

## Community Mental Health Center, Inc.

The past year has been an eventful time for Community Mental Health Center, Inc. We have worked to enhance existing services and to expand programs to meet emerging needs in the area that we serve. More information on these accomplishments is included in our report. While doing this, we have achieved an important milestone in meeting an essential need for all individuals who seek services for behavioral health.

CMHC has participated in a year-long process to become a more trauma-informed care provider. We participated in the Tri-State Trauma-Informed Care Learning Community, sponsored by the National Council for Behavioral Health. A trauma-informed approach to behavioral health services means an organization: realizes the impact of trauma and understands potential paths for recovery; recognizes signs and symptoms of trauma in patients, families, staff members and others involved within the treatment system; responds by fully integrating knowledge about trauma into agency operations, and actively seeks to avoid re-traumatization of individuals involved in treatment.

Adverse events, often occurring in childhood, that may cause lasting trauma for individuals include: physical, sexual or emotional abuse; physical or emotional neglect; intimate partner violence; substance misuse within a household; mental illness for a family member; parental separation or divorce, and incarceration of a parent, parents, or other close family member.

Behavioral health issues often are linked to the occurrence and effects of trauma. Individuals who experience substance use disorders, eating disorders, depression, and anxiety, among other behavioral health problems, are often expressing these as symptoms connected to past or ongoing trauma. Behavioral health issues related to chemical imbalances or genetic factors can be made worse by traumatic experiences.

A trauma-informed approach to care may be most simply expressed by asking an individual the question "What happened to you?," rather than asking the individual "What is wrong with you?"

Progress in using a trauma-informed approach to treatment also allows us to continue to address the stigma surrounding mental illness and how this stigma affects individuals who may need help. We seek to promote the understanding that mental illness is no one's "fault," but likely is caused by events experienced by individuals or by factors, such as genetics, that are beyond an individual's control.

Substantial research over many years has shown that fear of the perceptions and opinions of others often influences an individual's decision whether to engage in treatment with mental health professionals. We believe that becoming a trauma-informed agency and maintaining such an approach will help us in the fight against this stigma and will hopefully encourage individuals to seek help when they need it.

We look forward to continuing to work to meet the needs of our communities and to striving to educate everyone about how partnering for wellness benefits us all. We strive every day to stand together and work for all!



## Standing together, working for all!

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

### **From the Executive Director**

Community Mental Health Center, Inc. celebrated another successful year during State Fiscal Year 2018! Day by day, we strive to live our mission: "Partnering for Wellness: Healthy Mind. Healthy Body. Healthy Life." We continue to use this mission framework to partner with our patients, to focus on their recovery and on their journey toward wellness. In our work, we provide hope, and we endeavor to help patients improve their lives. We add a human touch and sensitivity, like becoming more trauma-informed, that makes a significant difference in the lives of those we serve. Our mission, values, and hard work have allowed CMHC to sustain success. We are proud of the hard work, energy, creativity, dedication, compassion, and sincere desire and passion of CMHC's staff members to achieve affirmative outcomes and to transform the lives of those served. I invite you to read of these accomplishments in our report, including expansion of and better access to services, enhanced community engagement, and a positive fiscal year.

We constantly live in tumultuous times filled with significant challenges. We have all been touched by the scourge of the opioid abuse epidemic in our society. Helping those with substance use disorders is an ongoing challenge for us to grapple with. Stigma, while better, is still ever-present. Step by step, one soul at a time, we do and will continue to make a difference for those individuals with a mental illness or a substance use disorder. The healthcare environment we work in also has its share of significant challenges – workforce factors, payment of claims, corporate compliance, reimbursement rates. Just as we have made positive strides clinically, we also have made significant strides in fostering policy changes that will improve conditions for our healthcare environment. We remain committed to confronting a changing healthcare environment and will continue to seek new opportunities, to encourage collaboration, to promote innovation, and to demand the highest level of integrity, transparency and performance, while honoring CMHC's distinguished legacy of service, now 51 years strong. As ever, we stand upon the foundation forged by our predecessors, working toward developing better communities and providing excellent behavioral and physical healthcare services to our communities.

