

Cumberland Heights Foundation, Inc.



General Information

Nonprofit
Address
Phone
Web Site
Facebook
Twitter
Email

Cumberland Heights Foundation, Inc.
8283 River Road Pike
615-352-1757
www.cumberlandheights.org
CumberlandHeights
@CumberlandHghts
cindy_patterson@cumberlandheights.org

Mission & Impact

Statements

Mission

To transform lives, giving hope and healing to those affected by alcohol or drug addiction.

Background

Cumberland Heights was founded in 1966 as a residential treatment center to address the problems of alcoholism and drug addiction in adult males. Over its 56-year history, services have expanded to include women, adolescents and family members. In 1993, Cumberland Heights opened its first outpatient recovery center, and those services are now offered at 15 different locations throughout Tennessee. Recognizing that addiction is a family disease, Cumberland Heights' Family Program helps educate and guide patients' families as they navigate their recovery journey. Our continuum of care promotes lifelong recovery and includes Alumni Care, Recovery Care Advocacy, and Alumni Services. Alumni Care meetings are free, available for life, and provide a safe space to gather, share experience, and receive support. The Recovery Care Advocacy Program offers extended support tools for a year post treatment, including one-on-one guidance, check-ins, and community engagement. Alumni Services provide a wide variety of programs that supports a safe and recovery-friendly environment. In addition, Cumberland Heights offers Recovery Support and Relapse Prevention programs. Cumberland Heights developed a Safe Start program in 2018 as a response to the opioid epidemic. Safe Start allows us to treat those suffering from opioid use disorders with Naltrexone and Buprenorphine and increases the likelihood that these patients remain abstinent and find lifelong recovery. Cumberland Heights also offers Community Education programs to the broad public and to addiction treatment professionals, as well as prevention education programs for students, parents and teachers throughout Middle Tennessee. Cumberland Heights was founded on the belief that chemical dependency is a primary, progressive, chronic and potentially fatal disease that may be arrested with treatment and an ongoing recovery program. Successful treatment includes the assessment of patient needs, safe detoxification, physical-mental-emotional-social-spiritual stabilization, individual, group and family counseling, and a plan for continuing care. Cumberland Heights believes that the most successful long-term recovery is found by internalizing and practicing the 12-Step principles of Alcoholics Anonymous.

Impact

Cumberland Heights is committed to providing the highest quality care possible, in a cost-effective manner, for persons and their family members who are at risk for, or who are suffering from the disease of chemical dependency. We serve male patients who range in age from adolescents (ages 14-18), to young men (ages 18-26) and adults (ages 26+). Female patients range in age from young adults (ages 18-26) to adults (ages 26+). In 2022, 2,271 patients received treatment in residential, extended care, and outpatient services. While many of our patients are from Middle Tennessee, our service area encompasses the entire state, the Southeast and beyond. Although Cumberland Heights is a substance use disorder treatment center steeped in tradition, it integrates cutting-edge practices such as predictive analytics and feedback-informed treatment. Cumberland Heights' evidence-based treatment programs address common co-occurring underlying issues such as depression, anxiety and trauma. In December 2019, Cumberland Heights became the first addiction treatment center in Tennessee to achieve certification from the American Society of Addiction Medicine. In 2021 and 2022, Newsweek named Cumberland Heights the Best Treatment Center in Tennessee.

Needs

The greatest needs in the field of addiction treatment are: 1) public acceptance of substance use disorder as a treatable disease, 2) addressing the increase in overdose deaths throughout the country, 3.) awareness about the effectiveness of long-term treatment (90 days or more) to establish and sustain recovery from substance use disorder, and 4.) an increase in financial support for treatment initiatives.

