

ANNUAL SERVICES REPORT | 2024 - 2025



McNabb
Center

DEDICATION

DAVID AND NEIL GOODSON

Volunteerism from the Heart

“The Center is not just mental health or addiction services—it’s housing, crisis services, children’s programs, domestic violence support and so much more,” said David Goodson explaining what he wants everyone to know about the McNabb Center. David became an advocate for the Center almost 30 years ago when he learned about the important role that it plays in the Knoxville area.

David has become more connected to the Center throughout the years with his primary focus serving on fundraising and event committees, such as Clayfest, the annual Spirit Award banquet, and most recently, the Family Walk-In Clinic. “We became more involved in the mission of the Center and Centerpointe, a 28-day program for individuals struggling with drug misuse,” shared David. Together with longtime friend Dan Standish, David has been instrumental in funding some of the improvements to the Centerpointe building. The substance use treatment center is currently undergoing renovations that will increase its services to help additional clients.

Because of David’s activity with the McNabb Center, his son, Neil Goodson, began supporting Center programs too. “After touring the Centerpointe facility, I was taken back by the number of people needing help. It speaks to the importance of the McNabb Center providing those addiction and detox services as well as other mental health services in our community,” said Neil.

Neil has also been part of planning fundraising events such as Sunset Shenanigans. “It’s a really unique, fun event and I think it is great exposure for the McNabb Center,” he added.

“The most rewarding part has been seeing how lives are truly changed. Hearing the stories of those who’ve come through the Center—who have rebuilt their lives and found stability—makes you realize how much impact this organization has,” said David. Having seen the real, direct effects in the community from Center staff members and knowing that drug misuse crosses all socio-economical divides, the Goodsons established the “Ben Goodson Gratitude Fund” which provides funding to support Center services. “As a society we have a moral imperative to take care of

those who can’t take care of themselves,” stated David.

David has been part of other non-profit organizations and public service work in the community for years, “but at the end of the day, the McNabb Center is where our heart is and where we really want to spend our resources and our time,” said David. “It’s touched our hearts in so many ways.”

Other organizations David has given his time and talents to are the Holston Foundation, Scenic Knoxville Board, as well as being a member of the Trinity

Healthcare Board and a United Way committee member.

The Goodsons continue to share the work that the Center has made in the lives of others, and they encourage others to know that “even a small donation can change the course of someone’s life.” We are honored to dedicate the 2024-2025 McNabb Center Annual Services Report to David and Neil Goodson.



DAVID GOODSON AND NEIL GOODSON

Photo by Charles Brooks



AWARDS & HONORS

McNabb Center

Disaster Management Excellence Award ¹¹.

TN Dept of Mental Health & Substance Abuse Services

East Tennessee Wellness Roundtable Gold Award ¹³.

Knox County

Field Agency Award ⁶.

UTK College of Social Work

Rocky Top Business Award ⁵.

UTK

Top 50 Most Generous Workplaces ⁷.

United Way of Blount County

McNabb Center (Hamilton County)

Dr. Carol B. Berz Family Justice Center

Advancing Advocacy Award ¹².

Jill Barnes

Human Resources Professional of the Year ⁹.

Tennessee Valley Human Resource Association

Carrie Bailey

Tennessee State Forensic Nurse of the Year ⁴.

Tennessee Chapter of the International Association of Forensic Nurses

Mona Blanton-Kitts

Executive Women's Association

Leadership Tennessee Class XII ⁵.

Paula Hudson

2024 TAMHO Distinguished Service Award ¹⁰.

Amye Maffei

MSSW Field Instructor of the Year ¹.

UTK College of Social Work

Steve McAmis

Rising Star Award ².

UTK College of Social Work

Lindsay Riggs

Volunteer Leadership Award ¹⁴.

TAMHO

Cindy Starr

Creativity and Innovation Award ³.

Evidence-Based Home Visiting Summit

Sara Scott

Excellent Promotion and Training of PCIT in Tennessee Award ⁸.

