

HOPE BEHAVIORAL HEALTH

ANNUAL REPORT

FISCAL YEAR JULY 1, 2024--JUNE 20, 2025





A WORD FROM THE CEO

There is always hope.

No statement rings truer—or needs to be proclaimed louder. Hope is light in the darkest of places, and at Hope Behavioral Health (HBH), it is at the heart of everything we do for the individuals, families, and communities we serve.

The 2024–2025 fiscal year was a season of both challenge and growth. Guided by faith, courage, and God’s provision, we embraced opportunities to strengthen our practice, expand our reach, and pursue excellence at every level.

This report reflects our journey: milestones achieved, lessons learned, and the impact made possible through the dedication of our team and the trust of those we serve.

With gratitude,

ALBERT J. MCINTOSH, LISW-S
CEO & CO-OWNER



MISSION & VISION

Our Mission

To provide spiritually sensitive and culturally competent, trauma-informed services that bring hope, improve lives, and strengthen families.

Our Vision

To become an industry leader in delivering spiritually sensitive, culturally competent, trauma-informed services that positively impact the communities we serve.

OUR VALUES

Guiding Principles

Our values guide everything we do—from how we serve our community to how we show up for one another. They are more than words on a page; they are the principles that shape our decisions and define our impact.

An organization's values are its foundation and compass. These four values ground our work today and keep us focused on building a healthier, more hopeful future.



1

Cultural Competence

We meet people where they are, honoring diverse backgrounds and life experiences.

2

Spiritual Sensitivity

We respect each client's faith tradition and integrate spiritual care when invited, recognizing it as part of cultural competence.

3

Trauma-Informed Care

We understand the impact of trauma and guide clients on their path toward recovery and healing.

4

Excellence

We commit to best practices, professional growth, and compassionate, client-centered care.

OUR SERVICES

We provide empathetic, compassionate support for the whole family:

- **Individual Counseling:** Depression, anxiety, stress, mood disorders, and more.
- **Couples Counseling:** Premarital and marriage counseling to build and strengthen relationships.
- **Child & Family Counseling:** Improving communication and family dynamics.
- **Grief Services:** Safe, compassionate care for those navigating loss.
- **Spiritual Care Services:** Certified chaplains and grief specialists supporting spiritual and emotional well-being.

WHY COUPLES THERAPY?



Tammy Miller, LSW, MATS

David Pennington, LSW

Two Hope Behavioral Health

therapists share its benefits and why they like working with couples.

Part 1

What are the benefits?



Tammy Miller, LSW, MATS

David Pennington, LSW

Marital/coupling relationships significantly influence not just the family but society, affecting how we connect and communicate with others. This influence persists as couples often find themselves in therapy, unable to communicate. A therapist provides a safe, neutral space for the couple to develop solutions together, work through life transitions, learn empathy and attune towards one another, retain fidelity, and respect, and also build up trust, strengthen boundaries, intimacy, and affection.

Do you wish you could talk and be understood by your partner? Would it be great to have "fair fighting rules" when you disagree? Is it hard to trust again? Do you long to have a deeper intimacy than just sex? Give couples therapy a chance to enhance your marriage!

Why do you like working with couples?



Tammy Miller, LSW, MATS

David Pennington, LSW

When a couple comes into counseling to seek a healthier relationship, to better understand one another, and to allow myself to walk alongside them in their journey, it is such a privileged, sacred moment! One of the most rewarding parts of doing couples therapy is seeing the couple actively working toward a healthy legacy for their children and future generations, and hearing them voice this as their goal.

I enjoy seeing the light bulb moments when one or both partners realize they are not each other's enemies, but both fighting for the same thing, just in different ways. They see they aren't fighting each other, but for each other.

Tomorrow: Part 2

YEAR IN REVIEW

This year was marked by key decisions, new initiatives, and important milestones:

- **Strengthening Operations**

- Adopted the Entrepreneurial Operating System (EOS) model for organizational management.
- Began an 18-month journey toward CARF accreditation, aligning policies and practices to meet rigorous standards.
- Secured Paychex HR/PEO services to enhance employee benefits.

- **Celebrating Milestones**

- Marked 10 years in business in September 2024 with record team participation at our annual celebration.
- Re-opened our Medina office to expand access to care.
- Added two new therapy offices and updated our Wooster location.

