

# 2020

REPORT TO THE COMMUNITY



Living with mental illness?  
Join the Club!

MAGNOLIA CLUBHOUSE  
FISCAL YEAR 2020  
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*Executive Director*

**FROM THE EXECUTIVE DIRECTOR**

**DEAR MAGNOLIA CLUBHOUSE COMMUNITY:**

Thank you all for being a part of our community, and for your essential ongoing support. Today, around the world, we are all still struggling with social isolation. Everyone is dealing with the unknown, fear, and helplessness. Many people are also facing the loss of employment making providing for basic needs a painful and immediate question of survival. For people who live with mental illness, this is often, tragically, life – every – day. The purpose of Magnolia Clubhouse, the antithesis of social isolation, is to provide community and purpose, a productive way to join in life, rather than be apart from it.

Magnolia Clubhouse and the International Clubhouse Model have been addressing this inequity providing community, purpose, opportunity, and employment to people around the world living with mental illness. We combat social isolation and promote the ability of each person who lives with mental illness to have a full life through the Clubhouse community and inclusion in the broader community.

As you will see in this report, our members are doing quite well. Our members continue to benefit from the strength of the Clubhouse community which not only was not “closed” by our physical closing, but rather continued to evolve and build on the strength of the community, finding new ways to remain connected and productive, moving forward together.

We welcomed new members, and are particularly pleased to welcome some people from Hopewell who had completed their stay at Hopewell and moved into University Circle to engage in the supports of Magnolia Clubhouse as they continue their recovery. We made sure to attend to members’ mental health and basic needs. We met people safely at their homes, kept in touch by phone and greatly increased our use of technology. We began virtual House and Unit meetings and conducted unit work, virtually and at the Clubhouse in small group projects. We continued to support people in employment and education and you will hear more about the amazing achievements that continue in those areas. We also continued to support Health and Wellness and our Clinic continued operations. We are currently planning a Health Fair Flu BQ, a cookout also providing flu shots, a mobile mammogram unit and dental assistance.

**Our shared human experience through this pandemic can more fully connect those who live with mental illness and those who do not.**

# AND BOARD PRESIDENT

Magnolia Clubhouse continues to work with leadership in the International Clubhouse network. We developed a survey to assess and evaluate the effects of the pandemic for Clubhouses around the world and the response of Clubhouses. A summary of that information is available and is being distributed to Clubhouses across the globe. We developed webinars to gather and share current and evolving knowledge and best practices. Overall, we continue to find Clubhouse communities are doing well, and the supports of the Clubhouse continue to improve and save lives. It is quite powerful and inspiring to be a part of this global movement with members and staff of Clubhouses around the world.

Clubhouse communities are uniquely poised to battle the effects of this pandemic and sustain connection, health, and hope. During this difficult time, everyone is dealing with some degree of social isolation and is keenly aware of the need for community and purpose. Our shared human experience through this pandemic can more fully connect those who live with mental illness and those who do not. As we all attend to our collective mental health, we hope everyone will have a heightened compassion to see the value in bringing back into society those who live with mental illness every day. No one should be restricted to a life of isolation, of not being valued, of being forgotten or ignored. Tragically, far too many people who live with mental illness are in prison or homeless. Lives are shortened by decades. Families should not watch their loved ones live in despair. Mental illness – in some way – touches us all. In Clubhouses we see the great strength and inspiration that come from a community of people overcoming the challenges of mental illness, together, every day.

We take great pride and comfort in the knowledge that our members continued to do well this year, and we hope you will, too. Thank you for your encouragement to our community during these difficult times.

