



CENTERSTONE

Centerstone's Annual Report

Fiscal Year 2023

.....
transformation | hope | growth



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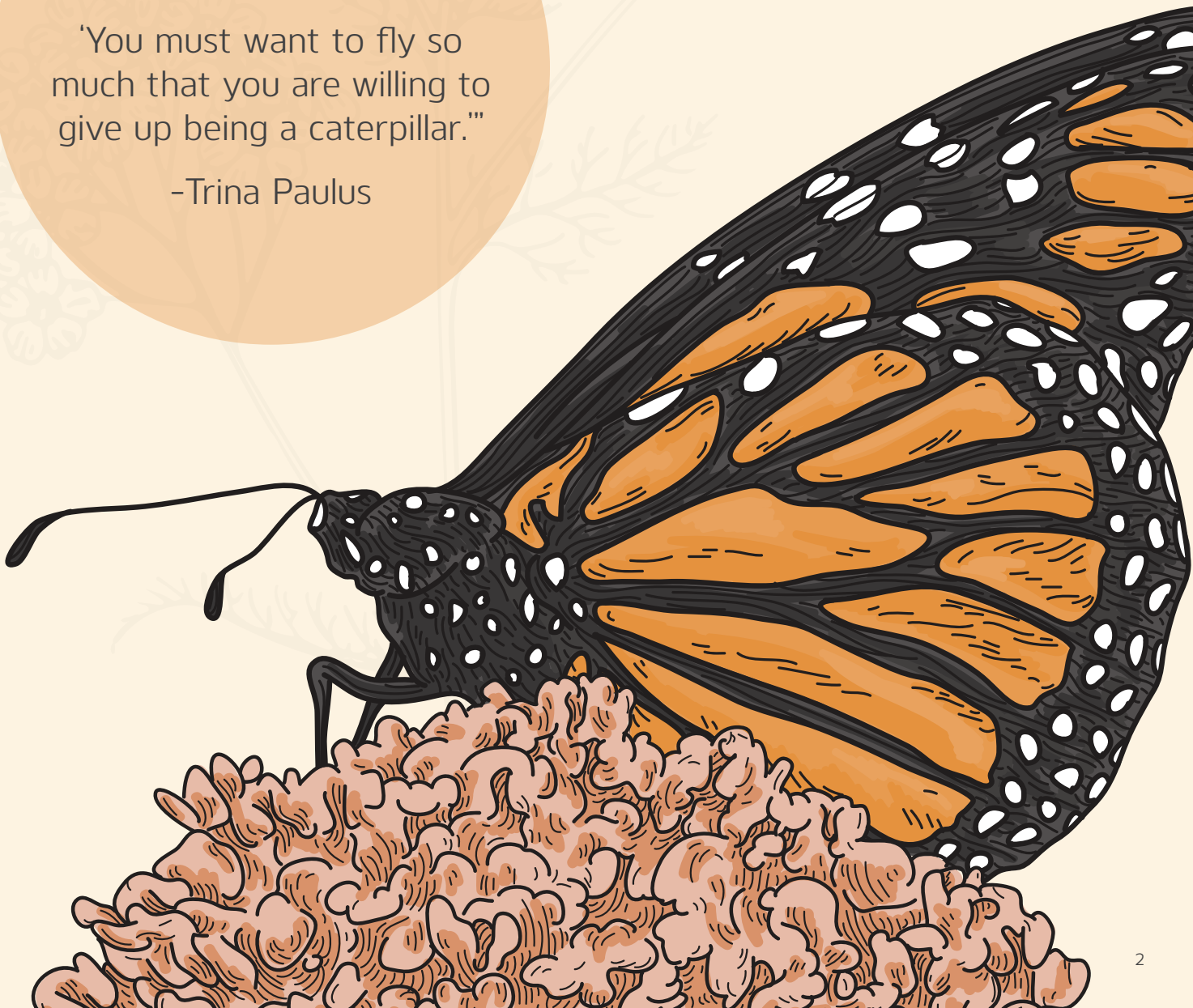
About the Design

Each summer, caterpillars build magnificent cocoons to begin a radical transformation into colorful butterflies. Similar to the transformative journeys that caterpillars experience, a person's journey to mental wellbeing or recovery from substance use disorder is all about hope, growth, and transformation. People from all walks of life come to Centerstone to start their transformation and we help them to get through to the other side. We are a catalyst for growth so that our patients can emerge as strong, beautiful butterflies.

“How does one
become a butterfly?”

‘You must want to fly so
much that you are willing to
give up being a caterpillar.’”

-Trina Paulus





Letter from the CEO

I am always humbled when I pause and reflect on Centerstone's many accomplishments, which are only made possible by the leadership and support from our boards of directors and our dedicated team of more than 3,800 staff members whose tremendous impact positively changes patient lives and extends into our greater communities. As the unprecedented demand for mental

health resources continues to grow, our service areas are expanding to reach the ever-growing number of people who need mental health and substance use disorder support. I'm proud of our organization's response to the cataclysmic changes affecting the behavioral health industry in recent years and our sustained high standards for delivering compassionate, quality care.

Over the past year, we have continued to break down barriers to care and reduce the stigma of mental health diagnoses and treatment. We know good treatment works, and Centerstone is leading the way in normalizing open, candid conversations about mental health and substance use disorder. This year we also celebrated the first anniversary of the 988 Suicide & Crisis Lifeline and further developed strong relationships with policy decision-makers at the local, state, and federal level, advocating for policies that support increased access to care, behavioral health workforce development, and mental health parity. Regulators want the same things we want at Centerstone, which is the best for our communities, so we are grateful for the opportunity to work with them on solutions that benefit everyone.

Centerstone has also worked to support our teams to make work more manageable and to equip our staff with effective tools through initiatives like Centerstone's Simulation Training Center and the use of artificial intelligence. We know these innovations help accelerate and enhance the science of care which leads to our patients getting better faster. In the coming year, we will continue to cast a wide net for the best talent to care for the increasing numbers of people needing mental health resources.

Over the years, Centerstone has enjoyed a strong reputation as a professional friend and neighbor in collaborative partnerships and joint ventures. We remain committed to our established relationships, like our relationship with Centerstone's largest donor, the Cohen Veterans Network. We also look forward to forming new relationships in the coming year to extend our reach to patients and help strengthen communities in need.

To deliver care that changes people's lives is our noble purpose. It's what compels each Centerstone colleague to join our organization and provide excellent patient experiences. We're bringing our momentum into the coming year to continue our life-changing work and we invite you to join us on our journey!

Thank you,

A handwritten signature in black ink, appearing to read "D. Guth, Jr.", written in a cursive style.

