



“Health...

*... IS A STATE OF COMPLETE PHYSICAL, MENTAL AND SOCIAL
WELL-BEING AND NOT MERELY THE ABSENCE OF DISEASE ...”*

-WORLD HEALTH ORGANIZATION

MERIDIAN
Services

RENEWING LIVES WITH COMPASSIONATE CARE

Beyond Behavioral Health
2009-2010 Annual Report

Meridian Services

For almost 35 years,

Meridian Services has provided mental health care to our community. We now offer integrated health care which includes medical services and a range of inpatient and outpatient services.

Services We Provide:

- Counseling and therapy
- Primary medical care for people of all ages
- Children and family supportive programs
- Gero-Psychiatric services for senior adults
- Psychological treatment and hospitalization
- Addictions and substance abuse
- FosterHope, a therapeutic foster care program
- Child Advocacy Center for children affected by abuse
- Community, school and home-based programs
- Skill building and supported employment programs
- HIV care coordination
- Supported living and homeless assistance
- Dual diagnosis programs (developmental disabilities and mental health challenges)

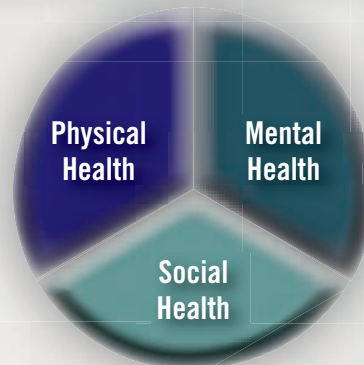
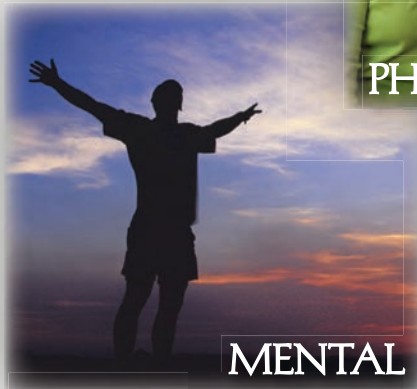
To learn more about
Meridian Services, call
1-866-306-2647
or visit www.meridiansc.org.



Beyond Behavioral Health

Meridian Services is more than just Central Indiana's premier provider of quality behavioral health services. In its dedication to a higher quality of care, Meridian Services is providing a new integration of health services.

Integrated care offers patients a genuine medical home and a seamless approach to treating the body and mind for total well-being. Meridian Services is going beyond the boundaries of traditional behavioral health and reinventing the standard of quality health care.



Health IS A STATE OF COMPLETE



Physical Health

A new era and philosophy of health care focuses on the total body and integrates treatments and doctors working together to heal both the mind and body for complete well-being. It is known that people with serious mental illness experience 25 years less life expectancy than Americans overall. About three out of five die from mostly preventable diseases, such as heart disease and diabetes.¹

Medical needs of the mentally ill are more likely to be seamlessly coordinated when psychiatrists and primary care doctors practice in the same facility.² Therefore, to best address the complete health of patients, Meridian Services has recently introduced the addition of primary family medical care services, MeridianMD.



Sarfraz S. Khan, MD, FAPA

Diplomate American Board of Psychiatry and Neurology
Medical Director and Vice President of Medical Affairs

"Dr. Khan provides leadership and expertise to the Meridian Services team of professionals. He is a board-certified psychiatrist with a specialty in General Psychiatry and has seven years of primary care experience. Dr. Khan was also a "Health Care Hero" finalist, nominated by his staff and the community."

-President/CEO Hank A. Milius

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

2. Bazelon Center for Mental Health Law, 2003.

Physical PHYSICAL, MENTAL AND SOCIAL WELL-BEING ...



MeridianMD physicians, **Zakia Naz, MD** and **Randy Brown, MD**.

Introducing MeridianMD

Primary Family Medical Care for Children and Adults

Integrated health care can heal the body and the mind. It is the coordination of primary medical care and mental health care to create a true medical home for patients.

- Higher quality of care
- Better outcomes
- More convenient
- Coordinated medication management
- Lower cost



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Meridian Services President/CEO **Hank A. Milius** and Congressman **Mike Pence**.



Indiana Governor **Mitch Daniels** (center) with **Meridian Services** board and committee members.
L to R - Doug Loy, Charlie Sursa, Al Rent, Brent Webster, John Littler, Governor Mitch Daniels, David Gobble, Terri Matchett, David Bahlmann, Hank A. Milius, Michael Lunsford.

Photo by rdhunt.com

Leading the Way for Mental Health

Mike Pence, US Representative for Indiana's 6th Congressional District, visited Meridian Services to seek input on one of the nation's most important issues, health care reform. Meridian Services' board leadership conveyed to Congressman Pence the importance of coverage for individuals who have mental health needs.

Indiana Governor Mitch Daniels was the guest speaker at the Muncie-Delaware County Chamber of Commerce, sponsored by Meridian Services. Meridian is reaching out to people who can make a difference to protect the community's ability to access quality health care. These strong ties have made Meridian Services a leader in our region's health.

Mental

PHYSICAL, MENTAL AND SOCIAL WELL-BEING ...

This year, Meridian Services' **Child Advocacy Center** met the rigorous standards to receive full national accreditation by the National Children's Alliance. Only four of Indiana's 21 facilities have this accreditation. Since 2007, the **CAC** has investigated over 500 child abuse cases.

