



McNabb Center

WELL MIND, WELL BEING

**ANNUAL SERVICES REPORT | 2023-2024**

# DEDICATION

## GAIL AND CARL VAN HOOZIER

*Laughter. Kindness. Community.*

Gail Van Hoozier looks across the small table and smiles at Carl Van Hoozier, her husband of 34 years. “I’m a better person because of him,” she says. Carl quickly waves off the compliment and begins praising her numerous charitable endeavors. Gail actively supports many organizations in the community serving as the Co-President of The Guild of the Knoxville Museum of Art, on the board for Special Growers in Maryville, an active committee chair at Cokesbury United Methodist church and on the Dean’s Board of Advisors for the College of Education, Health and Human Services at the University of Tennessee.

Carl Van Hoozier is one of the longest standing Helen Ross McNabb Foundation Board and McNabb Center Board members. On the Helen Ross McNabb Foundation Board in particular, Carl served six consecutive years, then one as chair and one as immediate past chair. He was instrumental in growing the Russell Biven Clayfest tournament which in its history has raised over \$2 million for the McNabb Center.

“When Carl decides to join a board, he gives 100 percent,” said Gail. “He does his research and really works hard for the organizations.” Because of Carl’s active approach to service, he’s a familiar face at Foundation and Center events—attending boarding meetings and ribbons cuttings, volunteering at Clayfest and even grilling hot dogs at the annual Bob Kesling and Bert Bertelkamp Golf Tournament snack shack.

In addition to the McNabb Center, Carl has been involved with the Volunteer Ministry Center, JDRF, Boy Scouts, Ijams Nature Center, Maryville Kiwanis, Blount County Chamber of Commerce and Blount County Education Foundation.

The Van Hooziers work together on projects for Special Growers, an organization that provides work opportunities for children and other adults with special needs. The greenhouses used by Special Growers are located on land donated by Vulcan Materials where Carl worked for more than 35 years.

“Vulcan was very supportive of employees working with organizations in the community and allowing time for us to attend meetings and contribute,” said Carl.

Carl began his career at Vulcan Materials Company mowing yards as a teenager. After working through college at Vulcan and then graduating from the University of Tennessee with a Bachelor of Business Administration degree, Carl continued working in the Knoxville division office of Vulcan as the quality control coordinator. He held several positions in Knoxville, Kingsport, Chattanooga and Nashville including District Sales Manager, Ready Mix Plant Manager, Nashville Operations Manager and Regional Sales



Manager. He retired in 2020 as Manager of Process Improvement, Manager of Community Relations and Government Affairs. It was during this time that Carl joined the Helen Ross McNabb Foundation board which helped initiate 17 years of philanthropic support for the McNabb Center from Vulcan Materials.

While working at Vulcan and volunteering in the community, Carl remained an active parent to their two daughters, Kendall and Erin and a devoted husband to Gail throughout her 30+ year career in retail business development. Her work with Sanrio Hello Kitty and Saban Brands Power Rangers took her across the country frequently, leaving Carl to manage their household. Gail teased, “One time I was leaving for a few days, and I spent a long time prepping and freezing meals for Carl and our girls, and you know what he fed them while I was gone? SPAM!” In response, Carl just leaned back and grinned.

Carl’s humble, relatable attitude and perpetual smile belies an intelligence and business acumen that has benefitted the McNabb Center in many ways. Carl used his experience in legislative affairs with Vulcan Materials to advocate for services in support of Center clients, and he understands what it takes to be a good neighbor. He has been vocal in sharing the McNabb Center’s mission.

“The Center’s work goes beyond just treatment,” says Carl. “It’s about creating lasting change. I wish the community knew just how comprehensive and far-reaching the services by the McNabb Center truly are. Whether it’s through helping someone achieve recovery, providing a safe environment for children or supporting families in crisis.”

The Van Hooziers exemplify the mission of improving lives, and the McNabb Center is proud to dedicate the 2023-2024 McNabb Center Annual Services report to Gail and Carl Van Hoozier.





## LETTER FROM THE CEO

### *Opportunity and Growth*

The McNabb Center had a year filled with opportunity and growth! Our mission of “improving the lives of the people we serve” has been on display as we do vital work in our community daily. Our staff’s dedication is making a profound impact on the lives of children, adults and families across all of East Tennessee.