David C. Guth, Jr.
Chief Executive Officer

History of Centerstone

Important work like delivering care that changes people's lives doesn't happen in a vacuum. It requires time, resources, a fiercely dedicated workforce, and most importantly, strong relationships. Through this blend of essential ingredients, Centerstone has grown over its 60-plus year history to become one of the nation's largest nonprofit behavioral health systems, providing care to more than 110,000 people across the country each year.

Centerstone's history can be traced back to 1955 with the founding of our Behavioral Health Hospital & Addiction Center, which at that time was known as Manatee Glens. In the nearly seven decades since its founding, all of the organizations listed below, whose services span the full behavioral health continuum, have come together under one shared mission and vision. By coming together as one, Centerstone has maximized resources to expand access to critically important mental health care, thereby creating one of the most unique behavioral health organizations in the country.

Centerstone hasn't grown without meticulous thought and consideration. Before we grow, before we look at expansion into new communities or developing new service lines, we always ask ourselves, "how can we take care of our current clients, our staff, and our communities?" That is and always has been our primary focus. We grow to better serve those in our communities who need us!

- Center for Behavioral Health
- Columbia Area Mental Health Center
- Dede Wallace Center
- Dunn Mental Health Center
- Elam Mental Health Services
- The Fellowship House
- Harriet Cohn Guidance Center
- Highland Rim Mental Health Center
- Johnson Nichols Health Clinic
- Luton Mental Health Services
- Manatee Glens
- Not Alone
- Quinco Behavioral Health Systems
- Southern Illinois Regional Social Services
- Stepping Stones
- Supportive Systems
- The H Group
- Wellspring Resources



Highlights and Accomplishments

Centerstone services reach people in communities across the country and encompass a robust continuum of mental health and substance use disorder treatments. The selection of accomplishments below are just a small sample of our many achievements over the last year. We invite you to read more about our fiscal year 2023 accomplishments by reviewing the following pages that highlight each of our unique communities. This will give you a full scope of what Centerstone does and how our team positively influences thousands of lives each year.

- Opened six new supportive housing locations totaling 48 new beds, and bringing the total number of adult residential beds to more than 1,000 across our system.
- Expanded Screening, Brief Intervention, and Referral to Treatment (SBIRT) for substance use services in all clinic and school-based locations in Tennessee, providing 9,766 screenings for alcohol and substance use disorders.
- Served 357 children through Centerstone's therapeutic foster care program in Indiana and Tennessee, with 129 new admissions, 46 adoptions, and 67 family reunifications.
- Expanded access to mental health services in Jeffersonville, Indiana through the opening of a new outpatient office, which includes touchdown space for school-based staff. Centerstone now serves students in more than 850 schools throughout the country, including more than 250 schools in Indiana.
- Expanded crisis diversion services by opening a new Stride Center location in Columbus, Indiana, offering 24/7 access to recovery coaches, peer support specialists, therapists, and nurses who help support guests during times of mental health or substance use crisis.
- Awarded a \$6.5 million contract from the Lee County Board of Commissioners to establish the Wellness Intervention for Substance Abuse Harms Abatement (WISH) Program which bolsters local efforts to prevent overdoses and provide substance use disorder treatment in Florida.
- Secured \$3 million in capital funding from the State of Florida to continue renovations and establish a Community Resource Center that will provide shelter for unhoused individuals and people who need mental health and substance use disorder treatment.
- Completed a \$3 million renovation of Centerstone's Behavioral Health Hospital & Addiction Center in Bradenton, Florida, made possible through the generosity from the Bishop Parker Foundation and William G. & Marie Selby Foundation. The renovations resulted in expansion of the 24/7 Access Center, new patient rooms and nurses' station on the psychiatric unit of the hospital as well as the creation of private rooms and additional meeting space on the hospital's addiction unit.
- Centerstone received multiple federal Certified Community Behavioral Health Clinic (CCBHC) awards worth \$28,000,000 to support coordinated comprehensive behavioral health care services for the next four years.
- Opened a new 24-hour Crisis Stabilization in Carterville, Illinois that provides a supportive stabilizing environment for adults experiencing a mental health crisis or difficulty managing mental health symptoms.
- Designated as a Care Coordination and Support Organization (CCSO) for youth ages infant – 21 years by The Illinois Department of Healthcare and Family Services. Now operating in a total of nine counties in southern and central Illinois, Centerstone's CCSO provides an array of services focused on improving outcomes for youth and families within the Illinois community behavioral health service system.
- Centerstone's Foundation hosted 10 special events including the Reclaiming Lives Luncheon, a 3-day Bocce Tournament, and Centerstone's 20th Annual Life;Story 5k/10k raising \$322,680 to support patient care at Centerstone.
- Created a Patient Safety Organization (PSO) that is certified by the Agency for Healthcare Research and Quality (AHRQ). Centerstone's PSO ensures the organization adopts proactive clinical risk management practices, analyzes and acts on data related to patient safety, and assess physical and psychological safety culture. Out of the 111 PSOs across the United States, Centerstone's is the only entity that exclusively focuses on behavioral health.

Florida Impact



"Centerstone has continued to strengthen relationships with community partners and elevate our profile with legislators to increase awareness of the needs in our communities and facilitate improved mental health and substance use disorder services for our patients. We've expanded services and facilities to accommodate the growing number of people who need care and continued the conversation with fellow mental health providers about best practices. The coming year promises great opportunity for us to build upon our momentum and share the message of hope and healing."

-Melissa Larkin-Skinner | Chief Executive Officer, Florida

staff serving: 557 | **services provided:** 389,665 | **patients served:** 18,002

Accomplishments

- Completed a \$3 million renovation of Centerstone's Behavioral Health Hospital & Addiction Center in Bradenton, made possible through the generosity from the Bishop Parker Foundation and William G. & Marie Selby Foundation. The renovations resulted in expansion of the 24/7 Access Center, new patient rooms and nurses' station on the psychiatric unit of the hospital as well as the creation of private rooms and additional meeting space on the hospital's addiction unit.
- Secured \$3 million in capital funding from the State of Florida to continue renovations and establish a Community Resource Center that will provide shelter for unhoused individuals and people who need mental health and substance use disorder treatment.
- Hosted Centerstone's 20th Annual Life;Story 5k/10k event with 776 onsite and remote participants, resulting in \$122,560 of charitable funds raised to support suicide prevention efforts.
- Significantly expanded Centerstone's Trauma Recovery Center which now provides sexual assault and trauma therapy and case management services to individuals in DeSoto, Manatee, and Sarasota counties.
- Awarded a \$6.5 million contract from the Lee County Board of Commissioners to establish the Wellness Intervention for Substance Abuse Harms Abatement (WISH) Program which bolsters local efforts to prevent overdoses and provide substance use disorder treatment.
- Awarded a second Certified Community Behavioral Health Clinics (CCBHC) grant by Substance Abuse and Mental Health Services Administration (SAMHSA), which will provide \$1 million in annual funding to support coordinated comprehensive behavioral health care services for the next four years.
- Melissa Larkin-Skinner, Regional Chief Executive Officer, was appointed to serve on the Florida Commission on Mental Health and Substance Use. Larkin-Skinner was also invited to present at a U.S. Chamber of Commerce event in Washington DC, where she was part of a panel that discussed the ongoing efforts of Certified Community Behavioral Health Clinics (CCBHCs) and the impact this behavioral health model has had since its inception.

