



ANNUAL SERVICES REPORT

2018-2019

DEDICATION

TED FLICKINGER AND JULIE HOWARD

Continuing a legacy of improving lives

Ted Flickinger and Julie Howard have long been servant leaders in East Tennessee, using their expertise to help numerous local organizations, including Ronald McDonald House, East Tennessee Foundation, Clarence Brown Theater, the YWCA Foundation and Helen Ross McNabb Center, among others.

The pair met on a blind date more than 34 years ago when they were asked to round out a tennis foursome. Ted, executive vice president and portfolio manager at Martin & Company, and Julie, a retired attorney who was named the first female partner at Hodges, Doughty & Carson, married in 1986. Over the years Ted and Julie have raised six dachshunds and given so much back to the community.

Ted's involvement with Helen Ross McNabb Center came at the encouragement of friends who sat on the board of directors. Ted joined the board in 2007 and has served two terms. He has consistently participated in the Center's Finance and Investment Committee and served as Board Chair in 2011–2012.

"Ted has led us to manage our financial resources in ways, both short and long term, that we wouldn't have pursued without his expertise," said Jerry Vagnier, Helen Ross McNabb Center president & CEO. "Because of him we have made changes for the better regarding our investment strategies."

The insight that Ted has provided allows the Center to serve more people.

"I was drawn to helping people who were less fortunate than we have been," said Ted, acknowledging that he and Julie have experienced much success in their personal and professional lives. "I always tell my clients that you can't take it with you and giving back is a portion of that."

Julie says giving back to the community and individuals in need is the least they can do. "If everybody gives a little bit, it makes a tremendous difference," she said, noting that most people feel a sense of pride if they can help in some way.

Ted and Julie have their own volunteer interests, but



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Everything the Center does is so important and supports the mission.”

TED FLICKINGER

support each other's projects. Ted has helped plant trees at Ronald McDonald House, where Julie has sat on the board for 18 years, and Julie helps shop for Christmas gifts for children served by the Center's Dear Santa Program. Julie recalls shopping for

gifts one Christmas when Ted came around the corner with a shopping cart filled with gifts for one family.

"I told him we didn't have to buy everything on the wish lists," said Julie. "He said, 'let this be the Christmas these children never forget.'"

Ted and Julie find themselves committed to the success of every Helen Ross McNabb Center initiative. Each service line is important and Ted and Julie would like to make the community aware of every program.

"I want all of the programs to be good; everything the Center does is so important and supports the mission," said Ted. He believes the Center is widely respected because of the staff who work so hard to improve the lives of the clients they care for.

"The most rewarding part of being involved with the Center is seeing how individuals are affected by the work McNabb is doing," Ted said. "I've enjoyed being able to help out as the Center has gone through tremendous growth."

Helen Ross McNabb Center is honored to dedicate this year's Annual Services Report to Ted Flickinger and Julie Howard. Thank you, Ted and Julie for your ongoing support and drive to improve lives in our community.



LETTER FROM THE PRESIDENT

Highlighting a year of quality care

Helen Ross McNabb Center has had an amazing year. Thanks to tremendous community support, volunteer efforts and dedicated staff, the Center served more than 29,000 individuals in FY19. People in our community were helped in life-changing ways by highly trained, compassionate professionals. We truly advanced our mission of “improving the lives of the people we serve.”

The Center’s banner year can be shown through a number of important measures:

The Center expanded services across the continuum totaling \$4.5 million in new programming including groundbreaking work by embedding behavioral health specialists in area hospital emergency departments; opening 10 brand new apartments for homeless veterans in Knoxville; and purchasing and renovating a 4-plex apartment in Morristown for Helen Ross McNabb Center’s first Recovery Home.

Through the hard work of the staff, the Center has also advanced Medication Assisted Treatment in Knox and Blount County; expanded the juvenile justice services into 13 East Tennessee counties; and grown school based services in Maryville, Loudon County and Knox County.

In addition to growing our operating budget year-over-year by 11 percent, the Center’s programs experienced significant recognition. The victim services and pregnant/parenting women continuums were recognized by the National Council for Behavioral Health and the Tennessee Association of Mental Health Organizations recognized the Behavioral Health Urgent Care Center as a program of excellence for our innovation in criminal justice.

