

2009 FINANCIAL STATEMENT

ASSETS

OPERATING FUND:

| | |
|-----------------------------|---------------------|
| Cash & Investments | \$4,676,440 |
| Net Client Accounts Recv | 1,628,958 |
| Other Receivables | 827,604 |
| Inventories and Prepaid Exp | 314,584 |
| Due from other Funds | 347,359 |
| Property and Equipment | <u>6,139,068</u> |
| <i>Net of Accum Deprec</i> | |
| Total Operating Fund | \$13,934,013 |

DESIGNATED FUNDS:

| | |
|---------------------------------|-----------|
| Replacement and Expansion Fund: | |
| Cash and Investments | 1,612,786 |
| Projects in Progress | 13,470 |
| Due from Other Funds & A/R | 8,429 |

Specific Purpose Funds:

| | |
|----------------------|-----------|
| Cash and Investments | 2,405,515 |
| Accounts Receivable | 763,656 |
| Due from Other Funds | 0 |

| | |
|----------------------------|---------------------|
| Total Center Assets | \$18,737,869 |
|----------------------------|---------------------|

LIABILITIES

OPERATING FUND:

| | |
|--------------------------------------|---------------------|
| Accounts Payable and Long-Term Debt | \$1,079,591 |
| Accrued Compensation PTO, Sick, etc. | 1,924,722 |
| Due to Restricted Funds | 1,810 |
| Long-Term Debt | 2,265,000 |
| Net Assets | <u>8,662,890</u> |
| Total Operating Fund | \$13,934,013 |

DESIGNATED FUNDS:

| | |
|--|-----------|
| Replacement and Expansion Fund: | |
| Accounts Payable and Due to Operating Fund | 90,737 |
| Net Assets | 1,543,948 |

Specific Purpose Funds:

| | |
|--|-----------|
| Accounts Payable and Due to Operating Fund | 259,859 |
| Net Assets | 2,909,312 |

| | |
|--|---------------------|
| Total Center Liabilities & Net Assets | \$18,737,869 |
|--|---------------------|

REVENUE/EXPENSES

REVENUE:

| | |
|---|---------------------|
| Gross Charges | \$25,086,969 |
| Less: <i>Charity Care & Contractual</i> | <u>(7,937,366)</u> |
| Net Service Revenue | \$17,149,603 |

EXPENSES:

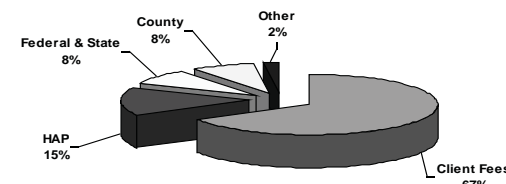
| | |
|---------------------------------|---------------------|
| Salaries, Wages, & Fringe | \$18,141,074 |
| Bldg. & Interest Expense | 1,147,398 |
| Purchased Services | 1,588,110 |
| Office Exp. & Misc. | 685,333 |
| Provision for Bad Debt | 1,179,466 |
| Depreciation Expense | 877,579 |
| Operation Exp. & Travel | <u>1,564,956</u> |
| Total Operating Expenses | \$25,183,916 |

| | |
|-------------------------------|---------------|
| Net Service Revenue Over Exp. | (\$8,034,313) |
|-------------------------------|---------------|

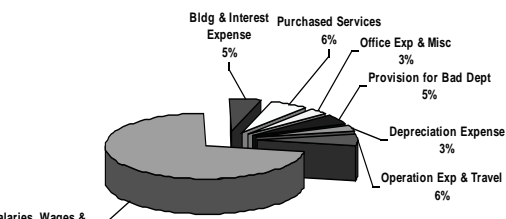
NON-SERVICE REVENUE:

| | |
|--|------------------|
| Government Funding | \$7,980,762 |
| Local, Interest, Contributions & Other | <u>535,772</u> |
| Change in Net Assests | \$482,221 |