Revenue	
Inpatient Care	\$11,355,497
Residential Treatment	\$2,670,270
Crisis Services	\$5,803,921
Outpatient Medical Services	\$5,631,873
Community Based Services	\$10,374,205
Other Programs	\$20,969,115
Total	\$56,804,881

Illinois Impact



"Each year, I review our accomplishments and ask myself 'how have we raised the bar?' to erase stigma, to provide care for more patients with evidence-based services, encourage those who need care to seek it, and care for our amazing staff. We continue to raise awareness about mental health and substance use disorder treatment and engage in conversations to educate and lead lawmakers to support funding for programs and services for our communities. I'm proud of the way our teams have affected change, and I look forward to carrying a message of hope in the coming year."

-Anne Tyree | Chief Executive Officer, Illinois

staff serving: 486 | services provided: 292,011 | patients served: 9,246

Accomplishments

- Awarded \$500,000 in funding through HRSA's Rural Communities Opioid Response Program (RCORP) to improve care for residents in extremely rural communities who are experiencing substance use disorder.
- Received a Certified Community Behavioral Health Clinics (CCBHC) continuation grant from the State of Illinois. Over two years, the grant provides \$2 million to supplement Centerstone's CCBHC model in Illinois. The model provides patients access to comprehensive behavioral health services, health screenings and medical care resources.
- Developed Meaningful Day services, which empower clients with intellectual and developmental disabilities to be involved and give back to the community.
- Developed and launched Competitive Integrated Employment program for adults with intellectual and developmental disabilities – the goal is to develop jobs in community settings and provide job coaching and support for employed clients.
- Anne Tyree was named Regional CEO for Illinois operations after more than 21 years in leadership roles with the organization. This year, Illinois Governor JB Pritzker's State of the State address recognized Tyree, as he announced historic investments in the state's behavioral health system.
- Hosted the Reclaiming Lives Breakfast event and a three day Bocce Tournament – combined they attracted 335 supporters, increased awareness, and raised nearly \$30,000 for Centerstone services.
- Relunched the 24-hour Crisis Stabilization Unit in Carterville that provides a supportive stabilizing environment for adults experiencing a mental health crisis or having difficulty managing mental health symptoms.
- Robin Wrozier, Residential Supervisor, earned The ARC of Illinois' Direct Services Professional (DSP) of the Year Award for her outstanding service and support to persons with intellectual and developmental disabilities.
- Designated as a Care Coordination and Support Organization (CCSO) for youth ages infant – 21 years by the Illinois Department of Healthcare and Family Services. Now operating in a total of nine counties in southern and central Illinois, Centerstone's CCSO provides an array of services focused on improving outcomes for youth and families within the Illinois community behavioral health service system.

Revenue	
Residential Treatment	\$11,304,536
Outpatient Medical Services	\$5,350,765
Counseling Services	\$7,107,110
Community Based Services	\$9,441,817
Psychosocial	\$7,418,122
Other Programs	\$11,745,552
Total	\$52,367,902

Indiana Impact



"Our ability to adjust and adapt the plan as we go is essential to our success. We've had the opportunity increase services, resources, and accessibility in the past year and for that, I am grateful. Centerstone has been part of key conversations that will have a lasting impact on the behavioral health industry. While there will be challenges in the year to come, I believe we are ready for the task – to care for patients and their families during the most difficult times in their lives."

-Suzanne Koesel | Chief Executive Officer, Indiana

staff serving: 1,153 | **services provided:** 837,204 | **patients served:** 32,817

Accomplishments

- Suzanne Koesel, Regional Chief Executive Officer, provided testimony to the Indiana Senate and House budget committees, asking them to support and fully fund Senate Bill 1 (SBI) Mental Health Matters. The bill was passed and provided direction to the state to implement its 988 Plan, pursue the Certified Community Behavioral Health Centers (CCBHC) model throughout the state, and extend the work of the Behavioral Health Commission.
- Expanded crisis diversion services by opening a new Stride Center location in Columbus, offering 24/7 access to recovery coaches, peer support specialists, therapists, and nurses who help support guests during times of mental health or substance use crisis.
- Expanded the availability of Centerstone Health Services, an FQHC Look-Alike, by opening a new location in Richmond and four nurse outreach clinics in Greensburg, Rushville, Seymour, and Bedford that offer integrated primary care and behavioral health services for all people regardless insurance status or ability to pay.
- Awarded \$3.1 million from the Indiana Department of Mental Health and Addictions, in continuation funding for the Bloomington and Columbus Stride Centers, which are crisis receiving and stabilization centers serving individuals experiencing substance use disorder.
- Awarded \$4 million in Certified Community Behavioral Health Clinic (CCBHC) continuation funding to sustain the provision of comprehensive, integrated, coordinated, and person-centered care to those with a mental or substance use disorder.
- Expanded access to mental health services in Jeffersonville through the opening of a new outpatient office, which provides space for school-based staff to work with families outside of the school day. Centerstone now serves students 315 schools throughout the state of Indiana.
- Expanded services at Centerstone's new Indianapolis office to include individual, couples, and family counseling and addiction treatment service as well as touchdown space for school-base and community-based staff.
- Provided continuing education opportunities for 102 interns, 69 of whom were masters or doctoral level students. This year Centerstone established three new college partnerships, and approximately 40% of interns go on to paid positions with Centerstone.
- Served 124 children through Centerstone's therapeutic foster care program, with 42 new admissions, 17 adoptions, and 15 reunifications.

Revenue	
Residential Treatment	\$12,642,456
Non-Behavioral Physical Medicine	\$12,065,919
Community Based Services	\$49,124,472
Child Welfare-Foster Care	\$2,276,818
Other Programs	\$16,232,773
Total	\$92,342,438

Tennessee Impact



"Even in the midst of national healthcare workforce challenges, Centerstone has worked tirelessly this year to hire and retain competent, compassionate staff, and this has resulted in improved access to services for thousands of patients. And our voice on the Hill continues to positively influence legislative decision-makers for mental health funding. I look forward to the coming year to continue our momentum toward reducing the stigma and bolstering care for our patients."

