



ANNUAL SERVICES REPORT | 2022-2023

DEDICATION

THE PETRONE FAMILY

A Legacy of Caring

In 1948 when Helen Ross McNabb saw a need in her community and responded by opening one of the first community mental health clinics in the state, she likely hoped that generations of individuals and families would be better cared for because of her efforts. Seventy-five years later, we know this is true. In the last year alone, services at the McNabb Center improved lives for more than 45,000 individuals. One part of Helen's legacy is care for others.

When Emile Petrone began supporting substance use treatment in Knoxville by getting involved with the Knoxville Detoxification Rehabilitation Institution (DRI), he might not have known that his service would lead to three generations of Petrones contributing their time, resources and talents to this worthy cause. Today, the McNabb Center is proud to dedicate the 75th anniversary edition of the annual report to the Petrone family.

The Petrone family's service to the McNabb Center has spanned decades; beginning with Emile, continuing with his son, Bob and now through Bob's children, Claire and Rob. The family has served in many different capacities throughout the years, and each Petrone brings a consistent enthusiasm and pride for the success of the Center.

In 1997, Emile, serving as the board chair for DRI, supported the merger of DRI and the McNabb Center which laid the foundation for Centerpointe Adult services. Today, Centerpointe offers residential treatment, intensive outpatient care, social detoxification and medically managed detoxification. Bob Petrone and his wife Margaret furthered Emile's support of substance use treatment in Knoxville with major contributions to the expansion of the Centerpointe building which will be finished in 2024.

"I really knew pop's deep love and admiration for Helen Ross McNabb; its people, the services and how vital and important it is for our community. It was such an easy yes," said Claire when asked about why she followed her father's example to join the board of directors.

"Not enough people are aware of the Helen Ross McNabb Center, and the fine work that you do. I enjoy talking about Helen Ross McNabb and the success that we've had over the years," said Bob Petrone. Bob has seen the Center grow to include 30 counties in East Tennessee and over 1,300 employees.

Rob Petrone, Bob's son, has also been actively involved in support of the Center. He is a consistent donor and previously served as a committee member for the Beth Haynes 12 Days of

Clockwise from center top: Bob Petrone, Margaret Petrone, Rob Petrone, Mary Caroline Speight (7), Aaron Petrone (11), Lizzie Speight (10), Mark Speight, and Claire Speight (Petrone).



Photo by Charles Brooks

Christmas Auction. The auction funds the Dear Santa program, which provides gifts and holiday activities to nearly 2,300 individuals in McNabb Center programs.

Claire Speight echoed, "I want others to know about the important work we're doing in the community. I don't know of another organization that does a better job of meeting the needs: substance abuse, mental health care, the Elevate Recovery High School and the domestic violence shelter are just a few of the many programs. It's so impressive, and it all connects to the larger continuum of care."

The Petrones are especially proud to see the new women's and children's housing in Knoxville come to fruition. Claire Speight was part of the first all-female tri-chair to lead a capital fundraising campaign through the Helen Ross McNabb Foundation. The committee pulled together nearly \$7 million in commitments to build the McNabb Center's Knox Women's Campus which will house women in recovery and a domestic violence shelter.

Bob and his wife Margaret enjoy giving back to the community. "Helping an underserved community means a lot to us, and fighting the mental health issues, alcoholism and homelessness is vital. Helen Ross McNabb Center has done that for years, and it's very rewarding to be a part of that," reflected Bob.

In addition to the McNabb Center and the Helen Ross McNabb Foundation, the Petrones also support the Metro Drug Coalition, YMCA, Knoxville Catholic High School Board, Rotary Club, Lakeshore Park Conservancy, Knoxville Museum of Art, Zoo Knoxville and countless other community groups.

"We will continue to support the Helen Ross McNabb Center. We've had 3 generations involved with the board, and hopefully, I'll be around when the 4th generation gets involved," said Bob.

Thank you to the Petrone family for your legacy of support and commitment to Helen Ross McNabb's vision from 1948.





