



2018 - 2019
Annual Report

**We see
the good
ahead.**



PHILOSOPHY OF CARE

New Vista helps children, adults and families live their best lives. We believe each person deserves supportive, respectful, integrated care. At New Vista, we believe everyone has the ability to improve and change their lives. Our team of caring, highly-skilled professionals make our clients their number one priority and the improvement of our community is at the center of everything we do.

MISSION

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

WE FOLLOW 7 PRINCIPLES WHILE IMPLEMENTING OUR MISSION

- 1. Treat people with dignity and respect.
- 2. Believe people are capable of making progress and change.
- 3. Strive to make our services accessible to all members of the community.
- 4. Provide services consistent with the highest standards of care.
- 5. Believe successful therapy requires staff with high levels of knowledge, skills and integrity.
- 6. Believe our status as a private non-profit organization provides a unique opportunity to respond to the needs of people at the local level, recognizing they are most capable of identifying their own needs.
- 7. Ensure continuation of services by being responsible fiscal managers.



A LETTER FROM OUR LEADERS

On behalf of the entire organization, we are pleased to announce on July 1, 2019, Bluegrass.org rebranded to New Vista. As the first community mental health center in Kentucky, we have been an active part of Central Kentucky since 1966. Today, we have grown to employ more than 2,000 staff working in 20 counties. New Vista, our new name presents the positive changes we see happening daily in our work as well as the good we see ahead in the lives of our clients and our communities. New Vista evokes a sense of a new beginning, a new day and above all - hope.

New Vista continues to build new programs that strengthen our commitment to help Kentuckians thrive. In addition to innovative new outpatient and residential behavioral health services, as well as increased case management services

for intellectual and developmental disability clients, New Vista has grown to provide services that are not typically associated with a community mental health center. In this report, we are pleased to share with you our unique programs and innovations, all of which are created with one purpose – to help Kentuckians live their best lives.

At New Vista, we are mission-driven to improve the lives of our clients. Our promise to our communities is to continually adapt and create new programs to make the Commonwealth a better place for all.

Paul R. Beatrice, CEO
Linda Watt, Board Chair



EXECUTIVE TEAM

- Paul R. Beatrice, MPA
President & CEO
- Lora Adams, MBA, CHC, CHPC
Corporate Compliance and Facilities Officer
- David Phelps, MS
Chief IDD Facilities Officer
- Don Rogers, MA, LPP
Chief Clinical Officer
- Dana Royse
Chief Financial Officer
- Mickey Sexton, MBA, MSW, SHRM-SCP, CSW
Corporate Director of Administration and Human Resources
- Della Tuttle, MA
Chief IDD Officer

BOARD OF DIRECTORS

- | | |
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Clark |

NEW VISTA GROWS INTERMEDIATE CARE FACILITY MANAGEMENT IN KENTUCKY

New Vista now manages three intermediate care facilities (ICF) for individuals with intellectual and developmental disabilities (IDD). Oakwood, located on 200 acres in Somerset, opened in 1972. New Vista began managing



operations in 2006. Individuals participate in more than 30 enrichment classes and are active in a bowling league, Special Olympics and more than 5,400 community outings

annually. In addition, Oakwood operates Expressions Tea and Gifts and the Oak Hill Garden Center - both are active enterprises engaging the community and providing the individuals at Oakwood with employment opportunities.

Hazelwood is located on 52 acres in Louisville and individuals are active in a community baseball league, Special Olympics and participated in more than 3,000 community outings last year. In addition to Hazelwood, New Vista manages three community ICF homes; Del Maria, Windsong and Meadows. New Vista began management of Hazelwood in 2018 and in 2019 they assumed operation of Bingham Gardens, another ICF located in Louisville.

Both Oakwood and Hazelwood operate Specialty Medical Clinics offering comprehensive medical and dental care, therapy and behavioral health services to the community. The Specialty Clinics ensure clients receive expert care delivered with compassion, respect and kindness. Our doctors and staff are trained in treating individuals with IDD and helping their families navigate the healthcare environment.

ELEVATE - THERAPEUTIC REHABILITATION PROGRAM

Helping individuals with serious mental illness (SMI) live productive and meaningful lives is at the heart of our mission at New Vista. Our new Therapeutic Rehabilitation Program is called Elevate. The name reflects the goal of the program to enrich the lives of our clients. We launched Elevate in Clark County, where the community has a strong mental health coalition who helped advocate the need for the program. Elevate is designed to reduce the effects of SMI and improve the quality of life for participants, using psychiatric rehabilitation techniques focusing on learning daily living skills, developing emotional regulation and improving interpersonal skills. Clients become more engaged in their local community through activities, volunteer opportunities and supported employment. After experiencing success in Winchester, the Elevate program is expanding to Cynthiana, Nicholasville and Lexington.

**DESIGNED TO
IMPROVE
QUALITY
OF LIFE &
REDUCE SMI EFFECTS**

PEER SUPPORT SPECIALISTS USE THEIR RECOVERY TO HELP OTHERS

There is a natural tendency to hide addiction. Stigma and shame create barriers to asking for help. Peer support specialists are breaking down those barriers and serve as examples of the power of recovery. A peer support specialist is someone with the lived experience, who's had similar struggles and setbacks. Peer support offers acceptance, understanding and validation. The sense of mutuality created through thoughtful sharing of experience is influential in modeling recovery and offering hope to clients. By sharing their experiences, peers offer practical guidance, help clients to develop personal goals, create strategies for self-empowerment and take concrete steps towards building fulfilling lives. Peers support specialists are certified by the Commonwealth. New Vista is one of only a few organizations in Kentucky offering the approved 40-hour peer support training. Peer support is and will continue to be highly effective, as patients feel understood and are encouraged to make strides forward on their path to recovery.