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 needs of the individuals, families, and communities we serve!



Tom Talbot  
Executive Director

### **From the President of the Board of Directors**

In 2018, Community Mental Health Center, Inc. continued its tireless efforts to assist individuals in need of services for mental health challenges and substance use disorders. These efforts are made possible through the compassionate work of our staff, collaboration with our community partners, and a desire for increased knowledge relating to these issues. We continually strive to gain new insight into the sources of these problems, as well as how we can more sensitively meet the needs of our patients. One such method to accomplish these goals is through trauma-informed care.

During the past year, CMHC administrators and staff members collaborated with the Tri-State Trauma-Informed Care Learning Community to learn about how trauma of all kinds - mental, emotional, physical - can affect children and adults. Research shows that trauma such as physical, sexual or emotional abuse, physical or emotional neglect, victim of or witness to physical violence, parental separation or divorce, or incarceration of a parent, can have lasting, if not lifelong effects.

According to the website of the Trauma Informed Care Project, "trauma-informed care is an organizational structure and treatment framework that involves understanding, recognizing and responding to the effects of all types of trauma. Trauma-informed care also emphasizes physical, psychological and emotional safety for both consumers and providers, and helps survivors rebuild a sense of control and empowerment."

The administrators, staff members and Board of Directors of Community Mental Health Center, Inc. continue to search for ways to more effectively reach and help our residents. We look forward to striving to "meet our patients where they are," and to help them create better lives for themselves and for their families.



Dr. Andrew Poltrack  
President, Board of Directors

**Financial Report**

The following financial report is from the unaudited records of Community Mental Health Center, Inc. as of June 30, 2018. Audited financial statements will be available after November 14, 2018.

**Revenues**

<b>Total Value of Services Provided</b>	\$20,043,380
Less Charity Care	(\$701,803)
Less Contractual Adjustments	(\$4,194,643)
Less Bad Debt	(\$877,954)
<b>Net Patient Service Revenue</b>	<b>\$14,268,980</b>

**Public Support**

State Funds	\$1,198,715
County and Local Funds	\$693,024
Federal Funds	\$1,463,042
Medicaid Funds Recovery	\$1,312,384
Other Funding Sources	\$273,758

**Total Public Support** **\$4,940,923**

**Total Revenues** **\$19,209,903**

**Expenses**

Wages and Benefits	\$13,480,391
Operating Expenses	\$1,702,016
Facilities, Transportation, Contractual	\$3,009,605
Depreciation	\$646,949

**Total Expenses** **\$18,838,961**

**Increase in Net Assets** **\$370,942**

**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/Housing Services**

Here are highlights from the past year in CMHC's Division of Community Support Services, which includes the division's Housing Services Program:

At Unity House, our residential program for individuals who have co-occurring serious mental illnesses and substance use disorders:

- The average score on the patient satisfaction survey for State Fiscal Year 2018 (July 1, 2017, through June 30, 2018) was 4.76, with one patient remarking, "I would recommend the program to anyone."
- There was an average 30% increase in "strengths" for Unity House residents identified through the Adult Needs and Strengths Assessment (ANSA) instrument. This is a measure used to track patients' progress during treatment.
- Unity House had three quarters during the year with a program dropout rate of zero and one quarter with a rate of 18% (three of 17 current patients dropped out in this quarter). This strong retention rate can be linked to the patient satisfaction average mentioned above.
- Patient capacity for Unity House was increased to 13 residents from 10 residents. The facility was near or at capacity much of the year.
- Unity House ended the year with a revenue surplus of more than \$150,000, against a budget projecting a break-even for the year.
- Due to expansion of our capacity and the need to provide intensive services to our patients, Unity House hired additional staff members over the past several months. The Integrated Dual Disorders Treatment (IDDT) Program, of which Unity House is the housing component, continues to have a full-time program director. Unity House now has a full-time therapist, a full-time facility manager, a full-time case manager/medical assistant, another full-time case manager, a part-time case manager, and eight residential technicians.
- Since January, we have had five individuals graduate from the program. Two individuals are living in CMHC residential facilities and three are living independently in the community. All remain engaged in services and have had no psychiatric hospitalizations since graduating the program.

