

*Suicide
Prevention*

Technology

*Crisis
Hotline*

*Crisis
Intervention*

*Community-
Wide
Trainings*

Telehealth

BHR

Behavioral Health Response

Report to the Community

July 1, 2018 to June 30, 2019



*We Care,
We Listen,
We Respond...*
24 HOURS A DAY



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Welcome to Our Report to the Community

BHR ensures compassionate and immediate barrier-free access to behavioral health care.

We are pleased to share BHR's 2019 edition of our Report to the Community with our partners and friends. The strength of our organization is rooted in the quality and dedication of our board, staff and the unflagging support of our partners who support our mission. It is because of this incredible team that we are advancing the field of behavioral health.

Our year was comprised of growth and innovation. We continue to expand our reach through telehealth, our Virtual-Mobile Crisis Intervention Program continues to add partners, and we facilitated more mental health trainings in our community. Our trained clinicians offer expert support when answering our crisis hotline 24/7, 365 days a year, which received over an 11 percent increase of calls.

We are proud of our accomplishment and recognize much work lies ahead. We will continue to leverage technology and incorporate new knowledge into our everyday practice, so we can effectively continue to be at the forefront of the behavioral health care landscape. We will also strive to ensure all people receive barrier-free access to mental care in the eastern region of Missouri (and beyond). Above all, we will remain steadfast in our core beliefs of treating everyone with dignity, respect, excellence and compassionate care.



Margo Pigg
Board Chair



Pat Coleman
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2019 at a Glance

Continuing to rise each year, BHR has seen yet another increase in its crisis hotline calls. Our crisis hotline received **11 percent** more calls than FY18.

Our highly trained and educated behavioral health clinicians answer each call within 30 seconds and provide a customized clinical intake/assessment to determine the best care possible.

CRISIS HOTLINE CALLS
BHR Received
84,501 Calls on Its
24-hour Crisis Hotline

TOTAL CALL VOLUME
BHR Received
210,752 Calls

MOBILE OUTREACH

When a crises caller would benefit from a higher level of assistance, mobile outreach care is dispatched. A trained clinician visits a caller's residence or local agency to personally meet with the individual to make a crisis assessment and recommendations for care.

BHR Provided:

2,416 outreaches to the community

985 outreaches to youth crisis hotlines

1,124 outreaches to hospitals

"The iPad and Mobile Outreach Programs have helped police officers quickly and safely get community members in crisis the help they need without being transported to the hospital. We simply couldn't get it done as easily without the help and experience from BHR."

~ Sergeant Gary Robertson
St. Louis County Police Department
Division of Special Operations
Supervisor, Crisis Intervention Unit

"In July, Akeela rolled out BHR's Telehealth integrated assessment services for our Ketchikan and Anchorage locations. We have been more than pleased with their level of calibration and collaboration through implementation and "go live." We have seen an immediate impact on our wait times for our assessments and our show rates. Our wait times have gone down and our show rates have gone up, getting folks into treatment faster. We appreciate the support of BHR."

~ Courtney Donovan, Ph.D.
CEO
Akeela, Inc.

We Save Lives

TELEHEALTH

Our telehealth services are growing rapidly. Over the past two years, BHR has worked with Missouri Baptist Medical Center to integrate telehealth services into our Behavioral Health Support Services Program. Emergency department (ED) staff can request either a telehealth or face-to-face response based on clinical necessity. In February 2019, BHR and Missouri Baptist Medical Center worked to increase utilization of the telehealth response. By the end of our fiscal year, over 80 percent of ED assessments were completed via telehealth with an average response time in less than 35 minutes.

Currently, BHR conducts telehealth services in:

Eight hospitals

Four community mental health centers

Four states: Alaska, Missouri, New Hampshire and New Mexico

Four time zones

NEW PARTNERS IN ALASKA AND MANAGED CARE

We added two clinical contract services in Alaska, Denali Family Services and Akeela, Inc., to help maintain high-quality care and cost efficiencies. Mental health support includes, but not limited to, 24/7 crisis texting with clinicians and utilization review. BHR also provides these type of services to similar organizations in Missouri, Nevada, Texas and Washington.



COMMUNITY TRAININGS

We conducted **431 mental health trainings** throughout eastern region of Missouri to help equip individuals manage adults or adolescents experiencing a mental health crisis.

Suicide Prevention Collaborative Care Model

BHR Receives Competitive Grant for Zero Suicide Project

BHR was awarded a \$1,150,000 five-year grant through the Missouri Department of Mental Health as part of a Substance Abuse and Mental Health Services Administration (SAMHSA) Zero Suicide Grant. **Missouri was one of only five states to receive this special grant.**

We utilized \$230,000 of the funding to embed a team of Suicide Prevention Clinicians at local hospitals to increase the community's access to evidence-based suicide intervention. Our three clinicians are trained in the Collaborative Assessment and Management of Suicidality (CAMS), Counseling on Access to Lethal Means and Caring Follow-Up services.

