



# **Re-Investing in Choice, Hope, and Recovery:** *2008 Annual Report To Our Communities*

# Re-Investing...

*in our Communities*



**Charity Care Provided**  
**\$2.5 Million**

**People Enrolled  
In Treatment Services**  
**13,306**

**People Served Through  
Outreach & Prevention**  
**15,872**

**Professional Development  
and Training**  
**\$94,300**

**Salaries & Benefits To Local Economies**  
**\$21.08 Million**

**Additional Contribution to Local Economies**  
**\$4.7 Million**



## Our Mission

To promote recovery and offer solutions to those facing mental illnesses, addictions, and other social challenges




## Our Vision

Choice, hope, and recovery are within everyone's reach



## Our Values

- **Partnering** with individuals, businesses, and communities, balancing **efficiency** and **effectiveness** in all we do
  - **Diversity** and the right to be respected, self-governing, and accountable
  - The right to **choice** in services, housing, and work
  - The power of **hope**
  - Setting long-term and bold goals, including **recovery**
- 

## Our FY07/08 Board of Directors

Sinoma Brown  
*Chairperson*  
Dixie County

DeWayne Yates  
*Vice Chairperson*  
Gilchrist County

Sharon Longworth  
*Secretary*  
Alachua County

Barbara Naylor  
*Treasurer*  
Dixie County

Nancy Bell  
Levy County

Lillian Cason  
Columbia County

Sharon Gay  
Hamilton County

Herman Johnson  
Bradford County

Irma Phillips-Maxwell  
Alachua County

Roslyn Slater  
Alachua County

Larry Turner  
Alachua County

Pam Ward  
Lafayette County

Mary Jane Weaver  
Columbia County

Linda Weseman  
Alachua County

Virgie Cone  
Emeritus

John Kuldau  
Emeritus

# Re-Investing... *in Meridian*

This report to our communities is designed to share with you, our stakeholders, a celebration of our accomplishments in this past year. As part of our community's safety net, we strive to bring Choice, Hope, and Recovery to as many of those in need as possible. Meridian also strives to shape the understanding and public policy around mental health and substance use. The progress we make is the product of an outstanding, highly dedicated staff, empowered consumers, and community partners who bring their voices, passion, and resources to our mission.

2008 has been a year of re-investment for us, building on 2007's growth and expansion. We continued to expand services. But we have also focused on staff, providing them the resources and support for excellence, renovated facilities to provide a comfortable and therapeutic environment, and begun a modernization of our information technology systems that will not be complete until 2009. Our service quality and innovation were not only recognized locally, but also at state and national levels. We hope that as you review this report you join in our celebration, accept our appreciation for your contribution to the successes of 2008, and to see how your investment in Choice, Hope, and Recovery has impacted our community – our families, friends, and fellow citizens.

In the pages that follow, you will see how the local, consumer, state, and federal support we receive – a commitment of dollars and service – has been re-invested in services and in ensuring that we have the capacity to move forward toward our vision of putting Choice, Hope, and Recovery within everyone's reach. Our commitment to excellence in prevention and treatment services, to innovation, to consumer and community collaboration, and to responsible financial stewardship is reflected in our report to you.

We are facing difficult times. In an unstable economy, the demand for our services increases, and the financial support for health and social services is jeopardized, putting our community's safety net at risk. Partnership, collaboration and passionate advocacy will be even more important, and thanks to you, we are blessed by an abundance of both. We look forward to working with you to continue our investment in Choice, Hope, and Recovery.

