

newvista

**We see
the good
ahead**
since 1965.



2023-2024 Annual Report

A Message from Our Leadership

As New Vista approaches 60 years of service to Central Kentuckians, we pause to take note of the progress made in creating more accessible treatment options for all behavioral health needs, from mental health and substance use to developmental and intellectual disabilities and primary care. As we reflect, we also look forward to the growth and innovation that is on the horizon.

As a Certified Community Behavioral Health Clinic (CCBHC), New Vista has opened a world of opportunity for clients to be at the center of their own care. Our “no wrong door” policy gets stronger each year as employees connect clients to the services they need, regardless of their ability to pay. It is easier than ever for people to have their needs met all under one New Vista roof.

This innovation goes beyond a better client experience. We know it is vital to provide New Vista employees with the support they need to deliver high-quality services. Benefits that exceed industry standard, trauma-informed policies and an accepting workplace environment have shown employees the value they bring to the organization and allowed New Vista to build a strong workforce and receive continued recognition as a top employer in the state.

Renovations of New Vista clinics across Central Kentucky are ongoing and reflect the importance of a safe, welcoming environment for clients to reach the best outcomes. We are already seeing the positive impact updated spaces have on clients at locations like the Schwartz Center 28-Day Residential Substance

Use Treatment Facility and we are excited to see the difference made at other clinics, such as Boyle County, which is set to open in the winter of 2024.

We remain grateful for all community partners who make Central Kentucky a rewarding place to do this work. **Thank you for taking the time to read this annual report, where we share stories of the small and big wins that add up to thousands of lives changed.**



Dee Werline, MA, LPP
President and CEO



Susan Starling
Board Chair



Board of Directors

Susan Starling, Chair

ICF Representative

Phil Berger

Jessamine

Robert Blythe

Madison

Traci Brown

Mercer

Mary June Bruner

Harrison

Ben Chandler

Woodford

Jack Conley

Nicholas

Michael Denney

Garrard

Kelly Dycus

Franklin

Steve Fisher

Fayette

Scott Gould

Scott

Ron Kibbey

Clark

Bobbi Jo Lewis

Anderson

Harold McKinney

Boyle

Sunday Obi

Fayette

Sannie Overly

Bourbon

Karen Ward

Clark

Executive Team

Dee Werline, MA, LPP

President & CEO

David Hudson, MD

Chief Medical Officer

Cory McGlone, MBA

Chief Information Officer

David Phelps, MS

Chief Administrative Officer New Vista
Communities

Dana Royse, MBA

Chief Financial Officer

**Mickey Sexton, MBA, MSW, SHRM-
SCP, CSW**

Chief Operating Officer

Nikki Stanaitis, MSW, LCSW

Chief Clinical Officer

Della Tuttle, MA

Chief Developmental Services Officer & Senior
Vice President of Special Projects

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.

OUR MISSION

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

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 the center of everything we do.

988 Expands with the Help of Volunteers

Two years after the launch of the national 988 Suicide and Crisis Lifeline, calls and awareness around the resource are on the rise. New Vista crisis counselors, who answer the calls of Central Kentuckians, saw a 38 percent increase in local calls to 988 between July 2023 and July 2024, equaling more than 5,000 calls. To keep up with this increase, New Vista has added 8 volunteers with plans to continue to grow the program.

Volunteers receive 40+ hours of training and are always supported by staff members. They bring a unique sense of understanding to callers who may not know where else to turn. "To be able to make [callers] feel safe and start a conversation is probably some of the most important work we do when we first take a call,"

said David Hafley, New Vista 988 Volunteer. Hafley has dedicated much of his life to supporting other survivors of suicide and those struggling with mental health after he lost his son Tom to suicide in 2015. "That has had ripples throughout our lives and the lives of hundreds of people," he said, "in ways that were unimaginable at the time, but are real to this day." He acknowledges this kind of volunteer work can be difficult, but he says it's also incredibly meaningful. "The best feeling I can have is after a discussion when someone says, 'I feel better. I feel better and I'm glad we could talk,'" Hafley said. "I'm not sure, in this world, if it can get much better than that." New Vista continues to accept applications for volunteers at newvista.org/bethelifeline.

5,000+
calls received in one year

38 %
increase in local calls to 988
from July '23 to July '24



New Vista worked with Oculus Studios to create a Public Service Announcement promoting the 988 Volunteer Program that went on to win three Ohio Valley Regional Emmy Awards, including best Public Service Announcement. Scan the QR code to watch the video.



SUICIDE
LIFELINE



A Top Employer & Provider



For the third year in a row, New Vista was honored as a Best Place to Work in Kentucky. This award is a representation of the organization's commitment to providing a welcoming and supportive workplace for all employees and, in turn, creating an environment where clients can reach their goals. New Vista was also voted Best Mental Health Services for the second year in a row in the Lexington Herald-Leader's Best of Lexington Survey, showing a recognition of the value offered to the thousands of people served by New Vista each year.

