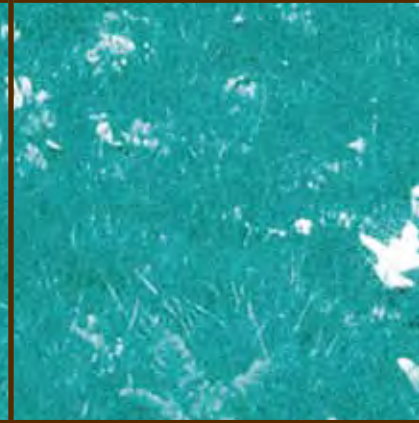
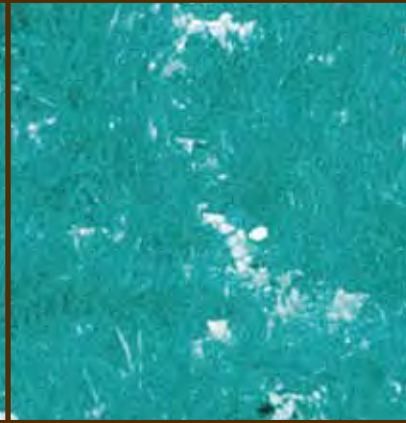
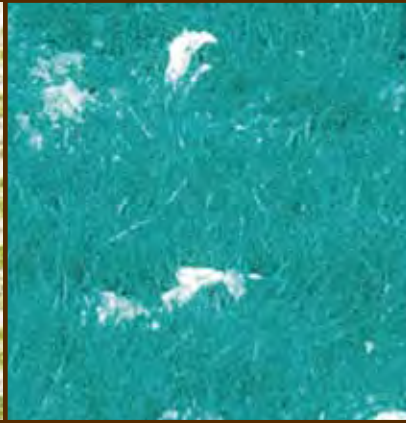


2009 ANNUAL REPORT:
GROWING WELL



A LETTER FROM OUR LEADERSHIP

The theme for this year's annual report is "Growing Well." We chose this theme because it encompasses two important areas of focus for ClearView Center over the past year: wellness and growth.

Because mental and physical health go hand-in-hand, we're helping clients achieve overall wellness in a variety of ways.

By introducing convenient and inexpensive dental care, participating in OMH's Wellness Self-Management program, and even offering clients the experience of interacting with a pet (thanks to Bernie the therapy dog), we're helping our clients to enjoy overall wellness that is so important to improving mental health.

There are an estimated 40,000 people in the Greater Capital Region living with a mental illness. Yet only a fraction of those people are able to get the help they need. In order to carry out our mission to the fullest, we need to continue to grow in both size and scope to reach those people whose illnesses are currently untreated.

Last year, we added new programs and created new partnerships with other local agencies in order to meet that goal of responsible growth. We won the approval of OMH to add 10 new apartments for adults with mental illness, won grant funding to expand our InSights program, and worked with 6 other local agencies to create the Hudson River Consortium, a powerful new partnership.

2009 was a year of unprecedented growth and improvement for ClearView Center, for our clients and for our staff, and we are proud to present to you our 2009 Annual Report. As always, thank you for supporting ClearView Center and the people that we serve!



Dorothy S. Cucinelli,
Executive Director



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YEAR IN REVIEW

CLEARVIEW CENTER'S HIGHLIGHTS FROM 2009

ClearView Center, our staff and most importantly our more than 2,000 clients had a phenomenal year of growth and improvement in 2009. You can read a few of our clients' personal stories on the pages to the right. Below, you'll find some of the ways our clients, programs and staff changed for the better. The Year in Review section is broken up into four areas: Wellness, Growth, Events, and Staff Achievements.

