

A close-up photograph of two young women smiling and hugging. The woman on the left has freckles and is wearing a blue and orange garment. The woman on the right is wearing a blue and white patterned garment. The background is dark and out of focus.

BHR

Behavioral Health Response



Celebrating 25 years
of inspiring hope and saving lives

Advancing the Field of Mental Health

Annual Report

July 1, 2019 - June 30, 2020

Celebrating 25 Years of Saving Lives

Behavioral health Response (BHR) was founded in 1994 when mental health crisis call center leaders of the city of St. Louis and counties of St. Louis, St. Charles, Franklin, Jefferson, Lincoln, Warren, Iron, St. Francois and Washington came together to discuss the need to form a hub for an Access Crisis Intervention System. The birth of BHR's Crisis hotline became the single source access to help those in mental health distress.

Today, BHR not only continues to serve as the crisis hotline "center" for the region of eastern Missouri, it has grown its services and forged partnerships to ensure greater awareness, resources, and support on behalf of all people affected by mental illness.

Over a quarter of a century ago there was recognition that the behavioral health system of care in the region was broken. People needed to have immediate crisis needs addressed and access to the most appropriate and timely behavioral health services. The leaders of our regional CMHCs pooled their funding and created Behavioral Health Response. BHR has far exceeded our expectations and become the essential hub of our behavioral health service system. Congratulations, BHR!

*Karl Wilson, Ph.D.,
BHR Co-founder and First Board Chair*

**We care. We listen.
We respond.
24 HOURS A DAY**



BOARD OF DIRECTORS

July 1, 2019 – June 30, 2020

Barbi Karl - Chairperson

BJC Behavioral Health Services

Lara Pennington - Secretary/Treasurer*

Anthropedia

Rachael Bersdale

COMTREA

Teresa Brandon

Amanda Luckett Murphy Hopewell Center

Laura Heebner*

Compass Health Network

Katrina McDonald

Compass Health Network

Joe Yancey*

People for Places

*Finance and Audit Committee Member

EXECUTIVE TEAM

Pat Coleman - President & CEO

Tiffany Lacy Clark - Chief Operating Officer

Bart Andrews, Ph.D. - Chief Clinical Officer

Carisa Hill - Chief Financial Officer

ADVISORY BOARD

Russ Allen

St. Charles County Ambulance District

Tim Amato

SSM Health

Rose Beavers-Jackson

Behavioral Health Network of Greater St. Louis

Kyle Dooley

NAMI St. Louis

Dawn Franzen

The Lead School

Toni Jordan

Let's Start

Sergeant Sally Panzer

Metropolitan Police Department – City of St. Louis

Ed Riedel

Missouri Institute of Mental Health

Julie Sehnert

The Aviary Recovery Center

Surilla Shaw

Saint Louis Public Schools

Christi Syberg

Criminal Justice Ministries (CJM)

Deputy Sierra Turley

Lincoln County Sheriff's Office

A Message from Our Board Chair and President/CEO

Behavioral Health Response (BHR) is proudly celebrating its 25th anniversary, and we are delighted to share our work with you in our Annual Report. It highlights our accomplishments, core programs, and new initiative as we leap into our next quarter century.

Since our founding in 1994, we have stayed true to our mission: providing compassionate, barrier-free access to mental health care for individuals in the Eastern region of Missouri. We have worked hard to expand and implement more programs and services and have forged strong partnerships to better support our communities.

Research shows that one of every five people in our country is living with a mental health condition, and it is likely we all know someone, a relative, co-worker, friend, or neighbor who is dealing with a mental health disorder.

Mental health does not discriminate; it affects all people irrespective of race, gender, ethnicity, socioeconomic status, or sexual orientation. Yet, today there exists disparities in access, diagnosis, and treatment for the disadvantaged. Everyone deserves access to quality mental health care, and it is our unyielding goal to ensure this happens.

BHR is fortunate to have such a committed and passionate board and team who recognize the hard work that lies ahead yet are excited to break through the barriers to reach more people and serve more people who need us most. Our milestone year challenges us to be better and do better for years to come.



