



ANNUAL REPORT

**HELP TODAY... FOR A
BETTER TOMORROW**

2023-2024



OUR MISSION

Is to serve individuals, families and communities through prevention, treatment and recovery services, ensuring that help today leads to a better tomorrow.

ABOUT US

Volunteer Behavioral Health (VBH) is a non-profit, CARF-accredited community behavioral health organization located throughout the beautiful State of Tennessee. VBH has provided services to adults, children, and families with mental illness, substance use disorders (SUD), and co-occurring disorders (COD) for over 60 years.

We offer a range of services designed to support individuals and families of all ages. Every year, 65,000+ individuals access our services through 21 outpatient centers, satellite offices, and specialized programs.

VBH utilizes a No Wrong Door/Same Day Access model, providing individuals with the opportunity to access services within 24 hours of contacting our intake line.

VBH AT A GLANCE

We proudly cover over 60% of the state of Tennessee, serving 60+ counties, and also 5 counties in Georgia

21 Outpatient Locations

3 Crisis Stabilization Units with Detox Services

5 Mobile Crisis & Co-Response Teams

Behavioral Health Liaison Program

Public Safety Program

Medication Assisted Treatment

43 Detox Beds & 16 Residential Beds

IOP (Substance Use & Co-Occurring)

49 Supported Living Beds

34 Intensive Long Term Support Beds

10 Medically Fragile Beds

No Wrong Door Model

Homeless Veteran Program

Regional Intervention Program

and so much more

www.vbhcs.org



BOARD OF DIRECTORS

**Linda Bennett, Chairman
Chattanooga**

**Drew Robinson, Vice Chairman
Cleveland**

**Jerry Johnson, Treasurer
Pikeville**

**Brenda Harper
Mt. Juliet**

**James Hambrick
Mt. Juliet**

**Mark Crocker
Murfreesboro**

**Charles Morris
Mt. Juliet**

**Bill Davis
McMinnville**

**Yvonne Peppers
Soddy Daisy**

**Grace Tomkins
Gallatin**

**Dr. Tim Fournet
Monterey**

**Jeff Dickson
Lebanon**

**Ellyn Wilbur
Goodlettsville**

**FISCAL YEAR
23-24**

Celebrating Our Collective Strength

Dear valued stakeholders,

As the Board Chair of Volunteer Behavioral Health, I am honored to share with you our annual report. The extraordinary efforts of our Board, staff, and partners have not only sustained our vital programs but also expanded our presence and impact within the community. It is through this collective strength and your generous support that we continue to transform lives and build a foundation for enduring mental health and well-being.

Board Committee Involvement

This year has been marked by active engagement and strategic oversight from our Board committees. We have held numerous successful meetings, ensuring that our representation remains committed and focused on our mission. It is also my pleasure to welcome new Board members, Ellyn Wilbur and Jeff Dickson, who bring their fresh perspectives and valuable expertise to our team. Their contributions are already making a significant impact.

Recognizing Our True Reach

We are excited to announce that Volunteer Behavioral Health officially provides services to 64 counties in Tennessee and 5 in Georgia, doubling our previous count. While some growth has occurred through more community-based projects, this new recognition only now captures the true footprint we have had for many years.

Getting the Word Out

Our presence in the media and in our communities has been stronger than ever. Frequent features on Channel 2 in Nashville have helped raise awareness about our programs and the critical issues we address. These appearances amplify our message and underscore the importance of mental health care. Community Outreach efforts with conferences and events continue to raise awareness, reduce stigma, and foster important conversations and relationships around mental health.

Partnership and Appreciation

Working closely with our CEO, Phyllis Persinger, we have made significant strides in fulfilling our vision. Phyllis's leadership is instrumental in driving our mission forward, and her accomplishments over the past year reflect her tenacity towards improving behavioral health care.

I would like to extend a special shout-out to Dianne Jackson, Executive Assistant. Dianne's role in maintaining seamless communication between the Board and our CEO is invaluable. She keeps everyone organized and on track, ensuring that our Board operations run smoothly and efficiently. Her efforts are deeply appreciated by all of us.

