



Child & Adolescent
Behavioral Health

MOVING FORWARD *together*

CHILD & ADOLESCENT BEHAVIORAL HEALTH
ANNUAL REPORT FY 2025

WELCOME

Welcome to Child and Adolescent Behavioral Health's (C&A) Annual Report. This year, we're proud to share how C&A is taking bold steps forward strengthening our foundation, expanding access to care, and continuing to grow to meet the needs of youth and families across Stark County.

WORDS FROM CEO MELISSA COULTAS

This past year was one of momentum, thoughtful planning, and renewed confidence for C&A. Guided by our mission and the needs of the children and families we serve, C&A took intentional steps to strengthen our foundation while continuing to deliver high-quality, community-based mental health services across Stark County.

As we celebrated our 50th Anniversary, we also made decisions with the next 50 years firmly in mind. A defining milestone was the announcement of our strategic affiliation with Goodwill Industries of Greater Cleveland and East Central Ohio, a partnership intentionally designed to carry C&A forward for generations to come. This affiliation brings together two trusted, mission-driven nonprofits that serve many of the same children and families in our community. By pairing C&A's longstanding clinical expertise with Goodwill's strong administrative and operational infrastructure, we are building a sustainable model that ensures youth mental health services remain stable, accessible and responsive well into the future.

Through this affiliation:

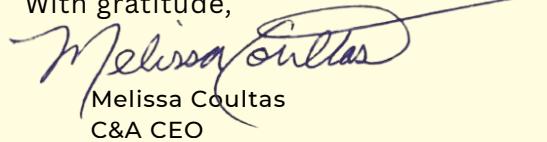
- All C&A clinical services and programs remain fully intact.
- Our name, mission and local focus remain unchanged.
- Clinical staff continue in their roles with no disruption to care.
- Select administrative functions transition to a shared-services model with Goodwill.
- Operational efficiencies strengthen long-term financial sustainability and allow resources to be reinvested directly into services.

C&A will continue to operate as an independent nonprofit with its own Board of Directors, leadership team and community-centered mission. Goodwill, as a corporate member, will support key administrative functions, allowing C&A to focus more time, energy, and resources where they matter most: serving children, adolescents and families.

Alongside this important work, we celebrated milestones that reflect the strength of our people and partnerships. We marked our 50th Anniversary with a community celebration featuring country artist Chase Bryant, surpassed \$1 million raised through two decades of the Let Your Light Shine fundraiser, were named a Top Workplace in Northeast Ohio for the fourth consecutive year and received the inaugural Thrive Workplace Award from the American Psychiatric Association.

Together, these accomplishments and our Goodwill affiliation position C&A for the next chapter with clarity, stability and confidence. We are honoring the foundation that brought us here while making thoughtful, forward-looking decisions that ensure C&A will continue supporting children, adolescents and families for decades to come.

With gratitude,


Melissa Coulter
C&A CEO



REBUILDING A STRONG FOUNDATION

Big things have been happening behind the scenes at C&A. Over the past year and a half, we've thoughtfully rebuilt and reenergized our COG (Council of Governments) team—the administrative heartbeat that keeps every part of our agency running strong.

This transformation has done more than strengthen our systems—it's brought new energy, collaboration and clarity to how we serve our community. From payroll and billing to compliance, technology, and communication, the COG team ensures our programs and people have the support they need to focus on what matters most: helping kids and families thrive.

At the center of this growth is a group of leaders who bring passion, creativity and deep care to their work each day. Together, these leaders are building a culture of collaboration and innovation that reaches every corner of C&A.

Leading the Way

CEO Melissa Coulter continues to steer C&A with vision and compassion—expanding access to care, growing programs and building partnerships that make a lasting difference. Her leadership keeps our mission strong and our focus clear: ensuring every child and family in Stark County has the support they need to flourish.

Driving Daily Excellence

As Chief Operating Officer, Audrey Noll brings heart and precision to daily operations. Whether it's supporting staff, improving systems, or streamlining services, she makes sure everything behind the scenes runs smoothly so our teams can focus on delivering exceptional care.



