

newvista
ANNUAL REPORT
2020-2021

A MESSAGE FROM OUR LEADERSHIP

At New Vista, our work has always been guided by our dedication to quality services for the most vulnerable Kentuckians. As we look to the future, we are excited about the opportunity to expand services and open even more doors for our clients. This annual report highlights the programs that make a difference in the lives of children, adults and families in Kentucky every day.

With a team of more than 1,800 staff, we are committed to ensuring all Kentuckians have access to the behavioral health services they need, regardless of where they live or their ability to pay. Our vision is a truly integrated, trauma-informed and recovery-oriented system of care that meets the person wherever they are.

The establishment of a Certified Community Behavioral Health Clinic model will make this a reality. This groundbreaking model allows us to meet both the mental and physical health needs of clients and broaden our support for the whole health of our communities. We will continue to promote the role of our valued community partners as we work together to assess the needs of the people we serve and evaluate program success.

Our mission comes together within a strong culture of diversity, equity and inclusion for all - clients, employees and leaders alike. With thoughtful recruitment and retention of a diverse team of qualified licensed professionals and caring support staff, New Vista realizes our mission of quality care for all.

We thank you for supporting New Vista and our mission to see the good ahead in the lives of everyone we serve in Central Kentucky.



DEE WERLINE, MA, LPP
President and CEO



HAROLD MCKINNEY, JD
Board Chair

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.

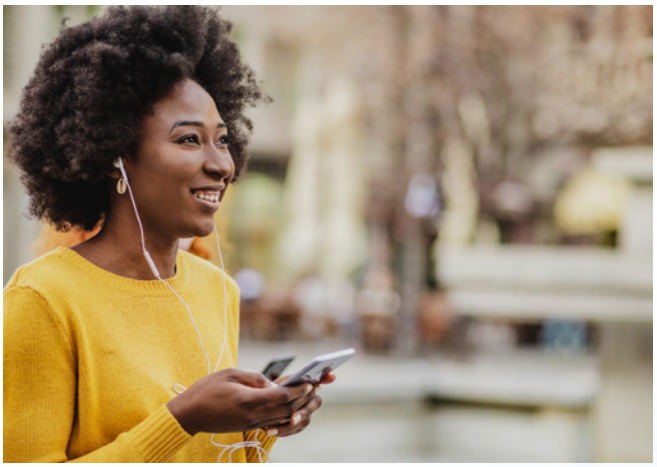
WE FOLLOW SEVEN PRINCIPLES WHILE IMPLEMENTING OUR MISSION:

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 lives. 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.

THE GOOD AHEAD PODCAST BREAKS THE STIGMA



With the launch of The Good Ahead podcast in May 2021, New Vista continues to be a source of information to help people live their best lives. Each episode features a conversation with a New Vista expert in the areas of mental health, substance use and intellectual and developmental disabilities. The podcast breaks the stigma around these topics and provides easy to apply tips for anyone to live a happier, healthier life. With more than 1,000 downloads, these conversations help listeners see the good ahead. To listen, visit newvista.org/good-ahead or iTunes, GooglePlay, Stitcher or Spotify.

MECHANIC STREET MURAL INSPIRES

New Vista has a vibrant new contribution to public art in Lexington. "A New Day Dawning," a mural by Louisville artist Casey McKinney, wraps around the building of New Vista's downtown Lexington location on Mechanic Street. The image of hands holding up the sun represents the hope of recovery from mental illness and substance use. "It's based upon the idea of starting every day fresh," McKinney said. New Vista partnered with LexArts to establish the scope of the project, engage regional artists for submissions and assist with permitting for the installation of the mural. It was voted Most Inspiring Mural in the August 2021 edition of TOPS Magazine. In addition, the mural has been placed on the walking map of Lexington murals created by VisitLex. We encourage everyone to stop by and take a photo to share with the hashtag #seethegood.

ANSWERING THE CALL

As of March 2021, New Vista is an accredited National Suicide Prevention Lifeline (Lifeline) call center. Our toll-free 24-Hour Helpline, 1.800.928.8000, has served the community since 1992 with New Vista staff members answering more than 70,000 calls annually. Now calls to the Lifeline from Central Kentucky are redirected to our trained staff. Calls to the Lifeline increased seven percent from 2019 to 2020, according to the Kentucky Department for Behavioral Health. The Lifeline is a network of local crisis centers providing free and confidential support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week. The addition of New Vista to this network helps Kentucky prepare for the nationwide rollout of the 988 hotline in July 2022. The goal of the 988 hotline is to make accessing mental health services and suicide prevention as easy as calling 911 for any other crisis.

