



Southwestern Behavioral Healthcare, Inc.

Improving Lives Together



ANNUAL REPORT

Fiscal Year 23

It was a year marked with mountains to climb, frustrating obstacles, tests of patience, and building team resiliency. As we moved out of the pandemic to endemic phase, we created our new normal, rhythm, and work processes to meet the ever-growing needs of our community. Access to care is more important than ever with the contrary barriers of workforce shortages and administrative burdens. Our purpose of “Improving Lives Together” was pivotal as we overcame many challenges to get back to a renewed focus on what matters most, our community.

The partnership with our community has been one of the highlights of the year, specifically our work with Evansville Police Department, Vanderburgh County Sheriff’s Office, our local hospitals, and other social service agencies, to create and enhance the continuum of care for those in crisis. This year we celebrated one (1) year of our Crisis Stabilization Unit and Mobile Crisis Team in full operation.

A new partnership with DCS began with the Family Preservation program, striving to assist families to create safe places with the goal of continued home placement. The Neurodevelopmental Center of Southwestern Indiana opened as a collaborative effort with Easterseals Rehabilitation Center providing a trauma informed multidisciplinary clinic for youth with the most complex needs of both mental health concerns and intellectual/developmental disabilities. Our project advisory council sought input from our local school corporations, primary care providers, hospitals, and family advocates to create the first family-focused center that promises care coordination within three days of referral, and for as long as needed. These community efforts exponentially increase the quality and availability of services that are so desperately needed.

We are reminded of our strength as we continue our journey toward state Certified Community Behavioral Health Clinic (CCBHC) designation. Why is this important? The CCBHC model allows us to serve our community with a focus on health equity, providing services that are needed, when it is needed, and mitigates workforce issues by putting us in a financial position to offer competitive salaries and benefits for our valued employees.

A big thank you to our staff who make the impossible possible every day, our leaders who are building and maintaining high performing resilient teams, and to our community that trusts us to continue to lead these efforts collaboratively while we are “Improving Lives Together.”



KATY ADAMS
President and CEO

FY23 extended and deepened the process improvement projects established the previous year and welcomed several new initiatives to better meet community need.

We continued making improvements to the electronic health record, trained our second and much larger group of psychiatric residents in outpatient practice, supported the development of crisis services, standardized and stabilized communication patterns within the agency, improved outward facing paperwork processes (for releasing information, FMLA, delegation of authority to make medical decisions, and disability verification inquiries), and integrated our offerings with the work of community partners (three local hospitals, the police and judicial system, local advocacy organizations, etc.).

We also started a number of new initiatives to better meet provider and community need: we launched a very well-regarded, regular training program for the University of Southern Indiana’s Nurse Practitioner students and University of Evansville’s Physician Assistant students; we implemented an internal training program to keep our providers current; and we opened a whole new treatment clinic for kids with dual diagnoses (developmental disabilities & psychiatric disorders).



DR. SHANNON JONES
Chief Medical Officer



OUR *Leadership*

Directors

- Katy Adams, LCSW, LCAC
President and CEO
- Elizabeth Arnold, LCSW
Director of Adult Services
- Cedralia Ellis, LCSW
Director of Community Support Services
- Elizabeth Fallen, LCSW
Director of Child and Family Services
- Kevin Groves, LCSW, LAC
Director of Addiction Services
- Dr. Shannon Jones
Chief Medical Officer
- Lisa Withrow, LCSW, LCAC
Director of Innovative Practices

Board of Directors

Ann White, Chairman
David Shaw, Vice Chairman
Diane Arneson, Treasurer
Jan Stamps, Secretary

Roxanne Berendes
Brittany Griggs
Sylvia Groves
Heather Hertel
Keith Omer
Mario Reid
Bonnie Rinks

Cindy Scheller
Gary Schutte
Les Shively
Annie Sills
Penny Tepe
Brayann Webber



SERVICE *Statistics*



576

Youth Served in Schools

912
clients served

544 clients served

391
Same Day Appointments

Total Clients Served

7,663

1,221
clients served

4,752
clients served

34
out of 92
Indiana
Counties
Served



“Alone we can do so little, together we can do so much.”
~ Helen Keller

PROGRAM *Highlights*

Forensic Services

Southwestern Behavioral Healthcare staff continues to provide an array of services within both the jail and court system. This includes our Jail Based Competency Restoration Program (JBCR), Mental Health Court, and working with the justice system through various other courts to address the mental health needs of those involved in the legal system.

