



IMPROVING LIVES *from*
Sunrise to Sunrise!
2014 | *Annual Services Report*



**Helen Ross
McNabb Center**

*A premier provider of behavioral
health care in East Tennessee*

Joe and Melinda Connell

The 2014 Annual Services Report is dedicated to Joe and Melinda Connell for their immeasurable commitment and contributions to the Helen Ross McNabb Center. Joe served on the Center's Board of Directors from 1999 to 2005 and then again in 2007 to 2014. He led the organization as chair of the board and on the finance and nominating committees. His insight and business expertise created a sense of calm and confidence during a time of immense change and growth for the Center. Joe and Melinda have also led and participated in several capital campaigns that total nearly \$9 million raised to provide access to affordable, quality behavioral health care and support services to nearly 25,000 individuals and families each year. Specifically, funds raised have provided access to care for uninsured children facing serious emotional disturbances and uninsured adults who have severe and persistent mental illnesses.

Joe and Melinda, on behalf of the Center and its clients, thank you for your passion towards our mission of, "improving the lives of the people we serve."



Improving lives from sunrise to sunrise

For the Helen Ross McNabb Center, every sunrise is another opportunity to provide hope and healing in our community. The Center’s mission is simple, “improving the lives of the people we serve; helping children, adults and families facing mental illness, addiction and social challenges.” The Center provides mental health care, substance abuse treatment and social services to the East Tennessee community through a full continuum of care. With highly-qualified professional staff, individuals and families served by the Center receive excellent care, tailored to their specific needs. Although services span across social and economic lines, the Center has a rich history of going above and beyond to provide care to those in our community with the greatest needs and the least resources.

The Center receives grants from the federal government and the State of Tennessee through various agencies, including: Tennessee Department of Mental Health and Substance Abuse Services, Department of Health, Department of Children’s Services, Department of Education and the Bureau of TennCare. It also receives funding from various local governments, including: Blount County, City of Chattanooga, Cocke County, City of Gatlinburg, Hamblen County, Hamilton County, Knox County, City of Knoxville, Loudon County, City of Morristown, City of Pigeon Forge, Roane County, and Sevier County. Other sources of revenue include local grants, contributions from donors, the Helen Ross McNabb Foundation, local United Ways, and third party and private client payments.

All Center programs satisfy the requirements of regulatory agencies including TennCare, Medicare, the Tennessee Department of Children’s Services and the Tennessee Department of Human Services. Staff and the Board of Directors work collectively to ensure that all resources are used effectively and efficiently. The Center is accredited by the Commission for the Accreditation of Rehabilitation Facilities (CARF) International. CARF accreditation provides assurance that the Center’s programs and facilities are of the highest quality. The Center also follows its own robust assurance programs and adheres to corporate compliance and the Health Insurance Portability and Accountability Act of 1996 (HIPPA). The Helen Ross McNabb Center offers all services equally to eligible persons regardless of race, color, national origin, religion, gender, sexual orientation, disability or age.

The Center considers it a privilege to serve the community by providing the exceptional services that are outlined in this report.

Report Contributors

Charles Brooks
Photographer

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Marketing and Public Relations Committee

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This publication was paid for, in part, with state funds.

2013-2014 Executive Leadership

The management and direction of programs offered by the Helen Ross McNabb Center are the responsibilities of the Executive Team. The Center's strategies for treatment and business operation, along with its subsequent implementation, are developed under the supervision of this team.

Andy Black, MSSW
Chief Executive Officer

Jerry Vagnier, LCSW
President

Clifton Tennison, Jr., MD
Chief Clinical Officer

Mona Blanton-Kitts, LCSW
Vice President of Clinical Services

Leann Human-Hilliard, LCSW
Vice President of Clinical Services

David Manning, MD
Medical Director for Adult Services

Dovile Paulauskas, MD
Medical Director for Children's Services

Stephanie Carter, LCSW
Senior Director of Administrative Services

Paula Hudson
Senior Director of Compliance and Quality Assurance

Yolanda Monfort, MBA
Senior Director of Financial Services



Front row (left to right): Yolanda Monfort, Andy Black, Stephanie Carter, David Manning; Back row: Jerry Vagnier, Paula Hudson, Mona Blanton-Kitts, Clifton Tennison, Leann Human-Hilliard, Dovile Paulauskas.

