



ANNUAL REVIEW 2017

# IPS SUPPORTED EMPLOYMENT

PLUS

## SUPPORTED HOUSING STUDY

PLUS

## CENTER RECEIVES NEW ACCREDITATION

PLUS

## UNC PAWS AND BRUSHES WITH LIFE PROGRAMS RECEIVE \$8 MILLION DONATION

UNC Center for  
Excellence in  
Community  
Mental Health



## letter from the director

We have had an amazing year at the Center as we continue to provide great evidence-based care for individuals with mental illness and to train mental health professionals around the state and beyond. The Center received a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF). Wake OASIS, our adolescent and young adult program in Wake County, has relocated its office to our Falstaff Road location in Raleigh. Our integrated care program, in collaboration with Piedmont Health Services' dental clinic, is now providing dental screenings at our STEP clinic in Carrboro.

In this issue of our annual review, you will read about a few of the extraordinary things the Center's dedicated and creative faculty and staff have accomplished. Our IPS supported employment program will participate in a U.S. Social Security Administration Demonstration that includes nearly \$800,000 in funding. Our Assertive Community Treatment (ACT) and case management teams are participating in a collaboration with Duke Researchers and the North Carolina Coalition to End Homelessness that is studying supportive housing and tenancy issues.

Fundraising remains an important part of our strategic plan. The Medical Foundation of North Carolina has given us tremendous support as we continue to engage donors to support our mission and our innovative programs. I am immensely grateful to Joanne Ackerman for her most generous and kind \$8 million legacy gift to our UNC PAWS and Brushes with Life programs. PAWS has received excellent additional support, including a crowdfunding campaign that raised more than \$55,000. SunTech Medical will donate a portion (\$100 per unit) of their veterinary vital signs monitor sales to our PAWS program.

I am so proud to be a part of what the Center has accomplished over the past year and am grateful for the leadership, hard work and support of our staff and faculty, donors and Advisory Board.

A handwritten signature in black ink, appearing to read "John Gilmore". The signature is fluid and cursive.

*John Gilmore, MD, Director, UNC Center for Excellence in Community Mental Health; Thad and Alice Eure Distinguished Professor and Vice Chair for Research & Scientific Affairs in the Department of Psychiatry*

## UNC Center for Excellence in Community Mental Health Leadership and Programs

John Gilmore, MD, Director and Medical Director of Center  
Thava Mahadevan, MS, LCAS, Director of Operations  
Edward Binanay, BS, Director of Development and Community Relations  
Austin Hall, MD, Medical Director, STEP Clinics, Carr Mill  
Alice Lockhart, BA, Director of Communications  
Elizabeth Rossi, BA, Director of Quality Management  
Carol VanderZwaag, MD, Medical Director, Community Services

**Carr Mill STEP (Schizophrenia Treatment and Evaluation Program) Community Clinic**  
Austin Hall, MD, Medical Director  
Robin Reed, MD, Medical Director, Integrated Care

**Wake STEP Community Clinic**  
Shannon Wallace, LCSW, LCA, Director, Clinical Services

**UNC WAKE OASIS**  
Cathy Lee, MD, Medical Director

### North Carolina Psychiatric Research Center

Fred Jarskog, MD, Director  
Gary Cuddeback, PhD, MPH, Director, Community Outcomes Research and Evaluation Center

### Community Programs

**Orange/Chatham ACT Team**  
Carol VanderZwaag, MD, Medical Director  
Kristin Lukasiewicz, MSW, Team Leader

**Wake ACT Team**  
Carrie Brown, MD, Medical Director  
Emily Clark, LCSW, MS, CCS, Team Leader

**Case Management Program**  
Janice Bainbridge, MSW, LCSW, Team Leader

**Community Resource Court**  
Caroline Ginley, MSW, LCSW, Program Manager

**IPS Supported Employment Program**  
Hillary Little, MS, Team Leader

### Recovery Programs

**UNC Farm at Penny Lane**  
**Brushes with Life Arts Program**  
**UNC PAWS**  
Thava Mahadevan, MS, LCAS, Director

### Technical Assistance Programs

**Institute for Best Practices**  
UNC ACTT Technical Assistance  
Lorna Moser, PhD, Director  
IPS Supported Employment Technical Assistance  
Matthew Diehl, MSW, Director  
**N.C. Community Psychiatrists' Leadership Network**  
Alice Lockhart, BA, Director of Communications, Program Manager