Our JBCR Program saw an over **25% increase** in referrals during FY23. For those approved for the Program, over 50% of participants were able to be restored to competency in the jail setting. This accelerated access to treatment allowed them to spend less time incarcerated and eliminated the need to transfer them to a State Psychiatric Hospital. Southwestern Behavioral Healthcare staff continues to function as an integral member of the Mental Health Court, completing pre-admission evaluations and ongoing Case management to program participants. Forensic staff also work with various other local courts to provide evaluations and treatment recommendations for offenders. This supports a judge’s decision to develop sentencing that can include a strong treatment component versus a sanctions-only approach.



Addiction Services

One of the many projects our addiction services team worked on this year was reimagining a new comprehensive addiction services brochure that was inclusive of all addiction services being offered in our four counties. This brochure has already been reprinted twice as they are heavily distributed throughout the community.

Stepping Forward for Women (SFW)

Since 2018, Stepping Forward for Women, an ASAM 3.1 clinically managed low intensity residential treatment program for up to 10 women, has provided 24-hour support and group, individual and family therapy, case management, group and individual skills training, psychoeducational classes, and peer recovery services.

Here’s just one of many successes of this program:

“Recently, a client who was pregnant, using Fentanyl, on parole and facing prison time came to SFW for long term treatment. She not only successfully completed the program, but finished early before she gave birth to a healthy, and her first, baby. After birth, our staff utilized community partners to help prepare her for parenthood and she is now attending our Parenting in Recovery Group.”

Our Service Locations:

Stepping Stone/Stepping Forward
4001 John St.
Evansville, IN 47714
812.472.3144

Spear Building
415 Mulberry St.
Evansville, IN 47713
812.423.7791

Level Center
410 Mulberry St.
Evansville, IN 47713
812.436.4243

Gibson County Office
320 S. Fifth Ave., Princeton
812.385.5275

Warrick County Office
315 S. Third St., Boonville
812.897.4776

Posey County Office
309 N Sawmill St., Mt. Vernon
812.838.6558

CONNECT WITH US: **ADDICTION**
Services



View the entire brochure here



“Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.”
~Margaret Mead

PROGRAM *Highlights*

Open Access

The first step toward treatment at Southwestern Behavioral Healthcare is to schedule an assessment. Once an assessment is complete, a treatment plan is developed and the client then chooses whether or not to engage in services. To focus on efficiency in better serving our clients, SBH has been providing Open Access services since January of 2021 and in FY23 we were able to offer **536 same day Comprehensive Assessments** to the clients seeking services. We had an average show rate for Open Access of 86% over the last fiscal year and we were at 85% capacity for these appointments.

Currently, we have 7-10 therapists that make Open Access happen in the community. It is a huge collaborative effort from all of our outpatient clinic sites and we are excited to be able to offer this service five days a week. Open Access is just the beginning of what is to come for mental health care service delivery as we continue to develop better ways to deliver and meet the needs of our community.