Clinical and Professional Staff

The Helen Ross McNabb Center realizes that the quality of treatment provided to clients is directly related to the quality of our work force. The Center has a remarkably dedicated staff that consistently provides excellent and competent care. Every day, more than 900 staff members demonstrate commitment to the Center's mission of "improving the lives of the people serve."

2013-2014 Board of Directors

In order to encourage and maintain credibility, the Center is governed by a 22-member volunteer Board of Directors. Board members have the responsibility to create and evaluate policy and organizational goals regarding the Center's operations. Board members are elected to serve a three-year term and may serve two terms consecutively.



Front row (left to right): Della Morrow, Nikitia Thompson, Richard Maples, Susan Conway, Karen Sowers, Joe Petre, Chip Finn; Back row: Linda Vaughn, Joe Fielden, Chris Kittrell, Ford Little, Wade Davies, Joe Connell, James Schaad, Linda Gay Blanc; Not pictured: Harold Black, Mai Bell Hurley, Debbie Jones, Ellie Kassem, Ross Schram, Traci Topham, Dedra Whitaker

Harold A. Black, Ph.D.
Professor Emeritus, University of Tennessee

Ms. Linda Gay Blanc
Edward Jones

Mrs. Susan Conway, Chair
Retired

Mr. Joe Connell, Past Chair
Connell Properties

Mr. Wade Davies, Chair Elect
Ritchie, Dillard, Davies & Johnson

Mr. Joe Fielden
JFielden

Mr. Charles (Chip) Finn, Secretary
Kramer Rayson, et al

Ms. Mai Bell Hurley
Community Volunteer

Mrs. Debbie Jones, Treasurer
Retired

Mrs. Ellie Kassem
Community Volunteer

Mr. Chris Kittrell
Rather & Kittrell

Mr. Ford Little
Woolf, McClane, Bright, Allen & Carpenter

Mr. Richard Maples
Spanish Fork Properties/Log Homes of the Smokies/Century 21, Smoky Mountain Realty

Ms. Della Morrow
Conry-Taylor & Morrow, CPAs

Mr. Joe Petre
Conversion Properties

Mr. James Schaad
Schaad Companies, Inc.

Mr. Ross Schram, III
Baker Donelson, et al

Dr. Karen Sowers
UT College of Social Work

Mrs. Nikitia Thompson
Realty Executives Associates

Mrs. Traci Topham
Scripps Networks Interactive

Mrs. Linda Vaughn
Community Volunteer

Mrs. Dedra Whitaker
Morristown-Hamblen Hospital

Financial Numbers

The Helen Ross McNabb Center relies on a diverse group of funding sources. This makes the Center unique in its operation and provides solid financial strength. The following information displays the Center's unaudited revenue and expenses for the fiscal year 2014.