For our other housing programs and facilities:

- All housing grants from the U. S. Department of Housing and Urban Development (HUD) were renewed. These grants support 86 of CMHC's 110 housing units.

**Continued on next page . . .**



**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 problem 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.



## CSS/Housing Services . . . Continued

- Housing facilities have averaged 93% occupancy this past year. HUD implemented a new process for selecting potential residents for HUD-funded housing. We are adjusting to the new rules as we continue to emphasize working to combine housing and high-volume supportive services for patients in our residential facilities.
- A Housing Advisory Council was created at the suggestion of HUD to provide a platform for residents to give input and suggestions regarding our housing. A representative of the Housing Advisory Council attends a Board of Directors meeting quarterly to inform the Board of its ideas and feedback.

For our Continuous Treatment Teams and the Integrated Dual Disorders Treatment (IDDT) Program Community-Based Team:

- Both the North and South Continuous Treatment Teams and IDDT Team have welcomed new case managers this year. With increased staffing, the North Continuous Treatment Team now has a case manager who will focus on providing a higher level of care in Franklin County.
- The North Continuous Treatment Team, the IDDT Team, and the North Outpatient Services team recently met to look at options for the use of another CMHC-owned building in Batesville. As we continue to explore possibilities, it has been recognized that there is a significant need for intensive services for persons with co-occurring disorders similar to the programming offered at Unity House in Lawrenceburg.

For the Community-Assisted Supported Employment (CASE) and Ticket-to-Work programs:

- The CASE Team made a decision to decrease involvement with the state's Vocational Rehabilitation (VR) program and to focus on partnering with the federal Ticket-to-Work employment program. CASE will continue to serve some individuals through a contract with Voc Rehab but will allocate more resources to developing Ticket-to-Work.
- Ticket-to-Work is currently serving individuals receiving disability benefits who have assigned "Tickets" to CMHC in Indiana, Ohio, and Kentucky.
- When CMHC re-launches our website later this year, there will be a link to a website specifically for persons seeking assistance with employment. This may allow us to expand the Ticket-to-Work Program well beyond the Tri-State area when it comes to working with individuals with Tickets who are seeking to get back into the workforce.

## Inpatient & Emergency Services

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

- The Inpatient Unit admitted 541 patients and answered 798 crisis calls during Fiscal Year 2018 (July 1, 2017, through June 30, 2018). By the end of FY18, average daily census on the Inpatient Unit had risen to 9.64 patients.
- The Unit has continued to have staffing challenges because of a number of factors, including a difficult workforce recruitment environment. However, we have been able to maintain adequate staffing levels with our staff members and contract travel nurses.
- The IPU director and staff members successfully developed and completed plans of correction after participating in CMHC's CARF accreditation survey in April of 2017 and in audits and site visits from the following federal and state agencies: Centers for Medicare and Medicaid Services (CMS); the Indiana State Department of Health (ISDH), and the Indiana Division of Mental Health and Addiction

(DMHA). We continue to try to improve all daily functions to strive to give our patients the best care possible.

- The IPU director and staff members participated in annual education and training for use of seclusion and restraint, as well as our organ donation policy, along with annual required training for all staff members in the online Relias Learning Management System. Unit staff members also completed training in: individualized treatment planning; behavior de-escalation techniques; aroma therapy; music therapy; tobacco use cessation education; response to patient seizures; cultural education for Native American and Asian patients and families; use of the Clinical Institute Withdrawal Assessment, Alcohol Scale-Revised; use of the Clinical Opiate Withdrawal Scale (COWS); training in patient discharge processes for new staff members, and emergency preparedness.
- The Unit saw a decrease in episodes of seclusion and restraint for the year, from nine episodes in FY17 to seven in FY18. Unit staff members strive on a daily basis to fully eliminate use of seclusion and restraint. To support this approach, the response process to calls for assistance with patients who are becoming aggressive was modified to decrease stimulation for patients and to provide additional techniques for de-escalation of acting-out behaviors.
- Unit Director and staff members are continuing to work to improve medication management processes. The processes initiated during the 2017 fiscal year have resulted in a decrease of almost one-half in medication errors. Ongoing efforts are helping to enhance patient



care and to continue to significantly reduce medication error rates, with the ultimate goal of zero medication errors.

