

2017

Every adolescent
empowered to
be healthy, safe
and successful

Community Report



TEEN HEALTH
CONNECTION

LETTERS FROM LEADERSHIP

Letter from Executive Director



As I reflect on 2017, I am overcome with awe at the impact Teen Health Connection has had over the last 25 years. Awareness of the difference that we have collectively made upon the health and well-being of countless teens and families is often lost in the daily grind and responsibility of providing comprehensive healthcare.

I truly do not believe that the visionary leaders and community stakeholders who came together to create an adolescent-focused health center knew how very important their work would be in creating a philosophical foundation for our work today as we treat medical patients, provide counseling and assessments, promote health, support parents, and empower our youth to make data-informed decisions about their lives. Nor could anyone have predicted how vital Teen Health Connection would be as adolescent health issues become more complex and fast-paced with the technological leaps made since 1992.

I am confident, as you read our 2017 Community Report, you will share in my sense of pride and accomplishment of all that has been done so far. More importantly, I hope you will share in my intense desire to ensure that the work continues for another 25 years. I invite you to stay with us on our journey and maybe even help us pick-up the pace as we continue working to meet the next generation of Charlotte teens' physical and mental healthcare needs.

A handwritten signature in black ink that reads "Libby Safrit".

Libby Safrit, Executive Director

Letter from Board President



As a board member since 2015, I can testify to the mission-driven focus of Teen Health Connection to help all teens in our community to live healthy, drug free lives. Last year, we celebrated our 25th anniversary. Now it's time to begin our journey into the next 25 years, taking pause to consider what our programs and services should look like and how Teen Health Connection will continue to increase its impact in the community.

As the world continues to change, Teen Health Connection must play a central role in educating, advocating and encouraging teens on issues that matter most to them. We will leverage what we've built over the last 25 years to create sustainability in our model of care aligned with best practices that address adolescent-specific health, mental health and prevention needs.

We will partner with key stakeholders to answer the question, "What should Teen Health Connection look like in five years?" By doing so, we will ensure movement in a direction most warranted by the community we serve. We will develop approaches that are recognized nationally while meeting the needs of teens locally.

The Teen Health Connection Legacy Society serves as the cornerstone of our sustainability. It allows donors to make planned gifts as their legacy in support of teens for generations to come, ensuring they have access to affordable, family-centered, comprehensive medical and mental healthcare. With 25 years behind us, it's time to look to the future. We will be prepared for what lies ahead.

A handwritten signature in black ink that reads "Kristin Washam".

Kristin Washam, President, 2018 Board of Directors

Letter from Medical Director



Shamieka Virella Dixon, MD

Director of Adolescent Medicine

*Assistant Professor of Pediatrics,
Levine Children's Hospital at
Atrium Health*

Teen Health Connection

*UNC School of Medicine -
Charlotte Campus*

I have served Teen Health Connection as an adolescent medicine specialist since 2012 and am honored to now serve as Medical Director. After receiving my Medical Degree from Morehouse School of Medicine, I completed my Pediatric Residency at Children's National Medical Center and trained as an Adolescent Medicine Fellow at Johns Hopkins University School of Medicine.

We are in an exciting time of growth and improvement. Joining our team in 2018 are another board-certified adolescent medicine physician and two nurse practitioners. We received a grant from The Leon Levine Foundation, which enabled us to hire a physician assistant dedicated to increasing awareness of and access to long acting reversible contraceptives (LARCs). We plan to expand access to care and our psychiatric medication consultations, enabling the continued provision of interdisciplinary primary and consultative care.

As the premier practice for teens and young adults, Teen Health Connection focuses on the whole adolescent, addressing their physical, psychological and social-emotional needs. Community support is crucial to the work we do and we look forward to strengthening partnerships for the health and well-being of our teens.

Dr. Shamieka Dixon, Medical Director

2018 Board of Directors

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Atrium Health

Eric Runge
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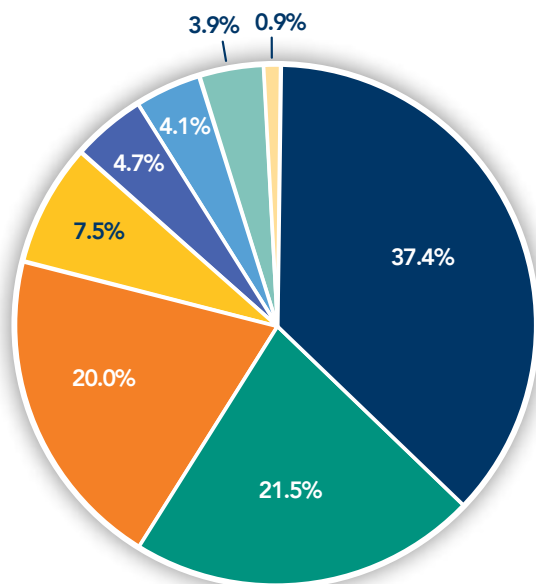
Elizabeth Winer
Winer Family Foundation

MISSION

To improve the health of adolescents by providing physical and mental healthcare, education, advocacy and research through connections with teens, parents and the community.