\$6.8 million

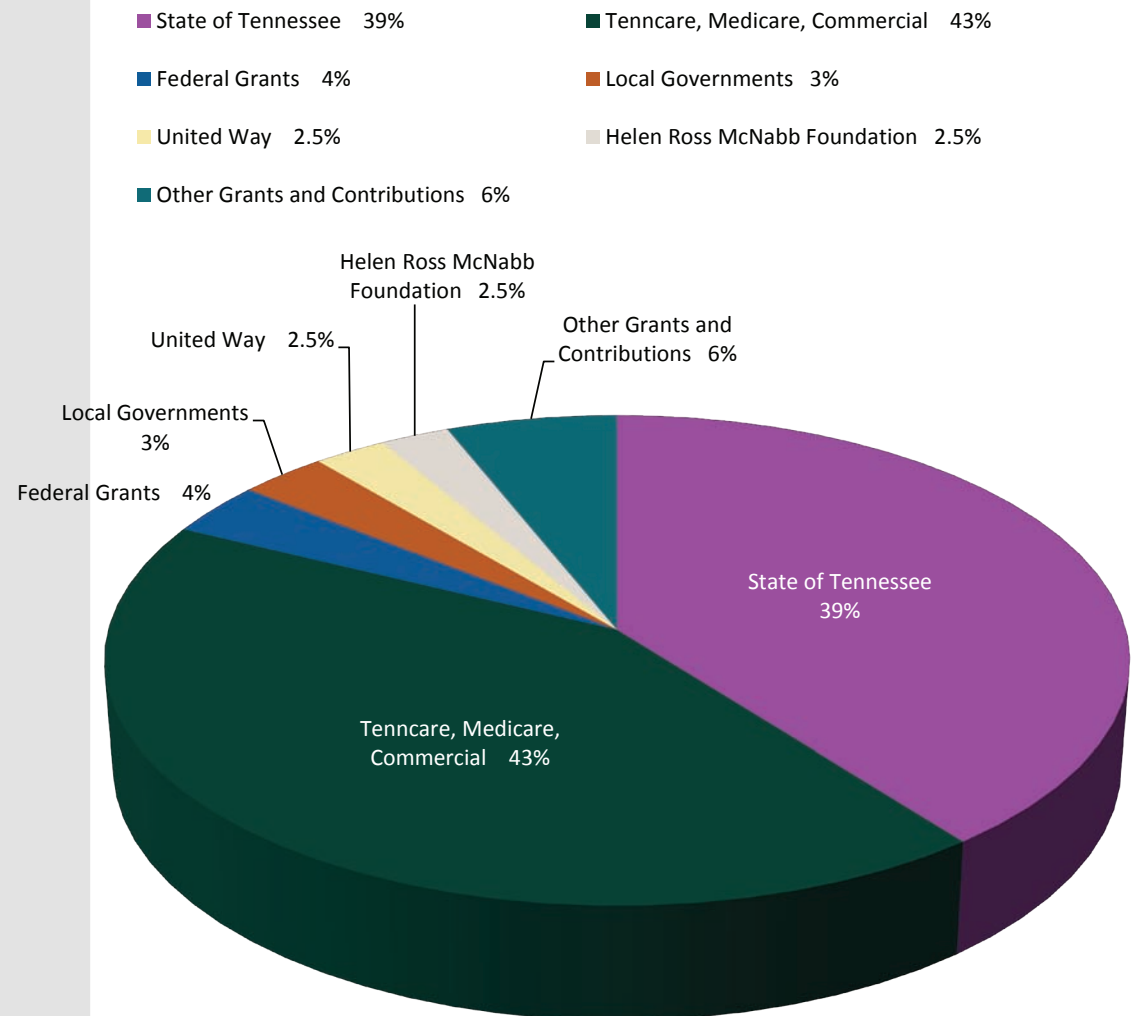
Value of uncompensated services provided by the Center

\$1.3 million

Contributions provided by the Helen Ross McNabb Foundation for program services and capital

As a charitable organization, the Center is dedicated to serving our community through delivering high quality behavioral health care. Generally, the Center serves those with the fewest resources and the most impairing conditions. As part of our treatment philosophy and community commitment, the Center provides a significant amount of uncompensated care to the East Tennessee community.

