

ANNUAL REPORT 2019

BOWEN
CENTER

PROVIDING HOPE

Bowen Center is a Community Mental Health Center offering a full range of professional services to meet the needs of individuals in Indiana. Since 1961, Bowen Center has dedicated itself to providing life-changing care to families, individuals and organizations.

Mission Statement: To strengthen our communities and to improve the health and well-being of those we are privileged to serve.

LEADING CHANGE

In 2019 we served nearly 20% more patients. In order to respond to the growing request for services, we hired additional staff including psychiatrists, nurse practitioners, therapists and a significant number of skills coaches (case managers) who work with patients in schools, homes and the community.

We are grateful for County Governments who provide funding to help off-set the cost of local citizens without the means to pay for services they receive from Bowen Center and we strive to be a good partner with our local referral sources such as the Department of Child Services, Community Schools, Hospitals, Physicians, Law Enforcement Departments, Probation Department, County Courts, to name just a few.

Bowen Center provides rigorous, ongoing training for our clinical staff and we offer a wide range of opportunities for internships and practicum experiences to college and university students as they near the end of their academic training in fields related to mental health and addiction. Fortunately, they have such a positive learning experience, more than half of those interns and practicum students become Bowen Center employees.

It is our privilege to provide mental health and addiction services to residents in northern and central Indiana.



Kurt Carlson
President/Chief Executive Officer

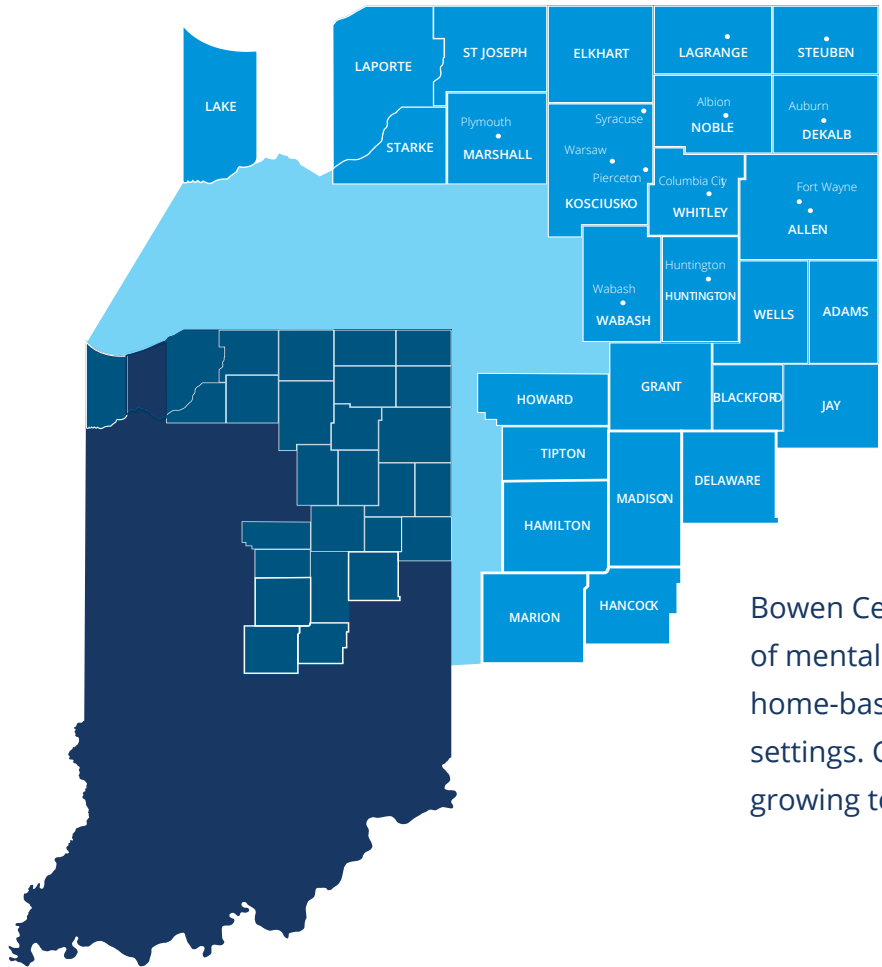
EXPANDING SERVICES

Bowen Center had a very productive 2019! Our service footprint grew from 20 to 27 counties with many new community partners added along the way. Those seven additional counties more than doubled the number of Hoosiers with access to our services moving from 1.4 million covered to 3.6 million. We grew in total staff and saw more patients than ever before.

This growth was spurred by the need for community-based services in those new counties. Some of the areas added have some of the highest populations in the state like Marion, Lake and Hamilton Counties. These densely populated areas are benefiting from our strengths and we are proud to export our already strong relationships with Department of Child Services, school systems and court systems to these new locations. Our objective for entering these counties is to supplement and support the systems already in place not take them over. Establishing trusted and lasting relationships in these expanded counties is a model we have used to drive our unprecedented growth in the last three years and that growth successfully translates into meeting the needs of Indiana residents.

