



2023

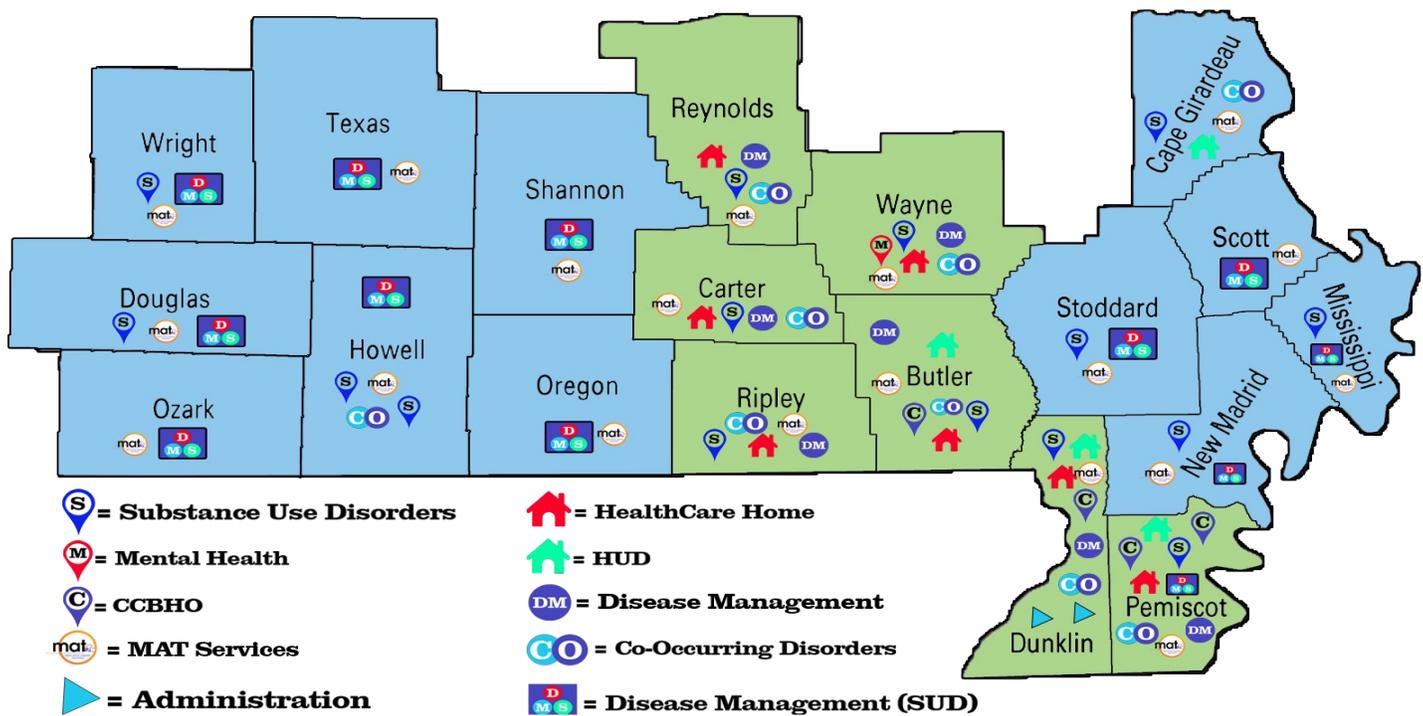
Annual Report

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.*



Executive Welcome



As I think back on our fiscal year, the magnitude of our achievements is truly commendable. We've renovated the Kneibert clinic and brought to life our crisis center in Poplar Bluff. We've secured a contract for a new facility in Kennett for our adult CPR program. Our growth didn't stop there: new facilities in Doniphan, Ellsinore, and Malden have also made their debut. It's clear that this year has been one of remarkable progress for FCC Behavioral Health.

I'm filled with gratitude towards our devoted staff for their unwavering commitment. Thanks to our combined efforts, we've grown in leaps and bounds, ensuring our clients receive excellent care.

It is an honor to lead such a talented group of leaders and staff. As we near the 1,000-staff-member mark, our biggest challenge is bridging the communication gap since we are so geographically spread out. So, once again, I would like to thank all our leaders and staff for ensuring that the mission of providing "Person-Centered Recovery & Wellness" stays our top focus.

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

New Kennett CPRC	10%
ADP Expansion of Electronic Forms	25%
New Carter County Clinic Building (Purchased)	25%
RSP	60%
Health Information Exchange (HIE)	80%
HealthPointe 2.0	80%
Missouri Highlands Collaboration	80%
Youth STAR School Based Services—Kennett	80%

On-Going

Staff Recognition Program
Wellness Coaching
Staff Satisfaction Program
Training Department Team/Programs
Nurturing Our Wellness (N.O.W.)
Veteran’s Therapy Treatment
Employee Exit Survey
Trauma Awareness Initiative
Zero Suicide Initiative
Fleet Management

Fully Implemented

Ripley County Behavioral Health Clinic	100%
Caruthersville Building	100%
UBHCC (Kneibert Clinic)	100%
RHC Drive Up Testing	100%
Horizons Cottage Expansion	100%
Malden Behavioral Health Clinic	100%
Telehealth Grant	100%



Ripley County Behavioral Health Clinic

With continued growth in our outlying service areas FCC BH answers the need for more space by purchasing and remodeling properties. The Doniphan Location is now open and providing services.



Horizons Cottage Expansion

The Kennett Adolescent Residential program added additional space onto both the male and female cottages to accommodate the growing demand.



UBHCC (Kneibert Clinic)

FCC BH was chosen by the State of MO to provide Urgent Crisis services in the Southeast region. Urgent Crisis Care Services allows individuals in crisis to be diverted from local Emergency Departments and to provide support to local law enforcement.



