FY21 Annual Report



Our Values

Centerstone has evolved significantly over our 65-year history. We've expanded our services, our geography, and our affiliations. While our organization has changed and expanded, our singular focus on delivering care that changes people's lives has not; it's our noble purpose that drives us each and every day, connecting us to each other.

Like our noble purpose, our values inform everything we do – from what we do to how we do it, from the way we treat our patients and partners to the way we treat each other. Rooted in care, they are the essence of Centerstone's identity and have the power to transform us.

From the many thoughtful and helpful responses in last year's Employee Engagement survey, an overarching theme of trust emerged, emphasizing how everything is better when we can trust each other. This insight led us to focus our values on building trust within Centerstone; trust among our employees and our patients. We know that trust grows by showing respect for others and their knowledge and skills, empowering individuals and showing you believe in them, proving yourself to be an expert in your job, and being a person of integrity who always does what's best for others.

These four values – *respect, empowerment, expertise,* and *integrity* – form the foundation for building trust at Centerstone and are key to our continued growth and success.

Respect: We demonstrate high regard for patients, one another, partners, and regulatory obligations; we provide safe spaces for people to thrive under the support and advocacy of one another.

Empowerment: We encourage patients and employees to be authors of their own development; we give power to our community to solve problems and to take positive, results-driven action.

Expertise: We strive toward mastery in everything we do, which leads to successful patients, colleagues, and company; by taking a growth mindset and a "best in science" strategy, we continually expand our skills.

Integrity: We're honest, transparent, and committed to doing what's best for our patients and our organization. We openly collaborate in the pursuit of truth.

From the CEO



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

As we come to the end of another fiscal year, I am always grateful to have the opportunity to look back and see the positive impact Centerstone has had on so many individual people, families, and communities. Our dedicated team of more than 3,500 professionals possesses such immense talent, always working to deliver care that changes people's lives no matter the circumstances or challenges that may lie in front of them. Indeed, we have all faced numerous challenges this year, particularly as the COVID-19 pandemic wears on. But no matter the situation, the Centerstone family continues to do everything in our power to deliver on our noble purpose and care for people and communities in need.

Maintaining Essential Care while Building a New Hybrid Model

One of Centerstone's most notable feats since the onset of the pandemic in March 2020 has simply been maintaining essential care. In fact, over the past year, we were able to increase the number of services delivered when compared to the previous year. We feel very fortunate to have benefitted from the unique opportunity to pilot new technologies and clinical approaches. The dramatic shift to telehealth has created enhanced access to care, and as we look to our communities returning to a new normal, we are applying the lessons of telehealth into new hybrid models of care, incorporating the best elements of in-person and virtual approaches.

Cultivating a Culture of Diversity and Strong Values

Another critical initiative Centerstone was involved in this year was furthering the cultivation of our organizational culture and values. Building on our noble purpose of delivering care that changes people's lives, we identified and declared our key values to be respect, integrity, expertise and empowerment. This is far more than conceptual and in fact serves to guide decisions and new initiatives across Centerstone. When looking at world events through the lens of our values, Centerstone responded by leaning forward with assertive, actively anti-racist diversity and inclusion efforts. The work being done by members of our five Employee Resource Groups (ERGs) has led to significant internal policy changes at Centerstone, including the celebration of Juneteenth as a paid company holiday, giving staff members time off to fully appreciate the day when all Americans became free. We have also added gap compensation for our military service members who are called to duty, ensuring those heroes are able to maintain their normal degree of compensation while on deployment. We are looking forward to contributing positive changes like these outside of Centerstone in the communities we serve each day.

Addressing the Growing Demand for Care

There's no question, the need for mental health services is increasing throughout the nation. Unfortunately, this growing demand is exacerbating the national shortage of behavioral health clinicians. To combat this, we are using new recruitment strategies, intentionally casting our recruitment net beyond our geographical boundaries. We are introducing new onboarding processes and state of the art training as we seek to become the provider of choice in our industry. But our responsibility goes beyond outcompeting other employers. We have a responsibility to attract new talent to this field and to help better prepare them for this important work. So as an example, even as we build new trainings through our Simulation Center for both our staff and those in our training programs, we are also partnering with colleges and universities to bring these capabilities to their students.

