

H E A L T H



H O P E



H E A L I N G



HELPING CHILDREN, ADULTS AND FAMILIES



2017 Annual Services Report

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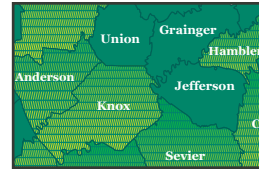
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Financial Numbers

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Service Numbers

Contributors

Charles Brooks, *photographer*
Jill Knight, *graphic designer*

Marketing and Public Relations Committee

Linda Gay Blanc
Charles "Chip" Finn
Mike Fishman
Debbie Jones
Bob Joy
Joe Petre
Traci Topham, chair

Providing health, hope & healing



Dear McNabb Community,

With great pleasure, I share the Fiscal Year 2017 Annual Services Report of the Helen Ross McNabb Center and Foundation. The Center's mission, improving the lives of the people we serve, is realized daily in the lives of nearly 26,000 children, adults and families in 25 counties across East Tennessee. We serve children who experienced trauma, young adults overcoming addiction, victims of domestic violence or sexual assault finding healing, adults recovering from mental illness and many more of our neighbors. Our focus on health, hope and healing creates the best outcomes for the individuals we serve.

We attain results through the use of best practice standards and clinical interventions. For example, this year, the Center achieved its re-accreditation with the Commission on Accreditation of Rehabilitation Facilities (CARF). The Center was the first community mental health center awarded CARF accreditation in Tennessee 16 years ago, and by pursuing and achieving accreditation, the Center has continually demonstrated that it meets international standards for quality and is committed to pursuing excellence. In addition, the Knoxville News Sentinel recognized the Center as a 2017 Top 5 Workplace and acknowledged the Center with its Meaningful Work Award.

As a mission-driven health care provider, the Center is also focused on expanding services, responding to crises and developing unique services. In fiscal year 2017, with the support of Governor Haslam and his administration, the Center secured pre-arrest diversion funds for adults with mental illness and substance use issues in Knox and Hamblen counties. In Sevier County, the wildfires left many people homeless and hurting. The Center was funded by the Federal Emergency Management Agency (FEMA) and the Red Cross to provide counseling and community support to those affected by the wildfires. The Center continues its commitment to eliminating barriers of access to care across East Tennessee.

The Center maintains excellent facilities. This year, the Center renovated its administrative building, female adolescent residential center, military services outpatient center and Program for Assertive Community Treatment unit. The resources raised by the Foundation made these improvements possible. The Center continues to have no long-term debt. Additionally, the Foundation raised \$2.5 million to support the Sexual Assault Center of East Tennessee and Therapeutic Preschool.

The 2017 Annual Services Report illustrates the health, hope and healing that dedicated staff and volunteers of the Helen Ross McNabb Center and Foundation provide to children, adults and families in East Tennessee.

Sincerely,

Jerry Vagnier, LCSW
President & CEO

Adam and Jenny Brock

Creating a legacy of health, hope & healing

It is the Helen Ross McNabb Center's honor to dedicate the 2017 Annual Services Report to Adam and Jenny Brock, longtime advocates and friends of the Center and its mission. With their contributions, the Center has been able to further achieve its goals and fulfill its mission of improving the lives of those it serves.

For Adam and Jenny, dedicating their time and talents to the Helen Ross McNabb Center has never been a question. Involvement with the Center is part of their family. Jenny's father, Harry Stowers, was passionate about the Helen Ross McNabb Center. He was a tireless supporter of all programs at the Center from 1987 until he passed away in 2007, and his heart for the Center's mission is carried on now by his family. Sarah Hobson Stowers, Jenny's mother, continues to build the family's legacy of philanthropy, and Jenny's brother and sister-in-law, Wes and Liz Stowers, are also actively involved with the Center. As for the Brocks, they have leveraged their time and talents into a rewarding legacy of their own.

The Brocks met in college when their rival tennis camp students competed against each other. Now, Adam, an investment manager at Patriot Investment Management, and Jenny, a former interior designer, have three grown children and continue to enjoy tennis together. They have turned their love of tennis and desire to help others into a lasting positive impact.

After Jenny's father passed away, she was inspired to get more involved with the Center because she knew it was so important to him. She began by serving on the Helen Ross McNabb Center's Spirit Award Committee coordinating the silent auction. In 2007, her father and mother were honored with the Spirit Award. She then served on the Helen Ross McNabb Foundation Board for two terms beginning in 2010, and she is currently serving a third term.