Barbi Karl
Board Chair



Pat Coleman
President & CEO

By the Numbers

Over the last fiscal year, our crisis hotline experienced an 11 percent increase in crisis calls. The COVID-19 pandemic generated many calls due to increased anxiety and other mental health concerns.

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



CRISIS HOTLINE CALLS
BHR Received
94,213 Calls on Its
24-hour Crisis Hotline

TOTAL CALL VOLUME
BHR Received
239,920 Calls

Mobile Outreach

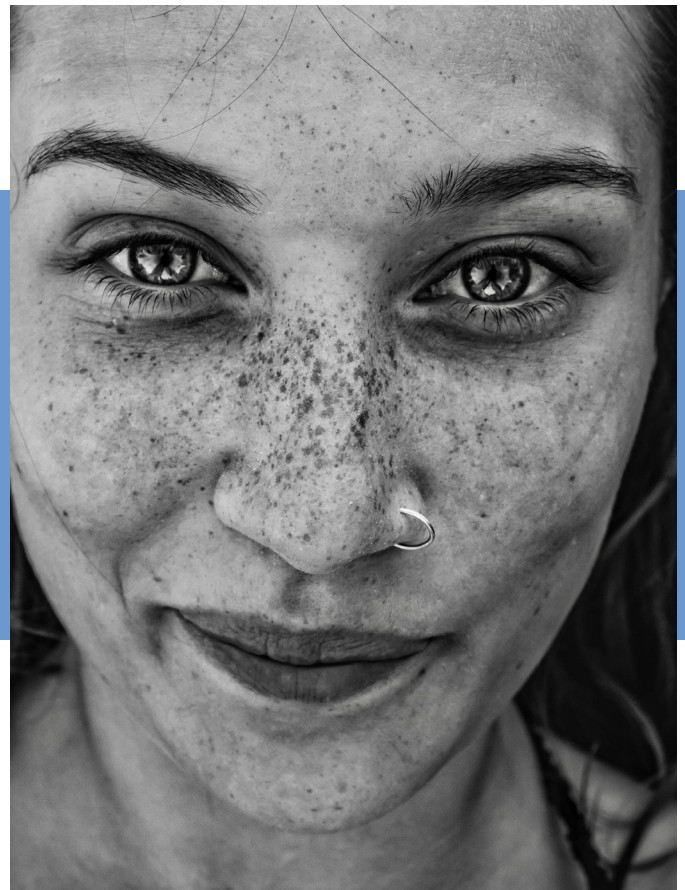
When a crises caller would benefit from a higher level of assistance, mobile outreach care is dispatched. An experienced clinician visits a caller's residence or local agency to personally meet with the individual to make a crisis assessment and recommendations for care.

BHR Responded to:

1,318 outreaches from Department of Mental Health

1,068 outreaches from hospitals in Eastern Missouri

692 outreaches from Youth Crisis Lines



New Partnerships

- Residential Youth Services: Crisis line and telehealth for state of Alaska
- State of Alaska: Responder Relief Line
- AllOne Health Resource: Employee Assistance Program (EAP): Headquartered in Pennsylvania, BHR provides its EAP to their employees throughout the country
- Expanded telehealth assessments in the emergency department at St. Luke's Hospital
- Added Alaska Responders Relief Line and ongoing telehealth counseling program



BHR conducted **366 mental health trainings** reaching **4,594 adults** and **3,702 youth** throughout Eastern Missouri to help equip first responders, teachers, and others manage adults or adolescents experiencing a mental health challenge or crisis.

BHR participated in **23 resource fairs** throughout the St. Louis community, sharing information and offering mental health services.

Mental Health Training



Shining a Light on Our Crisis Hotline

An adult calls the crisis hotline with no other place to turn. The caller expresses fear, helplessness, and hopelessness. He/she lost their job due to COVID-19 and is in physical and financial distress. He/she faces eviction and homelessness for the first time.

A parent calls the hotline to request a mental health evaluation for a child who is experiencing changes in mood/behaviors (depressed, withdrawn, sleeping more/less, increasingly irritable, anxious/panicked, academic problems, increasing aggression, and/or voicing thoughts of suicide.)