LETTER FROM THE CEO

Thriving through perseverance and compassion

The McNabb Center had a phenomenal 75th anniversary year. Thanks to tremendous community support, volunteer efforts and dedicated staff, the Center served the community well. I believe our founder, Helen Ross McNabb, would have been proud of the achievements in 2023. People who sought help were indeed helped in life changing ways. The mission of the Center, “improving the lives of the people we serve”, was on full display across East Tennessee.

In this anniversary year, the Center again achieved accreditation from the international Commission on Accreditation of Rehabilitation Facilities (CARF). This accreditation demonstrates our excellence in clinical practice and business operations. The Center received more accolades than any prior accreditation site visit. Our drive towards excellence was recognized—now we move forward with more zeal to be the premier provider of behavioral health in Tennessee.

McNabb was not immune to the national workforce shortage that challenges many businesses in our country today. We have employed a number of strategic initiatives to attack this problem. We have recruited well, and the Center has retained a dedicated, compassionate and skillful staff who continue to persevere to help individuals living with mental illness, substance use disorders and victimization. As a result, we had a solid fiscal year. I am proud of the work our staff does daily to heal lives.

This year, the Center was recognized on a number of occasions for its clinical excellence. One such award was to our Crisis Continuum for its continuum of care for both children and adults by the Tennessee Department of Mental Health and Substance Use Services. Our crisis staff work to save lives every day.

Crisis services are an essential part of the state’s plan to help citizens across Tennessee. We are a key partner in this endeavor.

Additionally, the Center has embarked on an ambitious expansion of our residential substance use services to address the epidemic of opioid use in East Tennessee and Appalachia. With funds secured from the state, Knox County, City of Knoxville and philanthropy, Centerpointe will soon offer 72 beds of care. This represents a 56% increase in capacity! Our substance use treatment continuum is making a difference every single day for those in need.

Our Helen Ross McNabb Foundation continues to make new friends and support the efforts of the Center. Our special events and annual capital campaigns are healthy and making a difference. The Center is well established with both excellent staff who provide superior services as well as a Foundation to augment the good work—a winning formula! Our combined efforts put the Center in a great position to help the communities we serve today and into the foreseeable future.

I am grateful for the numerous volunteers, board members and employees who make our Center everything it is today. As we reflect on the past 75 years, we look to the future. We continue to build upon Helen Ross McNabb’s vision with the promise that it becomes even more than she could ever have imagined.

With appreciation,

Mona Blanton-Kitts, MSSW, LCSW
President & CEO

EXECUTIVE STAFF

MONA BLANTON-KITTS
MSSW, LCSW
President & CEO

CANDACE ALLEN MS
Clinical Vice President

JILL BARNES
PHR, SHRM-SCP, LAPSW
Vice President of Human Resources

STEPHANIE CARTER
MSSW, LCSW
Senior Vice President of Operations

PAULA HUDSON BS
Vice President of Organizational Excellence

LEANN HUMAN-HILLIARD
MSSW, LCSW
Executive Vice President

JANET JENKINS M.ED.
Vice President of Organizational Culture & Advancement

MARY KATSIKAS MAFP
Executive Vice President

JASON LAY CPA
Vice President & Chief Financial Officer

GAYLE LODATO LCSW
Vice President

DOVILE PAULAUSKAS MD
Chief Medical Officer

HOUSTON SMELCER MBA, CFP
Senior Vice President of Development & Government Relations

MICHAEL WALTKE LAPSW
Vice President of Organizational Excellence & Strategic Initiatives

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FINANCIALS

FISCAL YEAR 2023

Sources and Uses of Funds

The McNabb Center relies on a diverse group of funding sources, which makes the Center unique in its operation and provides solid financial strength. The Center receives grants from the federal government and state of Tennessee through various agencies, including: the Division of TennCare, Tennessee Department of Children's Services, Tennessee Department of Education, Tennessee Department of Health, Tennessee Department of Mental Health & Substance Abuse Services.

