

Annual Report

FY 2009–2010

EMPACT–

Suicide

Prevention

Center



EMPACT – SUICIDE PREVENTION CENTER, INC.

LEADERSHIP TEAM

EXECUTIVE DIRECTOR

LAURA LARSON-HUFFAKER, M.C., L.P.C.

DIRECTOR OF FINANCE

SHARON K. CASAGRANDE, C.P.A.

DIRECTOR OF CLINICAL SERVICES

CHERI DEBREE, M.C.

DIRECTOR OF OPERATIONS

LYNN HARTLINE

DIRECTOR OF QUALITY IMPROVEMENT

TONY FLODA, PH.D., C.P.H.Q.

DIRECTOR OF CRISIS & TRAUMA HEALING SERVICES

PILAR VARGAS, PSY.D., L.I.S.A.C.

DIRECTOR OF HUMAN RESOURCES

LES SAUVE, M.A., S.P.H.R.

DANIEL J. RANIERI, Ph.D.
PRESIDENT AND CEO

KATHY WELLS, B.S.
VICE PRESIDENT AND COO

MICHAEL PRUDENCE, B.S.
CHIEF FINANCIAL OFFICER

J. DON MCDANIEL, M.D.
MEDICAL DIRECTOR

KAREN CHATFIELD, M.A.
DIRECTOR OF PUBLIC RELATIONS,
CUSTOMER SERVICE, AND
CULTURAL INITIATIVES

*Your partner
for a safe,
strong, and
healthy
community.*

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THE EXECUTIVE DIRECTOR

Dear Friends of EMPACT–SPC:

As I look back at 2010, I am pleased with EMPACT–Suicide Prevention Center’s ability to serve the community at an even greater capacity than in previous years. With the high unemployment rate, many people found themselves without insurance, but not necessarily without behavioral health needs. EMPACT was awarded a contract from Magellan for a Crisis Navigator program, which allowed us to help uninsured individuals to find much-needed resources. We also increased our crisis mobile team services, thereby being more available to police and the community-at-large for people experiencing a behavioral health crisis.



Not only did we serve more people but also our customer satisfaction rates were consistently above 88% throughout the year. This includes our trauma healing services, adult and children’s services, substance abuse programs, and prevention services. We held several special events, such as the Backpack Event, in which almost 500 school-ready backpacks were distributed to EMPACT clients and their siblings at a setting that included dinner and entertainment. We also held the Jeremyah Walk for suicide prevention, in which people walked in remembrance of a loved one who died by suicide and were supported by others.

Our Southwestern School for Behavioral Health Studies conference was a success, with close to 800 people attending the workshops throughout the week. This year, with FlexPrint, Inc. as the title sponsor, we were able to add the first annual Leadership Track to the conference. The Leadership Track provided leadership education to executives of various companies, both non-profit and for-profit, and featured former Arizona Cardinals quarterback Kurt Warner. Because of the positive feedback from this event, the Leadership Track will become a regular part of the Southwestern School conference.

Craig Doyle began his second term as Board Chair, and EMPACT also added two new board members, DeQuincy Lezine and Sandra Munoz. The Board adopted a new mission statement, consistent with that of La Frontera Arizona: Providing innovative solutions to complex problems, we work with community partners to build a safe, strong, and healthy Arizona. The Board also set several strategic initiatives for the upcoming year, and we are excited to move forward. Our goal is to find new and innovative ways to be a partner in the community, and to reach out to more people than ever.

Our work would not be possible without our dedicated Board members and our dedicated staff, who are passionate about the work they do. We are confident that despite predictions of more financial challenges, we will continue to serve our communities well. I look forward to your continued support in the upcoming year.

Sincerely,

A handwritten signature in black ink that reads "Laura Larson-Huffaker". The signature is written in a cursive, flowing style.

Laura Larson-Huffaker, L.P.C.
Executive Director

BOARD OF DIRECTORS

*Providing
innovative
solutions
to complex
problems...*

OFFICERS

CHAIR

CRAIG DOYLE

VICE CHAIR

LEONARD ARAGON

TREASURER

MARY ELLEN BROWN

SECRETARY

FRANK GASPARI

DIRECTORS

MIGUEL ARCINIEGA, PH.D.

DEQUINCY LEZINE

KEITH LYNCH

ROBERT MEZA

SANDRA MUNOZ

KELLY NEAL

MICHAEL TERKELTAUB

GUY VETRANO

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THE BOARD CHAIR



Dear Friends of EMPACT–SPC:

It is important that our community help those who face circumstances that threaten their or others' lives, are victims of sexual assault, or cannot adequately help themselves resolve behavioral health challenges. This is what La Frontera Arizona/EMPACT–Suicide Prevention Center does. EMPACT is there for our community, providing a hotline for the suicidal caller who doesn't know where to turn for immediate help, a mobile outreach team to stabilize a sexual assault victim, a treatment program for someone fighting an addiction, or counseling for children and families who cannot afford other behavioral health services.

