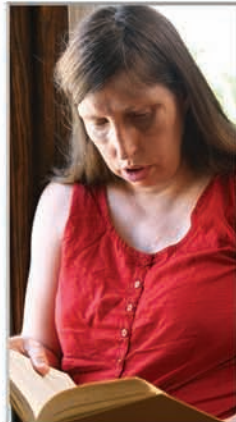


# Opening Windows. IMPROVING Lives.

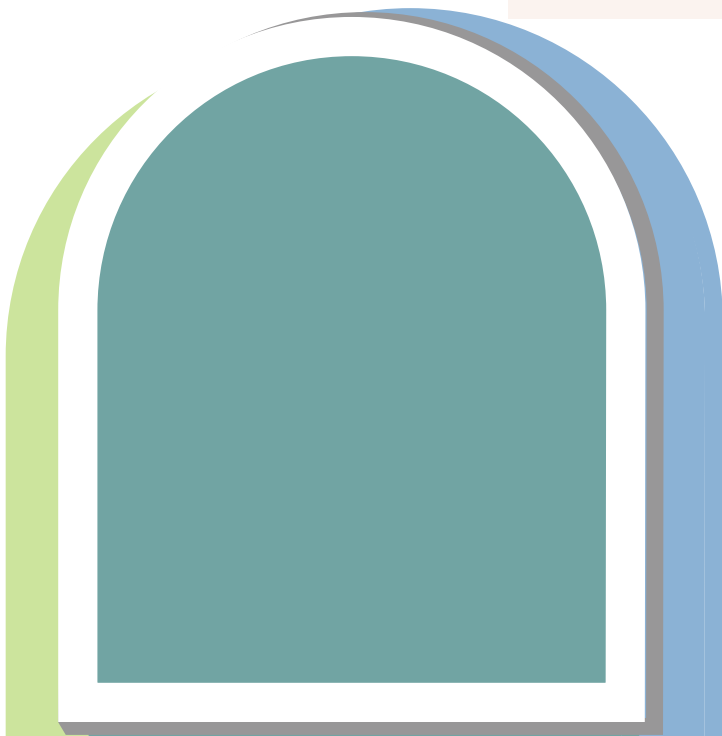
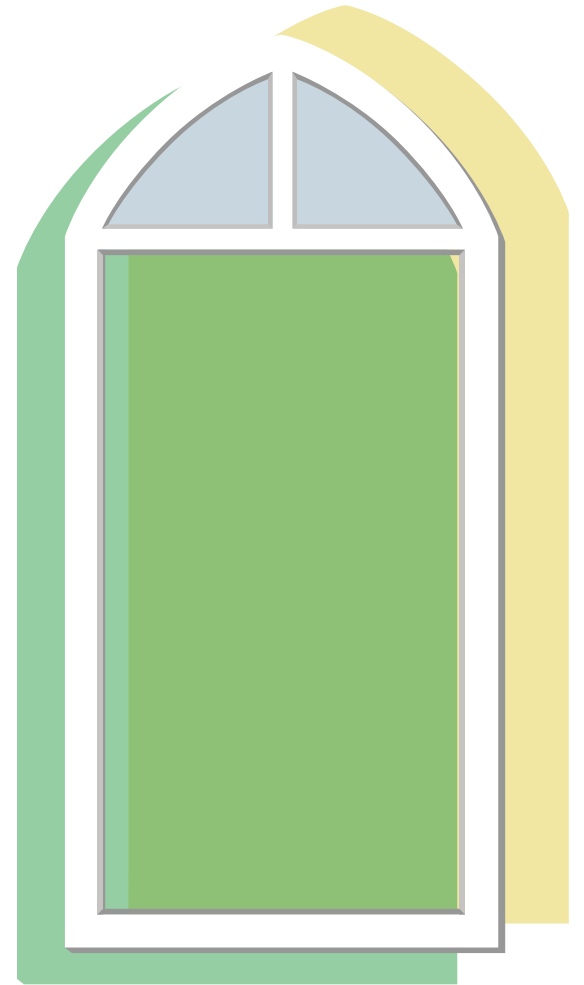
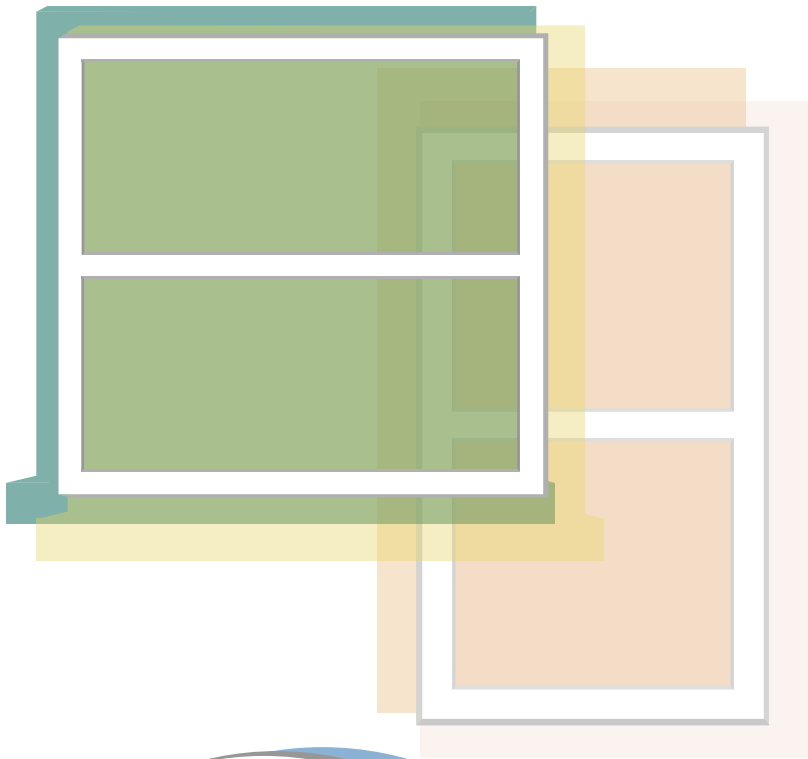
**2013** *Annual  
Services  
Report*



 **Helen Ross  
McNabb Center**

*A premier provider of  
behavioral health care  
in East Tennessee*

*Improving the lives of the people we serve.*



*Report Contributors*

**Linda Gay Blanc, Susan Conway, Ellie Kassem,  
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Service Review Committee

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Graphic Designer

# Introduction

The Helen Ross McNabb Center’s mission of “improving the lives of the people we serve” is the driving force behind every service we provide. Through its continuum of care, the Center provides mental health care, substance abuse treatment and social services to the East Tennessee community. With a professional staff including psychiatrists, nurses, clinicians, therapists, case managers and support staff, the Center’s clients receive quality care tailored to their specific needs. Although services span across social and economic lines, the Center has a rich history of going above and beyond to provide care to those in our community with the greatest needs and the least resources.

