



**Helen Ross  
McNabb Center**

2016 Annual Services Report



*Your Health.*

*Our Mission.*

*Improving the lives of the people we serve.*

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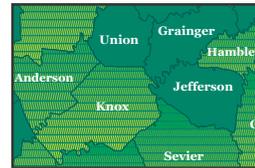
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Financial Numbers

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Foundation

# Your health, our mission.



Dear McNabb Community,

As we reflect on the past year at the Helen Ross McNabb Center, it becomes apparent that our staff, management, board members and volunteers have been busy furthering our mission of improving the lives of the people we serve. We continue to focus on making your health our mission by delivering the highest quality behavioral health services, utilizing the most effective treatment methods, employing highly trained medical professionals, creating welcoming patient environments and building operational systems that ensure services function well.

In order to meet the needs of our patients, we expanded services across our region in significant ways this past year. We piloted an integrative care model that allows our clinical staff to coordinate the health needs of our patients, taking into consideration both their behavioral health and physical health. Our clinical leadership researched, designed and delivered a unique model of care that shows promising outcomes. We will use this pilot program as our foundation when the state of

Tennessee transitions care for TennCare members from case management to integrated care. This innovative transformation is known as Tennessee Health Link. Additionally, we initiated outpatient behavioral health services for veterans and military personnel and their families who need support during their recovery. Both of these projects were made possible through grants from the Helen Ross McNabb Foundation. Our ability to advance new clinical technologies and new services is important for the health of our patients, and ultimately the health of our community.

Our clinical leadership also took advantage of the opportunity to merge sexual assault services and domestic violence services under a single umbrella of leadership to maximize the reach of our victim services. As the community leader in services for men and women who are victimized, it is essential that we advance our expertise, utilize our resources and engage the community in an effort to provide survivors with the resources they need. This winter, we will open our new domestic violence shelter in Knoxville. As a regional provider, we will continue to make gains and offer the best care available for our family members, friends and neighbors experiencing intense crisis because of sexual assault and domestic violence.

We continue to be actively engaged with our community. This year, we trained more than 650 law enforcement officers in mental health crisis intervention. We facilitated more than 20 foster care adoptions through our therapeutic foster care program. Overall, we served 26,000 unique individuals with compassionate and quality services.

We always want to reduce identified barriers to receiving care and ensure our patients receive services in excellent facilities. We utilized our capital plan to make improvements by building new supportive housing in Chattanooga. We also purchased and renovated a site for our veterans and military services in Knoxville. We moved our Cocke County Center to a larger space in order to serve more people, and we renovated an existing facility in Maryville.

As the 2016 Annual Services Report displays, our organization continues to be fiscally sound with no long-term debt, and our culture of professional and ethical practice is in place as we continue to make your health our mission.

Sincerely,

Jerry Vagnier, LCSW  
President & CEO

# Randy and Diane Miller

## *Making your health their mission*

Randy and Diane Miller give back to our community actively and wholeheartedly to improve the lives of our neighbors. Since the early 1990s, they have been investing their time, resources and talents into the community to ensure the people of East Tennessee receive behavioral health care, and the fruitful results can be seen in the lives of those who have been positively impacted each day over the past two decades.

Randy, Executive Director of Woolf, McClane, Bright, Allen & Carpenter and longtime friend to the Helen Ross McNabb Center, embraces every opportunity to serve our community. He dedicated over a decade of service to the Helen Ross McNabb Center Board of Directors to create and evaluate policy and organizational goals regarding the Center's finances and services. He displayed further commitment when he was elected to direct the Center Board as treasurer and then chair, strengthening this organization through his service. He also found that his interests and hobbies aligned with the annual foundation fundraisers, and he began working closely with the events on committees of the Herman Gettelfinger Bass Tournament, Russell Biven Summer Clayfest Tournament, and as a participant of the Bob Kesling and Bert Bertlekamp Golf Tournament, previously the Pat Summitt Golf Tournament. Randy has also been influential in increasing access to care in rural communities. He helped to build the important relationships that connected the Center to his hometown of Newport, Tennessee. The Cocke County Center opened in 2012 to provide mental health, addiction and social services to both children and adults. The center opened in a larger location this past year and now serves 1,000 people annually.

Diane is passionate about addressing trauma early in life to prevent long-term effects in adulthood. She expresses this by compassionately sponsoring children through the McNabb Center's Dear Santa program each year. Children served by the program have very little in the way of financial resources and struggle to secure the basics of food, clothing and shelter. Receiving presents on Christmas morning creates tradition and provides a sense of belonging for children served by the Center. Because of the relationships with her family, Diane has deep empathy for families in our community. Specifically, her love for her grandchildren gives her a strong connection to the children served by the Center. She wants her grandchildren to experience the joys of life, and she desires the same for all children.

*It is the Helen Ross McNabb Center's honor to dedicate the 2016 Annual Services Report to Randy and Diane.*

Their tremendous generosity, advocacy and interest in the efforts of the Helen Ross McNabb Center are deeply appreciated. With support from partners like the Millers, we help children avoid long-term mental illness and ensure adults have the resources they need to live to their fullest potential. Together, we are making your health our mission.



