



RENEWING LIVES WITH COMPASSIONATE CARE



Reaching Out... Making a Difference

2008-2009 Annual Report

Hank A. Milius President/CEO

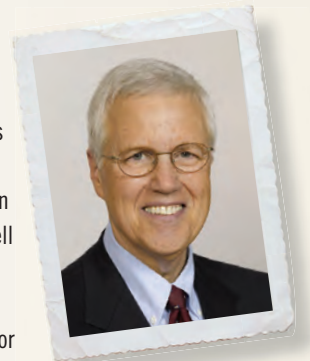
Meridian Services has served our community for over 30 years. This year, the community's health needs were greater than ever. As the economic downturn affected Indiana, some families were unable to receive the care they needed. Meridian Services reached out to the community and provided assistance and service to those who needed it.



I would like to thank our board, staff members and partners for their ongoing commitment, support and guidance. As we look ahead, Meridian Services will approach the future with excitement and a focus on continued growth and quality service for our community. We will continue to reach out and make a difference.

Al Rent Board Chairman

To better reach those families and individuals who needed care, Meridian Services focused on community involvement this year. Meridian reached out to individuals and families as well as other health care providers and industry partners. These efforts made a difference to our community during a year when the need for behavioral health care was great.



Under the leadership of the board, President/CEO Hank Milius and the executive staff, this year has brought continued growth, accreditations and medical expertise to Meridian Services. Next year, I am confident that goals will be achieved, challenges will be met, and the community will be served by Meridian Services with expertise and excellence.

Meridian Services makes a difference in the lives of Hoosiers.

We reached out to provide assistance and service to those who needed it.

Meridian Services has been meeting the behavioral health needs of adults, adolescents, and children for more than 30 years. We are a regional, private, not-for-profit behavioral health care system, offering a range of inpatient and outpatient services, accredited by the Joint Commission, certified by the Indiana Division of Mental Health and Addictions and a member of Mental Health Corporations of America.

We provide a broad portfolio of services to address the needs of area Hoosiers who experience mental illness, addiction and other behavioral health issues. Several specialized services are available including the Suzanne Gresham Center, a treatment center for children. All of our services are managed and provided by an expert staff whose knowledge, care and dedication touch each individual who enter through our doors.

**To learn more about Meridian Services, call
1-866-306-2647
or visit www.meridiansc.org.**



Reaching Out to the Community

The First Annual Gresham Center Fun Fair

In September, Meridian Services presented a fun fair for the community at the Suzanne Gresham Center. Over 300 people attended the free event. Local health care services, child safety programs and enrollment assistance for state health programs were provided. The kids enjoyed food, entertainment, games, prizes and activities all afternoon.

Meridian Services opened the Suzanne Gresham Center in 2006 to serve families and children. This year, over 1,000 children received services there.



Awareness and Education

The First Child Abuse Prevention Walk

To help the community become more aware of child abuse and the services available to prevent it, Meridian Services presented the “We Have a Voice” 5K Child Abuse Prevention Walk in April. Nearly 250 participated and \$6,000 was raised for the Prevent Child Abuse Council.

“As a professional partner of Meridian Services, I also want to do what I can to protect children in our community. I was happy to participate in the first Child Abuse Prevention Walk with my son, Jackson.”

-Kelli Louck, BSW

Department of Child Services - Delaware County

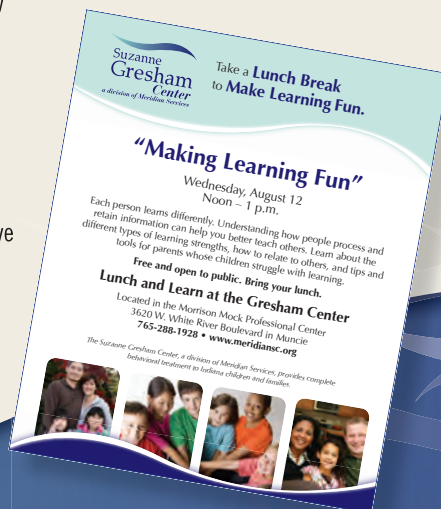


Kelli and Jackson Louck



Lunch and Learn

Every month, Meridian Services provides a free lunchtime seminar that is free and open to the public. Educational topics have included positive parenting, understanding autism, coping with stress, foster parenting and suicide prevention.