- **Investing in Our Team**

- Launched monthly virtual team luncheons to foster connection across locations.
- Conducted our most comprehensive employee survey to date, leading to stronger collaboration with our billing partners.
- Trained seven therapists in Emotionally Focused Therapy, expanding our ability to serve couples and families.
- Offered 16 CEU hours to support professional development.

“My therapist has created a place of trust where I can share my deepest vulnerabilities and feel supported.”

- **Community Presence**

- Sponsored and exhibited at the Beachwood Chamber of Commerce Mental Health Summit.
- Hosted tables at the Cuyahoga Family Resource Fair and the Dare to Love More Ministries Family Resource Fair.

- **Quality & Compliance**

- Provided targeted training to reduce aging balances, resulting in a significant decrease in outstanding accounts.
- Surprised by an unannounced Ohio Medicaid audit, HBH achieved 100% compliance—a testament to our team’s professionalism and diligence.

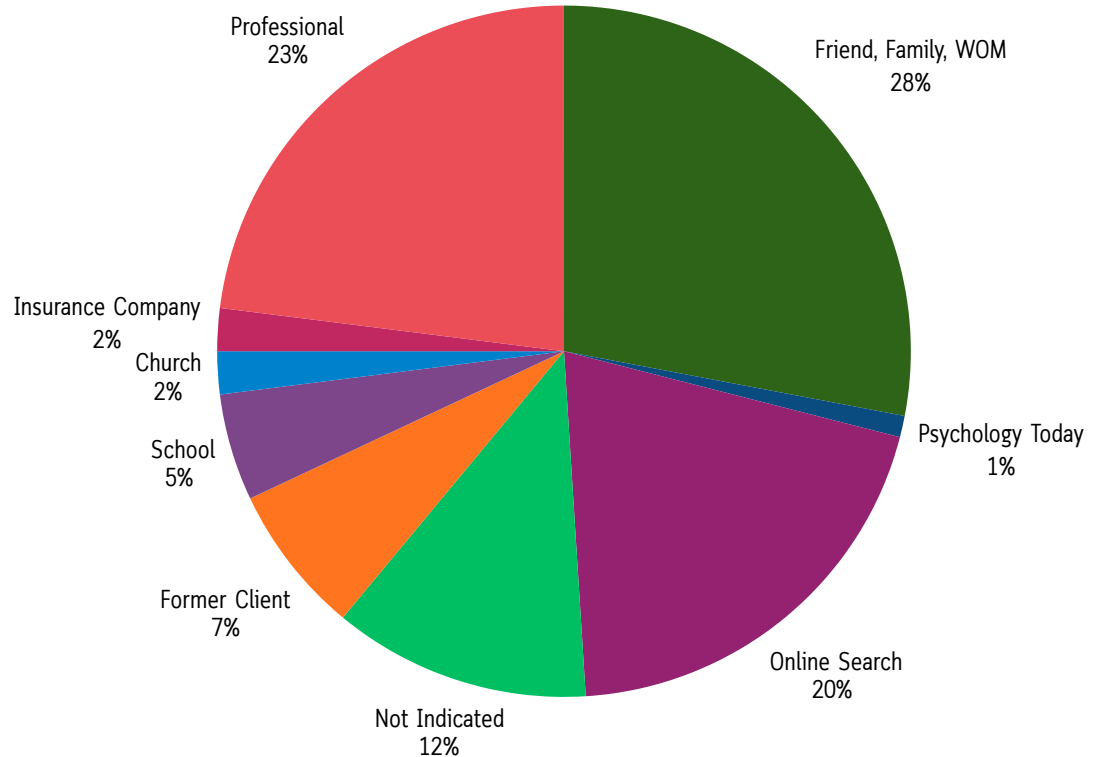
- **Spiritual Care**

- Weekly intercessory prayer for every team member.
- Grief support, sympathy notes, and encouragement offered to staff facing personal loss.