Adam's involvement began when he, Scott Patrick and Howard Blum teamed up to revamp the Knoxville Challenger, a USTA Pro Circuit Event, into a fundraising event benefiting the Helen Ross McNabb Center. At the time, the event was failing in Knoxville, and the city was about to be removed as a Challenger tour location. However, with the inspiration to make it a fundraiser, the team set their plan in motion to make it successful. This event model is unique for Challengers. It is the only Challenger Tournament in the world that is structured as a fundraiser. Adam is the Knoxville Challenger tournament director, and he and Jenny and Scott Patrick co-chair the Knoxville Challenger committee. The Brocks have helped cultivate more than \$1.1 million for the Center in nine years through the Knoxville Challenger, and the event continues to grow each year. The success of the Spirit Award Dinner and the Knoxville Challenger, the Helen Ross McNabb Foundation's largest fundraisers, would not be possible without the Brock's leadership.

The Brocks have turned their lifelong passion for the sport of tennis into an impactful way to improve the lives of the people we serve in the community. They volunteer to give back to our neighbors actively and wholeheartedly. Together, with supporters like Adam and Jenny Brock, we are able to raise funds to provide compassionate resources to children and adults. Together, we are building a legacy of health, hope and healing by positively impacting 26,000 lives annually.

Adam and Jenny Brock, your tremendous generosity and interest in the lives of the people we serve is deeply appreciated.



OUR TEAM

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 provide excellent and compassionate care. Every day, more than 900 staff members demonstrate commitment to the Center's mission of "improving the lives of the people we serve." The Center's executive staff comprise its leadership team.

Leadership Team

Jerry Vagnier, MSSW, LCSW
president & CEO

Stephanie Carter, MSSW, LCSW
vice president of operations

Paula Hudson, BS
senior director of corporate compliance

Jason Lay, CPA
chief financial officer

Leann Human-Hilliard, MSSW, LCSW
vice president of regional clinical services

Dovile Paulauskas, MD
chief medical officer

Mona Blanton-Kitts, MSSW, LCSW
vice president of regional clinical services

Houston Smelcer, MBA, CFP
vice president of development and government relations

2017 Helen Ross McNabb Center Board of Directors

In order to encourage and maintain credibility, the Center is governed by a volunteer board of directors who 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.



(Left to right) Front row: Ted Flickinger, Debbie Jones, Richard Stair, Della Morrow, Back row: Wade Davies, Nancy Cain, Charles "Chip" Finn, Karen Sowers, Dale Keasling, Not pictured: Heidi Barcus, Joe Fielden, Mike Fishman, Joe Johnson, Ford Little, Richard Maples, Joe Petre, James Schaad, Ross Schram III, Mary Kay Sullivan, Nikitia Thompson, Traci Topham, Clarence Vaughn

OUR HOPE

Mission

Improving the lives of the people we serve; helping children, adults and families with addiction, mental illness and social challenges

Vision

To be the premier provider of high quality behavioral health and social services through a continuum of care focusing on our clients first and foremost, delivering quality services, demonstrating effectiveness, inspiring our staff and building upon the spirit of our founder

Clinical Philosophy

Services are designed for the expressed purpose of helping people live successfully in their own communities. We are striving to utilize best practice standards throughout our delivery system. We recognize and embrace the use of co-occurring treatment practice for individuals who experience both mental health and addiction issues. An ecological approach to the treatment of problems takes into consideration the biological, medical, psychosocial and community impact on the person being treated. Our clients benefit from highly trained and experienced practitioners who work within a team approach with colleagues and our clients.