The Center was successful in securing funding to provide services to combat the opioid epidemic. These funds were made available as part of a historic class-action law suit against pharmaceutical companies responsible for fueling the opioid crisis. While the harm caused by the crisis cannot be undone, these funds will drive innovation and provide help to those affected by opioids. The Center has created programming including the Blount County Transition Center, expanded Re-Entry programs known as “Jail to Work” and a comprehensive recovery continuum for adults. Additionally, we are forging powerful collaborations in Judicial District 10 (Bradley, Polk, McMinn and Monroe counties) to ensure access to care and resources for those adults in the judicial system who are struggling with addiction.

In a time when workforce challenges continue to plague our industry, we have not only held steady –we have thrived. McNabb staff have embraced new approaches to staff well-being, launching comprehensive programs that focus on physical, emotional, financial and social wellness. We have invested in a strategic Compassion Science initiative knowing that compassion across all aspects of the organization results in improved outcomes both for our customers and for the company. Additionally, our commitment to Inclusive Excellence is

unwavering—ensuring that every voice is valued and every person feels a sense of belonging.

Our work at the McNabb Center is made even stronger through the support of our Helen Ross McNabb Center Foundation. Our foundation is more than a philanthropic entity; it is a vital force that allows us to respond swiftly and effectively to the changing needs of our community. By combining community generosity with our deep commitment to service, we have built a resilient organization that can expand and adapt, offering essential care when and where it is needed most.

The Foundation and the Center’s impact is amplified by the dedicated volunteers who give their time and talent to support our mission. Our volunteers bring a spirit of compassion and generosity that is truly inspiring. This year alone, volunteers contributed a remarkable 44,574 hours, further enhancing our ability to improve lives.

Helen Ross McNabb’s legacy lives on in each of us, and I know she would be proud of how far we’ve come. Together, we are building a future full of hope, healing and opportunity for all.

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 PAULAIKAS 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 2024

### 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:

- TN Dept. of Children's Services
- TN Dept. of Criminal Justice Programs
- TN Dept. of Education
- TN Dept. of Health
- TN Dept. of Housing Development Agency
- TN Dept. of Mental Health & Substance Abuse Services
- TN Division of TennCare
- TN Treasury Dept.
- US Board of Probation & Parole
- US Dept. of Agriculture - Dept. of Education
- US Dept. of Agriculture through TN Dept. of Agriculture
- US Dept. of Education
- US Dept. of Health & Human Services
- US Dept. of Housing & Urban Development
- US Dept. of Justice
- US Dept. of Justice through Office of Criminal Justice Programs

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

- |                       |                                    |
|-----------------------|------------------------------------|
| Blount County         | Claiborne County                   |
| Blount County Schools | Cocke County                       |
| Campbell County       | Eastern Band of Cherokee Indians   |
| City of Alcoa         | Hamblen County                     |
| City of Gatlinburg    | Knox County                        |
| City of Knoxville     | Knox County City of Knoxville E911 |
| City of Maryville     | Knox County Schools                |
| City of Morristown    | Knox County Sheriff's Department   |
| City of Oak Ridge     | Knoxville Police Department        |
| City of Pigeon Forge  | Lenoir City                        |
| City of Sevierville   | Sevier County                      |

Other sources of revenue include:

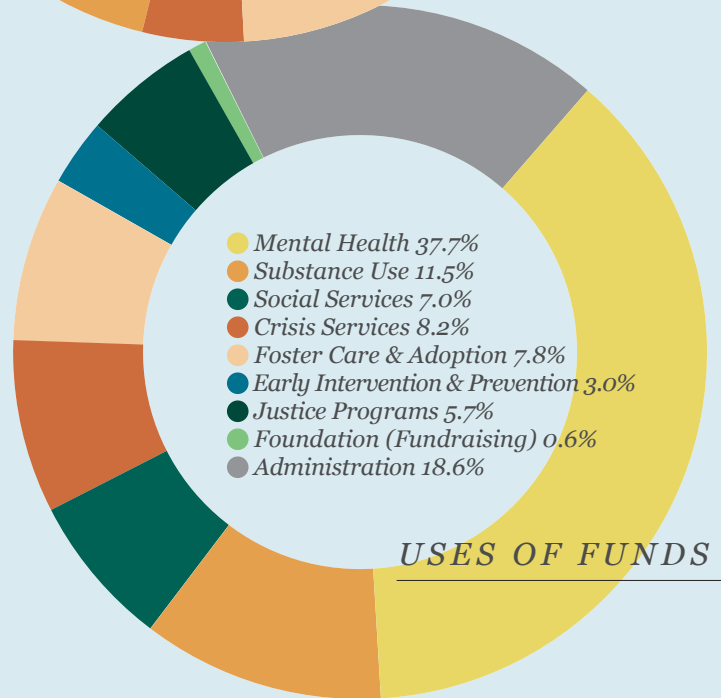
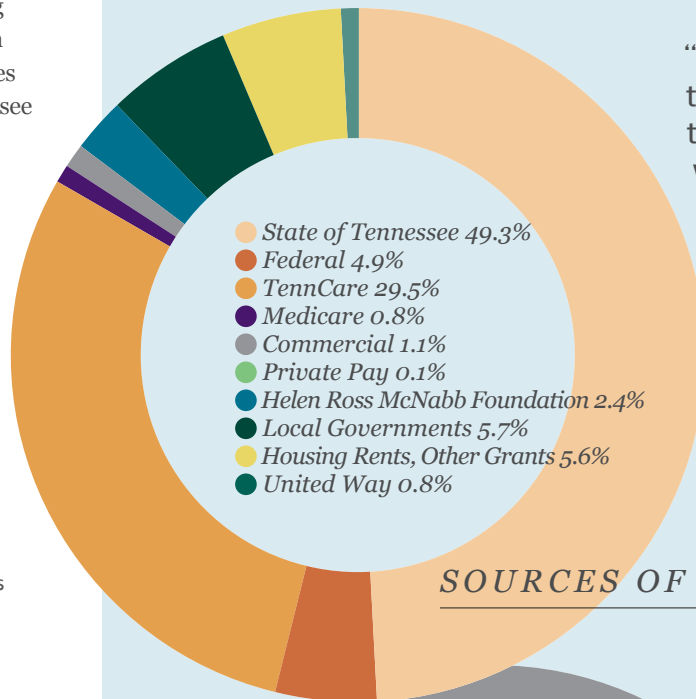
- |                               |                                   |
|-------------------------------|-----------------------------------|
| Client Service Fees           | United Way of Anderson Co.        |
| Commercial Insurance          | United Way of Blount Co.          |
| Helen Ross McNabb Foundation  | United Way of Greater Chattanooga |
| Local Hospitals               | United Way of Greater Knoxville   |
| Local Universities & Colleges | United Way of Hamblen Co.         |
| Maryville City Schools        | United Way of Jefferson Co.       |
| Medicare                      | United Way of Loudon Co.          |
| Other Local Non-Profits       | United Way of Sevier Co.          |
| Private Pay                   | University of Tennessee           |

The following information displays the Center's unaudited revenue and expenses for fiscal year 2024 (July 1, 2023 – June 30, 2024).