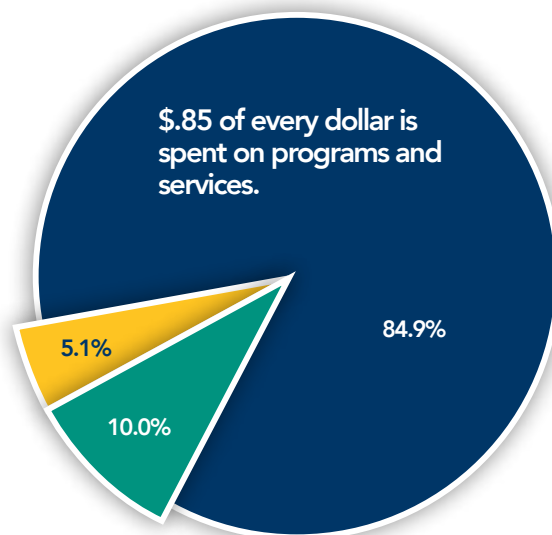
EVERY ADOLESCENT EMPOWERED TO BE HEALTHY, SAFE AND SUCCESSFUL

2017 Financial Information



INCOME/REVENUE

- Government Grants & Contracts (37.4%)
- In-Kind Goods & Services (21.5%)
- Program Services (20.0%)
- United Way of Central Carolinas (7.5%)
- Other Revenue Sources (4.7%)
- Individual Donors (4.1%)
- Charitable Foundation Grants (3.9%)
- Corporate Grants, Sponsorships, Matching Gifts (0.9%)



EXPENSES

- Program Services (84.9%)
- Fundraising (10.0%)
- Management & General (5.1%)

2017 Achievements

Family-Centered Care

4,369 Medical Visits
3,722 Mental Health Visits
955 Triage Consultations



Our Generous Volunteers

9,961 Hours
 Dedicated to Helping
 Teens & Families

Substance Abuse Prevention Awards

The Youth Drug Free Coalition is awarded:

- The Community Anti-Drug Coalitions of America's **Dose of Prevention Award** for efforts to raise community awareness about the dangers of prescription and over-the-counter medicine abuse.
- The National Coalition Academy's **Chairman's Award** for exemplary approach and application of core competencies and essential processes in a community of a National Coalition Academy graduate.



DONOR SPOTLIGHT

Long-Time Donors: Mr. and Mrs. Sonny and Scotty Jackson

The Jacksons' journey began with Dr. Johnston, their children's pediatrician, before he became medical director of Teen Health Connection. When Scotty was pregnant with their first child, they interviewed pediatricians and chose to entrust Dr. Johnston with their newborn son's care, following him to Teen Health Connection as their children grew up. The Jacksons became donors years ago because of Dr. Johnston and they continue to give. Scotty served on the Board of Directors for six years, becoming board president in 2010.



They believe the teen years are very stressful for youth who face many challenges such as peer pressure and substance abuse. Scotty shares, "Teens need a place they can turn to for help. This is where the good work of Teen Health Connection comes in with specialists trained to address the unique needs of teens. Here they can talk about suicide, depression, sexuality and know they are understood."

The Jacksons know too well why excellent healthcare for children is so important. Matthew, their son, passed away and they feel heartache every day. The loss of one child is too many and, if their support helps to save just one life, it's worth it. With an undeniable passion for teens, the Jacksons feel their gifts make a difference. They want Teen Health Connection to reach as many teens as possible and understand that it cannot be done without the support of donors.

New Donors: Mr. Ted Gearhart and Ms. Leslie Aronovitz

After retirement, Ted and Leslie made a conscious decision to focus on their civic responsibility to give back and wanted to do things they were good at. They began volunteering at Holiday Home, a program of Lake Geneva Fresh Air Association in Wisconsin, where they lived. They served as volunteer bookkeepers quickly becoming supporters of the organization's mission to help inner city children. Ted and Leslie never had children of their own and were deeply touched when they saw how the trajectory of kids' lives could be changed.



