

**FY22**

# **ANNUAL REPORT**



**Southwestern**  
Behavioral Healthcare, Inc.



**Improving Lives Together**

# Message from Leadership

In FY22, we celebrated our 50th Anniversary!

In 1971, Southwestern Indiana Mental Health Center (now Southwestern Behavioral Healthcare, Inc.) was formed by local advocates who wanted to provide mental health services to our community, assisting those leaving long hospitalizations due to mental illness and addiction. Although paternalistic at the time, the heart of the mission was to assure those with mental illness and addiction were given the opportunity to be included in their communities and enjoy independent lives.

In 2021/2022, evidence-based practices are the foundation of what we do, stigma is actively being talked about, self-care and mental health treatment has begun to be normalized, and the idea and hope of recovery is present amongst all of us. During an Indianapolis Colts game this past year, a campaign was discussed that “it’s OK to not be OK” and that vulnerability is a strength. Efforts surrounding Diversity, Equity, and Inclusion are growing in our communities and workplaces, and the idea of belonging is ever present. Our conversations are changing.

As we shift to our future, change is certain, disruption is always disruptive, but our mission and values are in laser focus. Southwestern aims for all our conversations, actions, and decisions to support “Improving Lives Together” while living through our values of Community, Excellence, and Integrity.

Thank you to our staff and their families for their devotion and sacrifice for this work during very difficult times, and to our Board of Directors, Consumer Advisory Committee, and Community Partners who continue to push us and remind us of our calling.

FY22 was full of change and promise for the medical team. We adapted workflows to accommodate the new electronic health record, trained our first group of psychiatric residents in our outpatient practice, developed a new method for tracking medication errors to increase our power to minimize mistakes, formalized guidelines for ethical interactions with pharmaceutical reps, and welcomed a new physician who brought a new group of patients and added expertise in electroconvulsive therapy to our offerings.

Next year we will expand the number of resident physicians we train in outpatient to six per year, offer a new service line to meet the needs of youth with complex developmental disabilities with psychiatric concerns, and continue making improvements to our electronic medical record system to improve efficiency and data display so we can integrate patient physical and mental health care in a more holistic manner.



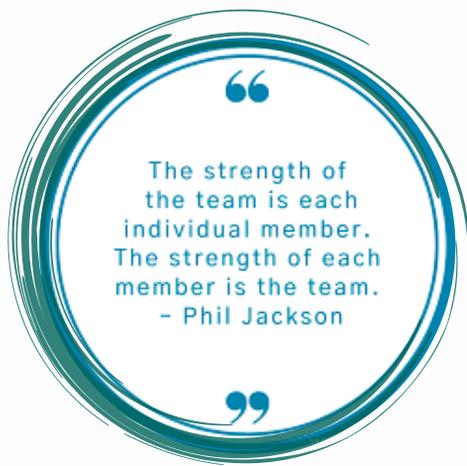
**KATY ADAMS**

President/CEO



**DR. SHANNON  
JONES**

Chief Medical Officer



# Our Directors

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

In the Spring of 2022, the Southwestern Behavioral Healthcare leadership team had a retreat. During this time, they collectively developed their new WHY and HOW which include:

## WHY: Improving Lives Together

HOW: Through our core values of **Community**, **Excellence**, and **Integrity** and those supporting observable behaviors.

- **Community** – Southwestern Behavioral creates positive work environments, treatment settings, and partnerships with our community that value diversity, inclusion, compassion, and empathy; assuring that every voice is valued and heard.
- **Excellence** – Southwestern Behavioral is always looking for improvement, finding the best ways to help others, forming, and maintaining high performance teams, and having the courage to ask questions, fix problems, and become better together.
- **Integrity** – Southwestern Behavioral keeps each other accountable, values honesty, bravery and transparency, and fixes the things we don't get right, always striving to do the next right thing.