## mission

The mission of the UNC Center for Excellence in Community Mental Health is to promote the recovery of persons with mental illness in North Carolina through evidence-based and cost-effective prevention, treatment, training, research and community education.

editorial

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# funding

The Center was created in 2009 with a generous three-year grant from The Duke Endowment. The Center is partnering with a broad group of organizations and government agencies dedicated to improving the care of individuals with mental illness. Current support for Center programs includes private donations and grants from the following:

- Access Care Network, Community Care of North Carolina
- Alliance Behavioral Healthcare
- Cardinal Innovations Healthcare Solutions
- North Carolina Area Health Education Centers
- North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse
- North Carolina Division of Medical Assistance
- North Carolina Division of Vocational Rehabilitation
- Substance Abuse and Mental Health Services Administration (SAMHSA)
- Wake County
- Orange County
- U.S. Social Security Administration

## Affiliations

Meridian Behavioral Health Services

## Center receives three-year accreditation

The Center has again received a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF), an independent, nonprofit accreditor of health and human services including behavioral medicine. The survey was completed and accredited under UNC Behavioral Health Community Access and Recovery Empowerment, (UNC BH CARES) which is an accrediting collaboration of the Center and UNC Horizons, a program in the UNC Department of Obstetrics and Gynecology. To receive accreditation, an organization must demonstrate that it provides quality care using established standards and customer satisfaction. The accreditation extends through May 2020.

 **to donate**  
<https://www.med.unc.edu/psych/cecmh/about-us/how-to-give>

## Center services update

The Center serves individuals with serious mental illness at clinic/program locations in Orange, Wake and Chatham counties and provides care for individuals in the community 24/7 through its two highly regarded Assertive Community Treatment (ACT) Teams. The Center provided 30,480 visits, including clinics, ACT Team services, and other programs to approximately 1,603 individuals in 39 counties in FY 2017.

Statewide, the Center provides technical assistance to ACT teams and supported employment trainers, through its Institute for Best Practices, a collaboration with the North Carolina Division of Mental Health. The Institute also provides ACT training and support to other states, including Texas, Minnesota, Wisconsin, Kentucky, Virginia, Maryland, and Florida. Additionally, the Center supports a leadership program for medical directors/psychiatrists in North Carolina's public mental health system through a partnership with North Carolina Area Health Education Centers.

## UNC Center for Excellence in Community Mental Health Advisory Board

**Aaron Nelson**, chair, Advisory Board, president and CEO, Chapel Hill-Carrboro Chamber of Commerce

**Lee Bowman**, development manager, Newlands Company, Briar Chapel

**Tracey Himmel**, business development consultant, WCHL

**Cornell Lamb III**, captain, Carrboro Police Department

**Karen Lamont**, vice president, Kalos Golf

**Manmohan Sihra**, MS, president, M Sihra Consulting Inc.

**Brian Stabler**, PhD, emeritus professor of psychiatry and pediatrics, UNC School of Medicine, and documentary filmmaker

**Candace Turney**, CPA, managing partner, Cary office, Rabon & Dailey, LLP

**Lori Taylor**, CFP® senior vice president and wealth management advisor, Fifth Third Bank

**Michael Williams**, director, regional sales and business development, Synergistix

## UNC CENTER FOR EXCELLENCE IN COMMUNITY MENTAL HEALTH

**John Gilmore**, MD, center director; vice chair, Research and Scientific Affairs and Thad and Alice Eure Professor in the Department of Psychiatry

**Thava Mahadevan**, MS, LCAS, operations director

**Edward Binanay**, board coordinator and development director

## Center selected to participate in a Social Security Administration demonstration for supported employment

Thava Mahadevan, MS, LCAS



Hillary Little, MS



The Center is one of 30 community mental health agencies from across the country selected to participate in a supported employment demonstration funded by the U.S. Social Security Administration (SSA). The study, conducted by Westat, looks at how providing employment services, along with integrated behavioral health, can help individuals experiencing mental illness to secure and maintain a job. The four-year grant is funded for nearly \$800,000.