On behalf of the Board of Directors, I want to express our deepest gratitude for the entire Volunteer Behavioral Health team. The work you do in the communities we serve is nothing short of remarkable. Your hard work and incredible hearts are the driving forces behind our success.

Thank you for standing with us as we strive to improve mental health and well-being for all those we serve.

Linda Bennett

Linda Bennett
Board Chairman



From the CEO: Reflecting on Our Journey

To our cherished Volunteer Behavioral Health community, Reflecting on the past year at Volunteer Behavioral Health, we are filled with pride and gratitude for the transformative impact of our mission—"help today for a better tomorrow." This guiding principle has not only illuminated our path through a year of growth and change but has also reinforced our steadfast dedication to those we serve across Tennessee and Georgia. How have we embodied this mission in our daily efforts? What strides have we made in ensuring all of our clients receive the quality care they deserve?

In this report, you'll discover detailed insights into our journey of success and service. Let's take a look at some key achievements that truly stand out.

Commitment to Client Care

Our top priority has always been, and will continue to be, the care and well-being of our current and potential clients. This year, we focused heavily on equipping our staff with the best tools and training available. Through initiatives like the Leadership Academy, and specialized training in Eye Movement Desensitization and Reprocessing, Motivational Interviewing, and Therapeutic Options, we have empowered our therapists and other team members to persist in providing exceptional care. This emphasis on professional development ensures that our clients receive support from highly skilled and compassionate professionals.

Community-Based Services Expansion

In line with our resolve to make mental health care more accessible with our No Wrong Door model, we have significantly expanded our community-based services. Our Behavioral Health Liaisons are now embedded in hospitals, Walk-In Centers and Crisis Stabilization Units, including our newest WIC/CSU opened this year in Murfreesboro, and community partner sites all across our service area. Meeting clients where they are, our Co-Responder program continues to forge strong partnerships with local law enforcement, enhancing immediate response capabilities for mental health crises. School-Based Behavioral Health Liaison expansion to 95 positions will ensure broader community support, enhancing access to vital mental health services for students and their families.

And this year, our advocacy efforts with the Tennessee Association of Mental Health Organizations have yielded some never-before-seen, positive legislative outcomes that benefit the entire behavioral health community!

Upgrades and Renovations

This year brought even more projects to renovate some of our aging facilities, creating more welcoming and effective spaces for treatment and recovery. These improvements further fulfill our ongoing obligation to provide safe, comfortable, and state-of-the-art environments for both our clients and staff.

Financial Stability and Growth

Maintaining financial stability is crucial to our mission, and we've had many successes getting several programs on sustainable paths. This year, our work with the Tennessee Department of Mental Health and Substance Abuse Services and the Opioid Abatement Council grant submissions has secured substantial funding, which will significantly bolster several of our initiatives and overall financial health. Financial stability ensures we can continue to deliver vital services without interruption, even as we navigate an ever-evolving landscape.

Looking Forward

As we move into the next year, what opportunities lie ahead? How can we build on the momentum we've created? Our excitement is palpable as we envision a future filled with promise and potential. By maintaining our focus on client care, empowering our dedicated staff, and broadening our impact within the community, we are poised to achieve even greater strides no matter the challenges put in our way.

We extend heartfelt thanks to our incredible team, partners, and supporters. Your dedication and resilience form the framework of our success. Together, we are not just making an impact—we are creating a lasting change that promises a better tomorrow for all. Let's continue this journey with pride, gratitude, and an unyielding commitment to our shared mission.

