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ANNUAL SERVICES REPORT | 2020-2021

DEDICATION

MARIE WILLIAMS

Commissioner of The Tennessee Department of Mental Health & Substance Use Services

Commissioner Marie Williams was raised in a family that cared about those who were less fortunate. Her family looked for ways to help neighbors who were struggling, despite facing poverty themselves. Growing up, she was touched by the impact kindness can have. Those lessons and values her family instilled in her during her youth, shaped the person Commissioner Williams has become today and how she leads the Tennessee Department of Mental Health & Substance Use Services.

Commissioner Williams studied computer programming in college, but after her first psychology class, was hooked and changed her major. She received her Bachelor's degree in psychology and obtained her Master's degree at UT in Social Work. Her behavioral health career began on the front lines as a homeless case manager and over the years, she was presented with numerous opportunities to make a difference.

"I truly believe God has opened doors in every way," she said. "Opening doors that I never would have known or understood to open."

In March 2020, the world was faced with an unprecedented global pandemic that shut down many industries and challenged how communities served individuals in need of assistance. Because of the dedication of our providers, Commissioner Williams' leadership, and her team behavioral healthcare providers across the state were able to continue providing care with minimal disruptions. Their goal was to be as effective as possible when addressing the impacts of the COVID-19 pandemic.

The leadership team at the TDMHSAS established a daily call that allowed them to respond in real time to concerns raised by providers and they created a user-friendly Frequently Asked Questions site for providers who were unable to join the call. They helped distribute personal protective equipment across the state.

"My team and I talked about what needed to happen. We listened and learned that providers needed us to push for telehealth services and ensure regulations related to that care would allow those providers to provide care." Commissioner



I want to see us have enough funding to serve every uninsured Tennessean."

—Commissioner Marie Williams

Williams explained. "We needed to support the provider groups by being available and accessible; communicating the latest information; and continuing to affirm people and thanking them for the work they are doing."

TDMHSAS has learned many lessons since the onset of the pandemic, but Commissioner Williams says the Department's success during this difficult time was because of her team's approach. She says every member of her leadership team has similar values and responded to the pandemic in a way that was customer focused, compassionate, honest and with integrity.

Commissioner Williams gives credit to the state's provider network, which turned on a dime and continued to provide care while faced with much uncertainty. I truly believe we have the best providers in the Country and that as we face the impacts of the pandemic we are going to get through this together.

While the last year has been primarily driven by the pandemic, Commissioner Williams has helped develop programs that have made significant positive change across the state. One of the most impactful initiatives that has changed lives for the last 21 years has been the Creating Homes Initiative. This project started through Commissioner Elisabeth Rukeyser, who hired Williams to develop the initiative. It has created more than 28,000 housing options across the state and leveraged nearly \$800 million. Commissioner Williams said she will be forever grateful for her time working with Commissioner Rukeyser, who she considers a mentor and dear friend.

In October 2021 Commissioner Williams celebrated her five-year anniversary as Commissioner of the TDMHSAS. Her biggest achievement has been assembling a team that will keep the Department moving forward, serving Tennesseans for generations to come. But, there is still much left for her team to do.

"I want to see us have enough funding to serve any Tennessean in need of behavioral health services" Commissioner Williams said. "Doing so, will make the future better for them and their children and their children's children thereby creating a state where recovery is possible and our communities thrive for generations to come."





LETTER FROM THE CEO

Soaring toward a bright future

This past year was filled with addressing an unprecedented pandemic. The response by our professional staff was simply inspiring. Not only did they rise to the occasion to ensure staff, patients and visitors were as safe as possible, the team went above and beyond to continue delivering high quality care. The ability to use technology to offer flexible treatment options was a real win and obtaining legislative approval for telehealth into the future was extraordinary.

As a Center we responded to COVID-19 by securing various COVID-specific funding to provide telephone response for those distressed by the pandemic; counseling free of charge to those in our community who had mental health conditions brought on by the pandemic; and outreach services to provide access to needed resources. Our partners at United Way, the Tennessee Department of Mental Health & Substance Abuse Services and local governments provided an easy path to get funding in place quickly. We will be forever grateful for the leadership displayed to respond positively to such a big challenge.

In spite of a challenging environment, the Center — with the help of the Helen Ross McNabb Foundation — forged ahead to begin development of our largest capital project in the Center’s history. Dogwood Springs, an \$8 million, 50-unit apartment complex for the elderly with behavioral health conditions will be put into service in 2022.

