

ANNUAL Report 2024



Southwestern
Behavioral Healthcare, Inc.

Improving Lives Together

southwestern.org

Our LEADERSHIP



Katy Adams, LCSW, LCAC
President and CEO

We are living in a time of transformation as the community mental health and substance use treatment industry is continuously evolving. Across our country, states are embracing a new operating system - Certified Community Behavioral Health Clinics (CCBHC).

Over the past few years, we have focused our efforts on:

- Building our data analytics to be transparent with our outcomes.
- Expanding staffing and training to assure we provide standardize evidence-based practices within all our locations and programs.
- Broadening our community relationships to assure that we truly are meeting the needs of the communities we serve.

These areas are pillars of becoming a CCBHC site and we not only succeeded, we hit it out of the park! In June, were we chosen as one of eight CCBHC pilot sites to begin in January 2025, and we received the highest site evaluation score in Indiana.

Our leadership and staff have passion and grit, with a determination to ensure that our values and mission are embodied in everything we do. We are honored to continue to serve you. We are in this together as our success is derived from all of us Improving Lives Together through shared values of community, excellence, and integrity.

DIRECTOR TEAM

- Elizabeth Arnold, LCSW
Director of Adult Services
- Cedalia Ellis, LCSW *Director of Community Support Services*
- Elizabeth Fallen, LCSW
Director of Child and Family Services
- Kevin Groves, LCSW, LAC
Director of Addiction Services
- Meghann Jeffries, LCSW, LCAC
Director of Crisis and Outreach Services
- Dr. Shannon Jones
Chief Medical Officer
- Lisa Withrow, LCSW, LCAC
Director of Innovative Practices

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Brayann Webber
Ann White

“Meeting People Where They’re At”

A System TRANSFORMATION

From CMHC → CCBHC, A Bright Future Ahead

Since 1971, when we first opened our doors, we have operated as a Community Mental Health Center. This past June, when Indiana was selected in the latest round of ten (10) states to become a Certified Community Behavioral Health Clinic (CCBHC) Demonstration State, our industry saw its biggest upgrade to date. Southwestern Behavioral Healthcare is honored to have been chosen as one of the first CCBHC pilot sites in our state. Our next steps will embark on transforming our system of care for the greater good of the communities we serve.

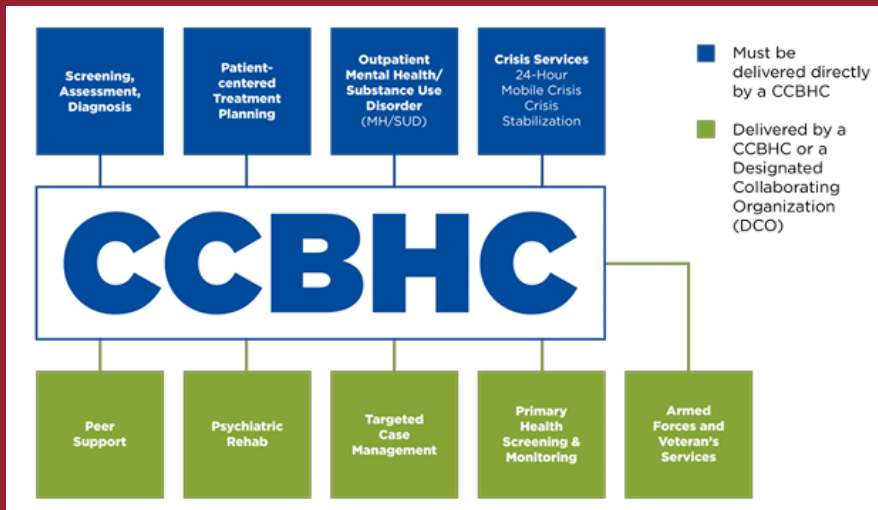
What Changes Can You Expect?

For Southwestern Behavioral Healthcare, this designation will allow us to continue to grow and serve more as we expand in areas of greatest need which include:

- Crisis Services – Ensuring that all have access to 24/7/365 immediate care.
- Care Coordination – Integrating primary care and behavioral health services and providing more support and resources to individuals and families in need.
- Strengthening our Workforce – Expanding the number of professionals in our field and providing our staff with the best tools to deliver care to those we serve.

Is a CCBHC Required to Provide Specific Services?

Yes. The following services listed in the graphic below MUST be provided either directly by us or through a formal partnership with another provider. The good news, we provide ALL of these services within our organization!



In January 2025, the CCBHC model will become operational. Over the last two years, a significant amount of work has been completed in anticipation of this system transformation. We are ready for this new phase of service delivery and we plan to keep our community informed along the way.

We invite you to scan the QR code below to view a short introductory video on the CCBHC model created by the National Council for Mental Wellbeing.



Focusing on EXCELLENCE

The theme of our FY24 annual report is *Excellence*, reflecting one of our three core values: community, excellence, and integrity. Last year, we focused on the meaning of community. Integrity is fundamental—it guides us to act with honesty and strong moral principles in everything we do. Excellence, however, is something we continually strive for. It's not easily achieved; it requires time, determination, and a shared commitment. Excellence is a collective effort - it takes all of us wanting it for ourselves and each other. In the following pages, we're excited to show how Southwestern Behavioral Healthcare embodies excellence.

