

# Missouri Mental Health Commissioners, Welcome to BHR!



We Care, We Listen, We Respond...24 Hours a Day

# Who We Are

*We Save Lives*

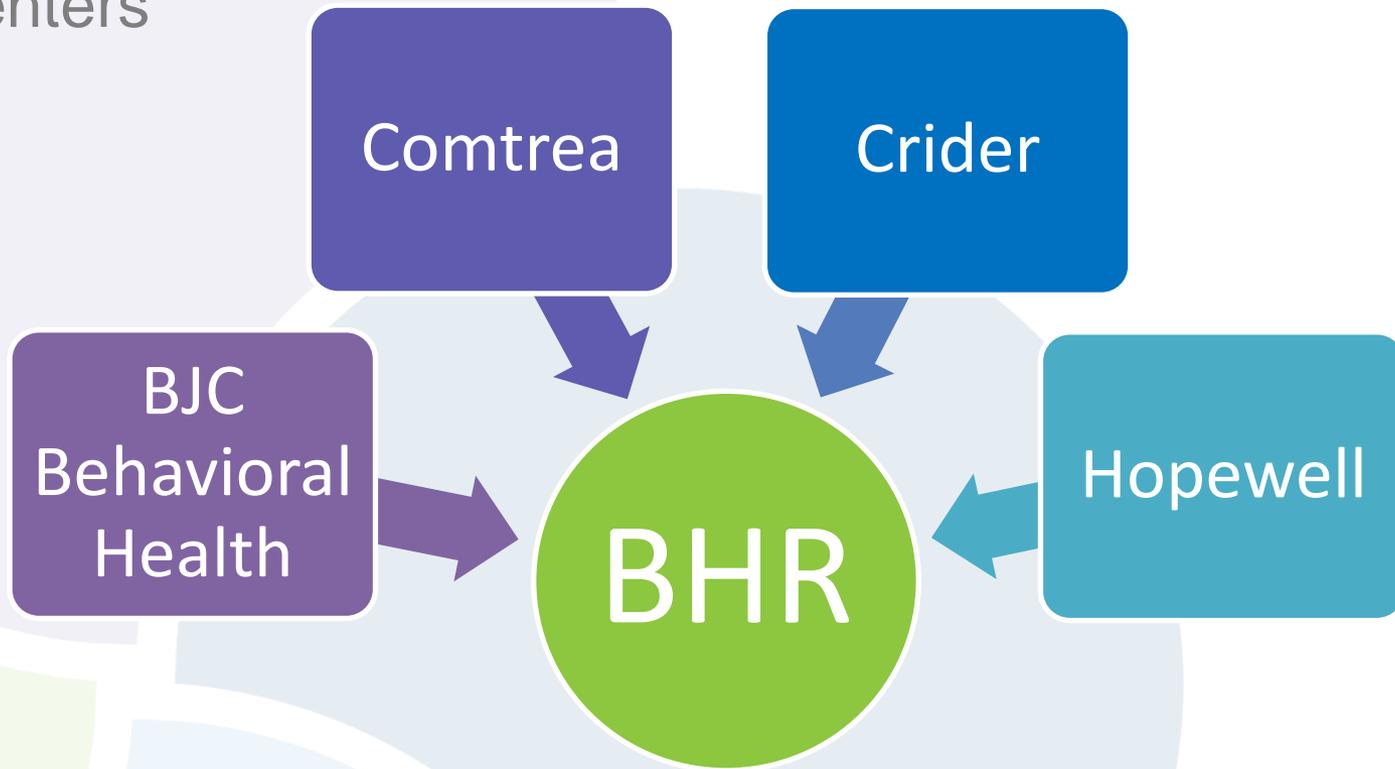


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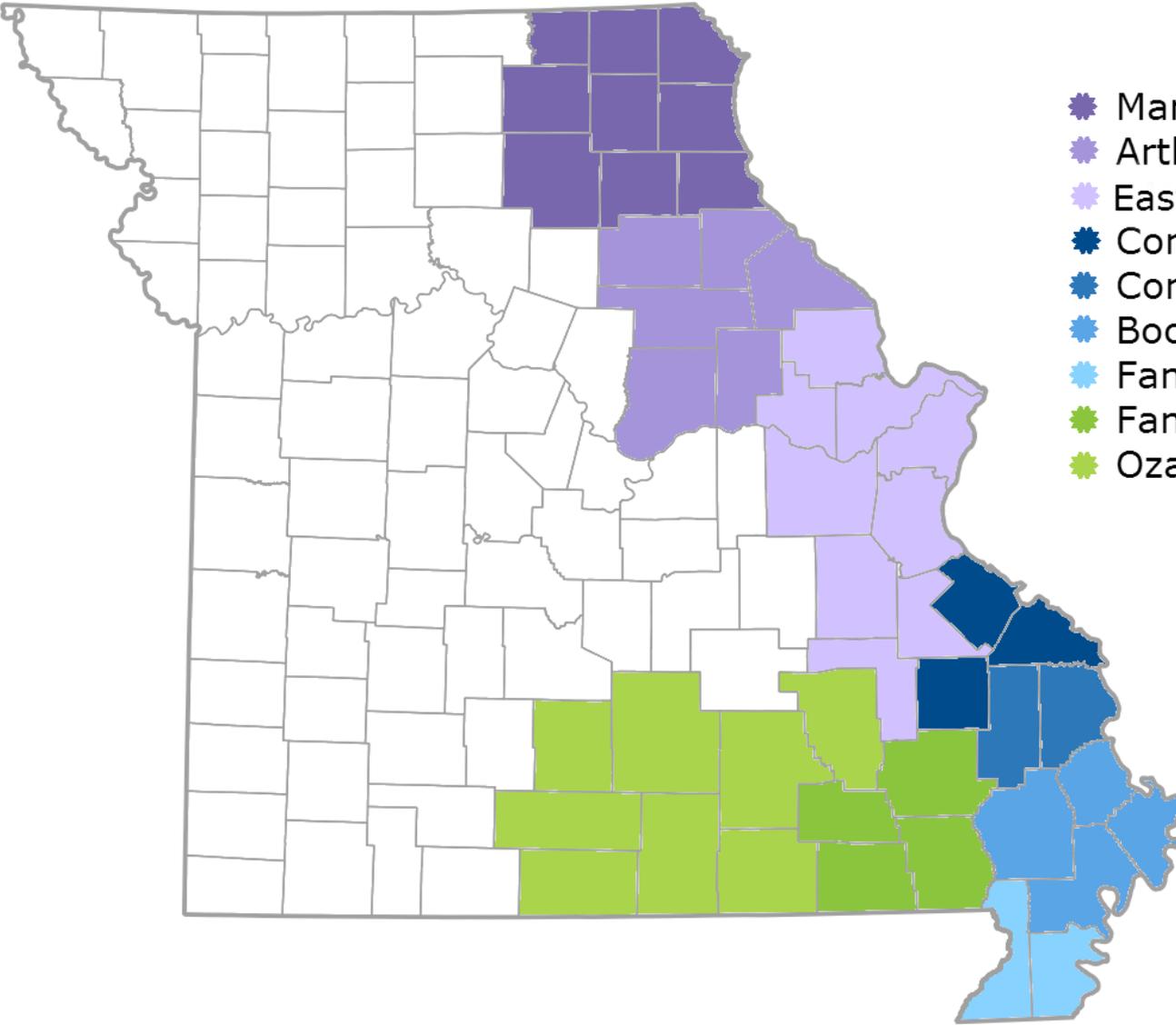