Centers of Excellence for Children in State Custody



From top: 1. Amye Maffei, 2. Steve McAmis, 3. Cindy Starr, 4. Carrie Bailey, 5. Mona Blanton-Kitts, 6. McNabb Center staff accept UTK College of Social Work Field Agency of the Year Award, 7. McNabb Center staff in Blount County accept United Way - Top 50 Most Generous Workplaces, 8. Sara Scott, 9. Jill Barnes, 10. Paula Hudson, 11. McNabb Center staff accept Disaster Management Excellence Award, 12. McNabb Center staff in Hamilton County accept Advancing Advocacy Award, 13. McNabb HR staff accept East Tennessee Wellness Roundtable Gold Award and 14. Lindsay Riggs.





LETTER FROM THE CEO

Resilience, Service and Community

In the past year, the McNabb Center has continued to live out its mission of “improving the lives of the people we serve.” Across East Tennessee, our staff has shown remarkable resilience, service and dedication to the community; meeting growing needs with innovation, expertise and heart.

One of the most significant developments this year has been the continued expansion of the Co-Response Program. As communities across the nation search for better ways to respond to the behavioral health crisis, the McNabb Center remains proud to be part of the solution here in East Tennessee. In 2025, we expanded our program by adding two additional crisis response teams bringing the total to six teams. Each team includes a master’s level clinician and a specialty-trained police officer. These teams are helping ensure that people experiencing mental health crises receive care, stabilization and connection to services. Individuals are given immediate support when it matters the most rather than unnecessary involvement with emergency departments or the justice system.

Our commitment to community was also evident in the way our staff responded during Hurricane Helene disaster relief efforts. Time and again, our team members demonstrate that service is not just what we do, it is who we are. Many stepped forward to support response efforts by providing resources, assistance and compassionate care to those impacted. We are incredibly proud of the staff who volunteered their time and expertise to help our neighbors during this challenging time.

This year also marks an important milestone for the Emergency Psychiatric Assessment, Treatment and Healing (EmPATH) unit, which

continues to transform how behavioral health emergencies are addressed in our region. In its first year of operation, the EmPATH unit served 1,733 individuals, offering a therapeutic, patient-centered alternative to traditional emergency department care. By providing rapid access to behavioral health treatment in a calming environment, this program is helping individuals stabilize more quickly while reducing the strain on local hospitals and emergency services.

The spirit of generosity in our community was on full display through the continued growth of our Dear Santa program. Thanks to the incredible support of partners and volunteers, and a remarkable toy donation this year, we were able to expand the program and bring joy to even more children and families during the holiday season.

These accomplishments reflect the strength of our staff, the generosity of our community and the power of collaboration. As behavioral health needs continue to rise nationwide, we remain steadfast in expanding access through compassionate, evidence-based care. We are grateful for the individuals and families who trust us with their mental health care every day and the dedicated staff who choose to join us in fulfilling the mission and vision of Mrs. Helen Ross McNabb.

Together, we are building a future filled with 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 PAULASKAS
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 2025

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:

- Appalachian Regional Commission
- TN Dept. of Children's Services
- TN Dept. of Education
- TN Dept. of Finance & Administration Office of Criminal Justice Programs
- TN Dept. of Health
- TN Dept. of Human Services
- TN Dept. of Mental Health & Substance Abuse Services
- TN Division of TennCare
- TN Opioid Abatement Council
- TN Treasury Dept.
- US Board of Probation & Parole
- US 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 - TN Dept. of Finance & Administration Office of Criminal Justice Programs
- US Dept. of Treasury

