

Community Mental Health Center, Inc. - Your Partner in Integrated Healthcare

Community Mental Health Center, Inc.



**Annual
Report
to the
Community
2021**



CMHC staff step up to serve our patients and communities during challenging times

Collaborative efforts with patients, partners, stakeholders carry on

The past year at Community Mental Health Center, Inc. has been another of striving to meet challenges as we work to fulfill the needs of our patients and communities in the midst of the ongoing COVID-19 pandemic. CMHC is continuing to provide comprehensive behavioral health services as we move forward with our mission to offer integrated healthcare, including primary care services. Patients of all ages, from infants to older adults, can access quality care close to home.

We and our community partners — among which are the City of Lawrenceburg's Community Action Recovery Effort (CARE) Initiative; Southeastern Indiana Economic Opportunity Corporation (SIEOC); One Community, One Family; St. Elizabeth Healthcare; Margaret Mary Health; Genoa Healthcare; Interact for Health; United Way of Franklin County; NAMI of Southeast Indiana, and county health departments in Dearborn, Franklin, Ohio, Ripley, and Switzerland counties — are working together to create a vibrant and responsive network of care resources in South-eastern Indiana. The number of patients seen in the past fiscal year remained steady with the number for last year, demonstrating that CMHC continues to be a preferred provider of behavioral healthcare and primary healthcare in our region.

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Financial Report

The following financial report is from the unaudited records of Community Mental Health Center, Inc. as of June 30, 2021. Audited financial statements will be available after November 17, 2021.

Patient Service Revenues

Total Value of Services Provided	\$23,296,153
Less Charity Care	(\$400,298)
Less Contractual Adjustments	(\$4,353,616)
Less Bad Debt	(\$177,555)
Net Patient Service Revenue	\$18,364,684

Public Support

State Funds	\$895,740
County and Local Funds	\$744,584
Federal Funds	\$4,580,020*
Medicaid Funds Recovery	\$1,078,497
Other Funding Sources	\$708,289
Total Public Support	\$8,007,130*

Total Revenues **\$26,371,814**

Expenses

Wages and Benefits	\$16,576,053
Operating Expenses	\$1,762,190
Facilities, Transportation, Contractual	\$2,695,593
Depreciation	\$804,803

Total Expenses **\$21,838,639**

Increase in Net Assets **\$4,533,175**

*CMHC, Inc. received the following COVID-19 related federal assistance during State Fiscal Year 2021:

Federal Rural Hospital Assistance	\$1,160,619
Federal Medicaid Assistance Percentage	\$191,504
Indiana Hospital Association Grant Assistance	\$102,608
Other federal funds	\$65,142
Total COVID-19 Federal Assistance	\$1,519,873

CMHC's 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.

CMHC's 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, gender identity, 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.

CMHC staff step up . . .

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Patient Services

Via our ongoing Certified Community Behavioral Health Clinic (CCBHC) Project, we are continuing to advance a number of services.

Early Connections

As our Certified Community Behavioral Health Clinic (CCBHC) Project continues to progress, we are maintaining a focus on working with our most vulnerable populations, including infants and young children and individuals in crisis. Mental health specialists with the Early Connections Program provide services and support for women and children during pregnancy, the postpartum period, infancy, and early childhood. The program helps families address factors related to social and emotional development, child reactions to stress and trauma, stress and other challenges related to parenting, and mental health and substance use issues in families during pregnancy and early childhood. Therapeutic interventions are delivered in the home, in community settings, and in CMHC office locations. Staff members, under the supervision of Stacey Cornett, Associate Director of Early Connections, use proven clinical treatment models and methods to work with families to help them establish healthy relationships with their children at an early age and to maintain health throughout the children's young lives. The Southeastern Indiana Economic Opportunity Corporation (SIEOC) is a key community partner with Early Connections.

Harmony Health Primary Care

Integration of behavioral healthcare and primary healthcare is an ongoing focus of the CCBHC project. The Harmony Health Primary Care program offers services at locations in Batesville, Lawrenceburg, and St. Leon. The program now is serving the general public. Harmony Health Primary Care offers personalized medical care for individuals of all ages, from infants to older adults. Services available at traditional primary care offices are available at Harmony Health Primary Care locations, including: routine medical care; physicals, including sports physicals; well-child checks; vaccines, including for COVID-19, and a variety of health screenings. Services have been promoted via print, broadcast, and social media throughout CMHC's service area and the surrounding regions. Harmony Health Primary Care is staffed by a team of medical professionals, including advanced practice nurses and certified medical assistants, providing services at all three program locations. Convenient hours are available Monday through Friday, and offices accept same-day and walk-in appointments. For more information, please call 812-532-3496.