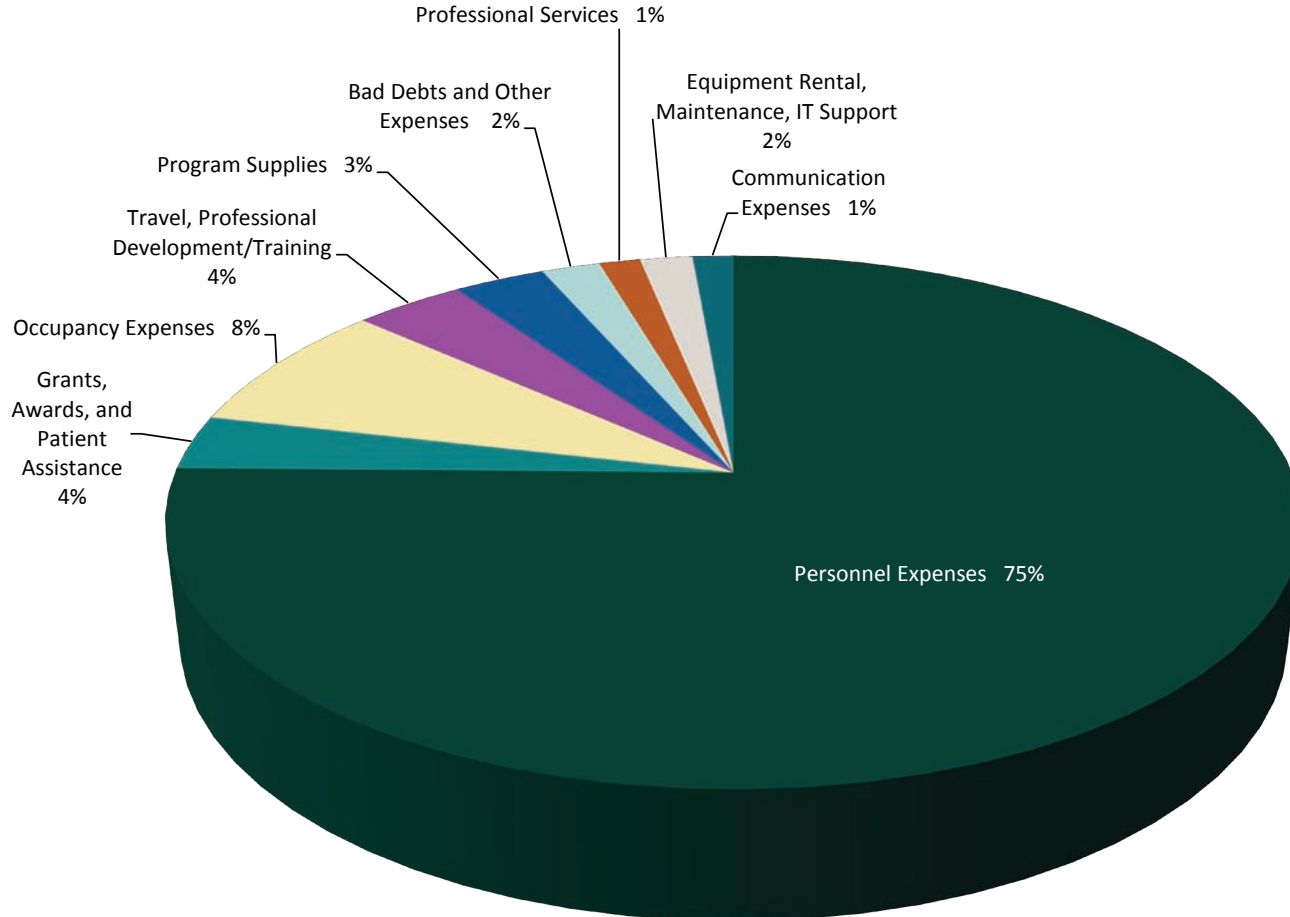
Revenue By Sources - Fiscal Year 2014



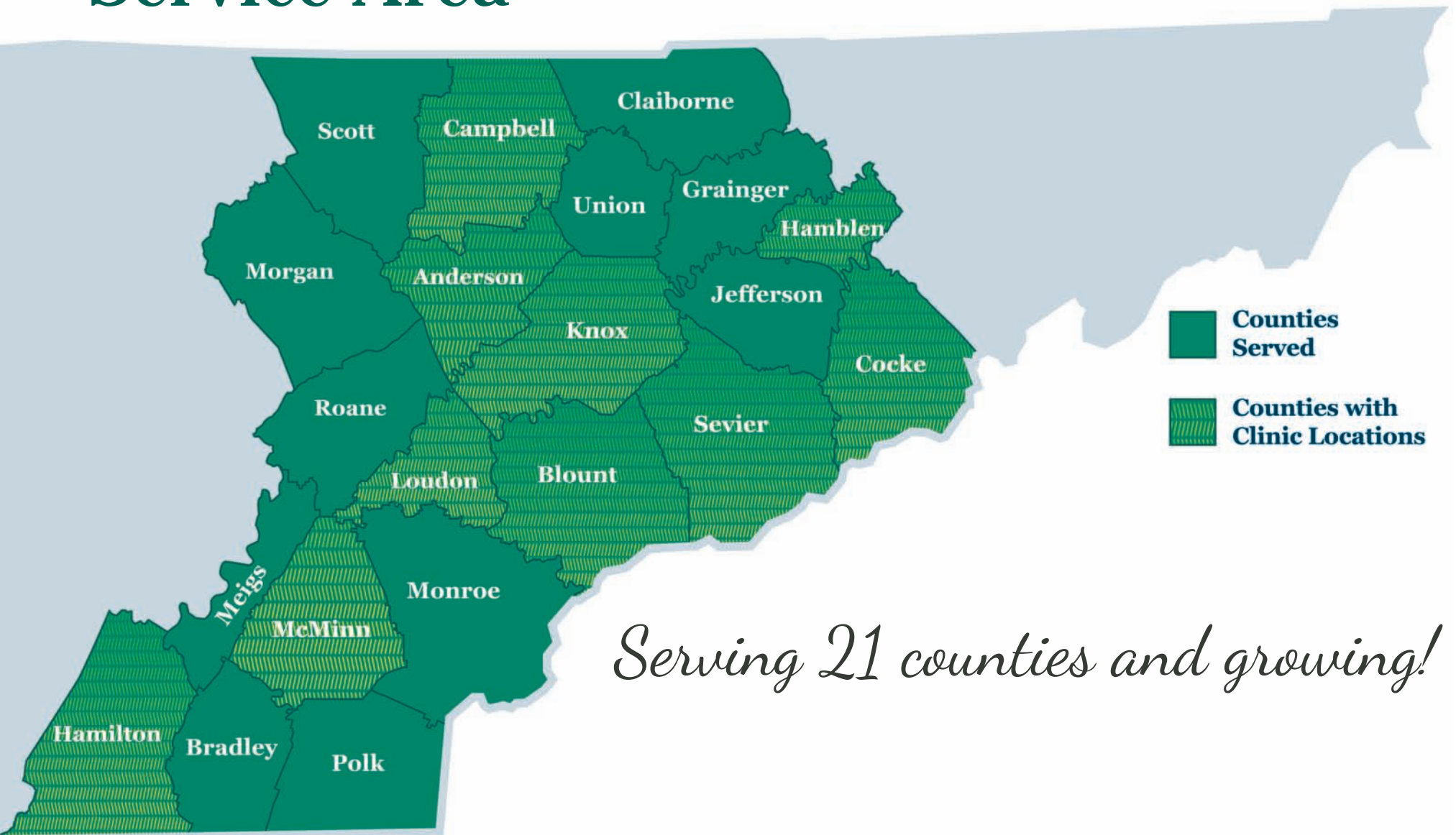
Financial Numbers continued...

Operating Expenses - Fiscal Year 2014

- Personnel Expenses 75%
- Grants, Awards, and Patient Assistance 4%
- Occupancy Expenses 8%
- Travel, Professional Development/Training 4%
- Program Supplies 3%
- Bad Debts and Other Expenses 2%
- Professional Services 1%
- Equipment Rental, Maintenance, IT Support 2%
- Communication Expenses 1%



Service Area



Serving 21 counties and growing!