A youth calls or texts the hotline voicing concerns for a friend who is posting suicidal comments on social media. Caller is worried and seeks help.

These are a few of the type of calls BHR crisis intervention clinicians (CIC) receive 24/7, 365 days of the year. With nearly 70 CIC on staff, their mission remains the same: to ensure compassionate and barrier-free access to behavioral health care.

Our CICs come highly trained, each with a master's degree in social work, psychology, counseling, or related field. Many are licensed and have additional certifications. Along with their technical background, BHR CICs bring high emotional intelligence to their jobs as well as compassion, respect, confidence, resiliency, and resourcefulness. They expertly assess the mental health of each caller and offer the right support. Our CICs recognize the worth and value of all people and provide hope and direction to every caller.

This fiscal year, the crisis hotline received 94,213 phone calls, an 11 percent increase in calls due in part to the COVID-19 pandemic. The financial, physical, and emotional impact of the pandemic have impacted many causing depression, hopelessness, and anxiety. Additionally, the hotline experienced an increase in calls asking for support for shelter, rental/utility assistance, and food.

COVID-19 has had a direct impact on the crisis call center as well. To ensure the health and safety of all CICs, BHR worked adeptly to "move" the call center remotely. IT worked quickly and effectively providing necessary equipment, technology, training, and assistance within two weeks to CICs for a successful, seamless transition.



Scott Emanuel, lead crisis intervention clinician.

We Are Here for You 24/7, 365 Days of the Year

Our support does not end with a phone call. If necessary, we will dispatch a mobile crisis response clinician, provide follow-up assistance, and more. It takes courage to take that first step to call. BHR is here and ready to help you – always.

Self-Care for Mental Health Clinicians

Mental health professionals are not immune to mental illness. BHR encourages CICs to take time for themselves. Set boundaries, get rest, maintain a balanced diet, exercise, connect with others, and learn something new. Self-care is important for one's well-being and as a safeguard from burnout and stress.

Nearly 1 in 5 adults in the United States live with a mental illness.

Nearly 1 in 5 youth 19 years and younger in the U.S. live with a mental illness.



Our Lifesaving Programs and Services

Crisis Hotline

BHR's Crisis Hotline provides free, confidential counseling 24/7, 365 days a year to anyone living in Missouri's eastern region.

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.

Mental Health Care Trainings

BHR provides a variety of mental health care trainings to help individuals manage adults or adolescents who experience a mental health challenge or crisis.

Mobile Outreach Services

BHR offers mobile outreach care when crisis callers would benefit from a higher level of support. Trained clinicians 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 available to help facilitate a caller's connection to care programs.

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

Youth Connection Helplines provide a one-stop access point for 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 help." BHR's clinicians assess the situation, offer counseling, transportation, or other resources.

Telebehavioral Health

BHR's telebehavioral health provides 24/7 on-demand and scheduled virtual assessment services. Patients meet with our master's level mental health clinicians via a HIPAA-approved 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 telebehavioral health clinicians complete scheduled integrated mental health and substance use assessments, which conclude with treatment planning and level of care placement recommendations for ongoing services.

Trauma-informed Care

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

Zero Suicide

This initiative promotes the belief that suicide is 100 percent preventable for individuals who receive health care services. Zero Suicide provides tools, structure, and a mindset of doing everything possible to prevent suicide. The lifesaving 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.

A Silver Celebration 25 Years of Saving Lives

In October 2019, BHR celebrated its 25th milestone anniversary of providing compassionate and immediate barrier-free mental health care 24/7, 365 days for the communities in the Eastern Region of Missouri.

To commemorate the special day, BHR hosted an appreciation event thanking staff, founding members, board members, and partners for their commitment, service, and generosity.

The milestone celebration also was an opportunity to reflect on the organization's positive impact in the community while looking ahead to the next 25 years of saving more lives. BHR strives to expand its outreach and develop additional partnerships with law enforcement, schools, and other advocates to help make mental health a priority.