With deepest gratitude,

Phyllis Persinger

Phyllis Persinger
President & CEO



Executive Leadership Team

Phyllis Persinger

President/CEO

Amanda Cook

Chief Business Development Officer

Aaron Hall

Chief Technology
& Information Officer

Missy Johnson

Chief HR Officer

Carrie Robinson

Sr. VP Operations

Nathan Miller

Sr. VP Operations

Dianne Jackson

Executive Assistant

Gala Murray

Chief Compliance Officer

Dawn Carlton

Chief Financial Officer

Angie Hampton

Chief Administrative Officer

Greg Lewis

Sr. Clinical Director

Robert Edmonds

Sr. VP Operations

Richard French

Executive VP

Danielle Smith

Director of Corporate Affairs

Leadership Team

Tonya Ballew, Regional VP Operations

Haylee Bush, Regional VP Operations

Mary Chesnut, VP Housing Services

Connie Farmer, Sr. VP Operations for Specalized Grants

Jeff Phillips, Director of Property Management/Maintenance

Anne Stamps, Regional VP Operations

Angie Stokes, VP Nursing Services

Laura Tedesco, Sr. VP Crisis & SUTR Services

Beth Tucker, Clinical Director

We Have 21 Outpatient Locations in the Following Cities



Athens



Chattanooga



Cleveland



Cookeville



Crossville



Dayton



Dunlap



Franklin



Gallatin



Hartsville



Hendersonville



Jasper



Lafayette



Lebanon



Livingston



Madisonville



McMinnville



Murfreesboro



Rockwood



Smyrna



Tracy City



OUR CORE SERVICES



Therapy

VBH provides individual, group, couples, and family therapy for children and adults. Experienced counselors use evidence-based tools to assist clients with managing behavioral health concerns, mental health, and co-occurring disorders. Counselors work individually with clients and families to build treatment plans and identify tools to help clients overcome issues and restore them to their best selves. Outpatient therapy is available at all VBH locations and via phone appointments.



Care Management

Care Management is a lifeline between resources in the community, medical care, and mental health care for individuals and families coping with serious mental illness. Care managers monitor and encourage client progress by regularly assessing the integrated treatment plan and reducing social barriers. They coordinate appointments, advocate for individuals and families, and facilitate client access to resources such as food banks, clothing, and transportation. Care management is available at all VBH locations and via phone appointments.



Medication Management

Medication management can be vital to the recovery process. Psychiatrists, nurse practitioners, and nurses provide services throughout VBH's service area in the office and through telehealth. Medical professionals trained to treat mental health conditions and co-occurring disorders are essential to the treatment team at VBH. Clients receiving medication management have assigned med providers they meet with regularly for medication refills, mental health evaluations, and medication-related questions.

Volunteer Opens Its Third Crisis Stabilization (CSU), Walk-in Center (WIC), and Detox Unit in Murfreesboro

VBH recently opened a new CSU/WIC/Detox Unit in Rutherford County through funding from the Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS). Located in Murfreesboro, the facility serves multiple counties in the region, most of which have few options other than emergency departments, incarceration, and inpatient hospitalization for persons experiencing a mental health crisis.

Through the CSU, VBH offers 24-hour, medically monitored, short-term intensive treatment for adults experiencing a serious psychiatric or behavioral health crisis. Services include psychiatric assessments, general medical screenings, medication management, counseling and peer support services, and mental health and co-occurring disorder education. Upon discharge, VBH provides referrals to a multitude of behavioral health, medical, and social services to prepare individuals for successful re-entry into the community.

The WIC offers 24/7/365 non-hospital services for persons experiencing a behavioral health emergency. The WIC ensures that individuals receive same day access to crisis services in a therapeutic environment without requiring a visit to an emergency department. After an individual is assessed, WIC services may include a referral to the CSU or other stabilization service, psychiatric medication and medical management assistance, therapy, care management, peer support, and direct linkage to follow-up services.

