



keyassets

SERVING CHILDREN, FAMILIES & COMMUNITIES

2019 ANNUAL IMPACT REPORT



Key Assets Kentucky
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2019 LEADERSHIP REFLECTIONS



CARRIE:

2019 was a year of stability for the CCC Program. We were finally able to meet our capacity of serving 20 youth through constant recruitment and retention of direct care staff. We implemented a new supervision model to provide extra daily support to our 8 group homes which enhanced the therapeutic services of the program.



LISA G:

2019 was a year of growth for the Human Resources Department. Key Assets was able to provide more opportunities for employee engagement, increase recruitment efforts, as well as develop and implement policies and procedures to better serve the company.



LISA R:

As a finance department, we strive for complete integrity and accountability in our procedures and reporting. In 2019, with the addition of our new office manager and assistant, we made great strides in separation of duties, allowed for complete transparency in reporting, and allowed for a better distribution of the workload. Our use of our new HR/Payroll software, Kronos, has given us reporting capabilities beyond anything we ever used before, and allowed us to better manage our time and efforts in meeting all required reporting deadlines.



PHYLLIS:

During 2019, we provided outpatient community-based services to over 416 individuals, which is nearly double the number of clients we were able to serve the year prior. We are excited about expanding services and dedicated to providing quality behavioral health and supportive care for children, adults, and families in environments that best meet their needs.



TIFFANY:

The CCC Clinical Team was busy in 2019! During the year, we were able to continue improving the quality of the clinical services that our clients receive. We established Key Care Teams to support clients throughout the treatment process, initiated training on basic applied behavior analysis skills in new employee orientation and implemented systems to track the delivery of clinical services. In order to create a way to continue improving service quality in 2020, we partnered with the University of Louisville to design a plan for monitoring behavioral health outcomes.



ROYCE:

As Quality Assurance Manager and Corporate Compliance

Officer I looked for opportunities to prevent waste, fraud and abuse, resolve complaints related to corporate compliance issues and identify processes that could lead to achieving continuous improvement. In 2019 I conducted over 80 comprehensive quality record reviews of client records in the BHSO and CCC programs and provided results to supervisors. These reviews helped us identify strengths and areas for improvement regarding our EMR, service delivery and in our assessment and treatment planning processes.



JENNIFER:

Although our goals and objectives may change a bit from year to year, one thing stays the same: our focus on making sure that all individuals have access to high quality services to help them realize their full potential. Key Assets Kentucky's impact on the community continues to grow not just by numbers but by the real-life impact on our youth and clients. Our leadership team focuses on supporting all our staff so they can provide the highest quality services to our community.

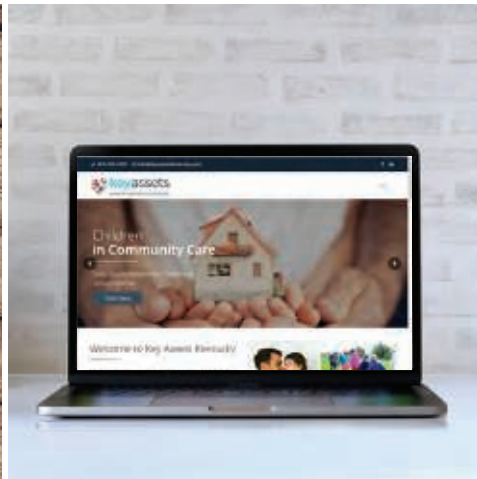
In 2019, our organization conducted a massive rebranding effort which allowed us the opportunity to further define our Purpose and Pledges, Values and Approach. In addition to streamlining the external facing messages and imagery, we also launched a new and meaningful logo.

Our logo mirrors our purpose characterized by a structured geometric pattern that repeats and strengthens each time a new piece is added. Each color and piece represent the diversity of our service offerings across the continuum of care as well as the contribution each individual makes. The formulaic pattern develops into a “heart shape” reinforcing the message that the lives of the people we serve are at the very “heart” of what we do and why we exist. The gap in the heart structure reminds us that no matter how far we have come there is always more we can do. Key Assets is committed to finding the solution to complete the shape.



WHAT'S IN A NAME?

The new Key Assets identity represents a journey of many paths, continually growing and changing and focused on achieving positive and lasting outcomes for children, families and communities.