Director of the City of St. Louis Department of Health Dr. Fredrick Echols presents the City's proclamation to Pat Coleman.



Pat Coleman accepts the American flag from Mary Beth Wolf, district office director for U.S. Senator Roy Blunt. The flag was flown over the White House Capitol October 20 to commemorate BHR's 25th anniversary.



Our Partners Make A Difference!

BHR is extremely grateful for the support of our partners who are committed to helping people and building stronger, healthier communities.

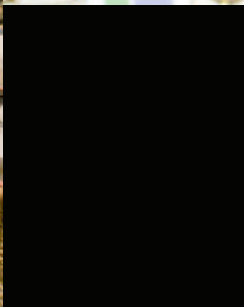
Ameren Missouri
Centene Corporation
Midwest Centre Bank
Polsinelli
Renaissance Financial
Saint Louis Regional Health Commission
US Bank
Wall Street Group



BHR received an array of proclamations proclaiming its founding day, October 20, as "BHR Day" from federal, state, and local elected officials including Missouri Governor Mike Parson, U.S. Senator Roy Blunt, Congresswoman Ann Wagner, Congressman Lacy Clay, Mayor of the City of St. Louis Lyda Krewson, and Mayor of the City of St. Charles Dan Borgmeyer

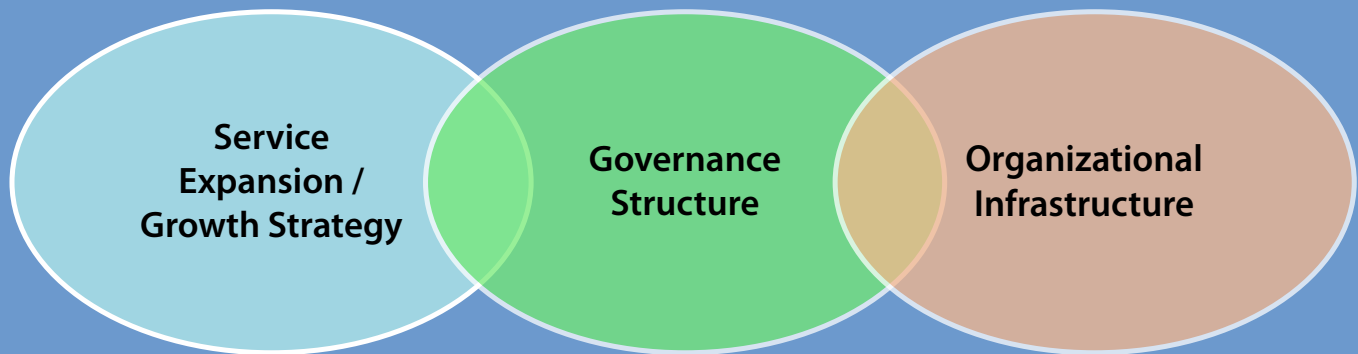


BHR commemorated its 25-year anniversary thanking friends, partners, and employees for their unwavering support and dedication to its mission of providing barrier-free behavioral health services.



BHR Successfully Completes Its Three-Year Strategic Plan

Over the past three years, (2018-2020), BHR achieved its strategic plan goals and objectives in the following areas:



Service Expansion/Growth: Advance a more efficient and integrated behavioral health system that increases access to care.

- Hired business development leader while realigning Client Services within the Business Development Department
- Expanded Telehealth into a new division under Clinical Services

Government Structure: Develop a governance structure that supports BHR's growth strategy.

- Updated bylaws
- Developed board member matrix

Organizational Infrastructure: Improve BHR's operational efficiency.

- Promoted internal leader to manage Information Services Department
- Obtained 85 percent of goal to optimize IT services
- Reorganized Management structure for continued growth readiness

BHR Adds Chief Operating Officer to Leadership Team

BHR is proud to welcome Tiffany Lacy Clark as its chief operating officer (COO). As COO, Lacy Clark has broad administrative responsibility and oversees day-to-day operations of clinical services, finance, IT, quality, and community relations.