In 2010, EMPACT served more than 12,000 citizens through its emergency hotlines by answering more than 35,000 crisis-related calls. These calls were made by our fellow citizens who urgently needed help—EMPACT was there providing a critical community service for all of us. I am confident that in the upcoming year, EMPACT's professional and dedicated staff will continue to improve upon the services we provide.

Most important, EMPACT is part of a broader community network designed to serve those in need. EMPACT is grateful to Arizona's citizens and agencies that provide funding, our stakeholders, and our community service provider partners. EMPACT's crisis teams work closely with Police and Fire departments, children's programs collaborate with schools and other community resources, and our prevention programs collaborate with several Tribal communities, to name a few.

I want to thank all of you who support EMPACT with your time and financial resources, the staff for their service to others, and our community partners for their efforts to build a safer, stronger, and healthier community.

Sincerely,

A handwritten signature in black ink, appearing to read 'Craig Doyle'. The signature is fluid and cursive, written over a light grey circular watermark.

Craig Doyle
Chairman

EMPACT–SPC Board of Directors

HIGHLIGHTS FY 2009-2010

*we work with
community
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Arizona.*

- Served approximately 12,500 non-duplicated clients
- Served 9,300+ individuals through prevention programs with gross revenues of \$581,000
- Mobile teams provided 5,833 crisis interventions (about 16 per day)
- Answered approximately 35,000 calls to the hotline
- CPS crisis programs provided services to 1,993 children removed from their homes by Child Protective Services
- Southwestern School for Behavioral Health Studies provided 71 workshops and had more than 750 attendees
- Trauma healing services served 1,724 individuals, gave 21 presentations, and attended 20 community outreach/awareness events
- Staff retention at 83%
- Outpatient clients reported continued high levels of satisfaction across all programs
- Total revenue increased over the prior year by 9.7%

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SERVICES

REFERRAL AND INFORMATION

The Referral and Information Department receives requests for intake and assessment from a variety of behavioral health care organizations and funding sources, social services and other referring agencies, and consumers. Staff assess the referred individuals' eligibility, schedule intakes as appropriate, and initiate the creation of a client record of service.

CRISIS

Thirteen around-the-clock crisis hotlines are available for callers who are feeling suicidal, find themselves in a crisis, have been a victim of sexual assault or domestic violence, and/or need a referral for services. Face-to-face services are provided by the Crisis Mobile Intervention Team in situations where immediate assistance is deemed necessary.

COUNSELING

EMPACT–SPC provides in-office and community-based counseling assistance to families, youth, and adults experiencing mental and behavioral health problems that can be treated on an outpatient basis. Services are tailored to each family's needs and are based on client strengths and abilities. A Family Systems perspective is used in assessment, and brief, solution-focused approaches are used to help families resolve their own problems.

PREVENTION

The Prevention Department works with schools, senior centers, and other community agencies to build coalitions that foster individual resiliency and leadership, and reinforce community solidarity. EMPACT–SPC is a leader in suicide prevention programs, and the Survivors of Suicide support groups have helped with the healing process for many who have lost a loved one to suicide.

CO-OCCURRING AND SUBSTANCE ABUSE PROGRAMS

A wide array of mental health and substance-related disorders services are provided to adults and adolescents. The programs are designed to individualize treatment services to meet the specific needs of each client and his or her family. All treatment programs use Motivational Enhancement Therapy, Cognitive Behavioral Therapy, and Multidimensional Family Therapy.

TRAUMA HEALING

Trauma healing services are provided to any person whose life has been touched by sexual or domestic violence. Services include a 24-hour sexual assault crisis hotline; face-to-face crisis intervention; individual, family, and couples therapy; case management and advocacy; support groups;



AUDITED FINANCIAL STATEMENT FY 2009-2010

Annual independent audit conducted by
Keegan, Linscott & Kenon, P.C.

