



Changing Perspectives

2012 Annual Report To Our Communities

25,177 lives touched
13,847 people enrolled in treatment
(11,330 people helped through outreach and prevention)
265,581 treatment visits
\$1.7M in uncompensated care

The positive effects of the healthcare solutions we offer ripple through our communities touching the lives of friends, families, co-workers, neighbors, employers... Not to mention the positive societal effects and the formation of stronger families, economies, and communities. From the moment someone walks through our door, our focus is on connecting them with solutions.



The lobby in Meridian’s Main Building in Gainesville stays busy as our caring staff work to connect people with healthcare solutions. A burst pipe in May 2011 flooded our lobby, but we didn’t miss a single appointment. After weeks of renovation, we’re back to regular operation and we’re better than before. Call for a tour so we can show you our remodeled reception area: 352-374-5600 x8220.

Our Mission:
To promote recovery and offer solutions to those facing mental illnesses, addiction 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*

A team of surveyors visited Meridian in June 2011 to conduct a rigorous evaluation of Meridian’s practices and operations. Our effectiveness, efficiency and overall quality were measured against national standards.



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The BIG picture

Healthcare is in an interesting state of change. It just so happens that Meridian is in the business of change; in reality, all healthcare is. It's about the whole person: Change your diet, change your habits, change your lifestyle... Change your life.

It's no accident that you had to change perspectives when you opened this report. Changing perspectives is something that we all have to do from time to time. Here at Meridian, we consider it an opportunity to look at the big picture.

For decades, solutions for people with mental illnesses and addictions were shrouded in mystery and plagued by stigma. But today, we're at a tipping point where public understanding, science-based treatments, and a sense of urgency about addressing these illnesses are converging. We now know that brain disorders are not isolated from other ailments. For instance, diabetes often combines with depression; and when it does, the cost for the diabetes treatment increases by 60 percent. But until recently, mental illnesses and addiction have been segregated, separated from primary or physical healthcare. Today, we are changing our perspective; Meridian's services are designed to integrate care for the whole person.

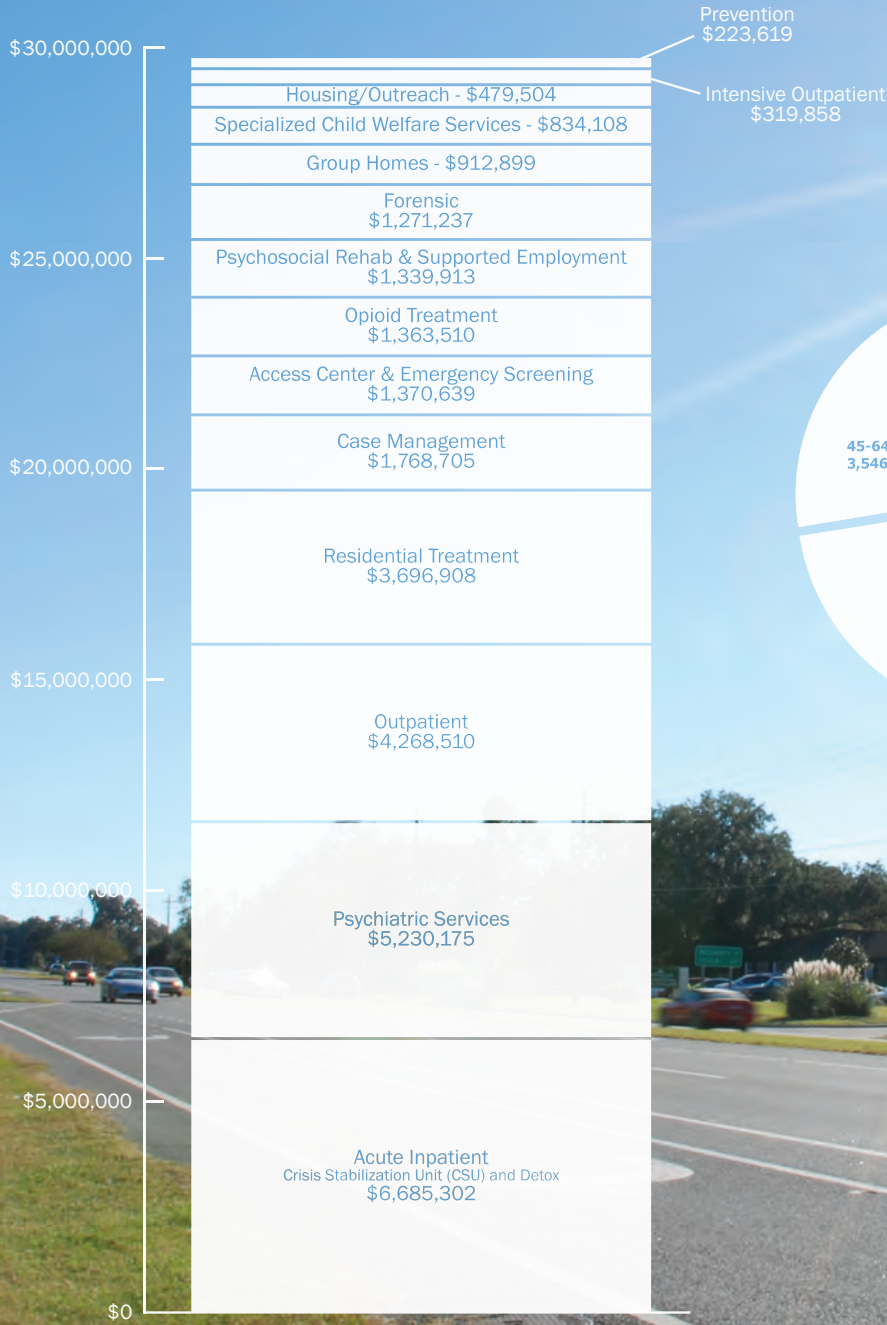
It's time to change perspective. Behavioral healthcare is healthcare.