## Board of Directors

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

Roxanne Berendes  
Beverly Corn VanHaften  
Marsha DeSchamp  
Heather Hertel  
Keith Omer  
Bonnie Rinks  
Gary Schutte  
Rob Shelby  
Penny Tepe

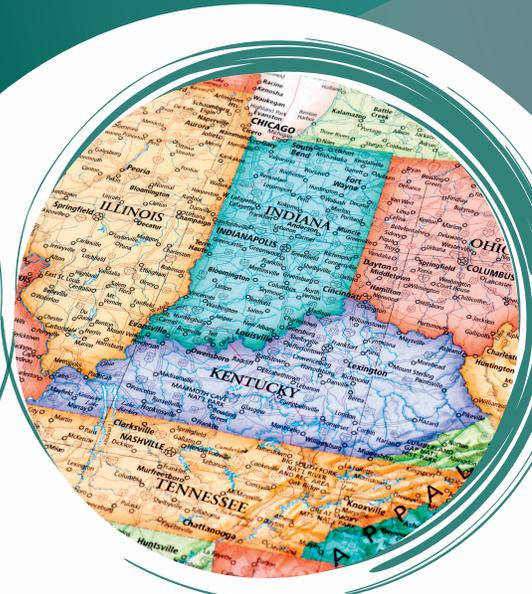
# Service Statistics



3,671 DCS referrals  
57 WRAP families  
20 schools with staff on-site  
468 youth served in schools



91% like the services they receive from us  
91% would recommend us to friends/family



Clients from 40 out of 92 counties in the state of Indiana were served including Illinois and Kentucky residents.

81% feel they can deal more effectively with daily problems as a result of our services



1,093 Served in Warrick County  
4,222 Served in Vand. County  
479 Served in Posey County  
771 Served in Gibson County



291 Same Day appointments. In April, we converted to Open Access one day a week. By June, we expanded to three days a week with 71 appointments available through the end of the fiscal year.



**6,916**  
Total Clients Served  
This Fiscal Year

# Program Highlights

## Jail Mental Health Services

Our work in the local jail system continues to show that we're seeing successful results with inmates. Through our Jail Based Competency Program, the average days to restoration is 68 days, compared to the average 180 days through the traditional process of admission to the State Psychiatric Hospital for competency restoration. In addition, we've been asked by the Vanderburgh County sheriff to continue our collaboration on expanded jail service programs. Our team has been asked to assist with the design of a small unit in the jail for those with significant mental health issues. We will be discussing environmental design and workflow/processes that are trauma informed and create a more therapeutic setting for those with Serious Mental Illness that are in jail. Stay tuned!

"One of the kids I referred to our spring break program deals with A LOT of bullying at school, to the point where he hardly has any friends. He was terrified to come to program because in his words, "no one ever likes me". Anyway, today I pulled him for session and he had the biggest smile on his face. The first thing he said to me was, "I have so many friends now, it's awesome!" Because of the program, he was able to meet other kids that go to his school who are now high-fiving him in the hallway, playing with him at recess, or just saying hi, and honestly he has been on cloud nine. I've never seen him this confident. It made me feel really good about what we are doing!"

*School Based*  
Success Story

## *Crisis Services* Success Story

A gentleman who is afraid to be alone and, by his own account, has not left the local homeless shelter in months, was linked to his intake this morning by the Mobile Crisis Team, and we were able to immediately wrap services around him and provide him with his first session within about five minutes of his case being opened. He will be followed by the ACT Team out of the office space the shelter has furnished for us, and we are incredibly optimistic about the impact that this partnership will have on the quality of services available for some of the least fortunate members of our community."

# New Initiatives

## MENTAL HEALTH NAVIGATOR

Your personal guide  
to mental health  
services and support.



### Mental Health Navigator

Deaconess and Ascension St. Vincent have committed to a 2-year contribution to fund a Mental Health Care Navigator position at Southwestern Behavioral. Rachel Scott, our navigator, helps when local resources are needed to assist with mental health/substance use issues. Anyone can call Rachel at 812-470-2058 to let her help you get started.

 [View Navigator Brochure Here](#)

### Southwestern Crisis Services Expanded

In November, we had an open house to unveil our new 5-bed Crisis Stabilization Unit. Over 200 community advocates toured our facility, took crisis information, and pledged to help us make this venture a success. In FY 22, we have answered 2,390 crisis calls, had 47 Mobile Crisis Responses with police and hospitals, and have served 77 individuals in our Crisis Stabilization Unit.



**Southwestern**  
**CRISIS SERVICES**  
**812.422.1100**

### SmartCare EHR Goes Live

Implementing a new electronic health record (EHR) definitely isn't at the top of the "we can't wait to do that" list! Tons of research, testing, vetting vendors, and more goes on behind the scenes. However, after an extensive process, we're excited to announce that we have implemented SmartCare. Daily, we identify and add features to elevate our client experience. Thank you to all staff who have been involved and continue to guide this project.