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

Child and Family Services

Our Child and Family services program continues to experience lots of growth and expansion each year to meet the ongoing needs of youth and their families. Here are some of their many accomplishments:

- Expanded our contract with DCS and we are now providing Family Preservation Services in both Vanderburgh and Warrick counties. Family Preservation is an intensive program that focuses on child safety, and referrals from DCS involve families who have had a substantiated incident of abuse and/or neglect. The goal of Family Preservation is to maintain children in their home by providing the family with strength-based, family-driven interventions based on their needs. We took our first referral in January of 2023 and by the end of June we had received **26 referrals**.
- Expanded our High Fidelity Wraparound Program by hiring additional staff, which increased our capacity to partner with **61 families**. The WRAP team had multiple successful partnerships this last year with the successful **graduation of 18 families** (most WRAP families stay in the program for at least a year due to their high acuity).
- C&F team participated in a Rapid Improvement event focused on improving access to services. Significant changes were implemented and in 6 months, the wait time between inquiry to first appointment was **reduced from over 60 days to under 14 days**.
- School-based team increased the number of non-school days in which they are **offering programming for children over holiday breaks**. Children benefit from the structure and skills activities on days they are not in school.



NEW Initiatives

Rescue Mission Partnership

Assertive Community Treatment (ACT) staff spearheaded efforts to expand access to services this year through the development of our new Evansville Rescue Mission partnership. Given that unhoused individuals face significant barriers to accessing reliable transportation, we sought to eliminate this obstacle entirely by bringing services directly to those in need, beginning with the intake process. Our staff have been intentional about establishing strong rapport with peer leaders within the Mission to dispel any fears or apprehensions referred individuals might have about addressing their mental health.



Thanks to 14 News we have some great media coverage to share. Scan the QR code to watch!

We are proud to share that we have touched the lives of approximately **40 men**. Although not all of these men ultimately receive ACT services, we are appreciative of the role we have been allowed to play in shepherding them toward the services most appropriate to meet their needs.

Neurodevelopmental Center of Southwestern Indiana (NDC)

In January 2023, we partnered with Easterseals Rehabilitation Center to provide the **first integrated outpatient neurodevelopmental center** that offers a multidisciplinary treatment approach for youth and families with complex problems related to both mental health and intellectual/developmental disorders.

SBH provides:

- care coordination
- psychiatric assessment
- medication monitoring
- mental health therapies
- ongoing skills training
- case management

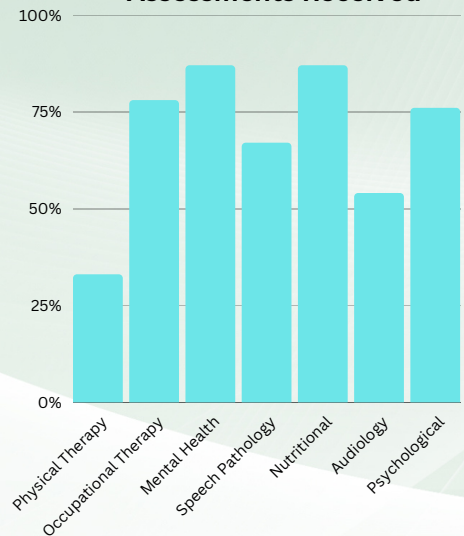
Easterseals Rehabilitation provides:

- speech therapy
- occupational therapy
- psychological testing
- nutritional assessment/counseling
- audiological evaluation
- physical therapy

Satisfaction Results

- 100% agree** to the statement that the treatment plan is accounting for the complexity of the child's needs
- 100% agree** that they would recommend the NDC to another family
- 100% agree** that they were satisfied with the services their child received
- 72% of families report** (after 90 days) that their child appears to be functioning better at home since beginning services
- 100% of caregivers agree** that they have become more confident in their ability to address their child's needs

Assessments Received



This multidisciplinary team approach assures that all providers are aligned in the care plan, and the family only needs to express their concerns, their story, once. The goal of this clinic is to reduce barriers to care for these complex families by **reducing wait for multidisciplinary assessment from around 18 months to 30 days**. In the first month of operation, **128 families** were referred for services and were contacted within 1.53 business days by a care coordinator to begin a needs assessment and assist with any resource needs. Those referred for the multidisciplinary assessment are participating in that assessment on average 30.70 days after this referral.



