ANNUAL REPORT 2021-2022

GROWING RESPONSIBLY



newvista

A MESSAGE FROM OUR LEADERSHIP



DEE WERLINE, MA, LPP
President and CEO



HAROLD MCKINNEY, JD
Board Chair

At New Vista, we believe everyone deserves access to quality, compassionate care that meets their individual needs. As we grow in new and exciting ways, our commitment to Central Kentucky children, adults and families remains constant. This annual report highlights the programs created to help clients achieve the best possible outcomes across New Vista's 17-county service area.

New Vista's "no wrong door" policy can be seen through the continued expansion of the Certified Community Behavioral Health Clinic model. Clients can now receive integrated mental and physical healthcare under one roof in Fayette, Scott, Madison and Boyle counties. We're already seeing the benefits of this person-centered approach. Our strong relationships with community partners allow clients to access a network of wide-ranging services and break down the barriers to care they face.

With each step forward, we'll continue to evaluate program success and be flexible as new challenges arise.

The growth New Vista is experiencing is rooted in a foundation of diversity, equity and inclusion for all. Our qualified team members work to improve the lives of clients each day, no matter their background or circumstances. It is our top priority to maintain a work environment where people feel accepted and appreciated. Our trauma-informed approach shapes not just the way we interact with clients but how we interact with each other. When our staff feels heard, they can better serve others.

We thank you for your support of New Vista as **we continue to look ahead, so no one is left behind.**

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.

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.

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.

RECOGNIZING FIFTEEN YEARS OF SERVICE AT OAKWOOD

Since joining the Somerset community 15 years ago as manager of Oakwood Residential Facility, New Vista has always put residents first. Back in 2006, the Commonwealth needed help managing care for some of Kentucky's most vulnerable people with intellectual and developmental disabilities. That's when this organization recognized the need and put our expertise to work.

David Phelps, now New Vista's Chief Administrative Officer overseeing Intermediate Care Facilities Oakwood, Hazelwood and Bingham Gardens, was brought in to serve as Oakwood's Facility Director in 2006. "The thing that I realized from day one," he said, "is there's a lot of talent at Oakwood." It has been a challenge, he said, but the team at Oakwood is always looking for new ways to improve the lives of residents.

Since assuming management, New Vista has added a state-of-the-art specialty clinic and overseen the creation of Expressions Tea and Gifts and the Oak Hill Garden Center, which serve as an opportunity to enrich the lives of residents while building relationships with the community.

COMPASSIONATE CARE IN ACTION

Throughout the years, the dedicated team at Oakwood has worked every day to help residents reach their goals. Many times, that means successfully moving on from the facility. Lisa Butler was a long-term resident of Oakwood, coming to the facility in 1985 to receive medical and therapy services. In 2019, she was able to move to a local Family Home Provider.

Lisa's mother, Linda Butler, was grateful for the expert care her daughter received while at Oakwood. When Lisa was young, her parents were told she was only expected to live into her early to mid-teens. Lisa is now 55 years old. "We believe she received the services she needed at Oakwood that helped extend her life well beyond what specialists expected when they saw her all those years ago." Linda said. "The staff always treated us and Lisa with the utmost respect."

As we continue to innovate and provide new experiences and opportunities for residents, we know compassionate care will always be the top priority.

RECOGNIZING 15 YEARS OF SERVICE

Oakwood

a newvista community



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New Vista Communities

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Chief Clinical Officer

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

HAZELWOOD'S EMPLOYMENT PROGRAM IGNITES PASSION

More than a dozen Hazelwood residents have been connected to opportunities built around their interests and talents through the Intermediate Care Facility's Employment Program. Since launching in 2020, Hazelwood's Enrichment Center team has worked one-on-one with residents to find jobs where they can thrive. Once the team understands the skills the client wants to learn and the support they may need in a work environment, they connect with local businesses to find the right fit.

