



2022 Annual Report  
July 1, 2021 -- June 30, 2022

# TRANSFORMING CARE TRANSFORMING



**We care, we listen, we respond  
24 hours a day.**

## BOARD OF DIRECTORS

July 1, 2021 – June 30, 2022

**Lara Pennington - Chair**

Anthropedia

**Teresa Brandon – Vice Chair**

Hopewell Center

**Sue Curfman – Secretary**

COMTREA

**Kimberly Diamond**

SSM Health

**Dion Garrett**

Pathfinder Church &

St. John School

**Benjamin Nesbitt**

Accenture Federal Services

**Al Pease**

Medtronic, Inc.

## ADVISORY BOARD

July 1, 2021 - June 30, 2022

**Russ Allen**

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**Christi Syberg**

Criminal Justice Ministries (CJM)

**Tim Amato**

SSM Health

**Ed Riedel**

Missouri Institute of Mental Health

**Kyle Dooley**

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**Rose Beavers-Jackson**

Behavioral Health Network of Greater St. Louis

**Julie Sehnert**

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**Surilla Shaw**

Saint Louis Public Schools

**Nancy Spargo**

Sparlin Mental Health

**Toni Jordan**

Let's Start

**Dawn Franzen**

The Lead School

**Deputy Sierra Turley**

Lincoln County Sheriff's Office

## A Message from Our President/CEO and Board Chair

It has been a transformational and pivotal year for BHR, and we are excited to share our lifesaving work with you in our fiscal year July 2021 - June 2022 Annual Report. Expanding our reach and offering innovative care delivery options were strategic objectives, and we are pleased to report we met—and *exceeded*—our goals.

We are especially proud to report on our three innovative behavioral healthcare partnership programs: Justice and Crisis Response Unit, 911 Call Diversion, and 988 Suicide and Crisis Lifeline, which you can read in detail in our Annual Report. These transformational care delivery models are saving more lives and building healthier communities.

As we continue to persevere through the pandemic challenges, our selfless, dedicated team maintained high-quality care to individuals, families, and communities through our 24-hour lifeline, behavioral telehealth, mobile response team, mental health trainings, and other services. Their unwavering commitment have exemplified the meaning of a health care professional, and we are proud to call each team member our **healthcare heroes**.

It is our unyielding goal to continue to transform care delivery and build upon innovation and technology to ensure barrier-free care is available 24/7, 365 days of the year to all who need us. On behalf of our committed board and staff, we will continue to focus on the behavioral healthcare demands of today while concentrating on future needs so we can provide the best possible compassionate care.

Sincerely,



**Lara Pennington**  
Board Chair



**Pat Coleman**  
President & CEO



BHR President & CEO Pat Coleman with Board Chair  
Lara Pennington.

## Our Impact

### 117,316 Crisis Line Calls



Our trained clinicians answer each call with support and compassion and provide a customized clinical intake/assessment to determine the best care possible for every person in need.

### Mobile Outreach



**954** Department of Mental Health completed outreach requests

**615** outreaches from our Youth Crisis Line

**1,032** outreach requests from hospitals

### Tele Behavioral Health

We offer a variety of telehealth services for hospitals and other care facilities such as initial intake for scheduled integrated assessments, annual reviews for in-case management services, on-demand level or care assessments in emergency department and acute units, and bed placement.



**1,016** tele emergency department assessments

**885** scheduled assessments for state of Alaska



**239 Mental Health Specialized Trainings**  
**Reaching 5,578 Adults and 7,759 Youth**

## Our Three-Year Strategic Plan - Fiscal Years 2021-23

### FY2022 Snapshot

#### Service Expansion & Growth

- Acquired and expanded new office in Illinois
- Planning for 988 Crisis and Suicide Lifeline July 2022 rollout in Missouri
- Planning for 988 Crisis and Suicide Lifeline Backup partnership
- Planning for 911 Call Diversion expansion, effective July 2022
- Added two Employee Assistant Programs to our service portfolio: Union Pacific Railroad and Empatha

#### Organizational Infrastructure

- Implemented advanced technology to improve access
- Approved to receive capital Improvement funding to invest in IT infrastructure
- Human Resource Department developed and implemented a formal succession planning program for key staff
- Added team leads and created associate director positions
- Moved to new office space