2017 Helen Ross McNabb Center Board of Directors

Ms. Heidi Barcus

Ms. Nancy Cain

Mr. Wade Davies, *past chair*

Mr. Joe Fielden

Mr. Charles "Chip" Finn, *chair*

Mr. Mike Fishman

Mr. Ted Flickinger

Dr. Joe Johnson

Mrs. Debbie Jones,

treasurer & chair elect

Mr. Dale Keasling

Mr. Ford Little, *secretary*

Mr. Richard Maples

Mrs. Della Morrow

Mr. Joe Petre

Mr. James Schaad

Mr. Ross Schram III

Hon. Richard Stair

Dr. Karen Sowers

Dr. Mary Kay Sullivan

Mrs. Nikitia Thompson

Mrs. Traci Topham

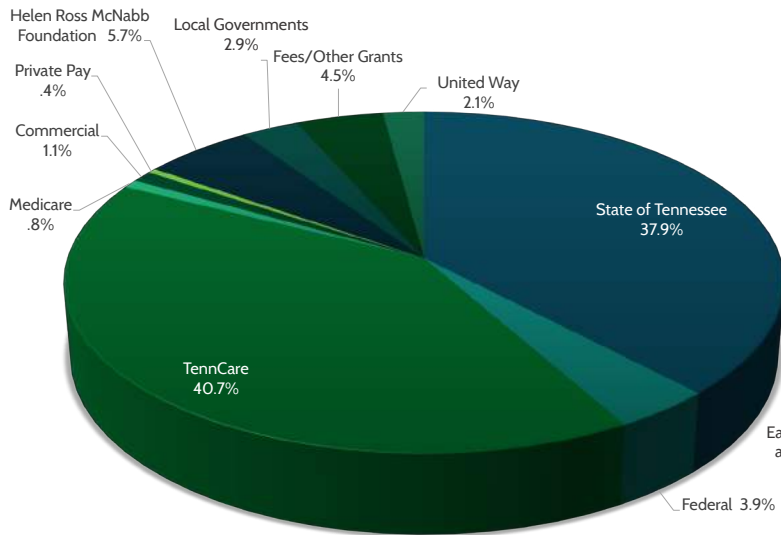
Mr. Clarence Vaughn

FINANCIAL NUMBERS

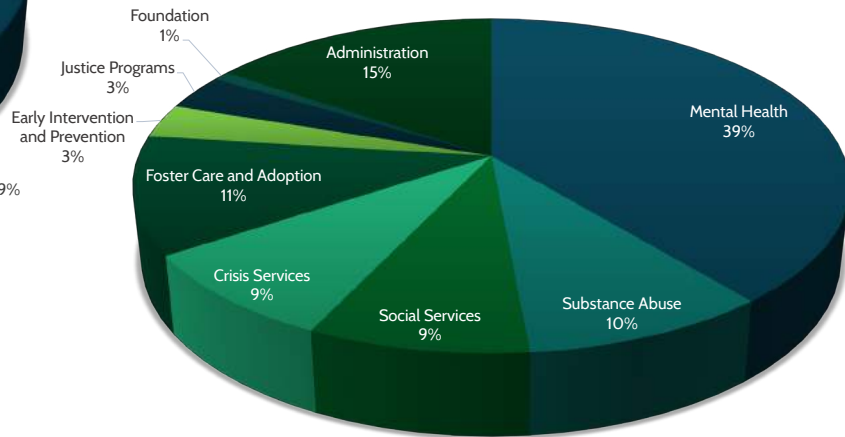
FISCAL YEAR 2017

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 Center receives grants from the federal government and the state of Tennessee through various agencies, including: the Bureau of TennCare, Tennessee Department of Children's Services, Department of Education, Department of Health and Department of Mental Health and Substance Abuse Services. It also receives funding from various local governments, including: Blount County Schools, Campbell County, City of Alcoa, City of Chattanooga, City of Knoxville, City of Maryville, City of Morristown, City of Newport, Cocke County, Hamblen County, Knox County, Loudon County and Sevier County. Other sources of revenue include local grants, contributions from donors, the Helen Ross McNabb Foundation, local United Way organizations and third party and private client payments. The following information displays the Center's unaudited revenue and expenses for the fiscal year 2017 (July 1, 2016-June 30, 2017).

REVENUE



EXPENSES



\$3.2 million

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

\$9.3 million

Value of uncompensated services provided by the Center

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 region.



SERVICE NUMBERS

FISCAL YEAR 2017

1 Mission - "Improving the lives of the people we serve"

13 Outpatient mental health centers

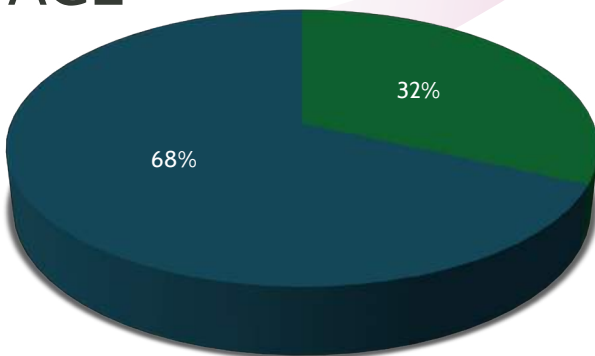
25 East Tennessee counties served

900 Professionals dedicated to our mission of improving lives

26,000 Estimated number of children and adults served.*

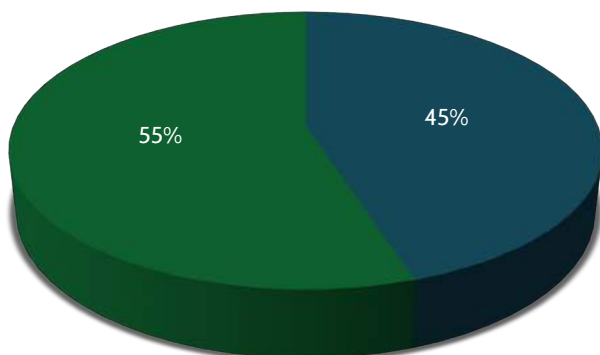
*Estimate excludes some grant-based programs, like DCS programming