The Center also receives funding from various local governments, including:

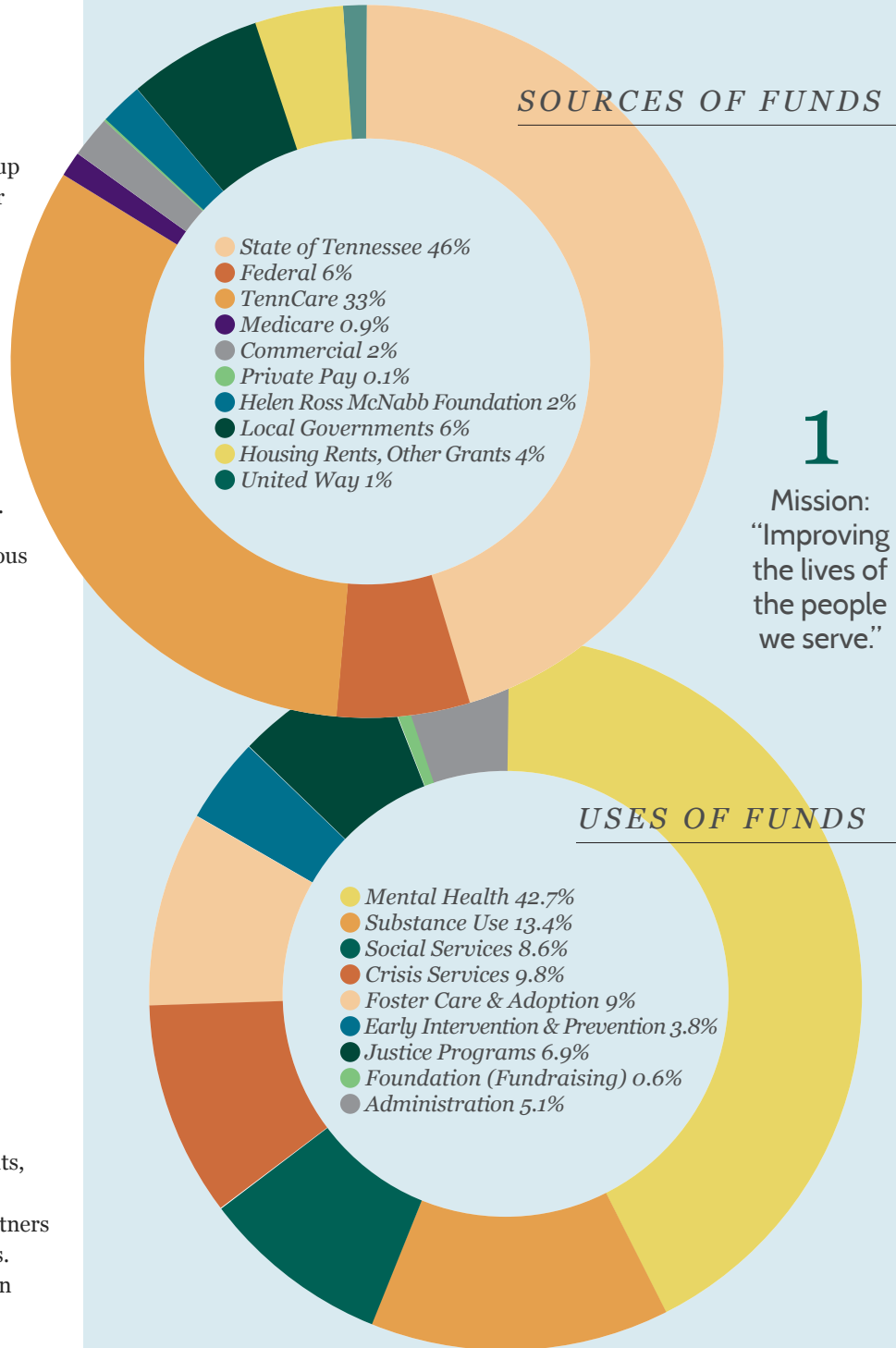
- Blount County
- Blount County Schools
- Campbell County
- City of Alcoa
- City of Chattanooga
- City of Knoxville
- City of Maryville
- City of Morristown
- City of Oak Ridge
- Claiborne County
- Cocke County
- Hamblen County
- Lenoir City
- Knox County
- Knox County Schools
- Knox County Sheriff's Office
- Knoxville Police Department
- Maryville City Schools
- Sevier County

Other sources of revenue include local grants, contributions from donors, the Helen Ross McNabb Foundation, local United Way partners and third party and private client payments.