Caruthersville Building

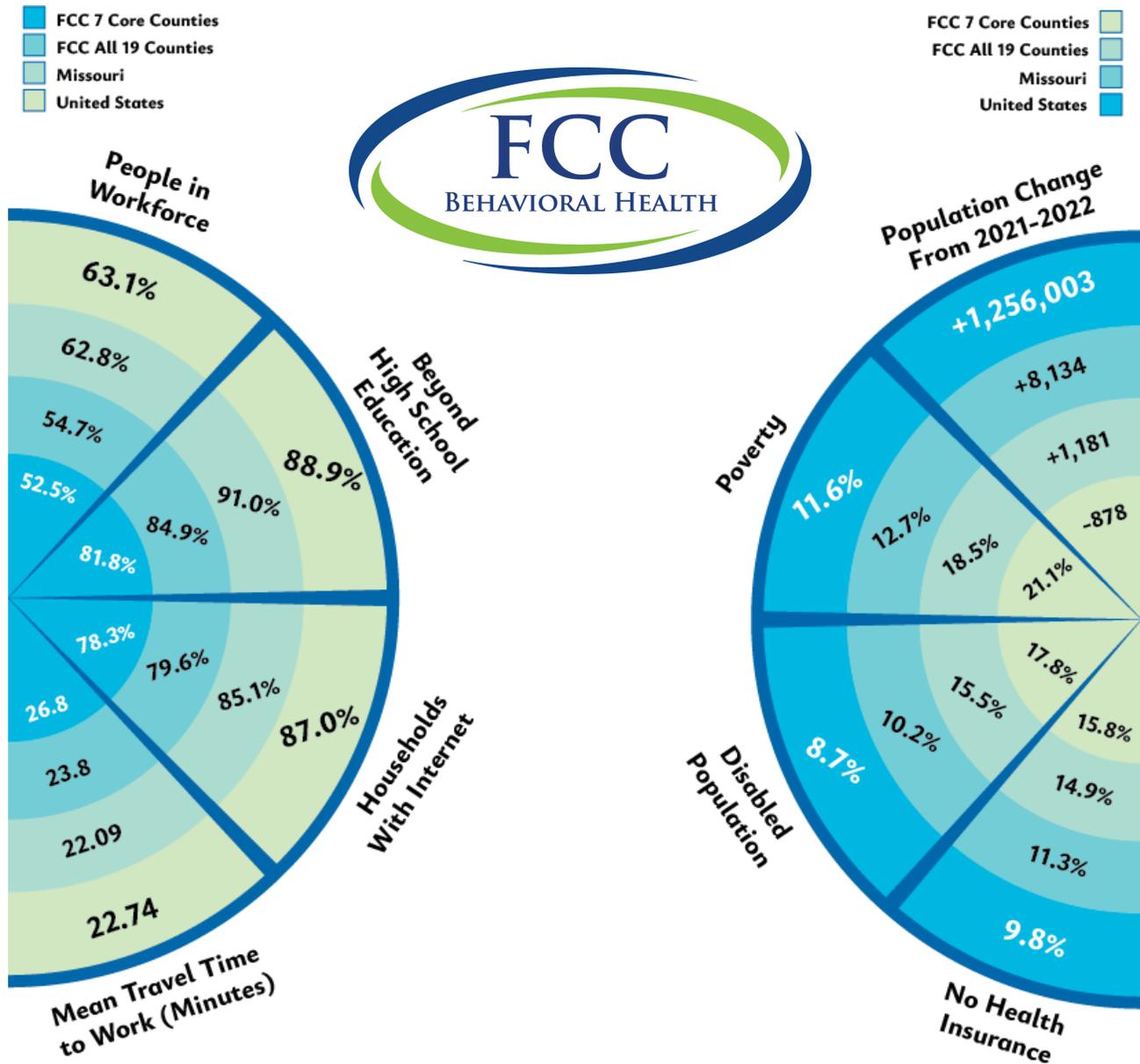
FCC BH purchased an old grocery store in the Caruthersville Community and was able to remodel the property and triple the available space to provide BH services to Pemiscot County.



Malden Behavioral Health Clinic

As youth services continue to grow in our 7 county area the need to add a new facility in the Malden area to make services more accessible.

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. The 19 counties we serve, had a decrease in the population overall, according to the 2021 census data. Broadband internet access and household computers continue to be a need, 20.4 percent of our entire service area is without internet. While the state of Missouri has 11.6 percent in poverty, the rural nature of our service area is reflected by the 21.1 percent suffering from poverty in our core service area. 54.7 percent of the population in our 19 counties, are currently in the workforce, while 63.1 percent of Missourians are employed. Health insurance continues to be a factor that FCCBH overcomes with the population served. 9.8 percent of Missourians go without insurance, while an astounding 15.8 percent go without in our 7 core counties.

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

Populations-Served Data

The services provided during the period of July 1, 2022 through June 30, 2023 are described in this report. During the 2023 fiscal year, the agency served a total population of **9520**, a 8% increase from the previous year.

Average Statistics of Person(s)-Served



47% Male
53% Female

0.5% Females Pregnant at admission 24



83% White/Caucasian
14% Black/African American
2% Hispanic
1% Other



4% Homeless/Shelter
4% Pending housing



55% High school or higher
18% Some Post-secondary Education
41% Unemployed



9% Children (ages 11 and under)
16% Adolescent (ages 12-17)
70% Adults (ages 18-64)
5% Seniors (ages 65 and over)



2% Veterans
(192 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 population statistics, our core service area has less than 13% 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 collaboration and involvement at local colleges to ensure recruitment campaigns to attract professionals from outside our area. These and other efforts will continue across our service area to source quality staff to care for those we serve.

FCC has increased our presence on employment platforms and alternative digital advertisement. FCC will continue to collaborate and partner with other service providers across southeast Missouri to offer the most complete care and treatment to the population in our service area. FCC Behavioral Health is 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

FCC Behavioral Health places significant importance on Quality Improvement (QI) activities to ensure the effectiveness of services and the empowerment of clients' recovery. The efforts of the leadership team, the Performance and Quality Improvement Committee, and the Quality Improvement Department demonstrate a commitment to fostering a culture of continuous improvement.

The use of various QI methods such as auditing, analyzing reports, process mapping, data collection, outcome measurement, and stakeholder feedback collection indicates a comprehensive approach to identifying areas for improvement and implementing necessary changes. By regularly monitoring and analyzing processes, FCC can pinpoint inefficiencies, bottlenecks, and areas needing enhancement. Through these QI activities, FCC not only aims to optimize its processes but also seeks to enhance service delivery, client

outcomes, and overall organizational performance. Continuous improvement efforts can lead to greater cost-effectiveness and, most importantly, better outcomes for clients on their recovery journey.

The Quality Improvement Department is actively engaged in a wide range of activities aimed at enhancing the quality of services and ensuring client safety and well-being. Some of the key QI department activities include:

Addition of a Quality Improvement Analyst: Welcomed Maria Francisco to the team!

Revision of Agency Vehicle Emergency Kit: Enhanced the agency vehicle emergency kit with essential items like Narcan, CPR masks, and glucose replacement products.

Specific Site Trainings: Conducted site-specific trainings on various topics, such as Interpretive Summary, Collaborative Documentation, and RSA staff training, equipping employees with the knowledge and skills needed to meet regulatory requirements and improve documentation practices.

Accurate Tracking of Hospitalization Follow-ups: By tracking hospitalization follow-ups, the QI department ensures that clients receive appropriate and timely care after hospital stays, promoting continuity of care and reducing potential gaps in treatment.