NEW Initiatives

Decreasing Health Disparities and Improving Health Equity

In FY23, Southwestern Behavioral Healthcare made numerous, successful strides in the area of health equity which include:

- **Integration of telehealth** for clients that live in rural areas or have transportation challenges.
- Offering **community-based services** when appropriate, which includes visits provided in homes, schools, or other settings close to home.
- Providing flexible, convenient, even mobile, if needed, **Primary Care services** for those with serious mental illness (SMI) that have significant chronic health conditions. Those with SMI die 20 years earlier due to not addressing these comorbidities.

What's to come? In FY24, we will be engaging community stakeholders through a Community Needs Assessment performed by Diehl Consulting. These findings will result in a **community driven behavioral health equity action plan** that will be announced in several formats publicly.



Zero Suicide Initiative

Assessing for the risk of suicide ideation among our clients is, and will always be, a high clinical priority.

Some may ask, "What is Zero Suicide?" Zero Suicide is a way to improve suicide care within health and behavioral health systems. The foundational belief of Zero Suicide is that suicide deaths for individuals under the care of health and behavioral health systems are preventable. For systems dedicated to improving patient safety, Zero Suicide presents an aspirational challenge and practical framework for system-wide transformation toward safer suicide care.

To ensure that all staff are trained and equipped to best support our clients' needs, Lisa Withrow, Charlotte Critchfield and Jamie Childers have been selected as leads on this project. In addition, Charlotte earned an instructor certification in Assessing and Managing Suicide Risk (AMSR) from the ZERO Suicide Institute where she now teaches this module, along with de-escalation and duty to warn.

100% of staff have been trained in either Question, Persuade and Refer (QPR) for non-clinical or AMSR for clinical. New hires receive training within the first few months of onboarding.



ZERO Suicide
INSTITUTE



DEE Committee

Diversity, Equity and Engagement

In response to feedback from our first company wide Climate Assessment, the Climate Assessment Subcommittee collaborated with Southwestern Behavioral Healthcare leadership, the Cultural Humility Subcommittee, and the Celebration of Diversity and Cultural Heritage Subcommittee to implement our first New Hire Employee Engagement Event. We aim to set the tone for new hires by offering employees an opportunity to explore the role their values play in decision-making, to identify their preferred styles of expressing and receiving appreciation, and to hear members of the leadership team share advice and truths learned over the course of their professional development.

Our hope is to lay important groundwork for new hires by demonstrating that our company culture functions in alignment with our core values of community, excellence, and integrity. We believe investing in new employees in this way is important, because when we feel an emotional connection to the mission of our work, we are better equipped to provide the impactful services our client populations need and deserve.



Southwestern Behavioral Healthcare

AT SOUTHWESTERN BEHAVIORAL HEALTHCARE, INC., our mission is to improve lives together for the child, the teen, our employees, and the community at large. Southwestern is proud to have recently celebrated 50 years of commitment to high-quality, affordable mental health care for all.

In February 2023, Southwestern Behavioral Healthcare's Diversity, Equity, and Engagement (D.E.E.) Committee, under the leadership of President/CEO Kelly Adams, was honored to be named a finalist for the 2023 Celebration of Leadership Leadership Division award.

D.E.E. understands that we must be intentional about keeping pace with the ever-changing needs of our community. D.E.E. develops and implements strategies rooted in the spirit of cultural humility to ensure that all employees feel supported by identity, acknowledgment, and address the barriers stemming from unique lived experiences, and equity (D.E.E.), and we implement our D.E.E. 50 Challenge shortly after our inception as a way of providing quality, accessible ways of expressing their allyship. D.E.E. routinely hosts live panel discussions, educational cultural diversity and heritage, and employee engagement activities throughout the year.

Southwestern Behavioral Healthcare is committed to providing the highest quality care to our staff, clients, and community partners in the shared responsibility of creating a community we can be proud of in which mental health is no longer stigmatized and barriers to treatment are a thing of the past.