Community Partner

The following information displays the Center's unaudited revenue and expenses for fiscal year 2023 (July 1, 2022 – June 30, 2023)

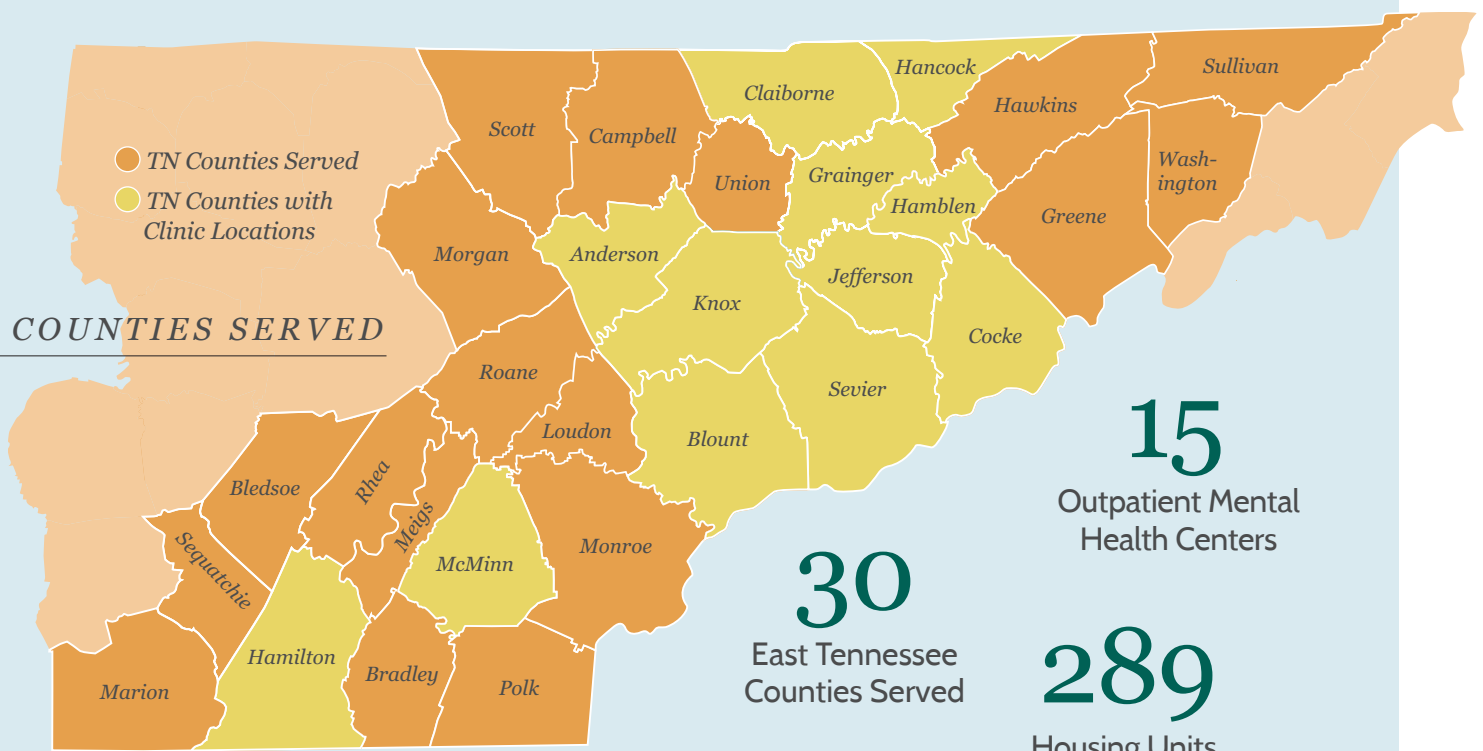


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Mission:
"Improving
the lives of
the people
we serve."



