



BHR

Behavioral Health Response

FY18 ANNUAL REPORT

July 1, 2017 to June 30, 2018





***BHR ensures
compassionate
and immediate
barrier free access
to behavioral
healthcare.***



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A LETTER FROM THE BOARD CHAIR AND PRESIDENT/CEO

Dear Friends and Partners,

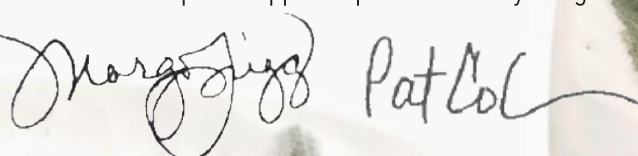
BHR meets its mission by ensuring 24/7/365 barrier-free behavioral health services by trained behavioral health experts. Unfortunately, significant disparities exist in mental healthcare access among racial and ethnic groups such as those with a sexual orientation different than the general population and people with disabilities.

In Missouri, one in ten adults has a serious mental illness, and 40 percent of those adults go without treatment. Missouri also has the second highest suicide rate in the Midwest. When viewed through a health disparities lens, these statistics are significantly worse.

We're working hard to remove barriers to mental healthcare access for the underserved population including racial groups in rural and urban communities in the eastern region of Missouri. As you read our Annual Report, you'll see the impact we've made with our programs and services to ensure evidence-based, high-quality and readily accessible care is offered to all who need us regardless of their financial circumstances.

Together, with our committed board and partners, BHR strives to reach more people in the delivery of access / crisis intervention in Missouri's eastern region and beyond. It is our unyielding goal to be in a world where all people are empowered to receive essential help and support to promote healthy living.

Sincerely,



Margo Pigg
Board Chair

Pat Coleman
President & CEO



2018: BY THE NUMBERS

CRISIS HOT LINE CALLS
BHR Answered
75,114 Calls on Its
24-hour Crisis Hot Line

TOTAL CALL VOLUME
BHR Received
316,309 Calls

Over the past several years, BHR has seen an increase in its Crisis Hot Line Calls. FY18 is no different. Our crisis hot line received **3 percent** more calls than FY17.

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.

***We Care, We Listen
We Respond...
24 Hours A Day***

MOBILE OUTREACH

BHR Responded to
1,317 Clients
via Mobile Outreach

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

MANAGED CARE

BHR expanded its behavioral health care with managed care organizations in **4 states, Missouri, Texas, Washington and Nevada**, providing clinical contact services such as 24/7 crisis texting with clinicians and utilization review, a critical evaluation to maintain high-quality care and cost efficiency.

TELEHEALTH

BHR's telehealth services grew by nearly **200 percent from 789 patients in FY17 to 2,411 patients in FY18**. BHR's solution for emergency departments in need of behavioral health assessment and triage has driven telehealth growth.

TRAININGS

BHR Conducted **over 300 mental health trainings** throughout the eastern region of Missouri to help equip individuals manage adults or adolescents experiencing a mental health challenge or crisis.

PROGRAM HIGHLIGHT

BHR and Missouri Baptist Medical Center Partner to Enhance Patient Care

With behavioral health emergency department (ED) visits on the rise and to better manage patient care, Missouri Baptist Medical Center sought a partnership with BHR to provide face-to-face mental health care for patients in the ED and acute care units as well as via telehealth.