#### Governance

- Expanded and diversified board by adding five new members



# Justice and Crisis Response Unit

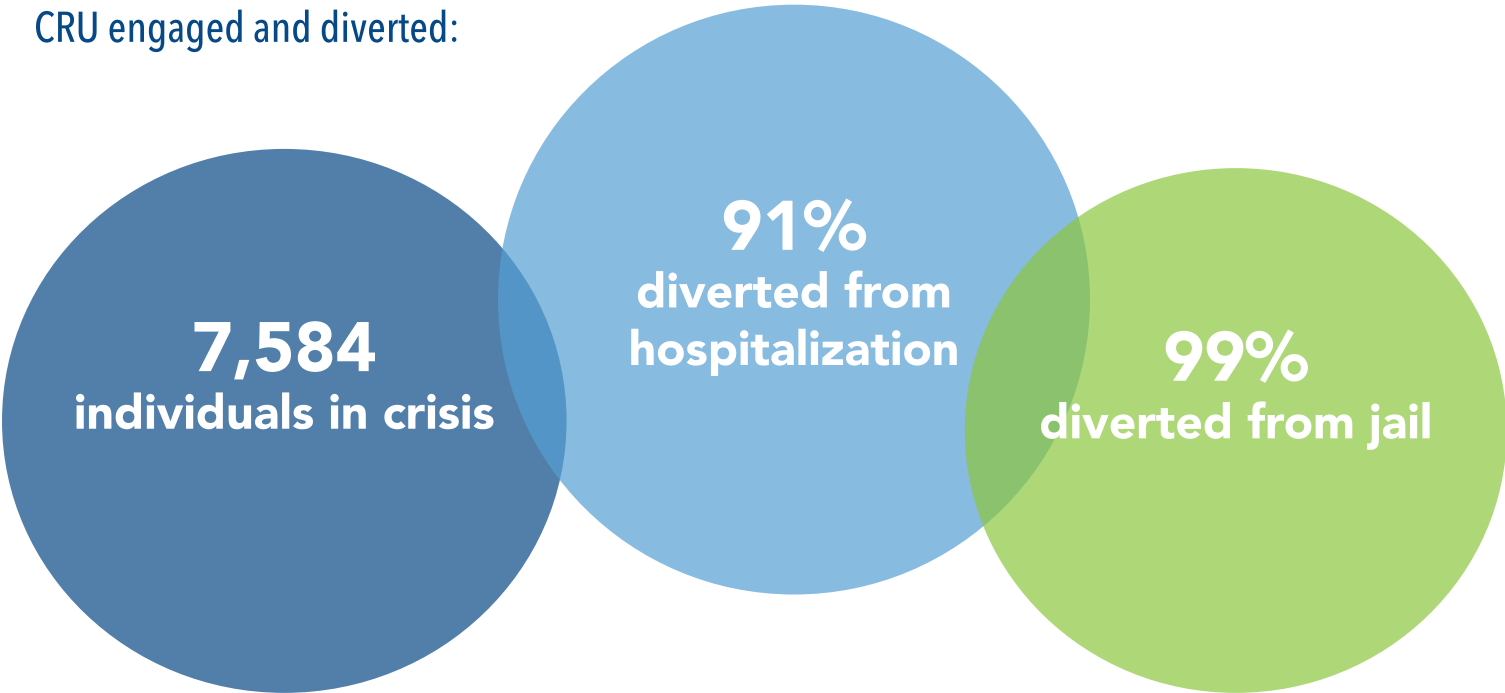
The Crisis Response Unit provides street triage services including being primary responder to a subset of police calls, secondary responders to relieve patrol units on scene, and post-event responses as part of stabilization and care coordination. A BHR clinician travels on calls related to behavioral health such as mental health, substance use, trauma, quality of life events, self-sufficiency incidents, and more.

The Crisis Response Unit provides a first-, second-, and post-event response system. This model ensures CRU teams are the first to respond whenever possible, are called to the scene quickly when they are not the first to respond, and continue to follow up on cases.



## Outcomes

CRU engaged and diverted:



# 911 Call Diversion

The 911 Call Diversion is a special 24/7 service for St. Louis City residents. When an individual calls 911 and requests assistance, the 911 Communication Center call taker determines whether the individual could benefit from speaking to a mental health clinician. If so, they will transfer them to our crisis line. Our clinician will talk to the individual and support them through their crisis. The 911 Diversion program helps the community obtain crisis phone services if an emergency response is not needed.

