Nearly 20 years ago, an innovative demonstration project focused on managing services and financing for people with serious mental illness was drawing to a close. From the late 1980s through 1992, Integrated Mental Health supported the transition of more than 700 people from the Rochester Psychiatric Center into the community. Under this capitated model, providers were responsible for ensuring comprehensive care – across all aspects of living – for each person enrolled. The project ended in 1992, but support for system planning, management, and service development continued under the auspice of a new not-for-profit organization – Coordinated Care Services, Inc. Today, as CCSi stands poised to support our customers in implementing the policy and practice changes prompted by Medicaid redesign and health care reform, we are mindful of the principles that gave us our beginning: data-informed service development and evaluation, effective fiscal management, and improved quality of life for individuals in the process of recovery.

This Annual Report follows a timeline format. With key shifts in State and Federal policy as a backdrop, we chronicle the past two decades – highlighting the evolution of our services, our involvement in projects that have shaped our organization and the systems within which we operate, and our work with customers – both locally and across the state. As we take time to appreciate how far we have come, and look forward to the work that lies ahead, we are grateful for:

- Our dedicated, talented staff – both those who are working with us today as well as those who have supported us along the way;
- Our Board of Directors – who have given generously of their time and talent to help shape our direction and foster our growth and development;
- Our customers – many of whom we have had the privilege of working with for more than a decade toward the development of a system that supports recovery and wellness for all.

Sincerely,

Jill Lavigne, Ph.D.
Chair, CCSI Board of Directors

2011 Financials

<table>
<thead>
<tr>
<th>Statement of Activities</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support and Revenue</td>
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<td>Other Revenues</td>
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<td>Investment Income</td>
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<tr>
<td>Total Support and Revenue</td>
<td>$42,664,839</td>
<td>$42,318,927</td>
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</tbody>
</table>

2011 Customer List

Monroe County Department of Human Services – Office of Mental Health, Child and Family Services, Office for the Aging, and Rochester-Monroe County Youth Bureau

Association for the Blind and Visually Impaired – Goodwill
Brome County
Cattaraugus County
Chautauqua County
Chenango County
Children’s Aid Society
Children’s Technical Assistance Center
City of Rochester
Columbia County
Community Missions of Niagara Frontier
Council of Agency Executives
Erie County
Family Counseling of Cortland, Inc.
Franklin County
Friends of the New Leaf
Genesee Council on Alcoholism & Substance Abuse
Genesee County
Genesee County Mental Health Association
Greene County
Greene County Mental Health Association
Livingston County
McHenry County Family CARE (IL)
Nathan Kline Institute
National Building Bridges Initiative
National Center for Mental Health and Juvenile Justice
New York Care Coordination Program

Statement of Activities

2011 Financials

Program Support and Revenu

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Program Expenses

| Direct Expenses     | $5,498,118 | $5,699,768 |
| Pass-Through Expenses| $20,132,340 | $20,591,505 |
| Net Expenses        | $42,632,458 | $42,346,671 |
| Subtotal Program Revenue Net of Expenses | $32,381 | $72,250 |
| Investment Income   | $97,560 | $145,782 |
| Depreciation        | $181,900 | $179,811 |
| Total Excess of Rev Over Expense | $31,959 | $38,421 |
| Net Assets - Beginning of Year | $1,858,878 | $1,820,457 |
| Net Assets - End of Year | $1,826,919 | $1,895,878 |

Board of Directors 2011

Nicole G. Leatherich, Chair
NYS ACCESS – VR
Edward J. Nowak, Esq., Vice Chair
Community Volunteer
Susan M. Rosich, CPA, Treasurer
YMCA of Greater Rochester
Ellery Reeves, Secretary
Genesee County Mental Health Services
Nancy Carlucci
Community Volunteer
John Crilly, Ph. D., MPH, MSW
U.S. Department of Veterans Affairs / State University of Medicine

Terrence C. Fordham, DPA
Rochester Diocese Society
Arly Sifuentes
Eastron Health
Cindice Gray, MBA
RIT and RDHS Alliance
Cheri Zemes
Community Volunteer
Jill Lavigne, Ph.D.
Wegmans School of Pharmacy at St. John Fisher College

Robert Tobin
Simon Graduate School of Business at the University of Rochester
Ronald Valler
Community Volunteer
Joseph Vesic, MD
Greater Rochester Independent Practice Association (GRIPA)
George Wisniewski
Community Volunteer
Lisa Zalezy
Community Volunteer