



DEDICATED TO HEALTH, HEALING, AND RECOVERY

Management Report for Fiscal Year 2020

*A message from Chief Executive
Officer Dr. Tom Ford*



An extraordinary challenge...

“The close of fiscal year 2020 amid the COVID-19 pandemic has presented an unprecedented opportunity for innovation in the delivery of behavioral health services. The service delivery continuum of fiscal year 2019 now seems such a distant and different environment than today. The new service world reminds me of the lyrics from a John Lennon song, ‘Nobody told me there’d be days like these, strange days indeed.’”

An extraordinary challenge...

“In March 2020, Lookout Mountain Community Services (LMCS) made significant changes in its services. All groups were cancelled.

Outpatient clinic staff began contacting individuals to indicate they could receive services via remote technology. The State approved telephonic services for individuals and small groups. We limited access to outpatient clinics to intakes and emergencies. In April, all outpatient clinical staff began working from home. The outpatient clinics looked like ghost towns.”

LMCS rises to the challenge...

“Our technology staff, managers and support staff collaborated throughout these changes to ensure that clinicians had the hardware and written procedures to effectively manage calls from individuals to the clinicians’ homes. Services were being provided and prescriptions were being written in this new service environment. Remote services that in the past were only considered in someone’s wild imagination had become part of the daily routine. While doctors had provided telehealth services at LMCS for four years, it was accomplished by the individual coming into the clinic where he/she sat in front of a monitor and webcam to connect to the prescriber. In the new service world, the individual could remain safely at home as the service could be provided via telehealth.”

LMCS exceeds expectations...

“These strange circumstances have serendipitously increased the percentage of individuals who participate in treatment. The telehealth service delivery modality has resulted in a steady increase in kept appointment percentages. **From March to May 2020, kept appointments increased from 66% to 88%.** This is a significantly higher rate of engagement leading to improved outcomes for individuals served. As many of our individuals experience challenges in transportation, this service delivery change has allowed them to access services that in the past were negatively impacted by many extraneous factors.”

LMCS exceeds expectations...

“The COVID-19 pandemic has revealed still another opportunity for outstanding performance for LMCS services and staff. LMCS staff demonstrated their ability to be nimble and problem solve quickly and creatively to provide essential services. In the face of adversity, staff were compelled to continue service provision so individuals could continue their journey of healing. Clinicians reached out to individuals to teach them how to access services telephonically. Nurses called individuals to inform them they could continue to have contact with their prescriber without leaving home. We used social media as well as our website and text messaging to connect individuals to services. We partnered with community stakeholders to inform them they could refer individuals to us through online referral forms.”

LMCS exceeds expectations

“No one knows how the pandemic will end but one thing has become clear to me, LMCS staff used this challenge to grow as a team and demonstrate their diligence in ensuring services are accessible. Managers are working together to improve outcomes for all individuals served by the agency. We have worked in tandem, cooperatively and seamlessly with an indelible team spirit. Most of all the pandemic experience has shown us how we can achieve our vision and mission despite adverse events.”

LMCS vision

Partnering with individuals throughout their journey to health, healing and recovery.

LMCS mission

“Our purpose is to partner with individuals and communities to improve lives by providing services that can lead to transformation.”

Lookout Mountain Community Services

A background image of a bee on a pink flower, which is slightly out of focus, serving as a decorative backdrop for the text.

Lookout Mountain Community Services (LMCS) has been providing accessible and cost-effective services to individuals with mental health, developmental disabilities, and/or substance abuse issues since 1965.

Our agency is committed to offering a variety of clinical and support services to adults, children, and adolescents with a wide range of behavioral health challenges.

Not only does LMCS offer traditional services such as psychiatric evaluations, medication management, individual and group therapy, we also offer home and community-based services to facilitate improved functioning in multiple settings.

Our programs strive to help individuals improve the quality of their lives through our specialized therapeutic and culturally proficient approach which emphasizes empowerment, independence, employment, and self-governance.