Making a Difference in the Community

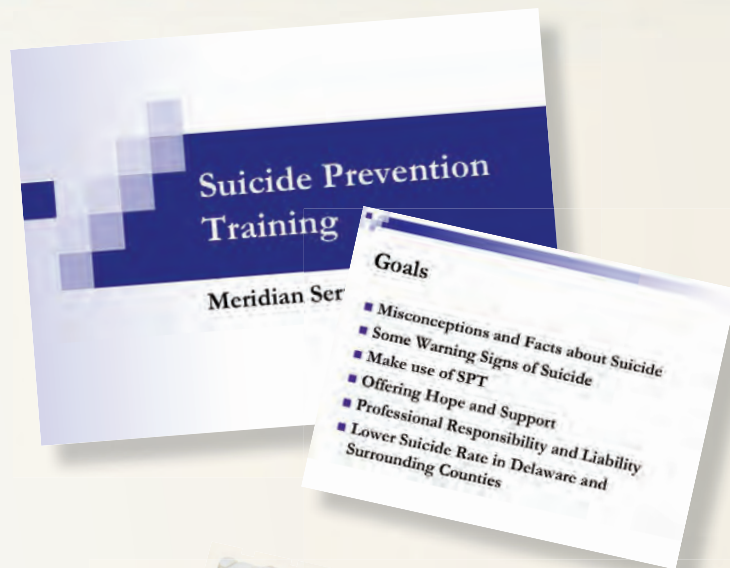
Suicide Prevention Training

In response to Delaware County's suicide rate of being higher than the state average for many years, Meridian Services initiated a community Suicide Prevention Training program to bring people and organizations together in an effort to help save lives. This program was offered free of charge to community organizations that are the "eyes and ears" of people who are potentially at risk of suicide. Since its inception, nearly 20 local groups have participated and are now better able to recognize suicidal signs and take appropriate action steps to prevent suicide. Thanks in part to the training program, many people have been helped and the suicide rate has dropped nearly 40% from previous years.

Delaware County Suicide Rate per 100,000 Population

2006	19.13
2007	13.08
July 2008-June 2009	9.59

Indiana State Department of Health, Delaware County census data, Delaware County coroner.



Indiana's First Dual Diagnosis Conference

In June, Meridian Services hosted "Bringing Worlds Together" Dual Diagnosis Conference to better prepare health professionals who serve individuals with both developmental and mental health issues. These individuals face unique challenges and are typically underserved. The conference was the first of its kind in Indiana. Over 150 health care professionals statewide attended the conference which featured national experts and presenters.



Growth and Certification

Medical Services

Under the leadership of Dr. Hai Tsao, Medical Director/Vice President of Medical Services, Meridian Services has enhanced its ability to care for the community. To help increase patient appointment times and availability, the medical staff has recently opened a successful after-hours clinic program. Additionally, psychiatrists who are board certified in child psychiatry and other specialties have joined the Meridian Services team. The growing medical staff is focused on providing specialized, high quality care.

Gero-Psychiatric Services Receives Accreditation

Meridian Services' Gero-Psychiatric program provides short term specialty care for seniors with acute psychiatric illness and is located at Ball Memorial Hospital, a Clarian Health Partner. Shortly after its introduction, the Gero-Psychiatric inpatient program achieved full Medicare/Medicaid certification and Joint Commission accreditation. Community education efforts were implemented this year to develop relationships with other community providers of geriatric services. As a result, awareness of Meridian Services' Gero-Psychiatric program and referrals of patients have increased dramatically.


GERO-PSYCHIATRIC SERVICES
a division of Meridian Services



The Strong Foundation

Strategic Plan

Meridian Services' previous Strategic Plan was developed in 2003 and resulted in an expansion of market area and services. During the past several years, Meridian Services has been expanding the breadth and quality of care it provides to the community. These accomplishments have formed the strong foundation for growth in the future.

"While many organizations draft a strategic plan, very few actually execute it. I am very impressed that Meridian Services is one of few organizations that fully implemented their strategic plan."

-Monica E. Oss, CEO/Senior Associate/Founder OPEN MINDS,
a national management consulting firm

After a rigorous planning process, Meridian Services recently adopted its new Strategic Plan for the next five years. The Strategic Plan is the blueprint for continued development and details how to best serve the community in the years ahead.