-Ben Middleton | Chief Executive Officer, Tennessee

staff serving: 1,024 | **services provided:** 596,972 | **patients served:** 42,679

Accomplishments

- Centerstone's 988 Crisis Call Center team responded to 7,838 crisis phone calls from individuals residing in a 20-county area in Tennessee.
- Provided critical incidents response services to EMS, Police, and other first responders after the mass shooting at The Covenant School in Nashville.
- Centerstone Pharmacy prescriptions grew 31% respectively year over year. When clients use Centerstone's pharmacy, the pharmacist becomes part of the client's treatment team resulting in a seamless and well-coordinated approach to patients' mental and physical health.
- Served 233 children through Centerstone's therapeutic foster care program, with 87 new admissions, 29 adoptions, and 52 reunifications.
- Expanded Screening, Brief Intervention, and Referral to Treatment (SBIRT) for substance use services in all clinic and school-based locations, providing 9,766 screenings for alcohol and substance use disorders. As part of this work, Centerstone also expanded Medication Assisted Treatment (MAT) services to all clinic locations via telehealth.
- Opened six new supported housing locations totaling 48 beds, and bringing the total number of adult residential beds in Tennessee to 441.
- Awarded a 4 year, \$4 million Substance Abuse and Mental Health Services Administration (SAMHSA) Certified Community Behavioral Health Centers (CCBHC) grant to expand mental health and substance use services in Clarksville.
- Awarded a 27-month, \$1,844,150 Mental Health Services Block grant to assist in outreach and engagement in response to the COVID-19 pandemic.
- Melissa Gilbreath, Program Manager, was selected by Healthy Families of America (HFA) as a member of the National Training Advisory Council. Members of this Council represent the diverse experiences within the HFA network and inform and shape the national training arena.
- April Scott, Program Manager, was selected by the Tennessee Commission on Children & Youth to join the Resilient Tennessee Collaborative Leadership Academy, which uses an evidence-base framework to enhance 21st century leadership in resilient-oriented care.

Revenue	
Crisis Services	\$7,481,764
Outpatient Medical Services	\$6,391,310
Counseling Services	\$24,697,362
Community Based Services	\$24,620,960
Psychosocial	\$14,613,851
Pharmacy	\$21,438,399
Other Programs	\$22,030,680
Total	\$121,274,326

Centerstone's Institute Impact



"This year we've worked hard to create clear lines of sight for continuous improvements in Centerstone's clinical operations so that we can better ascertain the latest data regarding evidence-based practices and implement those findings to fully benefit our patients. We aim to stay on the cutting edge of research and technology and to stay abreast of opportunities that help us provide the best patient care."

-Ashley Newton | Chief Executive Officer, Centerstone's Institute

staff serving: 82

Centerstone's Institute advances the science of care through research and evaluation, data science, training, quality, and patient safety.

Accomplishments

- Caitlyn Placek, Program Evaluator, was awarded the prestigious Fulbright Global Scholar Award for her project *The Impact of Cultural Models of Addiction and Motherhood: A Cross-Cultural Study*. The project focuses on understanding how women's internal models of addiction and motherhood impact their experience with recovery.
- Increased client participation in program evaluation projects from 11,672 to 23,655 participating patients, thereby significantly increasing data collection efforts that support evidence-based practices and improved health outcomes across all federal grants.
- Created a Patient Safety Organization (PSO) that is certified by the Agency for Healthcare Research and Quality (AHRQ). Centerstone's PSO ensures the organization adopts proactive clinical risk management practices, analyzes and acts on data related to patient safety, and assesses physical and psychological safety culture. Out of the 111 PSOs across the United States, Centerstone's is the only entity that exclusively focuses on behavioral health.
- Expanded clinical education opportunities for staff through the Simulation Training Center, which now offers 16 custom-built trainings on evidence-based practices. Nearly 800 staff members have participated in these trainings to date.
- Developed tools and protocols to better understand areas of clinical risk by creating electronic incident reporting via the RL6 incident reporting platform, as well as clinical data dashboards focused on timely access, caseload management, and treatment outcomes for patients.
- Centerstone's Institute is in its second year of a \$3 million HRSA Workforce Wellness Grant. This grant is the first of its kind to focus on behavioral health staff with an objective to bolster workforce wellness, prevent burnout, and support retention goals. Nearly 30% of Centerstone's total workforce has interacted with a series of trainings, supportive conversations, and related resources.
- Ashley Newton, Chief Executive Officer of Centerstone's Institute, was invited to attend SAMHSA's national convening in Washington, DC where she addressed measurement-informed care on behalf of Centerstone and the greater behavioral health industry.

Centerstone's Military Services Impact



"In our efforts to support military service members, veterans, and their families, Centerstone's Military Services has seen significant improvements in patient outcomes and access to care by reducing patient wait times for appointments. In the past year, we have continued to strengthen partnerships with military-related organizations to provide resources and treatment through a nationwide network of providers. And we will continue our work to reduce the stigma around mental health treatment for those who have bravely served."

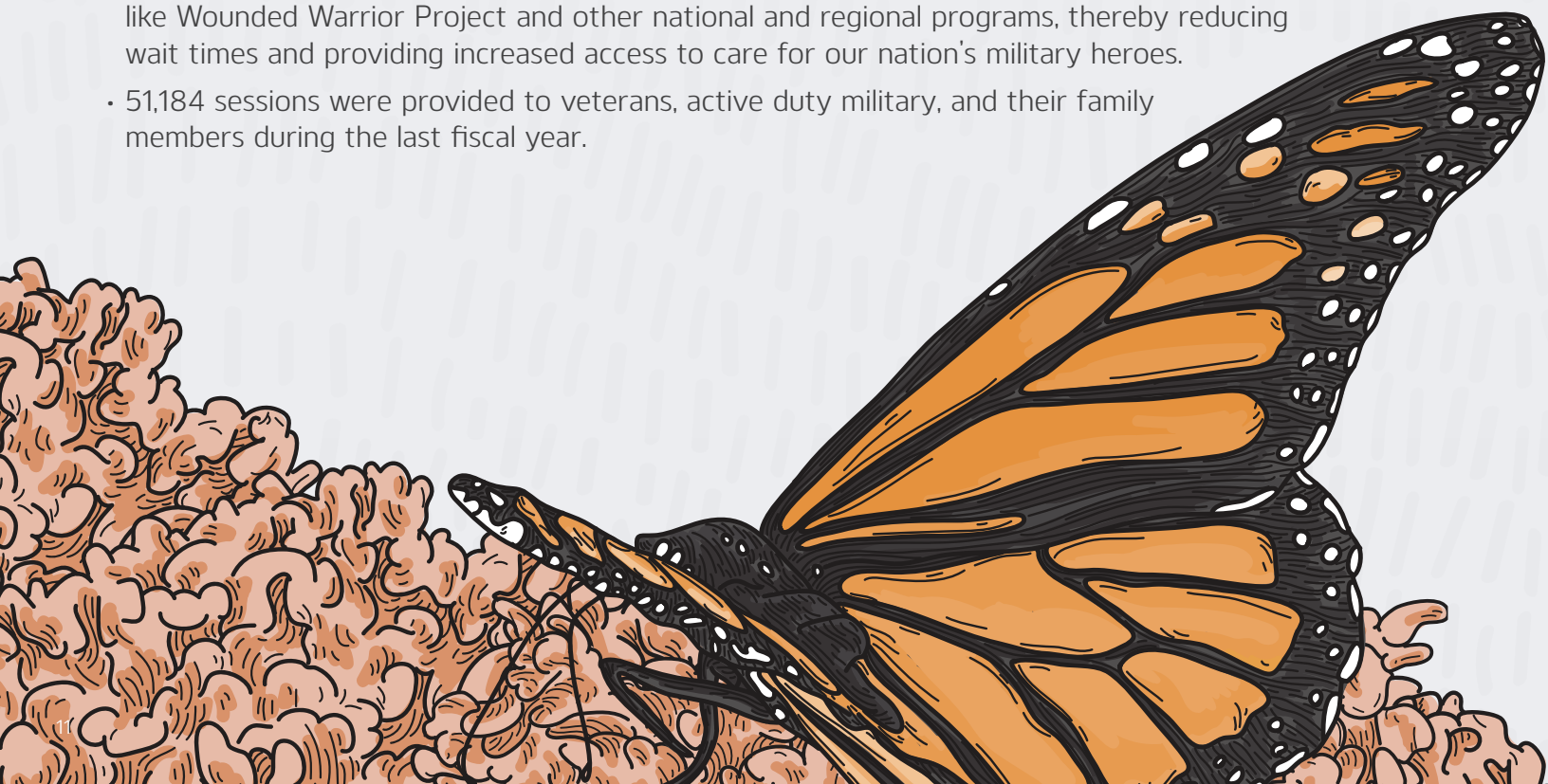
-Dr. Blas Villalobos | Chief Executive Officer, Military Services

