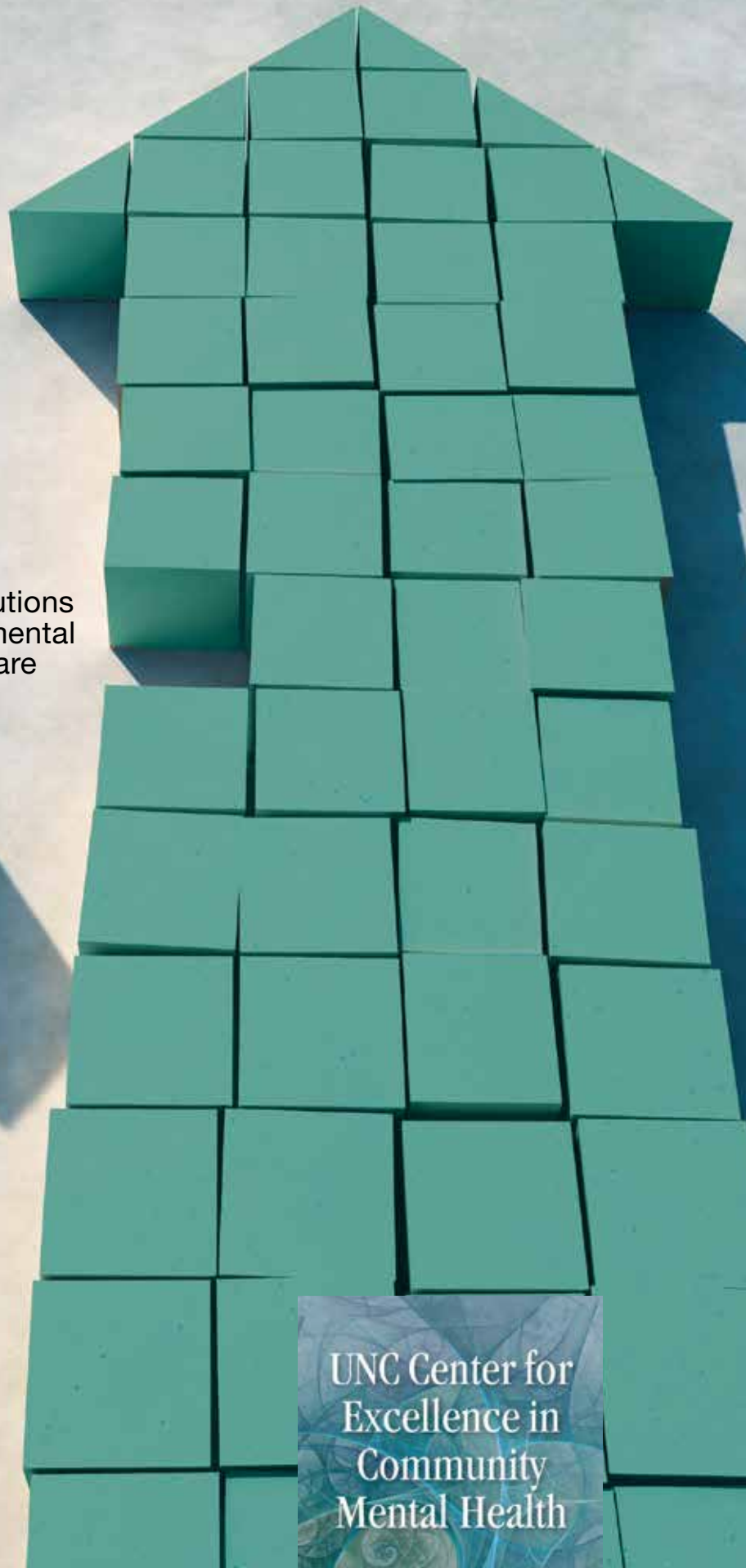


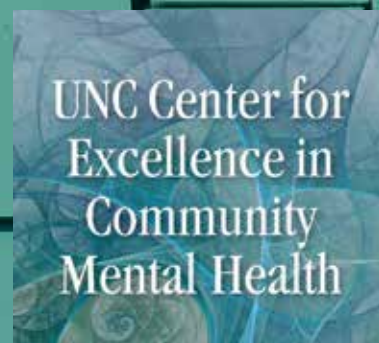


finding solutions
for better mental
health care



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letter from the director



It has been an exciting year at the Center, and we continue to grow to meet the needs of individuals with mental illness in our local communities and across the State.