WELLNESS

The mental wellness of our clients is at the core of our mission. Physical wellness is just as important to a healthy, happy life. Here are a few of the ways we improved the overall wellness of the people we served in 2009:

- The Outpatient Clinic is participating in an OMH statewide initiative aimed at reducing polypharmacy, which is the use of multiple medications of the same class for a single client. This is a two-year, evidence based strategy aimed at reducing the adverse reactions clients have to medications. Initial results have been encouraging, with many clients successfully reducing the number of their medications while staying on the path to recovery.
- Research has shown that exposure to pets can have great benefits for people with mental illness. Since the summer, ClearView Center clients have had the pleasure of spending time with Bernie the therapy dog, owned by Sherry Gold, a member of ClearView Center's Board of Directors for 5 years. Sherry and Bernie bring joy to 3 ClearView Center programs: they visit the Intensive Outpatient Program, the Cohoes Social Club and the Potpourri Social Club.
- Holt House continues to present a weekly Baking & Nutrition Group to its residents. This group teaches clients easy recipes that are low fat, low calorie and still taste good. The overall goal is to promote wellness among the clients. The House also meets every Sunday to plan the meals and snacks for the upcoming week, with the clients deciding on the meals while staff guides them in making healthy food choices.
- The Cohoes Social Club expanded its Spring/Summer/Fall outdoor walking group into a year-round program that includes walking indoors during inclement weather. The club, which already uses the Cornell Cooperative Extension for all of its nutrition classes, also added a budgeting group presented by the Extension called "Making Ends Meet." This budgeting group teaches clients how to track their spending and how to save a little bit of money each week in order to reach their financial goals.
- To encourage healthy exercise and promote wellness, the Cohoes Residence purchased badminton equipment, a soccer ball, volleyball, and Frisbees. Residents use the equipment to enjoy the weather while exercising and socializing with their peers and staff.

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ClearView Center's Executive Director Dorothy S. Cucinelli, County Executive Michael Breslin and Tess Collins, owner of Tess' Lark Tavern smile for the camera during the 2009 Pathways of Hope Awards.

“ClearView Center helped me become a stronger person and put my feet on the ground. I wouldn't have been able to achieve many of the things I have without them.”

D.T.,
ClearView Center Client



Angel Soto, ClearView Center's Vocational Services Manager, adds gravy to client Millie's plate during the 2009 Thanksgiving Dinner at Potpourri Social Club.

STEPS ON THE PATHWAY TO RECOVERY

PERSONAL STORIES OF GROWTH & RECOVERY

ZITA

When we first started working with Zita, she was very anxious, angry and was experiencing auditory hallucinations. Zita had been a victim of severe domestic violence and had battled drug addictions. She had been clean and sober for one year but was concerned that increasing stresses in her life would cause her to relapse.

Zita came to ClearView Center's Outpatient Clinic and was able to obtain the right medications to treat her anxiety and auditory hallucinations. She was able to process her past history of trauma and was able learn how to better manage her anxiety.

After two years of counseling and regular medication monitoring, Zita is now able to enjoy her own apartment with her fiancé, and is working regularly as a cook in a well known restaurant. She is proud of her work and her supervisor greatly values her time, commitment and energy while on the job. Zita says she feels she has become a stronger person and is now more confident of her abilities and self-worth.

PAT

"I became involved with ClearView Center in September of 2003. During my involvement I learned about my mental illnesses. I've learned that I don't have to do this alone, that I can reach out to other people just like me. I've learned coping skills for depression and I've learned coping skills for anger and I've even learned how to deal with my trauma issues. Thanks to ClearView Center I am able to stay clean and sober and reach out to other people when I am going through difficult times. ClearView Center is like a family to me."

LIZ

For years, Liz had felt that she was her son's unofficial case manager. She had to remind him about his appointments, drive him places, manage his finances, and buy him food. She wanted to let go of these responsibilities, but feared that doing so would lead to negative consequences for her son.

Liz was able to reach out and gain support through ClearView Center's Family Resources program. She tried different groups until she found one that was the right fit for her. She was able to speak about her feelings, receive support from other families, and learn about community resources. Liz began to step back and give her son more space. Though she was afraid of what might happen, she allowed other community resources to offer her son support. She states that she and her son are getting along better – they are now able to enjoy an adult relationship, in which each acts independently. Though there have been some challenging times, both Liz and her son now lead healthier, happier lives.