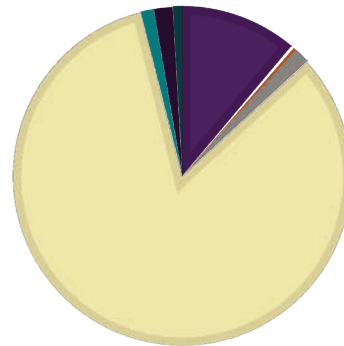
Service Demographics

The following table and charts provide information about the children and adults served through the Center's larger services. The following numbers exclude some of the Center's grant-based programs.

AGE (Years)

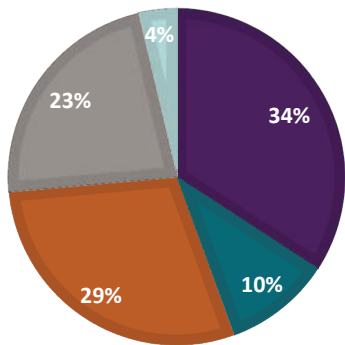
0-17	6,863
18-24	2,057
25-44	5,859
45-64	4,570
65 +	741
TOTAL	20,090

Individuals served by Adult Mobile Crisis Unit 3,577
TOTAL SERVED 23,667



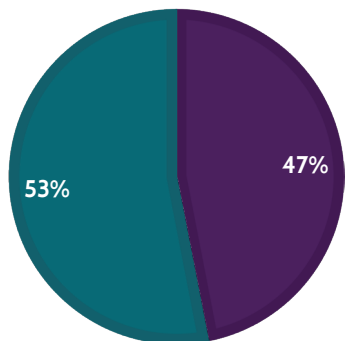
RACE

- African American/Black
- Asian or Pacific Islander
- White
- Other
- American Indian
- Hispanic/Latino
- Biracial
- Unknown



AGE

- 0-17
- 18-24
- 25-44
- 45-64
- 65+



GENDER

- Male
- Female



Children, Youth & Family Services

The Helen Ross McNabb Center has provided quality and compassionate care to help children overcome behavioral health challenges since 1948. Services include early intervention and prevention, mental health, substance abuse and social services. The Center's team of trained professionals creates individualized treatment plans to address the unique needs of each child. By partnering with families, schools and community agencies, the Center builds a system of care that supports and encourages healing.

Early Intervention & Prevention

488 first-time parents received home visitation services designed to prevent child abuse and neglect through education, intervention and strengthening the family.

131 children who have experienced trauma, like abuse or neglect, graduated from Therapeutic Preschool where they received cognitive and developmental stimulation, therapeutic behavioral treatment, structure and help with basic skills.

815 parents whose children have been identified as having potential developmental delays received education and supportive services.

Mental Health

Nearly **7,000** children and adolescents dealing with mental health and emotional issues received counseling, psychiatric and case management services through outpatient clinics in 10 East Tennessee counties.

330 students received individual, group and family counseling and case management services in select East Tennessee schools. School-based mental health services give children living with emotional and behavioral issues the opportunity for health and success in their education and community.

"I am very satisfied with the treatment and care my daughter has received. Her condition has improved greatly since we started therapy and she is more willing to talk about problems with me."

Substance Abuse & Co-occurring

536 adolescents identified as high-risk for substance abuse learned how to cope with anxiety and stress, manage anger, effectively communicate, and build defenses against peer pressure.

152 teens who have substance abuse and/or co-occurring mental health issues received after-school intensive outpatient services.

196 adolescents with substance abuse and/or co-occurring mental health issues received services at one of three Helen Ross McNabb Center residential facilities in East Tennessee.

Juvenile Justice

526 youth involved in the juvenile court system received case management, counseling, and crisis intervention services through Helen Ross McNabb Center programming.

Homeless Outreach

1,439 homeless children or children at-risk of homelessness received outreach or case management services. **97** adolescents were served by the transitional housing program.

Foster Care & Adoption

137 children were placed in foster care. The Therapeutic Foster Care and Adoption Program serves children and teens who are in state's custody due to abuse or neglect and who have behavioral or emotional problems. **11** children were placed in forever homes through adoption.



Adult Services

"My worker helped me start my entire life over and without her I would've been lost."