One clinician is on the inpatient units at Mercy Hospital St. Louis and another placed at Barnes Jewish Emergency Department. BHR's third clinician managed care coordination and follow-up to the more than 200 patients seen over the last nine months.

Patients referred to this specialized program receive:

- A CAMS intervention
- Support in discharge planning
- Ongoing follow-up for six months including additional support, CAMS booster sessions and active care coordination

The lifesaving program has been well received by patients and hospitals, with multiple requests for additional clinicians at other sites.

"Our BHR partnership with the Suicide Prevention Clinician has assisted numerous patients and their families not only during their hospitalization but after discharge. The clinician has provided additional resources to the patient promoting recovery and healing. The Zero Suicide Program is an extremely valuable program to our inpatient team and truly reducing preventable loss of life."

~ Jaclyn Hugo
Manager of Clinical Services
Mercy Hospital St. Louis



BHR's Suicide Prevention Clinician Halston Hutchison partners with patients at Mercy Behavioral Health to discuss his/her mental health and support resources to help them remain safe.

Collaborative Impact

BHR and BHN Partner to Strengthen Mental Health Access and Services

BHR and Behavioral Health Network of Greater St. Louis (BHN) forged efforts to help provide enhanced mental health care access throughout the eastern region of Missouri. This effective collaboration allows for a better safety-net system of care encompassing concerns at all levels of severity and points on the service continuum throughout the life-course of youth and adults.

The strategic partnership focuses on services to the uninsured and underinsured residents of seven Missouri counties: St. Louis City and County, Jefferson, St. Charles, Franklin, Warren and Lincoln.

BHR collaborates with BHN with the following services:

- Emergency room enhancement (ERE)
- Youth ERE enhancement expansion
- Bridges to Care and Recovery
- Peer resources and engagement for women (PREP) perinatal initiative
- Engaging patients in care coordination (EPICC) opioid overdose response project
- Missouri child psychiatry access project (MO-CPAP)



BHN staff are dedicated to developing an accessible and coordinated system of behavioral health care throughout the eastern region of Missouri.



Putting a Spotlight on Our Follow-up Care Coordinators

Follow-up Care Supports Patient's Health Journey and Saves Lives

Our Follow-Up Care Coordinators provide ongoing support to clients within 48 hours across the eastern region of Missouri. Services include follow-up phone calls, linkage and referral, care coordination and supportive counseling to improve health outcomes and avert ED admissions. Each coordinator is a trained counselor or social worker with a master's degree.

Our Follow-up Care Coordinators are familiar with local resources and service providers and build relationships with community agencies to ensure clients will have access to the services they need in a timely manner.

They help clients navigate what can sometimes be a complicated system to obtain needed support by making calls with clients and advocating for their needs.

"My client was fully connected to mental health resources but in need of rent assistance. They were faced with eviction. During follow-up, I witnessed great motivation from my client, who was checking off accomplishments weekly. I asked the client to visit St. Patrick Center and speak to someone directly.

St. Patrick Center did an assessment, and the following week the client received \$1,800 for their unpaid rent along with rent payment for the upcoming month. The client was extremely thankful for BHR's support for providing additional resources to help them maintain their well-being."

~ BHR Follow-up Coordinator

"My youth client, with Autism spectrum disorder, had daily meltdowns and police were dispatched weekly, often admitting my client to the hospital. By end of follow-up, my client was connected to appropriate services and enrolled in a school better equipped to manage behavioral issues.

My client's parent was incredibly grateful for BHR's support, this time crying tears of joy as her child was doing well and linked to the right resources."

~ BHR Follow-up Coordinator

Follow-up care
has the potential
to reduce hospital
readmissions
and additional
emergency
department visits.



BHR follow-up coordinators enjoy time together with a team-building activity.

"This case represents the positive impact when everyone works together for the welfare of the client and community.

A school counselor initiated a phone call to our crisis line after a high-school student reported a fellow student expressed thoughts of wanting to take her life.

The school counselor spoke with the client who reported thoughts of suicide. The counselor also contacted the client's parents who agreed to professional outreach for their child. The counselor worked weekly with the client to identify coping skills for her anxiety. The client was also connected to a psychiatrist."

~ BHR Follow-up Coordinator

"The client worked with BHR after a referral by a health care worker who had concerns for the client's safety. The client was in crisis and at risk of suicide. The client had an extensive mental health history including hospitalizations, anxiety, bipolar, schizophrenia and violent behaviors towards others.