*"I would like to thank ClearView Center for the support they have given me. I really love ClearView for giving me a **second chance with my life.**"*

Franklin,
ClearView Center Client



Dental Hygienist Dana Weande sanitizes one of the operatories inside the American Mobile Dental van that treats clients at ClearView Center.

"Whether you are lucky enough to work here or to receive services here, ClearView Center gives you so many opportunities to learn, grow and reach your goals."

Janet Furbeck,
Cohoes Social Club Manager

YEAR IN REVIEW

continued from page 3

- The Intensive Outpatient Program implemented a new lunch program last year. Since April 1, 2009, IOP clients have been provided with daily hot lunches every Monday through Friday.

The new lunch program is intended to help meet clients' needs in two ways. First, it helps to keep clients in treatment throughout the day. Prior to the lunch program, clients who didn't have food would leave treatment during the lunch break and not return until the following morning, missing 2 hours of treatment every day.

Second, eating a well-balanced breakfast and lunch, both of which are now provided daily at IOP, helps clients meet their nutritional needs, making it much easier to focus on recovery.

- An important part of wellness is dental care. Unfortunately for many of our clients, very few local dentists accept Medicaid, making dental care prohibitively expensive.

To get clients the dental care they need, ClearView Center enlisted the help of American Mobile Dental (AMD) last spring. The AMD staff is capable of serving up to 25 people a day, and they accept the majority of insurance plans, including Medicaid. The mobile unit regularly parks outside of our 500 Central Avenue location and has provided dozens of clients with the dental care they need.

- On July 29, ClearView Center celebrated the graduation of the inaugural class of the Wellness Self-Management (WSM) program. The WSM program is a year-long educational group designed to help clients get physically healthy as well as mentally healthy. The program is part of a state-wide initiative of OMH to promote health and wellness services for people with mental illness. ClearView Center was one of the first agencies to be approved to run the program by OMH.

GROWTH

While ClearView Center serves more than 2,000 people with mental illnesses each year, there are many more who need our help. Here are some of the ways we grew and adapted in 2009 order to reach even more people and provide even better care to our current clients:

- In the spring, ClearView Center won approval for 10 new, long-term apartments for adults living with serious mental illness. Our proposal offered a creative approach: instead of creating an entirely new program, ClearView Center is linking each of the new apartment clients to one of our 4 existing residences – Apartment Program, Cohoes Residence, Holt House or Recovery Residence.

With this approach, a client in the residence will receive ongoing support through a staff member already working there. That client can also visit the residence to have dinner or to make social connections with the clients living there. In short, the clients living in these 10 new apartments will each have a "second home."

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*My experience here at ClearView has been very **productive and therapeutic**. The information I get here is valuable and helps me stay **focused and centered**.*

Jerry,
ClearView Center Client



A group of students from The College of Saint Rose paint a room at the Cohoes Residence as part of the school's "Reach Out Saint Rose" community service day.

*The commitment of the staff to provide a **warm and caring environment where members can learn and grow** gives me a **great sense of pride in the work we do**.*

Kara Layhane,
Cohoes Social Club
Kitchen Coordinator

STEPS ON THE PATHWAY TO RECOVERY

Personal stories of growth & recovery

RHEA

When she was admitted to ClearView Center's Supportive Case Management (SCM) program in January of 2009, Rhea had become homeless. She was sleeping in an abandoned building with her abusive husband, and she was not taking her medications properly. She had given up taking care of herself.

SCM was able to help Rhea find an independent apartment and leave her abuser. She was able to connect with other community resources, and she even returned to treatment. Her grandson has even been able to spend the night at her home, something Rhea thought would never happen. She states that "with the support from ClearView Center I have been able to build my own self-confidence and can now live more independently." Today, Rhea comes to treatment on a regular basis. She says she is happy to have her life and her family back.

