



2015 Annual Report

6/30/2016

Who We Are and What We Do

The kind of work we do with Camelot is a lifestyle. It is a life of purpose, about making a difference in the lives of others. The children and families we serve often struggle to simply live. We have chosen to get off the sidelines and into the game of life with them. We are an agent of positive change, a force for good in the world. There will be challenges along the way, but as part of the Camelot team we will be in a community of seasoned professionals who share our passion and who will empower and equip us to meet the challenges with success. The Camelot team is here to create positive change in the community and the world in which we live. We are a part of something bigger than ourselves, something great!

Making a difference ... the Camelot difference.

~Rob Mortensen CEO

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Defining Who We Are

As a part of Pathways Human Services, Camelot strives to provide accessible, effective, high quality community-based behavioral health services which enable Tennessee children and families to realize their potential. We provide therapeutic foster care and in-home services from 16 local offices in Tennessee from Memphis to Kingsport. Our values are Excellence, Integrity, Sustainable, People-Centered, Innovation, and Fun – and we strive to express those in all that we do. In 2015, that took many forms.

Who Did We Serve? How Did Our Clients Do?

In 2015, we continued to provide our Therapeutic Foster Care and Prevention services across the state of Tennessee out of our seven regional centers.

- **Therapeutic Foster Care:** We provide Level 1, 2, 3 and enhanced 3 services for children in the custody of the State of Tennessee. We started 2015 with 450 cases and ended with 517 cases. We began the year with 304 foster homes across the state, and ended with 343 – a 13% increase.

In 2015, 49% of our TFC clients achieved permanency at discharge.

- **Prevention Services:** We provide Outpatient Counseling, Case Management, Comprehensive Child and Family Treatment (CCFT), Family Preservation Services and Med Management services for clients with United Health Care, Value Options or Amerigroup insurance as well private pay and DCS Flex Funding. In 2015:

- **Outpatient Counseling:** Served 3,156 clients

- **Case Management:** Served 2,542 clients

- **CCFT:** Served 676 clients

- **FPS:** Served 835 clients

- **Med Management:** Served 231 clients

Program and Service Development in 2015

We continued to develop new programs, a sign of growth. We added Intensive Outpatient Program (IOP) and Med Management.

- **IOP**

The Intensive Outpatient Program is a highly specialized, community-based service. This service is primarily used to divert youth from admission into psychiatric hospitals, residential treatment, or day treatment facilities. IOP is also an ideal step-down service option for

children who have been in institutional residential treatment, but who can benefit from services in the community.

- **Med Management**

When appropriate, psychiatrists and/or nurse practitioners supervised by physicians assess and monitor the need for medication to assist in the management of psychiatric and mental health symptoms.

Team Member Development

- **Employees**

Camelot started the year with 270 team members across the State, and ended the year with 332 team members, for a net increase of 23%. We acquired Wolfe counseling in Milan, TN, therefore expanding our reach to the northwestern part of the state.

- **Leadership Development**

In 2015 we continued our annual tradition of state wide study, discussion, and application of a selected book promoting leadership development. We tackled two books, “Be Our Guest” and “One Minute Service” and continued this development through a training in each region focused on customer service. Through this process we changed our Client- Centered value to People-Centered.

- **Training**

We restructured our training for new employees so that they wouldn't have to travel to the state office for multiple days. This was a decision made to enhance productivity through more hands on experience. The trainings are now mostly done through modules on our online training database.

Performance & Quality Improvement (PQI)

Throughout the year monthly meetings were held with state leaders to discuss our monthly regional CQI audits, updating our PQI plan, and the status of our census. This was an opportune time to tackle any issues that had arisen from said audits, and formulate a plan of action. The following information is part of our PQI process.

WHAT DID OUR STAKEHOLDERS SAY ABOUT US?

Highlights from our 2015 surveys

CLIENTS:

96% of clients feel they have a trusting relationship with their Counselor/Therapist, and 93% of clients think they are making progress on the goals on their treatment/services

plan. 96% feel that their Counselor/Therapist is helping them learn to solve their problems and challenges successfully.

BIOLOGICAL PARENTS:

97% of our bio parent respondents felt that their family has a good working relationship with their Camelot counselor, and 98% would recommend our services to other families.

FOSTER PARENTS:

86% of foster parents regard themselves as part of the Camelot treatment team, and report that Camelot team members work with them to strengthen their therapeutic responses.

COLLATERAL AGENCIES:

83% of the stakeholder respondents feel that clients they refer are making progress in treatment, 71% that they are kept informed about the client’s progress and treatment goals, and that 94% they are satisfied with Camelot’s services.