A Vision for the Future

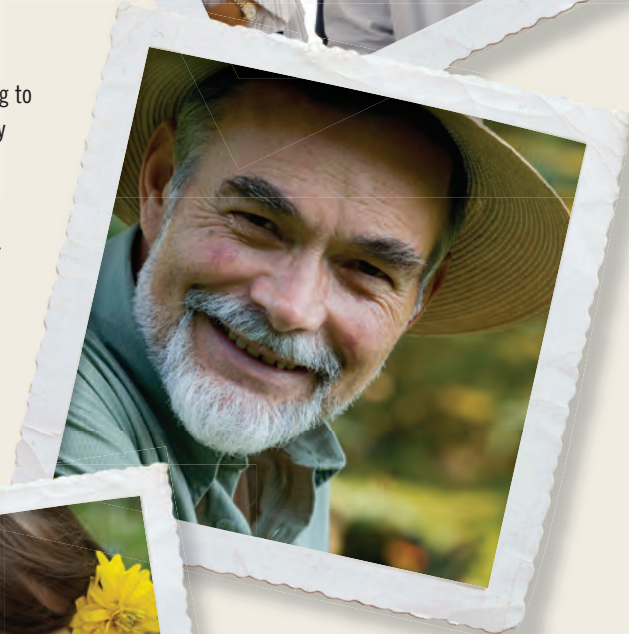
Integrated Health Care

In 2007, it was reported that adults with serious mental illness who are treated in public systems die about 25 years earlier than Americans overall.¹ It is believed that the preventable diseases of individuals with mental illness could be better treated through an integrated health care approach.

Integrated health care is the coordination of primary care and mental health care. According to a 2003 report from the Bazelon Center for Mental Health Law, medical needs of the mentally ill are least likely to fall through the cracks when psychiatrists and primary care doctors practice in the same facility.²

This approach provides patients with overall convenience, pharmaceutical clarity and lower costs. By integrating primary care with mental health care, patients can receive a higher quality of care and better outcomes. As suggested in its strategic plan, Meridian Services will explore integrated medical/behavioral programs to provide seamless health care to the community in the future.

1, 2 Marilyn Elias, "Mentally Ill Die 25 Years Earlier, on Average," USA TODAY, May 3, 2007



Leadership

New Executive Staff Members Fulfill Strategic Plan

A component of Meridian Services' strategic plan is an effort to employ new leadership to help guide Meridian Services into the future.

- The new strategic plan documents a need to focus on marketing and community outreach to better serve the community. Recently, Beth Meyer joined Meridian Services as Director of Marketing.
- Meridian Services' vision for the future includes enhanced recognition of staff value. To implement this vision, Harry Tallman joined Meridian Services as Director of Human Resources.
- To best adapt to the future environment, the new strategic plan recommends that Meridian Services expand its current business development functions. Longtime executive staff member Bob Coles is now spearheading business development initiatives on behalf of Meridian Services.

Meridian Services Board



Standing (L to R)
Vicki L. Tague, Brian Ring, Michael Lunsford,
Brent Webster, Board Chairman Al Rent

Seated (L to R)
Doug Loy, Charlie Sursa,
President/CEO Hank A. Milius,
Terri E. Matchett

Financial Report

July 1, 2008 – June 30, 2009

Revenue generated from serving over 9,000 clients: \$50,130,000

Patient charges	\$35,030,000
Federal, state and local government	\$12,270,000
Investment earnings	\$40,000
Other sources	\$2,790,000

We did not receive full payment from:

Those unwilling or unable to pay	(\$6,070,000)
Other contractual agreements	(\$15,910,000)

TOTAL FUNDS AVAILABLE \$28,150,000

We applied our funds to:

Pay 392 employees	\$14,090,000
Provide employee benefits	\$4,070,000
Purchase services and supplies	\$3,360,000
Facilities, operating costs and the provision for future services	\$6,540,000
Pay principal and interest on debt	\$90,000

TOTAL FUNDS APPLIED \$28,150,000



RENEWING LIVES WITH COMPASSIONATE CARE

Main Office

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The Suzanne

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F: 765-584-7895

16 SW 5th Street
Richmond, IN 47374
P: 765-983-2220
F: 765-966-5750

Meridian Services is accredited by The Joint Commission and is certified by the Indiana Division of Mental Health and Addictions. In addition, Meridian Services is a member of The Mental Health Corporation of America, The National Council for Community Behavioral Healthcare, and The Indiana Council of Community Mental Health Centers.



To learn more about Meridian Services, call **1-866-306-2647** or visit **www.meridiansc.org**.