



***Pennyroyal Center
Annual Report
2018-2019***

Executive Director's Report

Eric Embry, CEO, COO

From Medicaid managed care organizations purchased by larger corporations to service line reimbursement rates arbitrarily cut, the behavioral healthcare environment from a regional and federal level continues to evolve rapidly. Even in this uncertain operating atmosphere, the Pennyroyal Center staff and Board of Directors were innovative in service offerings to meet the needs of the Pennyroyal Region, able to improve outcomes of individuals treated and increased the overall well-being of any and all individuals that we are tasked with serving as a safety-net provider.

In this report, Pennyroyal staff members provide a snapshot of strategies implemented, outcomes associated with these ventures, and programs that helped those in the Pennyroyal Region live their best, most-independent lives possible through accessing mental health, substance use, and intellectual and developmental disability services. The performance by staff this year proves that they are unwavering in their commitment to help all individuals within our catchment area. Our success associated with the past year predicated on this commitment, which will also be what continues to drive the success of the Pennyroyal Center in the future.

Eric Embry, MBA
CEO

MISSION STATEMENT

To be the standard of excellence by planning and providing person-centered services in behavioral health, substance use, and intellectual and developmental disabilities for all citizens within our region.

VALUES STATEMENT

Diverse, Ethical, Purpose-Driven,
Respectful, Person-Centered,
Innovative, Collaborative, Community-
Focused, Service-Driven

VISION STATEMENT

To empower individuals to achieve their best life by enhancing their overall well-being.

Pennyroyal Center Board of Directors 2018-2019

Caldwell County

None

Hopkins County

Russ Lewis

Christian County

Linda Browder
Billy Duvall
Patricia Godwin
Matthew Kem
Arnold (Blaine) Lynch Jr.
Bonnie Lynch
Wynn Radford III
Deirdra Taylor
Hollis White

