screenings to young mothers through a unique partnership with the City of Cleveland Department of Public Health, the Cleveland Metropolitan School District, and Charter Schools within the City of Cleveland with the goal of reducing infant mortality and increasing healthy birth outcomes.



80
number of pregnant
and parenting
teens served

100%
of Healthy Start child
participants received
well-child visits

50%
of MomsFirst clients
chose to breastfeed

Lynda's Story

Lynda enrolled in the MomsFirst program at 16, determined to finish school and have her child see her walk across the stage. Lynda studied cosmetology and rarely missed a day of school, even returning shortly after the birth of her baby girl. ShenettaMarie, Lynda's Certified Community Health Worker, supported Lynda's emotional needs throughout her pregnancy and early days of motherhood, making sure to remind her that it was okay to enjoy her teenage years and prioritize cheerleading over a part-time job. The focus on school and cheerleading has paid off. Lynda has been accepted to the Early College Early Career program and accepted for a paid internship at Lincoln Electric. Lynda's future is shining bright!

Seniors On the Move

May Dugan Center provides the tools to help older adults stay active and engaged in their community through Seniors on the Move. The goal of the program is to empower older adults with the resources necessary to help better manage financial, physical, and emotional well-being as well deepen social connections in order to support aging. Due to the COVID-19 pandemic, services were primarily offered virtually in 2021. This meant 2021 was filled with zoom meetings, technology education, music therapy, and home deliveries.



1,449
meal deliveries

425

virtual meetings

433

activity packets
distributed

Seniors On the Move
honors those lost in 2021

Maria's Story

Long-time Seniors on the Move participant Maria uses May Dugan Center services to stay independent and active in the community. Maria met with Peter Katsilis for case management services for help locating safe, affordable housing. When Maria needed assistance with job placement, SOTM Coordinator Vanessa Jackson reached out to the newly hired Workforce Development Coordinator Glenn Odenbrett to help Maria secure employment. Glenn identified barriers in Maria's employment search. In just a few sessions, Glenn helped Maria overcome her barriers, and she quickly obtained a new job. Wraparound services at May Dugan Center are helping Maria thrive and she is thrilled to be back to work.

Education Resource Center

100%

of those securing jobs
received follow-up
services for 90 days

The **Education Resource Center (ERC)** at the **May Dugan Center** provides Adult Basic Literacy, high school equivalency test preparation, English for Speakers of Other Languages, college entrance support, and workforce development in a safe, calm classroom environment. *ERC* services remained virtual or one on one throughout 2021, with teachers adjusting to meet students' needs and goals. During the summer the ERC was able to hold its first ever graduation ceremony to celebrate the hard work of ERC students.



"The fact that Maria was able to find a new job demonstrates how the synergy among May Dugan Center's services – counseling, senior services, and workforce development – can lead to a client achieving their goals".

– Glenn Odenbrett,
ERC Workforce Development Coordinator

170

people enrolled
in the ERC

4,110

hours of engaged learning
through virtual classes and
individual tutoring



2021 Special Events

12th Annual Tree Lighting Ceremony



POSH PICNIC

Nothing says summer like a Posh Picnic. In order to meet health and safety guidelines, **May Dugan Center** opted to forgo its annual Irish Roots indoor event and instead hosted seven small, socially distanced Posh Picnics. Our 200 guests enjoyed the delectable food prepared by Spice Catering Company, a renowned local eatery known for its farm to bistro menu provided through an environmentally conscious undertaking. Special thanks to our hosts – Kim Heinen, Maria Caldwell Nosse & Justin Fleming, Susan & Bob Rotatori, Angela Vannucci & Justin Ray, Jeff Ramsey, Mike O'Connor & Jeff Snyder, Alexa Marinos & Chris Kramer, and Mark Ross.