The Center introduced our first dedicated geriatric program for adults with mental health conditions and expanded First Episode Psychosis, an innovative evidence-based treatment model for young adults, in the Greater Chattanooga Area.

Helen Ross McNabb Center was also named the *Knox News Sentinel’s* Top Workplace in the large employer category. This recognition was the result of an employee survey conducted through the newspaper.

We continue to strive to use the newest treatment methods by the best professional staff to care for those seeking to recover from mental illness, addiction, victimization or dire social circumstances. As we look back on the successes of the past year, we also look forward to what we have planned.

In order to provide the best experience to our clients the Center is launching a new customer service model, Centralized Scheduling, across our outpatient system. The Center has purchased and is renovating new outpatient facilities in Sevier County and Anderson County to meet the growing needs of these communities.

I am proud of the work we have achieved this year and look forward to continuing to improve lives in our communities.

Best Regards,

Jerry Vagnier, LCSW
President & CEO

LEADERSHIP TEAM

JERRY VAGNIER MSSW, LCSW
President & CEO

MONA BLANTON-KITTS
MSSW, LCSW
Regional Clinical Vice President

STEPHANIE CARTER MSSW, LCSW
Vice President of Operations

PAULA HUDSON BS
Senior Director of Corporate Compliance

LEANN HUMAN-HILLIARD
MSSW, LCSW
Regional Clinical Vice President

JASON LAY CPA
Chief Financial Officer

DOVILE PAULAUSKAS MD
Chief Medical Officer

HOUSTON SMELCER MBA, CFP
Vice President of Development & Government Relations

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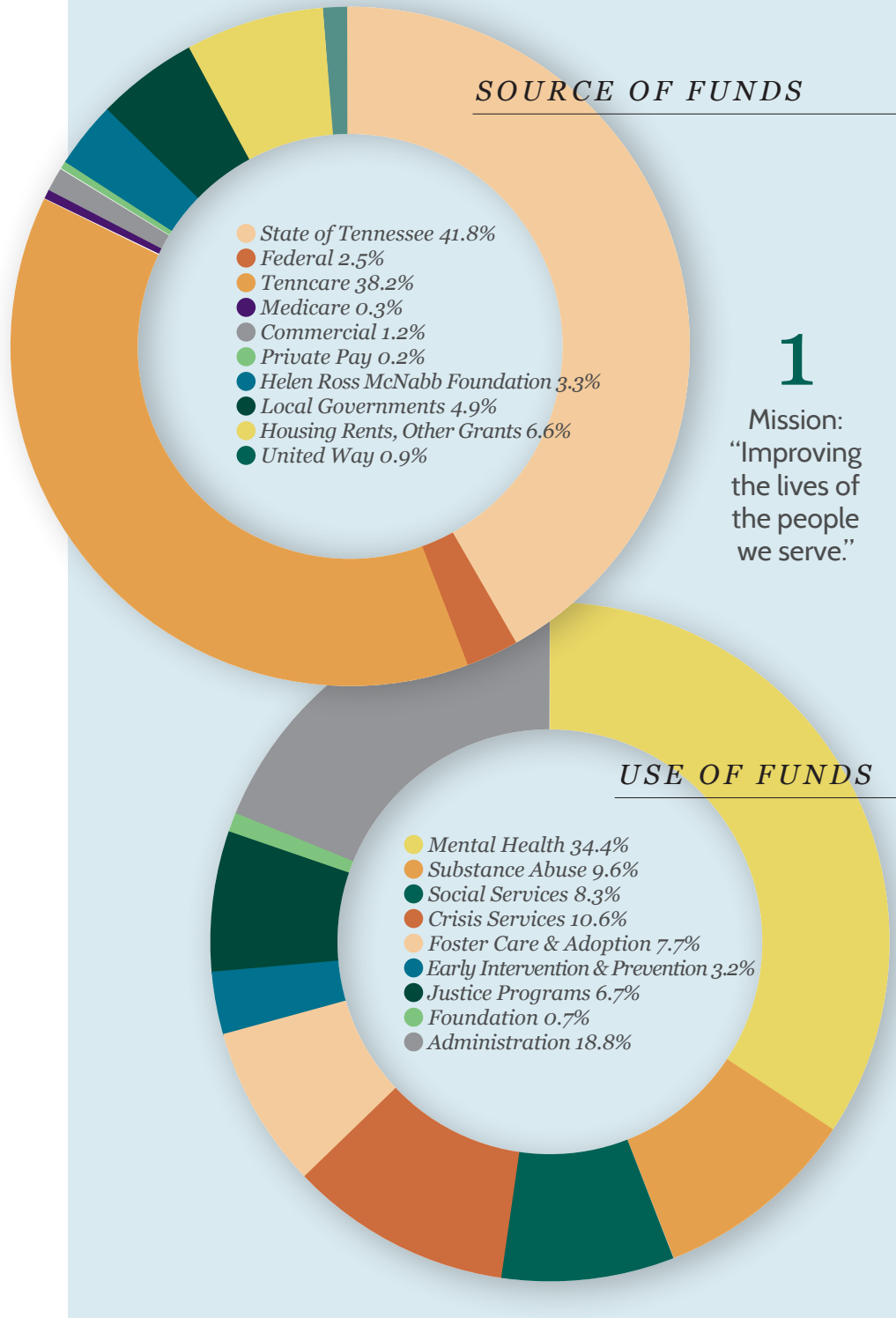