- A number of steps have been taken to improve the therapeutic environment on the Unit. Murals have been placed on some walls, music therapy is being used, hand massages are available for patients, and aroma therapy enhances the Unit to be a place of overall healing and wellness. A small outdoor recreational area also is being developed, which will be used for a number of activities, including gardening and chalk art. The Unit continues to work to initiate programming enhancements, as well, including trauma-informed care groups and therapy-driven groups.
- The Unit director has been certified to provide "Acudetox," an acupuncture technique in which needles are placed in five points in the ear that correspond to parts of the body and which is used to help relieve withdrawal symptoms, reduce cravings, and ease stress and anxiety in individuals in recovery from substance use disorders. The Unit is looking forward to having the Acudetox program in place for patients during the next fiscal year.
- The Unit is continuing to develop nursing competencies in collaboration with IVY Tech Community College, Lawrenceburg. The Unit has hosted nursing students from IVY Tech Community College, Gateway Community & Technical College, and Beckfield College for

**Continued on next page . . .**



## **Inpatient & Emergency Services . . . continued**

required clinical placements. The Unit also has employed a social work intern, and management and staff members are hopeful to work more interns in the future. The Unit director continues to work to develop collaboration opportunities with schools and agencies in the region.

- Work is ongoing to implement features of a module specific to the Unit for our electronic health record. The module is being developed to help staff members with time management by reducing redundancies in documentation. Generally, use of the EHR enables Unit staff members to document Inpatient Services more effectively and to gather data for reporting purposes, as well as providing information for achieving best practices.
- Our Indiana healthcare navigator, Carla Jones, continues to assist patients with finding available health insurance coverage, where applicable, and to increase enrollment of eligible patients using the Presumptive Eligibility process for Medicaid. This has helped a number of self-pay patients to secure a payer source for their healthcare needs, significantly reducing agency costs for uncompensated care.
- The Unit continues to strive to achieve patient satisfaction goals. The Unit regularly uses surveys and focus groups and works with patients to address their needs and concerns. Unit staff members now are being cross-trained, where appropriate, to enhance patient care. We also are continuing to encourage team-building activities for staff members and to enhance staff engagement.
- As well as maintaining regularly-staffed daytime hours, our Emergency Services continue to use rotating shifts of clinicians who volunteer on an ongoing basis for assignments for crisis intervention services. Emergency services are available 24 hours a day, seven days a week, with designated staff members working daytime hours while volunteer clinicians cover evening and weekend hours, as well as providing back-up for daytime crisis calls.

## **Intensive Family Services**

In Intensive Family Services, a number of exciting events have taken place during the past year!

Intensive Family Services has continued to expand school-based services. We currently have school-based facilitators and therapists in Franklin County Community Schools, Batesville Community Schools, Jac-Cen-Del Community Schools, South Ripley Community Schools, Switzerland County Schools, South Dearborn Community Schools, and Sunman-Dearborn Community Schools. IFS staff members also are members of the Batesville Community Schools' Health Professionals Board.

We offered Curriculum-Based Support Groups (CBSG) in Franklin and Switzerland counties. CBSG is an evidenced-based program that teaches life skills that reduce key risks for substance abuse, violence, and delinquency. About 90 youths participated in these groups.

IFS managers and staff members partnered with the Indiana Department of Child Services (DCS) to provide services and supervised visitation to promote children's safety and family preservation. We have participated on Child Protection Teams in Dearborn, Ohio, and Franklin counties, and we have regularly participated in state-level, regional, local, and child and family team meetings to improve communication and outcomes with DCS.