Statement from CEO/Executive Director

Driven by the vision of Robert M. Crichton, Sr. and Dr. Thomas F. Frist, Sr., and bolstered by the support of local business leaders and philanthropists, Cumberland Heights first opened its doors over 56 years ago. One of the largest and longest-running facilities of its kind, Cumberland Heights is recognized as a leader among treatment programs across the country. Cumberland Heights serves on average 2,500 patients each year through residential, outpatient, extended care, and family programs, among others. We operate 19 locations throughout Tennessee, which include the main campus on River Road in Nashville; ARCH Academy, our long-term residential treatment program for adolescent males in Kingston Springs; Still Waters for Men in Lobelville and Still Waters for Women in Pegram, our 12-Step based residential retreat programs; and 15 Outpatient Recovery Centers as well as telehealth services spanning the state. Cumberland Heights maintains one of the largest alumni engagement programs in the nation, and our alumni provide vital support for our patients and our organization. Cumberland Heights' continuum of care addresses biological, spiritual, emotional, and social strengths and deficits through evidence-based clinical treatment and 12-Step recovery programming. The achievements of the Research Institute at Cumberland Heights, an initiative launched in 2018 to support patient change through research, include maintaining our Measurement Based Care system from admission to discharge, expanding our ability to measure and monitor patient change beyond discharge, and launching a cloud-based outcomes data repository. Cumberland Heights' research and data science processes help support treatment efficacy, illuminating which treatments are most appropriate for each patient. In 2019, Cumberland Heights became the first treatment provider in Tennessee to attain the American Society of Addiction Medicine's Level of Care Certification in level 3.5 for Clinically Managed Residential Services and level 3.7 for Medically Monitored Inpatient Services. In 2021 and 2022, Newsweek named Cumberland Heights the Best Treatment Center in Tennessee. Beyond the national recognition, Cumberland Heights continues to be at its core an organization staffed by people who care, bringing their clinical and lived experiences to provide hope to patients with substance use disorder.

Statement from Board Chair

As one of the most respected substance use disorder treatment centers in the country, Cumberland Heights has helped adults and young people overcome active addiction for over 56 years. Cumberland Heights continues to be a beacon of hope and a leader in treatment providing healing and transformation for men, women, adolescents, and families seeking recovery. The professional staff provides the highest quality of care, and major capital improvements over the years have added new and updated facilities for counseling, fitness, spiritual care, and the adolescent program. The beautiful grounds and buildings, combined with dedicated staff, Board of

Directors, alumni, and supporters, create an environment that gives hope for a new life to thousands of individuals and their families served here each year.

Service Categories

Primary Category	Mental Health & Crisis Intervention - Substance Abuse Dependency, Prevention & Treatment
Secondary Category	Mental Health & Crisis Intervention - Substance Abuse Dependency, Prevention & Treatment
Tertiary Category	Mental Health & Crisis Intervention - Substance Abuse Treatment

Areas Served

Cumberland Heights serves Tennessee, the Southeast, and beyond.

TN,Statewide,National

Programs

ARCH Academy

Description

Building upon our program for youth begun in 1985, Cumberland Heights opened ARCH Academy in April 2020 to provide longer-term residential treatment for adolescent males struggling with substance use disorder. Because adolescence is a critical developmental stage, recovery looks different for teens than for adults. Located on 67 wooded acres in Kingston Springs, Tennessee, ARCH Academy combines 12-Step recovery, proven clinical interventions, academics, experiential therapies, and adventure programming, which together promote a longer lasting recovery for teens. A LADAC certified or Master's level clinician oversees each patient through their treatment, individual, and family sessions. An on-site, private, licensed high school allows the teens to keep up their current studies while they attend ARCH Academy, and includes credit recovery, follow-up academic support, and collaboration with Collegiate Recovery Programs. Length of stay ranges from two to six months.

