

BEHAVIORAL SERVICES  
ARE ALL ABOUT  
RELATIONSHIPS

ACMHS  
2016  
ANNUAL  
REPORT

# 2016 BOARD OF DIRECTORS

Our volunteer Board of Directors consists of up to 15 Alaskans with a wide variety of personal and professional experience. Many of our Board Members have a personal connection to mental health issues, which helps inform their decisions. The Board is assisted by Advisory Councils for each of our major service lines to provide community feedback on services and programs.



Board of Directors Strategic Planning Retreat, February 2016, Day Break Adult Day Center

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# LITTLE TYKES

Little Tykes Therapeutic Services' mission is to help children build healthy relationships, social skills and developmental competencies. The program serves children between the ages of 2 and 5 who have a mental health disorder or social-emotional delay. Our hope is to address adverse childhood experiences early in a child's life and prevent future behavioral health difficulties. Little Tykes includes a Therapeutic Preschool, a group program that focuses on social-emotional skills that are important for school readiness. This year, we helped four children and families with the transition into kindergarten. Many of these children transitioned to their neighborhood schools without supportive services. For children that need help in school, Little Tykes staff helps families work with the Anchorage School District in order to have services in place before school begins.

Little Tykes staff take a relationship-based and developmentally sensitive approach to services. A caregiver commented on her experience with staff during the admission process, **"When you got on the floor with her and you could understand what she was saying, and repeat it back to her, that's when I knew I wanted to work with you"**. Staff members tune in to signals from children that indicate readiness for discharge from the program. For example, an established client was responding to a peer and said, *"I feel sad when you took my toy away. I'm going to play with something else"*. He then said to staff, *"I've been here so long, I know how to talk like you guys now"*.



Transitions out of Little Tykes are planned in collaboration with the family well ahead of kindergarten beginning. Staff help families link with the school district to attend school events before kindergarten starts, and to participate in kindergarten readiness assessments with their school. Over the summer, staff may take children on a field trip to their neighborhood school so they can become familiar with the playground.

Staff work with children to identify their feelings about saying goodbye and what they will miss about Little Tykes. One child was processing this goodbye with her Clinician on her last day and asked, "Am I going

to come back here?" Before staff could respond, she answered herself and said with excitement, "Nope, I'm all done at Little Tykes!" During another discharge session a child said, "I'm ready for something new, and that's kindergarten!" This process of saying goodbye is crucial as it provides an opportunity to experience ending an important relationship and preparing children for new challenges. To mark their time in the program and help them look forward to school, each child receives a school backpack filled with their art work and important school supplies they will need such as paper pencils, crayons, water bottle and lunch box. This back pack serves as a symbol of each child's growth and development and provides some concrete support to families as they enter the school system.

Written by Kristin Mortenson, Clinical Director,  
Little Tykes

# ANCHORAGE COMMUNITY MENTAL HEALTH SERVICES

## MEDICAL TEAM

The **Medical Team** serves the entire Organization. While not all clients need medication to manage their symptoms, many do. The medical team uses LOCAL staff to provide services to children and adults in Anchorage and Fairbanks.

**1,147 Adults** served during FY 16 with an average of 40 services each. **89.7% reduction in days at Alaska Psychiatric Institute** during 1<sup>st</sup> year of services, when compared to the year prior to entering services. *Number of adults served is limited by low Medicaid reimbursement rates and limited grant dollars.*

## DAY BREAK ADULT DAY SERVICES

Serving adults with Alzheimer's and related dementia and their families

**62** served during FY 16, providing 24,113 hours of adult day care services.

Members volunteered 227 hours to the Children's Lunchbox program of Beans Café.

## INSTITUTIONAL DISCHARGE PROGRAM

*serving individuals with Severe Mental Illness coming out of the Department of Corrections or Alaska Psychiatric Institute, with intense case management and clinical services to maintain stability in the community*

99% reduction in Department of Correction days during 1<sup>st</sup> year of services vs year prior to beginning services.

## VOCATIONAL SERVICES

Initiated **Pre-Employment Transition Services** program for transition age youth: 4 youth completed the program and participated in on-the-job training.

32 adults served in the last 6 months of FY 16: 6 found employment, 8 were actively seeking employment.

## TRANSITION AGE YOUTH

Alaska Youth Advocates: 11,485 contacts with homeless and at-risk youth

Construction and program development at Alaska Seeds of Change, including consultation with Deloitte & Touche.