Medical Safety Plans and Education: Developed medical safety plans and provided additional education on medication administration and emergency backpack procedures.

Collaboration and Partnerships to Address Nursing Shortages: Multiple partnerships to address nursing shortages and attract talented individuals interested in nursing careers.

By engaging in these activities, the QI department plays a critical role in driving continuous improvement across the organization, ultimately enhancing the quality of services provided to clients. The focus on staff training, safety measures, documentation practices, and collaborations with external partners showcases a comprehensive and proactive approach to quality improvement and client care.

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 Behaviour Therapy (TF-CBT)

Employee Wellness Plan

Overview

Employee Wellness is a program designed to support and empower all FCC employees. Encompassed in this program are resources, tools, and trainings that highlight many categories for staff's individual physical, mental, emotional, occupational, financial, and spiritual health and wellness needs. Through this program, 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. It is our priority to consider individual health needs and make accommodations, when necessary, to support an inclusive wellness environment that serves diverse health needs and overall functioning of the wellness program.

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.
- Provided wellness surveys to receive staff feedback and measure outcomes of wellness initiatives.
- Created the new position of Wellness Coordinator and hired for this position in June 2023 to support the overall development and structure of Employee Wellness.

Wellness Initiatives of 2022

- Wellness Wednesdays
- Onsite Mobile Mammograms
- Book Club (Shelf Indulgence)
- Employee Fall Festival

- Blood Drives partnering with the American Red Cross
- Wellness Committee Meetings

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; personally and professionally.

Wellness Wednesdays were created in May 2020 and are still going strong. The primary focus of this program is to provide regular and consistent employee check ins and support to our staff through the use of various activities, exercises, and evidence-based practices. These 15-20 minute team meets allow for a variety of topics that lead into intriguing discussions. This includes but is not limited to tools and resources for each employee to utilize in and throughout their daily life.

FCC works in collaboration with the American Red Cross to host semi- annual Blood Drives within the community of Poplar Bluff, Missouri. In the 2022 fiscal year, FCC was able to host one Blood Drive during the month of July. However, this event not only reached, but exceeded blood donation goals.

To configure ways to offer support and initiatives for all FCC employees the agency hired Amber Moffitt as the Wellness Coordinator to lead and facilitate the 8 dimensions of FCC employee health and wellness. Creating this position will allow for more growth, expansion, and promotion of our Employee Wellness Program.

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. **Over 30 staff participated** in 2022.

Book Club

The agency book club, titled Shelf Indulgence, began September 2020 and has continued to grow over the past year reaching **45 members**.

Blood Drive



Employee Fall Festival



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. Since the creation of this department, our organizational needs have continued to increase alongside our employment growth, as well as community requests and needs. As a department, we continue to support a training-centric culture that further enriches staff development and sustains an environment of continuous 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 FY2022:

- Increased **accessibility** of trainings for staff by offering **in-person** courses each month in Campbell and Poplar Bluff.
- Increased **accessibility** of **virtual trainings** by offering 2 or more trainings via Teams per month.
- Collaboratively created and implemented a 2-day **Supervisory Management** in Leadership Education (SMILE) training for all supervisors in the agency.
- Developed and implemented a 1-day **Clinical Supervisory** Training (CST) for all clinical supervisors in the agency.
- Created and established ongoing training and development for supervisors through the 4-part **Supervisory Leadership Course (SLC)**.
- Certified an additional **CPI trainer** to increase access to Nonviolent Crisis Intervention trainings.
- Developed and launched the **FCC Training Institute** coordination/booking system for employees and trainers to improve timeliness, reduce percentage of staff overdue for training, and create a tracking system for trainings provided in the agency.
- Provided monthly/quarterly Leadership team and Agency Trainer **meetings** to continue improving communication and collaboration for training processes.

- Launched **Group Facilitation, Ethics**, and additional trainings specific to **PSR Career Ladder** advancement.
- Maintained a rating of **Above Average/Excellent** more than 90% of the time regarding overall NHO experiences measured via Experience/Feedback surveys.
- Coordinated and/or presented at multiple **community events** and provided free **training and education within our communities**. Some of the trainings and events include:
 - John J. Pershing, VA, Annual Mental Health Summit
 - Mental Health Awareness Month (Butler County) Self-care and Wellness presentation
 - PB Connect—Poplar Bluff Schools event
 - iThink Academy—Poplar Bluff Schools event
 - Southeast Missouri Recovery Alliance (SEMRA) Recovery Support Conference
 - United4Children State Conference
 - Three Rivers College and CRC Domestic Violence/Child Abuse Prevention Conference
 - Three Rivers College—Silence and Stigma of Abuse and Neglect conference
 - liveMindful Retreat (event) in Kansas City
 - CRC Mental Health Awareness Conference, Mental Health Topics
 - Social Services Day at Three Rivers College



Behavioral Health Clinics (BHC)

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



The last year has been an extremely busy one in the Behavioral Health Clinics. There are new buildings, new services, and new staff due to the continued need for services creating growth in the BHC.

New Buildings:

FCC purchased a building in Ripley County to help expand our service capacity and our growing staff. Half of the building houses staff working in outpatient mental health, substance use treatment, drug court, and psychiatry. The other half of the building will have CPR / PSR programming.

A building was purchased in Pemiscot County that with remodeling which greatly expands the amount of office space. Like Ripley County, the Pemiscot County office will house both BHC services and CPR services. All programming will move into both sites once remodeling is completed in early FY 24.

An expansion of the Reynolds County office has also been planned, as well as remodeling a building purchased in Van Buren to expand our Carter County services.

New Services:

Transcranial magnetic stimulation (TMS) is a new treatment that works with clients experiencing treatment resistant depression. TMS is a noninvasive form of brain stimulation that targets certain areas of the brain with a magnetic field. Special equipment for the service is in the Kennett and Poplar Bluff BHC offices. Clients are reporting reduced depressive symptoms after completing the 36 treatment sessions.

FCC has partnered with Missouri Highlands to address the psychiatric needs of their clients. Clients are being referred to clinics in Poplar Bluff, Ellington, Van Buren, and Doniphan. The goal is to help clients receive help for both their mental health and medical issues.

FCC is conducting screenings for mental health issues in the Butler County Justice Center. Clients are referred for psychiatry services conducted by telehealth while they are in jail and scheduled for in-person appointments upon their release from jail. The same service is being discussed with Pemiscot County Justice Center, and other county jails have also expressed interest in the service.

Discussion with Three Rivers College was initiated for providing short-term therapy services for students starting in the fall of 2023.