Nurturing Change to Enhance the Industry and Ourselves

With all the challenges and misery of the pandemic, it is true that telehealth in particular was accelerated by as much as seven years in the opening months of 2020. We recognized that the emergency provisions opening the doors to virtual care would need to be made permanent if these advances were to be realized long-term. Knowing that Centerstone was uniquely positioned to lead this national effort to preserve telehealth flexibilities, our boards of directors and other volunteers launched the One Hundred Champions. Immersing themselves in the complex features of telehealth, these committed volunteers connected with legislators and health staffers from both chambers of Congress and across the political spectrum. This highly successful campaign resulted in the continued authorization of telehealth and introduction of bipartisan legislation.

Centerstone joined a coalition of our colleagues and advocates in a landmark effort to designate a national three-digit dialing code (988) for mental health emergencies, scheduled to go live next year. As was true with 911, the 988 designation is a critical first step in building an accessible and responsive system to engage and treat people in psychiatric crisis. I am very proud of the role our volunteers and staff played in this major step forward for individuals and families in crisis.

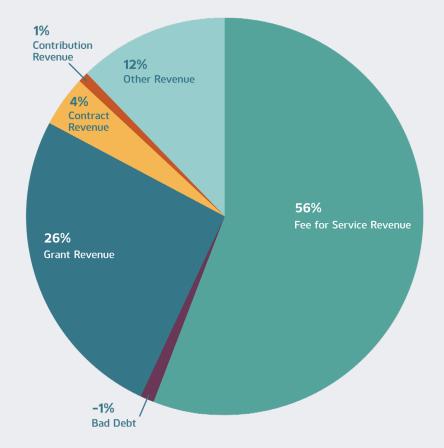
Whether you are an old friend of ours, or have just learned about us, we hope you will be inspired by all of the things we are doing to deliver care that changes people's lives. As you learn more about us, consider how Centerstone might be helpful for those you love. And if you are not now one of our amazing volunteers, donors or staff, please consider joining our noble efforts!