*Thank you for your genuine concern and passion for the Center's mission.*

# Our leadership

## Leadership team

**Jerry Vagnier, MSSW, LCSW**  
*President & CEO*

**Stephanie Carter, MSSW, LCSW**  
*Vice President of Operations*

**Paula Hudson, BS**  
*Senior Director of  
Corporate Compliance*

**Dovile Paulauskas, MD**  
*Medical Director, Children  
and Youth Services*

**Clifton R. Tennison, Jr., MD\***  
*Chief Clinical Officer*

**Leann Human-Hilliard, MSSW, LCSW**  
*Vice President of Clinical Services*

**Jason Lay, BA, CPA**  
*Senior Director of Financial Services*

**Mona Blanton-Kitts, MSSW, LCSW**  
*Vice President of Clinical Services*

**Houston Smelcer, BS, CFP**  
*Vice President of Development  
and Government Relations*

**Karthi Namasivayam, MD**  
*Medical Director, Adult Services*

*\*Retired Sept. 2016*

## 2016 Helen Ross McNabb Center Board of Directors

*In order to encourage and maintain credibility, the Center is governed by a volunteer board of directors who have the responsibility to create and evaluate policy and organizational goals regarding the Center's operations. Board members are elected to serve a three-year term and may serve two terms consecutively.*

**Ms. Nancy Cain**

**Mrs. Debbie Jones, Treasurer**

**Hon. Richard Stair**

**Mrs. Susan Conway, Past Chair**

**Mrs. Ellie Kassem**

**Dr. Karen Sowers**

**Mr. Wade Davies, Chair**

**Mr. Ford Little, Secretary**

**Dr. Mary Kay Sullivan**

**Mr. Joe Fielden**

**Mr. Richard Maples**

**Mrs. Nikitia Thompson**

**Mr. Charles "Chip" Finn, Chair Elect**

**Mrs. Della Morrow**

**Mrs. Traci Topham**

**Mr. Mike Fishman**

**Mr. Joe Petre**

**Mr. Clarence Vaughn**

**Mr. Ted Flickinger**

**Mr. James Schaad**

**Dr. Joe Johnson**

**Mr. Ross Schram III**



(Left to right) Front row: Mike Fishman, Susan Conway, Mary Kay Sullivan, Joe Petre, Nikitia Thompson, Nancy Cain and Richard Stair  
Back row: Karen Sowers, Joe Fielden, Debbie Jones, James Schaad, Wade Davies, Clarence Vaughn, Ellie Kassem and Ford Little  
Not pictured: Charles "Chip" Finn, Ted Flickinger, Joe Johnson, Richard Maples, Della Morrow, Ross Schram III and Traci Topham

# Financial numbers

The Helen Ross McNabb Center relies on a diverse group of funding sources. This makes the Center unique in its operation and provides solid financial strength. The Center receives grants from the federal government and the state of Tennessee through various agencies, including: the Bureau of TennCare, Tennessee Department of Children's Services, Department of Education, Department of Health and Department of Mental Health and Substance Abuse Services. It also receives funding from various local governments, including: Blount County, City of Alcoa, City of Chattanooga, City of Knoxville, City of Morristown, Cocke County, Hamblen County, Hamilton County, Knox County and Sevier County. Other sources of revenue include local grants, contributions from donors, the Helen Ross McNabb Foundation, local United Way organizations and third party and private client payments. The following information displays the Center's unaudited revenue and expenses for the fiscal year 2016.

**\$1.9 million**

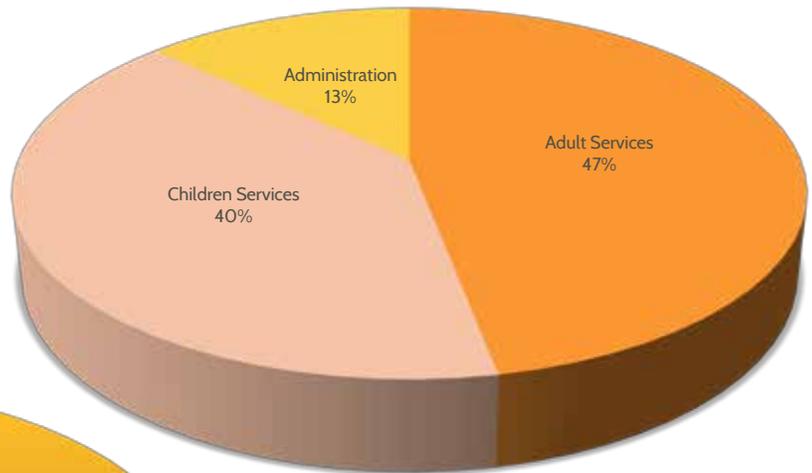
Contributions provided by the Helen Ross McNabb Foundation for program services and capital

**\$6.7 million**

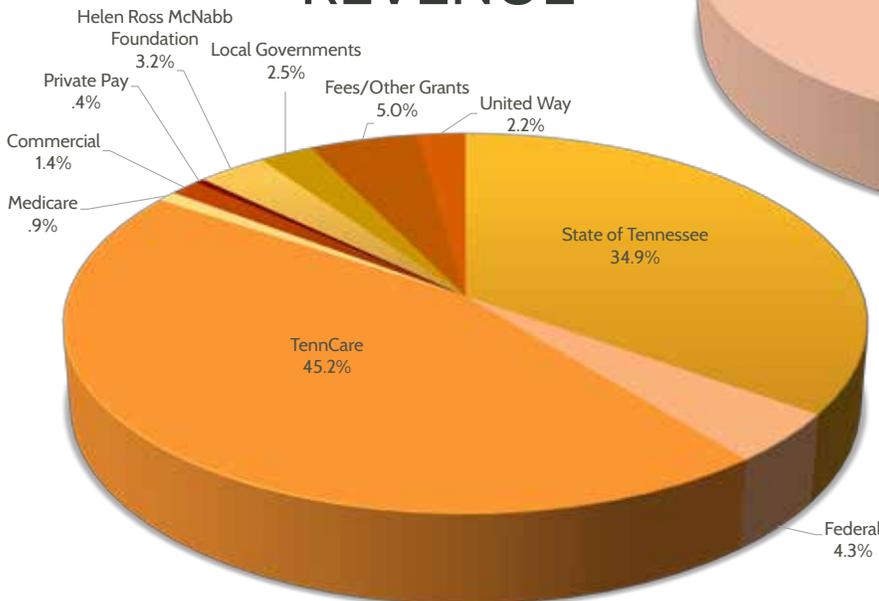
Value of uncompensated services provided by the Center

As a charitable organization, the Center is dedicated to serving our community through delivering high quality behavioral health care. Generally, the Center serves those with the fewest resources and the most impairing conditions. As part of our treatment philosophy and community commitment, the Center provides a significant amount of uncompensated care to the East Tennessee community.