We have been a member of the Ripley County Juvenile Detention Alternatives Initiative, to increase positive futures and provide patient-focused treatment as an alternative to placing juveniles in detention.

IFS has provided gatekeeper services for youth needing access to state psychiatric hospital (SPH) facilities and those needing support after being discharged back to their communities.

We have worked with the Young Child Wellness Council to continue to improve services and access to youth ages birth to eight years old and their families.

IFS collaborated with the Child and Adolescent Committee of the Indiana Council of Community Mental Health Centers (ICCMHC) to begin working with the Bureau of Developmental Disabilities on addressing identified gaps in services. We partnered with ICCMHC in an early childhood work group to help develop a proposal for enhancing early childhood services and support across the state. We also participate in Infancy Onward, another child-focused collaborative group. We have several staff members who are endorsed as Infant Mental Health Mentors and Specialists. We have staff members who support the endorsement process across the state by acting as endorsement portfolio and exam reviewers.

We have a therapist trained in the evidence-based practices of Parent-Child Interaction Therapy (PCIT) and Teacher-Child Interaction Therapy (TCIT). These treatment approaches help children with behavioral issues to develop better relationships with parents and with teachers. We had a staff member trained as a trainer in Child Adult Relationship Enhancement (CARE), which is an evidence-informed model used by adults who interact with children who have experienced trauma and their caregivers. All IFS staff members will receive this training during the upcoming year.

We co-chaired the Crisis Intervention Team (CIT) training with NAMI Southeast Indiana to provide an evidence-supported model to first responders in our communities who may be called on to assist with individuals who are experiencing behavioral crises.

IFS staff members are on the Indiana Systems of Care Governance Board and the IN-SOC Evaluation Committee. Indiana has worked to have systems of care for children and families available across the state. We are members of the governance board of One Community, One Family, our local regional system of care.

We continue to participate in Franklin County's Stayin' Alive, a group that brings together partners from the public and private sectors of Franklin County to increase awareness of and education about substance abuse issues.

We act as the access site for all youths and families seeking Wraparound Services in Dearborn, Decatur, Franklin, Ohio, Ripley, and Switzerland counties. We continue to provide Wraparound Services, which is an evidence-based model emphasizing family-driven and youth-guided services while using a team approach to address identified needs through collaboration, coordination, and strengths building.

## **Outpatient Services**

More than 3,738 patients were enrolled in Outpatient Services in the past fiscal year, with some patients being enrolled in more than one program. About a third of patients (1,285) requested substance use disorders treatment services, and the remainder (2,453) sought mental health services. About a third of these patients (1,021) were children, while the rest (2,717) were adults. Support staff members in our outpatient offices managed nearly 67,000 appointments this year!



**Continued on next page . . .**



**Outpatient Services . . . continued**

**Outpatient**

Amanda Sheeley became the Program Manager for South Outpatient Services in our Lawrenceburg Office. Amanda has been with CMHC since 2011, and she has worked in several positions in Outpatient Services.

In June, CMHC and the East Indiana Area Health Education Center (East Indiana AHEC) hosted and presented our first annual Mental Health Career Day for area high school students. The day featured presentations and events to engage and to encourage interested students to consider a career in the mental health field.

As part of our initiative to become a more trauma-informed agency (see Introduction to Annual Report on front page), seven therapists in Outpatient Services participated in eight days of training and became certified in trauma-informed care.

Martin Justice, Associate Director of Recovery Services—Outpatient, who is a certified trainer for Motivational Interviewing, provided training in this treatment methodology to several CMHC staff members. Motivational Interviewing is a patient-focused and patient-directed practice to help individuals make positive behavioral changes to support better health. Mr. Justice and Beth Bryant, Coordinator of North Recovery Services in Batesville, are both approved trainers for Cognitive Behavioral Interventions for Substance Abuse, a program developed by the University of Cincinnati.



