

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

**Reaching
recovery,
striving for
change ...**

The journey starts here!

**Community Mental
Health Center, Inc.
2019 Annual Report
to the Community**

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

From the Executive Director

Community Mental Health Center, Inc. celebrated another successful year during Fiscal Year 2019! So what defines us and our success? Our mission, values and our staff members are what guide our work. We strive every day to live our mission: "Partnering for Wellness: Healthy Mind. Healthy Body. Healthy Life." We use this mission framework to partner with our patients, focusing on their recovery and on their journey toward wellness. In this journey, we provide hope and endeavor to help patients improve their lives and their health status, both mentally and physically. We add a human touch, compassion and sensitivity, by being trauma-informed in our approach to care, which makes a significant difference in the lives of those we serve.

Our mission drives us to partner with other community healthcare providers and social service agencies to support those living in our communities. CMHC has been at the forefront of several local and state initiatives. Our collaborative efforts have earned CMHC and Southeastern Indiana high praise and recognition for providing innovative services. Our agency values of Integrity, Collaboration, Excellence, and Empowerment underpin the work of our staff members.

I am proud of the hard work, energy, creativity, dedication, compassion, and sincere desire of CMHC's staff members to achieve positive outcomes as they help to transform the lives of those we serve. This is the focal point of our success. I invite you to read of these accomplishments in our Annual Report, including expansion of evidence-based services, better access to services, enhanced community engagement, efforts to address workforce issues, and a positive fiscal year.

We remain committed to addressing challenges in our healthcare environment and will continue to seek new opportunities to make a difference. We are a significant local and regional partner for working toward healthcare solutions in our communities. We promote innovation centered on evidence-based practices. We demand the highest level of efficiency, transparency, and performance while honoring CMHC's distinguished legacy of service, now 52 years strong.

As ever, we stand upon the foundation forged by our predecessors, working to develop 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 the past year, Community Mental Health Center, Inc. has endeavored to fulfill our vision of being a trusted partner for fostering and sustaining healthy lives in our community. These efforts are made possible through the compassionate work of our staff members and collaboration with our community partners. Our mission is to support our community members to have healthy minds, bodies, and lives. We have accomplished much but, as always, we understand that we will encounter challenges in an uncertain future.

We had a successful year financially in Fiscal 2019, which is simply necessary to our ongoing survival. We have re-established the Community Mental Health Foundation, Inc., which exists to encourage and channel support for patient-related activities and needs for prevention, education and treatment programs and services offered by CMHC. The Foundation has provided several grants for materials and activities not covered in the Center's budget. Grants are made based on applications made by CMHC staff members. The Foundation has been focusing particularly on supporting activities to help individuals and families impacted by the opioid abuse crisis the region has been experiencing and on other needs related to working with individuals with substance use disorders.

We continue to work to meet demands of the constantly changing health care environment. Our leadership group is always looking at ways to expand and enhance programs and services. In addition, we are searching to identify a replacement for Tom Talbot, our chief executive officer, who will be retiring soon after many exemplary years of service to CMHC.

The staff members, administrators and Board of Directors of Community Mental Health Center, Inc. value developing deeper knowledge of how we can more effectively reach and help our residents. We look forward to continuing to strive to "meet our patients where they are," and to helping them create better lives for themselves and for their families. On behalf of the Board of Directors, thank you for everything you do to support our efforts to serve patients and 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, 2019. Audited financial statements will be available after November 15, 2019.

Revenues

Total Value of Services Provided	\$20,205,727
Less Charity Care	(\$725,654)
Less Contractual Adjustments	(\$3,894,807)
Less Bad Debt	(\$519,803)
Net Patient Service Revenue	\$15,065,463

Public Support

State Funds	\$1,008,573
County and Local Funds	\$731,761
Federal Funds	\$1,350,137
Medicaid Funds Recovery	\$1,130,000
Other Funding Sources	\$257,388

Total Public Support **\$4,477,859**

Total Revenues **\$19,543,322**

Expenses

Wages and Benefits	\$14,023,701
Operating Expenses	\$1,482,703
Facilities, Transportation, Contractual	\$3,070,206
Depreciation	\$679,148

Total Expenses **\$19,255,758**

Increase in Net Assets **\$287,564**

2019 In Review . . .

There have been a number of significant developments at Community Mental Health Center, Inc. over the past fiscal year. Across our agency, we are working to sustain and develop programs and services to improve the lives of our patients, who come primarily from Dearborn, Franklin, Ohio, Ripley and Switzerland counties, but who also come from other parts of Indiana, from Kentucky and Ohio, and from outside the Tri-State region. Following are highlights of developments in key areas at CMHC.