*"Making our neighborhoods safer goes beyond enforcement; it's about using a public health approach to connect the right professional to the right call. The City's partnership with Behavioral Health Response helps police focus on preventing violent crime while investing in the wellbeing of St. Louisans. I looked forward to our continued collaboration to help keep our residents safe regardless of their neighborhood or zip code"*

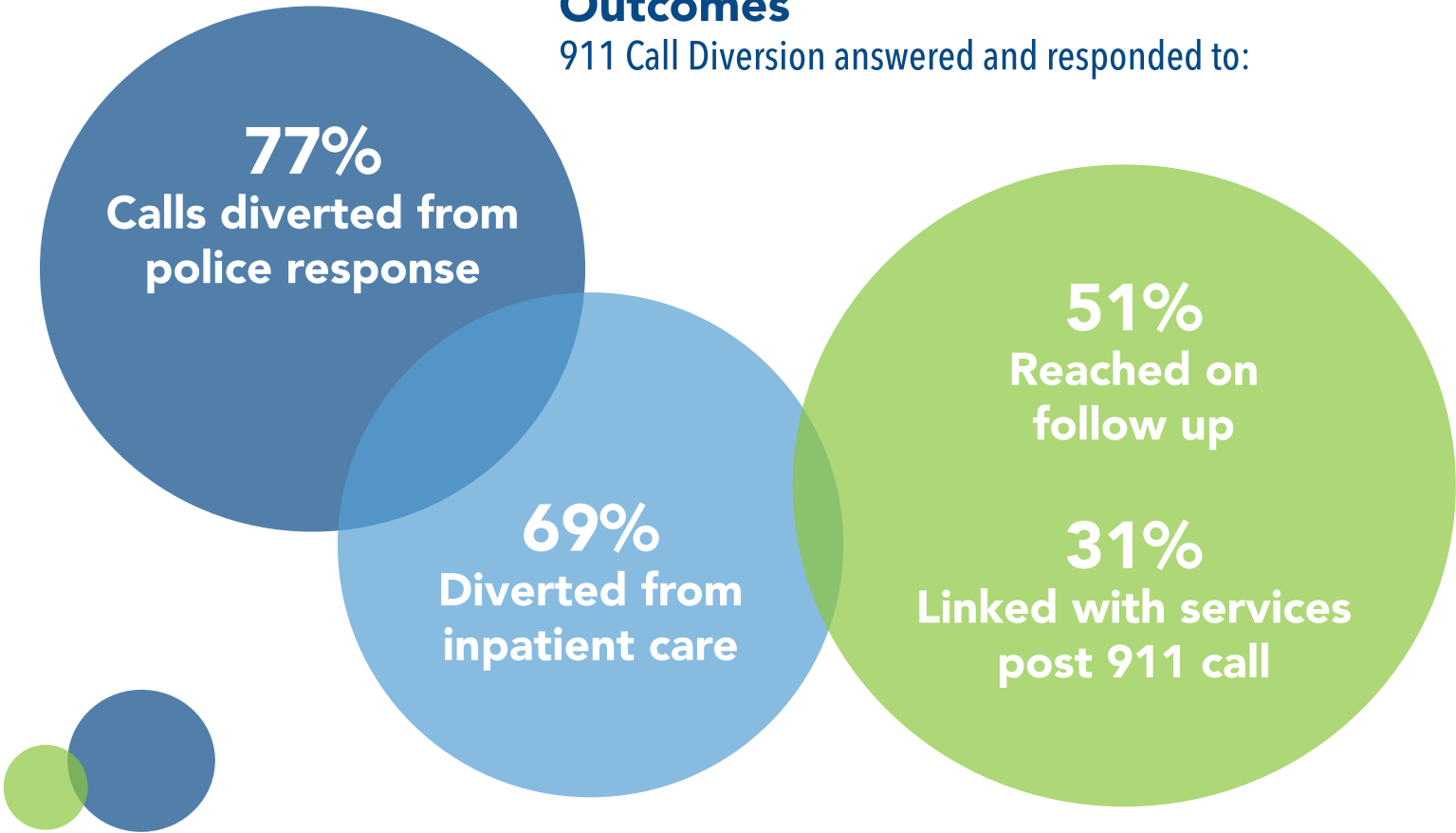
~ Mayor Tishaura Jones  
City of St. Louis



City of St. Louis Mayor Tishaura Jones and BHR 911 Call Diversion Clinical Director Felicia Spratt.

