



2022

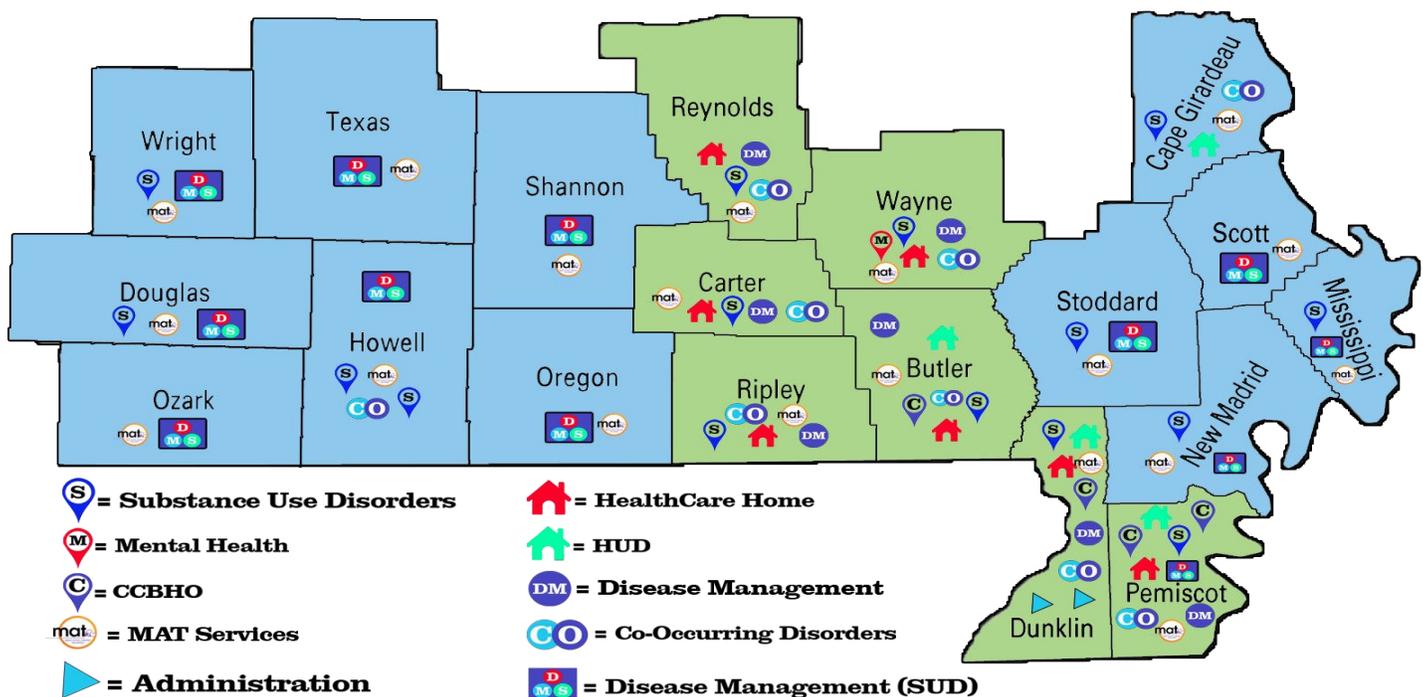
Annual Report

Person-Centered
Recovery & Wellness



FCC Behavioral Health Core Values

- * *Integrity above all else.*
- * *Compassion is shown to everyone, every time.*
- * *Commitment to emotional and physical safety.*
- * *Empowerment is turning inspiration into action.*
- * *Excellence is our standard.*



www.fccinc.org

24/7 Crisis Hotline: (800) 356-5395

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Executive Welcome



As we wrap up 2022, I would like to say thank you to all our Staff, our Leaders, and our Executive Team. As we all know, 2022 feels like a recovery year in which we have still been struggling with the effects of COVID we continue to see some improvement with the pandemic, but our economy and our world is far from being back to what we used to call “normal”. With that being said, I am truly amazed at our organization; we have met every challenge head-on and continued to provide the highest quality of care possible.

We have continued to grow and expand services providing a lifeline to the communities we serve. I am so proud of our over 800 employees that ensure that even through a pandemic and the continued aftereffects, our clients receive the quality care they need and deserve.

When we look back at FY 21 and FY 22, we will one day look at all the accomplishments we have made and realize these past two years have been truly transformative years and FCC Behavioral Health has continued to be a leader in Southern Missouri.

All the new programs, incentives, and improvements we have added are all due to the hard work and dedication of our staff and the support from our Board of Directors.

As I like to communicate to all our staff “we are saving lives! Keep up the great work”

Randy Ray
President, Chief Executive Officer

2022 Strategic Plan Accomplishments

Each year, FCC Behavioral Health engages in a comprehensive strategic planning process to prioritize, execute and communicate strategic initiatives across our organization. The Board of Directors, leadership, staff, community advisory boards, persons-served, and other stakeholders have opportunities to contribute to FCC’s strategic goals.

FCC’s goals follow our guiding principle and vision: **Person-Centered Recovery and Wellness**. To this end, FCC’s Performance and Quality Improvement (PQI) team consists of leadership across the entire organization. FCC’s Strategic Plan and PQI efforts are organized around the ASPIRE to Excellence model. **ASPIRE** stands for: **A**ssess the Environment; **S**et Strategy; **P**ersons Served and Other Stakeholders Input; **I**mplement the Plan; **R**eview Results; and **E**ffect Change (CARF International)

In Progress

Telehealth Grant	10%
Kennett RCF	10%
Caruthersville Building/Expansion of all Services	20%
Doniphan Thrive	20%
Kennett Thrive Relocation	25%
Kennett Youth Relocation	25%
Lakeview RCF Remodel	25%
Health Information Exchange (HIE)	25%
ADP Analytic Expansion	40%
Microsoft Enterprise Resource Management software suite (ERM)	45%
Avatar NX software	75%
ADP-Application Program Interface (API)	75%
Horizons Cottage Expansion	80%
Youth STAR School Based Services—Kennett	80%
Dunklin County BHC Expansion	85%
Kneibert Clinic	90%

On-Going

Staff Recognition Program
Wellness Coaching
Staff Satisfaction Program
Training Department Team/Programs
Employee Wellness Program
Veteran’s Therapy Treatment
Employee Exit Survey
Trauma Awareness Initiative
Zero Suicide Initiative
Fleet Management

Fully Implemented

Campbell Thrive	100%
Maintenance Building	100%
Generators	100%
Supported Community Living (SCL) Conversion	100%
Horizon Cottages	100%
Wayne BH Complex	100%
Greenville BHC Youth	100%
Avatar NX (Upcoming generation of Avatar software)	100%



Campbell Thrive Clubhouse

With the continued growth of PSR services in Southeast MO the Campbell Thrive location offers convenience and support to clients in the Campbell area and those At Pol-Mac.



Piedmont Behavioral Health Complex

Behavioral Health Complex is located in the beautiful hills of Piedmont, MO. FCC was able to utilize the size of this building to accommodate the high need of services in Wayne County.



Kneibert Clinic

Formerly serving the Poplar Bluff area as a Doctor's clinic FCC is breathing new life into the 80,000 square foot property. The Kneibert location will offer Urgent Crisis Stabilization services, Behavioral Health Clinical Services, Prescribers, Primary care, pharmacy, and a state-of-the-art community training center.



Maintenance Building

Maintenance building: FCC takes great pride in all of its 46 locations across a 19-county area. The addition of the above was needed to give our 13-person maintenance crew a place to store materials and coordinate projects.

Assessment of Need

FCC Behavioral Health offers services in 19 counties in southeastern Missouri. The majority of these counties are in rural areas and face many challenges. FCC's core services area is made up of the seven counties that are designated as Certified Community Behavioral Health Organization (CCBHO) locations. Of the 19 counties we serve, Cape Girardeau County is the only county that grew according to the 2021 census data. Broadband internet access and household computers continue to be a need for 25.7 and 16.4 percent of our service area. While the state of Missouri has 87.1 people per square mile, the rural nature of our service area is reflected in the 29.6 people per square mile in our core service area. The primary industries in the area are social assistance 19.9% and retail trade 11.5%, manufacturing 7.6%, accommodation and food services 7.2%, government 7%, and education services 7%. Agriculture also remains a vital industry in this rural area, as it employs 3.8%.

Population Factors Affecting Service Availability by County for the FCC Service Area¹

County	2010-2018 Population Change	% Households with a computer	% Households with broadband Internet	Avg Travel Time to Work	Median Household Income	Per Capita Income	Unemployment %	Poverty %	% with a Disability Under 65	% with No Health Insurance	% Persons where Language other than English spoken at home
Butler *	(693.0)	85.4	76.6	19.2	42,227	22,611	9.2	21.2	19.6	15.0	19.2
Cape Girardeau	6,439.0	90.9	85.7	20.3	53,776	27,483	5.3	11.9	9.9	11.6	20.3
Carter *	(945.0)	82.0	75.7	30.5	42,403	23,382	6.9	20.3	19.5	15.3	30.5
Douglas	(1,952.0)	82.1	69.9	23.7	43,714	23,883	7.0	17.8	14.3	17.7	23.7
Dunklin *	(4,236.0)	83.8	79.3	20.9	38,020	22,879	6.9	20.2	14.1	16.1	20.9
Howell	(425.0)	86.7	77.3	19.9	39,482	20,375	5.0	18.4	15.5	16.1	19.9
Mississippi	(1,820.0)	79.0	75.4	20.7	34,354	18,655	10.0	19.1	18.7	14.5	20.7
New Madrid	(2,921.0)	82.9	76.3	21.5	40,129	22,513	9.4	18.9	16.0	13.9	21.5
Oregon	(2,250.0)	85.2	60.1	19.9	32,766	18,775	5.0	22.0	15.9	16.5	19.9
Ozark	(941.0)	79.3	66.7	30.2	33,046	20,479	8.4	20.3	18.0	19.4	30.2
Pemiscot *	(3,060.0)	82.3	77.0	19.2	34,709	21,634	10.7	35.3	19.7	13.7	19.2
Reynolds *	(609.0)	86.0	77.1	23.8	39,552	23,197	7.6	19.4	17.9	16.0	23.8
Ripley *	(3,483.0)	82.0	71.1	32.2	36,066	19,106	7.2	21.3	20.8	17.2	32.2
Scott	(1,351.0)	86.8	80.5	20.8	46,310	26,193	6.0	14.6	15.0	13.6	20.8
Shannon	(1,335.0)	79.6	68.3	24.4	36,229	17,782	8.1	21.8	18.6	18.5	24.4
Stoddard	(1,489.0)	85.1	78.1	22.7	42,761	22,587	7.1	16.8	18.2	14.9	22.7
Texas	(1,021.0)	86.3	72.2	25.4	35,758	20,541	7.1	20.3	19.2	19.4	25.4
Wayne*	(2,607.0)	78.2	71.1	29.3	38,018	20,449	8.1	23.2	20.3	16.9	29.3
Wright	(205.0)	84.9	72.5	26.7	36,711	18,858	8.4	18.3	15.5	19.0	26.7
Missouri	179,260.0	90.7	83.2	23.9	57,290	31,839	4.0	12.1	10.2	12.0	23.9
USA	23,148,207.0	91.9	85.2	26.9	64,994	35,384	4.5	11.4	8.7	10.2	26.9