Budget

Population Served Adolescents
Men and boys
People with substance use disorder

Still Waters Residential Programs

Description

Cumberland Heights offers gender specific immersion retreats, Still Waters for Men and Still Waters for Women, as an alternative or follow-up to primary treatment. The Still Waters for Men's program is a 30 day, 12-Step immersion retreat for men, ages 18 and up, located in Lobelville, Tennessee. The Still Waters for Women's program is a 30 to 90 day 12-Step immersion retreat for women, ages 18 and up, located in Pegram, Tennessee. Principles of the 12-Steps of recovery are taught using approved literature, fellowship and group discussions. In addition to learning about the disease of addiction, recovery, and relapse, Still Waters residents learn about the spiritual principles associated with each of the 12-Steps. Our Spiritual Care staff provides monthly programs and a monthly two-day Family Program for residents' family members and loved ones. A strong, spiritually based 12-Step approach to education and group process lays the groundwork for long-term recovery.

Budget

Population Served People with substance use disorder
Adults

Adult Men's Program

Description

The Adult Men's Program at Cumberland Heights is a residential recovery program designed to assist men in moving from the pain and isolation of active addiction to a place of connection and well-being. Treatment is individualized based on the patient's identified needs, with lifelong recovery as the primary objective. Our staff implements a comprehensive education on the disease of addiction and an understanding of the obstacles to recovery through group and individual therapy, 12-Step meetings and family therapy. In most cases, the Men's Program is up to 30 days in length. For patients who require additional support, we offer Extended Care for up to 90 days, which provides a safe transitional program back to everyday life.

Budget

Population Served Men and boys
People with substance use disorder
Adults

Medical Services

Description

Cumberland Heights Medical Services operates a 32 bed detoxification unit and provides medical services for all 142 licensed beds at the River Road location. Physical Health services are available to patients, and are necessary for the evaluation and treatment of alcohol or other drug dependencies. Medical Services operates within the framework of the disease model of addiction as a physical, emotional, mental and spiritual disease. Nursing practice is based on bio-psychosocial principles that approach the patient on a holistic basis. Staff is maintained 24 hours daily, seven days per week and consists of a family nurse practitioner, a psychiatric nurse practitioner, registered nurses, licensed practical nurses and medical technicians. There are three physicians on staff, including one psychiatrist. The goal of the Medical Services department is to ensure that each patient receive the highest quality of medical care possible in a safe and loving environment.

Budget

Population Served Adolescents
People with substance use disorder
Adults

Outpatient Services

Description

Outpatient recovery services are offered at 15 locations across Tennessee including Chattanooga, Clarksville, Cookeville, Cool Springs, Crossville,

Hermitage/Old Hickory, Jackson, Knoxville (Papermill), Knoxville (Farragut), Mount Juliet, Murfreesboro, Music Row (Downtown), Nashville (River Road), Spring Hill and Sumner County. Each Outpatient Recovery Center features a 12-Step based recovery program for individuals who do not require medically supervised detoxification, have a stable, supportive home and work environment, are self-motivated, and whose needs and schedules vary. ORCs provide the education and support to begin practicing a recovery lifestyle. They also offer the next step for those who began their recovery with an inpatient residential program, and provide a transition back to the home and work environment while still being supported in early recovery practices. An individualized plan is tailored for each patient, with lifelong recovery as the primary objective.

Budget

Population Served Adolescents
People with substance use disorder
Adults
Adult Women's Program

Description

The Women's Program addresses the physical, emotional, and spiritual needs of women with substance use disorder, empowering them to transition from addiction to recovery. The Women's Program provides for 30 days of residential treatment for ages 18+. In response to studies showing that women respond better to treatment in a gender specific setting, Cumberland Heights' Women's Program offers an all-female staff and 12-Step based therapies tailored to women's issues.

Budget

Population Served Women and girls
People with substance use disorder
Adults

Young Men's Program

Description

Cumberland Heights' Young Men's Program is a 12-Step based, gender specific residential recovery program for emerging adults, ages 18-26, who are suffering from substance use disorder. Led by an interdisciplinary clinical team of professionals specialized in working with emerging adults, this program helps young men identify their strengths upon which they establish their recovery and set course for a successful launch into their young adult years. Because many of our patients are currently seeking a secondary education, we work closely with colleges and universities to help patients find a recovery community on campus which provides ongoing support.