Dr. Rob Ryan
Sr Vice President Operations





Bowen Center offers a comprehensive program of mental health services for inpatient, outpatient, home-based, school, and community-based settings. Covering 27 Indiana counties and growing to meet the need.

INTEGRATING CARE

Mind and body are as inseparable as are our mental and physical health. Bowen Center staff serve the whole person, seeking to address emotional, physical and spiritual well-being. Serving the “whole person” is the best way to reduce suffering and improve quality of life.

Bowen Center continues to train its clinicians in cutting-edge treatment methods that research has shown to be effective in helping patients achieve their life-change goals. Patient satisfaction data has suggested they want more flexibility in the duration of their sessions and more focus on collaborative problem-solving between clinician and patient. In 2019 the focus was on adding new competencies to serve patients in shorter more solution-focused sessions. The added treatment model called Focused Acceptance and Commitment Therapy (FACT) is a model that helps people manage distressing emotions, memories and symptoms in a shorter number of sessions than typical models. This additional skill set allowed clinicians to increase the number of sessions with patients while also improving outcomes.



Dr. Richard Ruhrold
Sr Vice President Clinical Services

TREATING ADDICTION

Bowen Recovery Center celebrated its first year of operation by continuing to build its patient base. A strong emphasis during this year was placed on outreach and engagement. The Center specifically treats Opioid Use Disorder using a complex treatment model that includes methadone to remove withdrawal symptoms and cravings along with therapy and case management to help patients rebuild their lives.

While patients come primarily from Allen County, there continues to be an impact within a 100-mile radius. Individuals residing in Kosciusko, Wabash, Huntington and Whitley counties are actively engaged in daily treatment at the Center.

Dozens more have been screened at the Bowen Recovery Center and referred for other forms of medication-assisted treatment (MAT) within Bowen Center. MAT has been a game-changer for Substance Use Disorder treatment. MAT uses medications in combination with counseling and behavioral therapies for the treatment of substance use disorders and can help people sustain recovery. The rate of success and treatment engagement has made it possible for children to stay in the home or return home faster. We know that every patient reached with the message of hope via treatment is a life saved.

Dr. Carolyn Greer
Medical Director Bowen Recovery Center



PRESERVING FAMILIES

Bowen Center reunited more than 250 Department of Child Services (DCS) families in 2019. The Center works hard to reduce trauma by providing therapy and helping families learn the skills needed to remain safely together in their homes. The Center also connects patients to Insurance Navigators and in so doing, DCS-referred families are able to continue Bowen Center services after their case closes. This also prevents new DCS cases from opening. Providing early intervention and support to these families can prevent future DCS involvement. Our goal is to preserve families, and the best place to do that is in the home.



Tess Ottenweller

Director of Addictions Recovery and Family Services

REACHING STUDENTS

Bowen Center continued to acquire large contracts for its Student Assistance Program (SAP) which provides a specific number of prepaid confidential therapy sessions to students. Two of the university contracts, Purdue University Fort Wayne and Manchester University, now have Bowen Center Therapists embedded on campus. The year ended with 38 SAP contracts partnering with school districts, colleges and universities covering the lives of more than 130,000 students. Bowen Center is proud to continue growing its treatment options across the state of Indiana.

Tim Nussbaum

Vice President Business Development



TRAINING SUCCESS

Our new employees undergo rigorous training over their first three months and continuing education is required for all staff. The training is coordinated by the Bowen Training Institute and a large team of facilitators. As our geographical footprint expanded farther northwest and south in 2019 it was clear we could no longer require employees to drive to our corporate office for orientation and training as some live more than two hours away. So, we moved the entire orientation and all other training to a virtual delivery experience.

Supervisors in the field provide in-person support for their staff as they take each training module delivered online. Moving orientation, onboarding and training to a virtual delivery platform has once again set Bowen Center apart from other behavioral health organizations in our ability to attract and recruit new talent.



Mary Gerard

Vice President Human Resources

BUILDING HOPE

Bowen Center was able to continue our growth in patient care during 2019. Our services increased by more than 20%, which marks the 4th year in a row the Center has seen double-digit growth. Our services are vital to the communities where we live and work. Access to affordable mental health and addiction services continues to be the biggest barrier for individuals to get the help that they need. We are profoundly grateful for the governmental funding we receive which allows us to serve everyone in need of treatment regardless of their ability to pay.