# Access Crisis Intervention Eastern Region

- BHR--Incorporated in 1994 in State of Missouri
- BHR Board of Directors--Community Mental Health Centers



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- Mark Twain
- Arthur Center
- Eastern Region
- Community Counseling North
- Community Counseling South
- Bootheel Counseling
- Family Counseling South
- Family Counseling North
- Ozark Medical Center

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# Access to 24/7 Crisis Services

- Crisis Intervention Training (CIT)
- Youth Connection Helpline
- Texting and Chat
- Follow-Up
- ED Enhancement
- Community Mental Health Liaison

# Access to 24/7 Crisis Services

Crisis  
Hotline

Mobile  
outreach

Follow up

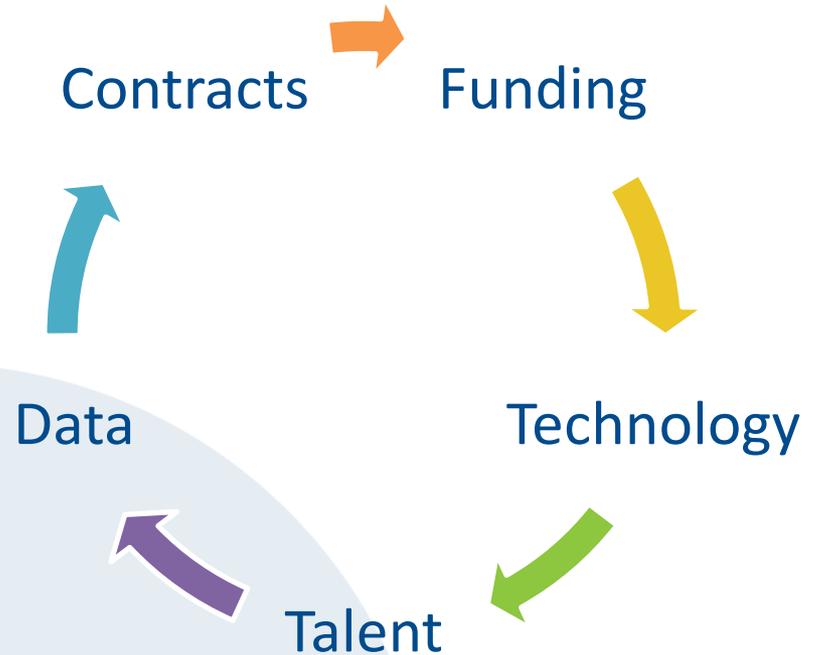
Crisis Bed

Next day  
urgent

CMHL

ED  
Enhancement

# Access to 24/7 Crisis Services

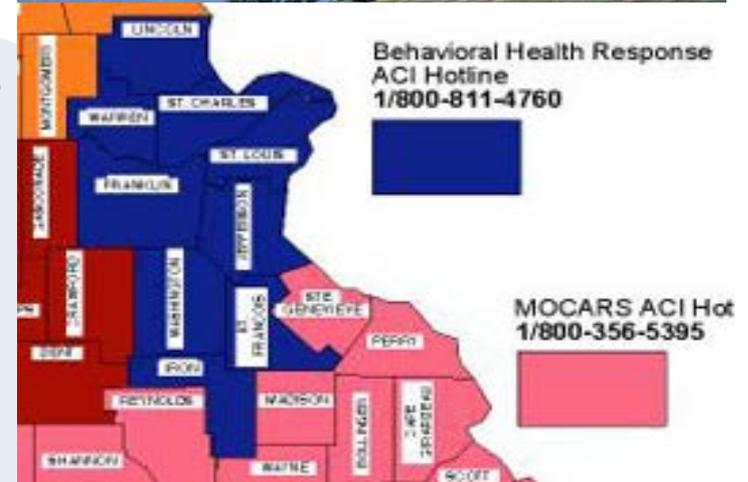


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# EASTERN REGION ACI/BHR

FY 2015

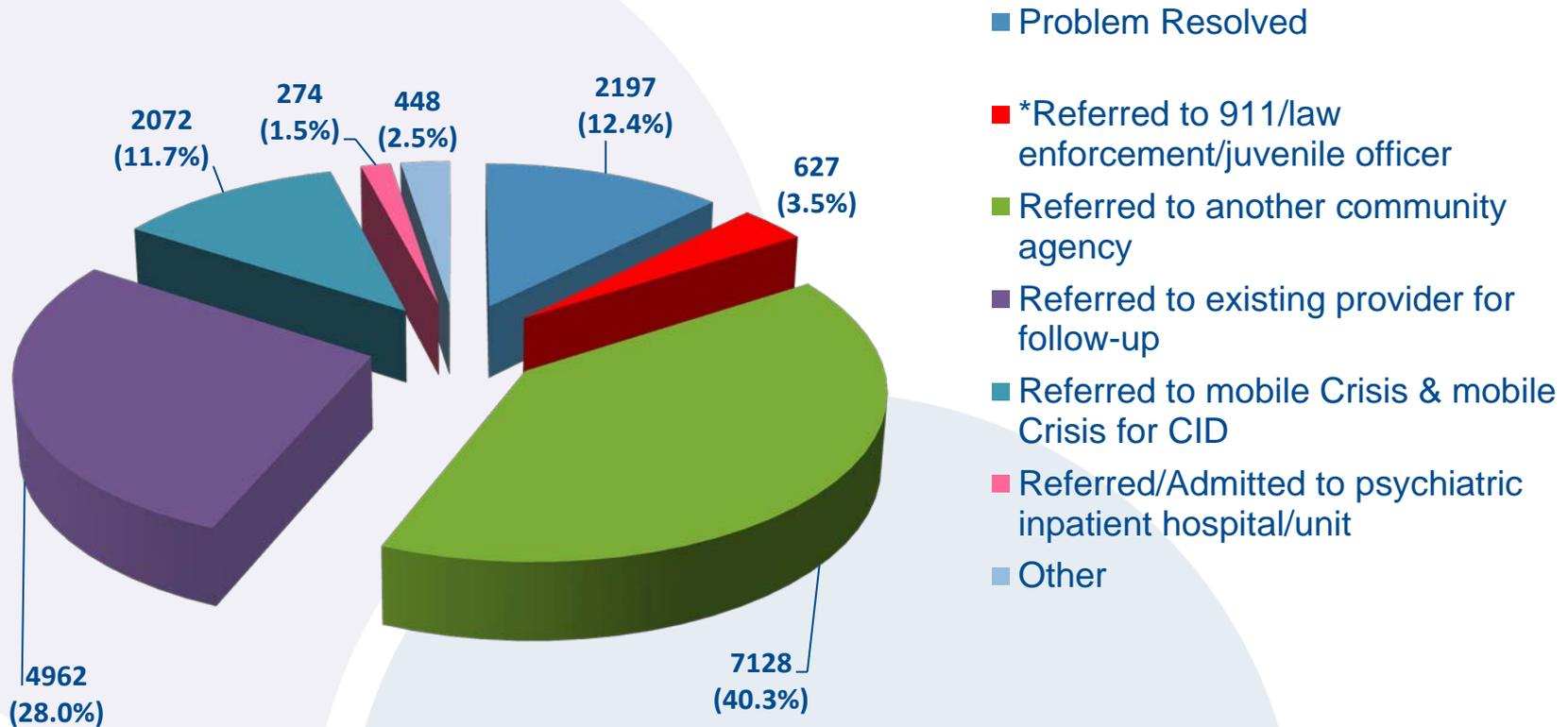
- 75,177 calls
- 1,775+ Outreaches
- 3,279+ Total Outreaches
- 688 NDUs



