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Centerstone is embarking on an exciting new journey with the launch of its new strategic plan, *Better Care, Brighter Future*. This comprehensive roadmap outlines our vision to enhance service delivery, improve client outcomes, and foster innovation across the organization.

By focusing on key areas such as quality outcomes, workforce development, and community engagement, **Better Care, Brighter Future** sets the stage for Centerstone to build upon its legacy of compassionate care while embracing the challenges and opportunities of the future. Through this plan, we aim to strengthen our commitment to transforming lives and making mental health and addiction services more accessible, effective, and sustainable for all those we serve.



As part of the strategy, we have developed four imperatives that will help us achieve better care and a brighter future.



## Be the Home:

for practitioners and other mission-driven professionals.



## Be the Standard:

by which others are measured for access and experience.



### Be the Leader:

for proven approaches, outcomes, and value across the behavioral health industry.



## Be the Voice:

for community mental health, our clients and patients and our caregivers.



## The Journey Begins

This year, we're all about the journey. The steps we're taking toward a better and brighter future are part of the process of growth and healing. And just like the mental health journeys our patients find themselves on, the road isn't always linear. It's filled with twists and turns, highs and lows, breakthroughs and setbacks. There are moments of reflection and resilience, just like the roadside attractions and flat tires we encounter along the way. But no matter what, we keep moving forward, committed to creating a better environment for our team and a hopeful, healing space for our patients.

This year's road trip theme illustrates this journey of growth and recovery as one that's as rewarding as it is challenging!



Each year, I have the distinct pleasure of reflecting on our organization's accomplishments and the opportunities that lie before us. This is a time to honor our dedicated team of professionals and express gratitude to our patients for trusting us with their care.

We are truly at an inflection point within the behavioral health profession – enjoying bipartisan support, a tremendous reduction in stigma, and an unbelievable increase in demand for care, while also facing the impact of epidemics regarding opioid addiction and deaths by suicide.

I'm immensely grateful to our teams who have effectively and compassionately navigated this past year, in which we have

experienced more demand for mental health services than ever before. This ever-increasing demand, coupled with a challenging labor market, has created a tough situation for our industry, yet our staff has pulled together and supported patients and each other in remarkable ways.

The science of care has improved for most of the conditions we treat, and Centerstone's Institute for Clinical Excellence and Innovation is focused on the ongoing development of simulation training and artificial intelligence-driven tools that help us train our clinical staff to be better equipped to treat patients. We are moving toward greater precision in care, giving patients peace of mind knowing their providers are skilled in the most effective, evidence-based practices.

Through Centerstone's Patient Safety Organization, we are telling our story of being absolutely committed to patient safety and leading everything we do with quality. We are part of a premier network of organizations around the country who share the same intention about patient safety and we are sharing best practices across a broader network. It's been a marvelous way to collaborate and learn from each other.

Thanks to the unwavering dedication and hard work of our national policy team, I am proud to share Centerstone has continued to enjoy a reputation as a trusted resource for our nation's leaders in Washington, D.C. As lawmakers and policymakers tackle the complex and pressing mental health and substance use challenges impacting communities across the country, they are

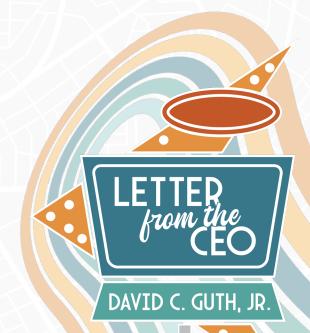
increasingly looking to Centerstone for valuable guidance and expertise to help shape thoughtful and effective solutions.

As we march into a new season within our organization, we have identified several goals that will help us continue leading the behavioral health profession on all fronts. The opportunities that lie before us are significant, but so is the commitment of our team members, our patients, our donors, and our community partners. I'm certain the best is yet to be!

Thank you,



**David C. Guth, Jr.**Chief Executive Officer





The life-changing, life-saving work Centerstone delivers requires a blend of resources, fierce dedication, time, and strong relationships within the organization and with the communities we serve. Over its 60-plus year history, Centerstone has grown into one of the nation's largest nonprofit behavioral health systems, which provides care to nearly 110,000 people of all ages across the country each year.

Centerstone's story started in 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, vision, and name.

By coming together, 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's growth has been intentional and we have carefully considered how we can best serve our patients and communities before

moving forward. As we have extended our reach, we have connected with partner organizations, community leaders, and other stakeholders to determine the best pathways to care for our patients, provide resources for our staff, and make meaningful contributions to our communities.

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





Centerstone's reach extends across communities nationwide, providing a strong continuum of mental health and substance use disorder treatments. Each highlight below is a landmark, from launching new programs that expanded our reach to celebrating growth fueled by community support. These highlights outline the powerful work we do and how our dedicated team makes a positive impact with their lifechanging, life-saving work.