# Community Impact



United Caring Shelter's "Coldest Night of the Year"; a 50th Anniversary Celebration bash; health and resource fairs; WNIN Kids Fest; National Night Out; diversity events; the list goes on. These are just a few of many ways we spread our time, our resources, our information and our commitment to making our presence known as the community mental health center. More importantly, we not only want all to know where to turn when they are facing life's greatest challenges with mental illness or addiction, we want to be recognized as a contributing partner. Wellness, economic improvement, vitality and growth, diversity, equality, a good sense of community, quality of life, and eons more is what we hope for all. We are just one more fish in these big rivers (Ohio and the Wabash) that run along the banks of the lands we serve. Being established for 50 years is a huge accomplishment, one that we don't take for granted. We look forward to having an even bigger impact during the next 50.



# Staff Recognition

On January 3, 2022, Elizabeth Fallen became the new Director of Child and Family Services. Elizabeth started at Southwestern in 2001, providing therapy services in the Youth Day Treatment program that was housed at the bottom of the hill from Hillcrest. She developed professional relationships with EVSC while caring for the most vulnerable kids in our community through this partial hospitalization program. After the closure of that program, she provided services as an Outpatient Therapist for four years until she was asked to provide leadership for an innovative collaboration with EVSC as the Coordinator at the Academy for Innovative Studies. Next she moved into the role of Coordinator of System of Care, which included the establishment of a regional Community Council to oversee this grant initiative and the ground up build of services to families through the Wraparound process. In 2012, she was then promoted to Clinical Manager of the School Based Mental Health Programs, which again involved developing close relationships with community partners, and growth of the program with staff now providing services in over 20 schools.



*Elizabeth Fallen*  
**Director of Child and Family Services**

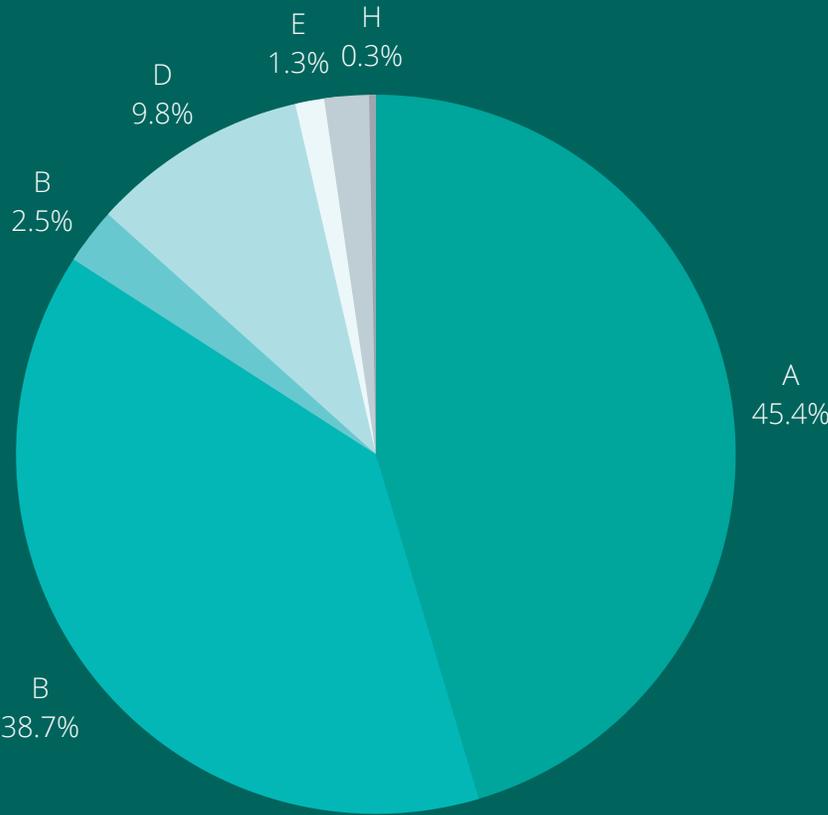
On January 3, 2022, Cedralia "CeCe" Ellis joined our Director team as the Director of Community Support Services. CeCe's 14-year career working with the SMI population began both in a residential and community setting. At Southwestern Behavioral, she started as a Community Resource Specialist in the CSS program in 2007. She was then promoted as the ACT Team Lead in 2016, then Clinical Manager of the ACT program in 2018. She also leads our Diversity Equity and Engagement Committee, which has highlighted her leadership skills with the enormous growth of this committee in its very short existence. CeCe has also shown great vision through the DEE committee, as well as her work with community partners and programming within the CSS Department.



