

Introduction:

Welcome friends to the second annual report of the Fairview Treatment Center. The chronology of the annual report is no reflection on the history of the treatment center. Services began in October of 1989 by resolution of the St. Mary Parish Council to operate an inpatient alcohol and drug treatment facility. Operations have continued for the last three decades of dedicated service to the residents of St. Mary Parish as well as across the state. The following table depicts parish of origin for the population served this past fiscal year.

Parish	%
St. Mary	30%
Terrebonne	22%
Lafourche	10%
St. Charles	9%
Assumption	4%
All Other Areas including Iberia and Lafayette	25%

Data Source: Accucare Electronic Record System, November 2019

Our clients predominantly come from the south central region of the state; however, twenty-five or one-quarter percent come from areas including the Acadiana region of the state. Fairview Treatment Center is licensed by the state of Louisiana as an ASAM (American Society of Addictive Medicine) Level 3.5 adult alcohol and drug in-patient rehabilitation center, and a Level 3.7D adult medically monitored detox treatment center. Medicaid managed care is our primary funding source followed by state block grant dollars under the Substance Abuse Prevention and Treatment (SAPT) program, which are federal funds sent to the state and spread out to the regions or local government entities (LGEs) for addiction treatment. These funds help indigent clients who have yet to make it on the Medicaid rolls.

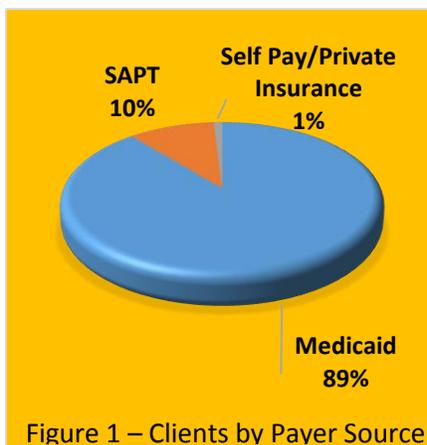


Figure 1 – Clients by Payer Source

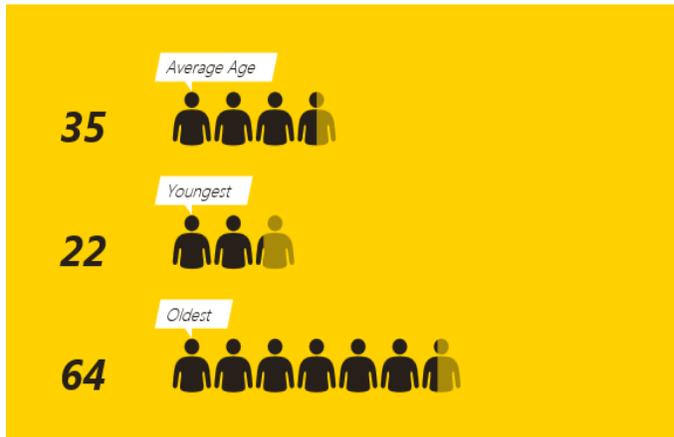
The pie chart shows the population served in the fiscal year that ended 6/30/2019 by payer source. There were 671 unduplicated admissions, meaning we did not count a client twice that was admitted to both detox and rehab in the same length of stay in the twelve-month period that ended June 30th. Our **Mission** continues to be to provide an acutely high risk population a safe environment with intensive, client centered treatment in preparation for sober living. Our **Vision** is to be recognized by our clients as the best in the state in service to our recovery community at all times. On behalf of the staff and numerous stakeholders we

hope you benefit from the information provided in this report, your continued support is paramount in the effort to effectively provide addiction treatment services.

2019 Demographics:

As previously mentioned in the fiscal year that concluded 6/30/2019 we served 671 individuals in both Detox and Rehab. The average age of the population that utilized services in this 12-

*MALES 65% * FEMALES 35%*



month period was 35 years old with the youngest age being 22 years, and the oldest 64 years of age. In our experience at Fairview Treatment Center, at least fifty percent of the women that resort to substance use have been the victims of sexual, physical and or emotional abuse. The guilt, shame and fear resulting from these experiences often create excessive worry and anxiety which makes them vulnerable to unhealthy relationships and social environments that become the catalyst to drug and alcohol addiction.

Fairview Treatment Center counselors have specialized expertise. We utilize evidenced based models of care to effectively address clients who have experienced trauma as well as those with co-occurring behavioral health disorders to help them identify and begin the healing process. Male clients also come in with severe anxiety, mood disorders and post-traumatic stress disorder resulting from histories of sexual, emotional and/or physical abuse. The relationship between substance use disorder and other behavioral health disorders is examined in addiction treatment. We work to determine which is primary with each client, it's possible that after restoring a client's circadian rhythm, their behavioral health symptoms decrease, which means the client can learn how to self-regulate through mindfulness or other relapse prevention tools acquired while in treatment. At the same time, with sober time, we can also determine if the behavioral health disorders require psychiatric treatment. There are barriers to getting the proper treatment for psychiatric conditions, many clients deny the symptoms and self-medicate by using drugs. Access to properly trained providers who understand both substance use disorder and mental illness is another barrier to proper treatment, and one of the greatest and oldest barriers to care is the **stigma** associated with utilizing behavioral health and/or substance abuse services. Finding an integrated model where clients are able to access primary care, mental health and substance abuse are fragmented and often require intensive case management to provide the support necessary to simply navigate the delivery system. When clients enter our system of care delivery they are provided with ongoing biomedical support, in depth psychiatric support through our partnership with our regional local governing entity (LGE), South Central Louisiana Human Services Authority (SCLHSA), and in-depth addiction treatment services that address co-occurring disorders. We also provide clients with case management and discharge planning support so that they can continue to maintain their sobriety once treatment here is completed.