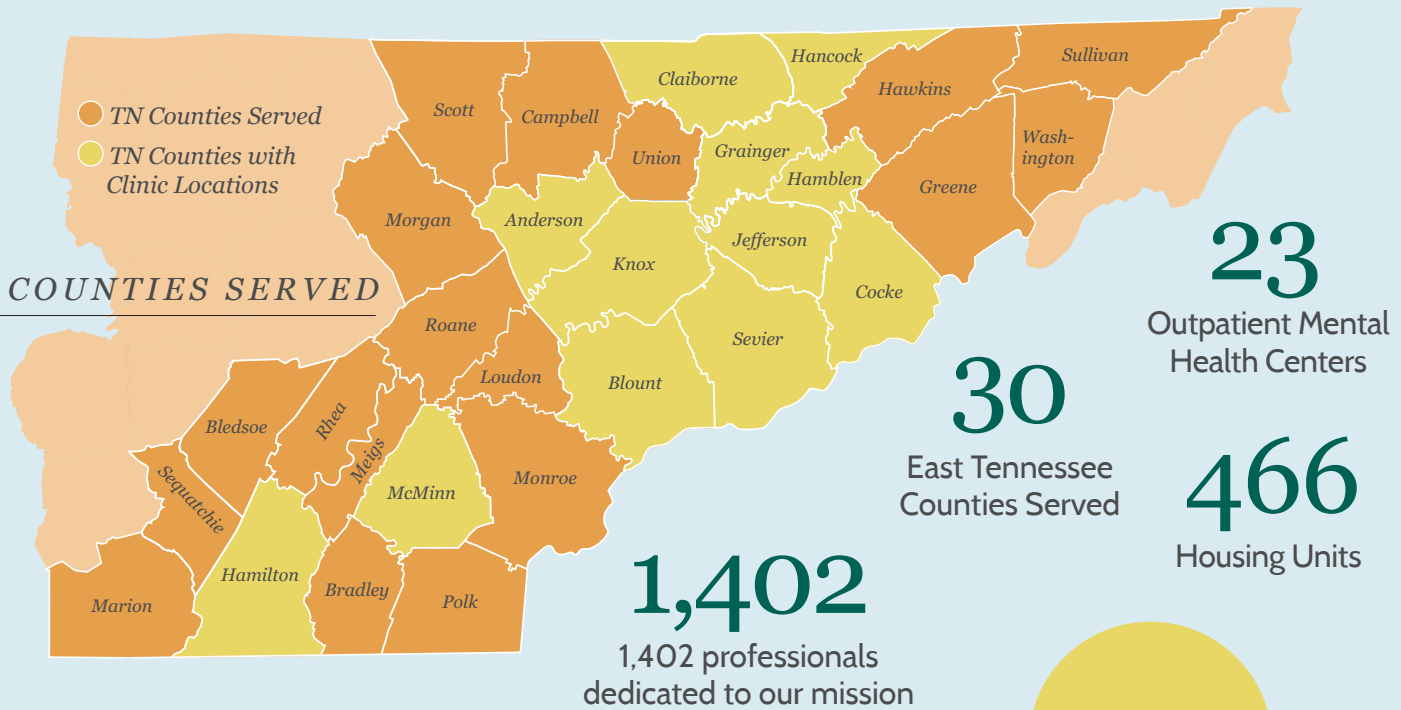


# 1

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



# SERVICE NUMBERS



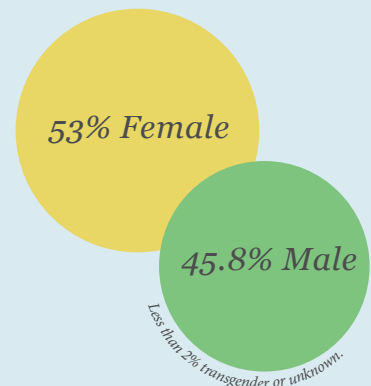
**1,345**  
This past year, 1,345  
volunteers contributed  
**44,575** service hours



**51,061**

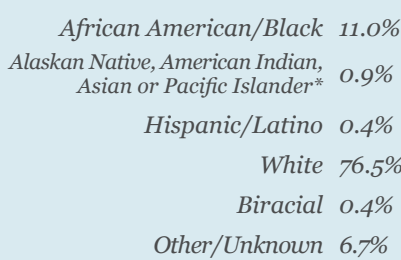
More than 51,061 children and adults served

*Estimate excludes some grant-based programs, like DCS programming*

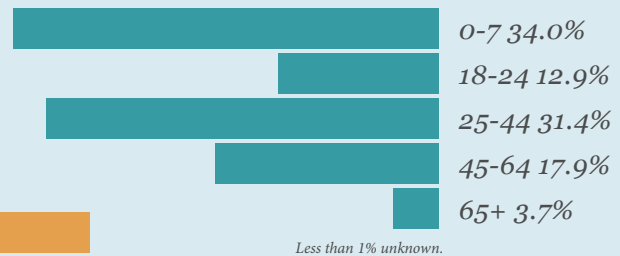


## GENDER

## RACE



\*Alaskan Native = 0.1%, American Indian = 0.4%, and Asian or Pacific Islander = 0.4%.