FINANCIALS

FISCAL YEAR 2019

Sources and Uses of Funds

Helen Ross McNabb Center relies on a diverse group of funding sources, which 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, Tennessee Department of Education, Tennessee Department of Health and Tennessee 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 partners and third party and private client payments. The following information displays the Center's unaudited revenue and expenses for fiscal year 2019 (July 1, 2018–June 30, 2019).

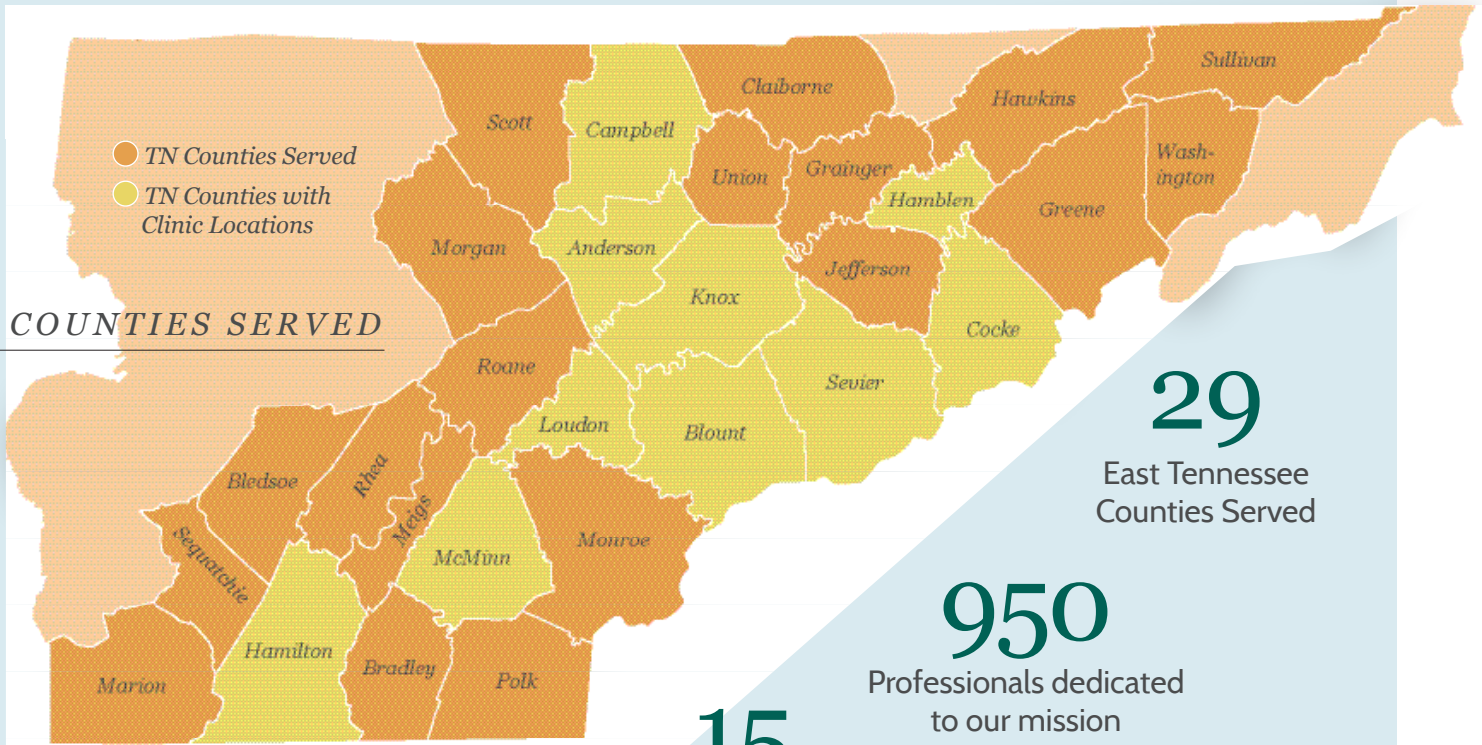


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Mission:
"Improving
the lives of
the people
we serve."



SERVICE NUMBERS