MATT

"When I first came to ClearView Center's Supportive Case Management program (SCM), I was a local college student who was homeless, living out of my car, and putting myself in unsafe situations to have a place to stay at night. Within a week and a half of coming to SCM, they assisted me in securing safe and affordable housing that was convenient for accessing school and work. They also helped me establish an internship for school.

"I am able to focus more on school, work, and my future goals now that I am receiving services from ClearView Center. My doctor recently stated that this is the best he has ever seen me! ClearView Center showed nothing but compassion when I was unable to find it elsewhere. No one else has been as nice, caring, and supportive of me as the Supportive Case Management program and ClearView Center."

DEBBIE

Debbie is a 52 year old woman who was referred to ClearView Center's Cohoes Social Club after a long stay in the state psychiatric center. She spent much of her adult life living in Troy with an untreated mental illness, used drugs and alcohol daily, and had a history of trauma.

At first, Debbie kept to herself. Over time, she began to reach out to others, and the staff stood by her every step of the way until she learn to trust herself and her own decisions. She needed to know that someone believed in her so that she could begin to believe in herself. Today Debbie lives in her own apartment. She attends the club 3 times a week. She is clean, sober, and in treatment for her mental illness. Debbie has really turned her life around and now sees hope and possibilities for her future.



G, a client of the Intensive Outpatient Program, receives her certificate of graduation from the inaugural Wellness Self Management program.

“Working with families, for me, is about helping people realize that the ability to cope with any problem has been within themselves all along.”

Christopher O'Brien,
Family Resources Intern



ClearView Center Client Ismael tells the crowd what he's thankful for during the 2009 Thanksgiving Dinner at the Potpourri Social Club.

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YEAR IN REVIEW

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- The InSights program received a \$15,000 grant from The Community Foundation of the Greater Capital Region's Marjorie Rockwell Fund for the Disabled. InSights also received a \$5,000 grant from The Mental Health Foundation. The grant money will be used to help continue the expansion of the InSights program, which provides mental health support to college students and their families.
- Despite being in the middle of a recession, ClearView Center's Vocational Services worked hard and was able to place 31 clients into gainful employment, surpassing the program's yearly goals.
- ClearView Center and 6 other local non-profit agencies - Equinox, Mental Health Association of Columbia-Greene Counties, Mohawk Opportunities, Transitional Services Association, Unity House and Warren-Washington Association for Mental Health - have joined together as the Hudson River Consortium.

While each agency will maintain its individual identity and mission, the goal of the project is to improve access to care and quality of services by combining strengths and efficiencies. The Consortium will also give the agencies much more leverage when seeking grants.

EVENTS

ClearView Center holds several events each year, both to raise money for our clients and to thank our loyal supporters for their work on our behalf. Here are a few of our fundraisers, celebrations and awards ceremonies from 2009:

- On Thursday, October 15, ClearView Center celebrated its 9th annual Pathways of Hope Awards. This year, the awardees were Senator Neil D. Breslin and Tess' Lark Tavern.

Senator Breslin has been a longtime supporter of ClearView Center. For many years, he has supported crucial legislation that enables us to provide the best services to our clients. Recently, he helped us secure a \$50,000 grant to make much needed repairs to the roof of our building at 500 Central Avenue in Albany.

Tess Collins is the owner of Tess' Lark Tavern. For the past 2 years, Tess has organized and hosted the Rock 4 Recovery fundraiser at Lark Tavern, with all proceeds benefiting ClearView Center.

- On October 24, Hudson Valley Community College, in partnership with ClearView Center's InSights program, held the 1st Annual "Race Away Stigma" 5K Race and Fun Walk at HVCC.

More than 200 people signed up for the event, and, although it was cold and rainy, there was an excellent turnout. The race raised funds to support services for college students and families dealing with mental health issues.

