

New Home Symbolizes Beginning of *a Bold New Chapter* for The Kent Center in 2007



"Your beautiful new building, located on a major thoroughfare, has literally helped to move the issue of mental health to the forefront of Rhode Islanders' minds."

– Lt. Governor Elizabeth Roberts





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 Warwick, RI 02886-3003
 (401) 691-6000
24 Hour Emergency Services
(401) 738-4300

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A Letter from the Chairman and the President/CEO

Lieutenant Governor Roberts was right on target when she referred to our beautiful new building as symbolic of a new, more open way of thinking about mental health. Moving from our old offices, which were quite a bit off the beaten path, to our own building, located on a busy stretch of Post Road, was the culmination of several years of planning, and has in many ways been an unveiling for us. Although we have served our community for over 30 years, in 2007, we moved into our new building and in so doing moved front and center to begin what will surely be a bold and exciting chapter in the history of our organization.

In this new chapter we are increasing our efforts to raise public awareness about the work of The Kent Center, its impact in the community and in the lives of so many of our neighbors in need. Mental health issues, substance abuse and trauma are so prevalent in our society and touch the lives of countless individuals and families. As demonstrated by our statistics—number of people served and satisfaction rate—The Kent Center is the place for people to come for the care that truly makes a difference in their lives. And as we enter a new chapter of openness around mental health issues, we hope that more people who need treatment will gain the courage to seek it.

The Kent Center is also the place for organizations and businesses to come to receive the resources they need to better address behavioral health issues they encounter. In 2007, we expanded our role as a resource for our community through our new partnerships with Kent Hospital and the RI Municipal Police Academy (*see 2007 in Review*). We have lead the way in bringing the pervasive issue of trauma into the consciousness of important sectors of society. And outreach to the business community continued in 2007 through our Annual Awards Breakfast and through the work of the Leadership Committee of our Capital Campaign.

A commitment to excellence will always be the number one priority of The Kent Center and it was demonstrated in several ways in 2007—another exemplary psychiatrist award, a treatment team award, and our exceptional CARF survey. These were perhaps the most apparent examples of our commitment to excellence, but it is in fact demonstrated every day by our staff of 275 very dedicated and talented professionals.

Our new building is indeed a bold symbol for a new way of thinking about behavioral healthcare. But step inside and you'll find the people, programs, experience, innovative ideas and long-term strategies to implement this new way of thinking, which ultimately means an improved quality of life for us all.



Jean Gavigan
 Chair 2006–2008



David Lauterbach, ACSW
 President/CEO

2007 in Review

The Kent Center received a three-year CARF accreditation, the highest level awarded, along with a commendation. This was the fifth consecutive three-year accreditation awarded to the Center.

The Center launched its first-ever Capital Campaign to support the purchase of its new flagship building. 50% of its goal attained by year's end.

The Kent Center's Dr. Richard Whalen (pictured far right) received an *Exemplary Psychiatrist Award* from the National Alliance on Mental Illness, RI Chapter, on May 16th. He was the third psychiatrist from The Kent Center to receive this award since 2000.



Kent Center staff moved into our new flagship building on July 7th and a ribbon cutting ceremony, celebrating the opening of the building, was held on July 24th.

The Kent Center opened a pharmacy in its new building in August to more efficiently serve the medication needs of clients. Genoa Healthcare, an experienced provider of pharmaceutical services to community behavioral healthcare centers, is operating the pharmacy.

Senator Sheldon Whitehouse visited the Center's Hillsgrove House on August 22nd, and learned about the clubhouse model of service.

Staff and members of Hillsgrove House received the Treatment Team Award through the 'Heroes in the Fight' program. This program is sponsored by Eli Lilly and is organized in Rhode Island by NAMI RI. Hillsgrove House received its award at a dinner reception, held at the Crowne Plaza on September 11th.