*Cedralia Ellis*  
**Director of Community Support Services**

# Financial Overview

July 1, 2021 - June 30, 2022



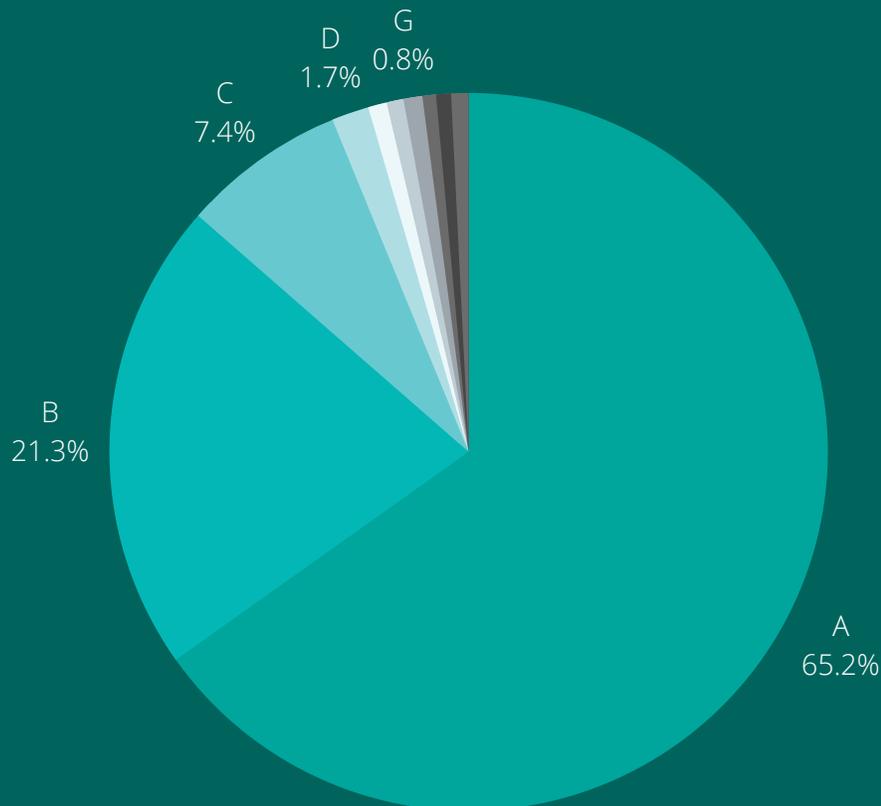
## Revenue

A: Net Service Revenue*	\$11,066,700
B: State/Federal Funds	\$9,446,600
C: COVID-19 Relief Funds	\$614,500
D: County Funds	\$2,380,800
E: Contracted Services	\$317,600
F: Investments	\$(900)
G: Grants & Donations	\$486,600
H: Other	\$73,000

\*Net of \$1,022,000 in charity care

## Expenses

A: Compensation/Benefits	\$16,114,900
B: Purchased Services	\$5,259,600
C: Building & Equipment	\$1,825,000
D: Depreciation	\$414,600
E: Insurance	\$207,900
F: Bad Debt	\$187,300
G: Supplies & Activities	\$209,600
H: Office & Communications	\$151,900
I: Travel, Meetings & Education	\$165,300
J: Other Operating	\$191,800



# Explore *More*



**We invite you to visit us online.**

**This report is just the tip of our iceberg. The good news is, we have so much more for you to explore. Our services, programs and initiatives are abundant. We hope you'll take a few minutes to visit us online and dive deeper into all that we can offer you, your family, colleagues, neighbors, and our communities. Explore more.**



[southwestern.org](https://southwestern.org)

812.423.7791

812.422.1100 CRISIS LINE

Serving Gibson, Posey,  
Warrick and Vanderburgh  
Counties

Community • Excellence • Integrity