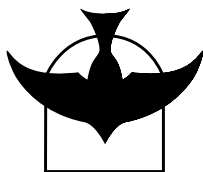


Helen Ross McNabb Center

Annual Services Report 2010



Improving the lives of the people we serve.



Dear Friends:



Thank you for your kind and generous support of the Center during the past year. Opportunities and challenges were abundant! Our dedicated, talented and professional staff with the strong support of our community, locally elected officials and state government responded admirably in the face of difficult times.

Providing high quality mental health, substance abuse and social services to our East Tennessee Community is our passion! Improving the lives of the people we serve is not only our mission but our daily goal, and with your continued support I know we will continue to succeed. The list of this year's accomplishments demonstrates our commitment to continually strive to meet our objectives.

- Medically Monitored Crisis Detoxification Services were added at our CenterPointe Campus.
- TRACS, an alcohol and drug abuse prevention program was established at our John Tarleton Campus.
- A-CRA, an alcohol and drug treatment pilot program through a partnership with the University of Tennessee, College of Social Work was established at our Blount County Campus.
- K-town, a new system of care grant in partnership with Tennessee Voices for Children to deliver mental health services to children at our John Tarleton Campus was established.
- Opened an office in Sevier County to deliver mental health services to children, families and adults.
- Expanded services in Blount County with a larger facility to include a full continuum of mental health, substance abuse treatment and social services.
- Updated and refreshed our information and technology package, with new office desk computers and notebook computers for clinical staff.
- Provided high quality care as measured by client satisfaction surveys, program audits by funding sources, and outcome data.

Mental health care, social services and substance abuse treatment are our trademark services. These new and expanded programs and services will provide additional opportunities for hundreds of people in East Tennessee to have access to high quality services and as a result they will have additional opportunities to succeed.

The dedicated leadership of our Board of Directors, our highly competent professional, motivated staff and the strong support of our East Tennessee community allowed us to serve 8,500 adults, families and children. With thanks to all, the Center enjoyed a remarkably strong and solid year both fiscally and programmatically. We are proud to share these accomplishments with you.

With Appreciation,

Andy Black

Andy Black
President/CEO

Introduction

The Helen Ross McNabb Center offers a myriad of programs that provide mental health care, substance abuse treatment and social services that operate in 17 East Tennessee counties. The driving mission of, “improving the lives of the people we serve,” has guided the continual expansion of services since the Center’s inception in 1948. With a professional staff including psychiatrists, nurses, clinicians and case managers, the Center’s clients receive quality care tailored to their specific needs. Although services span across social and economical lines, the Center has a rich history in going above and beyond to provide necessary care to those with the greatest needs and the least resources.

The Center receives grants from the federal government and State of Tennessee through its various agencies: Tennessee Department of Mental Health and Developmental Disabilities, Department of Health, Department of Children Services and the Bureau of TennCare. It also receives funding from various local governments: Knox County, City of Knoxville, Blount County and City of Morristown. Other sources of revenue include contributions from the Foundation, local United Way, and third party and private client payments.

In order to encourage and maintain credibility, the Center is governed by a 20-member 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

Liz Stowers
Chair, Board of Directors

Ellie Kassem, Jen Schroeder, Liz Stowers,
and Linda Vaughn
Service Review Committee

Andy Black, MSW
President/Chief Executive Officer

Clifton Tennison, Jr., MD
Chief Clinical Officer

Jerry Vagnier, LCSW
Vice President for Operations

Vicki Catapano
Community Relations Coordinator/Editor

Emily Mouyeos
*Public Relations Coordinator
Contributing Writer*

elected to serve a three year term and may serve two terms consecutively.

The Center is accredited by the Commission for the Accreditation of Rehabilitation Facilities (CARF). CARF accreditation provides assurance that our programs and facilities are of the highest quality. The Center also follows its own quality assurance programs, adheres to corporate compliance and the Health Insurance Portability and Accountability Act of 1996 (HIPPA.) All Center programs satisfy the requirements of regulatory agencies including TennCare, Medicare, the Tennessee Department of Children’s Services and the Tennessee Department of Human Services. Staff and the Board of Directors work collectively to ensure that all resources are used effectively and resourcefully.

A special thank you goes to the Center’s 2010 Services Review Committee. Liz Stowers, Jen Schroeder, Linda Vaughn and Ellie Kassem steered the publication of the 32nd Annual Services Report that summarizes the programs and activities for fiscal year 2010. The Center considers it a privilege to serve its community by providing the exceptional services that are outlined in this report.

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The Helen Ross McNabb Center offers all services equally to eligible persons regardless of race, color, national origin, or handicap.

Photography by Charles Brooks Photography
Design and layout by Cheryl Mendenhall, Mendenhall Design

This publication was paid for, in part, with state funds.

Dedication

Herman and Nancy Gettelfinger are long-time community leaders in the greater Knoxville area. Herman is the President and co-owner of Kelso Oil and a respected business man. Together, Herman and Nancy serve their community whole-heartedly without an ounce of hesitation. Their partnership with the Helen Ross McNabb Center began in 1993 when they agreed to take



Herman and Nancy Gettelfinger

on the bass tournament fundraiser which was a part of the Center's annual Summer Games. The event became known as the Herman Gettelfinger Bass Tournament and has been ever since. Being an avid fisherman, Herman was eager to combine his passion for bass fishing and community service to benefit the Center. Shortly after accepting the task, Herman and Nancy toured the Children and Youth Center and were particularly touched by the Center's effort to help abused and traumatized children.

From that moment, the couple's passion for the Center's mission has been undeniable.

Over the past 17 years, the Herman Gettelfinger Bass Tournament has become a staple fundraising event for the Center. Rain, shine, snow or fog, the event takes place the first Saturday in April averaging more than 100 participating boats each year. Herman's competitive nature drives his tireless efforts to ensure the tournament's success. Herman has dabbled and competed in the bass fishing circle for more than 30 years and has no qualms being, in his own words, "a beggar for a good cause." Nancy says "Herman starts with a list of potential sponsors and doesn't stop until he has spoken with every single person." The easiest leaders to follow are the ones that lead by example. Consequently, a large percentage of the funds raised through the Bass Tournament are due to Herman and Nancy's willingness to use their leadership position to encourage and secure support.

Herman's effective leadership becomes clear when considering how the bass tournament benefits the Center each year. Since inception, the Herman Gettelfinger Bass Tournament has grossed more than \$860,000 and netted \$429,000 for the Center. These funds have gone far in supporting the mission of the Center in providing quality mental health and addiction treatment services. Without Herman and Nancy Gettelfinger, this tremendous event wouldn't be possible or the benefit it provides.

When asked why they give their time and money, it almost seems like a silly question because to Herman and Nancy, giving back to their community is not an option but rather an obligation. Herman and Nancy's stories about their experiences with the Center and bass tournament will ignite excitement in anyone who is lucky enough to hear. There is an indisputable joy in their heart for the Center's programs and services and as a result, their contributions to the Center are immeasurable.

In dedicating the 2010 Annual Services Report, the Center would like to express its gratitude to Herman and Nancy Gettelfinger for their tremendous support and commitment to the Center and the people it serves.

Our Beginnings

As a small child, little Helen Ross had an experience that stirred her lifelong interest in mental health. Her childhood family home was on a hill about a half mile from the gate of Eastern State Hospital (now Lakeshore Mental Health Institute). Her nanny had a friend



Helen Ross McNabb

who worked in one of the buildings at the hospital, and one day walked down the road to visit and took young Helen with her. The year was 1914. The young girl found herself in a prison-like building, overcrowded and smelly, with faces inside peering out and looking wild, frightened, and unkempt.

A couple of other events helped strengthen her interest in mental illness. When she was eight or nine years old, a patient escaped from Eastern State in the middle of the night and went to their house. They could hear him cracking nuts with a nutcracker in the breakfast room. Her father called the hospital and the patient was taken back. When she was a teenager, she and her mother were asked – as neighbors – to judge the Christmas decorations at the hospital. The impressions she took away from that visit were of dim lighting, drab colors, old clothes and shabby furniture, tiny rooms, boredom, and noticeably quiet. She appreciated the attendants, who worked 12 hours a day for a pitifully small amount of money, yet were caring enough to take great pains to decorate Christmas trees for the patients.

Helen later attended Wellesley College and received her undergraduate degree from the University of Tennessee in

psychology and sociology in 1936. Shortly after graduation, she married Richard McNabb, a co-worker at Associated Charities. By 1941 they had three children, and she had earned a master's degree in psychology. While her husband was off to the war, she returned to UT as an instructor and began doing a little social work for the Home Service Department.

With the memories of her youth still vivid and being reinforced daily through her social work and the experiences of GI's returning from the war with emotional problems, she set out to change all that she could.