Jay Baumgartner
Sr Vice President Financial Services



BOWEN CENTER FINANCIAL REPORT

(July 1, 2018 - June 30, 2019)

FUNDING

Federal/State/Local Funds -----	\$8,251,800
Governmental/School Contracts -----	\$10,535,175
Medicare/Medicaid -----	\$117,452,120
Total Government Revenues -----	\$136,239,095
Patient Charges -----	\$16,718,252
Other Revenues (<i>incl. gains/losses on investments</i>) -----	\$923,039

TOTAL REVENUES ----- \$153,880,386

UNCOLLECTIBLES

Charity Care/Fee Assistance/Bad Debt -----	\$5,120,012
Other Contractual Agreements -----	\$66,118,714

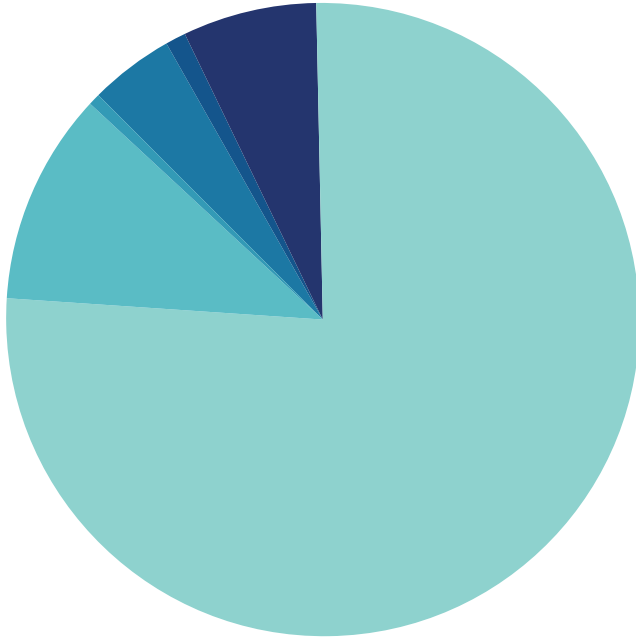
TOTAL FUNDS AVAILABLE ----- \$82,641,660

USE OF FUNDS

Employee Salary -----	\$47,583,859
Employee Benefits -----	\$9,663,581
Facilities -----	\$5,241,168
Travel & Staff Development-----	\$2,524,152
Purchased Services -----	\$1,205,504
Operating & investment in Future Operations -----	\$ 16,423,396

