



2024

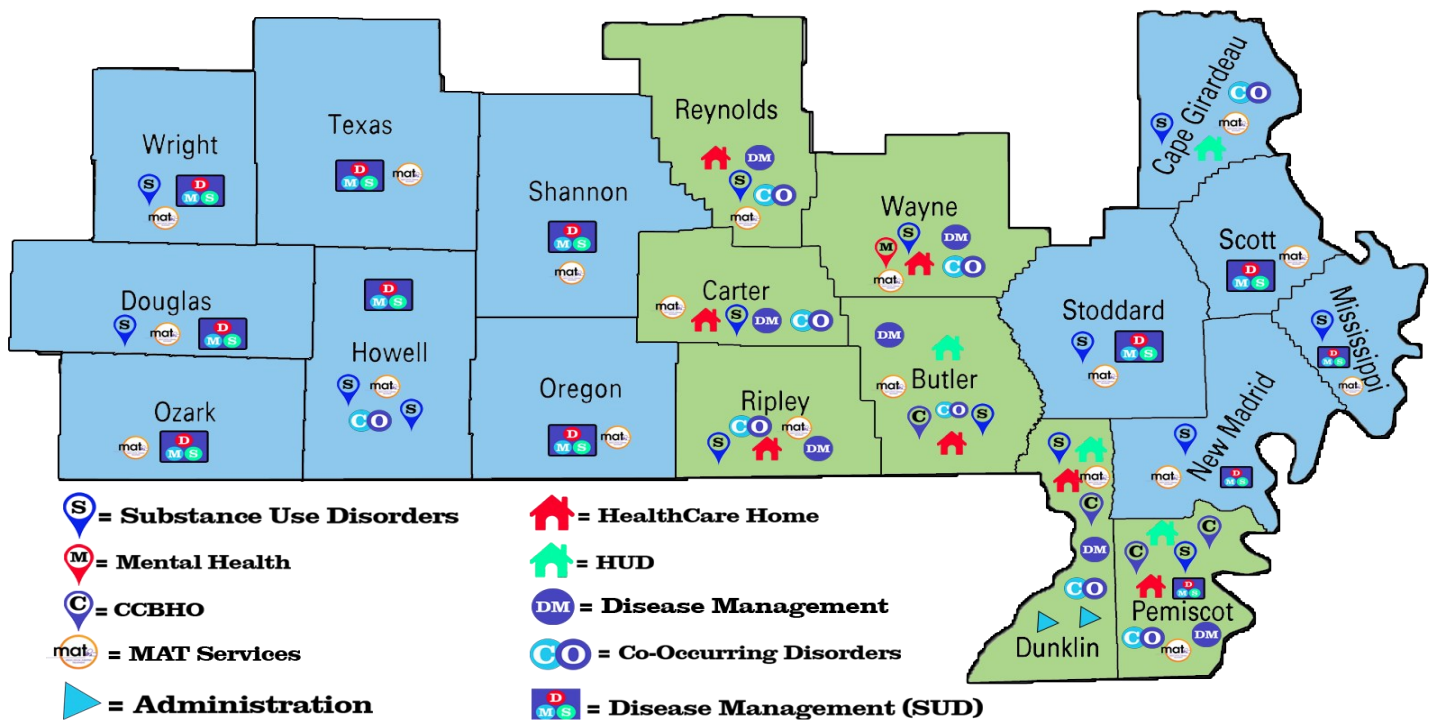
Annual Report

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 reflect on Fiscal Year 2024, I am filled with immense pride in the progress FCC Behavioral Health has made. This year, we have continued to strengthen our presence in Southeast Missouri, opening new doors and expanding critical services. Our facilities in Kennett, Doniphan, and Malden are now fully operational, providing much-needed resources to the communities we serve. The Behavioral Health Urgent Care and our outpatient services have proven to be indispensable in addressing immediate needs. In addition, we have seen substantial progress at the Kneibert Clinic and the crisis center in Poplar Bluff, reaffirming our commitment to accessible and quality care.

Our staff's dedication and unwavering commitment to our mission have been the true driving force behind this success. As we near a milestone of over 1,000 employees, our organization faces the challenge of ensuring seamless communication across our widespread geographic footprint. We are addressing these challenges head-on with new initiatives aimed at fostering connection and unity, no matter where our staff is based.

The demand for behavioral health services continues to grow, and our ability to respond has only strengthened thanks to the tireless efforts of our leaders and staff. As we move forward, I remain confident that our commitment to Person-Centered Recovery & Wellness will continue to guide us in making a meaningful difference in the lives of those we serve.

Together, we are shaping the future of behavioral health in Southeast Missouri.

Randy Ray
President, Chief Executive Officer

2023 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 DOC Building	25%
Purchasing/Motor Pool Remodel	50%
New Carter Co Location	50%
New Kennett Thrive	75%
Kneibert Remodel	75%
BHIDD	75%
Lakeview Remodel	75%

On-Going

Wellness
Staff Satisfaction
Veteran's Treatment
Workforce Recruitment & Retention
Trauma Awareness Initiative
Zero Suicide Initiative

Fully Implemented

RSP Services	100%
Missouri Highland Psychiatry Services (Working Collaboration)	100%
Youth STAR School Based Services	100%
RISE OP Expansion	100%
Reynolds County Purchase & Expansion	100%
Youth STAR School Based Services-Kennett	100%



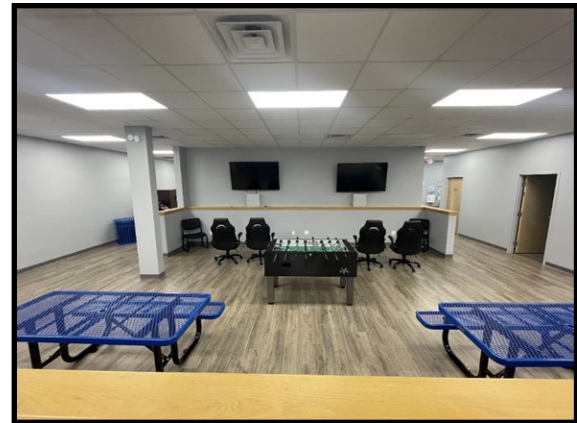
RSP Services

Recovery Support Providers (RSPs) fulfill a critical role in the struggle against addiction by offering sober housing options in our communities. FCC is strengthening these partners in recovery by providing treatment services to 9 regional RSPs as well as paying housing for qualifying residents.



Youth STAR Kennett Schools

FCC Stepped into year two of Kennett School Primary Care and doubled their visits from the previous fiscal year.



Rise OP Expansion

The RISE program expanded into a new outpatient building adjacent to the day treatment center in FY 2024. The additional space aims to better serve our clients by providing a large conference room, indoor recreation area, and additional office space for staff members



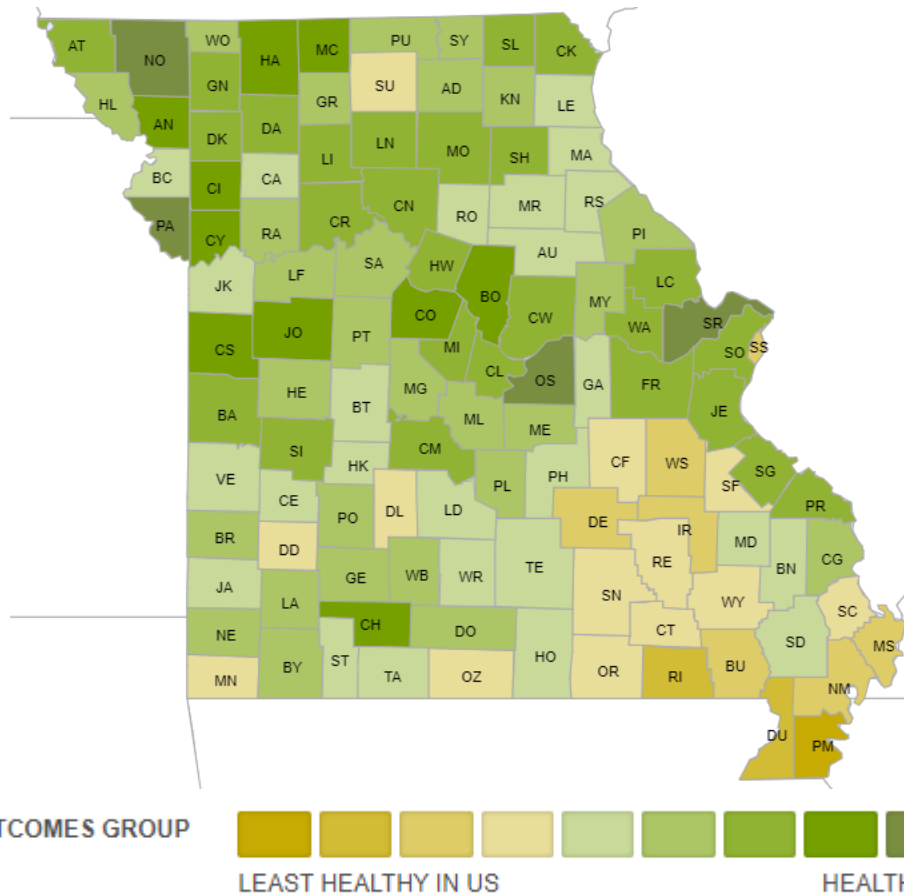
MO-High Collaboration

FCC partnered with Missouri Highlands to enhance community health by expanding services across their shared region. Through this collaboration, both organizations have worked together to provide critical support and resources, improving access to care for individuals and families in need.