57.7 million Americans are diagnosed with a mental illness each year. Each year 23.5 million Americans need treatment for alcohol or drug problems. Many also have other chronic health conditions. Although there are millions of Americans in need of healthcare solutions to address mental illnesses, addictions, and other social challenges, there are many reasons to be optimistic. As with many health challenges, our awareness is building. More and more communities are embracing treatment, becoming educated and are able to respond with skill and compassion to save lives. Meridian is proud to be at the center for those efforts in our community.

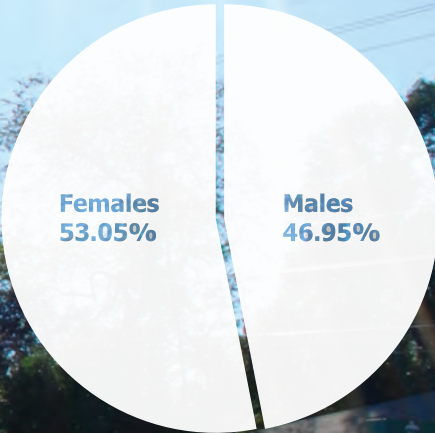
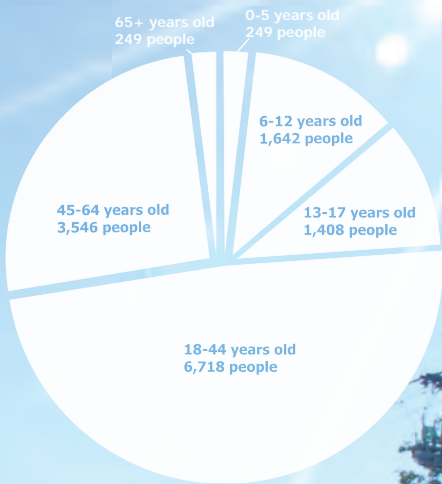
Recovery is real; every day, people move from illness to wellness, from disability to independence, from isolation to community. But recovery is possible only to the extent that people can access treatment. As a society, we need to change perspectives and look at the big picture of overall health and wellness. We invite you to join Meridian, to make this change happen.