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

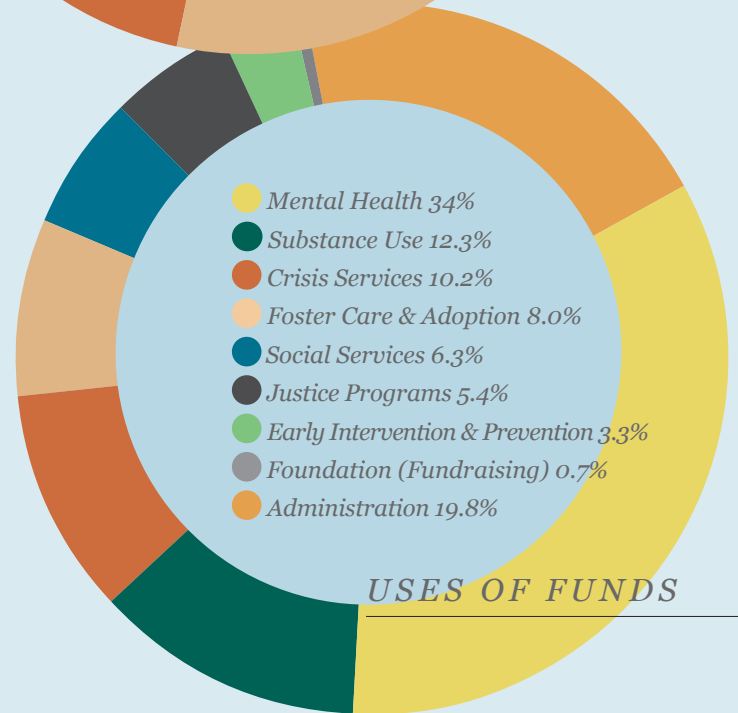
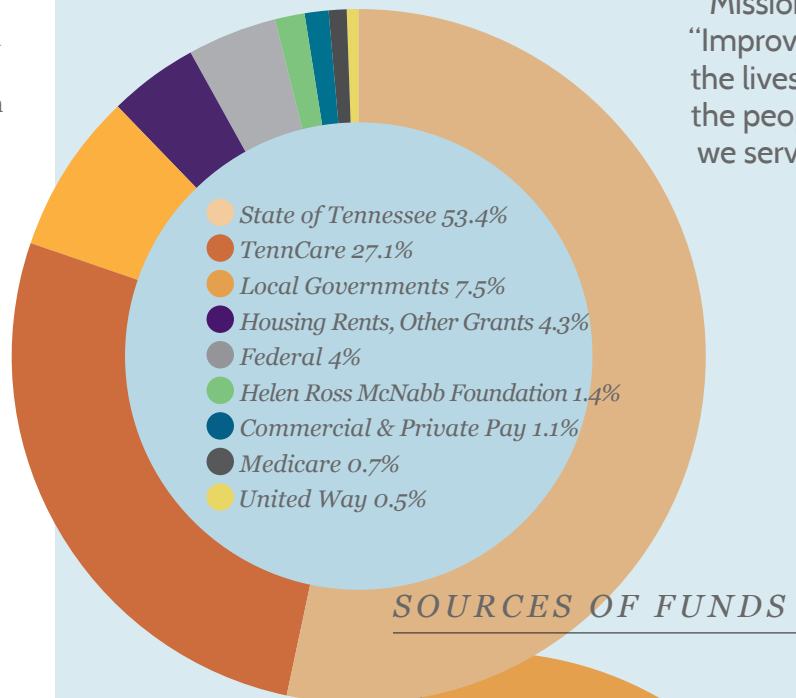
- | | |
|--------------------|---------------------------------|
| Blount Co. | Hamilton Co. |
| Blount Co. Schools | Jefferson Co. 911 |
| Campbell Co. | Knox Co. |
| City of Alcoa | Knox Co. City of Knoxville E911 |
| City of Knoxville | Knox Co. Schools |
| City of Maryville | Knox Co. Sheriff's Department |
| City of Morristown | Knoxville Police Department |
| City of Oak Ridge | Lenoir City |
| Claiborne Co. | Maryville City Schools |
| Cocke Co. | Morristown Chamber of Commerce |
| Hamblen Co. | Sevier Co. |

Other sources of revenue include:

- | | |
|-------------------------------|-----------------------------------|
| Client Service Fees | United Way of Blount Co. |
| Commercial Insurance | United Way of Greater Chattanooga |
| Helen Ross McNabb Foundation | United Way of Greater Knoxville |
| Local Hospitals | United Way of Hamblen Co. |
| Local Universities & Colleges | 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 |
| United Way of Anderson Co. | |

1

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



*The following information displays the Center's unaudited revenue and expenses for fiscal year 2025 (July 1, 2024 – June 30, 2025).