## EXPENSES



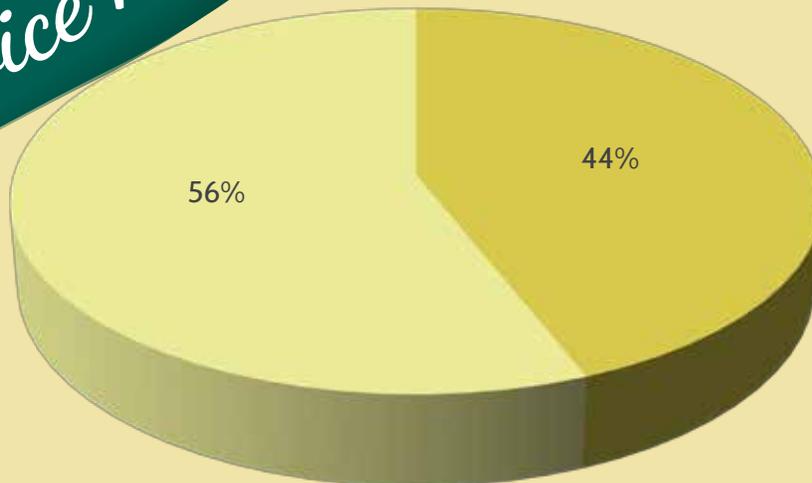
## REVENUE





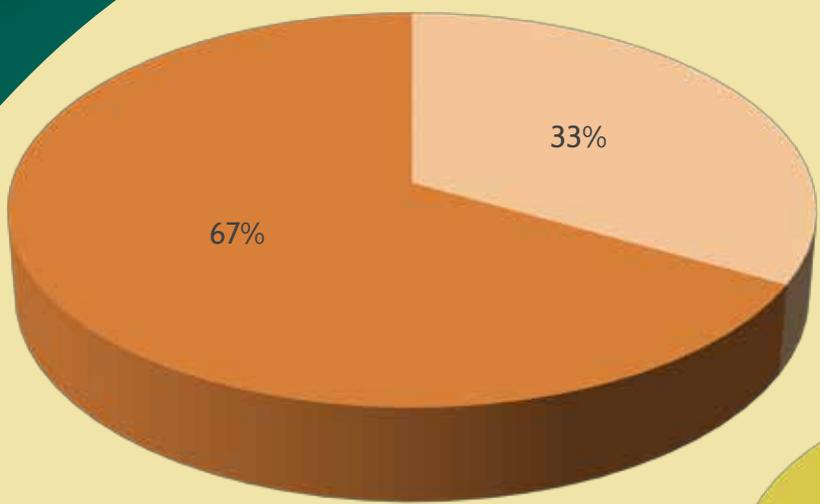
Service numbers

## GENDER



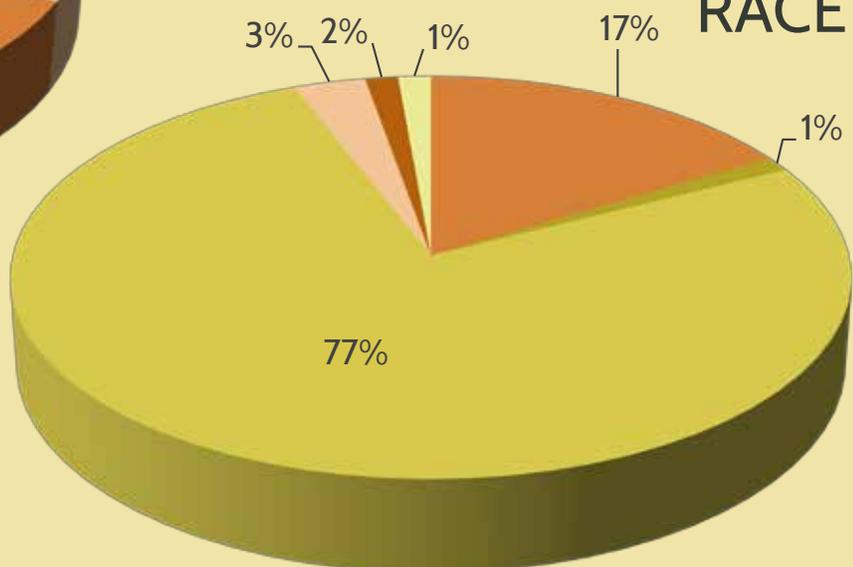
Female  
 Male  
 20 people recorded as unknown

## AGE



Adults  
 Children  
 105 people recorded as unknown

## RACE



White  
 Biracial  
 Other  
 Hispanic/Latino  
 African American  
 Unknown

# 2016

**1**  
**MISSION**

**10**  
**CENTERS**

**25**  
**COUNTIES**

**1,000**  
**EMPLOYEES**

**26,000**  
**SERVED**

## *Children, youth and families*

The Center has provided quality and compassionate care to help children overcome behavioral health challenges since 1948. Our team of trained professionals creates individualized treatment plans to address the unique needs of each child. By partnering with families, schools and community agencies, we build a system of care that supports and encourages healing for each child.