2022 Events

IRISH ROOTS FESTIVAL

JUNE 17, 2022 @ MUSIC BOX SUPPER CLUB

13TH ANNUAL TREE LIGHTING

DECEMBER 1, 2022 @ MAY DUGAN CENTER

Santa Claus turned the lights back on at **May Dugan Center** for the 12th annual Tree Lighting Ceremony on December 2, 2021. The weather was perfect for a return to an outdoor, socially distanced event. Over 200 people enjoyed entertainment by the Urban Community School Choir and **May Dugan Center's** very own "Rhythm and Roots" Senior Music Group. Special thanks to the presenting sponsor, CareSource.

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2021 Financial Statements

(audited)

STATEMENT OF ACTIVITIES

REVENUE & SUPPORT

Government grants	\$ 1,318,800
In-kind Donations	1,958,282
Foundation grants	1,278,444
Mental Health consulting services	435,538
Rental income	126,569
Personal, corporate & civic contributions	1,219,607
Special event & miscellaneous	73,881
United Way	38,695
Investment income & net gains	126,079

TOTAL REVENUE & SUPPORT **\$6,575,895**

EXPENSES

Salaries & fringes	\$ 2,269,403
Program supplies	2,015,163
Donated rent	288,950
Utilities, bldg & equipment expenses	119,975
Professional fees	178,500
Insurance	25,446
Office expenses	60,303
Depreciation	20,708
Other	91,872

TOTAL EXPENSES..... **\$5,070,320**

Revenue over expenses-Unrestricted	\$ 1,505,575
Revenue over expenses-Capital Campaign	1,756,981
Surplus from Restricted Activities	(510,518)

NET SURPLUS **\$ 2,752,038**

STATEMENT OF FINANCIAL POSITION

ASSETS

Cash & cash equivalents	\$ 2,757,821
Accounts receivable	1,048,384
Other current assets	50,584

LONG TERM ASSETS

Investments	\$ 1,258,952
Accounts receivable greater than one year	722,672
Property & equipment, net	654,011

TOTAL ASSETS..... **\$6,492,424**

LIABILITIES

Accounts payable & other current liabilities	\$ 164,477
Accrued expenses	174,651
Line of credit	0

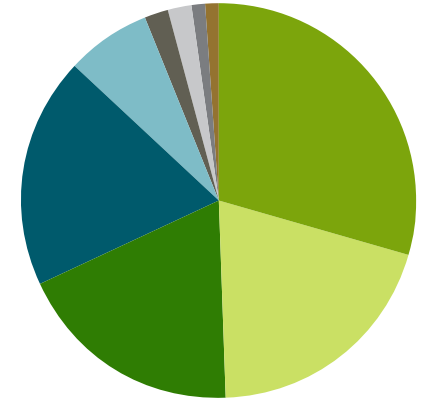
TOTAL LIABILITIES..... **\$ 339,128**

NET ASSETS

Net Assets without Donor Restrictions	\$ 2,211,839
Net Assets with Donor Restrictions	3,941,457

TOTAL NET ASSETS..... **\$6,153,296**

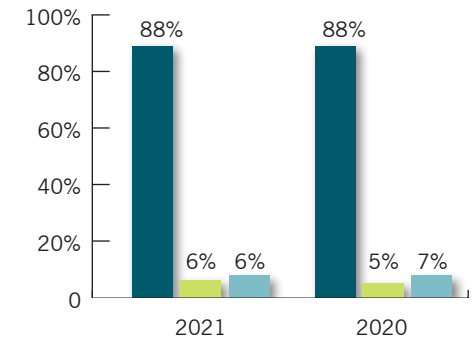
TOTAL LIABILITIES & NET ASSETS... **\$6,492,424**



OPERATING REVENUE

- 30% In-kind donations
- 20% Government grants
- 19% Foundation grants
- 19% Personal, corporate, civic contributions
- 7% Mental health counseling
- 2% Rental income
- 2% Investment income
- 1% Special events & other
- 1% Federated Funders

OPERATING EXPENSES



- Programs
- Management & General
- Development

Giving Thanks!

