



In last year's Annual Report I wrote about embracing change. I will continue that theme for FY 2017 because change happens whether we want it to or not. Being prepared and resilient regardless what comes our way is a constant demand today. Actually, it always has

been - things just seem to be happening faster now with the ability for instant communications. I will try to capture the high points for FY 2017 - hoping to illuminate resiliency, as consumers, staff and the Board of Directors have all adapted to new realities.

July 2016 started a new era as ACMHS/FCMHS implemented CareLogic/Qualifacts, an electronic clinical record with revenue cycle and management reporting capabilities. Qualifacts streamlined the accounts receivable (billing) system which has shortened the time from service delivery to collecting payments. It provides 'live' data about scheduling, services provided, documentation of services, billing, collections and patient accounts.

Fall saw key personnel changes including retirement of long time Director of Family and Children's Services Dee Foster and announced resignations of Medical Director Scott Terranella, MD and FCMHS Chief Operations Officer Jami Teets. ACMHS hosted "Guardian of the Golden Gate" Kevin Briggs in early **November 2016**. He visited with local first responders and did a well-received public presentation/fundraiser entitled "Reaching Out - Saving Lives" at UAA. Tuesday, 8 November 2016 was an obviously memorable national Election Day. We also went smoke-free at all locations (inside and out) effective 17 November 2016.

December found the company successfully completing the Office of Civil Rights Corrective Action Plan (CAP) resulting from an electronic health information data breach in December 2011. We have learned much since then and have implemented preventive barriers to protect the health information of the consumers served at ACMHS/FCMHS. December was also the month the company welcomed new Chief Medical Officer Joshua Sonkiss, MD. Dr. Sonkiss was familiar with the company through his relationship as a provider at FCMHS.

The Council on Accreditation (COA) Review Team visited Anchorage and Fairbanks in **January 2017** resulting in notification of reaccreditation in March 2017. This was the results of the efforts of Accreditation Manager Pamela Kennedy, LPC and Director of Care Management Carey Edney, Ph.D. Dr. Edney announced her retirement shortly thereafter for October 2017.

The highlight for **February 2017** was the first sales of produce from Seeds of Change. Hopefully the business model can be refined to finance this innovative program focused on providing employment opportunities for at risk transition age youth plus providing fresh produce for food insecure Alaska.

March found FCMHS looking for a relocation that matched its size and finances. The Fahrenkamp Building owned by the Alaska Mental Health Trust Land Office (TLO) was eventually selected and is now home to FCMHS.

May 2017 saw a 3% Behavioral Health Medicaid rate increase which was part of the rebasing project started in March 2015. The final portion of the total rate rebasing projected was completed in June 2017. The Division of Behavioral Health and the Department of Health and Social Services continue to express support for implementing the results which will be first total rebasing since 1992.

Also occurring in **June 2017** was a Change Agent Training, titled "Behavioral Health Care: Reform for Organizations - Alaska Medicaid Reform." The theme was that providers in the "new world" must have - "Agility, Flexibility and (financial) Sustainability."

The impact of the three days' of training was immediate. Company leadership proposed focusing on core mental health services and discontinuing any service line that could not cover costs as well as reducing administrative sophistication and overhead costs. As a result, the ground work was laid to transfer all US Housing and Urban Development (US HUD) and Alaska Housing Finance Corporation (AHFC) funding to NeighborWorks Alaska as housing is their core service. The decision was made to not renew the Crossover House funding through US Department of Health and Social Services Substance Abuse and Mental Health Services Administration (SAMHSA) Projects for Assistance in Transition from Homelessness (PATH) with a State of Alaska match. The grant targeted outreach and engagement of homeless severely mentally ill adults in Anchorage. ACMHS had PATH funding for over 25 years. However, the funding did not cover the cost of providing the services particularly with the ever increasing reporting requirements. The same decision was made regarding the outreach and engagement of homeless chronic inebriates through Pathways to Recovery. These decisions had to be made due to funding challenges despite the tremendous and well documented successes by both Crossover House and Pathways.

Again, these were hard but necessary decisions in tight economic times. The goals of these changes include financially stabilizing the company in preparation for further Medicaid reform; having top-notch trained staff; increasing recovery oriented service capacity for core services to children/youth and their families impacted by severe emotional disturbance and adults with severe mental illness and/or co-occurring substance use disorders and being as efficient an organization as possible.

I write all this as I approach my 15th and last Anniversary as the CEO in January 2018 and prepare the company for the next CEO. It has indeed been an honor to serve in this role and be part of the many accomplishments over the years. The most rewarding parts have been working with the tremendous staff and Board of Directors and seeing recovery from mental illness happen across the span of life. I look forward to observing the future successes of ACMHS/FCMHS in years to come.

Warmest regards,

Jerry A. Jenkins, M.Ed., MAC
Chief Executive Officer

ANNUAL REPORT

Anchorage Community



Mental Health
Services, Inc.

Fairbanks Community



Mental Health
Services, LLC.

FY 2017 Program Highlights

ACMHS Clients Served: 1,436 (312 children). 604 people trained through the Trauma-Informed Training Program. Received SAMHSA grant to serve military families/children impacted by stress. Assisted more than 100 people with permanent supported housing. For consumers admitted to services: 78% reduction in days in Alaska Psychiatric Institute the year following entering ACMHS services vs the prior year; 94% reduction in days in Department of Corrections. 47 seniors provided with 19,075 hours of adult day care services at Day Break. *Alaska Youth Advocates* had 5,680 contacts during the year, despite closing the center and re-opening in a new location. The RISE Vocational program served 26 adults with job readiness skills training, job assessments, customized job search and job coaching. Thirty-three students with disabilities were served in the Pre-Employment Training Program in partnership with DVR and the Anchorage school district.

FCMHS Clients Served: 454 adults plus 86 children. Tele-psychiatry by Anchorage providers as well as local Fairbanks prescribers. Admission priorities are those coming from API, Fairbanks Memorial Hospital and the Department of Corrections.

Anchorage Community Mental Health Services, Inc.

FINANCIALS

Operational Revenues

| | |
|-------------|--------------|
| Client Fees | \$6,106,000 |
| Grants | \$10,701,000 |
| Other | \$1,536,000 |

Total Revenue **\$18,343,000**

Charity Care **\$6,554,000**

Operational Expenses

| | |
|-------------------------|--------------|
| Program Expenses | \$16,135,000 |
| Administrative Expenses | \$4,436,591 |

Total Expenses **\$20,571,000**

Board of Directors 2017

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