

COVID-19 RESPONSE

The last several weeks have been quite a challenge and provoked anxiety throughout our community and nation. For Helen Ross McNabb Center, the one constant has been providing for the needs of our clients during a stressful time in their lives.

The Center has had to pivot quickly to continue to provide essential services in the midst of a pandemic. Many services were converted to telehealth services within 8 business days with minimal interruption in service to our clients. Offering services in the face of this crisis, when our most vulnerable citizens are distressed, is nothing short of impressive. I am so grateful for teams of professionals that include skilled clinicians, IT professionals, financial experts, HR specialist, and operational gurus. It takes all of our team to navigate uncharted waters and never lose sight of our mission- improving the lives of the people we serve.

We are thankful to both the Tennessee Department of Mental Health and Substance Abuse Services and the Division of TennCare for their willingness to be flexible in our service delivery by allowing telehealth/telephonic service. Their leadership and partnership has been immensely helpful to our cause.

During this time, our 24/7 services continue to operate and serve people with the most acute and complex needs. More than 500 of our staff members are providing direct face-to-face services daily.

Because the Center has advanced innovation in technology before the COVID-19 crisis, we were better prepared than most to implement telemedicine, telehealth and telephonic services quickly. Like many healthcare organizations, we also face a shortage of personal protective equipment for our staff. We have diligently sought equipment from a variety of sources including our friends and supporters. Our community partners have stepped up to ensure we have sanitizer, protective health equipment and client supplies. Additionally, our United Way friends have provided emergency funds for many of the items listed above.

Having the support of our friends, donors, funders and team members allows us to address the challenge much better. While we do not yet know what the future of COVID-19 has in store for the Center and our clients, rest assured our staff and leadership are working hard to be available to our clients and our community.



Jerry Vagnier
President & CEO
Helen Ross McNabb Center



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“Improving the lives of the people we serve.”

HRMC RECEIVES THREE-YEAR CARF ACCREDITATION



Helen Ross McNabb Center is excited to announce that CARF International awarded the Center a three-year accreditation!

This is the highest level of accreditation that an organization can attain and it is the Center's eighth consecutive accreditation for its continuum of rehabilitation services, including mental health care, addiction treatment and social services programs. Nearly 20 years ago, Helen Ross McNabb Center was the first community mental health center in the state of Tennessee to be awarded CARF accreditation.

CARF International is an independent, non-profit accreditor of health and human services, with a goal to ensure that persons served remain at the center of the service delivery process.

“Achieving CARF accreditation demonstrates that our organization is committed to providing quality care” said Jerry Vagnier, Helen Ross McNabb Center president & CEO. “This accomplishment was possible

because of the hard work and expertise of our staff. This recognition shows that we are dedicated to achieving our mission of improving the lives of the people we serve.”

A three-year accreditation shows the organization's substantial conformance to CARF's standards. In order to achieve this, Helen Ross McNabb Center achieved a rigorous peer review process and demonstrated that its programs and services are of the highest quality, measurable and accountable.

In January, surveyors from CARF International visited each of Helen Ross McNabb Center's locations to ensure the Center is committed to quality improvement and focuses on the unique needs of the individuals served.

The CARF International award letter states this achievement is indicative of the Center's dedication and commitment to improving the quality of the lives of the individuals served.

The surveyors complemented the Center and its staff for its inventive, cutting edge services; high degree of client satisfaction; positive reputation within the communities it serves; and welcoming and well-maintained facilities.

AWARENESS EVENTS TRANSITION TO SOCIAL MEDIA FOCUS



Helen Ross McNabb Center transitioned April's awareness events from community-based gatherings to social media-focused recognitions. The community response to this change was incredible and the Center was able to broadly engage our partners for both Child Abuse Prevention Month and Sexual Assault Awareness Month

Throughout the month, staff and the community were encouraged to wear royal blue, the color of Child Abuse Prevention; and take the pledge to “Start by Believing” in honor of Sexual Assault Awareness.

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GOLF TOURNAMENT & SPIRIT AWARD DINNER RESCHEDULED

The Helen Ross McNabb Foundation worked to postpone fundraising events to comply with social distancing guidelines. The Bob Kesling and Bert Bertelkamp Golf Tournament will be held Monday, July 27, 2020 at Holston Hills Country Club. The Spirit Award Dinner, honoring Beth Haynes and Russell Biven will be held Tuesday, August 25, 2020 at the Knoxville Convention Center. For more information on sponsorship opportunities, visit www.mcnabbcenter.org.

