



**Person-Centered Recovery  
and Wellness**

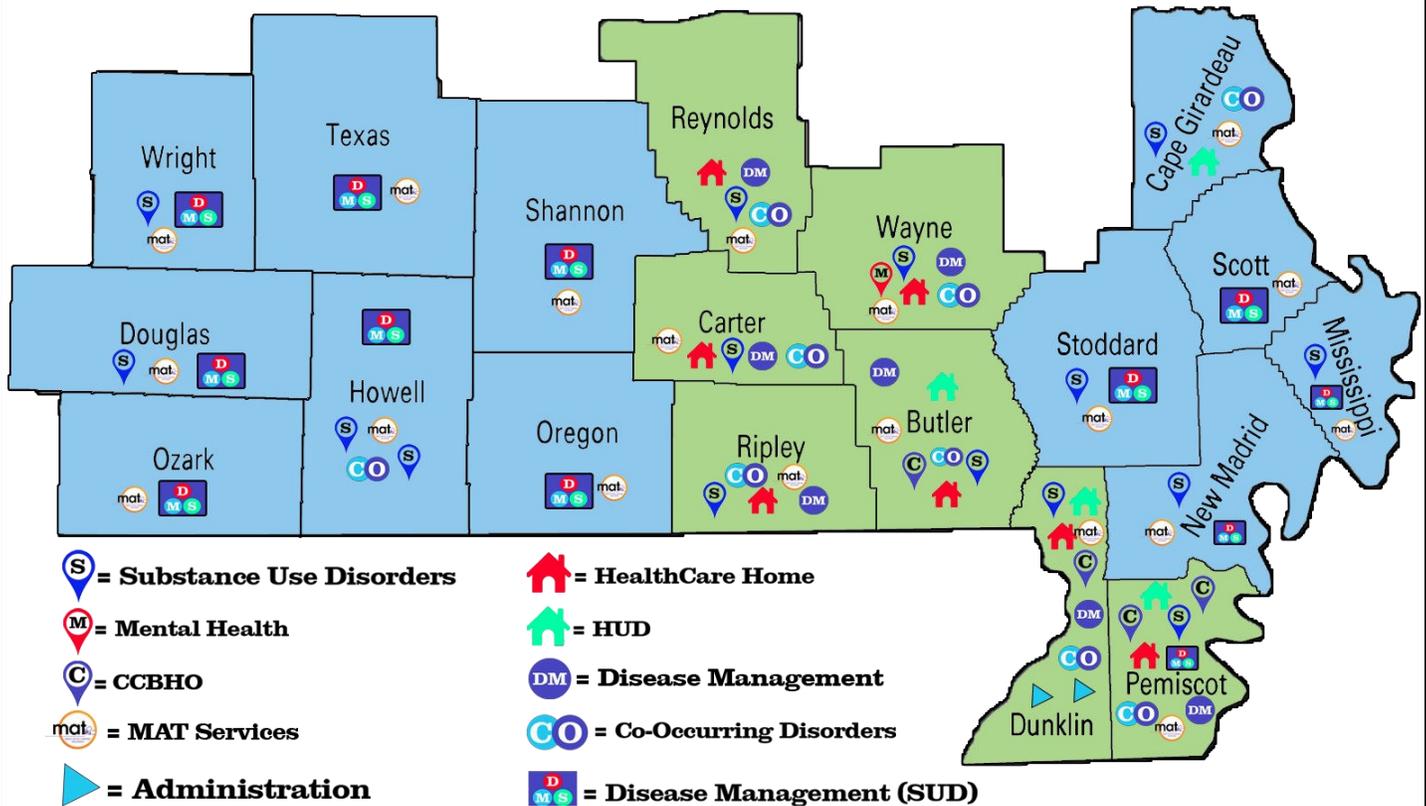
**2021**

# Annual Report



# 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.*



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# 2021 Annual Report



As we all know, 2020 was a year like no other and although 2021 has seen some improvement with the pandemic and the economy our world is far from being back to what we use to call “normal”. With that being said I am truly amazed at our organization; we have met every challenge head on and continued to provide the highest quality of care possible.

We have continued to grow and expand services providing a lifeline to the communities we serve. I am so proud of our 700 employees that ensure that even through a pandemic and the continued aftereffects, our clients receive the quality care they need and deserve.

When we look back at FY 20 and FY 21, we will one day look at all the accomplishments we have made and realize these past two years have been truly transformative years and FCC Behavioral Health has continued to be a leader in Southern Missouri.

This year makes the 45th anniversary of the partnership formed by the company's founders. We are proud of our long and successful history. As we look to the future, we are committed to do what's right for the long-term interest of our company and the communities we serve, so it will continue to prosper.

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

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

Randy Ray  
Chief Executive Officer

# 2021 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

|   |     |
|---|-----|
| Campbell Thrive   | 30% |
| Caruthersville Building/Expansion of all Services             | 10% |
| Kennett Thrive Relocation                                     | 10% |
| Telehealth Grant  | 10% |
| Kennett Youth Relocation                                      | 10% |
| Lakeview RCF Remodel  | 25% |
| Health Information Exchange (HIE)                             | 25% |
| ADP Analytic Expansion  | 40% |
| Microsoft Enterprise Resource Management software suite (ERM) | 45% |
| Avatar NX software  | 50% |
| ADP-Application Program Interface (API)                       | 75% |
| Horizons Cottage Expansion                                    | 80% |
| Youth STAR School Based Services                              | 80% |
| Dunklin County BHC Expansion                                  | 85% |
| Supported Community Living (SCL) Conversion                   | 90% |
| Generators  | 95% |

## On-Going

|                             |
|-----------------------------|
| Staff Recognition Program   |
| Wellness Coaching           |
| Staff Satisfaction Program  |
| ShareTek Initiative         |
| Employee Wellness Program   |
| Veteran’s Therapy Treatment |
| Employee Exit Survey        |
| Trauma Awareness Initiative |
| Zero Suicide Initiative     |
| Fleet Management            |

## Fully Implemented

|  |      |
|--|------|
| Vocational Services Integration (Cape)                   | 100% |
| Poplar Bluff Gymnasium Renovation                        | 100% |
| Pol-Mac Building Campbell (Clustered Apartment)          | 100% |
| Youth STAR facility in Poplar Bluff                      | 100% |
| Serenity Pointe Remodel                                  | 100% |
| Primary Care Clinic in Poplar Bluff                      | 100% |
| ADP Expansion (recruitment/talent management/onboarding) | 100% |
| Avatar NX (Upcoming generation of Avatar software)       | 100% |



### Poplar Bluff Thrive Clubhouse

The Poplar Bluff Gymnasium renovation provided the BHC with 19 staff offices, a new group room, and a clubhouse equipped to fit the needs of the Thrive clients.



### PolMac Clusters Apartments

PolMac is a historical landmark nestled in downtown of Campbell, MO. FCC was able to maintain its historic beauty, while also establishing 14 clustered apartment units.



### Lake View Residential

Lakeview Residential is FCC's first endeavor at owning an Residential Care Facility. Located at Lake Wappapello in Wayne County, Lakeview is a 14 bed RCF and one of FCC's first.



### Serenity Pointe

One of 7 Women and Children facilities in Missouri, Serenity Pointe has been part of FCC's services for over 30 years. Recently in collaboration with the Cape Historic Association, FCC remodeled and revitalized the facility.

# Assessment of Need

FCC Behavioral Health offers services in 19 counties in southeastern Missouri. The majority of these counties are in rural areas and face many challenges. FCC's core services area is made up of the seven counties that are designated as Certified Community Behavioral Health Organization (CCBHO) locations. Of the 19 counties we serve, only Cape Girardeau County is projected to have an increase in population based on the 2010 Census and 2019 projections. Due to the closing of large employers in the area, jobs are leaving the areas and so are the people. While the state of Missouri has 87.1 people per square mile, the rural nature of our service area is reflected in the 29.6 people per square mile in our core service area. The primary industries in the area are social assistance 19.9% and retail trade 11.5%, manufacturing 7.6%, accommodation and food services 7.2%, government 7%, and education services 7%. Agriculture also remains a vital industry in this rural area, as it employs 3.8%.

Population Statistics by County for the FCC Service Area

| County         | Level of Education |                        |                           | Household Income    |                                  | Unemployment % | Poverty % | % with a Disability | % with No Health Insurance |
|----------------|--------------------|------------------------|---------------------------|---------------------|----------------------------------|----------------|-----------|---------------------|----------------------------|
|                | No High School     | HS or Higher (Age 25+) | BS/BA or Higher (Age 25+) | Median 2019 Dollars | 12 Month Per Capita 2019 Dollars |                |           |                     |                            |
| Butler *       | 17.0               | 83.0                   | 13.3                      | 39,915              | 21,652                           | 5.2            | 22.5      | 19.0                | 15.0                       |
| Cape Girardeau | 9.0                | 91.0                   | 31.5                      | 53,732              | 28,267                           | 4.2            | 14.6      | 10.0                | 11.6                       |
| Carter *       | 15.2               | 84.8                   | 15.5                      | 39,530              | 22,104                           | 5.6            | 19.8      | 15.9                | 15.3                       |
| Douglas        | 17.9               | 82.1                   | 10.8                      | 37,425              | 21,083                           | 4.9            | 18.7      | 15.1                | 17.7                       |
| Dunklin *      | 23.7               | 76.3                   | 13.8                      | 36,380              | 21,801                           | 6.5            | 26.7      | 15.8                | 16.1                       |
| Howell         | 13.0               | 87.0                   | 18.0                      | 38,357              | 21,048                           | 5.6            | 20.8      | 15.0                | 16.1                       |
| Mississippi    | 24.3               | 75.7                   | 11.5                      | 35,357              | 18,549                           | 5.6            | 27.7      | 16.6                | 14.5                       |
| New Madrid     | 21.3               | 78.7                   | 12.1                      | 38,679              | 21,419                           | 5.5            | 22.5      | 17.8                | 13.9                       |
| Oregon         | 16.9               | 83.1                   | 14.6                      | 33,601              | 18,398                           | 5.5            | 20.6      | 18.6                | 16.5                       |
| Ozark          | 17.7               | 82.3                   | 11.0                      | 31,947              | 18,739                           | 5.4            | 22.7      | 17.2                | 19.4                       |
| Pemiscot *     | 22.2               | 77.8                   | 12.7                      | 33,859              | 20,646                           | 8.3            | 26.9      | 20.6                | 13.7                       |
| Reynolds *     | 20.2               | 79.8                   | 13.7                      | 40,324              | 22,720                           | 4.3            | 21.7      | 18.2                | 16.0                       |
| Ripley *       | 20.1               | 79.9                   | 10.2                      | 34,971              | 18,119                           | 6.3            | 19.7      | 23.8                | 17.2                       |
| Scott          | 15.0               | 85.0                   | 16.3                      | 44,139              | 24,921                           | 4.6            | 17.9      | 14.9                | 13.6                       |
| Shannon        | 20.0               | 80.0                   | 14.9                      | 34,265              | 17,387                           | 5.6            | 22.6      | 19.9                | 18.5                       |
| Stoddard       | 19.1               | 80.9                   | 13.3                      | 41,062              | 22,138                           | 5.3            | 18.4      | 18.1                | 14.9                       |
| Texas          | 16.4               | 83.6                   | 13.5                      | 35,067              | 19,973                           | 4.9            | 21.0      | 19.2                | 19.4                       |
| Wayne*         | 23.8               | 76.2                   | 9.6                       | 34,316              | 19,457                           | 5.6            | 20.6      | 21.0                | 16.9                       |
| Wright         | 19.6               | 80.4                   | 10.2                      | 34,776              | 19,850                           | 4.5            | 19.6      | 15.7                | 19.0                       |
| Missouri       | 10.1               | 89.9                   | 29.2                      | 55,461              | 30,810                           | 4.3            | 12.9      | 10.3                | 12.0                       |
| USA            | 12.0               | 88.0                   | 32.1                      | 62,843              | 34,103                           | 5.9            | 10.5      | 8.6                 | 9.5                        |