SERVICE NUMBERS



15
Outpatient Mental Health Centers

30
East Tennessee Counties Served

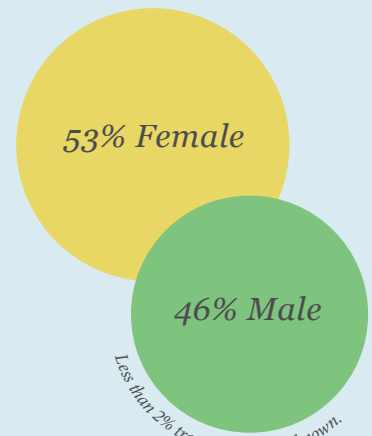
289
Housing Units

1,345
This past year, 1,345 volunteers contributed **37,389** service hours

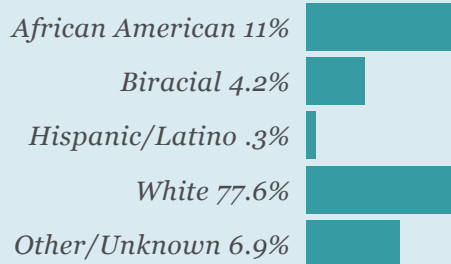
1,300
Nearly 1,300 professionals dedicated to our mission



GENDER



RACE



45,000
More than 45,000 children and adults served

Estimate excludes some grant-based programs, like DCS programming



ABOUT THE CENTER



BOARD OF DIRECTORS 2022-2023

The Center is governed by a 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.

CENTER MISSION

Improving the lives of the people we serve; helping children, adults, and families with substance use, mental illness, and social challenges.

CENTER VISION

To be the premier provider of high quality behavioral health and social services through a continuum of care focusing on our clients first and foremost, delivering quality services, demonstrating effectiveness, inspiring our staff and building upon the spirit of our founder.

Top Row, L-R: Mr. Whit Addicks, Dr. Rebecca Ashford (Secretary), Ms. Eden McNabb Bishop, Dr. Amy Cathey (Immediate Past Chair), Mr. Wade Davies (Chair), Dr. Jerry Epps, Mr. Scott Ferguson, Middle Row, L-R: Mr. George Kershaw (Chair-Elect), Mr. Randy Miller, Mr. Brian Rauch, Ms. Cheryl Rice, Ms. Cindy Sexton, Ms. Laura Shamiyeh Bottom Row, L-R: Mr. Mitch Steenrod (Treasurer), Mrs. Traci Topham, Mr. Carl Van Hoozier, Mr. Clarence Vaughn, Mr. Mickey Wade, Mr. David Wedekind, and Ms. Andrea White. Not pictured: Mrs. Jenny Brock.

Special thanks

to the Marketing and Public Relations Committee: Laura Shamiyeh, Jason Bohne, Cindy Sexton, Claire Speight, and Traci Topham



MENTAL HEALTH CARE



CARF® International is an independent, nonprofit accreditor of health and human services. Through accreditation, CARF assists service providers in demonstrating value by the quality of their services and meeting internationally-recognized organizational and program standards. Learn more at CARF.org.

PREVENTION & INTERVENTION SCHOOL-BASED SERVICES

97% of children receiving school based services maintained or improved functioning as evident by evidence based assessment scores.

86% of children seeking emergency mental healthcare through Crisis Continuum services were diverted from acute hospitalization by accessing treatment in the Children's CSU or in intensive community-based services.

EARLY INTERVENTION FIRST EPISODE PSYCHOSIS

An early intervention treatment program for individuals between the ages of 15 and 30 who have recently begun to experience symptoms of psychosis, including hearing/seeing things others do not, unusual thoughts and behaviors, and/or disorganized thinking.

93% of young adults receiving First Episode Psychosis services remained in the home, school, and community as opposed to hospital or residential placement.

CRISIS CO-RESPONSE

The Knoxville Co-Response Team is a partnership between McNabb Center and the City of Knoxville (Knoxville Police Department) that pairs a CIT trained KPD officer with a Masters level clinician to respond to behavioral health crises. This includes but not limited to suicidal, homicidal, and psychosis. Individuals served are both children and adults within the Knoxville city limits.