* CCBHO Counties
¹ US Census Bureau Fact Sheets and Infographics & Visualizations (2021)

Population Statistics by County for the FCC Service Area¹

County	July 2021 Population Projection	2010-2021 Population Change	2010-2021 Population % Change	Population per square mile, 2010	Level of Education				Race and Ethnicity				% Veteran					
					% Persons under 5 years	% Persons under 18 years	% Persons 18-64 years	% Persons 65 years and over	% No High School	% HS or Higher (Age 25+)	% BS/BA or Higher (Age 25+)	% White		% Black or African American	% American Indian and Alaska Native	% Asian	% Native Hawaiian and Other Pacific Islander	% Hispanic or Latino
Butler *	42,101	(693.0)	(1.6)	61.6	6.1	23.3	57.5	19.2	16.0	84.0	13.0	90.1	5.6	0.8	0.9	2.6	2.2	7.6
Cape Girardeau	82,113	6,439.0	8.5	130.8	5.8	21.3	61.6	17.1	8.4	91.6	31.9	87.5	7.9	0.4	1.9	2.3	2.5	5.7
Carter *	5,320	(945.0)	(15.1)	12.3	6.3	23.1	56.0	20.9	13.8	86.2	15.2	95.7	0.5	1.3	0.2	2.3	2.9	9.7
Douglas	11,732	(1,952.0)	(14.3)	16.8	5.7	22.1	53.0	24.9	17.1	82.9	13.0	96.1	0.5	0.9	0.3	2.3	1.8	10.4
Dunklin *	27,717	(4,236.0)	(13.3)	59.1	6.8	25.5	55.7	18.8	21.0	79.0	13.9	85.9	10.6	0.5	0.9	2.1	7.0	6.0
Howell	39,975	(425.0)	(1.1)	43.6	6.4	23.9	56.0	20.1	14.0	86.0	17.3	96.0	0.6	0.8	0.7	0.1	1.8	2.2
Mississippi	12,538	(1,820.0)	(12.7)	34.9	5.3	20.8	61.0	18.2	22.8	77.2	12.5	73.1	24.8	0.4	0.3	1.4	2.5	5.2
New Madrid	16,035	(2,921.0)	(15.4)	28.1	6.3	23.2	57.3	19.5	18.6	81.4	12.0	81.3	15.9	0.3	0.4	0.1	2.0	2.1
Oregon	8,631	(2,250.0)	(20.7)	13.8	5.8	22.4	53.9	23.7	14.4	85.6	14.9	95.4	0.4	1.5	0.3	0.1	2.3	1.9
Ozark	8,782	(941.0)	(9.7)	13.1	4.6	19.2	51.5	29.3	19.0	81.0	11.7	96.4	0.2	1.1	0.2	0.0	2.0	9.6
Pemiscot *	15,236	(3,060.0)	(16.7)	37.1	7.3	25.5	56.9	17.6	20.8	79.2	12.0	70.5	26.1	0.5	0.5	0.1	2.3	2.8
Reynolds *	6,087	(609.0)	(9.1)	8.3	4.9	20.1	56.2	23.7	21.1	78.9	15.4	94.6	1.2	1.1	0.2	2.8	1.7	8.7
Ripley *	10,617	(3,483.0)	(24.7)	22.4	5.7	22.8	56.4	20.8	18.3	81.7	10.8	96.2	0.6	1.1	0.3	1.9	1.6	8.3
Scott	37,840	(1,351.0)	(3.4)	93.3	6.5	24.0	57.4	18.6	15.2	84.8	19.8	85.1	12.1	0.4	0.5	0.1	1.9	2.4
Shannon	7,106	(1,335.0)	(15.8)	8.4	5.5	21.3	56.1	22.6	18.0	82.0	14.5	95.2	0.5	1.4	0.3	2.6	2.0	11.6
Stoddard	28,479	(1,489.0)	(5.0)	36.4	5.6	21.8	57.9	20.3	20.2	79.8	12.3	96.7	1.3	0.5	0.4	1.2	1.8	7.5
Texas	24,987	(1,021.0)	(3.9)	22.1	5.6	21.3	57.2	21.5	15.6	84.4	14.8	92.8	3.8	0.9	0.4	0.1	2.1	2.2
Wayne*	10,914	(2,607.0)	(19.3)	17.8	5.0	20.3	55.4	24.3	18.8	81.2	9.9	96.0	0.9	0.6	0.3	2.3	1.8	10.6
Wright	18,610	(205.0)	(1.1)	27.6	7.2	25.7	54.7	19.6	49.1	80.9	11.0	96.5	0.6	0.8	0.4	0.1	1.5	2.3
Missouri	6,168,187	179,260.0	3.0	87.1	6.0	22.3	22.3	17.3	9.4	90.6	29.9	82.9	11.8	0.6	2.2	0.2	2.4	4.4
USA	331,893,745	23,148,207.0	7.5	87.4	6.0	22.3	22.3	16.5	11.5	88.5	32.9	76.3	13.4	1.3	5.9	0.2	2.8	18.5

* CCBHO Counties
¹ US Census Bureau Fact Sheets and Infographics & Visualizations (2021)

Data produced by Missouri Economic Research and Information Center (MERIC).

Populations-Served Data

The services provided during the period of July 1, 2021 through June 30, 2022 are described in this report. During the 2022 fiscal year, the agency served a total population of **8790**, a 8% increase from the previous year.

Average Statistics of Person(s)-Served



47% Male
53% Female

0.5% Females Pregnant at admission 24



75% White/Caucasian
14% Black/African American
1% Hispanic
1% Other



5% Homeless/Shelter
4% Pending housing

51% Report using tobacco at admission



56% High school or higher
6% Post-secondary Education
55% Unemployed



22% Disabled
8% Children (ages 11 and under)
16% Adolescent (ages 12-17)
71% Adults (ages 18-64)
5% Seniors (ages 65 and over)



3% Veterans
(264 local veterans)

The 2022 county health rankings by the Robert Wood Johnson Foundation indicate that the seven counties in FCC's core service area rank in the bottom 20% of the state. Not only is our service area among the lowest in the state economically, it is among the least healthy, as well. All of these statistics, factors, and projections of needs contribute to a high demand for behavioral health services as well as overall healthcare in our service area.

As a result, there are simple, yet disabling barriers for the population in the area that include but are not limited to the lack of transportation options, access to health and behavioral health care, access to computers and broadband Internet, employment, and educational opportunities. Poverty is a significant cultural and economic factor in the area and is characterized by stress, unhealthy living conditions, isolation, poor nutrition, and at-risk behaviors.

To overcome these barriers, FCCBH has continued to increase our workforce by finding certified staff in our rural communities with increased wages and by being able to provide mobile broadband solutions to staff and clients. As presented in the above statistics, most of our service area has less than 16% of the population possessing a Bachelor's degree or higher over the age of 25. The number of jobs in the healthcare and social assistance industry is expected to increase by over 4500 new positions over the next ten years, increasing the need for FCCBH to be more competitive in the available workforce.

FCCBH has increased our presence at local colleges to ensure recruitment campaigns to attract professionals from outside our area, due to the traditional job fairs being canceled. These and other efforts will continue across our service area to source quality staff to care for those we serve.

FCC continues to make progress by increasing our presence on employment platforms and alternative digital advertisement. We also implemented recruitment campaigns across our services areas with KFVS12 and other local advertising partners. FCC will continue to collaborate and partner with other providers across southeast Missouri to offer the most complete care and treatment to the population in our service area. FCC Behavioral Health will continue to be the provider and employer of choice.

Our Department Mission

It is our hope that the care provided by our agency is **effective, efficient, and well-documented** and that our employees have the skills they need in order to be in line with our agency values of Empowerment, Compassion, Excellence, Integrity, and Commitment.

Quality Improvement Department

Through the efforts of the leadership team, the Performance and Quality Improvement Committee, and the Quality Improvement Department, FCC regularly monitors effectiveness of services to enhance each program’s ability to empower the recovery of person(s) served. We do this in a variety of ways, including auditing, analyzing reports, and the measurement of outcomes. FCC engages in a set of focused activities designed to monitor, analyze, and improve the quality of processes in order to improve the outcomes across the organization. We recognize the need to continue to

improve our ability to conduct macro-level quantitative analysis of service effectiveness.

In addition to the assessment of current clinical practices, the routine dissemination of current trends and new interventions to help keep all staff aware of developments in the behavioral health field. FCC remains prepared to modify care and training as needs and concerns arise and as input is received from employees, families, and the individuals who access our services. Knowledge and communication are important as FCC Behavioral Health strives to empower person-centered recovery and wellness.

Moving Beyond the COVID-19 Pandemic

FCC Behavioral Health continues to adapt to the changing needs of both the staff and community as we move beyond the COVID-19 pandemic. Our Director of Nursing has worked tirelessly with Agency Leadership to continue to meet the medical needs of our clients. Through the creation of a medical safety plan, our Director of Nursing and youth programs are working to ensure that staff are prepared to assist clients with severe medical problems in the event of a medical emergency. The Director of Nursing has worked with programs to reduce the risk of medication errors through the piloting of new Medication Administration Records and pinpointing problems as they arise.