"This is an exciting time for BHR, and Tiffany is the right person to help lead BHR into the future and continue to advance our mission. Her management and behavioral health expertise will be key as we expand our programs and services throughout Missouri and beyond," said BHR's President and CEO Pat Coleman.

Lacy Clark brings more than 15 years' experience in behavioral health and business administration. Prior to joining BHR, Lacy Clark was vice president of clinical operations for Places for People. Her social services background extends to her executive director of mental health role for the Illinois Department of Human Services.

"I look forward to working closely with Pat, the board, and our talented, passionate team to develop strategies that align with short- and long-term objectives. I'll help drive continued growth and service delivery while advancing priorities," said Lacy Clark.



Tiffany Lacy Clark.

Recognitions

Holly Nemec Receives Mental Health Professional of the Year

The St. Louis Area Crisis Intervention Team (CIT) honored BHR Manager of Community Relations Holly Nemec MA, LPC, CCTP with its Mental Health Professional of the Year Award in November 2019.

This esteemed award recognizes the work of a mental health professional who has contributed their time and talents to the CIT program. Nemec brought Trauma-Informed Care training to the 40-hour CIT program. She also facilitated mental health trainings for officers and participated in their training council, coordinating council, and board of directors.

From left: Sgt. Gary Robertson and CIT Coordinator for Greater St. Louis, BHR Community Relations Manager Holly Nemec, and BHR Community Mental Health Liaison Lisa Flamion.



Lisa Flamion Earns Crisis/Hostage Negotiation Certification

In January 2020, BHR Community Mental Health Liaison Lisa Flamion, PLPC, CCTP received a certification in Crisis/Hostage Negotiation Level I, which addresses the fundamental tasks of a successful crisis negotiator.

The course meets and exceeds most state and federal training requirements for crisis/hostage negotiator certification and is trained in accordance with the guidelines established by the National Council of Negotiation Associations.

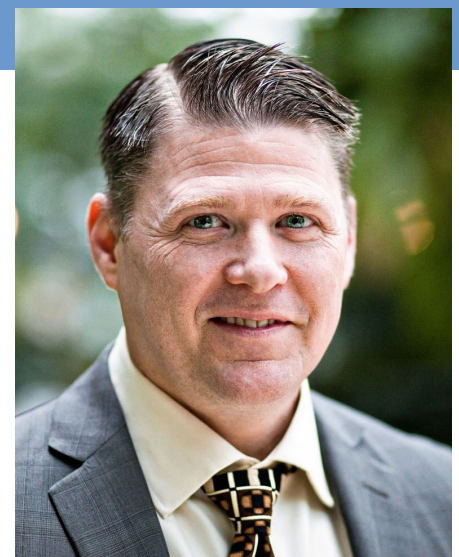
The rigorous program is designed to prepare mental health professionals and law enforcement to mitigate threats involving barricaded or suicidal individuals, hostage takers and other behaviors associated with subject precipitated homicide or suicide-by-cop with special emphasis on the drug-affected person and those experiencing mental illness, emotional, or psychological crisis.

From left: St. Louis County Police Department Sgt. Gary Robertson, BHR Community Mental Health Liaison Lisa Flamion, and St. Louis County Police Officer Chris Koester.

Dr. Bart Andrews Shares Zero Suicide Program at National Council for Behavioral Health Conference

BHR Vice President of Telehealth Bart Andrews, Ph.D. shared his expertise at the National Council for Behavioral Health Conference in March 2019. His "Zero Suicide: from Framework to Action across Missouri" presentation outlined guidance on how health and behavioral health care settings can further suicide prevention. Zero Suicide is a training initiative that implements standards of care using evidence-based screening and intervention approaches to preventing suicides.

Dr. Andrews shared high-impact outcomes from agencies who have implemented Zero Suicide including Missouri, which showed a decrease in suicides for clients in care at Missouri Community Mental Health Centers (CMHCs). He emphasized how active Missouri has been in the Zero Suicide effort with all CMHCs across the state and many of its largest hospital systems.