With gratitude,



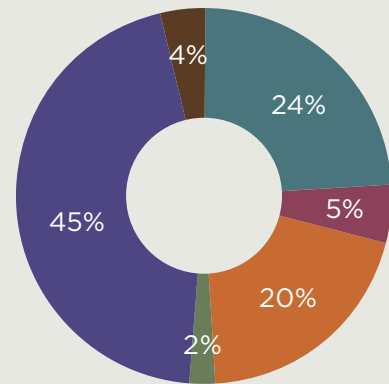
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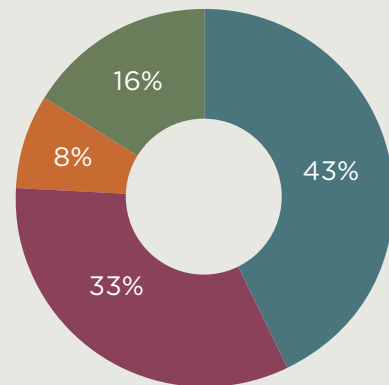
## Magnolia Clubhouse Financial Information

(July 1, 2019 - June 30, 2020)



### REVENUE: \$2,397,125

ADAMHS Board	\$579,840
Clubhouse Income & Dues	\$120,175
Donations	\$483,855
United Way of Greater Cleveland	\$36,008
Government Funding	\$1,087,247
Foundation Grants	\$90,000



### EXPENSES: \$2,397,125

Salaries	\$1,038,748
Operating Costs	\$781,173
Benefits	\$195,536
Occupancy and Equipment	\$381,668

Magnolia Clubhouse served **411** people in fiscal year 2020, with an average daily attendance of **68**. Overall there were **109** new members who joined the Clubhouse this year.

# POSTCARDS FROM THE PANDEMIC: FINDING COMMUNITY IN ISOLATION

## AUTHOR

**Mary Fecteau, Senior Producer, Ideastream**

**PUBLISHED May 19, 2020**

When Governor Mike DeWine issued the stay-at-home order in March, it hit just about everyone hard. But for people living with mental illness, like anxiety and depression, the order encouraged something they often struggle with: isolation.

Before closing its doors on March 16, Magnolia Clubhouse in University Circle offered people living with mental illness a way out of isolation, in the form of a community clubhouse — a lively gathering place and support system, run by its members.

In the wake of the COVID-19 pandemic, Magnolia's Executive Director Dr. Lori D'Angelo was forced to find new ways for members to stay connected beyond the physical walls of the clubhouse.

### **Preventing Self-Isolation Pre-Pandemic**

*Often when people are feeling ill from mental illness, they will stay distanced from others. And being isolated increases symptoms of mental illness. So it's like a vicious circle.*

*Magnolia Clubhouse is a club for people with mental illness. It's a form of psychiatric rehabilitation that brings people together. People come to our club every day. On average, 70 people a day. It's a very vibrant, energetic, busy place and helps connect everyone to the larger community.*

### **Coming to Terms with Closing**

*Before the governor directed the schools to be closed, my first reaction was we wouldn't close. But then as soon as the order was to close the schools and it became clear that the science was saying this is really necessary for everyone's best interests, then we quickly made the decision that this was in the best interest of the clubhouse as well.*

*I think all of our concern was that people might start to struggle more and more with the symptoms of their illness.*



### **Creating a Virtual Clubhouse**

*Because we have this community and the relationships, we've been reaching out to all of the members by phone and by technology. So we've been utilizing social media and video conferencing to have meetings like we have in the clubhouse.*

*The first two have been over 50 people. People were just sharing their good wishes and connecting. We were focusing on what kinds of tools people are using to help themselves feel good at this time, and keeping it lighthearted, but also dealing with people's concerns.*

*For me personally, seeing people and hearing them, and watching people react to each other was just what we get every day in our programs.*

### **The Most Positive Outcome: Empathy**

*This pandemic sort of highlights some of the shared human issues that we're all struggling with.*

*Everyone's struggling with isolation and sometimes not having as much purpose, which is also true for many people that live with mental illness. And I think the most positive outcome that's possible in the bigger picture is that more people may be more understanding of mental illness.*

# ADVOCACY

We are pleased to introduce **Clubhouse Ohio**, our formally established Ohio Clubhouse Coalition. After a wonderful visit with Director Lori Criss, who offered assistance from the department. Senior staff from the Ohio Department of Mental Health and Addiction Services were planning to visit to talk about how we can work together to promote the growth of the Clubhouse Model in the state of Ohio. The pandemic caused the visit to be postponed. We started meeting weekly, via video, with Miracle Clubhouse in Dayton, and Pathway Clubhouse in Columbus. We formalized our Ohio Clubhouse coalition with Clubhouse International. We initiated a method of researching Clubhouse coalitions and have guests join us from around the USA and the world, representing all the Clubhouse coalitions, to share their advice and knowledge. It is a wonderful experience and we are gathering great information to inform our efforts in Ohio.