Healthy regards,
Maggie Labarta, Ph.D.
President/CEO

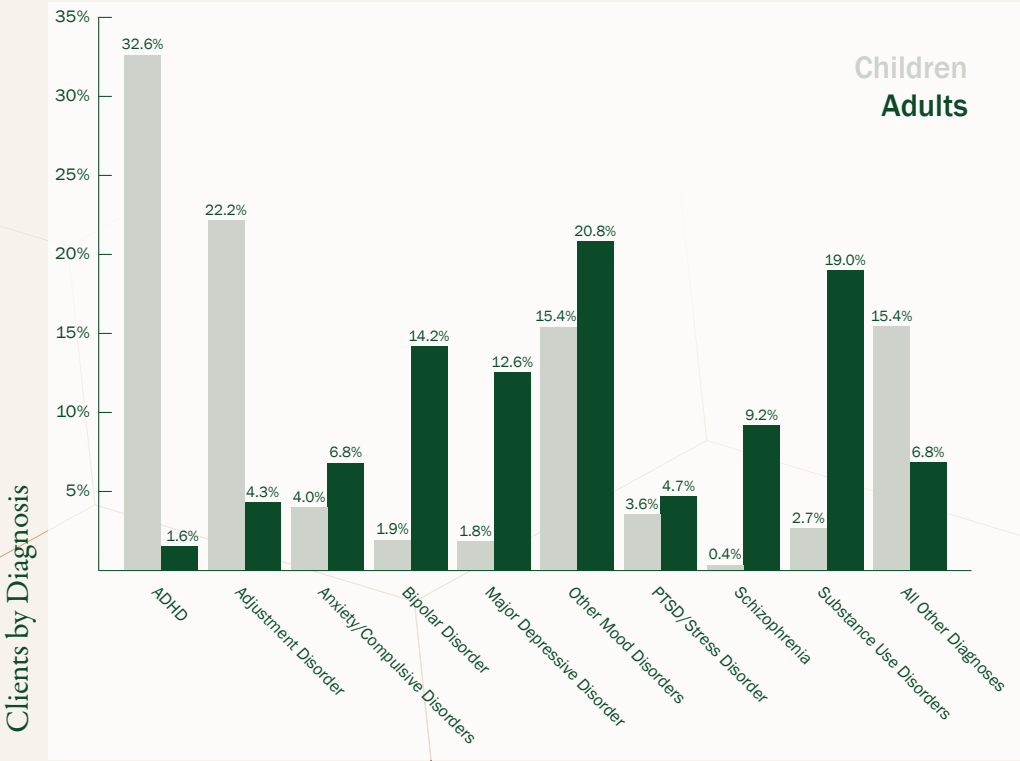
Community Expenditures, by program



13,847 people
were enrolled in direct
treatment last year.



Our healthcare options grew this year with the opening of The Lodge at Meridian, an optional housing component to intensive outpatient treatment, and the expansion of our Opioid Treatment Program through renovations at our offices in Lake City. Call us for a tour of either of these newly renovated programs, 352-374-5600 x8220.



Healthcare Utilization

	Children	Adults
Access Center & Emergency Screening	3.37%	3.63%
Acute Inpatient (CSU & Detox)	2.70%	4.53%
Case Management	25.74%	8.15%
Families in Transition	1.80%	n/a
Family Crisis Team	1.57%	n/a
Forensic	n/a	6.00%
Group Homes	n/a	4.47%
Intensive Outpatient	n/a	1.44%
Opioid Treatment Program (OTP)	n/a	8.96%
Outpatient	45.16%	16.48%
Outreach	n/a	1.45%
Psychiatric Services	7.83%	6.72%
Psychosocial Rehabilitation & Supported Employment	7.95%	33.90%
Recovery Center	3.89%	n/a
Residential Treatment	n/a	3.75%
Specialized Family Welfare Services	n/a	0.52%

You can't know where every road will take you in life; sometimes we need help getting where we want to be.
Each year Meridian helps thousands of people find their way.