**VBH 24/7
Crisis Call Center
800-704-2651**

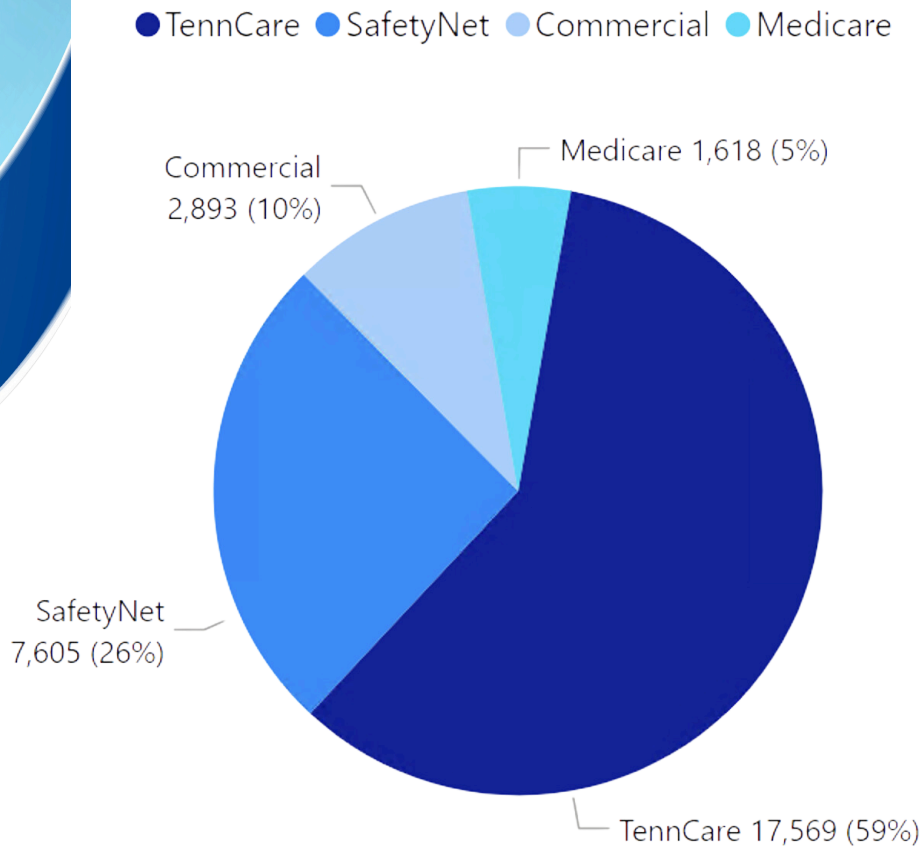


**Or Crisis Lifeline
Call/Text
988**

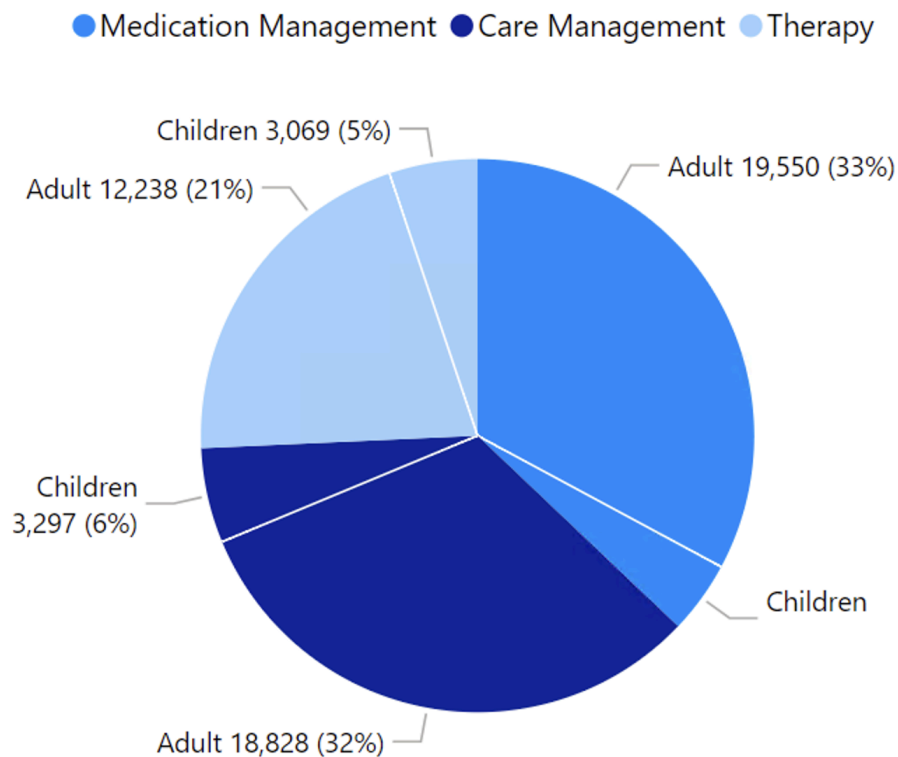
NUMBERS SERVED

23-24

Client By Payer For Core Services



Unduplicated Client Count By Service



Financials

Revenue

Total

TennCare/Medicaid	43.47%
Department of Mental Health (MH/A&D)	37.78%
Behavioral Health Safety Net (Adults)	7.81%
Federal Grants (SAMHSA, VA)	4.51%
Third Party/Insurance (Fee-for-Service)	1.84%
CCBHC	1.66%
Rental Income/Mgmt Contracts	0.86%
Other/Miscellaneous	0.54%
Client Fees (Fee-for-Service)	0.49%
City & County Appropriations	0.41%
Contracts/Agency	0.32%
Behavioral Health Safety Net (Children)	0.31%