On September 26th, the Center held its 3rd Annual 'A Celebration of the Community Spirit' Awards Breakfast. Awards were presented to Mayor Scott Avedisian, RI Housing, WRNI, and Rep. Eileen Naughton.

The Kent Center, in partnership with the Department of Mental Health, Retardation & Hospitals and the National Center for Trauma Informed Care, presented trainings on becoming trauma-informed to 60 human service providers and 100 correctional officers on October 4th and 5th.

On November 1st, The Kent Center's Emergency Service staff conducted the first training of 'Police Response to Persons with Mental Illness' at the Rhode Island Municipal Police Academy, which serves towns and cities across RI. The training will be presented to approximately 40 police officers twice a year and 35 new recruits three times a year.

In December, Center staff began working in the ER at Kent Hospital in Warwick, providing clinical and case management services to patients with behavioral health issues.

The Kent Center: *Serving the Behavioral Health Needs of Men, Women, Children & Families Since 1976*

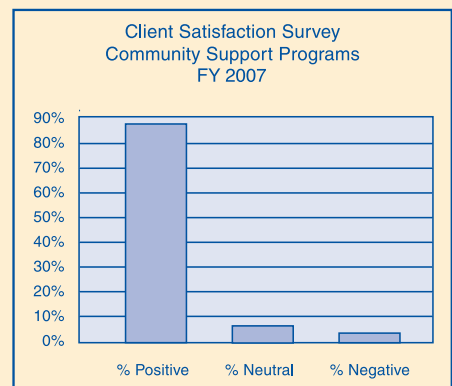
In FY 2007, The Kent Center served 3,216 of our neighbors in need.

<u>Program</u>	<u># Clients Served*</u>
Community Support Programs (Community Living Program, Mobile Treatment Teams, RIACT II, Older Adult Services, Hillsgrove House)	871
Residential/Housing Services (Includes individuals & heads of households)	133
Youth & Family Services (Includes students of The Eleanor Briggs School)	808
Outpatient Counseling (Mental Health & Substance Abuse)	1,331
Substance Abuse Day Treatment (Intensive Outpatient/Partial Hospital)	201
Emergency Services (Including the court clinic program)	1,004

* Individual clients may have been served in more than one program within the fiscal year.

Client Satisfaction Survey

88% Positive
8.3% Neutral
3.4% Negative



(Based on 413 respondents enrolled in community support programs.)

Words of Praise for The Kent Center



“My experience with The Kent Center probably saved my life. Thank You!”

– *Recovering Client, Substance Abuse Programs*

“We are truly fortunate in Rhode Island to have an organization like The Kent Center, which has served as one of the trailblazers for quality mental health care in our state. I know The Kent Center, both by reputation and personally, to be wholly dedicated to their mission of improving the quality of life of all those they serve. Throughout the years, I have met many people assisted by the Center and have heard their personal stories of successful recovery.”

– *Congressman Patrick J. Kennedy*

“Services, personnel, and documentation clearly indicated an established pattern of practice excellence.”

– *CARF (Commission on Accreditation of Rehabilitation Facilities)*

“There are no words to express how I feel about The Kent Center. After my son’s time here, I have a very different little boy.”

– *Joanne, proud mother*

FY 2007 audited financial statement

MHRH	1,039,037.98	7%
DCYF	609,893.86	4%
Medicaid	9,344,727.14	60%
Other State Contracts	582,219.80	4%
Commercial Insurance & Medicare	771,233.96	5%
Eleanor Briggs School Tuition	1,805,992.89	11%
Other Revenue	1,421,486.99	9%
Total Revenue	15,574,592.62	100%
Salary & Fringe Benefits	12,425,061.11	82%
General (office supplies, postage, leasing)	346,205.97	2%
Program (dues, transportation, activities)	955,115.73	6%
Operating (maintenance, utilities, rent, insurance)	1,345,536.66	9%
Professional & Subcontract	145,808.39	1%
Total Expense	15,217,727.86	100%