\* CCBHO Counties  
 † US Census Bureau Quilck Facts (2019)  
 ‡ Missouri Dept of Labor (June 2021)

Population Statistics by County for the FCC Service Area<sup>1</sup>

| County         | Population Estimate July 2019 | 2010-2019 Population Change | Population per sq mile | % by Age Group |             |                   |            | Veterans | % Households with a Computer | % Households with Broadband Internet | Total Employer Establishments | Total 2019 Payroll in \$1,000s |
|----------------|-------------------------------|-----------------------------|------------------------|----------------|-------------|-------------------|------------|----------|------------------------------|--------------------------------------|-------------------------------|--------------------------------|
|                |                               |                             |                        | Under 18 Years | 18-64 Years | 65 Years and Over |            |          |                              |                                      |                               |                                |
| Butler *       | 42,478.0                      | (316.0)                     | 61.6                   | 23.3           | 57.5        | 19.2              | 3,247      | 72.5     | 72.5                         | 1,032                                | 515,647                       |                                |
| Cape Girardeau | 78,871.0                      | 3,197.0                     | 136.3                  | 21.3           | 61.6        | 17.1              | 5,055      | 83.6     | 83.6                         | 2,307                                | 1,510,418                     |                                |
| Carter *       | 5,982.0                       | (283.0)                     | 11.8                   | 23.1           | 56.0        | 20.9              | 466        | 65.9     | 65.9                         | 157                                  | 26,660                        |                                |
| Douglas        | 13,185.0                      | (499.0)                     | 16.2                   | 22.1           | 53.0        | 24.9              | 1,017      | 62.3     | 62.3                         | 216                                  | 56,535                        |                                |
| Dunklin *      | 29,131.0                      | (2,822.0)                   | 53.8                   | 25.5           | 55.7        | 18.8              | 1,765      | 73.9     | 73.9                         | 646                                  | 184,139                       |                                |
| Howell         | 40,117.0                      | (283.0)                     | 43.3                   | 23.9           | 56.0        | 20.1              | 3,184      | 72.2     | 72.2                         | 1,108                                | 439,005                       |                                |
| Mississippi    | 13,180.0                      | (1,178.0)                   | 32.0                   | 20.8           | 61.0        | 18.2              | 713        | 68.4     | 68.4                         | 235                                  | 73,146                        |                                |
| New Madrid     | 17,076.0                      | (1,880.0)                   | 25.3                   | 23.2           | 57.3        | 19.5              | 1,212      | 72.3     | 72.3                         | 385                                  | 222,050                       |                                |
| Oregon         | 10,529.0                      | (352.0)                     | 13.3                   | 22.4           | 53.9        | 23.7              | 940        | 59.4     | 59.4                         | 188                                  | 39,501                        |                                |
| Ozark          | 9,174.0                       | (549.0)                     | 12.3                   | 19.2           | 51.5        | 29.3              | 797        | 67.6     | 67.6                         | 161                                  | 21,105                        |                                |
| Pemiscot *     | 15,805.0                      | (2,491.0)                   | 32.1                   | 25.5           | 56.9        | 17.6              | 877        | 72.6     | 72.6                         | 330                                  | 123,268                       |                                |
| Reynolds *     | 6,270.0                       | (426.0)                     | 7.8                    | 20.1           | 56.2        | 23.7              | 550        | 73.3     | 73.3                         | 136                                  | 60,784                        |                                |
| Ripley *       | 13,288.0                      | (812.0)                     | 21.1                   | 22.8           | 56.4        | 20.8              | 1,080      | 67.5     | 67.5                         | 316                                  | 47,346                        |                                |
| Scott          | 38,280.0                      | (911.0)                     | 91.1                   | 24.0           | 57.4        | 18.6              | 2,732      | 77.2     | 77.2                         | 1,068                                | 540,505                       |                                |
| Shannon        | 8,166.0                       | (275.0)                     | 8.1                    | 21.3           | 56.1        | 22.6              | 687        | 62.1     | 62.1                         | 163                                  | 31,259                        |                                |
| Stoddard       | 29,025.0                      | (943.0)                     | 35.3                   | 21.8           | 57.9        | 20.3              | 2,217      | 74.6     | 74.6                         | 670                                  | 339,427                       |                                |
| Texas          | 25,398.0                      | (610.0)                     | 21.6                   | 21.3           | 57.2        | 21.5              | 2,608      | 65.7     | 65.7                         | 452                                  | 141,286                       |                                |
| Wayne*         | 12,873.0                      | (648.0)                     | 17.0                   | 20.3           | 55.4        | 24.3              | 1,298      | 67.9     | 67.9                         | 234                                  | 42,538                        |                                |
| Wright         | 18,289.0                      | (526.0)                     | 26.8                   | 25.7           | 54.7        | 19.6              | 1,322      | 67.7     | 67.7                         | 399                                  | 99,441                        |                                |
| Missouri       | 6,137,428.0                   | 148,501.0                   | 89.3                   | 22.3           | 60.4        | 17.3              | 401,779    | 80.2     | 80.2                         | 151,816                              | 125,301,519                   |                                |
| USA            | 328,239,523.0                 | 19,493,985.0                | 92.9                   | 22.3           | 61.2        | 16.5              | 18,230,322 | 82.7     | 82.7                         | 7,959,103                            | 7,428,553,593                 |                                |

\* CCBHO Counties  
 † US Census Bureau Quilck Facts (2019)

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

# Populations-Served Data

The services provided during the period of July 1, 2020 through June 30, 2021 are described in this report. During the 2020 fiscal year, the agency served a total population of **8159**, a 10% increase from the previous year.

## Average Statistics of Person(s)-Served



46% Male  
54% Female

*0.5% Females Pregnant at admission 24*



84% White/Caucasian  
14% Black/African American  
1% Hispanic  
1% Other



7% Homeless/Shelter  
5% Pending housing

*51% report using Tobacco at Admission*



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



24% Disabled  
6% Children (ages 11 and under)  
14% Adolescent (ages 12-17)  
75% Adults (ages 18-64)  
5% Seniors (ages 65 and over)



4% Veterans  
(343 local veterans)

The 2018 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 also 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, 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.

Analysis of the impact of the COVID-19 pandemic projects a 300% increase in the need for behavioral health services over the next five years.

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

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

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

# Quality Improvement

## 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.

Through the efforts of the leadership team, the Performance and Quality Improvement Committee, and the Quality Improvement Department, FCC regularly monitors effectiveness of services to enhance each program's ability to empower the recovery of person(s) served. We do this in a variety of ways, including auditing, reports, and the measurement of outcomes. We recognize the need to continue to improve our ability to conduct macro-level quantitative analysis of service effectiveness.

In addition to the assessment of current clinical practices, the routine dissemination of current trends and new interventions to help keep all staff

aware of developments in the behavioral health field. FCC remains prepared to modify care and training as needs and concerns arise and as input is received from employees, families, and the individuals who access our services. Knowledge and communication are important as FCC Behavioral Health strives to empower person-centered recovery and wellness.

## Impact of the COVID-19 Pandemic

FCC Behavioral Health continues to adapt to the changing needs of both the staff and community as the COVID-19 pandemic continues. Our Director of Nursing has worked tirelessly with Agency Leadership and the local Health Departments across the service area to ensure that we are keeping our staff and the people we serve safe.

## Middle Management Academy

FCC worked to equip agency supervisors with the skills and knowledge needed to be successful in their various leadership roles by providing the Middle Management Academy training hosted virtually by the National Council for Behavioral Health. This training aimed to capitalize on the participant's own strengths and knowledge while providing them with the knowledge they need to provide quality supervision and leadership to their staff.

### Prevention

- On-Going Education
- COVID19 Vaccine Education and Assistance
- Symptom Screening

### Intervention

- Testing, tracking exposures, and quarantining as needed
- Support staff and Essential Workers through wellness activities

### Services

- Seeing person(s) served in person as appropriate
- Minimizing interruptions in service

## Middle Management Academy

"I really enjoyed connecting with other leaders in the small groups setting. The discussion points were all realistic and it was good to work out solutions and discuss the different styles each member had. Also enjoyed our group and project we worked on and the plan to put it in place within our programs!"



## Quality Improvement Department

Over the past year, the Quality Improvement Department has focused on improving training opportunities for direct care staff on a variety of topics, including collaborative documentation, trauma informed care, preventing child abuse and neglect, agency values, Nonviolent Crisis Intervention Training, as well as multiple evidence-based practices. The department continues to work with other departments and programs on outcomes measurements.



## 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

Employee Wellness is a program designed to support and empower all FCC employees in their physical, mental, emotional, occupational, financial, and spiritual health and wellness. 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.

## 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 and overall functioning of the wellness program

## Wellness Initiatives of 2020

- ◇ Weight Loss Challenge
- ◇ Step Challenge
- ◇ Wallstreet Survivor Challenge
- ◇ Book Club (Shelf Indulgence)

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

## Highlights

As a behavioral health agency, we place great importance on the health and wellness of those we serve, but we also recognize the health and wellness of our employees is just as significant. By providing the Essential Worker Calls in response to the pandemic, we not only provided a service to the healthcare professionals in our communities, but to the frontline workers within our agency. These calls began in April 2020 and were hosted by volunteer FCC clinicians to provide space and support frontline workers in our communities.

Wellness Wednesdays were created in May 2020 with the sole purpose to provide regular and consistent wellness support to our staff through the use of various wellness practices. These 15-minute virtual calls have consisted of guided meditations, yoga, journaling, self-compassion exercises, small group discussions, trivia games, and more. Not only are we able to connect with our coworkers during a pandemic, but we are able to provide education, information, and modeling of various healthy lifestyle activities during a time it is most needed.

