



# 2011 Annual Report



*Recovery and Wellness are Possible for Everyone*

## Mission

The Drenk Center's mission is to partner with people to create opportunities for recovery and wellness by offering behavioral health services.

## Vision

Based on the values of integrity, courtesy, and caring, The Drenk Center will become an integrated, open and learning system, constantly improving through inquiry, dialogue, and team work, with one guiding principle: to strive for excellence in all we do.

## Goals

- Continuously improve:
  - Accessibility to service
  - Customer service and client satisfaction
  - Agency's visibility in the community
  - Agency's financial stability by diversifying funding sources
- Enhance staff skills to maximize value to the community
- Expand community partnerships

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# Dear Friends and Supporters,

This year has been one of major accomplishments and continued challenges. As we prepare for the future of healthcare, an electronic health record is one of the required tools to remain viable. The State continues to shift service payment from contracts and grants to a fee for service system. This shift will ensure efficiency, consumer choice, and will promote a system of care responsive to market demands. In order to ensure our ability to meet the requirements of the Federal government, we have chosen Qualifacts' CareLogic as our electronic health record. We implemented this new electronic health record in just six months, which is truly remarkable. Our goal of being a paperless organization is within reach as we meet the requirements of meaningful use. This requirement will change our consumers' experience and yours as you receive healthcare services over the next three years.

The challenge remains minimizing the impact of economic conditions and government cuts in support for the neediest of our brothers and sisters. Our staff is very dedicated, conscientious and resourceful. However, the cost of doing business continues to rise. As you and I know, the cost of food, gas, and clothing are all rising faster than our ability to pay for these necessities. These are all things you need, our staff needs, and our consumers need, yet most people's ability to make ends meet are being strained. The Drenk Center is no different.

Thanks to you and our supporters, many of the needs of our consumers are being met through your generosity. Our Back-to-School Supplies Drive helped prepare more than 275 students for the start of the school year. Our Thanksgiving and spring food drives have helped hundreds of families put food on the table. And our Adopt-a-Family for the Holidays initiative provided toys and other basic necessities for more than 50 families.

Hundreds of supporters came out to our golf outing and Monte Carlo night, donating time and money to help us meet our mission. Without you, your support, and advocacy, our most disenfranchised citizens would struggle even more to have decent housing, food and basic healthcare. I wish I could thank you individually, and let you know how important you are to The Drenk Center. Never doubt that your support makes a difference.

Warmest regards,



Harry J. Marmorstein  
Chief Executive Officer  
The Drenk Center





The Drenk Center offers a comprehensive array of behavioral health and wellness services for children, adults, and families, including:

- prevention programs
- outpatient therapy and psychiatric services
- substance abuse programs
- emergency and crisis intervention services
- therapeutic foster care
- residential programs
- case management

*Open your mind to the endless possibilities in life ... that's what I tell people who are working hard everyday on their wellness and recovery. Keep trying, keep moving, and don't ever give up. Take the word "can't" out of your vocabulary.*

*Ten years ago I would never have believed that I would have stable housing and a car, be attending college and graduating in May with an Associate's degree and wanting to go for my Bachelor's degree and maybe a Master's degree.*