Budget

Population Served Men and boys
People with substance use disorder
Adults

Family Program

Description

Recognizing that addiction is a family disease, Cumberland Heights developed the Family Program to help educate and guide patients' families as they navigate their way to recovery. This program helps families set boundaries, process feelings, and work through pain that addiction causes. We offer opportunities for healing in individual family sessions, as well as workshops for groups.

Budget

Population Served Families
People with substance use disorder

CEO/Executive Director/Board Comments

In 2018, Cumberland Heights launched the Research Institute to increase our

ability to better understand how our treatment affects our patients over time. The Research Institute is responsible for the development, implementation, analysis, and dissemination of all research initiatives throughout Cumberland Heights. By operationalizing, measuring, and analyzing outcome data collected from each patient, Cumberland Heights is taking progressive steps to ensure our patients have the best chance at achieving long-term remission from substance use disorder.

Cumberland Heights implements a Measurement Based Care system which includes the Patient Health Questionnaire (PHQ-9) to measure depression severity, the Generalized Anxiety Disorder (GAD-7) screener tool to measure symptoms of anxiety, the Brief Assessment for Recovery Capital (BARC-10) to measure positive supports associated with recovery, and the Cumberland Heights Craving Scale (CH-Crave) to measure craving associated with substance use disorder. In 2020, patients spent an average of 32.86 days in Cumberland Heights' health system. Key findings from Cumberland Heights 2020 Outcomes Report show that on average, patients reported a 74.4% decrease in depression symptoms, a 67.75% decrease in anxiety symptoms, a 30.8% decrease in craving symptoms, and a 13% increase in recovery capital resources. These findings demonstrate how treatment at Cumberland Heights improves patient well-being and reported symptomatology.

In 2020, Cumberland Heights research and technology teams launched a post-discharge outcomes program to monitor and measure patient change after completing a treatment program. Data collected from patients post-treatment include historical predictors of recovery success such as meeting attendance, job maintenance, and community engagement. Observed outcomes for patients throughout 2020 suggest that symptoms remained significantly reduced post discharge. Additional post-discharge outcomes reveal that successful program completion is associated with increased meeting attendance, decreased emergency room visits, and decreased incidents with law enforcement.

Governance

Board Chair
Company Affiliation
Term
Email

Drew Healy
 Capital Alignment Partners
 May 2022 to April 2024
 dhealy@capfunds.com

Board of Directors

Name	Affiliation	Status
Ms. Peggy Craig	Truxton Trust	Voting
Mr. Andrew Crichton	Retired Chairman, Parman Energy Group	Voting
Mr. Robert Crichton Jr.	Retired Founder, The Crichton Group	Voting
Mrs. Leslie Dabrowiak	BMI	Voting
Mrs. Lake Eakin	Community Volunteer	Voting
Mr. J. Fort	Retired	Voting
Mr. Frank Gorrell III	Retired CEO, Jamison Bedding, Inc.	Voting
Mr. Drew Healy	Capital Alignment Partners	Voting
Mr. Ryan Hunt	CEO, Premier Parking	Voting
Baxter Jackson	Rockmont Capital Partners	Voting
Lannie Jewell	Community Volunteer	Voting

Mr. Victor Johnson III	Belmont University College of Law	Voting
Mr. Rob Kennedy	HUB International Mid-South	Voting
Mr. Alec McDougall	John McDougall Company, Inc.	Voting
Mrs. Sally Nesbitt	Community Volunteer	Voting
Mr. Will Parsons	Shackelford, Bowen, McKinley & Norton, LLP	Voting
Mr. James Perkins III	Retired, Consumers Gasoline Stations, Inc.	Exofficio
Mr. Craig Philip	Vanderbilt University	Voting
Mr. Gordon Pollock Jr.	Pollock Partners	Voting
Chris Ray	Community Volunteer	Voting
Mr. Jody Roberts	JMR Investments	Voting
Mr. Grant Smothers	Zwaneberg Food Group, Inc.	Voting
Mr. James Stansell Jr.	Stansell Electric	Voting
Mr. Frank Wade	Retired, AssuredPartners	Voting
Mr. Paul Wilson	First Fleet, Inc.	Voting