It is a source of pride to see the achievements of the Center and its talented and dedicated staff, as well as the accomplishments of patients we serve on their road to recovery. This year, the Center received a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF). In addition, our Assertive Community Treatment (ACT) teams and our new supported employment program received very high scores on independent reviews of their fidelity to accepted models of care. In the wake of our growth over the past five years — we have nearly 100 employees now — we have developed a five-year strategic plan to build on our strengths and continue to offer innovative solutions for mental health treatment in North Carolina. This year we also launched a formal fundraising program, hiring Ed Binanay as director of development and creating an advisory board to assist us with Center fundraising.

Diana Perkins, MD, MPH, and her team at UNC's Outreach and Support Intervention Services (OASIS), began a collaboration discussion with the N.C. Division of Mental Health, Substance Abuse and Developmental Disabilities, Substance Abuse and Mental Health Services Administration (SAMHSA) and Alliance Behavioral Services, which will expand services for early psychosis to Wake County. OASIS will also provide technical assistance for providers around the state. Look for more details in 2015. This adds to the Center's ongoing technical assistance programs for ACT teams and medical directors across the state.

In this report, you'll read about UNC PAWS (Peer-Assisted Wellness Services), a dog-training program in which our patients learn to train and then prepare shelter dogs to become pets, part of the Center's Recovery Services. A new Dartmouth supported employment collaboration is assisting clients who want to work to find employment. A federal \$1.5M grant will allow Robin Reed, MD, MPH, to expand our patients' access to evidence-based primary and behavioral care through our Center's integrated care program.

I thank everyone in the Center and all of our supporters for making the Center's first five years a remarkable success. Imagine what we can accomplish together in another five years!

Sincerely,

A handwritten signature in black ink, appearing to read "John Gilmore".

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*

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 treatment, training, research and community education.



L-R Clockwise:
 Diana Perkins, MD, MPH, medical director, OASIS; Thava Mahadevan, MS, director, operations; Edward Binanay, BS, director, development and community relations; John Gilmore, MD, director, Center; Alice Lockhart, BA, director, communications; Leah Pribac, BBA, business officer; Elizabeth Rossi, BA, director, quality management; Sylvia Saade, PhD, program director, OASIS; and Carol VanderZwaag, MD, director, community services.
 Not pictured: Kelly Smedley, RN, MSN, CNS, director, clinical services.

UNC Center for Excellence in Community Mental Health Leadership and Programs

John Gilmore, MD, Director and Medical Director of Center

Thava Mahadevan, MS, Director of Operations
 Kelly Smedley, RN, MSW, CNS, Director of Clinical Services

Edward Binanay, BS, Director of Development and Community Relations

Alice Lockhart, BA, Director of Communications

Leah Pribac, BBA, Business Officer

Robin Reed, MD, Medical Director, Integrated Care

Elizabeth Rossi, BA, Director of Quality Management

Carol VanderZwaag, MD, Medical Director, Community Services

Carr Mill STEP (Schizophrenia Treatment Evaluation Program) Community Clinic

Erica Arrington, MD, Medical Director (2015)

Kelly Smedley, RN, MSW, CNS, Director of Clinical Services

Wake STEP Community Clinic

Nancy Clayton, MD, Medical Director

Deborah Lawson, LCSW, MSW, LMFT, Director of Clinical Services

OASIS (Outreach and Support Intervention Services)

Diana Perkins, MD, MPH, Medical Director

Sylvia Saade, PhD, Director

Community Programs

Orange/Chatham XDS 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

Critical Time Intervention and Hospital Transition

Erica Arrington, MD, Medical Director (2015)

Janice Bainbridge, MSW, LCSW, Team Leader

Community Resource Court

Caroline Ginley, MSW, LCSW, Program Coordinator

Recovery Programs

Thava Mahadevan, MS, Director

The Farm at Penny Lane

Brushes with Life Arts Program

UNC PAWS

Supported Employment

North Carolina Psychiatric Research Center

Fred Jarskog, MD, Director

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

Technical Assistance Programs

UNC Medical Directors' Network

Alice Lockhart, BA, Director of Communications, Program Manager

UNC ACTT Technical Assistance Center

Lorna Moser, PhD, Director

editorial

Editor: Alice Lockhart, BA Director of Communications alice_lockhart@med.unc.edu • Designer: Jeff Crawford Design, llc
 Photography: Charles Thayer, MS; Thava Mahadevan, MS; Will Owen Photography; Ed Binanay, BS © Copyright UNC Center for Excellence in Community Mental Health

funding

The Center was created in 2009 with a 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:

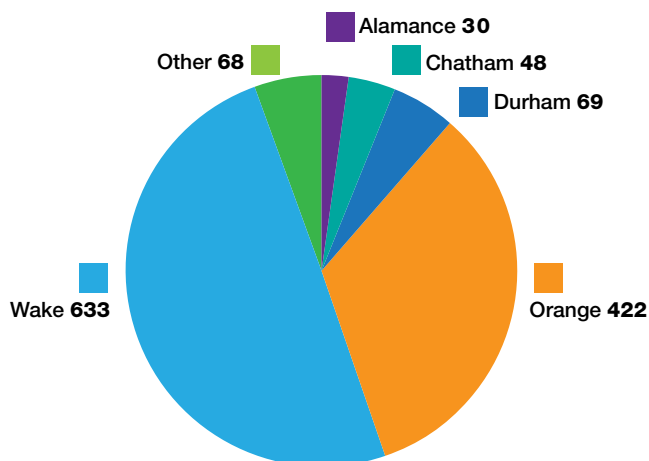
- Access Care Network, Community Care of North Carolina
- Alliance Behavioral Healthcare
- Cardinal Innovations Healthcare Solutions
- The Duke Endowment
- The Kate B. Reynolds Foundation

- North Carolina Area Health Education Centers
- North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services
- North Carolina Division of Medical Assistance
- Substances Abuse and Mental Health Services Administration (SAMHSA)
- U.S. Department of Housing and Urban Development

If you wish to DONATE

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

TOTAL CLINIC NUMBERS



The Center continues to grow

The Center continues to grow and serves individuals with severe mental illness at three clinic 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 served approximately 1,270 individuals in 34 counties in 2014.

State-wide, the Center provides technical assistance to ACT teams and medical directors in North Carolina's public mental health system through its N.C. ACT Team Technical Assistance Center, a collaboration with the N.C. Division of Mental Health and the N.C. Community Medical Directors' Network, a partnership with North Carolina Area Health Education Network (NCAHEC).

New advisory board will support fundraising and Center's mission

The UNC Center for Excellence in Community Mental Health has created an advisory board, which held its first meeting in May.

The advisory board will support the mission of the Center by advising and assisting in the development of its overall strategy. Board members will serve as advocates for the Center to increase its visibility internally and externally and assist in fundraising efforts. The board is voluntary.

"The Center has grown rapidly since it was created five years ago, and we have made great progress," says John Gilmore, MD, director and medical director of the Center. "Now, we need additional expertise as we continue to grow, look at new opportunities, and stay focused on providing treatment, which we know works and help other providers across North Carolina provide that same treatment."

Board members are appointed for three-year terms. Members include: Elin Abercrombie, MA, a therapist and writer; Lee Bowman, BA, project manager, Briar Chapel of Newlands Communities in Chatham County; Joanna Bowen, JD, an attorney and mental health advocate; Cornell Lamb III, BS, captain, Carrboro Police Department; Bert Fisher, BA, president and CEO of Community Partnerships, Inc.; Barry Jacobs, BA, a writer and Orange County Commissioner; Tim McGloin, MSPH, retired UNC-Chapel Hill research associate; Tammy McHale, CPA and senior associate dean for finance and planning at UNC's College of Arts and Sciences; Aaron Nelson, BS, president and CEO,

Chapel Hill/Carrboro Chamber of Commerce; Mebane Rash, JD, CEO, Education NC; Brian Stabler, PhD, professor emeritus, UNC Psychiatry, and film maker; Candace Turney, CPA, managing partner, office of Rabon & Dailey, LLP; and Kenneth Wilson, MD, professor of medicine in the division of infectious diseases at Duke University.

Gilmore and Thava Mahadevan, MS, director of operations at the Center, serve as ex-officio members of the board. Edward Binanay, BS, director of outreach and community relations serves as the board coordinator.

Nancy Clayton named associate medical director at Wake STEP



Nancy Clayton, MD

Nancy Clayton, MD, was named associate medical director of the UNC Wake STEP Community Clinic in Wake County in December. She succeeds Shane Rau, MD, PhD, who accepted a position in Virginia. She joined UNC Wake STEP in August 2013 as clinical professor of psychiatry after working in community mental health in Christchurch, New Zealand

and at the University of Otago School of Medicine in Christchurch.