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CHILDREN IN COMMUNITY CARE IMPACT



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Emily was the first youth placed in the residential treatment group home program at Key Assets Kentucky in 2015. Prior to her placement at Key Assets, Emily had been hospitalized many times due to her physical aggression and property destruction and was unable to remain in foster care due to the need for 24-hour 1:1 supervision. Emily has made tremendous progress in her time at Key Assets. She has successfully participated in public school and her teachers and classmates are very fond of her. Emily went to prom last year and had a wonderful time. Emily also has been successful in the community through playing baseball with the Miracle League. Emily's negative behaviors reduced drastically through her 1:1 therapeutic care in the CCC Program and through her work with a behavior analyst. Emily made tremendous progress with her communication and was discharged from speech therapy as she had achieved all her goals. Emily successfully stepped down into an adult group home in December 2019.



In 2019, we enhanced our efforts to build our brand awareness among key stakeholders in a variety of areas. We're social!

BRAND AWARENESS - RAISING OUR COMMUNITY PROFILE!

Facebook

+33% Followers

+26% engaged users

+32% reach

+61% impressions

Key Notes Newsletter

We launched our first edition of the Key Notes Newsletter on August 21st, 2019, sent quarterly to stakeholders to keep them updated on our activities and to provide helpful mental health resources. We also strive to recognize our employees and highlight upcoming events, training or special occasions. If you would like to be added to our mailing list, you can sign up on our website! www.keyassetskentucky.com

Key Cares

In addition to our daily tasks of keeping the Children in Community Care and Behavioral Health programs growing and thriving, our team also is passionate about giving back and helping the community.

- ▶ Bluegrass Autism Walk
- ▶ God's Pantry Food Drive
- ▶ Thursday's Child Annual Night with the Stars
- ▶ Domestic Violence Awareness Wear It Purple Day
- ▶ Stand Up, Stand Out for LGBT+ individuals
- ▶ Employee Appreciation Month
- ▶ PRIDE Day at Key Assets
- ▶ Staff Appreciation Picnic
- ▶ Children's Alliance
- ▶ Kentucky Council on Autism's Adolescent and Adult Subcommittee
- ▶ Bluegrass Society of Human Resource Managers



“ Our *purpose* is to achieve positive and lasting outcomes for children, families and communities. ”

Our pledges to you



CHILDREN & FAMILIES

1. Set high **standards** for ourselves and the **care** and **support** we provide for you
2. Be on your side and **accept** you for who you are and what you want to be
3. Prioritize your **safety**, connections and build your resilience
4. Be **passionate**, **caring** and **respectful** in everything that we do
5. **Listen** to and **learn** from you so that we can do things better

CUSTOMERS, CARERS AND STAFF

1. Deliver **excellence** through **quality** service provision, **collaboration** and **measuring outcomes**
2. Act with **honesty** and **transparency**
3. Deliver **innovative** services in **cost effective** ways
4. **Challenge** the norm, ask questions and keep our promises
5. Conduct our business with financial **integrity** to achieve sustainability and **value**

COMMUNITIES

1. Build a **socially responsible** and **friendly** presence in each of our communities
2. Value **diversity** and **inclusion** and act with **cultural sensitivity** and **respect**
3. Be **creative** and **flexible** to respond to each community's unique **needs**
4. Recruit, train, support and retain the best **people** to deliver services
5. Contribute to **shared** learning through **research** and **partnerships**

VALUES & APPROACH: KEY CARE TEAM MODEL

At Key Assets Kentucky, we are constantly evaluating and conscientiously improving how we provide our services. We strive to let Our Values guide the decision-making process and we are thoughtful in our approach to client care.



OUR VALUES

Recognizing **everybody counts** and is accountable.