The Center receives grants from the federal government and the State of Tennessee through various agencies: Tennessee Department of Mental Health and Substance Abuse Services, Department of Health, Department of Children’s Services and the Bureau of TennCare. It also receives funding from various local governments: Knox County, City of Knoxville, Blount County, City of Morristown, Hamblen County and Hamilton County. Other sources of revenue include local grants, contributions from donors, the Helen Ross McNabb Foundation, local United Ways, and third party and private client payments.

All Center programs satisfy the requirements of regulatory agencies including TennCare, Medicare, the Tennessee Department of Children’s Services and the Tennessee Department of Human Services. Staff and the Board of Directors work collectively to ensure that all resources are used effectively and efficiently. The Center is accredited by the Commission for the Accreditation of Rehabilitation Facilities (CARF) International. CARF accreditation provides assurance that the Center’s programs and facilities are of the highest quality. The Center also follows its own robust assurance programs, adheres to corporate compliance and the Health Insurance Portability and Accountability Act of 1996 (HIPPA).

The Center considers it a privilege to serve the community by providing the exceptional services that are outlined in this report.

*The Helen Ross McNabb Center offers all services equally to eligible persons regardless of race, color, national origin, religion, gender, sexual orientation, disability or age.*



## What’s Inside

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*This publication was paid for, in part, with state funds.*

# Dale and Robbie Read

*Providing windows of hope and opportunity*

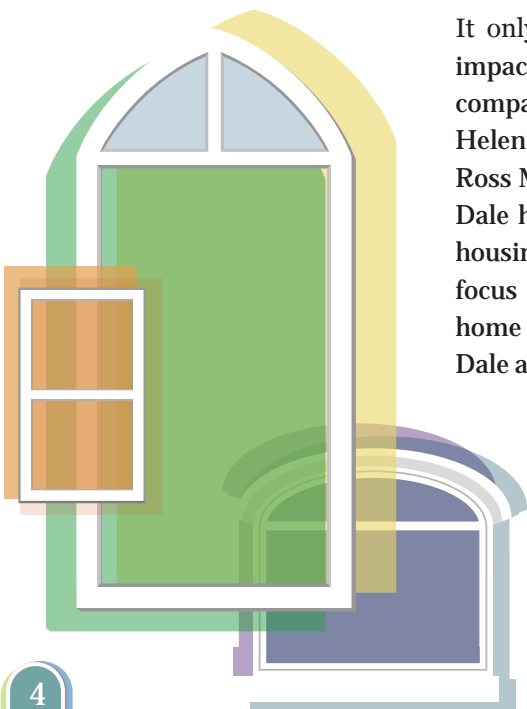
Windows represent hope and opportunity, two things that the Center provides for individuals living with mental illness, addiction and social challenges. Dale and Robbie Read are service-minded leaders in the greater Knoxville community who are constantly seeking ways to help create hope and opportunity for our neighbors in need. As a child, Dale Read witnessed the profound effect that support and genuine concern for another's well-being can have on an individual's life. Watching his parents reach out to a single mom in a time of need forever impacted his view on helping his neighbors and community. He attributes their example to why he fostered and adopted children and became heavily involved in community organizations, like the Helen Ross McNabb Center, that serve children who have grown up in difficult environments and circumstances.

In 2003, Dale was introduced to the Helen Ross McNabb Center when he was approached by a friend to serve on the board of directors. Immediately, Dale was intrigued and inspired by the Center's ability to use funds in a way that would make the greatest impact on individuals served by the Center and the community as a whole. During his time as a board member, Dale served on the corporate compliance committee, finance committee and as board chair. He has also served on several annual fund campaign committees including the Lifeline campaign which currently allows the Center to provide care to adults who are either uninsured or underinsured. He also served on the Housing First campaign which provided supportive housing for homeless individuals with diagnosed mental illnesses. As CEO of Read Window Products, his experience as a successful businessman helped guide the Center to make sound business decisions that have ultimately allowed the Center to serve as a safety net for our community's most vulnerable citizens.



It only takes five seconds with Dale to realize that he thinks on a global scale of impact, yet also acts on a direct level with a compassionate heart. Practicality and compassion make for a winning combination especially for an organization like the Helen Ross McNabb Center. Dale and his wife, Robbie, continue to support the Helen Ross McNabb Center in several ways. Through his company, Read Window Products, Dale has donated window treatments to several service locations like the supportive housing facilities in Knoxville. These generous donations not only help the Center focus its resources on directly serving clients but it also helps provide a welcoming home for clients who need supportive housing. Like the Helen Ross McNabb Center, Dale and Robbie believe that everyone should be treated like we ourselves would like to be treated. Considerate gestures like donating window treatments goes a long way in the lives of clients served by the Center.

It is an honor to dedicate the 2013 Annual Services report to Dale and Robbie Read. Because of their exemplary leadership and generosity, the Center is able to provide opportunity and hope to individuals and families across East Tennessee through quality and compassionate care.





*Helen Ross McNabb*

# Peering In...

*An opening for hope, a history of opportunity*

As a small child, little Helen Ross had an experience that stirred her lifelong interest in mental health. Her childhood family home was on a hill about a half mile from the gate of Eastern State Hospital (This facility closed in 2012 as the Lakeshore Mental Health Institute). Her nanny had a friend who worked in one of the buildings at the hospital, and one day walked down the road to visit, taking young Helen with her. The year was 1914. The young girl found herself in a prison-like building, overcrowded and smelly, with faces inside peering out looking frightened and unkempt.