Through the Wellness Program, we are recognizing and normalizing the importance of our own mental health and overall wellbeing as behavioral health professionals and continuing to align our work environment with our agency values.

Step Challenge Competition:  
Team Category Winners  
**Chandra Roland & Savannah Butler**



### Step Challenge

The challenge spanned over 4 weeks and participants combined for a grand total of **26,377,288 steps!**

Weight Loss Challenge Competition:  
Individual Winner  
**Roger Taylor**



### Weight Loss Challenge

We had a total of **137 staff members** participate in the weight loss challenge that began in March 2021.

### 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 April 2021.

### Book Club

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

# Behavioral Health Clinics (BHC)

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



Approximately 1 in 5 adults (51.5 million) in the U.S. experiences a mental illness (MI) in a given year that substantially interferes with or limits one or more major life activities.<sup>1</sup> In the U.S., 19.4 million adults had a least one major depressive episode and 48 million adults were diagnosed with an anxiety disorder or indicator in the past year.<sup>1</sup> Also, there are 18.7 million adults who experienced a substance use disorder, which 51% of these individuals had a co-occurring mental illness.<sup>1</sup> MI has dramatic impacts on those who experience them, but also affects those who may not be touched firsthand. When people suffering from untreated mental illness do not access treatment due to barriers,

they end up in places not designed to meet their needs. Without proper treatment, MI can lead to unemployment, increased hospitalization and emergency room use, incarceration, early death due to chronic medical conditions, and suicide. Suicide is the 10th leading cause of death in the U.S. and the 2nd leading cause of death for people aged 10-34.<sup>1</sup> More than 90% of people who die by suicide show symptoms of a mental health condition.<sup>1</sup> It is reported that these MI results are expected to increase in response to the environmental and health concerns related to the pandemic over the past 2 years.<sup>2</sup>

In correlation to the uptick of adult MI, mental health concerns for children continue to increase across the Nation as well. Data indicates that 1 in 6 youth aged 13-18 experiences a severe mental health disorder at some point during their life.<sup>1</sup> 7.7 million children and adolescents in the U.S. suffer from a MI, which causes significant functional impairments at home, school, and with peers.<sup>1</sup> Approximately 50% of these children receive behavioral health services.<sup>1</sup> One-half of all chronic mental illness begins by the age of 14; however, despite effective treatment, there are long delays between the first appearance of symptoms and when treatment begins.<sup>1</sup>

FCC Behavioral Health Clinics serve approximately 5,252 people with comprehensive behavioral health services and interventions to meet the overall health and wellness of individuals served. FCC continues to be committed to meeting the behavioral health needs of children, adolescents, and adults who are in crisis and/or those with MI or SUD.

Through Solution-Focused approach, BHCs helps people with:

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

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

## Services Offered

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

## Access to Services

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

## Program Highlights

- Expanded services with fully implemented mental health and psychiatric services in Greenville, MO.
- Increased access to services/same day services through full implementation of telehealth capabilities across all program services.
- Expanded outpatient SUD services to outlying clinics.
- Expanded access to outpatient psychiatric and medication management services to Butler County Justice Center.
- Implemented a new licensed position in collaboration with MO Children's Division assisting with independent assessments and appropriate referrals of youth in foster care.
- Implemented new Suicide Prevention Specialist position, providing increased services to individuals with high risk of suicide, as well as education resources and training to community members and partners.
- Expanded Community Behavioral Health Liaison (CBHL) services and CBHL-II personnel to Carter County.
- Participated in Show Me Crisis Counseling Program that provides increased support and resources to individuals impacted by the ongoing COVID pandemic.
- Established a local Community Mental Health Awareness Coalition with partnering agencies, community leaders, and other stakeholders from surrounding counties as a unifying approach to mental health awareness, resources and events.
- Organized and hosted 24hr warming center for 7 days at Butler County BHC to provide temporary community shelter resource in response to extreme Winter conditions and temperatures.
- Organized Out of the Darkness Walk in partner with Three Rivers College during Suicide Prevention Month in support of suicide prevention.
- Participated in Mental Health Awareness Month to increase awareness and reduce stigma in the communities we serve.

# Thrive

Caruthersville, Kennett, Piedmont, and Poplar Bluff



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

that promotes recovery and wellness.

The Thrive program provides the following services: Community Support, Peer Support, Psychosocial Rehabilitation, Integrated Treatment for Co-Occurring Disorders, Wellness Coaching, Tobacco Treatment and Supported Employment. Prior to the Coronavirus Pandemic, most services were provided face-to-face. However, throughout the Pandemic, the Thrive staff have provided services through a variety of platforms. Both individual and group services have been provided through telephone, Facebook Messenger, Skype, Google Duo, and Zoom. We provided 55,735 individual services in FY 2021. Individual services include: Community Support, Peer Support and Individual Counseling. This is a 5% increase from the previous year. We provided 17,259 group services in FY 2021. This includes Psychosocial Rehabilitation and Co-Occurring groups. We are providing approximately nineteen different groups per day at the different locations using varying methods.

The staff in the Thrive program are committed to providing excellent care to the clients we serve. Two of our very own staff were recognized for their outstanding efforts of service this year. We are honored to have such dedicated members on the Thrive team that truly have servants' hearts.



Clients were able to resume Clubhouse (psychosocial rehabilitation groups) in March after a full year of receiving services virtually. Throughout that year, renovations were completed in the Clubhouse and clients were excited to return to a new group room.



**2020 Mental Health Champion Nominee.**

Jennifer-Goodluck-Kemp goes above and beyond to ensure each of our consumers has the support they need to succeed in their recovery. She is a true inspiration to both clients and staff.



**Guardian Angel Award**

Karen Turner (Ross) was recognized for her heroic efforts by administering 2 doses of Narcan that ultimately saved a community member's life.

# Youth STAR



The Youth and Adolescent STAR (Steps Toward Achieving Resiliency) Program provides quality care to persons served with chronic and persistent behavioral health disorders in seven counties and four centers located in Caruthersville, Kennett, Piedmont and Poplar Bluff. Treatment services are designed and delivered to support the recovery, health, and wellness of individuals ages 18 and under. The Youth STAR program utilizes a person-centered approach to help families manage behavioral symptoms, improve educational

functioning, and help guide youth toward a healthy, independent lifestyle.

During the pandemic, parents with children ages 5-12 reported their children showed **elevated symptoms of depression** (4%), anxiety (6%), and psychological stress (9%); and experienced overall worsened mental or emotional health (22%) which has made the Youth STAR program even more crucial to the well-being of persons served.

Growth continues to be the buzz word that best describes the Youth STAR Program! We have had growth within staff members, growth within PSR Programs, growth within our relationships in the community, growth within our location, and growth within the services that

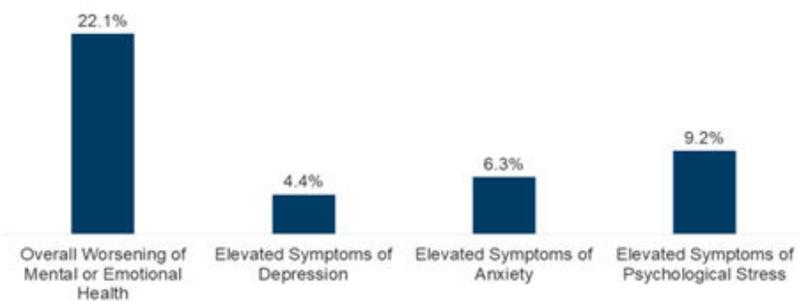
we provide. The Youth STAR provided services to a little over 1200 clients during Fiscal Year 2021 with an average daily census of nearly 500 at both sites! The increase in clients spurred the growth throughout the program.

During FY 2021, new specialized services were implemented in the Youth STAR program as well as new/continued resources being purchased.

- \* Structured Psychotherapy for Adolescents Responding to Chronic Stress (SPARCS) group therapy was offered for the first time by Melanie Shands, LCSW and Jaclyn Stafford, LMSW
- \* Youth Peer Support services
- \* Family Networking Groups were approved for Family Support providers to offer for the parents of persons served
- \* Care Coordinator toolkits to enhance treatment interventions and activities
- \* Conscious Discipline training for all staff to strengthen family relationships
- \* Second Step curriculum and Too Good for Violence/Too Good for Drugs curriculum

Figure 3

Share of Parents Reporting Worsening Mental Health For Their Children Ages 5-12, October-November 2020



SOURCE: Verlenden JV, Pampati S, Rasberry CN, et al. Association of Children's Mode of School Instruction with Child and Parent Experiences and Well-Being During the COVID-19 Pandemic — COVID Experiences Survey, United States, October 8–November 13, 2020. *MMWR Morb Mortal Wkly Rep* 2021;70:369–376. DOI: <http://dx.doi.org/10.11585/mmwr.mm7011a1>

KFF

## School Liaison

During FY 2021, John Hixson, School Liaison, was committed to helping reach the goal of 100% of Dunklin and Pemiscot County schools agreeing to partner with FCC BH to receive school-based PSR and/or Care Coordinator services. The Mark Twain campus project will include High School students who can attend PSR Groups and earn school credit. This endeavor is one that was also spearheaded by our School Liaison, who has worked diligently with Missouri Department of Elementary and Secondary Education (DESE) to develop this new program. Dr. Scott Dill, Superintendent of Poplar Bluff School District and FCC BH have entered into a partnership in which we jointly hired a licensed teacher who can provide both educational and behavioral health services in the classroom during PSR Groups. This initiative is one of the first of its kind in the state, and we look forward to its successful implementation.

## Youth STAR South

FCC BH's Youth STAR South program covers Dunklin and Pemiscot counties and offers youth and adolescent behavioral health services in the home, at the center, in the community, and in the school setting through the use of a variety of activities designed to enhance and improve independent functioning. The Youth STAR South staff met the comprehensive wellness needs of 519 youth and adolescents during FY 2021 which was up 31% from 362 last year. Youth STAR South staff will be providing school-based services in the following schools for the 2021-22 school year:

### Dunklin County

- Malden Elementary/Jr. High/High
- Campbell School District
- Southland School District
- Clarkton School District
- Holcomb School District
- Senath-Hornersville \*
- Kennett South Elementary/ Jr High

### Pemiscot County

- Caruthersville Elementary/Jr High/High
- Cooter School District (CC only)
- Hayti Elementary/Middle School
- North Pemiscot School District
- South Pemiscot School District
- Delta C-7 Elementary (CC only)
- McCarty R-3 Elementary (CC only)

- \* Both Malden and Caruthersville School Districts plan to designate a classroom in the High School this fall for school-based PSR services due to the success in their elementary and middle schools.
- \* This aligns with a goal of the Youth STAR South program director to increase the number of high school teens enrolled in the program by 20%.
- \* FCC BH invested in 3 new vans for PSR outings in FY2021 which was perfect timing due to seating being at limited capacity to allow for social distancing.
- \* Caruthersville Elementary PSR Tech, Jennifer Coleman, was recognized as PSR Tech of the Quarter.
- \* FCC BH purchased Kickboard platform for improved outcome monitoring in PSR.