Providing high **quality and safe** services

Achieving excellence through **continuous improvement**

Cultivating **knowledge, innovation** and **learning**



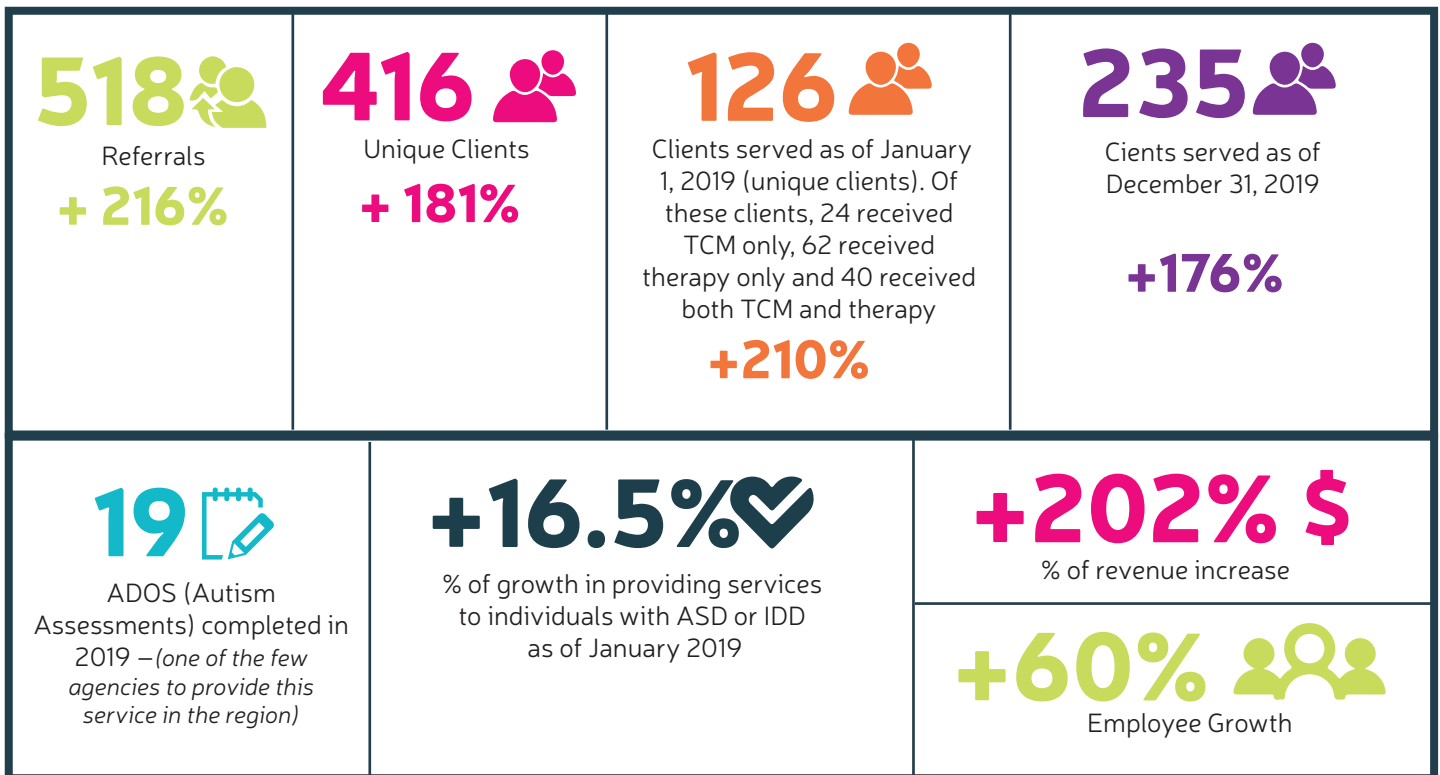


<p>44 </p> <p>Referrals</p>	<p>8 </p> <p>Youth admitted to program</p>	<p>27 </p> <p>Total youth served</p>	<p>20 </p> <p>Total youth currently in placement</p>	<p>5 </p> <p>Youth successfully stepped down to a lower level of care</p>
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Top 10 Keys to Children in Community Care Program

1. Key Assets Kentucky Children in Community Care program partners with the Cabinet for Health and Family Services Department for Medicaid Services and Department for Community Based Services to provide individualized care to youth who have mental health diagnoses such as Autism Spectrum Disorder (ASD) and Developmental and Intellectual Disabilities (DDID) who are placed in out-of-home care.
2. The Children in Community Care program provides innovative, specialized, therapeutic services to youth with severe and persistent challenges in social, emotional, behavioral, and/or psychiatric functioning. All clients admitted to the CCC Program have a history of inpatient psychiatric hospitalizations and residential care placements.
3. Clients in the CCC program have access to Applied Behavior Analysis services and individual, group, and family therapy.
4. The CCC Program has 8 Residential Treatment Group Homes in a 3-county area: 4 in Fayette County, 2 in Jessamine County and 2 in Scott County.
5. The CCC Program has a unique staffing model with a ratio of 1 staff to 1 youth during waking hours.
6. Workers in the CCC program are trained as Community Support Associates and they work on activities necessary to allow their clients to live with maximum independence in the community.
7. The CCC Program has a capacity of 20 and served 27 total youth in 2019 with 8 new admissions.
8. The CCC Program successfully stepped down 5 youth into a lower level of care.
9. The CCC Program enhanced the medical services with the implementation of automatic pill dispensers (LIVI at home) and hired a full-time RN to oversee the medical needs of the youth in the program.
10. The CCC Program relies on a team of house managers, case managers, and direct care supervisors/therapists to support clients and staff.