In 1945 Mrs. McNabb chaired a committee, which pointed out to City Council the pressing need for a mental health clinic to serve children. The clinic opened in the upstairs of a house near the UT campus in 1948. There were three employees. The staff included a full-time psychologist, a secretary with a Master's degree in psychology and a part-time psychiatrist. That small upstairs effort was the first clinic of its kind in the state of Tennessee.

In 1953 the small center took the opportunity to become independent of the City Health Department and became a non-profit corporation under its own board of directors.

The initial goal was to serve children but with an intent in the future to provide services to all ages. Patients were charged according to their ability to pay. Not surprisingly the caseload grew rapidly and larger facilities were required. Knox County supplied additional funding in 1951 and a second psychologist was hired. In 1953 the small center took the opportunity to become independent of the City Health Department and became a non-profit corporation under its own board of directors. Adult services were officially added in 1955.



2010 Center Board of Directors: *Front row (left to right); Larry Cox, Susan Conway, Ellie Kassem, Liz Stowers, Butch Johnson. Back Row: Linda Vaughn, Warren Payne, Joe Connell, Chris Leonard, Nancy Cain, John Luttrell, Linda Gay Blanc, J. E. Henry, Dedra Whitaker*
Not pictured: Harold Black, Wade Davies, Ted Flickinger, Chris Kittrell, Jen Schroeder

HELEN ROSS MCNABB CENTER BOARD OF DIRECTORS 2010-2011

Harold Black Ph. D, Corporate Compliance Committee, *University of Tennessee*

Linda Gay Blanc, Secretary, Executive and Finance Committees, *Edward Jones*

Nancy Cain, Personnel Committee -Chair, *Community Volunteer*

Joe Connell, Executive Committee, *Connell Properties*

Susan Conway, Treasurer, Executive and Finance Committees, *Retired businesswoman*

Larry Cox, Personnel Committee, *Homestead, Inc.*

Wade Davies, Corporate Compliance Committee, *Ritchie, Dillard and Davies*

Ted Flickinger, Chair Elect, Executive and Finance Committees, *Martin and Company*

J. E. Henry, Corporate Compliance Committee, *Retired Businessman*

Butch Johnson, Personnel Committee, *Duo Fast of Knoxville, Inc.*

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Linda Vaughn, Service Review Committee, *Community Volunteer*

Dedra Whitaker, Corporate Compliance Committee-Chair, *Morristown Hamblen Hospital*

Services for Children and Youth

Children are our most precious natural resource, and here at the Helen Ross McNabb Center we strive to provide children and their families with the mental health and addictions services they may need in all stages of childhood, adolescence and young adulthood. The earlier problems are diagnosed and treated the greater the likelihood of the child becoming a healthy productive adult. Our goal is simply to improve the lives of the people we serve.

Please review our services listed below and you will find a range of programs that are designed to focus on the child at every stage of development, and that help strengthen and support families.

.....

ChildNet

ChildNet is an innovative program which reaches out to children ages 2 through 18 who are experiencing trauma, mental illness, and/or behavioral problems. The goal of ChildNet is to provide counseling, behavior management, and community support. It is critical to reach these at-risk children before their situation becomes desperate.

Children are assessed upon enrollment. Treatment is individualized for each child using play and art therapy along with family therapy and behavioral training. ChildNet also provides case management and liaison services to the child's school, daycare, and to other professionals. Referrals may be made by schools, community agencies, or families. The ChildNet program served 925 clients in fiscal year 2009-2010 in Knox, Blount, and Sevier counties.



Children and Youth Continuous Treatment Team

The Continuous Treatment Team (CTT) delivers intensive, comprehensive services to children and youth who are identified as seriously and persistently mentally ill in Knox, Blount and Sevier Counties.

Services are delivered primarily in the home or other natural settings. CTT emphasizes a strong partnership with the family and other community support systems. To participate a child must have a diagnosis of a major mental illness, show evidence of a severe emotional disturbance and must be identified as being at high risk for an acute psychiatric inpatient placement. This program served 167 children in 2009-2010.

Comprehensive Child and Family Treatment

The Comprehensive Child and Family Treatment (CCFT) program is a high-intensity time-limited service designed to: provide stabilization and deter the "imminent" risk of state custody for the child. The program also assists the child in state custody to maintain his/her status in the current placement and the least restrictive level of care. Normally, the member is seen several times a week while services and supports are available 24 hours a day, seven days a week. This includes availability of crisis respite services, and crisis response services.

CCFT services are treatment oriented and situation specific. The program primarily focuses on short-term stabilization goals with the intent to transferring the child/adolescent to services that will provide long-term stability for the child/adolescent and family. This program served 41 children and their families in Knox, Blount, and Sevier Counties.

K-Town Youth Empowerment Network

K-Town Youth Empowerment Network is a six year initiative funded by SAMSHA and charged with implementing a System of Care for transition age youth in Knox County. K-Town is a collaboration between Helen Ross McNabb Center, Tennessee Voices for Children, Centerstone Research Institute, and Tennessee Department of Mental Health and Developmental Disability. K-Town will serve Knox County youth between the ages of 14-21 with a Severe Emotional Disturbance (SED) who are involved in two or more service agencies and at risk of entering a higher level of care (state custody, juvenile detention, residential treatment, homelessness, etc.). K-Town will work with the youth and family to build a system of natural supports that will help the youth transition successfully into adulthood. 2009-2010 was a planning year for K-Town, and the initiative will begin serving youth and families October 1, 2010. The goal is that at least 400 youth and families will receive services over the six year period of the initiative, which breaks down to 80 youth and families served per year. Other goals of the initiative are to reduce out of home placements, improve academic attendance and performance, reduce symptoms of SED, decrease involvement with law enforcement, and decrease suicide attempts.

Healthy Families East Tennessee

Healthy Families East Tennessee covering Knox, Blount, Jefferson, Loudon and Sevier counties, is an innovative program that focuses on first-time parents. It begins during pregnancy if possible. The program is designed to prevent child abuse and neglect through education, intervention and strengthening the family before negative parenting practices begin.

Emphasis is placed on medical check-ups, immunizations, family planning, developmental screenings, early brain development and stimulation and school readiness. Services are continued as needed until the child is of school age.

Healthy Families is a home visitation program that provides support and education through individual, group and case management services. In 2009-2010 Healthy Families served 356 families, and conducted 4,139 home visits.

Teaching Resilience and Creating Strengths (TRACS)

The TRACS program is a 14 week program that utilizes the Evidenced-Based Model Strengthening Families. Groups are held weekly for four hours with an additional hour-long individual case management visit offered. Groups are held after school, during high risk times for exposure/pressure to use drugs and/or alcohol. During the weekly group sessions, the teens and parents meet separately and then come together for the family session in the last hour. During the family session, families are able to practice the skills they have learned in their separate groups. The program serves 10-16 year olds and their families, who are in foster care, are children of substance abusing parents, have poor academic performance, have witnessed violence/trauma in the home, and have any other risk factor that may increase the likelihood of using drugs and alcohol. TRACS served 244 teens and their families this year.



Regional Intervention Program

The Regional Intervention Program serves children ages 2-6 with behavioral issues and their parents across Knox and surrounding counties. Behaviors include a range from noncompliance to aggressions. The program is based on an internationally recognized model for behavior modification programs for families whose children exhibit such difficulties. The program is designed to simultaneously decrease the child's unwanted behaviors while strengthening social skills and empowering parents to set developmentally appropriate limits and consequences for their preschooler. The Regional Intervention Program has served 168 children this year.

Mother Goose

The Mother Goose program teaches crucial interaction in the formative first steps of an infant's life. The program creates important infant stimulation groups for children up to 30 months of age.

Parents or caretakers focus on visual development, knowledge needs, and language skills of their infant. Mother Goose teaches parents how to interact with their children, and how to stimulate their children's curiosity and develop their concentration using play, music, and reading or reciting stories.

The program has 18 groups each month. The locations of the groups are located at Knoxville Center Mall in the UT classroom on the 1st and 3rd Thursdays each month and at Cokesbury Center during the 2nd and the 4th Thursdays each month. The Mother Goose Program served 581 families this year.

Juvenile Justice Services

EXIT

EXIT is an intensive aftercare program for juvenile offenders committed to custody of the Department of Children's Services (DCS). The focus of EXIT is to help prevent a return to jail and to help ensure a successful reintegration into the community.

EXIT counselors work with the youths and their families during and after incarceration and also with the DCS, Knox County Juvenile Court, local law enforcement and schools to enforce probation expectations and monitor compliance.

EXIT counselors had more than 4,500 face-to-face contacts, 58 percent of which were conducted at high-risk hours, defined as after 3pm or on the weekends with 134 EXIT participants; 94 percent of program participants remained out of state custody.

