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WELCOME

For over 28 years, Behavioral Health Response (BHR) has provided confidential, barrier-free, crisis support, telephonic counseling, mobile outreach, community referral, and critical incident stress management services to nationwide operations 24 hours a day, 7 days a week. BHR's Justice and Crisis Response Unit (J-CRU) has created a first-of-its-kind street triage co-responder model where a trained J-CRU clinician partners with a St. Louis Metropolitan Police Department officer. BHR's organization comprises trained mental health professionals who treat those in need with dignity, respect, and compassion. Proudly servicing the Greater St. Louis area since 1994, BHR became a national provider of quality mental health services in 2003.





TIFFANY LACY CLARK

With 20 years of experience in public-private partnerships and leadership development, Tiffany brings a history of excellence in meeting the safety and wellbeing of children, families, and adults to BHR. As a result-oriented leader, she is continuously striving to improve the way we serve those in need. Tiffany's strong background leading cross-functional teams and operations management has led to multiple successes and given her a deep understanding of the industry trends that impact growth.

As part of the crisis response system, we attend to those in need during distress. While most individuals avoid such circumstances, we feel compelled to run toward them as it aligns with our mission. Regarding crisis response, limited options are available to people in need. They may contact the police, visit the hospital, or Behavioral Health Response (BHR), all available 24/7. As a team, we are working towards becoming the preferred behavioral health first responder. We understand that this goal requires considerable effort; nonetheless, we are committed to our mission, and our work is essential because healthy systems create healthy communities. Although we acknowledge we're not a perfect place, we have a perfect mission.

Pat Coleman retired from BHR after 26 years of service and passed the torch of leadership. Tiffany Lacy Clark has been appointed as the new President and CEO of Behavioral Health Response, effective May 1st. Under her leadership, we prioritize increasing access to real-time behavioral health services. We aim to provide crisis response services whenever and wherever necessary rather than restricting them to traditional business hours. We take great pride in our work and recognize its importance. Through our efforts, we save lives, one crisis at a time.

A MESSAGE FROM OUR CHAIR OF THE BOARD



DION GARRETT

As the COVID-19 pandemic fades, the spotlight remains on the unprecedented mental health burdens we're all carrying. For that, I'm grateful; the attention is long overdue. Now we find ourselves in a critical moment, with the increased level of awareness, concern, and funding, we have a real opportunity to make the world healthier! However, even with so many well-intentioned organizations operating in the behavioral health space, too many people are still without access to the life-saving services they need, and clinical outcomes remain a lot weaker than they could be. That's because awareness and effort aren't enough. You need a proven strategy. Increased Awareness + Proven Strategy = Incredible Life-Saving & Life-Giving Opportunities.

That's what makes BHR unique. We are leaders in providing education, coordination, and services that improve wellness, enhance quality of life, and saves lives. That's taken directly from our newly refined mission statement, but in my opinion, it's far too modest. Yes, BHR provides innovative leadership in crisis intervention, but for many, BHR isn't simply a leader, BHR is the only organization that is positioned, able, and willing to reach them where they are, when they are in crisis. Our new staff Executive Team recognizes this. Without BHR, there is no one to fill the gap. And with BHR, many more individuals need what only we can provide. Allow me to give a shout out to our very impressive new Executive Team. The caliber of our staff leadership is an affirmation of the uniqueness and importance of our mission. These folks could do anything, but their hearts have been captured by our unique and life-saving mission. I'm excited about our next 3 years as we pursue our new, aggressive, strategic plan. We will not be shy about expanding our influence, because people's lives depend on it.

ABOUT BEHAVIORAL HEALTH RESPONSE

BHR is a non-profit, private corporation governed by a Board of Directors. We currently have clinicians providing high quality mental health services in over 32 states. BHR was "born" on October 17, 1994, in the state of Missouri. We were formed by the Department of Mental Health's (DMH) Eastern Region administrative agents to provide access crisis intervention (ACI) services to the residents of eastern Missouri.

EAP/Managed Care Support Services - BHR ensures seamless, 24/7 clinical support for EAP and Managed Care providers. We offer front-door and after-hours link phone coverage, guaranteeing providers access to behavioral health and crisis assistance at any time. Our expertise extends to providing front-door EAP Services for large internal EAPs, offering support to managed care and EAP providers during busy periods, or maintaining uninterrupted 24/7 coverage, all without needing constant contact center staffing.

Additionally, BHR provides virtual, on-demand behavioral health appointments to meet the demand for therapy services 24/7. Our highly skilled post-crisis debriefing team, trained in psychological first aid, is ready to respond nationally following traumatic events impacting the workplace. Trust BHR as your dedicated partner in comprehensive and responsive EAP/Managed Care Support Services.

Training and Consulting - BHR's highly trained clinicians developed training courses to support individuals, corporations, and communities with mental health challenges. Trauma-informed training from BHR can increase employee engagement, reduce absenteeism, and improve productivity. Behavioral Health Response training solutions will prepare individuals, corporations, and communities to respond appropriately and safely to persons with mental health challenges and disorders.