## HOUSING TEAM

**150** assisted with Housing and clinical services to maintain stability. *Limited funding to expand housing options to new consumers.*

Housing staff partner with landlords throughout Anchorage, including Neighborworks Alaska

## ACMHS CHILD & FAMILY SERVICES

Serving Children with a diagnosis of Severe Emotional Disturbance, and their families. **307** Children and Youth served 91% experienced trauma

**Alaska Child Trauma Center at ACMHS:** 4,710 trained in Trauma informed care total to date. Training for child care providers, benefitting 3,756 children.

**Little Tykes** Playground fully operational. See article on page 3 for more on Little Tykes.

## OUTREACH & ENGAGEMENT

ACMHS outreach staff are dedicated to finding folks wherever they are living/staying in the Anchorage area and connecting them to resources that meet their needs.

The team contacted 124 people in FY 16 and enrolled 50 of them for services.

**Staff have been recognized for their success reaching Alaska Natives** and asked to present on this to community mental health providers around the US!

## FAIRBANKS EMERGENCY SERVICES

FCMHS provides Psychiatric Emergency Services to any member of the community who finds themselves in an emotional crisis that could result in harm to self, others, or that might lead to requiring a higher level of care. **In FY 16, 152 community members were served by telephone and 80 through drop in services at FCMHS offices.**

## FAIRBANKS COMMUNITY MENTAL HEALTH SERVICES

**591 served, 21,440 services** provided

Prioritize admissions from API, Fairbanks Memorial Hospital and the Department of Corrections

Psychiatry provided by 4 Anchorage-based providers by tele-health and 2 on-site psychiatrists

## FAIRBANKS COMMUNITY MENTAL HEALTH SERVICES



# FINANCIALS

## Operational Revenues

Client Fees	\$5,690,527
Grants	\$11,614,844
Other	\$1,372,093

**Total Revenue \$18,677,464**

Charity Care	\$8,940,118
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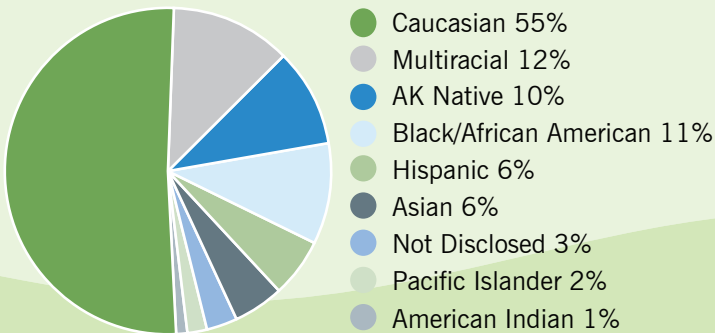
## Operational Expenditures