Meridian serves people across a ten county area in North Central Florida. Sometimes our clients have to travel off the beaten path to access the healthcare solutions they need. Through technological communications advancements, we are working to implement psychiatric telemedicine increase and improve access to healthcare. Call us to see how high-tech we've gotten, 352-374-5600 x8220.

Meridian offers a comprehensive array of healthcare solutions including: psychiatric, counseling, rehabilitative services, care coordination, inpatient and residential treatment for mental health and substance use disorders, and specialized services for children and families. A full list of services can be found at www.mbhci.org.

The following Evidence Based Practices are utilized to achieve proven results:

- Trauma Informed Services
 - Family Intervention Specialists
 - Families in Transition
 - Residential and Outpatient Services
- Co-occurring enhanced services
- Therapeutic courts and jail diversion
 - Criminal Justice Mental Health Substance Abuse Grant Program
 - Jail Diversion and Trauma Recovery-Priority to Veterans Grant
 - Dependency Drug Court
 - Adult Criminal Drug Court
- Vivitrol Pilot
- Pregnant/Post-Partum Addictions Residential Services
- Opioid Treatment Program
- Primary Care Integration
- HIV Services
- Mental Health First Aid

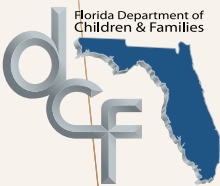
If you or a loved one are in need of services, call our Access Center at 352-374-5600, option 3. Available 24-hours per day, our caring staff can help connect you with a variety of healthcare solutions.

86.9% of consumers report problems as “a great deal or somewhat better”
92.9% of consumers would recommend us to others

“I really appreciate Meridian and their services... I feel like I am treated like I have private care when I am at Meridian.”
Client from Outpatient

“Meridian has helped me out in my times of need; it's the best out there.”
Client from Medical Services

“I am very thankful for everything Meridian has done.”
Client from Residential Services



Programs are sponsored in part by the State of Florida,
Department of Children and Families

Celebrating success and addressing challenges; our annual meetings are a place for community stakeholders to come together in support of area healthcare and take a look at Meridian's big picture.



Members of the community gathered to celebrate achievements and honor Choice, Hope, Recovery award winners at Meridian's annual meeting. The event draws stakeholders from across the ten county area that Meridian serves for a night focused on the future of the area's healthcare needs.

Accomplishments & Recognition

- Meridian's *Opioid Treatment Program* was expanded to Lake City. The expansion of this vital program, came after lengthy facility renovations, addition of 28 parking spaces and exhaustive review by licensing and regulatory agencies, resulting in approximately 300 more people having access to the healthcare solutions they need.
- Meridian's weekly radio show reached new audiences as it became the *Meridian Behavioral Healthcare Home Page on WIND-FM and K-Country*. An expansion that brought the show's weekly message to people in all the counties we serve.
- Meridian's *Sandy Callan* was selected as *Peer Specialist of the Year 2011-2012 by the Florida Council for Community Mental Health*. Sandy's nomination included the following excerpt: When Sandy was first approached for the position of a Peer Specialist she was receiving services in Rehab. At the time Sandy was struggling with isolation psychiatric symptoms, and the side effects of ECT. Desperate to find a way out of her nightmare, she decided to try it. [In Sandy's words,] "I remember my first home visit. The person did not want to get out of bed. I just sat with her and started to talk. Right then I knew I could do it." Today that person greets Sandy when she visits her at her home and willingly engages in enriching activities that fulfill her life...
- Meridian's Ropes Course* was expanded when it was moved to a tree-covered, shady area. The newly renovated course features several additional "high elements" including multiple aerial balance obstacles and a massive climbing wall.
- Choice, Hope, Recovery awards* were presented at Meridian's annual meeting. Allison LeBaron, Ember's Wood Grill, Dance Alive National Ballet, and Willis of Florida/Willis Foundation were each honored with a Choice, Hope, Recovery award, presented to an individual or group that continually supports Meridian's commitment to enhancing the lives of those we serve.
- Meridian's *Kevin Coulson* received a *wOw Amazing Creative award from the Advertising Federation of Gainesville* for Who is Meridian? - 2011 Annual Report to Our Communities; given for a high level of creative communication excellence in our local market.
- A cross-departmental team implemented Meridian's Business Intelligence system* to streamline information collection and to facilitate data driven decision making at all levels of the organization.
- Property and building, adjacent to the north boundary of Meridian's campus in Gainesville, were acquired and renovated transforming the space into *The Lodge at Meridian*, an optional housing component for people seeking solutions through our partial hospitalization program.
- Meridian's *Sebrenah Phillips, BS CPP CBHT*, was recognized with the *Above and Beyond Award by the Florida Bureau of HIV/AIDS* as a member of Florida's 2012-15 Statewide Coordinated Statement of Need and Comprehensive Plan Writing Group.
- Meridian received a federal grant to obtain the communications equipment and implement *Psychiatric Telemedicine*, making psychiatric services more readily available to people in the ten counties we serve in North Central Florida and beyond.
- Meridian's medical services department implemented ePrescribing* to reduce prescription errors and increase speed and ease of prescribing needed medicine.
- HealthyBusiness*, a collection of solutions related to business needs, such as LiveScan finger printing, employee assistance programs, and Mental Health First Aid, was introduced as part of Meridian's focus on community health.
- Five houses were acquired for the operation of the *Neighborhood Stabilization Program* to expand Meridian's options for housing solutions.