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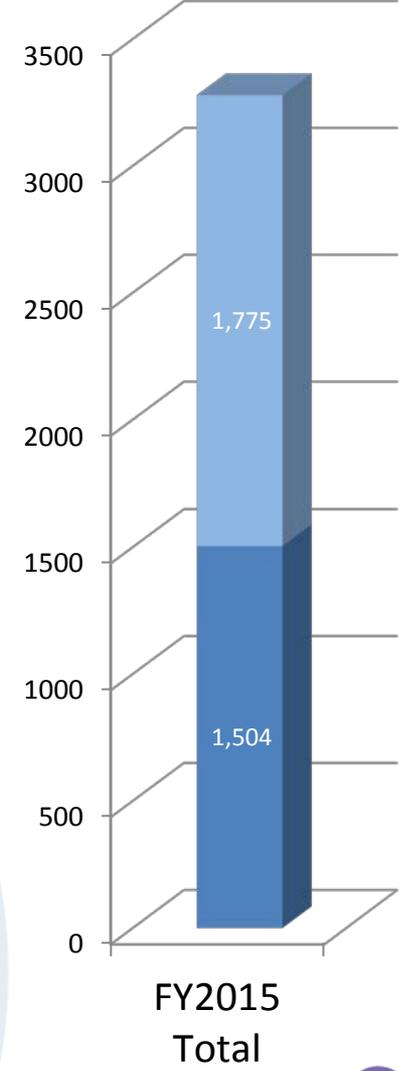
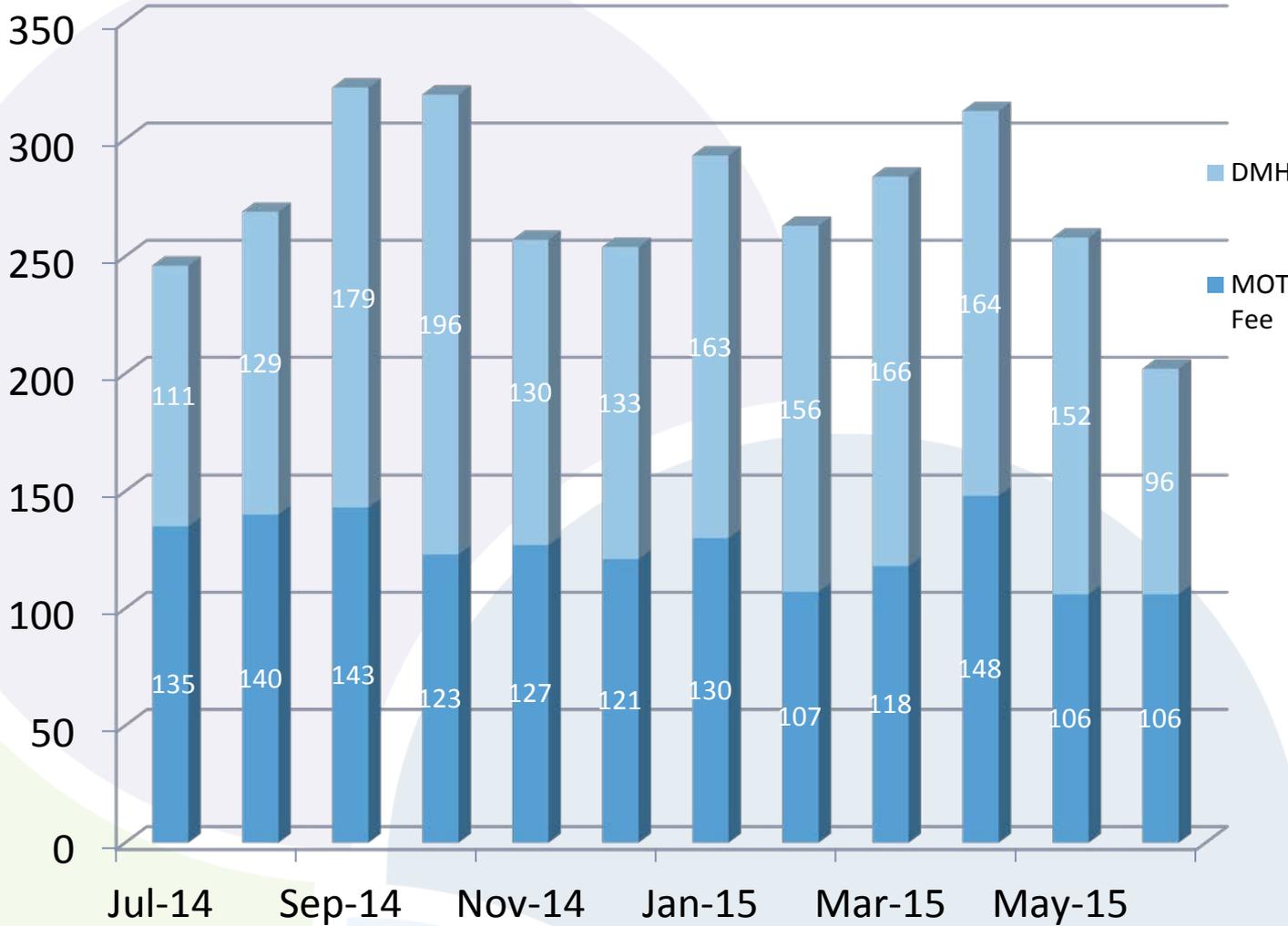


