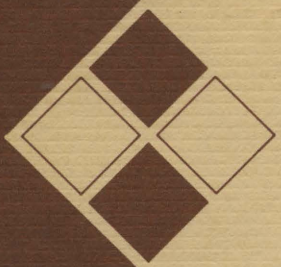
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Eighth Annual Report

Fiscal Year 1982



Deep East Texas Regional Mental Health Mental Retardation Services

Fully Accredited by JCAH

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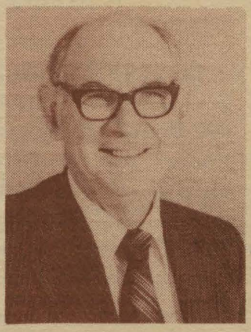
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"Duty is the sublimest word in the English language."

--Robert E. Lee

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Allen Sturrock, Vice Chairman



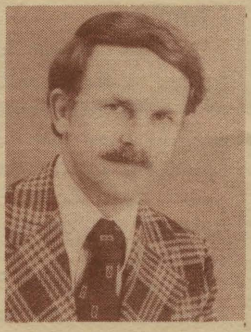
Known throughout the region for his leadership in governmental affairs is Tyler County Judge Allen Sturrock, Vice Chairman of the MHMR Board.

Judge Sturrock is actively involved in other regional organizations such as the Deep East Texas County Commissioners and Judges Association and the Deep East Texas Council of Governments in which he has served as President.

Locally, he is a leader in the Woodville Lions Club and the Tyler County Mentally and Physically Handicapped Association.

Judge Sturrock is a graduate of Stephen F. Austin State University.

R. Ben Hille, Secretary



Livingston businessman R. Ben Hille serves as Secretary of the MHMR Board of Trustees. He represents Polk and San Jacinto Counties on the Board.

Mr. Hille is involved in the insurance and real estate business and operates his own firm in Livingston.

He served with distinction as a line officer in the United States Navy. Mr. Hille is a graduate of Lamar University in Beaumont and the University of North Carolina at Chapel Hill.

Agnes B. Rhoder



Former teacher and a leader in public school education is Agnes B. Rhoder of Crockett. She represents Houston County on the MHMR Board.

Mrs. Rhoder has taught in the Crockett Independent School District and is currently a doctoral degree candidate at the University of Texas at Austin. She is a member of the Texas State Teachers' Association and the National Education Association.

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Ward R. Burke, Past Chairman



Known state-wide as one of the founders of the community mental health mental retardation movement in Texas is Ward R. Burke, immediate past chairman of the Deep East Texas MHMR Board.

Professionally, he serves as Vice President-Law for Temple-Eastex, Incorporated, with offices in Diboll.

He is former member and chairman of the Board of the Texas Department of Mental Health Mental Retardation.

Mr. Burke is currently a member of the Board of the Texas Association for Retarded Citizens, Inc., and is on the Executive Committee and is a past president of the Texas Council of Community Mental Health and Mental Retardation Centers, Inc. He represents Angelina County on the Deep East Texas MHMR Board.

Nancy C. Speck, Ph.D., Treasurer



An exceptional leader in education and civic affairs is Nancy C. Speck, Ph.D., Treasurer of the MHMR Board.

Dr. Speck is Assistant Professor of Management at Stephen F. Austin State University where she also serves as Assistant to the Vice President for Academic Affairs. She is immediate past president of the Nacogdoches County Chamber of Commerce.

Dr. Speck is a graduate of the University of Texas at Austin, Temple University and Texas Women's University.

She represents Nacogdoches County on the MHMR Board.

"Do not follow where the path may lead. Go, instead where there is no path, and leave a trail."

--Anonymous

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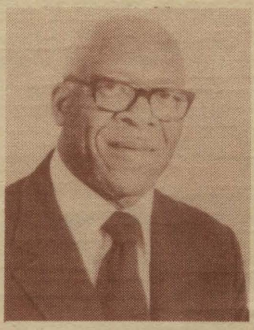
The Rev. Robert Carter



Representing Hardin County on the Board of Trustees is the Rev. Robert Carter, pastor of the Pincrest Baptist Church in Silsbee.

The Rev. Mr. Carter is a graduate of East Texas Baptist College and Southwestern Baptist Theological Seminary where he was graduated as Master of Divinity. He is also a graduate of the Universal Baptist Institute with the degree of Doctor of Divinity.

Perry Sampson



A leader in providing services for youth and neighborhood improvement is Perry Sampson of Center who represents Shelby, Sabine, and San Augustine Counties on the MHMR Board.

