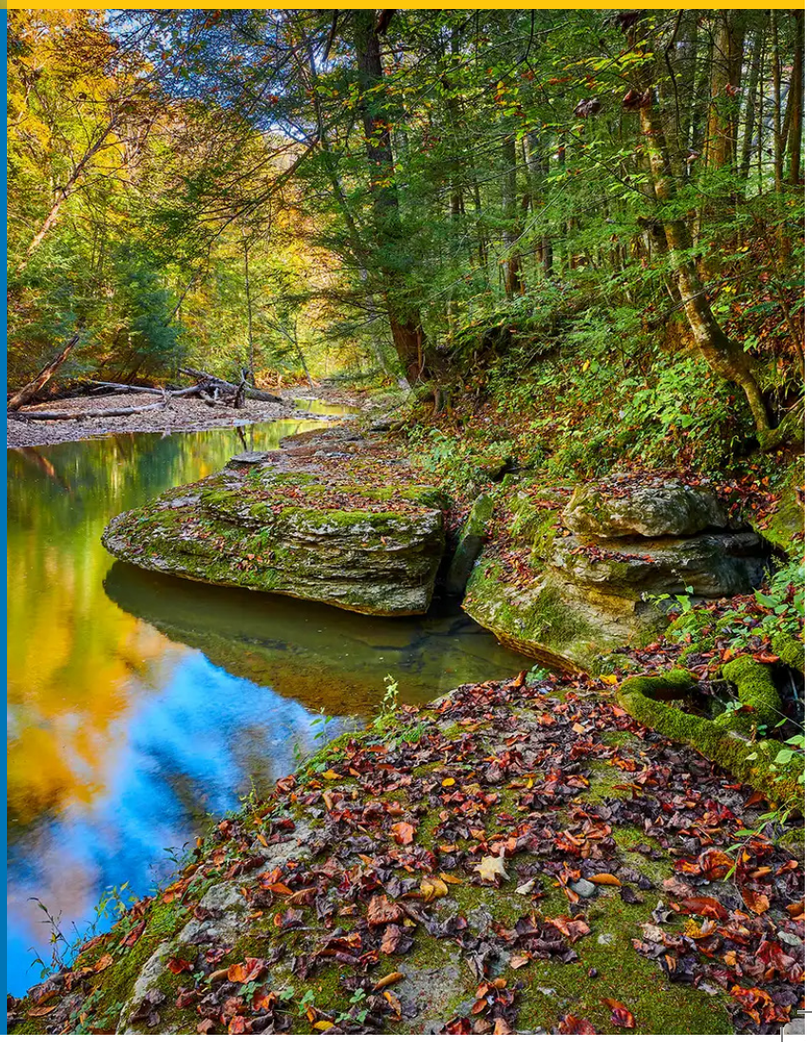


newvista

2022-2023 Annual Report

Improving the lives of Central Kentuckians since 1965

newvista.org



A MESSAGE FROM OUR LEADERSHIP

New Vista has experienced another year of growth and innovation as we provide compassionate, person-centered behavioral healthcare to Central Kentuckians. As always, our commitment to the children, adults and families within our 17-county region remains our top priority. This annual report highlights successes in our mental health, substance use, developmental and primary care services and features the personal stories of **lives changed, connections made and hope renewed**.

We continue to see the positive results of our "no wrong door" policy as a Certified Community Behavioral Health Clinic (CCBHC). In prioritizing whole-person care, clients now have greater access to services through expanded transportation options and the ability to meet with multiple providers in one visit. Care teams, including therapists, primary care nurse practitioners and care coordinators, work together to help clients reach the best possible outcomes. The organization remains responsive to the lessons learned and knowledge gained as we expand the CCBHC model.

We are grateful for the New Vista team as they have embraced ongoing changes and shown a commitment to providing high-quality, trauma-informed care regardless of an individual's circumstances. We value the diverse life experiences and backgrounds of each employee and have partnered with an outside consulting firm to ensure everything we do is through the lens of Justice, Equity, Diversity and Inclusion for all.