RECOVERY SERVICES FOR WOMEN AND FAMILIES ADDRESS THE OPIOID EPIDEMIC

As part of ongoing efforts to address the needs of women and families, New Vista operates Recovery Services for Women and Families in Lexington to provide outpatient treatment for drug or alcohol addiction including; therapy, medication-assisted treatment, psychiatry and case management. New Vista collaborates with hospitals, physicians and community agencies to help women and families receive the treatment they need with as few barriers and delays as possible.

As part of this treatment model, the Center for Women and Children in Richmond opened to provide residential treatment for pregnant and parenting women. This facility focuses on the overall health of the mother and child, coordinating healthcare while offering a full continuum of evidence-based recovery treatment and parenting classes for mothers. Women can also bring children up to the age of two with them to residential treatment. The Center's goal is to help families thrive through recovery by offering both a 28-day program as well as extended recovery housing.

COMMITTED TO IMPROVE MENTAL HEALTH FOR INDIVIDUALS IN CUSTODY

For more than 35 years, New Vista has partnered with the Lexington-Fayette Urban County Government to provide staff at the Fayette County Detention Center (FCDC) around the clock, with the goal of reducing suicide and providing mental health care for individuals while in custody. FCDC is one of only two county jails in Kentucky with on-site mental health services. According to the Bureau of Justice Statistics, a facility the size of the FCDC, which houses 1,400 inmates, should have 6 to 8 suicides each year. In the past 12 years, there have been no suicides. New Vista averages 70 contacts per day, totaling 25,820 instances annually. This represents a significant rise in the number of mental health contacts – nearly double what we were providing only two years ago.

The success of the FCDC program served as a catalyst for the development of the Jail Triage Program. Today, New Vista provides county jails across the Commonwealth with telephone access to a qualified mental health professional 24 hours a day, 7 days a week. Focusing on suicide assessment and risk management for inmates while in custody, Jail Triage clinicians field more than 24,000 calls annually from 80 jails throughout Kentucky. Through the Jail Triage program, New Vista coordinates with community mental health centers across the state to provide additional mental health services to 6,600 inmates each year.

THE DROP-IN CENTER PROVIDES SAFE SPACE & SERVICES FOR HOMELESS POPULATION

New Vista opened The Drop-In Center in downtown Lexington to offer a safe space for those experiencing severe mental illness and/or substance use disorder and homelessness. The Drop-In Center is a place where individuals can find someone to listen and an opportunity to engage with treatment when they are ready. Peer support specialists connect individuals with therapy, employment, housing assistance and case management. Clothing, snacks and computer access are also provided at no cost.

In addition to support and therapy services offered at The Drop-In Center, New Vista installed private showers to help the homeless population meet a basic need in a safe environment and restore a sense of dignity. Staff from across the New Vista organization donated travel size soaps, shampoos and deodorants to get the program started. New Vista is partnering with the Community Action Council, the Lexington Housing Authority and God's Pantry to find innovative solutions that help connect our clients with affordable housing, employment and food security as they work toward recovery and develop independence.



WE'VE MADE A NAME FOR OURSELVES.
BLUEGRASS.ORG IS NOW

newvista



On July 1, 2019, we rebranded to New Vista. Since 1966, we've been part of Central Kentucky, providing mental health, substance use and intellectual and developmental disability services. Today, with more than 2,000 staff in 20 Kentucky counties, New Vista provides a wide range of services to more than 21,000 Kentuckians and their families each year.

When we think about New Vista, we immediately picture a beautiful horizon, a new day, a new beginning and above all – hope. New Vista inspires an overall sense of a better tomorrow. This is a name that elevates our staff and unifies our various services into a recognizable brand to increase awareness and differentiation in the region. Moving forward as a renewed organization, New Vista brings together and inspires our workforce and clients. New Vista signifies wholeness, represents togetherness and evokes a sense of stability.

We see the good ahead.

With an optimistic tone, "We see the good ahead" speaks directly to progress and the positive change we see in the lives of our clients. This message becomes an internal rally cry that stokes pride throughout the organization, rooted in optimism, New Vista has a sense of dignity and respect because it focuses on the positive aspects of change. This ability to see change represents the knowledge and skills of the people of New Vista.



"We see the good ahead" not only welcomes prospective clients in their time of need, but is a hope-filled message that lives up to what our people are doing every day as they lead with optimism and expertise. New Vista is our people. New Vista is our mission. New Vista is a promise to our communities to see the good ahead. The New Vista brand has created a renewed sense of purpose and re-invigorated staff dedication to our mission.



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**We believe
everyone
has the ability
to improve
their life.**

\$168M

Our budget is invested in our communities through services and employment



13,451

Mental Health

4,007

Substance Use

3,750

Intellectual and
Developmental
Disabilities

223

Bingham Gardens,
Hazelwood and
Oakwood Residents

106
PROGRAMS

— offered in —

55
LOCATIONS



145,592

Website Visits



80,234

Helpline Calls

2,004

Number
of staff



\$639,000

In Charity
Care



251

Licensed
Clinical Staff



626,853

Service
Instances