Key Assets Behavioral Health provides evidence-based behavioral health services and targeted case management to children, adults, and families in community-based settings throughout central Kentucky. Our primary focus is providing high quality outpatient behavioral health services tailored to the strengths and needs of individuals, and to prevent unnecessary hospitalizations for clients with co-occurring mental health diagnoses. Areas of expertise include trauma assessment and treatment, anxiety, depression, Autism Spectrum Disorders, grief and loss, and targeted case management.



Behavioral Health Impact Statement

 "This is Ms. W., I want to say, I've been in therapy quite a bit all my life and I'm not a brown-noser – you should know me by now that I keep it real – but I wanted to say I'm so thankful to God that you sent Shauna my way. She's a breath of fresh air, she's a blessing to you all to have her to work for you – not to get in your business – but to me, I'm thankful that she has a job there. She has been truly a blessing for me, and to me, and helping me handle certain things and how to handle things differently. And I'm much older now, and I think quite a bit differently, we are living in a different time – era – now and so I wanted to give a shout out to Shauna this morning and to let you all know that you are blessed in the name of Jesus to have her and I am blessed to have her as my therapist and I will continue to be with you all, as long as it's with Shauna. Thank you."

- Voice Mail from our Client, Ms. W.

BEHAVIORAL HEALTH PARTNERS

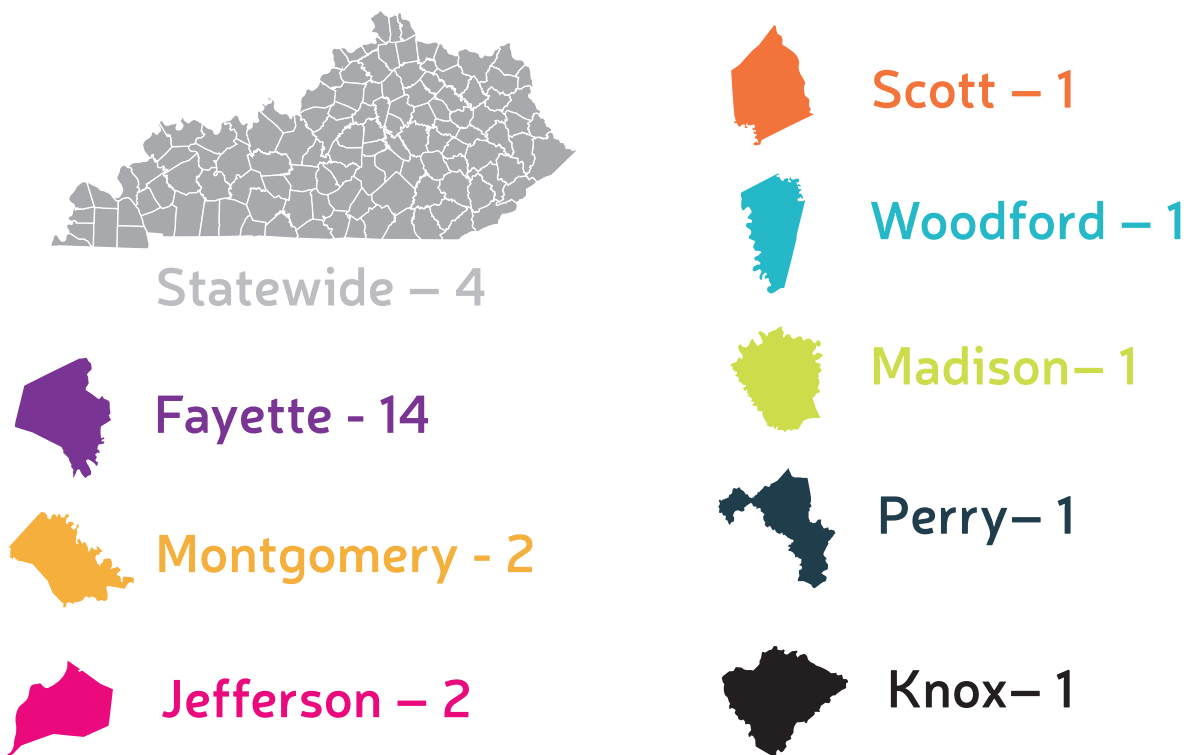


Partners

In 2019, we received referrals from 90 Kentucky sources, the majority of which are elementary, middle and high schools in Fayette County. We also work closely with Kentucky area behavioral and mental health providers, the University of Kentucky, and a variety of other public and private entities to help meet the needs of our communities. Services are provided in community settings and in our office location in Lexington. A primary focus of service delivery is to prevent unnecessary hospitalizations for clients with co-occurring mental health diagnoses.