Reynolds County Clinic

FCC expanded services in Reynolds County by purchasing and upgrading the existing building to better serve clients.

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.

According to the 2023 County Health Rankings by the Robert Wood Johnson Foundation, the seven counties in FCC's core service area—Dunklin, Pemiscot, Butler, Ripley, Reynolds, Carter, and Wayne—continue to rank among the least healthy in the state. Not only is our service area among the lowest economically, but it also faces significant health challenges. All 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.

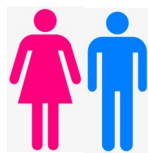
As a result, there are simple yet disabling barriers for the population in the area, including but not limited to the lack of transportation options, limited access to health and behavioral health care, restricted access to computers and broadband Internet, employment challenges, and limited educational 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.

Source—<https://www.countyhealthrankings.org/>

Populations-Served Data

The services provided during the period of July 1, 2023 through June 30, 2024 are described in this report. During the 2024 fiscal year, the agency served a total population of **10,935**, a 15% increase from the previous year.

Average Statistics of Person(s)-Served



47% Male
53% Female



83% White/Caucasian
15% Black/African American
2% Hispanic
<1% Other



3% Homeless/Shelter
3% Pending housing



55% High school or higher
18% Some Post-secondary Education
33% Unemployed



9% Children (ages 11 and under)
16% Adolescent (ages 12-17)
69% Adults (ages 18-64)
5% Seniors (ages 65 and over)



2% Veterans
(205 local veterans)

This growth illustrates both the rising demand for support and the increasing complexity of client needs. The demographic breakdown reveals that 53% of those served are female and 47% are male, with a range of ages from children to seniors. Most of the population (69%) falls into the adult category (ages 18-64), highlighting the significant focus on working-age individuals, though adolescents (16%) and children (9%) are also notably present. Housing instability remains a concern, as 3% of the population is homeless, with an additional 3% facing pending housing arrangements.

While this demographic data showcases the diverse backgrounds and needs of the population, it also connects to deeper issues regarding mental health and substance use disorders (SUD), which are prevalent across many age groups. Though not displayed, internal data highlights that a significant portion of clients face challenges such as anxiety disorders, depression, and substance use, particularly opioid use, which aligns with the high rates of tobacco use (51% of clients reporting use at admission). This underlines the importance of comprehensive care that addresses not only the mental health needs but also the interconnected challenges of unemployment (33%) and housing instability.

The mental health conditions treated range from mood disorders like bipolar disorder and depression to more severe conditions such as schizophrenia. Many clients also present with co-occurring disorders, which often complicates their path to recovery. The agency's efforts in addressing these needs through integrated mental health and substance use treatment programs are critical to supporting clients holistically. The rising demand for these services reflects the growing complexity of the population's needs and highlights the agency's role in providing essential care to those most vulnerable in the community.

Quality Improvement Activities

At FCC Behavioral Health, Quality Improvement (QI) is a cornerstone of our commitment to delivering effective services and empowering our clients in their recovery journeys. The collaborative efforts of our leadership team, the Performance and Quality Improvement Committee, and the dedicated Quality Improvement Department reflect our dedication to fostering a culture of continuous improvement.

Our QI approach is comprehensive, employing a range of methods such as auditing, report analysis, process mapping, data collection, outcome measurement, and stakeholder feedback. These tools enable us to systematically identify areas for improvement and implement meaningful changes. By continuously monitoring and analyzing our processes, we can effectively address inefficiencies, eliminate bottlenecks, and enhance overall service delivery. These efforts not only optimize organizational performance but also contribute to better client outcomes and increased cost-effectiveness.

Key Activities of the Quality Improvement Department this Year

The Quality Improvement Department has been actively engaged in several initiatives designed to enhance service quality and ensure client safety and well-being. Notable achievements over the past year include:

Development of Model Fidelity Assessment Tools:

Created assessment tools for eight evidence-based practices, along with a general fidelity guide applicable to other practices not covered.

Support for CCBHO Standards Updates:

Assisted in the Certified Community Behavioral Health Organization (CCBHO) workgroup, ensuring FCC was prepared for the updated CCBHO standards as of July 1st, 2024.

Implementation of Policy Tech:

Assisted in the successful implementation of Policy Tech, a policy management software, to streamline and improve policy documentation and accessibility.

Expansion of the Quality Improvement Team:

Welcomed new team members including Sarah Cronin, Quality Improvement Specialist; Cindy Jackson, Contract & Accreditation Manager; Mike Lack, Health and Safety Officer; Jacqueline Henry, Educational Initiative Liaison; and Mary Finzel, SUD Auditor.

Through these initiatives, the QI department continues to drive progress and innovation, enhancing the quality of services and reinforcing our commitment to client care. Our focus on data collection, staff training, safety protocols, and robust documentation practices demonstrates our proactive approach to quality improvement.

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

The Employee Wellness Plan for FCC is designed to support and enhance the well-being of our employees. By fostering a holistic approach to health, we aim to improve job satisfaction, productivity, and overall quality of life. The plan focuses on the 8 dimensions of wellness, recognizing that true wellness extends beyond physical health to include emotional, intellectual, occupational, environmental, financial, social, and spiritual well-being. 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. By prioritizing the comprehensive well-being of our employees through the 8 dimensions of wellness, FCC is committed to creating a healthier, happier, and more resilient workforce.

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.
- 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.
- Implementation of new Employee Assistance Program (EAP) through PAS.
- Wellness Coordinator, Amber Caskey, presents Employee Self-care and Wellness during New Hire Orientation two times a month as part of the New Hire on boarding process for the agency.

Wellness Initiatives of 2023

- Wellness Wednesdays
- Onsite Mobile Mammograms
- Book Club (Shelf Indulgence)
- Employee Virtual Winter Bash

- Blood Drives partnering with the American Red Cross
- Wellness Committee Meetings
- Healthy Selfie Challenge
- Employee Engagement Activities

Highlights

The Employee Wellness Program at FCC has achieved significant milestones across the 8 dimensions of wellness. These accomplishments reflect the program's effectiveness in enhancing employee well-being, job satisfaction, and overall productivity. Continued commitment to these initiatives will ensure sustained benefits for both employees and the organization.

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 20-30 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 2023 fiscal year, FCC was able to host two Blood Drives; one during the month of July and another in December. Each event not only reached, but exceeded blood donation goals.

Onsite Mobile Mammograms

The Mobile Mammogram Unit was made available at multiple FCC sites two separate times this year for staff members to receive preventative services with no cost to them. **Over 20 staff participated** in 2023.

Book Club

The agency book club, titled Shelf Indulgence, began September 2020 and has continued to grow over the past year reaching **50 members**.

Blood Drive

FCC worked in collaboration with The American Red Cross to two Blood Drives in 2023. In July, 34 units were collected with 38 presenting donors; 13% being first time donors. In December, 31 units were collected with 36 presenting donors; 17% being first time donors.

Healthy Selfie Challenge

FCC employees participated in an employee engagement Healthy Selfie Challenge. Each week employees would submit photos pertaining to the weekly challenge. **Over 50 staff engaged in this challenge** to promote physical and mental well-being among staff. This challenge aimed to encourage healthy habits and self-care practices through a fun and engaging activity.