We are committed to focusing upon an individual's strengths, needs, abilities, and preferences in order to minimize any barriers which may prevent achieving recovery.

In order to provide comprehensive mental health, substance abuse, and developmental disabilities services, LMCS has agency sites located within the four most northwest counties of Georgia: Catoosa, Chattooga, Dade, and Walker.

Lookout Mountain Community Services

A close-up photograph of a bee on a purple flower, serving as a background for the text. The bee is positioned in the center, facing left, with its head and thorax visible. The flower has many light purple petals and a yellow center. The background is a soft, out-of-focus grey.

Adult Outpatient Mental Health Services

Adult Outpatient Addictive Disease Services

Child and Adolescent Outpatient Addictive Disease Services

Mental Health Court Program

Drug Court Accountability Program

Case Management

Addictive Diseases Support Services and Psychosocial Rehabilitation

Peer Support Program

Supported Employment

APEX Project

Kaleidoscope Day Program

Host Homes for Individuals with Intellectual and Developmental Disabilities

Family Support Services

Community Living Support

TREK Program

Leadership and Governance

Joel McCormick, Board Chair

Chief Magistrate Judge, Dade County

Clarence Clump

Owner, Crump Electric, Catoosa County

Neal Florence

Pharmacist, Medi-Thrift, Walker County

Vanita Hullander

Coroner, Catoosa County

Damon Raines

Superintendent, Walker County Schools, Walker County

Deb Stowe

Area Director, Boys & Girls Club, Chattooga County

Eddie Upshaw

Community activist and former North GA EMC employee, Walker County

Leadership and Governance

Dr. Tom Ford

Chief Executive Officer

Rick Solmon

Chief Financial Officer

Patrick McBride

Chief Information Officer

Heather Roesner

Director of Compliance and Quality Assurance

Janice Sabo

Director of Human Resources

Dr. Esteban Lim, MD

Medical Director

Debbie Faulkner

Director of Nursing

Carla Myers

Clinical Director

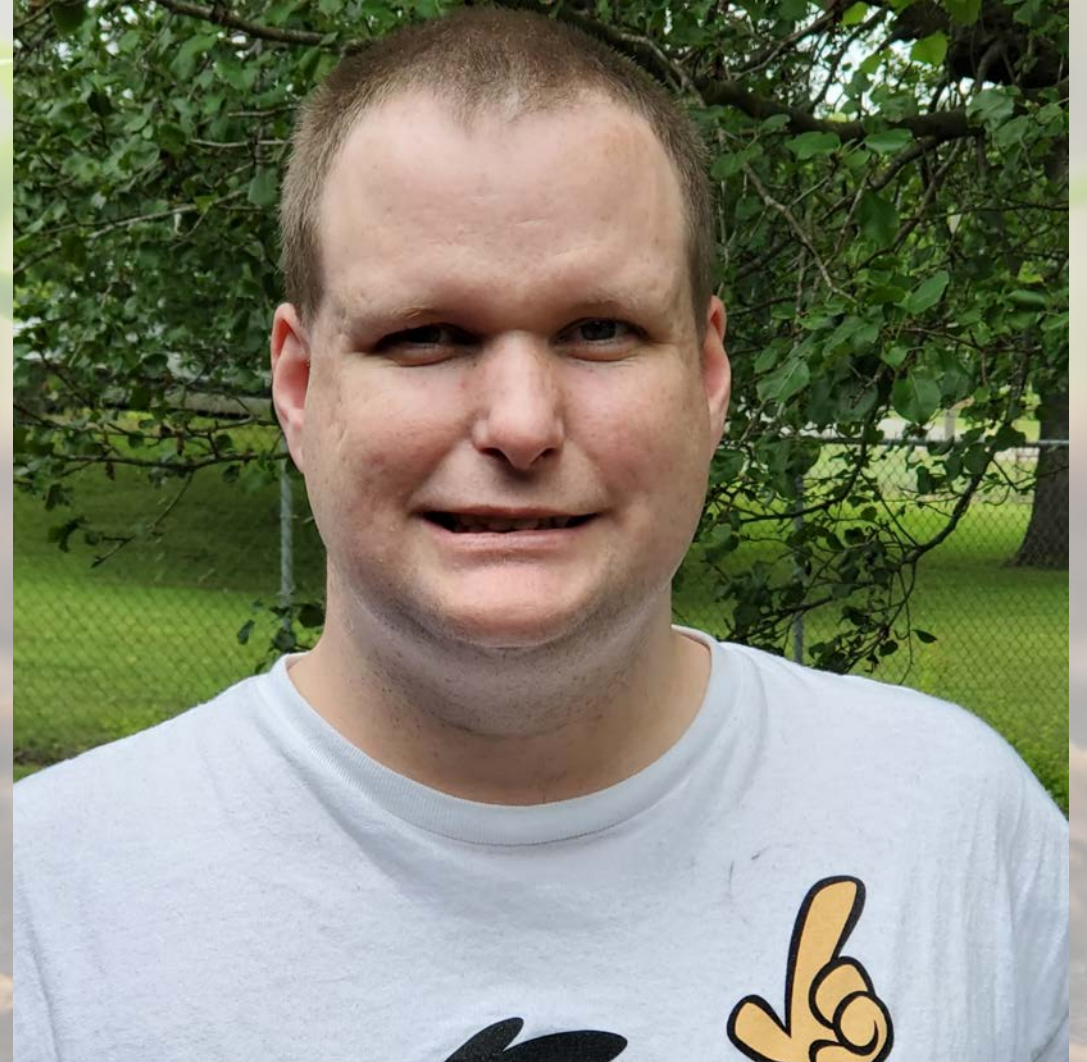
Jim Moon

Director of I/DD Services

Featured client Cody Holland

If you've ever visited the Walgreen's store on Rossville Boulevard in Chattanooga, you may have been assisted by a young man with a warm smile and a friendly personality. You probably noticed him because of his good manners as he happily serves customers with a genuine "Yes ma'am" or "No sir." He may have taken your order in the photo department.