Recovery Support Services (RSS) will start in early FY 24 providing substance use recovery treatment for clients residing in a community faith-based program. RSS will also provide care coordination and peer support as well as referrals for FCC psychiatry services. This is part of our partnering with the Southeast Missouri Recovery Alliance (SEMRA). SEMRA is a member of the Missouri Coalition of Recovery Support Providers and works with The National Alliance for Recovery Residences.

While not new to FCC, Youth Therapists were transitioned from the Youth Star North Program to the BHC. They continue to work with Youth Star Clients in schools and in the office, as well as see therapy only clients. Due to a growing need for these services, two additional therapist positions have been approved and will hopefully be filled in the fall of 2023.

A BHC Substance Use Recovery staff was trained in and now facilitates Moral Recognition Therapy (MRT) group which is cognitive-behavioral treatment system that leads to enhanced moral reasoning, better decision making, and more appropriate behavior for our client in recovery from their substance use disorder.

New Staff and New Positions in the BHC

Two additional Nurse Practitioners were hired due to the increased demand for psychiatric services.

BHC expansion of services also necessitated a change from two Directors to five Directors for improved program oversight and direction. In addition to the BHC Directors overseeing the Kennett and Poplar Bluff Clinics, new Director positions created are the Director of Psychiatry Services, Director of Outlying Clinics, and Director of SUD.

Other new positions in psychiatry are the Psychiatry Program Manager and two additional Psychiatry Care Managers. These positions support our prescribers as well as provide services to psychiatry clients. Two TMS Technicians to provide services in Kennett and Poplar Bluff.

A Clinical Manager position was created for the BHC Youth Therapists.

RSS hired a Therapist, a Care Coordinator, and a Specialized Receptionist. BHC Clinic SUD hired an associate substance use counselor, a care coordinator and two peer support specialists.

A Peer Support Specialist for outpatient therapy clients, with a second position having been approved for hiring.

A Floating Specialized Receptionist to assist in providing reception and access coordination for Carter, Reynolds, Ripley, and Wayne County offices.

Additional contractual staff are utilized for conducting assessments and outpatient therapy.

Specialized Training

BHC staff attended numerous training courses this year.

All psychiatry prescribers had completed the requirements to provide Medication Assisted Treatment (MAT). The two new nurse practitioners will complete this in 2024.

Seven staff attended EMDR (Eye-Movement Desensitization and Reprocessing) therapy.

A Youth Therapist completed training to become a Registered Play Therapist and also began working on a Trauma Play Therapist certification.

Nine BHC staff attended ASAM (American Society of Addiction Medicine) training.

4 staff completed additional Batterer's Intervention Program (BIP) training. BIP groups in Dunklin County are regularly at full capacity. These staff members have BIP certification.

Multiple staff attend suicide prevention training throughout the year.

A BHC Substance Use Disorder staff member was trained in Moral Recognition Therapy (MRT) which is cognitive-behavioral treatment system that leads to enhanced moral reasoning, better decision making, and more appropriate behavior.

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 1196 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 47,263 individual services in FY 2023. Individual services include: Community Support, Peer Support, and Individual Counseling. We provided 40,279 services in FY 2023. 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 is continuing to experience. This Fall, the agency is expanding to open a PSR location in Doniphan, and will also be expanding its available building space in Caruthersville as well. This expansion will allow both sites to better meet the needs of staff and clients in those communities.

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



FCC Behavioral Health's Youth and Adolescent STAR program provides Community Psychiatric Rehabilitation services to youth in the 7 counties of Butler, Carter, Dunklin, Pemiscot, Reynolds, Ripley, and Wayne. The STAR program focuses on helping clients under the age of 18 who experience chronic and persistent behavioral health disorders. The STAR clinical team provides services that support clients in learning "Steps Toward Achieving Resiliency". Clinical interventions are designed to support families to be able to manage behavioral health symptoms, improve educational functioning, and help guide youth toward a healthy, independent lifestyle. Youth STAR staff also provide in-house crisis services and assist with psychiatric hospitalizations and residential placement when deemed medically necessary.

FY 2023 proved to be another year of exciting growth for the Youth STAR program. FCC BH met the comprehensive wellness needs of 1925 clients during FY2023 which was up nearly 20% from FY2022. This exceeded the program goal of providing services to 1800 youth and adolescents during FY2023. The total number of Youth STAR clients currently enrolled in treatment is 1450 which is up 24% from the 1103 clients enrolled in FY2022.

The Youth STAR program grew to 180 staff members in FY2023 with leadership roles added as needed to provide adequate supervision and ensure a quality level of care is provided. The current program leadership consists of 1 Clinical Officer, 2 Directors, 4 Clinical Managers, 12 Care Coordinator Supervisors, 3 Coordinators of School Services, and 8 PSR Team Leaders. Community Support services accounted for 32% of the total services provided by the Youth STAR program during FY 2023 and Psychosocial Rehabilitation groups provided in FY2023 accounted for 42% of services. PSR provides opportunity for social interaction and social skill development through group education, peer interaction, and community integration. PSR groups are school-based or provided afterschool and PSR outings allow clients to practice their social skills within a community setting. Special PSR outings this year included Juneteenth and Martin Luther King Day.

FY2023 was another successful year for continued expansion and strengthening community partnerships. The STAR program was approved to add additional sites in Doniphan, Ellsinore and Malden to increase access to care for those residing in outlying areas. Systems of Care meetings are provided in all 7 counties with Ripley county being added in FY 2023. SOC meetings allow community agencies to work together to better meet the needs of the youth. Kennett School District implemented Tribe Academy classrooms and school-based therapists in partnership with FCCBH through the Project Aware Grant this year. Youth STAR and DAEOC entered into an agreement to provide school-based services at the local Head Starts for the upcoming year. The Bootheel Youth Museum partnered with FCC BH and SEMO Food Bank to coordinate STAR's 1st annual Food Drive which allowed clients to learn about and participate in community involvement and helping others. STAR staff are very involved in their community and participate annually in events like Piedmont Bar BQ Battle for Life, Caruthersville Christmas parade, and Kennett Christmas Carnival. Staff participated in Back-to-School Fairs and Open Houses in all 7 counties to promote school partnerships.



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 2,219 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.

Outcome:	Total
Provided Referral for BH treatment	38%
Completed safety plan	20%
Crisis De-escalated/Resolved	15%
Urgent MH care	11%
Inpatient	7%
Urgent SUD treatment	.5%
Community resources	4%
Emergency Response due to Medical	.5%
Contacted 911	4%
Total %	100%

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:

Quality Measures for Follow

Missed appointment follow up met	56%
After hospitalization or ER visit follow up met	74%
After a crisis follow up met	63%

* 106 active clients in Pathways.