## Outcomes

911 Call Diversion answered and responded to:



# BHR Partners with 988 Suicide and Crisis Lifeline



BHR is an active participant in the Missouri's 988 Task Force in preparation and implementation of 988 Suicide and Crisis Lifeline, the national three-digit phone number for all mental health, substance use, and suicide crises. This easy-to-remember number will replace the current National Suicide Prevention Lifeline number, 1-800-273-8255, and offer rapid access to behavioral health support through connection with trained crisis specialists throughout Missouri and the United States.

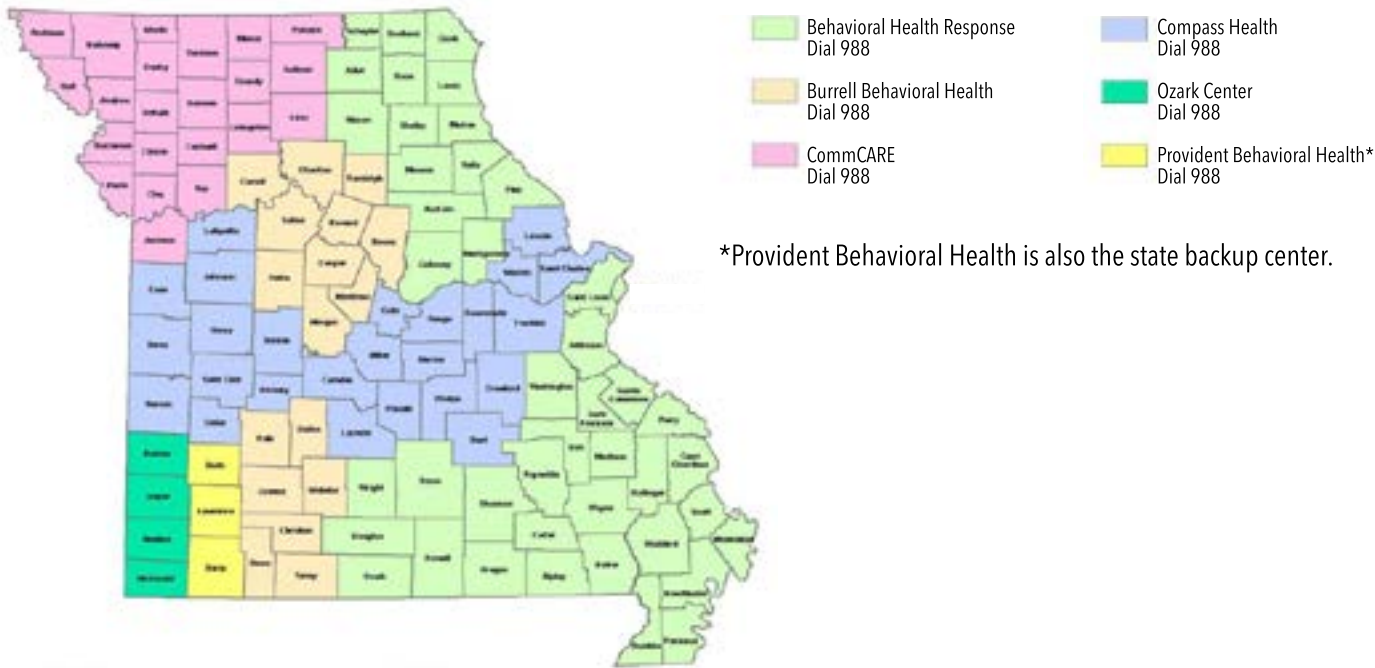
The new 988 Suicide and Crisis Lifeline also will allow for text and chat features and open the door to a comprehensive, robust crisis system that will de-escalate mental health crises and connect individuals to the most appropriate care.

**BHR will be a large part of Missouri's 988 system covering the Eastern part of Missouri from Iowa to the Arkansas border.**

**BHR will answer approximately 40 percent of Missouri's 988 calls.**



In its first year of implementation, Missouri is expected to receive over **258,000 CALLS** to 988 Suicide and Crisis Lifeline.



**BHR was one of 12 call centers chosen for 988 National Backup Centers. These are calls from every part of the country.**

***"BHR has a long history of successfully providing crisis response services in Missouri, and our strong partnership with BHR has been a vital component of our crisis care efforts throughout the state."***

**~ Stacey Williams, LCSW**  
Suicide Prevention Coordinator  
Missouri Department of Mental Health



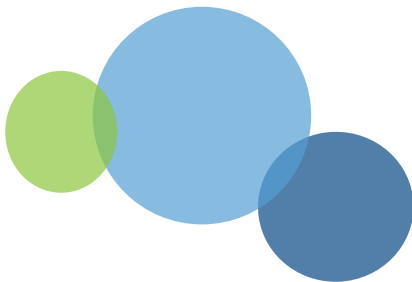
# Community Impact

## We Have a New Home!

In August, we moved into our new office in The Delmar DiviNe. The office building is the first collaborative space dedicated to maximizing the human and financial capital of St. Louis' social initiatives and institutions.