Over the past year, the Quality Improvement Department has focused on improving training opportunities for direct care staff on a variety of topics, including PIRP notes and collaborative documentation, trauma informed care, cultural competency training opportunities, and more. The Quality Improvement Department was proud to assist in the CARF accreditation process, where the agency received the highest mark of a 3-year accreditation.

“Caring, competent, committed, and enthusiastic staff members demonstrate a dedication to the organization’s success and to the provision of high-quality services to the clients.”
— CARF Accreditation Report

Evidence-Based Care Approaches Used

Trauma Informed Care	Integrated Treatment for Co-Occurring Disorders (ITCD)
Zero Suicide Initiative	Eye Movement Desensitization and Reprocessing (EMDR)
Motivational Interviewing (MI)	Tobacco Cessation through Tobacco Treatment Specialists
Cognitive Behavior Therapy (CBT)	Medication Assisted Treatment (MAT) Services
Moral Reconciliation Therapy (MRT)	Illness Management and Recovery
Relapse Prevention Therapy (RPT)	Supported Employment
Prolonged Exposure Therapy	Wellness Coaching
Assessing and Managing Suicide Risk (AMSR)	Trauma-Focused Cognitive Behavior Therapy (TF-CBT)

Employee Wellness Plan

Overview

Throughout this Wellness Program, each employee has the opportunity to support and encourage one another. This particular program highlights many categories, such as physical, mental, emotional, occupational, financial, and spiritual health and wellness. Throughout the year, we provide staff with a supportive environment, educational information, creative engagement, and continual encouragement as a means of modeling and enriching healthy lifestyles, both professionally and personally. All health concerns and restrictions are taken seriously and modifications are provided, when necessary.

Program Achievements

- Supported staff through engagement of healthy lifestyle choices encompassing the 8-dimensions of wellness and evidence-based practices
- Established opportunities for staff to practice maintenance of existing health conditions and early identification of other health conditions
- Implemented multiple forms of technology and outreach to minimize barriers and enhance accessibility of wellness initiatives
- Recognized and provided support directly related to current social and economic circumstances in an effort to support the health and wellness of all staff
- Conducted regular Wellness Committee meetings to identify and collaboratively plan wellness initiatives.

Wellness Initiatives of 2021

- ◇ Weight Loss Challenge
- ◇ Step Challenge
- ◇ Mindfulness Yoga
- ◇ Physical Yoga

- ◇ Wellness Wednesdays
- ◇ Essential Worker Calls
- ◇ Onsite Mobile Mammograms
- ◇ Book Club

Highlights

Agency wide health and wellness are essential in providing the best care to those we serve. As employees, we must take care of ourselves in order to give our very best to those we come in contact with. Taking a moment to collect thoughts, slow down, and regain control are all key points that each of us can gain from the Mindfulness Yoga classes that have been added this year. On the other hand, when you're feeling a little sluggish and need motivation, we offer a Physical Yoga demonstration and participation. This new Wellness addition will certainly get the energy levels lifted!

Continuing throughout this year as well, the Essential Worker Calls have provided a service to the healthcare professionals in our communities and to the frontline workers within our agency. These calls began in April 2020 and are hosted by volunteer FCCBH clinicians as a way to support all frontline workers and our communities. As we have adapted these calls for ever-changing community and staff needs, we now provide them via Zoom and have averaged 9 attendees each week since February 2021.

Highlights Cont'd

Another element of Wellness that is still going strong are our Wellness Wednesdays which were created in May 2020 with the sole purpose to provide regular and consistent wellness support to our staff through the use of various activities, exercises, and discussions. These 15-minute Zoom Calls allow for a variety of topics that lead into intriguing discussions.

Step Challenge Competition:
Team Category Winners
-Jillian McBride & Krista Bates-



Weight Loss Challenge Competition:
Team Winners
-Sherry Haga, Jessica Perkins, Sydney Davis, & Jodi Powell-



Step Challenge

The challenge spanned over 4 weeks with Individual winner having 805,853 steps!
*15 Individuals averaged 10,000 steps a day!

Weight Loss Challenge

We had a total of 150 staff members participate in the weight loss challenge that began in March 2022.

Onsite Mobile Mammograms

The Mobile Mammogram Unit was made available, at multiple FCCBH sites two separate times this year for staff members to receive preventative services with no cost to them.

Book Club

The agency book club, titled Shelf Indulgence, began September 2020 and has continued to grow over the past year reaching over 40 members.
*Meetings and Discussions held monthly.

Training Department

In August 2021, FCCBH Leadership created a new department to support the continued growth and expansion within the agency. Over the course of FCCBH's history, Training has been an integral resource that many within the agency have supported and provided alongside other roles and duties. With the creation of this department, the agency is moving into a training-centric culture that further supports and enriches staff development and learning.

Mission: Provide training opportunities and support for all employees to enrich staff development, promote agency growth, and improve service quality.

Goals and Objectives Achieved in FY2021:

- Formed a fully staffed department with four Training and Education Specialists and one Training Officer.
- Implemented a 2-day New Hire Orientation (NHO) training that is provided the first two days of employment for all newly hired employees. This training is coordinated and provided twice monthly.
- Fully integrated Systems Training for NHO in collaboration with the IT/HT Departments. This training utilizes a mobile learning lab structure that provides introduction and overview for all incoming staff to familiarize themselves with the operating systems necessary for employees to perform their jobs, such as ADP, Outlook, Relias, Avatar NX, and more.
- Established monthly Training Development Meetings with Leadership team members to support department structuring and ongoing training progress and expansion.
- Provided an 8-hour Trauma-informed Supervision Training Series through the Missouri Behavioral Health Council and Resilience Builders for over 70 supervisors to improve quality of supervision. This course will continue to be provided to all agency supervisors.



- Reintegrated ALICE (Violent Critical Incident Training) as a required training for all staff within the agency and continue to expand available training opportunities and availability to support the safety and security of employees.
- Administered training evaluations and surveys for both internal and external agency trainings, such as New Hire Orientation, documentation training, and ALICE training, to track significant data trends, provide trainers with supportive feedback, and continually improve training quality and efficacy.
- Established quarterly Agency Trainer Meetings for all staff that provide training within the agency to improve consistency of course content and expectations, provide additional support and resources, and enhance communication with all agency trainers.
- In collaboration with the Quality Improvement Department, developed and trained over 250 Care Coordinators and other direct-care staff in Collaborative and PIRP Documentation techniques to improve service documentation quality. This continues to be provided for all newly hired Care Coordinators and other direct-care staff.
- Coordinated and/or presented at more than 15 community trainings and events since September 2021 reaching more than 400 people within our communities. Some of the trainings include:



- Missouri Behavioral Health Conference
- FosterAdopt Connect Trainings
- Stewards of Children: Child Sexual Abuse Prevention Training
- Missouri Children’s Trauma Network Conference
- South Central Missouri Community Action Agency—Collaboration Day
- PB Connect
- CRC Mental Health Awareness Conference
- Social Services Day at Three Rivers College
- Women’s History Month Panel Discussion at Three Rivers College



Behavioral Health Clinics (BHC)

Butler, Carter, Dunklin, Pemiscot, Reynolds, Ripley, & Wayne



Approximately 1 in 5 adults in the U.S. experiences a mental illness (MI) in a given year that substantially interferes with or limits one or more major life activities. In the U.S., over 52.9 million (21%) of adults experience a MI, with 14.2 million (5.6%) experienced severe mental illness.¹ Also, there are 18.7 million adults who experienced a substance use disorder, which 51% of these individuals had a co-occurring mental illness.¹ MI has dramatic impacts on those who experience them, but also affects those who may not be touched firsthand. When people suffering from untreated mental illness do not access treatment due to barriers, they end up in places not designed to meet their needs. Without proper treatment, MI can lead to unemployment, increased hospitalization and emergency room use,

incarceration, early death due to chronic medical conditions, and suicide. Suicide is the 12th leading cause of death in the U.S.; 2nd leading cause of death for people aged 10-34; 3rd leading cause of death for ages 15-24; and 4th leading cause for ages 35-44.¹ More than 90% of people who die by suicide show symptoms of a mental health condition.¹ The expected increase of MI reports occurred in response to the environmental and health concerns related to pandemic over the past 2 years.

In correlation to the uptick of adult MI, mental health concerns for children continue to increase across the Nation as well. Data indicates that 1 in 6 youth aged 13-18 (17%) of young people experience an emotional, mental, or behavioral disorder, which causes significant functional impairments at home, school, and with peers.¹ Approximately 50% of these children receive behavioral health services.¹ One-half of all chronic mental illness begins by the age of 14; however, despite effective treatment, there are long delays between the first appearance of symptoms and when treatment begins.¹

FCC Behavioral Health serves approximately 5,141 people with comprehensive behavioral health services and interventions to meet the overall health and wellness of individuals served. FCC continues to be committed to meeting the behavioral health needs of children, adolescents, and adults who are in crisis and/or those with MI or SUD.

Through Solution-Focused approach, BHCs help people with:

- Setting goals
- Managing emotions, stress, and mood
- Increasing resources and support systems
- Improving communication skills
- Improving healthy family and social relationships
- Maintain sobriety and minimize the risk of relapse
- Improve daily living skills
- Enhance relationships and connectivity
- Achieve work productivity and performance
- Manage their overall wellness goals

FCC's Solution Focused approach builds on an individual's personal skills, strengths, and resilience—with an initial focus on the present to develop strategies to achieve goals. Each person-centered care plan is collaboratively developed to meet the unique needs of the individual to successfully begin the road to recovery. With a concentration on solutions, we are able to provide short, brief therapeutic sessions to quickly stabilize and help individuals to think and feel better.

¹ <https://www.nami.org/mhstats>

² <https://www.cdc.gov/mmwr/volumes/69/wr/mm6932a1.htm>

Services Offered

- Screening, Assessment, and Diagnosis
- Person-Centered Treatment Planning
- Evidence-Based Individual and Group Therapy
- Outpatient SUD Services
- Medication Assisted Treatment (MAT)
- Medication Management
- Community Support
- Nursing Services
- Peer Support
- Crisis Intervention (24/7)

Access to Services

Depending on preference of persons served, FCC provides in-person and/or telehealth services. Persons served complete a mental health screener, which determines eligibility and level of care. If eligible for services, the individual will receive an initial evaluation by a Qualified Mental Health Professional (QMHP) either the same day of the screening or within the next 10 business days. During the initial evaluation, the QMHP will assess the individual, provide any necessary interventions, and will provide a recommendation, which begins the treatment process.