Emergency Services & Mobile Crisis Services

CMHC's Emergency Services are evolving, as on-call staff members now can respond to hospital emergency departments via telehealth connections to help individuals in

crisis. Telehealth connections can speed response time and allow hospital emergency departments to manage resources when responding to mental health crises. Such response also can assist law enforcement departments throughout CMHC's service area counties in addressing mental health crises and in reducing time spent transporting individuals in crisis to appropriate services. With isolation and stress from the ongoing COVID-19 pandemic affecting vulnerable individuals, CMHC is aware of the necessity of being able to work to help these individuals. Mobile Crisis Services are another way to deliver services quickly and effectively for individuals in need of emergency assistance.

The Mobile Crisis Services Team is part of the CCBHC project and currently consists of a crisis intervention specialist and two case managers. The team has been responding to community calls in Lawrenceburg and Dearborn County for assistance for individuals in crisis. Efforts are ongoing to be able to expand the team's response to all five counties in CMHC's service area. The team has been working to strengthen relationships with law enforcement departments in CMHC's service area counties and in the surrounding region. Mobile Crisis Services has established an Early Intervention Taskforce in cooperation with the



local Crisis Intervention Team (CIT) efforts of the Southeast Indiana chapter of NAMI.

The CCBHC Project also is participating in the statewide initiative to implement the 988 emergency telephone system. The 988 initiative, similar to the 911 system already in place for directing response by police, fire, and emergency medical services, will provide a centralized platform for routing calls to local providers to respond to individuals experiencing mental health and substance use disorder crises. The 988 system is projected to be in active in Indiana by the end of July 2022.

Assertive Community Treatment (ACT) Team

The Division of Community Support Services has been able to re-establish a program that was active several years ago. Services via an Assertive Community Treatment (ACT) Team for individuals who are seriously mentally ill are required as part of the CCBHC Project implementation. CMHC's ACT Team works in our communities to meet the needs of these individuals to help them maintain their lives

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in those communities and to reduce or prevent the need for higher levels of service, including hospitalization. ACT Team staff members now also are providing after-hours emergency crisis services to their patients. Having a team with which patients are familiar provides them stability and security as they sustain their recovery.

Intensive Family Services

Family Preservation Program— Our partnership with the Indiana Department of Child Services (DCS) in the Family Preservation Program has continued to expand. The program has received nearly 100 referrals in the past fiscal year. Children and families referred through the program receive services from CMHC's Division of Intensive Family Services tailored to their needs to help families to stay intact and to thrive. Staff members are trained in evidence-supported practices specifically aimed at providing families with services and resources to establish and maintain family stability and integrity. DCS has a contract in place with us now through June 2025. Since June 2020, more than 300 persons have received services through the program, and more than half of families have successfully graduated from the program.

Lilly Endowment Grant— Early in 2021, the Division of Intensive Family Services received a grant from the Lilly Endowment targeted at improving the health of children and families who have been impacted by the COVID-19 pandemic. It is anticipated that the primary focus of the grant will be to fund training in evidence-based practices for staff members who are providing direct services to children and families in our communities who have encountered challenges related to the COVID-19 pandemic.

School-Based Services— CMHC has continued to expand its school-based services. The Division of Intensive Family Services has been exploring development of a school-based health center for the Switzerland County School Corporation. The division has been working with Interact for Health on the early phases of a planning grant for the project. CMHC hopes to highlight the value of a comprehensive health center based near the Switzerland County schools.

At the same time, IFS has been continuing to develop relationships with school corporations throughout CMHC's service area and surrounding counties. The division now has staff members working in nearly 20 schools in across our communities. The Division of Outpatient Services maintains a group of therapists working in school settings across our communities, as well.