- Received the Bell Seal for Workplace Mental Health Platinum Level Certification from Mental Health America. This certification nationally recognizes Centerstone as exceeding workplace practices and standards that promote positive worker mental health and well-being which will elevate our profile as a national leader, reinforce our commitment to workplace mental health for those on our team today, and support our recruitment efforts in the future.
- Received 2023 Military Times Best for Vets Designation through Military Times Magazine. Best for Vets is a comprehensive annual ranking of the country's best employers and organizations with military-connected employment programs, benefits, and support efforts and highlights the efforts those organizations make to recruit, retain, and support military service members, military spouses and military caregivers.
- Served 260 children through Centerstone's therapeutic foster care program, with 97 new admissions, 19 adoptions, and 53 reunifications.
- Opened two new recovery transitional housing sites in Columbus and Richmond, Indiana as a result of receiving state and federal opioid settlement dollars. These sites provide substance use disorder support and programming as well as intensive outpatient treatment options.
- Received official designation from the States of Indiana and Illinois as Certified Community Behavioral Health Clinic (CCBHC) demonstration sites across 15 counties in Indiana and across 14 counties in Illinois. Centerstone clinics in Tennessee and Florida continue to operate CCBHC as grantees.
- Centerstone's Foundation hosted six special events raising \$531,283 and hosting 1,615 quests and participants.
- Expanded simulation learning opportunities by adding 18
  courses to our library which now totals 31 and created content
  for different types of staff throughout the enterprise. This
  simulation learning offers immediate opportunities to practice
  new skills and to receive feedback in real time, increasing the
  likelihood that learners will successfully apply what they've
  learned in their day-to-day practice. Last year, 1,822 courses
  were completed bringing the cumulative total to 3,110 courses
  completed.
- Launched Centerstone's Health Home model in West Frankfort, Carbondale, and Marion, Illinois, providing essential communitybased services for adults with serious mental illness. This is a new service that fills a significant community need in areas where there have been little to no resources for this population.

- Centerstone's Institute for Clinical Excellence and Innovation
  has engaged in 13 different research projects during the past
  year including those related to use of artificial intelligence,
  suicide pathways, more efficient documentation and data
  collections. We have completed evaluations for more than 58
  different grants and interviewed more than 17,000 participants.
- Partnered with First Responders Children's Foundation to provide free mental health services for children of first responders in Tennessee including children of hospital workers, 911 dispatchers, paramedics, police officers, or fire fighters.
- Began construction on Centerstone's new Crisis Stabilization Unit (CSU) and Crisis Walk-In Center in Clarksville, Tennessee.
   Once open in 2025, this facility will have 15 beds and provide intervention and stabilization services to people in crisis.
- Selected as an inaugural member of Tennessee Governor Bill Lee's Every Child Tennessee program, a statewide initiative to mobilize all Tennesseans to care for children, youth and families impacted by foster care. Centerstone will be part of a network of foster care providers that will focus on recruiting and retaining foster care families, helping children and families with transitions, and accessing resources and support.
- Awarded a 5-year \$4,000,000 Substance Abuse and Mental Health Services Administration (SAMHSA) Treatment Drug Court Grant to expand substance use disorder treatment capacity in adult drug courts in Fayetteville, Tennessee.
- Hosted more than 1,000 participants at Centerstone's Annual Life;Story 5K/10K Walk and Run events in Florida and Illinois raising \$206,576 to support suicide prevention.
- Started the FLIGHT Program for adults with substance use disorder who are at-risk of losing parental rights in Charlotte and Collier counties in Florida. A coordinated effort between the judicial system and Centerstone, FLIGHT supports a family's complex needs by providing case management, peer services, and therapy services.
- Secured \$42,813,333 in federal grant funding to support patient care throughout our multi-state footprint.





PATIENTS SERVED
15,312
IN FLORIDA

NUMBER OF STAFF

555

SERVING FLORIDA

"As I got sober and time went by, I just started accomplishing more and more. It's just overwhelming how things turned out for me because of Centerstone. I'm telling you, they saved my life."

- Babs, Centerstone Patient



Melissa Larkin-Skinner REGIONAL CHIEF EXECUTIVE OFFICER, FLORIDA

"This past year, we have taken significant steps to meet the unprecedented demand for mental health and addiction treatment services. From facility upgrades to expanded programming, we have increased access to services and improved response through our partnerships with first responders. I'm proud of our positive impact for our patients, their families, and our overall community!"