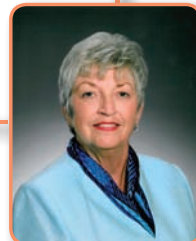
With sincere thanks,



Margarita M. Labarta, Ph.D.  
President/CEO



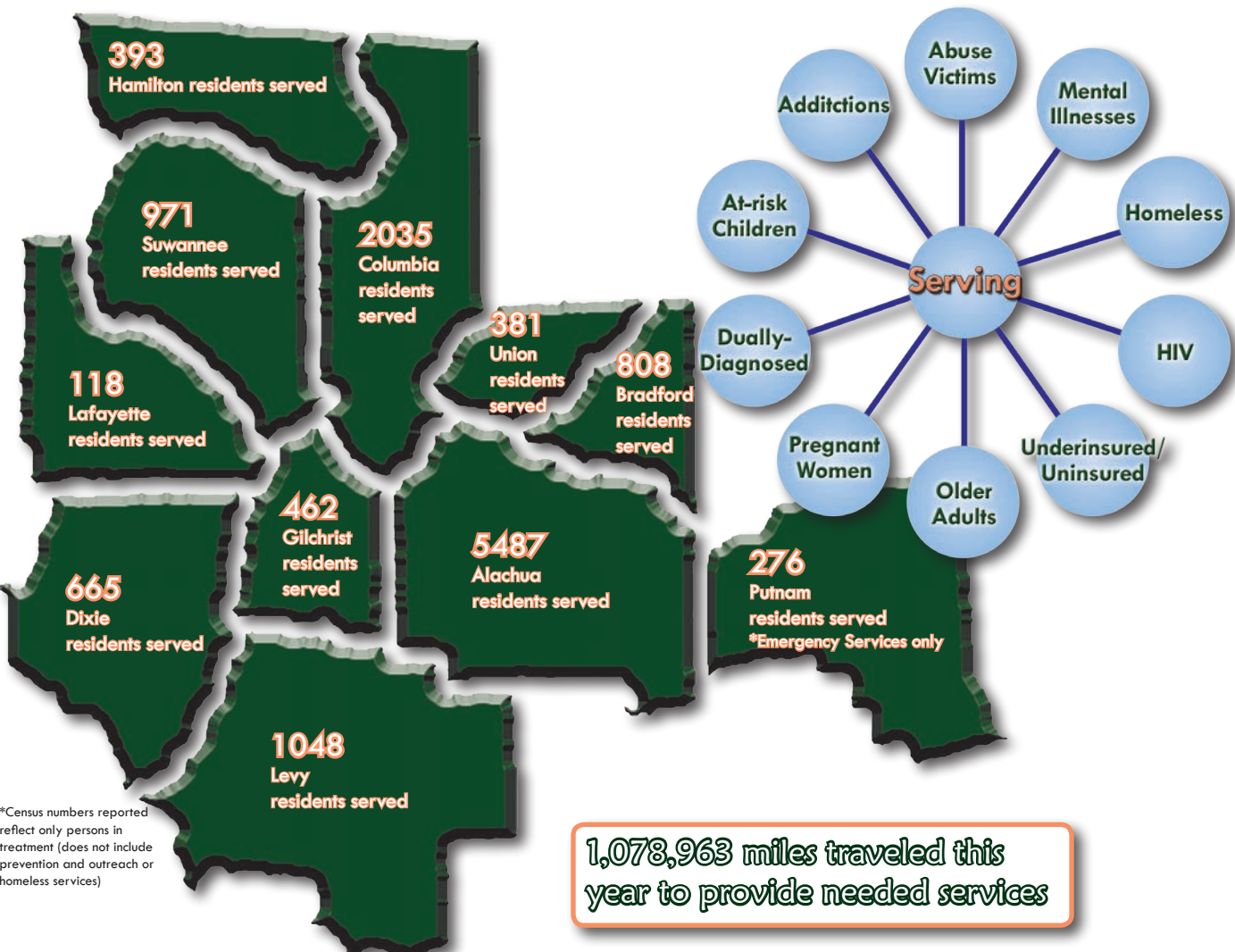
Sinoma Brown  
Chair, Board of Directors



Sinoma Brown  
Chair, Board of Directors



Margarita Labarta, Ph.D.  
President/CEO



\*Census numbers reported reflect only persons in treatment (does not include prevention and outreach or homeless services)

### Executive Management

- Margarita Labarta, Ph.D. - President/Chief Executive Officer
- James Winters, LCSW - Executive Vice President/Chief Operating Officer
- Leo Doucette - Senior Vice President/Chief Financial Officer
- Richard Anderson, Ed.S. CAP - Senior Vice President/New Business and Specialty Programs
- Jackie Knabel, MHRM, SPHR - Senior Vice President/Chief Human Resources Officer
- Karen Rice - Senior Vice President/Advancement