# FY15 DMH Phone Outcomes-Full Assessment



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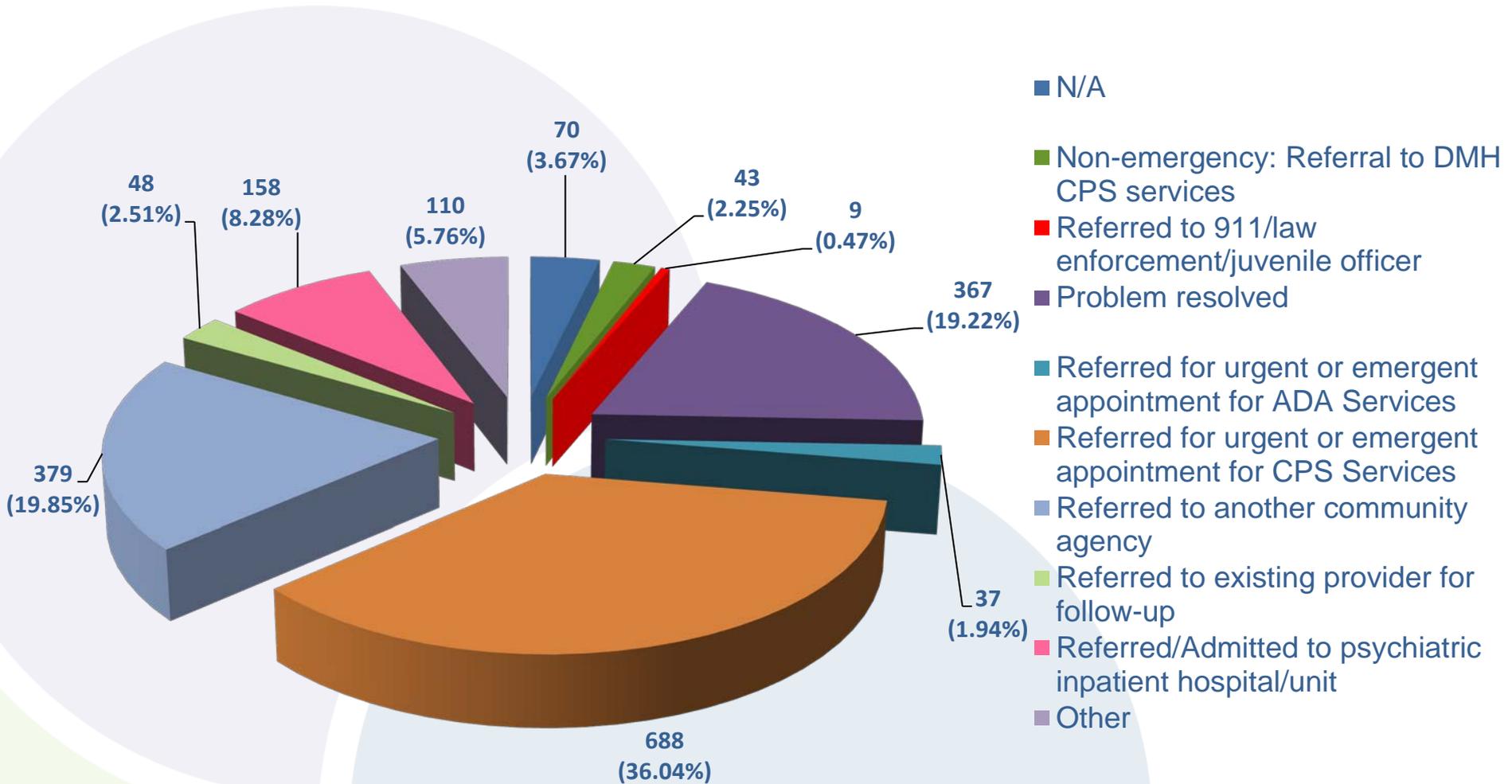
# FY15 Mobile Outreach Total = 3,279