Outpatient Services

Demand has continued to grow for treatment in our Division of Outpatient Services. Managers are working to

help their staff members offer services using in-person and telehealth formats for both individual and group treatment. CMHC has intake specialists meeting patients who come to our offices for open access and walk-in services. These specialists help direct patients to the most effective methods to address their needs and to determine whether individuals may require a higher level of service quickly, including crisis services or hospitalization.

Our prescribers are psychiatrists and advanced practice nurses who work in settings including outpatient, inpatient, community support, and primary healthcare. The treatment of many patients involves a variety of services, including medication. Medications play an essential role in helping our patients maintain their health, both physically and mentally. Certified medical assistants and support staff members round out these teams.

Telehealth

CMHC's use of telehealth services has evolved significantly in response to needs that became apparent during the COVID-19 pandemic. Telehealth initially was used by CMHC to provide an alternative to in-person services early in the pandemic. Many patients have decided that they prefer to receive services in this format for convenience and for health protection. State authorities have worked with providers to allow expansion of telehealth services that may be maintained as the pandemic continues. Services have been provided via telehealth in both individual and group settings. Near the end of the fiscal year, CMHC administrators and clinical leaders were developing plans for a dedicated telehealth services program.

Commitment to Evidence-Based and Evidence-Supported Practices and Clinical Competencies

CMHC uses a number of evidence-based and evidence-supported practices throughout our agency. EBPs may be seen in a wide variety of settings, including Addiction Services, Community Support Services, Intensive Family Services, and Outpatient Services. Therapeutic practices and models such as Child-Parent Psychotherapy for families, Curriculum-Based Support Group Program for schoolchildren, Incredible Years and Parent-Child Interaction Therapy for parents and families, Cognitive Behavioral Therapy and Dialectical Behavior Therapy for patients of all ages, and Motivational Interviewing for adolescents and adults, are used throughout CMHC. Our practitioners also have competencies in areas such as Eye Movement Desensitization and Reprocessing for addressing trauma and post-traumatic stress, and through the Star Behavioral Health Program to participate in training to work with military personnel, veterans, and their families.

We encourage our providers to be engaged in ongoing research and training to find new treatment models, practices, and competencies. We want our patients to be able to access services that meet their needs, and this is a key way of working to assure that this happens.



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Addiction Services

The Division of Addiction Services continues to work to develop programs and services for individuals with substance use disorders and co-occurring substance use disorders and serious mental illnesses. Addiction Services uses a cross-divisional approach to serve adolescents and adults in all of our clinical divisions.

Treatment options include individual and group outpatient counseling, telehealth services, and recovery housing. The division now is using a brief-solution focused approach for some services which are delivered in many instances by recovery coaches. Peer support for the recovery process is a key aspect of Addiction Services. This type of outreach and treatment helps identify patients who may encounter barriers to participating in services and seeks to help these patients overcome these barriers. The division is developing wraparound services that will follow the Recovery-Oriented Systems of Care Model, which focuses on community-based services and support that are person-oriented and which build on strengths and resiliencies of individuals, families and communities.

Housing Services

CMHC offers housing services to individuals who are seriously mentally ill and who may be experiencing homelessness. Residents may live in Permanent Housing or Transitional Residential programs, depending on their needs. We strive to provide homes to patients who also benefit from receiving other services from CMHC, such as case management, activities of daily living and skills building, and medication management. CMHC owns housing facilities in Batesville, Lawrenceburg, and Vevay and maintains scattered-site apartments throughout our service area. We value the relationships we have established with residential owners who work with CMHC.

Quality Improvement Matters!

We are dedicated to maintaining a quality improvement model and process that is engaged with our staff members and our communities. Committees in our clinical divisions and administrative departments are active throughout the year monitoring quality measures and routinely reporting data on these measures. Our Director of Quality Improvement delivers periodic reporting to our Board of Directors. Indicators and objectives are updated throughout the year based on ongoing performance improvements and division,

department, and program needs. The ultimate goal of the quality improvement process is to deliver services in an environment that is productive and safe for our patients, our staff members, and our communities. The QI Team, in collaboration with clinical and business functions, strives to maintain an atmosphere of compliance and integrity in work practices and settings.

Management and Leadership

We are committed to recruiting and supporting managers with strong leadership skills and to identifying, fostering, and promoting these skills in staff members who may work toward leadership positions within the agency. We hosted a Middle Management Academy during the fiscal year that was presented by the National Council for Mental Wellbeing. Participants engaged in 16 hours of course time and independent and teamwork exercises as part of the training. We are working to develop an internal "leadership academy" to offer in-house training, coursework, and mentoring for staff members who want to work toward management positions.