Strengthening Our Foundation

Chief Financial Officer Annette Holder helps keep C&A financially strong and future-focused. Her thoughtful leadership ensures we can continue growing and investing in the programs that matter most to our community.

Guiding Clinical Impact

Chief Clinical Officer Kim Cernansky has spent more than 20 years helping shape the heart of C&A's work through our school-based and clinical programs. Her leadership ensures that every child who walks through our doors receives compassionate, high-quality care tailored to their needs.

This year brought renewed energy to C&A's Board of Directors as Jennifer Dyer and Kristy Woodford joined the table, bringing fresh insight and passion to our mission. Jennifer's deep understanding of people and organizational culture and Kristy's experience in education and student support have already strengthened C&A's focus on helping youth and families thrive.

Guiding the board through this next phase is Board President Casey McCloud, whose collaborative spirit and commitment to children and families embody the heart of C&A. Together, this leadership team continues to inspire growth, strengthen partnerships and ensure that every decision moves C&A—and the community we serve—forward with purpose.

A MESSAGE FROM CFO ANNETTE HOLDER

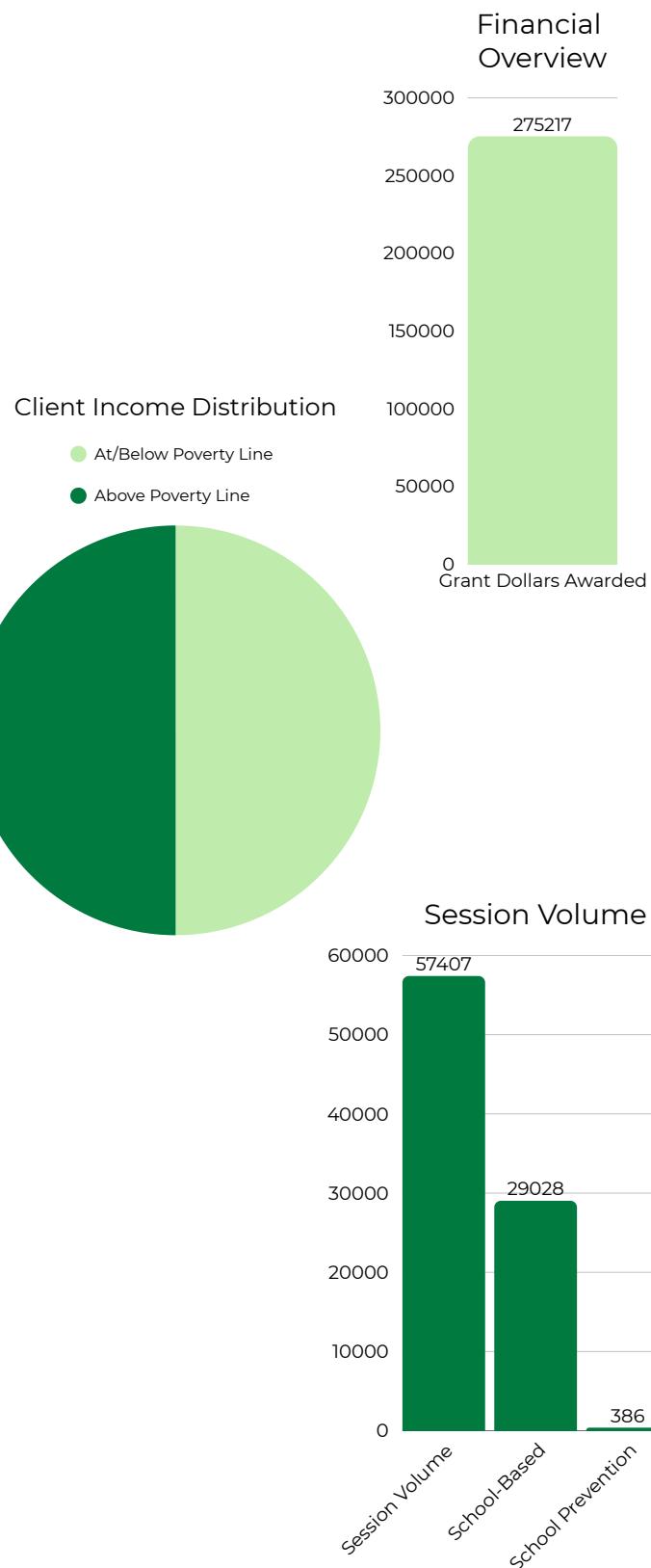
This is my first year with the organization, and it has been a year defined by meaningful change, thoughtful growth and forward momentum.