Training Department

In August 2021, the leadership at FCC established a new department to enhance the agency's ongoing growth and expansion. Throughout FCC's existence, Training has been a key asset, with numerous agency members contributing to it while also fulfilling additional responsibilities. Following the department's inception, there has been a rise in both our organizational requirements and employment numbers, in tandem with growing demands and needs from the community. As a department, we remain committed to fostering a culture centered on training, which enhances staff development and promotes a setting of continual learning.



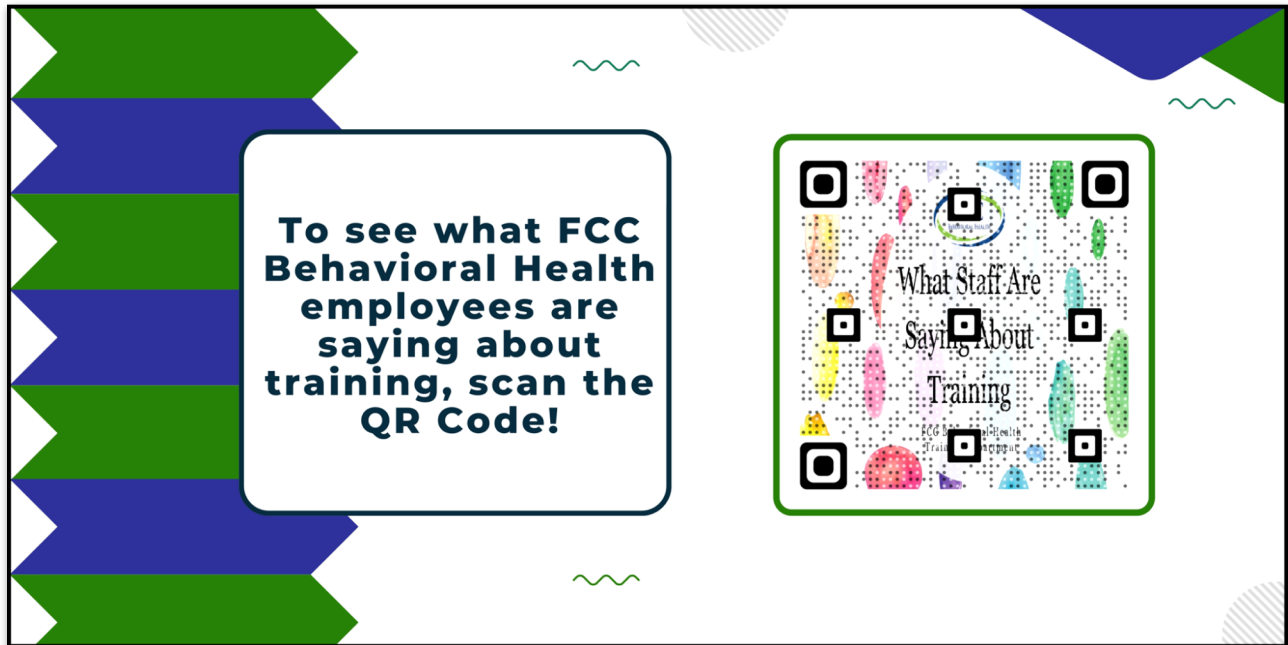
Mission: Provide training opportunities and support for all employees to enrich staff development, promote agency growth, and improve service quality.

Goals and Objectives Achieved in FY2024:

- Increased **accessibility** of trainings for staff by offering multiple **in-person** courses each month in Campbell and Poplar Bluff.
- Increased **accessibility** of **virtual trainings** by offering 4 or more trainings via Teams per month.
- Implemented **Ethics** courses two times per month to support licensed and credentialed staff requirements.
- Increased **Mental Health First Aid trainings** to ensure timely completion, as well as offerings in person and virtual formats for accessibility for outlying locations.
- Absorbed the Learning Management Software (LMS) program, **Relias**, in our department and increased communications and staff compliance rates.
- Increased **Nonviolent Crisis Intervention (NCI/CPI)** trainings within the agency to include supervisor and debriefing trainings.
- Provided monthly/quarterly Leadership team and Agency Trainer **meetings** to continue improving communication and collaboration for training processes.
- Maintained a rating of **Above Average/Excellent** more than 90% of the time regarding overall training experiences measured via Experience/Feedback surveys.

- Coordinated and/or presented at multiple **community events** and provided free **training and education within our communities**. Some trainings and events include:

- iThink Academy—Poplar Bluff Schools event
- Poplar Bluff School District—Suicide Prevention Trainings
- Southeast Missouri Recovery Alliance (SEMRA) Recovery Support Training
- Missouri Behavioral Health Council Fall Conference
- John J. Pershing Veteran Affairs Mental Health Summit and other conference events



To see what FCC Behavioral Health employees are saying about training, scan the QR Code!

What Staff Are Saying About Training

FCC Behavioral Health Training Program

The graphic features a central text box with a blue border and a QR code to the right. The QR code is decorated with colorful, abstract shapes. The background is white with decorative green and blue arrow-like shapes on the left and right sides.



Behavioral Health Clinics (BHC)

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



It has been a busy year for the BHC with the addition of new staff, program expansion, and an administrative reorganization of the BHC.

Due to the size of programs, the BHC expanded from 1 to three clinical officers. Outpatient continues with the same officer while Psychiatry and Substance Use Recovery and Support Services now have their own officers.

Outpatient Therapy Service Changes

- * Last year, the Director of Outlying Clinics position was filled, and this year an office manager for the five outlying offices was hired. An additional specialized receptionist was added to the Ripley County office due to both an increase in clients and with the building purchased last year now being in full operation. A full-time remote therapist position was also created.
- * In Butler County there is a new Director. This change included merging youth and adult outpatient services under one director with each program having a clinical manager. Both programs also have new clinical managers that were promoted from therapist positions. There are now three peer specialists, and two new therapists. There is also a new office manager and three new receptionists. Butler County was approved for a second clinical manager and filled a second diagnostician position.
- * Due to internal promotion, there is also a new Director and Clinical Manager for the Dunklin and Pemiscot County offices. Two new peer specialists have also been hired for the area. BIP (Batterers Intervention Program) groups were added, including one for Spanish speaking individuals and one for women.
- * Due to staff shortages around the state combined with many requests for services, Outpatient used external contractors as telehealth therapy providers. We have also had staff volunteer to work as internal contractors by completing assessments and providing therapy past their normal working hours.

Psychiatry Service Changes

- * Several positions were added to psychiatry. A program director, a psychiatric program manager, two physician case managers, and a medical assistant were added to the staff. A second full-time nurse was added to the Dunklin County Clinic.
- * Two additional nurse practitioners were hired making a total of nine. Clients are seen both in person and by telehealth.
- * An increase in the number of psychiatry days took place in Pemiscot County office.
- * Nursing hours in Butler County were extended to 7:30 am to 6:00 PM Monday through Thursday.

Substance Use Recovery and Support Service Changes

- *New positions added were a clinical manager, a care coordinator supervisor, two co-occurring therapist positions, a diagnostician, a new care coordinator, and three new peer specialist positions.
- *An ASAM-compliant service model began offering Withdrawal Management, a higher level of outpatient services, and started intensive outpatient SUD services.
- *The Recovery Support Services (RSS/SUD) program was created to provide on-site SUD treatment at 9 participating recovery homes with a co-occurring therapist, associate SUD counselor, care coordinator, and peer specialist.
- *The State Opioid Response (SOR) funds disbursement program provides transitional housing assistance to SUD clients residing in participating recovery homes, requiring one specialized receptionist exclusive to program.
- *A Healing Council grant program provides treatment enhancement for adults enrolled in Treatment Courts across 13 counties in SE Missouri requiring an additional staff of program manager and four treatment coordinators.
- *A service contract was negotiated with US Probation Office / US Pretrial Services Office to provide SUD, mental health, and psychiatric services requiring an additional Qualified Addictions Professional.
- *Overdose intervention and education is being done with FCC Crisis Services and will utilize FCC's new Mobile Unit.

Work continues on building projects in Carter County and in Poplar Bluff. The office in Pemiscot County was completed and is in full operation and is starting to see an increase in the number of clients. The Reynolds County Office was remodeled with an expansion for CPRC services. The Ripley County Office was completed last year and is now fully operational with outpatient, SUD, psychiatry, drug court, and CPRC services.