As a result of school-based services, teacher referrals have increased the number of persons served creating the need to hire more staff to meet the demand. A new “hybrid” position was also created to allow a Bachelor level staff to serve as a PSR Tech & Care Coordinator.

## Program Highlights

During FY 2021, the Youth STAR South program had to get creative to coordinate opportunities to maintain and build relationships with staff, community, and families.

- Drive Thru Trunk or Treat and Drive by Santa Claus
- Calendars with youth artwork were presented to school counselors
- Staff participated in “Pinwheels for Prevention”
- PSR Family Night was held in May for Mental Health Awareness
- Youth STAR hosted “Getting Relationships Right” training through Prevention



## Client Success Story

When I started working with this client, I would always get phone calls stating that he was suspended from school. The first year the nurse at the school and I worked hard to get the medications to where he could tolerate them. The client told us that it was too strong, so we worked with the doctor to get it lowered and he done well. The mother had nine kids to get ready for school plus herself for work. As his care coordinator, I helped make arrangements for the nurse at the school to give him the medication of a morning to make sure he took it. We met with the counselor at the end of the year, and she told us that he was so smart and doing good that she would like to put him in the gifted program. Last year he was put in the classes and done well. The client stayed in school and beat all odds. The client has been through so much though. The client's dad is in a mental health prison, because of a bad accident where an officer was killed. The client was just a baby when it happened, so he was raised by his stepdad. The stepdad was murdered last year also. Jamanta is the oldest of nine kids, and he has really stepped up and is helping his mother during this difficult time.

## Youth STAR North

Youth STAR North welcomes a new Program Director, Maria Francisco, LCSW. She took on the role of director effective July 5<sup>th</sup>, 2021. Other additions include a second Family Support Provider, a third CC Supervisor, and a new PSR Coordinator. Youth STAR North has also introduced a new position, the Youth Peer Support Specialist. This is a new role in the Youth Program, and FCC is lucky to have 2 individuals who have completed their certification; there are currently only 11 in the entire state! Our Youth STAR



Nurse has been able to provide hygiene-related and health and wellness programming to our PSR Groups this year when groups resumed in-person attendance. This has been a significant benefit to our clients who struggle with hygiene awareness. Our staff have also experienced some internal growth through wonderful trainings that have helped individuals to grow within their field. These trainings include CALM Training, Prevention Training, Gender Identity Training, Youth Cyber Security Training, CSSRS/Safety Plan Training, Stewards of Children Training, and WRAP Training.

The Youth STAR North Program has continued to lead the Butler County Systems of Care Team as a collaborative effort to work with our community partners to identify and facilitate community-based care for the youth and adolescents of our community. This effort has experienced some challenges due to COVID-19 but has continued to flourish with the perseverance of the program personnel. Recently, the Youth STAR North Program met with the local Boys and Girls Club staff to begin a partnership to better serve the youth of Butler County. This new relationship is sure to be an asset for both programs. A young, local artist donated some of her artwork to the Youth Program for a temporary art exhibit showcasing her work. The Youth Program was excited to incorporate her art pieces into the new location.



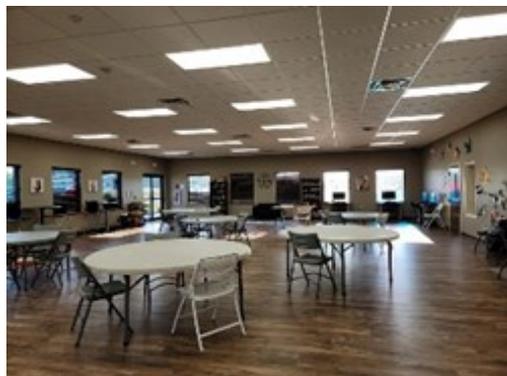
## PSR Programs

The Youth STAR North PSR Program seems to grow every single day. Nine new PSR Groups were added this year and anticipate adding another 8 over the next school year. New groups have been established in Bunker, Van Buren, Greenville, Ellsinore, Ellington, Qulin Elementary (Twin Rivers), Broseley High School (Twin Rivers), O'Neal Elementary (Poplar Bluff School District), Mark Twain Alternative School (Poplar Bluff School District), and the Poplar Bluff Kindergarten Center. New programs for the 2021-2022 school year include: Neelyville, Naylor, Williamsville, Fisk (Twin Rivers), Qulin Middle School (Twin Rivers), Lake Road Elementary (PB School District), Oak Grove Elementary (PB), and Eugene Field Elementary (PB).



## Location

The new Youth STAR North Poplar Bluff building is OPEN!!! The Youth STAR Program is now located on the Warrior Lane campus, and the building has been open for client care since November of 2020. The expansion of space from our previous location has been a wonderful luxury. Each provider has their



own designated space for the first time in years, and they have been excited to personalize each space. The large staffing room has made meeting in person a possibility even during the height of COVID-19.

The PSR Program now boasts 2 locations for service provision. A 3600 square foot room provides plenty of space for our PSR groups to have multiple different activities happening at the same time. Also, within that space, we have a sensory room for clients who become overstimulated and need a safe space in which to de-escalate. Outside of the large PSR group room, the

PSR Program also has a classroom in which small groups can work together on projects, lessons, or activities.

In addition to the increased PSR spaces, the Youth STAR building also has a therapy room that is appropriate for the provision of therapy services in a safe space that is designed to make clients feel more comfortable.



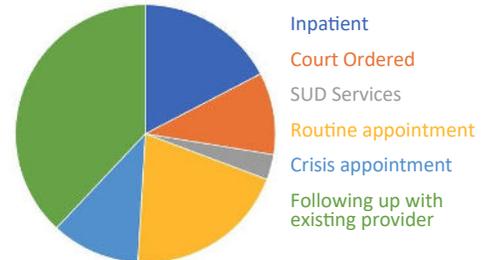
# Crisis and Diversion Services

## Access Crisis Intervention (ACI)

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 2177 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.

## 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,



## Emergency Room Enhancement (ERE)

ERE is a Diversion Program for high utilizers of hospitals and Crisis Services. FCC Behavioral Health's ERE team has received 157 referrals with 97 being eligible for the program. Our team has engaged 90 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 Specialists meet with the individual to determine if they are eligible to participate in ERE. If so, the Peer Specialists determine if housing, food or other basic needs are required and make an appointment with the CMHC, providing transportation if needed. Therapists do further evaluation of needs and link with appropriate services. Care Coordinators assist the individual in achieving wellness and functional capability, reducing costly return visits to the Emergency Room.*

### Outcome Impacts for 2021

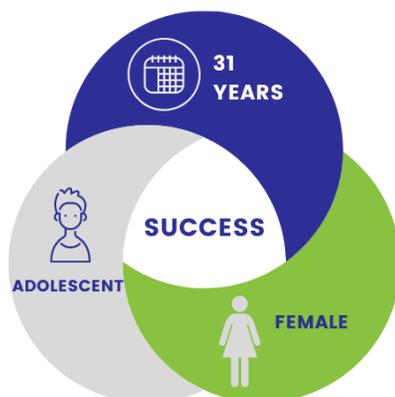
| Outcome          | 3 Month Reduction | 6 Month Reduction |
|------------------|-------------------|-------------------|
| ER Visits        | 17.1%<br>▼        | 53.7%<br>▼        |
| Hospitalizations | 50.4%<br>▼        | 64.6%<br>▼        |
| Homelessness     | 50.1%<br>▼        | 63.7%<br>▼        |
| Unemployment     | 48.7%<br>▼        | 70.2%<br>▼        |
| Law Enforcement  | 33.6%<br>▼        | 4.8%<br>▼         |

## 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

### Pathway Snapshot

75 ACTIVE PATHWAY CONSUMERS



- AVERAGE AGE**  
The average age of Pathway consumers is 31 years old.
- DEMOGRAPHIC**  
25% of Pathway consumers are adolescents.
- GENDER**  
84% of Pathway consumers are female.

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.

## Gun Violence and Suicide Prevention Project

FCC Behavioral Health partnered with Missouri Institute of Mental Health regarding firearm suicide prevention. Missouri Foundation for Health awarded planning grants to selected project proposals. This project will target firearm safety. Our proposal was selected to receive the two-year planning grant. FCC Behavioral Health's project will focus on forming and enhancing collaborations within the community. The partnership will include traditional stakeholders for mental health services as well as a variety of sectors being represented in our area. Education surrounding suicide and firearm safety will be provided to the community as well as follow up care for those identified as higher risk for suicide. FCC has formed a Mental Health Awareness Coalition dedicated to promoting mental wellness to reduce stigma and prevent suicide.

## Staff Cares/Community Postvention

FCC Behavioral Health is committed to safe suicide care and trauma informed care. Therefore, suicide postvention is crucial for preventing suicides. FCC Behavioral Health's staff have completed a train-the-trainer course to ensure structure for our postvention efforts. Postvention is provided to staff as well as in the community to support those after a loss. Postvention has been provided four times with staff members and five times in our communities.

## Show Me Hope

Crisis Counseling Program in response to COVID 19. Show Me Hope team provides outreach and engagement for survivors of COVID 19. FCC's Show Me Hope team has engaged 3542 survivors in person. They have connected via telephone with 2073 individuals and provided 14,826 information materials in our communities.



SHOW-ME  
HOPE  
MISSOURI



## Stakeholder Feedback

- \* *"I have been there once. In 2016, I went in because I wanted to kill myself. They let me talk to a short lady with blonde hair by the name of Christina. She sent me to the hospital where I stayed for a long while. SHE SAVED MY LIFE!!!! FCC SAVED MY LIFE". (ERE)*
- \* *"She (Maricel Ray) literally saved my life, I would not be here today if it wasn't for her." (Pathways)*
- \* *"Thank you, Christina and Maricel!! You are saving lives. I know the entire team is doing big things. It was so nice to hear the positive outcomes and impact we have on other's lives." (ERE/Pathways)*
- \* *"I wanted to say thank you again. I also wanted to tell you I've decided to become a police officer. I feel like I'm almost 100% rehabilitated my mind is getting sharp again and I owe it to y'all. I finally feel like I can chase my dreams again. Have a blessed night." (ACI)*

## Community Behavioral Health Liaison (CBHL)

In a mental health crisis, people are more likely to encounter police than to get behavioral health treatment. Many of these individuals are booked into jail each year. Nearly 15% of men and 30% of women booked in jails have a serious mental health condition. Most of these individuals are not violent criminals, just lacking the resources and healthcare needed to live a healthy, productive life. Once released from jail, many do not have access to services; therefore, do not make many life improvements. To address this issue and to increase access to care, FCC Behavioral

Health's Community Behavioral Health Liaison (CBHL) has teamed up with law enforcement in our 7-county service area to link these individuals with behavioral health treatment.