Throughout her childhood, a couple of other events helped foster her interest in mental illness. When she was eight or nine years old, a patient escaped from Eastern State in the middle of the night and went to Helen Ross' house. They could hear him cracking nuts with a nutcracker in their breakfast room. Her father called the hospital and the patient was taken back. When she was a teenager, she and her mother were asked—as neighbors—to judge the Christmas decorations at the hospital. The impressions she took away

from that visit were of dim lighting, drab colors, old clothes, shabby furniture, tiny rooms, boredom, and noticeable quiet. She appreciated the attendants, who worked 12 hours a day for a small amount of money, yet were caring enough to take great pains to decorate Christmas trees for the patients.

Helen later attended Wellesley College and received her undergraduate degree from The University of Tennessee in psychology and sociology in 1936. Shortly after graduation, she married Richard McNabb, a co-worker at Associated Charities. By 1941 they had three children, and she had earned a master's degree in psychology. While her husband was off to the war, she returned to UT as an instructor and began doing a little social work for the Home Service Department.

With the memories of her youth still vivid and being reinforced daily through her social work and the experiences of GI's returning from the war with emotional problems, she set out to change all that she could.

Sixty five years ago, a determined Helen Ross McNabb made an appeal to the Knoxville City Council for funds to help open a mental health agency for children. At this time, there was a great need, but little attention given to those suffering with mental illnesses. Due to her persuasive efforts, one of the first community mental health clinics was established in the state of Tennessee. The agency was first created for children but quickly grew to also serve adults in 1955. The clinic opened in a house near the University of Tennessee campus in 1948. There were three employees. The staff included a full-time psychologist, a secretary with a master's degree in psychology and a part-time psychiatrist.

Initially, the clinic's goal was to serve children but with an intent to provide services to all ages in the future. Patients were charged according to their ability to pay. Not surprisingly, the caseload grew rapidly and larger facilities were required. Knox County supplied additional funding in 1951 and a second psychologist was hired. In 1953 the small center took the opportunity to become independent of the City Health Department and became a non-profit corporation under its own board of directors. Adult services were officially added in 1955. Throughout the following decades, the Center provided comprehensive community mental health services. When necessary, the Center would operate neighborhood satellite clinics to provide onsite services to outlying areas. It has always been the history of the Center to find ways to serve those in the community who have no advocates and no means to serve themselves. To read more of the Center's history, visit [www.mcnabbcenter.org](http://www.mcnabbcenter.org).



Helen Ross McNabb, Knoxville City Council signing papers for first Knoxville Community Mental Health Center.

# Executive Leadership

The management and direction of programs offered by the Helen Ross McNabb Center are the responsibilities of the Executive Team. The Center's strategies for treatment, business operation, along with its subsequent implementation are developed under the supervision of this team.



From Left to Right: Front Row; Yolanda Monfort, Andy Black, Stephanie Carter, David Manning; Back Row; Jerry Vagnier, Paula Hudson, Mona Blanton-Kitts, Clifton Tennison, Leann Human-Hilliard, Dovile Paulauskas.

**Andy Black, MSSW**  
Chief Executive Officer

**Jerry Vagnier, LCSW**  
President

**Clifton R. Tennison, Jr., MD**  
Chief Clinical Officer

**Mona Blanton-Kitts, LCSW**  
Vice President of Clinical Services

**Leann Human-Hilliard, LCSW**  
Vice President of Clinical Services

**David B. Manning, MD**  
Medical Director for Adult Services

**Dovile Paulauskas, MD**  
Medical Director for Children's Services

**Stephanie Carter, LCSW**  
Senior Director of Administrative Services

**Paula Hudson**  
Senior Director of Compliance and Quality Assurance

**Yolanda Monfort, MBA**  
Senior Director of Financial Services

# 2012-2013 Board of Directors



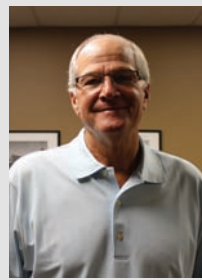
Dr. Harold Black  
*University of Tennessee*



Ms. Linda Gay Blanc  
*Edwards Jones*



Mrs. Susan Conway  
Chair Elect  
*Retired*



Mr. Joe Connell  
Chair  
*Connell Properties*



Mr. Wade Davies  
Secretary  
*Ritchie, Dillard & Davies*



Mr. Joe Fielden  
*JA Fielden*



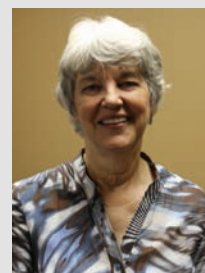
Mr. Ted Flickinger  
Past Chair  
*Martin & Company*



Ms. Mai Bell Hurley  
*Community Volunteer*



Mr. Butch Johnson  
*Duo-Fast of Knoxville*



Mrs. Ellie Kassem  
*Community Volunteer*



Mr. Chris Kittrell  
*Rather & Kittrell*



Mr. Chris Leonard  
*Merchant & Gould*



Mr. Ford Little  
Treasurer  
*Woolf, McClane, Bright,  
Allen & Carpenter*



Mr. Richard Maples  
*Spanish Fork Properties,  
Century 21, Smoky Mountain Realty*



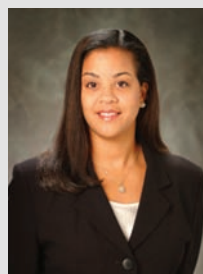
Mrs. Della Morrow  
*Conry, Taylor & Company*