John Pruett
Poplar Bluff
Clinical Officer, BHC



Ryan Vanwinkle
Clinical Officer (Substance
Use Recovery & Support
Services)



Lori Johnson
Clinical Officer
Psychiatric Services

THRIVE

Caruthersville, Kennett, Piedmont, Campbell, Poplar Bluff



FCC Behavioral Health's Thrive program is a Community Psychiatric Rehabilitation Center. We have eight centers located in Campbell, Caruthersville, Doniphan, Ellington, Kennett, Malden, Piedmont, and Poplar Bluff and serve clients in seven counties of Southeast Missouri. The Thrive program provided quality healthcare to 1,290 persons this year with serious mental illness (SMI). This was an increase of 94 clients served from the previous year. 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, Crisis Resolution and Supported Employment. Due to improved flexibility, clients can now choose to attend services face-to-face or virtually, allowing for greater access and efficiency.

Both individual and group services have been provided in person as well as through telephone, Ring Central, Doxy.me and Microsoft Teams. We provided 47,444 individual services in FY 2024. Individual services include: Community Support, Peer Support, Individual Counseling, and Medication Administration. We provided 48,786 group services in FY 2024, which includes Psychosocial Rehabilitation and Co-Occurring groups. This is an outstanding increase of 21% from the previous year. Staff are providing approximately nineteen different groups per day at the different locations.

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 Ellington, in addition to expanding the current Kennett location that will allow for larger PSR space and increased space for CPR staff. The Program also has a new community partnership with Voyage Healthcare in Malden that will allow for on-site CPR services including PSR, Care Coordination, and ITCD Services. This expansion and new community partnership will allow the Program 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 continued to expand our leadership team. The Thrive program now has 2 Clinical Officers working alongside 3 Program Directors to represent the seven counties it serves.

Each leader plays a vital role in the functioning of each site, and ensures the highest quality services to the individuals served.



Jodi Walker

Clinical Officer, North



Sherry Haga

Director, Poplar Bluff
Butler, & Ripley



Carolyn Polk

Director, Piedmont
Wayne, Carter, Reynolds



Allie Tomaszewski

Director, Kennett
Dunklin & Pemiscot



Danielle Chidister

Clinical Officer, South

Youth STAR



Steps Toward Achieving Recovery

The Youth STAR program provides community psychiatric rehabilitation services to youth and adolescents in the 7 counties of Butler, Carter, Dunklin, Pemiscot, Reynolds, Ripley, and Wayne. The STAR program acronym stands for "Steps Toward Achieving Resiliency." The Youth STAR program provides treatment to support clients under 18 in the healthy management of chronic and persistent behavioral health disorders. STAR staff provide clinical interventions designed to support clients and families in the management of behavioral health symptoms, build resiliency, and help guide youth toward a healthy, independent lifestyle. The STAR team also provides in-house crisis services and assists with psychiatric hospitalizations

and residential placement when deemed medically necessary.

The number of clients served in FY 2024 increased to 2,334 which was 480 more than the 1,853 clients served in FY2023. Youth STAR provided 115,403 services in FY2024 compared to 109,835 services provided in FY2023; 6,414 of those services were provided via telehealth. The Youth STAR program grew to approximately 205 staff members in FY2024 with leadership roles added as needed to provide adequate supervision and to ensure quality access to care. The current program leadership consists of 2 Clinical Officers, 2 Directors, 6 Clinical Managers, 4 Coordinators of School Services, 10 PSR Team Leads, and 10 CC Supervisors. Enhancing trauma-informed care and supporting staff development are priorities of the Youth STAR program. This year, Trauma Responsive status was achieved based on the TICA survey, which is the highest score Youth STAR has received.

Program Highlights

- * Youth services expanded to a new building in Ellsinore and Ellington.
- * Youth STAR school-based services continued to grow. We successfully implemented Tribe Academies at Kennett School District, which resulted in our partnership with Kennett Alternative School. Because of the success of the Kennett Tribe Academy rooms, PBJH has requested to partner with Youth STAR to implement a "Reset" room. Additionally, PSR started in the Cooter School District.
- * Youth STAR focused on wellness by continuing to implement monthly PSR Wellness groups, by utilizing Wellness Coaches and initiating Quarterly Wellness team meetings.
- * Youth STAR expanded trauma-informed therapy services by increasing the number of therapists we have trained in TF-CBT, EMDR, and PCIT.
- * Youth STAR received approval for a new SEL curriculum, Wayfinder, that all program staff will utilize.
- * Youth STAR received Trauma-Informed clinical resources for direct care providers.
- * Youth STAR staff attended Conscious Discipline training and program supervisors have implemented Conscious Discipline learning sessions.
- * Youth STAR understands the value of community and participated in several community events throughout the year including the Poplar Bluff Mental Health Awareness Block Party, Caruthersville and Hayti Chili Cook Offs, Caruthersville School's Winter Coat Drive, the Delta Fair Parade, and Back-to-School Fairs in all 7 counties the Youth STAR program serves.



Jaclyn Stafford, Director

South



Julie Ross, Director

North



Erica Payne

Clinical Officer, South



Tammy Shepard,

Clinical Officer, North

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 Missouri. FCC Behavioral Health responded to 1,540 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 and 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.

Emergency Room Enhancement (ERE):

Diversion Program for high utilizers of hospitals and Crisis Services. FCC Behavioral Health's ERE team has received 171 Referrals with 145 being eligible for the program.

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 meets 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:

Active Clients	107
Quality Measures for Follow up	
Missed appointment follow up met	27%
After hospitalization or ER visit follow up met	73%
After a crisis follow up met	25%

Outcome:	Total
Crisis De-escalated/resolved	435
Provided Referral/Scheduling for Services	277
Completed Safety Plan	211
Arrange/Schedule Urgent Care	210
Other Intervention	193
Inpatient Admission	64
Court Order	63
Community Resources & Referral	63
Emergency Response for Medical	18
Emergent/Urgent Substance Use Care	7
Total %	1540



Firearm Suicide Prevent Project:

In 2021, FCC Behavioral Health partnered with Missouri Institute of Mental Health (MIMH) on the initial two-year planning stage of Firearm Suicide Prevention (FSP) Grant to gather community-based research consisting of community needs surveys and assessments, as well as individualized interviews and informed theories on local sustainable methods for firearm suicide prevention. In February of 2023, 8 organizations, including our partnership with MIMH, came together underneath Missouri Foundation for Health, with Openfields providing social innovation consultation, in 23 counties for the implementation portion of the FSP program. Our partnership focuses on suicide prevention in the four Missouri counties of Butler, Dunklin, Pemiscot, and Wayne, specifically targeting faith-based leaders and organizations, and those in the fields of manufacturing and construction, due to the statistically high rates of suicides within their communities. Our educational efforts have reached over 965 individuals, emphasizing the significant importance of mental health and suicide prevention within our communities. With our team having expanded, we now consist of our three Suicide Prevention Specialists, John Cornelius, Kate Brinkley, and Landon Cook under Training and Education Specialist and Grant Lead Ashley Lyscas. We are eager to see the positive impact of this wonderful team in the coming 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 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 Served:	712
Gender:	55% Female
Age	83% Adult; 14% Youth; 3% Seniors
Race:	71% Caucasian
Employment:	235 Not in Workforce
Housing	288 Permanent Housing; 36 homeless
Military:	703 Never served

Discharge Outcome:	
Crisis Stabilized	620 clients
Client Transferred	73 clients
Client Left Against Advice	19 clients

The Community Behavioral Health Liaison (CBHL) Initiative:



The Community Behavioral Health Liaison (CBHL) Initiative: While suffering a mental health crisis, individuals are more likely to encounter police than to get behavioral health treatment. Many of these individuals are processed 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, they lack the ability to 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 and first responders 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 the 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 team 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 team has developed Crisis Intervention Team (CIT) Councils in Butler, Carter, Dunklin, Pemiscot, Reynolds, Ripley, and Wayne Counties. CIT trains officers in how to recognize a mental health crisis, de-escalation strategies and how to redirect individuals from the criminal justice system to the mental health care system. In turn, FCC works alongside 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 September/October 2024, the Three River's CIT Council will hold its seventh annual 40-hour CIT training. Since 2018, the Three Rivers CIT Council has trained ninety-one 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 routinely interact with first responders, seeking to be a stabilizing factor, not only for community wellness but the officers as well. This attribute is evidenced through the inclusion in 2023, of the "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.