NATIONAL SUICIDE PREVENTION LIFELINE™
1-800-273-TALK



FIRST STEPS PROGRAM EXPANDS TO EIGHT NEW COUNTIES

New Vista continues to grow with the expansion of the First Steps program to the eight counties in the Lincoln Trail District of Kentucky. Those counties are Breckinridge, Grayson, Hardin, LaRue, Marion, Meade, Nelson and Washington. For more than 20 years, New Vista has provided First Steps, which is early intervention for infants and toddlers with developmental delays, in the 17 counties of the Bluegrass District. With the addition of the Lincoln Trail district, New Vista added 12 employees to our growing team. We now have 43 total First Steps employees providing services to 25 Kentucky Counties. The New Vista Lincoln Trail First Steps office is located at 2935 Dolphin Drive, Suite 204, Elizabethtown.



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Chief Clinical Officer

DELLA TUTTLE, MA
Chief Developmental Services Officer & Senior Vice President of Special Projects

NEW VISTA AWARDED $2M GRANT TO SERVE MORE KENTUCKIANS

New Vista is a recipient of a $2 million grant by the Substance Use and Mental Health Services Administration to expand services in Fayette, Clark, Madison, Estill and Powell counties. These funds allow New Vista to provide care via the Certified Community Behavioral Health Clinic (CCBHC) model which is designed to provide coordinated care to vulnerable populations with a variety of healthcare needs.

New Vista is integrating primary care with expanded mental health and substance use services in rural areas of Central Kentucky. Our work includes rural Assertive Community Treatment (ACT) teams that assist people experiencing serious mental illness, enhanced crisis services and new outreach teams. We have added staff and expanded clinical space to create a greater health impact in our communities.

Kentucky is one of only a handful of states to incorporate the CCBHC treatment model. This new model ensures behavioral health services are fully funded and everyone, regardless of ability to pay or where they live, has access to the services they need. We increased our crisis services and are working directly with law enforcement to ensure people get into treatment.

New Vista is one of four centers in Kentucky to receive a CCBHC grant. This is a two-year award from SAMHSA with $2 million available in the first year and the potential for $2 million in the second year.

We are currently piloting the CCBHC model in five counties within our service area. Our strategic plan lays the foundation for the CCBHC model to be incorporated in all 17 counties by the first quarter of 2022.

WINDSONG RESIDENT CONTINUES TRADITION OF GIVING

Windsong resident Paul Hall has collected nearly $30,000 in donations for the WHAS Crusade for Children in his 27 years of fundraising. Hall, who has cerebral palsy, was inspired to raise money for the cause that provided him with leg braces as a child. While the COVID-19 pandemic changed the way he fundraises, it hasn't stopped him. With the help of his New Vista physical therapist, Tony Cummings, Hall published a children's book, "Paul's Crusade," with all proceeds going to the Crusade for Children. He presented a check for over $1,200 during the 2021 telethon. Hall continues to be a shining example of the positive impact New Vista residents and staff have on their communities. If you are interested in supporting Hall's fundraising efforts, email tony.cummings@newvista.org.



Paul Hall

At New Vista, we are always looking forward, so no one is left behind.



281
LICENSED PROFESSIONALS



1,800
TOTAL STAFF



71,500
CALLS TO HELPLINE



266,348
WEBSITE VISITS



93
PROGRAMS IN 52 LOCATIONS



173.8M
BUDGET



18,975
TOTAL NUMBER OF CLIENTS SERVED



457,807
INSTANCES OF SERVICE



201
BINGHAM GARDENS, HAZELWOOD, OAKWOOD RESIDENTS



2,912
INTELLECTUAL AND DEVELOPMENTAL DISABILITY CLIENTS



3,324
SUBSTANCE USE CLIENTS



12,181
MENTAL HEALTH CLIENTS



$715,000
CHARITY CARE

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1351 Newtown Pike, Lexington, KY 40511
24-Hour Helpline 1.800.928.8000 | newvista.org