

2019 Annual Report



Words from our CEO, Ben Harrington

The Board of Directors and I are proud to share this annual report celebrating our accomplishments in 2019. The efforts of our dedicated volunteers, staff and generous donors working together to promote mental health awareness, wellness and recovery in our communities reaps huge results.

Growth opportunities made it possible this year to hire new staff and expand services to include the Chattanooga, Knoxville, and Tri Cities areas. The Mental Health Association is dedicated to the promotion of mental health awareness, wellness and recovery in our communities. The Mental Health Bell, the symbol of all Mental Health America “rings out hope for improving mental health and achieving victory over mental illnesses.” Nowhere does the peal of the bell ring louder than right here in East Tennessee. Together we will fight in the open to help our friends, neighbors and family to overcome mental illnesses and addictions. Thank you for all your support!

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Our Mission

The Mental Health Association of East Tennessee is dedicated to the promotion of mental health awareness, wellness and recovery in our communities.

OUR SERVICES

**PSYCHIATRIC
SYMPOSIUM**

B4STAGE4

**WORKSITE CLASSES
AND SEMINARS**

**MENTAL
HEALTH 101**

**MENTAL HEALTH
SCREENINGS**

**PEER RECOVERY
CALL CENTER**

OUR GOALS

To promote mental health awareness, wellness and recovery in our communities.

To provide essential mental health education in middle & high schools.

To provide client services & peer support which promote resiliency and recovery.

To advocate for and build a behavioral health system which is responsive to the needs of its citizens and community.

screenings

3,177 screenings
taken this year

Screenings provide a quick, free, and anonymous way to identify whether individuals may be experiencing symptoms commonly associated with an illness or addiction and determine whether follow-up with a professional is needed.

Nearly two thirds of those struggling with a diagnosable condition do not get the treatment and support that would help them recover.

**tested
positive**

for a mental health issue

With the help of our free screenings, clients are developing a new-found awareness for their mental health. Almost all individuals who tested positive state they will seek treatment. We couldn't ask for more!

94.6%
will seek treatment

3

MENTAL health FACTS

Did you know...

50 % of all individuals
with a mental illness
began showing
symptoms by
the age of
14.

88%

Nearly
1 in 5

American
adults will have
a diagnosable
mental health condi-
tion in any given year.

24.6 million adults

with mental illness do not receive
any mental health treatment.

44 million

US adults suffer from a mental illness.

PEER RECOVERY call center

Our knowledgeable staff helps East Tennessee find treatment, support or other resources which best fit their needs, location, and insurance status.