# Florida Impact Report

## **Accomplishments**

- Awarded two \$4 million Certified Community Behavioral Health Clinic (CCBHC) grants which total \$8 million in funding over two years, helping Centerstone provide greater access to services for people of all ages in underserved communities in Lee and Mantatee counties.
- Expanded the delivery of clinical mental health and addiction services in DeSoto and Lee counties, resulting in Centerstone's first outpatient office in DeSoto County and its second location in Lee County.
- Hosted the 21st Annual Life; Story 5k/10k Walk and Run for suicide prevention. More than 750 attended and more than \$159,000 was raised for suicide awareness and prevention.
- Started the FLIGHT Program for adults with substance use disorder who are at
  risk of losing parental rights in Charlotte and Collier counties. A coordinated effort
  between the judicial system and Centerstone, FLIGHT supports a family's complex
  needs by providing case management, peer services, and therapy services.
- Served 62 patients through the new CORE program in Manatee County, which
  provides peer support and medication-assisted treatment (MAT) services for those
  experiencing overdose. This is a collaboration between Central Florida Behavioral
  Health Network, Manatee County Emergency Management Services, Florida
  Department of Health, MCR Health, and Centerstone.
- Centerstone's Children's Community Action Treatment Team (CAT) served 535
  families in Lee, Hendry, Glades, Manatee, Sarasota, and DeSoto counties this year.
  This multi-disciplinary clinical team provides comprehensive, intensive community-based treatment to families with youth and young adults, ages 0-21, who are at risk of out-of-home placement due to a mental health or co-occurring disorder and related complex issues for whom traditional services are not/have not been adequate.
- Hosted three crisis intervention trainings with 107 first responders from Manatee county Sherriff's Department, EMTs, and 911 call center staff, and from the Bradenton and Palmetto Police Departments.
- Received a \$100,000 donation from Hugh Culverhouse, Jr. and a \$50,000 from Gulf Coast Community Foundation, both supporting the Comprehensive Treatment Court (CTC) program in Sarasota. CTC is a program operated within the local courts that helps individuals experiencing mental health issues and who commit non-violent offenses move out of the jails and into treatment programs that better support their recovery.

## Revenue

Inpatient Care	\$13,183,503
Residential Treatment	\$5,522,274
Crisis Services	\$6,301,843
Outpatient Medical Services	\$6,030,844
Community Based Services	\$15,277,765
Other Programs	\$20,352,971
TOTAL	\$66.669.200



9,795
IN ILLINOIS

NUMBER OF STAFF

527
SERVING ILLINOIS

"I got diagnosed with schizophrenia and it hit me out of the blue and I didn't know what was going on. And then when I went to Centerstone, things started getting better. The nurses at Centerstone have a lot of resources and everybody has a beautiful spirit and is there to help."

- Michael, Centerstone Patient



Anne Tyree
REGIONAL CHIEF EXECUTIVE
OFFICER, ILLINOIS

"This year, Centerstone made significant strides in expanding our reach. Achieving State of Illinois CCHBC designation, growth of the Health Home program to Franklin, Williamson, and Jackson counties, and the supported employment program now fill gaps in service and extend care to underserved communities. Centerstone is building a stronger foundation for the future. We're excited about the momentum and the opportunities it brings."

# Illinois Impact Report

## **Accomplishments**

- Selected as one of 14 Illinois community mental health centers for inclusion in the state's Certified Community Behavioral Health Clinic (CCBHC) demonstration grant.
- Secured two grants from the Substance Abuse and Mental Health Services Administration (SAMHSA) to improve and develop the CCBHC model in Alton and Carbondale. These grants will provide \$8 million of support to Centerstone over the next four years.
- Received \$263,660 in funding from the Illinois Department of Human Services allowing us to transition to a community supported employment model for adults with intellectual and developmental disabilities, while reducing the use of subminimum wage services.
- Launched Centerstone's Health Home model in West Frankfort, Carbondale, and Marion which will provide essential communitybased services for adults with serious mental illness. This is a new service that fills a significant community need in areas where there have been little to no resources for this population.
- Hosted the inaugural Illinois Life; Story 5K Walk and Run event in Marion, raising more than \$40,000 for suicide prevention and crisis resources.
- Regional Chief Executive Officer, Anne Tyree, was named 2024 YWCA Woman of Distinction by the YWCA of Southwestern Illinois.
- Centerstone's Manager of Grant Implementation, Stephanie Dalton, spoke at a congressional briefing attended by congressional staff that represented the U.S. House of Representatives Committee on Ways & Means, which has jurisdiction over child welfare programs. Dalton was invited to speak about Centerstone's Regional Partnership Grant and the impact that the project has made on families in the state of Illinois.

## Revenue

Residential Treatment	\$11,851,888
Outpatient Medical Services	\$5,176,314
Counseling Services	\$7,218,593
Community Based Services	\$10,229,654
Psychosocial	\$8,474,534
Other Programs	\$10,913,525
TOTAL	\$53,864,508



PATIENTS SERVED

35,282
IN INDIANA

NUMBER OF STAFF

1,160
SERVING INDIANA

"The staff at Centerstone have always been more of a family to me. They know me, my children, and my granddaughter. They're genuine. They actually care about me and my family. With the help of Centerstone, I've raised a family."