COVID-19 and Its Challenges to BHR and Mental Health

Resiliency is among BHR's many strengths. With the onset of the COVID-19 pandemic last February, BHR worked quickly, with care and compassion, to "move" its 24-hour crisis hotline center remotely to keep clinicians and staff healthy and safe. This was no small feat, because it was critical BHR's advanced technology and other high-tech equipment worked properly to serve those who called the crisis hotline.

BHR's expert IT team worked tirelessly and effectively to move its entire operations remotely in less than one week.

Additionally, Pat Coleman, president and CEO, and her leadership team made it their mission to keep all staff employed. She is most grateful for the grants received to help fulfill their goal. Coleman credits her incredible team for their efforts in helping to make a difficult situation smooth and seamless.

Unfortunately, COVID-19 has caused an over 10 percent increase in calls to the crisis hotline due to stress, anxiety, and other symptoms from isolation, job loss, financial worries, managing job and family life, etc. As BHR continues to navigate through the pandemic, it is committed to ensuring its crisis hotline and all other behavioral health services are operating at optimum levels.



Joe Hurst, BHR senior systems engineer.

**Crisis Hotline Number
1-800-811-4760**

BHR is thankful for COVID-19 support from:

CARES Act

Deaconess Foundation

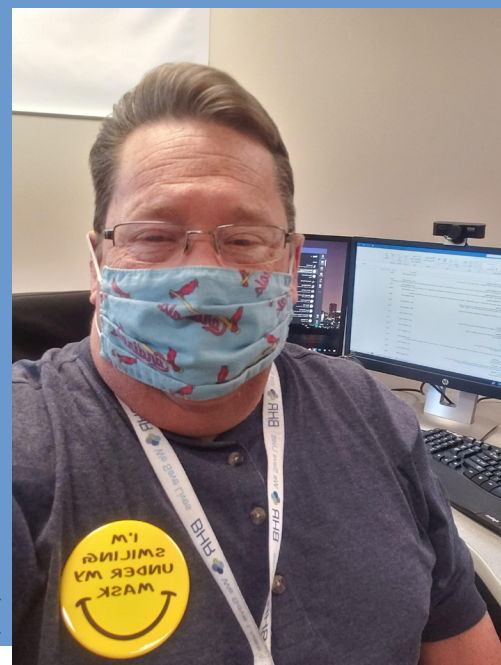
Franklin County Community Resource Board