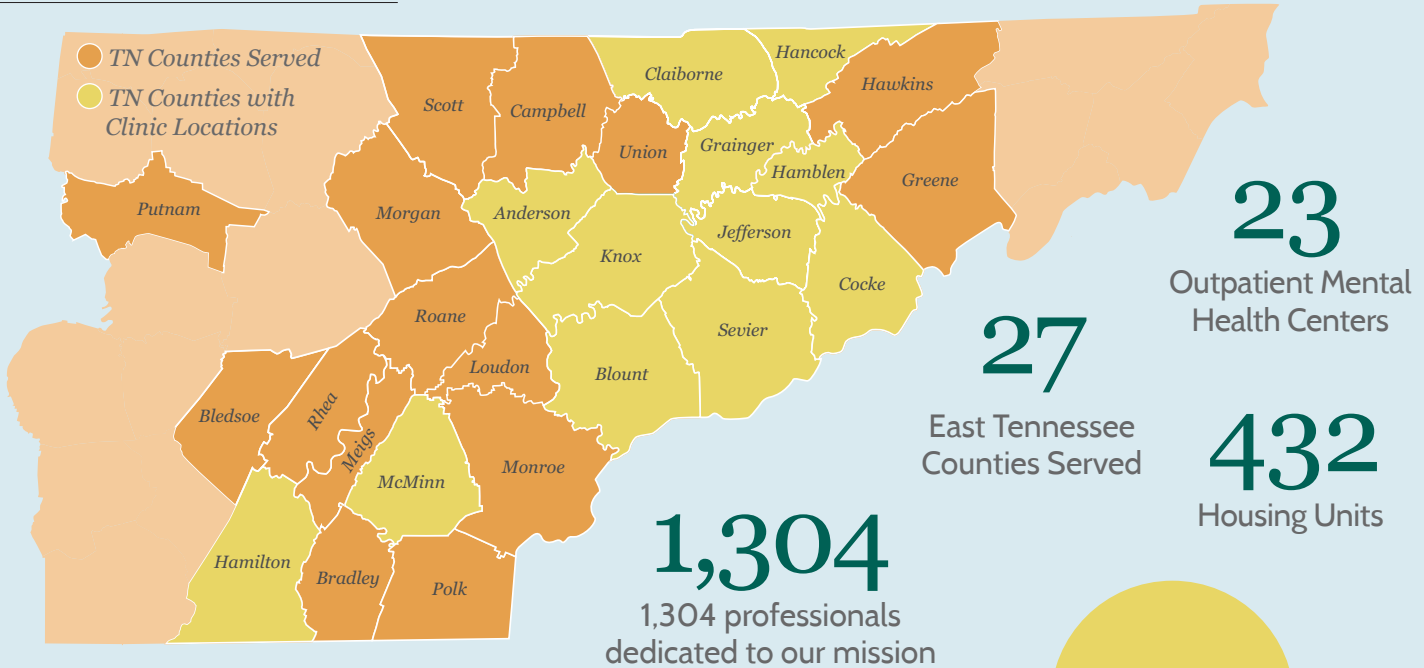


SERVICE NUMBERS



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.

COUNTIES SERVED



1,473
 This past year, 1,473 volunteers contributed **45,808** service hours



52,792
 More than 52,792 children and adults served

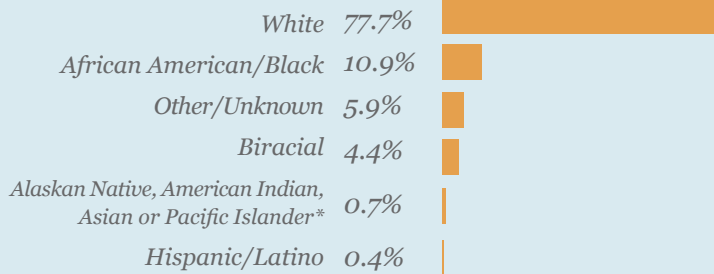
Estimate excludes some grant-based programs, like DCS programming

53.5% Female

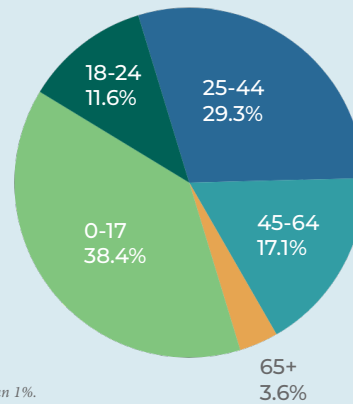
46.5% Male

GENDER

RACE



*Alaskan Native = Less Than 1%, American Indian = Less Than 1% and Asian or Pacific Islander = Less Than 1%.