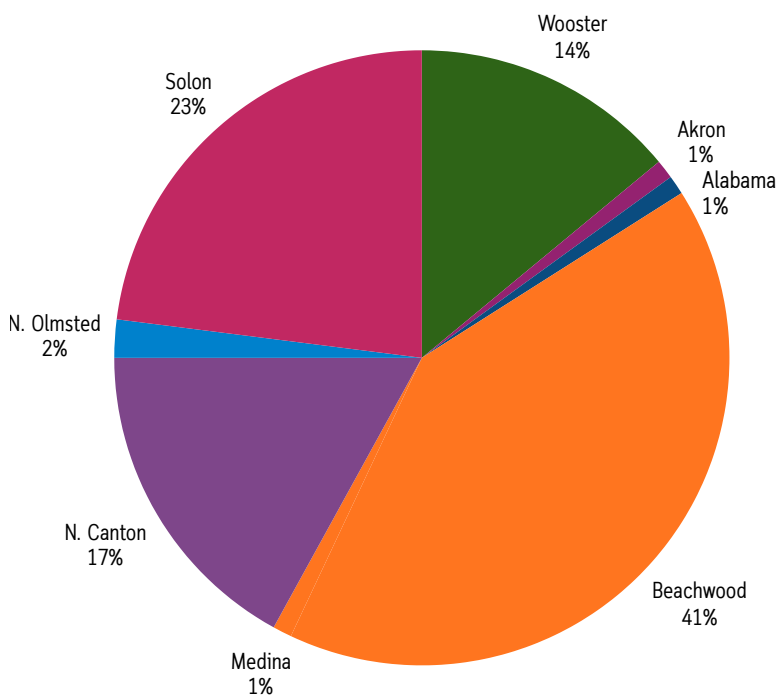
BY THE NUMBERS

- **Unique Clients Served:** 2,553
- **New Intakes:** 1,269
- **Sessions Provided:** 27,996
- **Referrals Received:** 1,671
- **No-Show Rate:** 14% (below the national average of 19.6%)
- **Access:** 71% of clients scheduled within 14 days of completing paperwork