Community Referral Sources/Partners 2019 *(not including schools)*

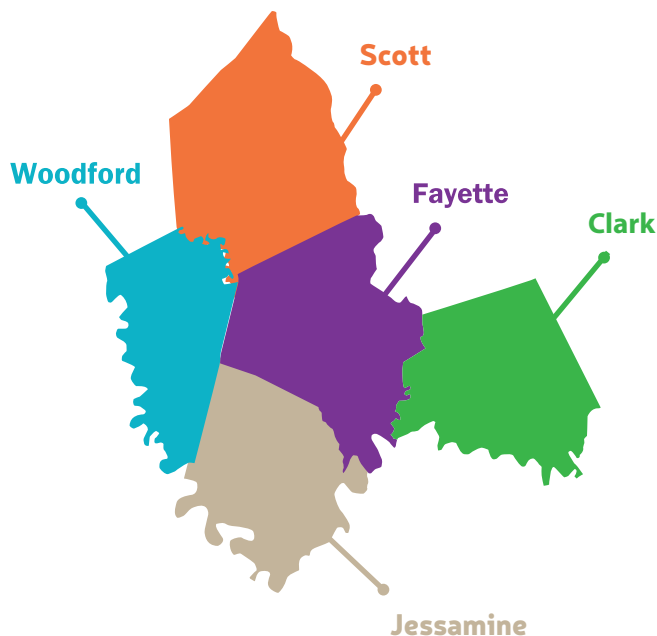


We also served our partners by offering 4 Continuing Education Courses in 2019, including:

- ▶ Social Work Ethics & Kentucky Law
- ▶ LCSW Supervision According to Kentucky Law
- ▶ Suicide Assessment, Treatment and Prevention
- ▶ Providing Meaningful Services to Immigrant Families

We served students in the following schools during 2019

BEHAVIORAL HEALTH PARTNERS



Clark County

George Rogers Clark High School
Strode Station Elementary

Fayette: High School

Audrey Grevious Center
(formerly Lexington Day Treatment)
Bryan Station High
Carter Woodson Academy
Frederick Douglass
Henry Clay
Lafayette
The Learning Center
Martin Luther King Academy
Tates Creek

Fayette: Middle School

Beaumont
Bryan Station
Crawford
Jessie Clark
Leestown
Lexington Traditional Magnet (LTMS)
Tates Creek
Winburn

Fayette: Elementary

Arlington
Ashland
Athens Chilesburg
Breckenridge
Cardinal Valley
Coventry Oaks
Deep Springs
Dixie
Edythe J. Hayes
Garden Springs
Garrett Morgan
James Lane Allen
Julius Marks
Lansdowne
Lexington Christian Academy
Liberty
Mary Queen
Mary Todd
Meadowthorpe
Northern
Picadome
Russell Cave
Sandersville
Southside

Fayette: Elementary (cont...)

Squires
Tates Creek
Wellington
Yates

Jessamine County:

East Jessamine High School
Nicholasville Elementary
The Providence School
Rosenwald Dunbar Elementary
West Jessamine Middle
West Jessamine High School

Scott County:

Great Crossings High School

Woodford County:

Huntertown Elementary
Safe Harbor Academy
Simmons Elementary
Southside Elementary
Woodford County High School
Woodford County Middle School

WHAT TO EXPECT IN 2020



GROW

- Continue to partner with University of Louisville's Center for Family & Community Well Being in the development, monitoring and reporting of Children in Community Care Program Outcomes
- Creating a stable and supported workforce through implementing creative retention strategies and professional development opportunities
- Increase capacity to provide an array of evidence-based, trauma informed treatment modalities to meet client needs

LEAD

- Develop opportunities to support professional development of all staff
- Advocate for community-based services and care options for youth with ASD through participation in the pilot project
- Advocate for Medicaid reform related to ASD services in the out-of-home care population
- Build on current community partnerships to educate community on importance of services to individuals with disabilities and behavioral health needs

INNOVATE

- Initiate building the foundation for becoming a Trauma Informed Organization
- Explore use of Evidence Based Treatment modalities for use and treatment to better serve current client population such as Parent-Child Interaction Therapy (PCIT), Eye Movement Desensitization and Reprocessing (EMDR) and Dialectical Behavior Therapy (DBT)
- Expand Behavioral Health Services to include Intensive Family Services to support prevention efforts as outlined in the new Family First Prevention Services Act



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