

# Annual Report 2023



Doing The Right Thing  
**EVERY TIME**

**BOWEN**  
CENTER





**Dr. Rob Ryan** *President & CEO*

## Doing the right thing for every patient

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It doesn't take much to show someone you care about them. But going above and beyond to ensure every patient gets what they need when they need it every time is in our DNA. That's why we began offering primary health care for our patients. The fact of the matter is that mental illness can shorten a person's life expectancy by 20 years, and we knew that by offering primary health care to our patients, we could add quality years to their lives.

In 2023, we celebrated our patients by cutting the ribbon on a new primary care health clinic inside our Wabash facility and starting the construction of health clinics at several

more of our locations. We broke ground on a new facility in Whitley County, added a pharmacy at our Huntington location, and celebrated the 5th anniversary of Bowen Recovery Center. Those are big things that are easy to see and explain, but it's our small one-on-one patient interactions that happen every day that made the most significant impact.

For more than 60 years, we have filled the gaps for people living with mental illness. When we saw a need, a new approach, or an opportunity to help more people live their best lives, we enthusiastically stepped up. Our decisions were driven by one question and one question only: Is it the right thing to do?

It doesn't take much to lead a great team I care about when I know they care just as much as I do about the people we serve. So, as I mark my 19th year at Bowen Center and the end of my first year as its President and CEO, I am proud of the work we have done to care for the bodies and minds of our patients. I'm excited about the new gaps we will fill and the new lives we will extend by doing the right thing every time.

## On a Mission

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If you were to ask any member of the Bowen Center board of directors why they are on the board, to a person, they will tell you it's about the mission - to strengthen our communities and to improve the health and well-being of those we are privileged to serve. Baked into that guiding principle is excellence, integrity, ingenuity, and hope.

Bowen Center has accomplished so much, but we are proudest of where it's going. Helping serve more people in more ways and enriching their lives, which improves the quality of life for everyone in our communities, is a role we cherish. And as successful as 2023 was for Bowen Center, we know it will only get better, so we are keeping our sleeves rolled up because the mission is just that important.



**Cindy Brady** *Chairperson  
Board of Directors*



## Coping and Cupcakes



Grandma was worried. It was spring, and her six-year-old grandson was scheduled to begin kindergarten in the fall, but she wasn't looking forward to it.

She had just removed him from his daycare because of his outbursts that included throwing chairs, pushing, and shoving the other children. He was unmanageable.

The boy has had difficulty controlling his emotions ever since he experienced early trauma that he suffered while with his biological mother. He was removed from her home, and Grandma was raising him. She loved the boy, but she was out of answers. She knew his behavior would not be tolerated in a classroom, and she didn't want to see him fail. That's when she called Bowen Center.

Over the summer, Life Skills Coach Brittnie Van Meter began teaching the boy different coping skills that would help prepare him for kindergarten in the fall. He learned different ways to let his teacher know when he needed a break or to reset. Brittnie also taught him simple breathing exercises to help him refocus when his emotions were taking over.

When school started, Brittnie sat right next to him in class. She was already a welcome, familiar face at the school, having worked with other students in the past. There, she reinforced the coping techniques he had learned, and his classmates learned some of the special things he did to try to calm down. One of them was a breathing exercise called The Cupcake, which they wanted to learn too.

When their teacher asked Brittnie if she would teach it to the class, the boy asked, "Can I help?"

Together, they explained that when you feel angry, you can stop for a moment and pretend to hold a cupcake with a lit candle in front of you. Breathe in, and then blow the candle out.

Having the skills to control his emotions allowed the boy to do well and become an active participant in his class. The coping skills he learned from Brittnie provided life-long techniques to help him live his best life.





## Wrapped in Integrated Care

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He arrived at Bowen Health Clinic for an appointment with his primary care provider. It was just a regular visit to the clinic. Until it wasn't.

In the exam room, as the conversation turned to his health, he broke down. His provider quickly determined that he was suicidal and had lost all hope. Staying in the room with their patient, the provider called a therapist to the exam room, and they immediately proceeded to do a suicide assessment. Determined not to be at the risk assessment level which required hospitalization, the therapist and medical provider continued to talk with the patient and prepared a safety plan with him.

They learned that he had many challenges in his life, not only with his physical health, but he also lived with anxiety and depression, so they matched him with a therapist for regular therapy appointments, and a Psychiatrist prescribed medication to help him. They also learned he had unreliable access to food and shelter. Arrangements were made for him to see a Life Skills Coach to help him find a safe place to live and food to eat. They even got him lunch.

It happened in a short period of time, in one exam room, on what started as an unremarkable day. He was wrapped in a blanket of care for his body and mind and left the clinic on what proved to be quite a remarkable day with a full stomach, an entire team of healthcare providers, gratitude in his heart, and hope for the future.

## Homeless to Hopeful



Her experience with the community mental health system had a name: Revolving Door Syndrome.

Repeatedly switched from one therapist to another, there was never enough time to develop an effective therapeutic relationship before being moved along. So, nothing changed. She couldn't see the point of it all anymore.