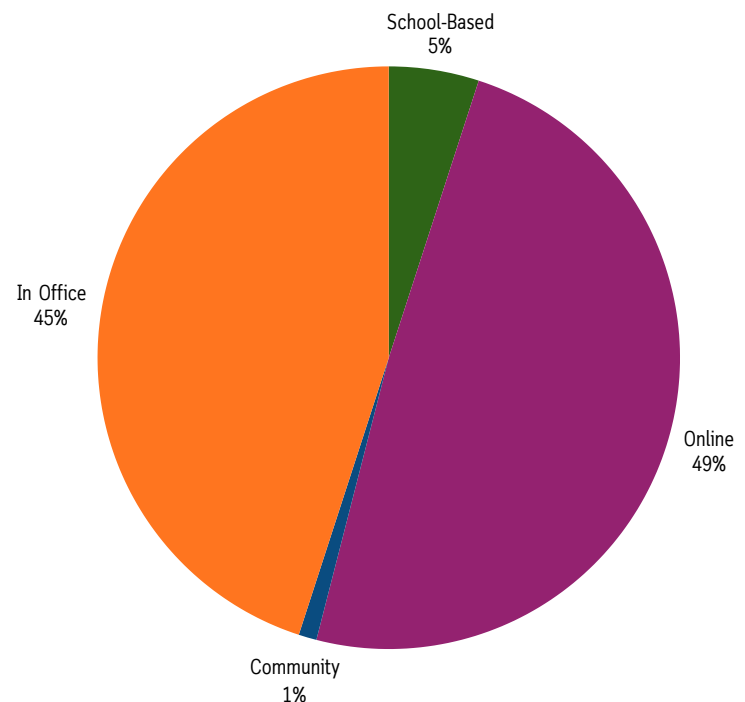
REFERRAL SOURCES



OFFICE UTILIZATION

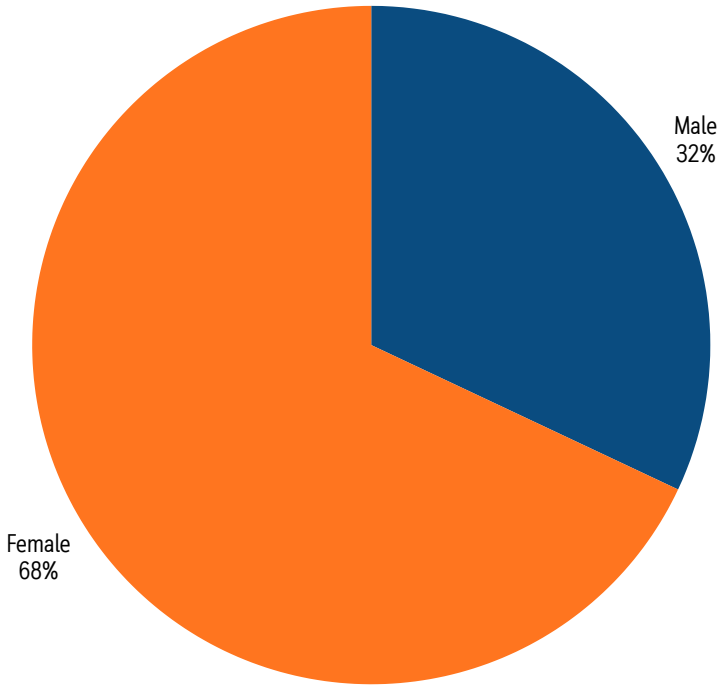


SESSION LOCATIONS

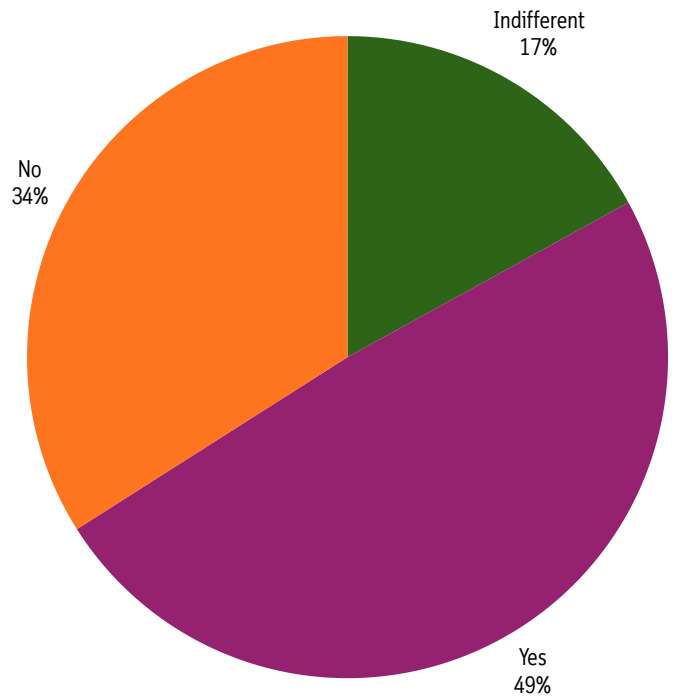


DEMOGRAPHIC SNAPSHOT

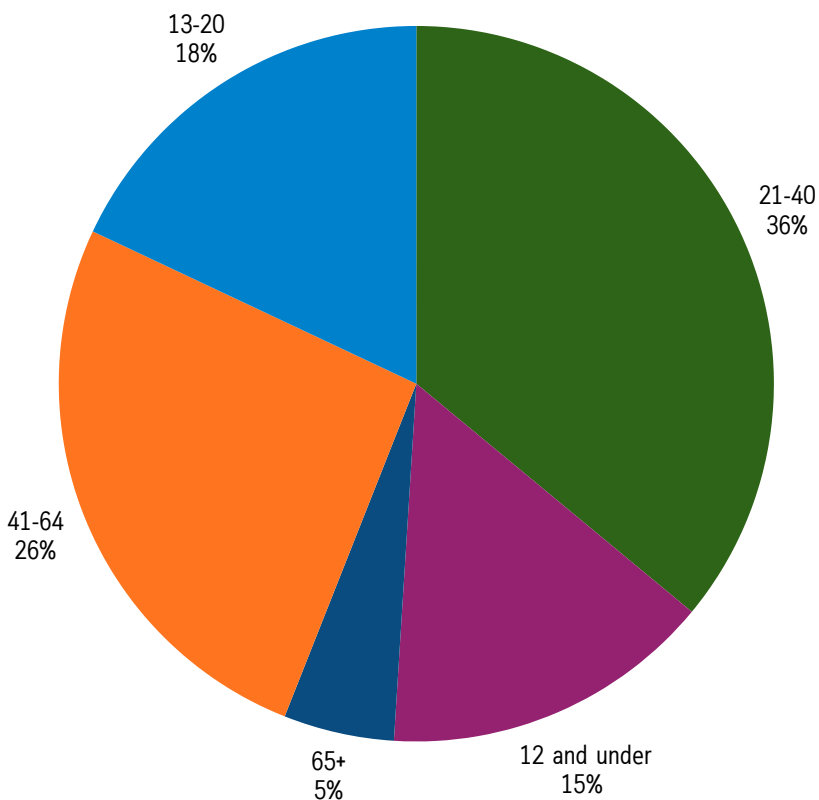
GENDER



DESIRE TO INCORPORATE FAITH



AGES SERVED

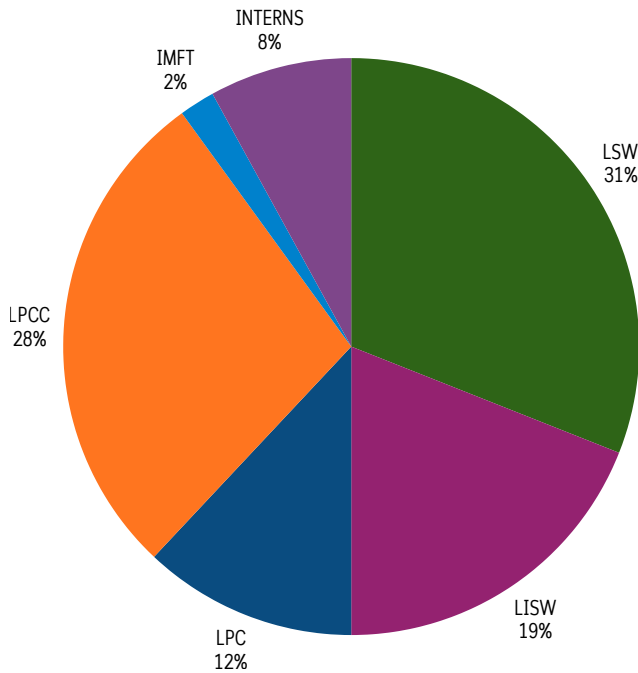


Client Outcomes

- **100%** reported a reduction in maladaptive behaviors/symptoms.
- **97%** reported an increase in coping skills.
- **100%** rated their counseling experience as “above average.”

TEAM HIGHLIGHTS

LICENSURE COMPOSITION



This year, we welcomed ...

- **3 staff members:**
 - **Shavaun Jones**, Practice Support Advocate and Community Outreach Liaison
 - **April Decipeda**, Clinical Quality Assurance Specialist
 - **Pat Mason**, Assistant Practice Integrator
- **7 independent contracting therapists**