As we look ahead, we are encouraged by the progress made in breaking down barriers to care and hopeful for the future. **Thank you for your continued support of New Vista as we empower Central Kentuckians to live their best lives.**



DEE WERLINE, MA, LPP
President and CEO



HAROLD MCKINNEY, JD
Board Chair



New Vista Recognized as a Leading Employer and Provider

The dedication of the New Vista team to improving the lives of Central Kentuckians has not gone unnoticed. New Vista received the title of a Best Place to Work in Kentucky for the second year in a row, this time moving up in the rankings from number 20 to number 14 among large employers. New Vista was also voted Best Mental Health Services in the Lexington-Herald Leader's Best of Lexington Survey and Best Mental Health Group in the ABC 36 Viewer's Choice Awards. "Our number one priority continues to be ensuring clients achieve the best possible outcomes," New Vista President and CEO Dee Werline said. "We believe the recognition we've received is a result of this commitment to service, regardless of the challenges an individual may face."

"We believe the recognition we've received is a result of this commitment to service, regardless of the challenges an individual may face."
– Dee Werline,
New Vista President and CEO

New Vista leaders have also been recognized as experts in their field, with opportunities to speak at national conferences about their specialties in behavioral healthcare. Werline spoke at the 2022 Open Minds Performance Management Institute about finding staffing solutions after the pandemic. This conference brings leaders together from across the country to learn best practices in the behavioral health field. New Vista's Director of Emergency Response and Client Engagement, Darcy Miller, contributed to a panel at CrisisCon22, a national conference for leaders in emergency services, about the importance of collaboration across the crisis care continuum. We are grateful for these chances to share knowledge and firmly believe our commitment to high-quality and compassionate care has created these opportunities for recognition.

MISSION

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

WE FOLLOW SEVEN PRINCIPLES WHILE IMPLEMENTING OUR MISSION

Treat people with dignity and respect.

Believe people are capable of making progress and change.

Strive to make our services accessible to all members of the community.

Provide services consistent with the highest standards of care.

Believe successful therapy requires staff with high levels of knowledge, skills and integrity.

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.

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.



BOARD OF DIRECTORS

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Senior Vice President of Special Projects

ENRICHMENT OPTIONS BACK IN BUSINESS

While staff worked round-the-clock to keep Oakwood Intermediate Care Facility residents engaged during the pandemic, one of the biggest challenges was the closure of enrichment activities. Oakwood in Somerset offers residential services for individuals with intellectual and developmental disabilities as well as a state-of-the-art Specialty Medical Clinic that serves the entire region.



The decline of COVID-19 cases in Kentucky allowed the Oak Hill Garden Center and Expressions Tea and Gifts to re-open to the public in the spring of 2023, and the reception was overwhelming. "We sold out of everything, we were that busy," said Oakwood Director of Therapy Services James Rybarczyk. The Oak Hill Garden Center provides residents with hands-on experience tending to plants and harvesting flowers and vegetables. It also cultivates a close relationship with the community, as people come onto Oakwood's beautiful grounds to pick up seasonal favorites like ferns and mums.

The opportunity to express creativity and learn new skills is also available once again to Oakwood residents at Expressions Tea and Gifts, a shop located along US Highway 27 in Somerset where hand-crafted items and Kentucky Proud foods are sold to the public. Team members are now planning to extend hours after re-opening in May. Not only can residents work in customer service at the tea and gift shop, but they make many of the goods sold there in the woodshop, art and pottery studios at Oakwood. "Residents start something, and they get to see it all the way through," said Stacy Back, Manager of Expressions. The connection these enrichment options create with the Somerset community is priceless. "A lot of people want to support Oakwood in some way, but they don't know how," Back said. The businesses give people that opportunity while creating meaningful connections and understanding, she said, and it's wonderful to see people return time and again.