AGE



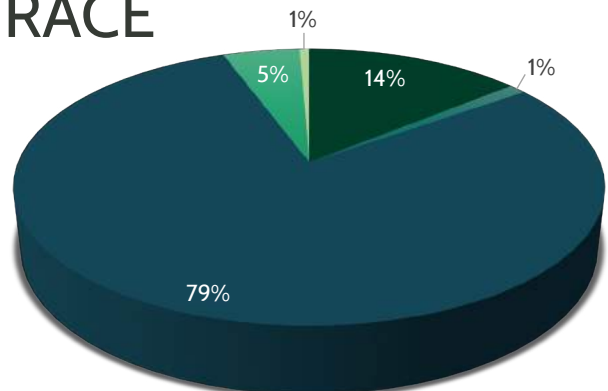
■ Adults
 ■ Children
 44 people recorded as unknown

GENDER



■ Female
 ■ Male
 13 people recorded as unknown

RACE



■ White
 ■ African American
 ■ Biracial
 ■ Hispanic/Latino
 ■ Other
 99 people recorded as unknown

Children, youth & families



The Helen Ross McNabb Center has provided quality and compassionate care to help children overcome behavioral health challenges since 1948. Our team of trained professionals creates individualized treatment plans to address the unique needs of each child. By partnering with families, schools and community agencies, we build a system of care that supports and encourages healing for each child.

Early Childhood Intervention and Prevention Services

Nearly **700**
at-risk parents received prevention services
to strengthen families and prevent abuse.

Nearly 80 families worked with a life coach through the United Way of Greater Chattanooga Building Stable Lives partnership. The Helen Ross McNabb Center has two of five life coaches in the Greater Chattanooga area, and through this partnership, we work to increase access to medical care, mental health care, education, employment and housing.

312

young children with emotional issues received services for behavioral problems or received help after experiencing trauma, such as abuse or neglect.

“By strengthening and empowering families every day, we know that we can prevent the negative mental and physical effects of child abuse and provide children and families with the opportunity to live a healthy, productive and happy life.”

*—Mona Blanton-Kitts
Helen Ross McNabb Center
vice president of regional
clinical services*

Mental Health Services



9,509

children and youth living with mental health and emotional disturbances received counseling, psychiatric services and case management through outpatient clinical facilities in 10 East Tennessee counties.



2,974

children who are who are at a higher risk for intensive mental health disorders and chronic health conditions received Tennessee Health Link care coordination, a collaboration of external healthcare providers and other community partners.

Substance Use and Co-occurring Treatment

More than **350**

teens and adolescents with substance abuse or co-occurring mental health disorders received treatment through the Center's intensive outpatient or residential treatment programs. The Helen Ross McNabb Center is committed to providing alcohol and drug treatment for youth in our community.

Michael

At four years old, Michael* was found wandering the streets near his home. It was soon apparent that Michael's mother had moved out of the home and left Michael behind. When the Department of Children's Services was called, they were familiar with Michael's family due to prior concerns about his mother's mental health and substance abuse issues.

While Michael appeared to get along in his foster homes initially, he struggled with building relationships with adults and following directions. As Michael got more comfortable in each foster home he began to display more challenging behaviors including manipulation and extreme aggression. His first two foster homes were not able to provide the level of support that Michael needed, and he was removed from two foster homes in two months.

Because of the severity of his behavior, he was referred to the Center's Therapeutic Preschool. Michael made progress on controlling his body and expressing himself, and Michael's foster family is following through with the adoption process. His family feels comfortable that they have the tools to support him as he grows and develops, thanks to the services they received at the Helen Ross McNabb Center.

* Name changed for privacy purposes

The Center provides the only remaining therapeutic preschool in Tennessee. It serves children ages 4-6 who have experienced trauma, such as abuse or neglect. The 10-week program had the capacity to serve 15 kids at a time, and it typically operated at its maximum. This year, the Helen Ross McNabb Foundation was able to meet the need to increase the service capacity. More than \$1.5 million in funds have been allocated to the Therapeutic Preschool to serve the community's most vulnerable children. The funds will support the expanded services and staff for approximately 20 years at a rate of \$75,000 per year. A late afternoon Therapeutic Preschool class has now been added, and capacity doubled.

Wildfire Response

The Helen Ross McNabb Center serves approximately 1,600 children and adults annually through its clinic located in Sevierville. Many clients were affected by the 2016 wildfires, which resulted in loss of life and property. At the onset of the disaster, staff began contacting individuals and families served by the Center to ensure their safety and continued access to needed health care. Staff was also called upon to provide counseling support at emergency shelters and local schools. Prior to the wildfires, the Sevier County Center received about one person in crisis for a walk-in appointment each week. As a result of the wildfires, the number of walk-ins increased to two people per day in need of basic resources like food, shelter and clothing. Based on the data, 62 percent of people seen at the Center reported an increase in emotional issues.