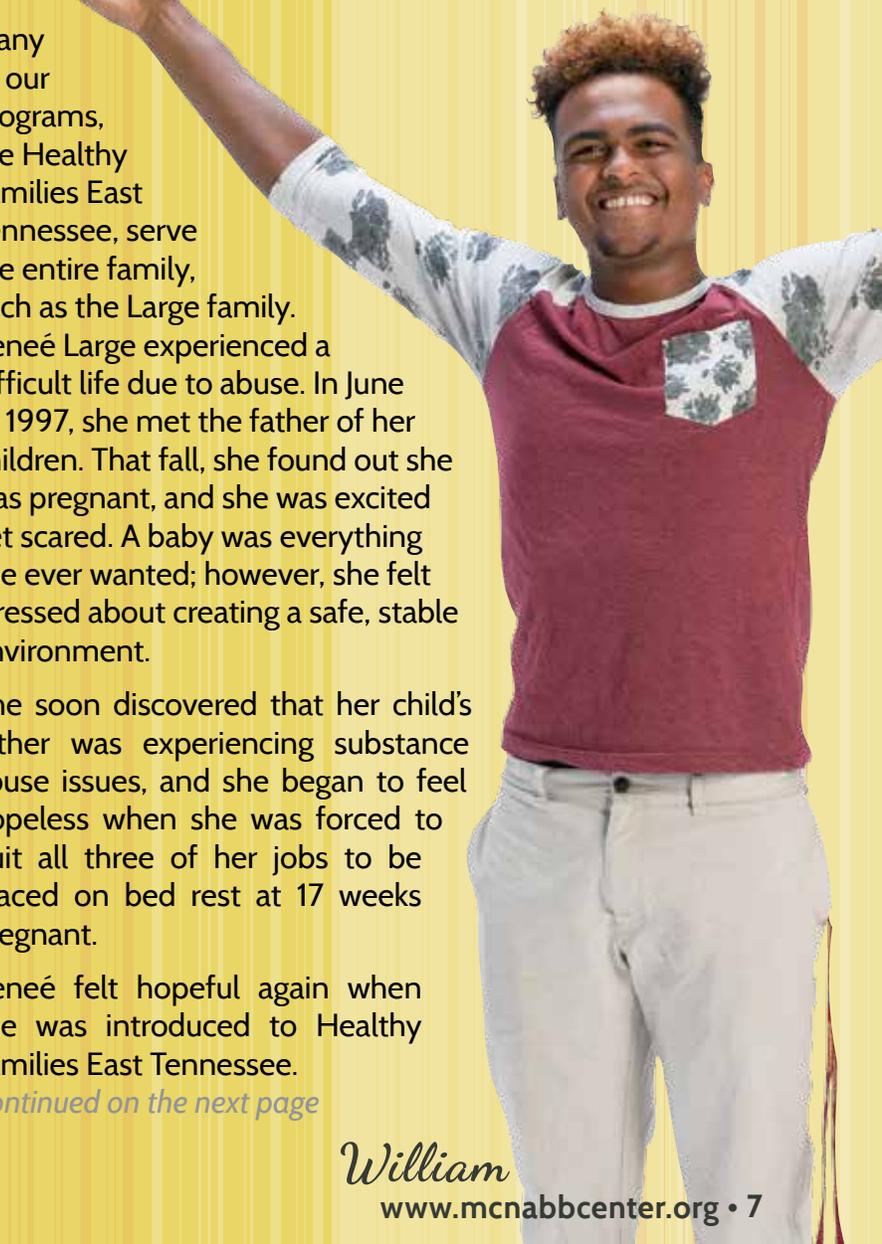
### *Reneé, William & CarLee*

Many of our programs, like Healthy Families East Tennessee, serve the entire family, such as the Large family. Reneé Large experienced a difficult life due to abuse. In June of 1997, she met the father of her children. That fall, she found out she was pregnant, and she was excited yet scared. A baby was everything she ever wanted; however, she felt stressed about creating a safe, stable environment.

She soon discovered that her child's father was experiencing substance abuse issues, and she began to feel hopeless when she was forced to quit all three of her jobs to be placed on bed rest at 17 weeks pregnant.

Reneé felt hopeful again when she was introduced to Healthy Families East Tennessee.

*Continued on the next page*



*William*

[www.mcnabbcenter.org](http://www.mcnabbcenter.org) • 7

Her case manager, Stephanie, became her support system because she did not have support from family. Stephanie connected Reneé with information and resources to give her and her little one the healthiest start possible, and Reneé was able to create a stable home for her baby who would be arriving soon. With every passing month, her body changed, but she finally felt at peace with her life.

In April, her son, William, was born. She says he was perfect and nothing would take her joy away. However, Reneé still lacked support at home, but she continued to learn parenting skills from Healthy Families. When she was pregnant with her second child, her daughter, CarLee, she discovered that she had cancer. Renee was undergoing cancer treatment, and CarLee was also in and out of the hospital for the first year of her life. During this difficult time, Reneé continued to rely on Healthy Families as her rock.

William and CarLee have both grown to be successful young adults. William is now 18 and a freshman at Itasca Community College in Grand Rapids, Minnesota. He is a starter on the football team where he plays outside linebacker and on special teams. CarLee is 16 and a sophomore in high school. She is maturing every day. Reneé is nearing her anniversary of being in remission for 12 years, and she is studying at Virginia College to be a medical assistant.

Healthy Families provided Reneé with resources to give her children a stable foundation and a successful future. All three are working toward their goals each day—improving their health and their life.

*CarLee*



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## Early Intervention and Prevention Services

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# 230

first-time parents received home visitation services designed to prevent child abuse and neglect through education, intervention and strengthening the family.