- Brandy, Centerstone Patient



Suzanne Koesel REGIONAL CHIEF EXECUTIVE OFFICER, INDIANA

"Our work on the CCBHC application process and being selected as a demonstration site out of 30 applicants has certainly been a highlight of our year. In one part of the process, we completed a 15-county needs assessment and have learned so much about our communities and how we can be specifically responsive in a way that aligns with our standards of measurement-based care and services lines. We look forward to continuing this work when we launch our CCBHC in January 2025!"

# Indiana Impact Report

## **Accomplishments**

- Received official designation from the State of Indiana as a Certified Community Behavioral Health Clinic (CCBHC) demonstration site across 15 counties.
- Launched mobile crisis response services at Centerstone's Stride Center in Columbus and exceeded total number of patient visits by 92% over fiscal year 2022 – almost doubling the visits we're providing.
- Opened an in-house, full-service pharmacy in Columbus, Indiana as part of our whole health initiative. This will allow easier and quicker access to pharmacy services for Centerstone patients.
- Received a \$1 million capital funding grant from the Indiana State
  Department of Mental Health and Addictions for physical plant
  improvements to our mental health group homes and to replace
  our Blair House group home in Bloomington with an improved
  facility in Ellettsville, Indiana.
- Opened two new recovery transitional housing sites in Columbus and Richmond as a result of receiving state and federal opioid settlement dollars. These sites provide substance use disorder support and programming as well as intensive outpatient treatment options.
- Awarded \$400,000 from Indiana University Health Foundation to support care delivery at our Bloomington Stride Center.
- Served 93 children through Centerstone's therapeutic foster care program, with 60 new admissions, 11 adoptions, and 28 reunifications.
- Increased school-based services by 34%, drastically expanding our ability to serve more children and families with mental health needs.

## Revenue

Residential Treatment	\$15,900,920
Non-Behavior Physical Medicine	\$9,173,191
Community Base Services	\$59,503,800
Child Welfare-Foster Care	\$2,528,190
Other Programs	\$8,911,313
TOTAL	\$96,017,414

8

TOTAL SERVICES PROVIDED

639,364
IN TENNESSEE

PATIENTS SERVED
40,902
IN TENNESSEE

NUMBER OF STAFF

1,206
SERVING TENNESSEE

"When Centerstone stepped in, I didn't know what was going to happen, but it felt good to not be alone. Centerstone was there every step of the way. It was like have a whole team of cheerleaders behind me."

- Alissan, Centerstone Patient



**Ben Middleton**REGIONAL CHIEF EXECUTIVE
OFFICER, TENNESSEE

"To me, access to services and care is the core of everything we do. The fact that we've created an opportunity for more people to get access to the services they need is what I'm most proud of in our work this year. Expanding mental health and substance use disorder services and supporting families and children through

families and children through our school based therapists and therapeutic foster care program means that we can continue our increased access to care and I'm excited to move that forward in the new year."

# **Tennessee** Impact Report

## **Accomplishments**

- Began construction on Centerstone's new Crisis Stabilization Unit (CSU) and Crisis Walk-In Center in Clarksville. Once open in 2025, this facility will have
   15 beds and provide intervention and stabilization services to people in crisis.
- Expanded adult residential services resulting in seven new supported housing facilities which total 54 beds.
- Selected as an inaugural member of Tennessee Governor Bill Lee's Every Child Tennessee program, a statewide initiative to mobilize all Tennesseans to care for children, youth and families impacted by foster care. Centerstone will be part of a network of foster care providers that will focus on recruiting and retaining foster care families, helping children, youth, and families with transitions, and accessing resources and support.
- Received \$1,155,796 in Infrastructure Grants from the State of Tennessee to renovate Centerstone's Lewisburg Clinic and to make facility improvements to clinics in Columbia and Tullahoma.
- Implemented a new clinical assessment model that reduced the waiting period for clinical assessments requests from patients from an average of 10 days to just 3 days.
- Awarded a 4-year \$4,000,000 Substance Abuse and Mental Health Services Administration (SAMHSA) Certified Community Behavioral Health Clinic Grant (CCBHC) to expand mental health and substance use services in Tullahoma, Tennessee.
- Awarded a 5-year \$4,000,000 Substance Abuse and Mental Health Services Administration (SAMHSA) Treatment Drug Court Grant to expand substance use disorder treatment capacity in adult drug courts in Fayetteville, Tennessee.
- Placed 20 school-based behavioral health liaisons in 14 Tennessee counties
  as a part of the Tennessee Department of Mental Health and Substance
  Abuse Services initiative to identify one behavioral health liaison in each of
  Tennessee's 95 counties. These liaisons provide behavioral health supports
  in schools through teacher trainings, family engagement, and clinical support
  for students.
- Served 167 children through Centerstone's therapeutic foster care program with 37 new admissions, 8 adoptions, and 25 reunifications.

