



IMAGINE

Bert Nash

2018 ANNUAL REPORT



A CHANGING BERT NASH.

2018 WAS CERTAINLY A YEAR OF CHANGE for the Bert Nash Center, and most importantly, progress, on many different fronts. We don't have the space to list them all, but here are some of the highlights:

- Increasing access to services
- Expansion of Open Access hours
- Development of Code of Conduct
- Restructuring of New Employee Orientation
- Collaborative Documentation training
- Implementation of Trauma-Informed Care Learning Community
- Zero Suicide Initiative
- Voluntary Coffee and Conversation meetings for staff
- Integrated Health Care Team at LMH
- Transitional Housing Grant
- Major remodel of Bridges transitional group home
- Involvement in Crisis Campus development and advocacy for Proposition I
- Changed structure of Jail Team to add a full-time on-site supervisor per Sheriff's request
- Participation in Psychiatric Infrastructure work groups
- Climate Survey initiated and completed
- Acquired new vehicles for client transportation thanks to KDOT grants
- Started process toward becoming a Smoke-Free Campus
- Recruitment of additional psychiatric providers for Bert Nash and the community, in partnership with LMH Health
- Researched and purchased new mobile technology for staff working in the community
- Received grant funds from the Kriz Charitable Fund to purchase a van for Child and Family Services

As you can tell, it was a busy year at the Center. And we have much to look forward to, including the recovery campus construction project, just north of the Center. Heartfelt thanks to Douglas County residents for supporting Proposition I, which approved funding for the project. The recovery campus will be located on the north side of Second Street, located immediately adjacent to Bert Nash and across the street from LMH Health and Heartland Community Health Center. The recovery campus will include a 14-bed, 24/7 crisis center, a transitional group home that will serve up to 12 clients of Bert Nash, and 10 permanent supportive housing apartments owned and operated by the Lawrence-Douglas County Housing Authority. This much-needed recovery campus has been in the works for several years, and it will be exciting and gratifying to see the project come to fruition.

I am grateful that we have a caring community that supports mental health services. I am grateful to all of our collaborative and supportive community partners. And, mostly, I am grateful for the dedicated and talented Bert Nash staff and for the life-changing work they do every day.

Patrick Schmitz
Bert Nash CEO



FACES OF BERT NASH





ANNA OLIVER'S INTRODUCTION to the Bert Nash Center came at the right time.

That was three and a half years ago.

"There was a family member who was going through some issues, so that's the reason I got involved with Bert Nash," Oliver said.

That personal connection motivated Oliver to get involved with Bert Nash. She's been a dedicated Bert Nash Ambassador volunteer ever since.

"It really opened my eyes that it was OK to talk about mental health," Oliver said.

Her sister-in-law, Jane Fevurly, a member of the Bert Nash Governing Board, invited Oliver to a Discover Bert Nash event, a one-hour community outreach program that highlights stories about people whose lives have been changed through services they received at the mental health center.

"I was moved by the stories that were shared by people who have received help from Bert Nash and how they were helped to move on to live healthier and happier lives," she said.

Oliver also enrolled in a Mental Health First Aid class, which is offered through Bert Nash. Just like CPR training helps a layperson with no medical training learn life-saving skills, Mental Health First Aid

helps a person with no clinical background know how to intervene when someone is experiencing a mental health crisis.

Oliver has used the skills she learned in Mental Health First Aid.

"I just immersed myself in wanting to learn about Bert Nash," Oliver said. "The Mental Health First Aid training was really helpful. I gained a lot of knowledge about how to be helpful to this family member who was struggling. There are so many tools in that training that apply to so many situations."

Oliver had her own experience with depression in college, though she didn't know what it was at the time.

"I was diagnosed with epilepsy when I was a student at KU, and had to take a medical withdraw from school. It was a difficult time. A few short years following that, my parents died within four months of each other," Oliver said. "I struggled for a long time and became depressed. Looking back, I realize that I was going through a depression that was untreated. I just thought that I was supposed to power through it."

Today, she would know what to do and where to go for help.

"There's always somebody who needs to know about Bert Nash," said Oliver, who enjoys telling

BERT NASH AMBASSADOR: SPREADING THE WORD ABOUT MENTAL HEALTH



“

There's always somebody who needs to know about Bert Nash. It's exciting for me to share.

”

ANNA OLIVER

and her husband, Ken, who is a pilot for Southwest Airlines, have two children in college.

people about the Center and letting them know help is available. "It's exciting for me to share about Bert Nash. Whatever I can do to help."