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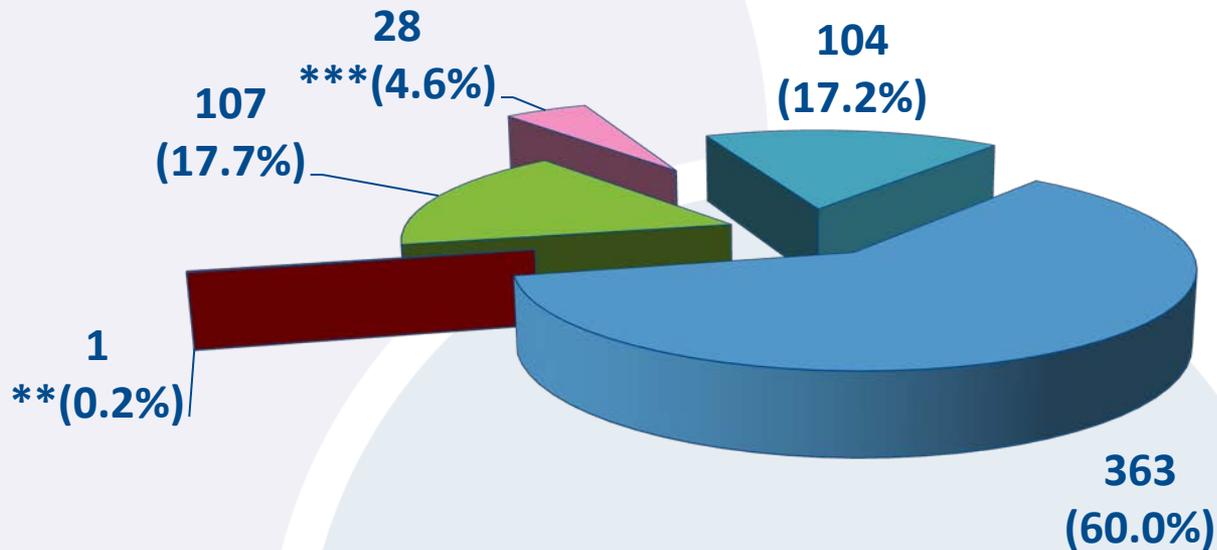
# FY 15 (YTD) DMH MOT Outcomes



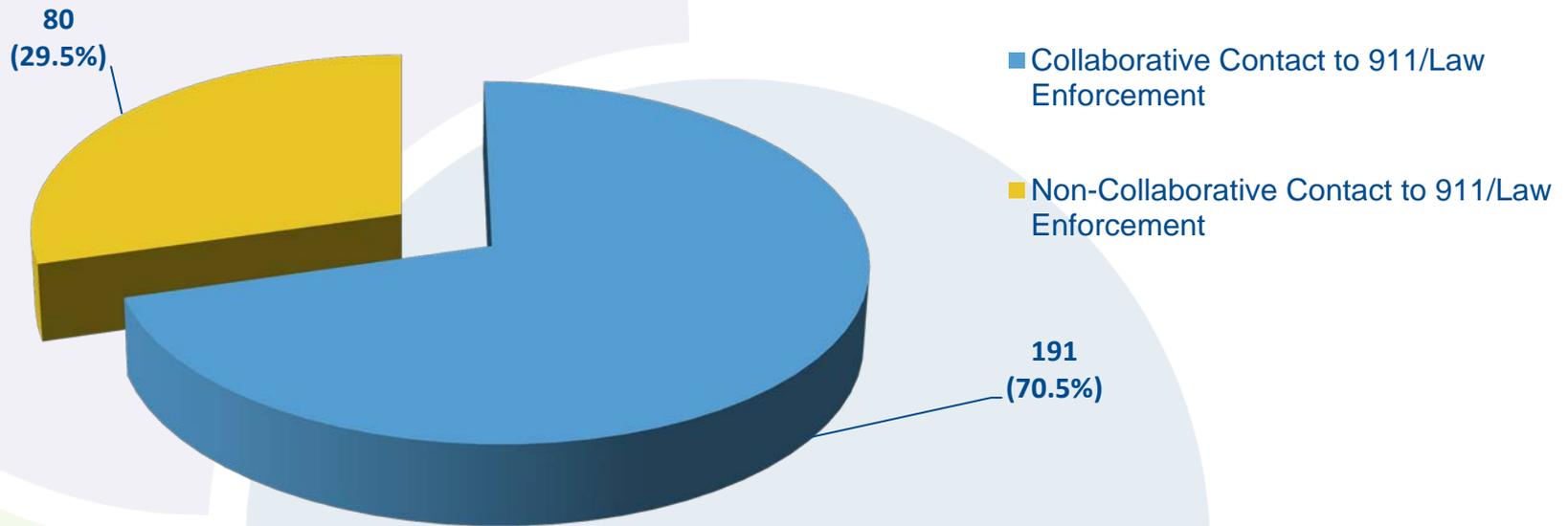
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## FY15 SI Linked to Completed Outreach Outcomes

