

TRICO CORPORATION

COMPLETE MENTAL HEALTH SERVICES



Experiencing the Dawn®

Volume 4

Issue 1

The Triple Sunrise

A Quarterly Newsletter published by the TRICO Corporation

January
2007

Inside this issue:

Service Notes	1
Foundation/Development Division Update	1
TRICO Awarded Federal Youth Development Grant	1
Meet Ron Koshes	2
DoorStep® is Here!	2
"Tennis for Everyone"	3
Human Services Division	3
Welcome New Managers	3
Upon Taking Healthy Risks	3
Insurance Update	4
Family Intervention Specialist Contract Receives Full Program Compliance	4
About TRICO	4

Our Waldorf offices have moved, see Page 4 for details.

Special points of interest:

- The TRICO Corporation is a 501(c)(3) private, non-profit, charitable corporation.
- TRICO serves 900 (plus) persons annually.
- TRICO's mission is to provide the highest level of mental health assessment and treatment services to all persons regardless of their ability to pay, in collaboration with other mental health, medical, and professional human services organizations.
- TRICO was founded in 1987.

Service Notes

By: William E. Arick, M.Div, LCPC, NCC, ACS
President

As we move into 2007, "next year", it becomes clear that TRICO is here to stay. Today, January 2, 2007, we are entering our THIRD DECADE, 20 YEARS, of service to the people of St. Mary's, Southern Maryland and throughout Maryland. We have moved from a sort of second story loft in Leonardtown to serving our neighbors in 20 locations throughout Maryland.

In 2006, two of our active divisions, Clinical and Human Services, have produced "excess" revenues; enough to

almost make up the shortfall in our third active division, Development/Foundation Division... But almost balancing the books comes with A HIGH COST!

This past year, 2006, we provided a total of \$412,000 of (charitable) clinical mental health services to some 150 persons who were either uninsured or under insured -- the latter underinsured, being those whose insurances allow reimbursement fees that do not cover our TRICO costs to serve the persons. Underin-

sured also includes those who come to us in crisis and cannot wait for insurance authorization(s) for payments. We, of course, provide services when needed, we do not always wait for insurances to authorize payments.

All of that being said, our Board of Directors has recruited successfully, business, government, and community leaders to strengthen our already dedicated Board.

Thanks to the commitment of these leaders many of our areas of operations, including quality assurance and billing (Continued on Page 2)

Foundation/Development Division Update

The fundraising committee has been working hard these past few months building a community partnership/fundraising plan for TRICO. Using a structured process, the committee redesigned the publications used to communicate TRICO's important programs and services. To make sure that we were telling "The TRICO Story" in a "fresh and tasty" way, we conducted a very successful semi-formal focus group consisting of defense contractors, Mental Health Authorities, local citizens, bankers, and other business leaders. In addition, we have held several smaller focus groups. We received many valuable comments and are now confident that we can tell a compelling story.

We are in the midst of identifying and segmenting each of our potential fundraising pros-

pects and developing a plan that will identify how we intend to get the word out. In addition, fundraising goals have been identified for each of the TRICO Divisions for the 2007 year. The TRICO Corporation is a 501(c)(3) private, non-profit, charitable corporation that provides mental health and other human services to all who come, regardless of their ability to pay. Each Division will submit their plans and operating budgets to the Foundation/Development Division for approval. The TRICO Foundation, (a 509(a)(2) publicly funded foundation) is now directing the charitable work of our Clinical and Human Services Divisions.

Confident and eager, the fundraising committee is ready to take the "TRICO Story" on the road for all that are willing to listen.

TRICO Awarded Federal Youth Development Grant

TRICO has been awarded \$27,100 by the Institute for Youth Development. Our selection was based on our **DoorStep®**, Youth Recovery Initiative concept of comprehensive support for troubled youth and their families.

Funding will be used to develop further fundraising capacities to support our efforts to serve youth and their families.

Shepard Smith, President of the Institute for Youth Development sent his personal congratulations to us saying, "Congratulations on (TRICO's) selection to be funded...you are selected as one of only nine organizations nationwide..."

TRICO CORPORATION

Complete Mental Health Services

Service Notes (Continued from Page 1)

areas, are receiving experience and expertise support from our Board members.

Following is a list of our Board of Directors and their primary support functions as well as:

Paul Hill, Chair, Fundraising/Development
 Carl Thompson, Vice Chair, Billings and Collections
 Mary Whetstine, Treasurer, Accounting
 Bill Arick, Secretary, Corporate President
 Connie Walker, Quality Assurance
 John Carter, Facilities and Maintenance
 K. Verghese, MD, Corporate Medical Services
 Dan Norris, Community Relations
 Phyllis Miedzinski, Rainbow Community

Another critical paradigm shift this year is the placement of the Development/ Fundraising/ Foundation Division as the "Driving Engine" of the overall budgeting. This Fundraising division now approves annual operations budgets for the services divisions--Clinical Services and Human Services divisions. Each Clinic in the Clinical Division and each service initiative in the Human Services Division has been assigned a fundraising budget responsibility as well as traditional provision of the mental health services.