Program Highlights

- Increase available specialized psychiatric treatment services, including Spravato treatment and Transcranial Magnetic Stimulation (TMS) at both Butler County and Dunklin County BHC sites, designed to assist person(s) served with an alternate evidence-based treatments.
- Continued growth a Batterer's Intervention Program (BIP) in Dunklin County; expanding an additional 4 staff participation and certifications, which has triggered planning stages for expansion of BIP services in other serving counties.
- Established a Postvention Response Team that has assisted with multiple community crisis responses, to include: Pemiscot County Tornado event, Charleston mass shooting, and multiple post-suicide responses for community support, acute service response, and postvention efforts.
- Increased access to same-day/continued services in collaborative partnership with CommCare Telehealth provider support, benefiting person(s) served and all program sites.
- Continued expansion of outpatient SUD services to outlying clinics.
- Fully implemented access to outpatient psychiatric and medication management services to Butler County Justice Center.
- Provided the resources and access to Eye-Movement Desensitization and Reprocessing (EMDR) evidenced-based therapy training to 7 of our 18 clinicians.
- Expanded Community Behavioral Health Liaison (CBHL) team to include 2 added positions: 1 Butler County CBHL and 1 Youth Behavioral Health Liaison (YBHL).
- Expanded Certified Peer Specialist services to Ripley, Carter, Reynolds, and Wayne Counties, provided increased support and treatment success.
- Continued strong participation and Agency representation at Community Mental Health Awareness Coalition with partnering agencies, community leaders, and other stakeholders from surrounding counties as a unifying approach to mental health awareness, resources and events.
- Organized and managed a 24hr warming center for 7 days at the First United Methodist Church in Butler County to provide temporary community shelter resource in response to extreme Winter conditions and temperatures.
- Participated in Mental Health Awareness Month to increase awareness and reduce stigma in the communities we serve.

THRIVE

Caruthersville, Kennett, Piedmont, Campbell, Poplar Bluff



FCC Behavioral Health's Thrive program is a Community Psychiatric Rehabilitation Center. We have five centers located in Caruthersville, Kennett, Piedmont, Campbell and Poplar Bluff and serve consumers in seven counties of Southeast Missouri. The Thrive program provided quality healthcare to 1,318 persons this year with serious mental illness (SMI). The Thrive clinical team helps people with SMI to achieve their goals of life, characterized by independence and choice rather than dependence. We work closely with individuals and families to develop a care plan that promotes recovery and wellness.

The Thrive program provides the following services: Community Support, Peer Support, Psychosocial Rehabilitation, Integrated Treatment for Co-Occurring Disorders, Wellness Coaching, Tobacco Treatment and Supported Employment. Prior to the Coronavirus Pandemic, most services were provided face-to-face. However, throughout the Pandemic, the Thrive staff have provided services through a variety of platforms. Both individual and group services have been provided through telephone, Ring Central, Doxy.me and Microsoft Teams. We are proud to continue being able to provide telehealth services to our clients in this manner who so choose. We provided 48,952 individual services in FY 2022. Individual services include: Community Support, Peer Support and Individual Counseling. We provided 31,717 group services in FY 2022. This is an 84% increase from the previous year. This includes Psychosocial Rehabilitation and Co-Occurring groups. We are providing approximately nineteen different groups per day at the different locations using varying methods.

FCC Behavioral Health is proud of the significant expansion it has experienced in Wayne county. The Thrive program now has an abundance of space to provide both individual and group services. Thrive also added an additional PSR site in Campbell to increase access of services to those residing in this area of Dunklin county.

The Thrive program is committed to providing excellent care to the clients we serve, and to ensure we can do that effectively, we have expanded to a total of three directors to represent the seven counties served. Each of the directors play a vital role in the functioning of each site, and ensure the highest quality services to the individuals served.



Sherry Haga
Poplar Bluff
Butler, & Ripley



Carolyn Polk
Piedmont
Wayne, Carter, Reynolds



Danielle Chidister
Kennett
Dunklin & Pemiscot

Youth STAR



Fiscal Year 2022 has been another year of exciting growth for the Youth STAR Program. The Youth STAR Program (North and South combined) met the comprehensive wellness needs of a little over 1550 clients during FY2022 which is up nearly 30% from FY2021. The Youth and Adolescent STAR Program focuses on helping clients who experience chronic and persistent behavioral health disorders learn Steps Toward Achieving Resiliency. The Youth STAR program

covers 7 counties total with the South serving Dunklin and Pemiscot counties and the North serving Butler, Carter, Reynolds, Ripley, and Wayne counties. Flexibility in service provision and community partnerships with local schools allows FCC BH to continue expanding school-based PSR services. Youth STAR South provided 692 services to youth and adolescents during FY2022 which increased by 25% from 519 during FY2021. Youth STAR North provided 862 services during FY2022 which increased by nearly 20% from 720 during FY 2021. The total number of Youth STAR clients currently enrolled in treatment is 1103 with a minimum average daily census of 550 at both sites!

FY2022 was a successful year for strengthening current school partnerships and developing new ones with local schools. Kennett School District partnered with FCCBH to implement school-based PSR services in Kennett South School as well as Kennett Middle School in FY2022. The Kennett School District also partnered with the Youth STAR South program to introduce afterschool PSR services as part of the 21st Century Grant in the Middle School and High School. The successful implementation of school-based PSR services in the Kennett School District in FY2022 resulted in the addition of school-based PSR services at Kennett Masterson Elementary for the 2022-23 school year. Youth STAR North strengthened their partnership with Butler County, Poplar Bluff R-1 School District and implemented more services into each school location, to include a pilot program at the Mark Twain Alternative School location. In addition, Youth STAR North established a stronger partnership with Ripley County and introduced PSR services to their district.



Due to the increased need for school-based services, both Youth STAR North and South programs were restructured with new leadership roles being added to meet the increased demand. The restructuring added Clinical Officer positions and additional Clinical Managers and CC Supervisors, as well as a Coordinator of School Services. Additional Family Support Provider and Youth Peer Support Provider positions were also added to ensure that a quality level of care is offered to meet the individual and family needs of our youth. Youth STAR anticipates FY 2023 to be another year of growth with a goal to provide services to 1800 youth and adolescents over all 7 counties.

Both Youth STAR programs provided in-house crisis services and assisted with psychiatric hospitalizations, despite the unavailability of beds in residential and hospital facilities. During FY2022, the Youth STAR South program responded to the needs of the local communities by providing crisis response when a tornado took the lives of a father and daughter in Pemiscot County. The crisis team met with youth in the community at Elite Tumbling to provide group therapy. Youth STAR North assisted with multiple tragedies which affected Poplar Bluff R-1.

Program Highlights

- Prevention training for PSR staff to implement additional evidence-based curriculum
- Community participation in the Caruthersville Christmas parade and Kennett Christmas Carnival
- A combined PSR Family Days at Easter and Christmas
- Presentation at MBHC for In-School services, and partnered with local school districts to develop a data collection system to determine the effectiveness of the school-based PSR programs
- The youth painted windows in the community for Mental Health Awareness in May
- Youth STAR received a grant for a Therapeutic Summer Camp and began planning the event with community members
- Youth STAR North clinical staff educated students using the Hazelden Safe Dates Curriculum for the Health Classes at Poplar Bluff Junior High School.
- Participated in community events, including Warrior Walk, Wishes for Riley, Out of the Darkness Community Walk with TRC.
- Participated in Back-to-School Fairs in all 7 counties
- Youth STAR North offered weekly Family Support Groups
- Youth STAR North implemented Systems of Care in Wayne County.



Crisis & Diversion Services

Access Crisis Intervention (ACI)

ACI Mobile Crisis Team:

FCC Behavioral Health provides crisis intervention services 24 hours a day, 7 days a week for Butler, Carter, Dunklin, Pemiscot, Reynolds, Ripley, and Wayne Counties in collaboration with Behavioral Health Response (BHR). Crisis episodes continue to increase across the state of Missouri. FCC Behavioral Health responded to 1591 crisis calls across the service area. FCC's crisis intervention often results in a more effective clinical outcome. FCC's ACI team is trained in crisis interventions as well as effective risk assessment procedures. The ACI team can refer consumers to less restrictive settings such as the Emergency Room Enhancement Program and the Suicide Care Pathway to ensure behavioral health follow up and stabilization of the mental health crisis.

Fiscal Year Consumer Outcomes:	
Inpatient	191
Court Ordered	87
SUD services	53
Routine appointment	173
Crisis appointment	217
Follow up with existing provider	466
Emergency Room Enhancement (ERE)	72
Problem Resolved	253

Emergency Room Enhancement (ERE):

Diversion Program for high utilizers of hospitals and Crisis Services. FCC Behavioral Health's ERE team has received 156 Referrals with 108 being eligible for the program. Our team has engaged 87 of those referrals this year.

What ERE does: Trained staff identify patients as being high utilizers of ER services and notify outreach workers that the individual may benefit from ERE services. • Peer Support Specialist meet with the individual to determine if they are eligible to participate in ERE. • If so, the Peer Specialist determines if housing, food or other basic needs are required and makes an appointment with the CMHC, providing transportation if needed. • Therapist does further evaluation of needs and links with appropriate services. Care Coordinators assist the individual in achieving wellness and functional capability, reducing costly return visits to the ER.

Zero Suicide Initiative:

FCC Behavioral Health is committed to the ZERO Suicide Initiative to improve clinical practice to prevent suicide. FCC has implemented policies and procedures to ensure safe suicide care for those we serve. Those identified based on the standardized screening tools as a higher risk for suicide will receive enhanced services. Consumers will be identified in the electronic medical record as Suicide Care Pathway. Staff will provide more frequent contacts and structured follow up and monitoring for those individuals. Staff across all programs will implement the standard level of care identified through Suicide Prevention research. This includes using evidenced based practices such as safety planning and lethal means counseling with all consumers.