We welcomed Michelle Gillcrist, an old friend of Magnolia Clubhouse, for a visit and update. Thank you, Michelle, for all your dedication and effort. We are fortunate to have you and Governor DeWine's leadership in Ohio.

Thank you to our Board member, Dick Cahoon, who invited Dr. Akram Boutros, President and CEO of the MetroHealth System, to visit with Magnolia Clubhouse. We are kindred spirits in taking a holistic approach looking at social determinants of healthcare to provide the most effective method of improving health – physical and

mental. Dr. Boutros was a pleasure to meet with and learn from and he was very enthusiastic about our work. We look forward to more ways we can work together in the future.

Our very first Medical Director, Dr. Pat Runnels, is now on our Board and is leading Magnolia Clubhouse in a Design Thinking process to improve our ability to reach more people. We are very fortunate to have Pat with us in this capacity. Pat is also engaging in some of the Model leadership efforts. Read more about Pat on page 6.

Executive Director Lori D'Angelo has been a part of a Strategic Planning process at Fountain House, which has a new President, Dr. Ashwin Vasan. Dr. Vasan has expertise in public health and continues on the faculty at Columbia University. We look forward to working with Fountain House in new ways to further promote the growth of the Clubhouse Model, and broader efforts to reduce racism and promote public policy reform for those living with mental illness.



# EVENTS

## CLUBHOUSE INTERNATIONAL WORLD SEMINAR 2019

In 2019, September 28th through October 3rd, a group of members and staff attended the Clubhouse International World Seminar in Oslo, Norway. Staff and member teams presented on the following five topics: Transitional Employment, Supporting Education, Promoting Health and Wellness, Advocacy with Government, and having a Media Lab in the Clubhouse. Clubhouses from around the world participated in this conference sharing and learning from one another. Magnolia Clubhouse members and staff were able to experience all that Oslo had to offer and brought back exciting new methods to improve our Clubhouse here in Cleveland, OH!



# EMPLOYMENT & EDUCATION

## 108 Magnolia Clubhouse members were employed

### JENITA SIMMONS - RECEPTIONIST AT THE ADAMHS BOARD



I was on disability and decided that I wanted to work again. It was difficult to find a job because I had not worked in a long time so there was a big gap in my resume. I was told to go online and find an employment network to help me.

That is how I first found out about

Magnolia Clubhouse. I was trained to work at their front reception desk, greeting visitors and answering the telephone. I participated in the Transitional Employment (TE) Program and worked part-time at the Alcohol, Drug Addiction, and Mental Health Services Board (ADAMHS Board) of Cuyahoga County. That job led to my current full-time receptionist position; and I have been there more than three years and am no longer on disability. I am so grateful to Magnolia Clubhouse for their support and friendship.

*From Magnolia Clubhouse Staff – Laura Williamson*  
*During her work at Clubhouse Jenita displayed excellent interpersonal skills and a true joy from supporting and engaging with those around her. After observing these strengths, and knowing Jenita’s desire to work again, Clubhouse suggested that a transitional employment position as a receptionist may be a way for Jenita to build her self-esteem and confidence in working again. Once she began at the ADAMHS Board, Jenita quickly became a part of the team and began to take on additional responsibilities. When a position opened for full time employment, Clubhouse encouraged Jenita to apply and supported her in making the transition from a TE position to full time employment. Jenita has continued to thrive and become an essential part of her work environment. We are very proud of her accomplishments!*