Committed to Community

New Vista's dedication to service extends far beyond our clinics. We pride ourselves in being active members of the community, lending time and support to causes that promote the health and wellbeing of all people, no matter their background or circumstances. This mission comes to life through attendance and sponsorship of festivals across the region and events celebrating the cultures that make Central Kentucky so special. At New Vista, we believe our differences make us stronger and we will continue to support efforts to celebrate everyone.



4,000 +
Hours in
the Community

700 +
Events
Attended

200 +
Connections Made
with Local Partners

Ready for Recovery

The Schwartz Center, New Vista's 28-day residential substance use treatment facility in Lexington, has been fully renovated to include new flooring, furniture, appliances and artwork. This transformation provides the environment needed for clients to focus on what matters most, their recovery from substance use disorder. The treatment center has also revamped its curriculum, providing the latest evidence-based practices that meet the client where they are.

New Vista has worked to expand access by offering transportation options and allowing clients to continue or begin taking medications for opioid use disorder while in treatment. It's a program that works, according to people who have experienced it, like Frith Young. "Slowly but surely my walls started crumbling down around me," Young said about her treatment experience at the Schwartz Center. She had given up on residential treatment as a solution for her substance use disorder until her stay at Schwartz. Now working as a New Vista Peer Support Specialist, Frith shares her lived experience to improve the lives of others. "I have never felt so, not just fulfilled, but grateful for my own



life," Young said. The Schwartz Center is just one of many New Vista locations to undergo major renovations recently, highlighting the organization's commitment to providing welcoming environments where clients can thrive.



Tea with a Splash of Teamwork

The team at Oakwood Intermediate Care Facility in Somerset is committed to creating an enriching environment for all residents with intellectual and developmental disabilities. The jobs program provides this opportunity and allows residents to be connected to a role that reflects their passions. For the first time since it was halted during the pandemic, Expressions Tea and Gift Shop restarted its jobs program in 2024. The tea shop offers enrichment for clients and creates connections in the Somerset community. For Payton Mayfield, an Oakwood resident, returning to work the Expressions tea parties was worth the wait. Payton gets to chat with new people, serve food and beverages, and he's appreciative of the positive feedback he receives from guests. "They say, "Good job,"" he said. "It's a lot of fun."

The mission of Expressions has attracted attention from local organizations like Trinity Support Services, who held its quarterly meeting for Family Home Providers in the tearoom. "It was just a really nice atmosphere for everyone," said Martha Roberts, Trinity's Family Home Provider Director. It's great to see the positive impact the job has on participants, she said. "That opportunity to have their own place to call work and have a say so on what happens there, that's just amazing." Expressions continues to offer private tea parties to the community. Its gift shop also sells handmade goods created by Oakwood residents and local artists. Payton has just a few words of advice for anyone thinking of planning an event at Expressions. "Come in a try it out!"



Payton Mayfield



A Lasting Legacy

As an Intermediate Care Facility in Louisville, Hazelwood has played an important role in the lives of residents with intellectual and developmental disabilities (IDD) and their families over the years. For the Ryan family, it was a place that brought joy during a difficult time, said Angela Ryan. Her brother Billy, who had Down Syndrome, spent a few years at Hazelwood when his care needs were growing and it became too much for her parents to handle on their own. "Hazelwood was so good to us," she said. "They made Billy's last three years of life as happy as they could possibly be." The Ryan family had always been committed to giving back to Hazelwood, so they were thrilled to hear of the Concerned Families of Hazelwood group's plan to build an outdoor pavilion for residents and name it after her brother.

The Concerned Families group is made up of relatives of Hazelwood residents who work to advocate for people with IDD. The plan for the Bill Ryan Pavilion brought outdoor daybeds, swings and hands-on sensory activities to Hazelwood. Residents can use the space for outdoor fun and rest or as a way to add variety to therapy sessions and enrichment activities. "It was so gratifying to see the current residents that could get so much use and benefit out of that," Angela said. Plus, it offers a way for her brother's legacy to live on. "This makes me feel so delighted to have Billy memorialized as well as the Concerned Families." The plaque outside the pavilion includes a heartfelt message: "Helping one person might not change the world, but it could change the world for one person." Words that will always bring back positive memories of Billy for the Ryan family and will now greet everyone who visits the pavilion.



Client-Centered Care



As a Certified Community Behavioral Health Clinic (CCBHC), New Vista has broken down barriers to care for clients. This model prioritizes the client's needs, allowing for mental and physical health symptoms to be treated under the same roof, with care teams who work together to reach

the best outcomes. New Vista was awarded CCBHC grant funding from the Substance Abuse and Mental Health Services Administration (SAMHSA) in 2020 with programming implemented in all 17 counties by 2022. In just two years, these programs have improved the lives of many Central Kentuckians.