staff serving: 12 | patients served: 6,567

Centerstone is a nonprofit health system providing mental health and substance use disorder treatments. Services are available nationally through the operation of outpatient clinics, residential programs, the use of telehealth, and an inpatient hospital.

Accomplishments

- Invited to join Elizabeth Dole Foundation's Hidden Helpers, an initiative that supports minor children who care for parents who were injured in the line of service.
- Centerstone's Military Services CEO, Blas Villalobos completed The Veterans Leadership Program, a prestigious and selective initiative offered by The George W. Bush Presidential Center.
- Anna Goletz, Director of Military Services, invited to present on suicide prevention by Commissioner Tommy Baker at the Governor's Council for Armed Forces, Veterans, and Their Families.
- Invited to join the Face The Fight Coalition, a new program launched by USAA that furthers the nationwide effort to prevent veteran suicide and end the stigma of seeking help.
- Grew our provider network to 1,500+ clinicians across the country through partnerships like Wounded Warrior Project and other national and regional programs, thereby reducing wait times and providing increased access to care for our nation's military heroes.
- 51,184 sessions were provided to veterans, active duty military, and their family members during the last fiscal year.



Patient Stories

The moment Centerstone patients make the decision to seek support, their journey to healing begins. Much like the butterfly, patients can transform their lives and the lives of those around them by taking steps to self-discovery in a safe, compassionate space.

Through these stories and in their own words, patients share their experiences, outcomes, and the work they have done to move forward. We encourage you to pull up a chair and listen to these inspiring stories of hope and healing. Visit centerstone.org/stories to hear more from our patients.

Alissan

"Recovery through long-term treatment"

Alissan experienced a brutal attack that left her in a coma. She turned to alcohol as a way to cope with that traumatic experience, but quickly realized it was not helping her in the way she wanted it to. After being referred to Centerstone, Alissan entered a long-term treatment program and is now well on her way to recovery.



Michelle & Jennifer

"Family are people that thrive together"

Michelle and Jennifer had considered fostering children in their home, and connected with Centerstone to foster five children. A Centerstone case manager came alongside them and equipped them to navigate the foster care journey, and they eventually adopted all five children. Michelle said, "From the moment our first two children showed up at our house, I couldn't imagine a life where they weren't there with us."

Babs

"Achieving healing and hope through recovery"

Babs' entire life was consumed by her addiction to alcohol. After losing everything, she enrolled in intensive detox and residential treatment at Centerstone. After treatment, Centerstone staff encouraged and reassured her that she was ready for the next step and helped her get a job. Now, several years later, she owns a thriving business and has achieved so much. And she credits it all to her recovery.



One Year of the 988 Suicide & Crisis Lifeline



This year we celebrated the first anniversary of the launch of the 988 Suicide and Crisis Lifeline and what a year it has been. Centerstone is proud to be a part of this life saving resource by operating two national 988 call centers, responding to callers in their time of need. In the coming year, our goal is to continue spreading the word of the 988 Lifeline and its life-saving resources.

-Becky Stoll | Senior Vice President of Crisis Services

July 2023 marked the one-year anniversary of the 988 Suicide & Crisis Lifeline. Thanks to the tremendous efforts of state and federal legislators, mental health professionals, telecommunications authorities, and advocacy groups all across the country, the 988 Lifeline is available nationwide for individuals experiencing challenges related to mental health, substance use, or suicidal crisis. Anyone needing support can call, chat, or text the 988 Suicide & Crisis Lifeline to speak with a trained crisis professional 24 hours per day, seven days per week, 365 days per year.

Between July 2022 and May 2023, 988 crisis professionals across the country answered more than 4.5 million calls, texts, and chats from Americans in distress. During this time, the average speed to answer across all contact methods profoundly decreased from 140 seconds to just 35 seconds. And with the help of 988 Lifeline professionals like those at Centerstone, the national response rates for text messages and online chats has increased from the low teens to over 90%, with the response rates for phone calls also seeing a small increase as well. The 988 Lifeline is increasingly available for more people each day, resulting in thousands of lives saved.

Centerstone has proactively expanded its crisis call center to meet the growing demand for 988 Lifeline callers. Our crisis counselors answering these calls, texts, and online chats take time to listen and determine the best course of action to help callers or individuals that callers are concerned about. This past year Centerstone also became one of just four organizations across the nation working to strengthen access to suicide prevention and crisis services through the 988 Lifeline for LGBTQ+ youth aged 25 and under, a population we know is at risk for mental health related challenges. Over the duration of this last fiscal year, Centerstone answered 116,371 calls, online chats, and text messages from people across the country who contacted the 988 Lifeline for support.

While the demand and call volume is growing, there is still work to be done to educate the American public about the 988 Lifeline. An April 2023 study from Pew Research Center revealed only 13% of American adults are aware of the 988 Lifeline and the resources it provides. Clearly, there is more work to be done to increase awareness about this valuable resource and Centerstone is up to the challenge! If the numbers from this past year have shown us anything, it is that the life-saving work being accomplished through the 988 Lifeline matters!

