



CHANGING LIVES
— MATTER, LLC —

Changing Lives Matter

ANNUAL REPORT

POPULATION WE SERVE.

CONSUMER DATA	
Gender	Gender
Male: 6	Transgender: 0
Female:24	Non-specified: 0
Age	Age
Ages: 18+	Highest service frequency with ages: 20 – 60 years
Race / Ethnicity	Race / Ethnicity
African American: 16	Caucasian: 10
Hispanics: 4	Other/Multiple Races: 0
American Indian/Eskimo/Aleut: 0	Non-specified:
Asian: 0	
Services Provided	Top Funding Sources
Outpatient MH/SUD 30	Medicaid 30
Peer Support Services 30	Medicare 6
Intensive In Home	Wellcare 4
SAIOP	AmeriHealth Caritas 1
SACOT	United Health Care -Optum 4
Anger Management	Healthy Blue 3
	Optum Commercial Insurance
	Carolina Complete Health 4

GETTING STARTED ON SOLID GROUND.

Changing Lives Matter is excited to announce that we pursued and accomplished some major goals in 2022 and 2023 successfully. November of 2022 we became fully licensed to provide services. Starting the application process in the middle of a Pandemic was very difficult but it caused us to think more strategically about service delivery and how to manage and communicate effectively with staff. As a result of circumstance we focused on two main goals:

- Creating all systems using CARF Accreditation standards
- Consistent Communication and Information Sharing with Staff and Clients



01

CREATING ALL SYSTEMS USING CARF ACCREDITATION STANDARDS

The CARF standards have definitely caused us to reevaluate how we developed our Policies and Procedures, Quality Management and Performance Improvement processes. We are now much more fluid with quality management and setting baseline outcome measures. This solid foundation will give us a sound trajectory for providing services in the future. process which allows us to use data to make our organization much better for our, staff, stakeholders and community at large. We are hoping to be fully accredited by the end of 2022.

02

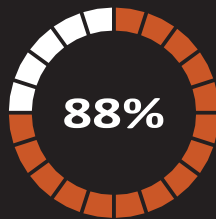
CONSISTENT COMMUNICATION AND INFORMATION SHARING WITH STAFF AND CLIENTS

Executive leadership has committed to transparency and consistently exchanging information with staff and the community. The goal is to use this constant feedback to improve services provided. The following systems and processes have been implemented to increase the flow of communication.

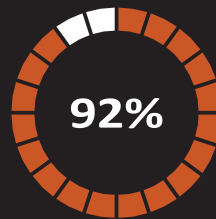
WEBSITE	CLIENT SURVEY	EMPLOYEE SURVEY	STAKEHOLDER SURVEY
SUGGESTION BOX	ZOOM	CLIENT GRIEVANCE PROCESS	QUALITY ASSURANCE DATA

2022 - 2023 HIGHLIGHTS.

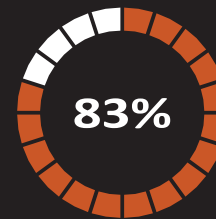
30 New clients served



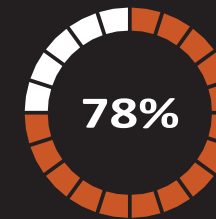
Of Employees are satisfied with their work



Of Peer Support Services' clients state that would recommend a family member or friend for services at Changing Lives Matter



of Outpatient Services' clients report that they are easy to talk to.



of Clients report that their overall wellbeing has improved as a result of treatment

LOOKING TO THE FUTURE.

While we made considerable progress this year, we have more work to do. With support from our executive leadership, staff and community, we will continue our focus in 2022 - 23 on becoming more than just a start-up company but a beacon in the community. We will do so with a renewed commitment to increasing access to care, improving treatment quality, enforcing parity and creating an integrated care culture. And we will continue to safeguard the right of all persons to have access to quality care when and where they need it. Together with our community, we will build a better tomorrow.

HOPE AND GRATITUDE.

We are proud of all our clients who work hard every day to reach their individual goals despite the obstacles that face them. We are proud of our staff that have really stepped up during this time to support our clients and community despite their own anxieties with the pandemic and working with a brand new start up agency. We look forward to the next few months of continued growth, discovery, community outreach and professional development as we challenge ourselves to provide the highest-level programs and services to this community during one of the most tumultuous periods of our lifetime.

With incredible hope, support and unshaken faith, We Look forward to what the next few months bring...

CHANGING LIVES MATTER EXECUTIVE LEADERSHIP TEAM