With help from BHR, the client developed a safety plan and connected to appropriate resources. Rather than return to past behaviors, the client has stabilized and begun to improve due to quick intervention and services. The client started medications, after a decade of not using them, and has felt immediate relief from his anxieties. The client acknowledges his mental health improvement and is grateful for BHR's assistance. "

~ BHR Follow-up Coordinator

The Power of Partnerships

Offering Mental Health Trainings to Our Community

We provided numerous mental health care trainings to help first responders, teachers, nonprofits, businesses and other community members be equipped to handle individuals who experience a mental health challenge or crisis. Here's just a sample of our trainings.



Community Relations Manager Holly Nemec (pictured) and Community Engagement Liaison Tara Stevens co-presented "Trauma Informed Care and Establishing Safety: Building Trauma Sensitive Spaces" for Ready By 21, a nonprofit that helps youth grow and succeed.



Community Relations Manager Holly Nemec provided a trauma-informed training to law enforcement for Great Rivers CIT (Crisis Intervention Team) Council, a state collaboration of law enforcement and the community dedicated to helping individuals with behavioral health disorders.



Community Relations Manager Holly Nemec and Community Engagement Liaison Tara Stevens (pictured) co-presented on trauma-informed care for Every Child's Hope, a nonprofit partnering with the community to assist children, youth and their families in their individual quest for health and wholeness through quality, faithful, professional services.

Financials

July 1, 2018 – June 30, 2019

FINANCIAL SUMMARY

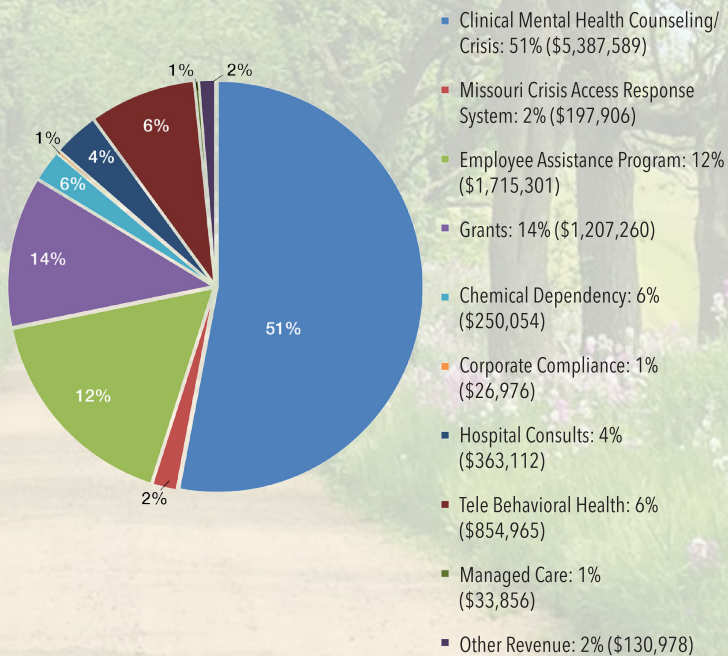
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REVENUE

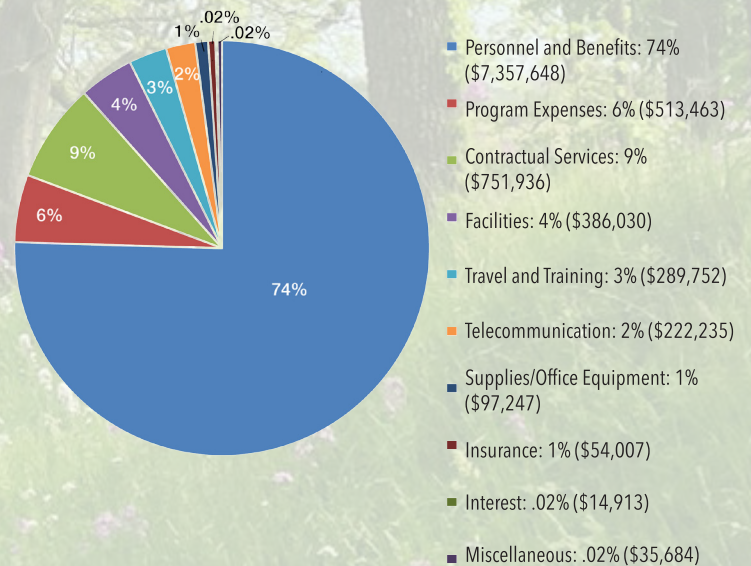
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EXPENSES

REVENUE



EXPENSES



Respect

Excellence

Accessibility

**OUR
CORE
VALUES**

Integrity