Innerchange

The Innerchange Program serves youth ages 12-18 who are on probation and live in Knox County. Innerchange is a cooperative effort with the Knox County Juvenile Court. The goal of the program is to reduce court involvement and prevent custody to the Department of Children Services. We address the fundamental causes within the family which created the youth's involvement in the court system.

The program allows interagency treatment teams to assess the family's needs and strengths, to identify problems and to develop family service plans. Intervention services include case management, group counseling, in-home individual and family therapy, school liaison and crisis intervention. Innerchange served 174 families with a 99 percent success rate. Success is defined as a youth remaining out of juvenile justice state custody. Innerchange groups meet weekly and include: shoplifting, anger management, and alternatives and choices.

Therapeutic Preschool Mental Health Intensive Outpatient Program

The Therapeutic Pre-School Mental Health Intensive Outpatient Program serves children ages two to six who have been sexually, emotionally or physically abused or neglected. Children who have suffered major loss, experienced traumatic events or have emotional or behavioral difficulties related to abuse or trauma may also participate in the program. These children have special emotional requirements that many child care or school facilities are not equipped to accommodate and that places them at imminent risk for more restrictive placements.

The IOP provides cognitive and developmental stimulation, therapeutic behavioral treatment, nurturing, structure and help with basic skills. Parent participation is an integral part of the program. Parents learn to become more competent teachers for their children, through training groups and support from teachers, case managers, program coordinator and other parents. Preschool also provides case management and therapy services for children ages 2-8.

Children are referred to the Therapeutic Preschool IOP by the Department of Children's Services, Knox County Schools, day care centers and other sources such as parents, physicians, and other agencies. Therapeutic Preschool IOP served 98 children this year, and is partially funded by the United Way of Greater Knoxville.



Children and Youth Homeless Outreach

The Children and Youth Homeless Outreach Program is specifically designed to meet the needs of children ages 3 to 18 who reside in Knox County and are suffering from emotional disturbances related to homelessness.

Children are coached in ways to cope with lifestyle stresses. The program offers treatment options within the community and assists with finding housing opportunities for their families. Program staff works closely with Knoxville area shelters, schools, and other community agencies to ensure that these goals are met. This program served 34 families and 36 children this year.

Children and Youth Integrated Services Team (IST)

The Integrated Services Team provides psychosocial assessments, case management, therapy, and medication services to children ages 2 to 21 who have significant impairment in functioning related to a mental health diagnosis. Clients can access this program as a benefit of their TennCare insurance plan as well as privately insured clients. Staff providing services in this program range from bachelor level care coordinators, master level therapist, registered nurses, and board certified prescribers. The program's goal is to improve the client's overall functioning and identify any barriers that could compromise the client's emotional stability. Children and Youth IST clinics are located in Knox, Hamblen, and Sevier Counties. 1,283 children were served in Knox County, 236 children were served in Sevier County and 457 children received services in Hamblen County this year.

Home Base (Community Intervention Services)

Home Base - CIS is an intensive probation program for juvenile offenders ages 12 to 18. A juvenile's commitment to the state is suspended in lieu of participation in this program. The program's goal is to improve and strengthen the family unit. This can assist the youth in remaining at home and in their community, as well as avoiding placement in state custody.

Probation counselors monitor school attendance and class performance along with curfew compliance. Other court requirements such as community service, restitution and drug screens are also monitored. Home visits are a vital part of the program. Children are required to participate in adventure-based activities. Home Base - CIS served 70 families from Knox county with a 92% success rate.

Home Base Blount

Home Base Blount is a therapeutic intensive probation program for children at risk of being placed into state custody of the Department of Children's Services. Program goals in Blount County are to deliver individual, family and group counseling. The goal is to enable each child to remain in their home and in the community. Home Base Blount achieved a success rate of 94% in helping 32 children remain in their homes.

Mountain View

The Mountain View Services program provides mental health services to youth residing at Mountain View Youth Developmental Center in Dandridge, Tennessee. This developmental center serves youth who have been committed to the custody of the Department of Children Services following conviction of felony crimes. Youth are referred by case managers at the facility and then assessed to determine appropriate treatment services. Helen Ross McNabb therapists provide individual, group, and family counseling and served 215 youth this year.

Intensive Case Management – Changes

Changes provides intensive case management services for children who are severely emotionally disturbed, have a mental health diagnosis and who live in Knox County. The program serves ages three to 21.

Services include individual, group and family counseling, medication monitoring and education. Liaison contact is provided with juvenile court, the Department of Children’s Services, the school system, and other agencies. Changes also provides around-the-clock crisis intervention.

Changes empowers the family to use support services while integrating successfully in the community. The program uses an ecological approach to treatment, focusing on the strengths of the family unit.

Goals are the reduction of psychiatric hospitalization days, decrease in crisis assistance and a reduction of juvenile court involvement. During 2009-2010, 224 children were served.



Hamblen County Residential Services

Hamblen County Residential Services are located in Morristown, Tennessee and serves youth ages 13 to 18 with moderate to severe mental illness and/or alcohol and drug issues. This program is part of the Helen Ross McNabb Center, Hamblen County expansion.

The program employs an Independent Living tract to help youth 17 years of age who are currently in state custody prepare for their lives after leaving state custody. The target stay for these adolescents is 90-120 days. The goal is to reunite with the family or placement in Therapeutic Foster Care.

Our approach utilizes medication evaluations/services, psychiatric services, individual, group, family counseling, drug and alcohol education, recreation and adventure-based counseling.

Our Continuum services follow the youth into their home or foster home to provide home based services for an additional 120 days. The goal is to prevent the youth from re-entering placement or the custody of the Department of Children’s Services as well as to continue to meet the child’s clinical needs. The program served 28 children and families this year.

Services for Youth with Addictions

Redirections and Intervention

ReDirections is a highly structured after-school program for teens ages 13 to 18 who have substance abuse problems. This program operates Monday-Thursday for 3 hours each day in Knox and Hamblen counties.

Family participation is an essential component to the program. Clients learn and practice skills in communication, problem solving, conflict resolution and refusal techniques in response to peer pressure. They are also involved in experiential exercises, introduced to outside support groups and develop a personal relapse prevention plan.

The Intervention Program meets 1 hour per week for six sessions offering alcohol and drug education classes. This year ReDirections served 76 children in Knox county and 19 children in Hamblen County. The Intervention Program also served 30 individuals in Knox County during the year.

A-CRA

The program Adolescent Community Reinforcement Approach (A-CRA) is an outpatient, evidence-based treatment program developed to address the epidemic of substance abuse and co-occurring mental health disorders among adolescents (ages 12-18). The program provides three months of community-based (in-home) therapeutic treatment followed by an additional three months of supportive after-care known as Assertive Community Care (ACC). Clinicians provide thorough assessments, individual and family therapy, group pro-social activities and supportive case management services in the community to meet the individual needs of each client. The evidence-based A-CRA treatment model teaches adolescents and their caregivers how to identify, acquire and utilize reinforcers and positive coping skills for staying substance free, how to use community resources to support positive change and how to develop a positive support system within the family. ACC addresses the important role of continuing care following an active phase of treatment by monitoring, reinforcing and providing support for skills learned in A-CRA. The A-CRA program helps prevent future problems teens may encounter and keeps troubled youth out of state’s custody, psychiatric hospitals, or other more intensive levels of care. Funded through a grant from the Substance Abuses and Mental Health Services Administration in conjunction with the University of Tennessee College of Social Work, the program was initiated in February 2010 and served 20 clients in its first five months. The program serves Knox and Blount counties.

Therapeutic Foster Care

The Therapeutic Foster Care program serves children in the custody of the Department of Children Services ages birth through 21 years. These children have been removed from their families due to abuse, neglect, unruliness or delinquency.

The program recruits and trains caring, structured foster parents. Typically, the children enter custody with a multitude of problems and needs. They can have mental illnesses, addictions, school issues, poor peer relationships, abandonment, trauma issues and/or developmental problems. The program served 178 children and brought 8 families together through adoption.

Children's Developmental Disabilities Services

Developmental Disabilities Services furnish support for individuals with intellectual and developmental disabilities. These services are delivered through two diverse programs: the Psychopharmacology Clinic and In-Home Intensive Case Management (see Adult Services for the Psychopharmacology Clinic). The goal of these programs is to enhance our clients' quality of life. We help them establish and maintain stability and take advantage of community resources.

The In Home Intensive Case Management program serves children dually diagnosed with an intellectual disability or another developmental disability along with mental illness. The child must be three to 20 years old, a TennCare recipient, and must have significant impairment in functioning related to their diagnosis. The program's goal is to assist the child and his/her support system. Persons served are assisted in identifying barriers which can threaten emotional stability or remaining in the home environment. The program served 30 individuals this year.

