

Community Mental Health Center, Inc.



**Our roots run deep
in Southeastern
Indiana . . .**

Beginning late in 1964, a small group of committed individuals began meeting to plot the course for the first years of Community Mental Health Center, Inc. These people came from a variety of walks of life in Dearborn, Franklin, Ohio, Ripley and Switzerland counties — lawyers, doctors, clergyman, educators. They shared a vision to bring quality behavioral health services to Southeastern Indiana.

In March 1965, a Regional Mental Health Planning Committee met for the first time in Batesville. Committees to address services to adults, services to children, services to the aged, retardation services, publicity, administration and finance, and legislation were formed by this group, all of which committees contributed to the ongoing planning for the creation of our agency.

A Board of Directors began to meet in 1966, and, after nearly a year and a half of meeting, planning and budgeting by the regional committee and finally the Board of Directors, the Articles of Incorporation for Community Mental Health Clinic, Inc., as the agency was first named, were enacted on April 28, 1966.

The dedication and hard work of this group continued, as they confronted a decision of how best to begin providing services quickly while continuing to make plans for a comprehensive center to serve residents of Southeastern Indiana. During much of 1966 and through half of 1967, our Board of Directors worked with the community to find space and staffing for a storefront operation in Downtown Lawrenceburg, which opened in July 1967, before securing land for construction of the free-standing facility on Ludlow Hill in Lawrenceburg that still exists today.

Annual Report to the Community 2016

Partnering for Wellness: Healthy Mind. Healthy Body. Healthy Life.

From the Executive Director

Community Mental Health Center, Inc. marks an important milestone in our organization's history in 2016. We are celebrating the 50th anniversary of the enactment of our Articles of Incorporation in 1966. As a result of the Community Mental Health Centers Act of 1963, states were provided the opportunity to develop a state-based plan for community mental health and to obtain federal grants to establish a system of community mental health centers. Early on, Indiana chose to follow the federal model for development.

The Indiana Department of Mental Health, in collaboration with local communities and the Mental Health Association, set up a statewide planning process. Local communities were empowered to establish regionally governed not-for-profit corporations. These corporations would initially start outpatient mental health clinics. Later, the groups would submit grant applications for funding to be designated as full-fledged mental health centers offering five essential services to a designated catchment area.

Key stakeholders and dedicated citizens stepped up to the plate locally. For three years, a small group worked to write the by-laws for incorporation in alignment with federal and state requirements. Their values of commitment, integrity, respect, caring and excellence were the bedrock for CMHC. Today we stand upon the foundation of their hard work and their commitment to forging a better community and to providing behavioral healthcare services to local citizens. I am grateful for what they accomplished.

CMHC constantly works to transform and adapt and to continue to strive for excellence. We daily try to live our mission, "Partnering for Wellness: Healthy Mind. Healthy Body. Healthy Life." We continue to use this mission framework to partner with our consumers, to focus on their recovery and on their journeys toward wellness. Our vision and values have allowed CMHC to achieve another successful year filled with many accomplishments: expanded services, better access to services, enhanced community engagement, and a positive fiscal outcome.

Many of these accomplishments are detailed in this annual report. I invite you to read about our achievements. We place great value on the hard work, energy, creativity and sincere desire and passion on the part of CMHC's staff members to transform the lives of those we serve. I am proud that our staff members demonstrate compassionate professionalism and sound stewardship for the good of our consumers, our communities, and our agency.

As we move toward the future, we will face new challenges and changes, seek opportunities, encourage collaboration, promote innovation and demand the highest level of integrity, transparency and performance, while honoring CMHC's distinguished legacy of service. On behalf of CMHC's Board of Directors, our leadership team, our staff members, and our community partners, thank you for your continued support of our efforts to meet the behavioral and physical health needs of the individuals, families and communities we serve.



Tom Talbot
Executive Director

From the President of the Board of Directors

It is hard to believe we at Community Mental Health Center, Inc. now are marking 50 years since the founding of our agency. Originally incorporated in April 1966 as Community Mental Health Clinic, Inc., CMHC has enjoyed a rich history of serving consumers in Southeastern Indiana and beyond throughout these years. During these years, the hard work and dedication which established CMHC have continued as the Center has built a reputation as the provider residents of Dearborn, Franklin, Ohio, Ripley and Switzerland counties seek out when they are in need of behavioral health services.