BE THE LIFELINE

The launch of a three-digit national Suicide and Crisis Lifeline, 988, in the summer of 2022 marked a new focus on the importance of mental healthcare across the country. New Vista answers the calls to the Lifeline from Central Kentuckians and saw a 20 percent increase following the change. "We believe this increase in calls is a result of growing awareness around the 988 Lifeline," said Darcy Miller, New Vista Regional Director of Emergency Response and Client Engagement. "Our goal is to encourage people to use this life-saving resource and get connected to the help they need." The organization has used its expertise gained from more than 30 years of managing New Vista's 24-Hour Helpline, 1.800.928.8000, to make sure callers are connected to support and resources.

Miller and the rest of New Vista's emergency response team anticipated the increase in calls and had already begun developing a remote volunteer program before the launch. Now up and running, volunteers go through an extensive 30-hour training program and always have support available from New Vista crisis counselors and an on-call therapist. The increased capacity means more calls can be answered locally without having to go to one of the national backup call centers. With hundreds of applications submitted and nearly a dozen volunteers either answering calls or in the onboarding process, the program is off to a successful start with plans to grow and continually improve the ways it serves those most in need.

988
SUICIDE
& CRISIS
LIFELINE

CODY'S WISH COMES TRUE



It has always been the wish of Cody Dorman's parents to care for their son at home. Born with a rare genetic disorder, Cody requires a high level of care. For a time, the Dormans worried they would struggle to afford it, but the Michele P. Waiver program has made their wish come true, Kelly and Leslie Dorman said. New Vista facilitates the Kentucky Medicaid waiver program for the Central Kentucky region that allows individuals with intellectual and developmental disabilities to live in the community as independently as possible. With the program, Leslie has been able to stay home and act as Cody's full-time caregiver. "It's really lifted a burden off of us," Kelly said. New Vista provides case management services to Central Kentuckians in the program. The Dorman's say their Case Manager Keith Brockman has been a constant source of support. "He knows us and what we've gone through and understands Cody's needs," Leslie said.

The freedom the program provides for individuals with developmental and intellectual disabilities has allowed Cody to inspire others and live out his dreams. And he's inspired more than just the people around him. During a Make-A-Wish visit to a Lexington Horse Farm, Cody discovered a special connection with a racehorse, who approached Cody and rested his head on his lap. "The trainer said he'd never seen a horse do that with someone before," Kelly said. The horse's owners were so moved, they named him Cody's Wish. Their bond fully cemented, Cody has traveled across the country to see Cody's Wish race several times. In 2022, with Cody and the rest of the Dormans in the crowd, Cody's Wish went on to win the Breeders' Cup Dirt Mile, a moment the family says they'll never forget. The Dormans credit this unique relationship for pulling their son out of a depression he had fallen into during the isolation of the pandemic. They remain forever grateful, they said, for the program that allows them the freedom to give Cody new experiences.



IN-SCHOOL SUPPORT

New Vista School Liaisons have quickly expanded their services within districts across Central Kentucky, bringing resources directly to students and offering support to principals, guidance counselors and family resource and youth services coordinators. The organization now has four School Liaisons each dedicated to one of New Vista's hubs in Boyle, Fayette, Madison and Scott counties. Liaisons are licensed clinicians and provide mental health training, direct and group clinical services for students and evidence-based programming.

One of those programs is the WhyTry group, where students learn coping skills and gain motivation to succeed and participate in school. In the past year, School Liaisons facilitated 28 WhyTry groups in 20 different schools to nearly 240 students. The success of these programs has been noticed by school leaders, like Farristown Middle School Principal, Angie Alexander. "She speaks their language," she said of New Vista School Liaison Stephanie Carson, who leads the WhyTry groups at Alexander's school. "A lot of times we'll have a kid who hasn't been involved in school and after the group they'll join some kind of club or sports team," she said. "We think that's great because if we can keep them involved, it helps in so many other ways." It's a resource Alexander said she'll continue to use as she helps students to grow in life and in their education.