100% of individuals who had an encounter with a Co-Response Team received follow-up after the encounter.

"My kids and I have had an amazing experience with McNabb Center. The difference in our kids is night and day since they started." —**A McNabb Center Client**

"You always listen to me." —**A McNabb Center Client**

"You support me when I need to talk about something on my mind."
—**A McNabb Center Client**

"The staff I have worked with are great. They care and make me feel like I always have someone in my corner." —**A McNabb Center Client**



"...a strategy for using public schools as a hub for organizing community resources to improve neighborhood health and safety and student academic success." —**CARF Evaluator**

"It really helped me I felt safe and now feel a lot better." —**A McNabb Center Client**

"They were all very empathetic and understanding. They were fun and also are good at teaching. I learned a lot about mental health in the few days I was here because of how good they were at explaining everything." —**A McNabb Center Client**

"Every staff member we've come in contact with has been friendly and helpful. Every bit the professional and courteous staff we would expect." —**A McNabb Center Client**

"Very welcoming team, who expresses great hospitality and who I can deeply trust."
—**A McNabb Center Client**



"...a vital clinical pathway to stabilization for persons presenting with first-episode psychosis (FEP). This comprehensive two-year program offers clients with FEP counseling, peer support, medication management, and occupational/vocational services at the level of intensity at which they are comfortable participating. This exemplifies the compassionate care model that the organization has embodied." —**CARF Evaluator**

"You have done so much more for our family than you realize. You gave us hope and helped us walk through this whole process of getting help." —**A McNabb Center Client**

"I was in need of help in understanding what I needed to do because it was getting overwhelming. Staff helped me with how to get what I needed."
—**A McNabb Center Client**

"You saved my life, you are the only person to ever listen to me and actually care."
—**A McNabb Center Client**

"It really helped me I felt safe and now feel a lot better." —**A McNabb Center Client**

REVIEWS



SUBSTANCE USE TREATMENT

MEDICALLY ASSISTED TREATMENT

Medically Assisted Treatment (M.A.T.) combines the use of medications with counseling and other behavioral therapies to treat substance use disorder.

93% of individuals receiving medication assisted treatment showed improvement in symptoms/functioning as evident by evidence based assessment scores.

90% of individuals served by the State Opioid Response program remained engaged in medication assisted treatment.

77% of individuals who received Detox services successfully completed the program.

97% of women served by the Hamilton County Silver Linings program showed improvement in symptoms/functioning as evident by evidence based assessment scores.

“They are amazing people. Also have kept me clean for a while now and they care about my health.” —**A McNabb Center Client**

“I call them my ‘dream team’ because of how wonderful they have been through my recovery journey.” —**A McNabb Center Client**

“They absolutely saved my life. I owe them everything.” —**A McNabb Center Client**



“Silver Linings is a unique trauma-informed intensive outpatient service provided in Chattanooga, Tennessee, to postpartum adult women or other women that experience substance use or have a newborn baby with neonatal abstinence syndrome or other substance-related birth complications. The program’s staff members assess the women on-site, completing a co-occurring disorders assessment and making recommendations for treatment. The program includes additional supports of case management, medication assessment and management, individual and family therapy, and parenting support with a court-approved curriculum. This approach provides hope to these women and increases the likelihood of them following up with treatment post delivery. The organization uses a navigator approach with this specific population and provides hope for regaining custody and works closely with the Department of Children’s Services (DCS) to accomplish this task that is a “silver lining” for these new mothers and a very creative strategy to provide much-needed assistance.” —**CARF Evaluator**

“My case manager is always there when I need him.” —**A McNabb Center Client**

“McNabb staff are always awesome. They listen and truly care about my family’s needs. They are friendly and caring.” —**A McNabb Center Client**

“Very nice and made me feel like a person not an addict.” —**A McNabb Center Client**

“Very best at what y’all do!” —**A McNabb Center Client**

RESIDENTIAL TREATMENT

Katie Miller Residential Treatment Center (adolescent females) and Gateway Residential Treatment Center (adolescent males) are co-occurring treatment programs that serve 13-18 year old adolescents that have substance misuse and mental health needs. The 90-120 day intensive treatment program utilizes a strengths-based curriculum and both treatment centers maintain fully accredited on-site schools, which provide individual and group instruction for grades 6-12 and special education services.