Jail Based Competency Restoration Program

Restoration as a solution to reduce long term incarceration effects

Southwestern's Jail Based Competency Program (JBCR) continues to be a well utilized option for individuals incarcerated in the Vanderburgh County Correction Center who have been deemed not capable of participating in their own defense.

The benefit of this program allows individuals to receive needed treatment in a more timely manner, potentially avoid the need to be transferred to a State Psychiatric Hospital, and get back to court sooner to resolve their charges.

As was the case in FY23, the JBCR Program received **26 referrals** for jail-based restoration services in FY24. Unlike the previous year when 9 individuals were approved for the program, 13 of the 26 referrals were approved in FY24. Of the 13 approved, 4 were restored to competency in the jail setting with 4 more still participating in the program as of July 1, 2024.

During our most recent JBCR Quarterly meeting with Division of Mental Health and Addictions and Vanderburgh County Correction Center staff, DMHA staff emphasized the significant cost savings this program has realized in its' three years in existence.



Commissioners approve resolution to support a new jail mental health program

Increasing access to vital mental health care

It's truly gratifying to witness the growth of services addressing mental health and substance abuse. Take a look at this article from 14 NEWS highlighting the Vanderburgh County Commissioners approval of a resolution to increase services in our jail system.

"Southwestern is excited to deepen our partnership with the Vanderburgh County Jail with the current discussion and planning to provide the essential mental health services we provide not only in our community but also inside the jail," said Katy Adams, President and CEO of Southwestern Behavioral Healthcare.

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



GIBSON County



1,231 Clients Served

Whether you're looking for the charm of small-town hospitality and scenic backroads, the growth of advanced manufacturing and local businesses, the diversity of historic locations, wildlife refuge, live entertainment, or the bright future of a complete learning pathway in public and private institutions, Gibson County has got you covered!

- As of the 2020 Census, the population was 33,011.
- The county seat is Princeton.
- Gibson County was named for John Gibson, an officer in the French and Indian War and the Revolutionary War. Gibson was Secretary of the Indiana Territory, serving as acting Governor on two occasions. The two counties of Gibson County and Warrick County, separated by Rector's Base Line, were formed March 9, 1813. Gibson County was organized on April 1, 1813.

Communities in Gibson County include Buckskin, Fort Branch, Francisco, Haubstadt, Hazelton, Mackey, Oakland City, Owensville, Patoka, Princeton, and Somerville.

Gibson Regional Services

 320 S Fifth Ave.
Princeton, IN 47670
 Phone: (812) 385-5275



387 Ages 17 or under
766 Ages 18-64
78 Ages 65+
15 Vet Status



1,103 Mental Health
286 Substance Use
168 Co-Occurring



187 Anxiety
101 Major Depression
94 Traumatic Stress
74 Oppositional Defiant
64 Depression



111 Marijuana
82 Alcohol
81 Methamphetamine
45 Tobacco
10 Other Opiate



1,079 White **37** Unknown
63 Black **2** Indian/Alaskan
48 >1 **2** Asian



1,180 Not Hispanic/Latino
27 Hispanic/Latino
24 Unknown

Expanding Mental Health Services for the Homeless Community

Eliminating barriers to service

In response to the critical need for mental health services among the homeless population, we recognize that barriers such as lack of stable housing, limited access to healthcare resources, and social stigma continue to impede effective treatment. To address these challenges, we are proud to continue our impactful partnership with the Evansville Rescue Mission.

Since January 2024, Southwestern Behavioral Healthcare has established itself as an official clinic site at the Evansville Rescue Mission. This strategic collaboration has enabled us to provide a broader and more comprehensive range of onsite mental health services to this vulnerable population. We have initiated bi-weekly onsite groups for new residents, focusing on general mental health care topics and the full spectrum of services offered by Southwestern Behavioral Healthcare.

Our commitment extends to conducting onsite assessments, offering individual therapy, and facilitating weekly groups in Dialectical Behavior Therapy (DBT) and Illness Management and Recovery (IMR).

For individuals identified as needing more intensive support, we provide connections to an Integrated Skills Coach for further outpatient services following their initial assessment.

Since the inception of this collaboration, we have successfully delivered educational and screening services to approximately 120 individuals. This initiative is a vital step in providing immediate, accessible, and tailored mental health care to those who need it most. It also strengthens our presence in the community, furthering our mission to eliminate the stigma associated with receiving mental health services.

We are excited to continue building on this partnership, breaking down barriers to care, and enhancing the quality of life for our community members.



Tyler Plogher and Cedalia Ellis are extremely resourceful and know how to make big things happen!