Meet Ron Koshes, MD, Medical Director

In a varied career that began more than 25 years ago as a researcher for the Select Committee on Aging of the US House of Representatives and service as press secretary for the Gray Panthers, Ron Koshes, MD, DFAPA (Distinguished Fellow of the American Psychiatric Association) is a practicing psychiatrist providing services as a medical director, psychiatric consultant, faculty member, lecturer, prolific reviewer and journal author and more recently author of published psychological novels.

Koshes is in his second decade providing comprehensive psychiatric services to Marylanders with the TRICO Clinics. He also serves as Director of Behavioral Health for SOME (So Other's Might Eat) as well as the psychiatric consultant for Joseph's House and the Georgetown Ministry Center. These latter three agencies are well known Washington DC providers of services to homeless persons. Koshes is dedicated to serving those persons who are homeless and who are also mentally ill.

While Koshes is an accomplished and experienced provider of direct and hands-on psychiatric care to adults in many different settings, he is also on the clinical faculties

of the Universities at Georgetown, George Washington, Gallaudet, the Uniformed Services University and the Medical College of Virginia. He is a well-traveled lecturer on Schizophrenia, Bipolar Disorder, Psychopharmacology and mental health service delivery both nationally and internationally.

What, perhaps, links all these activities and ventures is that he is a teacher. Whether delivering a lecture in Osaka, Japan, treating homeless persons on the streets of Georgetown or sitting with TRICO clinicians in south, Southern Maryland, he is imparting his knowledge, his experience and his passions—he is teaching.

The latest forum for his teaching lies in his authoring a series of published novels, which address a variety of psychological issues. Watch future issues of the TRICO Newsletter for more on "Mad Mark," his story about homelessness and mental illness.



This paradigm shift is being lead by Board Member, Paul Hill, who retired two years ago from the U.S. Department of Education. Paul and his wife, Chris, live in Charles County. Paul's roots are also firmly embedded in St. Mary's County, where his parents remain on the family farm in Mechanicsville. Paul "hit the ground running" with the fundraising efforts and is working closely with the "resurrected" TRICO staff fundraising committee. The Committee, under Paul's direction, has developed and is overseeing the Fundraising Division's \$391,000 fundraising goal and the \$412,000 Agency Support financial support goal for 2007. These funds will also enable our staff to expand into other much-needed and planned TRICO services.

There are lots of new things to do, as well as continuation of our past services. Throughout this coming year, our staff and our Board of Directors will be striving to provide professional and timely services to all who come to us, regardless of their ability to pay.

Yours In Service

Bill

DoorStep® is here!

Our original and unique DoorStep® Youth Recovery Initiative is in (almost) full operation with four "inaugural" children and their families already on board.

Mary Della Trossbach and Cynthia Goeller, MA are the "inaugural" full time staff to serve troubled youth and their families. DoorStep® is the TRICO initiative that assures that all aspects of a troubled youth's life will be addressed as they strive to emerge from the depths of despair and hopelessness into the light of hope and (realistic) achievement.

We are accepting referrals in St. Mary's for this comprehensive initiative. Soon we will expand to our Charles County clients and on into other areas of Maryland.

**Please call
 Cynthia or
 Mary Della at
 301-862-4961
 with referrals.**



Human Services Division

Karen Beltz, is directing the Psychiatric Rehabilitation Program, with much enthusiasm and care for the needs of persons we serve. The program meets on Tuesdays and Thursdays to learn socialization skills, life skills, and to increase confidence and self-esteem. Our Lexington Park group consists of 26 persons. Dina Beasley, MA assists Beltz with direct services to consumers, helping them meet their goals through activities that focus on life skills, communication skills, and confidence.

Volunteers provide a very important part in the accomplishment of our mission "to serve all who come to us for help, regardless of their ability to pay". Mary Beaton shares her artistic skills with consumers three days a week. Enthusiastic consumers meet on these days to learn painting techniques from Mary. The consumers gain a positive sense of self-esteem and confidence as they express their talents and feelings through art.

In addition to the adult services, TRICO provides after school activities for children on Thursday afternoons. Julie Hendricks and Clinical Counselor, Julie Morgan, LGPC, work with these children on behavior issues, and instill the appropriate social skills. They also assist the children in improving their learning skills.

TRICO Corporation also funds the Rainbow Community Shop. The purpose of the Rain-

bow Shop is to market useful craft items and knick-knacks created by the group under the direction of Linda Richardson. The goal of the Rainbow Community is to gain "a sense of realistic achievement in

their lives". All income received from the Rainbow Community is used to supplement Rainbow Community Operations.

Upon Taking Healthy Risks...

There are three major components to achieving changes in your life: decision, action, and feeling. Often, one will chase those three around mentally trying to decide which should come first: when I feel like it, then I'll take action; I'll try the action, then I'll decide if I want to stay with it; I can't make a decision until I feel like it.

Affecting change in your life has to be a mind-over matter affair. You must make a decision and take the action on faith; the feeling will follow sometime later. If you wait until you "feel like it", you could be waiting into the twenty-second century. The slogan that goes, "You can't think your way into better acting, but you can act your way into better feeling", is true because with feelings there is a delayed reaction.