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Part of a nutritious lunch served to clients who might otherwise have little or nothing to eat.

“Here at ClearView Center I have people that care about me and people working together with me for a brighter and better future.”

Richard,
CenterView Center Client



Derek Burns, the Kitchen Coordinator at the Potpourri Social Club helps client Philip plant seeds at their new community garden plot.

STEPS ON THE PATHWAY TO RECOVERY

Personal stories of growth & recovery

CHRIS

Chris was admitted to ClearView Center's Intensive Outpatient Program (IOP) in September 2008. When he first joined us, Chris was living in a shelter and struggled with depression and low self-esteem.

In the course of the past year, Chris transitioned from living in a shelter to living in his own apartment. He actively participates in all treatment groups and is a strong support for his peers in IOP. Chris is doing so well that he has enrolled in Bryant and Stratton College, where he is majoring in Criminal Justice. He aspires to complete his degree in the fall of 2010.

TANZIL

"I came to ClearView Center a year ago after five years of misdiagnoses and lack of care. I struggled with drug and alcohol abuse and psychiatric symptoms. After one year I'm no longer homeless and have my own apartment, I'm managing my mental health with the help of group and individual therapy and supportive staff. I'm changing my behaviors and attitudes and, as a result, I've become a more productive member of my community. I appreciate being part of the Intensive Outpatient Program at ClearView Center and am thankful for what I've been able to accomplish."

ROBIN

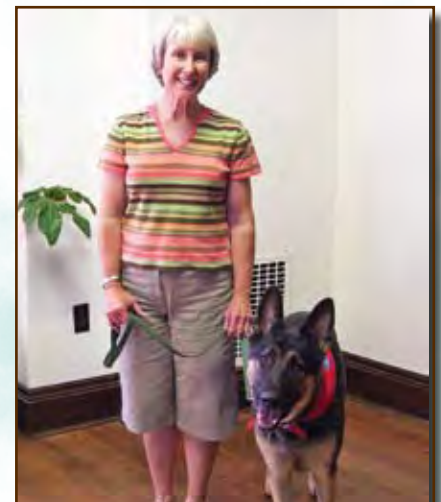
Robin is a 56 year old woman with a lot of challenges. Not only does she struggle with a mental illness, she is legally blind, hearing impaired, speaks with a speech impediment, and is developmentally disabled. When Robin first started coming to ClearView Center's Cohoes Social Club, she only came once a week and she was depressed. She wouldn't participate in many in-house activities and she was fearful of going with the club on activities in the community - she said she never really felt as if she fit in anywhere.

The staff of Cohoes Social Club worked with Robin on building trust and taking risks. We began to take down the walls that Robin had hid behind. We used consistency, time, humor, and therapeutic techniques to help her build relationships and confidence. She began to take risks and try new things with staff, and eventually reached out to members. Robin began to make friends for the first time in her life.

Today, Robin attends the club 4 times a week. She participates in nearly all of the groups and activities offered in the club each day and works in the kitchen serving milk in the lunch line. In the evenings and weekends, she talks with other club members that she now considers friends. Today, Robin is happy.

*"I enjoy working for ClearView Center because I know that when I leave at the end of the day I've **made a difference in my client's lives.**"*

Marie Wieland,
Case Manager
Supportive Case Management



Board Member Sherry Gold poses with Bernie, her licensed therapy dog, during a regular session with ClearView Center clients.

"Staff support and encouragement helps me work harder and motivates me to do better for myself."

Jennifer,
ClearView Center Client

YEAR IN REVIEW

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- The Women's Employment & Resource Center (WERC), a not for profit agency serving the needs of women seeking employment, sponsored a clothing drive to benefit ClearView Center's Great Finds Thrift Boutique in June. This event generated more than a thousand clothing items, which were kindly delivered by a Miranda Real Estate moving truck.
- ClearView Center held its 3rd annual Gift Wrapping fundraiser inside Crossgates Mall in December. The event raised almost \$4,000. Crossgates Mall continued its generosity by allowing us to set up our gift wrapping station on the first floor near Le Gourmet Chef and Hollister. Our thanks also go to our many loyal volunteers, without whom this fundraiser wouldn't be possible.
- On Thursday, April 16, ClearView Center celebrated the achievements of our 2008-2009 interns at the annual Student Intern Recognition Reception. Our interns not only come here to learn in a hand-on environment, they also make valuable contributions to both ClearView Center's staff and the people that we serve.