As I joined the organization, we focused on strengthening our financial foundation while supporting continued program delivery and mission impact. Together, with the leadership team and staff, we navigated a period of transition that required adaptability, transparency and careful stewardship of resources. I am proud of how the organization responded maintaining financial stability while continuing to serve our community with dedication and purpose.

Throughout the year, we made important progress in enhancing financial processes, improving reporting and oversight, and positioning the organization for long-term sustainability. These efforts support informed decision-making and ensure that we remain accountable to those who place their trust in us—our clients, funders, partners and community.

Looking ahead, we are energized by the opportunities presented through our strategic affiliation with Goodwill. This partnership represents an important step forward, aligning shared values and complementary strengths to expand impact and create new possibilities for the future. We view this affiliation as a platform for growth, innovation and increased service to those we serve.

I am grateful for the commitment of our Board of Directors, leadership team, staff, Goodwill and other partners during this year of progress. I look forward to building on this momentum as we continue to plan thoughtfully, manage resources responsibly, and advance our mission in the years ahead.



A YEAR OF CELEBRATION AND GRATITUDE

This year, C&A marked a remarkable milestone—50 years of serving the children, teens and families of Stark County. Throughout the year, our staff, board members, community partners and supporters came together to honor the legacy and future of C&A.

On April 25, we gathered at the Kent State Stark Conference Center to celebrate five decades of impact. The evening was filled with connection and reflection as we looked back on the countless lives touched through our work. Heartfelt messages from community leaders, inspiring words from our leadership and a moving performance by guest artist Chase Bryant reminded us that C&A's story is, at its heart, a story of hope—and of the people who make that hope possible every day.

We are deeply grateful to the sponsors who made this milestone celebration possible—especially Employers Health, whose generosity brought Chase Bryant to the stage for an unforgettable evening. Your partnership and belief in our mission help ensure that C&A can continue making a difference in the lives of children and families for years to come.



The celebration continued on June 30, when C&A staff came together for an afternoon of laughter, team-building and appreciation at Plain Township Veterans Park. With delicious food from Doanville's Finest Foods, sweet treats from Pav's Creamery, and plenty of sunshine and smiles, the day was a joyful reminder of the passion and dedication that fuel our mission. A special thank-you goes to Steve and Lisa Gregory for their generous support in making this celebration possible.



As we reflect on this milestone year, we're filled with gratitude for the people who built this foundation, for those who carry the mission forward today and for the community that continues to believe in our work. Together, we're not just celebrating 50 years—we're building the next 50, rooted in compassion, collaboration, and the belief that every child deserves the chance to thrive.



20 YEARS OF LET YOUR LIGHT SHINE

With a nod to our past and to Let Your Light Shine founder Nancy Pryce, C&A looked ahead as we celebrated the 20th Anniversary of Let Your Light Shine – A Night Under the Lights at the Pro Football Hall of Fame on Sept. 20.

The room was filled with energy as volunteer staff and committee members warmly welcomed guests. CEO Melissa Coulter delivered an inspiring message recognizing the agency's MVPs and community Mission Builders before we honored Nancy Pryce by establishing the Nancy Pryce Shine Bright Award—an annual recognition for those who advance C&A's mission and help reduce the stigma surrounding mental health. Pryce received the Founder's Legacy Award, Mike Flood was honored with the Advocacy/Leadership Award, and Schauer Group received the Sustained Impact Award.

This year, Jamie Lowry, our amazing chair, helped the agency cross the \$1 million goal line in total funds raised through Let Your Light Shine.



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