Pathway DATA Snapshot:

- 133 active consumers
- Average age 29
- 25% of consumers are adolescents
- 70% of clients are adults
- 53% of consumers are female
- 87% of consumers are Caucasian
- Consumers meet quality measures
- 57% missed appointment follow up
- 83% enrolled following a crisis
- 69% enrolled following hospitalization/ER

Firearm Suicide Prevent Project:

FCC Behavioral Health partnered with Missouri Institute of Mental Health regarding a firearm suicide prevention. Missouri Foundation for Health awarded planning grants to selected project proposals. Our proposal for firearm suicide prevent was selected to receive the two-year planning grant. FCC Behavioral Health's project will focus on forming and enhancing collaborations within the community. We are halfway through the planning grant for the Firearm Suicide Prevention project. Our proposal for the five-year implementation grant is in progress. This year the project has been focused on gathering data and developing programming to address firearm suicides. The implementation proposal will focus on targeting faith-based communities and manufacturing/construction employers in our seven-county service area to provide suicide prevention education. This project is a unique approach by collaborating with faith communities and employers not traditionally included in suicide prevention. The National Strategy for Suicide Prevention recommends that a comprehensive approach to preventing suicide must include community stakeholders. Our proposal will include these key members of the community in the suicide prevention efforts.

Staff Cares/Community Postvention:

FCC Behavioral Health is committed to safe suicide care and trauma informed care. Therefore, suicide postvention is crucial for preventing suicides. There is a Postvention workgroup to create a structure and implementation. Postvention is provided to staff as well as in the community to support those after a loss. Postvention has been provided 10 times during FY2022.

Show Me Hope:

Crisis Counseling Program in response to COVID 19. Show Me Hope ended on June 13, 2022. The Show Me Hope team provided outreach and engagement for survivors of COVID 19.

Primary Service	Population Served
Individual Crisis Counseling	726
Group Counseling/Public Education	4451
Brief Educational/Supportive Contact	12,109



Stakeholder Feedback

"Thank you from the bottom of my heart for all y'all's efforts and help with everything! I really don't know what I would do without you all right now. I would more than likely be dead! It really hurts telling people that you feel like dying, but at the same time still got the want to live!" (ERE and Pathway)

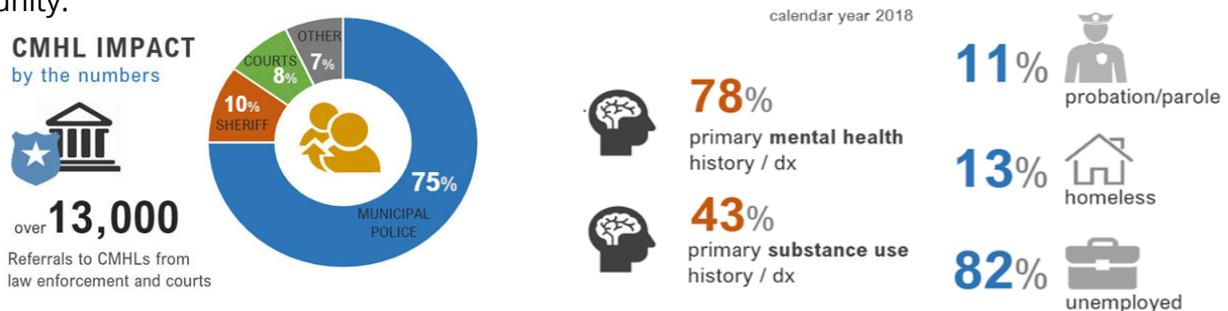
Thank you for helping my son. He is working on construction projects and doing very well. We are getting along better, his moods are improved, and he is taking his medication. (ERE)

I can't thank you enough for being here. It means a lot to all of us. (Community Postvention)

The Community Behavioral Health Liaison (CBHL) Initiative:

In a mental health crisis, people are more likely to encounter police than to get behavioral health treatment. Many of these individuals are booked into jail each year. Nearly 15% of men and 30% of women booked in jails have a serious mental health condition. Most of these individuals are not violent criminals, just lacking the resources and healthcare needed to live a healthy, productive life. Once released from jail, many do not have access to services; therefore, do not make many life improvements. To address this issue and to increase access to care, FCC Behavioral Health’s Community Behavioral Health Liaison (CBHL) has teamed up with law enforcement in our 7-county service area to link these individuals with behavioral health treatment.

The goal of FCC Behavioral Health’s CBHL Initiative is to form better community partnerships with law enforcement and courts, to save valuable resources that might otherwise be expended on unnecessary jail, prison, and hospital stays, and to improve outcomes for individuals with behavioral health issues. FCC Behavioral Health’s CBHL follows-up with those referred by area law enforcement and courts to track progress and ensure success. Through this program, people have access to the behavioral health care they need in order to become and remain well; while law enforcement officers get the behavioral health training and on-site support they need when dealing with demanding situations in the community.



FCC’s CBHL has developed Crisis Intervention Team (CIT) Councils in Butler, Carter, Dunklin, Pemiscot, Reynolds, Ripley and Wayne Counties. CIT teaches officers de-escalation strategies and how to redirect individuals from the criminal justice system to the mental health care system. In turn, FCC assumes "custody" of the individual, and provides directed and non-restrictive accessibility to a full range of care and social service options. CIT trained officers can significantly decrease injuries, death, and community dissent. In turn, persons with a mental illness are diverted to FCC Behavioral Health for treatment rather than to jail or to return to the streets with no help. Trained CIT officers carry on the normal duties of law enforcement but can provide a specialist role when a potential mental health-related crisis is identified.

In October 2022, the Three River’s CIT Council will hold its fifth annual 40-hour CIT training. Since 2018, the Three Rivers CIT Council has trained 60 law enforcement officers. These officers are now better equipped to deal with individuals in mental health or substance use crisis situations. This training is scheduled every fall and is approved by P.O.S.T. (Peace Officer Standards and Training).

The Criminal Justice Liaison (CBHL1)

The inclusion of the Criminal Justice Liaison position (CBHL1) within FCC Behavioral Health can be best described through the words of Bruce Jackson, an American filmmaker, when he stated, "Bridges become frames for looking at the world around us". The Criminal Justice Liaison position in its simplest form builds a bridge between the Behavioral Health Industry and the Criminal Justice System workers, ensuring that our common goal of positively affecting our communities and those we serve remains consistent and ultimately effective.

The Criminal Justice Liaison (CBHL1)

In January 2021, FCC Behavioral Health stepped outside the proverbial safety net and embarked upon an innovative strategy designed to enhance interaction between regional law enforcement officials, court personnel, jails, and the behavioral health industry. This strategy included the newly developed Criminal Justice Liaison (CBHL1) position.

Primary Efforts Associated with the Position

The collaborative efforts associated with the Criminal Justice Liaison (CBHL1) position are accomplished through a wide array of conceptual tasks including:

- Partnering with community stakeholders and law enforcement in developing and sustaining Crisis Intervention Teams within our region.
- Enhancing the ability of our community partners, law enforcement, court, and jail officials to recognize, de-escalate, and refer for care, those experiencing a behavioral health or substance use crisis.
- Provide Support and resources for law enforcement officials to assist with coping with stress and or trauma and to promote officer wellness.
- Broaden community stakeholders understanding of resource acquisition and referral for care.



In addition the Criminal Justice Liaison has obtained certification to bring additional law enforcement related trainings to our local officers including Disability Awareness training and multiple Missouri CBHL Mental Health training areas including Individual and Group Crisis Intervention.

Understanding the importance of enhancing our local abilities surrounding mental health and substance use resource management and acquisition, the Criminal Justice Liaison has taken a leadership role, obtaining a facilitators certification in the sequential intercept mapping model. This duty will allow the position to further the organizations desire to bring Sequential Intercept Mapping to each county within FCC Behavioral health's seven county service area, spotlighting all resources and identifying potential lapses in services. This process broadens our ability to intercept potential criminal justice related clients and re-direct them into behavioral health or substance use care rather than the criminal justice system in hopes that the burden is lessened on the CJ system and the clients receive life altering assistance.



Finally, the Criminal Justice Liaison is uniquely positioned to provide insight which will ultimately enhance not only the relationships within the criminal justice and behavioral health communities but likewise the broaden FCC's overall impact on the community and our mission of providing person centered services.

Becoming widely known and accepted throughout our coverage area, our CBHL's have repeatedly engaged members of our law enforcement, judiciary and first responder industries about wellness and resiliency. Whether our assistance is through hands on work with our clients, partnering through events such as Postvention debriefs, or simply speaking to groups of potential clients the Criminal Justice Liaisons (CBHL1) reach is rapidly expanding throughout our communities.

A visual reminder of the effectiveness of the program is observable through statistical data including the fact that 2022 saw a marked rise in our local law enforcement team members reaching out for support and services. Conducting multiple critical incident debriefings, personal enhancement sessions, officer wellness surveys, and general resiliency forums, the FCC Behavioral health's CBHL corps have risen to the calling of serving those who serve our communities, equipping them, and ensuring that FCC Mission is emboldened throughout our communities.

Adult SUD Services



STAPLETON

"Out Of Difficulties Grow Miracles"

Stapleton Center and its outpatient programs are committed to educating the community, clients, and staff on why harm reduction efforts are so important and life saving to the individuals we serve.

According to SAMHSA reports the U.S. is experiencing the most significant substance use and overdose epidemic it has ever faced. Harm reduction services save lives by being available and accessible in a matter that emphasizes the need for humility and compassion toward people who use drugs. Harm reduction plays a significant role in preventing drug-related deaths and offering access to healthcare, social services, and treatment. These services decrease overdose fatalities, acute life-threatening infections related to unsterile drug injection, and chronic diseases such as HIV/HCV.

2023 Vision

- To Continue building community partnerships in all Counties that we currently serve.
- Work toward expanding Trauma Focused Services in our current Treatment Court Counties.
- Continue to build and strengthen the Stoddard County Treatment Court Team.
- To successfully transition from our current CSTAR standard of care to ASAM.
- Educate the community, staff, and clients on Harm Reduction of Care.