The Center successfully renovated a state-of-the-art facility for patients previously served on the Lakeshore Campus. This residential facility allows adults with complicated medical and behavioral conditions to live successfully in the community while pursuing a journey of recovery. The Haslam 3 Foundation made this project possible!

The Center continues to grow across East Tennessee by meeting needs in the communities we serve. Stigma reduction has opened new doors for access to care and our community hospital partners have joined forces to co-manage patients in emergency departments, specialty floors and primary care offices in the region. Our ability to treat the whole person is being realized and our community is healthier because of these strategic moves.

The Center launched several innovative projects in the course of the year including our integrated care mobile bus known as Project Rural Recovery, which serves five rural counties where access to health care is limited. Our influx of criminal justice services continues, including our Co-Responder Pilot Program in Knoxville, Jail to Work in Hamblen and Sevier counties and expanded liaisons in area jails. Additionally, we look forward to finishing renovations in Morristown to begin delivering crisis services for the region at our new Crisis Stabilization Unit. Admissions are expected in October of 2021.

Our team is committed to high quality compassionate care. With the support of the community and our volunteers we strive to improve the lives of the people we serve daily. Please join us as we help heal minds and promote well-being.

Best Regards,

Jerry Vagnier, MSSW, LCSW
President & CEO

LEADERSHIP TEAM

JERRY VAGNIER MSSW, LCSW
CEO

MONA BLANTON-KITTS
MSSW, LCSW
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

MARY KATSIKAS MAFP
Regional Clinical Vice President

JASON LAY CPA
Vice President & 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 2021

Sources and Uses of Funds

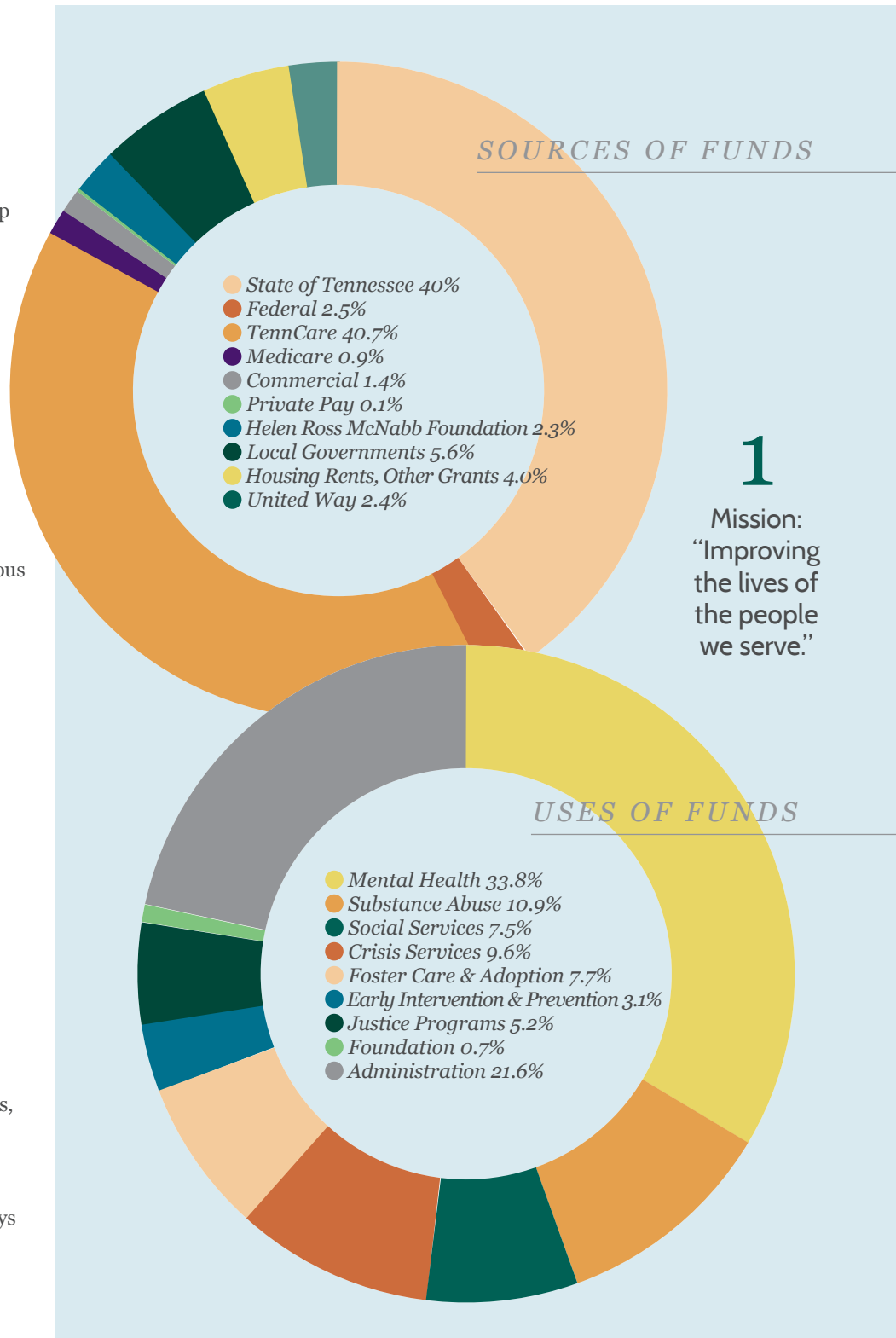
The McNabb Center relies on a diverse group of funding sources, which makes the Center unique in its operation and provides solid financial strength. The Center receives grants from the federal government and state of Tennessee through various agencies, including: the Division of TennCare, Tennessee Department of Children’s Services, Tennessee Department of Education, Tennessee Department of Health and Tennessee Department of Mental Health & Substance Abuse Services.