Previously, she was in the UNC Department of Psychiatry from 1998-2007, where she provided inpatient care on the psychotic disorders and geropsychiatry unit, served as medical director of the psychotic disorders inpatient unit, and was involved in psychiatry resident and medical student training. She was also very involved in the creation of Brushes with Life art therapy program.

Wake STEP Clinic is located on Falstaff Road and has regional clinics on a limited-time basis at Rex Hospital in Raleigh, Wake Forest, Zebulon and Fuquay Varina.

SAMHSA \$1.5M grant allows Center's health home to expand its integrated primary and behavioral care



Robin Reed, MD, MPH

The integration of primary and behavioral care has been recognized at both national and state levels as a model to provide better health outcomes and quality of life for individuals with severe mental illness and lower the total cost of care.

In the fall, the Center received a \$1.5M Primary and Behavioral Health Care Integration (PBHCI) grant from the Substance Abuse

and Mental Health Services Administration (SAMHSA) to enhance and fully integrate primary and behavioral (mental health) care into its patient population. Robin Reed, MD, MPH, assistant professor of psychiatry and director for the Center's integrated care program, is the principal investigator for the four-year grant.

"We are thrilled to join the national network of the SAMHSA PBHCI programs," says Reed. The Center's integrated care program, which was started with grant funding from The Duke Endowment (2011), monitors chronic disease and preventive care needs, enhances support during transitions between home and the hospital, and improves patients' abilities to manage their own care. At the Carr Mill Clinic, a family physician heads an on-site primary care service within a behavioral health clinic as part of a Health Home model of integrating behavioral and primary care.

UNC researchers expect that PBHCI participants will improve both their physical and behavioral health and, they will become more involved in their care.

"There is an enormous need to figure out how to make integrated care work, and the Center has made nice progress over the past few years," says John Gilmore, MD, director of the Center. "This grant will allow us to continue to develop and refine models of integrated care that can be used across North Carolina."

Center receives three-year accreditation

The Center has 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 it provides quality care using established standards and customer satisfaction. The accreditation extends through May 2017.

Brushes with Life Arts Program adds recovery arts group

Artists in the Brushes with Life program now have the opportunity to participate in a weekly recovery arts group at the Carr Mill clinic in Carrboro or at UNC STEP in Wake County. The groups offer art classes, which are led by Grayson Bowen, MFA, a peer support specialist who also coordinates the Brushes with Life program. Individuals in treatment at the UNC Center for Excellence in Community Mental Health, members of Club Nova, a local clubhouse for persons with mental illness, and other select community programs are eligible to participate in the groups.

For information contact grayson_bowen@med.unc.edu/



L-R Mebane Rash, JD, CEO, Education NC, John Gilmore, MD, director, Center; Lorna Moser, PhD, director, UNC ACTT Technical Assistance; Emery Cowan, MS, LPC, LMHC, CESP, lead, Adult Mental Health & Employment Services, MH/DD/SA at NCDHHS; Thava Mahadevan, MS, director, operations, Center.

Annual STEP Symposium focuses on recovery

The 21st Annual STEP (Schizophrenia Treatment and Evaluation Program) Symposium highlighted recovery programs and the latest policy changes that will impact individuals with schizophrenia and other mental illnesses.

Nearly 100 patients, families and mental health professionals attended “Recovery-oriented care in North Carolina,” a half-day program at UNC’s William and Ida Friday Continuing Education Center on April 26, 2014. The program featured discussions on recovery in policy in North Carolina and community integration through supportive housing, supportive employment, and assertive community treatment.



Lee Smith

No limits inaugural fundraising gala celebrates recovery

Well-known Triangle writer Lee Smith was the featured speaker, November 7, at the Center’s inaugural No Limits Gala at the George Watts Hill Alumni Center on the UNC Campus. More than 200 friends of the Center enjoyed dinner and music by Music over Mind. Frank Stasio from North Carolina Public Radio served as emcee.

“We are pleased with the tremendous turnout, and we are grateful for their continued support,” says John Gilmore MD, director of the Center. “The resources provided by our supporters allow us to continue to be innovative and provide a level of care to our patients, which is difficult in these tight financial times for the University and for the mental health system in general.”