That young man is **Cody Holland**. Employed with Walgreen's for seven years, Cody started out working on the truck delivery day, stocking shelves and checking expiration dates. But he soon acquired many more skills making him a versatile and valuable employee to his company.



Featured client Cody Holland

When Cody graduated from Ridgeland High School in 2003, he didn't mind being home all day watching movies while his dad was at work. But he soon grew dissatisfied and bored. He believed he could do so much more.



Featured client Cody Holland



After being awarded funding by the Department of Behavioral Health and Developmental Disabilities in 2006, he got involved in a center for adults with intellectual disabilities at Kaleidoscope. There he formed new friendships and began participating in group recreational and social activities. Staff recognized his potential and helped him make a connection with the owner of a local restaurant, the Melon Patch. Cody worked there faithfully one day a week cleaning tables and putting away stock. He was there for approximately six years, before working for Walgreen's.

Featured client Cody Holland

When asked how he feels about work, Cody expresses appreciation for all the caring managers and co-workers he has had over the years. He's grateful for the opportunities that his employer has provided for him to learn, grow and realize some of his dreams of independence.

Cody likes to attend country music concerts and he is a die-hard Tennessee Vols fan. But he puts his work first. By doing so, Cody demonstrates a sense of responsibility and dedication to his employer and co-workers. He is a regular attendee of LMCS's Job Club, inviting his dad and girlfriend to some of the events, except when his employer needs him to work.

Featured client Cody Holland

Through his employment and the services of LMCS, Cody has become much more self-sufficient and independent. He takes responsibility for making his own medical appointments and has his medication refilled when needed. Cody states he is living his life in a way that suits him, making a contribution to his community through work and enjoying meaningful and important relationships.