The Center also receives funding from various local governments, including:

- Blount County
- Blount County Schools
- Campbell County
- City of Alcoa
- City of Chattanooga
- City of Knoxville
- City of Maryville
- City of Morristown
- City of Oak Ridge
- Cocke County
- Hamblen County
- Knox County
- Knox County Schools
- Knox County Sheriff’s Office
- Knoxville Police Department
- Lenoir City
- Maryville City Schools
- 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 2021 (July 1, 2020 – June 30, 2021).

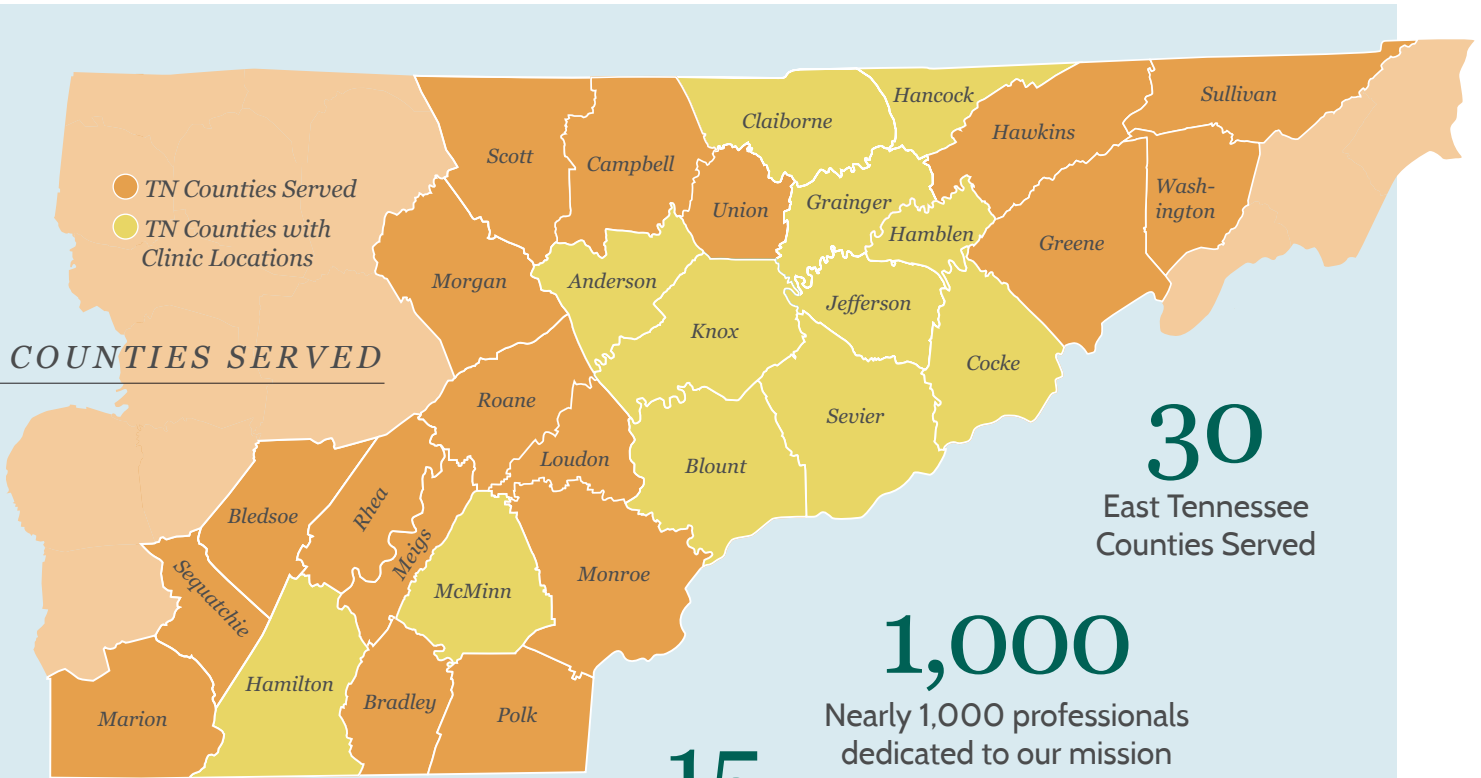


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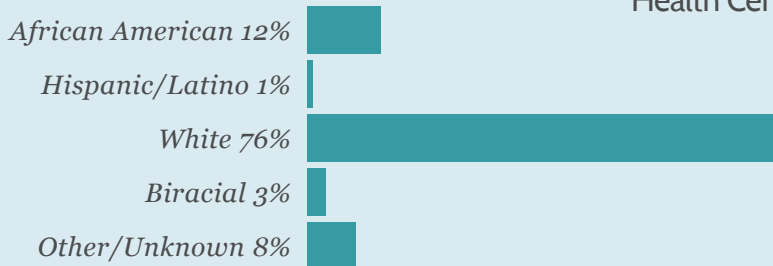
Mission:
“Improving
the lives of
the people
we serve.”



SERVICE NUMBERS



RACE



15

Outpatient Mental Health Centers



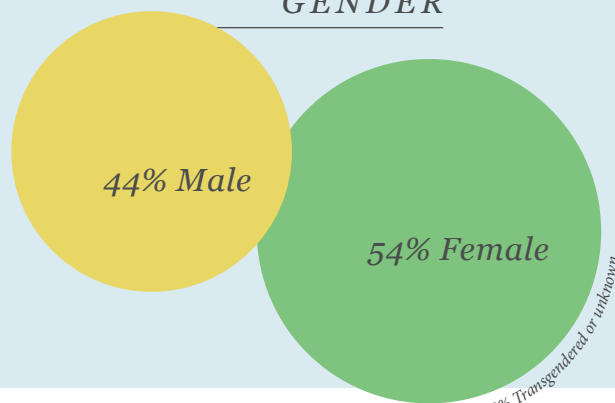
36,750

Estimated children and adults served

Estimate excludes some grant-based programs, like DCS programming

GENDER

727
This past year, 727 volunteers contributed **30,107** service hours



ABOUT THE CENTER



Left to right, top to bottom:
Whit Addicks, Rebecca Ashford,
Heidi Barcus, Eden McNabb Bishop,
Dr. Amy Cathey, Wade Davies,
Dr. Jerry Epps; Scott Ferguson,
Dale Keasling, George Kershaw,
Randy Miller, Brian Rauch,
Cindy Sexton; Laura Shamiyeh,
Hon. Richard Stair, Mitch Steenrod,
Carl Van Hoozier, Clarence Vaughn,
Andrea White; Not pictured:
Jenny Brock and David Wedekind.

BOARD OF DIRECTORS 2020-2021

The Center is governed by a 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 substance use, 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,
Cindy Sexton,
Laura Shamiyeh,
Clarence Vaughn
and Ashley White



MENTAL HEALTH CARE

20,099 children and adults living with mental health and emotional disturbances received counseling, psychiatric services and case management through outpatient clinical facilities in 12 East Tennessee counties.

8,841 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.