As a member of CMHC's Board of Directors for most of the past 40 years, I have been witness to the quality of individuals who work for CMHC and to the quality of services provided by and supported by these employees. It has been an honor to be a part of helping guide the Center forward through sometimes-challenging times in the field of behavioral health services, especially now, as we continue to be confronted with assisting our communities in addressing the terrible scourge of the opioid epidemic in our midst.

Next year, we will celebrate the opening of our first facilities in 1967. We then will have another opportunity to remember the effort that has been put into making CMHC a state-of-the-art agency dedicated to working in our communities so residents can have healthy, happy lives now and in the future.



Bob Bischoff
President, Board of Directors

Partnering for Wellness: Healthy Mind. Healthy Body. Healthy Life.

Financial Report

The following financial report is from the unaudited records of Community Mental Health Center, Inc. as of June 30, 2016. Audited financial statements will be available after November 16, 2016.

Revenues

Total Value of Services Provided \$18,917,522

Less Charity Care (\$866,386)
 Less Contractual Adjustments (\$5,838,458)
 Less Bad Debt (\$1,021,286)

Net Patient Service Revenue \$11,191,392

Public Support

State Funds \$2,712,787
 County and Local Funds \$687,891
 Federal Funds \$1,784,584
 Medicaid Funds Recovery \$936,356
 Other Funding Sources \$300,361

Total Public Support \$6,421,979

Other Revenues \$154,430

Total Revenues \$17,767,801

Expenses

Wages and Benefits \$12,468,475
 Operating Expenses \$1,603,960
 Facilities, Transportation, Contractual \$2,234,625
 Depreciation \$590,412

Total Expenses \$16,897,472

Increase in Net Assets \$870,329

Highlights of our past year . . .

There have been many exciting and significant developments in our programs during the past year. Please read on to learn more!

Community Support Services/Residential Services

Staff members in Community Support Services and Residential Services participated in the following activities in the past year:

- A new improved clinical treatment plan was introduced in the electronic health record. This new treatment plan was widely praised by CSS staff members
- CMHC has re-vamped the Representative Payee Program for consumers needing a representative to manage their disability benefits. This program has resulted in improved oversight of consumers' benefits and has helped limit risk exposure. Our Finance Department is assisting in administering the Payee Program. Anna Seymour, CSS Clerical Team Leader, Ali McKittrick, Accounting Specialist for the Payee Program, and Mike Meyer, Financial Analyst, have been instrumental in transitioning this program and have put a great deal of time and effort into the process
- The state is in the process of developing implementation processes for a federal Medicaid waiver program. This has involved conducting surveys of consumers living in CMHC's housing programs and program self-assessments, as well as providing detailed responses to the Indiana Division of Mental Health and Addiction to determine how CMHC can meet federal requirements. This has been a time-consuming, labor-intensive process and will be ongoing for at least the next nine months to a year to fully complete
- The Center is being considered for inclusion in a new national research study examining improved outcomes for adults between the ages of 18 and 35 with a serious mental illness who have regular contact with a family member or friend. The intent of the study is to provide education and on-line training to the family member or friend to help them support and provide assistance to the individual with mental illness to prevent hospitalization or other negative events in that person's life. The study is planned to start before the end of the year and last for up to one and a half years
- The Community-Assisted Support Employment (CASE) Program continues to operate as a certified Employment Network to provide Social Security disability beneficiaries the choices, opportunities and support needed to enter the work force and to maintain gainful employment, under the federally funded Ticket to Work Program. The goal of Ticket to Work is to reduce and, whenever possible, to eliminate dependence on cash benefit programs. By providing employment supports and follow-along while working, CMHC can receive financial compensation when the beneficiary achieves predetermined milestones and outcomes associated with work and earnings. Depending on the type of SSA benefit, compensation may last from five to seven years

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CMHC Licenses, Certifications & Accreditations

CMHC, Inc. is licensed as a psychiatric hospital by the Indiana Division of Mental Health and Addiction. CMHC is also certified by DMHA as a community mental health center, as a residential provider, and as a managed care provider for seriously mentally ill adults, severely emotionally disturbed children and adolescents, and individuals with substance use disorders. CMHC is endorsed by DMHA as a provider of services for pathological gambling. CMHC is accredited by CARF. CMHC is a member of the Indiana Council of Community Mental Health Centers and the National Council for Behavioral Health.