Program Expenses	\$16,850,855
Administrative Expenses	\$6,635,084

**Total Expenses \$23,485,939**

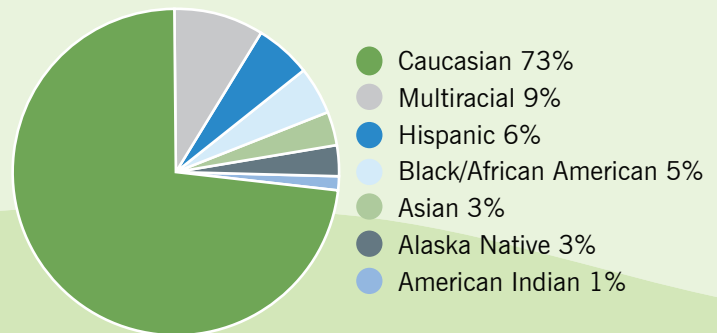
**TOTAL ACMHS CLIENTS SERVED: 1,516**

ACMHS CLIENTS BY RACE & ETHNICITY

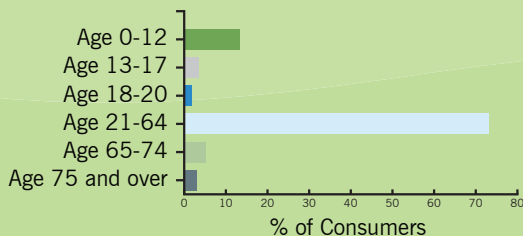


**TOTAL FCMHS CLIENTS SERVED: 591**

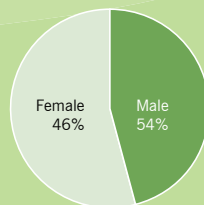
FCMHS CLIENTS BY RACE & ETHNICITY



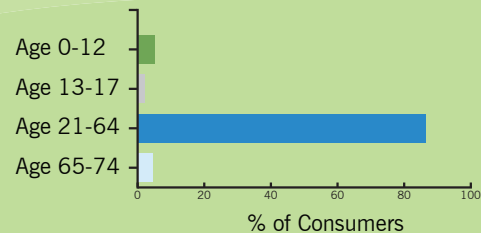
AGE OF ACMHS CONSUMERS



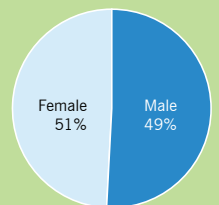
ACMHS CLIENTS BY GENDER



AGE OF FCMHS CLIENTS



FCMHS CLIENTS BY GENDER



## “ALASKANS ARE STILL IN NEED OF TREATMENT SERVICES FOR MENTAL ILLNESS AND SUBSTANCE USE DISORDERS.”



Sometimes I have considered linking the annual report letters that I do – to see the progress of maturing projects and the accumulation of tremendous clinical work and subsequent outcomes that happens, along with managing the diverse requirements of our industry. Plus adapting to all that happened in FY 2016 affecting our industry: the expansion of Medicaid by the Walker administration and the legislature enacting Medicaid Reform in SB 74 and Criminal Justice Reform in SB 91.

Despite our desire to do differently, services have been constricting in our portion of health care. This has been resulting from two drivers. One was the number of uninsured adults seeking services with serious mental illness with many having co-occurring substance use disorders. The other was the funding. Grant funding was/is contracting due to the fiscal pressures in Alaska due to low oil revenue. Medicaid rates for behavioral health were last re-based in 1992. Minor rate adjustments have occurred during the interim but not a total rebasing based on the actual cost of doing services in 2017. Our strategy was to focus our limited capacity for adult services to persons leaving acute psychiatric care or Department of Corrections.

We got results! We continued to see a 90% reduction in in-patient days when we compared the year before accessing services here versus the year after. The Institutional Discharge Program (IDP) had a 99% reduction in Department of Correction days when comparing the year prior to entering services to the year after. Both of these data points align with the previously referenced legislative initiatives addressing Medicaid and Criminal Justice Reform efforts.

Developing trauma focused services as well as training continued along with improving early childhood mental health services in Alaska. Over 90% of the children admitted during the year had experienced trauma. Our services helped children stay in the community, in school or day-care and reduced foster care placement disruptions.

We continue to refine transition age youth services. Alaska Youth Advocates (AYA) had over 11,400 contacts during the year. AYA provides community outreach and education as well as a safe space and peer supports assisting with food, clothing, connecting with healthcare and involvement in meaningful activities like learning about self-care, self-determination and healthy relationships.

Staff had successes in a number of other areas as well. Renovations continued on the Seeds of Change project. We successfully implemented the ICD-10 coding in the fall. We commenced expanding employment services and started the Transition Age Youth Advisory Council in early 2016. We increased the use of electronic filing and process control and streamlining through FileHold. The implementation process began for the new electronic clinical record (CareLogic; Qualifacts) with a complete revenue cycle. We implemented a Voice over Internet Protocol (VOIP) putting the entire company on one telephone platform. Electronic security measures were tightened which included phishing tests. Staff is much better attuned to the treats poised by email and the internet.

We have also been embracing change. Examples range from determining a long range home for the Fairbanks operation to having long term employees retire or move to new opportunities to preparing for reaccreditation in 2017 to being prepared for whatever Alaska brings us like the 7.1 magnitude earthquake on Sunday morning, 24 January 2016 at 1:30 am. Yes, that was a rafter rattler reminding all of us to always be prepared and resilient regardless what comes our way. That is what we are working on for 2017 and beyond – preparing the company to help Alaskans in need of treatment for mental illness and substance use disorders.

Sincerely,

Jerry A. Jenkins, M. Ed, MAC  
Chief Executive Officer

Anchorage Community



Mental Health  
Services, Inc.

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Fairbanks Community



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The 2015 Race for Recovery was held July 25, 2015 at Tozier Track in Anchorage. It was a hot, dry summer so we had to do a little extra work to make it muddy, but we managed.