Total Budget
\$69,553,953

Expenses

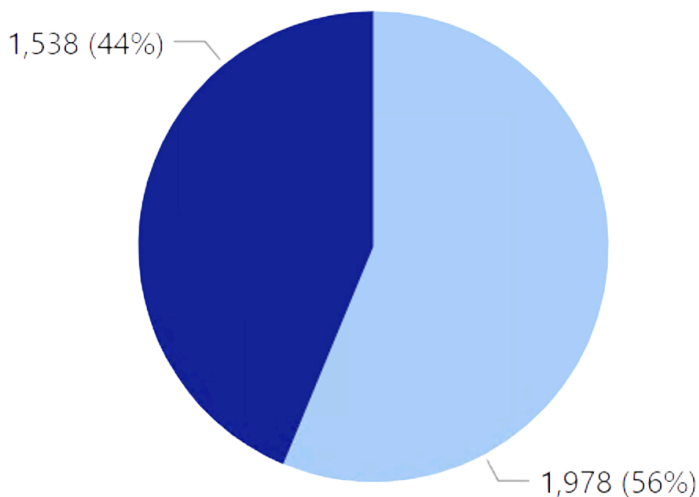
Total

Salaries	61.43%
Benefits	10.58%
Payroll Taxes	4.44%
Supplies & Medicines	4.03%
Professional Fee & Services	3.36%
Specific Assistance to Clients	3.29%
Communications	3.28%
Maintenance - Buildings & Grounds	2.07%
Depreciation (Non-Cash Expense)	1.86%
Other Non-Personal	1.02%
Travel	0.92%
Insurance - Property & Professional Liability	0.67%
Utilities	0.66%
Food	0.51%
Miscellaneous	0.47%
Rent & Maintenance - Equipment	0.30%
Rent- Buildings	0.30%
Interest	0.26%
Training, Conferences & Meetings	0.26%
Motor Vehicle Operations	0.17%
Postage & Shipping	0.07%
Printing & Publications	0.07%