The 32 interns for 2008-2009 came from The College of Saint Rose, University at Albany, The Sage Colleges, Siena College, Hudson Valley Community College, and Union Institute & University. ClearView Center is the largest training site in the Capital Region for students in the mental health field

STAFF ACHIEVEMENTS

ClearView Center's employees constantly strive to improve themselves so they can provide better care to our clients. Here are a few of the accomplishments made by our staff in 2009:

- Tom Olive completed his M.A. in Mental Health Counseling and was promoted to the position of Clinician in the Outpatient Clinic. Tom is currently working toward his permanent certification as a Licensed Mental Health Counselor.
- Kristen Socia received her Masters in Social Work degree and moved from SCM to the Apartment Program.
- Taria Pleasure, a Case Manager at SCM, completed her B.A. in Human Development
- Dean Mancini, a Case Manager at SCM, completed his degree in Criminology and is currently attending Sage Graduate School for Professional School Counseling.
- Sherman Street Program Manager, Jenna Bernhardt, achieved her Masters in Social Work license.
- Claudia Warren, a Clinician in the Intensive Outpatient Program, attained her License in Clinical Social Work.



A group of clients pose for the camera during lunch at the Intensive Outpatient Program.

“Our community has a strong history of non-profit support for those in need. For more than 60 years, ClearView Center has been a strong part of that history, helping people with mental illnesses to recover.”

Ron Canestrari
NYS Assembly Majority leader



Lawanda, a client of the Potpourri Social Club, has a blast during the club's Mardi Gras celebration.

STEPS ON THE PATHWAY TO RECOVERY

Personal stories of growth & recovery

LUKE

When Luke arrived at ClearView Center's Cohoes Residence he struggled with managing the paranoid and delusional symptoms of his mental illness. He had a lot of anxiety about managing his medications independently and relied on staff to call for new prescriptions and for his prescription refills.

During Luke's stay, the staff has worked to help him develop the skills needed to manage his symptoms and medications independently. He has worked hard to maintain contact with his family on a regular basis. Luke has also improved greatly in his assertiveness with his treatment providers, staff, and peers in order to ensure that his needs are met.

Luke states that he feels that he is doing very well at the Cohoes Residence. He is continually thanking the staff for all that they do for him and states that he is very grateful for the clinician and psychiatrist that work with him. Luke has made remarkable progress during his time here and only continues to improve.

ANTHONY

"ClearView Center has changed my life in many ways. It made me see reality for what it is and the harm that I was doing to myself and others. This is the strongest I have felt in my recovery since I can remember. It's given me a better way of life and has helped me with my hopes and fears. I don't act on my emotions right away now. I think about them twice and play back the tapes. I think about consequences, and the consequences of my actions can be severe. I don't want to go back to that lifestyle, and thanks to my own work with ClearView's help, I have a lot of hope."

DEANNA

When we first began working with Deanna, she would barely speak. She stared blankly out the window, making little eye contact. We respected her wishes, and told her it was okay to just sit together quietly and practice breathing.

After three sessions, she agreed to do some stretching and body movements. During our next meeting, Deanna smiled and shrugged and started speaking. We began to learn about a woman who had faced great adversity in her life. After being raped, beaten, and left for dead, she also experienced three stillborn pregnancies and various medical complications. Thus, she became silent.

While Deanna still struggles to assert herself, she is recovering from her past and is learning coping skills to help her manage her emotions. With her courage to speak came the gift of healing.