Additionally, 2024 saw the CBHL program and Crisis team develop and implement the Officer Wellness Check Program within our service area. Based upon a statewide mandate for law enforcement and first responders to obtain mental health checks every three to five years, FCC Behavioral Health continues their dominance throughout our industry of maintaining effective resources for our first responders, centered around them and their resiliency. Provided at no cost to the officer, the wellness checks provide a safe space by which officers can speak about their stressors and explore tools and resources which will enhance their sustainability.

The Community Behavioral Health Liaison and the Youth Behavioral Health Liaison (YBHL) positions are its simplest form a bridge between the Behavioral Health industry, our communities, and our Law Enforcement and first responder populations, ensuring that our common goal of positively affecting our communities and those we serve remains consistent and ultimately effective while we simultaneously safeguard worker health and resiliency.



Adult SUD Services



STAPLETON

"Out Of Difficulties Grow Miracles"

Fiscal year 2023 has been an exciting year for growth with Adult Substance Use Disorder Services.

Community partnerships with Recovery Support Service providers have

strengthened and many new collaborations have been created. According to SAMHSA, 7 in 10 adults residing in the United States who experience mental health or substance use conditions consider themselves to be in recovery. This statistic reinforces the benefits of Substance Use Disorder Treatment programs and Recovery Support Services working together by supporting those we serve to improve their overall health and wellness, as they navigate through their recovery journey. Other program growths are identified below in the fiscal year accomplishments.

2024 Vision

- * Expansion of Treatment Court Services into New Madrid County
- * Collaborations with additional Recovery Support Providers in our area- New Day Recovery and Matthew 25 House.
- * Improving Stapleton Facility by renovating to accommodate our growth in both our inpatient and outpatient programs while improving both the exterior and interior structure.
- * Continue in planning stages of the new Adult Outpatient Building for our Dunklin County Treatment Court, Project WIN and DOC programs.
- * Expansion of the Co-Occurring Role at all sites.



Arkansas Northeastern College- Nursing Students donated hygiene products to our Stapleton Program.



Roosevelt Dismukes, RSA of the Quarter

FY 2023 Accomplishments

- *Expansion of Family Treatment Court Services in Ripley County
- *Expansion of SATOP services in Stoddard, Carter, and Ripley Counties
- *Collaboration with Help on Hands and Stapleton Recovery Services
- *Collaboration with Heart 2 Help Recovery Services
- *Stapleton Outpatient Census has increased by 50%
- *Pemiscot County Treatment Court Census has flourished this past year.
- *Stapleton Residential increased Bed Census capability to serve 25 residents compared to previous years of 16.
- *Outpatient SUD (DOC Services) was awarded a community re-entry grant that helps support our DOC clients with obtaining safe housing, employment, and treatment needs. Year one of four has been implemented into their daily programming.
- *Community Involvement has increased this year within the SUD programming with the addition of partnerships with Live and Well, Hayti Central School sponsorship, along with our existing community providers.

Turning Leaf



Staff Advancements

Several Turning Leaf staff achieved career-related advancements in the past year. Their efforts ensure the program's ability to provide enhanced clinical care and make the lives of our clients better.



Frank Mulford is in the final stages of completing his dissertation paper in his PhD program for Forensic

Psychology. Randy Clark completed his Master's program, passed the NCE exam, and in the process of applying for his provisional license. He has been accepted into a Doctorate program and is now certified in DBT and SFBT.

Jen Mitcham obtained her SQP and is now fully able to complete all required SATOP classes for our clients in West Plains and Ava offices. She obtained her CRADC and Harm Reduction Specialist certification. Several other staff have obtained their certified SUD counseling credentials to include Josh Bird, Lorrie Bettis, and Mikenzie Anderson. We have several staff credentialed as associate SUD counselors and will be training in the upcoming year.

Facility Upgrades

Turning Leaf facility has gotten some wonderful upgrades this past year. We started off with brand new parking lot lights which all the staff were very excited about in regard to safety during the evening hours. The agency utilized Trauma Informed Care grant money for fresh paint, updated front lobby with security glass, new lighting and floors in the front of the building, as well as bathroom renovations. All clinical staff received brand new desks and office furniture which has been conducive to a more professional and comfortable workspace. Plans include renovation of the residential areas and kitchen. Plans are also in the beginning stages for a new outpatient facility that will offer more office and treatment spaces.



Client Events

On April 8th, 2024, our local area filled with thousands of people to see the Total Solar Eclipse. Turning Leaf made sure our clients did not miss out on this rare celestial event. All our clients in the facility got to spend the day enjoying "space" themed snacks including Moon Pies, Cosmic Brownies, Space Dunk Oreos and Sunny D. We had a picnic, outside and enjoyed the amazing views. The clients all expressed great appreciation that they were able to witness this historical event.

Turning Leaf hosted an entire day of 4th of July fun this year. Staff volunteered to ensure our clients had a sober and fun holiday they would not soon forget. The activities included Capture the Flag, an Uncle Sam Hat decorating competition, American History trivia, a 4th of July picnic, making tie dye t-shirts, and participating in a huge outdoor water balloon fight. All clients had an amazing day, and many commented this was the first sober 4th of July they experienced. They loved the effort the staff put in to make sure they were able to celebrate in a safe and therapeutic environment.



2023 Achievements

- *2023 Substance Use Disorder Program Achievement Award.
- *Narcan distribution and expanded primary care, including physicals for all clients.
- *Building improvements and hiring of Security Guards, Custodian, Driver, and ITCD Counselor.
- *Nursing staff completed Tobacco Treatment Specialist program.
- *Growth in Charleston office and partnerships with Mission Missouri in Sikeston and Boss Life.
- *IPS program achieved exemplary fidelity status and participated in First Friday Coffee.
- *Recovery Month and overdose awareness activities, including Recovery Walk, Suicide Prevention Walk, and STI awareness/prevention program.
- *Increased cultural diversity through Juneteenth and Pride celebrations.
- *Recognition by City Council, participation in "Women Connect Women" events, and active membership in Cape and Jackson Chambers of Commerce.
- *Robust internship program (3 graduate, 1 undergraduate) and Work Life graduates.
- *PUPS Program and establishment of healthier meal guidelines for clients.
- *Secured Rapid Response Housing Grant and increased training for SUD counselors (MRT and harm reduction training).



Women and Children's Program

Serenity Pointe is one of only 8 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 2023, Serenity Pointe served 28 pregnant women and had 11 healthy babies born.

IPS

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 2023, Serenity Pointe's IPS program opened 61 cases. They had Job Placements for 48 Women. 42 Women worked and reached their 30-day milestone and 25 met their 90-day milestone.

The program achieved exemplary fidelity status this year during their annual review. FCC is looking to expand IPS services into Butler County in the upcoming year.



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

The Prevention Resource Center's (PRC) goal is to provide communities with quality alcohol and drug prevention services 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 assisted in the creation and is an active part of the substance use prevention advocacy group, Missouri Prevention Advocacy Leaders (MOPAL) and visited our federal and state legislators to educate them on the need for primary substance use prevention. The PRC serves on several of the MOPAL subcommittees including leadership, substances (alcohol, marijuana, tobacco, and opioids), and the membership committee. 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.