Featured client and current staff Keith Thomas

My name is Keith Thomas. I am a person in long term recovery, meaning I have not used drugs in over twelve years. My addiction took me places I never wanted to go, kept me longer than I ever wanted to stay and took me lower than I ever expected. On the other hand, my recovery has taken me places I never dreamed I could go, afforded me opportunities I never thought possible and allowed me to become a productive member of society.



Featured client and current staff Keith Thomas

I am committed to recovery because it has given me and my family new purpose and hope for the future while helping me gain stability in my life. I enjoy speaking about recovery to give hope to those who suffer from addiction and emotional challenges and for the families of those addicts who still suffer. I am proof that an addict can lose the desire to use substances and find a new way of life.

Something changed in my life when I found recovery. It didn't happen in an instant, I didn't find it on TV or in a book or even on the internet. I found it because a person in long term recovery shared her story with me. It was someone who knew addiction personally, by facing the same experiences I had: the desperation of trying to quit and failing, the humiliation of being locked up in jail, the disappointment in the eyes of the ones who love me and the frustration of not understanding why I couldn't ***just stop using***.

Featured client and current staff Keith Thomas



My recovery has enabled me to be the husband my wife needs, the father my children deserve and the son I never was while in active addiction to methamphetamines. I was caught in an addictive spiral, out of control and headed for danger or even death. Arrested and jailed too many times to mention I was locked away by a system which believes jail is treatment for addicts. This was a life changing event for my family as they finally realized that something was different about addiction. Today I focus on the hope recovery provides.

I learned addiction is a chronic, progressive and potentially fatal disease with only three outcomes: incarceration and/or death or recovery. When I listened to a person in long term recovery teaching the class I was in, it gave me hope that I could do it too. Was it easy? No. Did it happen overnight? No...but it happened.

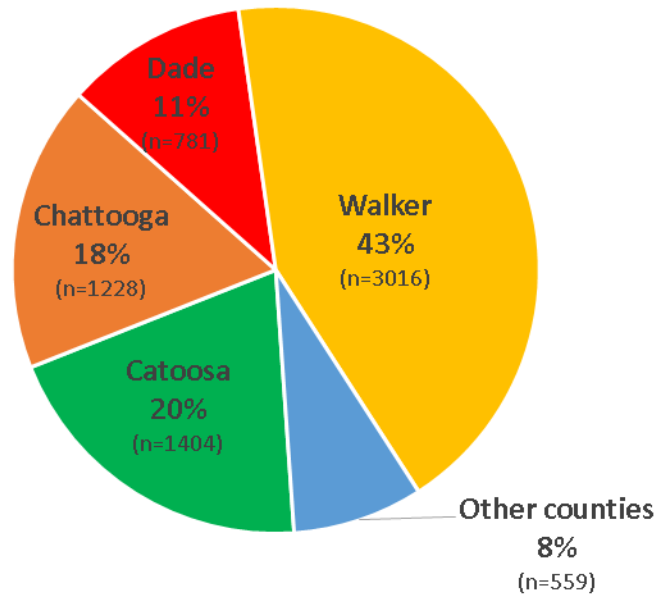
Featured client and current staff Keith Thomas

I am employed by Lookout Mountain Community Services as the Peer Support Program leader at Recovery Services in Lafayette where I am able to help others find their paths to recovery. The individuals I work with are burdened by long term mental health challenges, some also with addictive disease. When I am with my peers I am truly comfortable and I feel fulfilled in my accomplishments and look forward to continuing to grow and improve the program in the future.