Bert Nash Development Manager Emily Farley, who works with the Ambassador volunteers like Oliver, said, "Anna's energy and spirit are contagious. Her passion for mental health and advocating for our Discover Bert Nash tours has led to many community members learning about Bert Nash. She is breaking down the stigma that's too often associated with mental health challenges and making it part of her daily conversation, whether she's teaching Zumba, being a mother, sister, or friend. She is a true Ambassador for the Bert Nash Center."

Oliver has been teaching Zumba, an exercise program that involves dance, for about seven years. She teaches classes at Sports Pavilion Lawrence.

"Zumba reaps amazing benefits physically and mentally. It can be a source of therapy for many people, including myself," Oliver said. "I struggle with ADD (Attention Deficit Disorder), and I have found that Zumba is a healthy focus for me. I love it so much. It's really helped my personal development."

Her enthusiasm for teaching Zumba is equaled by her passion for Bert Nash and letting people know that mental health is as important as physical health.

"I love being involved with Bert Nash," she said. "Everybody needs to know about Bert Nash."

MARY BRAND COMES FROM A BIG FAMILY. She is one of nine siblings.

“Because I’m right in the middle, I tell them I am the most stable,” she said. “And that makes them laugh.”

Even though Brand has a mental illness, she still has her sense of humor.

“When people make the comment, you’re crazy, I’m like, I know I am. I have the papers to prove it,” Brand said. “Humor is a coping mechanism for me. It helps me to keep things on the lighter side.”

Brand doesn’t allow her mental illness to define her as a person.

“Mental illness is not something to laugh about, but nor is it something to be ashamed of,” she said.

Brand grew up in Lawrence and followed in her dad’s footsteps and became a pharmacist. Now 67 and retired, Brand didn’t find out about her mental illness until later in life. She was in her mid-50s when her world turned upside down.

“It was 2006, that’s kind of when all of this happened,” she said. “I had memory issues and anxiety. It was really weird; it just came out of the blue.”

MENTAL ILLNESS ISN’T SOMETHING TO BE ASHAMED OF.

Humor is one of the coping mechanisms Mary Brand uses to deal with her mental illness.

“ I don’t know where I would be if it hadn’t been for Bert Nash. ”

Brand stepped down as a pharmacist in 2006, the same year she was diagnosed as having bipolar disorder. It was also the same year she started coming for services at the Bert Nash Center.

“Bert Nash has been tremendously helpful, just getting me some help and getting me stabilized and regulated,” Brand said.

Things started spinning out of control when Brand was involved in a car accident. Another one.

“I used to have a lot of wrecks,” she said. “I totaled three cars. My daughter said, mom, there must be something going on. As we found out, it was when I was manic and I would speed. I used to get speeding tickets all the time. I was lucky all the wrecks were just me, no one else was involved. I didn’t know I was manic. I just thought I had a lot of energy those days. I didn’t think I was being over the top.”

It was after the accident, and when it had been a particularly stressful time in her work as a pharmacist, that her life went off the rails.

“I had a meltdown,” Brand said. “My boyfriend at the time knew something was wrong. He called one of my sisters and said he was going to take me to the emergency room at LMH and could she meet us there. We talked with a therapist. They recommended I go to Stormont Vail Hospital in Topeka. I volunteered to go.”

Brand stayed at Stormont Vail for 10 days. After she was released, she started coming to Bert Nash. She went through the dialectical behavior program. Her daughter and son and some of her siblings came to some of the family sessions.

“I have had a lot of support from family and friends, including two best friends who also have a mental illness, plus I had the insurance coverage that allowed me to be hospitalized,” Brand said. “I’m one of the lucky ones that had those things.”

Looking back, Brand is grateful for the help she has received.

“I don’t know where I would be if it hadn’t been for Bert Nash,” she said.





SHE'S HAD HER STRUGGLES, BUT BERT NASH CLIENT IS A SURVIVOR

WHEN DEBBIE WISE FOUND OUT about the speech her daughter Mallory gave for a class last year, she was surprised.

And proud.

"I had no idea she was doing the speech until a couple of weeks after she did it. I was talking to her teacher who said she did an amazing job," Debbie said.

Students had been assigned to give a speech about a health topic. Mallory decided to talk about eating disorders. It was the first time she had talked publicly about the issue.

"The final line of her speech was if anybody has questions, they could ask her, because she's an expert – she's anorexic," Debbie said. "Hands started shooting up all over the room. I couldn't believe this kid with the anxiety disorder got up there and did that. I was sobbing by the time the teacher finished telling me about it."

