We see the good ahead.



newvista

2019 – 2020
ANNUAL REPORT

COVID-19 Underscores the Essential Services of New Vista

The COVID-19 pandemic caused a dramatic shift in the way New Vista serves our clients and the community. As the safety net provider of mental health, substance use and intellectual and disability services, we banded together to make dramatic changes to operations. Our mission to serve the most vulnerable Kentuckians inspired our work. Within days, we launched telehealth to continue providing case management, therapy and psychiatry services while keeping staff and clients safe. To date, New Vista has provided more than 70,000 telehealth services.

Throughout the pandemic, our staff have been vital to the health of our community. New Vista has been resilient not only because we are part of the critical infrastructure of Kentucky, but because we value our mission. The pandemic created an increased need for our services. Staff throughout the organization reported to work each day, either in-person or remotely, to ensure that our clients could access these services.

Our Intermediate Care Facilities faced many challenges resulting from COVID-19. Our staff at Bingham Gardens, Hazelwood and Oakwood provide residential services to adults with intellectual and developmental disabilities who are at higher risk for serious complications from COVID-19. Staff rose to the occasion under tough circumstances to keep each other and our residents safe. The staff at Oakwood sewed more than 8,000 cloth face masks and all facilities created visiting booths so family and friends could continue to visit their loved ones.

Every aspect of our services was adapted to meet the needs of clients. Our staff learned entirely new systems of providing psychiatry, therapy, case management, peer support, crisis services, residential treatment, group therapy and many more services. Telehealth is providing opportunities for New Vista to reach clients in rural areas or those who lack transportation. The quick action and adaptability of our staff enabled us to protect our clients, continue our services and modify programs to reach those in need. Our mission did not allow us to pause our essential services for a single day. As the pandemic continues, our resolve strengthens and our dedication to helping our clients see the good ahead grows.

Mission

New Vista assists individuals and families in the enhancement of their emotional, mental and physical well-being by providing mental health, substance use and intellectual and developmental disability services.

We follow seven principles while implementing our mission.

1. Treat people with dignity and respect.
2. Believe people are capable of making progress and change.
3. Strive to make our services accessible to all members of the community.
4. Provide services consistent with the highest standards of care.
5. Believe successful therapy requires staff with high levels of knowledge, skills and integrity.
6. Believe our status as a private non-profit organization provides a unique opportunity to respond to the needs of people at the local level, recognizing they are most capable of identifying their own needs.
7. Ensure continuation of services by being responsible fiscal managers.

Philosophy of Care

New Vista helps children, adults and families live their best lives. We believe each person deserves supportive, respectful, integrated care. At New Vista, we believe everyone has the ability to improve and change their life. Our team of caring, highly-skilled professionals make our clients their number one priority and the improvement of our community the center of everything we do.

From the Board & Leadership



Dee Werline, MA, LPP
President and Chief Executive Officer



Linda Watt
Board Chair

We are pleased to provide this annual report to share the tremendous impact of New Vista in the lives of so many Kentuckians. Although this year has changed the way we provide services to our communities and clients, New Vista's dedication to the mission and commitment to staff has remained constant. Our solid foundation allowed us to be at the forefront of advancements in technology and service models, so that our organization was ready to meet the year's changing needs rapidly, and without our communities experiencing gaps in care.

In response to newly emerging capabilities and changing client preferences, New Vista had proactively developed telehealth options prior to the pandemic, and hence, was ready to launch a primarily telehealth service model nearly overnight. Rapidly implementing our telehealth platform offered immediate protections for many clients without disruption, but also reinforced our commitment to the health and safety of employees. The organization deployed a healthy working at home model for most outpatient staff, granted an additional two weeks of paid leave, fully adopted all personal protective measures and protocols in our residential and in-person settings, and stayed in constant communication in support of these efforts to keep employees healthy.

But it is the dedication, flexibility, motivation and resiliency of New Vista's employees that set us apart.