0-17 38.4%
 18-24 11.6%
 25-44 29.3%
 45-64 17.1%
 65+ 3.6%

Less than 1% unknown.

AGE



ABOUT THE CENTER



BOARD OF DIRECTORS 2024-2025

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, Mr. Robbie Arrington, Dr. Rebecca Ashford (chair-elect), Ms. Eden McNabb Bishop, Dr. Amy Cathey, Mrs. Missy Drinnon, Dr. Jerry Epps (chair); middle row, l-r: Mr. David Hall (at-large), Mr. George Kershaw (past chair), Mr. Randy Miller, Mr. Brian Rauch, Ms. Cheryl Rice (secretary), Mr. David Roddy, Ms. Cindy Sexton; bottom row, l-r: Ms. Laura Shamiyeh, Mr. Mitch Steenrod (treasurer), Mrs. Traci Topham, Mr. Carl Van Hoozier, Mr. Clarence Vaughn, Mr. Mickey Wade and Mr. David Wedekind.

Special thanks

to the Marketing and Public Relations Committee: Wade Ewers, David Roddy, Laura Shamiyeh, Cindy Sexton, Claire Speight and Traci Topham.



DISASTER RESPONSE

In September 2024, Hurricane Helene caused severe flooding in Coker County, and communities like Newport, Del Rio and Hartford were heavily impacted. Roads became impassable, and many residents were displaced or trapped. The McNabb Center is located within the flood zone, and although the area was evacuated, the Center remained open to continue to serve its clients.

In the aftermath of Helene, 28% more individuals sought mental health services in December 2024 than in December 2023. The McNabb Center's established relationships with local organizations—such as government agencies, schools, law enforcement, nonprofits, faith-based groups and community leaders—provided a solid foundation for rapid mobilization and effective service delivery during this critical time. Leveraging existing partnerships and community resources was crucial to expand the reach, enhance coordination and improve response and recovery for Coker County.

HOW DID THE CENTER RESPOND?

The CCP team began door-to-door outreach to assist and provide support directly to a group of more than 300 individuals who were affected by

the flooding. Of those 300, the McNabb Center continued working closely with approximately 165 individuals to build rapport and provide support and resources.

McNabb staff members helped in various ways. Staff members provided tractors to help clear driveways and barns, assisted individuals with packing and unpacking their belongings, visited displaced survivors in assisted living facilities, helped with resources for medication funds, painted homes, put tarps over campers, gathered clothes and hand delivered food, cleaning supplies, water and toiletries. McNabb staff collaborated with local shelters and animal clinics for donations for survivors with pets. Staff bathed puppies, found washers and dryers, refrigerators, heaters, air conditioners, generators, tools and supplies. They located resources for living room and bedroom furniture, which they picked up and delivered to individual's homes.

During a crisis, response time matters. The McNabb Center stepped in to make sure families affected by Hurricane Helene had the support they needed fast.



72
Children displaced



192
Homes were at total loss



Schools
Closed for weeks



Downtown
Businesses were flooded, including the jail



Power
Services disrupted



Water
Services disrupted



Internet
Services disrupted



EMPATH - A YEAR IN REVIEW

Rebecca's family brought her to EmPATH because of her increased symptoms of depression and suicidal thoughts. She shared numerous possible causes including the recent death of a family member, unresolved childhood trauma and overwhelming feelings of hopelessness. EmPATH staff spoke with her family to gather additional information as well as provide support and education for them. Immediately at EmPATH, she met with a prescriber who started her on medication for depression. She was able to talk with the staff about her feelings and start the process of healing that day. Once stabilized, she and the staff worked to create a plan with specific steps for treatment after discharge so she could continue to move forward successfully.

Two months after leaving EmPATH, the staff received a letter from Rebecca.

“Thank you for your unwavering empathy, kindness and support during one of the roughest periods in my life. When talking with the staff, I felt like I was a priority. EmPATH is truly the perfect name for this place. I am now on the path to healing, thanks to your empathy.”