*It's hard work, but it's so worth it!*

- Joy

# The Drenk Center

## Facts & Figures for 2010 - 2011

- More than 7,000 adults and children received services, with one-third being children.
- Designated by the State of New Jersey as the Emergency Mental Health Screening Center for Burlington County, our Screening & Crisis Intervention Program provided services to more than 4,000 adults and children. The program's Mobile Outreach component provided 1,025 crisis evaluations to Burlington County residents at the site of the crisis.
- Our Outpatient Department, which is designated by the State of New Jersey as the Community Mental Health Center for Burlington County, served more than 2,000 adults and adolescents, with 336 adults receiving drug and alcohol counseling services.
- Designated by the State of New Jersey as the Children's Mobile Response and Stabilization Service for Burlington County, staff responded to more than 692 calls in homes, schools and the community; stabilizing the crisis and providing follow-up care where needed. Of those responses, only 6 percent required a second response.
- Our Supportive Housing program served 136 adults, putting the proper supports in place so they could remain in their homes.
- As a safe therapeutic alternative to psychiatric hospitalization, our Crisis House provided short-term housing and support services to 88 individuals.
- Our Projects for Assistance in Transition from Homelessness (PATH) program served 79 homeless adults and connected them to essential services and resources in the community.
- Our Adolescent Residential Services Division provided housing and treatment for 237 youth ranging in age from 12-18 years old across seven counties, in five different levels of care.
- More than 330 students benefited from our School Based Youth Services Program at Pemberton Township High School.

*From Screening, Crisis House, and PATH, and now Outpatient and Supportive Housing, the programs and staff at The Drenk Center saved my life.*

*Today, I am managing my mental illness through counseling, improving my self-esteem, learning new life skills, and have secure, permanent housing. The Drenk Center has never let me down.*

- Dan



## Re-Accreditation from The Joint Commission



The Drenk Center earned re-accreditation in Behavioral Health Care by The Joint Commission and received their Gold Seal of Approval™ by demonstrating compliance with national standards for health care quality and safety. The Joint Commission is the most recognized health care accrediting organization. The Drenk Center has been accredited by The Joint Commission since February 1999.

The Drenk Center was evaluated against a set of national standards by a Joint Commission team experienced in the delivery of behavioral health care services. Achieving accreditation demonstrates our commitment to provide quality care in a safe environment.

## New Electronic Health Record

In an effort to maintain ongoing performance improvement and quality assurance, The Drenk Center implemented CareLogic, a new Electronic Health Record (EHR).

CareLogic differs from The Drenk Center's former EHR in numerous ways. This system is internet-based and faster. The entire consumer record is electronic, whereas previously, that was the case for only part of the EHR. The move to this record has resulted in the streamlining of many of our work processes, which are now automated with CareLogic, resulting in very little use of paper. It has also reduced costs, improved billing processes, and eased assurance of contract compliance for staff. Ultimately, it has proven to be more efficient and effective than our previous system.

Consumers also directly benefit from this new EHR. Shared treatment plans for those receiving services from multiple Drenk programs help ensure continuity of care. Electronic prescribing assists in the prevention of drug interactions and medical errors while simultaneously improving convenience for consumers. Additionally, fully electronic recordkeeping allows for better security of a consumer's Protected Health Information.

## The Learning Academy

As a result of funding from the United Way of Burlington County, The Drenk Center began The Learning Academy, a tutoring program that offers services in Willingboro and Pemberton Township, two areas of the County demonstrating the greatest need. In its first year, The Learning Academy served 140 students and provided nearly 700 hours of tutoring. 84 percent of the students who received tutoring increased their grades by one full letter grade.

The program aims to increase academic skills, raise self-esteem and confidence levels, improve attitudes toward school, decrease drop-out rates and trancies, and promote emotional support and positive role models. One-on-one tutoring takes place from 3 pm – 8 pm, three days a week at each site during the school year and is conducted by Bachelor level teachers. This is a free program, open to Burlington County K-12 students with priority given to those demonstrating financial need.

*I am so excited to have my son in this program. Thanks to his tutor, I'm looking forward to seeing him achieve passing grades in his math assignments and tests.*

- Anonymous

## PATH Case Manager for Homeless Veterans

Due to the increasing number of homeless veterans, our Projects for Assistance in Transition from Homelessness (PATH) program added a new case manager position to target this population. José Bracero, who served in the United States Army, conducts outreach and links veterans to a variety of services. Through his passion and dedication, José has connected with and provided services to 28 homeless veterans. To date, he has assisted four veterans with obtaining state rental assistance so they could live in safe, permanent housing and worked to ensure that they have the proper community supports in place to help them succeed.