## Revenue

Crisis Services	\$19,466,657
Outpatient Medical Services	\$6,386,317
Counseling Services	\$28,589,079
Community Based Services	\$30,440,422
Psychosocial	\$16,734,624
Pharmacy	\$24,253,695
Other Programs	\$21,749,778
TOTAL	\$147,620,572

\$10,302,158
IN FISCAL YEAR 2024

TOTAL NUMBER OF 672
NEW DONORS

# Sources of Revenue

- 8% Annual Gifts
- 6% Signature Fundraising Events
- Private & Other Grant Awards
- 6% Investment Income (Centerstone's Endowments)
- 58% Special Giving Campaigns



Ramona Rhodes
PRESIDENT, FOUNDATION

"This year was one of remarkable growth and deeper connections, and we extend our heartfelt thanks to our dedicated Boards of Directors, incredible donors, valued funders, our volunteers, and our staff—your collective commitment has been a driving force in delivering care that truly changes people's lives."

## **Foundation** Impact Report

## **Accomplishments**

- Secured \$10,302,158 new revenue in fiscal year 2024 to support patient care.
- Hosted six fundraiser events in fiscal year 2024. Combined, these
  events raised \$531,283 to support patient care and services, care
  for members of our military community, and suicide prevention and
  awareness. In addition, this year's Reclaiming Lives Luncheon was
  the highest grossing Centerstone event to date, raising more than
  \$290,000.
- Engaged with private funders who invested almost \$2 million into key initiatives which included our Comprehensive Treatment Court, crisis services, Stride Centers, child and family services, school-based services, workforce development, life skills development, interpreter services, and direct care for our military and veteran community.
- Engaged 672 new donors who joined Centerstone to support our mission of life-saving care.
- Centerstone's Boards of Directors invested more than \$1.1 million through their own giving.
- Through staff engagement, Centerstone colleagues generously donated more than \$200,000, in addition to volunteering hundreds of hours and serving as advocates in our communities.
- Key Partners Awarded:
  - Awarded \$50,000 from Aetna to expand behavioral health access and decrease staff burnout.
  - Awarded \$75,000 from Boeing Global Engagement to support care delivery for the military and veteran community in our Cohen Clinic in Jacksonville. Florida.
  - Awarded \$20,000 by Illinois Children's Healthcare Foundation as one of 20 organizations to receive a grant for workforce development.
  - Awarded \$400,000 from Indiana University Health Foundation to support our Bloomington, Indiana Stride Center.
  - Awarded \$431,000 from USAA to support Military Services;
     Centerstone will serve as a member of the coalition to prevent veteran suicide.
- Centerstone is honored to partner with multiple Community
   Foundations across our regions each with a deep commitment to serve people and our communities.
- Welcomed our first Major Gifts Officer, Lisa Spelta. She will focus on major donor engagement and developing relationships with additional funders.

Although the road to mental health and recovery can come with twists and turns, Centerstone patient stories highlight the outcomes of the journey. Through these stories, we can better understand the courage, strength, and determination our patients experience when choosing a path to hope and healing. We invite you to listen to these inspirational stories from Centerstone patients in their own words.

## Brandy | "It's okay to ask for help and to get help"

Brandy's childhood wasn't easy, but thankfully her foster mom knew how to get her the help she needed when she started experiencing mental health challenges as a teen. Living with bipolar disorder, Brandy has come to Centerstone for more than 30 years to get medication, therapy, and support. Through the care and support she's gotten at Centerstone over the years, Brandy has been able to successfully raise her family as a mother and grandmother. "The people I deal with at Centerstone know me very well. They've always been more like a family to me. They're genuine," she says.





## Kimberly | "It's worth the work"

Kimberly is a U.S. Army veteran who suffered gradual hearing loss after a combat incident, but her PTSD came from a violent and traumatic relationship with her ex-husband. To cope with her relationship challenges, she began to increasingly consume alcohol. After nearly losing her life, Kimberly came to the Steven A. Cohen Military Family Clinic at Centerstone. "I knew I was dying, and so I decided to get help," she said. Kimberly says it was hard, but that it was the best decision she ever made and now that she is sober she has found herself once again. She reminds others "If I can do it deaf, it's worth the work."

## Michael | "Looking forward to the future"

Michael loves making hip-hop and gospel music, but a few years ago, a diagnosis of schizophrenia left him unsure on how to manage his symptoms. "It just hit me out of the blue and I didn't know what was going on," he explains. Through the services and supports Michael has received from Centerstone, including medication and therapy, he is now able to concentrate on caring for his daughter, making new music, and focusing on his goals. "Centerstone has a lot of resources to get you right, and everyone there has a beautiful spirit," he says.