Mallory, a senior in high school, felt compelled to talk about an issue that has been part of her life since the eighth grade when she was bullied by another girl. That's when her eating disorder began. She began dieting and exercising to extreme. She was, basically, starving herself.

"I told my mom if I have an eating disorder and I struggle, then there are 10 other girls in that room, if not guys, who are going through the same thing," Mallory said about her speech. "They need to know

there is at least one person they can come and talk to. They need to know there is help."

"One of the biggest changes I saw evolve in her was that she didn't feel like she was the only one who had struggles," Debbie said.

Mallory received help for her eating disorder at the Eating Disorders Center at Children's Mercy Hospital. There, she saw a team of people, including a therapist and a psychiatrist.

"That was like the first time I admitted I had a problem," Mallory said.

Mallory made it through the treatment program and was doing better as far as her eating habits. But she still struggled emotionally, including having suicide ideation. The Eating Disorders Center recommended Bert Nash.

Debbie called the Bert Nash Center to inquire about making an appointment. There happened to be a cancellation on the schedule and Mallory was able to get in the same day.

She felt at home from the start.

"Mallory was like, I love this place," Debbie said.

Mallory did individual and group therapy as well as family therapy with her parents. In the beginning, Mallory wasn't too keen about doing group therapy.

"At first, you think, what if they judge me?" Mallory said. "But everyone was so kind and understanding, like I can relate to that or that was really hard

and this is how I got through it. You never know what someone is going through. That's something I have to remind myself of. Everyone goes through their own stuff and they deal with it their own way. Group has opened my mind to a lot of things."

For Debbie, the family therapy was extremely beneficial.

"It helped to get educated about things and learn better ways to communicate with people," Debbie said.

Not that it was easy. As a parent, it was difficult for Debbie to see one of her children struggle. But therapy helped Mallory – and her parents – learn skills to handle the issues they were dealing with.

"It's not like a skinned knee that's going to go away. This is something she is going to live with, maybe forever. But giving her these tools that she can put in her toolbox, is the best gift we can give her. And to just be there to support her through it all," Debbie said. "We've learned to be nonjudgmental. That's the worst thing about this world, we judge people who are different from us. We've met so many different types of people through Bert Nash with so many different histories and life stories. It's broadened our horizons and allowed Mallory to become this beautiful person that's she become. Bert Nash has given her the power to be that way, to be who she is."

The family support has been important to Mallory's recovery.

"Family means a lot to Mallory; she has a really big and extended family, so having that support system has been a really big deal to her," said Bert Nash therapist Jessica Allison. "Debbie, her mom, has

really stepped in and done an amazing job. She asks appropriate questions and is always supportive, as is Mallory's dad."

For Mallory, she said her struggles don't define who she is. They are part of her journey.

"It's my story. It's something I've gone through. And I survived," she said. "I strongly dislike the word victim. It has a negative connotation. I'm a survivor. Yeah, I still go through hard times, but I've gotten through them. I used to have this reputation that I was this happy person and nothing ever went wrong. I want people to see that you can have struggles, but you can still have a good life, and know that there is hope, there is a way to be happy, to fall in love with yourself again and find the true you."



We've met so many different types of people through Bert Nash with so many different histories and life stories. It's broadened our horizons and allowed Mallory to become this beautiful person that's she become.



Daughter and mom got tattoos as reminders that life has a purpose and they are not alone.



MALLORY WISE has been open about her eating disorder and mental illness to let other people know they are not alone and help is available.

DEREK MECCA isn't afraid to ask for help.

"I've had struggles my whole life, but I've always been proactive to get myself the help I needed," he said.

And when he needed help, he found it at the Bert Nash Community Mental Health Center.

Mecca has been receiving mental health services for most of his life. When he moved to Lawrence about six years ago, he started coming to Bert Nash.

"I'm not sure how I heard about Bert Nash, but I was going through some crisis in my life and I decided I need to focus on my mental health," Mecca said.

He went through the Dialectical Behavior Therapy (DBT) program at Bert Nash. DBT focuses on four primary skills: emotion regulation, distress tolerance, mindfulness and interpersonal effectiveness. Mecca said the program was life-changing.

"When you are in a place where there are no answers and there's no way to solve the puzzles of your life or to fix things, and you feel 100 percent powerless, it's beyond defeating," Mecca said. "But when I went through DBT, the information they taught there, it helped me to understand what is healthy and unhealthy in interactions with other people and with relationships, in general. It's like this complex puzzle inside of my mind started to free up and create space. I would go so far as to say, DBT saved my life."