Firearm Suicide Prevention Project:

In 2021, FCC Behavioral Health partnered with the Missouri Institute of Mental Health on firearm suicide prevention, receiving a two-year planning grant. As of February 2023, our journey with the Missouri Foundation of Health's five-year implementation grant began. Central to our mission is forming a mental health coalition to unite the community against suicide. We've been gathering data, creating strategies, and targeting faith-based communities and specific employers in counties like Butler and Wayne. Our efforts have educated over 1,600 individuals, emphasizing the importance of mental health and suicide prevention. Unique to our approach is the collaboration with often-overlooked partners in prevention. With John Cornelius now on board as our Suicide Prevention Specialist, we're eager to further our impact in the next few years.

Urgent Behavioral Health Crisis Center (U-BHCC):

FCC Behavioral Health extended crisis diversion services by adding an Urgent Behavioral Health Crisis Center to the crisis continuum care available for our community. The UBHCC began operations in March 2023 and is located at 686 Lester Street in Poplar Bluff, MO. We also collaborate with Missouri Highlands to provide Narcan Vending Machines for harm reduction resource access.



The UBHCC operates as an acute urgent care model for individuals experiencing a mental health or substance use crisis, striving to prevent unnecessary hospitalizations or jail confinements. Our services are accessible seven days a week from 10 am to 8 pm, with the last client being accepted at 7pm. The UBHCC serves individuals aged 10 and above.

The UBHCC offers services ranging from comprehensive crisis assessments by a Qualified Mental Health Professional to brief therapy, psychiatric evaluation, medication management, and referrals to necessary resources. The UBHCC assists with transition planning, coordinating of transportation, peer support, nursing services, and connecting individuals to suitable treatment services.

* *Number of Persons Served: 246*

Gender	55% Female 45% Male
Age	80% Adult; 15% Adolescents; 3% Seniors
Race	198 Caucasian
Employment	101 Not in Workforce
Housing	121 Permanent Housing; 28 Homeless
Military	240 Never Served

* *Discharge Outcomes*

Crisis Stabilized	215
Client Transferred	23
Client Left Against Advice	8

The Youth Behavioral Health Liaison (YBHL) Initiative:

The Youth Behavioral Health Liaison (YBHL) position was created in 2022. This initiative within the State of Missouri created thirty-one new liaisons which are distributed throughout the state. Observing the need to broaden our reach within our community's youth and family groups FCC Behavioral health was awarded one Youth behavioral Health liaison position. The YBHL is a mental health professional who works to form and facilitate partnerships with other youth related service organizations and agencies. The goal of the YBHL initiative is to form better community partnerships with crisis system, law enforcement, schools, children's division, juvenile officers, court staff, hospitals, and local youth services agencies.



It is the role of the Youth Behavioral Health Liaison to, among other duties, link youth and their families to behavioral health services and other community resources. In addition to this, some of the essential functions of the YBHL are to establish ongoing relationships with schools, juvenile offices, courts, and state agencies such as the Children's Division. The YBHL coordinates services with local systems of care for children and youth who possess behavioral health needs as well as coordinating access to appropriate resources within the crisis continuum.

The YBHL participates in local Crisis Intervention Teams (CIT) or other statewide initiatives which assist law enforcement in working with individuals experiencing behavioral health needs. It is the responsibility of the YBHL to consistently broaden their capabilities of meeting the needs of the community's youth in crisis through coordinating and training alongside numerous state and local organizations. In utilizing these resources, the YBHL role can improve outcomes for children, youth and their families with behavioral health needs while saving valuable resources.

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



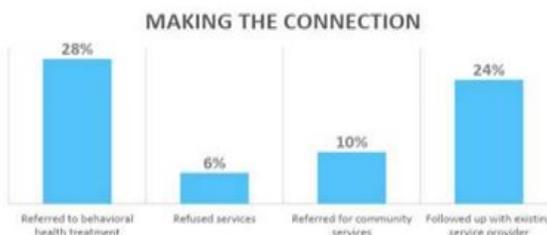
link these individuals with behavioral health treatment. The goal of FCC Behavioral Health's CBHL Initiative is to form better community partnerships with law enforcement and courts, to save valuable resources that might otherwise be expended on unnecessary jail, prison, and hospital stays, and to improve 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 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 2023, the Three River's CIT Council will hold its sixth annual 40-hour CIT training. Since 2018, the Three Rivers CIT Council has trained eighty 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).

To broaden FCC Behavioral Health's ability to work alongside its community partners and enhance our local law enforcement officers' effectiveness, FCC's Community Behavioral Health Liaisons, in 2023, developed and instituted an "office hours" program. The program includes the CBHL spending approximately three to five hours per week inside each county sheriff's office or local police department within our seven-county catchment area. Interacting with local law enforcement officers through "office hours" and the strategic participation in ride along programs allows each CBHL to enhance bonds within the Behavioral Health and Law Enforcement communities as well as equipping our local officers with the skills required to successfully handle crisis calls. Additionally, this enhanced interaction with our local law enforcement agencies opens the proverbial doors to FCC's inclusion into events such as toys for tots and other benevolent endeavors carried out by the agencies. Simply put, they get to know us and include us. This broadens FCC's reach within our community and provides us with a face of cooperation within the community.



The Criminal Justice Liaison (CBHL1) The inclusion of the Youth Behavioral health Liaison (YBHL) 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 Community Behavioral Health Liaison and the Youth Behavioral Health Liaison (YBHL) position are its simplest form a bridge between the Behavioral Health industry and Law Enforcement workers, ensuring that our common goal of positively affecting our communities and those we serve remains consistent and ultimately effective.



Adult SUD Services



STAPLETON

"Out Of Difficulties Grow Miracles"

In the last year our adult SUD services have undergone many exciting changes. Our outpatient and residential locations are now operating under American Society of Addiction Medicine, (ASAM) guidelines. *The ASAM Criteria* is the most widely used and comprehensive set of guidelines for placement, continued stay, transfer, or discharge of patients with addiction and co-occurring conditions, (ASAM, 2023). Stapleton Center and Outpatient staff have adapted well to this new and exciting change within our programming.



Stapleton Staff Giving Back to the Community

2023 Vision

- Continue our work developing new partnerships in all Counties we currently serve.
- Continue educating and bringing awareness to the community, clients, and staff on harm reduction.
- Continue to grow our outpatient programs at all locations.
- Work to decrease relapse and recidivism within our programs.