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

calendar year 2018



78%

primary mental health history / dx



43%

primary substance use history / dx



11%

probation/parole



13%

homeless



82%

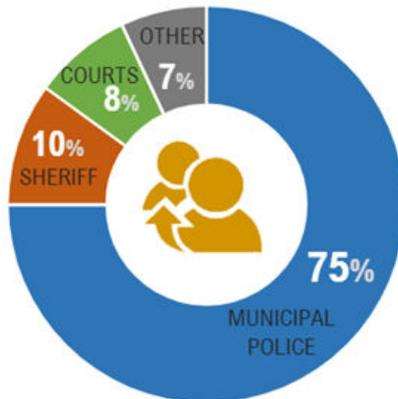
unemployed

### CMHL IMPACT by the numbers



over **13,000**

Referrals to CMHLs from law enforcement and courts



Eric Snipes, FCC's CBHL, has developed Crisis Intervention Teams (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 2021, the Three River's CIT Council will hold its fourth annual 40-hour CIT training. Since 2018, the Three Rivers CIT Council has trained 51 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).

## **Criminal Justice Liaison (CBHL)**

The inclusion of the Criminal Justice Liaison position within FCC Behavioral Health can be best described through the words of Bruce Jackson, an American filmmaker, when he stated, "Bridges become frames for looking at the world around us". The Criminal Justice Liaison position in its simplest form builds a bridge between the Behavioral Health Industry and the Criminal Justice System workers, ensuring that our common goal of positively affecting our communities and those we serve remains consistent and ultimately effective. This imperative bridge not only allows for greater collaboration between industries but truly allows those within the behavioral health industry to gain a greater understanding into the heart and mind of the law enforcement official, although simplistic in nature, this factor sets the groundwork for breaking down barriers which have existed for generations. FCC Behavioral Health is fortunate to have Richard Stephens to assist with bridging this gap in local communities.

In January 2021, FCC Behavioral Health stepped outside the proverbial safety net and embarked upon an innovative strategy designed to enhance interaction between regional law enforcement officials, court personnel, jails, and the behavioral health industry. Through the development of the Criminal Justice Liaison position the organization, with guidance from the Missouri Department of Mental Health set the foundation for the enhancement of collaborative efforts and truly built a bridge between industries, ultimately creating a more efficient and effective partnership.

Seeking out a seasoned law enforcement official, FCC Behavioral Health placed a retired County Sheriff with over thirty- years of experience in the criminal justice, education, and leadership related sectors to fill the newly developed Criminal Justice Liaison position. This aspect not only allowed greater interaction with local criminal justice officials through a smoother transition but also allowed the organization to benefit from the relationships which had been fostered previously.

With 2022 rapidly approaching, the position will shift slightly and become inclusive of the State of Missouri's Community Behavioral Health Liaison initiative. Being coined a CBHL1, the position will continue their goals of establishing ongoing relationships with law enforcement, courts, and jail personnel. Additionally, the CJL/CBHL1 will continue coordinating services with local systems of care for individuals with behavioral health needs who come in contact with law enforcement, the courts, or jails. The Criminal Justice position will also work diligently towards facilitating coordination between partners through the inclusion of partnership referral for services, memorandum of understandings, and written agreements.

## **Primary Efforts Associated with the Position**

The collaborative efforts associated with the Criminal Justice Liaison position are accomplished through a wide array of organizational offerings including:

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

## Criminal Justice Liaison (CBHL)

These primary efforts on the part of the Criminal Justice Liaison are accomplished through a wide array of position related duties which are designed to not only enhance the effectiveness of the liaison but also to broaden the scope of understanding throughout our communities and with stakeholders. The Criminal Justice Liaison fulfills a leadership role within the local Crisis Intervention Team Council and The Three Rivers CIT Council. Established in 2017, the council has consistently collaborated with community partners and provided enhanced crisis intervention training for over fifty-one local law enforcement officers, forty community stakeholders, and five members of the clergy throughout our communities. In October of 2021, the Three Rivers CIT council will host its fourth annual basic Crisis Intervention Training. Additionally, this year the council will broaden their training capabilities through offering an advanced telecommunicators training course in crisis intervention in an attempt to bring Crisis Intervention training/awareness to our regional emergency dispatchers.



In addition to the Crisis Intervention and mental health awareness training offered by the Team Council and the Criminal Justice Liaison, the Criminal Justice Liaison has obtained certification to bring additional law enforcement related trainings to our local officers including Disability Awareness training, as well, as multiple Missouri CBHL Mental Health training areas. The ability to offer free training to our local law enforcement, court, and jail personnel is imperative and truly fosters a collaborative partnership which would not be present if not for FCC Behavioral Health's proactive approach.

The Criminal Justice Liaison strategy includes a strong presence unilaterally throughout the state and region to enhance the interaction between the Behavioral Health Industry and the Criminal Justice Industry. This strategy includes the Criminal Justice Liaison actively being a member of the Missouri Governors Justice Reinvestment Initiative work group where he is a member of the "Expanding law enforcement assistance programs" and sub-committees.

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

Finally, the Criminal Justice Liaison is uniquely positioned to provide insight, which will ultimately enhance not only the relationships within the criminal justice and behavioral health communities, but likewise the broader community as a whole. This aspect is accomplished through awareness campaigns and public events which hope to bring insight into mental health and substance use. Over the past year, the CJL, has presented awareness presentations to numerous entities including: Three Rivers College, Community Groups, The Missouri Sheriff's Association and local chambers of commerce, as well as being a member of the postvention team. Being uniquely experienced in law enforcement procedures and tactics, The Criminal Justice Liaison is positioned to enhance organizational effectiveness through offering additional awareness training throughout the organization, including Violent Critical Incident Response (ALICE) training.

# Adult SUD Services



**STAPLETON**

"Out Of Difficulties Grow Miracles"

Stapleton has overcome many challenges this past year. Despite several leadership/position changes, as well as the pandemic, staff have pulled together to provide the best quality of care possible for the people we serve. We continue to utilize alternative forms of service delivery when needed. Our residential program continues to provide services with COVID-19 precautions in place. Stapleton will continue to work together as always to assure the people we serve are receiving the best quality of care possible.

Stapleton's Outpatient services continue to grow in our multiple satellite locations. We have had significant increases in the number of person(s) served during the past year. We have been able to successfully serve our clients during this pandemic with the help of our dedicated staff members.

COVID-19 has been linked to an increase in susceptibility to substance use, misuse, addiction, and relapse.

Incentives have played a large role in our outpatient programs to encourage participation and to deliver positive communication to those we serve during this time. Below are a few of the incentives and messages that our outpatient staff handed out this past year!



**CDC: Drug overdose deaths up 29.4% in 2020**

Drug overdose deaths in the United States rose 29.4% in 2020 to an estimated 93,331, including 69,710 involving opioids, according to preliminary data released by the Centers for Disease Control and Prevention, (CDC). That's up from a 5% increase in 2019.

## 2022 Fiscal Year Vision

- \* Work toward planning expansion of residential /detox inpatient services with potential Federal Programming.
- \* Expand Pemiscot County Treatment Court program.
- \* Continue to strengthen & build Stoddard County Treatment Court services.
- \* Families First HUB will continue facilitating and overseeing new grantees in Dunklin County working under the Infant Mortality Initiative.
- \* Work to continue building new partnerships and collaborations within all service areas.

## Community Partnership Spotlight

Project WIN Continued to participate and be involved in community efforts this year. Below is a back-to-school event sponsored by Hope International. Many community partnerships assisted to reach as many families as possible. Backpacks and school supplies were disbursed by FCC staff. This is only one of several events this group worked in the community!



# Turning Leaf



## Integrating Technology & Increasing Access

Over the last fiscal year, consumers have been faced with the hurdle of limited access to support and relevant resources. During this post pandemic time, Turning Leaf residential has ensured individuals have access to care by offering a variety of means.

### FCC Mobile Application/True Mobile Health

Clients and care staff have direct and protected communication that is text, voice or video. Increased touch points result in more effective treatment. Clients have the option to do a daily check in, track their personal recovery plan, and gain access to centralized recovery resources. **76% of our outpatient clients are active FCC APP users.**

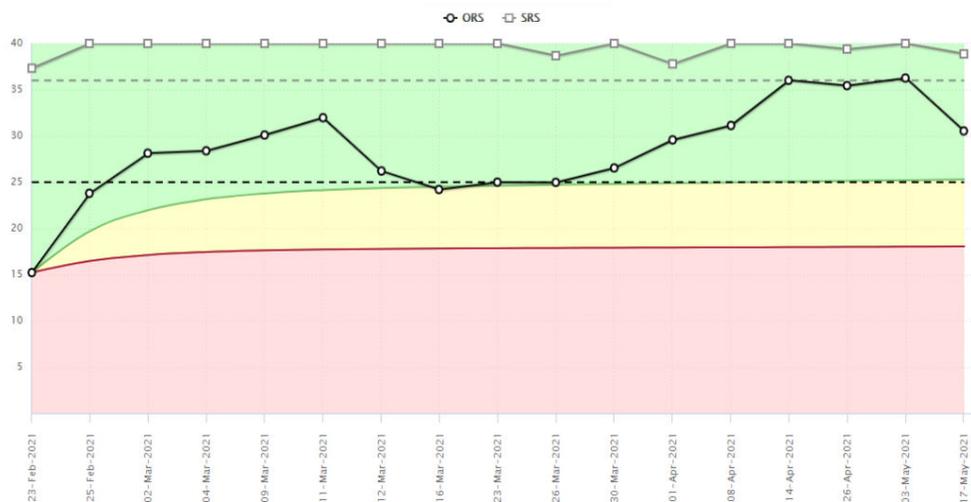


### Teletherapy Groups & Individual Sessions

All outpatient groups use a Hybrid Zoom platform mixing both face to face clients and those joining digitally. Clients that have challenges in transportation or illness can digitally join for individual sessions as well. 86% of our clients utilize digital service during the month.

### Feedback Informed Treatment (FIT)

FIT tracking takes place at each individual session. A visual graph tracks daily functioning and therapeutic rapport. Results are used to discuss progress with the client and the treatment team, to determine treatment plan/strategy effectiveness and alert the treatment team of clients needing additional care. **84.2% of clients reach target efficacy zones.**



### Launching Cognitive Rehabilitative Therapy (CRT)

CRT is a group of therapies that aim to restore or improve cognitive function. While some of these treatment exercises are manually directed, most involved technological integration allowing treatment in office or in home. We can offer nonpharmaceutical treatment for co-occurring issues, like ADHD, as well as address cognitive deficits resulting from long term substance abuse.