415 Mulberry St.
812-423-7791
812-422-1100 (Crisis Line)
southwestern.org

Southwestern Behavioral Healthcare, Inc.

90 JUN101/2023

Members of the DEE Committee and Southwestern Behavioral Healthcare employees showed their allyship for the LGBTQ+ community by participating in the 2023 River City Pride parade and fest. !!



Members of the DEE Committee and Southwestern Behavioral Healthcare employees showed their allyship for the African American community by hosting the 2nd annual Juneteenth Celebration. The guest speaker was Courtney Johnson and Guest Vocal Artist Valarie Price-Pearson.

The DEE committee's feature in Evansville Business Magazine.



“The power of community to create health is far greater than any physician, clinic, or hospital.”
~ Mark Hyman

COMMUNITY *Impact*



Our definition of impact: *Community*

Everything we do is to better this community where we all work, play, live and raise our families. Continuing to collaborate, being present at the table, and having our partners and citizens see what we're doing to make a mark are now, and will forever be, key focus areas at SBH. Pictured top to bottom:



- Crisis de-escalation training with our team and the Evansville Police Department
- Kevin, Director of Addictions, sits on a panel at the Addict's Wake screening event
- Noah Robinson, Vanderburgh County Sheriff, and Katy Adams collaborate to provide mobile crisis response
- We sponsor events such as Lunch with the Governor
- Lieutenant Governor Suzanne Crouch stops for a visit!



Scan the QR codes to see local news coverage on a few of these accomplishments



STAFF Recognition



Some people come to work and then there is **Lateesa Johnson, Peer Support Specialist Lead**, in our Crisis Services division. Lateesa is the first one to say YES! when asked if she'll participate in a project, speak to the media (pictured to the left), or collaborate on a new initiative that will improve the quality of services for others. Lateesa also focuses much of her attention on outreach and making sure that our community is aware of the crisis services we offer. She visits the YWCA, United Caring Shelter, Evansville Rescue Mission, Patchwork Central, Salvation Army, Garvin Lofts, Ivy Tech, All Saint's Parish, Potter's Wheel and many, many more. Lateesa goes to where the people are to ensure that when they have a need, they know where to turn. Lateesa's dedication to her

work stems from 4 years and 8 months of being in recovery from substance abuse and mental health. "I just love helping people and want to see them get the help that they need because I KNOW that help is available," said Johnson. **Great work Lateesa, we're so glad you choose to work here and serve our clients!**

In August of 2022, an explosion on Weinbach Avenue was very traumatic for so many. Our community may not be aware that we have a **Resilience Emotional Support Team (REST)** that works alongside the American Red Cross when our community endures a disaster. The following SBH staff are mental health volunteers that devote extra time towards disaster mental health and are willing to respond during times of need: Elizabeth Arnold, Laura Alcock, Amanda Whitten, Jennifer White, Lisa Withrow, Charlotte Critchfield, Kristina Groves and Terry Gish.