# Re-Investing... *in Services*



## Treatment and Recovery

- ➔ Integration with physical health - Meridian was awarded a grant to participate in the Primary Care-Mental Health Collaborative Care Project through the National Council for Community Behavioral Healthcare
- ➔ Expanded Rehab and Vocational programs;  
to assist individuals make positive changes in their lives through education and employment assistance based on one's strengths and individual goals
- ➔ Held the 1<sup>st</sup> Annual Recovery Awards at Rehab Services;  
Recognizing the achievements of our consumers
- ➔ Created an Aftercare Liaison for those discharged from Meridian's CSU;  
to assist the transition from crisis to treatment
- ➔ Expanded Family Crisis Intervention Team to Lake City/Columbia County;  
offering crisis and family oriented services to reduce the likelihood of more intensive treatment
- ➔ Expanded Peer Specialists;  
people who experience mental illnesses have been trained to help their peers to identify and achieve specific life goals
- ➔ Recovery and Community Re-Integration began development of plans for a consumer-run business



## Special Populations

- Expanded Forensic Services, adding new therapeutic Court in 3rd Circuit and awarded a Criminal Justice Mental Health and Substance Abuse Reinvestment Grant

- Meridian, in partnership with Alachua County's Mental Illness Workgroup launched the Forensic Specialist Team to assist consumers with mental illnesses who were involved with the criminal justice system. Providing specialized 'non-traditional' forensic case management, the goal was diversion from what had been frequent and lengthy incarceration into appropriate services. Over 400 individuals enrolled in the program with 52.45 average jail days saved per person. Per person cost avoidance savings to the criminal justice system is substantial: \$1,615 per person. This will dramatically help mitigate future growth of the Alachua County jail.

58% of Clinical Staff holds licensure and/or Master's level

Senior Leadership team holds 240+ years of combined service

100% of Meridian's staff Psychiatrists are Board Certified

64% are double or triple Board Certified

- Open Access clinics significantly decreased wait time to receive services - No-show rates decreased from an average of 37% to 0% - Wait time for intake decreased from 2 to 3 weeks to within 3 days of phone contact

## Housing

- Staff in various housing programs are now implementing recovery more fully and providing more services as part of community outreach
- HOPE, Housing Opportunities People Empowerment, reviewed as best performer in Alachua Continuum of Care

- Developed special housing projects – 25 beds – by partnering with housing authorities

## Residential

- The Achievement Center, a 12 bed, residential psychiatric group home for adolescent boys, increased its "homey" atmosphere and orderliness earning accolades from visitors and residents

## Addictions

- Meridian was invited to participate in the State's Medication Assisted Treatment trial program



# Re-Investing... *in Staff*

## Retention

- Rewarding staff for performance-based achievements
- Turnover reduced to 26%, compared to industry average of 40%, with consistently fewer than 8% vacancy rate



## Engagement

- 80% return rate on employee surveys
- High staff participation in car and computer auctions
- Distributed three beautification grants from the Employee Giving Fund



- Established a Meridian softball team
- Walked as a team for March of Dimes

## Training

- Total training investment close to \$100K
- All staff trained for Electronic Health Record implementation
- Working with Sexually Reactive Children, a 6 week/50 hour course
- Sponsored attendance at conferences
- Increased Internship opportunities: twelve bachelors, masters, and doctoral students scheduled to intern August 2008
- Provided tuition reimbursement for a select group of qualified employees



Team Meridian participates in March of Dimes' March for Babies, March 29, 2007

# Re-Investing... *in Technology*

## **MEHR - Meridian Electronic Health Record**

We are on the eve of transitioning to a fully electronic health record that fully integrates billing, general ledger, practice management, credentialing, and health information management into one system. Towards this project Meridian has:

- Added 300+ computers and related equipment
- Upgraded computer/communications network
- Added 400 email accounts
- Began training and initial implementation for MEHR

Our goal for 2009 is to fully implement and promote the use of an electronic health record throughout Meridian in order to have access to real-time data and timely information, thereby enhancing patient safety, decision-making, efficiency, and effectiveness.

