



The bridge that empathy builds.

2017 Annual Report

PEP Programs

PEP Day Treatment Centers

PEP Day Treatment Centers provide a specialized school and mental health environment for school-age children, the majority of whom have been identified with an emotional disturbance, autism and/or other complex developmental disabilities. These centers provide a therapeutic environment where there are expectations for normal, healthy behavior, where competence is stressed, and where energy is focused on finding and building strengths that promote positive growth.

PEP Connections

PEP Connections coordinates services for children and youth who are experiencing serious emotional difficulties and are determined to be at-risk for deeper system involvement and/or returning home or to the community from an out-of-home placement. PEP Connections works with the child and everyone involved in the child's life to create a plan of care aimed at helping the child access community supports and begin on a path to success.

PEP Early Childhood Plus

Children receiving care through **PEP Early Childhood Plus** are experiencing significant social, emotional, behavioral and/or developmental challenges that are interfering with their daily living. Utilizing consultation, training and support services, PEP helps the child and the adults in the child's life better manage those challenges so that these children will find success in school and in life.

PEP Assist

PEP Assist is a consulting and training service provided to schools and programs designed to teach best practices for working with at-risk and special needs children. Services are individually tailored to meet the unique needs of each district. Working in collaboration with public schools, PEP Assist staff develops innovative programs and staff development opportunities so that children with severe and challenging behaviors may be served successfully in their school of residence.

Mission

Positive Education Program helps troubled and troubling children learn and grow.

Programmatic Philosophy

At PEP, our work with children and families is grounded in the Principles of Re-EDucation (Re-ED) and The Sanctuary Model. Re-ED, a child and family centered approach to care for children and youth facing mental health challenges, is an open paradigm that accentuates the strengths within each individual. The Sanctuary Model creates a safe, nurturing therapeutic environment that supports children and youth impacted by trauma. It helps them reorganize their self-defeating beliefs and instills hope for the future.

Dear Friends,

Since announcing my retirement, I am often asked what I have learned at PEP during these 40 years, 20 spent as its CEO. In resisting the temptation to answer, “A lot!” let me try to explain what I have come to understand as the single most important factor in working with children and young people.

What separates those adults who have the “magic touch” with kids from those who don’t? After years of observation I can say with a degree of confidence that staff who have the gift truly like kids. Actually, they are fascinated by them and have genuine curiosity about their world views and private realities. It follows, then, that these adults take an interest and make the time to “discover” children.

It may go without saying that many of our kids are not interested in being “discovered” as life has taught them to distrust adults. Anyone who wants to gain the trust of our kids should be prepared for a rocky, uphill road as they test your sincerity and do all they can to keep you distant. As I often say, those children who need love the most often ask for it in the most unloving ways.

Undaunted, these gifted professionals persist in their understanding of kids, refusing to personalize their resistance. These adults are keenly tuned in to their own personal internal reaction to rejection and ultimately “discover” in themselves their triggers and their strengths.

I have often observed a young person on the brink of a self-destructive meltdown. He is surrounded by staff unsuccessfully attempting

to de-escalate him. Into the scene walks that certain adult who can speak to the child and help him begin to regulate. What are the magic words? As it turns out, there are no magic words, only a relationship won from persistent caring and curiosity.

It has been a distinct privilege and honor to spend my career in the company of dedicated and distinguished professionals continually “discovering” children and themselves.

Noted psychologist Uri Bronfenbrenner said that every child needs at least one adult who is irrationally crazy about him or her. This way of resonating with a child can be called empathy, and it is at the heart of any true helping relationship. Science is building evidence in support of what our forefathers and mothers in humanistic psychology have known for decades. Empathy is at the core of our philosophy at PEP and a key factor in the strength of our work.

Through its embrace of the Re-ED philosophy and utilization of proven approaches in the realm of trauma-informed care, PEP has charted a course that relies on empathy as its compass. **Continuing to use empathy as its guide, PEP will bridge to the future** in ways that truly matter to those kids and families we have made it our cause to champion. Of this I am sure.