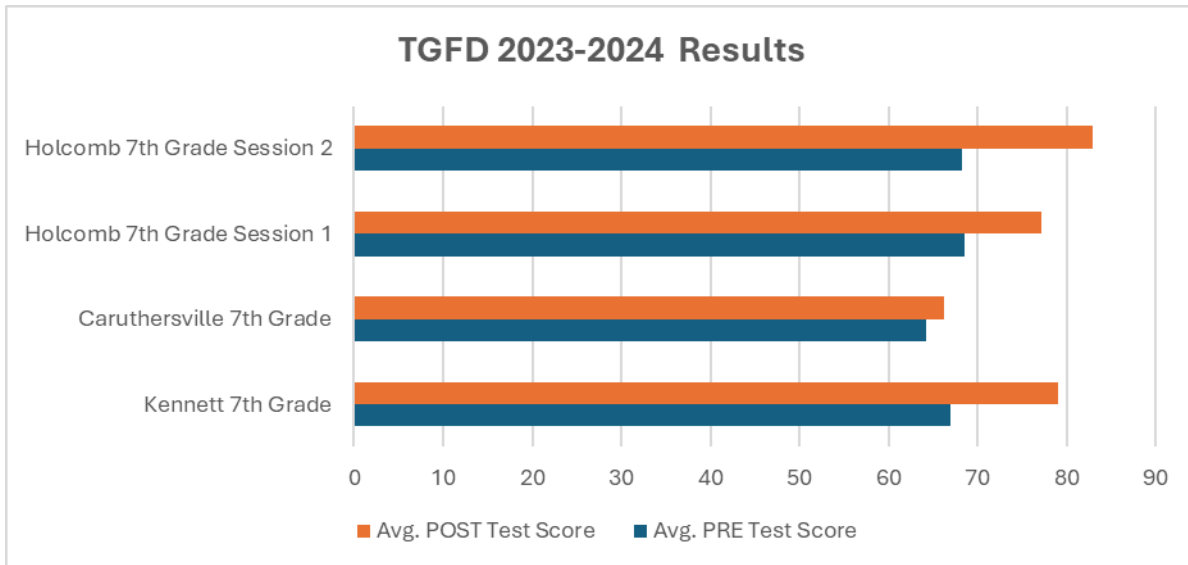
In FY2024 the PRC has been involved in over three hundred community activities and events. The PRC assisted community coalitions with grant applications for various local prevention activities that totaled approximately \$145,000 for the fiscal year. A large portion of that funding is provided by one of our coalitions receiving a Drug Free Communities grant that provides the coalition with \$125,000 annually for the next five years. The PRC also provided substance use prevention presentations, trainings, and information booths on multiple topics to over 7,000 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 FY2024 and were viewed by 435,521 people in our service area over the course of the fiscal year. With this campaign, we were also able to distribute over 6200 Medication Safe Disposal Kits and 320 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 FY2024 the PRC visited 160 tobacco vendors, created, and distributed 4 Tobacco Vendor Education Newsletter, and provided/hosted a Tobacco Merchant Vendor Training.

School-Based Prevention

The PRC implemented the evidence based Too Good for Drugs Program in three schools including Kennett (7th grade), Caruthersville (7th grade), and Holcomb (7th grade). The PRC staff have been in these schools for several years now and cherish the relationships we have built with the staff and students. Pre and post tests for the curriculum revealed an increase in knowledge in all three schools which can be seen in the chart below. When asked “Do you feel like you will make better decisions or be more aware of things now that you have through TGFD?” one student from Caruthersville stated, “Yes, because I have learned things that can now help me make better decisions.”



In addition to TGFD, the PRC also taught SPORT Prevention Plus Wellness, an evidence-based substance use prevention program and Stanford's Vaping Curriculum in two additional schools and one after-school program. In the upcoming year, the PRC expects to teach in the same schools plus any additional schools who request services.

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 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 impaired driving. They provide a forum for victims to talk 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 hosted 95 VIPs in 2023, reaching a total of 630 participants.

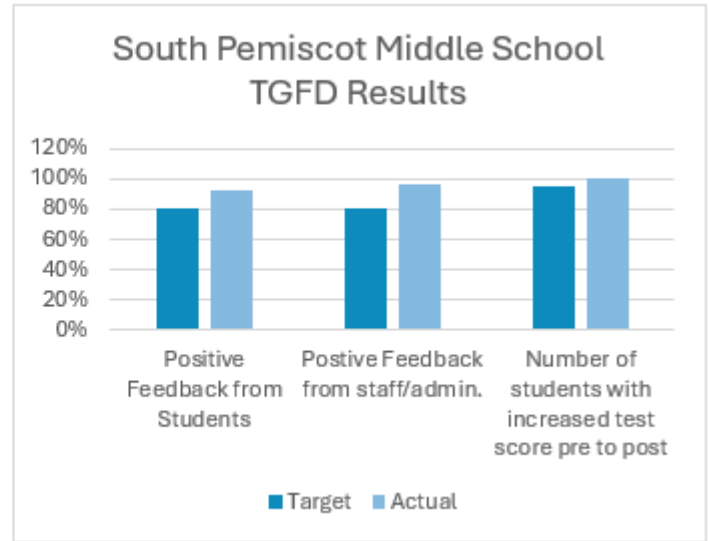
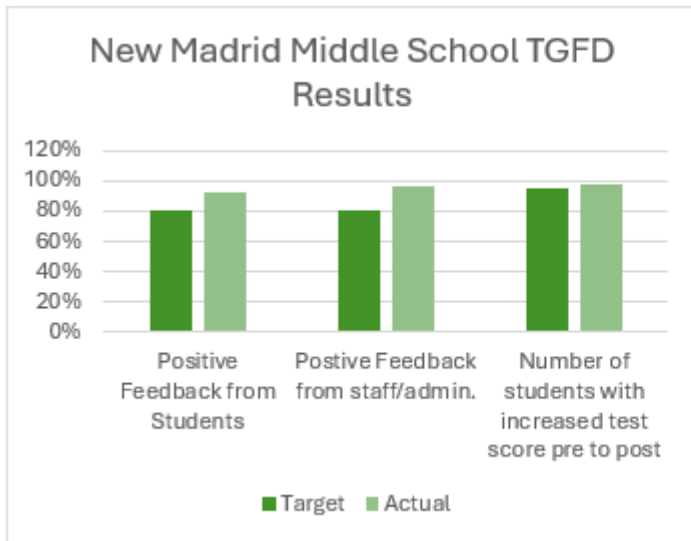
Youth Mental Health First Aid

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 crisis. The PRC has provided 49 YMHFA trainings with 700+ participants.

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

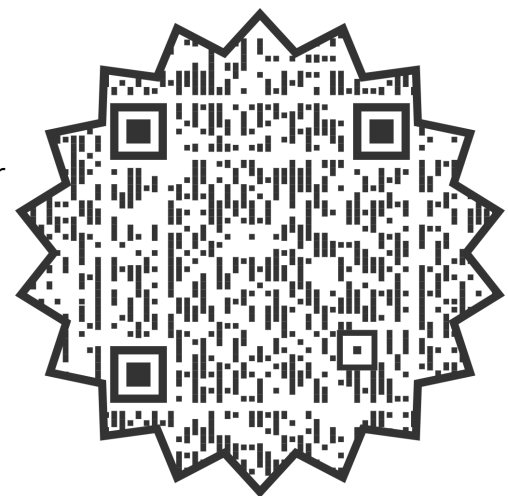
The Missouri Department of Mental Health, New Madrid County R-1 School District, and FCC Behavioral Health collaborate to provide the Missouri School-Based Prevention Intervention and Resources Initiative. FCC's prevention team has conducted the Missouri School-Based Prevention Intervention and Resources 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 MIMH does each year, FCC also implements our own pre/post surveys that allow us to see specific success, student growth in knowledge and can reveal when/if change in programming is needed.

Our SPIRIT 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 substances; promote safety in classrooms by reducing the incidence of substance use and related acts of violence; strengthen and support families; intervene early with children at greatest risk of substance use; refer children with substance use problems to appropriate treatment services; and ensure that strategies for school-based services are cost effective, with measurable outcomes. Our SPIRIT program began 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 through the PeaceBuilders behavioral and climate change program, the entire New Madrid Middle and High School, as well as South Pemiscot Middle and High School using the Too Good for Drugs and Toward No Drug Abuse evidence-based curriculums.



Permanent Drop Box Locations Placed by Prevention:

The FCC Behavioral Health Substance Use Prevention team has established several medication drop box locations throughout our service areas. These drop boxes, located at police departments, health centers, and public safety offices, offer a safe and convenient way for community members to dispose of unused or expired medications. Locations include facilities in Dunklin, Mississippi, New Madrid, and Pemiscot counties, ensuring broad access across the region.





The West Plains Adolescent RISE program, dedicated to supporting adolescents in their recovery journey, saw numerous advancements in Fiscal Year 2024 (FY 2024). The RISE program expanded into a new outpatient building adjacent to the day treatment center in FY 2024. The additional space aims to better serve our clients by providing a large conference room, indoor recreation area, and additional office space for staff members. In addition to the expansion, RISE was able to make several facility improvements including new paint, new seating for group rooms, new music therapy instruments, and renovation of an office to utilize as a coping corner. The coping corner serves as the RISE library and a trauma informed space for clients to de-escalate when they become dysregulated.

In efforts to enhance community involvement and improve overall wellness, RISE was approved to add a position for a specialized Care Coordinator. Lexi Rodriguez, CRADC, accepted this position and has excelled in community outreach and prevention efforts. Lexi became an In-Depth instructor in December of 2023 and has partnered with the Howell County Juvenile Office to offer those courses. The In-Depth tobacco cessation program aims to educate those referred to the juvenile office by the public school system after disciplinary action involving smoking/vaping at school. In addition to this, Lexi provided educational presentations at 7 local schools during Red Ribbon Week for FY 2024. Lexi routinely participates in Systems of Care Meetings to improve continuity of care among local community agencies.



