



ANNUAL REPORT 2020



south central mental health

HELPING TO SHAPE PROMISING FUTURES

EXECUTIVE DIRECTOR SUMMARY

I can't remember a year when working in mental health was so important. Politically, our country was broadly divided and even issues regarding institutional racism and healthcare were politicized. Anger spewed forth from news and social media sites. COVID-19 resulted in loss of jobs and business closings. Schools moved to remote learning. These things contributed to increased stress on individuals, families and our communities. Some coped with their stress by lashing out in anger. Others by isolating and turning inwards. Domestic violence cases increased significantly, along with the incidences of suicide. Higher numbers of persons with co-occurring mental health/substance abuse disorders entered services.

The staff of SCMH were not immune from the stressors that impacted the rest of the world in 2020. We too lost loved ones, were separated from family and friends and dealt with the isolation and lifestyle changes demanded by the pandemic. However, we remained resilient in the face of those challenges and continuing to provide needed mental health care to the people that we serve by being flexible and creative in how we provided that care. We never laid-off staff; never closed our doors; and never stopped providing services to those that needed it. A significant number of our clients were served by tele-video but the center also assisted families and schools by providing the facilities and face to face support for students struggling with virtual learning. Face to face care also continued for persons that did not feel comfortable with tele-phonic services or did not have the technology needed to receive services virtually.



While the number of people that we served decreased by 6% from the previous year, persons who did enter treatment had higher needs and required more intensive services. High unemployment rates resulted in more individuals without insurance or other means to pay for their care. As a result, we provided even more indigent care and reduced fee services than in previous years. We added staffing to assist these people in obtaining Medicaid or other health insurance. Our employment specialists assisted in job searches or in obtaining training for alternative employment.

SERVICE HIGHLIGHTS

- Persons provided direct care: **3506**
- Children receiving direct care services: **1,396**
- Severely Persistent Mentally Ill served: **333**
- **30%** of clients with severe illnesses had no insurance and were treated free of charge
- Severe Emotionally Disturbed children served: **708**
- Individuals served with emergency or crisis services: **181**
- **2,183** visits to “The Hanger” (our youth focused social facility)
- Charitable care for persons without insurance: **\$631,627**

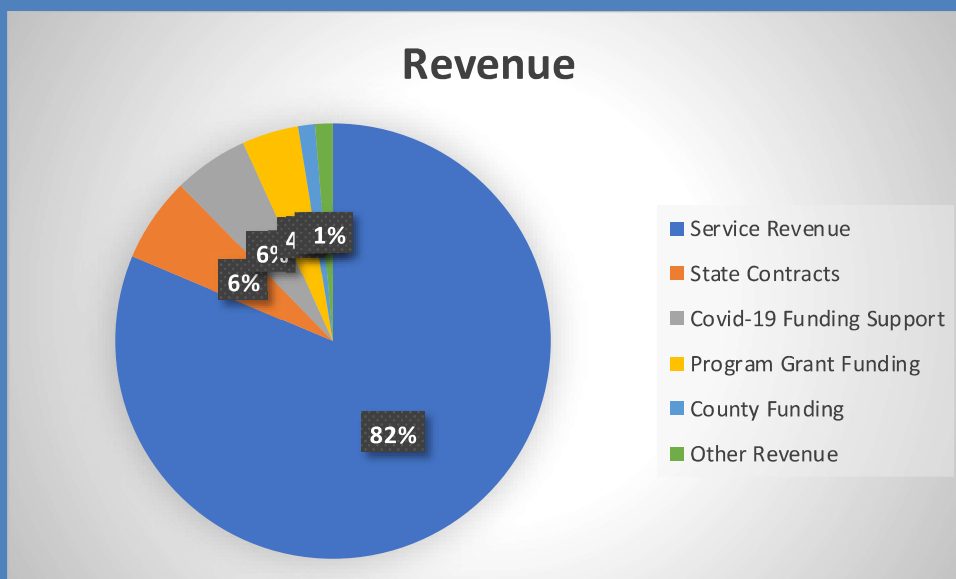
Y Link, a youth directed support group, expanded to provide services in the Andover community. The groups started a community garden and continued their annual holiday drives providing Thanksgiving meals and Christmas Gifts to families in need. They also sponsored a cookout for the Augusta Safety Department for Labor Day. We continued providing Parenting Workshops as well as a Parenting Café for parents looking for additional support. SCMH completed our first full year of a Batterer’s Intervention Program in efforts to eliminate violence in the home. We provided on site staffing for the homeless shelter to assist those in need to access services more easily.

SCMH does not refuse services to anyone that does not have the ability to pay. We provided \$631,627 worth of services for free or at a greatly reduced rate in 2020.