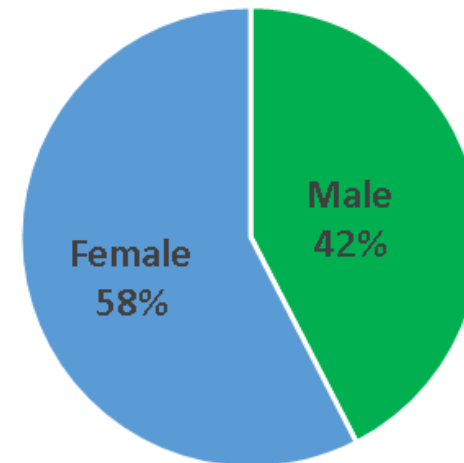
My message is one of encouragement to others who suffer from addiction and/or mental illness. I want to encourage you and tell you that despite the statistics, despite the hopelessness of addiction, despite what anybody says, there is hope in recovery. People do recover. I am proof that recovery can happen, even in the most desperate situations, even in the darkest hours and even in the most hopeless circumstances; recovery can happen. If you or someone you know is in active addiction don't give up hope and don't ever give up on that person. Know that recovery is always possible. Today our mission is clear: prevention works, treatment is effective and long term recovery is possible.

Summary of individuals served

Location of individuals served

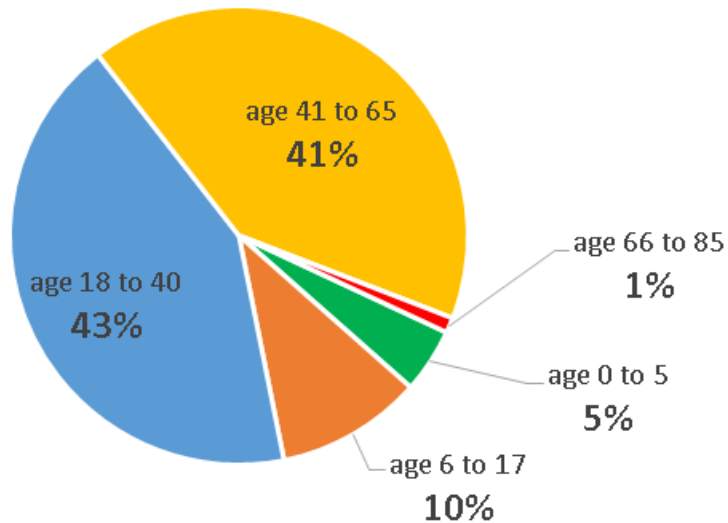


Gender of individuals served

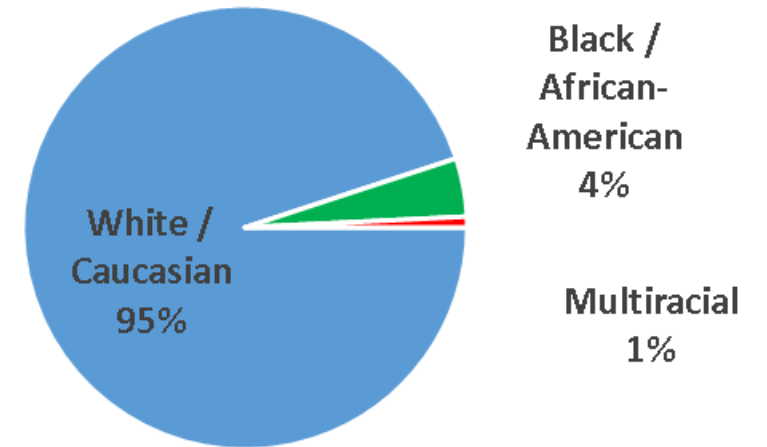


Summary of individuals served

Age ranges of individuals served

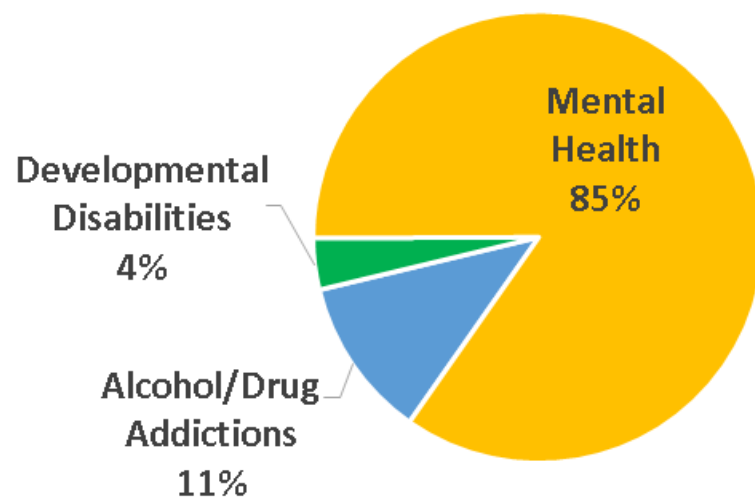


Individuals Served By Race



Summary of individuals served

Individuals Served by Program



Satisfaction with services among individuals served