Assertive Community Treatment

Personalized care for a healthier tomorrow

Assertive Community Treatment (ACT) is one of the most comprehensive treatment models we offer to our clients with serious mental illness (SMI). Our team focuses on helping clients with enhancing daily living skills, managing mood and medications, and offering essential community support services. Here's a success that fuels our motivation as we keep moving forward and doing outstanding work:

"ACT accepted a gentleman who was so unwell and used methamphetamine so heavily, he was unable to meet his needs and had almost nonstop involvement with the criminal justice system. Since entering our services, he has begun repairing his relationship with his parents, has maintained his sobriety, has had no contact with the police, and is working toward potentially living on his own for the first time in his life. He is actively engaged in multiple services a week, and he is beginning to meaningfully explore some of the negative core beliefs underlying his historic pattern of destructive behavior. We are proud of the progress he has made, in part because almost everyone in his life was ready to count him out. We gave him a sincere opportunity, he was ready to change, and he is healthy!"



POSEY County

598 Clients Served




Posey County, Indiana is an ideal landing place for travelers. It has been for thousands of years.

Known as a place of wild abundance and surprisingly big ideas, Posey County has hosted experiments in spirit, science, industry, art and agriculture that have raised eyebrows and global consciousness. Today, it's still a place where people gather near the rivers to work and play, to bike-ride, bird-watch, fish, hunt and hike.

- Posey County is the southernmost, southwesternmost, and westernmost county in Indiana. Its southern border is formed by the Ohio River, and its western border by the Wabash River, a tributary to the Ohio.
- As of 2020, the population was 25,222.
- The county seat is Mount Vernon.
- Posey County is part of the Evansville, Indiana metropolitan statistical area.
- The Ports of Indiana-Mount Vernon, on the Ohio River, is the seventh-largest inland port complex in the nation.

Communities in Posey County include Cynthiana, Farmersville, Griffin, Mount Vernon, New Harmony, Poseyville, Solitude, and Wadesville.

Posey Regional Services

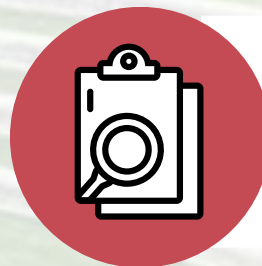
 309 N Sawmill St.
 Mt Vernon, IN 47620
 Phone: (812) 838-6558



170 Ages 17 or under
397 Ages 18-64
31 Ages 65+
11 Vet Status



487 Mental Health
202 Substance Use
102 Co-Occurring



68 PTSD
52 Major Depression
50 Anxiety
40 Stimulant Dependence
27 Dependence



100 Marijuana
90 Alcohol
60 Methamphetamine
22 Tobacco
6 Other Opiate



510 White **61** Unknown
19 Black **2** Indian/Alaskan
5 >1 **1** Asian



548 Not Hispanic/Latino
37 Hispanic/Latino
13 Unknown

Child and Family Services

Supporting the emotional well-being of children and their families

We are in a time of extensive growth. Child and family mental health services are expanding locally and across the state to meet the growing and evolving needs of children and their families. This expansion reflects a broader recognition of the importance of mental health and an increased amount of referrals from key systems such as school corporations, courts, Department of Child Services - who alone submitted **3,998 referrals**, law enforcement, and numerous community partners.

Accomplishments that have occurred over the last year include:

- Implementation of Family Preservation Services. We received **35 referrals** and plans are underway to develop a team who specializes in providing this service.
- Hiring an additional Credentialed Sexually Abusive Youth Clinician (CSAYC) therapist to treat sexually maladaptive youth.
- A formal partnership has been established with Holly's House
- Our school-based team has expanded its offering to now include services over fall break for youth (in addition to the usual spring and summer breaks)
- School-based staff have been piloting groups in several schools, including a Cognitive Behavioral Intervention for Trauma in Schools (CBITS) and a Bounce Back group, which is an evidence-based program used in school settings to treat trauma.
- Child and Family Services staff have developed trainings for our crisis team on youth-related topics.



We're Honored: Winner of the Indiana Innovation Collaboration of the Year Award and the Friend of Education Award!

We are incredibly honored and thrilled to announce that we have been recognized with two prestigious awards this year: the Indiana Innovation Collaboration of the Year Award for our Neurodevelopmental Center (NDC) and the Evansville Teacher Association's Friend of Education Award for our School-Based Services program.

These awards are a testament to the dedication, energy, passion, and enthusiasm of our staff.

Our community benefits greatly from our team's relentless drive to push the boundaries and strive for excellence.

Pictured on left is Wendi Simpson, School-Based Services Manager.



VANDERBURGH County

6,360 Clients Served

Vanderburgh County is home to cities who have a small-town feel with the perks and amenities of a big city. One of its biggest cities, Evansville, is located on the scenic bend of the Ohio riverfront, where everything is within reach. Evansville is home to several significant cultural, historic and artistic sites. Whether you're exploring vibrant downtown, catching a concert at the Ford Center, or taking a trip through history at the WWII museum, you will find yourself greeted with Hoosier hospitality.