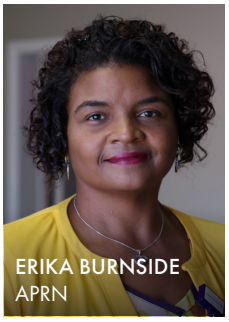
Residents of Hazelwood, Bingham Gardens and Community Homes can currently be found in local businesses watering flowers and plants, organizing, cleaning and working in security, to name a few. Residents also create beautiful jewelry through Hazelwood Unique Gems, learning what it takes to run a business from top to bottom. The Enrichment Center team is there along the way to ensure the experience is positive for both residents and employers. Hazelwood residents find purpose and pride in their work while fostering strong community connections. We can't wait to see what they'll do next!



Hazelwood
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BREAKING DOWN BARRIERS TO CARE

New Vista continues to expand access to integrated healthcare across our entire 17-county Central Kentucky service area through the Certified Community Behavioral Health Clinic (CCBHC) model. We know how vital it is to treat the whole person, whether they need mental or physical healthcare. New Vista clients can now see their mental healthcare provider and their primary care provider under the same roof in Fayette, Scott, Madison and Boyle counties.


ERIKA BURNSIDE
APRN

Nurse Practitioner Erika Burnside joined the Boyle County team in March of 2022 and is already making an impact with her patients. "I've seen clients able to come in and talk freely and openly. They say this is the first time they've been made to feel whole, like a human being, not rushed or pushed through," she said. Before joining New Vista, Burnside worked in home health and correctional nursing. She felt like the mental health of her patients wasn't given the attention it deserved. "The unified network we provide gives stability and ultimately, better outcomes," she said.


MONICA MARKS
Care Coordinator

The CCBHC network has also allowed for innovating in new and exciting ways. Care Coordinators like Monica Marks help clients navigate what can often be an overwhelming healthcare system. One of four Care Coordinators who joined New Vista in 2020, Marks is now part of a team of eight. Each Care Coordinator works with between 20-30 clients at any given time, organizing transportation, answering insurance questions, setting up appointments and even attending those appointments with the client when needed.

"We provide that support and that little nudge that may be needed for clients to get the medical help they otherwise would not have gotten," Marks said. She's helped clients connect with doctors who've provided life-changing surgeries, relieving pain and contributing to better mental health in the process. "It's a wonderful feeling when you can help people that way," she said. "Finally, we have an organization that treats the whole person and that's something I'm very passionate about."

The expansion doesn't stop here. New Vista will continue to grow its networks of care to ensure no matter what door a client enters, they are connected to the services and resources that best fit their needs.

CONNECTING IN THE CLASSROOM

Close partnerships with schools help us work toward our common goal of enhancing the lives of the children we serve. Our new School Liaison positions allow team members to tailor New Vista services to the needs of each school. New Vista School Liaisons partner with guidance counselors and family resource and youth services coordinators to offer group programming, presentations and needed supplies. They can connect children and their families to our full continuum of services. Plus, as licensed clinicians, they can even provide onsite therapy.

Several schools, including Kirksville Elementary in Richmond, have taken advantage of New Vista's WhyTry Program to teach students coping skills and motivational tools. Kirksville Guidance Counselor Angela Wilcox sat in on the sessions with a group of fourth and fifth graders to learn how to take each lesson back to the classroom. "In this day and time, we need someone to support us too," she said of the partnership. "It's a great way for someone to come in and help support us and the kids." She's looking forward to seeing how students put the lessons they've learned into practice and how New Vista can assist her going forward. The support system for children and families in our communities is strongest when we work together.