Lyon County

Kristi Berry
Patricia Young

Muhlenberg County

None

Todd County

Todd Mansfield
Anne Stahl

Crittenden County

Lynann L. Woodall

Trigg County

John Ruffli

Chair - Bonnie Lynch

Treasurer - Billy Duvall

Vice-Chair - Vacant

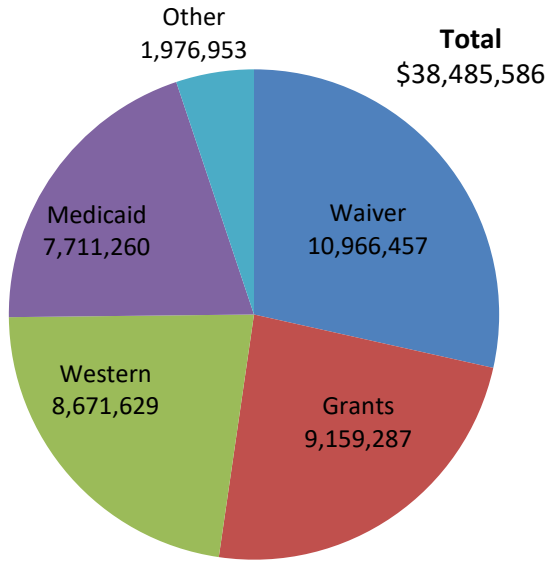
Secretary - Russ Lewis

Pennyroyal Center Board Chairpersons

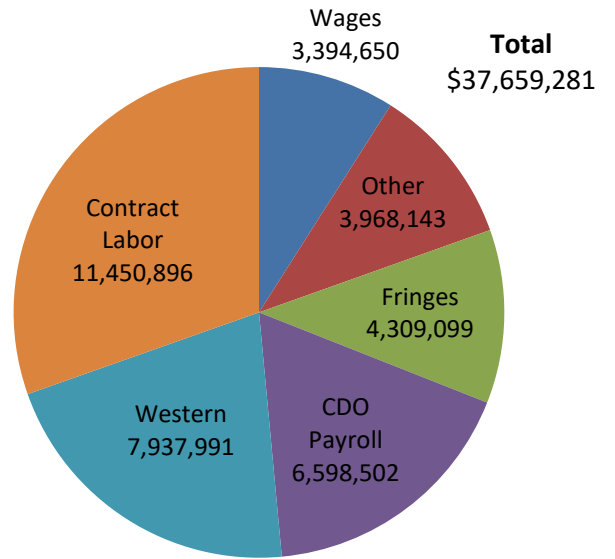
Frank Yost	1967-72	Robert Holt	1991-92
Robert Welch	1972-73	James Kevil	1992-94
James Hunt	1973-76	Charles Tilley	1994-97
John Dixon	1977-77	Gale Cherry	1997-02
Maxine Jones	1977-79	Roger Pedro	2002-03
Bill Preston	1979-81	Scharlet Taylor	2003-04
Tom Elder	1981-83	George Byars	2004-09
Harold Streets	1983-85	Leslie Carroll	2009-10
Ken Dillingham	1985-87	Billy Duvall	2010-13
Arnold Lynch	1987-88	Joe Leonard	2013-14
Frank Nemethy	1988-90	Patricia Godwin	2014-17
Charles Deweese	1990-91	Bonnie Lynch	2017-Present

PENNYROYAL BY THE NUMBERS

Revenue Breakdown



Expense Breakdown



460



Employed Personnel



Services provided

217,734

12,588



Community members served

PROGRAMMATIC HIGHLIGHTS

BEHAVIORAL HEALTH SERVICES

QUALITY

The Commission on Accreditation of Rehabilitation Facilities (CARF) awarded the Center an additional three-year accreditation, which is the maximum period available to any organization. This year's accreditation resulted in a 50 percent reduction in the number of recommendations from the Center's previous CARF surveys.

The Center achieved 99 percent compliance with the State contract deliverables this fiscal year, as compared to 97 percent compliance for FY 2018. The Center achieved 250 of the 253 deliverables.

In comparison to 2017, the Center was able to increase the adult and youth surveys penetration rate. The adult survey was previously three percent and increased to five percent. The youth survey was at three percent in 2017 and increased to eight percent in 2018. Overall, 91 percent of adults and youth were satisfied with the services received at the Pennyroyal Center.

ZERO SUICIDE

Through the efforts of board members, Whitney Westerfield, Dr. Greta Jones, the Center's State liaison, and Dr. Alyssa Young from the Hopkinsville Community College, the Center provided a program towards increased suicide awareness. The film, *Suicide: The Ripple Effect*, was shown at Hopkinsville Community College on June 11, 2019. Pennyroyal Center employees provided a program that concluded with a panel discussion with audience members allowed to ask questions.

The WK Cinemas in Hopkinsville has begun advertising the Center's RESPOND text and chat line services before showing all movies for a period of six months, which will conclude January 2020.

TRAINING

Having limited trainings during the last couple of years, the Center is making a concerted effort to increase access to trainings, increase the provision of community trainings, the development of in-house trainings and trainings to continue supporting the Center's Zero Suicide initiative.

The Center has increased the number of community trainings having provided Question, Persuade and Respond, Youth/Mental Health First Aid and Applied Suicide Intervention Training to schools and community organizations upon request. Clinicians have also attended Collaborative Assessment and Management of Suicidality training.

In an ongoing effort to continue towards the goal of an increased Trauma Informed Care staff, Dr. M. Bordieri developed training for the Pennyroyal Center clinicians. Michael Bordieri, Ph.D., is the husband of Dr. Kerry Bordieri and has an extensive history in research and development of practices in the area of Trauma Informed Care.

INTERPRETIVE SERVICES

To provide the best services possible to the Pennyroyal Region in the most expedient way possible, the Center developed a relationship with a new on-line interpreting service. Language Line Solutions (LLS) provides immediate access to over 300 languages via phone/video communication. In addition, LLS provides video deaf and hard of hearing services, all of which are compliant with the American with Disabilities Act. LLS allows clinicians the ability to provide effective, language proficient services to clients in any location any time day, night, or on weekends.

PSYCHIATRY

Additions to the psychiatric staff include Mary Dwyer, APRN, Katrena Blackwell, APRN, who returned to the Center in part-time employment, and Dr. Llewelyn Hortillosa increased telehealth services to include individuals at the Christian County Alternative School.