BERT NASH IS LIKE FAMILY

DEREK MECCA'S
own struggles have
taught him to be an
advocate not only for
himself but for his sons.



Mecca's mother had her own mental health challenges, and he rarely saw his father. So, growing up, he was moved from family member to family member.

"My mother had me living with different people and I never really formed that stable connection with a parental figure, that person you share love with," he said. "I almost got put into the foster care system, until my grandmother stepped in and rescued me from that. She raised me."

Mecca lived with his grandmother until he was 18. Then he moved in with his girlfriend. They were married for about 10 years and have two boys, 11 and 14.

His boys have had their own struggles and, like their dad, have also received services at Bert Nash.

"Whether it's genetic or environmental or a combination, they have had their own struggles as well since starting school," Mecca said.

If anything, Mecca's own struggles have taught him to be an advocate not only for himself but for his sons.

"One of the things they teach in DBT is the importance of validation," Mecca said. "DBT helped me become a better father and a better person. I've stood up and fought for my boys and their well-being. My drive in life is to do whatever is in their best

interests, along with whatever I can do to create stability, because I never really had that."

One of the services Mecca has utilized at Bert Nash is peer support. Peer support specialists use their own mental health recovery stories to help others on their own recovery journey.

"Peer support is contingent upon what a consumer wants to do for themselves," said Bill Welch, peer support team leader. "We're here to support their growth, change and progress, and to make sure they don't lose track of that. In Derek's case, there's been a phenomenal shift in how he thinks about things. That's been fun to see that happen."

For Mecca, peer support has been critical to his recovery and his sense of belonging.

"I know I'm a client, but I feel like Bert Nash is family to me," he said.

In fact, since graduating from peer support, he is interested in becoming a peer support specialist himself.

"I've learned enough from peer support and other services I've received from Bert Nash, that I want to be able to give back," Mecca said. "Ever since I was a teenager I've had this notion that no matter what I do in life that I want it to be something that benefits people. I want to help other people the way I've been helped."

“...I want to be able to give back.”



BERT NASH: HELPING KIDS AND HELPING FAMILIES.

WHEN RACHEL AND TRAVIS BOWLIN'S youngest son, Gabe, was in kindergarten, they began to hear about problems at school.

"Gabe started struggling the second half of kindergarten," Rachel said. "He was not doing well in school. Gabe is very intelligent, but he just couldn't conform to the school atmosphere. He was really explosive. I was getting notes from school about his behavior. It was a struggle. That's when we started looking for help."

That's when they started coming to the Bert Nash Community Mental Health Center.

"Someone told us about the SED waiver. We thought Gabe would be a candidate for it," Rachel said. "One thing led to another and he started getting services at Bert Nash. We also started family therapy. We started meeting with Elizabeth Day (Child and Family Services waiver facilitator team leader) and her team. They've been a really big help."

The SED (Serious Emotional Disturbance) waiver is a federal program. Children who meet eligibility

requirements receive a medical card and are eligible for physical and behavioral health services through community mental health centers. Gabe, who turned 8 in October, is in the second grade now and doing well.

"He loves his teacher and he enjoys school," Rachel said.

When school is not in session during the summer months, Gabe, who has two older siblings and one younger sibling, has participated in the Bert Nash summer program.

"I've been so impressed with the summer program," Rachel said. "The staff that has worked with Gabe has been fantastic. They are really good at being on Gabe's level and bringing out the best in him. They have a great team."

In fact, she said, Gabe is already looking forward to being part of the summer program again.

"He loves it," Rachel said. "He definitely feels safe here at Bert Nash, and he is gaining tools to help him make better choices, which is great. I've never seen him happier."

Rachel and Travis Bowling's youngest son, Gabe, is smiling a lot these days. "I've never seen him happier," Rachel said.

“

People need to know that there is no shame in asking for help. Our lives are better for it.

”





Kim and Jeremy Turner received parent support when their son, Heath, was struggling.

SPEAKING FROM EXPERIENCE: PARENT SUPPORT SPECIALIST CAN RELATE TO CLIENTS.

AS THE PARENT OF AN AUTISTIC CHILD, Kim Turner has had her own struggles. Which makes her really good at her job.

Turner is a parent support specialist for the Bert Nash Community Mental Health Center, where she works with parents of children who are receiving mental health services.