4,106 assessments were conducted by the Adult and Children & Youth Mobile Crisis Units, which provide a 24-hour response system to individuals experiencing a psychiatric crisis.

The McNabb Center launched its **Co-Responder Pilot Program**, which partners a Masters Level Clinician with a Crisis Intervention Team trained **Knoxville Police Department officer** to respond to calls involving a mental health need. **This team has responded to 309 calls since the program launched** in October 2020 and provided referrals to local resources and services.

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

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

2,324 children and youth received services in their school through the Center's school-based services.

235 active and veteran service members and their families received care through the Center's innovative Military Services program.

136 children were served through Therapeutic Preschool.



MOBILE CLINIC

The McNabb Center launched Project Rural Recovery, a new mobile clinic that brings behavioral health services to rural Tennesseans in need of them most. The project is funded by the Tennessee Department of Mental Health & Substance Use Services and the McNabb Center mobile clinic serves Claiborne, Cocke, Grainger, Hancock and Jefferson counties.

Services Offered

Primary health care services

Infectious disease screenings

Common vaccinations

Behavioral health screenings

Mental health counseling

Outpatient substance use services

Linkage to additional community services



SUBSTANCE USE TREATMENT

Ryan's Story

Ryan* attempted multiple residential treatment programs to address his struggle with opiates. Unfortunately, he was unable to maintain his recovery for more than a few weeks before he would succumb to his substance use disorder again. In November 2019, Ryan came to CenterPointe, the McNabb Center's residential substance use treatment program, and reported that he wanted to get help with his substance use. He expressed that he could not continue to live in a cycle of addiction, away from his family.

Ryan also struggled with mental health issues related to anxiety, depression and trauma, which made it difficult to manage his emotions and maintain recovery. During Ryan's treatment at CenterPointe, he learned about himself and what issues were creating a barrier to his recovery. Ryan expanded his knowledge about mental health and substance use and developed coping skills to manage his stress and emotions.

By expanding his knowledge and skills, Ryan was able to work with CenterPointe staff to develop a recovery plan that included care and treatment following his discharge from the residential treatment program.

Ryan was able to successfully utilize his recovery plan and moved seamlessly from residential treatment to the McNabb Center's Medication Assisted Treatment program. In this program, he continued his substance use and mental health treatment in an outpatient setting and received support, medication management and individual therapy services. In November of 2020, Ryan reached one year of recovery from his substance use and has been able to maintain employment; return to his family and get married; and become a homeowner.

**Name changed to protect privacy.*

CenterPointe

1,543 individuals received residential rehabilitation and medical detoxification.

1,338 individuals received intensive outpatient services.

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

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

515 individuals received Medication Assisted Treatment, which combines the use of medications with counseling and other behavioral therapies to treat substance use disorders.

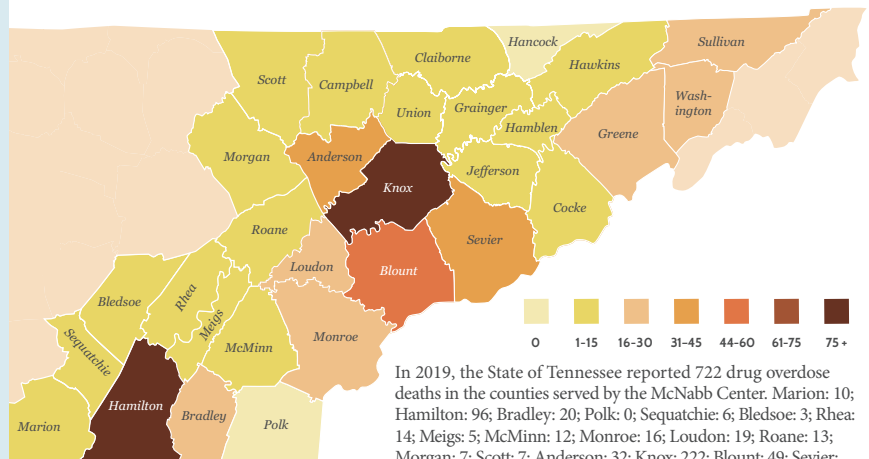
The Hope United program began with a goal of engaging 250 patients at the University of Tennessee Medical Center each year who struggled with substance use disorders. In FY21, the program staff engaged with 2,178 patients.



