

ANNUAL REPORT

2019

20 years of

Creating Partnerships.

Inspiring Hope.

Changing Lives.



THE YEAR 2019 WAS A MILESTONE FOR SOUTHWEST NETWORK.

Not only did we mark 20 years in operation, but we made solid progress toward our growth initiatives.

Celebrating 20 years in business is an achievement in any industry. But in our field, largely serving populations with diverse — and often acute — mental and behavioral health needs, this accomplishment is especially notable. ***We are humbled to have been able to make a difference in people's lives for two decades.***

With the ongoing shift in healthcare marketplace expectations and reimbursement, we are expanding our organization to provide “integrated” care, adding physical health services for our adults in 2019, so that our members can get more of their healthcare needs answered at one place. We are also forging partnerships with pediatric providers, to broaden our support for children and families. In addition to providing greater convenience, these efforts will enhance the continuity of care and further improve outcomes.

We are proud to present this 2019 Annual Report, and share more about Southwest Network and some of the year's highlights.

Our People

Southwest Network has earned an outstanding reputation by having exceptional people at all levels.

Our executive leadership team and board of directors set the tone and define our pathway in pursuit of excellence.

Our employees work together every day — collaboratively and innovatively — to embrace a culture of diversity and support our members and each other.

The ideal of excellence enriches everything we do helping us ensure that we are the best place at which to work and receive services.

99.28% of employees like the type of work they do

93.24% say our culture is focused on recovery

86.22% of employees would recommend Southwest Network for employment

— *Employee Satisfactory Survey*

BOARD OF DIRECTORS

Douglas Metzger

Gaye Tolman

Helga Wilson

Phil Sawyer

FOUNDERS

Fred Chaffee

Jeff Jorde

EXECUTIVE LEADERSHIP

Amy B. Henning

President & Chief Executive Officer

Andrew H. Mebane, M.D.

Chief Medical Officer

Michelle Fornoff

Chief Financial Officer

David Williams

Chief Information Officer

Holly Dedmon

Vice President, Operations

Shari Sherwood

Vice President, Human Resources

Growing Our Organization

In our 20th year in operation, we served more than 6,600 adults and 3,500 children and families in Maricopa County, Arizona, providing high-quality services and treatment to help them find hope, resilience, and independence. We served individuals of many backgrounds and health disparities, leveraging our team's multilingual abilities and adherence to Culturally and Linguistically Appropriate Services in Health and Health Care (The National CLAS Standards).

We are in the business of transforming lives, and we are committed to accomplishing this through the best and most holistic means possible.

In 2019, we continued to build out our integrated care model, hiring a primary care provider for our adult sites at Saguaro and Osborn. This is helping grow our organization, and address a wider range of needs.

It was also our first full year providing General Mental Health/Substance Use counseling at our Chandler, Central Valley, and Bell Road sites. These services brought on 82 new members, helping us extend our impact across the community.

We also grew through our ongoing referrals from health plans, the Department of Child Safety, schools, pediatricians, other stakeholders, and members themselves, as well as increasing activity on social media websites and in the community.



Dr. Kimberly Shipman, PCP; at AZ Army National Guard suicide prevention event Sep 2019.

Promoting Fiscal Responsibility

It is our mission to provide high-quality, cost-effective, services and treatment. To ensure we best serve our members, we also need to be fiscally responsible, managing operations wisely and making sound investments that support our growth.

As a 501(c)3 non-profit organization, we are prudent in our purchasing, working with our vendor partners and seeking out discounts, contract pricing opportunities, and other economies of scale.

Our funds come primarily from two sources:

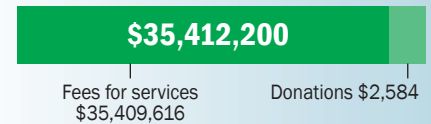
- Health plan reimbursement and private payors
- Donations through our generous supporters and benefactors, including those directed to us as an Arizona Qualifying Charitable Tax Credit Organization

Our Claims Department works hard to ensure proper submission/responses to expedite claims and keep accounts receivable days low. Efforts such as these enable us to maintain financial health, strengthening our ability to reinvest in serving our community.

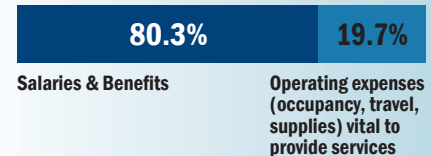
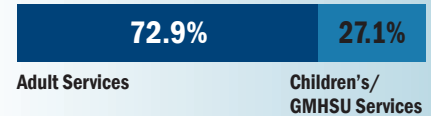
Fiscal year 2019 HIGHLIGHTS

October 1, 2018–September 30, 2019

Revenue



Expenses



Margins



*Directed toward growth, business development

Serving Adults

Our four outpatient adult sites (Estrella Vista, Osborn, Saguaro, and San Tan) are located across the Phoenix Valley, offering a broad range of services and treatment for adults who suffer from Serious Mental Illness (SMI). We create and coordinate Individualized Service Plans (ISPs) to provide the right combination of services to help our members gain hope, independence, and recovery.

Our adult services include:

- Psychiatric evaluations
- Substance use treatment
- Medication
- Nursing services
- Crisis interventions
- Counseling/therapy
- Telemedicine
- Supported housing
- Supported employment
- Special assistance
- Case management and rehabilitation services
- Personal care and life skills development
- Peer and family support
- Court-ordered treatment
- Language services
- Transportation assistance

We added physical health services in late 2019 as part of our move toward integrated care. This addition is helping members better manage their total healthcare needs – ultimately leading to better outcomes.