National Policy



Centerstone has continued its work at the Federal level advocating for policy solutions that advance the best science of mental health care, including policy solutions to ensure more individuals and families have access to the services they need when they most need them. Through our federal advocacy, we have increased funding for the 988 Suicide & Crisis Lifeline and the continuum of crisis services that supports 988, advanced a game changing clinical model – known as the Certified Community Behavioral Health Clinic (CCBHC) program, and worked hand in hand with congressional offices to make improvements to the 2018 SUPPORT Act, a massive opioid bill geared toward addressing the opioid crisis, which is slated to be reauthorized by the end of 2023.

Over the last year, Centerstone has hosted several sitting members of U.S. Congress and their staff at our facilities – so we can show firsthand how we are delivering care that changes people's lives. Additionally, we have started to host Centerstone Hill Days in Washington DC, in which our leaders meet in person with their elected members and their staff to educate lawmakers about our services as well as to hear from the congressional leaders what their concerns are. Through our cumulative national policy efforts, we have continued to position Centerstone as a trusted subject matter expert for both lawmakers and federal agencies that support the health and wellbeing of our nation.

-Lauren Conaboy | Vice President of National Policy

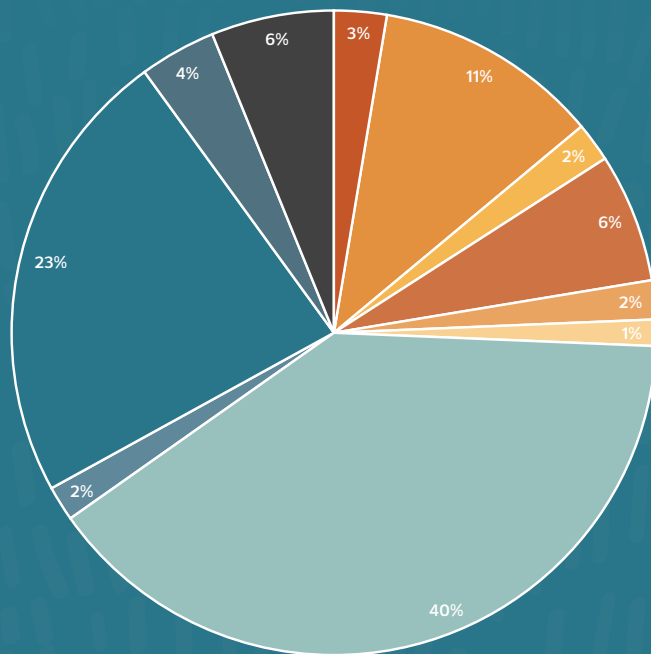


Financial Growth



As our nation emerges from the effects of the pandemic, there are still several financial challenges to navigate for many organizations. Workforce shortages, economic uncertainty, and inflationary pressures are just a few reasons why Centerstone has worked harder to sustain our financial health. Over the course of fiscal year 2023, Centerstone received reimbursement rate increases, which helped increase revenues by 8% when compared to our previous fiscal year. While these rate increases are encouraging, it is important that we continue to make bold decisions that will defend us from the economic volatility that continues to exist.

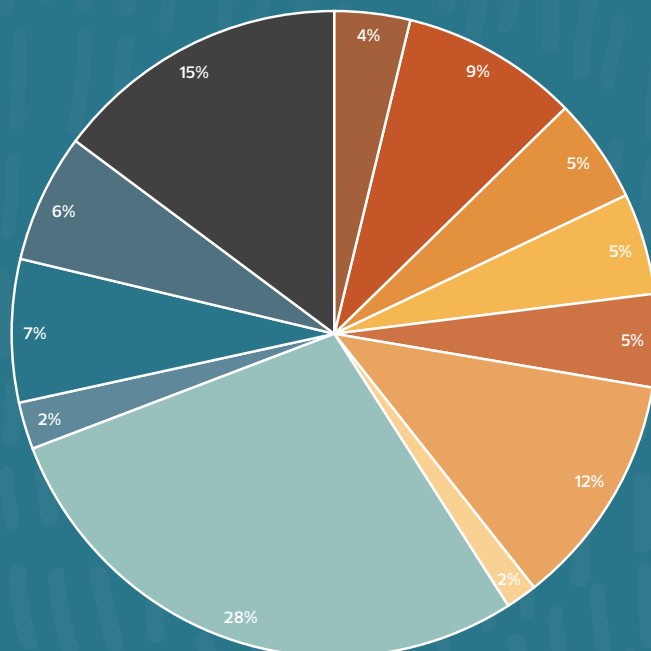
-Carol Bean | Chief Financial Officer



by payer type

- commercial insurance - \$8,841,432
- federal agencies - \$37,421,024
- other grants - \$6,450,582
- pharmacy - \$21,428,159
- subcontracted services - \$6,456,838
- contributions - \$4,461,063
- medicaid - \$130,746,698
- medicare - \$5,777,741
- state agencies - \$76,287,833
- county & local agencies - \$12,636,883
- other - \$20,339,569