UNITED HEALTH FOUNDATION™



OVERDOSE DEATHS ACROSS THE REGION



In 2019, the State of Tennessee reported 722 drug overdose deaths in the counties served by the McNabb Center. Marion: 10; Hamilton: 96; Bradley: 20; Polk: 0; Sequatchie: 6; Bledsoe: 3; Rhea: 14; Meigs: 5; McMinn: 12; Monroe: 16; Loudon: 19; Roane: 13; Morgan: 7; Scott: 7; Anderson: 32; Knox: 222; Blount: 49; Sevier: 36; Cocke: 8; Jefferson: 14; Grainger: 8; Union: 6; Campbell: 11; Claiborne: 7; Hancock: 0; Hawkins: 12; Hamblen: 19; Greene: 18; Washington: 28; and Sullivan: 24.



SOCIAL SERVICES

1,042 at risk families received prevention services to strengthen families and prevent abuse.

499 individuals facing homelessness received outreach and case management services.

127 children who are in the State's custody due to abuse or neglect and who are experiencing behavioral or emotional problems, were placed in the McNabb Center's Therapeutic Foster Care & Adoption program.

2,045 individuals involved in the criminal justice system received psychiatric assessments, medication management, case management, advocacy, counseling and crisis intervention.

22 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.

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

*Number based on 2020 calendar year

The McNabb Center provides **157** units of safe, affordable, permanent housing for individuals with existing mental health diagnoses.

482

individuals received services focusing on **improving life skills** in programs funded **by the TN Prevention Network.**



HEALTHY FAMILIES PROGRAM

The Healthy Families program has continued to expand and the McNabb Center now offers this service in 11 East Tennessee counties. The free and voluntary program offers support services to new or expecting families. The program is rooted in the belief that early, nurturing relationships are the foundation of lifelong healthy development.

Counties Served

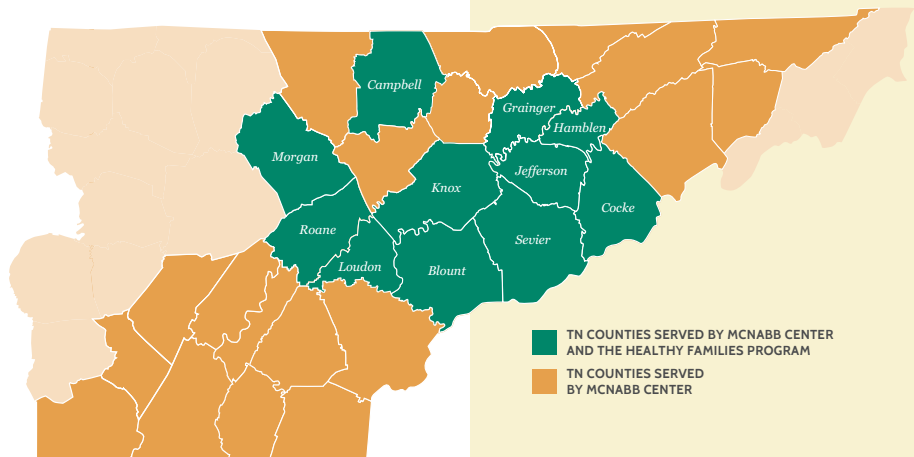
Morgan • Campbell • Grainger

Hamblen • Jefferson • Cocke

Sevier • Knox • Blount

Loudon • Roane

HEALTHY FAMILIES SERVICE MAP



VICTIM SERVICES

Jasmine's Story

Jasmine*, a 16-year-old girl, was afraid to return home after a heated argument with her guardian. She ran away in the middle of the night and was located by police after her guardian filed a runaway report. The police learned she was too afraid to return home so they helped connect Jasmine with the McNabb Center's Safe Place/Host Homes program.

Jasmine told the Safe Place/Host Homes case manager her story over the phone and was deemed eligible for the program and immediately accepted for services. The police officers took Jasmine directly to the Safe Place/Host Homes office where she was offered snacks, hygiene products and clothing.

Her guardian was contacted and encouraged to ask questions about how the program worked.

After food and a nap, Jasmine worked with the program's case manager to identify urgent needs, create goals and learn about what to expect in the program. The case manager helped Jasmine contact the state's child abuse hotline to make a report about some of the information Jasmine had shared.

Over the next few days, Jasmine stayed with an approved Host Homes family. The program staff worked with Jasmine, her guardian and the Department of Children's Services to come up with a plan. Eventually, the group met and all parties decided it was best for Jasmine to move in with another family member long term.