The U. S. Substance Abuse and Mental Health Services Administration (SAMHSA) awarded a grant to CMHC to enhance treatment for individuals in recovery from substance use disorders by using technology such as cell phone apps and other web-based resources. This initiative began in Lawrenceburg in October 2016 and is now operating in Vevay and Batesville, as well. The program also will soon be ready to launch in Brookville. Participants use a mobile cell phone application that can be accessed to find meetings, get immediate support in avoiding behavior triggers, get a list of coping strategies and other resources to maintain sobriety. The grant has funded a three-year project that is entering its final year and which has engaged 274 participants in its first two years.

CMHC joined the Lawrenceburg Police Department and Lawrenceburg Emergency Medical Services to form a Quick Response Team to reach out to people who survive overdoses to engage them in substance use disorder treatment. Since its inception in October 2016, the team has met with about 20 survivors and/or their family members. Plans are in place to expand this community asset to all of Dearborn County.

Highpoint Health expanded their days of operation in our Vevay office to two days a week due to positive patient response. Highpoint Health provides primary care services to patients in the Vevay Office.

Michelle Howard, Program Manager of South Outpatient Services in Vevay, and Chris Edlin, a therapist based in the Vevay Office, continue to provide substance use disorders treatment services to inmates at the Switzerland County Jail. As a member of the Drug Free Switzerland County Recovery and Supports Committee, Ms. Howard coordinated a “backpack event” in Patriot to raise awareness of recovery services. Staff in Vevay, including Lori Sparks, Secretary in the Vevay Office, participated in a Switzerland County First Friday event also to raise awareness and in a Recovery Walk in Vevay. The team hosted an Open House in our Vevay office. Michelle and Lori also attended the Switzerland County High School Career Fair and Jefferson-Craig Elementary School Carnival night.

Laura Harmon, Program Manager for North Outpatient Services in the Batesville and St. Leon offices, began providing assessment and therapy services in the Employee Health & Wellness Center at Hillenbrand Industries in Batesville. Emily Striegler, Program Manager for North Outpatient Services at our Brookville Office, was named to the Executive

Board of Franklin County Stayin’ Alive and participated in a number of events in Franklin County, including the county’s 4-H Fair, a Family Fun Day, the National Night Out event, and a “Hope over Heroin” rally.

CMHC was approved by the Indiana Professional Licensing Agency (IPLA) to become a provider of continuing education units (CEUs) for counselors, social workers, and marriage and family therapists. This will allow the Center to provide CEU’s for our staff members who participate in qualifying training opportunities and also for individuals from outside the agency who participate in our training opportunities.

The St. Leon Office continues to operate full-time to continue to improve access to services to residents of northern Dearborn County and eastern Franklin County.

CMHC’s internship program continues to be a strong component for learning and for recruitment of new staff members, with doctorate-level psychology students coming from Miami University and masters-level counseling and social work students coming from a variety of schools, including Northern Kentucky University, Walden University, and University of Cincinnati.

**Directions!**

Cathy Dwyer, Manager of CMHC’s Directions! Program, who has been with the program for more than 15 years, retired October 12. After consultation with Ms. Dwyer and Directions! Team members, and further agency consideration, a decision was made to “retire” the Directions! Rape Crisis Support & Advocacy Services Program, as of September 30. New state and federal funding for organizations to open rape crisis centers became available this year, and Safe Passage, a Batesville-based agency that has provided domestic violence services for many years, requested and received funding to begin providing rape crisis and sexual assault advocacy services. CMHC is confident that Safe Passage will continue to be an asset to the community as it takes on this new role.

The Directions! Team’s “Take Back the Night” event April 10 in Lawrenceburg was the final community event held by the team. Lynn Deddens, Prosecuting Attorney for Dearborn & Ohio Counties, was featured speaker for the evening, which was highlighted by accounts from four rape survivors of their experiences. Survivors focused their presentations on the importance of advocacy in helping them recover and in allowing them to offer meaningful support of their own to fellow survivors and advocates. At the end of the evening, the Directions! Team was recognized for their



accomplishments, including the valuable support and assistance provided through more than 40 years of service to Southeastern Indiana.