Board Demographics - Ethnicity

African American/Black	0
Asian American/Pacific Islander	0
Caucasian	25
Hispanic/Latino	0
Native American/American Indian	0
Other	0

Board Demographics - Gender

Male	19
Female	6
Unspecified	0

Governance

Board Term Lengths	3.00
Board Term Limits	0
Board Meeting Attendance	75%
Does the Organization have written Board Selection Criteria?	Yes
Does the Organization have a Written Conflict of Interest Policy?	Yes
Percentage Making Monetary Contributions	100%
Percentage Of Board Members Making In Kind Contributions	0%
Does the Board include Client Representation?	Yes
Number of Full Board Meetings Annually	4

Standing Committees

Executive
Finance
Personnel
Endowment
Building
Program
Development / Fund Raising
Nominating
Marketing
Other

Risk Provisions

See Management and Governance Comments

CEO/Executive Director/Board Comments

Cumberland Heights' Board of Directors is composed of talented and committed business professionals, business owners and community volunteers. They bring a breadth of knowledge and expertise to the organization, and most of all a passion for the mission of Cumberland Heights. The Board of Directors meets quarterly. Much of the work of the Board is fulfilled by active committees, such as Executive, Finance, Development, Endowment, Marketing, Nominating, Personnel, and Buildings and Grounds. We are fortunate to have a Board of Directors whose passion for our mission is evident in their generous contributions of time, talent and resources.

Management

Executive Director

Email

Mr. Jay Crosson

Jay_Crosson@cumberlandheights.org

Term Start

May 2015

Jay's Experience: Jay Crosson began his career with Cumberland Heights in 1993 and accepted his role as Chief Financial Officer in 2011. In May 2015, Jay was named CEO concluding a six month search. Jay has served Cumberland Heights in many capacities during his tenure. Previous to becoming CFO, Jay was Director of Patient Accounting. He has also worked as Admissions and Accounts Receivable Manager and Director of Admissions and Accounts Receivable during his career at Cumberland Heights. While earning his MBA, Jay had a focus in business negotiation and mediation, which led him to become a State Supreme Court mediator for civil issues. Jay is a Nashville native and graduate of MTSU. He earned his MBA from Belmont University.

Staff

Number of Full Time Staff	325
Number of Part Time Staff	74
Volunteers	275
Contractors	10
Staff Retention Rate	80%

Plans & Policies

Fundraising Plan?	Yes
Strategic Plan?	Yes
Years Strategic Plan Considers	2
When Strategic Plan Adopted?	December 2018
Management Succession Plan?	Yes
Policy and Procedures Plan?	Yes
Nondiscrimination Policy?	Yes
Whistle Blower Policy?	
Document Destruction Policy?	

Senior Staff

Name

Nicholas Hayes
Butch Glover
Chapman Sledge
Cinde Freeman
Jay Crosson
Kathryn Mastin
Cindy Patterson
Randal Lea

Title

Chief Science Officer
Chief Operations Officer
Chief Medical Officer
Chief Clinical Officer
Chief Executive Officer
Chief Human Resources Officer
Chief Development & Marketing Officer
Chief Community Recovery Officer

Formal Evaluations

Is there a formal evaluation for...		Frequency
CEO/Executive Director	Yes	Annually
Senior Management	Yes	Annually
Non-Management	Yes	Annually

Affiliations

Affiliation	Year
National Association of Addiction Treatment Providers (NAATP)	2002