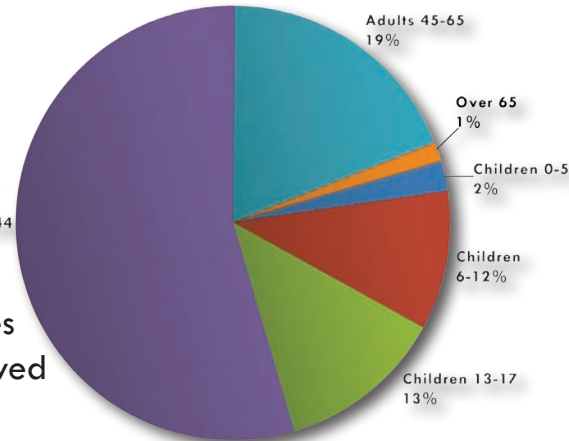
Advanced communication and information technology will empower consumers and families and will be a tool for Meridian to deliver the best care. Consumers and families will be able to regularly communicate with Meridian personnel that deliver treatment and support services and that are accountable for achieving the goals outlined in the individual plan of care.

Access to information will foster continuous, caring relationships between consumers and providers by providing a medical history, allowing for self-management of care, and electronically linking multiple service systems. Informed consumers and providers will result in better outcomes and higher efficiency.



# Re-Investing... in Performance

Ages  
Served



## Statement of Financial Position

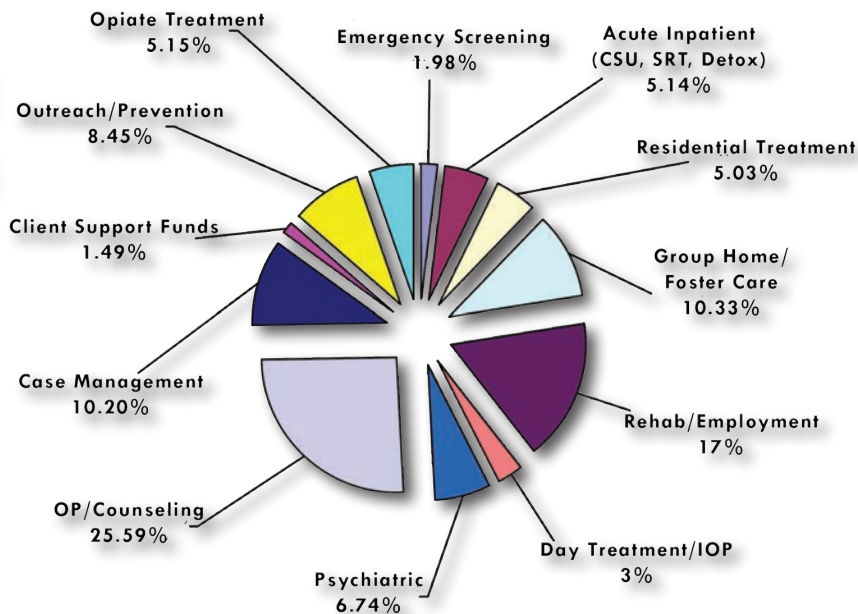
	FY 07-08	FY 06-07
<b>REVENUES</b>		
State & Federal	13,413,900	16,035,721
County	1,452,511	1,431,588
Client Fees, Insurance & Medicaid	16,180,823	11,033,848
Donations & Contributions	1,699,824	895,297
Other Revenues	1,218,160	921,003
<b>Total Revenues</b>	<b>33,965,218</b>	<b>30,317,457</b>
<b>EXPENSES</b>		
Personnel	21,084,090	18,612,260
Professional & Subcontracted Services	994,538	1,728,416
Facilities	1,286,408	1,039,390
Equipment	643,001	510,565
Travel & Professional Development	538,482	529,483
Medical / Pharmacy	507,283	523,305
Operating Supplies	1,627,736	1,275,931
Other	4,054,309	3,413,412
<b>Total Expenses</b>	<b>30,735,847</b>	<b>27,632,762</b>
Excess of Revenues Over Expenses	3,229,370	2,684,695
Net Assets, Beginning of Year	4,438,680	1,753,985
<b>Net Assets, End of Year</b>	<b>\$7,668,050</b>	<b>\$4,438,680</b>

Choice, Hope, Recovery Awards presented at Meridian's Annual Dinner, December 4, 2007. Pictured left to right: Leah Vail - Innovation Award, Jim Brand receiving for Sunshine Broadcasting - Choice, Hope, Recovery Community Award, Susan Eichner - Leadership Award, and Amy Peyton - Employee of the Year: Customer Service.