- Referred for urgent or emergent appointment for CPS Services
- \*\* Referred to 911/lawenforcement/juvenile officer
- Referred to another community agency
- \*\*\* Referred/Admitted to psychiatric inpatient hospital/unit
- Other



# FY 15 (YTD) 911/Law Enforcement Collaborative Comparison



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# Follow-Up Program Description

- Established in Fall 2010
- Evolution of Follow-Up
  - DMH Follow-Up began March 2013
- Follow-up Coordinators Role
  - Initial Follow-up call within 48 hours
  - Ongoing Follow-up
  - Ensure safety/Establish Safety Plan
  - Linkage & Coordination of Services

## St. Louis County YCH Outcomes - FY 15

Follow-Up Stats	TOTAL	KPI
Completed Outcomes	1922	
Callers Gain Knowledge %	99%	80%
Linkage <= 14 days (%)	76%	60%
Callers with SI/HI (%)	32%	
SI/HI callers w/safety plan(%)	89%	80%
SI/HI callers linked <= 2 days (%)	85%	80%

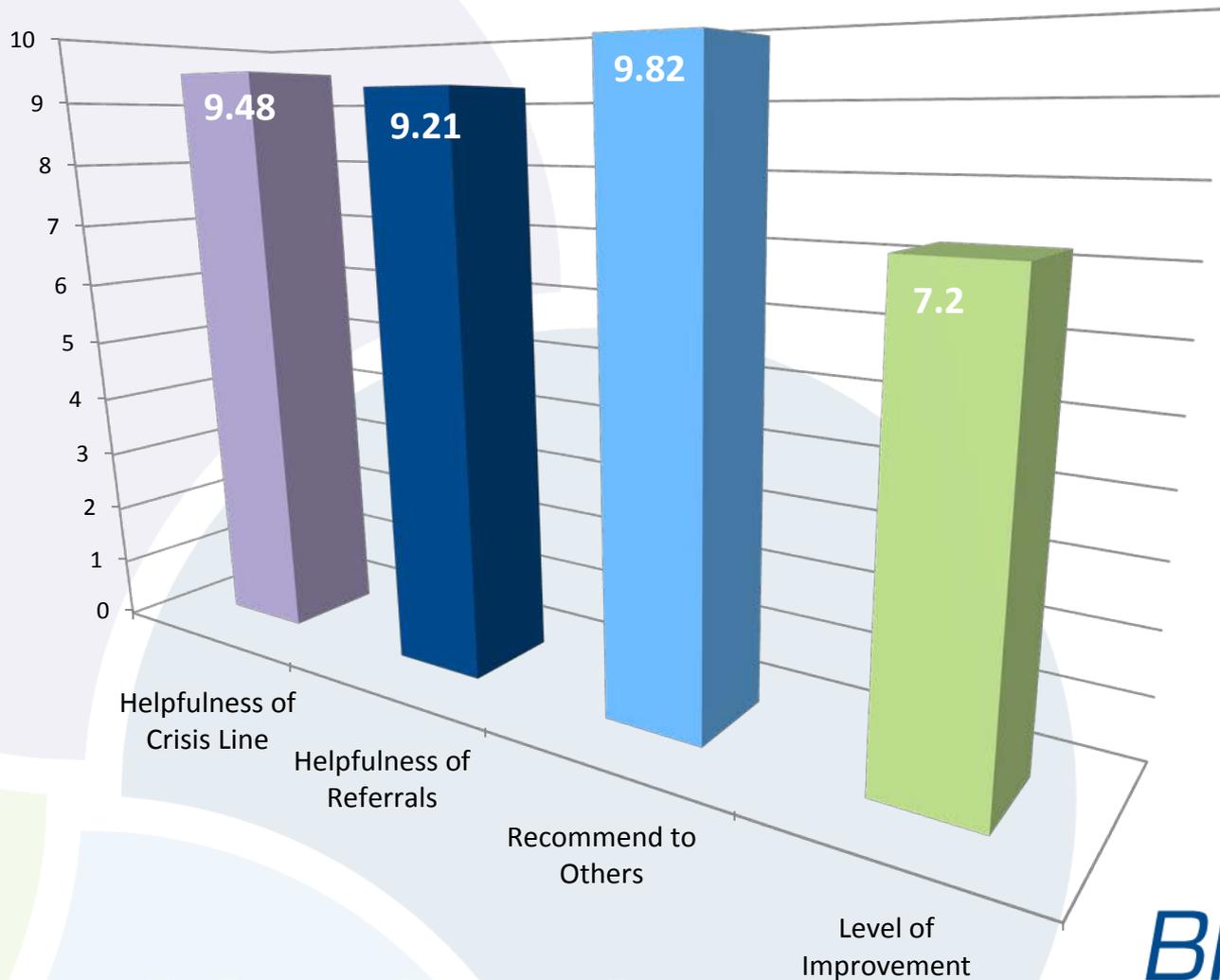
## St. Charles County YCH Outcomes - FY 15