Mr. Ross Schram, III  
*Baker Donelson, et al*



Mrs. Liz Stowers  
Past Chair  
*Community Volunteer*



Ms. Nikitia Thompson  
*Realty Executives Associates*



Mrs. Traci Topham  
*Scripps Networks*



Mrs. Linda Vaughn  
*Vaughn Lumber Co.*



Mrs. Dedra Whitaker  
*Morristown-Hamblen Hospital*

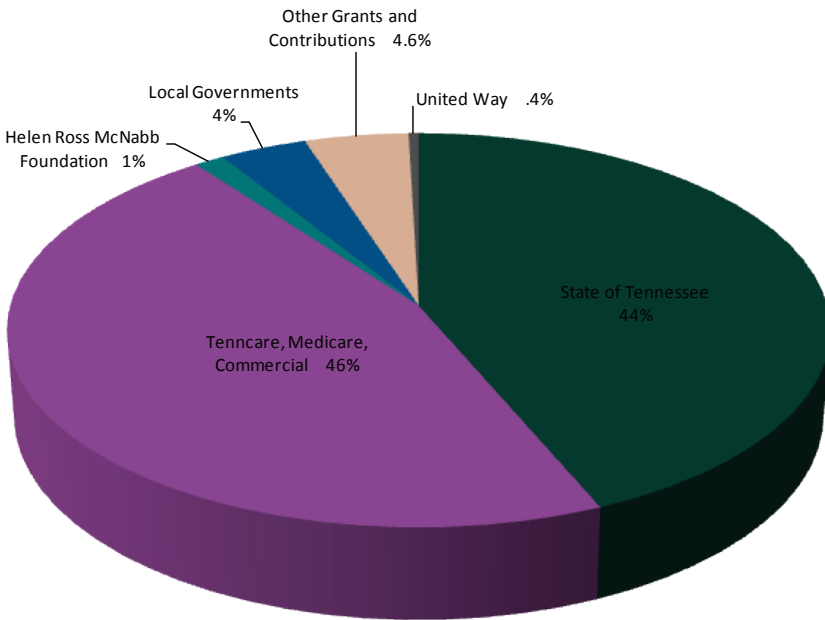
**In order to encourage and maintain credibility, the Center is governed by a 21-member volunteer Board of Directors. Board members have the responsibility to create and evaluate policy and organizational goals regarding the Center's finances and services. Board members are elected to serve a three-year term and may serve two terms consecutively.**

# Financial Numbers

The following information displays the Center's unaudited revenue and expenses for the fiscal year 2013.

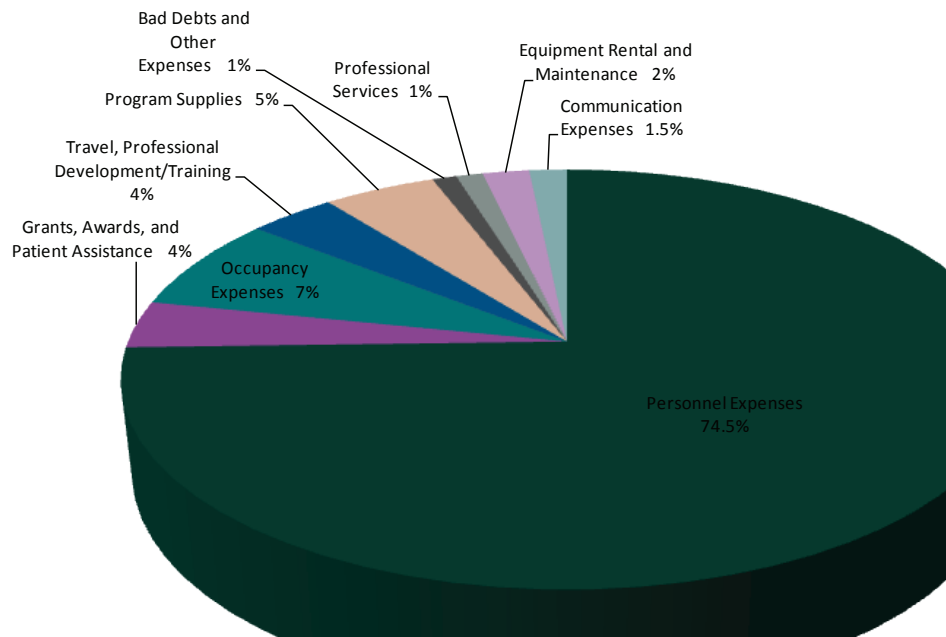
## Revenue By Sources - Fiscal Year 2013

- State of Tennessee 44%
- TennCare, Medicare, Commercial 46%
- Helen Ross McNabb Foundation 1%
- Local Governments 4%
- Other Grants and Contributions 4.6%
- United Way .4%



## Operating Expenses - Fiscal Year 2013

- Personnel Expenses 74.5%
- Grants, Awards, and Patient Assistance 4%
- Occupancy Expenses 7%
- Travel, Professional Development/Training 4%
- Program Supplies 5%
- Bad Debts and Other Expenses 1%
- Professional Services 1%
- Equipment Rental and Maintenance 2%
- Communication Expenses 1.5%



As a 501c3 not-for-profit corporation, the Center is dedicated to serving our community through delivering high quality behavioral health care. Generally, the Center serves those with the fewest resources and some of the most impairing conditions. As part of our treatment philosophy and community commitment, the Center provides a significant amount of uncompensated care to the communities it serves.