- As of 2020, the population of Vanderburgh County was 180,136.
- The county seat is in Evansville.
- Vanderburgh County ranks as the eighth most populous county in Indiana, while being the eighth smallest in size. It is also the smallest county in southwestern Indiana, spanning just 236 square miles.
- Formed on January 7, 1818, it was named for Captain Henry Vanderburgh, Revolutionary War veteran and judge for the Indiana Territory.

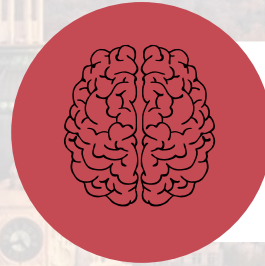
Communities in Vanderburgh County include Evansville, Darmstadt, and McCutchanville.



Scan this QR to discover what we offer in Vanderburgh County.



1,929 Ages 17 or under
4,013 Ages 18-64
390 Ages 65+
90 Vet Status



4,867 Mental Health
2,094 Substance Use
865 Co-Occurring



648 Anxiety
511 Stimulant Dependence
437 Alcohol
431 PTSD
334 Depression



808 Alcohol
649 Methamphetamine
605 Marijuana
287 Tobacco
133 Other Opiate



4,774 White **458** Unknown
740 Black **11** Indian/Alaskan
341 >1 **21** Asian
15 Hawaiian/Other Pacific



5,847 Not Hispanic/Latino
294 Hispanic/Latino
219 Unknown

NDC IMPACT REPORT

January 2023 - June 2024

A message from our clinical manager

"What a wonderful year we have experienced together. Collaboration has been a key factor. With the support of so many a forward-thinking advisory committee, we have been able to provide a unique service that was the first in the state to be developed."
-Kayce Smith

A year with amazing challenges

"Getting everything right" is always a goal but our race is a marathon, not a sprint. As the year unfolded, we leaned into our strengths and continuously put effort into... what we found improvements could be made. With feedback from our parents, our partners, and our staff, we were able to evaluate and ensure that we are offering what our community and our families need. We look forward to what is ahead for NDC.

IMPACT SNAPSHOT

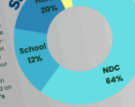
391 referrals received by physician (20% complete) (20% annual waitlist)

99.1% of referrals were contacted by a Case Coordinator within three (3) days

100% of referrals agreed to the treatment plan outlined by the completion of my child's review

873 Plans implemented from providers during the 2023-24 school year for physical, cognitive, MHP and EBP issues

SERVICE LOCATION



A Collaboration Between
Southwestern Behavioral Healthcare Inc. Easterseals Rehabilitation Center

Neurodevelopmental Center of Southwestern Indiana (NDC) IMPACT REPORT

"Getting everything right" is always a goal but our race is a marathon, not a sprint. As the year unfolded, we leaned into our strengths and continuously put effort into...

Get access to the full report by scanning the QR code



A State Stop!

It's always fun to have guests stop by as it allows us to showcase our amazing services!

Jay Chaudrey, Indiana Director of the Division of Mental Health and Addiction, visited NDC to observe the latest developments, conduct a comprehensive facility tour, and engage in meaningful discussions regarding crucial treatment plans. His visit highlights our ongoing commitment to excellence in care and collaboration within the field of mental health and addiction.



Pictured l to r: Katy Adams, Jay Chaudrey, and Kayce Smith, NDC Clinician Manager.



Year 1 ANNIVERSARY

Celebration

TUESDAY, FEBRUARY 13
11:00 A.M. - 1:30 P.M.
19 E. CHANDLER ST.

JOIN US FOR TOURS AND REFRESHMENTS

Neurodevelopmental Center
of Southwestern Indiana
Integrated care for youth & families

A Collaboration Between:



Funded in part by a Division of Mental Health and Addiction Community Catalyst Grant



Celebrating Year 1

Our open house was a tremendous success with an outstanding turnout! It was inspiring to see so many people come together to learn more about NDC.

We appreciate all of our advisory board members, community partners, referral sources, staff, and last but not least, the families and children we have the privilege to serve. Your support and enthusiasm mean the world to us!



Pictured l to r: Katy Adams and Kelly Schneider, President/CEO Easterseals Rehabilitation Center.



WARRICK County


960 Clients Served


Trail riding on four wheels or four hooves... and the best scenery visitors to Warrick County will find is a variety of activities. From history dating back to 1100 AD when Native Americans settled along the Ohio River, now known as Angel Mounds State Historic Site, to 1803 when Newburgh, then known as Sprinklesburg, was founded. Visitors will find history in Boonville where Abraham Lincoln visited as he learned about the law and government. There are numerous recreation areas in the county from car tracks to bike trails. From soccer fields to hunting fields, whatever your interest, Warrick County is sure to have something for everyone.

- As of 2020, the population was 63,898.
- The county seat is Boonville.
- It was organized in 1813 and was named for Captain Jacob Warrick, an Indiana militia company commander killed in the Battle of Tippecanoe in 1811.
- It is one of the ten fastest-growing counties in Indiana.

Communities in Warrick County include Boonville, Chandler, Elberfeld, Lynnville, Newburgh, and Tennyson.