SCHOOL-BASED SERVICES – Blount County

Bridges

The Bridges program is designed to help students who are identified as having emotional and/or behavioral problems that interfere with their educational progress. Services include individual, group, family counseling, medication monitoring, and education. The program serves as a liaison contact with juvenile court, the Department of Children's Services and other agencies. Bridges provides around-the-clock crisis intervention.

Goals include the reduction of psychiatric hospitalization days, improved attendance and grades, increased communication and cooperation between home and school, less restrictive academic placements and reduction of juvenile court involvement and school suspensions. The program is offered at several Blount County, Maryville, and Alcoa schools.

During the 2009-2010 school year, 99 percent of program participants advanced to their next grade and attended school regularly. This program served 66 students during the course of the year.

Additional Blount County School-Based Services

The Helen Ross McNabb Center provides a behavioral consultant to special education students in schools throughout Blount County. The counselor conducts functional behavior analysis and behavior support plans as requested by teachers and serves as a consultant to teachers who work with special needs children.

Gateway Residential

The Gateway Center, is located on a quiet and beautiful location on 40 acres in Blount County. It is home to the residential substance abuse, mental health and co-occurring dual diagnosis treatment program for adolescent males 13 to 18 years of age.

Treatment involves a holistic approach to recovery. Our approach utilizes individual, group, and family counseling, and psycho-education classes. Other strategies of treatment include recreation, adventure-based counseling, therapeutic outings, and aftercare.

Individualized treatment plans account for differences in adolescents' learning styles and developmental and social needs.

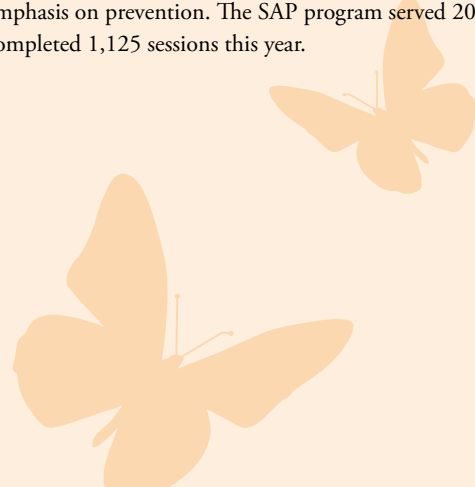
A state-certified school on the premises provides individualized instruction for grades seven through 12, enabling students to remain current in their education.

They also may prepare and test for their GED. Participation in the program is generally three to four months, and family involvement is a key element. 83 children were served in the program this year.

Student Assistance Program

Students with academic problems, low attendance, alcohol or drug issues, family problems, or other social difficulties that limit their ability to succeed in school are eligible for this program. The Student Assistance Program provides 3 high schools in Knox County with a social work professional to identify disorders and make referrals.

Counselors provide in-school counseling and educational programs such as in-service training and classroom presentations with an emphasis on prevention. The SAP program served 209 students and completed 1,125 sessions this year.



Services for Adults

The Helen Ross McNabb Center offers a full array of mental health and addictions, prevention, treatment and rehabilitation programming to meet the needs of adults in our community. As you can see from the descriptions below our services are far ranging. Our staff of qualified mental health and addictions/recovery professionals interact daily with our community partners such as psychiatric hospitals, physicians, social service agencies, the courts and of course family and friends to ensure the best of care for the persons we serve.

Adult Continuous Treatment Team (CTT)

Adult CTT is an intensive outpatient treatment program designed for persons who have a severe and persistent mental illness, that is comprehensive in nature. This program offers case management, medication management, crisis intervention, advocacy, and goal oriented therapy services. CTT clients have available to them on-call crisis services 24 hours a day, 7 days per week. This program served 86 individuals last year.

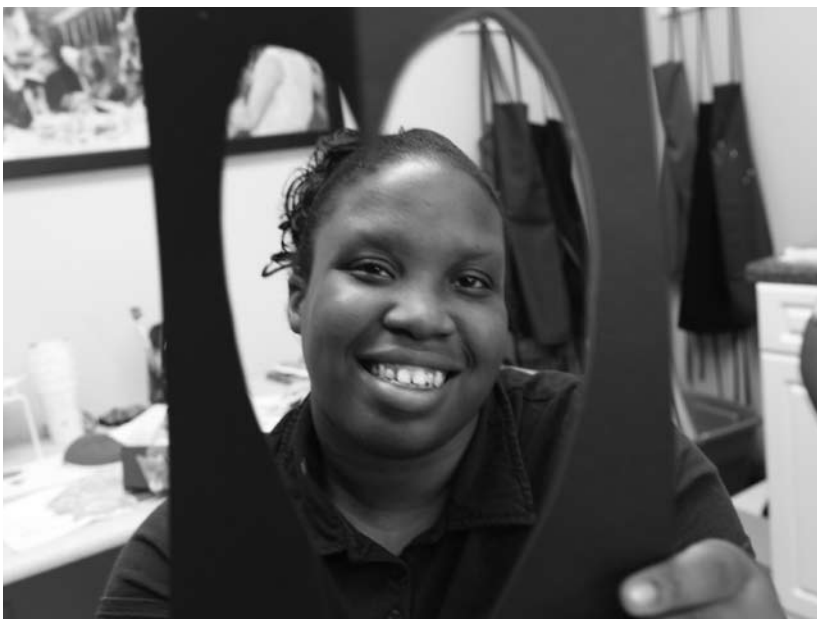
Adult Indigent Care Program (AICP)

The Adult Indigent Care Program has been designed to provide outpatient mental health services to the indigent population of Knox County. Our goal is to reduce barriers to needed treatment within the community. The program seeks to provide medication management services to individuals exhibiting mental health symptoms, while assisting in obtaining eligibility for long-term care through the Behavioral Health Safety Net of Tennessee. AICP also provides assistance obtaining medications through the Center's medication sample closets and the completion of applications for pharmaceutical assistance programs. The program served 447 individuals last year.

Adult Integrated Service Team (IST)

The Integrated Service Team (IST) uses a multi-disciplinary team approach to provide care for individuals diagnosed with a severe and persistent mental illness. Medication management, case management and therapy are the cornerstones of the Center's clinical care.

Clients are provided comprehensive psychiatric evaluations, illness education and management, crisis intervention, psychosocial assessments, individual and family therapy and case management services. Clinicians may also link clients to community resources and natural support systems, which provide additional assistance that aids in recovery, rehabilitation and stability. The program served 2,686 clients this year in Knox County, 245 adults were seen through our Hamblen County office and the program also served 125 adults in Blount County and 34 adults in Sevier County.



Crisis Stabilization Unit

The Crisis Stabilization Unit (CSU) is a 15 bed, non-hospital, residential service rendering short-term stabilization services that are accessed to prevent further increase in symptoms of a behavioral health illness and/or to prevent acute hospitalization.

The CSU provides services 24/7, 365 days a year to adults (18 years and older) experiencing a behavioral health crisis. All services are provided to individuals on a voluntary basis. The CSU is located on the CenterPointe Campus and serves Knox, Anderson, Blount, Campbell, Claiborne, Grainger, Jefferson, Loudon, Monroe, Morgan, Union, Roane, Sevier, and Scott counties.

The CSU operates a walk-in triage capability and provides for crisis stabilization for up to 72 hours (3 days). Medication evaluation and treatment services are provided to include illness management and recovery programming. The goal is to stabilize the crisis, divert a psychiatric hospitalization or incarceration, and engage the individual with mental health services upon discharge. Referrals can come from any source including self, family members, mobile crisis units, community mental health centers, emergency rooms, and law enforcement.

The CSU has served 900 individuals, many of whom are uninsured. The program is funded through a grant from the Tennessee Department of Mental Health and Developmental Disabilities and TennCare.

Mental Health Rehabilitation Programs

Housing/Supportive Living Services

Safe, affordable housing that meets the needs of individuals with mental illness is in great demand. In response to this need, our Center has developed and maintains a variety of housing options. Independent living is available in several locations in Knoxville. Apartments located in two buildings in the Fourth and Gill neighborhood offer a total of 12 units with a capacity of 12 tenants. A resident manager maintains the facility and monitors the residents for special needs. Tenants also have access to the Center's psychiatric rehabilitation services located nearby.

New Hope Apartments are also in the Fourth and Gill area. It is divided into two apartments with 4 tenants each and shared common areas. A case manager works with all 8 tenants to maintain housing, improve their self-determination, increase their daily living skills, and to help increase their income.

A five bedroom house in south Knoxville provides a family living environment. Two houses in other locations offer housing for 3 tenants each. The tenants of these homes are clients of the Program for Assertive Community Treatment (PACT) program, and qualify as a result of homelessness, disabling mental illness and low income. Eligibility criteria are that an individual must have a mental illness, be low-income and have a section eight housing voucher.