Residents of Charlotte since 2013, their volunteerism now reaches across the life span: helping children as wish grantors for Make-A-Wish, the elderly with dementia through Alzheimer's Association, and adolescents served by Teen Health Connection. When introduced to Teen Health Connection through Leslie's work with Healthy Charlotte Alliance, a long-time grant funder of Teen Health Connection, it reminded them of their work at Holiday Home. They became passionate supporters in just a few years. Leslie shares, "Teens are vulnerable. They have no voice, money or clout. They have too much to deal with and too many ways to make poor choices. Teen Health Connection provides services and resources with dignity and concern."

Their first gift was inspired by involvement with Youth to Youth Conference and The Big Picture. Now they are annual donors. "Being past treasurers of non-profits, we know how difficult it is to plan programs without annual donations. We want Teen Health Connection to count on us," explains Ted.



Name us now. Support us later.

THE IMPACT OF YOUR GIFTS

Girls Educated and Motivated for Success (GEMS): NyAja's Story

Leaving her roots in South Carolina, NyAja's mother suggested she join GEMS to meet girls her age and learn about issues impacting teen girls. NyAja' quickly engaged as she learned more about Teen Health Connection's programs.

Although reserved, NyAja' blossomed to become youth staff at Youth to Youth Southern States Conference and a leader of GEMS. She shares, "When I found out GEMS needed youth mentors, I was very excited. Though I've found reaching out to others intimidating in the past, after being given opportunities to perfect my craft, I realized I wanted to be a youth mentor for GEMS."

NyAja's growth has been transformational. "I don't think any of the GEMS girls and I could've imagined becoming leaders. With help from Kathy and our other mentors, we incorporate the knowledge gained from the group with our own experiences to help better the lives of other teenage girls," explains NyAja'.



Comprehensive Family-Centered Care: Journey's Story



At age 11, Journey left her pediatrician to come to Teen Health Connection and now receives care from Dr. Dixon. Journey's mother, Chaka, feels relief knowing her daughter is in the hands of specialists trained in adolescent care. She also knows the importance of prevention education programs for her daughter.

It's more than just being a patient – Journey is benefiting from her involvement. She joined GEMS, attended Youth to Youth Southern States Conference and serves on the Teen Advisory Board (TAB). "Teen Health Connection is important because I know that I'm not the only one going through teenage problems. These programs have helped me become a better teen. I've realized what makes me unique," shares Journey.

"Journey has matured from a shy girl into a leader. Because of these programs, she ran for class office and created bonds with teens who have similar interests in community service. Teen Health Connection is keeping her healthy so that she can succeed," says Chaka.

Therapy to Heal: Franklin's Story

Franklin was diagnosed with osteosarcoma when he was 17. After a year of treatment, things were different when he returned to school. Within months he was anxious, sleeping poorly, having test anxiety and panic attacks. His anxiety kept him from attending school, driving or eating out.

Franklin's social worker referred him to Teen Health Connection. He and his mom, Tonya, began family counseling with Mimi. Franklin now sees Mimi individually and mom checks in every few months. Tonya says about Mimi, "She is knowledgeable, caring and she listens. Mimi helps him see that the stress of his illness created a trigger for him. We thank God for Mimi."

Franklin focused on his anxiety at school, not what happened while he was sick. He shares, "I needed to talk through the cancer diagnosis, treatment and surgeries. God healed me and Mimi gave me coping tools."

They both see how helpful it is for teens experiencing trauma to work through their issues. Franklin wants other teens to know, "I am healthier now since dealing with my illness. Although I was physically sick, I didn't realize what I went through would lead to stress, anxiety and mental health issues."



TEEN HEALTH CONNECTION: MORE THAN A DOCTOR'S OFFICE



Research & Evaluation: Local and National Impact

Dr. Ryan Kilmer, UNC Charlotte Professor of Psychology and Teen Health Connection board member, states, "Research and evaluation are critical to the long-term growth and sustainability of Teen Health Connection. The team's efforts not only help document the effectiveness of programs and services but can guide improvements, inform decision-making, and test innovations. In turn, this work yields information that illustrates value to partners and funders and ensures the best quality services for youth served."