Thava Mahadevan, MS, LCAS, operations director at the Center, and Hillary Little, MS, team leader, for the Center's Individual Placement and Support (IPS) supported employment program will oversee the study. The IPS employment model breaks from tradition and provides an intensive and fast track job search and follow-up support for clients after they join the workforce.

Individuals with the most serious mental illness have high unemployment rates, up to 85 percent, according to a Dartmouth University study.

"Employed clients have a better quality of life with increased self-esteem and reduced symptoms of mental illness," said Mahadevan.

Qualifying participants for the study include individuals 18 to 50 years of age who are seeking employment, have applied for disability benefits through Social Security Disability Insurance (SSDI) or Supplemental Security Insurance (SSI) for mental impairment in the past 30-60 days; and received an initial denial decision from SSA.

They will receive various levels of supported employment services and behavioral health support and will participate for up to 36 months. Nationally, more than 3,000 individuals will be involved in the study.

"IPS provides a powerful intervention for individuals with mental illness who are seeking employment, and enables participants to find and maintain meaningful, competitive work. This study seeks to demonstrate whether IPS – a proactive, cost-effective intervention – can help individuals become more financially independent, perhaps mitigating the need to receive disability insurance," said Little.

### IPS supported employment program gets high marks in fidelity review

The Center's evidence-based supported employment program, established in 2014, garnered high marks in a 2017 fidelity review. The program, which provides individualized employment assistance for clients with serious mental illness, received an exemplary fidelity rating and the highest score for any supportive employment program in North Carolina.

Reviewers from the North Carolina Divisions of Mental Health and Developmental Disabilities and Substance Abuse Services and Vocational Rehabilitation conducted the two-day fidelity review in June.

The reviewers identified strengths in leadership, integrated behavioral health teams, documentation, and delivery of holistic services. "It was evident to the fidelity reviewers that the team's success is largely due to the strength and dedication of each member of the IPS team and the support provided by the leadership team," the report states.

Research shows that agencies that fully implement IPS supported employment according to the scale criteria have higher competitive employment rates than those that do not.

"IPS service helps individuals with mental illness or problems with substance abuse break a cycle and take a huge step towards wellness and self-sufficiency," said Hillary Little, MS, team leader.

The program serves individuals in Orange and Chatham counties.

## Center will participate in Duke study on **supportive housing and tenancy supports**

In a collaboration with Duke Health's Division of Community Health, the Duke School of Nursing, the Center's Assertive Community Treatment (ACT) teams and assertive case management team are taking part in a research collaboration between the Duke School of Medicine and the North Carolina Coalition to End Homelessness. The study, funded by a Robert Wood Johnson Foundation grant, will look at supportive housing and tenancy issues for individuals with disabilities who have experienced homelessness or are leaving an institutional setting. Homeward Bound in Asheville, N.C. will also participate in the study.

The Center, specifically, works with individuals with serious mental illness and works with its clients to locate housing. Duke researchers will hold focus groups and interview Center ACT and case management staff as well as clients/patients, and property owners.

Researchers will use the collected data to work with North Carolina Department of Health and Human Services and

Medicaid to evaluate the potential use of Medicaid funding for housing services in North Carolina.

"Housing is an important component of recovery for our clients with mental illness," said Thava Mahadevan, MS, LCAS, director of operations at the Center.

"I am excited about this project as it can help us provide valuable input around supportive housing needs to the state."

The Center is collaborating with Duke Researchers Mina Silberberg, PhD, associate professor in Duke Health's Department of Community and Family Medicine, Donna Biederman, DrPH, MN, RN, associate professor, Duke School of Nursing, and Emily Carmody, MSW, LCSW, program director, North Carolina Coalition to End Homelessness. Silberberg, Biederman, and Carmody are fellows in the Interdisciplinary Research Leaders program of the Robert Wood Johnson Foundation.

## Twenty-fourth Annual STEP Symposium features **supported employment**



*L-R Stacy Smith, MEd, LPC; Thava Mahadevan, MS, LCAS; Michael Hogan, PhD; Lorna Moser, PhD; John Gilmore, MD; and Matt Diehl, MSW*

The Center's 24th Annual STEP (Schizophrenia Treatment and Evaluation Program) Symposium on April 29, at the UNC Friday Center, featured the evidence-based Individual Placement and Support (IPS) supported employment-training model and included a panel of clients who discussed their work experiences.