In addition to providing care to current clients and community partners, the Center received additional funding to help connect individuals in need to resources, like mental health care and housing. To address emotional needs and connect survivors to resources, the Tennessee Department of Mental Health and Substance Abuse Services has funneled Federal Emergency Management Agency (FEMA) funding through the Substance Abuse and Mental Health Services Administration to the Center. The Immediate Services Program, the first phase of the programming provided community-based outreach and emotional support services. Then, FEMA provided a nine-month extension of more than \$500,000 in funding, known as the Regular Services Program to serve Sevier County residents through the Center. The American Red Cross is also funding a one-year contract of \$275,000 to assist the residents of Sevier County. It funds three full-time mental health professionals. The Tennessee Housing Development Agency made an additional \$25,000 available to the Center's existing Emergency Solutions Grant program to provide emergency housing to individuals and families who lost their homes or were displaced.

“The natural disaster affected Sevier County as a whole. Several housing units were destroyed, decreasing the availability of affordable housing in a community which was already experiencing an affordable housing shortage,” said Shellie Hall, director of Sevier County services.

Sevier County will continue to see the impact of the wildfires, and the Center will continue to respond to client and community needs in Sevier County.



5,000 people received community-based outreach and emotional support services through FEMA funding.

Social Services

331

homeless, or at-risk of being homeless, youth received case management services, emergency runaway care or transitional housing.

Crisis Services



800 More than assessments were provided through the Children and Youth Mobile Crisis Unit, which provides a 24-hour response system for children and youth experiencing a psychiatric crisis.



Juvenile Justice Services

428

youth involved in the juvenile court system received case management, counseling and crisis intervention with the goal of helping them be successful members of the community and remain at home.

According to the National Alliance on Mental Illness, 70 percent of youth in state and local juvenile justice systems have a mental illness.

“The Helen Ross McNabb Center works closely with children and families. Our goal is to see children in safe, loving homes.”

**–Janet Jenkins
Helen Ross McNabb Center
senior director of Department of
Children’s Services programming**

Foster Care and Adoption Services

25

children were provided safe, stable and loving homes through adoption.

The average cost of a child in foster care is \$53,290 per year. The economic impact of 25 adoptions created a savings to the state of more than \$1.3 million.

138

children who are in the state’s custody due to abuse or neglect and who are experiencing behavioral or emotional problems were placed in McNabb Center foster care.

430

family members received supervised visitation services through the Parent Place Program.



Sarah

After being removed from her parents due to abuse and neglect, six-year-old Sarah* was placed into a Department of Children’s Services (DCS) foster home. Feeling abandoned and hopeless, Sarah’s fear and anxiety showed through her disruptive behaviors and aggression while in her foster home. Sarah needed consistent and specialized help dealing with trauma she experienced.

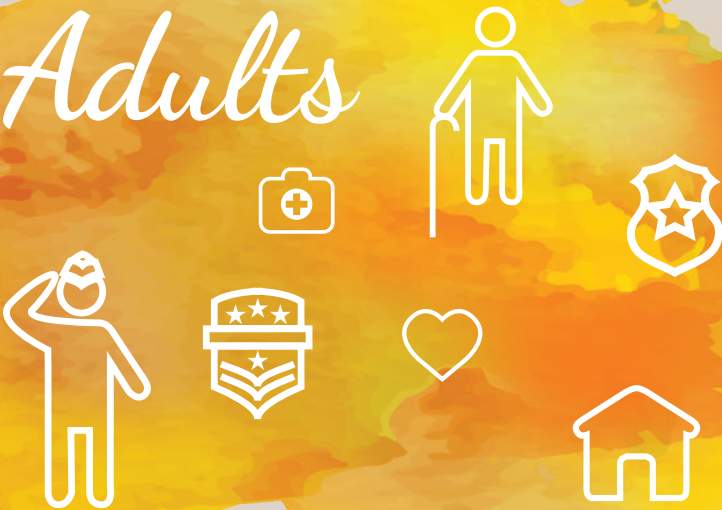
DCS contacted Helen Ross McNabb Center’s Therapeutic Foster Care team seeking a home capable of addressing her behaviors. The Center’s Therapeutic Foster Care Placement Team specializes in clinical assessment and placing children with a variety of mental health diagnosis with foster parents who are trained to meet each child’s unique needs.

Sarah was diagnosed with post-traumatic stress disorder and oppositional defiant disorder and was placed with the Smith* family where she would not only be safe but could excel and begin to heal. A resource parent coordinator provided the Smiths support and additional education needed for them to parent Sarah in the most therapeutic manner. A Center foster care specialist assisted the Smiths in navigating the complex foster care system and connecting Sarah to needed services.