Affirmation of Policy

CMHC steadfastly maintains equal opportunity in all its activities, including admission, accessibility to services and employment. All CMHC services are provided without regard to race, religion, disability, gender, color, age, national origin, ancestry, ethnicity, sexual orientation, political belief, status as a veteran, or any other characteristic protected by federal, state or local law.

Celebrating the Golden Anniversary of Our Founding

Partnering for Wellness: Healthy Mind. Healthy Body. Healthy Life.

CSS/Residential Services . . . Continued

- Several CSS staff members received training in Cognitive Behavioral Therapy (CBT) to enhance their skills in working with consumers
- Staff members in Community Support Services continue to work with Harmony Health Clinic and other medical providers to try to ensure positive health outcomes for our consumers. For many, having a health clinic integrated within CMHC has enabled them to receive more timely and compassionate primary health care

Inpatient & Emergency Services

Staff members in Inpatient Services and Emergency Services participated in the following activities in the past year:

- The Inpatient Unit admitted 516 consumers during Calendar Year 2015 and served 161 during the first six months of 2016
- Due to staffing issues with nurses and prescribers, the Unit implemented a series of capped adjustments to the Unit census to allow for recruitment and orientation of new staff members
- The management structure on the Unit was re-configured to comply with recommendations following a site survey by the Centers for Medicare and Medicaid Services (CMS) in January 2016. Kristi Beck, R.N./B.S.N., was hired to serve as the new Director of Inpatient Services. Ms. Beck has been building her new team of Inpatient unit staff members to continue to provide quality hospitalization services for our consumers
- Successfully developed and completed plans of correction for the CMS site survey
- Provided re-training for nurses specific to the creation and documentation of treatment plans
- Established a method for assessing nursing competencies in collaboration with IVY Tech
- Expanded our Infection Control policies and procedures for Inpatient Services, including a policy to cover individuals participating in construction and/or renovation on the Inpatient Unit
- Modified our protocols for initiating seclusion and/or restraint of consumers on the Inpatient Unit
- Provided ongoing placements and hosting for nursing students from IVY Tech
- Hosted two Master's level counseling interns, one from Northern Kentucky University and one from Liberty University
- Continued renovation and re-modeling work on the Inpatient Unit with the purchase of new bedroom and lounge furniture for consumers
- Developed an electronic record format for documentation of instructions for the process of discharging consumers from the Unit
- Continued enrollment of eligible consumers using Presumptive Eligibility procedures for Medicaid to assist self-pay consumers with securing a payer source for all their healthcare needs, thereby significantly reducing costs for uncompensated care
- Continued to build the Emergency Services team of selected therapists to provide after-hours assessment services
- Promoted Crisis Intervention Training in collaboration with law enforcement, staff and administrators at Dearborn County Hospital, and individuals affiliated with the National Alliance for the Mentally Ill to improve delivery of services to individuals experiencing mental health crises in our communities
- Provided training to area law enforcement officers in working with individuals with mental illnesses

Harmony Health Clinic/Primary Care Integration

- Successfully completed the grant from the Indiana Division of Mental Health and Addiction for our primary care integration project and

- were awarded an additional one-year extension for the grant
- Identified a replacement nurse practitioner for the impending resignation of the current nurse practitioner
- Expanded services to some of our Batesville locations and to our Dearborn Plaza Office in Lawrenceburg
- Re-modeled space in our outpatient offices in St. Leon and Vevay to accommodate co-located primary care providers
- Co-located two CMHC therapists in two primary care provider locations in collaboration with Dearborn County Hospital and Cincinnati Children's Hospital

Health, Wellness and Training

These other projects were implemented agency-wide:

- Flu vaccination clinics and vouchers for staff members
- CPR training offered through IVY Tech Community College
- Crisis Prevention Institute management of aggression training provided for all staff members
- Engaged in an ongoing process to report, review and follow up on all consumer deaths



Intensive Family Services

Staff members in Intensive Family Services participated in the following activities in the past year:

- Provided intensive home, community-based and school-based services to youths ages birth to 26 years and their families in Dearborn, Franklin, Ohio, Ripley, Switzerland, Fayette and Union counties
- Served 634 youths and family members in all of 2015 and have served 854 youths and family members through September 2016
- Partnered with the Department of Child Services to provide services and supervised visitation to promote children's safety and family preservation
- Participated in Project LAUNCH, an early childhood committee, focused on improving access, prevention and services available for youths ages birth to eight years and their families
- Placed an integrated care therapist at Children's Healthcare in Batesville from February 2016 through June 2016
- Continued to expand our services in area schools. IFS has a therapist and a facilitator in Batesville schools, a facilitator at Switzerland County Elementary School and Jefferson-Craig Elementary School, a facilitator at South Ripley Elementary School, and a facilitator at Laurel Elementary & Junior High School
- Hosted training for all CMHC therapists on Cognitive Behavioral Therapy with a focus on adolescent depression and suicidality

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Intensive Family Services . . . Continued

- Provided early childhood mental health consultation to the Incredible Years training series for staff members in Project LAUNCH
- Provided review of applications for early childhood endorsement for children ages infancy and older
- Participated in the Michigan Association of Infant and Toddler Mental Health's Reflective Supervision Symposium
- Participated in the national conference of Zero to Three, a group that works to ensure that babies and toddlers benefit from the early connections that are critical to their well-being and development
- Received award of a second year of grant funding for services to transition-age youth
- Trained IFS staff members and staff members with Youth Encouragement Services (YES) in the Transition to Independence Process (TIP) model, an evidence-based program for youths ages 14 to 29, and began training individuals to become trainers to help maintain model fidelity
- The TIP Program hosted dinners for transition-age youth for Thanksgiving and for Christmas
- Assisted five area schools in development of Positive Behavior Interventions and Supports (PBIS), which is a team-based systematic approach to teaching behavioral expectations throughout a school. PBIS is based on a proactive model which teaches positive behaviors, reinforces those behaviors, and recognizes students who are able to model these behaviors and puts systems in place to support students who may have a difficult time with those behaviors or who may present more challenging behaviors
- Participated in Dearborn County's Child Protection Team
- Participated in Indiana's 15th annual Systems of Care conference
- Participated in a provider fair at Cincinnati Children's Hospital, ensuring that CCH had information about resources available to families in Indiana who have access the hospital's services
- Participated in regional provider fairs presented by the Indiana Department of Child Services in Versailles and in Richmond to ensure family caseworkers had information regarding resources available to families they serve
- Participated in Stayin' Alive, the local coordinating council for Franklin County, including their Halloween event and their presence at the Franklin County Fair to provide outreach and community awareness
- IFS staff members at our Brookville Office collected coats, hats and gloves for consumers and sponsored a drive to help families at Christmas Time
- Participated in a state work group to develop and implement new reports using data from assessment instruments used statewide,

- reports that have helped improve services and program outcomes
- Participated in the Workforce Development Subcommittee for the Indiana Systems of Care Governance Board
 - Participated in the Cross-Systems Symposium and follow-up committee for Dearborn and Ohio counties to improve collaborative services for youths and families
 - Provided Teacher-Child Interaction Training (TCIT) to local preschools. The goals of TCIT are to increase positive and purposeful teacher-child interactions, enhance relationship and classroom management skills, increase teacher confidence, and reduce stress and burnout

Outpatient Services

Staff members in Outpatient Services participated in the following activities in the past year:

Directions! Support & Advocacy Services

Advocates with Directions! Support & Advocacy Services received 39 crisis calls during the recent fiscal year. To date, the SAS Team has assisted 3,655 survivors and their families. Advocates provide hospital accompaniment, legal and court accompaniment and advocacy, school outreach programs, and community awareness campaigns and outreach.

Community events have included The Clothesline Project, displayed throughout the year in various locations in CMHC's five-county service area to raise awareness about rape and sexual assault. Annually in April, an event called "Take Back the Night" is presented to bring awareness and outreach to communities. During this past fiscal year, the SAS Team participated in a human trafficking awareness event at IVY Tech Community College and partnered with the Students Against Destructive Decisions group at South Dearborn High School to bring awareness of human trafficking to students, teachers and staff members at South Dearborn High School. About 16 classes and more than 425 individuals viewed The Clothesline Project and listened to a brief presentation on human trafficking.

School education and outreach programs were presented to 2,153 students in schools in CMHC's service area. In Dearborn County, 640 students participated in Get Real About Tobacco, a presentation aimed at preventing tobacco use among youths. In Dearborn, Franklin and Ripley counties, 570 high school students participated in a dating violence awareness and outreach program. In Dearborn, Franklin, Ohio, Ripley and Switzerland counties, 943 middle school students participated in a sexual assault awareness and outreach program.