Our new, convenient location allows for a closer connection to underserved communities, which will assist in helping to make a deeper impact in people's lives.

BHR is a tenant among other national and local nonprofits, capacity building, and social innovation organizations that seek to improve the lives of children and families in the metropolitan St. Louis area.



## CPR First Aid

HR hosted a staff CPR/First Aid training led by Training Manager, Nikki Edwards. The American Heart Association Medical/CPR/AED course helped staff recognize and respond appropriately to cardiac, breathing, and other medical emergencies. The interactive training allowed staff to practice skills such as performing adult/child/infant CPR, using an AED device, learning how to use Narcan for drug overdoses, and more.



*Standing from left to right: Amy Quade, associate director, Justice and Crisis Response Unit; Claire Benefield, lead clinical care coordinator, Justice and Crisis Response Unit; Eli Horner, associate clinical director, Justice and Crisis Response Unit. Seated: Germetris Webb, lead clinician, Justice and Crisis Response Unit.*

## Partnership in Action



Every year in May we celebrate Mental Health Awareness Month to raise awareness and reduce the stigma around people with mental illness. BHR Chief Clinical Health Officer Dr. Bart Andrews talked with Nine PBS in a three-part video series throughout May to offer insights into important aspects of mental wellbeing.

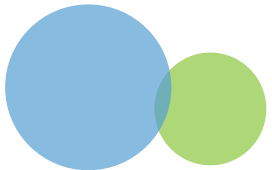
*In recognition of Mental Health Awareness Month, BHR Chief Clinical Officer Dr. Bart Andrews shared coping strategies and the importance of seeking help.*

## Mental Health Education

We conducted 239 trainings throughout the community this fiscal year that drove awareness of mental health challenges and resources. We also hosted a variety of online interactive events with special guests discussing key behavioral health topics.

### Topics Included:

- Emotional Regulation
- Mental Health First Aid
- Social and Emotional Growth
- Suicide Intervention Skills
- Suicide Prevention and Awareness
- Trauma-Informed Care



*BHR Community Engagement Liaison Kinya Johnson shares a mental wellness presentation and community resources for Parkway School District.*

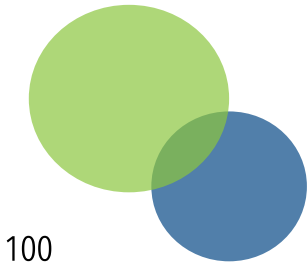


# Transformational Leaders



**Pat Coleman**  
BHR President & CEO

Pat Coleman was a recipient of the premier Titan 100 Award. Pat was among 100 professionals recognized as one of St. Louis' Top 100 CEOs & C-level executives for her exceptional leadership, vision, and passion.



**Tiffany Lacy Clark**  
BHR Chief Operating Officer

The St. Louis American Foundation in its "Salute to Young Leaders" honored BHR Chief Operating Officer Tiffany Lacy Clark and as an African American professional under age 40 for her career achievement and community service.