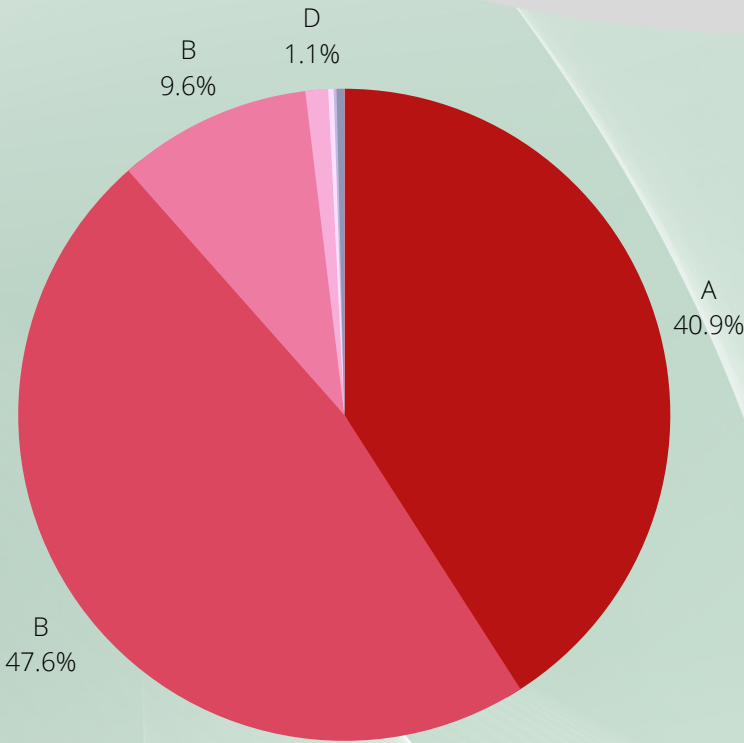
In January of 2023, an active shooter incident occurred at the west side Walmart. Following the incident, Southwestern Behavioral Healthcare, through our Employee Assistance Program, provided **critical incident debriefing to 15 officers within five days.**

We not only prioritized these critical incident debriefings, but also facilitated a collaborative debriefing event that was attended by the Vanderburgh County Sheriff's Department, Evansville Dispatch, and the Evansville Police Department. In addition, Mayor Lloyd Winnecke, Sheriff Noah Robinson, and Evansville Police Chief Billy Bolin all attended to thank the departments for their response. The 2.5 hour event was organized and facilitated by Wyeth Hatfield, supervisor of our EAP program, along with Elizabeth Arnold, Director of our Adult Services, and peer support teams from each of our local first responder departments. **We are so very proud of our professional and capable staff.**



FINANCIAL *Overview*

July 1, 2022 - June 30, 2023



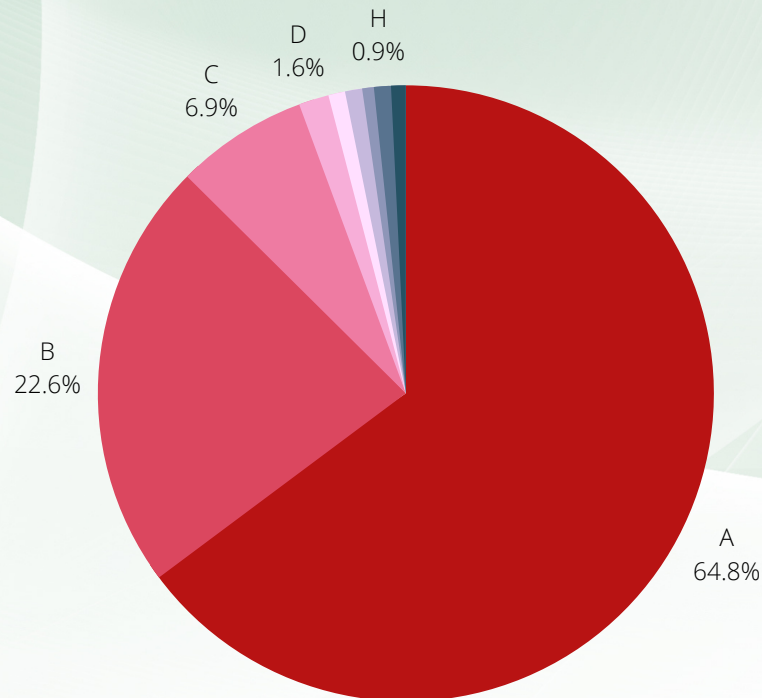
Revenue

A: Net Service Revenue*	\$10,542,900
B: State/Federal Funds	\$12,257,100
C: County Funds	\$2,480,100
D: Contracted Services	\$287,600
E: Investments	\$70,100
F: Other Grants & Donations	\$35,200
G: Other	\$98,400

*Net of \$746,700 in charity care

Expenses

A: Compensation/Benefits	\$16,748,100
B: Purchased Services	\$5,847,800
C: Building & Equipment	\$1,793,300
D: Depreciation	\$408,300
E: Insurance	\$227,400
F: Supplies & Activities	\$233,200
G: Office & Communications	\$156,800
H: Travel, Meetings & Education	\$231,200
I: Other Operating	\$200,000



GRANTS & Donations

Thank you to the following funders who have supported our organization.