In just a matter of months, Sarah made significant progress and can now utilize the coping skills she has learned when she is triggered by the trauma she experienced. She loves to draw, listen to music and make string bracelets for her friends. This progress is due, in large part, to the robust team of clinical professionals and advocates made available to her through the Helen Ross McNabb Center’s Therapeutic Foster Care program, but Sarah would tell you it is because of the love she receives at the Smith family’s home.

* Name changed for privacy purposes

Adults



The Center offers a full continuum of mental health, addiction, co-occurring and social services to meet the needs of adults in our community. Our staff of highly qualified mental health and recovery professionals partners with psychiatric hospitals, physicians, social service agencies and the courts as well as family and friends to ensure quality, wraparound care for the people served.

Mental Health Services

4,454

adults who are at a higher risk for intensive mental health disorders and chronic health conditions received Tennessee Health Link care coordination, a collaboration of external healthcare providers and other community partners.

50

young adults experiencing initial psychotic symptoms received treatment with the goal of preventing future episodes. This new program demonstrates how the Center, a premier mental health agency, leads in the provision of innovative services for people living with a mental illness.

The Center's Program for Assertive Community Treatment (PACT) is designed to help adults with severe mental illnesses reduce or eliminate their symptoms. It is one of two PACT in the state and has an 88 percent success rate of preventing rehospitalization.

More than

350

adults with a diagnosed mental illness were assisted with Psychiatric Rehabilitation and Recovery Services such as courses that develop life skills, peer support and Individual Placement Support (IPS) employment services with the goal of independent, successful living.



12,210

adults received mental health counseling, psychiatric services and case management through 13 outpatient clinics in Tennessee.



The Tennessee Move Initiative (TMI) is a mental health program that provides intensive and customized care coordination services to individuals in long-term units to decrease hospitalization and increase community stay. TMI has a 87 percent success rate.

Substance Use and Co-occurring Treatment

The Helen Ross McNabb Center launched a pilot Vivitrol addiction treatment program this year utilizing new clinical interventions, A Shot at Life: Medication-Assisted Treatment, serves repeat, nonviolent offenders at the Knox County Jail in order to reduce recidivism and relapse rates. A \$165,000 grant from Trinity Health Foundation of East Tennessee secured by the Helen Ross McNabb Foundation supports the research and operation of the pilot program.

359

parenting women received intensive outpatient treatment, wraparound care and structured living services with their children for chemical dependency and co-occurring issues.

1,173

adults received residential rehabilitation and medical detoxification.

579

adults received intensive outpatient services.



Zach

Zach,* a Marine veteran with three combat deployments, developed post-traumatic stress disorder (PTSD) shortly after returning home. He began medicating himself with alcohol and developed anger issues. His wife was concerned that he soon would not be able to control his anger, and the couple sought out the Center's military services.

At the time, he was taking medication, but he and his wife agreed that he was not improving with medication alone. His anger issues were spiraling out of control, especially in the form of road rage. In addition to anger issues, Zach reported anxiety issues such as not handling crowds well. This was a problem for him as he was returning to college.

Zach's therapist at military services utilizes a combination of therapeutic interventions that include exposure and eye movement desensitization and reprocessing (EMDR) therapies. The therapists at military services are specially trained in treating PTSD, which is an asset to the Center's military community.

“Military services helped me address my PTSD and be successful in group settings,” said Zach, military services client.

In less than eight sessions, Zach reported that his road rage has improved, and he is sleeping better. He no longer needs alcohol to cope with anxiety-provoking situations. For example, he was able to take a vacation with his wife and effectively manage his anxiety symptoms among a crowd of people. The Center's military services continuum has improved their lives.

* Name changed for privacy purposes

Supportive Housing

The Helen Ross McNabb Center and the community celebrated the opening of the newly renovated 1408 Bailey Home, one of the Center's five supported living homes in Chattanooga, with a ribbon cutting ceremony and open house in June this year.

The Center, with support from BlueCross BlueShield of Tennessee, the City of Chattanooga and First Tennessee Bank, renovated 1408 Bailey Home for individuals experiencing homelessness and living with severe, persistent mental illness. BlueCross BlueShield of Tennessee awarded the Center a \$150,000 grant specifically for three supported living housing projects; the 1408 Bailey home was the second of the three McNabb Center supportive living homes to be reconstructed or renovated. This funding, along with support from the City of Chattanooga and First Tennessee Bank, has allowed the McNabb Center to provide greater access to affordable housing for adults with mental health disorders in our community.

The newly renovated 1408 Bailey Home has five bedrooms to house 10 adult individuals at full capacity. Bailey Home provides comprehensive support services to each resident through both on-site and community resources with a dedicated staff working 24-hours a day to assist with daily living skills, ensure medication needs are met and coordinate daily life skills groups. It is a newfound reality of recovery and wellness for the Bailey Home residents.