# Serenity Pointe



2020/2021 was a challenging year for everyone, but especially for those with a Substance Use Disorder. According to the National Survey on Drug Use and Health (NSDUH), 19.7 million American adults (aged 12 and older) battled a substance use disorder. Serenity Pointe is proud to have been an essential service through the pandemic and provided continual services to our clients.

## 2021 Achievements

- \* Development and growth in Charleston
- \* Development with Esther House in Sikeston
- \* IPS Development and growth
- \* Behavioral incentives for residential clients
- \* Completion of extensive two-year remodel
- \* Recovery Month activities in the community
- \* Overdose awareness activities
- \* Implementation of zoom groups
- \* Community Partnerships
- \* Monthly community activities
- \* IPS participation in First Friday Coffee
- \* Recognition by City Council
- \* Recognition by Governor

### **Vision for FY 2022**

All women should have the opportunity to reach their full potential

### **Mission statement**

Hope, Empowerment, Resilience and Strength



## 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 2020, Serenity Pointe served 31 pregnant women had 6 healthy babies born.

## Individual Placement and Support

Individual Placement and Support (IPS) is an evidence-based approach to provide supported employment services. IPS is an individualized support program that utilizes a team approach working alongside mental health treatment, vocational rehabilitation and community based employers to assist people with finding competitive employment as a way to enhance recovery.

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 2020, Serenity Pointe's IPS program had 30 openings. They were able to help place 24 women into jobs. 20 of them were still employed at the 90-day mark. The IPS program achieved Fidelity in 2021.

## Medication Assisted Treatment

260 New Clients were seen in the MAT program in 2020 along with over 828 follow up appointments.

## Community Collaboration

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

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



*Serenity Pointe honored those lost by planting a tree.*

## Community Partners

- \* Safe House For Women Inc.
- \* Community Counseling Center
- \* Probation and Parole
- \* Missouri Children's Division
- \* Johns Pharmacy
- \* One City
- \* Chamber of Commerce
- \* Cape Family Medical
- \* EPIC
- \* Southeast Missouri State University- Social Work Program
- \* Multiple local churches
- \* MO extension office (nutrition and health classes)
- \* SEMO Intern program (psychology and social work department)
- \* Serenity Pointe Advisory Board
- \* MAW Group
- \* Gibson Recovery
- \* Esther House



*Community Collaborative Program of the 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 Center

The Prevention Resource Center's (PRC) goal is to provide communities with quality alcohol and drug prevention services in order to expand knowledge and understanding of drug use and its effects in order to build drug-free communities. The PRC provides services and specialized ability to create opportunities of collaboration, connects communities and individuals' ages 0 to 100 to prevention resources in meaningful ways to eliminate unmet prevention education needs, and ultimately decrease drug use in Southeast Missouri.



The Prevention Resource Center targeted population area is Service Area 20 which includes Dunklin, Pemiscot, New Madrid and Mississippi Counties. Within these counties the PRC serves 11 Missouri State Registered Coalitions and 4 Youth Coalitions. The PRC also provides alcohol and drug prevention services to several other non-registered entities such as local schools, coalition task forces, churches and businesses.

In FY2021 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 over \$25,000.00 of additional prevention funding for the area. The PRC also provided presentations, trainings and information booths on multiple topics to over 6000 youth and adults. Trainings included; Use of Evidence-Based Prevention Programming, Youth Mental Health First Aid, PeaceBuilders Climate Change Program, HALO, Parenting Now, Too Good for Drugs, and Toward No Drug Use. Information and training events also covered topics such as underage alcohol use prevention, tobacco use prevention, marijuana effects on the body, media advocacy, coalition building and assessment, cultural diversity, drinking and driving, and risky behaviors. The PRC now has a Facebook page which has become an additional avenue for distribution of substance use prevention related information and education. In FY2021 our approximate reach was 15,000 in Dunklin County, 8,000 in Pemiscot County, 8,000 in New Madrid County and 9,000 in Mississippi County.

## **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 FY2021 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 76 VIPs since 2013, reaching a total of 500 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 27 YMHFA trainings with 350+ participants.

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

The Missouri Department of Mental Health, New Madrid County RI School District, and FCC Behavioral Health collaborate to provide the Missouri School-Based Prevention Intervention and Resources Initiative. FCC's prevention team has conducted the Missouri School-Based Prevention Intervention and Resources Initiative since 2002. In 2016, FCC expanded to the East Prairie School District.

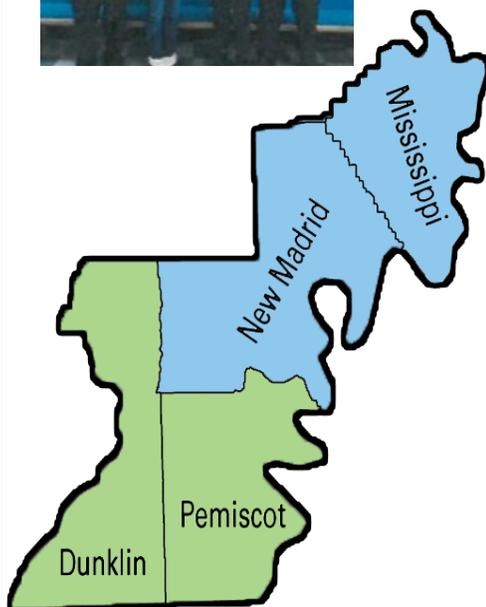
FCC works with the state contracted Missouri Institute of Mental Health (MIMH) to track the success of each program. In addition to the surveys, Missouri Institute of Mental Health (MIMH) does each year, FCC started implementing our own pre/post surveys that allow us to see specific success, student growth in knowledge and can reveal when/if a change in programming is needed.

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

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: (a) delay age of first use of alcohol, tobacco, and other drugs; (b) 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 and East Prairie Middle School, and 9th and 10th grades of the New Madrid High School and East Prairie High School.



### Permanent Drop Box Locations placed by PFS

#### **Dunklin County**

- \* FCCBH SafeHaven Facility, 1201 Ely St., Kennett, MO 63857
- \* Malden Police Department, 112 E. Laclede St., Malden, MO 63857
- \* Kennett Police Department, 200 Cedar St., Kennett, MO 63857

#### **Mississippi County**

- \* Charleston Police Department, 204 N. Main St., Charleston, MO 63834
- \* East Prairie Police Department, 219 N. Washington St., East Prairie, MO 63854

#### **New Madrid County**

- \* Sheriff Department, 2 Court House Square, New Madrid, MO 63869
- \* Portageville Police Department, 210 E. Main St., Portageville, MO 63869

#### **Pemiscot County**

- \* County Health Department, 810 E. Reed St., Hayti, MO 63851
- \* Caruthersville Police Department, 200 W. 3rd St., Caruthersville, MO 63830
- \* Steele Police Department, 115 S. Walnut St., Steele, MO 63877



West Plains Adolescent RISE provided more co-occurring therapy sessions and family therapy sessions in Fiscal Year 2021 than in Fiscal Year 2020, while navigating the COVID-19 pandemic. Lauren Franz, PLMFT has been the one to provide these services, along with co-occurring services specifically focused on trauma. Lauren has been trained in marriage and family therapy, as well as trauma-focused modalities. The ability to provide sessions via telehealth has been positive in providing family therapy to families who may live far from the RISE facility, and this has also

limited contact that could lead to exposure to COVID-19. We had one closure due to COVID-19 from the end of December 2020 to the beginning of January 2021, but RISE clinical staff worked together well as a team to continue to provide individual counseling, group counseling, and group education services via telehealth. Clinical staff even provided a late-night group on New Year's Eve to engage adolescents in online activities and provide positive support to decrease temptation related to the holiday.

During Fiscal Year 2021, West Plains RISE has been inventive in providing fun and engaging activities conducted on-site for adolescents in the residential program. Staff members on various shifts have utilized their creativity to coordinate events, such as celebrations for National French Fry Day, carnival food and games for National Cotton Candy Day, The RISE Games (a day focused on teamwork and healthy competition), indoor and outdoor movie nights, and "water days" that include water sprinklers and Slip-N-Slides.



Fiscal Year 2021 brought staff changes to West Plains Adolescent RISE. Kayla Collins moved to the position of Facility Manager, Meranda Bean moved to the position of Access Coordinator, Jan King moved to the position of Public Relations Specialist, and Shelby Bates moved into the position of Academic Coordinator. Kayla has been at RISE since 2014 and she has experience with food service and facility duties. Meranda has experience with billing and admissions. Jan has been at RISE since it first opened, and she has developed a great rapport with referral sources over the years, making her a great fit for public relations. Jan has also been providing transportation as needed for RISE and Horizons. Shelby is close to finishing a bachelor's degree in education and she is very imaginative, engaging, and loves to teach.



## Inspirational Visitors

Over this past year several hurdles have been present throughout our facilities, but especially in residential care. Safety building blocks continue to be in place to ensure the physical and mental stability of each consumer within our services, but our recent year has also affected daily motivation in treatment facilities. The staff at RISE went outside of the box to find new ways to motivate the youth in treatment. We recently hosted several inspirational visitors from across the state to share their experiences and allow the youth to find a productive role model, that has experienced similar hurdles.



RISE staff brought in several successful Missourians, to give the youth a little more inspiration. Attendees included David Evans, State Representative, pictured top left. Tim Bean and Shane Adams, State of Missouri Fire Marshall and ASP, pictured also. Jayden Wiley, Da Mac, Jolene Kay also participated.

West Plains RISE also completed renovations in Fiscal Year 2021 to the office lobby, staffing room, and the food service kitchen. New paint and flooring have improved the office lobby and staffing room. The office lobby now displays the FCC Behavioral Health logo, and the front office displays the RISE logo. There is a new coffee station for staff and new locking cabinets for storage in the staffing room. The kitchen has new cabinets, new countertops, and a new commercial grade stove and cooktop. Security has been enhanced with the addition of key fobs for entry into the building.

Despite Fiscal Year 2021 being challenging, the team at RISE has made upgrades to our space, increased security, utilized creativity to provide various activities for adolescents, and ensured continuity of compassionate quality care.





Over the last fiscal year, the COVID-19 pandemic has greatly impacted the mental health symptoms and substance use patterns of the adolescents we serve. From the onset of the virus, we implemented rigorous testing and quarantining guidelines. We also enforced social distancing and mask mandates to ensure the safety of our consumers so we could continue to serve those in need of treatment.

### Outpatient

Consumers were contacted multiple times per week to conduct safety checks, assess their mental health, and supply them with non-perishable food, as needed. The Missouri Department of Mental Health revised service delivery policies and procedures, allowing us to better serve our consumers and their families through telehealth services. Despite the negative impact of COVID-19, these modified procedures have allowed us the ability to provide family therapy via telephone and facilitate healthier relationships when the adolescent returns home. Prior to the policy change, family therapy was often difficult to facilitate due to a lack of transportation, distance to the program, and limited finances.