Two 8 unit buildings known as "The Willows at Third Creek" provide housing for 15 tenants and one resident manager. The resident manager maintains the facility and monitors the residents for special needs. A case manager works with all 15 tenants to maintain housing, improve their self-determination, increase their daily living skills, and to help increase their income. Six of these units are set aside to serve veterans who have a section eight housing voucher.

Helen Ross McNabb Center housing services are available to any seriously and persistently mentally ill consumer who meets the qualifying criteria. 44 individuals participated in Center housing services.

Psychiatric Rehabilitation

Psychiatric Rehabilitation services are designed for adults who have a mental health diagnosis and who are TennCare eligible. Services are provided to enhance and support the process of recovery for individuals in their living, learning, working and social environments. The program often utilizes a classroom setting. Classes include computer skills, reading, daily living skills, art therapy, physical exercise, anger management, educational service and referral, job interviewing and resume writing skills, and job search and assessment. The goal is to provide services that will assist the individual with support and skills needed to function independently and successfully in the environment of his or her choice. The program provided services to 95 clients and offered 687 opportunities to attend various classes.

Martha A. Withers Friendship House Peer Support Center

Social and recreational rehabilitation services are located at the consumer-run Friendship House Peer Support Center. To be eligible for membership an individual must be at least 18 years old and a current or former mental health services consumer. The program encourages Friendship House members to act independently and be an active part of their communities. Our clients help choose their social, recreational, cultural, educational and support activities. Members may receive basic job skills training by serving as a volunteer greeter, kitchen assistant, fitness center receptionist or barter room clerk at Friendship House. They also volunteer in the community at homeless shelters, help with beautification projects or help prepare gifts and food baskets during holidays. Approximately 367 people actively participate in the program, with an average daily census of 66 individuals during the past year.



The Project for Assistance in Transition from Homelessness (PATH)

The PATH Program provides services to homeless individuals who have severe and persistent mental illnesses. To qualify for the program, an individual must have a history of mental illness, be homeless or at-risk for homelessness and must reside within Knox County.

Outreach workers help these individuals achieve stable lives by engaging them in mental health treatment. Individuals are assisted in securing affordable housing, supportive income, and other basic necessities. By providing access to community services and ensuring continuity of care, the program empowers mentally ill adults to break the cycle of homelessness. This program served 132 individuals last year.



Adult Addiction Programs

Medical Detoxification

The Medical Detoxification Program serves adults over the age of 18 who are intoxicated or who are experiencing the adverse effects of withdrawal from alcohol or other drugs. Treatment is delivered in a medical treatment mode and is designed to safely detoxify each client from alcohol and/or other drugs in a 24 hour monitored, structured environment. Service to pregnant and IV drug-using females, pregnant females and IV drug users are a priority. The program served 384 individuals this past fiscal year.

New Hope Recovery

The New Hope Recovery Program located in Morristown offers intensive outpatient treatment for adults who are chemically dependent, and live in Hamblen or the surrounding counties. The program provides 12 hours of structured programming per week that includes group therapy, substance abuse education and in-house AA/NA meetings. The average length of stay is 8 weeks. This program also offers family education groups and addresses other issues such as spirituality, co-dependency, coping skills, social and legal problems. An aftercare program is provided once a week for up to one year. The intensive outpatient program served 129 individuals last year.

Women's Community Liaison

The Women's Community Liaison serves Knox County women age 18 and older who need addiction/recovery services. The liaison provides intensive case management and comprehensive wraparound services to enhance addiction/recovery treatment and help ensure a return to productive, drug-free living. Services include assessment, referral, links with other services and help with transportation, child care and daily living needs. The program is especially beneficial to women with complex issues who need help navigating multiple systems. The Women's Community Liaison served 133 women this year.

Developmental Disabilities Services

Developmental Disabilities Services furnishes support for individuals with intellectual and developmental disabilities. These services are delivered through two different programs: the Psychopharmacology Clinic and In-Home Intensive Case Management (see Children's Services for In Home Intensive Case Management). The goal of these programs is to enhance our clients' quality of life and help them maintain stability by taking advantage of available community resources.

The Psychopharmacology Clinic provides consultative evaluations for adults with intellectual disabilities coupled with mental illness. Individuals may be referred to the clinic as a result of changes in mental status, behavioral challenges, problems with medications or a request for a second opinion regarding medication regimen, treatment plan or behavior guidelines. The program served 32 individuals this year.

Residential Rehabilitation

The Residential Rehabilitation program is a 3 to 4 week intensive therapeutic program for chemically addicted adults. The goals of treatment are to maintain abstinence and prevent relapse, and address significant problems with living skills. It also promotes personal responsibility and positive character change. The program served 323 individuals this year.

Services for the Eastern Band of Cherokee Indians

Our addictions programming also serves the Eastern Band of Cherokee Indians (EBCI) of Cherokee, North Carolina. Residential treatment is provided for adults that are both addicted and have co-occurring issues, such as mental illness. Staff focuses on the specialized strengths, needs, abilities, and preferences of these individuals. The cultural background and the spiritual beliefs and practices of the person are an essential component of the client's individualized treatment and program. Individuals are evaluated to include special preferences that will make each client's treatment more beneficial. The program served a total of 19 clients from EBCI this year.

Supported Intensive System of Treatment Empowerment Recovery (SISTERS) of the Rainbow

SISTERS of the Rainbow, located in the Western Heights housing development, is an intensive outpatient alcohol and drug treatment program for adult women who live in Knox County. It attempts to overcome the barriers many women face in coming to treatment by providing transportation within a 10 mile radius of the program. The goal of SISTERS is to break the cycle of addiction, welfare, and poverty and to promote self-sufficiency. Program participation is about one year in length. During this fiscal year, 31 women participated in the program.

Behavioral Health Safety Net of Tennessee

The Behavioral Health Safety Net of Tennessee is a program created by the State of Tennessee and the Department of Mental Health/Developmental Disabilities (TDMHDD) to provide mental health treatment for individuals who have no access to other health insurance. These individuals are identified as being severely and persistently mentally ill, and have a household income under 100% federal poverty level.

The Behavioral Health Safety Net program was designed primarily to provide medication evaluations and pharmacy assistance to these individuals. Additional services include individual therapy and case management. The Behavioral Health Safety Net served 532 persons last year.



HIV/AIDS Prevention and Outreach

The HIV Prevention and Outreach program targets HIV/AIDS high risk groups, intravenous drug users and those in treatment for chemical dependency. Prevention counselors distribute HIV prevention literature and materials to high risk venues. HIV prevention education counselors also present information to community groups through educational sessions at churches, schools, alcohol and drug treatment centers and halfway houses. The HIV Prevention Case Manager is able to provide individual counseling to those who are HIV positive as well as those who are high risk for HIV through evidenced-based interventions such as CLEAR and Comprehensive Risk Counseling Services. In addition, Our Return to Care program offers minority, HIV-positive individuals help in overcoming barriers to care. The program is able to serve more than 6,000 people through education and counseling services. More than 1,100 individuals, who were identified as at risk for exposure to HIV, received free HIV Oraquick testing.

Problem Gambling

The Outpatient Problem Gambling Program is designed to help East Tennessee adults ages 18 or older who have problem or compulsive gambling issues. The focus is to help individuals reduce or eliminate their gambling behaviors and to develop and implement relapse prevention skills. Addiction professionals provide group, individual and family therapy. The 12 Steps of Gamblers Anonymous are integrated into treatment, and arrangements may be made for medical and psychological consultations. 24-hour crisis services are available. The program also serves the community by providing outreach education on gambling and other addictions. During the past fiscal year, the Problem Gambling Program screened 986 people, held 22 community informational meetings and provided treatment to 21 individuals. In addition, the program was able to reach 5,135 people through outreach and education services.

Intensive Outpatient Programs

The Intensive Outpatient Programs located at Springdale Ave. in the clinical building offer gender specific counseling sessions for both co-occurring diagnosed and chemically dependent adult men and women. Each program provides 12 hours of structured programming per week that includes group therapy, HIV, and substance abuse education. The average length of participation is eight to 12 weeks. The programs also address other issues, such as family/relationship conflict, spirituality, domestic violence, co-dependency, social, custody, and legal problems. The men's outpatient program provided more than 1,600 group sessions to individuals, while the women's program served provided more than 1,300 group session to individuals.