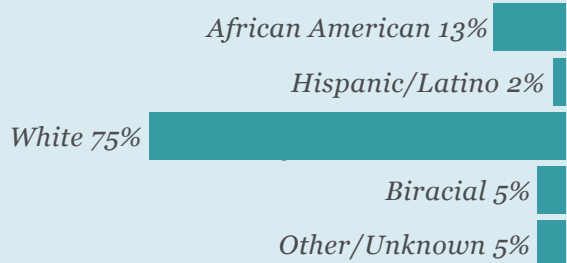
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Outpatient Mental Health Centers



29,000 Estimated children and adults served

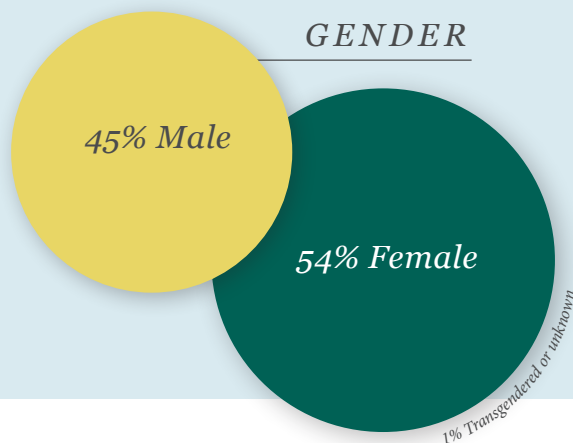
Estimate excludes some grant-based programs, like DCS programming

RACE



GENDER

1,233
This past year, 1,233 volunteers contributed **32,437** service hours



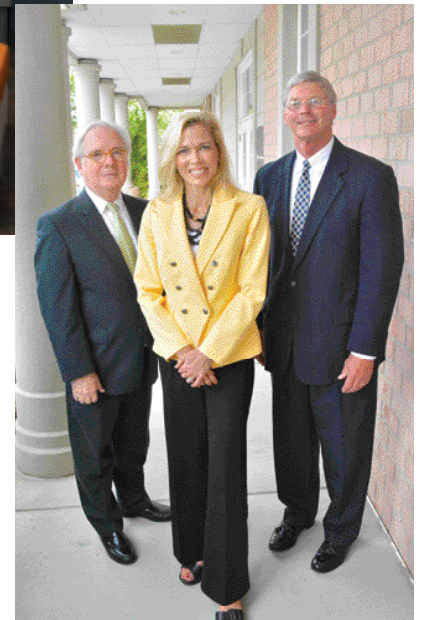
ABOUT THE CENTER



AT LEFT: (back row) Debbie Jones, George Kershaw, Greg Gilbert (Foundation Board Chair), Richard Maples, Clarence Vaughn, Ted Flickinger, Nancy Cain, James Schaad; (front row) Dr. Joe Johnson, Dr. Karen Sowers, Hon. Richard Stair, Dr. Amy Cathey