LMCS has a **94% satisfaction rate** among adults surveyed and an **88% satisfaction rate** among children and adolescents surveyed who receive mental health services from the agency.

LMCS has a **97% satisfaction rate** among adults surveyed who receive services from the agency for intellectual or developmental disabilities.

Accessibility of services for individuals served

90% of adults surveyed and **87%** of children and adolescents surveyed marked LMCS high for **accessibility** of mental health services.

Quality of life among individuals served

81% of adults surveyed and **91%** of children and adolescents receiving mental health services from LMCS report **improved social connectedness.**

85% of adults surveyed who receive services from LMCS for intellectual and developmental disabilities scored high in the domains of **life satisfaction, ability to make their own choices, social inclusion, personal relationships, respect, rights, dignity, and safety.**

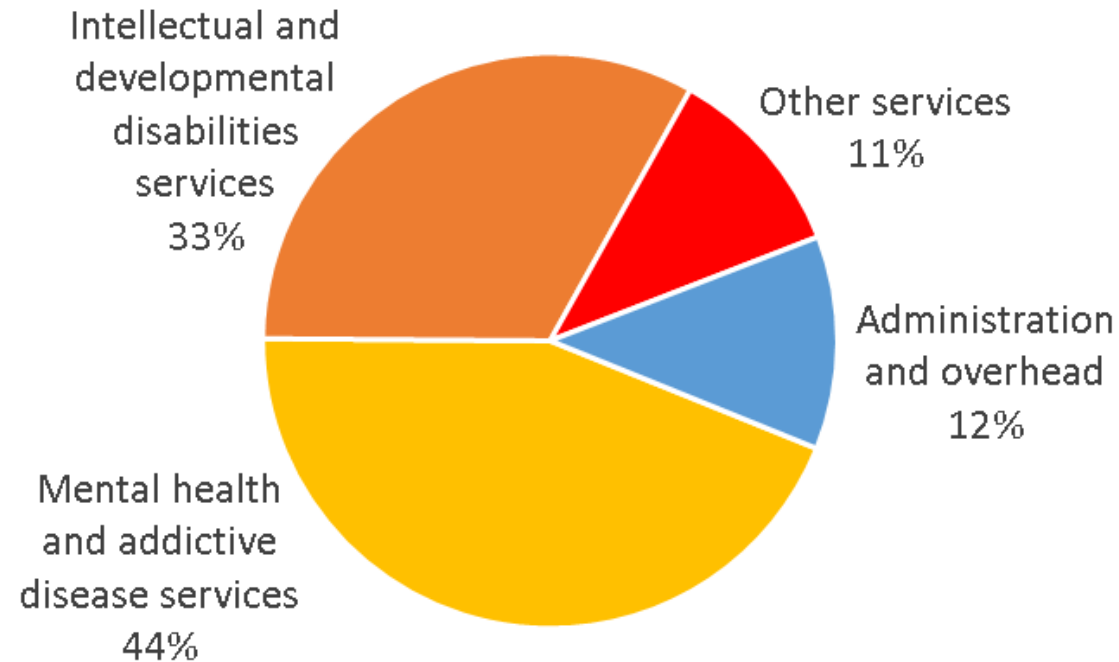
Quick entry into mental health services

LMCS has significantly reduced its wait times to less than 6 business days from initial intake to first appointment.