Generous donations

help us bring the big picture into focus.

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Generous grants from the Willis Foundation and Publix Super Market Charities helped facilitate the relocation and expansion of our Ropes Course. Then, the Alpha Phi Omega service fraternity at the University of Florida cleaned the course and laid over 17 yards of mulch. Call us to set up a tour and maybe a climb on the rock wall, 352-374-5600 x8220.

Meridian began hosting more intimate, casual fundraisers and ‘friendraisers’ including *Syncopation and Spirits* held at Ember’s Wood Grill.

A *Planned Giving Luncheon* was held for members of the community with information presented by a panel of experts in tax and estate planning.

Meridian was honored as the beneficiary of the *CPCU Society of North Central Florida’s Annual Charity Golf Tournament*.

B’nai Israel Community Day School initiated a community partnership with Meridian, resulting in the collection of thousands of dollars worth of donations for our Mother’s Intensive Supportive Treatment (MIST) program.

For information about upcoming Meridian events, visit: www.mbhci.org.



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Friends, donors, and advocates of Meridian gathered on a beautiful Sunday evening at Ember's Wood Grill for Syncopation and Spirits, a relaxed fundraiser celebrating the strong relationships we've formed over the years. To learn about upcoming events, call us at 352-374-5600 x8220 or visit us online at www.mbhci.org.

Development & Advocacy

Community investment can be measured in many ways: by time, money, and public support. Growth in one, or even better, all of these capacities is a positive indicator and certainly welcomed in lean times. Thankfully, Meridian is experiencing significant growth in all of these areas.


Meridian's Board of Associates, our fundraising and advocacy board, has grown by eight people over the last year. This growth has helped Meridian to increase donations, monetary and in-kind, by 45% over the past year, even though economic challenges are top of mind for all of us. Finally, Meridian has had the opportunity to develop several strong and mutually-beneficial partnerships across North Central Florida and beyond.

Meridian has supported the health and wellness of our communities for forty years. The past four decades have been filled with accomplishments and challenges, ups and downs. With more and more people in need of the healthcare solutions Meridian offers, we expect the next forty years to be just as exciting; and we know that we'll need your help. We need to increase compassion and understanding. The odds are that you are affected in some way by mental illnesses or addictions. The lives at risk are not those of faceless strangers, but of our friends, neighbors, family, and ourselves.

You can help. Let's work together to support the health and wellness of our communities. Become a donor, an advocate, a volunteer, or just get educated about our community's healthcare needs. Call 352-374-5600 x 8220 to learn how.

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