*I lost my marriage, my job, had no money and was homeless. I was able to survive on the streets and in the woods due to the skills I learned in the Army. One day I met José. I didn't trust him at first, but over time he gained my trust. Plus José served in the military so we had something in common. José explained to me what Veterans' Services are available and helped me apply. Eventually, he helped me go from living in the woods to living in my own apartment. I have a part-time job now and I'm thinking about going back to school. José is compassionate, caring and is like a brother to me.*

- Francis

## Juvenile Justice System

The Drenk Center received funding from the State of New Jersey's Juvenile Justice Commission to reduce the minority youth rate of contact with the Burlington County justice system. This is being carried out through three components: the training of law enforcement in the areas of cultural competence and the use of stationhouse adjustments to access early intervention programming options; direct service through the expansion of our Family Crisis Intervention Unit and Intensive Case Management programs to serve this population; and the creation of an improved data system to track these youth and their interventions.

This initiative aims to improve attitudes and understanding between law enforcement and minority youth; interrupt the potential for juvenile justice system involvement early on; decrease anti-social behaviors and substance abuse; improve family relationships; increase juvenile accountability; and improve system effectiveness through improved data collection processes.

## Community Residences for Children

The Drenk Center opened two new Community Residences for Children. The program offers a family-like environment and works to build loving attachments as part of its therapeutic intervention.

Each home has a lead staff member who acts as a mentor and parental figure; and serves as part of a treatment team that also includes a therapist, psychiatrist, nurse, and youth care workers. Services include individual and group therapy; case management; health education; mentoring; allied therapy; community based activities; and psycho-education groups on topics such as life skills, social skills, problem solving, and coping strategies.

The Drenk Center currently operates seven Community Residences for Children in six counties.



# Thank you to our Donors, Volunteers, and Supporters!

97.5 The Fanatic  
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Countryside School PTO  
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"We proudly support The Drenk Center and its mission through contributions, sponsorships, and through activities like the recent Back-to-School Supply drive. This activity allowed us to involve our entire staff and it provided supplies for many needy families who are served through The Family Success Center of Burlington County, one of Drenk's many fine services."

~Brian Radwell

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 Hampton Inn-Mt. Laurel  
 Hard Rock Café Philadelphia  
 Julie Haughey  
 Helium Comedy Club  
 Henderson's Wharf Hotel  
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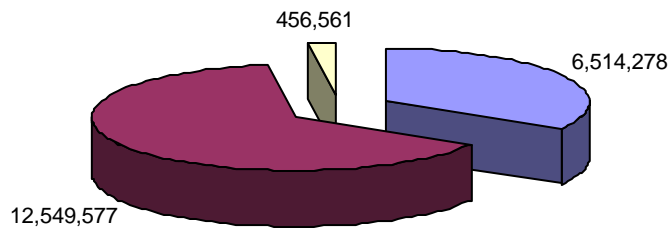
*The Drenk Center is grateful for all contributions and deeply regrets any omissions or errors.*



# The Drenk Center

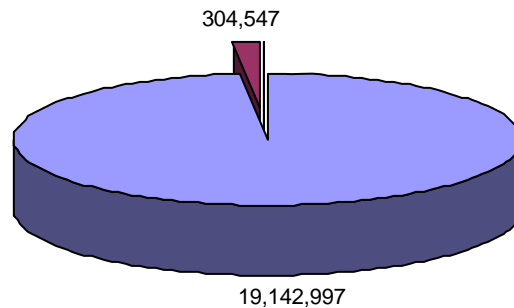
## Revenue

Federal-State-County Grants	6,514,278
Consumer Fees	12,549,577
Other Income	<u>456,561</u>
Total Revenue	19,520,416



## Expenses

Program Services	19,142,997
Management & General Expense	<u>304,547</u>
Total Expense	19,447,544







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