- **1 consultant** in Marketing and Communications

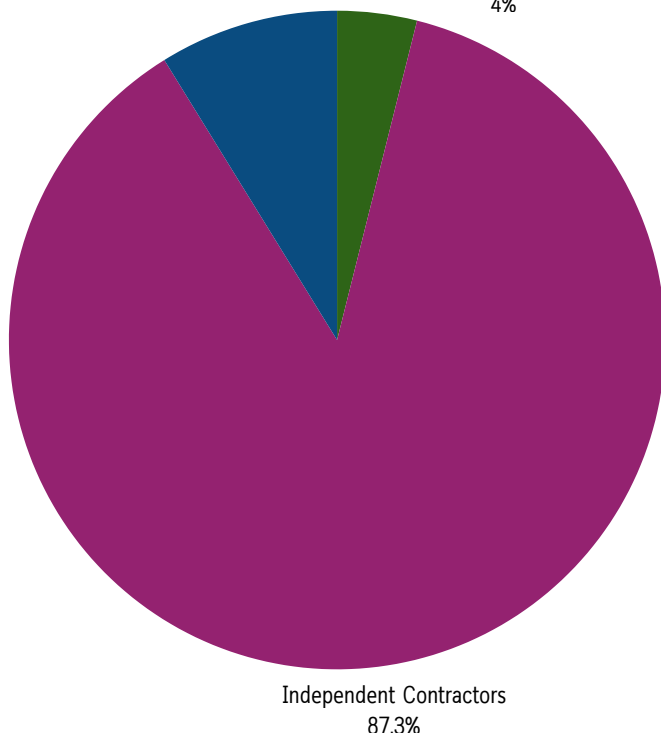
We also ...

- Formed an **Autism Testing Department** with three therapists trained in ADOS-2 assessment.
- Launched the first **Equine Therapy Group** (summer 2025).
- Prepared the first **Adolescent Girls' Group** (launching Fall 2025).

TEAM MEMBERS

Full-Time Employees: 6
8.8%

Part-Time Employees: 3
4%



“She listens to all my concerns and makes me feel welcome. I would recommend her to anyone in the world”

THANK YOU, PARTNERS & COLLABORATORS



We extend heartfelt gratitude to our partners, collaborators, and team members. Together, we are bringing hope, restoration, and healing to the communities we serve.



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We empower healing through culturally competent, spiritually sensitive, and trauma-informed counseling.