# 142

children who have experienced trauma, like abuse or neglect, graduated from Therapeutic Preschool.

# 554

families participated in an evidence-informed, sexual abuse prevention training program that educates adults to recognize, prevent and react to sexual abuse.

# 63

at-risk families in an identified community worked with a life coach through the United Way of Greater Chattanooga Building Stable Lives partnership to increase access to medical care, mental health care, education, employment and housing.

# 1,604

assessments were performed for children to identify potential developmental delays through the United Way of Greater Chattanooga Building Stable Lives partnership. Education and assistance from parent trainers were also available.

# 327

performances of Kids on the Block, an educational service that uses child-sized puppets to teach about abuse, bullying, nutrition and drug prevention.

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## Mental Health Services

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# 9,000

children and youth living with mental health and emotional disturbances received counseling, psychiatric services and case management through outpatient clinical facilities in 10 East Tennessee counties.

# 1,080

students received individual, group and family counseling and case management services in select schools to give children living with emotional and behavioral issues the opportunity for health and success in their education and community.

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## Foster Care and Adoption Services

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# 28

children were provided safe, stable and loving homes through adoption.

# 135

children who are in the state's custody due to abuse or neglect and who are experiencing behavioral or emotional problems were placed in McNabb Center foster care.

## *Your health.*

**Healthy Families East Tennessee** is an in-home visitation program that serves first-time parents with support through individual, group and case management services. The program prevents child abuse and neglect through education, intervention and strengthening the family.

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Of the children in the Healthy Families East Tennessee program, **99 percent remain abuse free and stay within their home.**

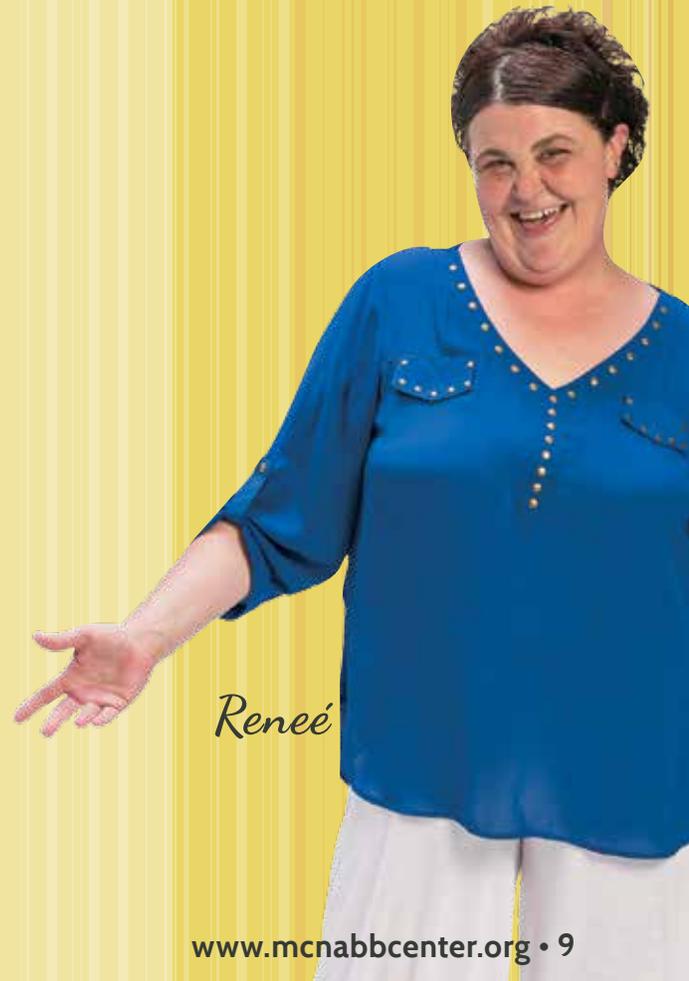
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Compared to a national percentage of 71 percent, **97.8 percent of children served by Healthy Families receive required immunizations by age 2.**

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Compared to national percentage of 79 percent, **98.7 percent of women receive adequate prenatal care** when having their second child while served by Healthy Families.

## *Our mission.*



*Renee*

## *Your health.*

The **Therapeutic Preschool** provides early intervention for young children who have experienced trauma. Therapeutic Preschool is the only one of its kind in the state of Tennessee and is able to serve children to support them in resiliency after traumatic experiences, in turn, preventing further mental illness, health issues and improving academic performance.

Research shows that early Adverse Childhood Experiences (ACE) and trauma affects brain development. **The more Adverse Childhood Experiences a child has, the more at risk they are for developing a mental illness, health issues and academic delays.** Researchers have found the higher a person's ACE score, the greater the risk of chronic disease, mental illness, violence and being a victim of violence. For example, compared with someone who has an ACE score of zero, a person with an ACE score of four is 12 times more likely to attempt suicide, seven times more likely to become an alcoholic, and twice as likely to have heart disease, according to data. Research also shows providing safe, stable and nurturing relationships early in life can reverse the damaging effects of Adverse Childhood Experiences.

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Of Therapeutic Preschool graduates, **98 percent are not re-victimized and can identify safe adults and a safe place** to go if they do feel scared.

## *Our mission.*

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## Social Services

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# 70

children experiencing or at-risk of homelessness received case management services.

# 99

homeless or at-risk of being homeless adolescents and young adults were served by transitional housing.

# 1,029

children and adolescents received emergency runaway care either through Safe Place and/or BASIC.

# 78

children and adolescents received emergency shelter care.

# 2,865

family members received supervised visitation services through the Parent Place program.

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## Juvenile Justice Services

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# 589

youth involved in the juvenile court system received case management, counseling and crisis intervention.