Staff from across the entire organization carried more, adapted more and contributed more than ever to meet the many challenges head-on. In times of crisis, our organization was ready and positioned to continue providing quality care, while also meeting the needs of our staff. This year more than ever, New Vista demonstrated that its agility, expertise and innovative behavioral health solutions are truly essential to the community. This was a year that New Vista fully lived up to its mission. **We see the good ahead, and the future is bright.**



Children's Review Program Celebrates 25 Years

Spasticity Services Improve Lives

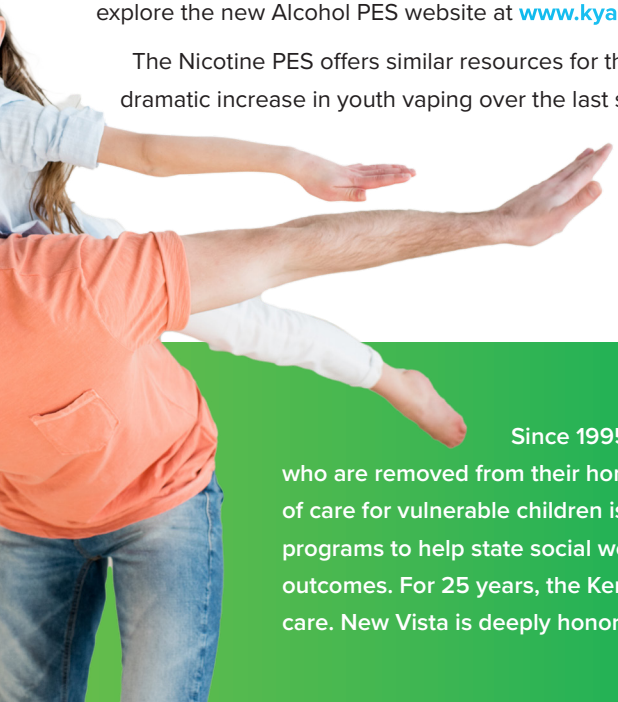


Hazelwood Specialty Clinic was the first in Kentucky to provide comprehensive treatment for individuals with severe spasticity, which is abnormal muscle tightness due to prolonged muscle contraction. Spasticity is a symptom associated with damage to the brain, spinal cord or nerves and can be associated with stroke, cerebral palsy and multiple sclerosis. At Hazelwood, we use a comprehensive approach for the evaluation and treatment of spasticity related problems with the goal to improve function while reducing pain and discomfort. Our rehabilitative team members are trained in internal medicine, orthopedic surgery, dentistry, nursing, speech, occupational and physical therapy. The Hazelwood Specialty Clinic offers a wide range of treatment options based on the individual's needs, including counseling, orthotic and wheelchair recommendations, outpatient therapy programs, oral medications for spasm or pain control related to spasticity and Botulinum toxin injections for isolated muscle spasm. The innovative surgical intrathecal baclofen pump therapy and management are also available through the Hazelwood Specialty Clinic.

Prevention Center Launches Two New Websites

Our Regional Prevention Center is a vital part of helping New Vista build healthier communities throughout Central Kentucky. Through educational programs, alcohol, tobacco and substance use training and other shared resources, we promote mental health and work to reduce youth substance use and suicide. New Vista serves Kentucky with two statewide Prevention Enhancement Sites (PES) that support efforts to reduce alcohol and nicotine use among young people. The Alcohol PES and the Nicotine PES launched new websites to increase engagement and provide resources and information to schools, colleges, parents, youth and community partners.

Our Alcohol PES provides consultation, assistance and a wealth of information on underage alcohol use. We also offer customized trainings on current trends; help build community coalitions and educate the public about other effective prevention strategies. You can explore the new Alcohol PES website at **www.kyalcoholprevention.org.**



The Nicotine PES offers similar resources for the community, focusing on tobacco, nicotine, vaping and e-cigarettes. With the dramatic increase in youth vaping over the last several years, information is in high demand. Our nicotine specialist provides training, current health data, and the latest strategies that schools across Kentucky can implement today. Visit the Nicotine PES website at **www.kytobaccoprevention.org** for more information.



Since 1995, the Children's Review Program (CRP) has worked with the Kentucky Cabinet for Health and F
who are removed from their home often have associated mental health needs and CRP works behind the scenes to assign a le
of care for vulnerable children is identified by CRP's assessment team to ensure the needs of each child are met. Then the plac
programs to help state social workers find the most appropriate placement. To ensure the highest-quality care for Kentucky's c
outcomes. For 25 years, the Kentucky Cabinet for Health and Family Services has trusted the Children's Review Program to su
care. New Vista is deeply honored to administer the Children's Review Program and help children in need.