- DMHA Community Catalyst
- DMHA Crisis Receiving and Stabilization Services
- DMHA Jail-Based Competency Restoration
- DMHA Promoting Integration of Primary and Behavioral Health Care
- DMHA Residential ASAM 3.1 and 3.5
- DMHA HAP Grant
- DMHA MHFRP
- ICCMHC Certified Community Behavioral Health Clinics Bridge
- ICCMHC COVID-19 Mitigation
- ICCMHC Racial Equity Leadership

- Ascension Health
- Friends of Mental Health
- Gibson County
- Posey County
- SAMHSA CCBHC Demonstration
- SAMHSA Improvement and Advancement
- Substance Abuse Council
- USI Nurse Practitioner Residency Program
- Vanderburgh County
- Warrick County

- Augustana Church
- David and Patricia Cowan
- Indiana Youth Institute
- In Memory of Jared Robling
- Lincolnland Association United Church of Christ
- Salem United Church of Christ
- Susan P. Hammond
- The Dauby Team
- The University of Georgia



IMPROVING LIVES TOGETHER

Defining *Our Why* is crucial to not only our employees but those we serve. Our core values - community, excellence and integrity are led by our mission: **Improving Lives Together.**

It is not a motto or tagline; rather, the driving force in all that we do - improving the lives of those that we serve, our community, and those within the Southwestern Behavioral Healthcare family. Together, with the support of our experienced teams and those who entrust us with their care, we exemplify *Our Why* and *Our How* through these values:

Community

- ▶ Developing a positive relationship with our community built on trust
- ▶ Striving to create positive work environments, treatment settings, and partnerships that value diversity, inclusion, compassion, and empathy
- ▶ Assuring that every voice is valued and heard

This is what *Community* means to us.



Southwestern
Behavioral Healthcare, Inc.

Improving Lives Together

Excellence

- ▶ Always looking for improvements
- ▶ Finding the best ways to help others
- ▶ Forming and maintaining high performance teams
- ▶ Having the courage to ask questions, fix problems, and become better together

This is how we define *Excellence*.

Integrity

- ▶ Keeping each other accountable
- ▶ Valuing honesty
- ▶ Being brave and transparent
- ▶ Fixing the things we don't get right
- ▶ Always striving to do the next right thing

Integrity is what drives our existence.



Southwestern
Behavioral Healthcare, Inc.
Improving Lives Together

How You Can Help Us **IMPROVE LIVES TOGETHER**

You are reading this report because you are invested in what we do at Southwestern Behavioral Healthcare. Mental illness and addiction disorders may even be close to home as someone you care about is either actively engaging in or needs to seek services.

The good news is our services, programs and initiatives are abundant. We have many community advocates and leaders who are willing and who want to do more, and this report barely brushes the scope of who we are.

This is where you come in.

We invite you to visit us online and dive deeper into all that we offer you, your family, colleagues, neighbors, and our communities. We invite you to attend local trainings, workshops, and community forums. We invite you to attend mental health and addiction awareness events. We invite you to advocate for those who need a champion.

Together, with the help of our locals (You!), we can improve the lives of many. We hope you'll take that journey with us.



southwestern.org

812.423.7791

APPOINTMENTS

812.422.1100

CRISIS LINE

Serving
Gibson, Posey,
Vanderburgh and
Warrick Counties

Southwestern Behavioral Healthcare meets the licensing and accreditation standards of the following:



Division of Mental
Health and Addiction



The Joint Commission