There is strong collaboration with community partners to identify and address trends in adolescent health. With a grant from The Leon Levine Foundation, innovations in clinical practice are helping to prevent unintended pregnancies; work with Youth and Family Services is improving service outcomes for youth in foster care. While focused on local issues, Teen Health Connection is engaged in national dialogue expanding its role as a national thought leader. With a unique blend of programs, services, and infrastructure not found in traditional delivery systems, Teen Health Connection is charting the way for adolescent healthcare.

Triage: A Hallmark of Integrated Healthcare

Most teens see their medical provider for a specific health issue – a sore throat or asthma. But they often have other issues going on like depression, anxiety or substance abuse. At Teen Health Connection, medical providers are trained to ask questions and identify health risks. If a concern is identified, a triage clinician is called in to see the patient during the same day visit.

Triage clinicians, experts in adolescent care, help teens and parents determine a course of action. If a mental health issue is suspected, they discuss mental illness or trauma history, engage parents and schedule a visit with an in-house therapist. If other health concerns present, such as nutrition or dating violence, the triage clinician provides health education and resources to make informed decisions.

"We give teens a non-judgmental space to talk while empowering them to make healthy decisions," state the triage clinicians, "and 97% of our teens responding to a survey say they agree or strongly agree the information they received will help them to make healthier choices."

Independent Psychological Assessment: Support for Youth Entering Foster Care

Since 2011, the Independent Psychological Assessment (IPA) Team has provided specialized services to youth in the foster care system. The sole purpose of an IPA is to provide independent, objective perspectives on the needs of youth removed from their homes. During an IPA, psychologists administer clinical assessments, interview family and supports, and review records, culminating in a comprehensive report detailing the youth's history, offering diagnoses, if needed, and providing tailored recommendations as a trajectory for positive outcomes.

As Louis A. Trosch, Jr., District Court Judge, explains, "The IPA is an invaluable resource. The IPAs provide information needed to assure children in our care receive the support and services they need to grow up healthy and strong. You simply cannot create adequate plans for children without knowing their full story. I remember the days before these evaluations were available. The needs of many fell through the cracks, as we relied on incomplete assessments or had no assessments at all. We cannot return to those bad old days."



2017: A YEAR IN REVIEW



25th Anniversary Celebration

Teen Health Connection celebrates 25 years with past board member and NBA all-star, Muggsy Bogues.



Dr. John G. Johnston Award for Excellence in Adolescent Medicine and Health

The 26th Judicial District Juvenile Court judges receive honor for their advocacy work with teens at the 2017 Stand Up and Get Down for Teens annual fundraising event.



Parenting the Love and Logic Way®

Over 200 parents take this 6-session program, showing improvements in their confidence to talk to teens about preventing underage drinking and substance use.

"My wife suggested taking this course together and I initially had no interest but decided to attend. After taking the class, I see incredible value as a parent and coach. This class should be made available to coaches working in the school system and with various youth organizations."

Jay Fish, Parent



The Big Picture

2,082 teens attend with 2 of 3 teens reporting they plan on making personal changes after seeing the performance.

"The Big Picture delivers a powerful and unadulterated message to all who love and cherish the youth in their lives. This event is a must see for anyone who wants a frank and realistic depiction of the challenges faced by today's teenagers."

Lisa Gallimore, SVP, Paragon Bank

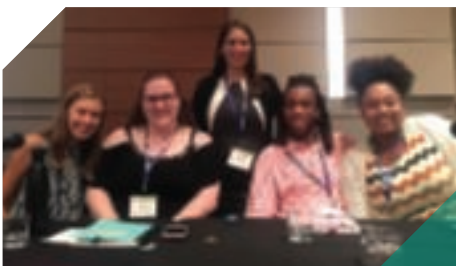


Youth to Youth Southern States Conference

160 teens participate with 91% of teens deciding to be drug free for at least the next year.

"Conference was a life-changing event. Being surrounded by a network of positive leaders, health advocates and mentors really makes teenagers feel empowered and inspired to make a difference. I will forever be thankful for this opportunity."

Candace Mitchell, Senior, Cato Middle College High School



Youth Drug Free Coalition Teen Advisory Board

Teen Advisory Board members present at Community Anti-Drug Coalitions of America (CADCA) Mid-Year Training Institute in Atlanta.

"On the Teen Advisory Board, I have developed leadership skills and spent time with other students who prioritize making healthy choices by pledging to be alcohol and drug-free. I have loved working with a powerful group of teenagers who are making this community better."

Akaya Lewis, Senior, Olympic High School



3541 Randolph Road, Suite 206
Charlotte, NC 28211

teenhealthconnection.org