Substance Use Disorder Treatment

CMHC once again became the treatment component for Dearborn County's Drug Court, providing individual and group sessions as part of a year-long diversion program for individuals with substance-related felonies. Dearborn County's program follows the national drug court model and has proven successful for many participants.

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Counselors went beyond the call of duty to meet, counsel and encourage our children during a pretty scary time for them. We are forever grateful for CMHC and what they do every day.

-- from "Perception of Care Survey" completed by parent of children participating in counseling at CMHC

Partnering for Wellness: Healthy Mind. Healthy Body. Healthy Life.

Who We Served in 2015-16

Community Mental Health Center, Inc. provides comprehensive behavioral health services to consumers in Dearborn, Franklin, Ohio, Ripley and Switzerland counties in Southeastern Indiana. Services range from case management to inpatient hospitalization to intensive family and outpatient services to residential services. Our consumers receive services for a variety of reasons, including: depression, bipolar disorder, schizophrenia and schizoaffective disorders, substance use disorders, anxiety disorders, stress-related problems, post-traumatic stress, borderline personality disorders, problem gambling, family relationship issues, anger management, and school-related issues.

We work with the Indiana Division of Mental Health and Addiction to serve a variety of key population groups, including children and adolescents with severe emotional disabilities and their families, youths and adults with chronic addictions, and adults with serious mental illnesses. CMHC and DMHA strive to use available resources to produce the best possible outcomes for our consumers.

In State Fiscal Year 2016 (July 1, 2015, through June 30, 2016), CMHC served more than 5,000 consumers from Dearborn, Franklin, Ohio, Ripley and Switzerland counties, from other counties in Indiana, and from out of state. Of those clients, about 50% were female and about 50% were male. Consumers served ranged in age from infant to 65 years and older. Most were adults between the ages of 18 and 64 years.

We are your partner for behavioral health, and we emphasize a wellness-based approach in line with our mission statement — Partnering for Wellness: Healthy Mind. Healthy Body. Healthy Life.



A Board of Directors began to meet in 1966, and, after nearly a year and a half of meeting, planning and budgeting by the regional committee and finally the Board of Directors, the Articles of Incorporation for Community Mental Health Clinic, Inc., as the agency was first named, were enacted on April 28, 1966.

Outpatient Services, continued . . .

Medication-Assisted Treatment (MAT) supported by the latest scientific research, has begun at CMHC, through the use of Vivitrol, an FDA-approved opioid antagonist medication that is injected once a month and blocks neural receptors, mitigating the effects of opioids and also alcohol and decreasing cravings for both substances for individuals in treatment.

The Bridge, a device developed and marketed through a local company in Ripley County, provides a method of ambulatory detoxification for individuals who want to stop using opioids while experiencing reduced withdrawal symptoms. The device, which resembles a hearing aid, is attached for five days and greatly reduces the typical symptoms of withdrawal, thus removing a barrier to recovery. Both the Bridge and MAT are most effective when used in conjunction with individual and group counseling, as well as participation in peer support activities.

A federal grant was awarded to CMHC to enhance treatment for individuals in recovery using an Internet application (app) that can be accessed by consumers to find meetings, get immediate support in avoiding triggers, and get a list of coping strategies and other resources to maintain sobriety. The grant funds a three-year project with kick-off in October 2016.

Telehealth/Telemedicine

CMHC began using technology to provide telehealth/telemedicine psychiatric services. Consumers in Brookville received psychiatric services from a doctor in our Batesville Office through videoconferencing. It is planned to use this new method of treatment in a variety of ways to ensure that people in all parts of our service area receive the most convenient services.

Services to Veterans

Martin Justice, Program Manager of Outpatient Recovery Services, completed Star Behavioral Training to better understand and treat service personnel and their families. Rachael Rauck, a psychologist who came to CMHC from an area Veterans' Administration services office, also has expertise in providing services to veterans and their families.

Open Access

People of all ages in need of behavioral health services walked in to our offices in Batesville, Brookville, Lawrenceburg and Vevay. Nearly 2,000 individuals had initial appointments for services. Consumers also are scheduled for initial appointments, request to re-engage in services with their previous therapists, and are referred after being discharged from our Inpatient Unit.

Celebrating the Golden Anniversary of Our Founding