## **More Patient Stories**

Visit *centerstone.org/centerstone-stories* to hear more from our patients.



**Lauren Conaboy**Vice President of National Policy

Over the last fiscal year, Centerstone has continued its efforts at the federal level advocating for policy solutions that advance the best science of mental health care while increasing access for patients. Through our advocacy work, we have secured ongoing funding and bipartisan support in the fiscal year 2024 federal budget for core grant areas ranging from CCBHCs, to substance use disorder treatments, to the 988 Suicide & Crisis Lifeline. This past year, even though most of Centerstone's core priorities saw modest increases in the federal budget, it was seen as a victory because it was a budget year in which the federal government sought decreases in spending across many federal accounts. The fact that behavioral health was not impacted speaks to the ongoing bipartisan support in Washington, D.C. and to our incredible ongoing advocacy, which is significantly supported by our board members and Council of National Policy Advisors.

There have been many advocacy "wins" over the last year that will not only benefit patients at Centerstone, but those seeking mental health care services across the nation. Excitingly, after many years of state and federal CCBHC advocacy work, we received the incredible news that select Centerstone clinics in both Indiana and Illinois will be joining the federal demonstration program. This means those clinic operations will have access to a new reimbursement model that more comprehensively covers the cost of delivering evidenced-based care.

Another policy achievement in the mental health space starts in 2026, when states will no longer be able to terminate Medicaid coverage for individuals who are incarcerated. Medicaid coverage upon release from incarceration is a critical step in reducing the revolving door for this population and ensuring access to treatment and social supports prior to release. This effort was supported by many in the provider community as well as the National Sheriff's Association.

Over this past year, Centerstone continued to host sitting members of U.S. Congress and their staff as well as federal agency leaders at our facilities, allowing us to show firsthand how we are delivering care that changes people's lives. In fact, one of these tours was so impactful that a member of Congress referenced Centerstone during a speech on the U.S. House floor. We also hosted three Centerstone Hill

Days in Washington D.C., where our Centerstone leaders met in-person with their elected officials and staff to educate them about our services, our policy and funding priorities, as well as hear their concerns.

Finally, Centerstone's Council of National Policy Advisors, a committee comprised of board members and community stakeholders, continues to engage in advocacy on our behalf. Through our cumulative national policy and advocacy efforts, we continue to position Centerstone as a trusted subject matter expert and resource for both lawmakers and federal agencies.

## **Support Policy Solutions**

Visit *centerstone.org/national-policy* to hear more about how Centerstone advocates for policy solutions.

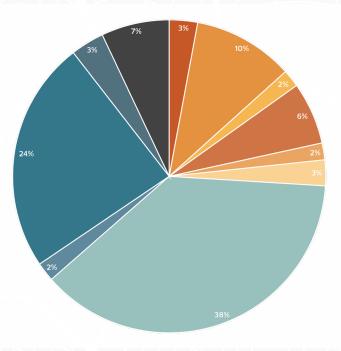




Carol Bean

Centerstone has stayed the course as we, and many other healthcare organizations, navigate workforce shortages, economic uncertainty, and inflationary pressures. We continue to proactively mitigate any financial hurdles and leadership is making decisions that support our staff members and our organization.

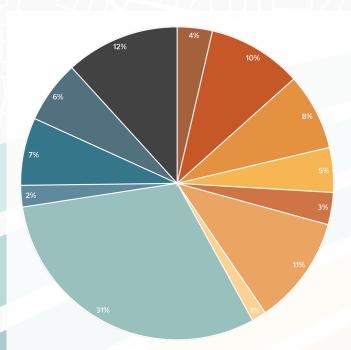
Together, we'll keep driving toward a future where we're thriving on the road ahead!



## By Payer Type

- Commercial Insurance \$11,072,488
- Federal Agencies \$39,219,268
- Other Grants \$6,855,555
- Pharmacy \$24,243,041
- Subcontracted Services \$6,604,415
- Contributions \$9,749,725
- Medicaid \$141,989,585
- Medicare \$7,340,943
- State Agencies \$90,606,330
- County & Local Agencies \$12,912,261
- Other \$26,556,486

Total - \$377,150,097



## By Service Line

- Inpatient Care \$13,567,956
- Residential Treatment \$36,711,612
- Crisis Services \$30,122,167
- Outpatient Medical Services \$17,398,768
- Non-behavioral Physical Medicine \$12,571,972
- Counseling Services \$42,403,894
- Rehabilitation Services \$5,742,043
- Community Based Services \$115,190,956
- Child Welfare/Foster Care \$8,375,449
- Psychosocial \$26,389,399
- Pharmacy \$24,253,695
- Other \$44,422,186

Total - \$377,150,097

Our By the Numbers highlights are the scenic overlooks on our journey, the points where we take time to pull over and take in how far we've traveled in the last year. But also, just like exit numbers that indicate the right direction, Centerstone's numbers shine the headlights on where we can focus our resources moving forward.