Since BHR first opened its doors in 1994, there has been 3 CEOs:

Leslie Levin (1994-2013) Pat Coleman (2013-2023) Tiffany Lacy Clark (2023-Present)





ABOUT BEHAVIORAL HEALTH RESPONSE

MISSION

We are leaders in providing education, coordination, and services that improve wellness, enhance quality of life, and saves lives.

THEORY OF IMPACT

We do this (mission) by developing a diverse team of compassionate professionals that provide around the clock and barrier-free lifesaving services and support.

BELIEFS

We believe in the value of life and the right to wellness for everyone.

A safe, inclusive, person-centered environment where wellness thrives is essential for healthy individuals and communities.

We believe compassionate, barrier-free care is key to creating a thriving community

Healthcare providers should honor and empower those in their care.

VALUES

Resilience: We invest in ourselves, so we have the strength to meet our communities needs and recover quickly from adversity.

Dedication: We are passionate helpers committed to clinical and ethical best practices.

Excellence: We deliver excellence in all we do, quality comes first.

Collaborative: We model intentional collaboration to build relationships that connect us.

Culturally Responsive: We take an equitable, empathic, and inclusive approach.

Integrity: We act with integrity upholding clinical and ethical excellence.



WHAT WE DO BEHAVIORAL HEALTH RESPONSE

MOBILE OUTREACH

When a crisis caller needs a higher level of assistance, our mobile outreach care team is dispatched. A trained clinician visits a caller's residence or agency to assess the crisis and recommend care.





TELEHEALTH

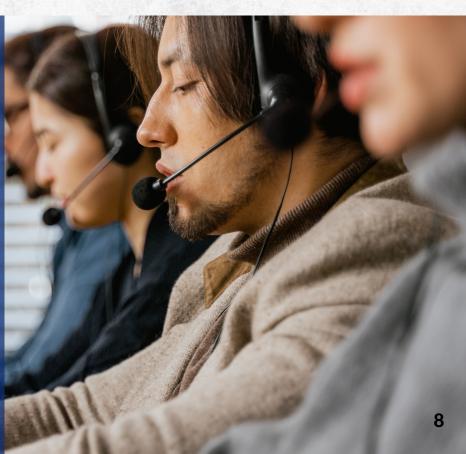
Our tele behavioral health services continue to grow in and outside the state of Missouri. BHR has conducted 472 hospital emergency department assessments by telehealth. Through our telehealth services, BHR provided 543 integrated behavioral health assessments for Alaska providers. BHR also helps equip first responders, teachers, and other professionals to better respond to those experiencing mental health or suiciderelated crises.

24/7 CRISIS HOTLINE

We provide help and guidance when it's needed most. Our trained, compassionate behavioral health clinicians provide every caller with a customized clinical intake and assessment to determine the best care plan possible.

YOUTH CONNECTION HELPLINE

We offer specialized services for youth in need. Services include 24/7 crisis intervention, mobile outreach, emotional support, referral information, and follow-up programs for children, youth, and families.



JUSTICE AND CRISIS RESPONSE UNIT

Our Justice and Crisis Response Unit consists of two programs.

CRISIS RESPONSE UNIT (CRU)

BHR's Justice and Crisis Response Unit (J-CRU) pioneers a groundbreaking street triage co-responder model. In this innovative approach, a proficient J-CRU professional collaborates with an officer from the St. Louis Metropolitan Police Department. Together, they respond to calls involving various behavioral health concerns, including mental health, substance use, trauma, quality of life events, self-sufficiency incidents, and more. This unique partnership ensures a comprehensive and effective response to diverse community needs.

911 CALL DIVERSION

A 24/7 service tailored for St. Louis City residents. When someone calls 911 seeking assistance, our innovative approach comes into play. The 911 Communication Center dispatcher assesses the situation and identifies cases where connecting the individual with a mental health professional would be beneficial. In such instances, the caller is seamlessly transferred to our crisis line. Here, our dedicated professional engages in conversation, providing essential support through their crisis. The 911 Diversion program plays a crucial role in ensuring the community has access to crisis phone services, offering a targeted alternative when emergency response may not be necessary.