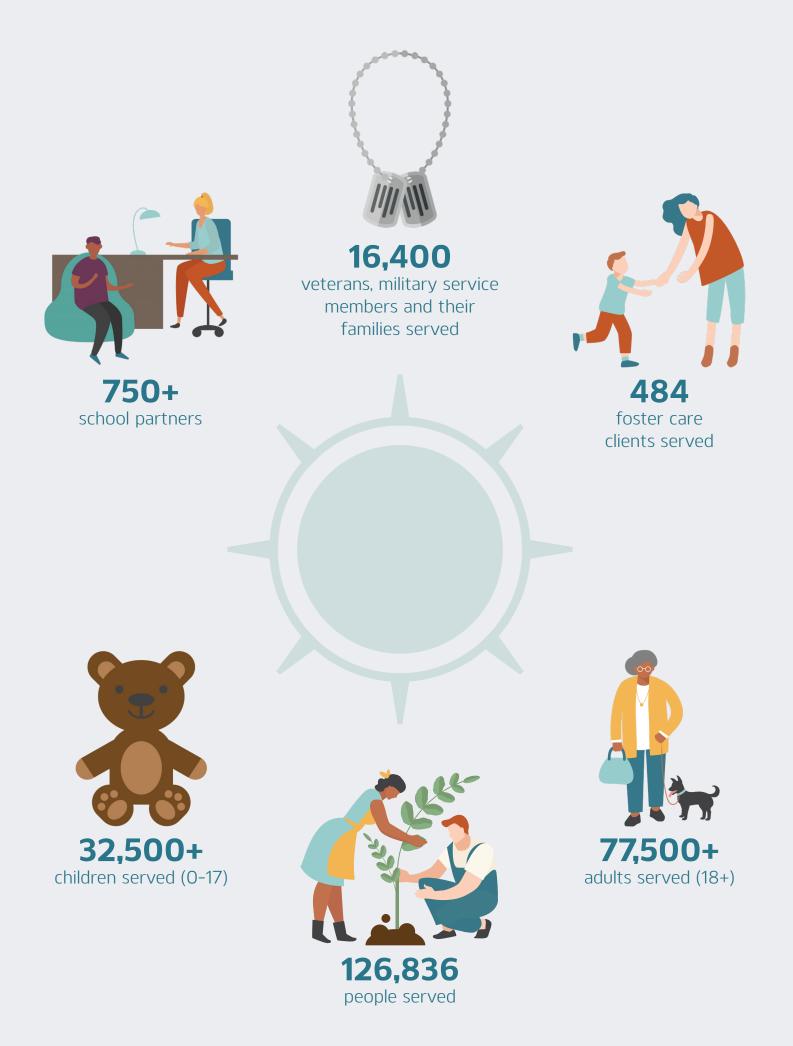
Thank you,

David C. Guth, Jr. CEO



By the Numbers Rooted in Care







All 50 states

and Puerto Rico, Kuwait, United Kingdom, Philippines, Germany and physical locations in five states (TN, IN, IL, FL and NC)





A Growing Need

Substance use disorders continue to have a firm grip on communities throughout the country. More and more people are turning to substances to cope with the isolation, fear, and numerous challenges that have come as a result of the ongoing COVID-19 pandemic and other stressors impacting our nation. Tragically, overdose deaths are up by more than 30% nationally since 2019, and in some states like Tennessee, the rate of these deaths has risen by 45% in the same time period.

The serious consequences and effects of addiction aren't just isolated to the person whom is directly suffering, either. There are significant ripple effects that bring negative physical, mental, and economic impacts on friends, families, and the community at large. To help address the growing need, we at Centerstone believe systemic changes to addiction treatment are needed to make health care systems more flexible, accessible, and person-centered. We know that addiction treatment isn't one size fits all. This is why we have renewed our commitment to providing the very best addiction treatment options to our patients and connecting them to care that is tailored to their unique needs.

To meet this lofty goal, we offer a continuum of outpatient, inpatient, and residential treatment options to help treat a variety of addiction types. With help from Centerstone's Research Institute, we provide cuttingedge, research-based treatments that are proven to help patients meet their recovery goals. No matter where someone is within our health system, substance use disorder treatment is just around the corner.

Centerstone Recovery Centers offer treatment for individuals who have been medically stabilized but still need intensive treatment for addiction to alcohol or drugs. Treatment is provided in a communal setting following individualized, evidence-based care plans that can include individual and group therapy, medication assisted treatment (MAT), life skills training, and family education programming. Centerstone Recovery Centers gladly welcome pregnant and postpartum women, individuals living with HIV or HEP-C, and those with co-occurring mental health conditions.

Centerstone's Behavioral Hospital & Addiction Center offers a full continuum of inpatient, outpatient, and residential services for those experiencing a mental health crisis or substance use disorder challenges. In addition to a wide array of services for those experiencing a mental health crisis, our hospital helps those with an addiction to alcohol or drugs achieve long-term recovery through services including complete medical detox, residential rehabilitation, partial hospitalization, medication assisted treatment (MAT), intensive outpatient therapy, case management services, and relapse prevention education. In 2022, Centerstone is investing more than \$3 million dollars to upgrade and expand the hospital.

Centerstone's Fellowship House Campus provides comprehensive services to those experiencing substance use disorders, including people with co-occurring mental health problems. Treatment programs are structured to provide patients with the basic tools needed to begin their recovery, explore their thoughts and feelings, and set personal goals. Programs include medically-monitored detox services, inpatient rehabilitation, youth and family outpatient services, and after care services. In 2022, Centerstone's Fellowship House Campus is expected to expand to provide residential care to both men and women, where previously residential care had only been available for male patients.

National and Local Impact



Foundation

Working with individual donors, businesses and grant-making organizations, Centerstone's Foundation works tirelessly to ensure life-changing care is accessible to the children, adults, and families who need it most. By cultivating meaningful relationships, and through good financial stewardship, our Foundation amplifies charitable gifts made to Centerstone, making certain we have the maximum impact on those we serve.