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REVENUE BY FUND SOURCE

Program Service Fees	\$ 12,911,222
Net Client Service Revenue	1,313,367
United Way	166,413
Contributions and Fundraising	63,232
Interest Income	7,583
In-kind Revenue	518,867
Other Income	234,447
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Total Revenue	\$ 15,215,131

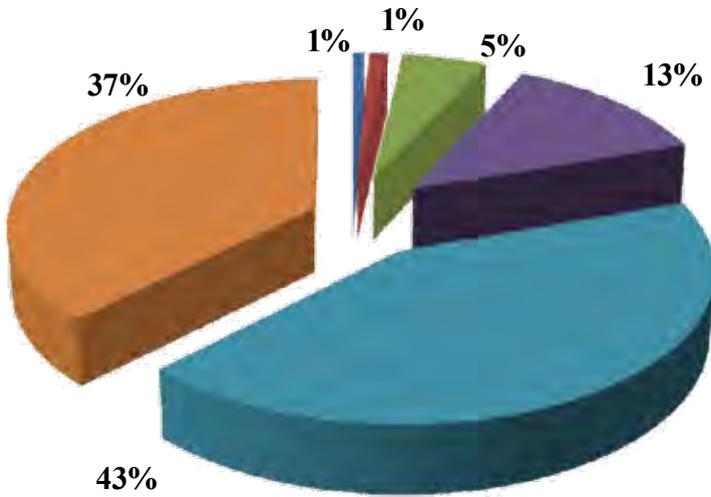
EXPENSES

Salaries/Wages, including bonuses	\$ 8,752,444
Payroll Taxes and Benefits	1,748,347
Subcontracted Behavioral Health Services	1,332,845
Professional Fees and Outside Services	427,538
Vehicle Expense, including Mileage Reimbursement	315,102
Occupancy, General and Administrative	1,434,570
Fundraising Expense	2,586
Depreciation Expense	161,070
In-kind Expense	518,867
Other Expense	166,117
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Total Expenses	\$ 14,859,486
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NET INCOME/(LOSS)	\$ 335,645
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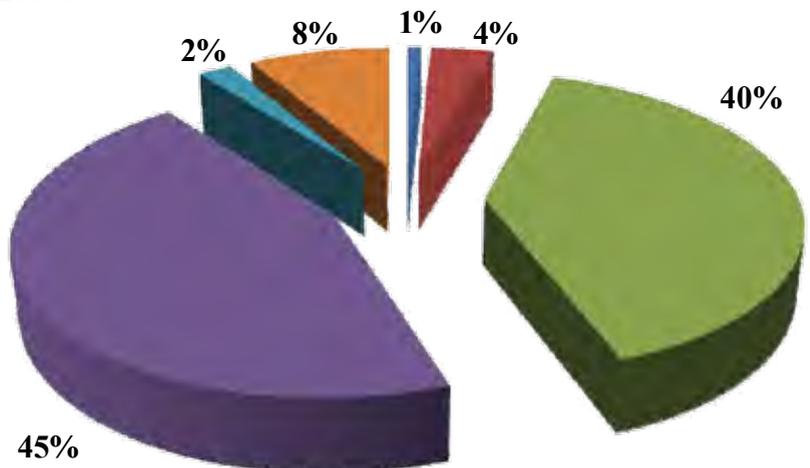
ETHNICITY OF CLIENTS



Aisian/Pacific Islander	111	1%
Native American	171	1%
African American	772	5%
Hispanic	1,948	13%
Other/Unknown	6,524	43%
White/Caucasian	5,712	37%
Total	15,238	100%

CLIENTS BY SERVICE AREA

Unknown	108	1%
Substance Use	510	4%
Child/Adolescent	5,286	40%
General Mental Health	5,949	45%
Serious Mental Illness	269	2%
Sexual Assault	1,134	8%
Total	13,256	100%



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MISSION/VISION STATEMENT

Providing innovative solutions to complex problems, we work with community partners to build a safe, strong, and healthy Arizona.

VALUES STATEMENT

The employees of EMPACT–Suicide Prevention Center are committed to the following values:

COMPASSION

SERVICE EXCELLENCE

INTEGRITY

OPTIMAL CARE

CREATIVITY

POSITIVE WORKPLACE

FISCAL MANAGEMENT





EMPACT–SPC has been accredited for the following services:

Case Management/Services Coordination: Integrated: AOD/MH (adults) • Case Management/Services Coordination: Integrated: AOD/MH (children and adolescents) • Crisis Intervention: Integrated: AOD/MH (adults) • Crisis Intervention: Integrated: AOD/MH (children and adolescents) • Outpatient Treatment: Integrated: AOD/MH (adults) • Outpatient Treatment: Integrated: AOD/MH (children and adolescents) • Prevention/Diversion: Integrated: AOD/MH (adults) • Prevention/Diversion: Integrated: (children and adolescents)

EMPACT–SPC is accredited by the American Association of Suicidology



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Community Impact Partner



EMPACT-SPC
1232 E. Broadway, Ste. 120
Tempe, AZ 85282
(480) 784-1514
www.lafronteraaz.org

Designed by Juileen Allbaugh