This report represents THE MENNINGER CLINIC's responses to Charting Impact, a joint project of BBB Wise Giving Alliance, GuideStar USA Inc, and Independent Sector. Charting Impact uses five simple yet powerful questions to encourage strategic thinking and help organizations share concise information about their plans and progress toward impact.

**THE MENNINGER CLINIC**
12301 Main Street, Houston, TX 77035
713-275-5174
www.menningerclinic.com

**Mission:**
Menninger's mission is to excel in the art and science of mental health care and healing.

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1. What are we aiming to accomplish?
Menninger's annual goals address six vital areas to further our mission of providing the highest quality treatment, education and research: 1. Take care of our customers. 2. Take care of our people. 3. Grow our services. 4. Take care of our finances. 5. Grow philanthropic support. 6. Advance knowledge (education & research).

2. What are our strategies for making this happen?
Toward our vision of being the world leader in mental health: • Every patient will recommend Menninger to their family and friends • Every employee will recommend Menninger to others • Every referring professional will recommend Menninger • We will generate sufficient cash flow to support Menninger's mission • Using best practices, raise philanthropic funds to help Menninger achieve its vision • Attract, develop and retain the best talent among trainees • Continually demonstrate the value of care we provide, and discover ways to make that care even better

3. What are our organization's capabilities for doing this?
The Menninger Clinic is a specialty psychiatric hospital for adolescents and adults from Houston and elsewhere in Texas, as well as across the country who need comprehensive diagnostic services and intensive treatment. Menninger offers five inpatient programs, an adult community re-integration program, an adult community that is based on a psycho-social clubhouse model plus comprehensive assessments and outpatient care. Menninger's inpatient programs include the: • Adolescent Treatment Program for ages 12-17 • Comprehensive Psychiatric Assessment Service for adults • Compass young adult program • Hope adult program • Professionals in Crisis Program, including Professional Assessments Four additional clinical areas support patients across the hospital: Addiction Services, Eating Disorder Services, Rehabilitation Services and Spiritual Services. A new Neuromodulation Program is expected to launch by summer 2015 to provide electroconvulsive therapy (ECT) and transcranial magnetic stimulation (TMS) as treatment options when indicated. Menninger's outpatient services include: • Outpatient Assessments, a four-and-a-half-day diagnostic service for adults • Pathfinder community re-integration program for adults that also offers monitored apartment living • The Gathering Place psycho-social clubhouse for adults with chronic mental illness who are seeking social support and skills for independent living In addition, Menninger currently offers on-site 12-step addiction meetings for its hospital patients. By summer, Menninger plans to expand its outpatient therapy services for patients following discharge from the hospital and for the community. Founded in 1925, in Topeka, Kansas, Menninger relocated to Houston in 2003 and affiliated with Baylor College of Medicine and Houston Methodist. This year, Menninger marks its 90th anniversary.

4. How will we know if we're making progress?
1. Take care of our customers – Achieve patient satisfaction rating. 2. Take care of our people – Increase employees’ rating of Menninger as a “Best Place to Work.” 3. Grow our services – Meet or exceed the goal for annual patient admissions. 4. Take care of our finances – 1. Exceed benchmark for growth of endowed funds; 2. Meet or exceed annual cash flow goal. 5. Grow philanthropic support – 1. Attain goal for capital gifts and pledges; 2. Attain goal for non-capital gifts and pledges. 6. Advance knowledge – 1. Develop and implement process for defining recruitment needs, and achieve trainee satisfaction goal; 2. Achieve patient participation goals in studies in the McNair Initiative for Neuroscience Discovery at Menninger and Baylor College of Medicine (MIND-MB), and determine the percentage of patients who reach healthy functioning by discharge from hospital.
5. What have and haven't we accomplished so far?

Through our training and education, in FY16 we will have provided: • Clinical inpatient rotations for 17 psychiatry residents and five Child & Adolescent Psychiatry Fellows. • Advanced one-month rotations to 12 third-year medical students. • Full residencies for five nursing graduates, clinical rotations for 150 Bachelor of Science Nursing (BSN) students, and one fellowship for a Menninger staff to obtain a BSN. • In psychology, Menninger offered post-doctoral training for 4.5 graduates plus one internship. • In social work, four LMSWs completed 12-month fellowships and five advanced social work graduate students completed eight-month internships. • Additional internships, including: ten in pharmacy; one in psychiatric rehabilitation; and one in pastoral counseling. • Continuing Education for professionals through our accredited program with three public events and seven internal events. Nurturing the development of future mental health care professionals is the only way to ensure effective care and treatment for people with severe mental illness. Psychiatrists, psychiatric nurses, social workers and other therapists learn to work as members of treatment teams, develop a treatment alliance with patients and provide a safe, supportive therapeutic environment for patients with complex mental illness. Our programs provide comprehensive training designed to close the gap between the knowledge obtained in school and the practical experience required to provide outstanding patient care in a psychiatric setting. Menninger’s training programs continue to be prized assignments thanks to their rigor, and the opportunity to experience Menninger’s milieu approach to treatment. Trainees also experience working in an environment where research is prerequisite to evidence-based care. Through our diverse treatment programs, in FY16 we will help approximately 5,060 individuals learn the tools to manage their mental health and get their lives back on track. Our training and research programs pay off in proven results for our patients who receive the best care from our clinicians, many of whom are also research scientists. Menninger’s research program is designed to advance patient care. Outcomes are shared with patients during their treatment to inform their care. Besides treatment outcomes measurements, our researchers participate as principal investigators and co-investigators of numerous studies, including suicide prevention in inpatient treatment, chronic pain management and eating disorders, to name a few.