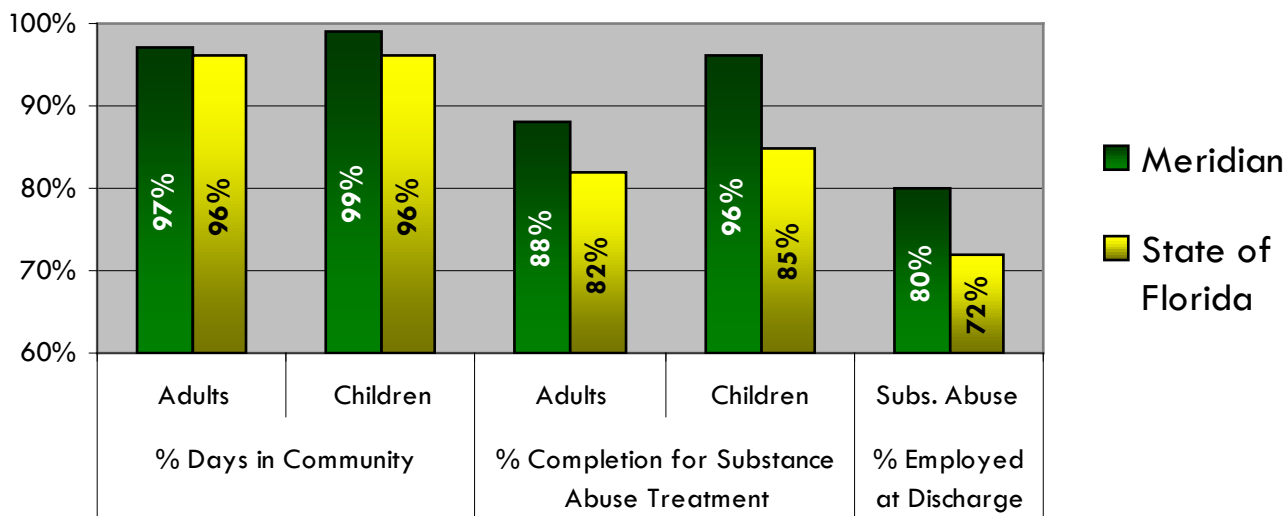


Meridian continually offers opportunities for the University of Florida resident's training in Social and Community Psychiatry. Meridian also serves as an internship site for Counselor Education Students and Nursing Students. This partnership benefits the University, Meridian and the communities we serve

## Services as Percentage of Total Value



## Outcome Measures



# Re-Investing... *in Advancement*

Meridian was nominated for Lake City/Columbia County Chamber of Commerce's Business of the Year, 2008

"A Night Without Music" Live Radio Broadcast wins Silver Addy presented by the Advertising Federation of Gainesville



Meridian presents the 2nd annual Cirque Extravaganza, February 16, 2008



Meridian sponsors a hole at the Gainesville Chamber Pro-Ed Golf Tournament



Meridian sponsors first annual Lake City Youth Football Jamboree Carnival, September 15, 2007



Meridian named Business of the Year, Non-Profit by the Gainesville Area Chamber of Commerce, October 31, 2007



# Re-Investing... *in Facilities*

In 2008, time and money were poured into facility projects, improving the comfort and safety for our consumers and employees. Over \$700K in



Two mini-buses purchased to improve the comfort and safety of Meridian's consumers

improvements at both Crisis Stabilization Units (CSU), Mother's Intensive Supported Treatment (MIST), and Bridge House, with a 3-year plan established for furniture and facility improvements Centerwide. Upgrades in security systems (video monitoring and electronic access), ensuring the safety of those we serve. Signage was added and

improved to make site navigation

easier for consumers and staff. In addition, many projects were taken on by both staff and community volunteers with a shared goal to support and cultivate Meridian.