Accomplishments

- In FY2021, Centerstone's Foundation secured \$3,638,189 to further our mission of delivering care that changes people's lives, while also introducing 510 new donors to our organization's important work.
- Received a \$500,000 gift from the Charles & Margery Barancik Foundation to support Centerstone's psychiatric residency training program and our hospital's patient services.
- Virtually hosted Centerstone's annual Bocce Tournament, raising more than \$10,800 to support patient services in Illinois.
- Received a gift of \$300,547 from the Florida Blue Foundation, supporting the Children's Community Action Treatment (CAT) team.
- Received a gift of \$265,000 from The Lilly Foundation to support children and youth services in Indiana impacted by the effects of the pandemic.
- Hosted Centerstone's 18th Annual Life;Story 5K/10K virtually, welcoming 465 participants from 15 states and raising \$64,114 for patient services in Florida.
- Received \$90,000 in charitable funding from Boeing Global Engagement to expand military mental health services to underserved veterans in the St. Louis Metro region.
- Established a new partnership with AllianceBernstein to help manage and grow Centerstone's endowment, resulting in a 23% growth while also increasing social responsibility in investment decisions.
- Held the 2021 Reclaiming Lives Luncheon in a hybrid format with a pre-recorded program and in-person delivered lunches, raising over \$32,000 to support patient care in Tennessee.
- Presented Reclaiming Lives After Dark virtually for the first time, raising \$12,271 and attracting donors and friends from six countries and multiple U.S. states.

Research

Centerstone's Research Institute is a dedicated team of physicians, psychologists, scientists, educators, and other industry experts who use science to advance the field of mental health and substance use treatment. By translating its research into meaningful and innovative clinical practice, Centerstone's Research Institute works to implement research-based strategies into real-world settings, thereby reducing the research-to-practice gap.

Accomplishments

- Developed more than 100 clinical trainings on the use of telehealth and delivered them to Centerstone's entire clinical workforce. Examples of these trainings include "How to engage young children in telehealth" and "How to effectively assess suicidality in telehealth."
- Implemented RCA^2, a root cause analysis process, across the enterprise, furthering our ability to identify and address potential areas of improvement.
- Conducted studies on the effectiveness of mental health services delivered via telehealth, and in conjunction with Centerstone's national policy efforts, successfully advocated for bipartisan support to allow for the ongoing provision of telehealth, leading to significant policy changes at the national level.
- Developed the Zero Suicide 2.0 suicide prevention pathway and obtained endorsement from the Enterprise Quality Council, advancing the standard of care for clients experiencing suicidality.
- Through the new SIM Center, launched simulation-based trainings for interpersonal therapy and motivational interviewing, including an initial evaluation of outcomes related to learner confidence and the learner's intention of using the evidence-based practice in real-world settings.

Military

Serving thousands of people each year, Centerstone's Military Services provides culturally-competent mental health care services to active duty service members, members of the National Guard and Reserves, veterans, and their families. We proudly offer this care to any members of the military community regardless of the era in which they served or discharge status.

Accomplishments

- Served 16,400 veterans, military service members and their families last year.
- 1,200 network providers trained in military cultural competency.
- Provide services in all 50 states, Puerto Rico, Kuwait, United Kingdom, Philippines and Germany.
- Achieved a 74% increase in the number of services delivered to veterans and military families when compared to the previous fiscal year.
- Established a new referral partnership with the Tennessee National Guard to help link active duty guardsmen to quality mental health services.
- Formed a partnership with Stop Soldier Suicide to link high-risk veterans to crisis care and other services available through Centerstone's Military Services.
- Expanded our partnership with Cohen Veterans Network to open a third Steven A. Cohen Military Family Clinic at Centerstone in Fayetteville, North Carolina, furthering our capacity to serve active duty military personnel, veterans, and military families.
- Began a new partnership with PsychArmor to enhance military cultural competency across our network of more than 1,200 contracted providers who care for military affiliated patients.
- In recognition of our work in advancing the mental well-being of military personnel and families, Centerstone's Military Services received the COL Laura A. Wheeler Behavioral Health Champion Award from the National Guard Bureau.