100% of children served by Katie Miller and Gateway residential programs showed improvement in symptoms/functioning as evident by evidence-based assessment scores.



“The Katie Miller program provides a holistic, comprehensive array of services for the female adolescent persons served. Examples include the Sisters Saving Sisters curriculum and participation with the Humans and Animals Learning Together program. The staff members are very involved with community initiatives and collaborations with other organizations, including Operation Not Forgotten. The staff members successfully also partnered with the Tennessee Bureau of Investigation to rescue trafficked and exploited children/adolescents in the Knox County area. Amazingly, their efforts paid off as they were able to find 13 out of 24 missing youth in two days.” —**CARF Evaluator**



“The organization’s Gateway Center residential program has a beautiful campus and facility that is modern, welcoming, and calming. The program provides a wide variety of therapeutic activities for adolescent males that include horticulture therapy, where the residents grow and cook their own food, a true farm-to-table model. The facility has a large gymnasium for multiple sports/recreational activities and an amazing video game/movie room. On the campus there is a beautiful walking trail and facilities for animals. Persons served and staff members are looking forward to bringing in new farm animals.” —**CARF Evaluator**

REVIEWS



SOCIAL SERVICES

HOUSING DOGWOOD SPRINGS

Dogwood Springs is a housing community specifically designed to serve low-income seniors in the Knoxville area who wish to maintain an active and independent lifestyle.

50 units of affordable housing were added to the Knoxville community with the opening of Dogwood Springs.

Dogwood Spring housing community in Knoxville.



EMPLOYMENT ASSISTANCE WORKFORCE SUPPORT PROGRAM

The Workforce Support Program provides employment assistance to individuals who have been diagnosed with a substance use and/or co-occurring disorder. The program seeks to allow individuals to work at competitive and integrated jobs of their choosing.

100% of individuals served by the Workforce Support program completed an application for employment within the first two months of enrollment.



EMPLOYMENT ASSISTANCE JAIL TO WORK

99% of individuals served by the Hamblen Jail to Work program obtained employment within nine weeks of enrollment in the program.

“This program has saved my life. If someone would have told me a year ago that at this time I would be six months clean and where I’m at in life today I would not have believed it.”

—A McNabb Center Client



“One of the gems of the Hamblen County Center is the innovative program ‘Jail to Work.’ Women enter the program directly from a correctional facility. They are provided a shower, clean clothes, and a homelike environment. Through partnerships with local businesses, they are provided on-the-job training. Women are able to pay restitution for previous offenses while also saving money for life outside of prison. Persons served are also able to attend substance use and mental health treatment, attend life skills training, receive peer and staff support, and reconnect with family. Participants remarked that this program gave them hope and confidence for a new and better life.” —CARF Evaluator

REVIEWS



VICTIM SERVICES

SEXUAL ASSAULT CENTER OF EAST TENNESSEE

The Sexual Assault Center of East Tennessee's advocacy department provides survivors of sexual assault with support, information and resources needed throughout the recovery process.

72% of individuals served by the Sexual Assault Center of East Tennessee reported their sexual assault to law enforcement.

Sexual Assault Nurse Examiners responded to **93%** of requests for forensic exams within 1 hour of the request.

The Sexual Assault Center of East Tennessee hotline received **1,476** calls.

DOMESTIC VIOLENCE HOTLINE

The Domestic Violence hotline received **1,292** calls.

FAMILY CRISIS CENTER

100% of individuals served by the Family Crisis Center for domestic violence reported an increased sense of safety.

2 GENERATION COLLABORATIVE PROGRAM

The 2 Generation Collaborative Program aims to mitigate the impact of parental incarceration on the family system. The goal is to foster parental support, promote healthy child development, and overcome system barriers through a multidisciplinary approach between the Tennessee Department of Children Services, The Tennessee Department of Corrections, the Department of Mental Health and Substance Abuse, a community mental health provider and a project coordinator.

