Missouri Mental Health Stats*

1 in 10 adults in Missouri have a serious mental illness, and 40 percent of those adults go without treatment.

In 2015, Missouri hospitals treated nearly 86,000 unique Missouri patients for mental health disorders.

Missouri has the 2nd highest suicide rate in the Midwest.

From 2005-2014, suicide has increased in Missouri by 34 percent. It is the 10th leading cause of death for all Missourians and the:

- Leading cause of death for children ages 10-14
- Leading cause of death for adults ages 25-34

Vision
We envision a world where all people are empowered to receive essential help and support to promote healthy living.

Mission

*BHR, the community’s behavioral health safety net, ensures compassionate and immediate barrier-free access to behavioral health services.*

Core Values

EXCELLENCE
We are committed to superior performance and strive to set the standards for quality.

RESPECT
We are committed to treating each other, our clients, our partners and our community with the utmost dignity, compassion and concern.

INTEGRITY
We are committed to conducting ourselves ethically and to being open and honest in all our interactions.

ACCESSIBILITY
We are committed to providing services 24/7 and being open and accessible to all.
Message from BHR President & CEO Pat Coleman

Dear Friends and Supporters,

BHR is a safety net for individuals facing a mental health crisis situation, and our programs and services are needed now more than ever. While it has been a productive year, the mental health care crisis in our country, and specifically in our state, must improve.

According to June 2016 HIDI HealthStats, one in ten Missouri adults have a serious mental illness, and 40 percent of those adults go without treatment. From 2006 to 2016, diagnoses of suicidal thoughts increased over 400 percent for all Missouri residents and nearly 900 percent among children and teens. What’s more, Missouri has the second highest suicide rate in the Midwest and is in the top half of states nationally.

Weathering the challenges of our health care environment and enhancing the excellence for which BHR is known is our priority now and for the future. Mental illness touches everyone. We will continue to expand our community outreach and build partnerships with law enforcement agencies, schools and other mental health advocates to provide support to all we serve.

As you read through our annual report, you will see inspiring examples of our behavioral health care initiatives. Our trained clinicians, talented professionals and committed board are our greatest assets. Technology and facilities are a vital foundation of today’s behavioral health care, but it is the people who work at BHR that make the difference. Together, we are confident we will help to overcome today’s challenges and remain a leader in the delivery of access / crisis intervention in the eastern region.

Sincerely,

Pat Coleman
President & CEO

FY2016 Board of Directors

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Places for People
BHR could not have achieved the following milestones without the dedication, expertise and commitment of its board, staff and the many partnerships in support of delivering high-quality care.

- Awarded three local grants totaling approximately $500,000
- Increased annual revenue by 19 percent
- Increased workforce by 11 percent
- Created BHR University
- Supported Veterans Crisis Hotline
- Nearly 50 percent complete with the upgrade and enhancement of technology infrastructure

Revenue by Market Sector for Period Ending June 30, 2016

- Clinical Mental Health Counseling / Crisis, 58%
- Employee Assistance Program, 13%
- Grants, 7%
- Chemical Dependency, 4%
- Corporate Compliance, 5%
- Hospital Consults, 6%
- Emergency Department Enhancement, 1%
BHR operates as a cohesive team, a collective effort by which staff supports each other for the betterment of our community. Our growth and achievements are a reflection of the talent and expertise of the entire organization.

**National Council for Behavioral Health Appoints Coleman as Regional Director**

Pat Coleman was elected in June as regional director for Region 7 (Iowa, Kansas, Missouri and Nebraska) by the National Council of Behavioral Health.

“The board members are the organization’s boots on the ground,” said Susan Blue, National Council of Behavioral health board chair. “Their knowledge moves the organization’s forward in the field. I look forward to improving the future of behavioral care.”

BHR increased its service offerings in response to the evolving health care delivery landscape including doubling efforts to expand telehealth services into emergency departments. With major health policy changes such as the Affordable Care Act and Excellence in Mental Health Act, BHR also added managed care organizations to its core business sectors to help ensure care access and care consistency.

BHR continues to identify and cultivate strategic partnerships with organizations to enhance and bring convenient access to mental health care to those who need it.
Each year, BHR impacts more lives. This fiscal year, our crisis hot line received 16,514 more calls than last fiscal year. Our trained clinicians answer each call within 30 seconds and provide the best care and information possible. With the need for behavioral care on the rise, we will continue to expand our reach to ensure everyone has access quality care when and where they need it.