Florida



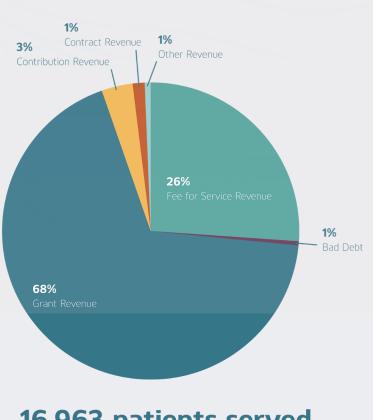
Melissa Larkin-Skinner

Regional Chief Executive Officer, Florida

"We have been working hard to meet the ever-growing demand for mental health services while simultaneously remaining focused on innovation. This past year, our staff have worked hard to implement the Certified Community Behavioral Clinic Model, which we believe will be transformational to the way people receive both mental health and physical health care. We've also expanded care options for those experiencing homelessness and individuals leaving the justice system, furthering our ability to serve the residents of our communities. Though it certainly came with some challenges, it's been a great year and I'm looking forward to continuing our growth in 2022."

Accomplishments

- Developed Connections, an integrated community treatment and recovery support for homeless individuals that improves the health and recovery of participants while reducing their involvement with the criminal justice system.
- Received a \$500,000 gift from the Charles & Margery Barancik Foundation to support Centerstone's psychiatric residency training program and our hospital's patient services.
- Expanded the scope of services and programming throughout Lee County and surrounding rural areas with establishment of SAMHSA-funded adult outpatient treatment (AOT) and county-funded Homeless Outreach Treatment for homeless individuals and those with an imminent risk of becoming homeless.
- Developed a suicide prevention program that provides comprehensive mental health services, suicide prevention trainings, and establishes a regional coalition for addressing



16,963 patients served 4,644 under 18 | 12,319 over 18 **Number of services: 491,313** suicide across all ages.

- Established a Certified Community Behavioral Health Clinic to coordinate mental and physical health care for those with serious mental illness, substance use disorders, and co-occurring disorders.
- Angela Dunbar, Administrative and Clinical Risk Manager, recognized with the Behavioral Health Pandemic Hero Award by the Florida Behavioral Health Association.
- Melissa Larkin-Skinner, Regional CEO, was appointed to the Florida Commission on Mental Health and Substance Abuse by House Speaker Chris Sprowls. Larkin-Skinner was also elected to the Board of the National Council for Mental Wellbeing and was elected Chair of the Florida Behavioral Health Association Board.
- Florida Board of Directors member and past chair Dr. Jennifer Bencie received the Manatee Chamber of Commerce Chairman's Award for her support of the greater Manatee County community in addressing the COVID-19 pandemic.
- Florida Board Chair Reverend James T. Golden, a 1984 masters of divinity graduate of Henry McNeal Turner Seminary, was inducted into their Hall of Fame in recognition of his professional and community accomplishments.

Illinois

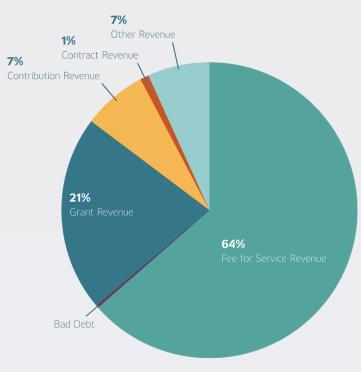


John Markley Regional Chief Executive Officer, Illinois

"Our staff have been bold and brave throughout the course of the pandemic. Together, we have made some big decisions and have collectively responded to the increased demand brought on by COVID-19. We have been incredibly successful in supporting our communities and ensuring those in crisis or those facing mental health and substance use disorders are taken care of. The growing demand is still there—and meeting that demand is a big job with a lot of responsibility, but it's one that we couldn't be more proud to be a part of."

Accomplishments

- Jennifer Kesler, Residential Supervisor, honored with The Arc of Illinois' Direct Services Professional (DSP) Award for her outstanding, dedicated, direct care service and support to persons with intellectual and developmental disabilities.
- Began the process to expand services at Centerstone's Fellowship House Campus to include residential substance use disorder care for women.
- Attained a 123% increase in the number of clients receiving medication-assisted treatment (MAT) to achieve recovery from substance use disorders.
- Three Centerstone staff members in Illinois among only 15 people selected to participate in the 2021 leadership institute.
- Implemented the Certified Community Behavioral Health Clinic (CCBHC) Model to further improve the integration of physical health care, crisis care, outpatient mental healthcare, and other health services.
- Awarded a \$133,333 grant from the Illinois Department of Human Services to provide clinical support to local police departments' Crisis Intervention teams, with particular success working alongside the Alton Police Department when responding to mental health-related emergency calls.