In December 2020, we hired Eric Busch as our Chief Financial Officer. Mr. Busch previously had worked at CMHC from September 2009 to March 2014 and had duties as financial analyst, grants manager, and internal auditor. Mr. Busch is a certified public accountant with bachelor's degrees in accounting and finance from Indiana University and a Master of Business Administration degree from the University of St. Francis in Ft. Wayne. He is a member of the Indiana Society of Certified Public Accountants and a member of the Health Financial Management Association. Mr. Busch and his family live in Ripley County.



Meeting Workforce Challenges

In an arena in which we understand that demand for healthcare services is great and on the increase, recruitment and retention of staff members across our agency has become even more challenging in recent years. Competition for candidates means we actively participate in a healthcare job market that right now features abundant opportunities for these candidates. Communicating with our peer agencies in Indiana and throughout the Tri-State region has told us they are experiencing the same recruitment and retention issues that CMHC is. We have been working to adjust our compensation rates to attract candidates in the healthcare job market in our region. We have streamlined processes, adapted services, and used available resources, including telehealth, to meet the needs of our patients with our current staffing complement. As ever, CMHC strives to meet the needs of our patients, particularly in the most vulnerable populations, including children, families, individuals in crisis, individuals experiencing substance use disorders, and individuals with serious mental illnesses.

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Who We Served in 2021...

Total Patients: 7,855

Total Unduplicated Patients: 5,989

Patients' Gender

Female	3,257	54.17%
Male	2,729	45.39%
Transgender	22	0.37%
Unknown	4	0.07%

Patients' Age Groups

0-12	1,085	13.81%
13-17	1,013	12.90%
18-30	1,934	24.62%
31-54	2,760	35.14%
55+	1,063	13.53%

Total Patients Aged Birth through 17: 2,098 (26.71%)

Patients' County of Residence

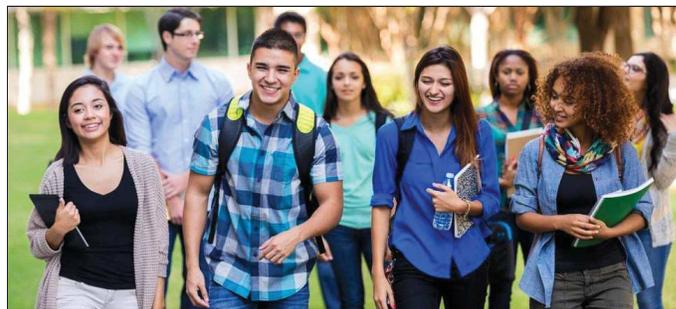
Dearborn	2,792	46.62%
Franklin	657	10.97%
Ohio	208	3.47%
Ripley	1,252	20.90%
Switzerland	548	9.15%
Decatur	225	3.76%
Other/ Unknown	307	5.13%

Inpatient Data for 2021

Admissions	504 patients
Average Daily Census	8.0 patients
Average Length of Stay	4.57 days

Community Mental Health Center, Inc. provides comprehensive behavioral health services to individuals in Dearborn, Franklin, Ohio, Ripley and Switzerland counties in Southeastern Indiana. Services range from case management 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, youth and adults with substance use disorders, and adults with serious mental illnesses. CMHC and DMHA strive to use available resources to provide the best possible outcomes for our patients.



CMHC is your partner in integrated health care, and we emphasize a wellness-based approach in line with our mission statement - **Partnering for Wellness: Healthy Mind. Healthy Body. Healthy Life.**

The Work of Community Mental Health Foundation, Inc.

Community Mental Health Foundation, Inc. experienced another successful year in FY21, with contributions from the community and from CMHC staff members helping to sustain the work of the Foundation.

In 2020, the Foundation continued its grant-making program. Applications for grant funding are made by CMHC staff members and reviewed by the Foundation Board. Over the past couple of years, funds were provided to initiate an exercise program for residents of recovery housing, to help sustain the community garden begun by staff members in 2019 and managed by staff members with patients from our Inpatient Unit, the Unity House program, and Ludlow Apartments, and purchase of a large video monitor for patient life skills training at Ludlow Apartments.