Focus on Evidence-Based Practices . . .

CMHC strives to use best clinical practices to support quality programs. We take guidance and direction from such agencies as the U. S. Substance Abuse and Mental Health Services Administration (SAMHSA) and the Indiana Division of Mental Health and Addiction on where to find best practices, how to develop and sustain such practices, and how to measure success for these practices. The goal is for our patients to have the best opportunities for the best outcomes. Following are some examples of evidence-based practices used at CMHC.

- **Trauma-Informed Care** — CMHC has been a member of the Tri-State Trauma Network since early 2018. We worked with TTN after determining we needed to become a more trauma-informed agency. Clinical practices in a trauma-informed agency promote an environment for patients to feel safe, empowered and able to express trauma experiences on their own terms. Disclosure of trauma is a personal, respected choice.
- **Medication-Assisted Treatment for Substance Use Disorders** — Recovering from substance use disorders is challenging for everyone involved: the individual, the individual's family and friends, and the individual's community. The discovery and development of effective medications to help individuals in recovery has added a tool to treatment options that include individual and group therapy and recovery coaching. Patients in

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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 certified by DMHA as a community mental health center and as an addiction services provider. CMHC is endorsed by DMHA as a provider of services for problem gambling. CMHC is a member of the Indiana Council of Community Mental Health Centers, the National Council for Behavioral Health, and the Tri-State Trauma Network. CMHC is accredited by CARF.

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.

Focus on Evidence-Based Practices . . .

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recovery most often are seen in our Recovery Services program, which are part of CMHC's Division of Outpatient Services, and in the Integrated Dual Disorders Treatment (IDDT) Program in the Division of Community Support Services.

- **Behavioral Health Information Technology Enhancement (B-HITE) Grant Project** — We are concluding a three-year project funded by a grant from the U. S. Substance Abuse and Mental Health Services Administration (SAMHSA) to use technology, such as mobile phone applications, to help manage and sustain recovery. The B-HITE grant also has supported evidence-based therapeutic interventions. During its three-year span, the B-HITE project served more than 400 patients.
- **Motivational Interviewing** — Motivational Interviewing has been used broadly throughout clinical divisions at CMHC, often in combination with other evidence-based practices. Motivational interviewing is used to help patients make positive changes to support better health. Staff members work with patients to help them focus on their strengths and personal resources to understand current behavior and meet future challenges.
- **Teaching-Family Model** — The Teaching-Family Model (TFM) is an evidence-based practice now being used in the Division of Intensive Family Services. TFM focuses on therapeutic relationships with caregivers as a highly effective method of providing treatment for children in family settings. The model focuses on increasing positive behaviors, teaching daily living and interpersonal skills, and assisting with development of problem-solving resources.

Focusing on Prevention and Helping During Crisis . . .

There are times when individuals and families are in crisis and need help immediately. Such times may include a relapse during substance use recovery, challenges managing stressful life events, or a suicide attempt. CMHC has services to help stabilize individuals' lives, to reach out to individuals in the community, and to help them to take up their lives again once back in control. Following are some examples of how CMHC helps individuals accomplish this.

- **Inpatient Hospitalization** — Our Inpatient Unit admitted 561 patients during Fiscal Year 2019. During FY19, the Unit had an average daily census of 10 patients, who typically stayed about six days. Individuals were hospitalized for a variety of diagnoses, including major depressive disorders, bipolar disorder, and schizophrenia. Treatment on the Unit includes group services and

medication management. Satisfaction surveys show patients highly value services provided on the Unit and believe that being on the Unit was a positive experience.