The RISE program made a commitment to encouraging and supporting efforts for clients to maintain community connections. Throughout FY 2024, clients participated in various recreational, educational, cultural, and religious activities, fostering community connections and personal growth. Clients were given the opportunity to engage in the following community outings: A suicide prevention walk, movie theater visit to see Inside Out 2, attending a Christian concert and youth rallies, Lincoln School tour, recreation and fitness center visits, and activities at multiple local parks. Staff and clients have also been given the opportunity to participate in an on-site event each month at RISE. Key on-site activities included: the Halloween Bash with a live DJ, annual staff and client Thanksgiving dinner, pictures with Santa, Open Mic Night, staff verses client's kickball games, Valentine's Day breakfast, Easter sunrise church service, Eclipse RISE Games, 4th of July field day, ice cream socials, & Mental Health Awareness month chalk murals. Elizabeth Harder, BS, MAADC II moved from the residential substance use counselor to the Academic Coordinator in March 2024 to pursue her love and background in education.

FY 2024 brought significant staff changes to the West Plains Adolescent RISE program, beginning with Britney Davis, LMSW, transitioning from Clinical Manager to Program Director and Karrie Gammon, CRADC, stepping in as the new Clinical Manager in March 2024, thanks to her extensive experience with the agency. The program also welcomed several new team members, including Amanda Green, BC MT, MAADC II, a music therapist who joined in August 2023, and Amy Stipe, RN, who started in November 2023 to provide weekend nursing coverage. In March 2024, Crystal Sinclair, RADC-P, joined as a residential substance use counselor, later earning her MRT certification in May, while several internal promotions were made: Tara Billings, LCSW, CRADC, became Diagnostician; Ashley Briggs, MAADC I, was named Residential Care Coordinator; Carrie Hillis, MAADC I, took on the role of Outpatient Substance Use Counselor; and Brittney Ortiz transitioned to Outpatient Care Coordinator.

Other key changes included Elizabeth Harder, BS, MAADC II, moving to Academic Coordinator in March 2024, Sharon Barbee, LMSW, joining as Family Therapist in April, and Tabitha Caplinger earning her Certified Youth Peer Specialist credential in May to provide peer support services. Amanda West, AA, also became the specialized receptionist in May. These new additions and role changes have enhanced the program's multidisciplinary team, better positioning it to meet the individualized needs of clients.



Staff Achievements & New Hires

We are pleased to welcome Myranda Odom to our team as an Associate Substance Use Disorder (SUD) Counselor for the Poplar Bluff area. Myranda brings valuable experience and expertise to our outpatient program, enhancing our ability to provide comprehensive support to our clients. Certified Youth Peer Support, Sam Elliot has achieved certification in Moral Reconciliation Therapy (MRT). This certification enhances our therapeutic offerings by integrating MRT into our treatment plans, supporting clients in developing moral reasoning and decision-making skills. Robin Gunn has joined us as the Residential Registered Nurse (RN). Robin's role is crucial in providing medical care and support within our residential program, ensuring the health and well-being of our clients.

Program Developments & Innovations

Horizons successfully implemented peer support groups routinely throughout the week. These groups are led by Certified Youth Peer Support, Sam Elliott and offer clients valuable opportunities to connect, share experiences, and support each other in their recovery journey.

To enhance our curriculum offerings, we acquired a behavioral health subscription through Hazelden. This resource provides us with a diverse range of educational materials and programs, enriching the therapeutic experience for our clients. Regular arts and crafts activities have been introduced to foster well-being and offer creative outlets for our clients. These activities support mental health awareness and provide an engaging way for clients to explore and express their emotions which promotes stronger recovery enhancement skills.

We have placed mental health awareness posters throughout our facilities to promote understanding and encourage positive mental health practices among both clients and staff.

Horizons hosted a Halloween party, involving all staff and providing clients with costumes and decorations to celebrate the holiday. This event fostered a sense of community and joy, enhancing the overall client experience.

We are excited to participate in a pilot program for Exact Path, a diagnostic-driven teaching tool, through our Edmentum subscription. Exact Path allows clients to assess educational gaps and strengthen foundational skills, which aims to improve their overall academic performance and support their educational and personal development.

Facility Updates

Recent updates to the treatment center and group homes include significant improvements to the facilities, enhancing both comfort and aesthetics. New flooring has been installed throughout the entire treatment center and group homes. The group homes and treatment center have been fully repainted, using trauma friendly colors. Additionally, the boys' group home received new couches, adding to the comfort of the living area. These upgrades not only create a more welcoming environment for clients and staff but also reflect a commitment to maintaining high standards of care and quality in the facilities. This year has been a period of growth, learning, and community building. Our new hires, staff achievements, and program innovations reflect our ongoing commitment to providing exceptional care and support to our clients. As we move forward, we remain dedicated to enhancing our services and contributing positively to the well-being of those we serve.



Coordinated Solutions

After three years of dedicated service, our grant program, Coordinated Solutions: Reaching Out to Those in Need, has reached a successful conclusion. Throughout its operation, we've had the privilege of providing comprehensive behavioral health services to more than 1,500 clients across seven counties: Butler, Carter, Dunklin, Pemiscot, Reynolds, Ripley, and Wayne. Our services have been extensive and tailored to meet the

diverse needs of our community, encompassing assessment and intake, individualized treatment planning, evidence-based therapy, robust community support, and certified peer support services. We've also offered psychosocial rehabilitation, effective crisis resolution, integrated substance use disorder and mental health services, meticulous medication management, and covered the costs for mental health medications. The impact of our program is reflected in the lives touched and the communities strengthened, leaving a lasting legacy of care and support.

Success Story

We had a client who was working with a direct service provider and was on the waitlist for Medicaid for 7 months. The client was transferred to a CC in our program who took him down to the Department of Social Services office and got his Medicaid activated on that same day. Our staff members were always willing to put in the extra time and energy to help our clients achieve their goals!



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.



Disease Management continues to remain a non-referral program and can only outreach consumers who are identified on the cohorts. The FCC DM Team consists of 7 DM outreach coordinators and one DM nurse. FCC DM staff attempt to outreach the DM consumers on their caseloads a minimum of one time per month and outreach can increase based on the consumer's need. Disease Management continues to do well with maintaining high metabolic screenings rates for CPS DM, SUD DM, and overall completions rates. FCC's DM team continues to get recognized regularly by DMH for their high completion rates as they are in the top 3 for highest in the state.

Healthcare Home

Services Include

Annual Metabolic and Health Screenings, Comprehensive Care Management, Care Coordination, Health Promotion and Education for clients and their families, Comprehensive Transitional Care post hospitalization, Individual and Family Support, Referrals to Community and Social Support Services, as well as Utilization of Information Technology to identify and address care management gaps.

Goals Include

The goals of HCH are to enhance health outcomes, decrease reliance on high-cost medical services like emergency department visits and hospitalizations, and lower healthcare costs for the HCH population. HCH achieves this by providing services such as referrals to community and social support services and health promotion and education. A goal for the coming year is to relocate our Kennett HCH staff into the new building, which is under construction currently, hopefully taking care of some spacing issues we have with our ever-growing population. Additionally, we have relocated one NCM to the Malden area due to the increased population in that geographic region. We will continue efforts to keep any vacant nursing positions filled, ensuring full coverage for our clients.

Integration

HCH ensures that each new client has a primary care provider (PCP) or assists in obtaining a PCP along with education on the importance of establishing services with a PCP. PCPs are notified upon the client's enrollment into our program and the PCP is entered into Care Manager for accurate reporting to Dept of Mental Health. As of July 2024, our rate of identified and notified PCPs stands at 99%.

As part of our integration efforts, HCH staff conduct annual meetings with all CPRC staff for cross-training. Additionally, a video on Relias is available for our agency Care Coordinators, providing detailed information on the roles of each HCH team member as part of the treatment team. HCH staff created wellness group educational materials for youth programs and continues to participate in Youth Family Days.

Growth

Effective January 2024, FCC's HCH was allocated an additional 75 enrollment slots for a total non-disease management population of 2125 clients along with approximately 300 disease management current clients served. This expansion enabled us to add another Nurse Care Manager (NCM) to our team in our new Caruthersville building and allows us to better meet the needs of our clients in the surrounding communities.