"It helps to be a parent and it helps to have a child who has had some special needs," Turner said. "That really lends itself to being able to support other people. I'm able to share from my own experiences. When I have a parent call me crying because they're having a really rough day, I've been there; I get it. I think that helps a lot."

Kim and her husband, Jeremy, benefited tremendously from the help they received at Bert Nash for their son, Heath, 13.

"We both started going for services," Kim said. "I was dealing with PTSD (post-traumatic stress disorder), with being overwhelmed and anxious. We both needed that support."

Even though Kim had worked in social services, she knew she needed help to deal with the challenges of having a special needs child.

"Years ago, I had been a foster care manager, but despite my knowledge, I was at a loss with my child," Kim said.

Heath started receiving therapy and medication services in Topeka, where the family lived at the time, when he was 5.

"He was having a lot of out-of-control behaviors," Kim said. "It was very ADHD (Attention-Deficit/Hyperactivity Disorder), but there was always something else. Heath is very high functioning, so the autism thing kept getting missed. It was really frustrating for several years, because there was a lot of focus on us as parents. As a family we were struggling, and it was really rough on us as parents."

When the Turners came to Bert Nash four years ago, they received the help they were looking for, for their son and for themselves.

"The first time we walked into Bert Nash, we saw a therapist and we got a plan," Kim said. "She thought Heath would qualify for the waiver, which he did, and we needed to get him assessed for autism. As parents, it made us feel relieved, validated, like it wasn't our fault."

Heath was diagnosed with autism and he also qualified for the SED waiver, which is a federal Medicaid program. Community mental health centers, like Bert Nash, provide services covered by the SED waiver.

"When kids are on the waiver, it means they are at risk of hospitalization because they are putting themselves at danger, either through self-harm or their behaviors in general," Kim said. "Being on the SED waiver

qualifies them for extra wrap-around services. They have access to groups, they have access to respite care, which gives the family a bit of a break, and they have parent support, individually and/or as a group."

Heath turned 13 last fall. He graduated from the waiver several years ago when he no longer met the clinical eligibility, due to the improvements he made.

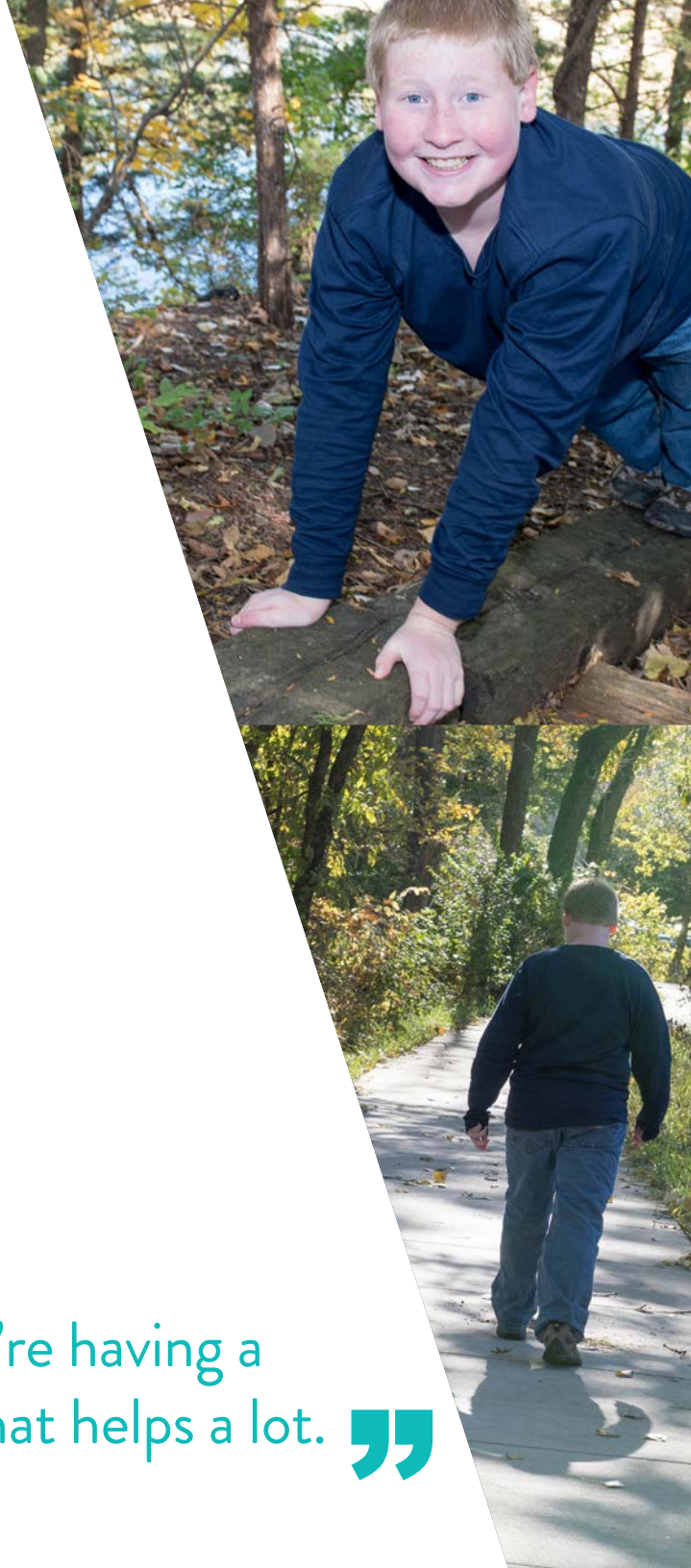
"He's doing really well. He struggles socially and he's had some struggles with bullies, but he's definitely learned some good tools and he's been advocating for himself. He even started an anti-bullying club," Kim said. "And things are a lot better at home."