Awards

Award/Recognition	Organization	Year
Aetna Institute of Quality, Substance Abuse Program Board of Directors	Aetna	2017
Largest Provider of Addiction Treatment	National Association of Addiction Treatment Providers	2006
One of the Top 8 Treatment Centers in the Country	Nashville Business Journal	2006
	Partnership for Recovery	2006

Financials

Financials

Fiscal Year Start

01/01/2024

Fiscal Year End

12/31/2024

Projected Revenue

\$43,381,046.00

Projected Expenses

\$41,880,125.00

Detailed Financials

Revenue and Expenses

Fiscal Year	2023	2022	2021
Total Revenue		\$35,768,848.00	\$35,779,287.00
Total Expenses		\$34,004,185.00	\$31,904,114.00
Revenue Less Expense	(\$-0.00)	\$1,764,663.00	\$3,875,173.00

Revenue Sources

Fiscal Year	2023	2022	2021
Foundation and Corporation Contributions		\$0.00	\$0.00

Government - Federal		\$0.00	\$0.00
Government - State		\$0.00	\$0.00
Government - Local		\$0.00	\$0.00
Government - Unspecified		\$0.00	\$0.00
Individual Contributions		\$1,402,596.00	\$1,791,994.00
Indirect Public Support		\$0.00	\$0.00
Earned Revenue		\$33,274,541.00	\$32,937,707.00
Investment Income, Net of Losses		\$162,643.00	\$163,925.00
Membership Dues		\$0.00	\$0.00
Special Events		\$339,190.00	\$356,393.00
Revenue In-Kind		\$73,136.00	\$139,488.00
Other		\$516,742.00	\$389,780.00

Expense Allocation

Fiscal Year	2023	2022	2021
Program Expense		\$23,300,551.00	\$22,547,636.00
Administrative Expense		\$10,188,815.00	\$8,994,028.00
Fundraising Expense		\$514,819.00	\$362,450.00
Total Revenue/Total Expenses		105%	112%
Program Expense/Total Expenses		69%	71%
Fundraising Expense/Contributed Revenue		2%	1%

Top Funding Sources

Fiscal Year	2023	2022	2021
Top Funding Source & Dollar Amount	\$0.00	Program Revenue - \$33,274,541.00	Program Revenue - \$32,937,707.00

Second Highest Funding Source & Dollar Amount	\$0.00	Contributions, Gifts, and Grants - \$1,402,596.00	Contributions, Gifts, Grants - \$1,791,994.00
Third Highest Funding Source & Dollar Amount	\$0.00	Other Revenue - \$516,742.00	Fundraising Events - \$356,393.00

Assets and Liabilities

Fiscal Year	2023	2022	2021
Total Assets		\$59,711,020.00	\$58,884,301.00
Current Assets		\$17,208,761.00	\$17,289,599.00
Long-Term Liabilities		\$4,854,046.00	\$4,583,333.00
Current Liabilities		\$1,645,436.00	\$1,791,600.00
Total Net Assets		\$53,211,538.00	\$52,509,368.00

Endowment Info

Do you have an endowment?

Yes

Endowment Value

\$6,177,735.00

Spending Policy

Percentage

Percentage (if selected)

4%

Capital Campaign Info

Currently in a Capital Campaign?

Yes

Solicitation Permit Info

State Charitable Solicitations

Permit

Yes

CEO/Executive Director/Board Comments

Cumberland Heights is a nationally recognized treatment center with a reputation for providing top quality care in a cost effective manner. Sadly, many people who are in need of our services do not have insurance or the personal resources to cover the costs. Fortunately, many patients and families are helped by community donors and foundations that provide financial aid through the Patient Assistance Fund. Adolescent treatment is further aided by

the John Hiatt Fund and the benefit concert for Cumberland Heights. In addition to those patients and families who are helped through donations to our Patient Assistance Fund, Cumberland Heights provides a substantial amount of unreimbursed care to those deserving individuals who want and need our help. Traditionally, the donor community and alumni base have helped Cumberland Heights maintain and expand its campus to meet the growing needs of our mission and the community through capital projects.