—Rebecca

1,733

Admissions
(FY25)

95%

Not referred to
Emergency Department
or Inpatient

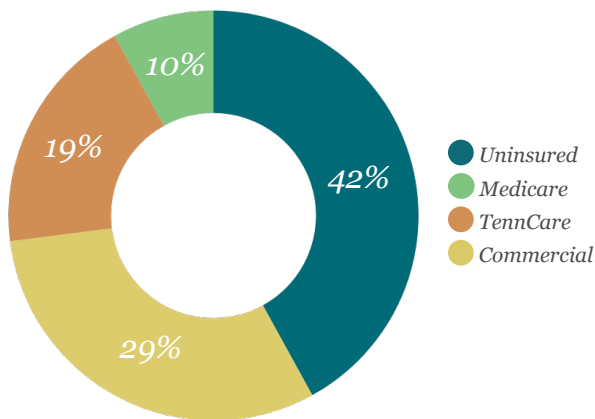
COUNTY OF RESIDENCE

- 71% *Knox County*
- 19% *Other*
- 6% *Blount County*
- 4% *Anderson County*

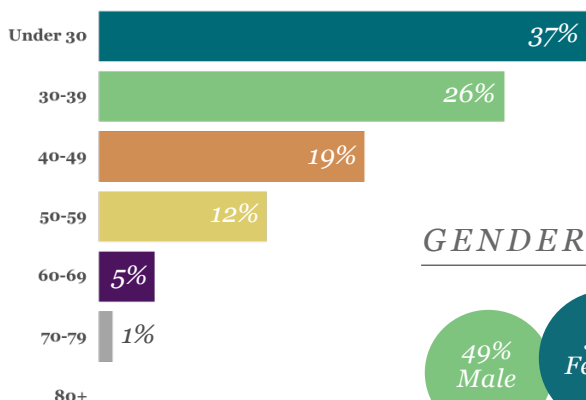
PRIMARY PRESENTING SYMPTOMS

- 43% *Suicidal Ideation*
- 31% *Psychosis*
- 15% *Agitation*
- 13% *Mania*

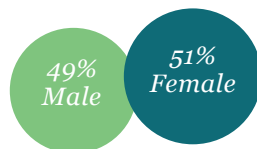
INSURANCE TYPE



AGES SERVED



GENDER



Left to Right: Travis Pyle, Dr. Scott Zoller and Candace Allen.

Clinical Vice President Candace Allen and Medical Director Travis Pyle represented the McNabb Center at the inaugural EmPATH Summit 2025 in Irving, Texas, joining leaders working to advance emergency psychiatric care nationwide.

Candace also met with Dr. Scott Zeller, creator of the EmPATH model, which is transforming psychiatric emergency treatment across the country.

The McNabb Center is proud to have opened Tennessee's first EmPATH Unit, continuing its commitment to innovative, compassionate mental health care.



CO-RESPONSE

CO-RESPONSE PROGRAM EXPANSION

Immediate first response to individuals in crisis

The McNabb Center's Co-Response Program is a partnership between the Center and the Knoxville Police Department. With the shared goal of diverting individuals from the criminal justice system and connecting them to appropriate care, McNabb Center master's-level clinicians ride alongside Crisis Intervention Team trained KPD officers to respond to behavioral health emergencies in Knoxville. The McNabb Center's first and only Co-Response Team took its first call on October 13, 2020. After a successful first year, three teams were added to the program in 2021. In 2025, it expanded again to a total of six teams. Of the 1,036 calls received, below is the information for those calls:

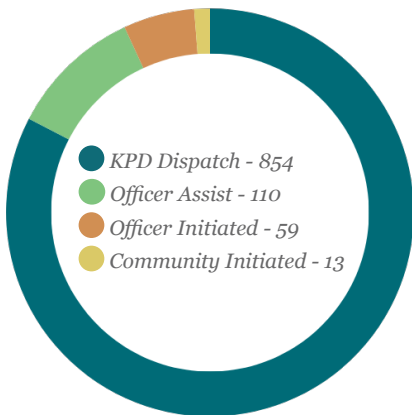
1,036

Number of Calls
(FY25)