McNabb Center outpatient mental health care and The Lighthouse peer support services are in close proximity to Bailey Avenue. Integrating supportive living with access to mental health care and social support greatly increases the opportunity for success, health and independence. The National Alliance on Mental Illness reports that between 70 percent and 90 percent of individuals with mental health problems have significant reduction of symptoms and improved quality of life with a combination of therapy, medical help and continued support.



157



units of residential, supportive, transitional and independent housing for men and women with a history of mental illness.



Social Services

685

adults facing homelessness received outreach and case management services.

Crisis Services

2,325

assessments were provided through the Adult Mobile Crisis Unit, which provides a 24-hour response system for psychiatric crisis.

1,334

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

Criminal Justice Services

3,102

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

Domestic Violence Services

1,527

calls were made to the domestic violence hotline, (865) 637-8000.

258

children and/or adults were served by the Family Crisis Center, a shelter that serves victims of domestic violence.

Sexual Assault Services

1,084

calls were made to the Sexual Assault Center of East Tennessee crisis hotline.

725

victims of sexual assault received advocacy and therapy services.

The community and the Helen Ross McNabb Foundation rallied around survivors to raise \$1 million to ensure that basic, daily needs of survivors at the Sexual Assault Center of East Tennessee (SACET) are being met. The Helen Ross McNabb Foundation grant ensures a victims' support fund for at least 20 years with a rate of \$50,000 per year, allowing SACET and survivors to focus on healing and advocacy.

Diana

At 55 years old, Diana* sought out the Helen Ross McNabb Center's domestic violence shelter because she was being emotionally, physically and financially abused by her daughter. She was looking for a safe place to live where she could reestablish her life and get her finances back in order. But, she also needed assistance with her many health issues and limited mobility. While in the shelter, with help from Center staff, Diana was able to get to her necessary medical appointments in order and take control of her health.

During her stay, Diana worked with advocates to address her housing and case management needs. She established an individualized goal plan that set out the steps she needed to take in order to secure housing and gain financial empowerment. Despite setbacks while working toward her goals, she continued to work with her advocates and never gave up hope. Diana was offered an apartment through the Knoxville Community Development Corporation. She was taken into the Center's transitional housing program as an off-site client, and advocates at the Center's shelter worked with the transitional housing advocate to create a smooth transition from the shelter into her apartment. Diana was excited to have her own space and be free from the abuse she previously endured.

Diana continues to be an active client in the Helen Ross McNabb Center's transitional housing program. She still resides in her own apartment and is working with her advocate on case management goals and financial needs. Diana is an example of how access to an emergency shelter and never giving up hope, despite setbacks, can lead to great things. Stories of survivors like Diana are lived out each day in the Center's newly expanded domestic violence shelter.

* Name changed for privacy purposes

This year, the Center celebrated the opening of a new domestic violence shelter that nearly doubled the capacity of the previous shelter that had 18 beds. In 2016, the previous shelter served 226 individuals, 77 of whom were children. The new 6,800 square foot shelter has 32 beds. It better serves the unique therapeutic needs of domestic violence victims in East Tennessee.



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 volunteer board actively raises, holds and invests funds on behalf of the Center. Funds raised by the Foundation over the past 45 years have contributed greatly toward the stability and growth of the Center.

2017 Helen Ross McNabb Foundation Board of Directors

Mr. Patrick Birmingham

Mrs. Leslie Blanton

Mrs. Debbie Brown

Mrs. Betsey Bush, *secretary*

Ms. Elizabeth Campbell

Ms. Stefanie Crowe

Mrs. Linda Gay Blanc

Mr. Greg Gilbert, *treasurer*

Mrs. Debbie Jones, *ex-officio*

Mr. Bob Joy

Mr. Steve Kitts

Mr. Mark Kroeger

Mr. Jason Lay, *ex-officio*

Mrs. Fran Leonard

Mr. Jim Lloyd

Mr. Richard Montgomery

Mr. Davis Overton, *past chair*

Mr. David Ownby

Mrs. Sylvia Peters

Mr. Don Rogers

Mr. Keith Sanford

Mr. Andy Shafer, *chair*

Mr. Mitch Steenrod

Mr. Jerry Vagnier, *ex-officio*

Mr. Carl Van Hoozier, *chair elect*

Mr. David Wedekind



(Left to right) Front row: Richard Montgomery, Fran Leonard, Greg Gilbert, Steve Kitts, the late Betsey Bush, Carl Van Hoozier, Mark Kroeger, Sylvia Peters, Davis Overton, Back row: Leslie Blanton, David Wedekind, Mitch Steenrod, Don Rogers, Jerry Vagnier, Andy Shafer, Keith Stanford, Stefanie Crowe, Bob Joy, Debbie Brown, Not pictured: Patrick Birmingham, Elizabeth Campbell, Linda Gay Blanc, Debbie Jones, Jason Lay, Jim Lloyd, David Ownby

OUR FOUNDATION

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 also in the community as a whole. Options for planned giving include:

- 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 which 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 of acknowledgment to the family of the individual being remembered or to the honoree.