Spirit Award DINNER

Benefitting **Helen Ross McNabb Center**

Honoring

Beth Haynes

Russell Biven

Tuesday, August 25, 2020
KNOXVILLE CONVENTION CENTER



July 27, 2020
Holston Hills Country Club

DISCOVERY PRESENTS CHRISTMAS IN JULY TOY DRIVE

For more than 20 years, the Center has provided holiday gifts for children and adolescents up to 18 years of age through the Dear Santa program. Child clients in need, and their siblings, receive donated gifts from community sponsors. Because many of the children have limited resources, many wish lists consist of basic items like clothing, a winter coat, new shoes and, of course, their Christmas wish for Santa. Dear Santa and the Christmas in July Toy Drive are presented by Discovery, Inc.



Last year, the Center was able to serve more than 2,300 children and families through the Dear Santa program. Of that total, more than 560 children clients and their siblings were served directly through Christmas toy drive donations. As with the services we provide in the community, the need is always greater.

Presented by




The Center has partnered with ORNL Federal Credit Union for Christmas in July Toy Drive drop off locations. In addition, an Amazon Wish List is available for Christmas in July so individuals have the opportunity to shop from the convenience of their home and have items shipped directly to the Center. The toy drive will begin July 1 with the hopes of collecting new, unwrapped toys; new clothing, and basic hygiene items to be utilized this Christmas.

For more information, visit mcnabbcenter.org/ChristmasInJuly.

Staff campaign raises more than \$80,000!



Helen Ross McNabb
FOUNDATION

Supporting the Helen Ross McNabb Center since 1972

Each year, the Helen Ross McNabb Foundation reaches out to Center employees to support services that help fill the gaps in our community. For more than 10 years staff have shown their support through the Annual Staff Campaign, and each year they go above and beyond to ensure the success of these programs. This year, the Foundation provided two opportunities for donations: the Hamilton County Therapeutic Preschool and Hamblen County's Jail to Work. Because staff are committed to the Center's mission of improving the lives of the people we serve, they raised more than \$80,000 to support these two initiatives.

Through the Helen Ross McNabb Foundation's giving options, you have the opportunity to leave a legacy starting today. There are many ways you can create a brighter future for children, adults and families in East Tennessee by remembering the Helen Ross McNabb Center in your financial planning or giving through special events, programs and campaigns. For more information, please call the Foundation at (865) 541-6684.

The following gifts were made between Jan. 1 - March 31, 2020

ACCESS TO CARE

Chapman Family Foundation
Mack A. & Cheryl Gentry
Haslam Family Foundation

BETH HAYNES 12 DAYS OF CHRISTMAS ONLINE AUCTION

B97.5 WJXB
Mary E. Cook
Knoxville News Sentinel
Titanic Tennessee LLC
Toyota Dealer Match Program
Webb School of Knoxville

BIG BBQ BASH

Chris & Julie Carden
Terry Chandler
Randall English
Paul Holden
Dwayne Huddleston
Richard Moisan
Nathan Schrock

BOB KESLING & BERT BERTELKAMP GOLF TOURNAMENT

Bass, Berry & Sims, PLC
James S. & Mary Bush

First Trust

FirstBank
Food City Charitable Foundation
Martin & Company
North Knoxville Business Professional Association
ORNL Federal Credit Union
Sevier County Utility District
Winegardner Charities DAF
Y-12 Federal Credit Union

CHILDREN AND YOUTH SERVICES

Cyndi Krohn

DEAR SANTA

1st and 10 Foundation
Rebecca & Nicholas McKnight
Philoptochos Society
Target Stores
Debbie Yarnell

DOMESTIC VIOLENCE SHELTER/ SACET CAMPAIGN

Regal Entertainment Group
TIS Insurance Services, Inc.
Richardson V. & Marilyn Turner

DOMESTIC VIOLENCE SHELTER

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Sylvia Kitts
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University Of Tennessee Campus Chest Committee
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GREAT STARTS