Frank A. Fecser, PhD
Chief Executive Officer



“Empathy is at the core of our philosophy at PEP and a key factor in the strength of our work.”

Why do these data markers matter?



1.
94% of the parents of children enrolled in **PEP Day Treatment Centers** report that their days are no longer interrupted by requests to remove their child from school.

2.
99% of the parents of **PEP Connections** clients report that they feel they are treated as a full partner in the process of planning for their child and family.

3.
96% of young children on the verge of expulsion from child care were able to be successfully maintained in a child care setting, thanks to support from **PEP Early Childhood Plus**.



4.
93% of students supported by **PEP Assist** were successfully maintained in their original setting or moved to a less restrictive setting.



Here's why:

1. We often use the term troubled and troubling. To some it sounds duplicative. But to those who know our kids, it makes all the sense in the world. The children attending our **PEP Day Treatment Centers** are often known as the students whose behaviors interfere with their ability to learn as well as with those around them. Calls from the school reporting problems become daily experiences for their parents. We make sure that our first call home to a family is to tell them something positive about their child. This moment of appreciation builds trust. Parents finally exhale as they come to realize that their days will no longer be interrupted by those upsetting calls, creating some peace and comfort in their lives too.

2. PEP recognizes that its presence in the life of a child and family is momentary and that for success to be lasting, we must nurture the strengths within the child and family, so that when we are no longer engaged, the child and family continue to thrive. **PEP Connections** makes these gains by empowering families and giving them voice through our high-fidelity wraparound model of service. We connect and lead with empathy, allowing the child and family to play a lead role in navigating a positive path forward, working with us as their consultants.

3. During the 1990s, welfare reform encouraged many people into the workforce, creating a growing demand for child care. As a result, child care centers began encountering many young children whose behaviors created significant risks, too often leaving these centers with no choice but to expel these children. Thanks to wise investments made by our community, these centers now have choices as **PEP Early Childhood Plus** serves as an active partner in enhancing the skills of the adults in that child's life, and in so doing, allows these young children to thrive and allows their parents to maintain their employment.

4. Whenever possible, it is best for children with learning and behavior challenges to be surrounded by typically-developing peers. However, when these students overwhelm the supports within the school environment, this goal becomes daunting. PEP Assist puts this goal within reach by equipping the adults with new strategies and teaching the students new coping mechanisms. By appreciating the perspectives and strengths of all involved – from the student to the teachers to the parents to the administrators – **PEP Assist** helps build and implement a plan that allows all involved to achieve success.

Public Partners

Child Serving Systems

Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County
Bright Beginnings
Cuyahoga County Board of Developmental Disabilities
Cuyahoga County Division of Children and Family Services
Cuyahoga County Family and Children First Council
Cuyahoga County Juvenile Court
Cuyahoga County Office of Health and Human Services
Cuyahoga County Tapestry System of Care
Educational Service Center of Northeast Ohio
Invest in Children, Office of Early Childhood
Lorain County Board of Mental Health
Ohio Department of Education
Ohio Department of Mental Health & Addiction Services
Starting Point
State Support Team – Region 3
United Way of Greater Cleveland

Schools

Amherst Exempted Village Schools
Avon Lake City Schools
Avon Local Schools
Bay Village City Schools
Beachwood City Schools
Bedford City Schools
Berea City Schools
Brecksville-Broadview Heights City Schools
Brooklyn City Schools
Brunswick City Schools
Buckeye Local Schools – Medina
Cleveland Heights-University Heights City Schools
Cleveland Metropolitan School District
Cloverleaf Local Schools
Constellation Schools, LLC
Crestwood Local School District
Cuyahoga Heights Local Schools
East Cleveland City Schools
Edison Local Schools
Elyria City Schools
Euclid City Schools
Fairview Park City Schools
Firelands Local School District
Garfield Heights City Schools
Hudson City Schools