Ricky Richardson said he's turned his mental health around just one year after being connected to New Vista services. "It used to be I couldn't relax, couldn't sleep," he said. "I got all that straightened out." Richardson, an Estill County resident, has been connected to multiple providers at New Vista, including a

Care Coordinator who checks in with him weekly. Ricky sometimes travels to Richmond for medical appointments, which can be a challenge since he doesn't drive. But his Care Coordinator makes sure he has transportation to his appointments, whether they are with a New Vista primary care provider or an outside provider. The Care Coordinator position is a hallmark of the CCBHC model, acting as a problem solver and healthcare navigator for individuals to ensure they receive the services they need. Ricky also sees an outpatient clinician regularly to make sure he's on track with his mental health goals. "This place has helped me a lot," he said. Stories like Ricky's show the success of this behavioral healthcare model in building support systems around clients that lead to lasting change.

This place has helped me a lot!

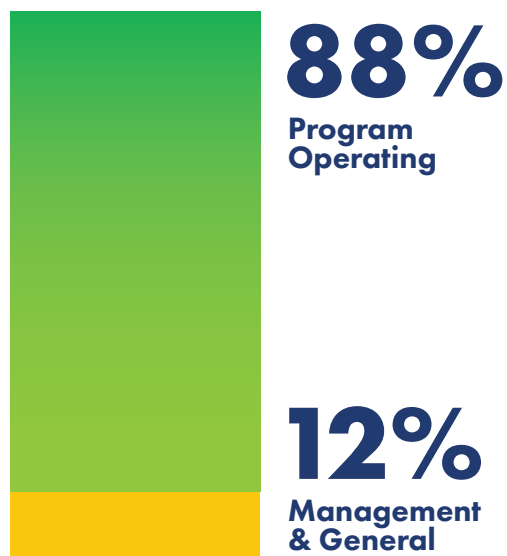
-Ricky Richardson



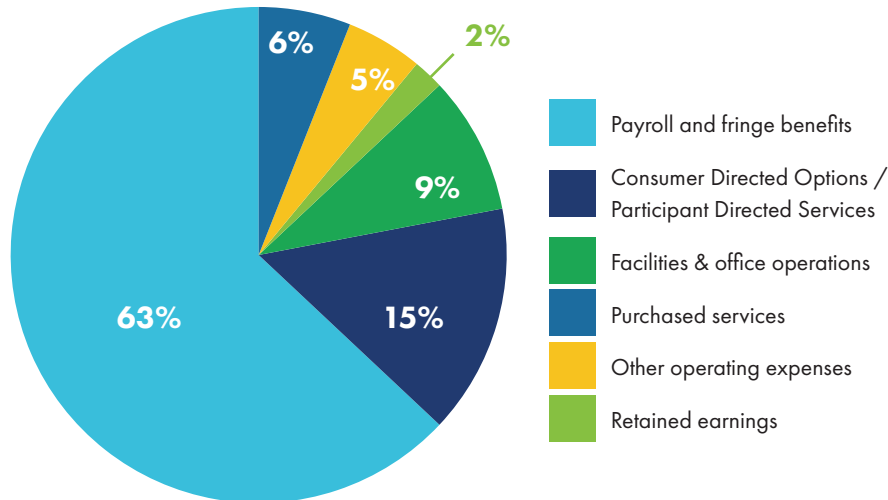
Support for Life

New Vista provides Intellectual and Developmental Disability services to thousands of clients each year, helping them reach their personal, employment and housing goals. As a recipient of the Kentucky Medicaid Supports for Community Living Waiver, Hanna Werking gets support from New Vista to live independently in the community and sees a New Vista primary care provider. "It's very helpful," Hanna said. This assistance gives her time to focus on the things she truly loves, she said, like hiking and spending time with friends. Ashley Burton is the Lead Waiver Services Specialist who works with Hanna and helps her to stay up to date with appointments, paperwork and transportation. She's helped Hanna find a living situation that offers the independence she values and a stable job where she feels appreciated. As a young adult, Hanna has a bright future ahead of her, and New Vista is so proud to be part of her team of supporters.

Expenses by Program



Total Revenue: \$217 Million



\$635,000

Charity
Care



420,133

Instances of
Service



23,070

Clients
Served



1,677

Total
Staff



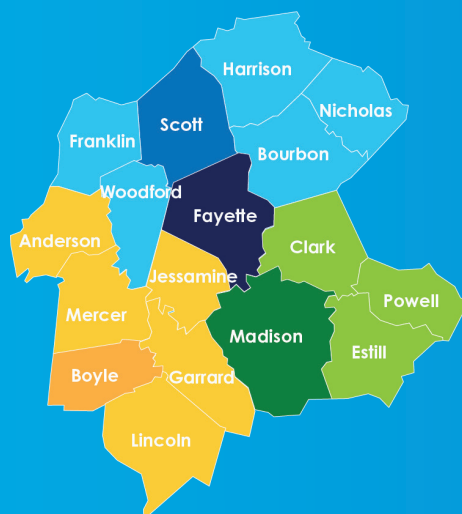
446

Licensed
Professionals



85,894

Calls
Answered



newvista

Fayette County | Anderson County | Bourbon County | Boyle County | Clark County | Estill County | Franklin County
Hardin County | Harrison County | Jessamine County | Lincoln County | Madison County | Powell County | Scott County

24-Hour Helpline 1.800.928.800 | newvista.org