Wachovia volunteers paint a mural in Meridian's Trenton office as part of the United Way's Day of Caring

Meridian staff volunteer for Spring Clean-up and Landscaping at Meridian's Administration Annex



# Re-Investing...

## *with our Donors*

### **Friends \$1+**

Alexandra Piriz  
Betty Jackson  
Blas Brown Jr.  
Bruna Herbert  
Bung Orn Maxwell  
Chester Bailey  
CJ Herring  
Daniel Burd  
David Murphy  
Dawn Petrella  
Denise Patnode  
Doug Starr  
Eileen Westwood  
First Federal Savings Bank of Florida  
Greg Umlauf  
Heather Rupert  
Irma Phillips-Maxwell  
Jennifer Carver  
Jody Soler  
Joanne Gibson  
Johnny Clardy  
Jose Blasi

Kevin Coulson

Laurence Zarobinski

Leo Doucette

Loyal Order of  
the Moose

Marlene

Greenspan

Martha Shonter  
Melody LaFlam  
Melisa Urrutia  
Melissa Hewitt  
Meridian Employees  
Meridian Information Technology  
Department  
Nancy Dohn  
Pamela & Frederick Ward  
Paula Stowell  
Peter Wanchik  
Roslyn Slater  
Sharon Longworth  
Thomas Fortson  
Thomas Rossow  
Viola Smith

### **Choice \$200+**

Barbara Naylor  
B & B Office Systems  
Betty Strayer  
Carrie Glebe  
Jackie Knabel  
James & Sheila Winters  
Lawrence Adu, M.D.  
Mona Grinstead  
Richard Anderson  
Sarah Frazier, M.D.  
Sinoma Brown  
Wellspring Entertainment Productions

### **Hope \$500+**

DeWayne Yates  
Forest Meadows Funeral Home  
Giovanna Holbrook  
Karen & BJ Rice  
Rosario Bragdon

### **Recovery \$1,000+**

Allen Enterprises of Gainesville  
Chuck & Marianne Debolt  
Corinthia Mims  
Dex Imaging  
Florida Food Service  
Genoa Healthcare  
Maggie Labarta, Ph.D.  
Person-Carr Merrill Lynch  
Pfizer  
Shands at Vista  
Sweetwater Branch Inn  
Tom & Gwen Umlauf  
Trenton Medical Center  
Turner, Jones & Hodge, LLP

### **Inspiration \$5,000+**

Andersen Family Foundation  
Astra Zeneca  
Davis & Judi Rembert Foundation  
HRH Insurance

### **Legacy \$10,000+**

AT & T Foundation



## Generous In Kind Donations

Annetta McCloud  
Anonymous  
Beechler Waters Printers & Mailers  
Best Drugs  
Blockbuster  
Charlene & Ellis Cherry  
Cucina Mia  
Frank McCoy  
Gainesville Today Magazine  
Happy Hour Pool Room  
Jody Irving  
Kathy Waite  
Lisa C. Tumarkin  
Lost Safari Drummers  
LT Kids and Grown Ups Too  
Murray Tillis Melons  
Petrello's  
Publix Super Markets, Inc  
Regal Entertainment Group  
Relative Care Foundation  
Springhill Suites Hotel  
St. Johns Beverage  
Sunshine Broadcasting  
Talking Phone Book  
The Fresh Market  
The Gainesville Sun  
The Quilt Shop  
The Trophy Shop  
Wal Mart

## Our sincere thanks to the following individuals and businesses who gave generously to the **Stop The Violence Rally**

5-Star Tutoring Services, LLC  
ABC Appletree, Inc.  
Adam's Rib Co.  
Black on Black Crime Task Force  
Captain Lonnie Scott  
CDS Family & Behavioral Health Services, Inc.  
Commissioner Rodney Long  
Denise Ferrero  
Florida Smart Kids  
Gainesville Regional Utilities  
GainesvilleMoms.com  
Heatwave  
Kids Beating Cancer  
Leadership Gainesville Alumni Assoc., Inc.  
Lorraine Sherman  
Rick Bryant  
School Board Member Eileen Roy  
Shalom Christian Ministries  
Skate Station Funworks  
Spirit of Faith Christian Center of Gainesville  
Star Martial Arts LLC  
State Attorney Bill Cervone  
Tax Collector Von Fraser  
The Huntington Learning Center  
Three Rivers Legal Services  
Twister Tutors, Inc.  
Unity Family Community Center Inc. FFFBC



Meridian's Employee Giving Program provides staff with the opportunity to invest in Meridian





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