- **Emergency Services** — CMHC's Emergency Services program served 1,255 patients through daytime and after-hours crisis services in FY19. This program features a core of 13 therapists, including two crisis intervention specialists, who work after-hours, weekends, and holidays. Individuals in the community may access Emergency Services using our 24-hour toll-free hotline or may report to a local hospital emergency room to connect with an on-call therapist. Individuals in crisis may be referred to our Inpatient Unit, depending on the nature and severity of the crisis.
- **Quick Response Teams** — Recovery Services therapists play a role in engaging individuals in the community who have experienced a crisis surrounding substance use. We work with Quick Response Teams in Greendale and Lawrenceburg. Teams may include law



enforcement officers, emergency rescue personnel, and health care professionals. The goal of response is to contact individuals who have experienced a substance use-related crisis, to encourage them to access services to address immediate issues and to seek or maintain recovery. Positive results give hope that this model will be used in other parts of our service area.

- **Suicide Prevention** — National and state data show that suicide continues to be a serious problem in our area, throughout the state, and throughout the country. Beyond the data, we know suicide impacts many lives every day. CMHC engages in a number of activities to help individuals who may be considering a suicide attempt or who may be recovering after a suicide attempt. Through our Emergency Services, we provide immediate response to individuals and families who are in crisis. Individuals often are referred for additional services after crisis stabilization. We have provided

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Focus on Prevention and Helping During Crisis . . .
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training to our staff members and in the community in the QPR model of suicide prevention. QPR means “Question-Persuade-Refer,” three steps anyone can use to help save a life from suicide. This approach allows identification and interruption of a crisis and referral of an individual to appropriate resources for assistance. In an exciting new opportunity, CMHC is partnering with Lawrenceburg Community Schools to establish a “Hope Squad,” a school-based, peer-to-peer support program to improve access to and availability of prevention resources for youth who may be at risk for suicide.

- **Crisis Intervention Teams** — CMHC, in partnership with the Southeast Indiana Chapter of the National Alliance on Mental Illness, has helped build crisis intervention teams in our service area. The teams, consisting of health professionals, law enforcement officers and jail personnel, emergency medical and fire first responders, hospitals, and other providers, respond to community emergencies to help de-escalate potentially volatile situations and to connect individuals in crisis to appropriate services. CIT members are better able to respond to crises and are able to follow up with peers to learn from experience.

Focus on Community . . .

CMHC works with various providers, service agencies, and other stakeholders and partners to collaborate on services and projects and to extend our presence throughout the community to extend our reach to our residents. Following are some examples of how we reach out to partners and stakeholders.

- **Local Coordinating Councils** — Each county in our service area has a Local Coordinating Council, which is responsible for planning and activities to address substance use problems in our communities. CMHC partic-

ipates in our LCCs to help make everyone aware of the services we provided and how to access these services.

- **School-Based Services** — The Division of Intensive Family Services has staff members who work in schools throughout our service area. CMHC has school-based facilitators throughout Southeastern Indiana. These facilitators provide and coordinate services in the following school corporations: South Dearborn Community Schools; Sunman-Dearborn Community Schools; Franklin County Community Schools; Batesville Community Schools; Jac-Cen-Del Community Schools; South Ripley Community Schools, and Switzerland County Community Schools. School-based staff members also attend school resource events and provide outreach to youths and families.
- **Community-Assisted Supported Employment** — Our CASE Team operates with the belief that anyone is capable of working competitively in their community, as long as they have the desire and they are provided with the tools needed to help them find, secure and keep a job. CASE serves adults and transition age youth who have a disability and/or other identified barriers that impede their ability to obtain and maintain competitive employment. The team works with Indiana’s Vocational Rehabilitation Services Program and the federal Social Security Administration (SSA). CASE is an authorized national SSA Employment Network in the Ticket-To-Work Program. The program serves individuals from throughout the Tri-State region and is working to develop outreach beyond the region through the Ticket-To-Work Program.
- **Community-Based Services Case Management Services** — Staff members in both the Division of Community Support Services and the Division of Intensive Family Services do extensive case management work in the field in our service area. Case managers help youths and adults develop life skills and manage their

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Focus on Community . . .

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daily activities to support overall wellness. Case managers often provide transportation for patients to physician appointments, other appointments in the community, and to help patients with errands, as needed.

- **Behavioral Health Partnerships and Outreach** — During the past fiscal year, CMHC has worked with the Occupational Wellness Center at Hillenbrand Industries in Batesville to provide counseling and assessment services to Hillenbrand employees and their families. We also have partnered with Ivy Tech Community College in Batesville and Lawrenceburg to provide “My Well-Being,” an EAP-style program for Ivy Tech students. Students are eligible for counseling sessions paid for by Ivy Tech and may be referred to a CMHC program if more extensive assistance is warranted.