## AGE



# ABOUT THE CENTER



## BOARD OF DIRECTORS 2023-2024

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.

*Top row, l-r: Mr. Whit Addicks, Mr. Robbie Arrington, Dr. Rebecca Ashford (secretary), Ms. Eden McNabb Bishop, Mr. Wade Davies (immediate past chair), Mrs. Missy Drinnon, Dr. Jerry Epps (chair-elect); middle row, l-r: Mr. David Hall, Mr. George Kershaw (chair), Mr. Brian Rauch, Ms. Cheryl Rice (at-large), Mr. David Roddy, 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.*

### 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.

### Special thanks

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



# MENTAL HEALTH SERVICES



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](http://CARF.org).

The McNabb Center's **Emergency Psychiatric Assessment, Treatment and Healing (EmPATH)** unit is an innovative approach to meeting the needs of individuals in crisis, and their families, often at their most vulnerable time. EmPATH transforms the way individuals experiencing a psychiatric crisis access emergency services providing a rapid, comprehensive assessment and continual re-assessment from a psychiatrist/psychiatric nurse practitioner along with a multi-disciplinary team in a calm, soothing environment while simultaneously providing access to urgent medical care needs. Providers serving individuals with mental illness are able to refer directly to EmPATH and bypass emergency departments.

Until the EmPATH unit opened in the Knoxville area, most individuals experiencing a psychiatric emergency were directed to emergency departments (ED) due to the need for medical evaluations, or patient acuity. Once at the ED, individuals would spend 3x longer than other patients, most often being boarded, and awaiting a higher level of care. The lengthy wait time paired with the environment of most EDs has been found to exacerbate an individual's symptoms, reducing the opportunity for diversion programming and increasing the referral for inpatient psychiatric hospitalization.

Research also shows that over 75% of severe psychiatric emergencies can be stabilized within 23 hours. Providing specialized care reduces unnecessary emergency department visits, increases tenure in the community and diverts from unnecessary psychiatric hospitalization due to delays in care.

In collaboration with local hospitals, the City of Knoxville, Knox County, the Tennessee Department of Mental Health and Substance Abuse Services and the McNabb Center, the EmPATH unit opened on June 3, 2024. This innovative, researched-based model was created by Scott Zeller, M.D., and the McNabb Center is the first organization to implement an EmPATH unit in Tennessee.

One of the most revolutionary aspects of the unit is the physical environment itself. EmPATH is a trauma-informed unit which offers

a home-like care setting where relaxation, movement and recreation are encouraged. The high ceilings, ambient light and soothing décor all contribute to the calming environment which is designed to best meet patient needs. Individuals have the option to walk around, listen to music, serve themselves snacks or lay back in the recliners of the common area while in the unit. The set up facilitates socialization, discussion, interaction and treatment.



Ribbon cutting for the McNabb Center's new EmPATH Unit located in Knoxville, Tennessee.



# SUBSTANCE USE SERVICES

## OPIOID ABATEMENT COUNCIL

The McNabb Center was awarded a total of over \$20 million to be used over the next three years from the Tennessee Opioid Abatement Fund. This significant award fuels important initiatives in our community, including:

### New Blount County Transition Center

The New Blount County Transition Center offers support for individuals navigating the challenges after release from incarceration. It includes 32 units of recovery housing.

### Jail to Work Re-entry Program

The Jail to Work Re-entry Program helps those affected by the opioid crisis reintegrate into the workforce and break the cycle of addiction. This program is available in Hamblen, Blount and Claiborne counties. Additionally, funding allows for a partnership with the Jefferson County Jail to provide MAT services.

### Opioid Use Disorder Comprehensive Recovery Continuum

The Opioid Use Disorder Comprehensive Recovery Continuum expands access to life-saving treatment and support services. It serves 16 counties in the East Tennessee region.

### Judicial District 10 Collaborative

The Judicial District 10 Collaborative provides MAT treatment and recovery support services to individuals being released from jail in Bradley, McMinn, Monroe and Polk counties.

