

Management Reports to the Board of Directors
January 24, 2017

Administration & Finance -Blair Thompson

- *Financial Statement Highlights (for period ending December 31, 2016)*

- **Balance Sheet:** The Center's cash position continues to be strong with over \$800K on hand. This represents an increase of \$36K compared to 12/31/2015.

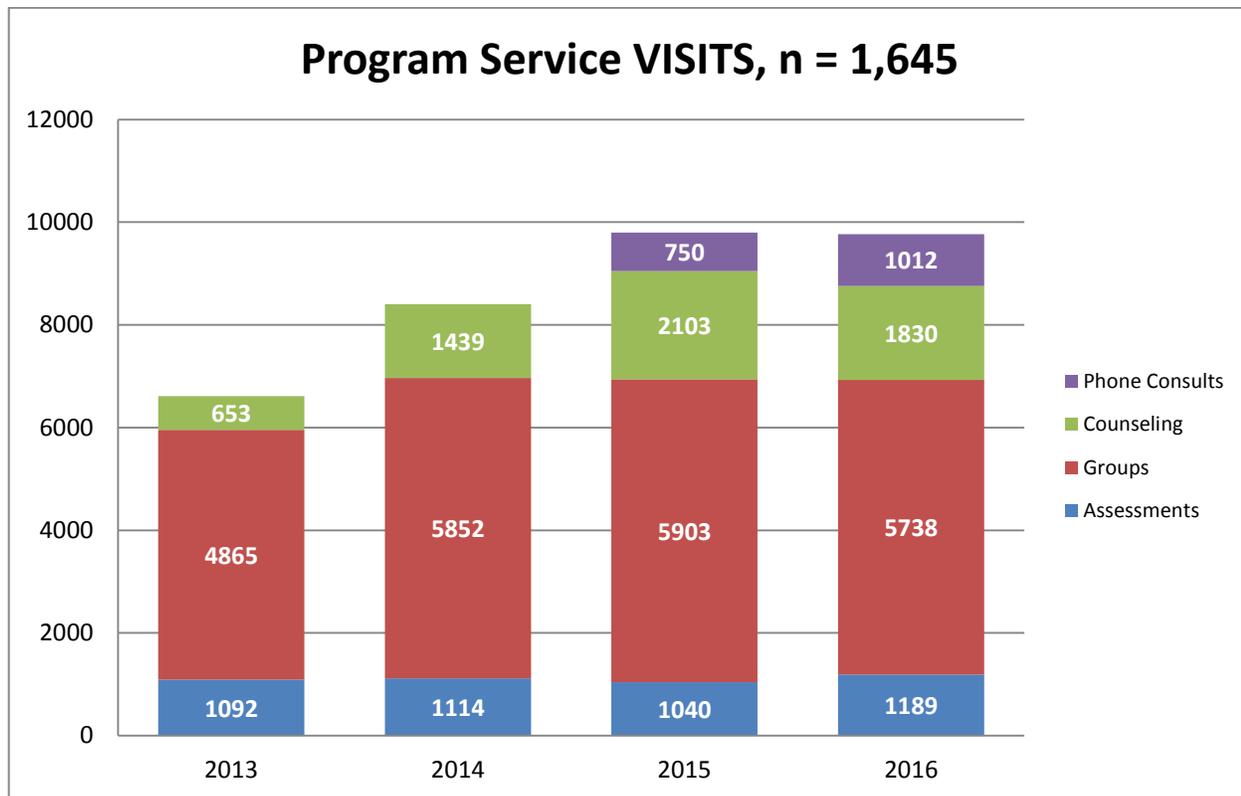
Accounts receivable of \$155K is \$100K greater than 2015. It is largely made up of \$77K due from Methodist Healthcare Ministries and \$50K due from the Kronkosky Foundation.

\$314K Excess Revenue Over Expenses (Net Income) is somewhat misleading because it includes \$65K of NON-CASH income from Investments, \$45K NON-CASH In-Kind Revenue, and \$220K of Temporarily Restricted Grants (to be released in 2017 & 2018). Additionally, Depreciation Expense will be recorded following the Audit, and is anticipated to be approximately \$133K.