86%

**requested FOLLOW-UPS
& monthly support**

7,298

CONTACTS
made & received

4,443 CALLS
EMAILS 2,855



82%

are following a
TREATMENT
or
RECOVERY
plan monthly

274

NEW CALLERS
this year

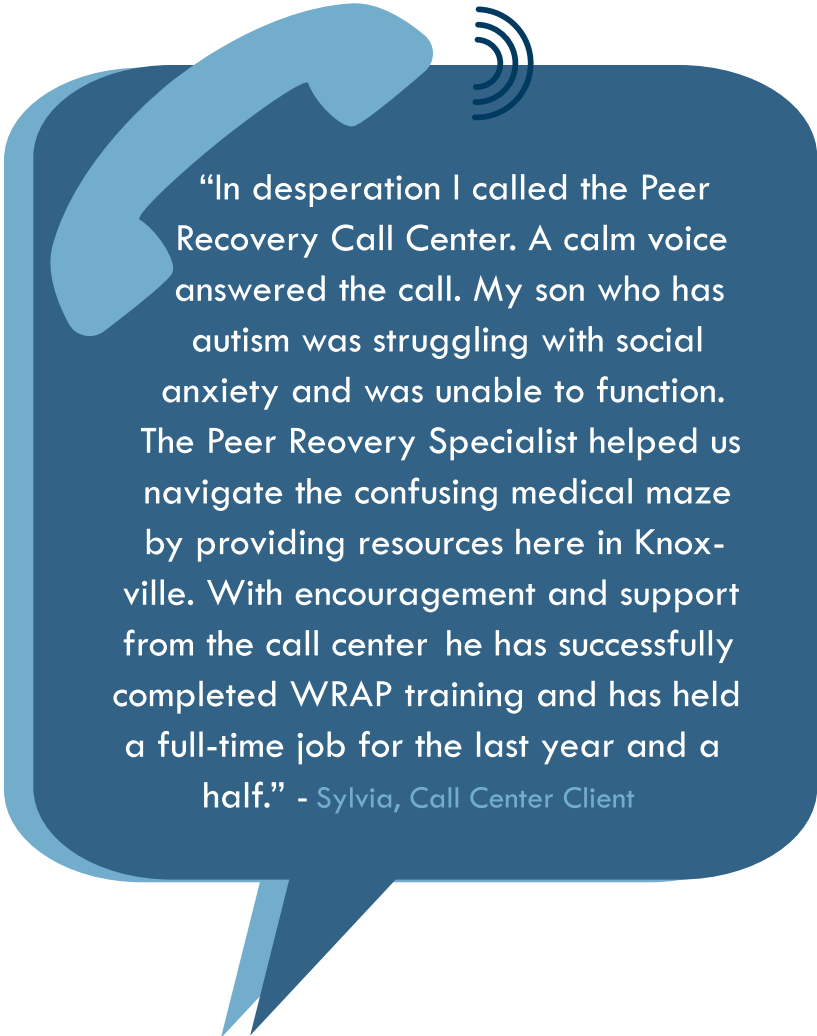
495

CLIENTS

why it matters...



REAL STORIES FROM REAL CLIENTS



“In desperation I called the Peer Recovery Call Center. A calm voice answered the call. My son who has autism was struggling with social anxiety and was unable to function. The Peer Recovery Specialist helped us navigate the confusing medical maze by providing resources here in Knoxville. With encouragement and support from the call center he has successfully completed WRAP training and has held a full-time job for the last year and a half.” - Sylvia, Call Center Client

“THANK YOU so much for caring enough about me to keep checking on me.” -

Matt, Call Center Client

“With every call I feel better, more **CONFIDENT**, and a happier person.”

- Valerie Call Center Client

PSYCHIATRIC symposium

6

Each year we provide a continuing-education opportunity for physicians, nurses, psychologists, social workers, and other licensed mental health professionals. At the symposium we provide an opportunity to earn 6 CME/CE Credits each day as our attendees partake in lecture series, workshops, and classes taught by the nation's top behavioral health professionals.

481
attendees

2 key note
speakers

→ 20
4,782 sessions

continuing education
hours earned





MENTAL HEALTH education for the NEXT GENERATION

WE VISITED...

over 100 schools and taught over 30,000 students in one year! Mental Health 101 continues to spread across Tennessee at a rapid pace. Students are eager to learn about mental health. Our outcome



data shows significant gains in demonstrable knowledge of mental illness signs and symptoms, symptom duration, suicidal behaviors, and how to intervene.

33,998

students taught

what happens AFTER CLASS?

11% more kids can identify a sign of a mental health problem.

18% more kids can identify suicide warning signs.

61% more kids can identify the correct amount of time needed to experience symptoms before getting help.

why it matters...

Robert participated in a Mental Health 101 course when he was in the sixth grade. He talked with the presenter after the lesson and shared that he could relate to 5 of the symptoms listed for depression. She connected him with his school counselor who worked with his parents to get him to professional counseling. 3 years later he says, "I just wanted to say thank you. This program really helped me. It helped me realize I was experiencing depression and helped me get on the right path for some help".

17

new
SCHOOLS

funding partners

BELL SOCIETY

State of TN

United Way of Greater Knoxville

Mental Health America

Embracing Hope Chattanooga

Johnson & Johnson

Knox County Government

East TN Foundation

Mount Rest Foundation

American Lung Association

Robert Lee Weiss Foundation

B4STAGE 4 LUNCHEON

First Horizon

United Health Community Plan

Teva

United Way of Greater Knoxville

BCBS/Blue Care TN

FALL PSYCHIATRIC SYMPOSIUM

United Health Community Plan

BCBS/Blue Care TN

TN Advocacy Talk

The Middle Path

Bradford Health

Cornerstone of Recovery

Camelot Care

Mirror Lake Recovery

Erlanger Behavioral Health

Metro Family Care

English Mountain Recovery

Focus Health Care

Bright Star Pediatric Psychiatry

TSPN

Pyramid Health

COMMUNITY GIVING

Bank of America - Matching Gift

Target Employees

Accenture

Amazon Smile Foundation

Lundbeck Charity

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THANK *You!*

Our wonderful sponsors, volunteers, and donors
allow us to give the East Tennessee area the care and
resources they deserve. We could not be more grateful
for everyone who has lent a helping hand this year!

Thank you to all!



www.mhaet.com

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This agency is funded under a grant contract with the State of Tennessee Department of Mental Health and Substance Abuse Services. MHAET offers all services to eligible persons regardless of race, color, national origin, or disability.