This funding was made possible through the Tennessee Opioid Abatement Council's first-ever community grants. These grants are a result of Attorney General Jonathan Skrmetti's tenacious efforts to hold companies accountable for their role in the opioid crisis. The McNabb Center is ready to put this funding to work; strengthening our community and saving lives.

# VICTIM SERVICES

## SEXUAL ASSAULT CENTER OF EAST TENNESSEE (SACET)

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.

**74%**

of clients served reported their sexual assault to law enforcement.

**92%**

When requested, Sexual Assault Nurse Examiners arrived to the hospital within 1 hour for 92% of calls received.

## FAMILY CRISIS CENTER SHELTER

The Family Crisis Center seeks to meet the need of acute outpatient assessment, response, referral, and treatment services for children's needing additional support in their natural environments.

**100%**

of clients reported an increased sense of safety.

**93%**

of clients reported that the program helped them achieve the goals they set out to accomplish.





# SOCIAL SERVICES

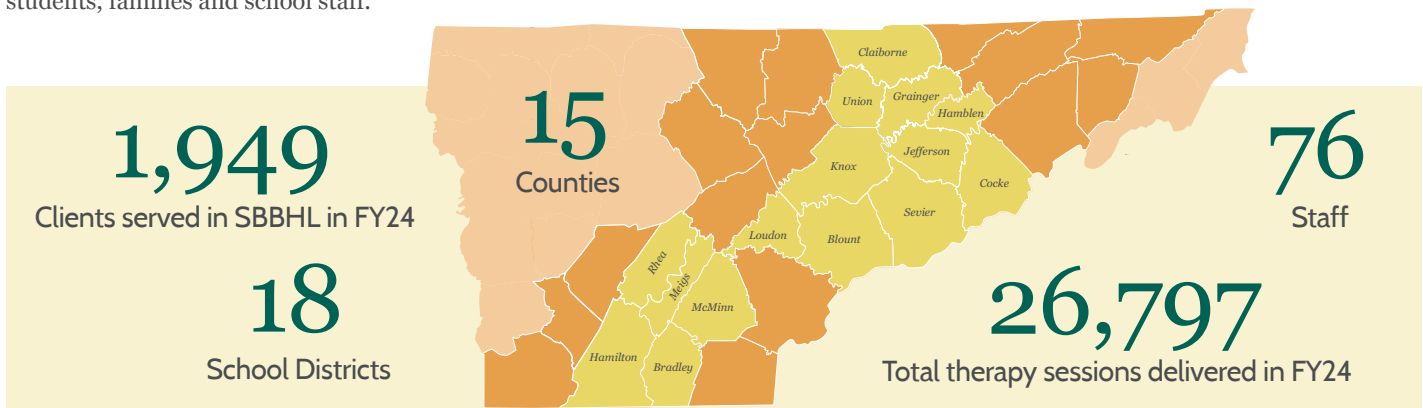
## SCHOOL-BASED SERVICES

In 1992, the McNabb Center and Knox County Schools collaborated to offer a specialized classroom for children at-risk for psychiatric hospitalizations. The success of the program was immediate and unquestionable as the hospitalization rates were reduced by over 90%.

Today, 32 years later, the McNabb Center's school-based services have grown exponentially; adding new districts, new staff and new programming targeted for students, families and school staff.

“You helped me raise my son in the darkest time in our lives. Gave him what I literally couldn't give anyone myself. I will forever be grateful for you. You were perfectly placed where you need to be.”

—Max's mom



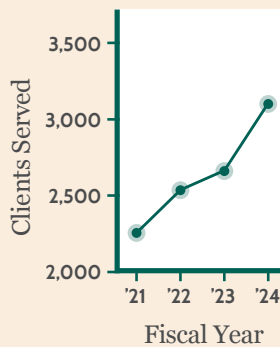
## NEW PROGRAM

The Tennessee Resiliency Project (TRP) school-based crisis response team partners with schools in TDMHSAS Region II (16 counties) to provide trauma-informed consultation, education, training, crisis support, screening, assessment and referral/linkage to students, staff and schools. This program also supports and offers debriefing to school when suicides or community violence occurs.