Mr. Sampson holds the position of Federal Grant Coordinator with the Center Independent School District. He is a member of the Center Neighborhood Improvement Association, the Texas State Teachers' Association, and the National Education Association.

George E. Gee



A retired pharmacist in Jasper, George E. Gee represents both Jasper and Newton Counties on the MHMR Board of Trustees.

Mr. Gee is a graduate of the University of Texas College of Pharmacy. He is a member of the Sabine-Neches Pharmaceutical Association as well as several state and national professional associations.

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Year in Review

Because of the courage of a Board willing to take advantage of opportunities when they were presented, MHMR ended the year with several new programs and a system of services that operated efficiently and effectively despite funding uncertainties. For the year, FY 1982, as well as the preceding three fiscal years, funding has remained basically the same. Therefore it was necessary to streamline programs and eliminate positions when they became vacant. However due to efforts of the Board and staff, no services were eliminated.

Introduction

The public is concerned today about the rising cost of living. The members of the Board of Trustees, citizens advisory groups to MHMR, and the Center's professional staff are concerned about rising costs, too, and are doing everything possible to lessen the expense of services to the mentally impaired.

Advances in medical science, especially in the use of pharmaceutical drugs, have made confinement in mental hospitals unnecessary in many cases. Many who would have had no choice years ago are now able to live in their home communities, to keep their families together, and to stay on the job.

What is to be done for those not hospitalized, who still need help? They may need supportive treatment on an outpatient basis. Or they may need only to be reminded to take their medication on time.

And who is to help screen the admissions so that the mental hospitals are not flooded with inappropriate admissions?

Providing this kind of help is the mission of Deep East Texas MHMR. Delivery of these types of services have proven to be the most economical and efficient way to treat the mentally impaired who do not require hospitalization.

Maintaining this efficiency, while accomplishing the mission of the Center in the face of budget restraints, has been the challenge of 1982, a challenge Deep East Texas MHMR has met.

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1982, A Year of Uncertainty

As leaders of Deep East Texas MHMR began planning for the 1982 fiscal year, the overriding concern was the uncertainty of funds. The change in administration in the federal government brought with it a fundamental shift in national concerns away from health and social issues with a corresponding decrease in funding.

In a relatively under-served region like Deep East Texas, this meant even less money to provide services to people who desperately needed them. The answer at Deep East Texas MHMR was not to deny the people services but to demand even more service from a staff that was already thinly spread over a 13-county region. Seven positions at MHMR were eliminated and those duties assigned to other staff. As an example, the staff from the Jasper County Outpatient Clinic now attend to duties in Jasper as well as to duties at the Tyler County Outpatient Clinic in Woodville. Also, mental retardation clients at the Sunrise Manor Halfway House in Lufkin were combined with residents of the Nacogdoches Halfway House to reduce costs. Additionally, the supervisor of the Hardin County Sheltered Workshop now supervises the Halfway House in Silsbee. The extra demands on the dedicated staff of MHMR have been great, but the cost savings have been great as well. In the face of rising expenses for materials and utilities, the Center has reduced its cost per client, per day, from $2.02 to $1.98 in one year's time.

In addition to the move to consolidate duties, MHMR staff have been required by necessity to concentrate resources on the most severely impaired clients. This has meant a greater emphasis on insuring that a continuity is maintained between the MHMR Center and TDMHMR State Facilities.

"A successful life is not an easy life. It is built on strong qualities, sacrifice, endeavor, loyalty, integrity."

--Grant D. Brandon

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Meeting the Challenge

Deep East Texas MHMR has met the challenge of uncertainty by making its operations even more effective and efficient. It also has not allowed the uncertainty to inhibit growth when opportunities for growth appeared.

Because the administration and staff were able to negotiate a contract with Rusk State Hospital, the Center was able to establish a halfway house in Lufkin for alcoholic clients. And in Nacogdoches, clients at the halfway house for the mentally retarded were able to move into new facilities at 2712 Southeast Stallings Drive. The building was purchased and made available to Deep East Texas MHMR by Pineywoods Mental Health, Inc., a nonprofit corporation established to make purchases for MHMR program units such as the Nacogdoches Halfway House. Open house for the new facility was held October 29, 1981. Main speaker was Nacogdoches Mayor A.L. Mangham, Jr. who also is a member of the Board of Texas Department of Mental Health Mental Retardation.



"It has been very exciting over the years to have seen MHMR grow and establish itself as a respected service provider in the region." Paul Jackson, Unit Director, Jasper and Tyler County Outpatient Clinics.

"When you are on the ladder of success, don't step back to admire your work."