FY 09 REVENUE



FY 09 EXPENSES



CONSUMER SERVICES/ SERVICE STATISTICS

SERVICES PROVIDED

UNITS OF SERVICE:

| | 2007 | 2008 | 2009 |
|------------------------------------|---------|---------|--------|
| C & E Hours | 5,102 | 1,841 | 3,755 |
| Day Treatment Days | 33,418 | 31,993 | 32,746 |
| Residential Days | 41,656 | 46,282 | 48,349 |
| Inpatient Days | 5,739 | 4,946 | 4,242 |
| Outpatient & Case Management Hours | 133,264 | 111,674 | 99,169 |

TOTAL PEOPLE SERVED:

| | | | |
|-----------------|--------------|--------------|--------------|
| Mental Health | 5,649 | 6,325 | 6,246 |
| Substance Abuse | 1,772 | 1,518 | 1,807 |
| Total | 7,421 | 7,843 | 8,053 |

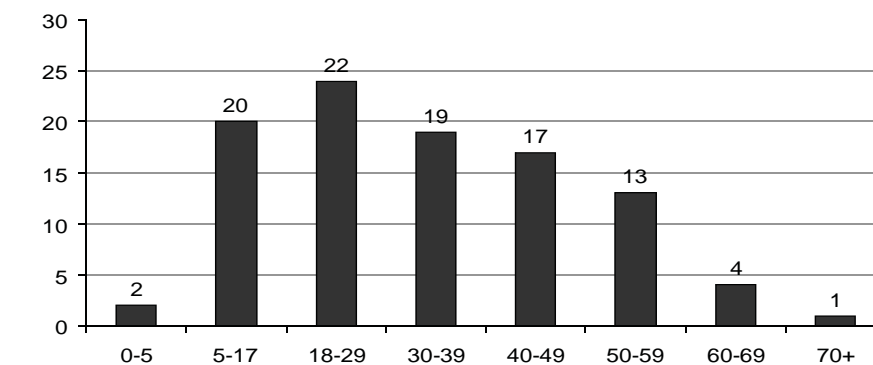
INCOME

| | |
|---------------------|-----|
| 0 - \$10,400 | 79% |
| \$10,401 - \$20,800 | 13% |
| \$20,801 - \$26,000 | 3% |
| \$26,001 and above | 5% |

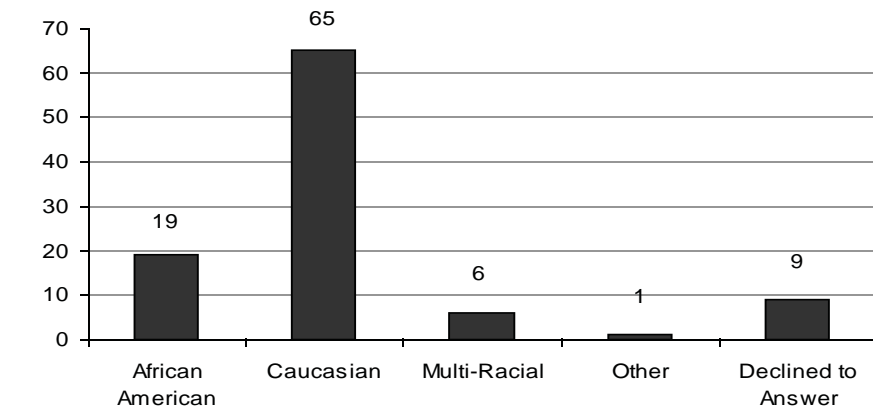
GENDER

| | |
|--------|-----|
| Male | 50% |
| Female | 50% |

AGE (percent)



RACE (percent)



2009 ANNUAL REPORT



Work in Progress

Do you ever feel as if you are a "work in progress"? The feeling for me is that I know what I want to accomplish, how I want to change, what I want to have different in my life, and yet I never quite seem to achieve my picture of how things should be. Part of that gap is likely due to some internal shortfall, but to a large degree it is also because my picture of what I want to achieve continues to evolve. I have come to realize that as a person, I will never "arrive," but will always be a "work in progress."