Crisis & Substance Use Recovery Services

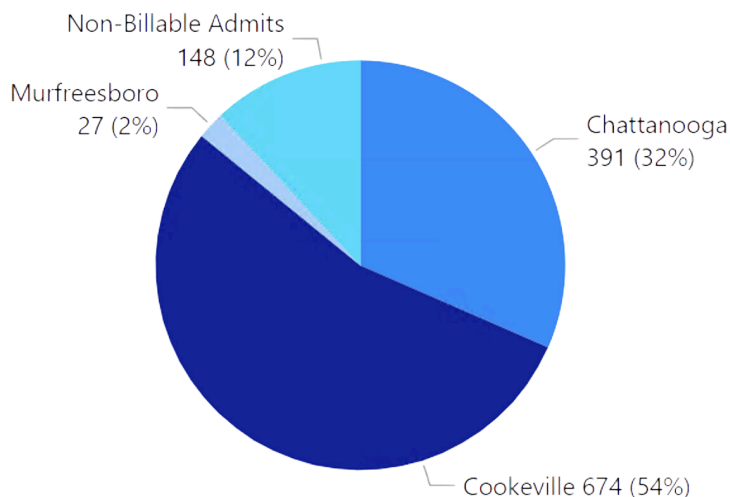
Crisis Walk-In Center

● Chattanooga ● Cookeville



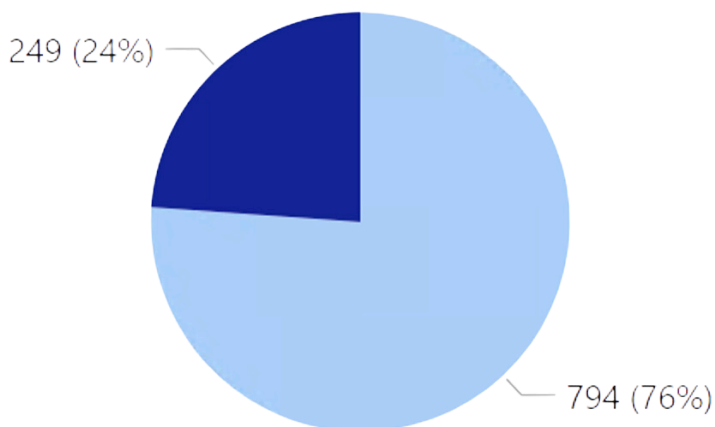
Crisis Stabilization Unit Admissions

● Chattanooga ● Cookeville ● Murfreesboro ● Non-Billable Admits



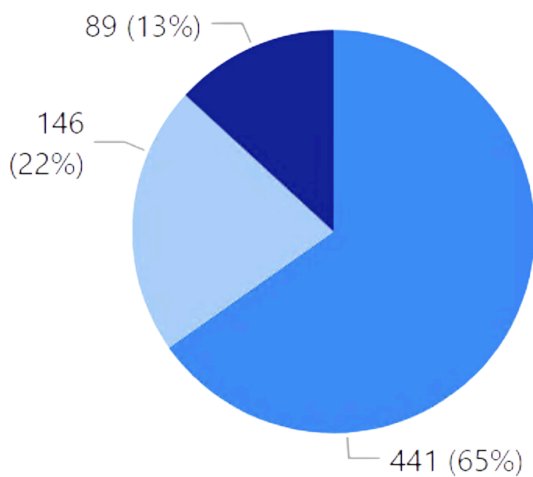
Medical Detox/ Residential Treatment On
Cookeville Campus

● Medical Detox ● Residential Treatment



SUD and/or COD IOPs

● Other ● Chattanooga ● Cookeville



Specialty Grant Programs By The Numbers

Project BASIC

Over the past year, Project BASIC made significant strides in providing early intervention and prevention services to elementary school students. With 6,659 children taught through classroom lessons and 770 receiving one-on-one services, the impact is notable. This program ensures that young students receive early identification and intervention, promoting positive attitudes and mental health wellness concepts.

School-Based Behavioral Health Liaisons (SBBHL)

The SBBHL program reached an impressive number of students, faculty, and staff across 54 Tennessee schools. During the fiscal year, 5,855 children received targeted mental health counseling services, while 3,084 school faculty and staff members were trained on mental health issues. The liaisons provided 31,432 counted services, reflecting their pivotal role in the school setting.

Positive Action

The Positive Action program successfully engaged 828 children in evidence-based activities designed to improve social, behavioral, and academic performance. By addressing core risk factors related to self-esteem, self-efficacy, and overall risk-related behaviors in children and adolescents, Positive Action has significantly contributed to healthier and more positive school environments.

Individual Placement and Supported Employment (IPS)

Through the IPS program, individuals with mental illness who wish to work receive the necessary support to obtain and maintain employment. Over the past year, 23 individuals participated in the program, with 12 successfully obtaining employment. This initiative highlights our commitment to fostering independence and self-sufficiency among our clients.

Juvenile Justice Reform (JJR)

The JJR program demonstrated substantial success by serving 141 youth involved in the juvenile justice system. With 91 new enrollments and 89 successful program graduates, the program's modified Wraparound team model empowers families and supports lasting change. By prioritizing family and youth voice and choice, JJR continues to provide tailored support to each family's unique needs.

System of Care Across Tennessee (SOCAT)

The SOCAT program provided intense Wraparound supports to 78 youth and families, ensuring that children with complex behavioral health needs receive coordinated, community-based services. This program emphasizes individualized care that respects each family's unique strengths and culture, allowing families to be the primary decision-makers in their children's care.

Peer Support Centers

Our Peer Support Centers served 1,100 individuals this year, offering a welcoming recovery environment for those experiencing mental illness and co-occurring disorders. These centers continue to be a cornerstone of our recovery-oriented approach, providing educational, social, and wellness programs that support overall health and recovery.