May Dugan Center began its operations in 1969 because of the commitment of concerned community members. Today's growth is possible because of the support of local foundations, government funding, businesses, and individuals who care about their neighbors in need. Please note, Capital Campaign contributions are not listed in the following pages. Donors will be recognized at the conclusion of the campaign. For a current list of campaign contributors please visit www.maydugancenter.org/campaign

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\$20,000 & Up

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SUSAN MCKEAN
ALLIE MCMAHAN
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DEANN & JEFFREY MILNER
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KRISTEN MINICHELLO
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MITCH WASSERMAN
NICOLA WILHELM
JOHN WOODWARD
JOSHUA WOMACK *(In honor of Angela Vannucci)*
CONSTANCE ZALENKA

CORPORATE/CIVIC/FAITH-BASED

AMAZON SMILE
AMERIHEALTH CARITAS OHIO
BIALOSKY CLEVELAND
CENTER FOR COMMUNITY SOLUTIONS
CLEVELAND BROWNS-FIRST & TEN
CUYAHOGA COMMUNITY COLLEGE
DON MCNEA FIRE SCHOOL INC.
EATON CORPORATION
EMBRACE PET INSURANCE
GARLAND NEW HOMES
GIE MEDIA
GILMOUR ACADEMY
HAWKEN SCHOOL
HEINEN'S FINE FOODS
HERB GUILD GARDEN CLUB
HINGETOWN BROWNS BACKERS
HOME DEPOT
HYLAND SOFTWARE
JUKEBOX
KEYBANK
KEY PRIVATE BANK
LOURDES ACADEMY ALUMNAE
LUTHERAN HOSPITAL
MAROUS BROTHERS CONSTRUCTION
MICROSOFT
NEIGHBORHOOD FAMILY PRACTICE
NORDSON CORP.
OHIO SAVINGS BANK
ONE DIGITAL
PADUA FRANCISCAN HIGH SCHOOL
PHUNKENSHIP
PLATFORM BREWERY
PROGRESSIVE INSURANCE
QUICKEN LOAN COMMUNITY FUND
ROCK FAMILY COMPANIES
ROCKY RIVER UNITED METHODIST CHURCH
ST. MARK CHURCH
ST. PAUL LADIES PHILOPTOCHOS SOCIETY
SANDY PLUMBING & SONS
SWAGELOK CLEVELAND
THE SHERWIN-WILLIAMS COMPANY
TITTLE & PERLMUTTER
TUCKER ELLIS, LLP
YOUR CAUSE CORP.
WESTLAKE SCHOOLS PTA
ZIMMERMAN & CO, CPAS

FOUNDATIONS/PUBLIC/ CORPORATE/FEDERATED FUNDING

AARP OF OHIO
ABINGTON
CARGILL CARES COUNCIL
THE CLEVELAND FOUNDATION
COMMUNITY SHARES OF GREATER CLEVELAND
COMMUNITY WEST FOUNDATION
COMMUNITY WEST FOUNDATION IMPACT FUND
DEACONESS FOUNDATION
DOLLAR GENERAL LITERACY FOUNDATION
ERWIN & KATHERINE GEIS CHARITABLE FOUNDATION
FIRST FEDERAL LAKEWOOD
GIANT EAGLE FOUNDATION
HUNTINGTON BANK COMMUNITY
DEVELOPMENT PROGRAM
KEYBANK FOUNDATION
MEDICAL MUTUAL
MICHEAL AND HELEN TALTY CHARITABLE TRUST
MT. SINAI HEALTH CARE FOUNDATION
MYCOM PARTNER SUPPORT GRANT
PNC FOUNDATION
SISTERS OF CHARITY FOUNDATION OF CLEVELAND
THE AIDS FUNDING COLLABORATIVE
THE BRUENING FOUNDATION
THE GEORGE GUND FOUNDATION
THE HIGLEY FUND OF THE CLEVELAND
FOUNDATION
THE MCGREGOR FOUNDATION
THE MURPHY FAMILY FOUNDATION
THE REUTER FOUNDATION
THE SAM J. FRANKINO FOUNDATION
THE THOMAS C. AND SANDRA S. SULLIVAN
FOUNDATION
THOMAS H. WHITE FOUNDATION
UNITED WAY OF GREATER CLEVELAND
WILLIAM J. AND DOROTHY K. O'NEILL FOUNDATION
WOODRUFF FOUNDATION