I have also come to realize that Park Center will never "arrive," but will always be a "work in progress." I used to hold the fantasy that after one more project, or adding one more program, or after this next adjustment to state funding shifts, Park Center would come to a place where we could rest, fine tune, and enjoy our efforts. That fantasy has died a painful, but perhaps useful, death. When one gives up the illusion that we will at some point "arrive," it changes the frame of reference a bit. Instead of anticipating the end of the project, it causes me to evaluate our process of changing. Are we evolving in a way that seeks to maximize the possible contributions we can make to our communities? Are we including partners in our adaptation processes? Are we striving to move toward best practices? And finally, can we be proud that we are doing our best work with high integrity? I believe the answer to those questions is generally - yes.

This year has been one where we spent a lot of time focusing internally to pull all of the pieces of our new computer system together. That has been challenging at times, but has gone well. Thanks for all the patience shown by staff and customers alike with our implementation. This next year will be focused heavily on transforming our system in concert with the guidelines outlined by the Division of Mental Health and Addictions. There will be many changes and some of those will be difficult. Yet, I believe we can ask ourselves the questions above and ultimately evolve with a more effective system of care. I look forward to the journey with you.

Paul Wilson, *President and CEO*

Taking Time to Celebrate

As the President of Park Center's Board, I am often amazed by the number of issues the Mental Health Centers in Indiana have to deal with. The complexity of funding is particularly challenging and at times confusing. What is not confusing is the dedication and contribution that Park Center makes to meet the needs of our communities. I see that each week in my role leading the CIT effort for the Fort Wayne Police Department. So, to the other Board members and staff - I would like to say "thanks." Thanks for providing great oversight to Park Center's initiatives. Thanks for a year of hard work implementing the new computer system. Thanks for a great CARF review, with the several exemplary commendations. Thanks for continuing a strong partnership effort with many others in the community. And most of all, thanks for investing your lives to make a real difference for those working to overcome addictions and mental illness. During times when change never seems to cease, we have lots of things to pause and celebrate. It was a good year. Thanks.



Deputy Chief Dottie Davis, *Board Chairperson*

PARK CENTER, INC.

PARK CENTER INC. 2009 ANNUAL REPORT

Every day, Park Center staff work toward goals that are key to a comprehensive approach to mental health and treating mental illness - goals that can foster recovery for people living with mental health problems and illnesses. Our beliefs follow:

- The hope of recovery is available to all;
- Action is taken to promote mental health and well-being, and to prevent mental health problems and illnesses;
- The importance of families in promoting recovery and well-being is recognized, and their needs are supported;
- Actions are based on appropriate evidence, outcomes are measured, and the resulting data supports treatment direction.

Faced with severe budget shortfalls, many states, including Indiana, are making drastic cuts in the behavioral health areas. Our obligation to the people in Allen, Adams and Wells Counties does not cease to exist simply because the State reduces its funding. With families already facing major economic challenges, the number of people needing services continues to rise.

Our job as helping professionals is to facilitate this natural process with those we serve, whatever the barriers. We know that **mental health recovery is a process . . . not a service.** Even though the road to wellness and recovery can seem difficult and may take a considerable amount of time and resources, it's worth all the effort spent to help consumers get where **they** want to be in their lives. The following are what some family members and others shared with us regarding those who have embarked on their own recovery journeys:



I must tell you that my daughter has been in your care for many, many years. She's 44 years old now. She is going to receive her Bachelor of Arts Degree from IPFW this coming June. It has taken her twenty years to reach her goal. That's pure determination and perseverance, supported by Park Center staff. She could not have done this without Park Center. I thank you and your staff for guiding this living dream into a reality for her. God bless you all from her parents, brother, and sister.