The Helen Ross McNabb Center offers a full array of programs for mental health care, addiction and co-occurring treatment, recovery and social services to meet the needs of adults in our community. Our staff of highly-qualified mental health and addictions/recovery professionals interacts daily with community partners such as psychiatric hospitals, physicians, social service agencies, the courts and, of course, family and friends to ensure the best care for people served.

Mental Health

10,471 adults received counseling and psychiatric and case management services through outpatient clinics in 10 East Tennessee counties.

110 adults received services through Program for Assertive Community Treatment (PACT.) PACT is described as a hospital without walls, providing access to direct mental health care in the community.

343 adults in recovery with a diagnosed mental illness were served by peer support centers in Knox and Hamilton counties.

18 adults with a serious and persistent mental illness received 24-hour residential care, including: psychiatric, nursing, case management, recovery, transportation, and personal care services.

Substance Abuse & Co-occurring

75 parenting women received intensive outpatient treatment and structured living services for co-occurring mental health and chemical dependency issues.

667 men and women received residential rehabilitation and medical detoxification for chemical dependency.

425 adults received intensive outpatient services for co-occurring mental health and chemical dependency issues



Criminal Justice

2,481 adults involved in the criminal justice system received psychiatric assessments, medication management, case management, advocacy, counseling and crisis intervention.

Crisis Services

3,577 individuals received face-to-face assessments through the Adult Mobile Crisis Unit, which provides a 24-hour response system for individuals experiencing a behavioral health crisis.

1,765 adults were served by the Crisis Stabilization Unit, a facility-based service that delivers short-term stabilization treatment to prevent acute psychiatric hospitalization.

1,685 women received services for domestic violence. These services include crisis shelter care, advocacy, therapy, transitional housing and/or outreach.

2,248 men and women were served by the Sexual Assault Center of East Tennessee. Services include sexual assault nurse examinations, advocacy, therapy and/or outreach.

Social Services

210 men and women with a history of mental illness live in Helen Ross McNabb Center supportive, affordable housing.

117 men and women facing homelessness received outreach and case management services.

1,108 individuals received HIV/AIDS education and prevention services which include individual and group education, assessment, referral and counseling services, and HIV testing.

"I am so thankful for this program and the people here. They helped me realize that life is worth living. I'll never forget what I learned here. Thank you so much!"

Helen Ross McNabb Foundation

Since its founding in 1972, the Helen Ross McNabb Foundation has worked diligently to support the work of the Helen Ross McNabb Center. In addition to providing leadership and direction, the Foundation's staff and 30-member volunteer board actively raises, holds and invests funds on behalf of the Center. Funds raised by the Foundation over the past 42 years have contributed greatly toward the stability and growth of the Center. The Foundation raises funds through several organized efforts.

Annual Fund Campaigns

Annual fund campaigns allow the Foundation to raise funds for projects and programs which meet pressing needs for clients and the community. This past fiscal year, the Foundation conducted two annual fund campaigns, Veterans Housing Campaign and Sevier County Capital Campaign. The Veterans Housing Campaign raised \$1.83 million to develop and maintain two different housing facilities in order to serve, at any given time, 21 homeless veterans with a mental illness and/or a behavioral health disability. Additionally, the Foundation raised funds to increase access to care in Sevier County with a campaign goal of \$1.6 million. The Foundation made plans to develop a permanent, stand alone mental health outpatient treatment facility. The completion of a new facility in Sevier County will substantially increase service capacity and will give staff the opportunity to expand substance abuse education and prevention programming. This fiscal year, the Center identified and purchased a former medical clinic, renovated the existing space and moved its services to the new location. With the Foundation's help, the Center also plans to build an additional 4,000 square foot facility on the adjoining lot in the future.

Planned Giving

Through the Foundation's giving options, community members have the opportunity to leave a legacy starting today. There are many ways a donor can create a brighter future for children, adults and families in East Tennessee by remembering the Helen Ross McNabb Center in their financial planning. Their thoughtfulness can help support programs and services that make a real difference not only in the lives of individuals but in the community as a whole.