--Unknown

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Children across the region will benefit for years to come by action taken in FY 1982 to establish infant training programs for families with developmentally delayed children. It is a parent education and training program that is conducted in the home of the client family by traveling nurses and aides of Deep East Texas MHMR.

The program is funded through the Early Childhood Intervention Council which is made up of representatives from the Texas Department of Mental Health Mental Retardation, the Texas Education Agency, the Texas Department of Human Resources, and the Texas Department of Health.

Staff of Deep East Texas MHMR are especially pleased and excited about this new program because it has a high potential for preventing developmental delay and retardation early in the child's life when results can be dramatic and very beneficial. Also, the service is being delivered in the home of the family which is in keeping with the Center's overall mandate to provide services in the least restrictive environment.

Also, in FY 1982, the Center entered into a performance contract with the Texas Department of Mental Health Mental Retardation. As a result, the services of Deep East Texas MHMR are now closely scrutinized and compared with high performance standards set by the state agency.

"A failure is not always a mistake; it may simply be the best one can do under the circumstances. The real mistake is to stop trying."

--B.F. Skinner

"Verily I say unto you, inasmuch as ye have done it unto one of the least of my brethren, ye have done it unto me."

--Jesus Christ
Matthew 25:40

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Deep East Texas MHMR is also active in developing its computerized management information system. During FY 1982, the Center was able to utilize its own computer to gather, process, and report client data without the aid of services from Texas Department of Mental Health Mental Retardation. Deep East Texas MHMR is one of less than a dozen community centers in the state to achieve such a level of sophistication in data collection.



"All of us connected with infant training are very excited about the program. Results are apparent in just a short time in most cases and with infants you know they will benefit from what you do for them for a whole lifetime." Marjorie Mueller, R.N., Unit Director, Nacogdoches Infant Training.

"The best way to get something done is to begin."

--Unknown

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Citizen Participation

In addition to the hundreds of hours annually donated by the MHMR Board of Trustees, other citizens across the region contribute unselfishly many thousands of hours and dollars to the service of the Center and its clients.

In FY 1982 alone, 329 volunteers spent 13,096 hours in service to MHMR. At the wage rate of $5.00 per hour, this amounts to $65,480. In addition to the dollar value of these hours, the volunteers were able to give individual care, love, and attention to the clients.

Citizens also made donations to MHMR that amounted to $86,701.82. Of this, $18,613.64 were in-kind donations, $67,888.18 in cash, and $200 in cash to the MHMR Memorial Fund.



"Volunteers make a very special contribution because their energy and enthusiasm inspires the people we serve and our staff as well." Gwen Cunningham, Director of Volunteer Programs.

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Quality Assurance Report

Because Deep East Texas MHMR is a health service organization dedicated to strict accountability to the citizens of the region and the clients it serves, the following report is made of the services delivered during the fiscal year ending August 31, 1982.

Statutory authority for the establishment of Deep East Texas Regional Mental Health Mental Retardation Services came with the passage of House Bill 3 by the Texas Legislature in 1965.

The Center is fully approved and accredited by the Community Mental Health Program of the Joint Commission on the Accreditation of Hospitals, the Texas Department of Mental Health Mental Retardation, National Institute of Mental Health, Texas Commission on Alcoholism, Texas Education Agency, Texas Rehabilitation Commission, Intermediate Care Facility for the Mentally Retarded and the Texas Department of Human Resources.

"I expect to pass through this world but once. Any good therefore that I can do, or any kindness that I can show to any fellow creature let me do it now. Let me not defer or neglect it, for I shall not pass this way again."

--Stephen Grollet

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Summary Report of Peer Review

Staff of Deep East Texas MHMR developed a new peer review process in FY 1982 that may well serve as a model for other community centers. Professional staff review and discuss the service they are providing at each major decision point during the client's stay. Through this review process the staff members set for themselves high standards of professional service and recommend solutions when problem cases arise. They share the latest knowledge in the field and benefit tremendously from the exposure to varied cases and their treatment.

The peer review process originates with meetings of the staff on the unit level where cases are reviewed. Some cases are recommended for further review of staff at the program level. Staff, meeting at the program level, may then recommend cases for further review by the center-wide Peer Review Committee. The Committee submits its findings and recommendations to the Executive Director.

During FY 1982, the Committee reviewed 115 cases. The Committee concurred with the treatment followed in the cases and made the following recommendations: that staff be given specialized training in dealing with the aggressive/assaultive client, and that clients' charts with high risk for such behavior be so marked and identified. These recommendations have been implemented by changes in procedure and special training offered through the Center's staff development programs.