Dunklin County Treatment Court Team at The MATCP Conference

FY 2022 Accomplishments

- Developed and strengthened community partnerships in all Counties served.
- Expanded Trauma Focused Services in our Treatment Court Counties.
- Successfully transitioned to ASAM standards at all residential and outpatient locations.
- Trained staff and clients in harm reduction.
- The outpatient program on site at Stapleton continues to grow and increase in the number of clients served.
- The Dunklin County Treatment Court team was recognized for 25 years of service at this year's Missouri Association of Treatment Court Professionals, (MATCP) conference.
- Stapleton Center was awarded the Substance Use Disorder Program Achievement Award at the Fall Festival, 2022.



Turning Leaf



The ASAM Transformation

The most significant change this year has been the transformation of an ASAM driven model of care. We have seen the fruit of a philosophical shift in service provision, allowing more flexibility and affording a greater continuity of care.

We no longer provide treatment for predetermined lengths of stay where clients move through the program successfully or unsuccessfully. Instead, each client has their own individualized plan of care where treatment modalities and length

of care are based on an ongoing assessment of risks. Intensity of care is based on the client's current symptomology, obstacles, and challenges.

ASAM is a fully adopted medical model for substance use treatment. This re-conceptualization includes increased staffing requirements, which is a more comprehensive treatment model.

The Missouri Department of Behavioral Health has tied ASAM implementation with a new daily team billing rate that has shifted the emphasis from quantity of services to quality of services. Daily team billing has resulted in establishing Turning Leaf's fiscal viability.

Expanded wrap-around services to include GED/HISET.

Turning Leaf has employed a teacher with a master's in special education. GED/HISET classes and individual tutoring is offered daily and by digital interaction. Attaining a High School Equivalency increases self-esteem, opens additional employment opportunities, and undergirds self-efficacy. Greater outcomes can be expected.



Thinking about the Brain: Neuropsychological Modalities for Co-occurring Disorders

Many of our clients are dealing with cognitive limitations due to head injuries, developmental challenges, or the degenerative effects of sustained drug use. We are currently utilizing Cognitive Rehabilitative Therapy, Interactive Metronome Therapy, Audible Beat Stimulation Therapy, and Metacognitive Group Therapy for the management of symptoms and have seen improved outcomes.

Focusing on Outpatient Access and Success.

Turning Leaf has implemented an "open access" approach to promote a reduction in the 50% non-engagement rate for clients in outpatient services. An "open access" intake day is being offered periodically with 6-10 outpatient slots available each day. This results in a cohort of clients entering at the same time. Entering as a cohort increases a sense of community and social connections. Connections and community are in the top five factors identified in successful recovery. The last four cohorts admitted during these "open access" days have resulted in higher engagement, reducing attrition for this group to 30%.

Taking a page from the Housing First model, Turning Leaf has forged relationships with Recovery Supportive transitional housing programs in our area: *Goliath House for Men* and *Mtn View Restoration House for Women*. Utilizing housing funding from the Strategic Opioid Response project allows for up to 6 months of drug free housing to support their recovery plan. Additionally, Rapid Re-Housing funds have been used to secure independent housing for those that are able to maintain employment. Housing assistance shifts the living environment, boosts confidence, and reduces obstacles to participation in treatment.



Serenity Pointe



2022 Achievements

- * Development and growth: Charleston and IPS High Fidelity.
- * Partnerships: Mission Missouri in Sikeston, Community activities, Cape and Jackson Chambers of Commerce.
- * Events and Activities: Recovery Month, Overdose awareness, First Friday Coffee (participation and sponsorship), Pride at the Park, Suicide prevention Walk, Annual Sobriety is Beautiful, and Monthly Women Connect Women.
- * Recognitions and Graduations: City Council recognition and Work Life Graduates.
- * Programs: PUPS continuation, ASAM Conversion completion, and expanded primary care for clients.
- * Guidelines and Grants: Healthier meal guidelines and Rapid Response Housing Grant.
- * Training and Counseling: ITCD/Trauma, SUD Counselor training (increased and MRT), and internship program with Southeast Missouri State University.

Medication Assisted Treatment

407 New Clients were seen in the MAT program in 2022.

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 2022, Serenity Pointe's IPS program Opened 61 cases.

They had Job Placements for 45 Women. 30 Women worked and reached their 30-day milestone and 17 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 2022, Serenity Pointe served 33 pregnant women and had 12 healthy babies born.

Community Partners

- * Safe House Inc.
- * Community Counseling Center
- * Probation and Parole
- * Missouri Children's Division
- * Johns Pharmacy
- * One City
- * Chamber of Commerce
- * Cape Family Medical
- * EPIC
- * SEMO College - Social Work Program
- * Partner with MO extension office
- * Serenity Pointe Advisory Board
- * MAW Group
- * Gibson Center For Behavioral Change
- * Esther House
- * Women Connect Women
- * We Do Recover Community Center
- * Boss Life

Substance Use Prevention

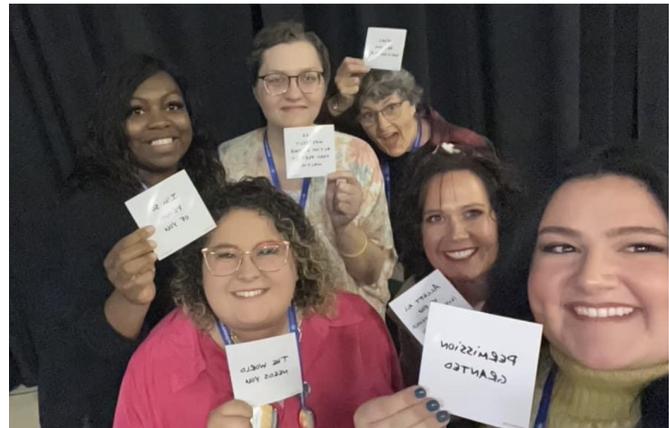
FCC Behavioral Health's Prevention Program has been a source of positive development and change in prevention services delivery, research, and education since 1993. Our vision is to be the premier resource for substance use prevention and education: changing communities, saving lives, and building better 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, and ultimately decrease drug use in Southeast Missouri. The Prevention Resource Center's 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 FY2023 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 5,000 youth and adults. The PRC implemented Evidence Based Trainings including , 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 FY2022 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 distributed again throughout FY2023 and were viewed by 1,431,731 people in our service area over the course of the fiscal year. With this campaign, we were also able to distribute over 6000 Medication Safe Disposal Kits and 300 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 FY2023 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 90 VIPs since 2013, reaching a total of 620 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 45 YMHFA trainings with 650+ participants.