Medically Monitored Crisis Detoxification (MMCD)

The Medically Monitored Crisis Detoxification program serves adults over the age of 18 who are in psychiatric crisis or have a co-occurring disorder who are also addicted to substances and who are experiencing the adverse affects of withdrawal from alcohol or other drugs. Patients are able to safely detoxify while also receiving treatment for their co-occurring disorders. Referrals primarily come from Mobile Crisis, mental health centers, hospital emergency departments, crisis stabilization units, police, and self referrals. Priority admission is given to pregnant IV using females, pregnant females, IV drug users, HIV positive individuals, and then all others. The program served 312 individuals this year.

Emergency Services

The Helen Ross McNabb Center's psychiatrists provide continuous emergency coverage through the Physician Consultation Service. They are available during regular hours and the on-call service after hours. A first- and second-call system assures rapid after-hours response to clients in crisis. This service, provided by the Center, assures that emergency services with physician back-up are available 24 hours a day, seven days a week.

Program for Assertive Community Treatment

The Program for Assertive Community Treatment (PACT) is designed to help adults with severe mental illnesses reduce or eliminate their symptoms, function in the community, reduce hospitalization, and live independently.

The program provides intensive care which is available 24 hours a day, seven days a week. Services are delivered primarily in the home and in the community. This strategy makes us more accessible and increases the comfort level of clients. There is no time limit on program participation.

PACT served 121 individuals during the past year.



Adult Corrections and Forensic Services

The Adult Corrections and Forensic Programs provide services to the Knox and Blount County Sheriff's Department's Corrections Facilities and Knox County courts.

Jail-based Mental Health Services

The Helen Ross McNabb Center provided 92 staff hours per week in jail-based mental health services to three Knox County detention facilities and 22 hours weekly in Blount County. Services include both full and brief mental health assessments, crisis intervention, medication assessments and recommendations, psychiatric medication prescriptions, brief supportive counseling, brief alcohol and drug assessments and training, as well as support of jail staff on mental health issues. Jail-Based staff completed over 3,100 direct contacts for these services.

Forensic Services

The Helen Ross McNabb Center also provides court-ordered evaluations for competency and insanity defense for defendants in Knox County Criminal, Juvenile and General Sessions Courts. A team of state-certified forensic examiners conducts evaluations to determine the defendant's competency to stand trial and/or the mental condition of the accused at the time of the alleged offense. These evaluations are completed on an outpatient basis at the Helen Ross McNabb Center or at the detention facilities. Additional consultation services include assessment of the need for psychiatric, alcohol or drug treatment or other supportive services. There were 99 completed evaluations and staff members were subpoenaed four times. Forensic Staff testified twice in Adult Courts and twice in Juvenile Courts.

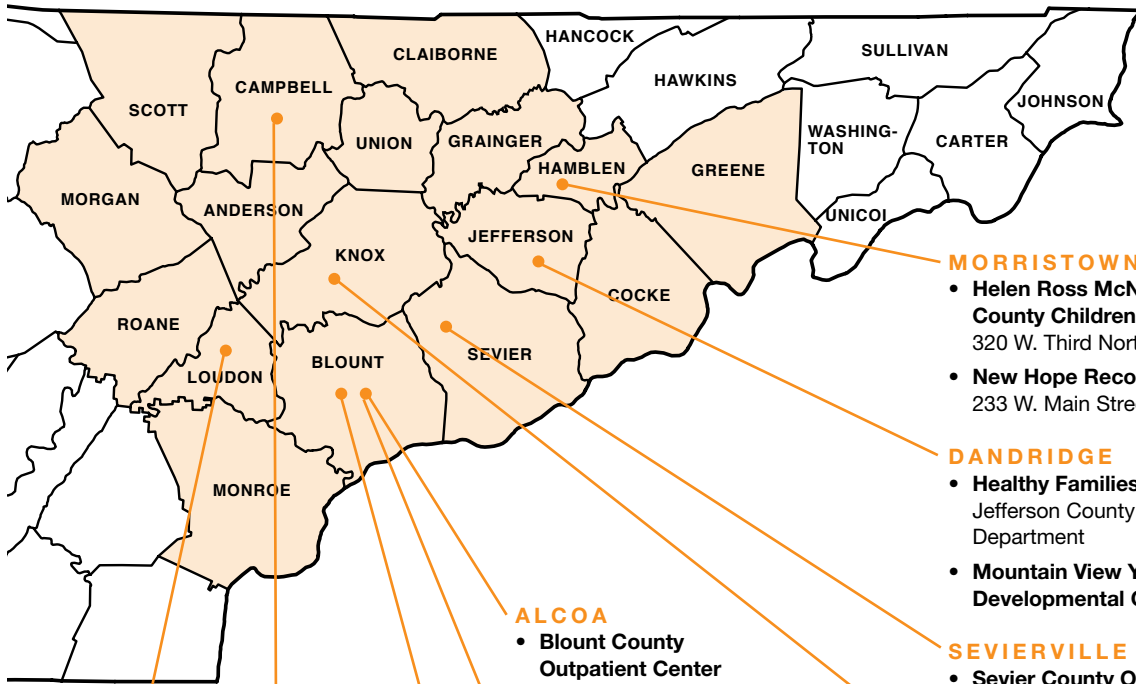
Knox County Criminal Justice/ Mental Health Liaison

The Criminal Justice/Mental Health Liaison is a statewide community-level project that focuses on issues affecting adults who have serious mental illness and are involved in the criminal justice system. The goals of the project are to reduce the number of adults with mental illness in the jails and to facilitate communication and the coordination of activities between the community, the criminal justice and mental health systems. Services are provided at all levels of the criminal justice process. These include early identification of persons with mental illness, diversion, continuity of care while incarcerated, and consultation with the court regarding course of action. We also help plan for release through outcome monitoring, training and education.

The Liaison Program was also able to provide transitional funding for prescriptions services and housing for 35 individuals to prevent re-incarceration.



Geographic Area Served



LOUDON

- **Healthy Families East Tennessee**
616 Ward Avenue

LAFOLLETTE

- **Campbell County Outpatient Center**
503 West Central Street, Suite C

ALCOA

- **Blount County Outpatient Center**
244 S. Calderwood Street

MARYVILLE

- **Healthy Families East Tennessee**
Blount County Schools Central Office
- **Home Base Blount County**
Blount County Juvenile Court
- **Jail-Based Services**
Blount County Sheriff's Office Detention Facility

LOUISVILLE

- **Gateway Center**
3845 Holston College Road

MORRISTOWN

- **Helen Ross McNabb Hamblen County Children and Youth Center**
320 W. Third North Street
- **New Hope Recovery Center**
233 W. Main Street

DANDRIDGE

- **Healthy Families East Tennessee**
Jefferson County Health Department
- **Mountain View Youth Developmental Center**

SEVIERVILLE

- **Sevier County Outpatient Center**
707 Dolly Parton Parkway

KNOXVILLE

- **The Helen Ross McNabb Center Administrative Services**
201 W. Springdale Avenue
- **PACT Program**
205 W. Springdale Avenue
- **Adult Clinical Services**
205 W. Springdale Avenue
- **Adult Addiction Outpatient Services**
205 W. Springdale Avenue
- **The Helen Ross McNabb Children & Youth Center**
600 Arthur Street
- **CenterPointe Adult Addiction Residential Services**
5310 Ball Camp Pike
- **CenterPointe Medical Detoxification Program**
5310 Ball Camp Pike
- **CenterPointe Crisis Stabilization Unit**
5310 Ball Camp Pike
- **Developmental Disabilities Services**
424 Clark Street
- **Friendship House Drop-In Center**
526 Lamar Street
- **SISTERS of the Rainbow**
1324 W. Oldham Avenue
- **John Tarleton Campus**
2455 Sutherland Avenue
- **Jail-Based Services**
Knox County Jail and Detention Center
- **Housing in seven different Knox County locations**



Children & Youth Center



CenterPointe



Friendship House



Gateway Center



Administration & Adult Services

Who We Serve

The following tables offer information relevant to the number of people served in many of our larger programs and the volume of services delivered in those programs during the fiscal year. (July 1, 2009-June 30, 2010). Table 1 outlines the volume of client services delivered, Table 2 shows the demographics of caseload.