**\$4.7 million**

*Value of uncompensated services provided by the Center*

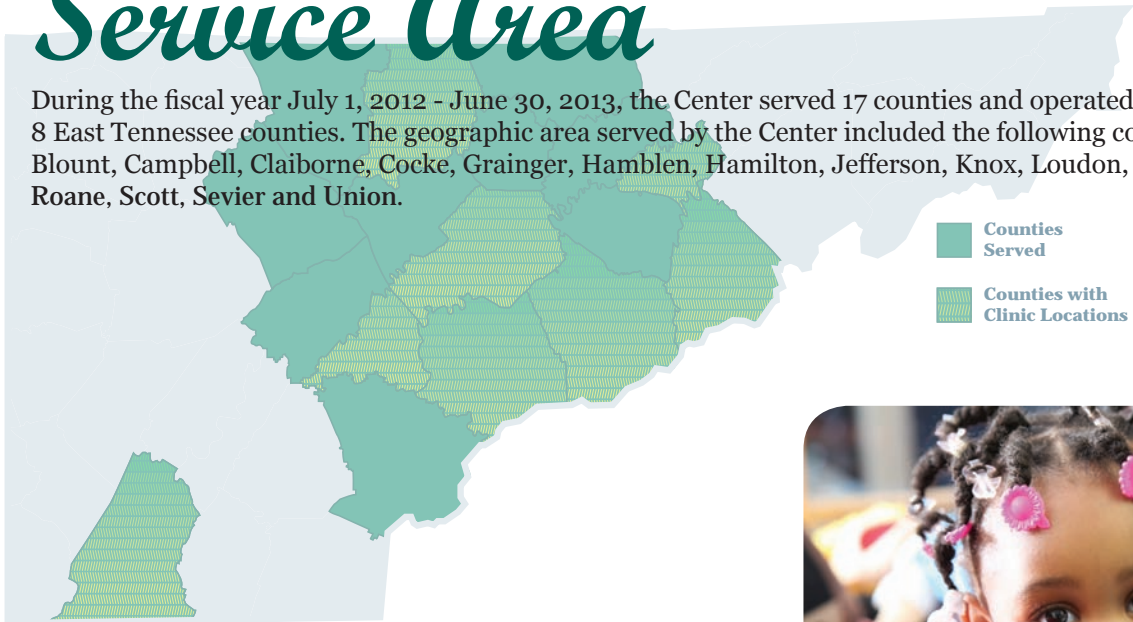
**\$500,554**

*Contributions provided by the Helen Ross McNabb Foundation for program services and capital*



# Service Area

During the fiscal year July 1, 2012 - June 30, 2013, the Center served 17 counties and operated out of facilities in 8 East Tennessee counties. The geographic area served by the Center included the following counties; Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Hamilton, Jefferson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier and Union.



# Service Demographics

The following table provides information about the individuals served through the Center's larger programs. The numbers exclude some of the Center's grant-based programs.



CHARACTERISTIC	CASELOAD
<b>AGE (Years)</b>	
0-17	7,219
18-24	2,205
25-44	6,220
45-64	5,149
65 +	856
<b>TOTAL</b>	<b>21,649</b>



<b>RACE</b>	
African American/Black	3,302
Alaskan Native	0
American Indian	53
Asian or Pacific Islander	51
Hispanic/Latino	316
White	16,592
Biracial	183
Other	257
Unknown	895
<b>TOTAL</b>	<b>21,649</b>



<b>GENDER</b>	
Male	11,222
Female	10,427
<b>TOTAL</b>	<b>21,649</b>

# Children, Youth & Family Services

The Helen Ross McNabb Center has provided quality and compassionate care to help children overcome behavioral health challenges since 1948. Our team of trained professionals creates individualized treatment plans to address the unique needs of each child. By partnering with families, schools and community agencies we build a system of care that supports and encourages healing for each child.

## Early Childhood Intervention & Prevention Services

**Knox County Head Start Consultation**, is a partnership with Head Start programs in Knox County and provides mental health consultations through classroom observations and individual evaluations.

Conducted **49** classroom observations last year.

**Mother Goose** is a community outreach program that focuses on the brain development of infants and serves families with infants ages 0-30 months old.

Served **36** families.

**Healthy Families East Tennessee** is an in-home visitation program that serves first-time mothers. The program starts during pregnancy, if possible, and continues to serve the family until the child is 5 years old. As a home visitation program, support and education is provided through individual, group and case management services.

Served **315** families and provided **7,844** home visits.

**Therapeutic Preschool** is a 10 week intensive outpatient program for children ages 4-5 who have experienced a traumatic event, such as abuse or neglect. The preschool also provides case management and therapy services for children, ages 2-8.

The Therapeutic Preschool served 196 children; 274 children received case management services

**Regional Intervention Program (RIP)** is a 12-24 week behavior modification program for children ages 2-6. The program is designed to simultaneously decrease the child's unwanted behaviors while strengthening social skills and empowering parents to set developmentally appropriate limits and consequences for their child.

Served **59** children.

## Outpatient Mental Health Services

**Integrated Services Team (IST)** provides psychosocial assessments, case management, therapy, and medication services to children ages 2 to 21 who have significant impairment in functioning related to a mental health diagnosis. These services are provided at various outpatient centers located in East Tennessee.

County	Number Served
Blount.....	1,188
Campbell.....	278
Cocke.....	307
Hamblen.....	911
Hamilton.....	1,129
Knox.....	4,146
Loudon.....	202
Sevier.....	830

**Continuous Treatment Team (CTT)** provides intensive services to children and youth who are diagnosed with serious emotional disorders, and identified as at imminent risk of potential hospitalization or other therapeutic out-of-home placement. Program components include case management, individual and family therapy, group therapy, and psychiatric services.

Served **314** children.

**ChildNet East Tennessee** is funded through private donations and allows the Center to provide mental health services to uninsured or underinsured children. ChildNet East Tennessee served 713 children last year.





## Substance Abuse & Co-Occurring Services

**Life Skills Training** is a 14 week prevention program that provides substance abuse and violence prevention counseling to high-risk children in grades six to nine.

**Served 338 adolescents**

**Adolescent Community Reinforcement Approach (A-CRA)** is an outpatient community-based case management and counseling program designed to serve adolescents experiencing both mental health and substance abuse issues, also known as co-occurring issues.

**Served 105 adolescents**

**Comprehensive Child and Family Treatment (CCFT)** is a high-intensity, time-limited service designed to: provide stabilization; deter the “imminent” risk of state custody for the child; and assist the child in state custody to maintain his/her status in the current placement and the least restrictive level of care.

**Served 135 children**

**Intensive Case Management** is a level of case management that provides intensive support services for children who have behavior or emotional issues.

**Served 452 children**

**K-Town Youth Empowerment Network** is a system of care designed to help youth currently accessing several community services transition successfully into adulthood. This program is a collaboration between Tennessee Voices for Children, Centerstone Research Institute, and Tennessee Department of Mental Health and is funded by the Substance Abuse Mental Health Services Administration.

**Served 101 transitional youth**

**Intellectual Developmental Disabilities Services** provides case management to children dually diagnosed with a behavioral/emotional disorder and an intellectual or developmental disability.

**Served 67 children**

**Redirections** is an intensive outpatient program for adolescents who have substance abuse and mental health issues, also referred to as co-occurring issues.

**Served 144 adolescents**

**Residential Services** provide substance abuse, mental health and co-occurring treatment for adolescent males. The residential facilities also administer accredited schools onsite.