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## Crisis Services

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# 1,208

assessments were provided through the Children and Youth Mobile Crisis Unit, which provides a 24-hour response system for children and youth experiencing a psychiatric crisis.

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## Substance Use and Co-occurring Treatment

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# 280

teens who have substance abuse or co-occurring mental health issues received after-school intensive out-patient treatment.

# 176

adolescents with substance abuse or co-occurring mental health disorders received services at one of three McNabb Center residential facilities.

## *Your health.*

**Great Starts**, a structured living program, offers integrated substance abuse and mental health treatment services to recovering pregnant and parenting women. The program utilizes evidenced-based practices for co-occurring treatment. The goal is to strengthen the mother-child bond through comprehensive services for mothers and specialized care for their children.

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Tennessee Department of Children's Services estimates 50 percent of times children are removed from the home is due to parental substance use.

Of babies born during Great Starts treatment, **92 percent tested negative for substances and reached a healthy weight and gestational age.**

*For the number of individuals served by Great Starts, visit page 13.*

## *Our mission.*

# Adults

The Center offers a full continuum of mental health, addiction, co-occurring and social services to meet the needs of adults in our community. Our staff of highly qualified mental health and recovery professionals partners with psychiatric hospitals, physicians, social service agencies and the courts, as well as, family and friends to ensure quality, wraparound care for the people served.

## *Your health.*

**Supported Employment** utilizes an evidence-based practice known as Individual Placement and Support (IPS). The purpose of the program is to promote recovery from serious mental illness through work. IPS services include assessment, engagement, job placement, job coaching and follow along supports.

Studies indicate that only 20 percent of people with severe and persistent mental illness are working or have access to work. Of those individuals who are served by Supported Employment, **43 percent are working.**

**Intensive Long-term Support (ILS)** is a mental health residential program that provides 24-hour residential care with a treatment and rehabilitation component. Coordinated and structured services are provided for adults.

ILS has served 31 individuals since its inception 4 years ago. Prior to residing in ILS, these 31 individuals spent a combined total of 34,003 days in the hospital. While residing in ILS, these same individuals have spent a combined total of 277 days in the hospital.

## *Our mission.*

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## Mental Health Services

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# 13,800

adults received mental health counseling, psychiatric services and case management through 10 outpatient clinics in Tennessee.

# 125

adults received direct mental health care in the community through Program for Assertive Community Treatment (PACT).

# 423

adults with a diagnosed mental illness were served by peer support centers in Knox and Hamilton counties.

# 45

adults with a severe and persistent mental illness received 24-hour residential care.

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## Crisis Services

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# 3,780

assessments were provided through the Adult Mobile Crisis Unit, which provides a 24-hour response system for psychiatric crisis.

# 1,682

adults were served by the Crisis Stabilization Unit, a facility-based service that delivers short-term stabilization treatment to prevent acute psychiatric hospitalization.

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## Substance Use and Co-occurring Treatment

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# 165

parenting women received intensive outpatient treatment and structured living services for chemical dependency and co-occurring issues.

# 175

pregnant or postpartum women facing substance abuse issues received residential services.

# 1,037

adults received residential rehabilitation and medical detoxification.

# 467

adults received intensive outpatient services.

# Chad

Chad Gibson remembers “always feeling different.” His parents’ divorce at age 9 left him feeling insecure and afraid. As he continued into adolescence, he struggled with acceptance and low self-esteem. He tried to overcompensate for what he viewed as shortcomings. Eventually, praise from his academic achievements is where he derived his worth. He was a model student, making straight A’s and staying out of trouble. He graduated high school as class president, salutatorian, captain of the soccer team and he was voted “Mr. Halls High School” by his classmates. He earned a full academic scholarship to the University of Tennessee, Knoxville, where he started in 2006, and he earned a bachelor’s degree in microbiology in 2010. He then moved to Memphis to begin dental school.

However, below the surface, experimenting with alcohol and drugs during high school and college led him down a road that he never imagined he would encounter. He first experimented with alcohol and marijuana at age 15, and it instantly made him lose touch with all the negative feelings he carried inside himself. It helped him relate to his peers better, and he quickly became obsessed with the feeling that chemicals provided. For the next 10 years, he rarely went a day without using substances. As the years passed, his addiction escalated. In 2010, he became addicted to prescription opioids, and his life began to unravel more quickly. In 2013, he checked into rehab for the first time after barely finishing his first year of dental school. At this point, heroin dominated his life.

He went to treatment twice and experienced relapses because he says he was not ready to accept help. In July 2014, he reached a low and needed rehabilitation, but he didn’t have health insurance. This is when he reached out to the Helen Ross McNabb Center substance abuse services. Chad says his friend dropped him off at CenterPointe at the lowest moment of his life, but he was ready to accept help and make changes.

CenterPointe, adult addiction services of the McNabb Center, provided him with medical detoxification. After, he received long-term residential treatment at another facility in East Tennessee where he continued to address the physical, emotional and social aspects of his substance abuse. He got a sponsor, went to meetings, made friends with others in recovery, became involved with community service and followed all the directions given to him by staff. Slowly but surely, things started to turn around. He says today his life is better than he ever could have dreamed, and it’s all because of CenterPointe and other resources that helped him along the way. Now, he enjoys working at the Metro Drug Coalition as lifeline regional director where he helps people in recovery on a daily basis and helps reduce the stigma around the disease of addiction. He also helped found krēd, a lifestyle brand that fosters healthy communities by supporting recovery-related efforts and aiding those in need. He is thankful for his community of support when facing the challenges of life. He continues to take recovery one day at a time and makes a difference by spreading awareness regarding prevention, treatment and recovery for addiction.