Warrick Regional Services

 315 S Third St.
Boonville, IN 47601

 Phone: (812) 897-4776



407 Ages 17 or under
483 Ages 18-64
70 Ages 65+
8 Vet Status



896 Mental Health
138 Substance Use
82 Co-Occurring



147 Anxiety
79 PTSD
71 ADHD
61 Depression
53 Adjustment Disorder



93 Alcohol
78 Tobacco
64 Marijuana
26 Methamphetamine
5 Other Opiate



880 White **19** Unknown
31 Black **1** Asian
29 >1

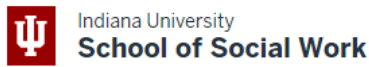


931 Not Hispanic/Latino
23 Hispanic/Latino
6 Unknown

Addiction Services

In January 2024, we entered the Multiple Pathways Partner Program with SMART Recovery USA, an evidence-informed recovery method grounded in Rational Emotive Behavioral Therapy, Cognitive Behavioral Therapy, and CRAFT (Family & Friends meetings). This partnership showcases our commitment to transforming the recovery landscape by promoting multiple pathways to recovery in our area. SMART Recovery is a welcome addition to Southwestern's extensive evidence-based and evidence-informed practices.

SMART Recovery USA provides in-depth and comprehensive training on the SMART Recovery 4-Point and Family & Friends Programs so that staff can facilitate the SMART Recovery program and tools to those we work with daily. SMART Recovery tools are being implemented in our Residential treatment curriculum. We also host two SMART Recovery meetings that are open to the public.



Behavioral Health Academy

Preparing future practitioners

We're excited to announce a new partnership with the Indiana University School of Social Work Behavioral Health Academy. Kevin Groves, our Director of Addiction Services will serve as the project manager for three BHA interns who are currently enrolled in the academy.

The Behavioral Health Academy™ prepares students for practice with mental health, substance use, and co-occurring disorders to become dually-licensed as both a Licensed Clinical Social Worker (LCSW) and Licensed Clinical Addiction Counselor (LCAC) in Indiana.

Academy™ students gain specialized experience and training at some of the largest and most comprehensive behavioral health systems in the state. Students receive an exceptional social work educational experience, training in evidence-based counseling approaches, and a financial stipend while completing a two-semester practicum placement. In addition, participants receive a priority interview for employment at their placement site.

Open Access

Quick access to quality care

This year, our Stepping Stone location introduced open access hours, giving community members the opportunity to walk in and begin their recovery journey **whenever they're ready**—no appointment necessary. There's no need to call ahead; our doors are open, and we're here to help.

Open access hours: Monday - 12:15 - 3:00 pm; Tuesday - 7:15 am - 3:00 pm; Wednesday - 12:15 - 3:00 pm; Thursday - 12:15 - 3:00 pm; and Friday - 7:15 - 11:00 am.



Tracey Kinner is our new Nurse Practitioner and Doug Wathen was named Associate Medical Director





Accreditation RENEWED!

In October, we received another THREE YEARS OF ACCREDITATION through the Joint Commission! We have our TEAM to thank for this accomplishment!

Joint Commission accreditation is a quality benchmark for healthcare organizations around the country – and it's something we take seriously at Southwestern Behavioral Healthcare. Our organization is proud to be amongst the ranks of high-performing organizations that have earned the distinction of Joint Commission accreditation! We're even more proud to continue to receive high marks and continued accreditation through the years.

We received lots of GREAT feedback that the surveyors shared during our survey which includes:

- ☀️ "You are very advanced compared to many other organizations we've encountered."
- ☀️ "This chart is in great order."
- ☀️ "The work of the crisis team is really cool."
- ☀️ "Bravo for having Narcan all over the place!"
- ☀️ When explaining the Disaster Recovery Plan details, a surveyor stated, "this warms my heart" because your plan is so detailed and collaborative.
- ☀️ At Stepping Stone – a pregnant client had never seen an OBGYN, and a surveyor commented, "your organization got her in front of an OBGYN within 24 hours – that's astounding!"
- ☀️ In regards to medication distribution, a surveyor stated, "no one gets this right," indicating that we were above the curve!

There were MULTIPLE kudos given at each of our locations, and each of our staff was able to show our surveyors that they knew the policies, procedures and protocols. We're so very proud of each and every one of our team for their hard work and dedication to providing quality care.

To celebrate, a number of fun awards were given to staff who played integral roles in planning the site visit.

- Stephanie Raley - Hostess With The Mostest
- Katy Adams - Fearless Leader
- Crystal Willis - Question Queen
- Lisa Withrow - Invisible Woman
- Laura Alcock- Highest of Audits Accolades
- Cedalia Ellis - Cool As A Cucumber
- Elizabeth Arnold - Tri-State Traveler
- Doug Wathen - Master of Meticulous Matters
- Shawn Edwards - Master Number Cruncher
- Kirsten Yates - Novel Notetaker
- Kevin Groves - Jedi Master



Pictured top to bottom: Crystal, Shawn, Doug, Stephanie, and Kevin.