<b>Residential Center</b>	<b>Number Served</b>
Gateway Center.....	109
Hamblen County Residential.....	48

**Strengthening Families Program** is a 14 week parenting and family strengthening program for high-risk families with children ages 12-16 years old. The families will learn effective communication and parenting skills, how to cope with anger and conflict, and dangers of substance use.

**Served 74 families**

*“HRMC is helping our family heal and is giving us both our future back! Thank you to all!!”*

*Family served by Integrated Services Team*

*“We have seen improvement with our child almost weekly since he’s been here.”*

*Parent of child served in the Therapeutic Preschool Program*

## Social Services

**Therapeutic Foster Care and Adoption Program** serves children up to 21 years of age, in custody of the Department of Children’s Services who have been removed from their families due to abuse, neglect, unruliness or delinquency. Staff recruit, screen, train and certify foster parents and adoptive parents for foster children to ensure healthy, safe, nurturing homes.

**Served 154 children**

**Youth Emergency Shelter (YES)** provides a temporary home and place of stability for children in crisis situations who need immediate care. Children receive everything necessary for daily life including a bed, food, clothing, hygiene care, safety education, counseling, and love. YES also provides mentoring and therapeutic art programs for children.

**Served 49 children**

**Homeless Outreach Services** provide support to homeless families who have a child or children under 18 years of age with severe emotional disturbance.

**Served 37 children**

## School-Based Services

**Bridges** is a school-based program that serves Blount County and Knox County. The program provides case management and counseling to reduce mental health symptoms that may interfere with education and daily living. The Knox County program is a part of Knox County Schools’ community partnership through community schools.

**Served 242 children**

**BASIC** is a school-based program in Chattanooga that provides early intervention services for children with behavioral problems.

**Served 50 children**

**School Climate** is a program that provides counselors in Knox County schools to help students make positive behavioral changes that support a healthy emotional environment at school.

**Counselors provided 27 group observations**

## Juvenile Justice

**Innerchange** is a cooperative program with Knox County Juvenile Court that serves youth ages 12-18 who are on probation. The program provides case management, counseling, and crisis intervention services.

**Served 432 adolescents**

**Home Base** is an intensive probation program for juvenile offenders ages 12 - 18 who are on “suspended commitment” (commitment to the state is suspended in lieu of participation in this program) to the Department of Children’s Services. The program’s goal is to improve and strengthen the family unit, which assists the youth to remain at home and in their community and avoid placement in state custody.

**Served 88 adolescents**

**EXIT** is an intensive aftercare program for juvenile offenders committed to custody of the Department of Children’s Services. The focus of EXIT is to help prevent a return to jail and to help ensure a successful reintegration into the community.

**Served 87 adolescents**

**Mountainview Correctional Services** provides mental health services to youth residing at Mountain View Youth Developmental Center in Dandridge, Tennessee. This developmental center serves youth who have been committed to the custody of the Department of Children’s Services following conviction of felony crimes.

**Served 277 adolescents**



# Adult Services

The Helen Ross McNabb Center offers a full array of programs for mental health care, addiction and co-occurring treatment, recovery and social services to meet the needs of adults in our community. Our staff of qualified mental health and addictions/recovery professionals interacts daily with our community partners such as psychiatric hospitals, physicians, social service agencies, the courts and of course, family and friends to ensure the best care for the persons we serve.

## Mental Health Services

**Integrated Services Team** uses a multi-disciplinary team approach to provide care for individuals diagnosed with a severe and persistent mental illness. Clients are provided comprehensive psychiatric evaluations, illness education and management, crisis intervention, psychosocial assessments, individual and family therapy and case management services.

County	Number Served
Blount.....	1,1011
Campbell.....	696
Cocke.....	620
Hamblen.....	1,327
Hamilton.....	2,772
Knox.....	4,582
Loudon.....	192
Sevier.....	1,293

**Behavioral Health Safety Net** is a program created by the State of Tennessee and the Department of Mental Health to provide outpatient mental health treatment to adults, ages 18-65, who have no access to other health insurance.

**Served 1,260 adults**

**Adult Indigent Care Program** is designed to provide outpatient mental health services to uninsured adults residing in Knox County and is primarily funded through the Helen Ross McNabb Foundation. The program's goal is to reduce barriers to needed treatment within the community and increase access to mental health care for the uninsured.

**Served 657 adults**

**Continuous Treatment Team (CTT)** is an intensive, comprehensive, outpatient treatment program designed for adults who have a severe and persistent mental illness.

**Served 183 adults**

**Program for Assertive Community Treatment (PACT)** is designed to help adults with severe mental illnesses reduce or eliminate their symptoms, function in the community, live independently, and reduce hospitalization. Teams of mental health professionals including psychiatrists, nurses, social workers, vocational rehabilitation specialists, alcohol and drug treatment specialists, and peer specialists provide intensive direct care and are available 24 hours a day, 7 days a week to their clients. Services are provided in the community, which enhances accessibility and the comfort level of clients.

**Served 113 adults**

**Assisted Outpatient Treatment (AOT)** delivers community-based mental health services under court order to individuals with severe mental illness who have demonstrated difficulty adhering to prescribed treatment on a voluntary basis. AOT is the combination of a court order and community-based psychiatric services.

**Intensive Long-Term Support Services** is a mental health residential program that provides 24/7 clinical care to adults with a mental illness and fragile medical conditions. Coordinated and structured services are provided and include personal care services, community living skills, vocational skills, and socialization. Access to medical, social, and mental health services are facilitated as necessary.

**Served 15 adults**

*“HRMC has been a life-saver for me. I’ve been able to get the medication and advice I need to live a more productive life especially in recovery.”*

*Integrated Services Team Client*

## Substance Abuse & Co-Occurring Services

**E-Therapy** provides alcohol and drug and/or co-occurring assessments, referrals and brief, low-intensity interventions for adults, ages 18-35, who reside in 13 East Tennessee counties.

**Served 202 adults**

**Hi-Tech Grant**, the Expanded Care Coordination through the Use of Health Information Technology in Rural Tennessee, is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) and is a partnership with the University of Tennessee. The program facilitates engagement with substance abuse and mental health services for individuals living in rural, underserved counties through technology such as email, text messaging, online platforms and chat rooms. The utilization of the indicated technology helps deliver interventions, treatment, and support services.