## 46 Magnolia Clubhouse members pursued educational goals

### ERIC HEATH - STUDENT AT JOHN CARROLL UNIVERSITY



My name is Eric Heath and I have been a member of Magnolia Clubhouse since March of 2019. I live with schizoaffective disorder, which has made it difficult to go about my everyday life, particularly in regards to my education. I started college at

John Carroll University in 2011, but had to withdraw in 2014 to take care of my mental health. For four years, I thought that I would never be able to go back to school and finish my degree in psychology. However, when my counselor referred me to Magnolia Clubhouse, everything changed. I was nervous going there at first because I did not know anybody and was in an unfamiliar environment. The more time I spent at the Clubhouse though, the more comfortable I became. I realized that everyone there, both members

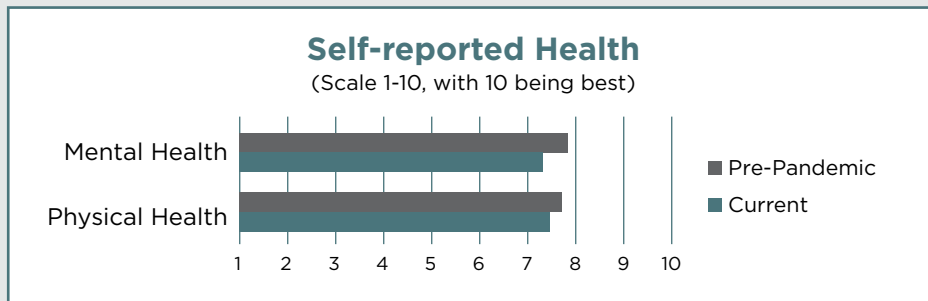
and staff, were there to help each other, myself included. Thanks to the work I did at the Clubhouse, I regained my confidence, and the encouragement I received about finishing my education helped motivate me to go back to school. In September of 2019, I re-enrolled at John Carroll University. I was able to successfully complete four courses over two semesters, and am now in my final semester before getting my psychology degree. The transition to online learning has been interesting, but has also been smooth due to using technology so much when engaging in Clubhouse work virtually. Thanks to the Clubhouse’s virtual unit work, I got used to working in a virtual environment, so I was already familiar with a lot of situations when it came time to switch to remote learning. Thanks to Magnolia Clubhouse and everyone there, I was finally able to get my life back on track, and I couldn’t be more grateful.

# Clubhouse Response to COVID-19

## IMPACT SURVEY

Between April and June 2020, 310 member Clubhouses were invited to provide feedback about the essential needs and actions of Clubhouse communities during the pandemic.

### Clubhouse Community Resilience

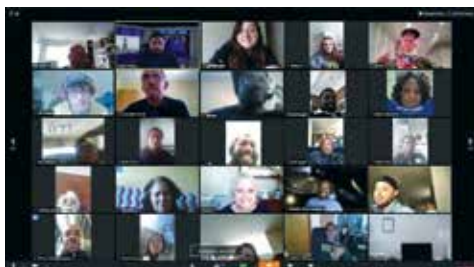


Members reported very little change in their mental or physical health, indicating strong resilience within Clubhouse communities.

*“The daily calls help me connect, the daily face time is important to keeping me connected to Clubhouse.”*

### Who Answered?

144 Clubhouses  
22 Countries • 29 US states  
**5,062 total responses!**



*“I have some days that I get depressed but reaching out to the staff members at the Clubhouse has really helped.”*

### Staying Connected

#### During the Early Phase of the Pandemic

- 90% of Clubhouse buildings closed, yet
- 100% connected with active members
- 86% connected with members who had not been to the building in over 90 days
- 33% added new members!

#### Virtual Services Offered by Clubhouses

- All Clubhouses continued communicating with members by phone, text and/or email
- Use of social media tools increased
- Video conferencing increased dramatically, with Zoom offerings jumping from 9% of Clubhouses pre-pandemic to 66%!

### What's Next?

- We have changed the way we do things during the pandemic to ensure the safety of our Clubhouse communities. Virtual services have allowed us to find creative ways to stay connected, and even increase the number of people we're able to serve.
- We must continue to provide virtual options for equitable access to service in the post-pandemic future.