Keystone Local Schools
Lakewood City Schools
Lorain City Schools
Educational Service Center of Lorain County
Maple Heights City Schools
Mayfield City Schools
Medina City Schools
Midview Local Schools
Monroeville Local Schools
Near West Intergenerational School
New London Local Schools
Nardon Hills City Schools
North Olmsted City Schools
North Ridgeville City Schools
North Royalton City Schools
Norwalk City Schools
Oberlin City Schools
Olmsted Falls City Schools
Orange City Schools
Parma City Schools
Perkins Local Schools
Richmond Heights Local Schools
Rocky River City Schools
Sandusky City Schools
Shaker Heights City Schools
Sheffield-Sheffield Lake City Schools
South Euclid Lyndhurst City Schools
Stow-Munroe Falls City Schools
Strongsville City Schools
Twinsburg City Schools
Vermilion Local Schools
Warrensville Heights City Schools
Wellington Exempted Village Schools
Western Reserve Local Schools
Westlake City Schools
Wickliffe City Schools
Willoughby-Eastlake City Schools
Woodridge Local School

Philanthropists

Donors

American Heattek Corp.
Pat Anderson
Dino Antenucci
Grace Arredondo
Patrick Arth
Gina and Carl Ashby
Russ Audino
Nancy Barch
Joshua Barnes
Barrett Benefits Group Inc.
Jennifer A. Baus
Fred Behymer
Benesch
Susan Berger and Robert Brown
Paul Bert
Better Together Solar
Eric Birchfield
Kevin Boldi
Ann and Terry Bowdish
Mark Bravo
David S. Breslin
Conner Brintlinger
Broad and Cassel
Michael P. Brown
Eva L. & Joseph M. Bruening Foundation
Brunswick Companies
Brian A. Buckingham
Business on the Move, LLC
Maria C. and Michael A. Campanelli
Trevor Capicioni
Rick Capretta
The Caruso Family
Case Western Reserve University
Barbara A. Caspell
Bill and Judie Caster
Mike Cavalier
CDK Global, LLC
Andrea Celico
Jacqueline and Peter Cerar
Colin M. Christman
City Wide Maintenance
Brian Civerstone
Michael and Sue Clegg
Shannon and Eric Cleis

Cleveland Cavaliers
The Cleveland Foundation
Ronald B. Cohen
ComDoc
Ryan Conway
William E. and Mary F. Conway Donor Advised Fund**
Sean Cook
Mike Crisel
Cross Engineering Consultants
Faith and Anthony DaFonseca
Stephen Daray
Zach Darst
Jennifer S. Davis, MD
Scott Davis
Robert A. DeAngelis
Gary and Ellen DeNelsky
Todd Derbaum
Joe Deyarmin
Eric Doglio
Matt Dohar
Ann and Terry Donnelly
Lauren and Damon Dormody
Douglas and Nancy Downs
Senator Grace L. Drake
Easton Telecom Services LLC
Christopher J. Eby
Educational Service Center of Northeast Ohio
Dave Edwards
Judith A. Embrescia
Evolve IP LLC
Fairmount Santrol Foundation
John A. Favret
Frank and Mary Ellen Fecser
Melissa and Konrad Fellmann
Fifth Third Bank
First National Bank
Brian M. Fontanella
Char and Chuck Fowler
Char and Chuck Fowler Family Foundation
Paul and Judy Gailey
Helena M. and Vincent C. Gandolfi
Anne E. Gannon
City Wide Maintenance
Matthew C. Gentzel
Dave Gerbec
Vincent Gerbec