### Inpatient

While in residential treatment, consumers expressed fear and questions in relation to the virus. Health education groups focused on educating the consumers about the transmission of the virus and proper preventative and precautionary measures. In addition, the consumers learned about infection control through the use of Glo Germ products.

### Integrated Treatment

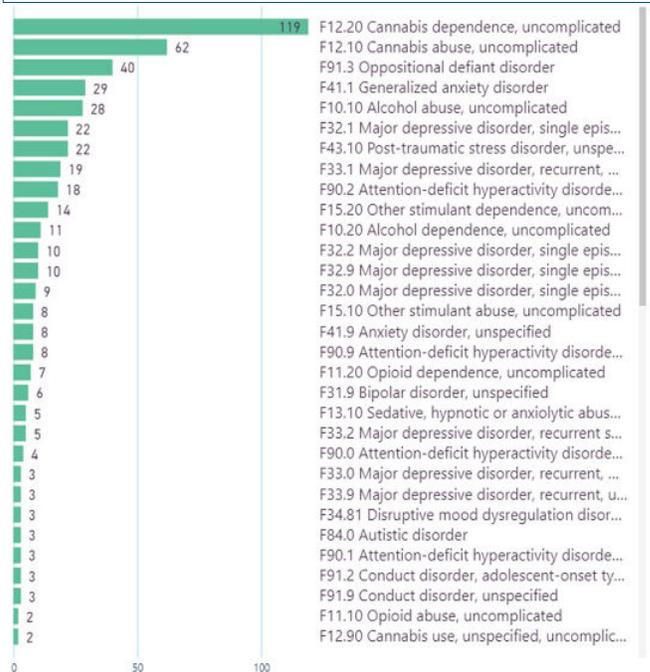
#### Co-Occurring Disorders

During Fiscal Year 2021, Horizons served 180 consumers. In January, Cynthia Kiesling joined the Horizons team as a Certified SUD Counselor. Cynthia is a Provisionally Licensed Professional Counselor, which is beneficial to the consumers at Horizons as it has increased our ability to provide Integrated Treatment of Co-Occurring Disorders (ITCD) services.

### Growth

Over the last year, the group homes were expanded to maximize our census, provide additional quarantine beds, and create additional

**Consumers Served by SUD & ITCD Diagnosis-FY 2021**



living space for the consumers. Each group home now has an additional bedroom and handicap accessible bathroom. The group home remodel included new beds for all consumers and adolescent friendly enhancements throughout the facilities.

# Specialized Services

## Veteran's Outreach Program

FCC's Veteran Outreach Program consists of two Veteran's Outreach Coordinators: David Thompson and Frank Husted. The Veteran's program serves all of FCC's service areas with Frank being in Kennett and David being in Poplar Bluff. The program assists active duty, non-active-duty military, and veterans with accessing mental health, behavioral health, and other community-based care needed to improve and manage their overall well-being and wellness. Frank and David are also able to assist family members of military personnel and Veterans. These services include (but are not limited to) arranging transportation to and from important medical appointments, assistance with obtaining a DD214 or other documents that are crucial to access various Veteran benefits, initiating needed referrals to, and working collaboratively with various community organizations (i.e., VA Medical Center, DAV, VFW, American Legion, etc.) and assisting with access to and active engagement of services provided by FCC (including EMDR and Prolonged Exposure Therapy) and/or various community organizations. Frank and David continue to attend various meetings within FCC as well as outside the agency to obtain referrals to outreach active duty, non-active-duty military, and Veterans in need. Frank and David also continue to serve as mentors for the SEMO Veteran's Treatment Court and can maintain contact with the Veterans through the weekly court hearings. Please see the for a chart about the Veteran Population in Missouri from the National Center of Veterans Analysis and Statistics.



([www.va.gov/vetdata](http://www.va.gov/vetdata).)



### Missouri

| Population Change        | Missouri | National |
|--------------------------|----------|----------|
| Veteran Population 2015  | 459K     | 20.8M    |
| Veteran Population 2045  | 257K     | 12M      |
| Annual Percentage Change | -1.91%   | -1.82%   |

| Missouri | 9/30/2015    | 9/30/2020 | 9/30/2025 | 9/30/2030 | 9/30/2035 | 9/30/2040 | 9/30/2045 |         |
|----------|--------------|-----------|-----------|-----------|-----------|-----------|-----------|---------|
| Age      | Less than 40 | 62,320    | 59,305    | 52,509    | 46,343    | 44,224    | 44,170    | 44,278  |
|          | 40-64        | 178,130   | 154,561   | 134,547   | 120,927   | 109,502   | 103,030   | 97,116  |
|          | 65+          | 218,251   | 204,220   | 190,966   | 174,670   | 155,573   | 133,359   | 115,694 |

| Missouri | 9/30/2015 | 9/30/2020 | 9/30/2025 | 9/30/2030 | 9/30/2035 | 9/30/2040 | 9/30/2045 |         |
|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|---------|
| Gender   | Male      | 423,801   | 381,018   | 339,313   | 301,890   | 268,239   | 238,915   | 215,344 |
|          | Female    | 34,901    | 37,068    | 38,708    | 40,050    | 41,060    | 41,644    | 41,743  |

| Missouri          | 9/30/2015 | 9/30/2020 | 9/30/2025 | 9/30/2030 | 9/30/2035 | 9/30/2040 | 9/30/2045 |         |
|-------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|---------|
| Period of Service | WWII      | 19,951    | 6,507     | 1,339     | 171       | 12        | 0         | 0       |
|                   | Korea     | 40,034    | 23,283    | 10,042    | 2,911     | 541       | 63        | 4       |
|                   | Vietnam   | 161,932   | 142,888   | 118,507   | 90,000    | 59,655    | 32,545    | 13,695  |
|                   | Gulf War  | 141,574   | 159,933   | 170,112   | 170,646   | 167,348   | 160,980   | 150,597 |

Note: The total for Period of Service does not equal the total Veteran Population because peace time veterans were excluded

| Missouri | 9/30/2015           | 9/30/2020 | 9/30/2025 | 9/30/2030 | 9/30/2035 | 9/30/2040 | 9/30/2045 |         |
|----------|---------------------|-----------|-----------|-----------|-----------|-----------|-----------|---------|
| Race     | White, Not Hispanic | 397,567   | 357,480   | 320,409   | 288,713   | 261,156   | 237,921   | 220,245 |
|          | Minority            | 61,134    | 60,606    | 57,612    | 53,227    | 48,143    | 42,638    | 36,843  |

Note: Minorities are all races/ethnicities except non-Hispanic White Veterans

# Disease Management

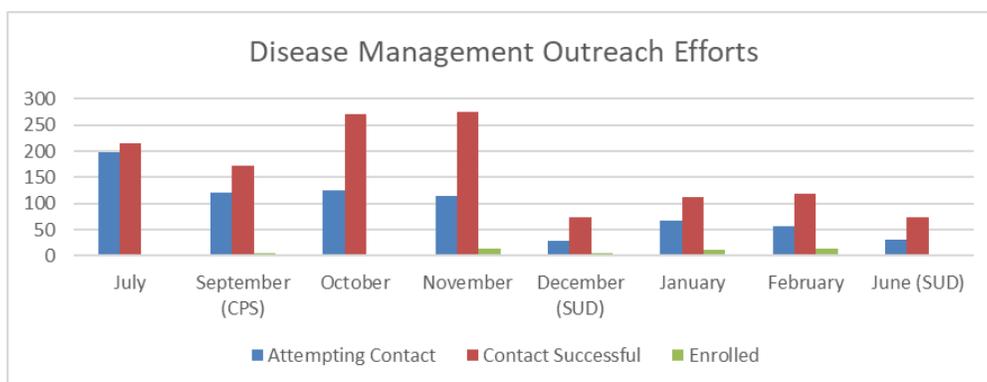


The Disease Management (DM) program is a collaboration between the Missouri Department of Behavioral Health, MO HealthNet Division, the Coalition of Community Mental Health Centers, and DBH Providers. The DM project targets active MO HealthNet recipients who have a mental health or substance use diagnosis 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 (Natalie Curtis, Patricia Brown, Jennifer Nunnery, Harley Trammell, Rebecca Kirkman and Hayden Austin-not pictured.) The program provides services in the following counties: Dunklin, Pemiscot, Butler, Wayne, Howell, Wright, Reynolds, Stoddard, New Madrid, Ripley, Carter, Scott, Mississippi, Oregon, and Shannon. DM staff are also responsible for monitoring Healthcare Home statuses and annual Metabolic Screenings for all enrolled DM consumers. During May 2021, our DM program had the 4<sup>th</sup> highest metabolic screening completion rate (64%) out of 33 agencies, with the overall average completion rate of 32%.

\*We have not received the data from DMH for March-May 2021.



*Disease Management programs outreach efforts for July 2020 – February 2021.*



# Healthcare Home

## Services Include

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

## Goals Include

Improving health outcomes, reducing the high cost of healthcare services for the target population by reducing unnecessary ER department and hospital visits. During this year of COVID-19, our goals were to find innovative ways to obtain the needed metabolic screenings for our clients, while maintaining safety precautions for our clients, and for our staff. We also had goals of striving to decrease chances of any transmission of COVID-19 within the workplace, and to provide education to our staff & to our community, and to assist in providing trained personnel to participate in COVID-19 Vaccination clinics.

## Clinical Improvements

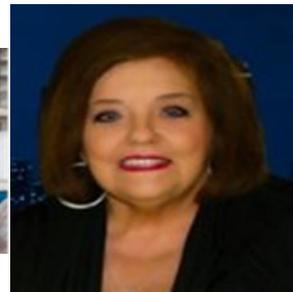
Healthcare has achieved and surpassed the benchmark goals set by the Missouri Department of Behavioral Health. Despite the pandemic, all goals were met except for the tobacco use goal. The data for the Adult Blood Pressure Control for Hypertension and the Adult LDL Control for Cardiovascular Disease is incomplete in the Care Manager system for the fiscal year 2021. Our Youth met all 4 benchmark goals: Asthma Medication Adherence, Diabetes, Tobacco Use, and Metabolic Screening.

## Integration

Healthcare Home Care Coordinators ensure that each new Healthcare client either has a primary care physician (PCP) and that the PCP is notified of the HCH admission or is provided a list of local physicians so that they can make an appointment and get established with one. The list of PCPs is updated in Care Manager. Our rate of PCP notified is now 99% as of June 2021.



Natalie Howell, RN  
HCH Director



Vicky Fairey, RN-BC  
HCH Program Director



Lori Johnson, RN  
HCH Director

## Growth

Throughout fiscal year of July 2020-June 2021, our census of allotted slots has remained full, with a large active waiting list. The Missouri Dept. Of Behavioral Health increased the number of available slots for #497 additional Healthcare Home clients on July 1, 2021, which will require hiring additional staff members.