Four community mental health advocates, Gerry and Ann Akland of Knightdale, and Barbara and Gove Elder of Durham, received UNC Center for Excellence in Community Mental Health Advocacy Awards for their volunteer contributions to mental health.

Proceeds from the gala will help support programs that serve individuals with severe mental illness. Cardinal Health Innovations was a bronze sponsor, and *The News and Observer* was a media sponsor.



Bryan Ragan, MSSW

UNC PAWS' shelter-to-pet program launches at Penny Lane in Chatham County

Research shows that individuals who interact with dogs experience greater health benefits such as lower heart and blood pressure rate.

The Center, in collaboration with the paws4people foundation, a national organization that trains assistance dogs for individuals with disabilities, in Wilmington, N.C. and the North Carolina Vocational Rehabilitation, created UNC PAWS (Patient-Assisted-Wellness-Services), a dog-training therapy program at The Farm at Penny Lane in Pittsboro. During each 12-week training, eight individuals with severe mental illness, referred by UNC clinicians, learn to train four dogs and prepare them for adoption.

The participants support each other and learn or experience responsibility, improve self-confidence, empathy, and gain a sense of accomplishment and potential job skills.

The dogs are selected at the Chatham County Rescue and Education, Inc. and at the end of the program, the newly-trained dogs are ready for adoption. Potential pet owners must complete an application that requires referrals and a home visit.

“The program is a great success,” says Thava Mahadevan, MS. “Clients are clearly benefiting from the interaction with the dogs, and we have outcomes from the first session. It’s a win-win for our clients and the dogs.”

Plans are also underway to create a puppy development center in collaboration with paws4peoplefoundation, which socializes puppies that will be trained as service dogs. (January 2015)

For additional information contact Bryan Ragan at bragan@email.unc.edu, manager, and Sunny Westerman, adoption coordinator at sunny_westerman@med.unc.edu.



Matt Diehl, MSW

New supported employment program gets high marks in first fidelity review

Individuals with the most serious mental illness have high unemployment rates, up to 85 percent. Having a job is a major step toward recovery, according to the Dartmouth Individual Placement Support (IPS) philosophy and research. Employed clients have a better quality of life with increased self-esteem and reduced symptoms.

Established in June as a Dartmouth IPS program, the Center’s evidence-based Supported employment program received an exemplary fidelity rating and a score of 115, the highest score for any IPS supported employment program in North Carolina at its first review in December. Thirty clients participate in the program, and 15 are employed. Reviewers from Dartmouth and North Carolina Health and Human Services identified exceptional strengths in leadership, integrated behavioral health teams, documentation, and delivery of holistic services.

“We continue to see the benefits to an individual’s recovery provided by the dignity of actively participating in a job search and eventually securing a job,” says Matthew Diehl, MSW, supported employment supervisor.

The program collaborates with Dartmouth University, the North Carolina Divisions of Mental Health and Developmental Disabilities and Substance Abuse Services and Vocational Rehabilitation, as well as Cardinal Innovations Healthcare Solutions.



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unccmh.org

Fourth Annual Medical Directors' Symposium features David Richard



*John Gilmore, MD; Ureh "Nena" Lekwauwa, MD; and
David Richard, BS*

The Center presented its Fourth Annual Medical Directors' Network Symposium "Leadership and Management: The Medical Director's Role in Managing Outcomes" May 17, 2014 at UNC's William and Ida Friday Continuing Education Center. Approximately 70 medical directors from Critical Access Behavioral Health Agencies (CABHAs) and Managed Care

Organizations (MCOs) as well as psychiatrists from Carolina Care North Carolina (CCNC) and Assertive Community Treatment (ACT) teams from around the state, attended the one-day event.

David Richard, BS, deputy secretary of Behavioral Health and Developmental Disabilities Services at the N.C. Department of Health and Human Services (NCDHHS) opened the morning session with highlights of how the DHHS Medicaid reform proposal and changes in the NCDHHS organizational structure will affect North Carolina's public mental health system.

Participants also attended sessions on how managed care organizations determine outcomes, the current implementation of the Assertive Community Treatment (ACT) in North Carolina, and leading and managing in turbulent times.

"The annual meeting continues to provide medical directors across the state a unique opportunity to improve their leadership skills and to stay on top of issues they will encounter on the job," says John Gilmore, MD, director of the Network and the Center.

The Network is in collaboration with North Carolina Area Health Education Centers (NCAHEC).