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

The Missouri Department of Mental Health, New Madrid County R-I 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:





The primary focus of Fiscal Year 2023 (FY 2023) at West Plains Adolescent RISE has been transitioning to the American Society of Addiction Medicine (ASAM) model of providing treatment services. The first half of FY 2023 was spent training staff and preparing systems related to the transition to ASAM services, which were fully implemented in December 2022. RISE completed a billing and services review with the Missouri Department of Mental Health in June 2023, and feedback related to ASAM transition and services was positive. The transition to ASAM services has allowed more flexibility with the daily schedule for clients, which has provided them with more time for leisure activities, self-reflection, and practicing coping and relaxation skills. This transition has also improved staff morale and increased cohesiveness amongst the RISE team, as we have worked together to implement changes and address new changes as they arise.

FY 2023 has brought staff changes to West Plains Adolescent RISE as well. Elizabeth Harder, MAADC II, moved from the position of Care Coordinator to SUD Counselor-in-Training for residential clients. In November 2022, RISE welcomed Britney Davis as the new Clinical Manager. Britney has several years of experience working with youth, including working as a Care Coordinator at RISE from 2015 to 2018 and working as an Older Youth Specialist with the Missouri Children's Division. Britney completed her Master of Social Work (MSW) degree in May 2022 and became a Licensed Master of Social Work (LMSW) in April 2023. Also in November 2022, Darlene Wilson, LPC, moved into the role of Family Therapist/ITCD Specialist. Darlene is trained in eye movement desensitization and reprocessing (EMDR) therapy, and she has experience providing family therapy both at RISE and in private practice. Ashton Vonallmen joined the RISE team in May 2023 as a Care Coordinator. Ashton has a Bachelor of Science Degree in Psychology, Criminology, and Professional Writing. She is currently working on obtaining her Master of Arts in History and Master of Science in Criminal Justice and is projected to complete these in 2024. She has experience working with youth as a substitute teacher and an Investigator for the Missouri Children's Division. Three new positions were added in FY 2023 as well, two Certified Peer Specialists (CPS) and a Care Coordinator for the outpatient clients, as the RISE outpatient census has increased by 50% in FY 2023. Ruth Garner obtained her CPS credential in August 2022 and moved from being a Recovery Support Aide to a Certified Peer Specialist, who is primarily working with residential clients. Ashley Briggs obtained her CPS credential in March 2023 and moved from being a Recovery Support Aide to a Certified Peer Specialist, who is primarily working with outpatient clients.



West Plains Adolescent RISE has utilized FY 2023 to grow and develop staff through various training opportunities as well. Ruth Garner and Ashley Briggs completed Certified Peer Specialist training in August 2022. Ashley Briggs also completed Harm Reduction Specialist training in June 2023. Elizabeth Harder completed Moral Reconciliation Therapy (MRT) training in April 2023. Mary Finzel completed Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) training in May 2023. Britney Davis has been part of the Trauma-Informed Supervision Learning Collaborative since March 2023. Alexis Choe is now providing training on Trauma Informed Care through the FCC Training Institute. Taunia Rosa has completed certification to provide CPR/First Aid/AED/Narcan training and Level 1 Medication Aide training.

FY 2023 at West Plains Adolescent RISE has brought about many changes, but the RISE team has worked together to implement ASAM services and improve client care through continuing education and staff development.





During the Fiscal Year 2023, Adolescent Horizons has taken significant strides in enhancing the overall experience and effectiveness of our services. One notable improvement has been the integration of online programs like Kahoot, which has proved to be an engaging and interactive tool in our educational approach. This addition not only boosts the learning experience but also makes it more enjoyable for our clients. Additionally, we have introduced a new curriculum that includes a greater number of educational groups throughout the week. These groups focus on essential life skills, recreation, and community outings, such as changing tires, bowling, and going to the gym. By broadening the range of activities, we aim to provide a more holistic and diverse treatment environment that encourages personal growth, social interaction, and healthier coping mechanisms. The combination of technology and experiences reflects our commitment to continually evolving our program to better serve the needs of our clients and support them on their path to recovery and wellness.

Staff Changes

Fiscal Year 2023 brought staff changes to Kennett Adolescent Horizons. Krystal Joyce joined the Horizons team in September 2021 as an Associate SUD Counselor and accepted the Facility Manager position in September 2022. Cynthia Kiesling transitioned to the Diagnostician/ITCD Specialist position in December 2022. Cynthia previously held the role of a Certified SUD Counselor. She completed all supervision requirements and is now a Licensed Professional Counselor. In addition, Cynthia is a trained



EMDR and TF-CBT clinician, providing clients the opportunity to process and heal from traumatic experiences, allowing them to regain control over their lives and promote emotional well-being. Jeff Damron and Laiken Duncan took the roles as the new, residential Associate SUD Counselors. Sam Elliott accepted the Peer Support Specialist position in June 2023. This is a new position to provide the clients with support and assistance from an individual who has experienced similar challenges and issues they have personally overcome. Melanie Gamble joined the residential staff as the Academic Coordinator in August 2022. Amy Gonzales filled the position of Care Coordinator at the residential program at Horizons. Filling this position has allowed us to provide additional life skills groups, individual sessions, and ensuring the overall wellness and development of the clients.

Activities

Consumers were delighted with the introduction of new games, groups, and team-building exercises as part of their activities, aiming to promote a healthier and more client-focused environment. The clients participated in red ribbon week activities, which helps promote recovery, empowers them to become more self-aware, and helps them to make better choices in their daily lives such as living drug and alcohol free. Another event was the Cinco De Mayo celebration which included learning about the history and traditions surrounding the holiday, Mexican food, games, and a photo booth. Also, throughout the year, the clients engaged in seasonal plays. Through the creative process of preparing and enacting these plays, they find an outlet to express their emotions, struggles, and aspirations.

Coordinated Solutions

Coordinated Solutions: Reaching Out to Those in Need has been thriving over the course of the last year, and we are excited to show the amount of growth we have seen with both clients and staff. 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. The program provides behavioral health services at no

charge while helping the client apply for an alternative funding source. The services provided include: assessment and intake, individualized treatment planning, evidence-based therapy, community support, certified peer support services, psychosocial rehabilitation, 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. In 2 years, we have reached nearly 500 clients, and we have grown from a staff of 7 to a staff of 20!



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 and one DM Nurse. 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 in June 2023 by DMH.

Healthcare Home Services Include

Yearly Metabolic & Annual Health Screens, Comprehensive Care Management, Care Coordination, Health promotion and education for client & family, Comprehensive Transitional Care, Individual & Family Support, Referral to Community & Social Support Services, and services through Information Technology Links such as My Strength, a program for clients, as well as staff promoting Wellness.

