ACMHS 2019 Annual Report

REDUCING BARRIERS

At Anchorage Community Mental Health Services, we spent FY 2019 reducing the barriers to receiving mental health services.

We streamlined intake processes and eliminated waitlists. We added services and locations and even provided group therapy outdoors. And we served 30% more clients than in the previous year.

Top: Artwork by our youngest clients at Little Tykes, a therapeutic half-day program for children ages 3 to 5.
Middle: In FY 19, we added on-site clinical services, plus this beautiful mural, to the building that houses Alaska Seeds of Change and the POWER Center – our drop-in program for youth ages 13 to 23.
Bottom: Our Rise vocational services team helped Walter overcome his anxiety to get back to work for the first time in 6 years.
Letter from the CEO

There are a lot of reasons it may be hard for people to receive mental health services. We’re working hard to make sure we aren’t one of them.

We spent fiscal year 2019 trying to make it easier to begin getting help at our Anchorage and Fairbanks clinics. That meant streamlining our intake paperwork and changing the way we schedule and staff. On the adult side, all clinicians are now trained to do those initial first appointments with new clients, and in both Anchorage and Fairbanks, there are opportunities to walk-in, no appointment needed, to get started with services. In the children’s continuum, we eliminated the waitlist for new clients, a years-long goal, and can schedule new clients within ten days.

We’ve expanded services for transition age youth (young ages 13-23) by adding on-site clinical staff at our Arctic Building, home of youth vocational program Alaska Seeds of Change and the POWER Center youth drop-in program. And we joined a national learning collaborative through the National Council for Behavioral Health to develop best practices to improve access to mental health care and outcomes for this age range.

Why do we do it? Because when we reduce the barriers to services, we can help our clients overcome the barriers in their own lives. At Little Tykes therapeutic day program, helping our clients learn how to regulate behavior and express emotions safely means they can start kindergarten ready to participate and learn. When our vocational team helps clients like Walter (front cover) learn new bus routes and manage anxiety, they can find work to support their basic needs. And when clients with chronic serious mental illness feel supported, like Chad (next page), they learn to trust and smile more.

And that makes it all worth it.

Jim Myers
CEO

Jim Myers, MBA, became Chief Executive Officer of ACMHS in January 2018. Previously, he served as Executive Director of the Pediatric Mental Health Institute at Children’s Hospital of Colorado and was the Business Director for Psychosocial Services at Seattle Children’s Hospital. Jim earned his Masters of Business Administration from Indiana University.

Who We Serve

**CLIENTS BY RACE**

- Caucasian 56%
- Multiracial 13%
- Unknown 11%
- Black / African American 9%
- AK Native 5%
- Asian 4%
- Pacific Islander 1%
- American Indian 1%

**CLIENTS BY ETHNICITY**

- Not Hispanic
- Hispanic
- Unknown/Other

**CLIENTS BY GENDER**

- Female 52%
- Male 48%

**CLIENTS BY AGE**

- 75 and over
- 65 - 74
- 60 - 64
- 55 - 59
- 50 - 54
- 45 - 49
- 40 - 44
- 35 - 39
- 30 - 34
- 25 - 29
- 20 - 24
- 15 - 19
- 10 - 14
- 5 - 9
- 0 - 4

**TOTAL ACMHS/FCMHS CLIENTS SERVED:**

2376
Thank you to our generous donors:

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2019 FINANCIALS

Operational Revenues

Net Client Fees $ 9,226,082
Grants $ 8,469,722
Other $ 709,447
Total Revenue $ 18,405,251

Operational Expenses

Program Expenses $ 12,857,212
Administrative Expenses $ 4,501,665
Total Expenses $ 17,358,877

Net Income $ 1,046,374

What a difference therapy makes!

Chad came in for services at Fairbanks Community Mental Health Services in summer 2018. At the time, he was on the verge of complete homelessness – living in an old motel that had been shut down and abandoned because it was caving in.

He’d been on the decline for about five years, when he got disconnected from services and stopped taking his medication. He rarely went outside: getting to FCMHS on his own to get services was too hard. Eventually another client and friend helped him come in for an intake appointment.

Now, Chad is back on his medication and back in therapy. And he has a case manager, Wanda Naftziger, who he describes as a “lifesaver”. She helped him get on food stamps and disability – and helped him find new housing with funding from Supportive Services for Veterans Families.

Chad says he’s “taking it one step at a time. I’m afraid to look too far into the future, I’m not ready for that.” Staff at FCMHS are impressed with the progress he’s made, happy to see him out walking around town. He’s predictably a little more modest. “I go to the store. I’m not completely useless by myself. But if it comes to something different, it’s still exceedingly difficult, especially if there’s a lot of people.”

A year after Chad’s story was first shared, Wanda reports that he continues to improve. She still goes with him to some appointments at new places, but sits in the background as he communicates and advocates for himself. Chad now has a cat named Roo, and best of all, Wanda says, he smiles more often.
WHO WE ARE:
Alaska’s largest community provider of mental health services.

WHO WE SERVE:
Children, transition-age youth and adults with a wide range of mental health needs, including co-occurring substance use. We serve clients in person in the Anchorage and Fairbanks areas, and throughout the state via telehealth.

WHAT WE DO:
» Crisis intervention
» Psychiatric assessment and treatment
» Individual, group and family therapy
» Skill development
» Rehabilitative services
» Case management
» Wrap-around support services
» Vocational support for clients and others
» Specialized trauma services and training

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