Missouri Foundation for Health

St. Louis Community Foundation



BHR IT Manager, Amrit Maharaj

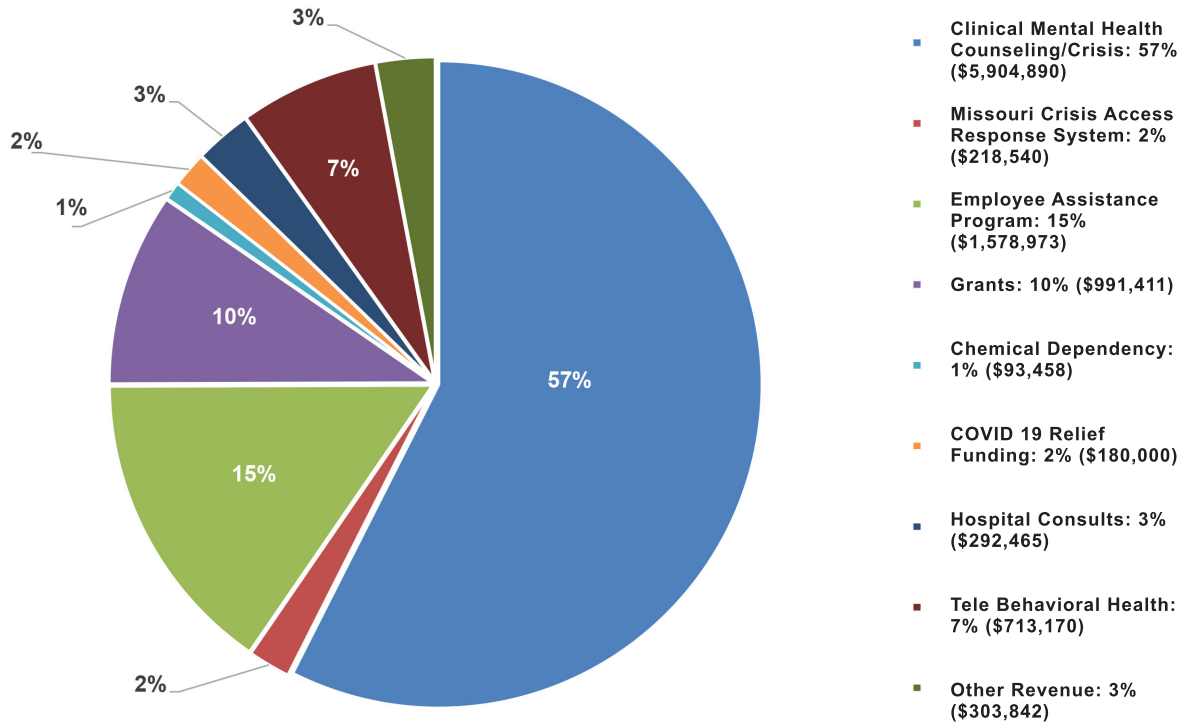


*Mark Vatterott,
BHR systems administrator.*

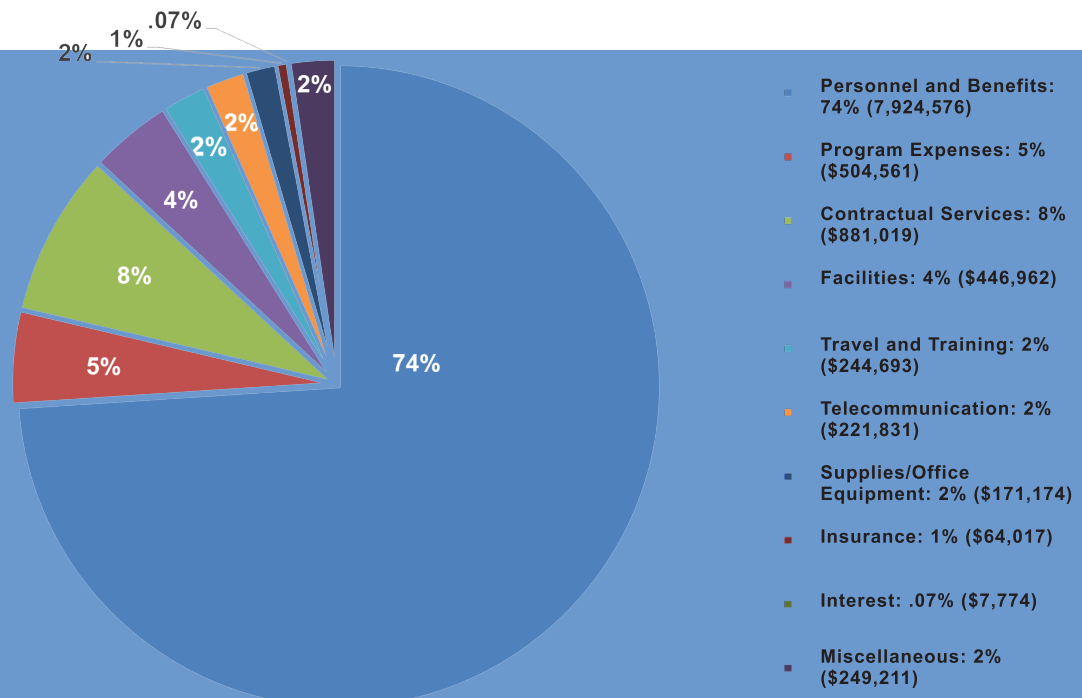
FINANCIALS

July 1, 2019 - June 30, 2020

REVENUE



EXPENSES





Help us help others with mental illness.

BHR relies on the support of generous partners like you to keep our mission moving forward. To make a tax-deductible gift, please reach out to us today.

12647 Olive Boulevard
St. Louis, MO 63141
(314) 469-4908
bhrstl.org



Facebook.com/bhrstl



@bhr_stl



Linkedin.com/company/bhr



bhr_stl