Stapleton Staff Giving Back to the Community

2022 Accomplishments

- Awarded the federal residential contract that allows 24/7 admissions for offenders/clients.
- Staff was trained in the HEAT Program. This training was provided by the Treatment Court Program and the target population is black males ages 18-29. The HEAT program stands for Habilitation, Empowerment, and Accountability Therapy.
- Stoddard County Treatment Court has flourished and with the increase in census is able to sustain 2 full time staff.
- Dunklin County Families First HUB successfully awarded all aligned partner grants to community partners for the remainder of the grant period ending in December 2022.

Project WIN continued to participate and be involved in community efforts this year. Project WIN operates as the Dunklin County HUB (Dunklin Families First). They have awarded grants and those are being put into action within the community. As a result of this initiative, we are seeing better safe sleep practices, nutritional needs are being met, and overall health and wellness outcomes are being improved due to the HUB funding/aligned partner grants. With these grants the community has been provided with pack n plays, sleep sacks, pacifiers, formula, diapers, wipes, soap, and educational/parenting classes. The HUB has also been working in collaboration with grantees to provide a resource packet with information about all the services offered in our area to allow an equal opportunity for all members of the community to have access to these resources available. Project WIN will participate in the annual Breast Feeding Walk where participants can enter to win the new mommy basket.





Family Focused Treatment

Recovery doesn't happen in isolation. Very often it happens in the midst of a family system. First, family members and family structures bear the scars of substance use disorders. They are broken, neglected and abused by members with a substance use disorder. But sometimes they are not just the victims. Family members and family systems can also be contributors to substance use disorders. Whether it's inherited predisposition to substance use, learned behavior patterns of behavior passed down from previous generations, family norms, or enabling behaviors, treating substance use disorder means treating the family.

While this may be well understood, it has been a challenge to effectively address. Over the last 5 years family engagement into services has been an area of needed improvement at Turning Leaf. This year we stepped up to the challenge. Here are two of our pilot efforts. We are learning!

Parent Café

The Parent Café provides a safe, nurturing environment to talk about family hardships and accomplishments. This is a national program that is designed to be run BY PARENTS – FOR Parents. Turning Leaf has sponsored three Parent Cafés in cooperation with the Boys and Girls Club. We have our first set of parent leaders and will be providing direct support over the next year to host one Parent Café per quarter in West Plains.

Location: Boys and Girls Club Gym
Free Fajita Dinner
Free Childcare and Pizza
Door Prizes
Tips and Resources
Discussion "Getting my Child to open up"
A JOINT EFFORT OF Boys and Girls Clubs, FCC Behavioral Health, Ozark Health Care

Couples Recovery Therapy

One of the first things that will sabotage recovery is a non-supportive romantic relationship. This past year we developed screening criteria and piloted Behavioral Couples Therapy with two couples. The assumption underlying BCT is that therapeutic interventions that are designed to address substance abuse problems, while concurrently dealing with a patient's family and relationship issues, may provide a significant benefit because family and relationship factors appear to play a critical role in a patient's abstinence from substance abuse and relapse after treatment. Involvement of intimate partners in the therapeutic process could increase the success of treatment and reduce the risk of relapse. Our goal was to refine our screening process and explore the necessary supports that would facilitate a strong intimate partner approach to treatment.

Expanding Services

- This year has seen efforts to extend services in two counties, Douglas, Ozark, Wright and Shannon Counties.
- In the Douglas County, the Ava office gained CSTAR status. This allows for additional funding and types of services for both treatment court and the general public. We have been awarded the SATOP contract and on August 1 will launch the full service line for Substance Awareness Treatment Offender Program (SATOP).
- A full line of services have been established in Shannon and Oregon County Treatment Courts in the 37th circuit. The 44th circuit has doubled its treatment docket. We are now serving over 115 treatment court clients. Treatment courts have a proven record over the last 30 years of reducing relapse and recidivism. Communities with strong treatment courts are safer, healthier and more resilient. Turning Leaf is excited about being a Treatment Court Treatment provider.





2021 Achievements

- Development and growth in Charleston
- Development with Esther House in Sikeston
- IPS Development and growth
- Community Partnerships & Activities
- Monthly community activities and outreach
- IPS participation and sponsorship in First Friday Coffee
- Recognition by City Council
- Work Life Graduates
- Pups Program Continued
- Prepared for ASAM Conversion
- Joined Jackson Chamber of Commerce

Medication Assisted Treatment

260 New Clients were seen in the MAT program in 2021 along with over 828 follow up appointments.

Community Collaboration

One of our goals at Serenity Pointe is to help clients build a life worth living in their recovery. We focus on helping the client develop natural ties in the community.

More than 93,000 Americans died from drug-involved overdose in 2020. For the last two years, Serenity Pointe partnered with Gibson Recovery Center and Community Counseling Center to bring awareness to the community. We have sponsored an overdose awareness candlelight vigil for International Overdose Awareness day and co-sponsored RecoveryFest activities for Recovery Month in September.

Individual Placement and Support

One of the sustaining components of a successful recovery is gainful employment. Research has shown that individuals who have meaningful work will remain in active recovery longer.

During 2021, Serenity Pointe's IPS program opened 47 cases. They had Job Placements for 34 Women. 23 women worked and reached their 30-day milestone and 14 met their 90-day milestone. The IPS program achieved High Fidelity in 2021.

Women and Children's Program

Serenity Pointe is one of only 7 substance use programs in Missouri that allow women to bring their children to treatment with them.

Over 20,000 **babies are born** each year **dependent** on illegal or prescription **drugs** and suffer neonatal abstinence syndrome (NAS), a type of opiate withdrawal. That's the equivalent of **one baby** every 25 minutes.

Research has established the value of evidence-based treatments for pregnant women (and their babies), including medications. Prenatal care and a comprehensive drug treatment program can improve many of the detrimental outcomes associated with untreated abuse.

During 2021, Serenity Pointe served 33 pregnant women and had 6 healthy babies born.

Community Partners

- Safe House For Women Inc.
- Community Counseling Center
- Probation and Parole
- Missouri Children's Division
- Johns Pharmacy
- One City
- Chamber of Commerce
- Cape Family Medical
- EPIC
- Southeast Missouri State University
- Multiple local churches
- MO extension office
- SEMO Intern program
- Serenity Pointe Advisory Board
- MAW Group
- Gibson Recovery
- Esther House



Substance Use Prevention

FCC Behavioral Health's Prevention Program has been a source of positive development and change in prevention services delivery, research, and education since 1993. Our vision is to be the premier resource for substance use prevention and education: changing communities, saving lives, and building better futures. Our mission is to empower communities to combat substance use and its related problems with proven, practical resources, prevention education, information, community-based, environmental and advocacy strategies.

Prevention Resource Center

The Prevention Resource Center's (PRC) goal is to provide communities with quality alcohol and drug prevention services in order to expand knowledge and understanding of drug use and its effects in order to build drug-free communities. The PRC provides services and specialized ability to create opportunities of collaboration, connects communities and individuals' ages 0 to 100 to prevention resources in meaningful ways to eliminate unmet prevention education needs, and ultimately decrease drug use in Southeast Missouri. The Prevention Resource Center targeted population area is Service Area 20, Dunklin, Pemiscot, New Madrid and Mississippi Counties. Within these counties the PRC serves 10 Missouri State Registered Coalitions and 4 Youth Coalitions. The PRC also provides substance use prevention services to several other non-registered entities such as local schools, coalition task forces, social service agencies, churches and local businesses.

In FY2022 the PRC has been involved in over three hundred community activities and events. The PRC assisted community coalitions with grant applications for various local prevention activities that totalled over \$130,000.00 of additional prevention funding for the area. The PRC also provided substance use prevention presentations, trainings and information booths on multiple topics to over 6000 youth and adults. Evidence Based Trainings included Too Good for Drugs, Toward No Drugs Use, SPORT Prevention Plus Wellness, Youth Mental Health First Aid, PeaceBuilders, and Strengthening Families. Information and training events also covered topics such as risk and protective factors, media advocacy, coalition building, assessment, and cultural diversity. The PRC has Facebook and Instagram pages as an additional avenue for distribution of substance use prevention related information and education. In FY22 the PRC created a large snapchat campaign, professionally created videos by 2060 Media covering the topics of prevention, safe disposal, risk reduction, treatment and recovery. These videos were viewed by over 40,000 people each month for the entirety of FY22. With this campaign, we were also able to distribute over 8000 Medication Safe Disposal Kits and 100 Narcan kits to Service Area 20 residents.



Tobacco Merchant Education

The PRC tobacco initiative included one-on-one merchant education visits to every vendor in our four counties. The PRC's goal is to ensure retailers understand the specific state law on tobacco, including the laws and fines for selling to minors but most importantly educate retailers on tobacco and their role in youth use of tobacco products. The PRC has expanded their efforts by recruiting youth to work with the SYNAR efforts of the Prevention Department of the State of Missouri. In FY2022 the PRC visited 165 tobacco vendors, created and distributed 5 Tobacco Vendor Education Newsletters, and provided/hosted a Tobacco Merchant Vendor Training.

Victim Impact Panel

The Victim Impact Panel (VIP) is a community-based meeting for victims/witnesses to describe experiences they or loved ones have endured due to the actions of impaired drivers. Panel members along with a victim video explain how the crash has impacted their lives. DUI offenders can attend the meetings as part of their court sentences. The panel aims to be non-judgmental about the consequences of drunken/drugged driving in an attempt to change behaviors and attitudes. Many communities use Victim Impact Panels as one sanction against DUI offenders to increase drivers' understanding of the consequences of their actions. VIPs can help put a "human face" on the tragic consequences of impaired driving. They provide a forum for victims to tell about the devastating emotional, physical and financial impacts that the incident has had on their lives and those of their families and friends. The PRC has hosted 85 VIPs since 2013, reaching a total of 600 participants.

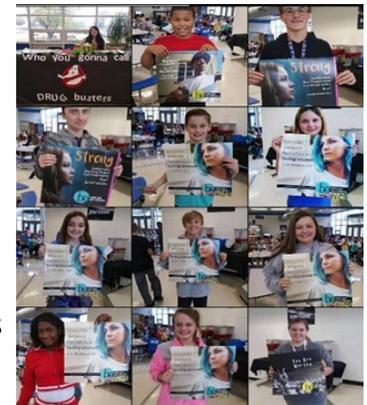


Youth Mental Health First Aid

The Youth Mental Health First Aid (YMHFA) Training is yet another of the PRCs expanded services. YMHFA is 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 addiction challenge or is in crisis. The PRC has provided 35 YMHFA trainings with 450+ participants.