Goals Include

Our goals for this past fiscal year shifted from focusing primarily on prevention of COVID-19 transmission as it had been the past 2 years. Our HCH has continued to improve health outcomes and reduce the high cost of healthcare services for the target population, as well as reduce unnecessary ER department & hospital visits. In March of 2023, FCC's HCH was given an unexpected 263 additional slots from the MO Dept of Mental Health, allowing those clients to receive needed services & Care Coordination in a record amount of time, as those slots were filled by the end of the fiscal year, with FCC's HCH leading the state in the #1 position in number of enrollments filled.

Clinical Improvement

HCH met all goals set by the MO Dept of Behavioral Health this past fiscal year except for the tobacco use goal. New methods are in place to work on this goal for the next fiscal year. Metabolic Screening Complete for Adults was 94% (DMH goal 80%) at the end of the fiscal year, Adult Asthma Med Adherence was 80% (DMH goal 70%), A1C for Diabetes 79% (DMH goal 60%), & Adult 72 hr Hospital Follow Up w/ Med Rec. 72% (DMH goal 59%). Our Youth met yearly goals and outcome measures as follows: Asthma Medication Adherence, Tobacco Use, & Metabolic Screening.

Integration

HCH ensures each new client has a primary care physician (PCP) or they are provided with a list of area physicians, and they are educated on the importance of being an established patient with a PCP. PCPs are notified at the time of admission & all admissions are updated in Care Manager. Our rate of PCPs identified and notified is now 99% as of June 2023. Every year all HCH staff meet with all CPRC staff for Cross training. There is also a video available on Relias for agency CCs to be able to know exactly what HCH staff do and how our departments work together, especially on treatment plans.

Growth

The fiscal year of July 2022-June 2023 has been one of tremendous growth for FCC's Healthcare Home. As a result of receiving the 263 additional reallocated slots in March of 2023 from the MO Dept of Mental Health, combined with the previous 497 slots from July of 2022 and a large waiting list, four additional Nurse Care Managers and 1 HCH Care Coordinator have been hired for the Kennett & Poplar Bluff sites. Additionally, HCH recently expanded into the Piedmont office adding a Nurse Care Manager and a HCH Care Coordinator to the facility there. The MO Dept of Behavioral Health carefully tracked each of the 26 HCHs in the state weekly 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 97% of the slots given in March 2023 within a short 3 months. Current staff members are: 3 HCH Directors, 13 NCMs, & 4 HCH Care Coordinators.

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 "Staff members glow with pride when describing clients' great accomplishments & successes." Surveyors praised staff as well for saving 2 lives in the community through the use of Narcan.



Vicky Fairey, RN-BC
SR. HCH Director



Brandy James, LPN
HCH Director Kennett



Taylor Deberry, LPN
HCH Director PB and Piedmont



Dr. Sarfaraz Jasdanwala, MD
Specialized Healthcare Consultant

Kennett Staff



Piedmont Staff

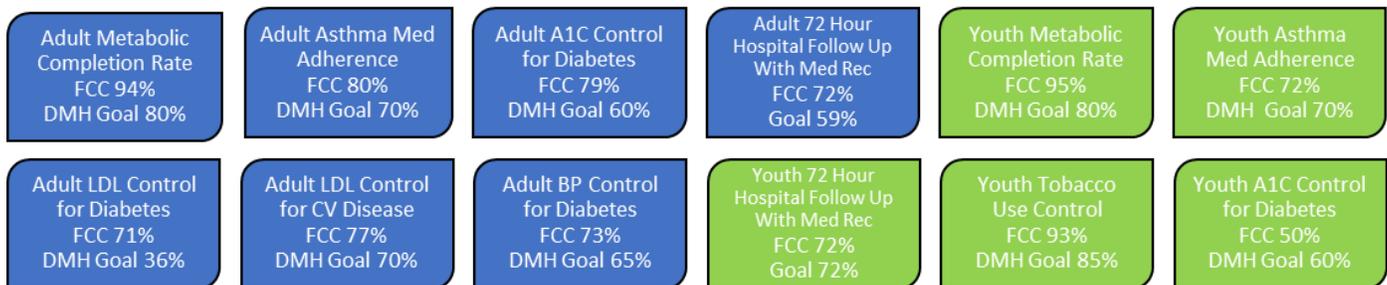


Poplar Bluff Staff



Healthcare Home 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 2023 have been excellent, keeping an average Adult and Youth Metabolic Completion Rate over 90% for the entire year, ending at 94% for Adults, & 95% for Youth in June 2023. 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 of the original 26 Healthcare Homes who have been with HCH from the very beginning of its implementation.



Tobacco Use Control Measure Goal for MO state DMH clients continues to be the main issue statewide. DMH goal is 56% and FCC is 41%. Our NCMs do talk with clients one on one about the risks of smoking upon their annual health screenings and education provided at that time. As an added implementation this year, HCH provided learning sessions for clients on tobacco cessation by invitation to a coffee and cookie time. FCC also engaged our HCH NCM in a proven smoking cessation program along with the agency CPRC nurse to learn techniques from the University of Colorado/MO DHSS program to provide for our clients as an added resource. For those clients who express an interest in quitting smoking, we recommend that they also 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 continues to be active in multiple community events this fiscal year. Opportunities for staff interaction have been made with youth families at Family Day in Poplar Bluff for Christmas where we provided educational opportunities for families as well as games and prizes for the children. Kennett staff attended Kennett Family Day and staff at both sites and held signs in public areas during Mental Health Awareness Week for Suicide Prevention Week.



Kennett HCH and THRIVE staff on the square in Kennett



PB/Piedmont staff and the Grinch at the Youth Christmas Family Day



10-year Anniversary Celebration of HCH 2022 MBHC Conference, St. Louis Union Station



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.

We have been able to continue to operate at 95% capacity this year, which effects efficiency and effectiveness. 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

36 consumers were served at the Residential Treatment facility, with an average length of stay at 115 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.



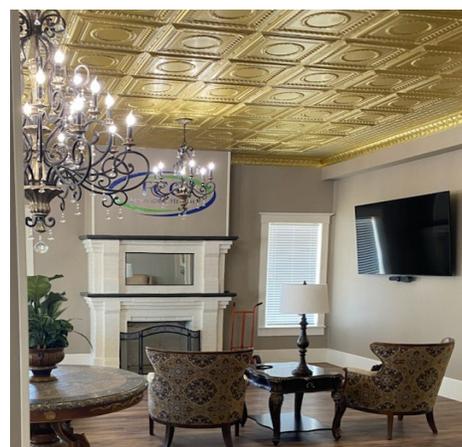
POL-MAC Apartments

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

