



We are **BLUEGRASS.** We can **HELP.**

2017 ANNUAL REPORT

A Message from Leadership

As the national and regional healthcare landscape continues to evolve, Bluegrass innovates to increase services, strengthen outcomes for clients and advance our mission to enhance the emotional, mental and physical well-being of children, adults and families. We are unwavering in our commitment to help Kentuckians of all ages live their best lives through mental health, substance use and intellectual and developmental disability (IDD) services. Our commitment becomes reality with more than 676,000 dollars in free care provided in 2017.

In the last year, Bluegrass experienced tremendous growth in IDD services, growing our staff by 30% and employing more than 1,500 Kentuckians in 19 counties. A large part of this growth resulted when the Cabinet for Health and Family Services awarded Bluegrass the contract to manage Hazelwood, an intermediate care facility in Louisville. Bluegrass' affiliate corporation, New Vista, grew to provide community-based residential services in Somerset for individuals with IDD.

In this report, Bluegrass provides snapshots of our innovative new programs and strategies to meet the needs of our clients today and in the years to come. Our success is built on our belief every client is capable of positive change and our dedicated staff who embody this belief each and every day.

Paul R. Beatrice, CEO

Peggy T. Tudor, Board Chair



Paul R. Beatrice
CEO



Peggy T. Tudor
Board Chair

Mission

The mission of Bluegrass is to assist 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 seven 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.

Philosophy of Care

Bluegrass provides services to help children, adults and families live their best lives. We focus in the areas of mental health, substance use and intellectual and developmental disabilities. We believe each person deserves supportive, respectful, and integrated care. Bluegrass believes all individuals have the ability to improve and change their lives. Our team of caring and highly skilled individuals make our clients their number one priority. The emotional, mental and physical well-being of our community is at the center of everything we do.





Bluegrass Awarded Management of Hazelwood

In September 2017, the Cabinet for Health and Family Services named Bluegrass to assume management of Hazelwood, a state-owned Intermediate Care Facility for individuals with intellectual and developmental disabilities located in Louisville. The transition follows the successful model Bluegrass achieved operating Oakwood in Somerset, the largest of Kentucky's four intermediate care facilities.

"Hazelwood plays an invaluable role in Kentucky's healthcare infrastructure and has served to meet the needs of countless individuals over many decades," said Wendy Morris, commissioner for the Department for Behavioral Health, Developmental and Intellectual Disabilities (BHDID). "As we work to deliver a person-centered model emphasizing independence, we determined it is in the best interest of all involved to partner with Bluegrass – a proven leader in the field – to manage Hazelwood."

The President of the Hazelwood family group, which advocates for Hazelwood residents, endorsed the transition saying, "We're excited and enthusiastic about working with Bluegrass. The residents are happy, healthy and safe and I think that will be strengthened with Bluegrass. It seems like they are really positive and caring. We are looking forward to positive changes."

At Bluegrass our mission is to assist individuals live meaningful and balanced lives. Since 2006, Bluegrass has served the residents of Oakwood ensuring each individual receives services created by an interdisciplinary team. Residents participate in more than 30 enrichment classes, take part in Special Olympics, community events and have an opportunity to work in a garden center and tea room operated by Oakwood. We look forward to providing the same high-level of care and support for the residents and families at Hazelwood.

New Vista Expands With Residential IDD Services

In early 2017, our organization was asked to assume operation of Independent Opportunities - Lake Cumberland, which provided residential, day training and supported employment services to individuals with intellectual and developmental disabilities (IDD). Through our affiliate corporation, New Vista, we began providing long-term supports to 142 clients and provided employment to 131 Kentuckians.

New Vista worked with each client during the transition, offering the opportunity to remain in their current home, as we purchased all residences formerly operated by Independent Opportunities in Pulaski County. Clients also continued receiving high quality services through New Vista from familiar and beloved staff.

New Vista established a new administrative office in Somerset and

successfully secured a stable workforce, providing salary increases and improving the quality of care for clients. Today, the IDD management team continues to focus on providing services to enhance the overall quality of life for each and every client.

"We welcomed the opportunity to use our expertise to enrich the lives of those we support and to build our high quality continuum of care for individuals," said Della Tuttle, Chief IDD Officer.