More than 100 mental health professionals, patients/clients and families from across the state attended the Saturday morning program titled "Working for recovery: Implementing the Individual Placement and Support (IPS) supported employment model." John Gilmore, MD, center director, hosted the program.

Michael Hogan, PhD, independent advisor and consultant, Hogan Health Solutions, LLC; former New York State Commissioner of Mental Health, presented the keynote "Work—as important as treatment, but valued less. Can we change this?"



## Brushes with Life holds annual opening exhibition and reception

In its 17th year, the Brushes with Life Arts program gives local adults living with mental illness an opportunity to display and sell their artwork. On September 19, artists, their families and other guests enjoyed the 2017 annual opening exhibit and a reception at the North Carolina Neurosciences Hospital. This year's exhibit includes 100 pieces from 30 area artists, and is on display in the Brushes with Life Gallery, located in the hospital's lobby and on the third floor.

The program uses art to help artists find healing and move towards recovery.

(Above) "Awakening of the Thunder's Sun!" by Tripp Jarvis

## Seventh Annual N.C. Community Psychiatrists' Leadership Network Symposium features measurement-care in integrated care in psychiatry



L-R Warren Newton, MD, MPH; Jason Burke, MA; John Gilmore, MD; and Robin Huffman

Medical Directors and other community psychiatrists met at the UNC William and Ida Friday Center, April 22, for the

Seventh Annual N.C. Community Psychiatrists' Leadership Network Symposium (formerly Medical Directors' Symposium.) The program, created specifically for community psychiatrists, featured measured-based care in integrated care in psychiatry.

Jason Burke, MA, vice president of Enterprise, Analytics and Data Sciences and chief analytics officer, UNC Healthcare and School of Medicine, opened the morning session with "Enabling health transformation with analytics and data science." A panel of psychiatrists discussed models of measurement-based care in integrated care.

The program also included its popular leadership session by a Kenan Flagler faculty member on "Leading from the middle" and a clinical session "Burnout prevention for psychiatrists."

The Network is a Center collaboration with NC AHEC.

## Fourth Annual No Limits Gala celebrates recovery



L-R Cam Enarson, MD, MBA; Francis Greenburger; William Roper, MD; and John Gilmore, MD

The Center's Fourth Annual No Limits Gala on Nov. 2, 2017 at the George Watts Hill Alumni Center on the UNC Campus featured Francis Greenburger, a successful real estate developer, author, and mental health advocate.

Friends and supporters celebrated the evening with dinner, music, as well as inaugural silent and live auctions. John Gilmore, MD, center director, welcomed guests; Michael Williams, vice chair of the Center's Advisory Board, hosted the evening and led a lively auction.

Following dinner, Greenburger shared his family's experience with mental health and the legal system. He is the founder and CEO of Time Equities, Inc., a multibillion-dollar real estate investment and development company, as well as chair of Sanford J. Greenburger Associates, a literary agency. Additionally, he is founder of the Greenburger Center for Social and Criminal Justice in New York and the Omi International Arts Center.

Greenburger also received the Center's Community Mental Health Advocacy Award for his work to improve mental health.

"We rely on fundraising to bridge the budget gap for a number of our programs, and we are grateful for the support of our advisory board, staff, donors and sponsors who made our gala a success," said Gilmore.



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## Ackerman donates \$8 million to UNC PAWS and Brushes with Life recovery programs



*Joanne Ackerman (center) with Leslie Nelson, president of the Medical Foundation of North Carolina, and John Gilmore, MD, director of UNC Center for Excellence in Community Mental Health*

North Carolina native Joanne Ackerman visited her alma mater UNC-Chapel Hill last week and made an \$8-million legacy gift to the Center. The money will help fund UNC PAWS and UNC Brushes with Life Arts Program – two nontraditional interventions that use animal companionship and art to help individuals with mental illness flourish throughout treatment and beyond.

“We know these programs are effective ways to augment traditional treatment for individuals with mental illness,” said John Gilmore, MD, director of the CECMH and Thad and Alice Eure Distinguished Professor of Psychiatry. “We are so thankful that Mrs. Ackerman understands this and has been so incredibly generous with her donation. This gift will allow us to ultimately sustain and expand these important programs.”