Sean Getty
Tom and Amy Gilchrist
Kim Gillespie
Mike Gillespie
William J. Goga
Jay A. Gradisher
Yvette C. Graham
Peter and Mary Rita Grealis
Susan and William Grimberg
Mandalore Hamilton
Gregory Hanna
Howard Hanna Real Estate Services
Elaine and James Harper
Julie A. Harris and Tim O'Neill
Chris Hass
Jared Hass
Bridget and Matthew Hawes
HBK LLC
Allison K. Person and Steven L. Hedgepeth
Hello LLC
Don Hemmelgarn
Kevin Hobson
Lisa Hofman
Honda North
Elizabeth A. and Daniel J. Hopkins
Mr. and Mrs. Michael J. Horvitz*
Susan and Thomas Houlihan
David Howard
James and Nancy Hyland
Hyland, creator of OnBase
Lacretta and Robert Incorvaia
Independence Business Supply
Brian and Louise Isroff
Matthew Jacques
Jones Day
Suellen and Larry Kadis
Lenore L. Keene
Mack Kennedy
KeyBank
KeyBank Foundation
Noreen Kilbane
Colin King
Christopher R. Kious
Caren Kirchick
George A. Kisstner
Kevin R. Klein

Kohrman, Jackson & Krantz
John Nosek
Alexandra Kovachy
The Temple-Tifereth Israel Early Learning Center, Ganon Gil
Krantz Family Philanthropic Donor Advised Fund*
Brent L. Krieg
Richard A. Krupka
Robert J. Krupka
Thomas L. Krupka
Hans Kuenzel
James Lampe
Land Use Solutions, LLC
Elaine and James Harper
Benny Lapinski
Rick and Maureen Latkovich
Andy LaVoy
Lee and Associates
Catharine M. Lewis
Kim and Tom Littman
Matt Logan
Steve Lotz
The Catherine L. and Edward A. Lozick Foundation
Bryan W. Machovina
Macina, Bose, Copeland and Associates, Inc.
Madav IX Donor Advised Fund*
Frank Mahnic, Jr.
Margaret L. Male
Mannix Construction Management
John and Angela Marino
Daniel B. Markson
Christopher Marsh
Holley and Robert Martens
Tom Martin
W. B. Mason
Chris Mazur
Carmen McClennon
Ann McConnell
Riley McMahan
Meaden & Moore
Valorie Mendelson
Robert A. Mengerink
MGO Inc.
Anthony Miceli
Shawn Mihalko
Candice Miller
Lee Miller
Jeffrey D. Minnick
Frank Mittler
Colleen Mohnney
Russ Monchein
Petra and Mike Moran
Mario and Dana Morino
Daniel W. Morris
Brett Naidenoff
National Association of Collegiate Directors of Athletics
Robert and Haide Neubert
Jon Newhouse
Gilda Newman
Nitelights of Cleveland

The Noeller Family
John Nosek
The NRP Group
Ann C. O'Brien
Pat O'Brien Chevrolet West
Mr. and Mrs. Erwin J. Odeal
Ohio Capital Corporation for Housing
Ohio Sigma Home Co.
Terri J. Oldham
The William J. & Dorothy K. O'Neill Foundation
Oswald Companies
Katharine and David Outcalt
Jane and Jon Outcalt
Jon and Robin Outcalt
Katie and Ken Outcalt
Jon D. Palmiero
Jon Palmiero
Joseph A. Palmiero
Palmiero Auto Group
Linda Paul
Arlene H. and Ronald A. Paull
Larry Payner
Aaron Pechota
Petros Homes, Inc.
Bryan Pierce
Kathleen Pierce
Gianni Pierro
Vincenzo Pierro
PNC Foundation Matching Gift Program
PNC Wealth Management
Christine Pratt
The Elisabeth Severance Prentiss Foundation
Jeffrey C. Price
Monyka S. Price
Marybeth Primeau
Steve Prince
Kimberly Pustulka
Brian R. Radigan
Ruth Regula
Reliable Solutions Group
Izzy Reyes
William and Judy Riter
Nick Rodak
Emily Beiermeister and David A. Rose
Enid and David Rosenberg
Carol M. Holland and William E. Rosenberg
Karen and Judd Roszman
Dave Rote
Frank Rote
Lenny Rote
Robert and Margo Roth Family Philanthropic Donor Advised Fund*
Robert and Ann Rowe
John and Delores Saada
John and Eliza Saada
David Sagerser and Christine Krol
Saint Luke's Foundation