Our son started the Treasure Chest program in the early part of 2009 and within two weeks, his father and I noticed him coming home with positive messages and a huge improvement in his self-esteem. Very shortly after, he was coming home with stories of his new friends, which was a new experience for him. This has been the single most important thing that has really turned this school year around for our son. His progress this year, thanks to the Treasure Chest, has allowed him to catch up with his peers.



Park Center has been the most helpful treatment compared to the many other ones my family has used in the past. I had even sought help in other cities in Indiana. Not one of them has come close to helping us like Park Center has. If it wasn't for Stacey Tribolet and the FEC program at Park Center, I honestly believe that my 2 boys would be in a long-term facility instead of with me. So, thank you Park Center for helping keep my family together.



My wife and I would like to express our deepest appreciation for the services proved by your organization. Becky Heffernan has continually shown a genuine concern for our son's welfare. At times when we felt like we were the only ones going through the obstacles facing us with his ADHD, she made us feel comfortable and that we were not in this alone. Her ideas for his treatment were always well-founded and supported by her unwavering commitment to us as a family. Thank you so much for allowing Ms. Heffernan to play such a vital role in our lives.

I just want to share some feedback with you regarding "John." About 3 years ago I referred him to you and asked for your assistance in helping him to get on his feet. His mom works for me, and she recently told me of a conversation she overheard. "John" was talking about how we saved his life. He said "mom's boss got me help from Park Center and if it wasn't for that help I wouldn't be here today." I credit your work (Park Center) with ultimately saving his life. It's the small steps we take that make the difference. "John" has been employed continuously for 9 months now in a permanent job and I understand is out of debt. He seems to appreciate the help that was given! Gives me goosebumps. Thanks.



FY 09 BOARD OF DIRECTORS

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Bill Seck

Warren Stuart
Greg Werich
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Rebecca Bouse, BS, *CFO*
Ina Carlson, Ph.D., *VP Child & Adult Services*

Brian Fleisch, MSW, *VP Managed Care Services*
Richard Hite, Ph.D., *VP Adult Community Services*
Larry Lambertson, MD, *Medical Director*
Roxsandra McFarthing, MSW, *VP Corporate Services*

FY 2009 Events: WAYNE DALE II OPENS

After what seemed like the lengthiest construction project yet, Park Center officially opened its seventh HUD 811 apartment building, Waynedale II, in May of 2009. As the name implies, this apartment building is located next to Waynedale I - our second HUD 811 - that was built in 1997. Twelve years later, we are opening our seventh building. The location next to Waynedale is excellent, and affords a setting with mature trees - a great esthetic bonus. Building next to an existing structure has allowed us to utilize staff, who offer support and assistance to residents, in the most efficient manner with the two buildings being adjacent to each other. The proximity to bus lines and shopping affords convenience to the residents. The new Waynedale II building has 10 apartment units, bringing the total of apartment units in our HUD 811 community housing continuum to 109.



Park Center feels very fortunate to offer this option to those consumers who are in need. This type of housing has made a huge impact in the lives of those who struggled for many years to find safe, supportive housing. And, with the HUD affiliation, rent is set according to the renter's income and expenses, thus making it affordable housing for those who might not have experienced that option previously.

CARF ACCREDITATION

Park Center underwent a CARF * accreditation site survey visit in mid-June, and the results were outstanding. Not only was the Center again awarded a 3-year accreditation, but the Center received distinction with exemplary commendation in the following five areas:

- Leadership
- Staff retention program and our employee wellness efforts
- Professional Development and Essential Learning
- Essentia (Electronic Medical Record) and its ability to increase our efficiency and productivity
- Carriage House for its unique programming and dedication to clients' recovery

* CARF is an independent not-for-profit accrediting body promoting quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. CARF has established consumer-focused standards to help organizations measure and improve the quality of their programs and services. This accreditation is fitting for our recovery goals that include rehabilitation and reintegration.



MISSION:

Meeting the behavioral healthcare needs of consumers is Park Center's singular focus. Through responsive programming and continuous improvement, we strive to exceed expectations.



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