98.7% Cases resulted in jail diversion

Cases resulted in hospital diversion

74.3%

Accepting
Resources
Offered or the
Presenting
Problem was
resolved onscene

FY2023 7525 TOTAL CASES





BHR'S IMPACT EHAVIORAL HEALTH RESPONSE

All Languages We've Served Last Year









American Sign Language (ASL)



- Aromo
- Bengali
- Bosnian
- Chinese
- English
- Farsi
- French
- Japanese

- Korean
- Mandarin
- Pashto
- Polish
- Romanian
- Russian
- Spanish
- Swahili
- Vietnamese







Vietnam



Belize



Bangladesh

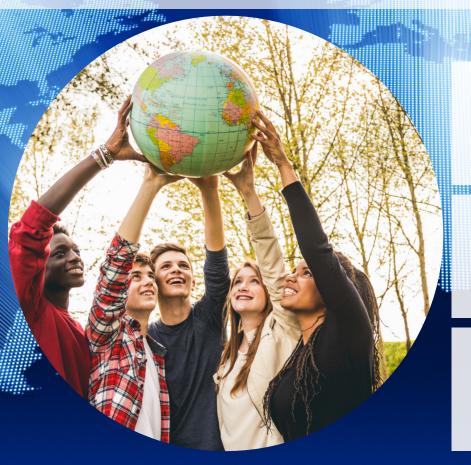








El Salvador



138,826

Crisis Hotline Calls Answered

10,913

Diversion Assessments Completed

1,496 **Answered Mobile Visits**

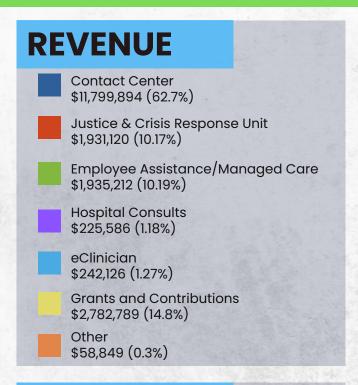


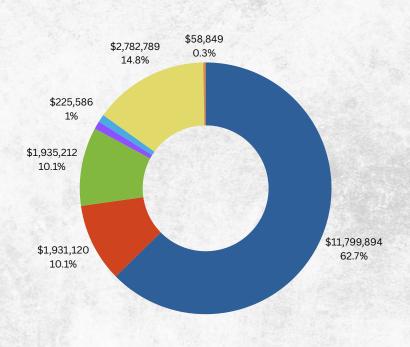
"I am writing today regarding the assistance I received with the needs I was facing. I am ever so grateful for the swift response and warmth of the team involved. I faced a situation that would have put me in great mental distress. I appreciate the connection to resources to support my mental and financial needs and for just noticing that I needed help. I would not have been able to sustain and maintain without your wonderful assistance. I appreciate you all.

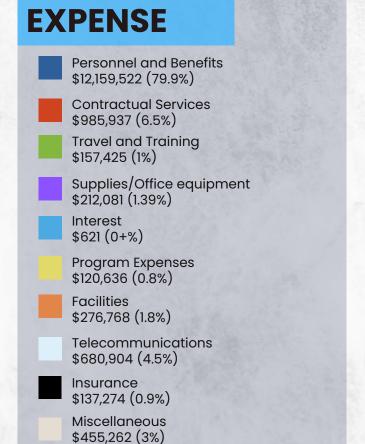
-Client Testimony

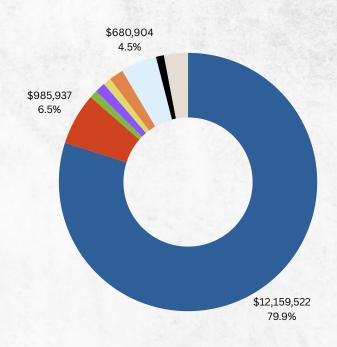


FINANCIAL REPORT FISCAL YEAR 2023 JULY 1, 2022 - JUNE 30, 2023









EXECUTIVE LEADERSHIP MEET OUR TEAM











Our leaders work to ensure behavioral health care and crisis support are available to those who need it most. Get to know the people breaking down barriers and helping organizations and communities across the country make mental health resources a priority.

Board of Directors

Dion Garrett Chair of the BoardPathfinder Church & St. John School

Albert Pease Vice Chair Medtronic, Inc.

Kimberly Diamond SSM Health

Lara Pennington Anthropedia Foundation

William Hildebrandt Breakthru Beverage

Shawn Khojasteh, Ph.D. Growth and Impact Strategies

Benjamin Nesbitt Accenture Federal Service

Community Advisory Board

Toni Jordan Let's Start

Christina SybergJustice Ministry

Jean SokoraPreferred Family Healthcare

Edward Riedel
Missouri Institute of Mental Health

Julia BeinkeBeyond Housing

Surilla Shaw Shaw Ministries

Eric Friedman Friedman Group

Nichole Sisson Sailor East St. Louis School District 189

Jacob Dunavant Sana Lake Recovery

Colin Tully St. Louis City Metropolitan P.D.

Karen O'Neil St. Charles County Ambulance District

Rose Jackson-Beavers Behavioral Health Network

THANK YOU

We're on a mission to make mental health support accessible to all. Your donation helps us save lives and provide compassionate support.
What's more, 100% of your gift goes toward supporting the behavioral health care needs of individuals.







5501 Delmar Blvd., Suite B300 St. Louis, MO 63112 (314) 469-4908 www.bhrstl.com