NOT PICTURED: Heidi Barcus, Wade Davies, Charles Finn, Mike Fishman, Dale Keasling, Randy Miller, Joe Petre, Dr. Mary Kay Sullivan, Andrea White

BELOW: Ross Schram III, Dr. Rebecca Ashford, Scott Ferguson



BOARD OF DIRECTORS 2018-2019

Helen Ross McNabb Center

In order to encourage and maintain credibility, the Center is governed by a 23-member volunteer board of directors. Board members have the responsibility to create and evaluate policy and organizational goals regarding the Center's finances and services. Board members are elected to serve a three-year term and may serve two terms consecutively.

CENTER MISSION

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

CENTER 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.

Special thanks

to the Marketing and Public Relations Committee: Wade Ewers, Mike Fishman, Bob Joy and Ashley White.



MENTAL HEALTH SERVICES



13,589 children and adults living with mental health and emotional disturbances received counseling, psychiatric services and case management through outpatient clinical facilities in 10 East Tennessee counties.

7,523 individuals 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.

4,028 assessments were provided through the Adult and Children & Youth Mobile Crisis Units, which provide a 24-hour response system to individuals experiencing a psychiatric crisis.

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

122 individuals received care in The Living Room, a voluntary, peer-driven, recovery-based alternative to hospitalization.

1,508 children and youth received services in their school through the Center's school based services program.

131 individuals received care through the Center's innovative Military Services program.

105 children were served through Therapeutic Preschool.

91 percent of clients in First Episode Psychosis were able to remain in the home, school and community setting as opposed to hospitalization or residential placement.

*Percentage based on 2018 calendar year

Claude's Story

Claude is 70 years old. He has been married for 34 years and has two sons, two step-sons and seven grandchildren. A veteran of the Vietnam era, Claude served in the U.S. Navy from 1968 to 1971.

Claude was accepted into the Veterans Affairs program in Knoxville and began receiving therapy for severe anxiety and depression. He became aware that these conditions were affecting his relationship with his wife and was referred to Helen Ross McNabb Center's Military Services program for couple's therapy.



Lisa, one of the Center's specially trained therapists, provided a thorough assessment for the couple and began meeting with them on a weekly basis. She helped Claude identify things that had been hidden in his life that further contributed to his anxiety and depression. He believes that without the support of Helen Ross McNabb Center he may have harmed himself physically.

Due to the open discussions facilitated by their therapist, Claude's anxiety lessened and his relationship with his wife improved. Claude reports that Lisa would listen and help identify areas the couple could work on and hold them accountable in future visits.

Neither Claude nor his wife had access to joint counseling services through their medical insurance. The couple is able to continue services as long as they are making progress and are not limited to a certain number of sessions. Because the Military Services program provides treatment at no cost, Claude has been able to receive the number of weekly sessions that he needs.



ADDICTION SERVICES



hope
UNITED

*Helen Ross
McNabb Center's
Hope United
program*

connects individuals struggling with substance use disorders, who have been revived by Narcan following an overdose, with community recovery resources. Hope United is a partnership between Helen Ross McNabb Center and the University of Tennessee Medical Center and is funded by a three-year \$1 million grant from the United Health Foundation.

John's Story

John* was 34 years old when he was admitted into CenterPointe's Residential Rehabilitation program. John had spent five years dependent on opiates, Valium and Xanax. He was also struggling with severe depression and had an extensive history of medical issues. John used his medical issues to justify his drug use at times.

John's drug use became unmanageable and his world began to shatter. John was arrested, had been in and out of jail and eventually lost his wife and children due to his drug use. John had grown up with an alcoholic mother who was unstable and neglectful



1,358 individuals received residential rehabilitation and medical detoxification.

1,023 individuals received intensive outpatient services.

557 pregnant or parenting women received intensive outpatient treatment (IOP), wrap-around care and structured living services with their children for chemical dependency and co-occurring behavioral health issues.

366 individuals participated in TN-ROCS, the Tennessee Recovery-Oriented Compliance Strategy.