Nearly 60 years old, LF was living at a homeless shelter. An extrovert at heart, LF was so beaten down by life that she had lost faith in herself. She had a history of being abused and abandoned, and she was tired of being passed around.

All of this was new information to Therapist Elefiteria Kiomortzidou, who was filling out new patient information. She looked up and smiled.

"Well, I'm gonna be here for a while, so you don't have to worry about that," Elefiteria said, promising to take her on as a steady patient.

They started working on improving LF's self-esteem, which was almost non-existent. LF was happy to have a steady therapist but was still full of doubts about her future. She learned grounding techniques to help slow the negative thoughts that discouraged her. They worked together to identify her strengths and how they could build on them to meet the goals that would lead her toward living life on her terms.

When she became discouraged, Elefiteria reminded her of the strength and resilience that brought her that far. She knew that LF could continue to improve her life, and she would not let her quit.

LF continued to advance, goal by goal, strengthening her emotional resiliency while rebuilding her life. When she passed another milestone, it was a day to celebrate. She sought out Elefiteria and thanked her for challenging her to keep going, especially when she was at her lowest.

"You reminded me that I was a fighter because you always believed in me," she told her therapist.

"Sometimes it's as simple as having someone to be your cheerleader," Elefiteria said. "Real success comes from collaboration. It's not just about someone telling you what to do."

Working together, LF could use the therapeutic tools and techniques she had learned to help her uncover her inner self and find a life she didn't know could exist.





## Learning to Heal



Things started unraveling after their 16-year-old daughter was brought home by the police. Soon after arriving, the officers alerted the Department of Child Services. It was determined that Mom and Dad were addicted to illegal drugs, and the home was not a suitable place for the girl or her 14-year-old brother. Both were removed from the home.

The parents were frustrated. They felt so much was happening outside of their control. They defended themselves with excuses and accusations, focusing their anger on the system that “took their kids.” This made things challenging for Therapist Kyle Phillip, who was assigned by the court to provide behavioral health services to the parents.

“A lot of the time, we’re just seen as an extension of the punishment,” Kyle said. “We have to build rapport and let them vent.” Kyle worked hard to show the family that his goal, like theirs, was to see the family healed and reunited. There was a lot of work to be done, although sometimes it seemed that there would be no family left to save.

The stressful situation led to tensions between the parents, and soon they separated. Meanwhile, the kids, initially placed together with a relative, had been removed from that home and sent to separate foster homes. The family was drifting further apart.

Kyle was committed to helping them find their way back. He encouraged them to talk about their shared passion for reuniting the family.

“It was slow going,” Kyle said. Together, they remembered that there had been good times, despite the rocky road they now shared. They started to address their issues.

They began to trust Kyle and each other. They reconsidered their roles and responsibilities as parents and learned how to change and make their home a safe and healthy place. As they began their recovery from addiction, they learned techniques that made it easier to cope with stress and hard times.

It took time, but their persistence allowed them to bring their lives back on track, and the family was reunited. Their hard work and openness to change—for the good—gave them the opportunity to live life on their own terms.



**OUTPATIENT  
SERVICES PROVIDED**

**74,680**

**HEALTH CLINIC  
SERVICES PROVIDED**

**68,820**

**SKILLS COACHING  
SERVICES PROVIDED**

**363,308**

**DCS FAMILIES  
SERVED**

**661**

**HOSPITAL PATIENT  
DAYS**

**4,894**

**TRANSITIONAL LIVING  
PATIENT DAYS**

**20,440**

**ADDITIONAL  
RECOVERY SERVICES**

**185,267**

**BOWEN CENTER FINANCIAL REPORT**

(July 1, 2022- June 30, 2023)

**FUNDING**

Federal/State/Local Funds .....	\$11,618,361
Governmental/School Contracts .....	\$4,426,185
Medicare/Medicaid .....	\$134,524,174
Total Government Revenues .....	\$150,568,720
Patient Charges .....	\$20,227,103
Other Revenues ( <i>incl. gains/losses on investments</i> ) .....	\$6,188,340
<b>TOTAL REVENUES .....</b>	<b>\$176,984,163</b>

**UNCOLLECTIBLES**

Charity Care/Fee Assistance/Bad Debt .....	\$8,218,937
Other Contractual Agreements .....	\$50,977,172
<b>TOTAL FUNDS AVAILABLE .....</b>	<b>\$117,788,054</b>

**USE OF FUNDS**

Employee Salary .....	\$64,511,758
Employee Benefits .....	\$13,334,491
Facilities .....	\$8,309,215
Travel & Staff Development .....	\$2,599,123
Purchased Services .....	\$1,963,456
Operating & investment in Future Operations .....	\$27,070,011
<b>TOTAL FUNDS UTILIZED .....</b>	<b>\$117,788,054</b>

**OPIOID USE DISORDER  
PATIENTS SERVED**

**1,991**

**TOTAL  
EMPLOYEES**

**1,169**

**BOWEN**  
C E N T E R



[BowenCenter.org](http://BowenCenter.org)