FindingMyRecovery.org

FindingMyRecovery.org continues to be a vital resource for individuals in recovery from substance use and co-occurring disorders. This year, the platform logged 4,476 total logins from 234 participants, providing access to supportive, recovery-oriented services in a strengths-focused social network environment.

Regional Intervention Program (RIP)

The RIP program successfully supported 24 families with children under six years of age who are experiencing behavior problems. By providing parents with opportunities to learn and practice skills in a supportive environment, RIP helps foster healthier family dynamics and better outcomes for young children.

AFFIRM Planned Respite

The AFFIRM program provided crucial respite services for 19 families with children who have Serious Emotional Disturbance (SED). By offering short-term relief and support, along with behavioral management skills development, AFFIRM empowers parents and helps them access longer-term community supports.

Supportive Services for Veteran Families (SSVF)

Our SSVF program is instrumental in supporting low-income veteran families at risk of or experiencing homelessness. Over the past year, 389 veterans and their families have been enrolled in the program, with an additional 41 receiving referrals. Impressively, 81 veteran families transitioned from being unhoused to housed, showcasing the program's effectiveness in promoting housing stability.

PATH (Projects for Assistance in Transition from Homelessness)

This year, the PATH program assisted 270 individuals experiencing homelessness and mental illness, connecting them to essential treatment and traditional services. By participating in Coordinated Entry, PATH ensures that those in need receive timely and effective support within Murfreesboro, Chattanooga, Cookeville, and surrounding counties.

Rural Rapid Rehousing (RRH)

Our RRH programs, covering both Hamilton County and other rural areas, provided rapid rehousing services to 85 low-income individuals experiencing homelessness. Through these initiatives, we continue to promote housing stability and support for some of the most vulnerable populations in our service areas.

SOAR (SSI/SSDI Outreach, Access, and Recovery)

The SOAR program facilitated the submission of 124 claims for individuals experiencing homelessness with mental illness, expediting their access to Social Security benefits. This process, embedded within our PATH and SSVF teams, ensures that our clients receive the financial support they need to achieve greater stability and well-being.



Our Compliance Program

Volunteer Behavioral Health adheres to a policy of strict compliance with the laws and regulations governing its services, not only as a legal obligation, but also because it is the right thing to do. As healthcare has become more complex in recent years, with an increased emphasis on financial considerations, there has been growing importance on preventing and detecting violations of state and federal healthcare laws and regulations.

Each clinician involved with care has a professional code of conduct to follow.

Some of these include the following:

- Medical Professionals: Hippocratic Oath
- Psychologists: APA Ethical Principles and Code of Conduct
- Social Workers: NASW Code of Ethics
- Licensed Professional Counselors: Code of Ethics and Standards of Practice of the American Counseling Association
- In addition, VBH has a Code of Conduct that every employee is expected to follow.

Code of Conduct

The Volunteer Code of Conduct provides guidance for staff, employees and others representing Volunteer in following all applicable laws and regulations necessary for maintaining a health care and business environment that is committed to integrity and ethical conduct. In furtherance of this goal, all employees, staff, agents and independent contractors of the Volunteer System receive and acknowledge the Code of Conduct and are responsible for knowing and adhering to those standards.

It is the policy of VBH to comply with Federal and State mandated Title VI / Section 504 legislation for the purpose of ensuring it does not discriminate against its service recipients or its employees.

Title VI

Title VI of the 1964 Civil Rights Act states:

“No person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Rehabilitation Act of 1973, Section 504 states:
No otherwise qualified handicapped individual in the United States...shall, solely by reason of his handicap be excluded from participation in, be denied the benefits of or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

All program services are developed to meet the unique needs of each service recipient in terms of ethnicity, language, culture, age, and disability.

Volunteer Behavioral Health provides services to individuals, who are deaf, hard-of-hearing, or speech disabled by using the statewide Tennessee Relay Service (TN Relay). In addition, services are available via bilingual staff and through contracts with interpreter services.



VOLUNTEER
BEHAVIORAL HEALTH



THANK YOU



tamho

tennessee association of
mental health organizations

**United
Way**



SAMHSA

Substance Abuse and Mental Health
Services Administration

VA



U.S. Department
of Veterans Affairs

TN

Department of
**Mental Health &
Substance Abuse Services**