ASSERTIVE COMMUNITY TREATMENT (ACT)

The ACT program welcomed a recent fidelity review by the State. The Center received a score of 4.2, which is an exceptional review score. The ACT program continues to assist Seriously Mentally Ill individuals in transitioning from a personal care home to the community. These individuals are assisted in a variety of areas such as therapy, community navigation, skill building and in all areas required to assist the client in learning to live independently. The ACT team has several clients participating in the Therapeutic Rehabilitation Program in preparation for living alone. For many of these individuals, this may be their first time living independently in years.

TELEVOX/JUST-IN-TIME SCHEDULING

The Center's Failure-to-Appear (FTA) rate has stayed at an average of 47 percent for several years. The FTA rate consists of clients who do not show up for psychiatric appointments, cancel or reschedule the appointment on the same day. These last-minute cancellations do not allow available times for other clients in need of services.

To address this issue, the Center implemented Televox, which is a calling system that requires the client to respond to a message concerning their appointment. Televox allows the client to cancel the appointment at the time of the call, thereby allowing the staff to schedule someone else into that appointment time. Televox had an impact on FTA rates. The impact was one with which we believed could still be improved upon so additional measures to affect the FTA rate were sought.

The Center implemented the Just-In-Time scheduling system, often used throughout the United States in community mental health centers. At the end of each appointment, clients are instructed to call three to five business days before needing prescribed medications, and an opportunity to schedule an appointment is made available in three business days, thereby allowing the clients the ability to determine what works best for their specific schedules.

INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

FIRST STEPS

First Steps received 407 referrals from July 1, 2018, through June 30, 2019. The number of referrals based on the county is Muhlenberg 53, Hopkins 107, Lyon 15, Crittenden 20, Caldwell 22, Todd 13, Trigg 25, and Christian 152. First Steps began collaboration with the early childhood education program Strategies, Opportunities, Advantages, and Recourses (SOAR) as a part of the Felix E. Martin Jr. Foundation in Muhlenberg County. As a part of the SOAR's "10 days of giving", the Pennyroyal Center's First Steps Point of Entry (POE) was awarded a \$1,000 donation. The FY 2017 POE Determination report is Needs Assistance level of determination, which was a significant improvement from the previous year. The Pennyroyal POE moved from an overall score of 50 percent to 81 percent.

TRACE INDUSTRIES

Trace Industries had a jack pad order of 900 completed during February 2019 for the Department of Defense. Staff negotiated a rate increase for the Folding Field Army Tables contract up to \$27 per table. Trace Industries accepted eight new participants over the past year. Through donations and fundraising, the Pennyroyal Center was able to purchase two new 15-passenger vans for Trace. The Pennyroyal Center sponsored the first Annual Festival of Trees with Trace Industries being the first recipient to receive the proceeds.

SUPPORTED EMPLOYMENT (SE)

Over the past year, the I/DD SE program has grown substantially with 20 new participants.

WAIVERS AND STATE CONTRACT

The I/DD department employed 104 personnel during the year, including contract workers. The I/DD department provided services to 350 participants enrolled in either the Supports for Community Living Waiver, Michelle P. Waiver or State General Funds (SGF). Medicaid reviews continue to improve as the team strives for the best possible services provided to the individuals served.

The I/DD department made progress transitioning Staffed Residence participants to Adult Foster Care by transitioning five participants. The Pennyroyal Center now has 7 Staffed Residences and 14 Adult Foster Care Providers. The I/DD department supported 25 crisis clients over the past year. There were 72 unduplicated participants supported with SGF.

SUBSTANCE USE SERVICES

OUTPATIENT SERVICES

Over the last fiscal year, Outpatient Substance Use Services has continued to grow, fulfilling Medicaid requirements as well as increasing third-party providers throughout the region. This has been a positive transition in which staff members have received great feedback from the clients as well as community partners and other referral sources. The Center currently offers 50 plus treatment groups throughout the Region within Substance Use Services. Access to treatment continues to improve as the Center hired another Regional Substance Use Therapist to conduct outpatient Substance Use treatment in Madisonville and Princeton. Throughout the year, the Center partners with

community agencies, contracting to provide treatment services for clients at Grace and Mercy, and Sanctuary, Inc. Staff members are working with the Kentucky Coalition Against Domestic Violence (KCADV) to offer a Certified Peer Support Specialist onsite at Sanctuary, Inc. for up to 20 hours per week. These partnerships allow person-centered treatment services to individuals in need and address all aspects of their lives.