GOVERNMENT SUPPORT

ALCOHOL, DRUG ADDICTION &
MENTAL HEALTH SERVICES (ADAMHS)
BOARD OF CUYAHOGA COUNTY
COVID-19 RAPID RESPONSE FUND- PHASE I
COVID-19 RAPID RESPONSE FUND- PHASE II
VACCINE
CUYAHOGA ARTS AND CULTURE
CUYAHOGA COUNTY BOARD OF HEALTH
CUYAHOGA COUNTY COMMUNITY
SOCIAL SERVICES PROGRAM
HRSA PROVIDER RELIEF FUNDING PHASE 4
OHIO DEPARTMENT OF HEALTH

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 RICK WEIGLE
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 THE SNAVELY GROUP
 EATON CORPORATION
 TRANE
 GIE MEDIA
 HYLAND SOFTWARE
 XAVIER ALUMNI

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- ADAMHS BOARD OF CUYAHOGA COUNTY
- AMERIHEALTH CARITAS
- ATTORNEY GENERAL OF OHIO
- BENJAMIN ROSE INSTITUTE ON AGING
- BIENVENIDOS A CLEVELAND
- CAMPUS DISTRICT COMMUNITY DEVELOPMENT CENTER
- CARESOURCE
- CATHOLIC CHARITIES
- CLEVELAND BOOK BANK
- CLEVELAND CLINIC
- CLEVELAND METROPOLITAN SCHOOL DISTRICT
- CLEVELAND MUNICIPAL COURT - PROBATION DEPARTMENT
- CLEVELAND POLICE DEPARTMENT
- CLEVELAND POLICE FOUNDATION
- CLEVELAND RAPE CRISIS CENTER
- COGSWELL HALL
- COSMIC BOBBINS
- CUYAHOGA COUNTY PROBATION OFFICE
- DOMESTIC VIOLENCE & CHILD ADVOCACY CENTER
- EDEN - EMERALD DEVELOPMENT & ECONOMIC NETWORK
- FIRST YEAR CLEVELAND
- FRONTLINE SERVICES
- GREATER CLEVELAND FOOD BANK
- HELP ME GROW
- HUMAN TRAFFICKING LAW PROJECT AT CASE WESTERN RESERVE UNIVERSITY
- HUNGER NETWORK OF GREATER CLEVELAND
- JOSEPH HOME
- JUMPSTART
- LGBT CENTER OF GREATER CLEVELAND
- MARY'S HOME
- METROHEALTH
- MOLINA HEALTHCARE
- NEIGHBORHOOD FAMILY PRACTICE
- NORTHWEST NEIGHBORHOODS COMMUNITY DEVELOPMENT CORPORATION
- OAKSTREET HEALTH
- OHIO CITY INC.
- OHIO DOMESTIC VIOLENCE NETWORK
- OHIO SAVINGS BANK
- OLD ANGLE GYM
- PARTNERSHIP FOR A SAFER CLEVELAND
- PROVIDENCE HOUSE INC.
- RECOVERY RESOURCES
- SPANISH AMERICAN COMMITTEE
- ST. HERMAN HOUSE FOCUS CLEVELAND
- ST. VINCENT CHARITY MEDICAL CENTER
- THE HUMAN TRAFFICKING LAW PROJECT MILTON & CHARLOTTE KRAMER LAW CLINIC CENTER
- THE MUSIC SETTLEMENT
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- WEST SIDE CATHOLIC CENTER
- WILLOW ROOM

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