We call this risk taking because occasionally you may take a misstep. Remember, though, that these are healthy risks, ones that you can afford to take a chance on. Be certain that you are taking healthy risks in all areas in which you make new decisions. Concerning those scary feelings that don't take a chance, keep telling yourself "feelings are not facts". Try putting that slogan on a card to carry in your pocket.

"Tennis for Everyone" - A Northrop Grumman-Sponsored Event

Thanks to the Northrop Grumman commitment to community support, our semi-annual TRICO TENNIS FOR EVERYONE activity is now sponsored as part of Northrop Grumman's community outreach initiative.

This year, 2007, marks the seventh year that TRICO's resident USPTA certified professional, Bill Arick, has provided tennis activities at the St. Mary's Recreation & Parks, Dorsey Park facility. Persons with disabilities are provided tennis instruction and activities weekly for a month in the Spring and in the Fall each year. Approximately 15 adults participate in games and

activities on the court utilizing physical as well as tennis-specific skills.

Welcome Northrop Grumman; Thank you for supporting these exciting events'.



Welcome New Managers!

Lynne Krause, LCSW-C, Director of Clinics has announced the appointments of **Dan Woods, LCPC** and **Charles Howard, Ph.D.** to serve as Clinical Administrators for the Waldorf and Agency Support Clinics respectively. Dan and Charles join **Julie Morgan, LGPC** who has been Clinical Administrator at our Lexington Park Clinic. Lynne and Bill (Arick) remain our Senior Clinical Supervisors.

Welcome to our Management team, Charles and Dan. Your experience, expertise and leadership abilities will ensure positive, constructive management and supervision.

Corporate Support

Mailing Address: P.O. Box 826
Lexington Park, MD 20653
Physical Address: 21770 FDR Blvd - Millison Plaza
Lexington Park, MD 20653

Phone: 301-862-4966
Fax: 301-862-5554
Email: tricocorp@verizon.net

Clinics

St. Marys County
21770 FDR Blvd - Millison Plaza
Lexington Park, MD 20653
Phone: 301-862-4961

Charles County
Smallwood Bldg.
2670 Crain Hwy, Suite 525
Waldorf, MD 20601
Phone: 301-632-2100
Phone: 301-870-7033

Our Website:
WWW.TRICOCORP.ORG

About TRICO...

The TRICO Corporation is a 501(c)(3) private, non-profit, charitable corporation founded in 1987 by a diverse group of professionals to **provide the highest level of mental health assessment and treatment services to all persons regardless of their ability to pay, in collaboration with other mental health, medical, and professional human services organizations.**

Additionally, TRICO was designated a 509(a)(2) publicly funded foundation enabling more flexibility in distribution of available funds to individuals and families in need of food or critical life services. The TRICO Corporation is unique because it is the only provider of complete mental health services to individuals **regardless of their ability to pay.**



Our offices in Waldorf moved to a new location. We are located in the Smallwood Building, 2670 Crain Highway, Suite 525, Waldorf, MD 20601.

Insurance Update

TRICO Corporation is a provider with over 25 private insurance companies in addition to Medicare and Medicaid. In December 2006, we applied to become providers with Comprehensive Behavioral Care, Inc. (manages Elder Care insurance) and Care Improvement Plus – both requiring the client be a Medicare recipient.

The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) mandated the adoption of a standard unique identifier for health care providers. The National Plan and Provider Enumeration System (NPPES) collects identifying information on health care providers and assigns each a unique **National Provider Identifier (NPI)**. The NPI effective date is May 23, 2007. With the exception of two clinicians (status pending), we have obtained a NPI for all of our clinical staff.

Corporate staff has submitted credentialing packets for all newly hired clinicians and hope to have everyone fully creden-

tialled with all applicable insurance companies by March of 2007. In addition, we have submitted credentialing packets to Medicare to obtain individual provider numbers for those clinicians whose licensure allows us to do so – this is in addition to our MDs already credentialed as Medicare providers.

Beginning in 2007 MAMSI (MAMSI, Optimum Choice, MDIPA, and Alliance) are now part of the United Behavioral Health Insurance. Due to UBH's strict credentialing requirements, we can no longer credential any TRICO clinician until that person has held licensure for 3 years. However, UBH did grandfather in those clinicians already providers with MAMSI. And beginning in 2007 UBH deleted the requirement that MAMSI clients must see a psychiatrist before seeing a clinician.

Another important change is the submission of the Uniformed Treatment Plan directly to Magellan after the first visit for all Federal Blue Cross Blue Shield clients.



Family Intervention Specialist Contract Receives Full Program Compliance

Congratulations to Mercia Plater, Carolyn Nelson, Lynda Johnson, and Kim Clarke! Our FIS audit/review reported that our Family Intervention Specialist Program is in FULL COMPLIANCE with COMARS and requirements of the Charles County Human Services Partnership. This effort to serve returning youth and their families in Charles County utilizes the total services concept of the TRICO **DoorStep®** Youth Recovery Initiative.