We are proud of our numbers because each one tells a story of brave decisions, compassionate care, and life-changing work.

\$377,150,097
(up 13.99% since last year)

1,500+
(nationwide)

VETERANS AND MILITARY

6,897

FAMILIES SERVED

988 LIFELINE
137,311
INQUIRIES MANAGED

FOSTER CARE 260

**CHILDREN SERVED** 

2,175,275
TOTAL SERVICES PROVIDED

NUMBER OF STAFF

3,917

(up 7.94% since last year)

108,012

SCHOOLS SERVED

972
(up 14.08% since last year)

14

뿚

NUMBERS ........



**Ashley Newton**CEO, Centerstone's Institute

Centerstone's Institute for Clinical Excellence and Innovation is committed to advancing the science of behavioral healthcare, both within our organization and across the industry. By combining proven treatments, tools, and interventions with decades of care experience, we give patients and providers the best outcomes. This intentional pursuit of learning advances the field, encouraging curiosity, collaboration, and innovation. Over the past year, the Institute has applied best practices to guide quality and patient safety, leveraging data for decision-making, involving those with lived experience in designing safer systems, and using human-centered design principles to ease care delivery.

## Leveraging Technology to Make Hard Work Easier

As healthcare technology evolves, so do Centerstone's strategies for selecting and implementing the best technologies. Our "north star" is to leverage technology to make hard work easier, using human-centered

design principles to build safer systems.

The Institute partnered with information technology and clinical operations teams to upgrade the electronic record and implement artificial intelligence-enabled technology that assists clinicians with documentation. Early outcomes show significant reductions in documentation time. Clinician feedback guides the implementation process, determining which products are used long-term.

## Centerstone's Patient Safety Organization

Now in its third year, Centerstone's Patient Safety Organization (PSO) is certified by the Agency for Healthcare Research and Quality (AHRQ). Of the 112 PSOs in the U.S., it is one of only three focused specifically on behavioral health, uniquely positioned to lead patient safety in this space.

The PSO ensures proactive clinical risk management, analyzes patient safety data, recommends system changes to reduce errors, and educates staff on safety topics. Key efforts include creating an electronic library of patient safety resources, collaborating with other PSOs on artificial intelligence in healthcare, addressing workplace aggression, and implementing Just Culture practices.





In the past year, Centerstone's Military Services has continued to meet the need for mental health in our military community with resources through our nationwide network of providers. Centerstone's Military Service's team is comprised of culturally competent clinicians and other professionals who understand the unique challenges experienced by members of the United States Armed Forces and their families. Each day, we work to reduce barriers and improve access to care, delivering specialized mental health services tailored to the specific needs of service members and their families, and we work to reduce the stigma sometimes associated with seeking mental health support.

The challenges of military service members are unique, including mental health concerns that often go untreated. Since 2002, more than 10,000 current and former service members have been diagnosed with Post-Traumatic Stress Disorder (PTSD) and reports indicate that half of those

who experience combat trauma do not receive sufficient care. Because so many do not seek or receive the care they need, Centerstone's Military Services remains vigilant about our commitment to life-saving care for these heroes and their families.

Centerstone's Military Services are available across the country through a network of more than 1,500 clinical providers and in Centerstone clinics. And our partnerships with Cohen Veterans Network, Stop Solider Suicide, and Wounded Warrior Project provide therapy, peer support services, and other supports to active duty service members, reservists, National Guard, veterans, and their families around the world.

We continue to extend our reach to support military families through our collaboration with First Responders Children's Foundation, providing free mental health sessions for children of Tennessee first responders, and with the National Center for Missing & Exploited Children, supporting military and first responder families with our evidence-based services in their critical time of need.

And the way we champion our military community has not gone unnoticed. We are honored to be recognized by Military Times magazine with a 2023 Military Times Best for Vets Designation, ranking Centerstone among the country's best organizations that support military employees.



During the past year, Centerstone's Military Services served **6,879 active duty military personnel**, veterans, and their families. We invite you to visit our website and learn more about the ways Centerstone is serving those who have so bravely served our country.

DR. BLAS VILLALOBOS

## Guiding our journey with expertise, vision, and leadership.

Centerstone's dedicated Boards of Directors are members of our communities who are fully committed to our journey, guiding us with their expertise, vision, and leadership. We're incredibly thankful for their hard work and support, helping us provide better care and a brighter future for all of Centerstone's patients.

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Centerstone's Giving Societies were created to acknowledge and celebrate donors for their generosity and continued support of our mission of Delivering Care That Changes People's Lives.