The Safe Place/Host Homes program was able to stay in touch with Jasmine even after she moved in with another family member. She was provided follow up services and aftercare and is doing well in her new living arrangement.

*Name changed to protect privacy.

1,239 calls were made to the Sexual Assault Center of East Tennessee (SACET) crisis hotline.

682 victims of sexual assault received advocacy and therapy services.

1,528 calls were made to the domestic violence hotline.

209 adults and/or children were served by the Center's domestic violence shelter.

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

71.5%

According to the Tennessee Bureau of Investigations' Domestic Violence 2020 report, **females were more likely to be victims of domestic violence** than males; accounting for 71.5% of all domestic violence victims; and domestic violence resulted in 90 murders in the state in 2020.

2020 STAFF AWARDS

Mary Katsikas

DOROTHEA DIX AWARD

Mary Katsikas, who was recently promoted to regional clinical vice president at the McNabb Center, was awarded the Tennessee Association of Mental Health Organizations' (TAMHO) 2020

Dorothea Dix Community Service Award. The award recognizes her extensive contributions in the field of behavioral health.

For more than 20 years Mary has dedicated her work to improving the lives of the



people she serves by changing the way systems work together to best benefit the client.

Amber McMillan

40 UNDER 40

Amber McMillan, senior director of adult crisis services, was recognized as one of Knoxville's 40 Under 40 by the *Greater Knoxville Business Journal* because of her positive impact on the community. Amber has performed many roles since she joined the McNabb Center in 2003 and has touched the lives of thousands of individuals living with mental health and substance use disorders.



AWARDS, RECOGNITION & COMMUNITY INVOLVEMENT



Above, left-right: Dogwood Springs Groundbreaking; Willow Cottage Ribbon Cutting.

DOGWOOD SPRINGS GROUNDBREAKING & WILLOW COTTAGE RIBBON CUTTING

In December 2020, the McNabb Center broke ground on Dogwood Springs, a 50-unit permanent housing complex for low-income senior citizens in the Knoxville area. This unique housing program will provide independent living to seniors experiencing challenges with the aging process. In June 2021, the Center opened the doors to Willow Cottage, a new facility for the Intensive Long-Term Support (ILS) program. ILS provides supportive living for adults recovering from psychiatric conditions who need assistance living with more independence. The new \$1.5 million building replaces and expands upon the Center's previous ILS location at Lakeshore Park. The project was made possible by the Haslam 3 Foundation's Dee and Jimmy Haslam as well as Buck and Linda Vaughn.

HAMILTON THERAPEUTIC PRESCHOOL & MCMINN RIBBON CUTTING

Staff and community leaders came together in July to celebrate ribbon cuttings for two new projects in the Greater Chattanooga Area. The Center opened its new, permanent home in McMinn County, which allows increased capacity for mental health, case management and substance use treatment services. The McNabb Center also cut the ribbon on the Therapeutic Preschool program in Chattanooga. Through the preschool's early intervention services, children receive treatment they need to address Adverse Childhood Experiences in a safe and therapeutic environment.

ADMINISTRATION MOVE TO TECH CENTER

In January 2021, the Center's administrative services moved in order to accommodate continued clinical growth. The expanded Healthy Families program and additional outpatient substance use services are utilizing the former administration building on Springdale Avenue. The new administrative address is 200 Tech Center Dr., Knoxville, TN 37912.

BLOUNT COUNTY EXPANSION

Because of an increased demand for services in Blount County, the McNabb Center increased in staff and added a new building to the campus to meet the need. The new 7,000 square foot building allows staff to work one-on-one with clients of all ages and continue to care for those with the most need in the community.

SEXUAL ASSAULT AWARENESS MONTH & CHILD ABUSE PREVENTION MONTH

During April the McNabb Center recognized Sexual Assault Awareness Month and Child Abuse Prevention Month by engaging our local leaders in the mission. Staff from the Sexual Assault Center of East Tennessee provided awareness magnets for all official Knoxville Police Department, Knox County Sheriff's Office and University of Tennessee Police Department vehicles. Representative Tim Burchett joined the Center in recognizing Child Abuse Prevention Month. The blue pinwheel is a symbol of child abuse awareness.





McNabb Center

WELL MIND, WELL BEING

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| [1-800-255-9711](tel:1-800-255-9711)