- **Total Income:** In 2016, the Center recorded its largest ever year of revenue (excluding Capital Campaigns). \$1.76M of cash contributions plus an additional \$355K of non-cash revenue generated Total Revenue in excess of \$2.1M. While this is excellent to report, there are a few cautionary notes that should be highlighted:
 - **Grant Income** includes \$220K of funds that are restricted to future periods
 - 2016 Public Contributions were their lowest in 5 years,
 - **Event Income** was overwhelming influenced by the 20th Anniversary windfall (which may have contributed to the poor showing Public Contributions.)
- **Total Expenses:** The Center closed 2016 within 1% of overall budget projections, despite some significant variances (+/- 10%) in several line items. Notable variances include:
 - Dues, Fees and Subscriptions (+\$4800) due mostly to increased outreach activity in the community (i.e. memberships in Chambers of Commerce, etc);
 - Marketing (-\$15000) is due to a decision to forgo paid advertising in the RGV;
 - Printing & Pubs (+\$6000) due to a grant funded purchase of books from NAGC;
 - Professional Fees (+\$8600) due to due diligence on prospective property in RGV;
 - Contractual Services (-\$23000) due to management decision to end a contract for outreach/development services in the RGV;
 - Repairs & Maintenance (+\$11,000) due to unbudgeted facilities upgrades (paint, furnishings, etc.);
 - Supplies and Food (+\$12000) is unclear and management is under review;
 - Travel, Transportation, Meals, & Lodging (+\$24000) due to extensive travel/lodging to/from RGV for management and for training.
- *Notes to 12/31/2106 Financial Statements*
 - Balance Sheet: TRNA will be increased by a net \$180K after JEs for Releases are entered
 - Revenue: 12/31 Statements do not include Investment activity for month of December
 - Expense: 12/31/2016 Statements do not include:
 - YE Payroll Accrual (\$20K)
 - Depreciation (\$133K)
- *2016 Financial Audit:* will be conducted again by Randy Walker and Company; scheduled to begin field work the week of March 6, 2017.

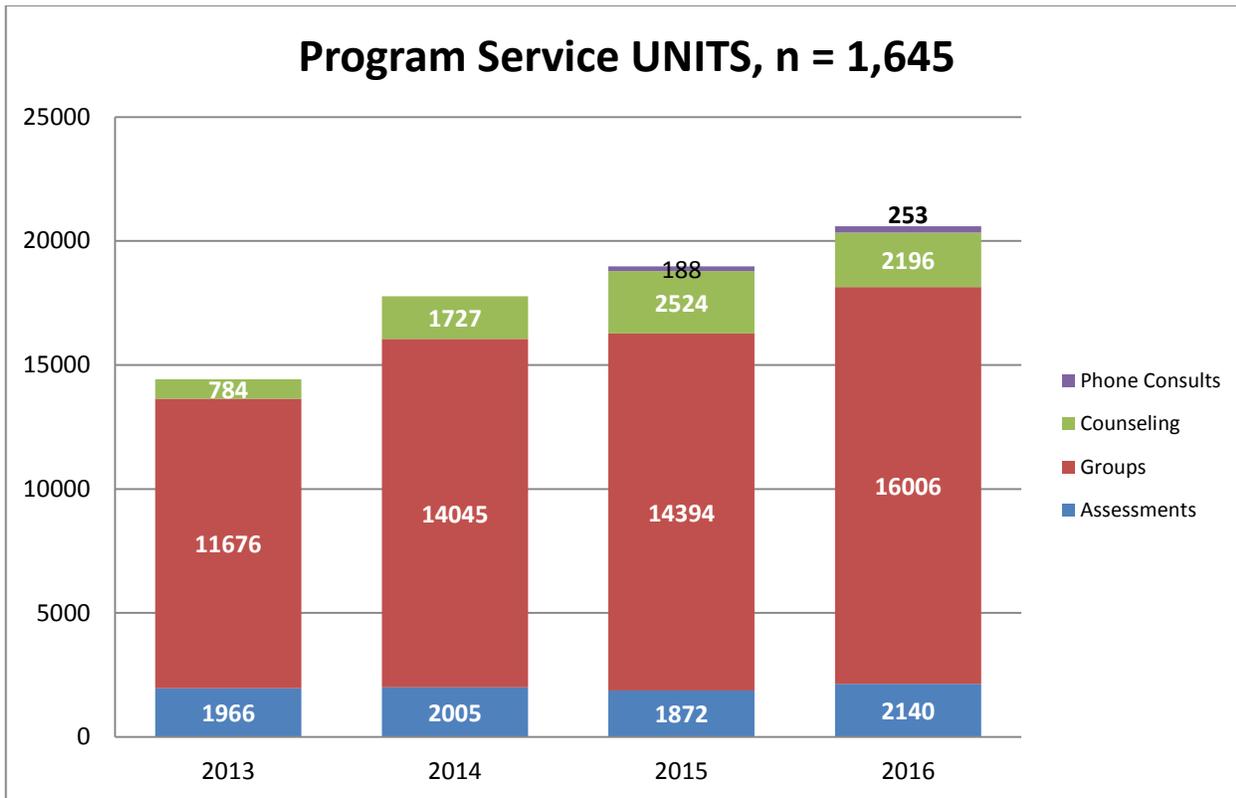
- **Facilities:** Management finalized and engaged in a 3-year lease for approximately 3,000sqft for program facilities in the Rio Grande Valley. Furnishings and Equipment are being purchased and installed. A Ribbon Cutting ceremony is scheduled for February 16, 2017.
- **Staffing:**
 - San Antonio added two (2) part-time employees to assist with programming in 2017
 - CBC-RGV hired a second counselor (LMSW), grant funded by New York Life Foundation