Follow Up Stats	TOTAL	KPI
Completed Outcomes	263	
Callers Gain Knowledge %	99%	80%
Linkage <= 30 days (%)	72%	60%
Callers with SI/HI (%)	32%	
SI/HI callers w/safety plan(%)	99%	80%
SI/HI callers linked <= 14 days (%)	84%	80%

## DMH Mobile Outreach Outcomes - FY 15

Follow-Up Stats	TOTAL	KPI
Completed Outcomes	977	
Callers Gain Knowledge %	100%	80%
Linkage <= 30 days (%)	65%	60%
Callers with SI/HI (%)	49%	
SI/HI callers w/safety plan(%)	100%	80%
SI/HI callers linked <= 14 days (%)	62%	80%

# Customer Satisfaction Survey Results FY 15



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# ED Enhancement - Impact

- Regional Impact
  - Involving BHR to ensure 24/7/365 access for ED staff to services
  - Partner agencies can focus on individual areas of expertise
- Increase of resources to ED staff
  - Helps in discharge planning to prevent return visits
- Increased linkage for those most in need
  - 76% of clients referred through ED are uninsured
  - 92% of referrals through Q2 were eligible for services and received appointment to CMHC
  - 40% also received appointment to ADA

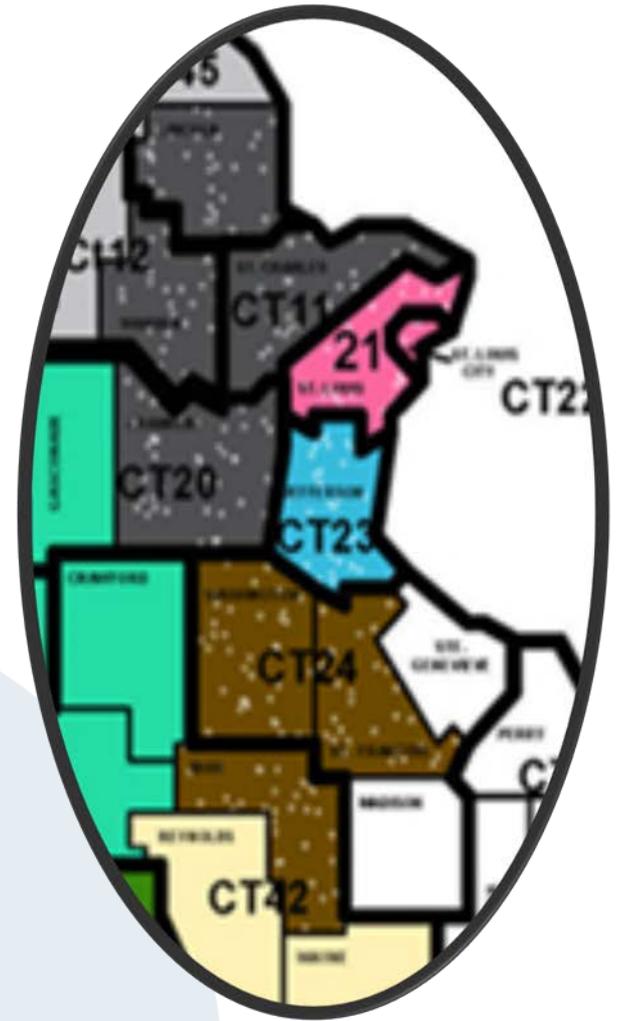
# CMHL Program Description



Community Mental Health Liaison Program is one aspect of Missouri's Mental Health Initiative. The goal of the CMHL program is to form better community partnerships with crisis systems, law enforcement agencies, and the courts to best utilize existing resources and improve access to behavioral health services and supports.

# Eastern Region

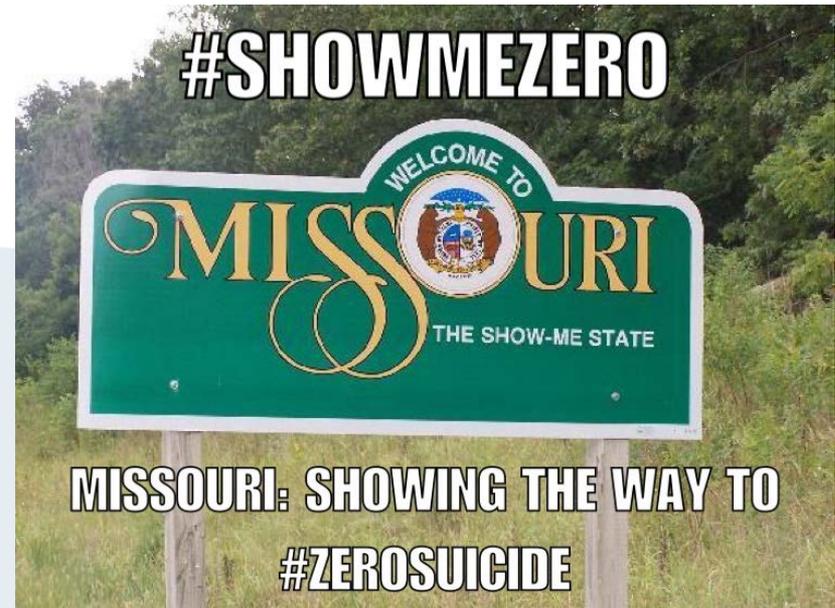
- 8 CMHLs, 1 Coordinator
- 9 Counties & St. Louis City
  - Franklin, Iron, Jefferson, Lincoln, St. Charles, St. Francois, St. Louis, Warren, Washington
- 7 Circuit Courts
- Police Departments
  - 112 municipalities
  - 7 precincts, St. Louis County
  - 6 districts, St. Louis City
- 10 Sheriff's Departments
- 15 Hospitals (Licensed Psych Beds)