TABLE 1

PROGRAM CASELOAD AND VISITS Fiscal Year 2010

| PROGRAM AREA | CASELOAD | VISITS |
|-----------------------------------|--------------|----------------|
| Adult Programs | 5,624 | |
| Addiction Services | | 17,855 |
| Integrated Services Team | | 44,887 |
| Forensics/Jail Based Services | | 7,227 |
| PACT | | 19,714 |
| Continuous Treatment Team | | 4,458 |
| Crisis Stabilization Unit | | 3,052 |
| Supportive Housing | | 1,060 |
| Safety Net | | 5,892 |
| Psychiatric Rehabilitation | | 4,679 |
| Homeless Program | | 766 |
| Adult Indigent Care Program | | 1,289 |
| TOTAL | 5,624 | 110,879 |
| Children/Youth Programs | 2,941 | |
| C&Y Integrated Service Team | | 30,549 |
| Juvenile Justice Programs | | 23,567 |
| Therapeutic Foster Care | | 27,071 |
| Children's Residential Services | | 13,771 |
| Therapeutic Preschool | | 2,781 |
| Healthy Families | | 4,139 |
| Changes Intensive Case Management | | 5,067 |
| School-based Services | | 1,781 |
| Continuous Treatment Team | | 6,330 |
| Child and Family Treatment | | 2,029 |
| Outpatient Addiction Services | | 1,465 |
| ChildNet | | 10,481 |
| MR/DD Services | | 2,095 |
| Homeless Case Management | | 234 |
| TOTAL | 2,941 | 131,360 |

TABLE 2

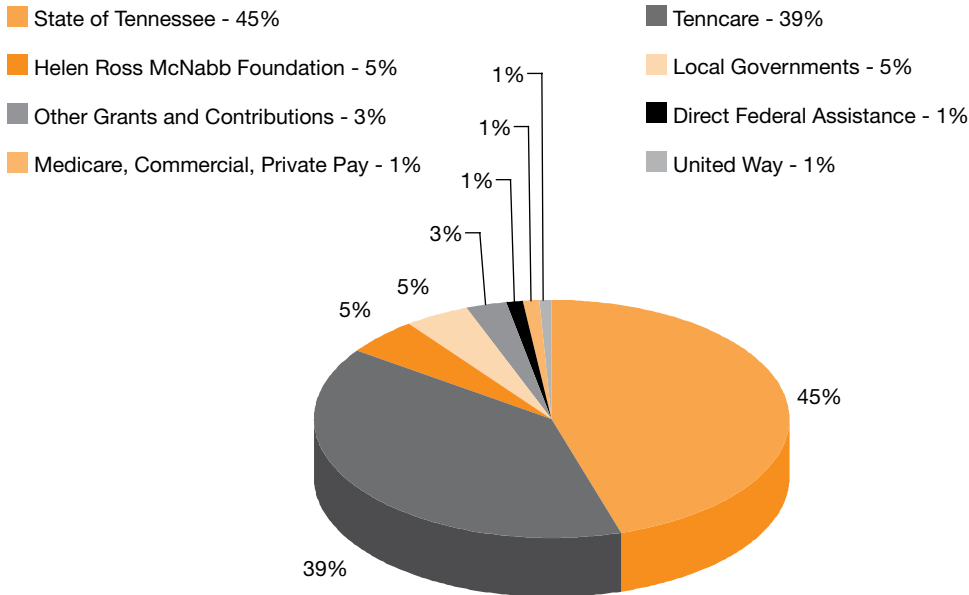
AGE, RACE, AND GENDER CHARACTERISTICS OF CASELOAD Fiscal Year 2010

| CHARACTERISTIC | CASELOAD |
|---------------------------|--------------|
| AGE (Years) | |
| 0-17 | 2,941 |
| 18-24 | 1,087 |
| 25-44 | 2,436 |
| 45-64 | 1,907 |
| 65 and older | 194 |
| TOTAL | 8,565 |
| RACE | |
| White | 6,824 |
| African American | 1,436 |
| American Indian | 54 |
| Asian or Pacific Islander | 17 |
| Other | 234 |
| TOTAL | 8,565 |
| GENDER | |
| Male | 4,371 |
| Female | 4,194 |
| TOTAL | 8,565 |

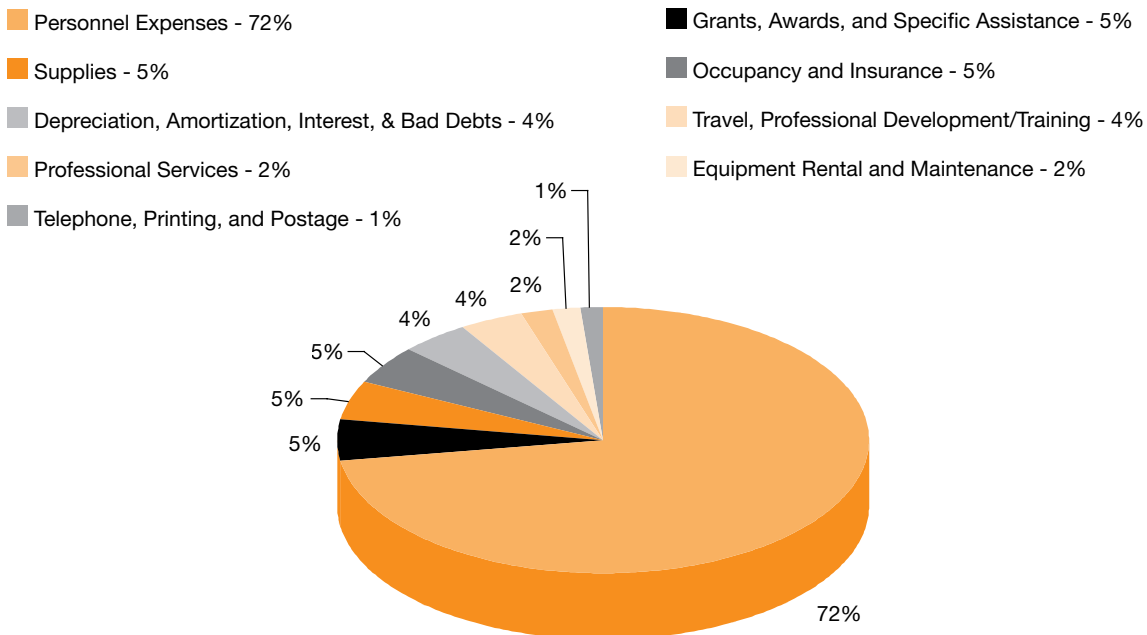
The Numbers

The information below displays the Center's revenue and expenses. The financial data shown are from audited information for fiscal year 2010 (July 1, 2009-June 30, 2010).

REVENUE SOURCES Fiscal Year 2010



EXPENSE CATEGORIES Fiscal Year 2010



The Professional Team

The Center has a remarkable group of hard-working, dedicated staff who go above and beyond everyday to ensure that the best possible service is provided. Maintaining the Center's reputation for providing consistent, quality care would not be possible without a demonstrated commitment from our employees for the Center's mission. With more than 50 programs, a distinctive combination of highly trained professionals is required to provide comprehensive care. This past year the Center employed seven psychiatrists, 86 master's level clinicians, 174 bachelor level staff, 20 registered nurses, eight licensed

practical nurses and seven advanced nurse practitioners. The number of staff members this past year totals 375 counting counselors, peer specialists, family support workers and administrative support. Training and development for Center employees is also crucial to the Center's success. Collectively, the staff completed 78 hours of adult CPR, 78 hours of infant CPR, 65 hours of first aid and 243 hours of crisis prevention intervention training. The combined professionalism, dedication and training of employees make our staff the Center's greatest asset.

The Executive Team

The management and direction of the programs of The Helen Ross McNabb Center are the responsibility of the executive team. The Center's strategies for treatment and business operation, along with its subsequent implementation come under the supervision of this team.



Andy Black, MSW is the President and CEO. He has an M.S.S.W from the University Of Tennessee College Of Social Work and a B.S. in Psychology from the University of Tennessee. Mr. Black has worked for 34 years in the field of Social Work and was the Director of Development and VP of the Helen Ross McNabb

Foundation for 17 years before accepting the position of CEO in 2004.



Clifton R. Tennison, Jr., MD, is Vice President and Chief Clinical Officer for the Center. He has an undergraduate degree and postgraduate studies in Religion from Baylor University, and completed premedical sciences at the University of Texas, Arlington. His medical degree is from Tulane University and he completed the

Psychiatry Residency Training Program at the University of North Carolina in 1983. He has served as Staff Psychiatrist, Assistant Medical Director, Medical Director, and Chief Clinical Officer since coming to the Helen Ross McNabb Center in 1983.



David B. Manning, MD, is the Medical Director for Adult Mental Health Services. He completed an undergraduate degree in biology at Wake Forest University. He earned his medical degree from The Ohio State University College of Medicine in 1987. He completed the Psychiatry Residency Training Program at the University of

North Carolina in 1991. Since coming to the Helen Ross McNabb Center in 1991, he has served as Staff Psychiatrist, Assistant Medical Director, and Medical Director.



Mona Blanton Kitts, LCSW is the Vice President of Children and Family Services. She has an M.S.S.W. from the University of Tennessee. Ms. Blanton Kitts joined the Helen Ross McNabb Center in 1986 and has served in a number of positions from case manager to Director level roles. She was named to her current position in 2006.