LEXPARK & Bluegrass Partner to Prevent Suicide

Bluegrass partnered with LEXPARK to address suicide prevention in local parking structures. Why do suicides occur in parking garages? First, they provide easy access to heights and second, jumping involves no cost. LEXPARK had already enacted prevention measures such as physical barriers and fencing. Bluegrass worked with LEXPARK to create properly worded signage.

To be more effective, signage must ask a question, give a call to action and promise to listen. The LEXPARK sign reads, "Feeling lost, lonely, desperate? There is help and hope. You are not alone. You are worth it. Call 1.800.928.8000 – 24-Hours a Day, 7 Days a Week." Next, Bluegrass and LEXPARK are making plans to train staff at the parking garages in suicide prevention.

"I'm a parking professional, so that means I have no idea how to properly handle the sensitive topic of suicide prevention and proper messaging that goes along with that. The team at Bluegrass were so helpful in designing the signs and crafting the message to go along with them." Gary Means, LEXPARK Executive Director.



iHOPE – An Innovative Program for Young Adults Experiencing Psychosis

iHOPE identifies and supports young people who are experiencing symptoms of schizophrenia or bipolar disorder with psychosis. iHOPE works with the entire family to help clarify diagnosis and assure access to appropriate services. Bluegrass partners with local, state and national entities to implement iHOPE using evidence-base practices and emerging research for the best outcomes.

Services are available regardless of a client's ability to pay. iHOPE works with young adults ages 15 - 30 to connect with services. Without early identification, young people with psychosis are at greater risk of school drop-out, loss of social support, ability to function, legal involvement, disability and poverty. With early intervention and support most of these consequences can be prevented and most individuals graduate from school, enter the work force and live full and meaningful lives. Anyone can refer to iHOPE by calling the 24-Hour Helpline 1.800.928.8000.



Quick Response Team – Connecting Kentuckians to Addiction Treatment

The latest innovation in treating individuals experiencing substance use is the Quick Response Team (QRT). Within 24 hours of an overdose, the QRT makes contact and works to connect individuals to the most appropriate level of treatment. The QRT also canvases throughout downtown Lexington to connect those in need with substance use services. Peer support specialists are often the first point of contact. A peer is an individual in recovery who is trained to work with clients and assists on their journey to recovery. Peers have lived experience that creates a powerful connection and is an ignitor for positive change in the lives of our clients. Like all services at Bluegrass, the client receives a full continuum of evidence-based services with licensed therapists, case managers and psychiatry care. The QRT meets with any and everyone Monday through Friday from 2:30 to 4:30 during the drop-in clinic located at 201 Mechanic Street in Lexington.



Executive Team

Paul R. Beatrice
President & CEO

Lora Adams, MBA, CHC, CHPC
Corporate Compliance and
Facilities Officer

David Phelps, MS
Chief IID 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

Peggy Tudor, Chair
Garrard

Phil Berger
Jessamine

Robert Blythe
Madison

Mary June Brunker
Harrison

Ben Chandler
Woodford

Jock Conley
Nicholas

Steve Fisher
Fayette

Scott Gould
Scott

Ron Kibbey
Clark

Bobbi Jo Lewis
Anderson

Connie Morgan
Franklin

Sunday Obi
Fayette

Taylor Porter
Fayette

Karen Ward
Clark

Linda Watt
Fayette

Telehealth Expands Quality Behavioral Healthcare to Rural Areas

In 2017, Bluegrass launched telehealth services at our Richmond Anchor Center. Telehealth enables Bluegrass to provide both child and adult mental health services to three rural counties in our service area, Clark, Estill and Powell. After the initial pilot proved successful, telehealth sites were established in Lexington and Danville serving Anderson, Franklin, Harrison and Lincoln counties.

Improved Access

Telehealth saves travel time and costs for clients in rural areas while offering convenient appointment scheduling. Transportation has long been a barrier and source of stress for our clients. Telehealth decreases both travel time and related stress. One client shared, “I am so glad that you all have this service in an office close to home, where I don’t have to drive to the next county. It is very convenient for me.”