**Served 149 adults**

**Team EXCEL**, a partnership with The University of Tennessee Sports Medicine Department, provides behavioral health services for student athletes at The University of Tennessee. On site assessment, prevention, intervention and treatment for substance abuse and dependence is provided by the Center.

**Served 61 adults**

**Intensive Outpatient Programs (IOP)** offer gender specific counseling sessions for both co-occurring diagnosed and chemically dependent adult men and women. Each program provides 12 hours of structured programming per week that includes group therapy, HIV, and substance abuse education.

<b>Program</b>	<b>Number Served</b>
Knox County Men's IOP.....	77
Knox County Women's IOP.....	66
SISTERS IOP (Knox County).....	36
Campbell County IOP.....	46
New Hope Recovery IOP (Hamblen County).....	132

***"This place saved my life!"***  
Friendship House Member

**Women's Liaison Program** serves Knox County women, age 18 and older, who need addiction/recovery services. The liaison provides intensive case management and comprehensive wrap-around services to enhance addiction/recovery treatment and help ensure a return to productive, drug-free living.

**Served 89 women**

**Residential Service** is a 21-28 day residential program designed to educate, inform and provide substance abuse treatment in a group format with some individual sessions. Overseen by the medical director, the program provides a team of clinicians (program counselors), milieu counselors and nurses to interact with those who are seeking assistance with substance abuse issues.

**Served 717 adults**

**Medical Detoxification** is a short-term program designed to safely manage the withdrawal signs and symptoms of someone who has been using one or more substances. The protocol for medical detoxification typically lasts 6-12 days.

**Served 389 adults**



## Crisis Services

**Mobile Crisis Unit (MCU)** provides a 24 hour crisis response system for individuals experiencing a behavioral health crisis. The MCU provides services for a five county area, including Blount, Knox, Loudon, Monroe, and Sevier. The program provides assessments, triage, and access to appropriate levels of care.

**Received 6,644 calls to the mobile crisis hotline**  
**Provided 4,235 face-to-face assessments**

**Crisis Stabilization Unit (CSU)** provides non-hospital facility-based services that render short-term treatment to facilitate access to services and stabilization to prevent acute psychiatric hospitalization. The CSU will provide these services on a voluntary status to adults (18 years and older) who have been diagnosed with a mental illness and/or co-occurring disorders that are experiencing a behavioral health crisis.

**Served 1,418 adults**

### Medically Monitored Crisis

**Detoxification (MMCD)** is a short-term program designed to meet the stabilization needs of someone who is experiencing a psychiatric crisis who is likely to go into withdrawal in the next 72 hours. The protocol for medical detoxification typically lasts 6-12 days.

**Served 525 adults**

**Peer Wellness Coach** is a Certified Peer Specialist that implements the State of Tennessee's My Health, My Choice, My Life program. The program utilizes the state-wide infrastructure of Peer Support Centers and Certified Peer Specialists to integrate a peer-led health promotion, wellness, and self-management program for individuals with mental illness, substance abuse disorders, and co-occurring disorders.

**Served 122 adults**



***“I’m glad and very happy to finally get here. They helped me change my life when I had nowhere else to turn.”***  
*Client of Medically Monitored Crisis Detoxification Program*

## Mental Health Rehabilitation & Recovery Services

**Psychiatric Rehabilitation** assists adults that are TennCare participants and who have a mental health diagnosis, by providing support and skills to help them function independently and successfully in the environment of their choice.

**Served 101 adults**

**Peer Support Center** is a day program designed for current mental health consumers to receive peer support services and to be active within the mental health community.

Peer Support Center	Number Served
Friendship House (Knoxville).....	252
Lighthouse (Chattanooga) .....	135

***“I want to thank all of the staff at CSU for helping me ‘re-start’ my life!”*** *Crisis Stabilization Unit Client*

## Criminal Justice Services

**Jail-Based Mental Health Services** provides mental health assessments, crises interventions, medical assessments, and prescriptions in Knox County and Blount County Sheriff's Detention Facilities.

**Served 2,396 adults**

### Women's Justice and Mental Health

**Collaboration** is a grant funded through the Bureau of Justice Administration. The program serves women in the community who have mental health and co-occurring disorders and are significantly involved in the judicial system. The overall goal is to divert arrests and reduce incarcerations and to assist the women in accessing the appropriate services to maintain tenure in the community.

**Served 39 adults**

**Criminal Justice/Mental Health Liaison** is a statewide community-level project that focuses on issues affecting adults who have serious mental illness and are involved in the criminal justice system. The goals of the project are to reduce the number of adults with mental illness in the jails and to facilitate communication and the coordination of activities between the community, the criminal justice and mental health systems.

**Served 1,205 adults**

**Forensic Services** provide court-ordered evaluations for competency and insanity defense for defendants in Knox County Criminal, Juvenile and General Sessions Courts. A team of state-certified forensic examiners conducts evaluations to determine the defendant's competency to stand trial and/or the mental condition of the accused at the time of the alleged offense.

**Served 62 adults**



## Social Services

**HIV/AIDS Prevention & Outreach** provides education and prevention services which include individual and group education, assessment, referral and Comprehensive Risk Counseling services, and Oraquick HIV testing.

**Tested 4,141 individuals for HIV**

**Educated 7,526 individuals**

**Targeted Transitional Support** is a grant based program that assists persons awaiting discharge from a Regional Mental Health Institution (RMHI) by enabling them to move into a community setting with temporary transitional support.

**Served 102 adults**

**Project for Assistance in Transition from Homelessness (PATH)** provides services to homeless individuals who have severe and persistent mental illnesses. Individuals are assisted in securing mental health treatment, affordable housing, supportive income, and other basic necessities.

**Served 151 adults**

**Housing Services** provides permanent, safe, affordable housing to individuals who are homeless and experiencing symptoms of a mental illness.

**Served 150 adults**





# Community Involvement

## Professional Training

The Helen Ross McNabb Center maintains close ties with health care training programs in several disciplines. Working with students and their academic institutions provides enrichment opportunities for both Center staff and students. During the past fiscal year, the Center served as a practicum training site for undergraduate, graduate and doctoral students from The University of Tennessee, Carson Newman College, East Tennessee State University, Lincoln Memorial University, South College, Maryville College, Johnson University, Tennessee Wesleyan and Walter's State Community College.