Directions! school-based programs were presented at 25 schools in Dearborn, Franklin, Ohio, Ripley and Switzerland counties. These presentations, made primarily to middle school and high school students, resulted in a number of disclosures of sexual abuse or assault, with survivors receiving counseling services and other support resources.

Directions! Support & Advocacy Services for survivors of rape and sexual assault worked with 60 victims/survivors during the 2018 fiscal year.

**Continued on next page . . .**

### **Who We Served in 2017-18**

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 patients.

In State Fiscal Year 2018 (July 1, 2017, through June 30, 2018), CMHC served more than 5,000 patients from Dearborn, Franklin, Ohio, Ripley and Switzerland counties, from other counties in Indiana, and from out of state. Of these individuals, about 50% were female and about 50% were male. Patients 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.**



### **Outpatient Services . . . continued**

#### **Technology**

In addition to the use of an app in our substance use disorders treatment programming, CMHC continues to use technology to offer telemedicine psychiatric and prescribing services. Patients in Brookville, Lawrenceburg, and Batesville received psychiatric services from prescribers in other offices or from the prescribers' homes through videoconferencing. As well, CMHC has begun providing text messages for patients who consent to the service to remind them of upcoming appointments.

#### **Open Access and Walk-In Services**

People of all ages in need of behavioral health services use Open Access and Walk-In services at our outpatient offices in Lawrenceburg, Vevay, Batesville, St. Leon and Brookville. During Open Access and Walk-In hours, patients also can be scheduled for initial appointments, request to re-engage in services with a previous therapist, and attend Outpatient Services following discharge after an admission to our Inpatient Unit.



### **Others Programs and Services**

#### **Harmony Health Clinic**

Harmony Health Clinic successfully continues CMHC's ongoing effort to integrate primary care with behavioral health care. The program functions independently within the programming structure of CMHC. The clinic's main offices continue to be located at our Ludlow Apartments facilities, and program staff members regularly are spending time providing services at our Dearborn Plaza Office in Lawrenceburg and at some of our facilities in Batesville. HHC continues to employ a combination of nursing and medical assistant staff members to do the clinic's work.

#### **Health, Wellness and Training**

CMHC provided the following health, wellness and training opportunities:

- Flu vaccination clinics for staff members
- Car seat safety training for staff members who may transport patients and/or children
- CPR training for staff members required to maintain CPR qualifications and First Aid training for all staff members
- Management of aggression training for all staff members
- Defensive driving training for all staff members

#### **Community Mental Health Foundation, Inc.**

Our Foundation is continuing to forge ahead with its efforts to recruit additional members for its board of directors and to develop fundraising and grant-making programs. By the end of FY18, the Foundation was in the process of reviewing applications for its first competitive award period, which was begun mid-cycle. Going forward, the Foundation will make grants during January and July of a given calendar year to one applicant from among CMHC staff members who proposes a project to help CMHC patients.

Here's how you can help our Foundation pursue its goals to support the mission of Community Mental Health Center, Inc. (Partnering for Wellness: Healthy Mind. Healthy Body. Healthy Life). We ask you to consider contributing to the Foundation. Your tax-deductible donation will help sustain valuable and necessary programs and services that meet the behavioral health, physical health, and addictions needs of our patients, many of whom you know, some of whom may be your family members or friends. Donations may be sent to Community Mental Health Foundation, Inc., 285 Bielby Road, Lawrenceburg, Indiana 47025. Information may also be found on our website at [www.cmhcinc.org](http://www.cmhcinc.org). Click on the "About" tab, then click on the "Foundation" link.

Thank you for your support of Community Mental Health Foundation, Inc. Together, we can make meaningful efforts to promote healthy individuals, families, and communities.

The staff members and  
Board of Directors of  
Community Mental  
Health Center, Inc.  
thank you for your interest in  
our Annual Report.

We believe that by standing together and  
working for all, we can help build a bright  
future for our patients and for our communities!

For more information about  
Community Mental  
Health Center, Inc.,  
please visit our  
website at [www.cmhcinc.org](http://www.cmhcinc.org).