"We can make a difference in the lives of the clients we serve, and this good effect makes all our efforts worthwhile." Jo Ann Fries, Unit Director at the Hardin County Sheltered Workshop and Halfway House.

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Survey of Former Clients

Staff at Deep East Texas MHMR are very interested in knowing the impact of their services on the lives of former clients. In an effort to measure this impact, staff conducted a survey of 1200 former clients in March, 1982. There were a total of 109 marked questionnaires returned from the orginal sample of 1200. Five questions were asked that could be answered either "yes" or "no."

Results of 1982 Survey

	Yes	No
1. Do you feel better about yourself and others because you came to us?	87%	13%
2. In general, are you satisfied with your life now?	70%	30%
3. Would you recommend MHMR services to others?	91%	9%
4. Do you think services could be improved?	35%	65%
5. Would you like us to contact you for further services?	35%	65%

Former clients recommended that existing programs be expanded, that the number of therapists and physicians be increased, and that Deep East Texas MHMR provide other services such as financial and medical help.

A more detailed report of the survey and the raw data are available from the Director of Quality Assurance, Deep East Texas MHMR.

"One hundred times a day I remind myself that my personal and professional life depends on the fruit of the work of other men, living and dead, and that I should make every effort to give in the same measure in which I have received and am receiving.

--Albert Einstein

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Survey of Current Clients

The degree of satisfaction clients express regarding the services they are receiving is a reliable indicator of how well the Center is fulfilling its mission to the people of the region. Annually, Deep East Texas MHMR conducts a survey of current clients. It does this by administering a client/family questionnaire that tries to get at issues which indicate the quality of services the client is receiving. The following is a table showing partial responses to three questions from the survey. The FY 1982 results are compared to results in FY 1980.

Survey Results

	FY 1982	FY 1980
1. How often are you satsified with the services you receive?		
a. Always	84%	73%
b. Never	0%	0%
2. How often do you feel that the services you are receiving are helping you to feel and live better?		
a. Always	72%	77%
b. Never	1%	1%
3. How often are your family or the people you live with satisfied with the services you receive?		
a. Always	85%	80%
b. Never	2%	0%

A more detailed report of the surveys and the raw data are available from the Director of Quality Assurance, Deep East Texas MHMR Services.

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Public Responsibility Committee

The rights and welfare of the mentally impaired are basic and fundamental concerns of Deep East Texas MHMR and every staff member acknowledges this commitment. Therefore, MHMR cooperates fully with the autonomous and independent Public Responsibility Committee in its mission of guarding the rights and welfare of the mentally impaired in Deep East Texas. The Committee is charged with the responsibility of receiving, investigating, and reporting any incident of abuse or denial of rights of the mentally impaired. Members of the Committee are citizens of the region appointed by the county commissioners courts. None of the Committee members are employees of Deep East Texas MHMR.

Those who have a complaint regarding the abuse or the denial of rights of a mentally impaired person may write the Committee: P.O. Box 935, Lufkin, Texas 75901.

During FY 1982, there were no complaints made to the Committee.

Impact on Inappropriate Institutionalization

Treatment in a state hospital is very expensive care and therefore should be reserved for the most acute cases that can best be treated in this more restrictive environment. The mission of Deep East Texas MHMR is to reduce the number of persons treated in state institutions who could be treated more appropriately through inpatient or outpatient services within the community.

Of the persons admitted to state institutions from the Deep East Texas region in FY 1982, there were 42 percent who were first screened by the Center. The admission rate to state institutions from this region was 194 per 100,000 population during FY 1982. This is a 15 percent decrease from the 1975 rate.

Of those discharged or furloughed from state institutions into this region, 72 percent had a joint discharge plan made with this Center, 58 percent were referred to Deep East Texas MHMR for services, and among these, 61 percent were served within 30 days of discharge or furlough. Of the clients served by Deep East Texas MHMR in FY 1982, there were 26 percent who had been admitted previously to a state institution.

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Financial Report

Deep East Texas MHMR conducts its financial affairs in conformity with generally accepted accounting principles. An audit by an outside firm is conducted annually.

Since 1979, the Center has faced declining funds, but has continued to provide services to a growing number of clients. In effect, there has been a real decrease in the Center's purchasing power since 1979 of about 25 percent.

Cost of Service

While the number of clients served by Deep East Texas MHMR remained very high for a Center with limited staff, the efficiency of operations caused the cost of serving one client, one day, to drop from $2.02 in FY 1981 to $1.98 in FY 1982. This is a decrease of almost 2 percent in one year and is well below the average state-wide cost for community centers which is well over $2.50 per client, per day of service.