80 percent of CenterPointe residential clients reported abstinence during treatment and at post-discharge contact.

*Percentage based on 2018 calendar year

86 percent of IOP client participants maintained abstinence/reduced level through treatment and 30 days post-discharge from treatment.

*Percentage based on 2018 calendar year

and he reported this relationship impacted all his other relationships. John had never received treatment for either his substance use disorder or mental health issues before coming to CenterPointe.

John fully engaged in the program and after graduating, he decided to enter a halfway house for long-term support before returning home to his family. John still calls regularly just to let his counselor know he is back home and still doing well. He also helps others in his community who are facing some of the same issues through volunteer support.

*Names changed for privacy reasons



SOCIAL SERVICES



2,097 at-risk families received prevention services to strengthen families and prevent abuse.

625 individuals facing homelessness received outreach and case management services.

114 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's therapeutic foster care.

2,012 individuals involved in the criminal justice system received psychiatric assessments, medication management, case management, advocacy, counseling and crisis intervention.

35 children ages 2-5 were served by the Regional Intervention Program, which provides behavior modification while strengthening a child's social skills and empowering parents to set developmentally appropriate limits and consequences for their child.

24 children and youth were provided safe, stable and loving homes through adoption. *Number based on 2018 calendar year

94%

Helen Ross McNabb Center clients report a 94 percent satisfaction rating with services received

*Percentage based on 2018 calendar year

Follow us Stay up to date on events throughout the year, and share with all your friends on social media. This is a quick and easy way to support the Center and spread the word.



Jordan's Story

My name is Jordan* and I'm 13 years old. I was placed into foster care last year with my little brother after years of neglect and abuse. My mom uses drugs, and even though she has been in treatment more times than I can count, she has not gotten better. My brother and I lived with several people over the years, but never for long. My grandmother got us a couple of times but she wasn't able to take care of us either.

I saw a lot of violence early on, and people did things to me that I thought I could never get over. I was angry and scared for myself and my little brother. We both acted out sometimes, and still do, but with therapy and stability in a forever home, we are doing better.

My case worker checks on me frequently, and works hard on my case. My therapist taught me and my foster parents how to use coping skills to deal with my anger and other emotions. He

is helping me write my story so that I can get through the hard times, be a kid and do well in school. My grades are better than they ever have been. I am playing team sports, and excelling. Our foster mom and dad care for us and try to do the best they can at raising us. I feel like I am finally part of a family.



*Names changed for privacy reasons



Daniela's Story

Daniela* and her three children came into the Family Crisis Center domestic violence shelter after suffering abuse at the hand of the children's father. Daniela, an immigrant from Mexico, did not speak English and her children had limited English proficiency. At the shelter, Daniela was assigned a bilingual advocate, Doris, and a child advocate, Jess, for services.



Daniela's children had difficulties adjusting to the atmosphere at the shelter and exhibited symptoms of trauma. Jess worked closely with the children, spending one-on-one time with them and engaging them in activities. In addition, Jess visited the eldest child in school on a weekly basis. This allowed Jess to learn of any issues that were occurring and be proactive about the services the child needed. Through Head Start and school services, the children were able to receive the help they needed to properly address their trauma experiences.

Daniela and her children were in the shelter during the Christmas season and had an unexpected, joyful holiday. The Dear Santa program allows children to create Christmas lists and the Center will fulfill what they are able to. Daniela's children only asked for essentials like clothing and shoes. The McNabb elves more than exceeded their wishes and brought clothing, stuffed animals and age appropriate toys. The kids were overjoyed and Daniela, overcome with emotion, wept tears of joy.

The services provided by Helen Ross McNabb Center and the passion from Doris, Jess and Daniela's Head Start case manager resulted in the family moving to a low income apartment in February. The family's lives improved by seeking help after an unimaginable series of events.

**Names changed for privacy reasons*



1,396 calls were made to the Sexual Assault Center of East Tennessee (SACET) Crisis Hotline.

916 victims of sexual assault received advocacy and therapy services.

69 percent of clients receiving services through SACET will report their sexual assault to law enforcement.