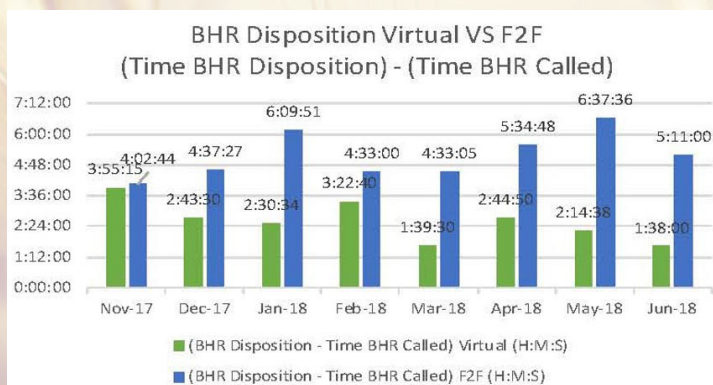
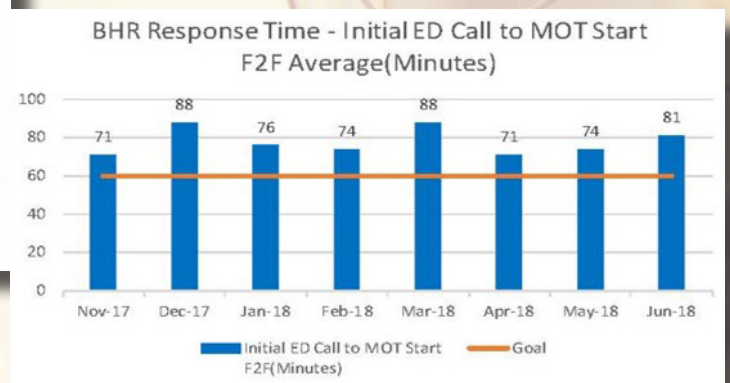
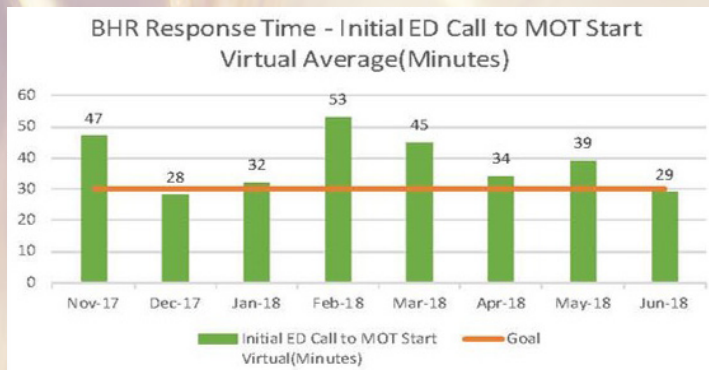
BHR's mobile outreach team offers an array of comprehensive behavioral health services from ED care assessments to creating patient care plans, 24/7 psychiatric placement assistance, assisting staff during patient stay and discharge safety planning. The pilot program has proven to be successful, resulting in a lasting relationship between BHR and Missouri Baptist Medical Center.



"Missouri Baptist Medical Center in collaboration with Behavioral Health Response are leading a BJC pilot to improve the overall care, experience and support of patients experiencing a behavioral crisis. As a result of this collaboration, our patients have more immediate access to skilled behavioral professionals via tele-assessment, behavioral crisis plans/care plans, continuous placement for acute psychiatric transfer and continuum of care through community resources and follow-up."

Carol Boehm, RN, ACM, CPC
Clinical/Financial Integration

Pictured from top row, left to right: Angie Reno, BHR, Michelle Glowczwskie, BHR, Carol Boehm, Missouri Baptist Medical Center; Bottom left to right: Carol Johnson and Shannon Beirne, Missouri Baptist Medical Center.



Successes

- Telehealth format reduced assessment start time by 50 percent
- BHR conducted most of its ED assessments via telehealth by summer 2018
- BHR staff utilized and well received by hospital staff into acute units
- Need for psychiatric consultations in acute units decreased by nearly 50 percent
- High level patient satisfaction
- BHR staff documenting in BJC electronic health care records
- BJC virtual care team ruled pilot project successful, removed pilot status and listed the BHR's behavioral health support services as a sustainable operations practice



PROGRAMS AND SERVICES

Crisis Hotline

BHR's Crisis Hotline provides free, confidential counseling 24 hours a day, 365 days a year to anyone living in Missouri's eastern region.

Mobile Outreach Services

BHR offers mobile outreach care when crisis callers would benefit from a higher level of assistance. Qualified, trained professionals visit a caller's residence or local agency to meet face to face and complete a crisis assessment, making recommendations for care. Follow-up services are provided to help facilitate a caller's connection to care programs.

St. Louis County, St. Louis City, St. Charles County and Franklin County Youth Connection Helplines

The Youth Connection Helplines provides a one-stop access point to youth 19 years and younger to receive help if feeling unsafe, contemplating running away or facing a personal problem any time day or night. Youth can call the Helpline or go to the nearest Safe Place site for "Safe Place Help." BHR's staff assesses the situation, offers counseling, transportation or other resources.

Follow-Up Program

Eligible crisis callers receive a follow-up call within 48 hours by a Follow-up coordinator who continues to ensure support, safety and assistance with referrals and/or follow-up until the crisis is resolved or linked to other services.

Zero Suicide

This initiative promotes the tenant that suicide is 100 percent preventable for individuals who are receiving health care services. It's a set of tools, structure and mindset of doing everything possible to prevent suicide. The program recognizes a need for a strong commitment from leadership and seeks input and investment from all agency employees in finding ways to systematically improve suicide prevention services.