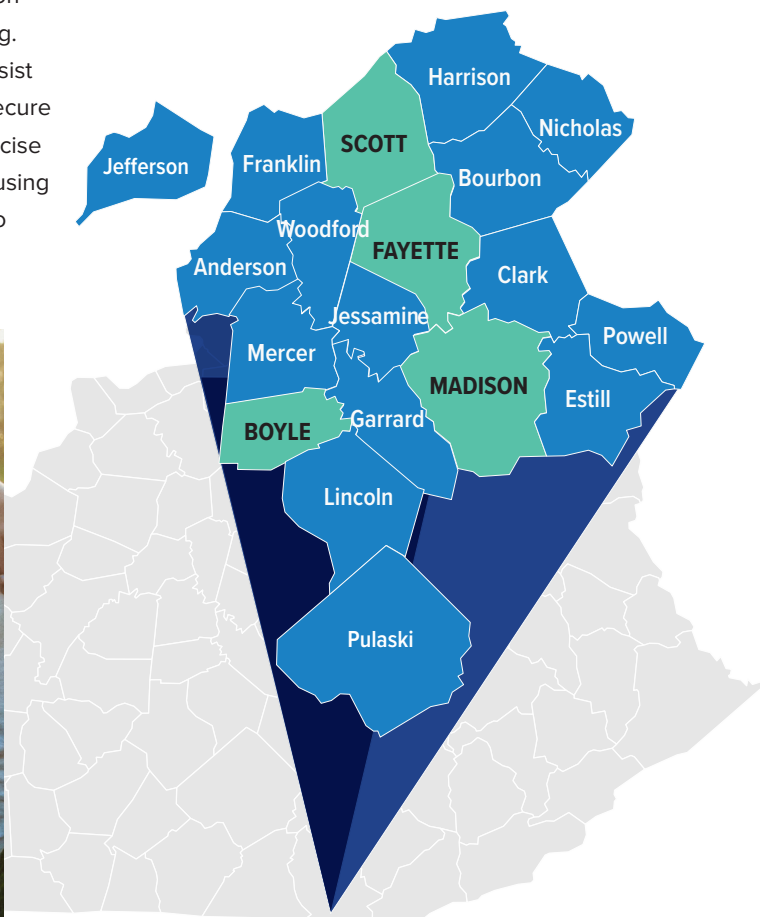
Improved Quality & Efficiencies

Through telehealth, Bluegrass is able to provide quality care and improve outcomes for clients who would otherwise not have access to psychiatry care in their county. The adoption of telehealth technology has allowed Bluegrass to build efficiencies into our delivery system in tandem with fulfilling our mission to help our clients live their best lives.

Bluegrass will continue to evolve and expand its telehealth services to reach new clients and grow our services in underserved Kentucky counties. The greatest impact of telehealth is the benefit to the client, their family and community.

Online Patient Portal Introduces 24-Hour Access

Bluegrass continues to adopt technology to enhance the client experience. With the online patient portal, clients have access to a robust platform to actively manage their healthcare and access their medical records 24/7. Bluegrass has an active pilot project to engage clients and educate them on the benefits of setting up an account on the portal. Access is as easy as clicking a link on www.bluegrass.org. In the future, Bluegrass can grow the use of the patient portal to assist clients with medication refill requests, appointment requests and secure messaging. Today, clients can see their clinical data in a single, concise platform. More and more clients are looking to access information using their smartphone, tablets and computers. Bluegrass is committed to being at the forefront of advances in behavioral healthcare.



BY THE NUMBERS 2017

\$676,000

in Charity Care

463,953

Instances of Service to Children,
Adults & Families



\$152 Million

Total Budget

80,300

24-Hour Helpline Calls



20,515

Total Clients

14,770

Mental Health Clients

3,969

Substance Use Clients

1,776

Intellectual & Developmental
Disability Clients

46

Locations



94

Programs



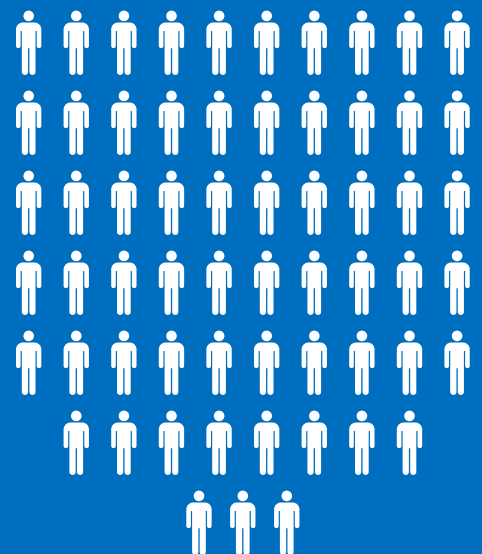
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Residents at Oakwood
and Hazelwood



320

Licensed Clinical Staff



1,525 Staff