Crisis Services

Crisis services have increasingly become one of the fastest-growing and evolving sectors in mental health. In a world where the complexities of mental health challenges are more visible than ever, these services have stepped up to provide immediate, critical care to individuals in acute need. The good news - more people than ever are seeking help, and the stigma surrounding mental health struggles is gradually diminishing. By expanding access, embracing innovation, and prioritizing compassionate, person-centered care, crisis services are creating a brighter future for those in need, offering hope and stability when it's needed most.

Our crisis services program experienced remarkable growth within just one year. In 2024, as we marked our second year of operation, we experienced significant increases in calls, unit stays, mobile responses, and the total number of clients served. You can find all of our local statistics detailed in our Year 2 Impact Report.



Scan the QR code to view the report



Success Spotlight

Earlier this summer, we received a crisis call from an individual who felt their life was far from what they wanted. They were desperate for a fresh start but felt stuck and uncertain of how to begin. Acknowledging the need for help, they said, "I needed to be there," but felt unheard by their medical provider. The caller eventually made their way to Henderson, where they told our crisis team they were on the Twin Bridges.



During the conversation, our team actively engaged with the caller, offering alternative perspectives, hope, and, most importantly, a compassionate ear to their pain and struggles. At the same time, the team coordinated with Henderson police to close traffic on the southbound bridge after the caller revealed they were "standing on the bridge" at one point. Thanks to our team's calm, positive support and the treatment options they provided, the caller eventually stepped down from the ledge and was safely transported to psychiatric care.

Our support didn't end there. We continue to assist this individual, connect them with resources, and follow up on their well-being to ensure they are thriving and receiving the care they need.

Inspirational email to staff from Katy Adams, President/CEO:

"As you know, our Crisis Team does incredible work - and I wanted to share a story that embodies all that we are. The client in this story was not a stranger to us, we had been talking to this person prior to this call. But, this person chose to call us because we were kind, engaging, helpful, nonjudgmental, and we provided a little bit of hope.

This story also highlights how much better we are when we work as a team. Incredible, functional, passionate teams exponentially increase our impact on those we serve. Thanks to all who are in the day-to-day planting seeds... helping people improve their lives. Grateful for all of you. (and big kudos to our team that handled this crisis. NO ONE does this better than Southwestern Crisis Services)"



Thank you to our local media for consistently highlighting how to access crisis services.

WFIE 14 News recently featured a story on our collaboration with local law enforcement and crisis response services.



Scan the QR code to view the story



VALUING Our Workforce

No amount of effort can fully convey how much we value and appreciate our staff. However, it's crucial to continuously express our gratitude and remain open to their concerns, opinions, and ideas, many of which are incredibly thoughtful and creative.

Each year, we conduct an employee survey to assess staff satisfaction, identify strengths and weaknesses, pinpoint areas for development, and gather feedback on management and workplace culture, among other things. Here's a glimpse from our latest survey results, highlighting what our staff feel we do well:

- ★ Proud of our work!
- ★ Culture of safety
- ★ Amazing leadership
- ★ Our "why"
- ★ Authentic, fun, honest
- ★ Flexibility
- ★ Valuing Diversity
- ★ Engagement Activities
- ★ Feeling valued with our teams

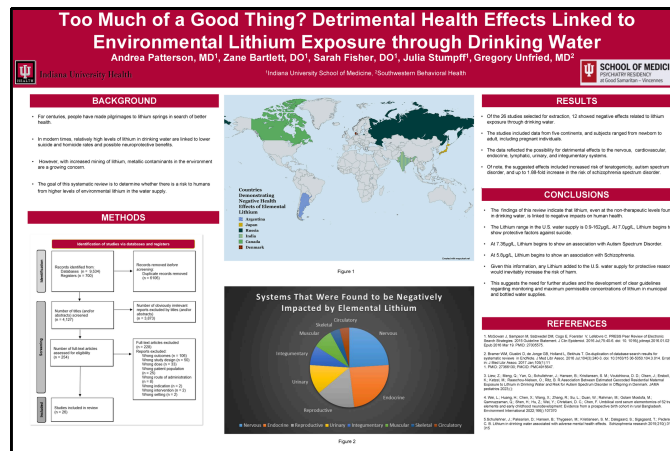
This year, we introduced a couple of new initiatives: "Welcome Wednesday" and our "Google Reviews" campaign. With "Welcome Wednesday," our aim is to let new hires share their exciting news with their social networks, keep our audience informed about our treatment providers, and generate interest in the career opportunities we offer.

Our Google Reviews campaign was created to share our story through the voices of our clients. Many people use Google Reviews to make decisions about services, restaurants, or travel destinations. We saw this as a great opportunity to encourage others to seek help, let them know they're not alone, and show that treatment can be transformative. While our staff receive daily praise from clients, it often goes unrecognized publicly. Through this campaign, we aim to highlight our staff's exceptional skills, promote greater acceptance of seeking services, and ultimately reduce stigma.



TWO of our crisis staff members took part in Aurora's 48-hour homeless simulation in November 2023.