New Residential Substance Use Treatment Program for Women

New Vista opened The Schwartz Center for Women in February 2020. New Vista continues to expand residential substance use treatment programs to address the ongoing opioid crisis in Kentucky, with an emphasis on the needs of women. The Schwartz Center for Women offers short-term treatment in a safe and supportive environment. For many years, The Schwartz Center served men and women under one roof. This expansion allows for unique treatment programs to meet the needs of men and women in separate buildings. Both facilities are located on Buckhorn Drive in Lexington.

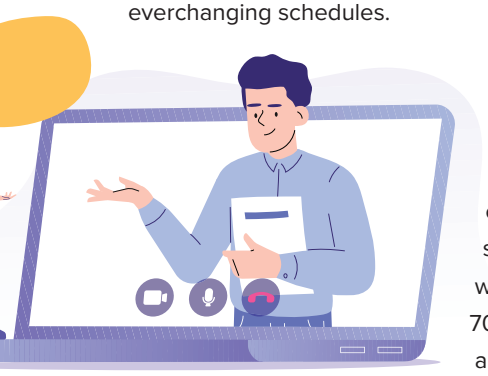


New Vista's residential programs educate individuals on the disease of addiction and help them develop daily coping skills to live without drugs and alcohol. Clients participate in group and individual counseling, peer support, case management, group activities and family education. Using a trauma-informed care approach, our treatment plans are tailored to help each individual develop a successful path to recovery.

The Schwartz Center encourages ongoing treatment and offers employment and housing support, Intensive Outpatient Programs and outpatient therapy. Our goal is for women and men to have a strong support system as they begin their sobriety.

Telehealth Takes Off!

We experienced many changes in 2020 and among the most significant was the expansion of telehealth services. Telehealth is not new to our organization; we began providing psychiatry via telehealth in 2018. However, the COVID-19 pandemic spurred Kentucky Medicaid to expand the use of telehealth for psychiatry, therapy and case management services to clients in their home setting. Now clients in rural settings who are juggling remote work and virtual school with their children can access mental health and substance use treatment at convenient times to meet their everchanging schedules.



The youth, adults and families who need our support can access telehealth with a phone, tablet or laptop and get services no matter where they are. We increased our WiFi access so clients who do not have strong internet connections at home could drive to any New Vista location and access a telehealth session. We had the IT infrastructure ready to go and our staff were ready to embrace change. To date, New Vista has provided 70,000 telehealth services, removing barriers to treatment and allowing us to reach more clients.

amily Services to assure the safety and well-being of children placed in out-of-home care. Children vel of care, recommend placement and assure the quality of services provided to children. The level cement team matches children with the capabilities of private residential and foster care treatment hildren, the quality assurance team collects data to monitor and improve child, agency and system pport their mission and commitment to protect the safety and well-being of children in out-of-home

Executive Team

Dee Werline, MA, LPP
President & CEO

Dana Royse, MBA
Chief Financial Officer

Mickey Sexton, MBA, MSW, SHRM-SCP, CSW
Chief Operating Officer

David Hudson, MD
Chief Medical Officer

Della Tuttle, MA
Chief Developmental Services Officer & Senior Vice President of Special Projects

Nikki Stanaitis, MSW, LCSW
Chief Clinical Officer

David Phelps, MS
Chief Administrative Officer
New Vista Communities

Board of Directors

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Jessamine

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Madison

Jenell Brewer
Powell

Mary June Brunker
Harrison

Ben Chandler
Woodford

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Nicholas

Steve Fisher
Fayette

Scott Gould
Scott

Ron Kibbey
Clark

Bobbi Jo Lewis
Anderson

Harold McKinney
Boyle

Connie Morgan
Franklin

Sunday Obi
Fayette

Sannie Overly
Bourbon

Taylor Porter
Fayette

Susan Starling
Estill

Karen Ward
Clark

We believe everyone has the ability to improve their life.

$172M
Annual Budget

19,245
Total Number of Clients Served

11,867
Mental Health Clients

3,773
Substance Use Clients

3,382
Intellectual and Developmental Disabilities Clients

223
Bingham Gardens, Hazelwood, Oakwood Residents

93
PROGRAMS

OFFERED IN

52
LOCATIONS

206,943
Website Visits

76,162
Helpline Calls

1,935
Number of Staff

$705,000
In Charity Care

260
Licensed Professionals

434,551
Instances of Service