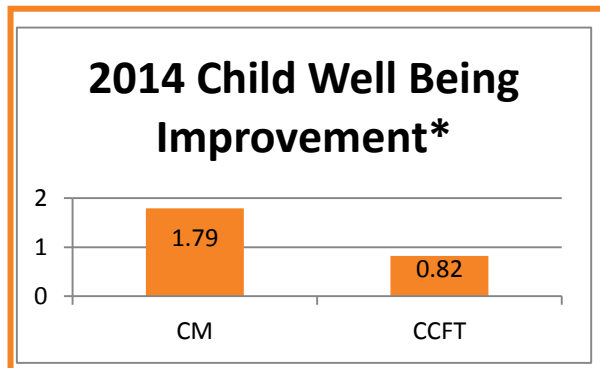
EMPLOYEES:

92% of team member respondents are satisfied with the quality of their employment. 91% feel that people with different ideas are valued within Camelot. 95% say that they feel they are getting what they need from clinical supervision in order to better serve their clients

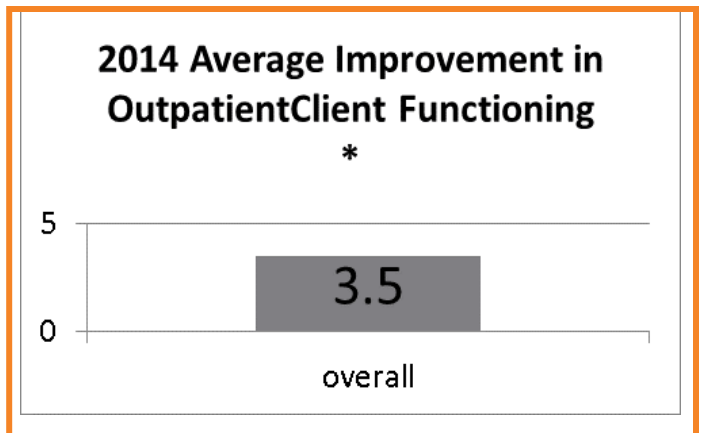
OUTCOMES

Prevention Client Outcomes:

Prevention Client



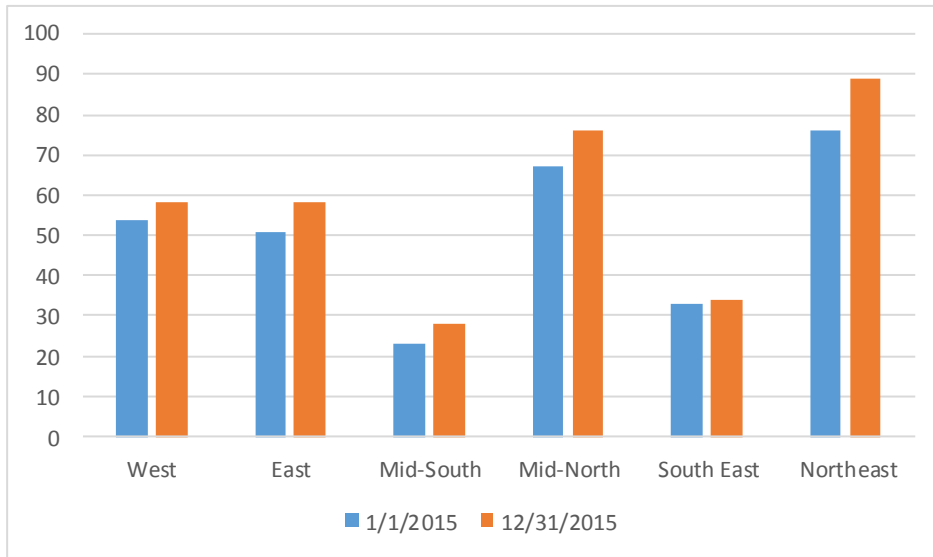
NCFAS Average



GAF Average

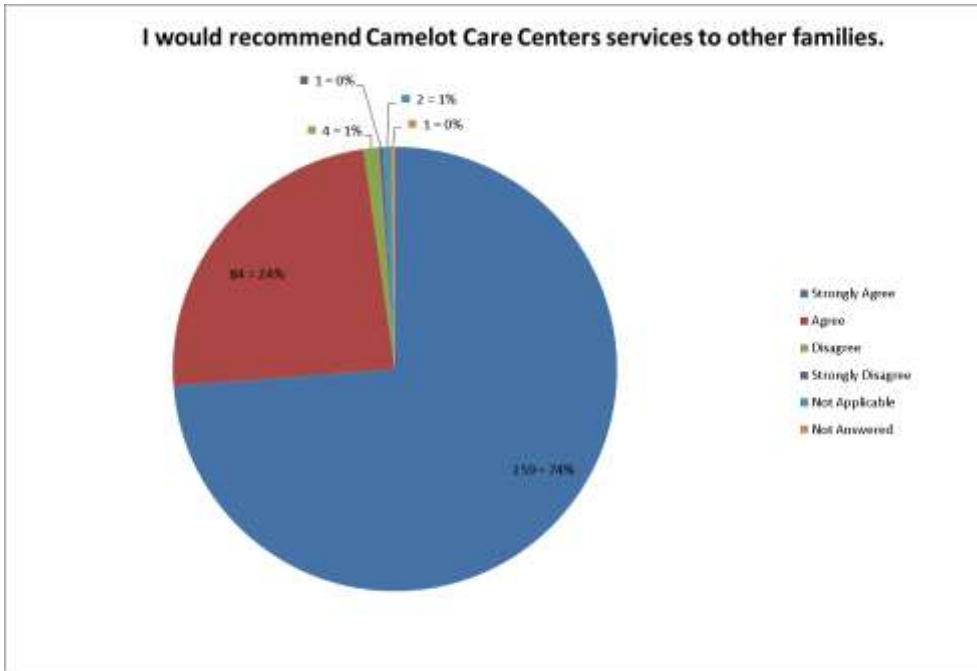
*averages taken from 2nd quarter 2014

Foster Home Growth:

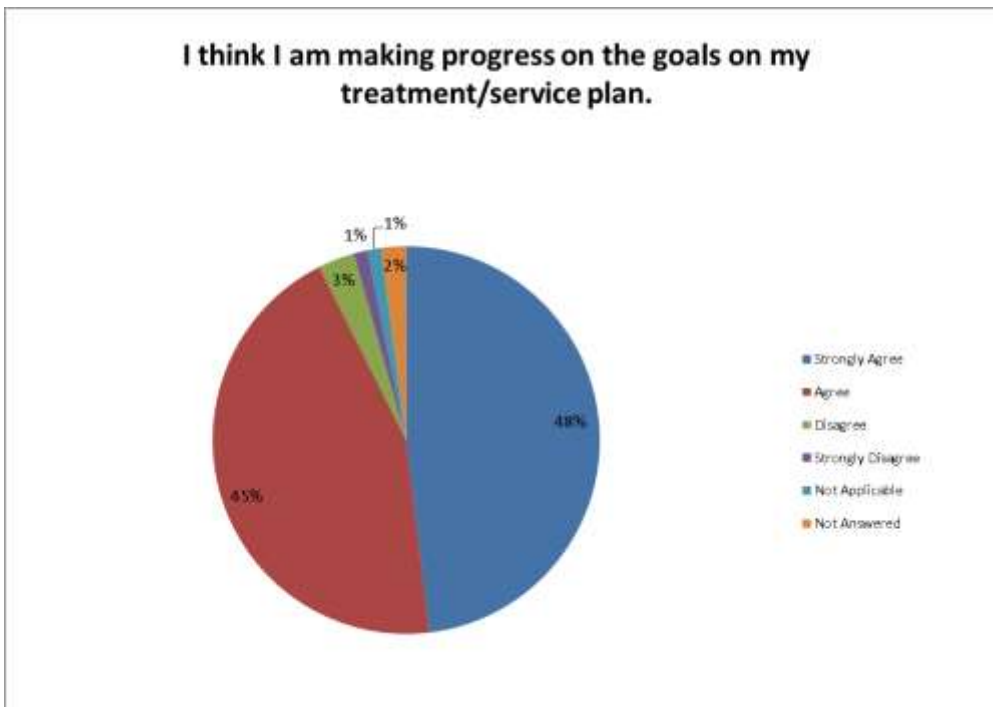


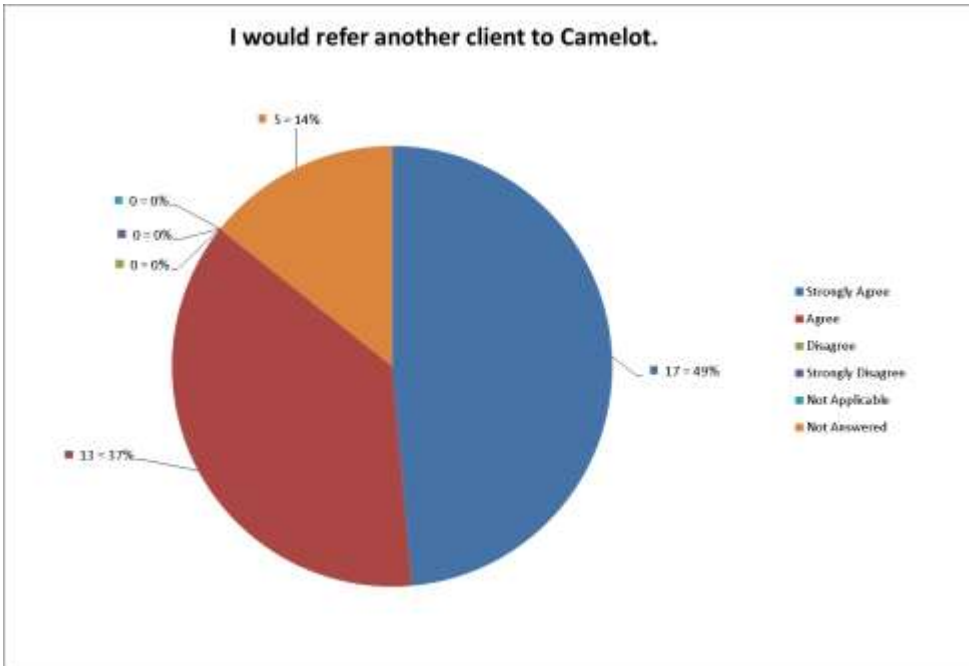
2015 STAKEHOLDER SURVEY RESULTS

Bio parent



Client





Foster Parent