Missouri School Based Prevention and Resources Initiative (S.P.I.R.I.T.)

The Missouri Department of Mental Health, New Madrid County RI School District, and FCC Behavioral Health collaborate to provide the Missouri School-Based Prevention Intervention and Resources Initiative. FCC's prevention team has conducted the Missouri School-Based Prevention Intervention and Resources Initiative since 2002. In 2021, FCC expanded to the South Pemiscot School District. FCC works with the state contracted Missouri Institute of Mental Health (MIMH) to track the success of each program. In addition to the surveys, Missouri Institute of Mental Health (MIMH) does each year, FCC started implementing our own pre/post surveys that allow us to see specific success, student growth in knowledge and can reveal when/if a change in programming is needed.



Our School-Based Prevention Intervention and Resources Initiative program is built to maximize every school aged child's readiness to learn as a result of being free from the harmful effects of alcohol and substance use. Program goals include: delay age of first use of alcohol, tobacco, and other drugs; promote safety in classrooms by reducing the incidence of substance use and related acts of violence; (c) strengthen and support families; (d) intervene early with children at greatest risk for substance use; (e) refer children with substance use problems to appropriate treatment services; and (f) ensure that strategies for school-based services are cost effective, with measurable goals and outcomes. Our SPIRIT program began as quite small reaching three grades in Matthews Elementary, two grades in the New Madrid Middle School and one grade in New Madrid High School. Today, we are reaching K-5 in Lilbourn, New Madrid and Matthews Elementary Schools, the entire New Madrid Middle and High school as well as South Pemiscot Middle and High School.

Permanent Drop Box Locations Placed by Prevention:





Fiscal Year 2022 at West Plains Adolescent RISE focused on overall wellness for clients and for staff. Since the beginning of the COVID-19 pandemic, offsite recreation had been stopped to ensure the safety of clients and staff. RISE staff went



above and beyond developing various onsite activities for clients, including staff versus client kickball games, an Open-Mic Night that included life stories and poems from clients along with refreshments, bonfire nights, and a RISE Games, which included multiple activities, treats, and a meal that were all Harry Potter themed. Toward the end of Fiscal Year 2022, we have been able to return to doing some offsite activities including a day out at the movie theater to see Top Gun: Maverick and a day at the Willow Springs, Missouri city pool complex featuring water slides and a lazy river. In March 2022, clients and several staff also were privileged to attend a suicide prevention event featuring Kevin Hines as a guest speaker. Kevin Hines is one of only thirty-six (less than 1%) to survive the fall from the Golden Gate Bridge. Kevin's story was very powerful for all in attendance.

In October 2021, RISE staff were recognized with individualized awards including candy, a card from the clients, a certificate, and a star trophy. The awards included titles such as "Helping Hand Award", "Contagious Smile Award", "Road Warrior", "Ole' Faithful", "The Avenger Award", and "Appointment Maker".



Fiscal Year 2022 also brought staff changes to West Plains Adolescent RISE. Elizabeth Tinsley became Care Coordinator at RISE in August 2021. Elizabeth held the role of Care Coordinator Employment Specialist at FCC in Piedmont, MO prior to her transfer to RISE. Shellena Dawson was hired as a substance use counselor in November 2022 and she is now in the role of outpatient counselor. Shellena has a history of working within the school system and in probation and parole. Mary Finzel joined the RISE team in November 2021, and she has since moved into the role of Diagnostician/ITCD Specialist. Mary completed her final practicum at RISE, graduated with her Master of Social Work (MSW) degree in May 2022, and is now a Licensed Master of Social Work (LMSW). Taunia Rosa accepted the position of Day Treatment Nurse at RISE in February 2022. Taunia is a Registered Nurse (RN) and has experience working in a pediatric clinic and in the neuropsychiatric unit at Ozarks Healthcare in West Plains. Brittney Lange moved from the position of Recovery Support Aide II into the role of Academic Coordinator in June 2022.



Fiscal Year 2022 at West Plains Adolescent RISE brought improved wellness for clients and staff, and we look forward to continuing this trend.



During the Fiscal Year 2022, consumers and staff have utilized resources provided by the company to help maintain a fun, safe, and therapeutic environment. This included new activities, various clinical positions being filled, enhanced security measures, and maintaining the appearance of the treatment center and group homes.

Activities

New games and activities were purchased and provided to consumers to help build rapport between staff and consumers as well as teambuilding techniques. Staff and consumers participated in activities such as water balloons, tie dyeing shirts, diamond art projects, as well as holiday parties with popcorn, snow cones, and cotton candy. Consumers enjoyed staff from various shifts participating in games and activities together.

Staff Changes

Keith Chadwell filled the position of Care Coordinator at Horizons during the Fiscal Year 2022. After excellent performance as an RSA at the program, he accepted the position as the Care Coordinator for the residential program. Filling this position has allowed us to provide consumers with increased opportunities to learn life skills including scheduling appointments in the community with hairstylists, barbers, optometrists, and dentists. Keith has been able to assist consumers with obtaining drivers permits, teaching appropriate etiquette when dining out, shopping, and communicating with professionals in the community.



Enhanced Security

A key fob was installed at the rolling gate entrance to the boys and girls group homes. This enhances security by eliminating the risk of lost keys and increasing consumer safety during recreation activities. In order to provide a secure location for personal belongings of staff, a locked cabinet was purchased and placed in our staff room. This cabinet also helps ensure a safe environment by providing storage for potentially harmful objects including office supplies. Panic buttons were installed in clinical offices. These buttons, placed in secure locations, alert law enforcement of the need for assistance due to violent behaviors, fights, or other safety needs.

Recently, a storage cabinet with locking capability was purchased for the Horizons classroom to ensure an organized, structured environment is provided to the consumers. Along with providing privacy by concealing written work, the cabinet helps demonstrate the ways maintaining a sanitary, structured workplace can improve academic performance, mood, and overall well-being.

COVID-19

Due to COVID-19 visitation restrictions, consumers are unable to have in-person family visits, therefore, Horizons has provided consumers a way to have virtual calls with their family by utilizing iPads through FaceTime and Google Duo applications. Consumers look forward to seeing their loved ones each week during virtual calls.

Coordinated Solutions

An exciting new grant program that is being offered throughout FCC Behavioral Health's catchment area is Coordinated Solutions: Reaching Out to Those in Need. FCCBH was awarded



\$5,045,760 to use in providing outreach and direct care services to individuals who are uninsured or underinsured and in need of behavioral health services. Individuals enrolled in the program receive individualized support while applying for Medicaid, Medicare, or private insurance. The program provides behavioral health services (mental health and substance use disorder) at no charge while helping the client apply for the alternative funding source listed above to help clients achieve and sustain long-term behavioral health stability. The services provided include all those available to any client at FCCBH: assessment and intake, individualized treatment planning, evidence-based therapy, community support, certified peer support services, psychosocial rehabilitation (PSR Group), co-occurring services, and medication management. Funds are available to help clients with both transportation and medications. Services are available in all 7 counties of the FCCBH catchment area: Butler, Carter, Dunklin, Pemiscot, Reynolds, Ripley, and Wayne. Priority populations include children under 6, adults over 64, people of color, veterans, and the LGBTQIA+ population.



Disease Management

The Disease Management (DM) program is a collaboration

between the Missouri Department of Behavioral Health, MO HealthNet Division, the Coalition of Community Mental Health Centers, and DBH Providers. The DM project targets active MO HealthNet recipients who have a mental health or substance use diagnosis and high-risk healthcare needs indicated in their Medicaid claims data. The purpose of the DM project is to provide care coordination and manage overall healthcare more effectively to improve patient health and reduce overall costs to the Missouri Medicaid program. Since beginning in 2010, the DM program continues to save the Missouri Medicaid program millions of dollars and continues to improve the health and well-being of thousands of people more significantly in Missouri.



The DM program continues to link consumers to resources here at FCC Behavioral Health as well as in the respective communities. One of our goals is improving the consumer's overall health and wellness, which is done by the outreach efforts (phone, visit, letter) conducted by the Outreach Coordinator as DMH provides the DM team with a new cohort of consumers every six months. These lists are a combination of consumers who have carried over from previous cohorts and newly identified consumers. At this time, Disease Management is a non-referral program and can only outreach consumers who are identified on the cohorts. The FCC DM Team consists of six DM Outreach Coordinators Disease Management continues to do well with maintaining high metabolic screening completion rates for CPS DM, SUD DM, and overall completion rates. FCC's DM team was recently recognized by the executive team for being one of the top DM teams in the state.

Healthcare Home

Services include Comprehensive Care Management, Care Coordination, Health promotion & Education, Comprehensive Transitional Care, Individual & Family Support, Referral to Community & Social Support Services, and Services through Information Technology Links.

The department will continue to improve health outcomes, reducing the high cost of healthcare services for the target population by reducing unnecessary ER department & hospital visits. Although COVID-19 appeared to have waned during the fall and winter months of 2021, 2022 has proved that COVID is not going away anytime soon. Our goals were still to find innovative ways to obtain the needed metabolic screenings for our clients, while maintaining safety precautions for our clients, and for our staff. We also had goals of striving to decrease chances of any transmission of COVID-19 within the workplace, & to provide education to our staff & to our community, and to assist in providing trained personnel to participate in COVID-19 Vaccination booster clinics.

Clinical Improvements

Despite the pandemic, HCH met all goals set by the MO Dept of BH except for the tobacco use goal & one point shy on the Adult BP Control for Diabetes measure. Our Youth met yearly goals and outcome measures as follows: Asthma, Med, Adherence, Diabetes, Tobacco Use, & Metabolic Screening. Statewide in 2021 there were 33% decrease in glucose, 39 % in triglycerides, 34% BMI, 43% decrease in LDL (bad) cholesterol & 40% increase in HDL (good) cholesterol in 2021 with HCH patients.