# Mike

After an altercation with a neighbor that resulted in arrest, Mike was encouraged by the Loudon County Veteran's Court, along with Vet to Vet Tennessee, to seek out mental health services. He was referred to the Helen Ross McNabb Center for services tailored specifically for military personnel and veterans. Mike served 22 years in the United States Marines Corps, and initially, he didn't describe his experiences in service as traumatic or as having any impact on his everyday life. He also denied having any issues with anger or alcohol.

However, through weekly therapy sessions with clinical therapists trained in military culture, Mike became more relaxed and began to open up about his past and seemingly uncontrollable anger. Eventually, he was able to explore suppressed thoughts and feelings from earlier in his life and associate his tendency to react quickly in situations to his military training.

Mike successfully completed his individual treatment goals through the military services program at the Helen Ross McNabb Center and graduated from veteran's court. Mike has become more positive and less impulsive, which has helped him stop turning to alcohol to cope when things are uncomfortable or hard. He is allowing himself to find joy everyday and is proud of the positive changes he has made in his life.

Military services began in 2016 after a need was identified in the community. Our hope is to serve those, like Mike, who have courageously served our country by giving them access to the resources and support they need to continue healthy and purposeful living.



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## Military Services

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# 27

military personnel, veterans and their family members facing Post-Traumatic Stress Disorder, depression, anxiety, substance abuse, co-occurring disorders, thoughts of suicide and other invisible wounds received specialized services in the new program.

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## Criminal Justice Services

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# 3,027

adults involved in the criminal justice system received psychiatric assessments, medication management, case management, advocacy, counseling and crisis intervention.

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## Social Services

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# 595

adults facing homelessness received outreach and case management services.

# 300

men and women with a history of mental illness live in McNabb Center affordable, supportive housing.

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## Domestic Violence Services

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# 2,913

calls were made to the domestic violence hotline, (865) 637-8000.

# 226

children and/or adults were served by the Family Crisis Center, a shelter that serves victims of domestic violence.

# 49

victims of domestic violence received transitional housing assistance.

# 130

survivors of domestic violence received outreach services.

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## Sexual Assault Services

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# 1,000

calls were made to the Sexual Assault Center of East Tennessee crisis hotline.

# 1,123

victims of sexual assault received services.

# 7,000

children, adolescents and adults received personal safety education.

## *Your health.*

The Program for Assertive Community Treatment (PACT) is designed to help adults with severe mental illnesses reduce or eliminate their symptoms and reduce hospitalization, and PACT helps them to function in the community and live independently. The program provides intensive, direct care, which is available 24 hours a day, seven days a week and delivered primarily in the home and community.

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Annually, the PACT team provides more than 20,000 contacts with clients. This contributes to individuals spending fewer days in a hospital, jail or on the streets without housing, and the intensive service delivery promotes individuals staying in the community and achieving a better quality of life.

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On average for adults in McNabb substance abuse and co-occurring treatment, 80 percent reported remaining abstinent. The national average is 38 percent. Also, 91 percent of adults in McNabb addiction services reported an increase in healthy coping skills.

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The services of the Sexual Assault Center of East Tennessee (SACET) include sexual assault nurse examinations, advocacy, therapy, education and outreach.

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Sexual assaults are one of the most under-reported crimes. It is estimated that nationally, only 32 percent of sexual assaults are reported to law enforcement. Last year, 71 percent of SACET clients reported the crime to law enforcement, due to support and advocacy provided by the Center.

## *Our mission.*

# 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 volunteer board actively raises, holds and invests funds on behalf of the Center. Funds raised by the Foundation over the past 44 years have contributed greatly toward the stability and growth of the Center.

## 2016 Helen Ross McNabb Foundation Board of Directors

Mrs. Fay Bailey Carr

Mrs. Sandy Bertelkamp, *Secretary*

Mr. Patrick Birmingham

Mrs. Jenny Brock

Mrs. Debbie Brown

Mrs. Betsey Bush

Ms. Elizabeth Campbell

Ms. Stefanie Crowe

Ms. Jeannie Dulaney, *Past Chair*

Mrs. Linda Gay Blanc

Mr. Greg Gilbert, *Treasurer*

Mr. Bob Joy

Mr. Dale Keasling

Mr. Mark Kroeger

Mrs. Fran Leonard

Mr. Jim Lloyd

Ms. Virginia Love

Mr. Richard Montgomery

Mr. Davis Overton, *Chair*

Mrs. Sylvia Peters

Mr. Don Rogers

Mr. Keith Sanford

Mr. Andy Shafer, *Chair Elect*

Mr. Mitch Steenrod

Mr. Jerry Vagnier, *Ex-officio*

Mr. Carl Van Hoozier



(Left to right) Front row: Mark Kroeger, Bob Joy, Andy Shafer, Betsey Bush, Richard Montgomery and Jenny Brock  
Back row: Dale Keasling, Sandy Bertelkamp, Jerry Vagnier, Davis Overton, Carl Van Hoozier, Jeannie Dulaney, Fran Leonard and Greg Gilbert  
Not pictured: Fay Bailey Carr, Patrick Birmingham, Debbie Brown, Elizabeth Campbell, Stefanie Crowe, Linda Gay Blanc, Jim Lloyd, Virginia Love, Sylvia Peters, Don Rogers, Keith Sanford and Mitch Steenrod

# Ways to give

## Planned giving

Through the Foundation's giving options, community members have the opportunity to leave a legacy starting today. There are many ways a donor can create a brighter future for children, adults and families in East Tennessee by remembering the Helen Ross McNabb Center in their financial planning. Their thoughtfulness can help support programs and services that make a real difference not only in the lives of individuals, but also in the community as a whole. Options for planned giving include:

- Charitable remainder trusts
- Endowments
- Life insurance
- Bequests
- Retirement plans

## Memorial and honorary gifts

Memorial and honorary gifts allow donors to remember or honor a loved one through a gift which provides vulnerable children and adults in East Tennessee the opportunity to receive quality, compassionate mental health care. Upon receipt of the gift, the Foundation sends a note of acknowledgment to the family of the individual being remembered or to the honoree.