Trauma Informed Care

This care recognizes the widespread impact of trauma and implements potential paths of recovery.

Mental Health Care Trainings

BHR offers a variety of free mental health care trainings to help community residents be equipped to handle adults or adolescents who are experiencing a mental health challenge or crisis.

Telehealth

BHR's telehealth services provide 24/7 on-demand and scheduled assessment services. Consumers meet with our master's level mental health clinicians via HIPAA compliant telehealth platform. Within emergency departments, BHR provides on-demand mental health and substance use assessments, diagnosis, care management plan, continuous bed placement and follow-up care coordination post-discharge. BHR's E-clinician team complete scheduled integrated mental health and substance use assessments, which conclude with treatment planning and level of care placement recommendations for ongoing services.

**1 in 5 youth under 18 has a
mental illness**

**1 in 4 adults has a
mental illness**

PROGRAM HIGHLIGHT

BHR's iPad Project Expands Services to St. Charles County Ambulance District

BHR has forged a partnership with St. Charles County Ambulance District (SCCAD) to provide critical, convenient access to mental health care. Coined the "iPad Project," a SCCAD first responder can contact a BHR clinician via FaceTime 24/7 by iPad to provide real-time counseling to the individual in crisis. If additional assistance is needed, BHR mobile outreach staff is dispatched to provide on-site support and assessment.

This virtual connection offers first responders critical assistance from behavioral care experts, helping them manage difficult calls when faced with an individual in a mental crisis. The service also enhances community safety and seeks to reduce the reliance of emergency department visits. Additionally, the iPad Project allows SCCAD to be more efficient and productive, so they can respond to other calls in a timely manner.

BHR provides this specialized support to St. Louis County Police as well. The innovative program has experienced great success and continues to provide increased behavioral health care access to support first responders when in need.

"Our innovative collaboration with BHR has enabled paramedics to connect patients to the right provider, at the right time, for the right cost. This valuable partnership has enabled us to pair individuals in need of assistance with an appropriate resource from the comfort of their home, leading to improved patient satisfaction."

Dave Lewis

Assistant Chief

St. Charles County Ambulance District



St. Charles County Ambulance District Paramedic Russ Allen and Patient Account Representative Angie Scanlon who is playing the role of a patient, conduct a practice call to a BHR clinician via iPad.

RECOGNITIONS

Dr. Bart Andrews Receives New Title, Expands Role

With nearly 20 years at BHR, Dr. Bart Andrews is a mental health expert in many areas including suicide prevention and telehealth. With his new title as vice president of telehealth and home/community services, Dr. Andrews offers the added expertise to improve mental health access and manage patient care via telehealth. He also helps forge community partnerships to increase care access and reduce emergency department visits.



Mental Health America – Eastern Region Adds Angela Tate to Its Board

As Vice President of Operations, Angela Tate began her BHR career 11 years ago as a phone clinician. Tate is also a licensed counselor. She has the experience and education to have what it takes to serve on the Mental Health America – Eastern Region board, which is affiliated with Mental Health America, the oldest and largest volunteer movement in the country concerned with mental health and mental illness. It is BHR's goal to partner with likeminded agencies that advocate and improve access as well as help create better legislation on mental health issues.

Mandy Bowlin, MSW, LCSW

BHR congratulates Mandy Bowlin, MSW, LCSW, clinical manager, for successfully completing the FOCUS Impact Fellows ten-month leadership program. Mandy and her cohort focused on the St. Louis region's healthcare safety net, examined through the lens of racial equity. She and her class helped address systematic needs via a self-designed sustainable project. BHR invests in its employees by offering various leadership development opportunities to rising leaders in preparation for future roles within its organization.



EVENTS

BHR Hosts Suicide Documentary, Advocates for Mental Health

BHR along with Mental Health America of Eastern Missouri, Behavioral Health Network and National Alliance on Mental Illness partnered to host the sold-out event, *Suicide: The Ripple Effect* in May at a local theatre.

Suicide: The Ripple Effect is a documentary film and focuses on the devastating effects of suicide and the positive ripple effects of advocacy, inspiration and hope that are helping millions heal and stay alive.

The powerful film chronicles the story of Kevin Hines, who at age 19 attempted to take his life by jumping from the Golden Gate Bridge. Since then, Hines has been on a mission to use his story to help others find recovery and stay alive. Following the film, Hines hosted a discussion.