Sources of Funds

Community centers such as Deep East Texas MHMR receive funds from a number of sources. Funds appropriated by the State Legislature to TDMHMR for community centers are the most significant, providing 43 percent of the FY 1982 budget of $3,310,702. To be eligible for these funds however, the Center must provide a local match of between 10 and 30 percent of the state allocation. In FY 1982, 29 percent of the budget came from local sources such as client fees, and contributions from local sponsoring agencies. Twenty percent of the FY 1982 budget came from federal funds, and the remaining eight percent came from miscellaneous state funds. The specific sources of revenue and expenditures are given in detail in the following two financial statements: the Statement of Revenues and the Statement of Expenditures.

"The best use of life is to invest it in something which will outlast life."

--William Jones

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Deep East Texas Regional Mental Health Mental Retardation Services

Audited figures by Alexander & Rogers, Inc., Certified Public Accountants.

Statement of Revenues
For the Year Ended August 31, 1982

Local Funds	$ 821,503
State Funds	
TDMHMR Appropriations	1,417,671
Rusk State Hospital	110,288
Senate Bill 630	84,252
Total State Funds	$1,612,211
Federal Funds	
Department of Health and Human Services Liaison Workers	116,085
Department of Health and Human Services Operation Grant	522,900
Elementary Secondary Education Act Title I	11,286
Office of Traffic Safety	1,299
Total Federal Funds	$ 651,570
Total Revenue	$3,085,284

Statement of Expenditures
For the Year Ended August 31, 1982

1. Personnel	
a. Salaries and Wages	$1,578,547
b. Salary and Merit Increases	2,972
c. Fringe Benefits	239,161
d. Consultation and Professional Fees	55,698
Total Personnel	$1,876,378

[*Continued on Page 18*]

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[*Continued from Page 17*]

2. Travel - Staff and Board		35,845
3. Consumable Items		
a. Drugs		32,558
b. Food		48,379
c. Other (office, etc.)		86,014
Total Consumable Items	$	166,951
4. Equipment and Furniture		
a. Purchase		7,723
b. Rental, Repairs, and Maintenance		63,006
Total Equipment and Furniture	$	70,729
5. Buildings		
a. Rent		200,655
b. Repair, Maintenance, Remodeling and Renovation		26,108
Total Buildings	$	226,763
6. Vehicles		
a. Purchase		11,004
b. Rental and Operating Costs		67,201
Total Vehicles	$	78,205
7. Contracts with Service Agencies	$	248,266
8. Other		
a. Postage and Telephone	$	69,788
b. Laboratory Expense		484
c. Annual Audit		13,000
d. Insurance		29,683
e. Client Wages and Fringe		67,567
f. Utilities		66,636
g. Emolument		3,809
h. Miscellaneous		25,428
Total Other		$276,395
9. Grand Total		$2,979,532

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Directory of Citizen Groups and Staff

Deep East Texas MHMR is a community-based network of 36 service units located in 13 counties in the 11,000 square-mile Deep East Texas geographic region. Included in this network are sheltered workshops, developmental centers, infant training programs, outpatient clinics, partial hospitalization programs, psychiatric in-patient services, residential units, and prescreening and after-care services in conjunction with state institutions. In FY 1982, there were 112 staff members, two regional and 13 county advisory councils.

Public Responsibility Committee

John H. Smith, Lufkin (Chairperson in FY 1983)
The Rev. Rex M. Carleton, Groveton (Member in FY 1983)
Oma Bush, Groveton (Member in FY 1982)
P.V. Malone, Jasper
Robert H. Mann, Woodville
Mrs. Robert (Yvonne) Neyland, Silsbee
Mrs. Bessie Sanders, Shepherd
Oscar Sanders, Crockett
Mrs. Charles (Margo) Scherzer, Center

To report abuse or denial of rights of a mentally impaired person, write:

Public Responsibility Committee
P.O. Box 935
Lufkin, TX 75901

Regional Medical Advisory Committee

George Tipton, M.D., Lufkin (Chairperson)
C.A. Allen, M.D., Lufkin
James A. Buckingham, M.D., Nacogdoches
Dennis Coffman, M.D., Nacogdoches
J. Richard Cook, M.D., Trinity
J.T. Dabney, M.D., Livingston
Peyton Denman, M.D., Lufkin
David Edgeworth, M.D., Jasper
W.E. Furniss, II, M.D., Nacogdoches
Steve L. Oates, M.D., Center
Harry M. Ricketts, M.D., Crockett
Doug Tennison, M.D., Silsbee

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Attn: Director of Quality Assurance

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