"A lot of times we'll have a kid who hasn't been involved in school and after the group they'll join some kind of club or sports team."

– Angie Alexander,
Principal, Farristown Middle School

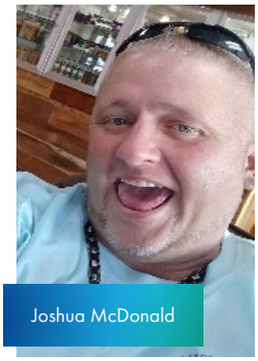


SUCCESS THROUGH INTEGRATED CARE

As a Certified Community Behavioral Health Clinic (CCBHC), New Vista offers primary care services in the Fayette, Scott, Madison and Boyle County hubs, allowing individuals to receive the mental and physical healthcare care they need all under one roof.

Joshua's Story

The one-stop-shop nature of the CCBHC model has broken down barriers to care for Joshua McDonald. "They work around my schedule," he said. "It's pretty nice." After years of struggling, McDonald says he's finally at a place of stability with his substance use disorder. Now during his visits to New Vista's Mechanic Street location in downtown Lexington, he can see his therapist and primary care nurse practitioner in back-to-back appointments. And he's created relationships that make him feel seen and heard. "I have a connection with all of the staff," he said. "When I walk in there I feel just as comfortable as sitting in my living room." The best part, he said, is how his treatment team has prepared him with tools and coping skills that allow him to feel excited for the future. While the expansion of CCBHC services is ongoing, it's heartening to see successful outcomes as clients are connected to the services they need, no matter what door they enter through.



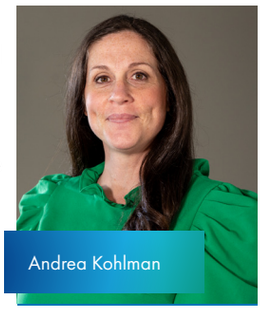
Joshua McDonald



David Bruner

David's Story

For David Bruner, a resident in New Vista's residential Neurobehavioral Crisis Program at Ashland House in Lexington, the person-centered approach allows all members of his care team to be in constant communication, discussing the best treatment for his specific needs. This was especially important when Bruner was released after a hospitalization and immediately taken to New Vista's primary care office in Lexington for follow-up care. While there, New Vista Primary Care Nurse Practitioner Andrea Kohlman noticed some elevated levels in Bruner's lab results. She quickly ran new lab tests and once she received the results, worked on a plan with Bruner's caregivers at Ashland House, including Kendra Fields. "She was so attentive to what David needed," Fields said of Kohlman. "The attentiveness, the caring aspect and especially me being able to reach out to her, it's such a relief when you know you have doctors who will actually hear what you're saying and take action and support you." What could have been a scary situation was diffused by Kohlman's quick actions, Fields said, and David quickly began to feel better once his medications were adjusted. The open communication is what makes all the difference, Kohlman said. "I am really grateful to people like Kendra," she said, "who are taking care of individuals day in and out and together we are a team."



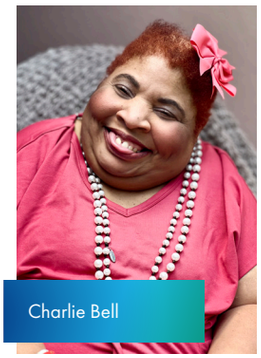
Andrea Kohlman



Kendra Fields

A CHARMING ENDEAVOR

The team at Hazelwood's Intermediate Care Facility is always looking for ways to make the ambitions of residents a reality.