Then last year, Kim received a phone call from Elizabeth Day, who is the Bert Nash Child and Family Services waiver facilitator team leader. She had interviewed Kim in the past and held onto her resume.

"A parent support specialist position had opened and Elizabeth called me and said I hope this isn't awkward, but we have this position open and I think you should apply for it," Kim said.

She applied, and she got the job. Kim started June 11. It's been a great fit.

"I really do love doing this and helping people," Kim said. "It's a good reason to come into work every day."



“When I have a parent call me crying because they're having a really rough day, I've been there, I get it. I think that helps a lot.”

BERT NASH BY THE NUMBERS (FOR JAN. 1-DEC. 31, 2018)

OPERATING REVENUES

\$12,243,895



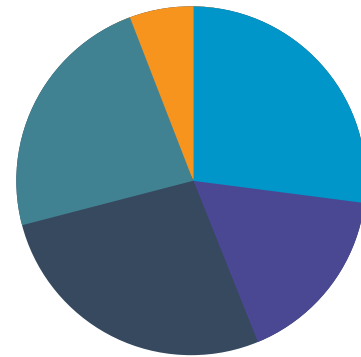
- 43%** FEES FOR SERVICE
- 23%** COUNTY FUNDS
- 12%** STATE FUNDS
- 7%** OTHER
- 6%** CONTRACTS
- 5%** GRANTS
- 4%** FUNDRAISING

\$6,751,495

Cost of uncompensated services (write-offs for sliding-fee scale and insurance write-offs) Bert Nash provided in 2018.

RESPONDING TO NEEDS

- 29%** 18 & under
- 18%** 19-25 years old
- 26%** 26-40 years old
- 20%** 41-59 years old
- 7%** 60 and over



4,689 People Served

3,300 ADULTS | 1,389 CHILDREN

RESTORING LIVES

2,026 New admissions in 2018.

FEMALE 53% | MALE 47%

We see clients of all ages, ethnicity and income levels.

BUILDING A HEALTHY COMMUNITY

491 people were trained in Mental Health First Aid.

445 people attended one of 42 Discover Bert Nash presentations provided to the community.



BERT NASH LEADERSHIP

GOVERNING BOARD

FRONT, FROM LEFT: Lucia Orth, Martha Gage and Tina Rosenthal.

BACK FROM LEFT: Gene Bauer, Steve Splichal, Matt Brown, Gene Dorsey, Brad Burnside (chair) and Patrick Schmitz (CEO).

NOT PICTURED: Barbara Ballard, Kathy Brown, Jane Fevurly and Ken McGovern.



ENDOWMENT BOARD

TOP PHOTO, FROM LEFT: Barbara Nash, Alice Ann Johnston, Jerree Catlin, Myra Strother, Judy Wright, Sheryl Jacobs, Patrick Schmitz (CEO), John Hampton, Kelly Welch and Greg DiVilbiss.

BOTTOM PHOTO, FROM LEFT: Gary Sollars (chair), Beverly Billings, Brad Burnside and Michael McGrew.



THE MISSION of the Bert Nash center is to advance the mental health of the Douglas County community through comprehensive behavioral health services responsive to evolving needs and changing environments.

BERT NASH VALUES:
COMPASSION, INTEGRITY,
EQUITY, ON A
FOUNDATION OF HOPE.



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