TOTAL FUNDS UTILIZED ----- \$82,641,660

FUNDING



76% Medicare/Medicaid

4% Federal/State

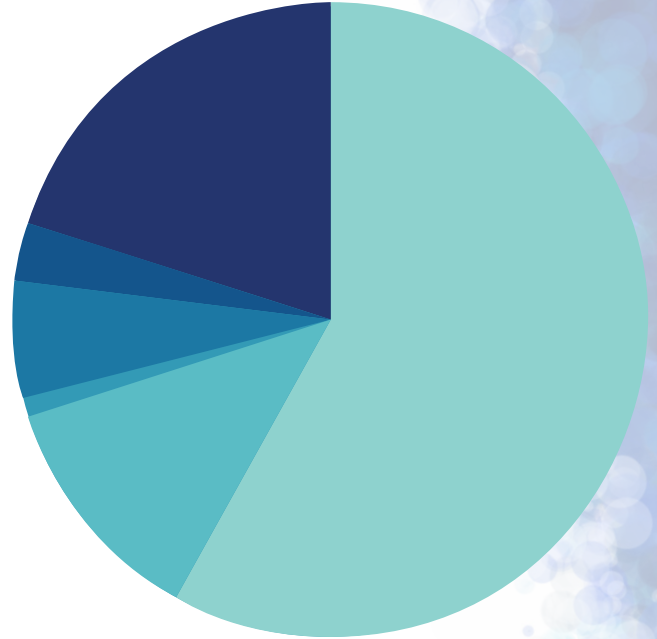
11% Patient Charges

1% Local

>1% Other Revenues

7% Governmental/
School Contracts

USE OF FUNDS



58% Employee Salary

6% Facilities

12% Employee Benefits

3% Travel & Staff
Development

1% Purchased Services

20% Operating & investment
in Future Operations

Board of Directors

Huntington County

Sharon Metzger, Dr. Tanner Babb, Matt Ditzler

Kosciusko County

Jon Garber, Dan Woods, Cindy Brady

Marshall County

Shirley Gidley, Beth Pinkerton, Dave Bailey

Wabash County

Ryan Baker, Keith Gillenwater, Barbara Burdge

Whitley County

Debra Brice, Eric Helfrich, Jim Fleck

Executive Team and Support Staff

Kurt Carlson

President/Chief Executive Officer

Dr. Rob Ryan

Senior Vice President Operations

Jay Baumgartner

Senior Vice President Financial Services

Dr. Richard Ruhrold

Senior Vice President Clinical Services

Dan Carey

Senior Vice President Healthcare Quality

Mary Gerard

Vice President Human Resources

Shannon Hannon

Vice President Healthcare Integration

Tim Nussbaum

Vice President Business Development

Andrew Grimm

Vice President Information Technology

Brooke Traxler

Executive Assistant to President/CEO

Linda Smith

Executive Administrative Assistant

Directors

April Fullenkamp

Director Region 10

Dr. Carolyn Greer

Medical Director BRC

Jena Covell

Director Allen County

Dr. Kishore Sriram

Medical Director Allen County

William Stephan

Senior Director Allen County

Rebeca Riley

Director Allen County

Tess Ottenweller

Director Addictions Recovery and
Family Services

Karla Benitez-Estrada

Director Dekalb County

Kathryn Shomo

Director Region 9

Shelly Snyder

Director Huntington County

Maureen Lund

Director IPU

Susan Qureshi

Director Accounting

Joanne Mickley

Director Nursing

Nicole Cavanaugh

Director Business Operations

Melissa Knecht

Director Revenue Cycle

Cheryl Shepherd

Director Human Resources

Richard Hoffman

Director Facilities

Martie Stockman

Director Clinical Informatics

Tera Robinson

Director Kosciusko County

Siquilla Liebetrau

Director Clinical Services

Tiffany Mueller

Director Transitional Living

Robinn Mitchell

Director LaGrange County

Kimberly Hollabaugh

Director Region 14

Lindie Leary

Director Marshall County

Breanna Jackson

Director Noble County

Janice Nichols

Director Region 2

Alicia Johnson

Director Steuben County

Michael Murphy

Director Syracuse

Jason Cussen

Director Wabash County

Mista Lauber

Director Whitley County

Bowen Center Locations

ADAMS COUNTY

Mobile Outreach Services

ALLEN COUNTY

Outpatient Office-Fort

Wayne

Bowen Recovery Center-Fort

Wayne

Medical Records Archive-Fort

Wayne

BLACKFORD COUNTY

Mobile Outreach Services

DEKALB COUNTY

Outpatient Office-Auburn

DELAWARE COUNTY

Mobile Outreach Services

ELKHART COUNTY

Mobile Outreach Services

GRANT COUNTY

Mobile Outreach Services

HAMILTON COUNTY

Mobile Outreach Services

HANCOCK COUNTY

Mobile Outreach Services

HOWARD COUNTY

Mobile Outreach Services

HUNTINGTON COUNTY

Outpatient Office-Huntington

Outpatient Office Annex-Huntington

Huntington House Transitional-

Huntington

JAY COUNTY

Mobile Outreach Services

KOSCIUSKO COUNTY

Corporate Office-Warsaw

Outpatient Office-Warsaw

Transitional Center-Warsaw

The Harbours Transitional

Living-Warsaw

Inpatient Unit-Pierceton

Enchanted Hills Community

Center-Cromwell

Enchanted Hills Cooperative-

Cromwell

Enchanted Hills Annex-

Cromwell

Enchanted Hills Training Mobile

Home 1-Cromwell

Enchanted Hills Mobile

Home 2-Cromwell

Outpatient Office-Syracuse

Cass/Rainbow Homes

Transitional-Warsaw

Wilson-Castaldi Transitional-

Warsaw

Center Street Triplex

Transitional-Warsaw

Comstock Apartments

Transitional-Warsaw

Harmony House Transitional-
Warsaw

Hepler House Transitional-
Warsaw

Bowen Health Clinic
Pierction Apartments

LAGRANGE COUNTY

Outpatient Office-LaGrange

LAKE COUNTY

Mobile Outreach Services

LAPORTE COUNTY

Mobile Outreach Services

MADISON COUNTY

Mobile Outreach Services

MARSHALL COUNTY

Outpatient Office
Annex-Plymouth
Outpatient Office

North-Plymouth
Outpatient Office Main-Plymouth

Russell House Transitional-
Plymouth

Fairlane Transitional Living-
Plymouth

MARION COUNTY

Mobile Outreach Services

NOBLE COUNTY

Outpatient Office-Albion

PORTER COUNTY

Mobile Outreach Services

ST. JOSEPH COUNTY

Mobile Outreach Services

STARKE COUNTY

Mobile Outreach Services

STEBEN COUNTY

Outpatient Office-Angola

TIPTON COUNTY

Mobile Outreach Services

WABASH COUNTY

Outpatient Office-Wabash
Wabash House Transitional-
Wabash

WELLS COUNTY

Mobile Outreach Services

WHITLEY COUNTY

Outpatient Office-Columbia
City

We're the hope.

BOWEN
C E N T E R

BowenCenter.org

(800) 342-5653