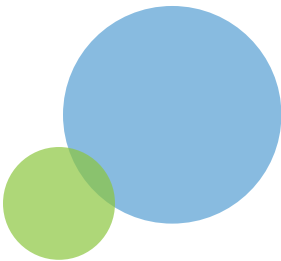
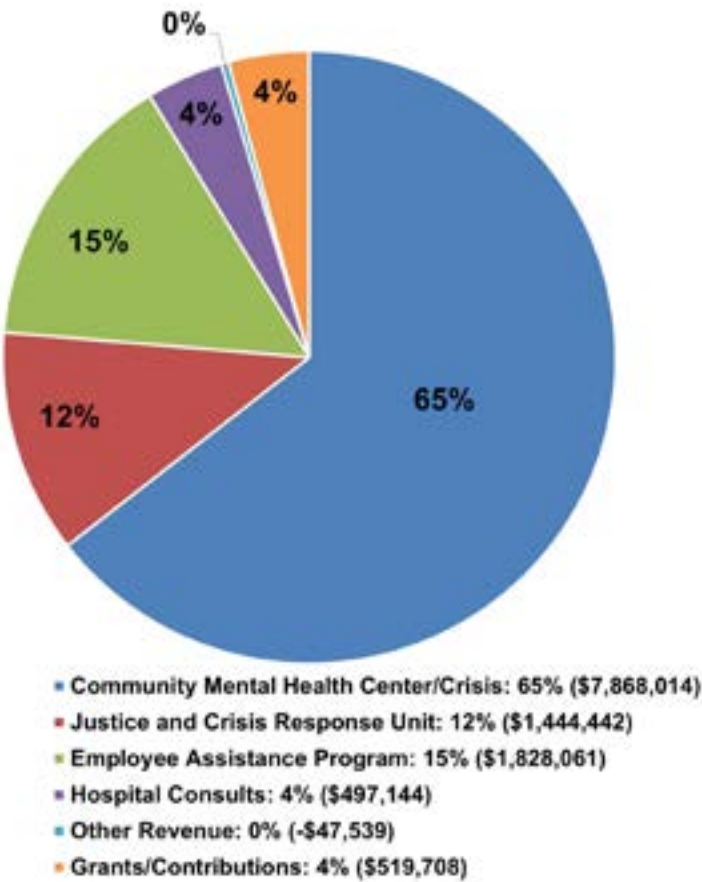


**Dr. Bart Andrews**  
BHR Chief Clinical Officer

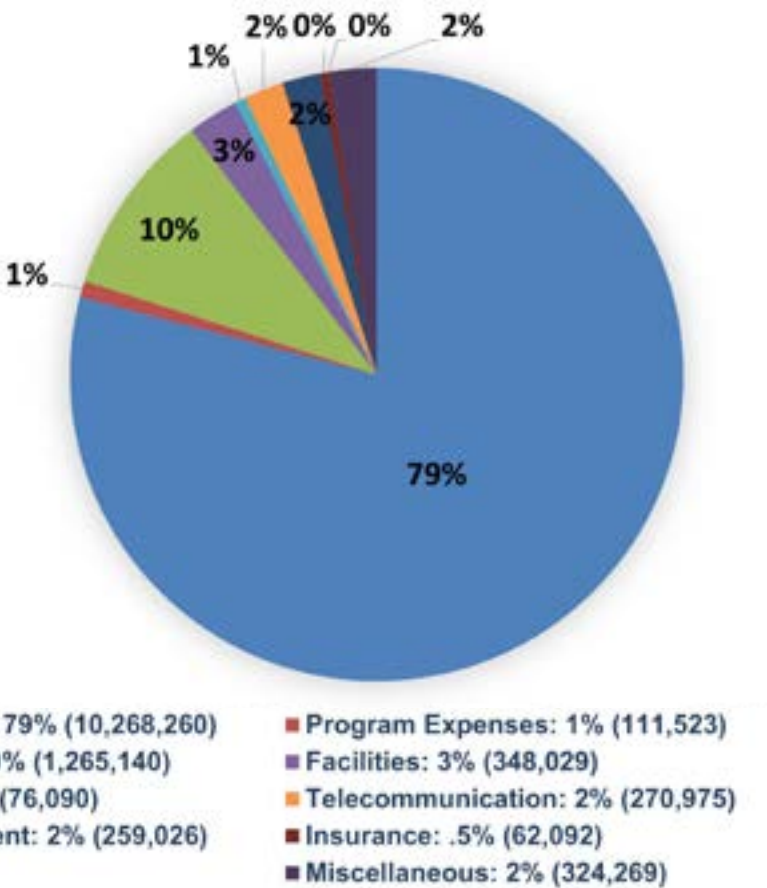
Dr. Bart Andrews, BHR's chief clinical officer, received the distinguished 2022 American Association of Suicidology's Roger J. Tierney Service Award. The distinguished Tierney Award recognizes Dr. Andrew's time and expertise given to advance the association's principles, growth, development, and contributions to the fields of suicidology and crisis intervention.

## 2022 Fiscal Year July 1, 2021 - June 30, 2022

### Revenue



### Expenses



# HELP US SAVE LIVES

We're on a mission to make mental health support conveniently accessible to all. Your donation will help us save more lives. What's more, 100 percent of your gift will support the behavioral healthcare needs of individuals. Please visit our website to make a donation.



5501 Delmar Boulevard  
Suite 300B  
St. Louis, MO 63122  
(314) 469-4908  
[bhrstl.org](http://bhrstl.org)