Harry and Joan Scharf
Steven Schleich
SecureData 365
Scott and Chloe Seelbach
Nancy and Bill Seelbach
Mary Jane and John Sesek
Jesse Shamp
The Sherwin-Williams Company
Ellen and George Shook
Jeffrey G. Shook
Sharon H. Simon
Chris Simpson
Richard J. Slosar
Sally A. Smith
Smith College Club of Cleveland
Sandra and Kile Snyder
Randy Solomon and Nancy Glick
Todd Soram
Sheila M. and James P. Talarico, Jr.
L. Jack Thomas
Rob Thompson
Michael Thursam
Carla M. Tricarichi
Jeff Troyer
Shyam S. Tutukuri
Ulmer & Berne LLP
UH Rainbow Babies & Children's Hospital
Claudia Lann Valore
Thomas Valore, PhD
Robert W. Varley
James Varner
James Varner
Kristin and Michael Voinovich
Claire and Eric Waag
Nancy and Gerald Walsh
Linda and Chris Warren
Nancy Wasylshyn
Linda Weaver, LJ Weaver Company, LLC
Jason Weber
David E. Weiss
Wells Fargo
Richard Werner and Barbara Langhenry
Margie and John Wheeler
Timothy M. Wicinski
David Wies
Ruth and Robert F. Williams Charitable Fund
Derek Wilson
Ryan Wilson
Sean Wilson
Valerie D. Wilson
Yvonne Winter
Daniel Wise
Maxwell K. Wright
Rob Yuhas
Sajit Zachariah
Jeff Zajac
9 Donors Wish to Remain Anonymous

* Donor Advised Fund of the Jewish Federation of Cleveland
** Donor Advised Fund of The Cleveland Foundation

“You never really understand a person until you consider things from his point of view...until you climb into his skin and walk around in it.”

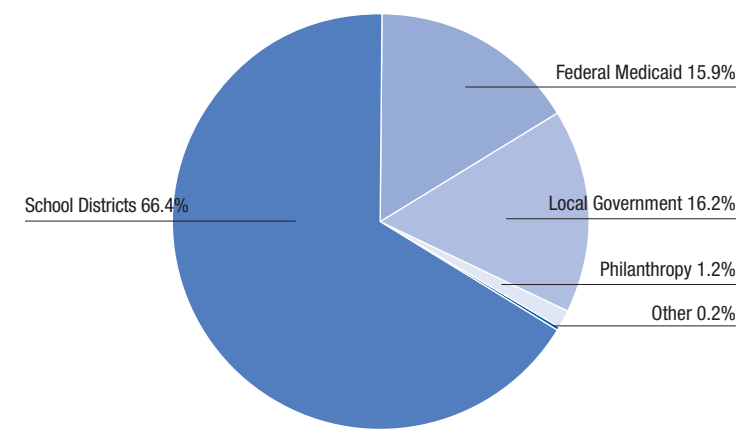
— As Atticus Finch states in Harper Lee's *To Kill a Mockingbird*

Thank you to our **public partners** and **philanthropists** for considering the world from another's point of view and for putting your empathy into action, allowing PEP to change the world for the better for 2,757 children and their families.