Cost Savings

A study conducted from 2012 to 2018 revealed that FCC's HCH participation saved the state of Missouri \$23,535,859 in documented overall healthcare cost reductions for Missourians. This is the most recent cost savings report available as of this year.



Vicky Fairey, RN-BC
SR. HCH Director



Brandy James, LPN
HCH Director Kennett

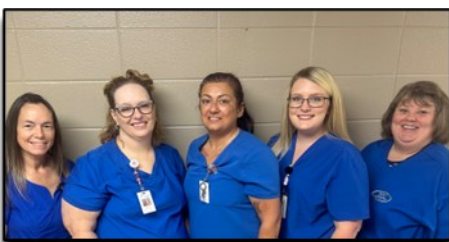


Taylor Deberry, LPN
HCH Director PB and Piedmont

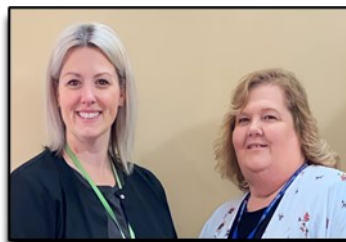


Dr. Sarfaraz Jasadnawala, MD
Specialized Healthcare Consultant

Poplar Bluff Staff



Piedmont Staff

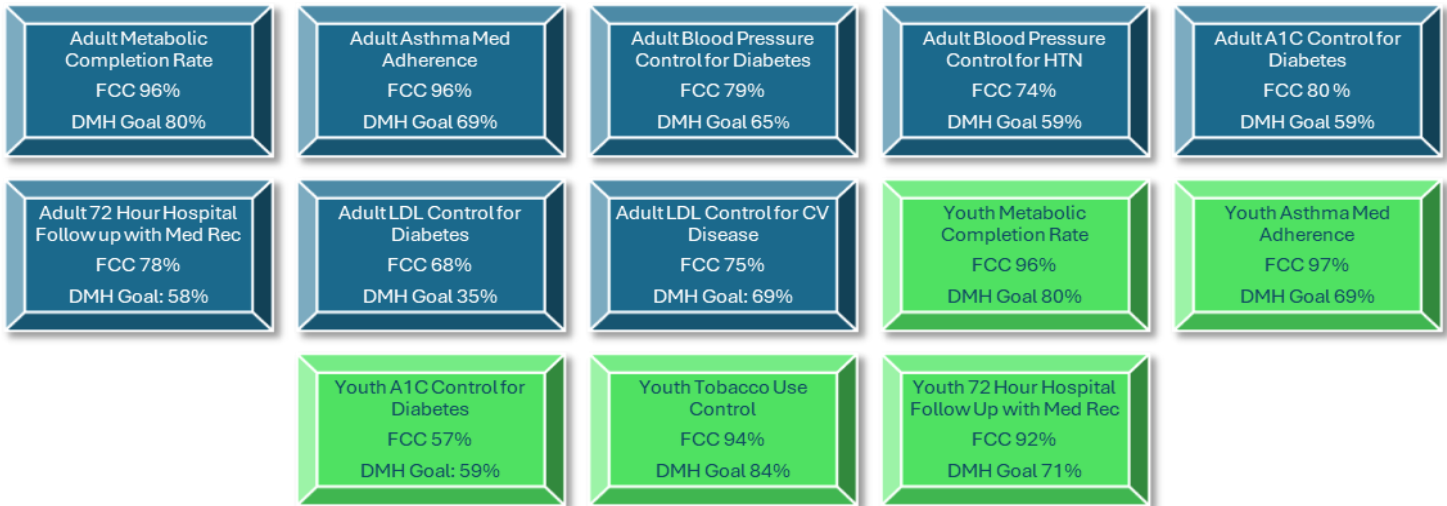


Kennett/Caruthersville Staff



Outcomes (Improvements):

Missouri's Behavioral Health Council recently released new figures on 2024 outcomes in the state HCH programs which showed that 90% of FCC Behavioral Health's clients who participated in HCH had positive outcomes in their LDL Cholesterol when tracked, 88% of clients had positive outcomes in their total cholesterol, 81% of clients showed positive outcomes in their Hemoglobin A1C levels (2nd highest in the state of 24 HCHs), as well as 53% positive outcome of blood pressure levels in clients (also 2nd highest in the state). These are incredible achievements and FCC's Healthcare Home met or exceeded all goals set forth by the MO Dept of Behavioral Health apart from Tobacco Use Control (4% short of meeting this goal).



Community Events:

This fiscal year, Healthcare Home staff actively participated in various community events. Staff engaged with the community during Art in the Park in Caruthersville, creating breathing wands. They also interacted with clients and their families during Family Fun Day at the museum in Malden, and participated in the Mental Health Block Party in Poplar Bluff. At the Mental Health Block Party, staff distributed summer safety supplies to all youth attendees and managed the first aid station. Both North and South HCH staff also participated in Suicide Prevention Awareness Month by holding signs to raise awareness.



**Mental Health Block Party
Poplar Bluff**



**2023 MBHC Conference
Kansas City**



**Art in the Park
Caruthersville**



**Suicide Prevention Awareness Month
Poplar Bluff**



**Family Fun Day at the Museum
Malden**



**Suicide Prevention Awareness Month
Kennett**



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 12 individuals (6 Long-term and 6 Short-term) with serious mental illness (SMI) to develop coping skills, living skills, and employment skills to achieve their unique recovery goals. Cooper Commons is a positive step away from dependency and toward living an independent life of choice and wellness.

All Cooper Commons residents have access to a wide range of behavioral healthcare treatments, as well as case management to connect people with additional community-based care and resources. The on-site team includes Program Director, Asst. Program Manager, licensed therapists, Nurses, Care managers, and trained residential care 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 was able to continue serving our consumers during the past fiscal year. Due to termite issues, client hospitalizations, and bathroom renovation, we were able to function at 88% capacity, a 12% decrease from the prior year. All 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.



Clients Served

28 consumers were served at the Residential Treatment facility, with an average length of stay at 160 days over this last fiscal year.

Dianna Wright PSR Tech of the year award



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.



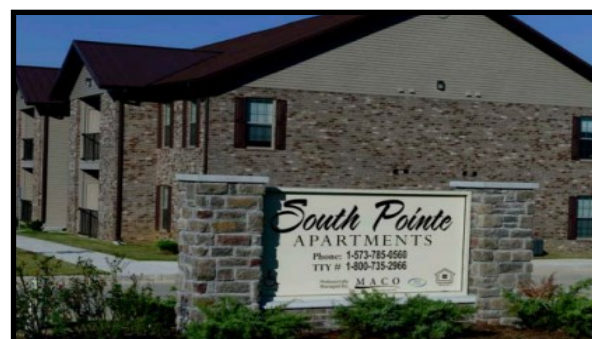
New Beginnings

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, Lakeview is a Residential Care Facility serving clients with behavioral health and substance use disorders. The 14-bedroom facility is currently undergoing expansion to accommodate 17 clients. With 24/7 staffing, Lakeview provides medication management, home-cooked meals, recreational activities, and laundry/housekeeping assistance as needed. A person-centered approach is used to assist clients in maintaining and enhancing daily living skills, as well as developing new skills to foster independence. Over the last year, changes have been made to improve the overall wellness of Lakeview's clients. The drink dispenser in the dining room has been replaced with an ice/water dispenser, there is focus on healthier dietary choices, and physical activity is encouraged. We are surrounded by beautiful scenery, and trips to the lake have become a favorite. Lakeview is licensed by both the Department of Mental Health and the Department of Health & Senior 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, CEO
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



Noble Shaver, MA, LPC, CRADC, QMHP, QSAP
Executive Vice President, Administrative Services
nobles@fccinc.org
(573) 888-5925 Ext. 1501



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



Dana Maxwell, MSW, LCSW
Executive Vice President, Clinical Operations
danam@fccinc.org
(573) 686-1200 Ext. 3217

Executive Leadership



Max Steyer, BS
Executive Vice President, Performance Management
max@fccinc.org
(573) 888-5925 Ext. 1018



Carol Goodman, LCSW
Quality Improvement Officer
Carol.Goodman@fccinc.org
(573) 888-5925 Ext. 1410



Tracy Ellis, MBA
Chief Compliance Officer
tracy.ellis@fccinc.org
(573) 888-5925 Ext. 1017



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



Courtney Cooper, BA, MA
Human Resources Officer
Courtney.Cooper@fccinc.org
(573) 888-5925 Ext. 1036



Website: fccinc.org

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Needs of Our Community Since
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