A PERSON-CENTERED APPROACH

New Vista provides Intellectual and Developmental Disability (IDD) Case Management services to over 1,300 individuals across 31 Kentucky counties. Nothing makes our team happier than seeing clients' positive impact on their communities. Mark Rothel has received case management services through New Vista for several years and developed a strong bond with staff. "If I need anything, I know all of the people in the office are there for me," he said. "They really care about me." Mark brings joy to all who know him, always there to advocate for his friends and offer a listening ear. As a Michelle P. Waiver recipient, he is able to access the services he needs to live independently. He is a talented bowler and loving pet parent to his cat, Angel. Mark served on the Commonwealth Council on Developmental Disabilities and is involved in Special Olympics. It's an honor to support him as he supports so many!



New Vista staff aim to form strong bonds with everyone we serve. When the Kentucky Division of Developmental and Intellectual Disabilities conducted a quality assessment of New Vista's IDD services last winter, they noted the person-centered approach, even with the challenges of the pandemic. The organization received the maximum re-certification length of two years with no citations. New Vista also stepped in to stabilize a residential program in 2017, providing management and support to 18 Family Home Providers who care for 22 individuals around the clock. During review by the Commonwealth in early 2022, the program received a two-year re-certification with no citations for the first time ever.

THERE IN A CRISIS

New Vista has expanded its Mobile Crisis Team to better respond to crises in person, over the phone or via telehealth in all 17 counties in our service area. The team can respond to provide a risk assessment, establish level of care and make referrals to appropriate resources 24 hours a day, seven days a week. They can also provide brief crisis intervention services to avoid hospitalization and connect individuals to the full continuum of New Vista services.

Partnerships with local first responders have also expanded. Between September 2020 and May 2022, New Vista assisted with 147 requests from law enforcement agencies. The organization provides Crisis Intervention Team training to law enforcement officers throughout the Central Kentucky region to prepare them to respond to calls involving a mental health emergency. We developed tear-pads that can fit in a pocket or glovebox so first responders can share New Vista information with whoever they meet. We know it takes a network to improve access to care and we're thankful for the response from our community partners.



ANSWERING THE CALL

For more than 30 years, New Vista has operated a crisis line to answer the calls of Central Kentuckians and connect them to suicide prevention and behavioral health services. Today, our toll-free 24-Hour Helpline, 1.800.928.8000, receives thousands of calls each month.

"I hear all the time from people who called us at one of the darkest times in their lives, and we were able to help them take the first step on the path to a happier, healthier life," said Darcy Miller, New Vista Regional Director of Emergency Response and Client Engagement. "I know we have saved lives and that's what keeps me motivated to do this work each day."

With three decades of experience, New Vista was uniquely prepared ahead of the July 2022 transition of the National Suicide Prevention Lifeline to a three-digit number, 988. This change makes accessing care in a behavioral health crisis as easy as dialing 911 for any other emergency. When Central Kentuckians dial 988, they're connected to New Vista's experienced team members who are trained to help in a crisis and get them the services they need. As we look to the future, we've developed a volunteer program to begin in late 2022 to accommodate an increase in call volume.

NEW VISTA NAMED ONE OF THE 2022 BEST PLACES TO WORK IN KENTUCKY

New Vista Community Mental Health Center is proud to have been recognized as one of the 2022 Best Places to Work in Kentucky, earning a spot in the top 20 among the commonwealth's large employers. Team members celebrated this achievement at an award ceremony in June. This statewide awards initiative is presented annually by the Kentucky Chamber of Commerce and the Kentucky Society for Human Resource Management. The awards are based on detailed survey results from the employer and employees.



"It's the people at New Vista that make it such a special place to work," said Dee Werline, New Vista President and CEO. "Their dedication to serving the most vulnerable Kentuckians and creating a positive work environment is unmatched. This recognition of their efforts is well deserved." This honor only fuels our commitment to ensure New Vista is a place where employees have the support they need to deliver high-quality, life-saving services to Central Kentuckians.



GROWING RESPONSIBLY

$529,000
CHARITY CARE

19,273
NUMBER OF CLIENTS SERVED

430,570
INSTANCES OF SERVICE

351
LICENSED PROFESSIONALS

82,217
CALLS TO HELPLINE

2,076
TOTAL STAFF