Our donors are a vibrant group of individuals and funders who invest their gifts, time, and leadership to help fulfill this mission. Their giving also completes their own personal heart-missions—to change people's lives for the better through life-changing and life-saving care and supports.

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Our Giving Societies offer many donor levels and opportunities. Donors may make a pledge and pay over a designated time or make an immediate gift. Every dollar given makes a difference.

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Centerstone's Reclaiming Lives Society recognizes donors who contribute at a leadership giving level of \$500 or higher each year. Members enjoy a special relationship with Centerstone, invitations to several events, and receive special communications throughout the year.

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#### **Unrestricted Funds**

The Joseph E. Roche Endowment

The Dr. Stephen J. Pritchard Endowment Fund

The Steven E. Bryant Endowment Fund

The Lisa Hooker Campbell Endowment Fund

The David J. Emmert Endowment

The Lee Ann Summers Ingram Endowment Fund

The Josie Seybold Endowment Fund

The Philippa M. Guthrie Endowment Fund

The Linda Trader Endowment Fund

The Jack Wallace Endowment Fund

The Chris Julian Fralish Endowment Fund

The Michael J. McCalip Endowment Fund

The Jennifer Embree Endowment

The Mark Faulkner Endowment Fund

The Sally Sheahan Endowment Fund

The Lieutenant General (Retired) Hubert G. Smith Endowment Fund

The Janet Ayers Endowment Fund

The Bonnie Brackett Endowment Fund

The R. Parker Griffith Endowment Fund

The Philip D. Krebs Endowment

The Brad Smith Endowment Fund

The Barry S. Hale Endowment

The Jennifer L. Bencie, MD, Endowment Fund

The Terrye Davidson Endowment

The Thomas J. Johnson Endowment Fund

The David J. Melby Endowment Fund

The Lee Brackett Endowment Fund

The Mike Enos Endowment Fund

The Reverend James T. Golden Endowment Fund

The Steven C. Holman Endowment

The Doug Leonard Endowment Fund

The Jonathan Morphett Endowment Fund

The Dana Oman Endowment Fund

The Carol Zwick Endowment Fund

The Kelly Crockett Endowment Fund

The Reed Farley Endowment Fund

The Geoff McKim Endowment

The Reverend Bob Phillips Endowment Fund

The Colleen Thayer Endowment Fund

The Dr. Raghu Upender Endowment Fund



# **Community Funds**

## Centerstone's Endowment Funds Held at Community Foundations

The David C. Guth, Jr. Fund for Centerstone Held at the Community Foundation of Middle Tennessee	Supports the research and infrastructure necessary to bring new treatments to clients and provide universal access to those in the community who cannot afford behavioral health care
Centerstone Military Services Designated Fund Held at the Community Foundation of Middle Tennessee	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
Centerstone of Indiana Endowment Fund Held at Decatur County Foundation (Indiana)	Supports services provided by Centerstone in Decatur County, Indiana
The Centerstone Mental Health Fund Held at Heritage Fund–The Community Foundation of Bartholomew County (Indiana)	Supports services provided by Centerstone in Bartholomew County, Indiana
Centerstone Mental Health Fund for Jefferson County Held at Community Foundation of Madison and Jefferson County (Indiana)	Supports services provided by Centerstone in Jefferson County, Indiana
Camilla B. Dunn Endowment Fund to Benefit Centerstone Held at Wayne County Foundation (Indiana)	Supports services provided by Centerstone in Wayne County, Indiana
Centerstone, Inc. Endowment Held at Jennings County Community Foundation (Indiana)	Supports services provided by Centerstone in Jennings County, Indiana
Centerstone Fund Held at Manatee Community Foundation (Florida)	Supports services provided by Centerstone in Florida

## Endowment Funds held at Community Foundations where Centerstone is Beneficiary

The Martha L. Middleton Mental Health Fund Held at the Heritage Fund-The Community Foundation of Bartholomew County (Indiana)

Benefits services provided by Centerstone in Bartholomew County, Indiana

Your charitable donations to Centerstone enhance and support our mssion of delivering care that changes people's lives. Your gifts are as important now as ever, and we are grateful to have you as a partner in care. In this report, we celebrate you and the impact that your generosity is making on patients and their families. Thank you for your gifts to Centerstone!

## Make a gift to Centerstone today

To support mental health and substance use treatment in communities across the country, please consider making a gift to Centerstone by visiting *centerstone.org/give*.

Our noble purpose of delivering care that changes people's lives is powered by the passion and expertise of our incredible team members! Whether it's educating through presentations, hosting and supporting special events, or advocating for the people we serve, we love seeing our teams in the community connecting people to resources. Centerstone teams ensure that our communities are supported and that care is accessible for those who need it.



Want to join us on our journey?

Visit *centerstone.org/careers* to view our available positions today!



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.



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