Annual fund campaigns

Annual fund campaigns allow the Foundation to meet pressing needs for clients and the community. This fiscal year, the Foundation concluded its Sexual Assault Center of East Tennessee, Therapeutic Preschool and Veterans' Housing campaigns.

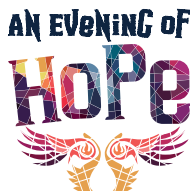
The Sexual Assault Center of East Tennessee (SACET) provides compassionate services for survivors of sexual violence and works to eliminate sexual violence in our communities through education. The community and the Helen Ross McNabb Foundation rallied around survivors to raise \$1 million. The Foundation grant will ensure a victims' support fund for at least 20 years with a rate of \$50,000 per year, allowing SACET and survivors to focus on healing and advocacy.

With support from the community, the Foundation was also able to meet the need to increase the service capacity of the Therapeutic Preschool. More than \$1.5 million in funds have been allocated to the Therapeutic Preschool to serve the community's most vulnerable children. The funds will support the expanded Therapeutic Preschool services and staff for approximately 20 years at a rate of \$75,000 per year.

The Helen Ross McNabb Foundation will fund new Veterans' Housing with \$1.6 million from the Tennessee Housing Development Agency, Knox County Community Development Department and private philanthropy. The ten-unit apartment development will be permanent, supportive housing for veterans living with mental health, substance use or co-occurring disorders who are also homeless or at-risk of becoming homeless.

Annual fundraising events

The Foundation organizes special events each year to raise financial support and awareness of the Center's services. These events are embraced and supported by local media and businesses, and the events reach out to the community to involve people who may never come in contact with the Center's work at any other time. Last year, the Foundation organized eight events that raised \$500,000 to support behavioral health services. With the support of the community, these events continue to grow with thousands of East Tennesseans participating every year. To get involved, visit mcnabbcenter.org.



Volunteers

This past year, **1,051** volunteers contributed **37,455** service hours!

Along with the professional staff, the Center relies on a core group of volunteers to help support the Center's mission and daily operations.

There are ample opportunities for people to volunteer that vary in commitment level and interest. Through our children and youth services, volunteers can serve as a "safe adult" for children who have experienced abuse or trauma or mentor an adolescent dealing with substance abuse issues. Community members also volunteer in our adult services and programs by providing support to clients. Other volunteer opportunities include providing administrative support for our programs or volunteering at special events and community functions throughout the year. Everyone is invited to be a part of the McNabb story of improving lives in our community!

Annual volunteer opportunities include:

- Programs and services support
- Administrative assistance
- Group service projects
- Special events

To get involved, please visit mcnabbcenter.org/volunteer.



Community relations

In addition to raising funds, the Foundation is charged with raising awareness and reducing stigma around issues that impact the lives of our clients and our community as a whole. These issues include mental illness, addiction and social challenges, like child abuse, domestic violence and sexual assault. The Helen Ross McNabb Center opened its doors in 1948 because community members identified the need to provide community-based mental health treatment and support to children and families. The Center continues to answer the needs of our community today. Without the continued support and trust of our neighboring communities and businesses, this would not be possible. Community partnership is a vital component to the success of the Center's programs.

Government Relations

Staff members of the Helen Ross McNabb Center keep officials and legislators on a local, state and national level apprised of issues that impact clients served by the Helen Ross McNabb Center. Historically, individuals with limited resources and debilitating conditions are often overlooked and underserved. Our staff members advocate every single day to make sure that clients are treated with dignity and receive the best care possible.

Media Relations

The Helen Ross McNabb Center relies on local media to provide coverage around vital issues that impact every member of our community, not just clients of the Helen Ross McNabb Center. Media relations are used to raise awareness of available services and resources, health and safety, and potential changes to the health care system. It is important for our community to be informed and healthy! Local media outlets also provide special sponsorship of community events to encourage participation and volunteerism.

Community Education and Speaker's Bureau

The staff of the Helen Ross McNabb Center is comprised of compassionate, dedicated professionals who go above and beyond everyday to advance their respective fields and raise awareness of pressing issues. Our experts have years of experience and are often asked to speak at local, regional, state and national events. These experts are available to share their knowledge and experience with community groups.





McNabbCenter.org
1-800-255-9711



*IMPROVING THE LIVES
OF THE PEOPLE
WE SERVE.*



Community Partner