In FY24, 24 additional school-based behavioral health liaisons were funded by TDMHSAS.



Above: Kaylie James leads a training for parents at a family engagement night in Blount County. Top right: TRP school crisis response team, Kelly Hurley, Selena Rivera, Emily Hoekstra, and Jamie Adams.



“We are very grateful for the time, effort and expertise from the TRP team as they supported our staff during a recent event. The team from McNabb was available for our staff as they returned to school following the loss of a staff member. Our staff was able to speak individually with the team to seek support as they worked through the anxiety and strong emotions. We are so thankful to have had this opportunity and believe it has set our staff on a positive path to healing.”

—Mrs. Lisa M. Downard, Principal, Oak Ridge Schools



# EVENTS



## Old Ringgold Supportive Housing Beds Expansion

The McNabb center celebrated the expansion of our **supported housing** in Chattanooga. The addition of these four beds brings the total number of supported living beds to 64 for the area of Chattanooga.

The McNabb Center’s supported living services seek to provide permanent, safe, affordable housing to adults who are homeless and are experiencing symptoms of a mental illness.

This expansion is possible due to the financial support from the Tennessee Department of Mental Health and Substance Abuse Services grant, Creating Affordable Housing, an expansion of the Creating Homes Initiative.



## Genoa Healthcare Pharmacy in Blount County

The McNabb Center and Genoa Healthcare celebrated the opening of the new **Genoa Healthcare Pharmacy** located inside the McNabb Center’s Blount County Clinic on East Broadway.



## Blount County Recovery Housing Dedication

The McNabb Center celebrated the opening of a **new women’s recovery home** in Blount County. The 10-bed house is a safe, healthy and sober living environment where women have access to the aftercare they need to maintain a successful recovery from substance use disorder and transition back into the community. The home was dedicated in honor of Richard and Joni Maples, longtime supporters of the McNabb Center.



## COMING 2025

## The McNabb Center Breaks Ground on New Knox Women’s Recovery Campus

This **innovative residential complex** will feature transitional and recovery housing units, group spaces, office space and a playground. Our goal is to provide a safe, healthy environment where women can heal and recover while learning essential skills for safety and independence.



# AWARDS

## Crisis Services Excellence Award

**The McNabb Center** won the Crisis Services Excellence Award for our Comprehensive Crisis Continuum at the Tennessee Statewide Crisis Services & Suicide Prevention Conference hosted by Tennessee Department of Mental Health and Substance Abuse Services.

Many of these programs are first of their kind in the state and meet the needs of East Tennesseans experiencing a mental health emergency.

Serving children and adults, McNabb's Continuum includes:

- Family Walk-In Center
- Children's Crisis Stabilization Unit (CCSU)
- Mobile Crisis Unit (MCU) Expansion and Specialization
- Adult Crisis Stabilization Unit East & Upper East Tennessee
- Co-Response
- Behavioral Health Urgent Care Center (BHUCC)



## UTK Alumni Awards

**Mona Blanton-Kitts** was recognized at the UTK Alumni Awards Gala. The Alumni Professional Achievement Award recognizes alumni who have a record of notable career accomplishments and a history of outstanding contributions to their profession. The award is presented to acknowledge their success which brings honor and credit to The University of Tennessee.



## Instructor of the Year

**Shea Hightower** was awarded UTK College of Social Work Field Instructor of the Year.

## Hope Ambassador

**Rachel Loveday**, Centerpointe clinical services coordinator, was honored as a Hope Ambassador for the Rx and Illicit Drug Summit. The Hope Ambassadors program highlights stories of recovery from individuals with personal experience and those who have impacted the journey of others.

## Phil Acord Award

**Janet Jenkins**, Vice President of Organizational Culture & Advancement, received the Tennessee Alliance for Children and Families Annual Phil Acord Award. Over two decades, Janet has helped transform the McNabb Center's Foster Care program, helping 235 children find forever homes and securing nearly \$15 million for vital programs. Her statewide advocacy and innovative initiatives have left an impactful mark on the community.



Clockwise from top: McNabb Center staff accept Crisis Services Excellence Award, Shea Hightower, Janet Jenkins, Rachel Loveday, and Mona Blanton-Kitts.





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