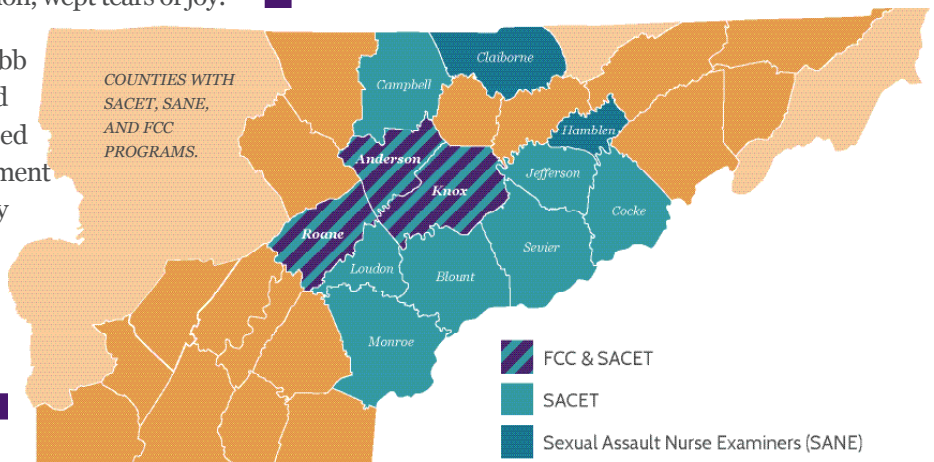
The National Sexual Violence Resource Center reports that nationally, **63 percent** of sexual assaults are not reported to police.

*Percentages based on 2018 calendar year

1,609 calls were made to the domestic violence hotline.

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

31 children were served through the Youth Emergency Shelter, which provides a temporary home and place of stability for children who need immediate care.



AWARDS, RECOGNITION & COMMUNITY INVOLVEMENT



TENNESSEE ASSOCIATION OF MENTAL HEALTH ORGANIZATIONS: PROGRAM OF EXCELLENCE AWARD

The Behavioral Health Urgent Care Center serves as an alternative to jail for people who are struggling with mental illness or drug addiction. People who come into contact with police for nonviolent, misdemeanor offenses have the opportunity to stay at the facility for up to three days and receive treatment in lieu of incarceration. During their stay, the individuals are connected with community resources to continue treatment after discharge.



NATIONAL COUNCIL FOR BEHAVIORAL HEALTH (NATCON) NATIONAL CONFERENCE

The Center's victims services and pregnant/parenting women programs were featured at NatCon. Two applications for poster presentations were accepted for the nation's largest behavioral healthcare conference. The first showcased the Center's victim service programming through a behavioral health lens while the second presented information on Family Centered Treatment as an effective strategy for helping pregnant and parenting women with co-occurring disorder recover and safely parent.



United Health Foundation

HOPE UNITED PROGRAM LAUNCH

Tennessee Governor Bill Lee helped launch the Hope United program, which is funded by a three-year \$1 million grant from

the United Health Foundation. Hope United aims to connect individuals who overdosed and were revived using Narcan with community-based treatment options. The Center partnered with The University of Tennessee Medical Center emergency department in hopes of positively impacting the opioid crisis in East Tennessee.



TOP WORKPLACES

Helen Ross McNabb Center was recognized as the 2019 Top large Workplace and Jerry Vagnier, president & CEO, received special recognition in the leadership category. The awards are based solely on employee feedback gathered through a third-party survey.



ABOVE: New veterans housing facility, Middlebrook Gardens; RIGHT: Recovery Home, a new transitional housing facility for women



NEW HOUSING FACILITIES

The Center celebrated two ribbon cuttings for new housing facilities this year. First, the Center opened its third veterans housing facility, Middlebrook Gardens. Then, in Morristown, the Center opened the Recovery Home, which provides a sober transitional living environment for women graduating from the Center's Jail to Work program in that region.

EVENTS



TOP: Shatter the Silence Sexual Assault Awareness Month event;

RIGHT: Child Abuse Prevention Walk in Chattanooga;

BOTTOM: Community Day awareness event in Knoxville





mcnabbcenter.org
1-800-255-9711



*Improving the lives
of the people we serve.*



Community Partner