ANNUAL REPORT FY24



Dr. Unfried collaborated with residents from the IU School of Medicine on a lithium research project. In May 2024, they traveled to the American Psychological Association Convention in NYC to present their findings.



Community IMPACT

The opportunities to engage with our community are abundant. A variety of local health fairs, family engagement events, community-wide awareness nights, movie screenings, walks, fundraisers, and educational trainings happen weekly in the counties we serve.

It is our goal to be present at as many events as possible. Simply marketing our name, logo, and services can go a long way as we believe in the power of frequency. The more you see our name, hear about our services, or engage with us, the more likely you are to remember us when you are in need.

It is not new to us that mental health and substance use services are specialty services that people don't think of on a regular basis. It is our goal to change that!

You may not need hospital services for an entire year but when you do, you know exactly where you want to go and how to access those services. We want the same to go for us. We want people to know how to access us, even when they don't have to, so that when the need arises, they know instinctively how to get started.

We'll continue to make ourselves present and spread the news of our services. We thank those who have invited us to come along or have opened a new door for us. We hope you'll do the same, we'd love to be there!

Just a few of the events we participated in this year:

- Autism Evansville Walk
- Festival of Nations
- Fulton Park Community Health Fair
- Governor's Behavioral Health Commission Panel
- Junior Achievement's Job Spark Event
- Lunch with the Governor Event
- National Night Out
- Posey County Council on Aging Senior Health Fair
- Quarterly Community Education Forums Provided by Our Clinical Team
- United Caring Service's Coldest Night of the Year



Pictured top to bottom: Staff with Governor Holcomb; Autism Walk crew; Festival of Nations; and Coldest Night of the Year participants.

DEE Committee

Diversity, Equity and Engagement

The Diversity, Equity, and Engagement (DEE) Committee at Southwestern Behavioral Healthcare, Inc. has now been actively fostering a more inclusive environment for three years. This report highlights our significant achievements, new initiatives, and ongoing commitment to promoting a diverse and equitable workplace.

Committee Composition: Our committee comprises several dedicated sub-committees: Climate Assessment, Cultural Humility, Celebration of Diversity and Cultural Heritage, and our newly added Employee Engagement Champions. The Employee Engagement Champion sub-committee was developed as a strategic employee retention initiative. It empowers our staff to become champions of engagement within their respective programs and departments, creating leadership opportunities that enhance workplace well-being, facilitate team-building, and foster a sense of belonging and investment in the mission of Southwestern Behavioral Healthcare, Inc.

Key Initiatives and Activities (FY 24):

- **Community Engagement and Recognition:**
 - The DEE Committee actively participated in numerous community events this year to demonstrate our commitment to diversity and equity in mental health.
 - We were honored as the Best Float Award recipient at River City Pride, and we took part in other cultural celebrations such as NAACP Annual Banquet, Fiesta Evansville and the Festival of Nations.
- **Philanthropic Endeavors:**
 - This fiscal year, we launched Southwestern's first "Celebration of Diversity Philanthropy Project." Through this initiative, we selected seven minority non-profit organizations to support, helping us to learn about their missions and understand the impact they have on our community.
- **Fundraising and Awareness:**
 - To further our support of diversity and cultural heritage, the committee sold a total of 227 themed t-shirts, including a PRIDE design and a new Black History edition.
- **Educational Panels:**
 - We hosted four informative panels on key topics: "Culturally Responsive Services," "It's Not Just Hair," "Neurodiversity," and "Privilege", and our first Ethnic Haircare Forum. These panels and forum were aimed at continuing to train and develop a culturally informed staff.
 - Cultural Humility Assessment: A new measurement tool revealed that 84.0% of our staff rated their personal cultural humility growth in the top half of our scoring mechanism, showcasing significant progress in cultural humility and awareness.
- **Climate Assessment:**
 - Our second bi-annual climate assessment received a high participation rate, with results that were statistically reliable and representative. This level of engagement underscores the dedication of our staff to fostering a positive workplace culture.

Awards and Recognitions: Thanks to the dedication and hard work of our committee members, leadership, and staff, we were honored with the 2023 Celebration of Diversity Mayor's Workforce Diversity Award.

As always, our number one goal is to "Improve Lives Together" — for our community, our staff, and the individuals we serve. The Diversity, Equity, and Engagement Committee will continue to champion initiatives that promote inclusivity and equity, reflecting our commitment to creating a better workplace and community.

We look forward to another year of growth, collaboration, and impactful engagement.



Pictured top to bottom: 2024 Pride Parade; Mayor's Workforce Diversity Award Ceremony; 2024 Pride Parade Float; and Ethnic Hair Forum.



Grants & Donations

Thank you to the following who have supported our organization's mission.