1,757

Number of Follow-Ups
(FY25)

HOW CALL WAS INITIATED

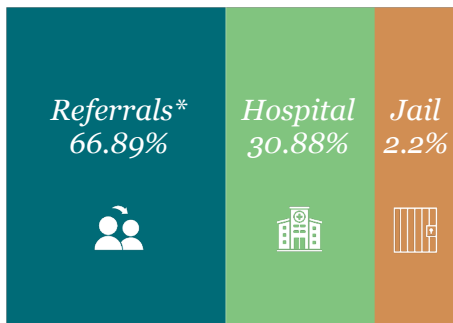


50.25 MIN
Average Length of
Time on Call



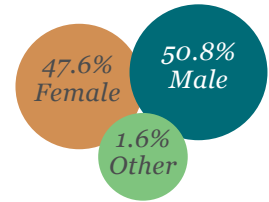
38.81 YRS
Average Age of
Individual Served

DISPOSITION OF CALLS

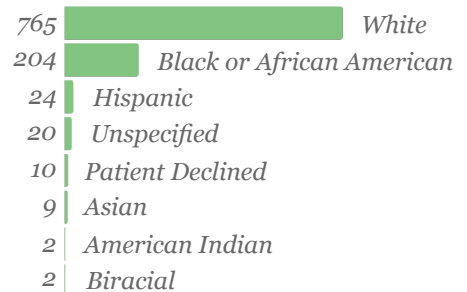


* Admissions to community crisis programming & connections to behavioral health services

GENDER



RACE



WHAT IS CRISIS INTERVENTION TEAM TRAINING?

CIT trained officers undergo 40 hours of intensive training, which helps them identify mental health resources to assist people in crisis. The training connects officers with mental health professionals and other community agencies to create a team that can provide support when a challenging situation occurs. In addition, officers learn verbal de-escalation skills and experience scenario-based training on responding to crises. Since the McNabb Center started coordinating CIT training in 2012, approximately 1,500 officers have graduated and have been using their intervention skills in the field.



DEAR SANTA

Through the McNabb Center’s Dear Santa program, donors fulfill Christmas wish lists for children who are clients of the McNabb Center and their siblings. The Dear Santa program is supported by businesses, organizations and individual donors who sponsor children, host toy drives and volunteer their time.

WHY DEAR SANTA MAKES A DIFFERENCE...

A single mother of six children was deciding between paying her rent or buying Christmas presents for her kids. She was able to pay her living expenses and her kids all had several presents each!

A family experiencing hardship with a mom working multiple jobs and taking care of her own mom was given dignity for her and her children. All four of her kids received a tablet and much-needed clothing.



Pictured: McNabb Center staff and volunteers working together to ensure children in the Dear Santa program has their Christmas wishes fulfilled.

928

Community Sponsors

1,941

Toys were donated through locally sponsored toy drives, donations, and the Christmas in July Toy Drive which served a total of 1,252 children.

12,000

Toys were donated from Global Empowerment Mission

3,517

Individual clients were served through the Dear Santa program and community sponsored gifts this holiday season.

GROUND BREAKING



Blount County Transition Campus Groundbreaking

The Center broke ground on the Blount County Transition Campus on February 21st in Maryville. The campus will be an all-in-one accessible campus using a multi-disciplined approach to provide mental health, substance use and social services to incarcerated individuals with co-occurring disorders. The campus will consist of six buildings to house 62 individuals at a time and will provide a full range of services so every person can transition successfully into the community.

Pictured from left to right: Blount County Mayor Ed Mitchell; CARES Committee member Rick Carver, Blount County Commissioner John Giles, McNabb Center CEO Mona Blanton-Kitts, Tennessee Dept. of Mental Health and Substance Abuse Services Commissioner Marie Williams, Blount County Mayor Ed Mitchell, Blount County Rep. Jerome Moon, Blount County Rep. Tom Stinnett, Blount County Commissioner Jared Anderson and McNabb Center Senior Director of Blount County Services Shannon Dow; and McNabb Center CEO Mona Blanton-Kitts and TDMHSAS Commissioner Marie Williams.





McNabb Center

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