98% of individuals served by the 2 Generation Project remained engaged in services for at least 90 days.

EVENTS

DOGWOOD SPRINGS

The McNabb Center cut the ribbon on Dogwood Springs, a 50-unit rental housing complex, providing much-needed low-income housing to senior citizens in the Knoxville area.

The nearly \$8.5 million project is possible because of the financial support of Knoxville's Community Development Corporation, the Helen Ross McNabb Foundation, the City of Knoxville, Knox County, Federal Home Loan Bank-Cincinnati, the Tennessee Housing Development Agency and numerous private donors. *See photos on page 8.*

CHATTANOOGA THERAPEUTIC PRESCHOOL PLAYGROUND

The McNabb Center in Hamilton County celebrated the opening of a new playground for the children in the Therapeutic Preschool. Therapeutic Preschool is a 10-week outpatient program for children ages 4-6 who have experienced a traumatic event, such as abuse, neglect, natural disaster or loss of a loved one. The program helps children learn to manage difficult feelings and make safe choices. Children attend for three hours a day, three days a week and the environment replicates a daycare setting.



At right: the Chattanooga Therapeutic Preschool playground; Below: the ribbon cutting for the new playground.



AWARDS



The McNabb Center was proud to accept several awards at the Tennessee Association of Mental Health Organizations (TAMHO) annual conference in December.

FRANK G. CLEMENT AWARD



Hamblen County **Mayor Bill Brittain** was honored with the Frank G. Clement Award for his instrumental work in the planning and implementation of the McNabb Center's Hamblen County Women's Jail to Work program. With the goal of improving jail overcrowding and the need for substance abuse treatment,

Mayor Brittain engaged the McNabb Center in 2016 in an effort to resolve the issues the county was facing in the jail.

ANDREA R. CHASE AWARD



Barry Rorex, Blount County master's level school-based liaison, was honored with the Andrea R. Chase Award which recognizes outstanding individuals from TAMHO member organizations who tend to avoid the spotlight but work tirelessly behind the scenes to make systems work. Barry has spent

more than 26 years serving the community. He embodies the spirit of this award through his genuine, holistic approach to connecting people and willingness to volunteer wherever there is a need. The McNabb Center is fortunate to benefit from Barry's knowledge and compassion.

TAMHO'S INNOVATION AND CREATIVITY AWARD

The McNabb Center was also recognized with TAMHO's Innovation and Creativity Award for the Center's Children's Crisis Continuum. The continuum was designed to fill a gap in the community and is the first of its kind in the state of Tennessee to include a Children's Crisis Stabilization Unit. The Center offers a welcoming and healing environment for every family that walks through our door. Year to date, the CSU has served and impacted over 1,000 families with the goal of them experiencing a crisis in a different way and leaving with the tools to start their healing journey together.



Matt Schaefer (ETCH), Ron Phillips (ETCH), Torrie Boggs, (United Way), Mary Katsikas (McNabb Center) and Lindsay Stone (McNabb Center).

LARGE NONPROFIT COLLABORATION OF THE YEAR

The Center was honored to be awarded Large Nonprofit Collaboration of the Year alongside **East Tennessee Children's Hospital** for the Children's Crisis Stabilization Unit at the United Way of Greater Knoxville's Change Awards.

The first of its kind in Tennessee, this pediatric CSU serves children in need of behavioral health treatments, including therapy, medication and other services to help them work through a mental health crisis. Families are able to access CSU services through the emergency department or through a Mobile Crisis Unit. The children's CSU is one of many crisis services in the McNabb Center's continuum.

KNOX NEWS & KNOX BIZ 40 UNDER 40



Photo by News Sentinel

Lauren Bobrowski, Senior Director of DCS Programming has worked at the McNabb Center for 14 years. Lauren is responsible for all programming involving Department of Children's Services (DCS), Runaway Homeless Youth (RHY), Juvenile Justice and Elevate Recovery High School.





McNabb Center

WELL MIND, WELL BEING

MCNABBCENTER.ORG

| [1-800-255-9711](tel:1-800-255-9711)