**BHR Received:**

**315,527 Calls in FY16***

- 43% referred to another community agency
- 31% referred to existing provider for follow-up
- 9% referred to mobile crisis
- 9% problem resolved
- 3% referred to 911 / law enforcement / juvenile officer
- 3% other
- 2% referred / admitted to psychiatric inpatient hospital / unit

*Total amount of calls to BHR across all services.

**BHR Responded to 1,775 Clients through Mobile Outreach**

- 32% referred for urgent appointment for Comprehensive Psychiatric Services
- 22% referred to another community agency
- 14% problem resolved
- 10% referred / admitted to psychiatric inpatient hospital / unit
- 15% other assistance provided
- 3% referred to existing provider for follow-up
- 3% referred for urgent or emergent appointment for substance use services
- 1% non-urgent: referred to Comprehensive Psychiatric Services

BHR Crisis Hotline is open 24 hours a day, seven days a week, 365 days a year.
BHR’s trained professionals are committed to providing high-quality care to everyone they touch. Below are real-life examples of crisis situations BHR faces every day.

BHR Crisis Hotline received a call from a neighbor of a veteran who was experiencing severe trauma symptoms and thoughts of suicide. The caller was concerned and did not know what to do. The BHR clinician validated the caller’s concern, provided support and outlined a step-by-step plan of how to assist the veteran. **This case emphasizes the role everyone has in crisis intervention and suicide prevention.**

A person in crisis called the hotline seeking assistance for mental health services. Caller had no insurance or the ability to pay for services. The caller was dealing with numerous life stressors including living with a severe permanent disability as a result of being a victim of a violent crime. The clinician recognized the need for emergency support and dispatched mobile outreach where the client was connected with several resources. Learning the client did not meet criteria for the agency service, BHR’s follow-up team worked to find accessible services. The team quickly found an agency and client was screened and admitted to an Assertive Community Treatment Team with a case manager to help with disability needs. At case closing, client was successfully engaged with multiple service providers, feeling hopeful about the future. **This case reinforces the important role crisis and follow-up services have in finding appropriate levels of care avoiding unnecessary emergency services and helping to navigate a complicated health care system.**
Crisis Hotline
BHR’s Crisis Hotline provides free, confidential counseling 24 hours a day, 365 days a year to anyone living in Eastern Region of Missouri.

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 available to help facilitate a caller’s connection to care programs.

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

Since, 2009, Missouri has cut state general revenue funding for mental health services by as much as 35 percent.
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.

BHR Program Initiatives
BHR continues to foster behavioral health care services that have a focus on lived experience, continuous, purposeful quality improvement and creating an enriching and open environment for agency staff.

On behalf of the Board of Directors, we extend our sincere appreciation to our community partners for their commitment and support.

We look forward to building on our significant milestones throughout 2016 and beyond. With the continued support of all our communities and partnerships we will advance a system of care that meet both the current and future needs of our communities.

Kim Gladstone
BHR Board Chair
BHR offers free mental health care trainings to help community residents be better equipped to handle adults or adolescents who are experiencing a mental health challenge or crisis.

MHFA Training
Mental Health First Aid is a training for individuals 18 years and older to help identify, understand and respond to signs of mental illnesses and substance abuse disorders.

Youth MHFA Training
Youth Mental Health First Aid is a training designed to teach parents, family members, caregivers, teachers, school staff, peers, neighbors, health and human services workers and other caring citizens how to help an adolescent (age 12-18) who is experiencing a mental health or addictions challenge or crisis.

Applied Suicide Intervention Skills Training
Applied Suicide Intervention Skills Training is an interactive two-day workshop in suicide first aid.

Project AWARE: Greater Ferguson Community
Project AWARE in the Greater Ferguson Community provides adults with the knowledge and skills they need to assist youth who are developing mental health symptoms or in mental health crisis.
BHR strongly believes employees’ individual growth is just as important to its organization’s growth strategies. BHR strives to provide the best tools to enhance skills, promote efficacy and help them succeed, so we created BHR University.

Trainings are presented by BHR’s leadership team as well as community partners, leading experts and consultants. Past topics included:

- Assessing Substance Abuse
- Career Advancement
- Diagnostic and Statistical Manual of Mental Disorders, DSM-5
- Effective Communications
- Email Etiquette
- LGBTQ
- Leading vs. Managing
We Care, We Listen, We Respond...24 Hours a Day
bhrstl.org