Total - \$330,847,821

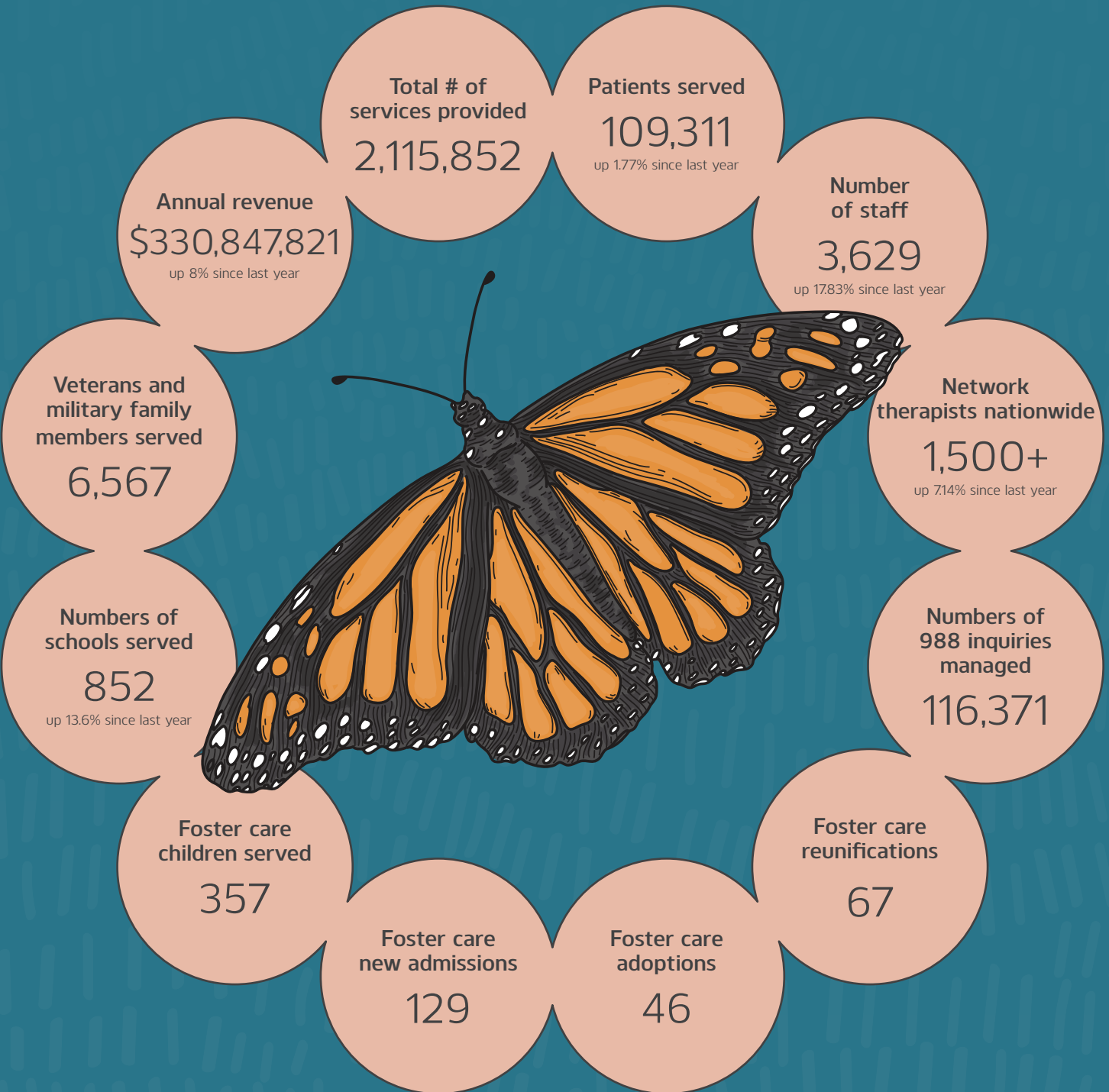


by service line

- inpatient care - \$12,577,765
- residential treatment - \$29,488,692
- crisis services - \$17,369,449
- outpatient medical services - \$16,903,929
- non-behavioral physical medicine - \$15,331,773
- counseling services - \$38,788,491
- rehabilitation services - \$5,151,890
- community based services - \$93,120,960
- child welfare/foster care - \$8,002,055
- psychosocial - \$23,614,196
- pharmacy - \$21,438,399
- other - \$49,060,222

Total - \$330,847,821

By the Numbers



Centerstone's Institute



Over the past year, the team within Centerstone's Institute has been laser focused on a number of initiatives that support staff and patients alike. Clinical education, for example, has long been a primary focus, but this year we have dedicated many hours to researching, planning, and designing clinical education modules that support our Simulation Training Center. We have worked diligently to find what questions are most important to our organization and where we can meet those gaps with quality information through research and evaluation. We've considered the best ways to implement training delivery so that it's user friendly for our staff members, and we've also worked to determine our clinicians' comfort level regarding the use of evidence-based practices in care.

During the last fiscal year, Centerstone also earned certification as a Patient Safety Organization (PSO). We accelerated our certification process and completed it in eight months as opposed to the usual 12 – 18 months for most organizations. There are currently only 111 PSOs in the United States, but because Centerstone's is the only PSO to focus solely on behavioral health, we are uniquely positioned to lead patient safety in the behavioral health space. This development significantly expands the availability of many exciting opportunities for our organization.

Other areas of focus for the team within Centerstone's Institute include culture-building initiatives, preventing professional burnout through scientific research and resource building, advancing measurement-informed care, and evaluating a selection of clinical services. It is an exciting time for Centerstone's Institute and we are looking forward to continued growth in our next fiscal year.

-Ashley Newton | Chief Executive Officer, Centerstone's Institute

Centerstone's Simulation Training Center

Our commitment to clinical education has expanded through the continued development of our Simulation Training (SIM) Center. Centerstone's Institute designs and delivers trainings for our clinical staff through simulation technology to advance clinical competency and accessibility to training information. It then evaluates these educational offerings to ensure that Centerstone offers the most relevant education and best practices to ensure our patients get better faster.

The SIM Center uses live patient actors to reflect real world situations staff may experience in their daily work, and staff feedback has been overwhelmingly positive. We are implementing an artificial intelligence platform so staff can access trainings easier in their own time and we can offer it to a greater number of our workforce. The SIM Center currently offers 16 custom-built trainings on evidence-based practices. To date, nearly 800 Centerstone staff members have participated in these trainings.

Centerstone's Patient Safety Organization

Centerstone's Patient Safety Organization (PSO) ensures the organization adopts proactive clinical risk management practices, analyzes and acts on data related to patient safety, and assesses physical and psychological safety culture. The PSO provides safe and confidential spaces for Centerstone to study adverse patient reports, and can help staff understand the context around what happened, and examine system-level changes that can be made to reduce errors.

Centerstone's PSO is certified by the Agency for Healthcare Research and Quality (AHRQ) whose mission is to bridge research and practice to make healthcare safer, equitable, accessible, and affordable. Currently, there are 111 PSOs across the United States, and Centerstone is proud to be the only entity that exclusively focuses on behavioral health.

Centerstone's Military Services



In our efforts to support military service members, veterans, and their families, Centerstone's Military Services has seen significant improvements in patient outcomes and access to care by reducing patient wait times for appointments. In the past year, we have continued to strengthen partnerships with military-related organizations to provide resources and treatment through a nationwide network of providers. And we will continue our work to reduce the stigma around mental health treatment for those who have bravely served.

-Dr. Blas Villalobos | Chief Executive Officer, Military Services

The devoted team with Centerstone's Military Services understands the unique experiences of those affiliated with the United States Armed Forces. These individuals work each day to diminish the many barriers to care and provide specialized, culturally-competent mental health services to treat conditions commonly faced by service members and their families.

Challenges and Support

It's no secret that members of the military community face unique challenges. More than 100,000 current and former military service members have been diagnosed with Post Traumatic Stress Disorder (PTSD) since 2002. Alarmingly, data suggests that more than 50% of those who suffer combat trauma do not receive adequate treatment. In addition to PTSD, current and former service members and their families struggle with other mental health issues including anxiety, depression, substance use disorders, relationship problems, employment stress, and challenges readjusting to life after military service. We know that many members of our military will not get the treatment they need to address these mental health conditions and thrive. And that's why Centerstone's Military Services works each day to provide veterans and their families the services that change lives and often times, save them.