91% of members feel like the interactions they have with their Southwest Network team helps them with their recovery.

91% of members say they feel confident in our ability to help them.

Southwest Network is the behavioral health agency of choice. The care provided has always been excellent.

— 2019 Member Survey

Helping Families

Southwest Network was founded 20 years ago to support children's behavioral health needs. While we have expanded in many ways since, we remain committed to providing exceptional support to children, adolescents, and their birth/foster families and caregivers.

Our Bell Road, Central Valley, and Chandler sites provide a range of services and supports, including:

- Psychiatric and substance use evaluations
- Medication
- Behavioral health services
- Child & Family Team services
- Counseling/therapy, including trauma-based therapy
- Telepsychiatry
- Crisis interventions
- Specialized care for ages birth to five
- Department of Child Safety specialty teams
- Transition to Independence Process program for young adults ages 16.5 to 22
- Family support partner services
- Sex trafficking awareness and recovery groups
- Case management and rehabilitation services
- Language services
- Transportation assistance

This year was also our first full year offering General Mental Health/Substance Use assistance for adults at these three sites. We are proud to offer this large scope of services to support the diverse needs of our community.

System of Care Practice Review:

2019 Results

Once again, Southwest Network scored high on the System of Care Practice audit, receiving an overall score of 5.30 out of 7. This audit verified our fidelity to Child & Family Team (CFT) Practice, a model of care that has been shown to be highly effective in supporting children's and families' individualized needs.

91% of families indicated their overall satisfaction with the help they receive for the support and services they need.

98% feel confident in Southwest Network's ability to help their family.

— 2019 Member Survey

Ensuring Quality

Quality is one of our five Pillars of Excellence, the ideals we inspire across our organization. Having supported members for 20 years, we've seen how the quality of treatment and services can significantly improve outcomes. We also realize that upholding high standards for quality affects our image in our communities, builds employee pride, and supports recruitment.

We ensure quality in our work in a number of ways:

- Members of our Quality Department provide formal and informal training sessions to staff to promote positive outcomes. In addition to discussing our mission for Quality during New Employee Orientation, we conducted a total of 47 quality-related sessions that were attended by 290 staff.
- We conduct annual Member & Family Surveys to assess our strengths and where we can continually improve.
- We administer an annual Employee Satisfaction Survey to get feedback from our staff, and quarterly *Innovations* meetings at each site to identify ways to enhance loyalty, while strengthening our organization as a whole.
- We participate in outside surveys and audits that evaluate our efforts, consistently ranking high amongst our peers. Results from our annual *Special Assistance Quarterly Audit* were especially impressive, as our **San Tan site achieved a 100% score twice – the only organization to ever do so.** This audit ensures that we are providing high-quality service to our most vulnerable members.
- We utilize our Pillars of Excellence Program to recognize and reward staff who go above and beyond in driving quality (and other ideals) to support our members, teams, and organization.

Special Assistance Review Scores

	Oct 2018	Jan 2019	Apr 2019	July 2019
Estrella Vista	93	98	96	98
Osborn	82	93	98	88
Saguaro	95	94	90	93
San Tan	96	100	94	100

2019 ACT Fidelity Review Scores

Saguaro	3.93/5.00
San Tan	4.25/5.00

Osborn not reviewed in fiscal year 2019.

Inspiring Community

Community is important at Southwest Network. It is one of our Pillars of Excellence, as well as a philosophy that provides purpose behind what we do. With an eye on *community*, we impact lives far beyond our membership.

In fiscal year 2019, Southwest Network contributed to building community in numerous ways.

- For the 10th consecutive year, Southwest Network was a co-sponsor in the annual NAMIWalks Valley of the Sun event in October 2018. Aligned with our mission, this national event raises awareness for mental health, and funds for the National Alliance on Mental Illness (NAMI), which are used to back educational and supportive programs for those whose lives are affected by mental illness.
- We enjoy a decades-long partnership with the Department of Child Safety (DCS), sharing 5 co-located offices throughout the Phoenix Valley. Collaborating with DCS this year, we supported 912 childrens and families.
- Our adult sites regularly work with community partners including government agencies, the court system, health plans, other providers, halfway houses, and others to help improve lives. In 2019, Our Estrella Vista site was featured in local news for its role in collaborating with other Phoenix Valley agencies to help the homeless.
- In October 2018, our Estrella Vista site was recognized as the top clinic out of all Regional Behavioral Health Authority (RBHA) clinics to support our members' recovery through referrals to STAR (Stand Together And Recover Centers, Inc.).



**OCTOBER 2018
NAMIWALK
FINAL TALLIES:**

**80 Walkers
\$5,867 Raised**

CORE VALUES

Be Innovative

Use creativity and ingenuity to reveal resources, nurture strengths, find answers and provide solutions

Collaborate

Galvanize each other, the people we serve, and the community to work together to improve peoples' lives and the behavioral health care system

Take Action

Deliver and expect nothing less than impassioned and unwavering dedication to helping people realize independence, be more resilient, achieve recovery, and have purpose and meaning in their lives

Be Strong

Search out strengths and abilities in yourself and in those around you, and share the strength and passion of our organization in every word and deed

SEVEN LOCATIONS THROUGHOUT MARICOPA COUNTY

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www.SouthwestNetwork.org



A 501(c)3 nonprofit organization