“ I get great satisfaction at seeing clients make strides towards becoming more independent.”

Andrew Beall,
Assistant Program Manager
Holt House



Interns Lindsey Smith (left), Nmerigiri Nwogu (center), and Jenna Bernhardt (right) from the Family Resources program pose with their certificates after the 2009 Student Intern Recognition Reception.

“ The staff is dedicated, positive and attentive to everyone, the food is prepared with skill and love, and the groups are interesting and meaningful to all of us. ”

J.T.,
ClearView Center Client

FINANCIAL FACTS

Total Assets as of December, 2009

\$4,104,329

2009 Total Income

\$6,456,140

2009 Total Expenditures

\$6,395,875

2009 Sources of Income

Federal SAMHSA Grant	\$435,726
Client Room & Board	\$721,303
Albany County	\$703,032
Medicaid & Medicare	\$4,142,057
DASNY Bond Revenue	\$144,498
Donations	\$33,785
Other Funding	\$275,739

2009 Expenditures by Program

Outpatient Treatment	\$2,030,602
Supportive Case Management	\$661,433
Residential Services	\$2,243,473
Vocational Services	\$360,439
Social Clubs	\$492,571
Family Resources Program	\$140,500
Sherman Street	\$435,727
Empowerment Project	
Other Programs & Services	\$31,130

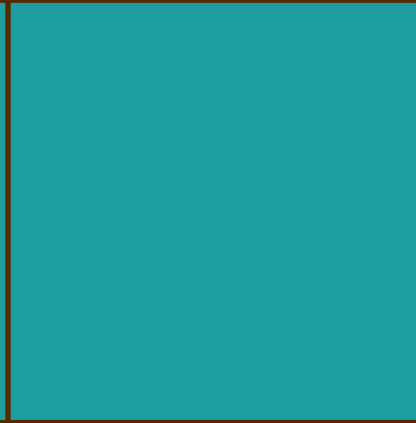
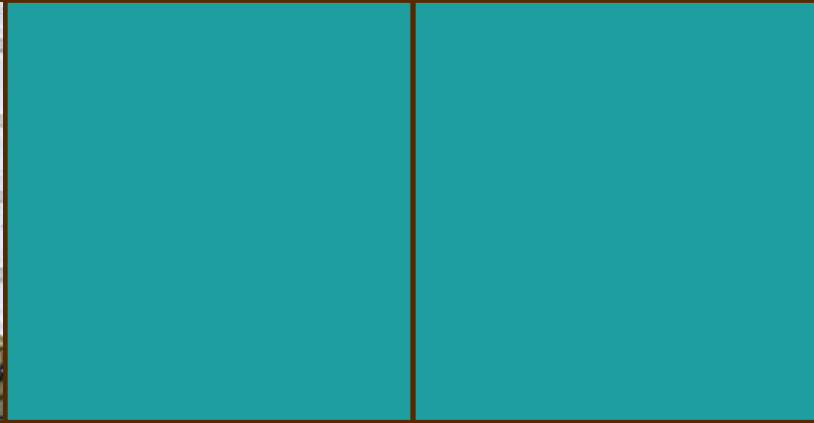
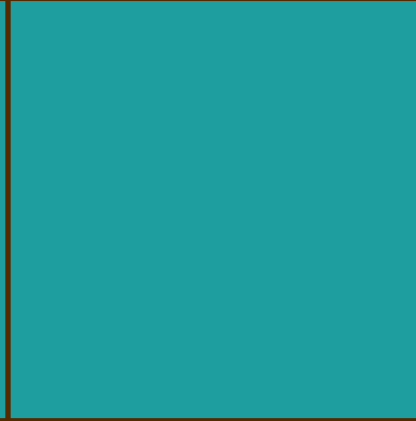
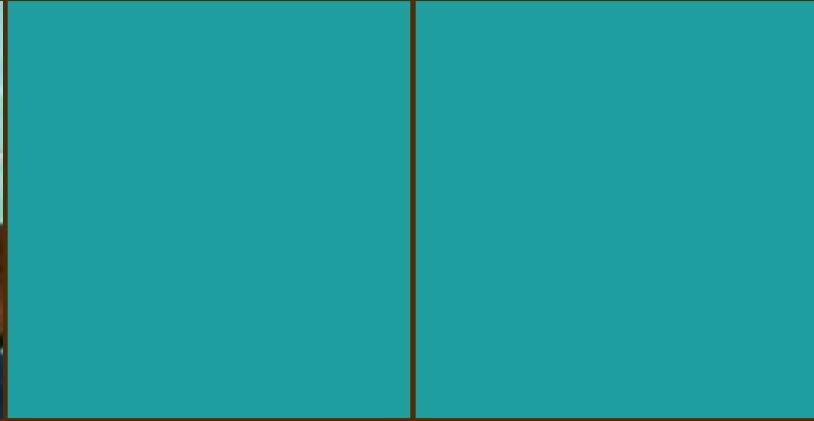
2009 Expenditures by Line Item