## Consultation & Education

One of the greatest assets of the Helen Ross McNabb Center is its staff which is composed of compassionate, dedicated professionals who go above and beyond every day to advance their respective fields. The Center has several experts with years of experience that are recognized on a regional, state and national level. These experts share their knowledge and experience at conferences and seminars by discussing topics relevant to behavioral health and social services. Members of the Center's staff also provide consultation and educational services to the community through a variety of community agencies, including law enforcement agencies, health care agencies, human services agencies, educational institutions, civic organizations, philanthropic organizations and individuals.

## Community Relations

The Center strives to be a premier behavioral health and social services organization in East Tennessee. Positive relationships with our neighboring communities and businesses are an important component to the success of the Center's programs. The Center is involved in local neighborhood and business associations, coalitions and interagency organizations. The Center makes it a priority to be present and visible at community festivals, workshops, events and fairs. It is through this involvement that neighbors gain a deeper understanding about the Center's services and the need for them.

## Volunteer Services

In addition to its professional staff, the Center relies on a core group of volunteers to help support the Center's mission and daily operations. There are ample opportunities for people to volunteer that vary in commitment level and interest. Through our children and youth services, volunteers can serve as a "safe" adult for children who have experienced abuse or trauma or mentor an adolescent dealing with substance abuse issues. Community members also volunteer in our adult services and programs by providing support to clients. Other volunteer opportunities include providing administrative support for our programs or volunteering at special events and community functions throughout the year. This past fiscal year 803 volunteers provided 18,256 hours of service.



803  
volunteers

18,256  
service hours

# Foundation

Since its founding in 1972, the Helen Ross McNabb Foundation has worked diligently to support the work of the Helen Ross McNabb Center. In addition to providing leadership and direction, the Foundation's staff and 30-member volunteer board actively raises, holds and invests funds on behalf of the Center. Funds raised by the Foundation over the past 41 years have contributed greatly toward the stability and growth of the Center. The Foundation raises funds through several avenues.

## Annual Fund

Traditionally, the Foundation's annual fund campaign allows the Foundation to raise funds for projects and programs which meet the most pressing needs of our clients and community. The tradition continued with this year's annual fund campaign which raised funds to build a facility in Hamblen County that will centralize and expand services. Since opening its doors in Morristown in 2008, the Center has identified an urgent and growing need to expand our facilities. Currently, services are offered at two separate locations due to space limitations. In response to this need, the Center and its Foundation have made plans to develop a permanent, stand alone mental health treatment facility in Hamblen County. These plans took an enormous leap forward when Morristown City Council donated a 2.5 acre site to the Center in 2011. This generous gift demonstrates the value of the Helen Ross McNabb Center as a resource to the community and our history as a true community partner. The completion of the new clinic will increase the facility's service capacity, ultimately increasing access to care for individuals living in rural communities who frequently fall through the cracks of the health care system.

## Planned Giving

Through the Foundation's planned giving options, individuals have the opportunity to leave a legacy starting today. There are many ways to donate through planned giving; including charitable remainder trusts, bequests, life insurance and retirement plans. These options help donors determine the best way to give based on their financial situation and desire to make a meaningful impact in the lives of others.

## Endowment

An endowment creates a fund which stays in existence for a lengthy period of time, and continues to provide charitable benefits to the Center for many years to come. Once an endowment is established, the Helen Ross McNabb Foundation sets up a fund to pay a fixed percentage of its annual value to the designated program each year. Earnings over the fixed amount are reinvested, building the fund over time. Because use of the fund is restricted to a small portion each year, the fund can be a legacy to the Center for many years.

## Memorial and Honorary Gifts

Memorial and honorary gifts allow donors to remember or honor a loved one through a gift that provides vulnerable children and adults in East Tennessee the opportunity to receive quality, compassionate mental health care. Upon receipt of the gift, the Foundation sends a note to acknowledge the gift to the family of the individual being remembered or to the honoree.

## Special Events

The Foundation organizes special events each year to raise financial support and awareness for the Center. These events are embraced and supported by local media and businesses and provide public outreach which attracts people who may never come in contact with the Center's work at any other time. The annual events include:



# 2012-2013 Foundation Board of Directors

The Foundation is governed by a 30-member volunteer board. Board members are volunteers from all walks of life who give of their time and talent to direct and serve the Foundation. Members are elected and serve a three-year term and may serve two consecutive terms.



**Fay Bailey**  
*Hop Bailey Co.*

**Sandy Bertelkamp**  
*Community Volunteer*

**Patrick Birmingham**  
*Knoxville News Sentinel*

**Andy Black**  
*Ex-Officio*  
*Helen Ross McNabb Center*

**Christi Branscom**  
*Past-Chair*  
*City of Knoxville*

**Jenny Brock**  
*Community Volunteer*

**Debbie Brown**  
*Raymond James*

**Elizabeth Campbell**  
*Community Volunteer*

**Nick Chase**  
*Chair*  
*Egerton, McAfee, Armistead & Davies, P.C.*

**Jeannie Dulaney**  
*Lattimore, Black, Morgan & Cain*

**David Fiser**  
*Fiser, Inc.*

**Mike Fishman**  
*Citizen Tribune*

**Greg Gilbert**  
*Latimore, Black, Morgan & Cain*

**Daniel Head**  
*Head Wealth Management*

**Joe E. Johnson, Ph.D.**  
*University of Tennessee*

**Debbie Jones**  
*Treasurer*  
*Lattimore, Black, Morgan & Cain*

**Chris Kahn**  
*Community Volunteer*

**Dale Keasling**  
*Home Federal Bank*

**George Kershaw**  
*Chair-elect*  
*D&K Management*

**Chris Liposky**  
*Rogers Petroleum, Inc.*

**Virginia Love**  
*Baker Donelson*

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**Linda Ogle**  
*Riverside Towers*

**Davis Overton**  
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*City of Knoxville*

**Keith Sanford**  
*First Tennessee*

**James Schaad**  
*Schaad Company*

**Andy Shafer**  
*Shafer Insurance*

**Carl Van Hoozier**  
*Vulcan Materials*



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