## Cost Savings

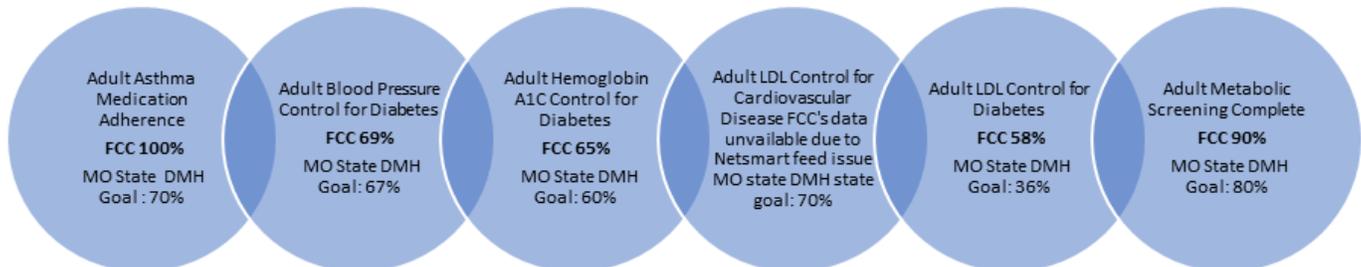
FCC'S HCH participation has saved the state of Missouri \$23,535,859 in documented lower overall health costs to Missourians from 2012-2018.

## CARF Survey

HCH achieved high remarks during FCC's 2019 CARF Survey.

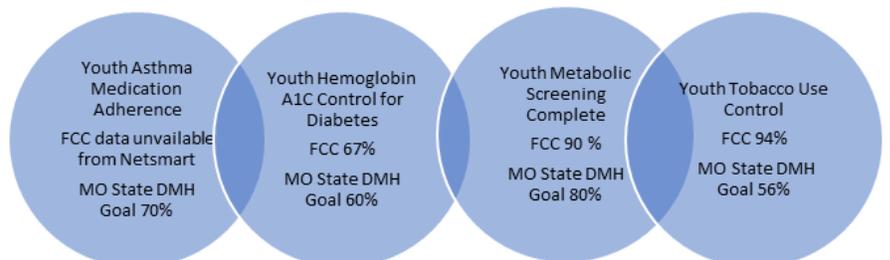
## Outcomes

Since the COVID-19 pandemic hit in March of 2020, the Missouri Department of Behavioral Health and the Missouri Coalition for Community Behavioral Healthcare recognized that the metabolic syndrome screening rate would understandably decrease across the state for all healthcare home programs. Despite the circumstances, our Healthcare Home has adapted using available resources, and thinking outside of the box, use innovative yet safe ways to both client and staff to continue completing metabolic syndrome screenings to maintain and increase the DMH percentage goals. One of these ways was to implement mobile van screening runs in Kennett & Poplar Bluff as well as metabolic clinics upon reopening to get caught up on those that were behind. Healthcare Home nursing staff were trained and participated in several COVID-19 vaccination clinics this fiscal year to assist the community.



Tobacco Use Control Measure Goal for MO state DMH is 56% and FCC's percentage is 42% as of 6/30/2021. Interventions that FCC has been implementing to assist our consumers to help with tobacco cessation are to assign our agency Wellness Coach trainer to work one on one with those clients who express an interest in quitting smoking, as well as recommend that they attend Facebook groups on smoking cessation that are led by the agency CPRC nurse, who is a certified TTS smoking cessation instructor. HCH Nurse Care Managers also provide education and refer clients to 1-800 QUIT-NOW and other educational opportunities available.

Two other outcomes measures that now take the place of BMI are Obesity Weight Loss. The state does not have a goal but considers any weight loss a success. FCC's percentage in this category for 6/30/2021 was 31%. The last category was Severe Obesity Weight Loss and FCC's percentage was 39%.





## 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 to make steps toward independent living. Cooper Commons also has specialty care available for persons with co-occurring mental health and substance use disorders.

Cooper Commons has been able to continue serving our consumers throughout the pandemic of this past fiscal year. We have been able to operate at 92% capacity. All of our rooms are now 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.

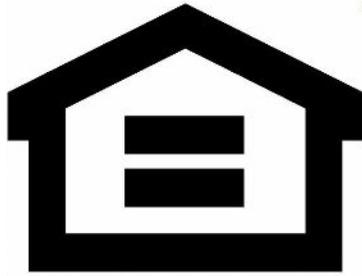


### Consumers Served

48 consumers were served at the Residential Treatment facility, with an average length of stay at 64.5 days over this last fiscal year.



# Housing Services



**EQUAL HOUSING  
OPPORTUNITY**

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.



## POL-MAC Apartments

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.

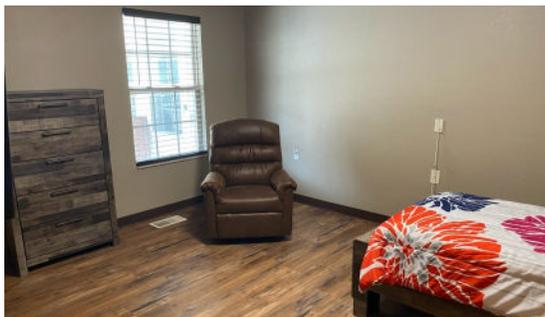
*If you have additional questions about our Clustered Apartments, please contact our Resident Manager Donna Wagoner at 573-888-5925 ext. 3431.*



## 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



*If you have additional questions about our Lakeview Residential Care Facility, please contact our Facility Manager Bonnie Hunter at 573-222-8676 ext. 3503.*

# Access to Care

## Administrative Offices

925 Hwy VV/P.O. Box 71  
Kennett, MO 63857  
573-888-5925

## Behavioral Health Clinics

Dunklin County Clinic  
935 Hwy VV/P.O. Box 13  
Kennett, MO 63857  
573-559-2430

Pemiscot County Clinic  
915 Hwy 84  
Caruthersville, MO 63830  
573-333-5875

Butler County Clinic  
3001 Warrior Ln.  
Poplar Bluff, MO 63901  
573-686-1200

Carter County Clinic  
1011 Business Hwy 60  
Van Buren, MO 63965  
573-323-2171

Piedmont Clinic  
306 N. 2nd St.  
Piedmont, MO 63957  
573-223-7649

Reynolds County Clinic  
315 E. Walnut St.  
Ellington, MO 63338  
573-663-2644

Ripley County Clinic  
209 W. Hwy Suite C  
Doniphan, MO 63935  
573-996-2203

Wayne County Clinic  
102 Oak St.  
Greenville, MO 63944  
573-268-8010

## Housing Services

SEMO Safehaven  
1201 Ely St.  
Kennett, MO 63857  
573-888-5925

New Beginnings Apartments  
3005 Warrior Ln.  
Poplar Bluff, MO 63901  
573-776-6131

South Pointe Apartments  
3101 Warrior Ln.  
Poplar Bluff, MO 63901  
573-785-0560

PolMac Clustered Apartments  
117 Magnolia St.  
Campbell, MO 63933  
573-888-5925

Lakeview Residential Care Facility  
18408 Wayne Route D  
Wappapello, MO 63966  
573-222-8676

## Adult Community Psychiatric Rehabilitation Centers

875 Hwy VV/P.O. Box 13  
Kennett, MO 63857  
573-888-0642

3001 Warrior Ln.  
Poplar Bluff, MO 63901  
573-686-1200

931 Truman Blvd.  
Caruthersville, MO 63830  
573-888-5925

5 Sugar Creek Rd. Suite B  
Piedmont, MO 63957  
573-223-4169

## Youth Community Psychiatric Rehabilitation Centers

1226 Independence St.  
Kennett, MO 63857  
573-559-2380

2995 Warrior Ln.  
Poplar Bluff, MO 63901  
573-686-1200

915 Hwy 84  
Caruthersville, MO 63830  
573-333-5875

5 Sugar Creek Rd. Suite B  
Piedmont, MO 63957  
573-223-4169

## Adult General Population Substance Use Disorders

Stapleton Center  
500 Hwy. J North  
Hayti, MO 63851  
573-359-2600

Turning Leaf  
1015 Lanton Rd.  
West Plains, MO 65775  
417-256-2570

## Intensive Residential Treatment Programs

Cooper Commons (IRTS)  
501 Hwy. J North  
Hayti, MO 63851  
573-359-2600

## Adolescent Substance Use Disorders

Adolescent Horizon's  
1109 Jones St.  
Kennett, MO 63857  
573-888-5925

Adolescent RISE  
3411 Division Dr.  
West Plains, MO 65775  
417-257-9152

## Adolescent/Women's

Mississippi County Behavioral Clinic  
801 Marshal St.  
Charleston, MO 63834  
573-427-3920

## Women's Substance Use Disorders

Serenity Pointe  
20 S. Sprigg St.  
Cape Girardeau, MO 63703  
573-651-4177

## Substance Use Disorders Outpatient Offices

Dunklin County Office  
1075 S. Jones St.  
Kennett, MO 63857  
573-888-5925

Pemiscot County Office  
915 Hwy 84  
Caruthersville, MO 63830  
573-333-5875

Stoddard County Office  
1719 Business 60  
Dexter, MO 63841  
573-624-3338

Texas/Wright County Office  
219 E. 2nd St.  
Mountain Grove, MO 65711  
417-926-1529

Douglas County Office  
808 Jefferson St.  
Ava, MO 65608  
417-256-2570

Ozark County Office  
18 Courthouse Square  
Gainesville, MO 65655  
417-926-1529

# Leadership



## Board of Directors

### Executive Committee:

**John Moyer, President**  
**Collen Pu, Vice President**  
**Kim Capps, Treasurer**  
**Carl Williams, Secretary**

### Members:

**Leah Mobley**  
**Ashley Mayberry-Volner**  
**Randal Baker**  
**Andrew McDaniel**  
**Jessica Bader**  
**Dana Branson**

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

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

## Executive Leadership



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



**Nancy Blackshare, MRC, LPC, QMHP**  
**Chief Operating Officer**  
**nancy@fccinc.org**  
**(573) 888-5925 Ext. 1202**



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



**Charley Phebus, BS**  
**Chief Financial Officer**  
**charley.phebus@fccinc.org**  
**573-888-5925 Ext. 1122**

## Executive Leadership



**Noble Shaver, MA, LPC, CRADC, QMHP, QSAP**  
**Chief Administrative Officer**  
**nobles@fccinc.org**  
**(573) 888-5925 Ext. 1501**



**Dana Maxwell, MSW, LCSW**  
**Chief Clinical Officer**  
**danam@fccinc.org**  
**(573) 686-1200 Ext. 3217**



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



**Max Steyer, BS**  
**Performance Management Officer**  
**max@fccinc.org**  
**(573) 888-5925 Ext. 1018**



***24-Hour Crisis Hotline:***

***1-800-356-5395***



***Website: [fccinc.org](http://fccinc.org)***

***Facebook: [@fccbhorg](https://www.facebook.com/fccbhorg)***