Jerry Vagnier, LCSW, is the Vice President of Operations. He has an M.S.S.W. from the University of Tennessee and received his B.A. in psychology from Maryville College. Mr. Vagnier joined the Center staff in 1988 as Children and Youth Outpatient Psychotherapist/Clinician. He served in a number of management level positions

at the Center before accepting his current position in 2004. As VPO he is responsible for the day to day operations of clinical and administrative services.



Leann Human-Hilliard, LCSW, is the Vice President of Adult Services for the Helen Ross McNabb Center. Leann received her Master's degree in Social Work from the University of Tennessee, Knoxville. Over the past twenty years, Leann has worked for the Center in a variety of direct service roles including Mental

Health Case Manager, Alcohol and Drug Prevention Counselor, and Outpatient Clinician. She currently oversees the Center's continuum of adult mental health services and addiction services.



Yolanda Monfort, MBA serves as Director of Financial Services. She received her B.S. in Commerce with a major in Accounting from Saint Louis University in the Philippines. She has her MBA degree with concentration in International Business and Management Informatics at the Catholic University of Louvain in Belgium.

Community Involvement

The Helen Ross McNabb Center continues to have a strong commitment to educate and to involve the community in its mission. The Center addresses this commitment in a number of ways, including a speaker's bureau, consultation with other agencies, educational opportunities, and involvement of volunteers.

The Center maintains close ties with health care training programs in several disciplines and offers students and their academic institutions opportunities for enrichment. The Center serves as a practicum training site for undergraduate and graduate students from the University of Tennessee, and other area colleges. Helen Ross McNabb Center staff provides additional

10 year plan to end chronic homelessness, as well as other ad hoc groups addressing pertinent needs of the communities we serve.

The Center is involved in local neighborhood and business associations. We are a member of the Chamber of Commerce,

In order for us to be successful at what we do it is important that we have a community support system. Volunteers are the backbone of that support system.



Volunteers from the Knoxville Church take a break during a community service project at a McNabb Center housing construction site.

service through consultation and education services as needed to our community including health care providers, law enforcement, schools, and other social service agencies.

We participate in national, state and local conferences and workshops, and our staff is available to speak to civic organizations, philanthropic foundations, community groups and individuals regarding pertinent issues in the field of Mental Health and Addictions. The Helen Ross McNabb Center continues to be an active participant in Knoxville's

and work closely with the Oakwood/Lincoln Park Neighborhood Association. We are also a United Way Community Partner Agency in Knox, Blount, Loudon, Sevier, Jefferson, and Hamblen counties. Our staff members participate in neighborhood and community festivals, workshops, events and a number of coalitions and interagency organizations. Through this involvement and participation neighbors and community citizens have the opportunity to learn more about the Center's programs or to become active volunteers.

In order for us to be successful at what we do it is important that we have a community support system. Volunteers are the backbone of that support system. The Center's talented board of directors is an extremely dedicated group of community volunteers who lend their expertise to ensure that the center runs efficiently and effectively. Volunteers also make our special events possible and they provide program support throughout the Center. Our volunteers act as ambassadors for the Center in the community and they often recruit others to help support the Helen Ross McNabb Center. The Center staff and clients are grateful to our volunteer's 19,000 hours of service contributed this year.

The Helen Ross McNabb Foundation

Since its founding in 1972, the Helen Ross McNabb Foundation has worked diligently to support the work of the Helen Ross McNabb Center. In addition to providing leadership and direction, the Foundation's staff and 27-member volunteer board actively raises, holds and invests funds on behalf of the Center. Funds raised by the foundation over the past 38 years have contributed greatly toward the stability and growth of the Center. In addition to its numerous capital campaigns, the Foundation also raises private donations from the East Tennessee community for the cost of mental health services. These private donations allow the Center to offset the cost of serving people in our community who have limited or no resources to pay for their treatment. In the past decade alone, the Foundation has raised several million dollars to provide mental health care services for the indigent and uninsured in Knox and surrounding counties.



Construction of Apartments at Baker Avenue

Traditionally, the Foundation's annual fund campaign allows the foundation to raise funds for projects and programs which meet the most pressing needs of our clients and communities. The tradition continued with this year's annual fund campaign. The Center raised money to build a permanent facility for our adults and children outreach services in Blount County. The Center has provided high quality mental health and addiction services in Blount County for more than 10 years. The newest property, a 1.5 acre site located at 1704 E. Broadway Ave. Maryville, TN will allow the Center to expand its services offered in the area. This facility will provide space for psychiatrists, psychiatric nurses, master level clinicians, and bachelor prepared therapists to provide mental healthcare in an onsite setting. It will also provide a home base for therapists and case managers to go out into the community's schools and homes to meet our client's needs. The Center desires to be a fixture in the community and a valued partner of the healthcare continuum in Blount County.

The Endowment Fund provides a stable source of income for the Center to counteract uncertain economical and political times.

Foundation staff and board of directors work continuously to grow the endowment so that when it is fully funded it will support the Center in its future successes.

Year after year, the Foundation benefits from partner friends and businesses that make a commitment to give regularly to the mission of the Center. There are several ways that community members can give to the Center. Some options include bequests, trusts, gifts or assets through estate planning. The planned giving program plays an important part in the Foundation's vitality.

Special Events provide the public image of vitality for the Foundation and the Center. These events are embraced and supported by local media and provide a public outreach which attracts people who may never come in contact with the Center's work at any other time.

The Summer Games are the Center's premier special event fundraisers and fundraisers. They include the Herman Gettelfinger Bass Tournament, Pat Summitt Golf Tournament and the Russell Biven Sporting Clays Tournament. In addition to raising funds for the Center, these events generate excitement and give the Foundation a dynamic and involved persona to act as catalysts for the Center's mission. Other special events benefiting the Center include: The Spirit Award Dinner which honors the achievements of individuals from our community;



The Pat Summitt Golf Tournament is one of the premier special events held to benefit the Center annually.

The Big BBQ Bash is our BBQ competition held in Maryville and it gives the general public an opportunity to sample some of the best BBQ in the south; An Evening of Hope that benefits the New Hope Recovery Center features family-friendly comedians and/or singer/songwriters that embrace our mission; The Knoxville Challenger is a USTA Pro Circuit Event that allows the public to watch some of tennis' rising stars in the comforts of the Knoxville community. People continue to talk about the Helen Ross McNabb Center after each of these events. They give the Center a personality and energy not achieved by any other means.





2010 Foundation Board of Directors: *Front Row (left to right): Debbie Jones, Jack Singleton, Chris Kahn, Whit Addicks, Joe Johnson, Fay Bailey, George Kershaw; Back Row: Christi Branscom, James Schaad, Amy Cathey, Nick Chase, Jenny Brock, Andy Black, Joe Mont McAfee, Patricia Tarlton, David Fiser, Sandy Bertelkamp, Nancy Becker*
Not Pictured: Jeannie Dulaney, Mike Fishman, Dale Keasling, Jeff Golliber, Daniel Head, Chris Liposky, Bob Petrone, Bill Pugh, Avice Reid

HELEN ROSS MCNABB FOUNDATION BOARD OF DIRECTORS 2010-2011

The Foundation is governed by a 27 member volunteer board. Board members are volunteers from all walks of life who give of their time and talent to direct and serve the Foundation. Members are elected and serve a three year term and may serve two consecutive terms.

Andy Black, Ex-Officio;
CEO/President Helen Ross McNabb Center

Whit Addicks, Chair
Addicks CPA Firm

Fay Bailey, *Hop Bailey Co.*

Nancy Becker, *Community Volunteer*

Sandy Bertelkamp, *Community Volunteer*

Christi Branscom, Chair-Elect
Partners Development

Jenny Brock, *Community Volunteer*

Amy Cathey, Past Chair,
University of Tennessee

Nick Chase
Egerton, McAfee, Armistead & Davis, P.C.

Jeannie Dulaney
Lattimore, Black, Morgan & Cain

David Fiser, *Fiser, Inc.*

Mike Fishman, *Citizen Tribune*

Jeff Golliber, *Hilliard Lyons*

Daniel Head
Head Wealth Management

Joseph E. Johnson, *University of Tennessee*

Debbie Jones, Sec./Treasurer
Lattimore, Black, Morgan & Cain

Chris Kahn, *Community Volunteer*

Dale Keasling, *Home Federal Bank*

George Kershaw, *D & K Management*

Chris Liposky, *Rogers Petroleum, Inc.*

Joe Mont McAfee
Egerton, McAfee, Armistead & Davis, P.C.

Bob Petrone, *B & T Distributing*

Bill Pugh, *Pugh & Company*

Avice Reid, *City of Knoxville*

James Schaad, *Schaad Companies*

Jack Singleton, *Alcopro, Inc.*

Patricia Tarlton, *Community Volunteer*



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