Charlie Bell

Hazelwood, Bingham Gardens, and Community Homes staff provide residential, medical and enrichment services to individuals with intellectual and developmental disabilities. Charlie Bell, a resident at the Windsong Community Home has always loved fashion, so it came as no surprise when she expressed interest in creating jewelry and other designs. "She always likes to look her best," said Mary Sivado, Charlie's Occupational Therapist. As her creations started to get noticed, the idea of a business began to take off. With the help of fellow residents and staff at Windsong, Charlie makes beautiful jewelry, keychains, cups and more and sells them under the name Charlie's Charms.



For Charlie, it's been a wonderful way to express her creativity and to raise money for a good cause. So far, she has raised about $500 for the WHAS Crusade for Children, a cause near and dear to another Windsong resident, Paul Hall, who over the past three decades has fundraised $30,000 for the annual telethon to support children with special needs. It was amazing to see the joy Charlie and her charms brought to a recent pop-up sale at Hazelwood, Sivado said. "Everyone was so happy and excited for Charlie and Charlie was just beaming ear to ear," she said. Plus, Charlie said she has big plans for the business, including selling at a Louisville festival and donating to more positive causes. Her story is just one example of the ways Hazelwood residents are empowered to follow their passions and inspire others along the way.

AN IMPROVED CLIENT EXPERIENCE



From the moment a client walks through the doors of a New Vista clinic, they should feel comfortable and confident in their choice of provider. While it can sometimes be a stressful decision to seek behavioral healthcare, a Trauma Informed approach can ease those worries. New Vista staff are trained to treat each client interaction with compassion and consideration of their background, but everything from the layout of buildings to furniture choices and wall hangings can impact an individual's experience. That's why New Vista is committed to improving and reimagining all spaces, with renovations already underway in the clinic hubs in Fayette and Boyle counties and plans in the works for Scott and Madison counties. "A safe environment full of light and positive energy provides the space that our clients need to share their stories," said Mickey Sexton, New Vista Chief Operating Officer. Updates include large windows and images of nature to provide a calming environment for clients as they seek the care they need. These changes also allow space for the expansion of services, including an innovative behavioral health urgent care in New Vista's Newtown Pike location coming Spring of 2024.



"A safe environment full of light and positive energy provides the space that our clients need to share their stories."

— Mickey Sexton, COO, New Vista

MAKING THE COMMUNITY STRONGER

New Vista's close community relationships ensure better access to care for clients and a better quality of life for all. We share a common goal of improving the lives of Central Kentuckians with so many organizations and recognize the higher chance for successful outcomes when we work together. During Fiscal Year 2022, **New Vista team members spent over 1,000 hours in the community**, meeting with partners, attending events, staffing information tables and sharing the services provided by New Vista.

"The existence of this partnership has given voice and notice to gaps in services and helped to co-create a more responsive and interactive exchange of information."

– Kelly Gunning, Executive Director, NAMI Lexington

One of New Vista's strongest and most longstanding partnerships has been with NAMI Lexington, who's mission to raise awareness and serve those living with serious mental illness directly aligns with ours. Since 2002, New Vista and NAMI have worked together to improve Community Mental Health. "The existence of this partnership has given voice and notice to gaps in services and helped to co-create a more responsive and interactive exchange of information," said Kelly Gunning, Executive Director of NAMI Lexington. The partnership has led to innovations including the creation of the Fayette County Mental Health Diversion Court and Participation Station, the state model for supporting individuals with severe mental illness in recovery. "It is no stretch to say that the collaboration between New Vista and NAMI Lexington has and will continue in the future, to drive life changing, innovative improvements to the entire system of Community Mental Health," Gunning said. New Vista remains grateful for this and all partnerships that make Central Kentucky a better place.



OUR IMPACT BY THE NUMBERS

WE SEE THE GOOD AHEAD.

Scan to read our interactive annual report.

362 LICENSED PROFESSIONALS

422,216 INSTANCES OF SERVICE

$669,000 CHARITY CARE

88,593 CALLS ANSWERED

21,686 CLIENTS SERVED

1,916 TOTAL STAFF