- Charitable Remainder Trusts
- Endowments
- Life Insurance
- Bequests
- Retirement Plans



Memorial and Honorary Gifts

Memorial and honorary gifts allow donors to remember or honor a loved one through a gift that provides vulnerable children and adults in East Tennessee the opportunity to receive quality, compassionate mental health care. Upon receipt of the gift, the Foundation sends a note to acknowledge the gift to the family of the individual being remembered or to the honoree.

Community Relations

In addition to raising funds, the Foundation is charged with raising awareness for issues surrounding mental illness, addiction and social challenges in our community through local media and community events. Positive relationships with our neighboring communities and businesses are an important component to the success of the Center's programs. Additionally, the Center relies on a core group of volunteers to help support the Center's mission and daily operations. There are ample volunteer opportunities that vary in commitment level and interest. Last year, 1,043 individuals volunteered and provided nearly 40,000 service hours.

Special Events

The Foundation organizes special events each year to raise financial support and awareness for the Center. These events are embraced and supported by local media and businesses and provide public outreach which attracts people who may never come in contact with the Center's work at any other time. The annual events include:



Spirit Award Dinner

2013-2014 Foundation Board of Directors

The Foundation is governed by a 30-member volunteer board. Board members are volunteers from East Tennessee who give of their time and talent to direct and serve the Foundation. Members are elected and serve a three-year term and may serve two consecutive terms.



Front row (left to right): Joe Johnson; Second Row: Joe Mont McAfee, Jeannie Dulaney, Andy Black, Fay Bailey, George Kershaw, Chris Kahn, Jenny Brock; Third Row: Andy Shafer, Carl Van Hoozier, Patrick Birmingham, Bob Joy, Chris Liposky, Nick Chase, Greg Gilbert, Dale Keasling, Avice Reid; Not pictured: Sandy Bertelkamp, Christi Branscom, Debbie Brown, Elizabeth Campbell, David Fiser, Mike Fishman, Daniel Head, Mark Kroeger, Virginia Love, Jim Lloyd, Davis Overton, Bob Petrone, Keith Sanford.

Mrs. Fay Bailey
Hop Bailey Co.

Mrs. Sandy Bertelkamp
Community Volunteer

Mr. Patrick Birmingham
Knoxville News Sentinel

Mr. Andy Black, Ex-Officio
Helen Ross McNabb Center

Mrs. Christi Branscom
City of Knoxville

Mrs. Jenny Brock, Secretary
Community Volunteer

Mrs. Debbie Brown
Raymond James

Ms. Elizabeth Campbell
Community Volunteer

Mr. Nick Chase, Past-Chair
Egerton, McAfee, Armistead & Davis, P.C.

Ms. Jeannie Dulaney, Chair-Elect
Community Volunteer

Mr. David Fiser
Fiser, Inc.

Mr. Mike Fishman
Lakeway Publishers

Mr. Greg Gilbert, Treasurer
Lattimore, Black, Morgan & Cain

Mr. Daniel Head
Head Wealth Management

Dr. Joe Johnson
University of Tennessee

Mr. Bob Joy
Retired

Mrs. Chris Kahn
Retired

Mr. Dale Keasling
Home Federal Bank

Mr. George Kershaw, Chair
D&K Management

Mr. Mark Kroeger
Scripps Networks Interactive

Mr. Chris Liposky
Rogers Petroleum, Inc.

Ms. Virginia Love
Baker Donelson

Mr. Jim Lloyd
Pershing Yoakley & Associates

Mr. Joe Mont McAfee
Egerton, McAfee, Armistead & Davis, P.C.

Mr. Davis Overton
White Realty

Mr. Bob Petrone
B&T Distributing

Mrs. Avice Reid
City of Knoxville

Andy Shafer
Shafer Insurance

Keith Sanford
First Tennessee Bank

Carl Van Hoozier
Vulcan Materials



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Community Partner