Program Report - Tami Logsdon



- In 2016, CBC saw 1,645 unduplicated clients (n), a 10.1% increase compared with 2015's 1,494 unduplicated clients.
- However, despite this increase, the actual number of client VISITS decreased by approximately 200 from 2015 to 2016 (8,969 to 8,757 respectively). This means that the average number of times a client seeks services decreased from 6 (2015) to 5.3 (2016). The 2016 average is consistent with 2014. Accordingly, management is unsure about the impact of this change on client outcomes.
- Management is pleased to report a 14.3% year-over-year increase in Assessments, after seeing 2015 this number fall to its lowest level in three (3) years. Factors contributing to this growth are likely to include increased marketing and outreach efforts (including advertising) and an increase in the number of camping participants (for whom attendance at both pre and post assessments are recorded).

Program Service UNITS, n = 1,645



- In 2016, the number of Mental Health Hours (“Program Units) rose to its highest mark ever: 20,595 units; an 8.5% increase compared to 2015 and a 42.7% increase compared to 2013.
- Support Groups represent the largest part of this growth. Within Support Groups, it is Camps that are greatly responsible for growth. Camping, alone, accounted for 3,740 total Units. (Campers are credited with 11 Units/day).
- “Units” are calculated by applying a factor for each “Visit” in order to calculate the number of Mental Health Hours associated with each visit. (ex: 1 visit to a support group is considered 2.4 units).

Additional Program Notes:

- **CBC Center in the Rio Grande Valley**
During the December-January break in programming Tami and team prepared supply lists for the Rio Grande Valley in preparation for their startup in February. They have received 8 weeks of curriculum activities for their first groups. RGV staff Cindy Waddle, LPC, and Joanna Gomez, LMSW have spent four days in San Antonio receiving intensive training for intake process, supervision of interns and facilitator training.
- **New Addition to Program Staff**
We are pleased to welcome Marcella Garcia, LPC, to the Center. (She is replacing Corinne Kurth, LPC who left in December.) Marcella is a bilingual counselor who has experience working with children and adolescents in inpatient mental health settings and trauma-informed techniques for survivors of sexual abuse. Marcella was an intern here at the Center about 3 years ago and is very excited to be joining our Program team. She will coordinate the Tuesday night groups, including the Dog Therapy teams, and provide a focus on bilingual assessments and supervision of bilingual students.
- **START Center**
Marian and Blair have been in strategic meetings with the START Center {premier facility with 32 physicians participating in clinical trials and cancer treatment}; and the Wonders & Worries organization in Austin. We are on track for initiating a pilot program at the START Center on Medical

Drive in San Antonio to create a venue to begin individual counseling and support groups one day a week, beginning in February. The uniqueness of this program is that it will focus on “anticipatory support”, education and play therapy for children whose parents have received a “devastating diagnosis” or are terminally ill. Leslie Wood will be staffing this for CBC, along with an intern/volunteer and we will partner with a child-life specialist from Wonders & Worries. The START Center will be covering costs of the pilot effort.