FINANCIAL SUMMARY

Revenue exceeded expenses by 7.6% in 2020 which is just under the 8% needed to keep up with inflation and infrastructure needed for future growth. Considering the financial challenges in providing services during a pandemic, we are satisfied with this result. We increased service revenue by 2% from the previous year while our expenses increased by 9%. In large part, our success can be attributed to federal dollars, \$534,569 in total, that were made available to us for expenses incurred in keeping staff and clients safe during the pandemic. We experienced an influx of clients struggling with the emotional and environmental effects of COVID-19. Many individuals had lost employment due to the pandemic or had to quit employment so they could care for their children due to school closings. Thanks to the CARES funding provided us for unexpected expenses, South Central Mental Health had the financial ability to provide \$631,627 of uncompensated care to individuals without the means to pay for services.

We also spent \$1,692,602 in Capital expenditures in 2020 from reserves that were earmarked for specific projects. We purchased and implemented a new EMR system and completed extensive upgrades for computer hardware and related software. Long over-due, these improvements had become more pressing during the pandemic. In addition, we completed construction of a new clinic in Andover which finally allowed us to move all staff in Andover to one location. These expenditures greatly improved communication among team members and will enable us to serve our clients more efficiently and effectively. At year end we held just short of 5 months in cash reserves, keeping us in a solid financial position going into the future.



FINANCIAL STATEMENTS*

Revenue, Gains & Other Support

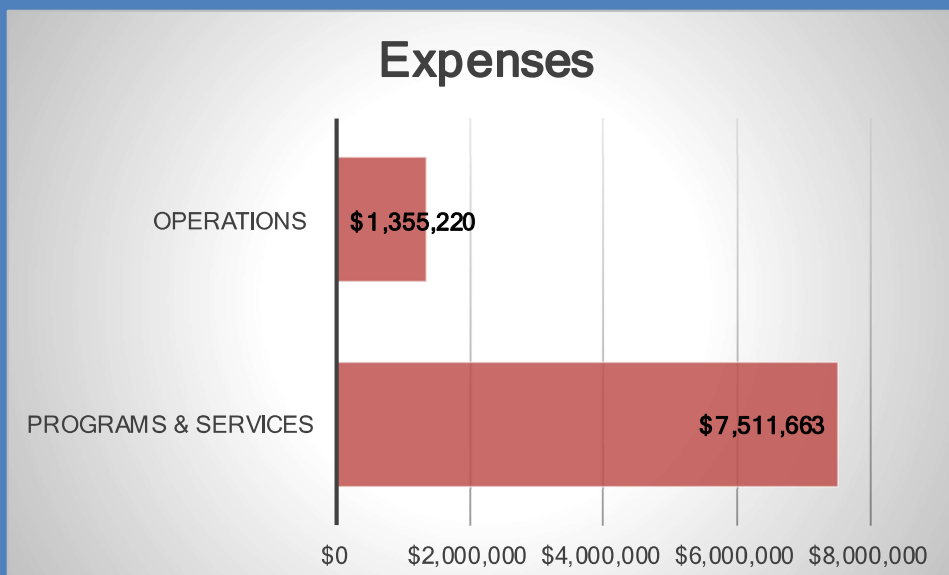
Service Revenue	\$7,810,377
State Contracts	\$ 605,257
Covid-19 Funding Support	\$ 534,569
Program Grant Funding	\$ 403,315
County Funding	\$ 120,000
Other Revenue	\$ 126,419
TOTAL REVENUE	\$9,599,937

Expenses

Programs & Services	\$7,511,663
Administrative Support/Operations	\$1,355,220
TOTAL EXPENSES	\$8,866,883

Revenue over Expenses \$ 733,054

*Unaudited



**84.7% of
our
expenses
went
towards
direct client
care.**

ABOUT US

South Central Mental Health is a Community Mental Health Center dedicated to providing the best psychological care that can be found anywhere, regardless of income level. A partial list of services we provide include the following:

- ✚ INDIVIDUAL, FAMILY AND GROUP THERAPY
- ✚ PARENTING AND OTHER EDUCATIONAL CLASSES
- ✚ 24/7 EMERGENCY AND CRISIS STABILIZATION SERVICES
- ✚ CASE MANAGEMENT
- ✚ CRITICAL INCIDENT/STRESS DEBRIEFING
- ✚ HOSPITAL LIAISON SERVICES
- ✚ PSYCHIATRIC AND MEDICATION MANAGEMENT SERVICES
- ✚ PEER SUPPORT
- ✚ ATTENDANT CARE
- ✚ RESPITE CARE
- ✚ MENTAL HEALTH FIRST AID
- ✚ SUBSTANCE ABUSE SERVICES
- ✚ SUPPORTED EMPLOYMENT
- ✚ THERAPEUTIC PRE-SCHOOL
- ✚ PSYCHOLOGICAL TESTING
- ✚ SUPPORTED EDUCATION
- ✚ HOSPITAL AFTER CARE AND COMMUNITY RE-INTEGRATION
- ✚ CHILDREN'S AFTER SCHOOL AND SUMMER PROGRAMMING
- ✚ PARENT SUPPORT
- ✚ MEDICAL HEALTH COORDINATION

It requires all of us working together to survive difficult times and to continue moving forward in creating strong, healthy communities. We need and appreciate your feedback and support.

CONTACT US:

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