Mental Health Trainings

BHR's Community Relations Department, led by Community Relations Manager Holly Nemec, provided more than 300 trauma-informed trainings to the Missouri eastern region community including law enforcement and school districts.

Its Suicide Awareness and Prevention trainings for educators and middle/high school youth meet the Department of Elementary and Secondary Education annual training requirements for staff. BHR also provided emotional regulation and trauma awareness trainings to youth and adults to increase the community's understanding of how individuals' emotional wellness, social health and physical health are impacted by trauma throughout the lifespan. Additionally, BHR presented to CIT (Crisis Intervention Team) International in Fort Lauderdale, Florida in August to provide important training.



BHR's Trauma-Informed Care Programs Give Employees Relief, Puts a Priority on Self-Care in the Workplace

"I enjoy the tranquility room because it is quiet and allows a temporary break from the difficult job we do here."

Kelsey Schmidt
Crisis Intervention Clinician

"I enjoy the tranquility room because it provides me with time to reflect and process through my day of saving lives."

Amy Quade
Clinical Manager

BHR understands workplace stress exists and comes with every job. BHR also recognizes the amount of stress of working in behavioral health and human services can take its toll.

"Our employees are our greatest asset, and because of the work they do every day – often dealing with trauma – we know it's crucial to provide programs and services for our team that give them the opportunity to take a break, unwind and focus on their own well-being," said BHR President and CEO Pat Coleman.

BHR's Trauma-Informed Care initiatives, an organizational structure and treatment framework that involves understanding, recognizing and responding to the effects of all types of trauma, plays an essential role in caring for its employees.

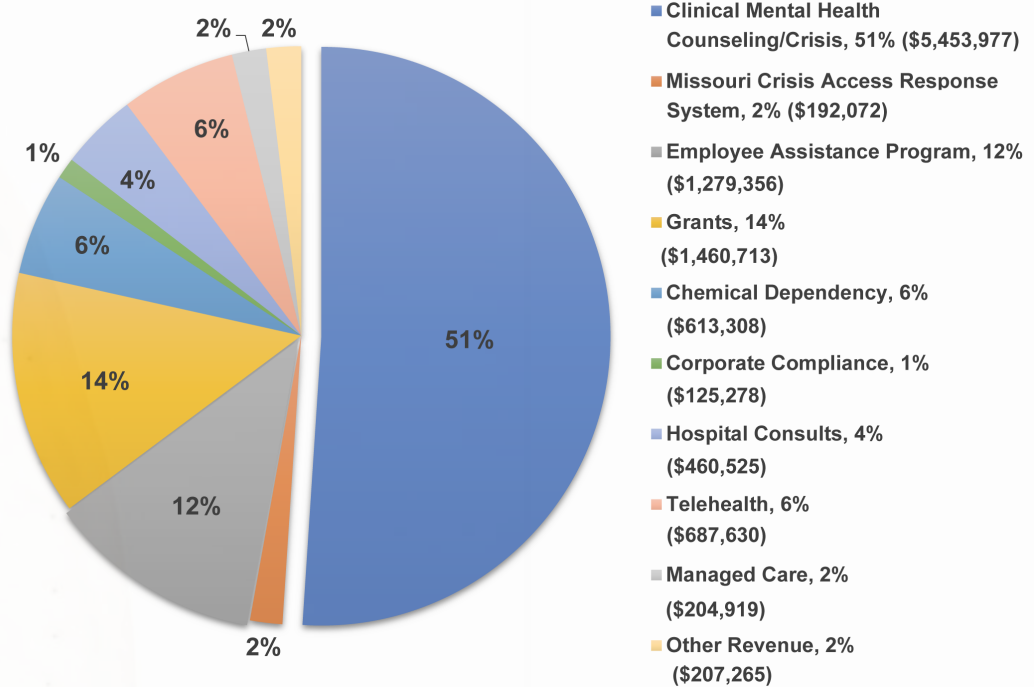
BHR developed the following programs and services for its employees and encourages all organizations to create a similar self-care program.

- "Tranquility Room" to de-stress
- Trauma-Informed Care newsletter, called Tranquility, allows staff an opportunity to share their own lived experience with trauma
- Quarterly visits to BHR's contact center from the organization Furry Friends, (Research shows pets help reduce the negative impact of stress.)

FINANCIALS

FY18 July 1, 2017-June 30,2018

Revenue
\$10,685,043



Expenses
\$10,429,645