Services and Partnerships

Centerstone's Military Services are available nationally through our network of more than 1,500 clinical providers, as well as in Centerstone clinics. We offer traditional therapy, peer support services, and other forms of support through partnerships with the Cohen Veterans Network, Wounded Warrior Project, and Stop Soldier Suicide. All of this work is done to support active duty service members, reservists, National Guard, veterans, and their families across the country and around the globe. Our counselors, therapists, and other providers are well-versed in military culture and competency, meaning they are trained on how the military functions, cultural aspects of the military, and how to address common problems that are faced by military community members.

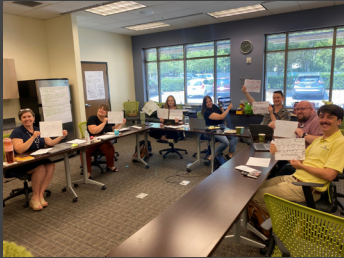
Impact and Outreach

Over the past year, Centerstone's Military Services served 6,567 active duty military personnel, veterans, and our families. You can learn more about their lifesaving work by visiting our website at centerstone.org/military-services.



Team Photo Gallery

Centerstone's expert team is at the heart of our mission of delivering care that changes people's lives. From speeches and presentations to ribbon-cuttings and special events, our teams were active in their communities ensuring people in need could connect with our services. We're so proud of all of our team members who make hard work just a little bit easier!



Our Board Members

Providing vision and leadership, our Board of Directors is a group of dedicated members of our communities who are deeply committed to Centerstone's mission of delivering care that changes people's lives. We are eternally grateful for the work they do to help our clients and our organization achieve greatness.

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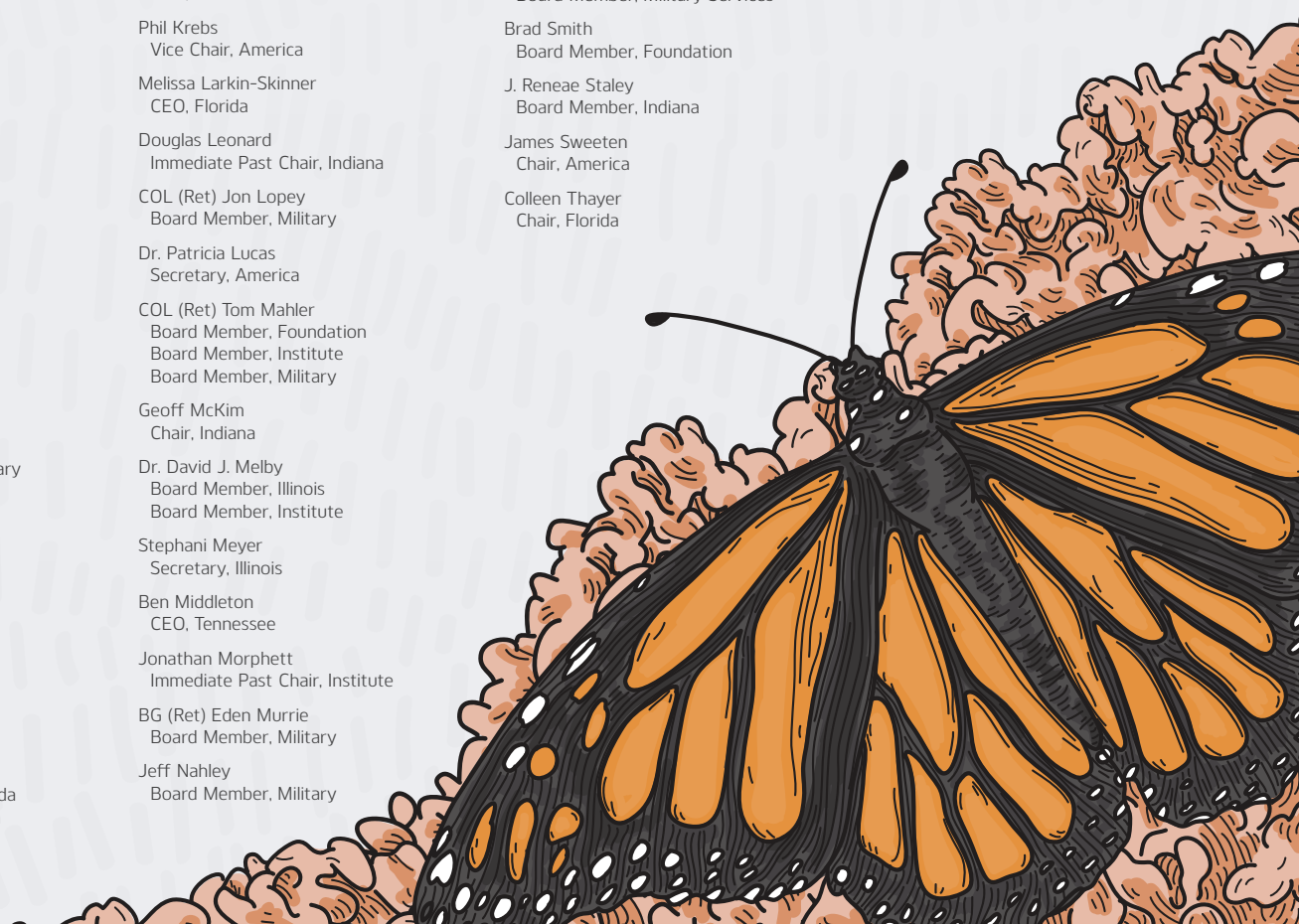
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Supports the research and infrastructure necessary to bring new treatments to clients and provide universal access to this in the community who cannot afford behavioral health care.

The Community Foundation of Middle Tennessee – Centerstone Military Services Designated Fund

Works to address the emotional and psychological aftermath of war for combat warriors and for the people who support them, supporting research, curriculum design and innovative delivery mechanisms to provide aid for those affected, in ways that work best for them.

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Supports services provided by Centerstone in Decatur County Indiana.

Heritage Fund–The Community Foundation of Bartholomew County – The Centerstone Mental Health Fund (Indiana)

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Supports services provided by Centerstone in Jefferson County Indiana.

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Jennings County Community Foundation (Indiana) – Centerstone, Inc. Endowment

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Donations can be directed to support specific designations within Centerstone or to our area of greatest need (Changing Lives Together Fund), which allows Centerstone to provide care when, where, and how it is needed most. Thank you for your gift to Centerstone!

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there would be no such
things as butterflies."

-Wendy Mass



CENTERSTONE

Centerstone is a nonprofit health system specializing in mental health and substance use disorder treatments for people of all ages. Services are available in Florida, Illinois, Indiana, North Carolina, and Tennessee through the operation of outpatient clinics, residential programs, school-based services, telehealth, and an inpatient hospital. Centerstone also offers specialized programs available nationwide for the military community, as well as services for children, including therapeutic foster care. Centerstone's Institute provides guidance through research and technology, leveraging the best evidence-based practices for use across our communities. Centerstone's Foundation secures philanthropic resources to support the work and mission of delivering care that changes people's lives.