# Impact

- CMHLs do not collect statewide data that captures the extent of law enforcement involvement with people who have behavioral health issues.
- **Data that is being collected:**
  - CMHL contacts/interactions with law enforcement and court personnel.
  - Individuals referred.
  - CMHL law enforcement and court observations.
  - CHML trainings provided.
- Goal is to link the CMHL data with DMH and OSCA JIS data.
- As of April, 2015, there have been over **19,000 CMHL contacts with law enforcement and court personnel.**
- As of April 2015, there have been **9,800 referrals.**

- Reviewing suicide **training & screening tools**
- BHR started **workforce survey** on 9/11/15
- BHR **All staff** will be ASIST trained by 6/16
- Crider/BHR collaborating on **Suicide Care Plan** for individuals identified at risk
- Adding **Lived Experience** perspective to trainings and #zerosuicide resource page



# Where BHR was with TIC



- What do I do if they tell me they have trauma
- What if I can't handle it
- I could make it worse
- My own trauma is getting in the way

# What We've Done

- 100% of BHR employees have completed
  - Introduction to Trauma Informed Care
  - Enrolled in Serving our Veterans –BH certificate
- 50% + are Asist trained
- Self Care for employees
  - Discussed Lived experience with Peer support
  - Healing Neen documentary



# Virtual Online Youth Center (VOYC)

- CSF Discovery Grant Cycle – Pilot Project
- Developed to increase help-seeking behavior among youth ages 19 and under
- Aimed to reduce impact of barriers including stigma, transportation, accessibility of resources



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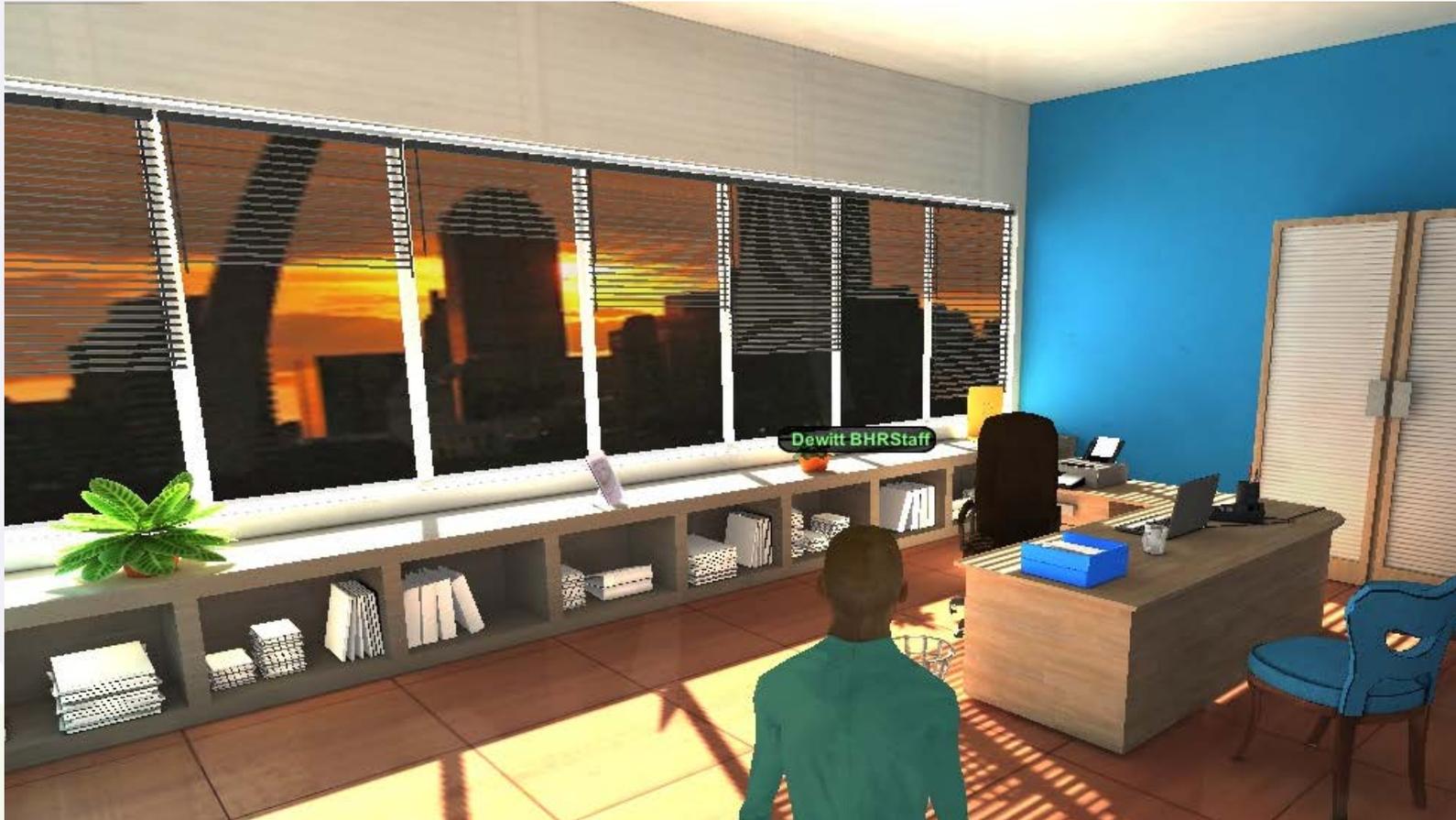
# BHR Office Outside



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# VOYC Office Inside



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