*“I feel ‘connected’... I talk daily with multiple staff, but I miss the physicality of the Clubhouse.”*

# A YEAR OF CHANGES!

## NEW BOARD MEMBERS



**Patrick Runnels, M.D.** serves as the Chief Medical Officer of Population Health, Behavioral Health for University Hospitals in Cleveland. His career has focused on transforming systems of healthcare to focus on value instead of volume, improve access to care for the most vulnerable, and develop leadership skills amongst psychiatrists.

He attended medical school at the University of Missouri, Columbia, completing psychiatry residency at Mount Sinai Hospital in New York City, and the Public Psychiatry Fellowship at Columbia University. He also completed his Executive MBA at Case Western Reserve University Weatherhead School of Management.

Academically, he is an Associate Professor at the Case Western Reserve University School of Medicine where he is director of the Public and Community Psychiatry Fellowship. He is the Chair of the National Council Medical Director Institute and Chair for the American Psychiatric Association's Council on Government Relations. He has served in the past on the Board of Trustees for the American Psychiatric Association, The National Alliance on Mental Illness (NAMI), Ohio Chapter, and the American Association of Community Psychiatrists.



**Sarah Price**, a Certified Public Accountant and an Assurance manager at BDO USA, LLP. Sarah is a graduate of Kent State College of Business and holds a Master of Accountancy degree from Monte Ahuja College of Business at Cleveland State University. Sarah has more than five years of experience in public accounting with a focus on the nonprofit industry. She provides accounting and auditing

services to nonprofit organizations, real estate and for-profit businesses within the pharmaceutical industry. She is responsible for all aspects of audit, from planning the audit, efficiently executing the audit plan and supervising professional staff. Her nonprofit experience includes the financial and control aspects of organizations that require audits in accordance with the Uniform Guidance and General Accepted Government Auditing Standards. Her clients include private schools, membership organizations, social service organizations and foundations.

## NEW STAFF

We are happy to have welcomed four new staff members to the Clubhouse Community in 2020 and are happy they have joined us.



Nick Albino



Caryn Corsi



Hajiba Jonahi



Shawna Whitlock

**Nick Albino** is a Mental Health Professional who works alongside our members and manages the Clubhouse Shop.

**Caryn Corsi** joined our finance team as our Coordinator upon the retirement of Kathy Ellis.

**Hajiba Jonahi** is a Mental Health Professional who works alongside members on the Communications Unit.

**Shawna Whitlock** joined the Clubhouse as our new Director of Development and Communications.

## THANK YOU! BEST WISHES IN YOUR NEXT ADVENTURES.

Thank you to **Gabriella Celeste** for nine years of service on our Board. Your enthusiasm and dedication assisted us in so many ways, including bringing new people to our community and further developing our Governance, young professional efforts, and Advocacy efforts.

**Hazel Brown** also provided nine years of support and engagement to the Board. Hazel, we appreciate your artistic eye, for assisting us in our renovation work, and for being an ambassador of the Clubhouse in the community.

**Kathy Ellis** retired after six years of service as our Finance Director, and who could blame her? Kathy left Cleveland to retire in sunny San Diego, California. Kathy, thank you for your years of service – we will miss your smiling face and sense of humor!

# Donor Honor Roll

To each of our donors we extend our sincere thanks and appreciation.

The important work being done at Magnolia Clubhouse is made possible with the support of many individuals, organizations, foundations, and corporations. Your collective generosity directly benefits our members.

We are grateful to the donors who contributed to the Magnolia Clubhouse Annual Fund and those who made other designated gifts (listed in the following pages).

July 1, 2019 – June 30, 2020

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***Here's a creative way one board member contributes.*** Lucy Weller, longtime board member and friend of Magnolia Clubhouse, sets up each summer the “Bratenahl Flower Cart” on Lakeshore Boulevard. This year, Lucy raised and donated over \$800 from the sale of her zinnias and prairie flower bouquets!

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