Integration

HCH ensures each new client has a primary care physician (PCP) or provided with a list of area physicians and educated on the importance of being an established patient with a PCP. PCPs are notified at the time of admission & all admissions updated in Care Manager. Our rate of PCPs identified and notified is now 99% as of June 2022. A HCH video was made for Cross training other departments & made available on Relias for new hire staff as well as available as in-service material for the other sites to use for training.

Growth

The fiscal year of July 2021-2022 has been one of tremendous growth for FCC's Healthcare Home. We received 497 additional slots from the MO Dept. of Behavioral Health. As a result of the added slots combined with a large waiting list, four additional Nurse Care Managers and 1 HCH Care Coordinator have been hired for the Kennett & Poplar Bluff sites and recently expanded into the Piedmont office. The MO Dept of BH has carefully tracked weekly each of the 26 HCHs in the state to ensure the additional slots given to each agency are filled. At the end of the fiscal year of tracking, FCC has been #1 in the state in enrollments using 94% of the slots given. Current staff: 3 HCH Directors, 10 NCMs, & 4 HCH Care Coordinators, 1 NCM vacancy.



Brandy James, LPN
Director, Kennett

Vicky Fairey, RN-BC
Program Director

Lori Johnson, RN
Director, Poplar Bluff



Cost Savings

A study done on cost savings from 2012-2018 showed that FCC's HCH participation saved the state of Missouri \$23,535,859 in documented lower overall health costs to Missourians. This is the latest cost savings report published as of the current year.

CARF Survey

HCH achieved high remarks during FCC's 2022 CARF Survey.

Outcomes

After implementing the mobile van screenings during the height of the pandemic, we found this to be a suitable alternative way of obtaining metabolic screenings even after we reopened our doors in March of 2021. These metabolic screen runs have still proved to be of use at times for those "hard to reach" clients who are still hesitant to return to treatment or hard to reach for just the metabolic screening part. Our outcomes for fiscal year 2022 have been excellent, keeping an average Adult and Youth Metabolic Completion Rate over 90% for the entire year. FCC's HCH team serves as a state leader, and HCH Director Vicky Fairey serves as a mentor to other directors in the state, as she is one of the few original directors from 26 Healthcare Homes who have been with HCH from the very beginning of its implementation in January of 2012.

Tobacco Use Control Measure Goal for MO state DMH clients continues to be the main issue statewide. DMH goal is 56% and FCC is 42%. Our NCMs do talk with clients

Adult Metabolic Completion Rate FCC 93% DMH Goal 80%	Adult Asthma Med Adherence FCC 94% DMH Goal 70%	Adult A1C Control for Diabetes FCC 75% DMH Goal 60%	Youth Metabolic Completion Rate FCC 94% DMH Goal 80%	Youth Asthma Med Adherence FCC 91% DMH Goal 70%
Adult Blood Pressure Control for Diabetes FCC 64% DMH Goal 65%	Adult LDL Control for Diabetes FCC 64% DMH Goal 36%	Adult LDL Control for Cardiovascular Dis FCC 71% DMH Goal 70%	Youth A1C Control for Diabetes FCC 68% DMH Goal 60%	Youth Tobacco Use Control FCC 92% DMH Goal 56%

one on one about the risks of smoking upon their annual health screenings and education provided at that time. For those clients who express an interest in quitting smoking, we recommend that they attend Facebook groups on smoking cessation led by the agency CPRC nurse, who is a certified TTS smoking cessation instructor. HCH NCMs also refer clients to 1-800 QUIT-NOW and any other educational opportunities available.

Community Events

Healthcare Home staff has been active in multiple community events this fiscal year including a Health Fair in Campbell Mo sponsored by Southern Healthcare, interaction with our youth families at Family Day in Poplar Bluff for Christmas & Easter where we provided educational opportunities for parents at our booth as well as games and prizes for the children. Our staff held signs on the square during Mental Health Awareness Week for Suicide Prevention Week, and our Nurse Care Managers went to Three Rivers College Nursing Program in April to donate stress balls.





Intensive Residential Treatment Services (IRTS)

The goal at Cooper Commons is to help individuals in their journey toward wellness and independent living through a holistic and person-centered approach.

FCC's Cooper Commons assists individuals with serious mental illness (SMI) to develop coping skills, living skills, and employment skills in order to achieve their unique recovery goals. Cooper Commons is a positive step from dependency toward independently living a life characterized by choice and wellness.

All residents at Cooper Commons have access to a comprehensive range of behavioral healthcare services as well as case management to link persons with other community-based care and resources. The on-site team includes licensed therapists, nurses, care managers, and trained recovery support staff to help each resident make steps toward independent living. Cooper Commons also has specialty care available for persons with co-occurring mental health and substance use disorders.

Cooper Commons has been able to continue serving our consumers through-out the pandemic of this past fiscal year. We have been able to operate at 95% capacity, which is a 3% increase from the previous year. All of our rooms are private to enhance the treatment process by better simulating a post-treatment environment. We continue to use our process of determining a consumer's readiness to exit the program that has been approved by the State of Missouri for state-wide use.



Consumers Served

32 consumers were served at the Residential Treatment facility, with an average length of stay at 73 days over this last fiscal year.



Housing Services

FCC Behavioral Health offers a variety of housing services to persons who are homeless, at-risk of homelessness, or who need help in locating safe, affordable housing. FCC has a variety of housing supports and programs available across our service area.

PATH Outreach Services

FCC Behavioral Health's PATH (Project for Assistance to Transition from Homelessness) program offers immediate, temporary assistance to persons with a behavioral health disorder who are homeless, or at-risk of homelessness. Assistance may include housing location, re-location, or rental assistance.



Permanent Housing Programs

FCC's permanent housing programs are HUD funded project that provide on-going rental assistance to persons with a disability who are homeless. FCC has programs available in Dunklin, Butler, Pemiscot, and Cape Girardeau Counties. Rental assistance is based on income according to HUD's guidelines.

Safe Haven

FCC's Safe Haven program, located in Kennett, serves homeless persons in Dunklin County. The Safe Haven offers outreach, drop-in center, and permanent housing with 8 private apartments on-site. The facility is supervised 24/7, however, residents are free to come and go as they wish. An on-site case manager helps residents access a wide range of community supports available to promote stabilization and safe, affordable housing.



New Beginnings

FCC's New Beginnings is a HUD funded, Section 811 program providing safe, affordable housing for persons with disabilities in Butler County. This 10-apartment complex offers private apartments on FCC's campus in Poplar Bluff. Case management is available to all residents to help link them with available community resources to help them live independently in the community.



South Pointe

FCC, in collaboration with MACO Companies, has 48-apartment housing complex in Poplar Bluff. These two-bedroom apartments have easy access to shopping, employment, health care, schools, and entertainment. Rent is based on income as applied using HUD's guidelines. While there are variances, the average rental is \$495 per month.



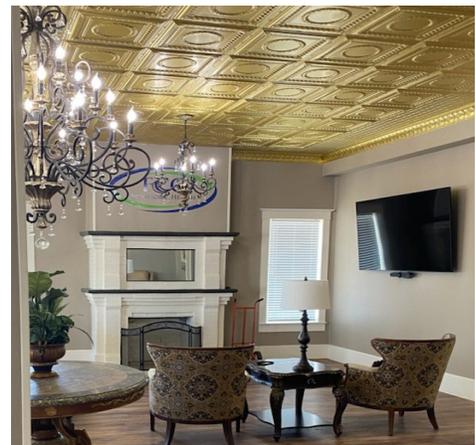
POL-MAC Apartments

FCC's POL-MAC Apartments located in Campbell MO is our newest housing development. These units are designated as Clustered Apartments and provides 14 individual apartments. The residential program is a CPRC model in collaboration with the Missouri Department of Mental Health.

Clustered Apartments allow for on-site monitoring and on-site interventions and treatment of individuals who require an intensive level of care and support, and who may require skills in the necessities of daily living. Clustered Apartments provide low-income subsidized housing assistance to persons with disabilities, mental illnesses and/or poverty.

Clustered Apartments services takes a supportive housing approach to service delivery.

Care Coordinators (CC) work with clients residing at the apartment complex operated by FCC. Program staff are onsite or available daily to clients and provide services in the client's living environment. CC's work with clients on a variety of independent living skills such as medication management, household management, symptom management, etc. to ensure they can maintain in the community and do not require a higher level of care.



Lakeview Residential Care Facility

Located in Wappapello Missouri, Lakeview is a Residential Care Facility for the Elderly and disabled committed to providing quality and personalized care to seniors. A place where love is greatly felt and binds our home together as a family.

- Assistance with bathing, dressing and grooming
- Incontinent care
- Housekeeping, laundry
- Medication management
- Recreational activities and social events
- Special diet preparation
- Three well-balanced, delicious home-cooked meals and snacks
- Holiday and Birthday celebrations
- Hospice care
- Other Services



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To contact any of our Board Members,
please send your correspondence to info@fccinc.org or mail to:

FCC Behavioral Health
ATTN: Board of Directors
PO Box 71
Kennett, MO 63857

Executive Leadership



Randy Ray, MARS
President, Chief Executive Officer
randy@fccinc.org
(573) 888-5925 Ext. 1007



Nancy Blackshare, MRC, LPC, QMHP
Executive Vice President, Operations
nancy@fccinc.org
(573) 888-5925 Ext. 1202



Ravdeep Khanuja, MD
Chief Medical Officer
drkhanuja@fccinc.org
573-686-1200 Ext. 3243



Charley Phebus, BS
Executive Vice President, Finance
charley.phebus@fccinc.org
573-888-5925 Ext. 1122

Executive Leadership



Noble Shaver, MA, LPC, CRADC, QMHP, QSAP
Executive Vice President, Administrative Services

nobles@fccinc.org

(573) 888-5925 Ext. 1501



Dana Maxwell, MSW, LCSW
Executive Vice President, Clinical Operations

danam@fccinc.org

(573) 686-1200 Ext. 3217



Tracy Ellis, MBA
Chief Compliance Officer

tracy.ellis@fccinc.org

(573) 888-5925 Ext. 1017



Max Steyer, BS
Executive Vice President, Performance Management

max@fccinc.org

(573) 888-5925 Ext. 1018

24-Hour Crisis Hotline:

1-800-356-5395



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*“Serving the Behavioral Health
Needs of Our Community Since
1976”*