11,451 patients served 2,745 under 18 | 8,706 over 18

Number of services: 324,041

Indiana



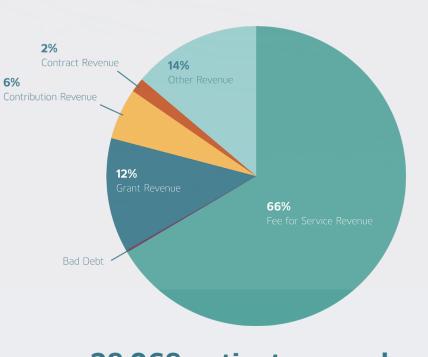
Suzanne Koesel

Regional Chief Executive Officer, Indiana

"As Centerstone continues to navigate the COVID-19 pandemic, our staff continue to excel in being responsive and flexible with patient needs. Now that we have entered into another new fiscal year, we are focusing our attention on perfecting the patient access model. This effort ensures our patients can be quickly connected to their treatment provider, whether an appointment is taking place in-person or via telehealth. All of this work, of course, simply helps to reinforce Centerstone's reputation of reliability and quality of service."

Accomplishments

- Opened Kinser Flats, a 50-unit affordable supportive housing development for individuals and families experiencing homelessness who also suffer from substance use disorder or co-occurring substance use and mental health disorders.
- Centerstone Health Services received FQHC Look-Alike Status by the U.S. Health Resources and Services Administration, allowing for expanded patient services, including participation in the 340B Federal Drug Pricing Program.
- Expanded school-based services in Indiana, more than doubling school contracts and working in 245 Indiana schools.
- Served 171 children through the Therapeutic Foster Care Program, including 84 successful discharges and 11 adoptions.
- Trained more than 100 bachelor's and master's level students, providing real-world experience in the field of mental health.



28,068 patients served 8,988 under 18 | 19,080 over 18 **Number of services: 916,360**

Tennessee

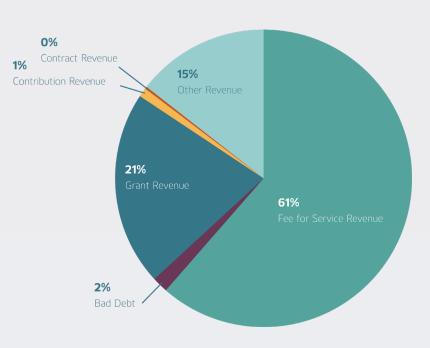


Ben Middleton Regional Chief Executive Officer, Tennessee

"It has certainly been a year of transition. Centerstone has not only survived during the pandemic, but it has thrived. And that is due to our staff's remarkable ability to transition. We have become experts at transitioning patient services to telehealth. We're online providing psychosocial services, outpatient services, school-based care, and even therapeutic foster care services. All of these changes have occurred alongside a number of internal transitions—like our move to the Avatar electronic health record. The team has performed beyond my wildest dreams, and for that I am so thankful."

Accomplishments

- Completed an electronic health record (EHR) conversion from CenterNet to MyAvatar for all Tennessee-based
 staff, including call center staff, billing, clinical services, grants staff, and others. This conversion brings further
- standardization to the organization as all enterprise staff members have now been brought into the same EHR system.
- Opened three new permanent supportive housing facilities, including one in Hamilton County, a new geographic area for Centerstone's housing services.
- Centerstone's Early Childhood Services program expanded evidence-based home visiting services to include serving families in seven additional counties in Tennessee.
- Jasmine Journey, Project Director, was nominated by the Tennessee Department of Health as Chair of the Healthy Families Tennessee Advisory Board, which serves as a critical function for HFA sites and multi-state systems.
- Served 313 children through Centerstone's therapeutic foster care program, including 55 successful discharges and 24 adoptions.



53,190 patients served 16,039 under 18 | 37,151 over 18 **Number of services: 763,842**

Staff Gallery Connected by Purpose

All year long our dedicated team members go above and beyond to care for our patients and their families. Though our line of work can be quite serious, we always try to find ways to have fun and smile, no matter the circumstances! We're so very grateful for the contributions these staff make each and every day as we work to fulfill our mission of delivering care that changes peoples lives.















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