Sally Green

HAMBLEN COUNTY CAPITAL CAMPAIGN

Dedra & Gary Whitaker

HAMBLEN COUNTY RECOVERY HOUSING

Sticky Fingers

HOPE UNITED

United Health Foundation

JAIL TO WORK

Ray Bible
GFWC Somo Sala Circle

KNOXVILLE CHALLENGER TENNIS TOURNAMENT

All Occasions Party Rentals
Joseph K. & Carole Ayres
Big Wheel
Howard Z. & Betty Blum
Chick-Fil-A
Coca-Cola Enterprises
Copper Cellar
Crowne Plaza Hotel
David & Tracy Dewhirst
Gavin & Brooke Dill
Dunkin Donuts
Jason's Deli
KDP Knoxville
Kimberly-Clark Foundation
Knoxville News Sentinel

Knoxville Racquet Club
Rickey & Kimberly Manning
Nothing Bundt Cakes
Pepsi Cola Company
Craig Peters
Pilot Flying J
Premier Transportation
Sports Radio
Steamboat Sandwiches
Texas Instruments Foundation
Marvin Thomas
Ulrich Printing
University Commons
VIP Knoxville Magazine
Willy's Butcher Shop

MILITARY SERVICES

Catherine S. Beals
CarMax Foundation
Charter Communications
Wade V. & Bethany Davies
Robert & Eleanor Kassem
Dale A. & Barbara Keasling
Pilot Flying J
William R. & Mary Kay Sullivan
Wallace & Mary Casnelli Foundation
David & Ann Wilson

RUSSELL BIVEN SPORTING CLAYS TOURNAMENT

All Occasions Party Rentals
Food City Charitable Foundation

SEVIER COUNTY CAPITAL CAMPAIGN

Richard & Ann Montgomery

SEVIER COUNTY PROGRAMS

Gary R. & Judith Spiezio Family
Charitable Account
Tri County Veterinary Clinic

SEXUAL ASSAULT CENTER OF EAST TENNESSEE

United Way of Southwestern
Pennsylvania

SPIRIT AWARD DINNER

Ackermann Marketing & PR
Charme R. Allen
Kristin Alm
Baker, Donelson, Bearman,
Caldwell, & Berkowitz
BarberMcMurry Architects
Alton E. & Lisa Blakley, Jr.
Robert & Amy Cathey
Citadel Construction, Inc.
Bo Connor
Denark Construction, Inc.
Duo-Fast of Knoxville, Inc.
FirstBank
Foster Chapel Baptist Church
Great Schools Partnership

Ray and Lucy Hand
Lane S. Hays
Home Federal Bank
Lee and Susan Iglehart
Johnson & Galyon, Inc.
Dale A. & Barbara Keasling
Knoxville Chamber
Lantry Family Foundation
LBMC
Leadership Knoxville
London & Amburn, P.C.
Luttrell Development LLC
Martin & Company
Moxley Carmichael
Pinnacle Financial Partners
Proffitt & Goodson, Inc.
Pugh CPAs
Rather & Kittrell, Inc.
Regions Bank
Tegna
Tennessee Valley Title Insurance
Company
Texas Instruments Foundation
The Staley Family Foundation Inc.
Brenda & Charles P. Tombras
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Center
Linda Vaughn
Vulcan Materials Company
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THOMAS F. LANTRY FUND

Lantry Family Foundation

YOUTH EMERGENCY SHELTER

Mount Olive Baptist Church

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Betty Savage
In honor of Jason Lay

Emily Hoekstra
In honor of Knox School Based Services

Rickey Moses
In honor of Linkin and Kason

Jennifer Hacker
In honor of Paula Hudson's 30 years of longevity

Meredith Brannan
In honor of Paula Hudson's 30 years of service

Haven Collins
In honor of Paula Hudson's 30th Anniversary at HRMC

Karen Sprague
In honor of Paula Hudson's 30th Anniversary at HRMC

Lindsay Riggs
In honor of Paula Hudson's 30th year of service

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In honor of those we serve

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In honor of those we serve

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In loving memory of Rodney McClellan

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Doris Talley
In memory of Isaiah Talley Woods

Emily Humphreys
In memory of Samuel Richardson Hill, Jr.

Phyllis Martin
In honor of my mother who passed away September 2019



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