- City of Evansville ARPA
- DMHA Community Catalyst
- DMHA Crisis Receiving and Stabilization Services
- DMHA HAP Grant
- DMHA Jail-Based Competency Restoration
- DMHA MHFRP
- DMHA Promoting Integration of Primary and Behavioral Health Care
- DMHA Residential ASAM 3.1 and 3.5
- Friends of Mental Health
- Gibson County
- Gibson County Drug Free Task Force
- ICCMHC Certified Community Behavioral Health Clinics Bridge
- ICCMHC COVID-19 Mitigation
- ICCMHC Group Home Capital
- ICCMHC Racial Equity Leadership
- Lincolnland Association United Church of Christ
- Memorial Donation in Memory Thomas Houghtaling
- Posey County
- Promoting a Drug-Free Community in Posey County, Inc.
- SAMHSA Improvement and Advancement
- Substance Abuse Council
- Vanderburgh County
- Warrick County
- Warrick County Cares/Warrick County Drug Free Council



Division of Mental Health and Addiction

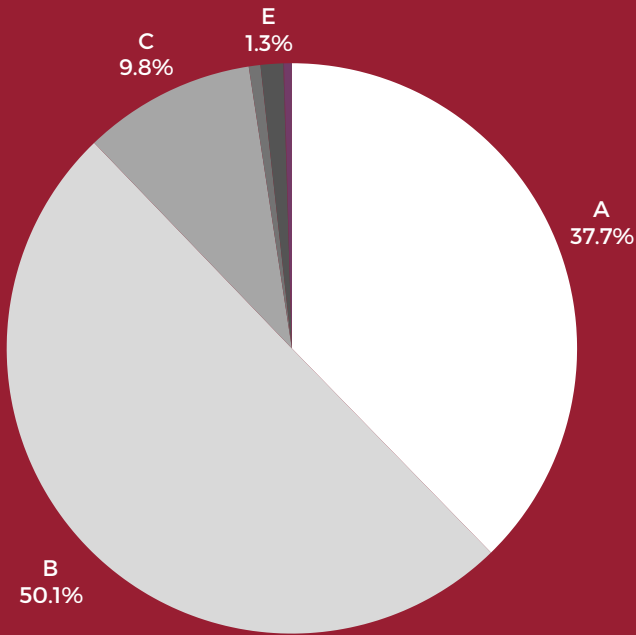


Substance Abuse Council of Vanderburgh County
Law Enforcement • Prevention • Treatment



Financial OVERVIEW

July 1, 2023 - June 30, 2024



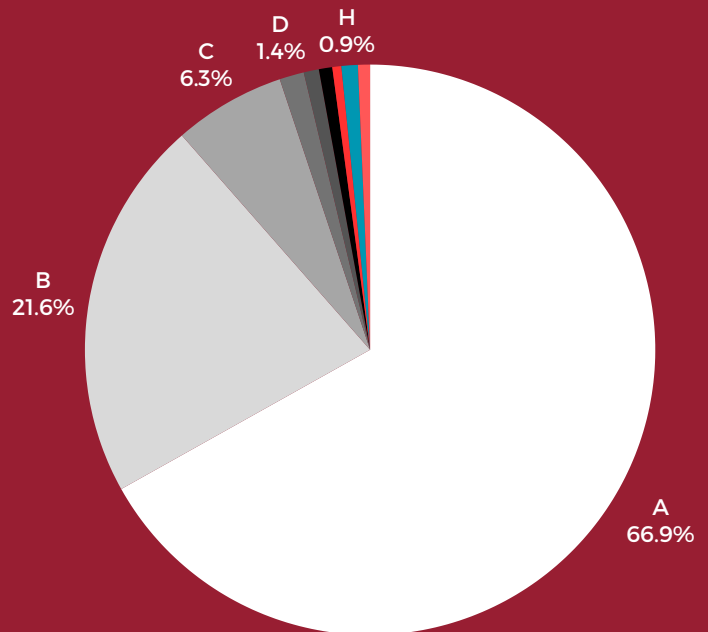
Revenue

A: Net Service Revenue*	\$10,583,500
B: State/Federal Funds	\$14,070,300
C: City/County Funds	\$2,744,400
D: Contracted Services	\$184,500
E: Investments	\$358,200
F: Other Grants & Donations	\$10,700
G: Other	\$124,700

*Net of \$706,900 in charity care

Expenses

A: Compensation/Benefits	\$19,168,400
B: Purchased Services	\$6,204,900
C: Building & Equipment	\$1,816,00
D: Depreciation	\$398,000
E: Insurance	\$247,700
F: Supplies & Activities	\$218,600
G: Office & Communications	\$146,400
H: Travel, Meetings & Education	\$265,300
I: Other Operating	\$196,000



IMPROVING LIVES TOGETHER

At Southwestern Behavioral Healthcare, our success is driven by our strong partnerships. We value the contributions of industry peers, community leaders, local and state government officials, clients, families, and advocates. By understanding and addressing needs through collaboration, we enhance our system and communities, creating a better environment to work, live, and thrive.

Thank you for reviewing our annual report. We hope our work inspires you to get involved — whether by seeking employment with us, advocating for our cause, or supporting those affected by mental illness or substance use disorders. Together, we can make a difference, and we need your support to do so!

Visit us online and explore the full range of services we offer.



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