Client Satisfaction/Quality Assurance:

A key measure of client satisfaction for us continues to be what percentage of our population would continue to utilize our services and/or recommend us to family and friends. The table below reflects two questions that are a mainstay on our client satisfaction survey.

Performance Measure	Yes	No
If you could go anywhere else for services, would you choose to come here?	94%	6%
Would you recommend us to family or friends in need?	94%	6%

Data Source: 2019 Client Satisfaction Survey Results/Fairview Treatment Center

In addition to our own client satisfaction survey process, Fairview Treatment Center has been an active participant in a national quality assurance initiative offered through the Louisiana Office of Behavioral Health. This initiative has been facilitated by a national non-profit known as Shatterproof. Shatterproof is dedicated to addiction services by providing a platform for national advocacy and consumer driven initiatives. Shatterproof is dedicated to a universal standard of care for people suffering from substance use disorder. You can learn more by visiting their website at <https://www.shatterproof.org>. One of the Shatterproof programs that focuses on the application of universal standards is a pilot project supported by the Louisiana Medicaid program to determine client satisfaction based on national quality performance measures. Shatterproof uses a performance measurement automated and web-based tool known as ATLAS (Addiction Treatment Locator, Analysis and Standards Tool) to survey facilities and clients alike to determine how a treatment center's performance outcomes correspond to the agreed upon measures. Once the system is populated, consumers in need of addiction treatment services will be able to visit ATLAS's website and pull up our data and even compare us to other in-patient facilities to determine which one may best suit their needs. As this report is written this system is collecting data from Fairview Treatment Center clients. The performance measures on a broad basis are: 1) fast access to treatment; 2) personalized evaluation and treatment plan; 3) access to medications for opioid and alcohol use disorders; 4) recommended behavioral therapies for treating addiction; 5) long term care and follow up; 6) coordinated care for mental and physical health and 7) additional services to support recovery.

Fairview Treatment Center has been willing to put our system of care to the test. Our vision is to be recognized by our clients as the best in state, Shatterproof with the Atlas web-based platform, provides us with a means of demonstrating how well we're doing from the client's viewpoint, based on their own experience with us.

Community Stakeholders Meeting:



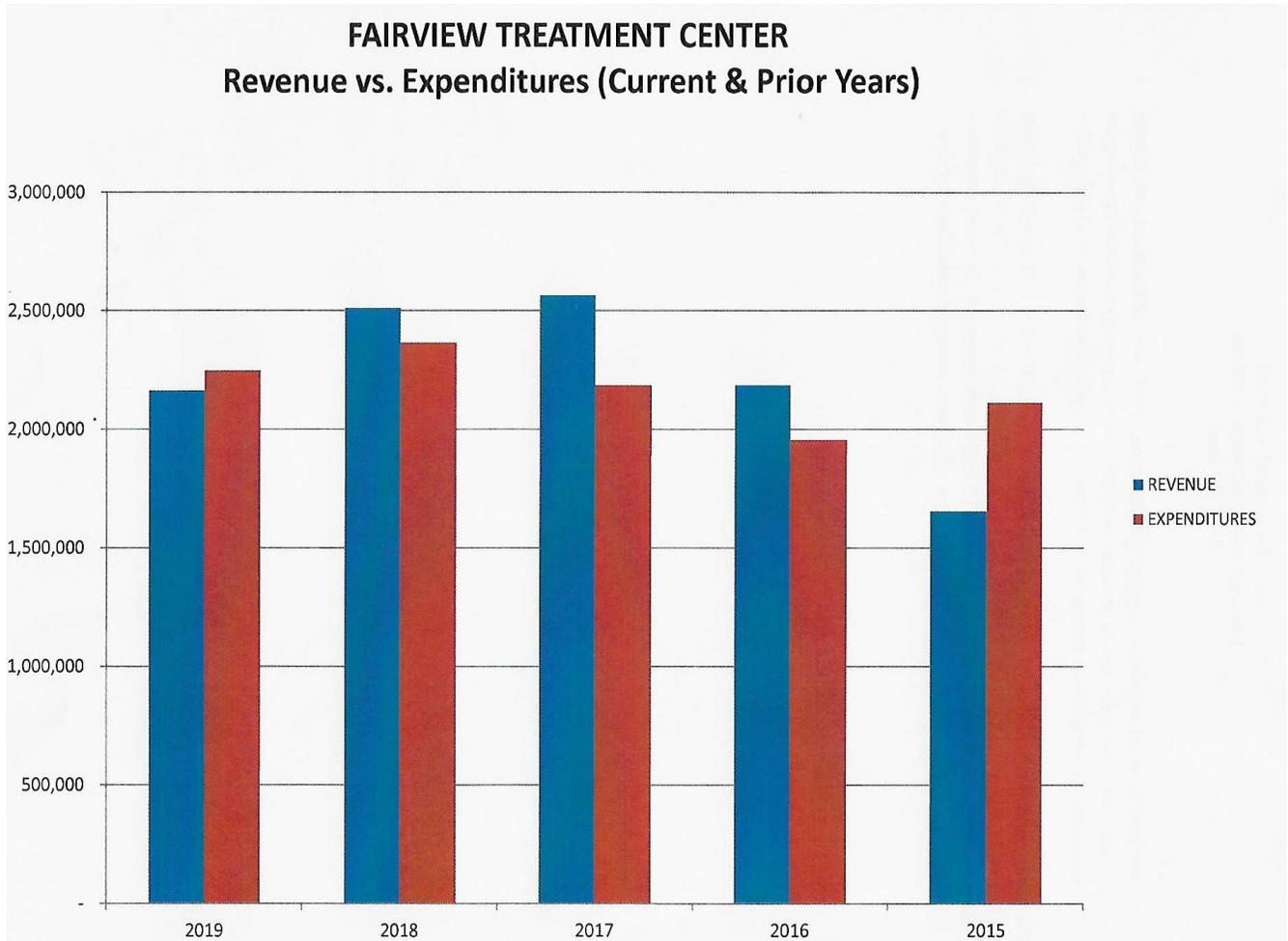
Fairview Treatment Center held a community stakeholder’s luncheon meeting on November 21, 2019 where we welcomed approximately forty members of our community to include St. Mary Parish Government officials, St. Mary Parish Drug Court, Terrebonne Parish Drug Court, our local law enforcement community including the Chitimacha police and social service departments, behavioral health providers, members from our regional office (SCLHSA), the Louisiana Office of Behavioral Health was represented, the St. Mary Chamber of Commerce, the Franklin Marshal’s office, consumers, and Fairview Treatment Center staff (pictured left: Carla B. Pellerin, MHA, Administrator). The lunch was

provided by our toxicology lab, Millennium Health. This session was educational for those in attendance. The highlight of the event was an announcement from our parish chief administrative officer, Mr. Henry C. “Bo” LaGrange, pictured on the right, that the parish council proposes to issue a municipal bond for approximately \$1.5 million to invest in building repairs. Environment means a great deal to anyone who is attempting to heal or recover from an illness. St. Mary Parish Government offers a comprehensive system of care for addiction treatment with outpatient provided by St. Mary Drug Court, inpatient provided by Fairview Treatment Center and long term care provided by the Claire House for Women and Children. We continue to be grateful for the support offered by our parish government and the stakeholder’s that support us.



Fiscal:

Fairview Treatment Center's fiscal operations are audited annually. The bar graph below shows revenue in comparison to expenditures for the last five fiscal periods. Fairview Treatment Center has consistently held a clean audit opinion under the present administration. We are working steadfastly to regain and maintain our momentum from the 2016-2018 years, while continuing to provide the staffing and quality services our clients deserve in order to obtain long term sobriety.



Bar Graph provided by Kolder, Slaven & Company, LLC – Certified Public Accountants, 2019 Audit Summary

Conclusion:

Fast access to care is a key performance measure in providing effective service for our target population. Access to our facility's recovery program is fairly simple. By calling us first, we can assess your needs by phone and from there determine if we can meet your need or the need of your family member or loved one.

Service access is one call away:

985-395-6750

Also one of the best community wide support groups that we are proud to be associated with is the ***Finding Hope Al Anon*** group that meets here at Fairview Treatment Center every Thursday evening from 6-8 p.m. If you need more information about this meeting, please contact us at the number listed above and ask for our intake coordinator.

In conclusion I'd like to express gratitude to all of my staff here at Fairview Treatment Center. Addiction treatment staff are required to be strong and resilient layered with compassion and technical skill to be able to help people at their lowest point in life. These quotes below are

CARF Survey Summary Report 2014: *The leadership and staff are committed and dedicated to the values and mission of the organization. There is a true sense of teamwork. Clients expressed satisfaction with the services rendered.*

from prior accreditation surveys. These excerpts are independent reviews of the quality of care based on the observations of other veterans in the addiction services field. We continue to live by the motto that everyone deserves a fair chance at a better life. Thank you.

CARF Survey Summary Report 2015: *Teamwork, mutual respect, cooperation and open communication are evident throughout the organization.*

Areas of Strength (June 2018, CARF Final Survey Report): *The staff is highly trained and demonstrates a willingness to meet all clients where they are in their addiction and recovery. Clients speak highly of the respect and support that are shown to them by the staff.*