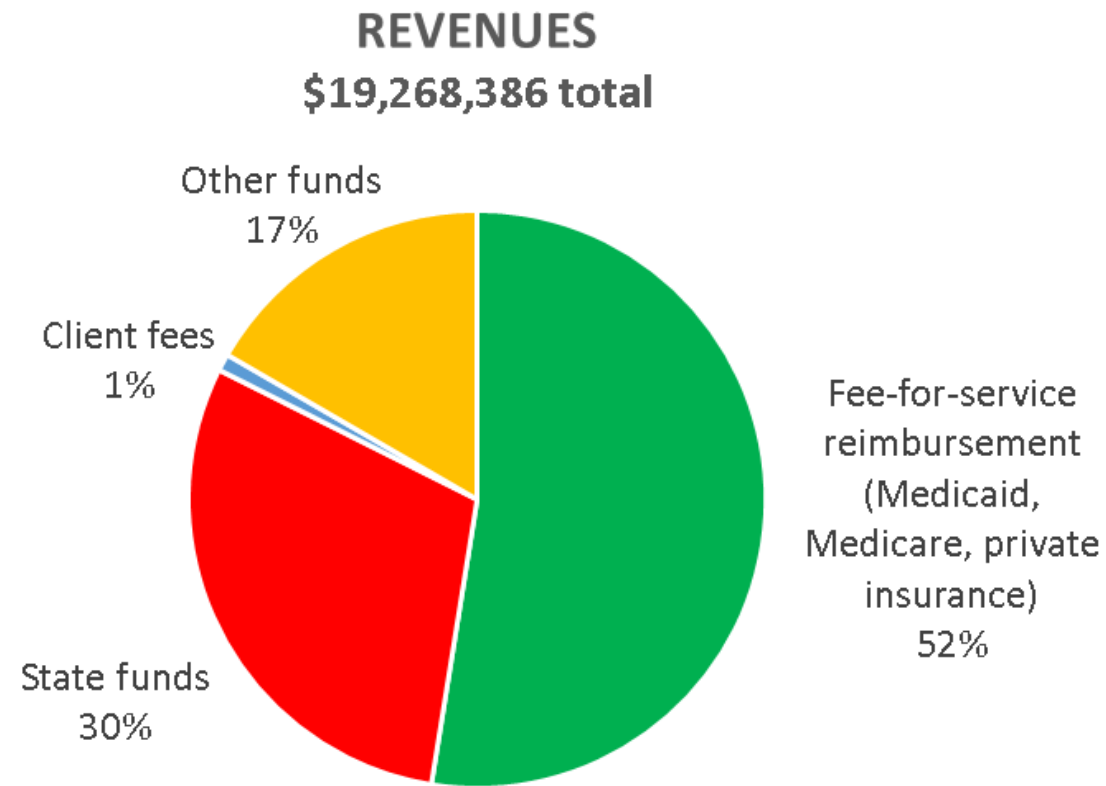
Fiscal Year 2020 financial information

EXPENDITURES

\$18,843,399 total



Fiscal Year 2020 financial information



Significant accomplishments for FY 2020

- Greater accessibility to treatment through telehealth
- Growing substance use disorder program
- Increased outreach to individuals with suicide risk
- Increased public recognition of individuals served by acknowledging their personal success and participation in community activities
- Significant increase in agency presence in community events and partnerships
- Developed a streamlined clinical intake assessment
- Streamlined and consolidated Finance Department staffing
- Introduced a dedicated training computer server



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