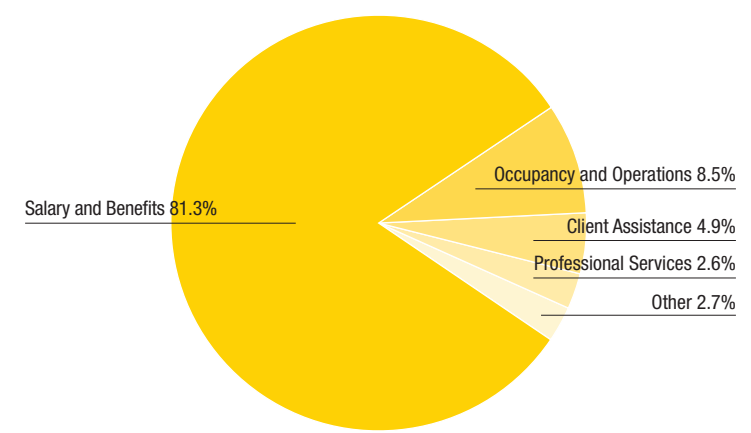
Financials

2017 Total Revenue \$43,663,389

SOURCES OF REVENUE



USES OF REVENUE



The audit report for the year ended June 30, 2017 is available for inspection at our office. The audit was completed by Meaden & Moore, Ltd., Independent Auditors. Please see the Audited Financial Statements for complete financial information.

Board of Directors

EXECUTIVE COMMITTEE

Kenneth W. Outcalt
Chair

Noreen Kilbane
Vice Chair

Scott Seelbach
Treasurer

Holley Martens
Secretary

Michael Sheppard
At-Large Representative

DIRECTORS

Talisa Dixon, EdD
Christine Fowler-Mack
Heidi Gartland
Julie A. Harris
Florence Kimbo, MD
James Lane
D. Keith Lockyer
Robert Mengerink, EdD*
Candice Miller
Kimberly J. Pustulka
Michael Voinovich
Sajit Zachariah, PhD
*ex-officio

Staff Leadership Team

CENTRAL OFFICE

Frank A. Fecser, PhD
Chief Executive Officer

Claudia Lann Valore
Chief Program Officer

Susan Berger
Chief External Relations Officer

Habeebah R. Grimes
Chief Clinical Officer

Steven L. Hedgepeth
Chief Operating Officer

John P. Sesek
Chief Financial Officer

Elaine Harper, PhD
Educational Services Director

Nancy Kochevar
Quality Assurance Director

John L. Malcolm IV
Information Technology Director

Thomas J. Martin, PhD
Program Evaluation Director

Aaron Muttillio
Clinical Services Director

Erica New, MD
Medical Director

Sheila O'Donnell
General Counsel and Risk Manager

Jessica Sawyer
Human Resources Director

DAY TREATMENT CENTERS

Eastwood
Steven J. Byrd
Program Coordinator

Greenview
D. Kyle Rose
Program Coordinator

Hopewell
Kevin Wering
Program Coordinator

Ireland
Jenny Willis
Program Coordinator

Phoenix
Todd R. Ray
Program Coordinator

Prentiss Autism Center
Darlene Kelly
Program Coordinator

Willow Creek
Nancy Gecking
Program Coordinator

CONNECTIONS
Jill Koenig
Program Director

PEP ASSIST
Sandra Curran
Program Director



The Rico F. Pallotta Building
3100 Euclid Avenue
Cleveland, Ohio 44115
216-361-4400



Since 1971, **Positive Education Program** has helped troubled and troubling children learn and grow, providing strength-based special education and mental health services in partnership with families, schools, and communities. Each year PEP provides support and training to hundreds of peer professionals and positively impacts the lives of 2,500 children and their families through its areas of service: Integrated Special Education & Mental Health, Early Childhood, Autism, Community Support, and Consultation & Training. PEP operates many programs including: **Day Treatment Centers, Early Childhood Plus, Connections** and **PEP Assist**.

Associated with Educational Service Center of Cuyahoga County
Contract Provider of Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County
Accredited by CARF: Commission on Accreditation of Rehabilitation Facilities
A United Way Agency

www.pepcleve.org