## Annual fund campaigns

Annual fund campaigns allow the Foundation to meet pressing needs for clients and the community. This past fiscal year, the Foundation concluded its Domestic Violence Shelter, Military Services and Chattanooga Access to Care campaigns.

The Family Crisis Center (FCC), a service of the Helen Ross McNabb Center, is the area's only shelter dedicated solely to serving victims of domestic violence. Domestic violence services provide a crisis hotline, emergency shelter care, transitional housing, advocacy and outreach for adults and children experiencing domestic violence. The Foundation raised \$1.5 million with community support to build a new 6,800 square foot shelter. More victims of domestic violence will be provided with access to a safe and therapeutic environment where they can find hope and healing. The new facility has 8 bedrooms with 4 beds each, serving 32 individuals at any point in time.

Military Services were created to meet an identified service gap in our community. The services provide specialized individual and family therapy for military personnel and their families. The resources are available to all branches of service, regardless of discharge status and length of service, and they are free and confidential. The Foundation raised \$450,000 towards creating and implementing these services.

The Chattanooga Access to Care Campaign raised \$700,000 to provide quality care to individuals and families in Hamilton County by hiring expert clinical teams. In addition, funds will maintain inviting and therapeutic environments through the renovation of identified facilities.

## Annual fundraising events

The Foundation organizes special events each year to raise financial support and awareness of the Center's services. These events are embraced and supported by local media and businesses, and the events reach out to the community to involve people who may never come in contact with the Center's work at any other time. Last year the Foundation organized seven events that raised nearly \$500,000 to support behavioral health services. With the support of the community, these events continue to grow with thousands of East Tennesseans participating every year. To get involved, visit [mcnabbcenter.org](http://mcnabbcenter.org).



## Volunteers

Along with the professional staff, the Center relies on a core group of volunteers to help support the Center's mission and daily operations.

There are ample opportunities for people to volunteer that vary in commitment level and interest. Through our children and youth services, volunteers can serve as a "safe adult" for children who have experienced abuse or trauma or mentor an adolescent dealing with substance abuse issues. Community members also volunteer in our adult services and programs by providing support to clients. Other volunteer opportunities include providing administrative support for our programs or volunteering at special events and community functions throughout the year. Everyone is invited to be a part of the McNabb story of improving lives in our community!

### Annual volunteer opportunities include:

- Special events
- Programs and services
- Group service projects
- Administrative assistance

To get involved, please visit [mcnabbcenter.org/volunteer](http://mcnabbcenter.org/volunteer).

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This past year **1,046** volunteers contributed **36,523** service hours!

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Bailey Home is a supportive living facility in Chattanooga for adults living with mental illness who are in need of supportive services. Bailey Home and other facilities opened this year, allow McNabb Center to provide greater access to care in our community.



The Russell Biven Summer Clayfest Tournament is one of seven annual Helen Ross McNabb Foundation fundraisers to benefit mental health, addiction and social services in East Tennessee.

## Community relations

In addition to raising funds, the Foundation is charged with raising awareness and reducing stigma around issues that impact the lives of our clients and our community as a whole. These issues include mental illness, addiction and social challenges, like child abuse, domestic violence and sexual assault. The Helen Ross McNabb Center opened its doors in 1948 because community members identified the need to provide community-based mental health treatment and support to children and families. The Center continues to answer the needs of our community today. Without the continued support and trust of our neighboring communities and businesses, this would not be possible. Community partnership is a vital component to the success of the Center's programs.

### Government Relations

Staff members of the Helen Ross McNabb Center keep officials and legislators on a local, state and national level apprised of issues that impact clients served by the Helen Ross McNabb Center. Historically, individuals with limited resources and debilitating conditions are often overlooked and underserved. Our staff members advocate every single day to make sure that clients are treated with dignity and receive the best care possible.

### Media Relations

The Helen Ross McNabb Center relies on local media to provide coverage around vital issues that impact every member of our community, not just clients of the Helen Ross McNabb Center. Media relations are used to raise awareness of available services and resources, health and safety, and potential changes to the health care system. It is important for our community to be informed and healthy! Local media outlets also provide special sponsorship of community events to encourage participation and volunteerism.

### Community Education and Speaker's Bureau

The staff of the Helen Ross McNabb Center is comprised of compassionate, dedicated professionals who go above and beyond everyday to advance their respective fields and raise awareness of pressing issues. Our experts have years of experience and are often asked to speak at local, regional, state and national events. These experts are available to share their knowledge and experience with community groups.

### Topics of interest may include:

- Mental illness
- Substance abuse treatment
- Addiction treatment/recovery
- Domestic violence
- Sexual assault
- Suicide
- Intellectual developmental disabilities
- HIV/AIDS prevention and outreach
- Foster care
- Childhood abuse and neglect
- Behavioral disorders
- Child development and early intervention
- Psychiatric rehabilitation
- Homelessness



In addition to our professional staff, the Center relies on a core group of volunteers to help support the Center's mission and daily operations at events like the Knoxville Challenger and in clinical programs.



Awareness initiatives take place year-round such as the Child Abuse Prevention Walk.



Catherine Oaks, director of victim services, is pictured with the WATE crew supporting Demin Day during Sexual Assault Awareness Month



# Helen Ross McNabb Center

McNabbCenter.org

1-800-255-9711



Community Partner