Wages & Benefits	\$4,075,879
Professional & Consulting Fees	\$409,669
Programatic Supplies & Costs	\$352,514
Client Allowances & Medication	\$144,601
Food	\$147,417
Staff Training & Recruitment	\$25,307
Property, Utilities & Maintenance Costs	\$714,267
Depreciation & Amortization	\$163,961
Mortgage & Bond Interest	\$66,278
Liability, Property & Automotive Insurance	\$118,029
Provisions for Bad Debts	\$177,953

CLEARVIEW CENTER'S PROGRAMS & SERVICES

ClearView Center provides a wide range of services to help people with mental illness recover and return to healthy, happy, productive lives. The following is a summary of the programs and services we offer.

- Residential programs: **Holt House, Recovery Residence, Cohoes Residence,** and the **Apartment Program**. In each residence, clients enjoy a safe place to live, manage medications and train in life skills such as cooking and maintaining a home.
- Vocational programs: In the **GreatFinds** boutique, a beautiful retail store that is open to the public, and **Jazzy Java**, a coffee kiosk, clients can learn valuable customer service skills. In the **Computer Training** program, clients can learn the computer skills needed in today's workplace. The **Opportunities** staff teaches our clients vocational skills and helps clients secure volunteer positions at local businesses and non-profits. The Opportunities program also teaches clients how to prepare a resume and prepare for a successful interview, and then helps them find fulfilling work.
- Clinical services: the **Intensive Outpatient Program (IOP)** and the **Outpatient Clinic**. Both provide mental health screenings, medication education and management, individual and group counseling, and case management to people with serious mental illness.
- Social clubs: The **Cohoes Social Club** and **Potpourri Social Club** are day rehabilitation programs that provide a wide range of services, including pre-vocational training, educational services, informational groups and speakers, recreational activities, opportunities to make friends and create support networks, and nutritional education. Both clubs also provide daily breakfasts and lunches to all clients.
- Case management: ClearView Center's **Intensive Case Management** and **Supportive Case Management** staff make regular home visits to help clients learn how to manage their illness, create a budget, use public transportation, and work to meet educational and employment goals.
- Homeless assistance: The **Sherman Street Empowerment Project (SSEP)** teaches homeless families who are coping with trauma how to transition back into the community and lessen the likelihood of a return to homelessness. The program is a collaborative effort of ClearView Center, St. Catherine's Center for Children, and Advocates for Human Potential (AHP), and it is funded through a \$2 million, 5-year federal grant.
- Support for college students: The **InSights** program helps college students and their families learn to cope with the unique mental health challenges of college.
- Support for families: The **Family Resources** program offers support and education to any family member of an adult with mental illness. Services include one-on-one meetings, multi-family groups, a lending library, mental health and medication education, a quarterly newsletter, telephone or e-mail correspondence, and a 24-Hour Support Hotline (518-312-2228).



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