External Initiatives: Patricia Ruiz

- KIPP: UPREP Student group on KIPP Academy campus continues to grow. The campus recently moved into a new location. The CBC group consistently has 8-11 students and with the New Year has increased to 14 participants.
- The Healy Murphy Center continues to be a great community partner. The student participation continues to be strong and has recently increased to 14 members. The HMC students recently spent a day at the CBC prior to the Thanksgiving Holiday.
- The Lanier High School group continues meet off campus courtesy of Catholic Charities/Guadalupe Community Center have generously provided a location for the group to meet. They are provided a lunch meal prepared by a volunteer parent. We continue to have strong participation.
- We are presently in the process of building groups at the J.T. Brackenridge Elementary School (SAISD). There will be two separate groups 1) 6-8 year olds and 2) 9-11 year olds.

Development and Marketing- Marian Sokol (for Franchesca Velten & Suzanne Benavides)

- *The Hearts in Harmony Gala* at the San Antonio Country Club is “up next” on February 23, and we need your help please! There are still 12 tables remaining to be sponsored. It will be another beautiful event, with guest speaker Steve Garza on “Becoming an Instant Dad”. Please think of any new corporate sponsors, or groups of friends who might come and fill a table. Gala invitations and sponsor appeals were sent out later this year, following the 20th Anniversary event.
- Grant funding is both challenging and rewarding. We maintain a constant cycle of writing grants, filing reports, meeting with major donors etc. The great news is that we have recently received grants from HEB (\$25,000); the Terry & Regina Armstrong Foundation (\$30,000); Kronkosky Charitable Foundation (\$50,000); The Nordon Trust (\$10,000); and Shield-Ayers Foundation (\$10,000).
- Fulfilling Board expectations per the September Strategic Planning Retreat, CBC marketing committee, along with senior staff, have been working with PR consultant Ernest Bromley since December to develop a written marketing plan. The plan is focused on cultivation of donor contributions, and will hopefully set the stage for the Richmond challenge grant scheduled for October 2017. Mr. Bromley is providing his services pro-bono. Katy Corrigan is chairing the committee, and Pam Thomas and Bill Day are participating.
- The long awaiting “handbook” for parents is about to go to print. Entitled “Out Came the Sun” the book is underwritten in part by Pi Phi sorority and will be given to each family who visits the Center. It provides an overview of children’s journey of hurt and healing that most often occurs after the death of a loved one. We are very proud of this original work which has been more than a year in development by the team at our Center.

Expansion and Special Projects: Marian Sokol

- Rio Grande Valley Center is full of activity. We now have a staff of four, lease property secured in the Medical Center area of Harlingen, interior design in progress by “Guru Linda Fugit”, and a ribbon cutting scheduled for February 16. Thanks to each of you who have provided guidance, financial support and embraced this expansion which will provide the first grief support for children in “deep South Texas”. Special recognition too to Rose Mary Fry, Chair of the Strategic Planning Committee and Curtis Ruder, Treasurer, who have believed in this effort and guided it from the start...two years ago.
- Save the Date. You are invited to be our guest on Friday, February 3 for a Grief Education Institute symposium highlighting Dr. Ted Rynearson of Seattle, national expert in the area of Traumatic Death and its impact on children. This will be held at the Whitley Center. Because we understand that most Board members cannot take the entire day away from office, we wish to share that you are most welcome to join us for lunch that day to see the Center’s annual Hope Award presented to Susan Pamerleau; and if you can stay 45 minutes longer we have a 1pm exceptional presentation by Holocaust Survivor Rose Sherman-Williams (who has become a dear friend of the Center). Rose is 89 years old. You will not want to miss this!
- Finally, although we have just celebrated the New Year, we are extending to you and your friends a Fiesta Medal Unveiling invitation. Please note Friday March 3rd, 3:00-5:00 pm on your calendar. The Reception at the Center is sponsored by BB&T Bank and will be fun filled with Mariachis, Fiesta dignitaries, and a Margarita Machine☺. Many thanks to Ben Presentin, Regional President of BB & T. Artist Enedina Vasquez will be here to present you with a beautiful, glittering complimentary medal. You are most welcome to bring a guest.