Meridian Services was awarded the "**Heroes in the Fight**" Treatment Team Award by Eli Lilly and Company for advocating against child abuse and fighting for dignity, hope and care for individuals with mental illness and an intellectual disability.



Meridian Services received a **State Grant Award** as a regional care coordinator. This grant builds a team of people to involve family participation in all aspects of planning, service delivery and evaluation.

Meridian Services hosted the 2nd Annual **Dual Diagnosis Conference** to better prepare health professionals who serve individuals with a dual diagnosis (both developmental and mental health issues). Over 700 health care professionals statewide attended the conference which featured national experts and presenters.

Now serving Central Indiana, the **Connxxions Program** includes Emergency Management Services for individuals with a dual diagnosis and serves over 600 people while saving Indiana taxpayers \$3.2 million.

Meridian Services also spearheaded the creation of a **State Dual Diagnosis Task Force** to collaborate with organizations across the state to better serve individuals with a dual diagnosis.



Health IS A STATE OF COMPLETE

Community Events for Social Health

As Meridian Services continues to grow, it recognizes the need to create fund development opportunities to support and enhance progressive programs. Additionally, today's economic climate and state budget issues make it even more important to grow and expand Meridian's signature community events which connect people with Meridian Services.

Rialzo, an Italian term which means "to elevate," was the name chosen for Meridian's inaugural benefit celebrating the local arts community. The black-tie fundraiser featured the music of the 5th Dimension and the Muncie Symphony Orchestra and not only elevated the arts, but focused attention on the importance of a healthy mind and community. This collaborative event benefited Cornerstone Center for the Arts, Muncie Civic Theatre and the symphony.

Other signature events grew in participation and outreach this past year and educated thousands of friends about Meridian Services' work.



Claudia and Charlie Sursa with recently acquired puppy, Bella.

"Not only was this event a great fundraiser, it was fun and the people learned a lot about Meridian Services' expanding role in the health of our community."



Photo by rdhunt.com



Fund Development Committee: Chairman Charlie Sursa, David Bahlmann, Ron Fauquher, John Littler, Terri Matchett, Al Rent, Brent Webster.

Social

PHYSICAL, MENTAL AND SOCIAL WELL-BEING ...



Gresham Center Fun Fair

In September, Meridian Services presented its second annual fun fair for the community at the Suzanne Gresham Center. For the first time, Meridian Services partnered with local schools to promote the event. Over 1,500 people attended the event that featured health care services and child safety information. The kids enjoyed food, entertainment, games, prizes and activities all afternoon, while creating a positive family day completely free of charge.

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. To date, more than 600 people have participated and over \$10,000 has been raised. Meridian Services’ Gresham Center houses the Child Advocacy Center (CAC) dedicated to child abuse investigations and recovery.

Education

Meridian Services is committed to building awareness and educating the community on issues that can help families, children and professionals in the field. Meridian’s educational programs include a speaker’s bureau for organizations, statewide conferences for professionals and free lunchtime educational seminars that are open to the public.

Meridian Services Board



Standing (L to R) - Brian Ring, Brent Webster, Michael Lunsford, Micah Maxwell, David Gobble, Vicki L. Tague.
Seated (L to R) - Doug Loy, Al Rent, Board Chairperson Terri Matchett, President/CEO Hank A. Milius.

Hank A. Milius President/CEO

We have learned that an integrated treatment approach with primary and behavioral care works best for patients. Treatment is provided in a more holistic, comprehensive manner which significantly improves patient outcomes. Having primary care available to our patients ensures easy access, is more convenient, less complicated and creates overall better health. I would like to thank our board, staff members and community partners for their support and guidance through this new era of health care at Meridian.



Terri Matchett Board Chairperson

This year, Meridian Services has initiated new services, developed medical expertise and received accreditations that ultimately better serve our patients and their communities. The following year is sure to bring additional progress with the board, executive staff with President/CEO Hank Milius leading the way. Meridian Services will always be committed to quality care and community leadership.



Financials

Financial Report

July 1, 2009 - June 30, 2010

Revenue generated from serving over 9,000 patients:

\$54,720,000

Patient charges	\$41,090,000
Federal, state and local government	\$10,690,000
Investment earnings	\$40,000
Other sources	\$2,900,000

We did not receive full payment from:

Those unwilling or unable to pay	(\$9,390,000)
Other contractual agreements	(\$15,580,000)

TOTAL FUNDS AVAILABLE

\$29,750,000

We applied our funds to:

Pay 420 employees	\$15,590,000
Provide employee benefits	\$4,440,000
Purchase services and supplies	\$3,080,000
Facilities, operating costs and the provision for future services	\$6,550,000
Pay principal and interest on debt	\$90,000

TOTAL FUNDS APPLIED

\$29,750,000

**Meridian Services
Muncie Campus**
240 N. Tillotson Ave.
Muncie, IN 47304
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F: 765-741-0359

Suzanne Gresham Center
*Supportive Care for Children
and Families*
Located in the Morrison Mock
Professional Center
3620 W. White River Blvd.
Muncie, IN 47304
P: 765-288-1928
F: 765-288-2032

MeridianMD
*Primary Family
Medical Care*
110 N. Tillotson Ave.
Muncie, IN 47304
P: 765-288-8770
F: 765-288-8775

Gero-Psychiatric Hospital
Specialty Care for Seniors
Located in Ball Memorial Hospital
2401 West University Avenue
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To learn more about Meridian Services, call **1-866-306-2647** or visit www.meridiansc.org.

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