DEPARTMENT OF CORRECTIONS (DOC)

Staff members continue to provide outpatient services through the Department of Corrections contract in Caldwell, Christian, Hopkins, and Muhlenberg Counties. These services include initial intake/treatment plan, group, and random drug screens.

ADMINISTRATIVE OFFICE OF THE COURTS (AOC)

Staff members continue to serve drug courts throughout the Region. The Center maintains a contract with Administrative Office of the Courts (AOC) in Christian, Hopkins, and Muhlenberg Counties. With the Substance Abuse and Mental Health Services Administration (SAMHSA) funding, the Center offers peer support, case management, and individual/group therapy services. With the additional SAMHSA funding, staff members have been able to increase the accessibility of groups to add gender-specific and trauma-focused groups within treatment services. Pennyroyal Center staff members participate in drug court staffing, serving along with other community partners who have a stake in each individual's treatment/case. During the fiscal year, the Center received new SAMHSA grant funding to support the Muhlenberg County Drug Court. The Pennyroyal Center Drug Court staff increased involvement in their communities by arranging several different recovery and community service activities. Pennyroyal Center Drug Court staff also organized several successful community fundraisers (Christian County - Case for Trash; Hopkins County - Rocking for Recovery; Muhlenberg County - 5K Run for Recovery). Funding raised supports sober activities throughout the year for drug court participants. In the new fiscal year, 2018/2019, AOC added Residential Treatment as a reimbursable service. Drug Court participants who are uninsured or insurance will not cover the cost of Residential Treatment, may be referred to both Genesis East and West for treatment at no charge. AOC will reimburse the cost of the services provided.

GENESIS

Genesis East and Genesis West currently employ 52 employees but continue to grow each month. Genesis East and West achieved a three-year accreditation from CARF, which allowed the program to expand serving individuals with a third-party guarantor. Genesis East and West were both recipients of the Institutions for Mental Disease Exclusion waivers in the spring of 2019. The waiver allows the program to serve up to 96 individuals at each facility. Due to space limitations, the Center has only been able to expand treatment services at Genesis East at this time. There is a goal to serve up to 30 individuals with this waiver in the future. With the anticipation of the proposed regulation changes, both East and West have implemented weekend treatment services. These services allow increased accessibility of the family group on the weekend as well as provide clinical services to the clients seven days a week. The Center continues to partner with various community agencies (Papa John's, Sonic, Dairy Queen), as well as, the second annual Genesis West Yard Sale for fundraising purposes to support client activities outside of treatment including client crafts, ice cream socials, bowling outings, movies, grilling, etc. Genesis East and West have both also been the recipients of the Panera "Day of Bread" program, receiving the end of day bread every Tuesday and

Saturday. Joelle's Bakery donates end of day food on Saturdays to Genesis West. To increase community involvement, Genesis East and West formed a Service Committee. This committee meets and coordinates various community service projects such as weekly cleaning at both REBOS and the Bus Stop as well as volunteering at local churches where clients attend weekly. Genesis East and West hosted the first "Night of Remembrance" in Madisonville on August 10, 2019, to bring awareness to addiction and the continued need for treatment for individuals that struggle with addiction. The team is currently planning the First Annual "New Beginnings" banquet for September 2019 at Southside Church of Christ in Hopkinsville. The goal of the banquet is to bring awareness and hope for those who struggle with addiction.

DUI SERVICES

The Center continues to expand DUI Services throughout the Region. At this time, there are two Certified DUI Assessors conducting assessments in Christian, Hopkins, Caldwell, and Muhlenberg Counties. The DUI Program Administrator, Melody Scott, CSW, LCADC, obtained her LCADC in October 2018, which was the last requirement in certifying the Pennyroyal Center's DUI program with the State.

PENNYROYAL REGIONAL PREVENTION CENTER

The Center experienced several transitions within the Prevention department over the last year. With the team now fully in place, Prevention has worked on identifying needs within each community to lay the foundation for Prevention Services for the coming year. Prevention continues to work with various county coalitions, schools, health departments, law enforcement agencies, etc. in providing education and other prevention services.