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 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.



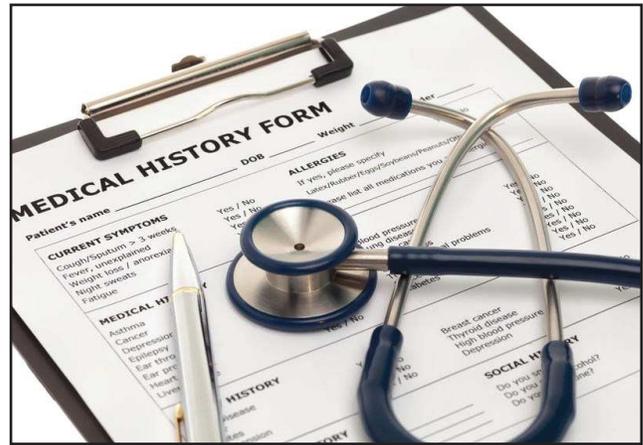
Meet Our Providers at Harmony Health Primary Care

CMHC's Harmony Health Primary Care program is part of our initiative to provide integrated behavioral health care and primary health care services. Harmony Health Primary Care serves patients of all ages, from infants to older adults. The program now has offices in Batesville, Lawrenceburg, and St. Leon. These offices are staffed by advanced practice nurses with a wide variety of education and experience.

"We take the approach of treating the whole person, mind and body," said Tracy Mock, Project Director of CMHC's Certified Community Behavioral Health Clinic (CCBHC) Project, which administers Harmony Health Primary Care.

"The health of the mind and the body affect each other in so many ways. Treating the whole person can help bring about better outcomes for our patients," said Ms. Mock.

Services available at traditional primary care offices are available at Harmony Health Primary Care locations, including: routine medical care; physicals, including sports physicals; well-child checks; vaccines, including for COVID-19, and a variety of health screenings. Harmony Health's APNs are supervised by CMHC's psychiatrists and are supported at each location by certified medical assistants and administrative assistants.



in Cincinnati. During nursing school, he began working for The Christ Hospital as a nurse's assistant in the hemodialysis department. After graduating, he continued to work for The Christ Hospital as a registered nurse while also attending Walden University to complete his Master's degree in Nursing to become a nurse practitioner. After completing his coursework and becoming credentialed, Jon worked for CareFirst Urgent Care for two years. Jon's areas of interest include integration of nutraceutical and pharmaceutical interventions, outpatient procedures such as abscess draining/irrigation, stitches, and ear irrigations, and Department of Transportation examinations for truck drivers.



Leslie Bailey

Leslie Bailey lives in Southeast Indiana. Leslie earned a nursing degree from Good Samaritan College of Nursing in Cincinnati. She went on to further her 16-year nursing career by attending Purdue University and obtaining a Master's degree for Family Nurse Practitioner. She

is able to manage chronic disease and urgent care needs. She has a passion for Women's Health. She is in the process of obtaining her certification to perform Department of Transportation examinations for truck drivers. She is able to offer same-day appointments.



Monica Mackey

Monica Mackey is originally from Cincinnati. Monica earned her nursing degree from Austin Community College in Austin, Texas, and her Master's in nursing as a Family Nurse Practitioner from Walden University. Monica focuses on preventive medicine with a special

interest in helping patients reach their goal of smoking cessation. When she isn't working, Monica enjoys astronomy, reading, and hiking.



Jon Hautzenroeder

Jon Hautzenroeder was born and raised in Greater Cincinnati. Jon attended Wittenberg University in Springfield, Ohio, and earned a Bachelor's degree in Biology. He then attended The Christ College of Nursing and Health Sciences

CMHC's Website & Social Media

CMHC has been working to improve and enhance our website, which can be found at www.cmhcinc.org. The website includes descriptions of our services and our office locations, a roster of members of our Board of Directors, a list of available employment opportunities, access to pay bills online, and access to a variety of informational resources about CMHC and our partners. We welcome suggestions from our patients and our communities for other resources and news about CMHC that you may want to see.

We are engaged in ongoing efforts to build our existing social media resources, including Facebook, and to launch new ones, including Twitter. We are working to use these resources to interact with our patients, our staff members, and our communities and to connect them to CMHC.



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.

Our Mission:

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

THANK YOU!