We participated throughout the year in various provider fairs, awareness events, and community forums to offer information about CMHC services and to help our communities understand behavioral health issues. We value opportunities to engage in outreach to help supplement our partnerships, as well. CMHC works with local media outlets to publicize information about our services and about behavioral health issues.

- **Community Housing Integration** — We have housing facilities for patients throughout our service area. CMHC owns and operates facilities in Batesville, Lawrenceburg, and Vevay, and some patients stay in apartments in the community, as well, with whose developers and owners we partner to help provide homes for patients. When patients live in and receive services in their communities, they have a better chance for personal success and life satisfaction.
- **Community Action Recovery Effort (CARE)** — CMHC is a participating partner in CARE, a recovery-oriented system of care being developed for Dearborn County through the sponsorship of the City of Lawrenceburg. CARE is a collaborative group of diverse stakeholders which has come together to support overall wellness and to ensure a recovery-ready community. The group has six work groups focused on various topics including stigma and awareness, screening, development of a recovery “hub” for a one-stop service array, transportation, peer recovery support, and recov-

ery housing. CMHC has staff members serving on these groups, and the Center is working closely with the City of Lawrenceburg to advance this project.

- **Behavioral Health Careers** — For the past two years, we have presented an event called “Behavioral Health Careers Day,” in partnership with the East Indiana Area Health Education Center (EI-AHEC). This day is an opportunity for high schools students interested in behavioral health careers to find out firsthand what it is like to train for and work in the behavioral health field. As part of the day, students tour some CMHC facilities and meet and interact with behavioral health professionals in various positions, including psychiatrists, nurses, social workers, and mental health counselors

Our Human Resources Department participates in career fairs at high schools in our service area and at colleges and universities in the Tri-State region to make students aware of behavioral health employment options at CMHC. We provide placement opportunities for students pursuing degrees at a variety of levels and have had success in recruiting some of these individuals for employment when their placement experiences are complete.

Focus on Substance Use Disorders . . .

CMHC understands the devastating impact that a substance use disorder has on the individual, the individual’s family, and the individual’s community. We have an array of services, office-based and community-based, to help individuals who are challenged by substance use disorders.



And, as can be seen elsewhere in this report, CMHC works on a variety of levels to help patients achieve success with recovery.

Our Recovery Services program works to stay abreast of the best practices for treating substance use disorders and for helping patients sustain recovery when they attain sobriety. The program offers individual and group services and connections to other recovery resources in the community. The program also partners with the Indiana Division of

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Who We Served in 2018-19

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 patients 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 2019 (July 1, 2018, through June 30, 2019), 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.**



Focus on Substance Use Disorders . . . **Continued from previous page**

Mental Health and Addiction to provide and manage state-based programs, including Recovery Works. Staff members use a variety of tools, including motivational interviewing and training in a number of evidence-based therapeutic practices, including cognitive behavioral interventions, in the course of their work.

Unity House, our residential facility which is part of the Integrated Dual Disorders Treatment (IDDT) Program, provides treatment for individuals who have a dual diagnosis of a substance use disorder along with a serious mental illness, such as schizophrenia or major depressive disorder. Unity House provides an intensive treatment environ-



ment where staff members work to help patients achieve sobriety and to provide them resources to maintain recovery when they complete treatment, which typically takes about 10 months. Staff members in the IDDT Program work with patients in the community, who may include Unity House “graduates.”

Focus on our Foundation . . .

Community Mental Health Foundation, Inc. experienced a successful year in FY19, with contributions from the community and from CMHC staff members helping to sustain efforts begun since the Foundation became active again late in 2017.

In FY19, the Foundation continued its grant-making program. Applications for grant funding are made by CMHC staff members and reviewed by the Foundation Board. This past year, funds were provided to: help families affected by the opioid abuse epidemic to develop resiliency through shared time with game play; development of a community garden begun by staff members and managed by staff members with patients from our Inpatient Unit, the Unity House program, and Ludlow Apartments, and purchase of emergency preparedness supplies for residents of our housing facilities in Batesville.

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. 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 helping our patients reach
for recovery and strive for change, we can help
build bright futures for our patients and for our
communities!

For more information about
Community Mental
Health Center, Inc.,
please visit our website at www.cmhcinc.org.