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Main Campus—Mt. Pleasant

13422 Kinsman Road
Cleveland, Ohio 44120

Family & Community Resource Center

13411 Union Avenue
Cleveland, Ohio 44120

Youth Center

13402 Kinsman Road
Cleveland, Ohio 44120

Correctional Advocacy & Re-Entry Support Center

2121 St. Clair Avenue
Cleveland, Ohio 44114

Downtown Office

3010 Project Avenue
Cleveland, Ohio 44115

Therapeutic Community

Residential Campus
Cleveland, Ohio 44104

West Side Office—Detroit

9500 Detroit Avenue
Cleveland, Ohio 44102

Southeast Suburban Office

5522 Turney Rd.
Garfield Heights, Ohio 44102

2021 Annual Report



Mission

Partnering with you to achieve a better quality of life and a healthier community through engagement, teamwork and commitment



2021 Services

2021 Year In Review

Chair's Message

Dear Friends,

It has been my pleasure to serve as the Board Chair for the past year. I would like to thank the Board Officers and Members for their commitment and hard work toward making 2021 another successful year for Murtis Taylor Human Services System. With President & CEO, Lovell J. Custard continuing at the helm, 2021 saw several initiatives, special projects and activities as we traversed the Pandemic. We saw additions to senior staff to improve efficiency and more timely provision of client services, implementation of heightened HIPAA Confidentiality processes and procedures to protect our clients' rights and technology improvements for us to keep pace with business technology. Attention was paid to Professional Development, most notably with participation as in the Annual Cuyahoga County Conference on Social Welfare held at Cleveland State University. We have done an excellent job setting the stage for 2022 which will see the development of the next Strategic Plan. This was possible because of support from individuals like you, our community-at-large, Board, staff and volunteers. With your on-going support, we will continue to move our Mission and Vision forward. We thank you.

Warm Regards,

Cynthia Sullivan, BA, Board Chair

Youth Development and Education

- Early Childhood Education – Toddlers and Preschool
- Before and After School Tutoring & Childcare
- Fourth-Grade Mentoring

Senior Development Services

- Home Delivered and Cafeteria Meals
- Community Transportation
- Sewing Instruction and Computer Education
- Line and Tap Dancing
- Socialization, Recreation, Exercise and Information & Referral
- Parent Education

Family Support and Development

- Wraparound Family Case Management
- Individualized Parent Advocacy, Parent & Youth Support Groups
- Emergency Family Financial Assistance
- Foster & Kinship Care Support
- Family and Child Visitation
- Information & Referral, Clothing Distribution, and Computer Education

Adult Community Mental Healthcare

- Mental Health Assessment (Diagnostic Assessment)
- Psychiatric Interview
- Community Psychiatric Support Treatment (Case Management)
- Counseling/Psychotherapy
- Pharmacological Management
- Correctional Advocacy & Re-Entry Support (CARES)
- Partial Hospitalization
- Residential Treatment
- Community Drop-In Services (The Life Exchange Center)
- Financial and Budgeting Management (Representative Payee)

School-Based and Community Child Behavioral Healthcare

- Psychological Testing
- Mental Health Assessment (Diagnostic Assessment)
- Psychiatric Interview
- Community Psychiatric Support Treatment (Case Management)
- Counseling/Psychotherapy
- Pharmacological Management
- Prevention and Consultation Services

Chemical Dependency Treatment

- Chemical Dependency Treatment - Dual Diagnosis

Dear Stakeholder:

Murtis Taylor Human Services System is pleased to share its accomplishments with stakeholders and supporters with this 2021 Annual Report. As a result of forethought, planning, attention to industry best practices and research, hard work and listening to those we serve and those who support us, we charged ourselves with developing more efficient methods of providing productive and integrated health and human services to our customers and communities.

Murtis Taylor Human Services System provided services, supports and our direct service staff demonstrated daily a caring and sincere spirit and dedication to more than 9,000 individuals and families from across the age range in 2021 that came to us on their own from near and far, from within the communities that we serve and from communities where we do not have a physical presence but where our reputational presence has touched.

2021 was extremely challenging as the Pandemic continued impact our communities. Nonetheless, through planning and action, the agency has implemented new and important technologies to support, assist and serve families and individuals. We worked hard this year to provide vital services and programs throughout our immediate community and Countywide. Despite the Pandemic related challenges, adults and children continued to receive important and critical services such as childcare, afterschool, adult development, congregate and home-delivered meals and behavioral health services.

Murtis Taylor Human Services System looks forward to reaching out to and working collaboratively with partners and funders in 2022 as we continue to serve those most in need.

Regards,

Lovell John Custard, President & CEO

2020—2021 Board of Directors

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