



Comprehensive  
Mental Health Services

ANNUAL  
REPORT  
2019

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PEACE  
BY  
PIECE

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*Building stronger, healthier,  
more vibrant pathways to mental health.*

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Dear Friends -

*We all share a common piece* in our human story: all of us will experience some kind of mental or emotional challenge in our lifetime. Even the most optimistic people will still feel sadness, anxiety, or despair as they experience loss or change in everyday living.

While most of us may not struggle with serious mental illness, we all know the depths of emotional pain. This provides a common ground for our community to come together in advocating for the importance of mental health and wellness for everyone.

Comprehensive Mental Health Services (CMHS) is working to build stronger, healthier, more vibrant pathways to mental health for people of all ages. Because taking that first step is often the most difficult, our 2019 Annual Report reflects some of the many ways our care teams are helping consumers access quality mental health services - *Peace by Piece*.

With a coordinated approach for a range of mental health issues, CMHS is helping individuals and families access care that too often is fragmented by complex health systems, socio-economic challenges, or other barriers, not the least of which is the stigma of mental health and mental illness.

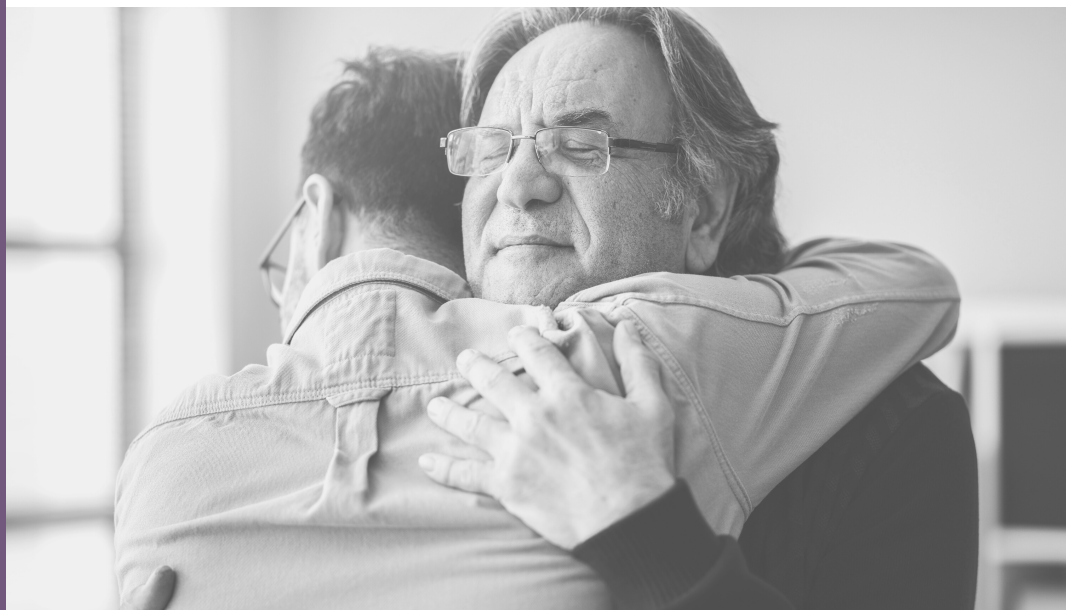
Thankfully, CMHS' exceptional standard of care is made possible through partnerships with other healthcare organizations, businesses, community organizations, and of course, kind and generous individuals who comprise the many pieces of our caring community.

Thanks for all you do to support our important mission.

Sincerely,

Julie Pratt, President & CEO

Comprehensive Mental Health Services



# MAKING A DIFFERENCE

## 2019 ANNUAL REPORT | HIGHLIGHTS

### OPEN ACCESS: A VITAL PIECE IN COMPREHENSIVE CARE

CMHS continued its commitment in 2019 to open access care. In delivering a Certified Community Behavioral Health Organization (CCBHO) model of care, we focus on creating access, stabilizing people in crisis, and providing the necessary treatment for those with the most serious, complex mental illnesses and substance use disorders.

We integrate additional services with an emphasis on recovery, wellness, trauma informed care, and physical-behavioral health integration.



*In creating greater access to care, CMHS' requests for services have increased by*

**26%**

*To accommodate the increased requests for care, CMHS has expanded its staffing by*

**22%**

*To stabilize individuals in crisis, CMHS ensures access to crisis services all day, every day.*

**24/7/365**



### SUCCESSFUL ACCREDITATION

CMHS had a successful 2019 accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF). Every program at CMHS was surveyed and received a three-year accreditation.

The accreditation ensures quality, value, and optimal outcomes of services through a rigorous consultative process. The results drive our daily commitment to continuous quality improvement to enhance the lives of the people we serve.

**83%**

*of CMHS consumers have income below the federal poverty level. Nearly half of all served access Medicaid benefits.*

**22%**

*of those served are under 18 years of age, with 15% being adolescents.*

**WHO WE SERVE**  
**211**

*consumers served are active duty military, have prior service or Veteran status.*

**75%**

*of CMHS consumers receive Medicaid benefits or are uninsured. Only 9% are commercially insured.*

# PIECE BY PEACE

## 2019 ANNUAL REPORT | HIGHLIGHTS

### CMHS WELCOMES DEPARTMENT OF MENTAL HEALTH FOR CERTIFIED COMMUNITY BEHAVIORAL HEALTH SITE VISIT

In the fall of 2019, we welcomed the Department of Mental Health (DMH) to review our agency as a Certified Community Behavioral Health Organization (CCBHO).

The goal of the CCBHO program is to expand mental health and substance use care in America. Eight states were selected to be part of the original Medicaid demonstration program and our organization is one of only 15 agencies in the state to earn the designation.

Adhering to the high standards of the CCBHO model has led to a 26% increase in the number of clients we have served from July 2017 through June 2019. In that same time period, we have increased our staffing by 22% to more effectively address consumer needs.



### PEER-TO-PEER: DEVELOPING HEALTHCARE EXECUTIVES



As a member of Mental Health Corporations of America, Inc. (MHCA), CMHS President and CEO Julie Pratt joined a 4-person executive peer group that assesses, coaches, and supports one another in innovative, entrepreneurial leadership.

The group joined CMHS leadership for two days in October, guiding group discussion and sharing their expertise as we continue the process of achieving our Strategic Plan goals.

## COMMUNITY CARING

95%

*of CMHS consumers indicated they were satisfied with the care they received in 2019.*

20

*community-focused events were attended by our staff to provide resources and education to citizens.*

50

*years of serving our community...2019 was a year to celebrate our history and our future!*

12%

*of the CMHS annual budget supports Substance Use Services.*



## Meeting community needs with **OUTPATIENT EXPANSION**

A 2019 expansion project at the William H. Kyles facility made room for additional licensed therapists to meet growing demands for outpatient services. Individuals, families, and groups comprise the more than 18,330 visits to this facility each year.

## Launching new treatment options in **SUPPORTIVE RECOVERY**

CMHS launched a medication-assisted treatment (MAT) program, which combines behavioral therapy and medications to treat substance use disorders. The program also assists with client transportation, housing support, and medication co-pays.

Overall, nearly 1,250 individuals accessed substance use services at CMHS in 2019.



## Engaging our caring community to **ACCEPT ZERO**

Nearly 350 participants and more than 120 volunteers supported the 2019 Accept Zero 5K Run/Walk. CMHS hosts the annual event at Truman Sports Complex to raise funds for suicide awareness and prevention programs.

## Connecting with students through **SCHOOL PREVENTION PROGRAMS**

CMHS strengthened connections and support to students in Eastern Jackson County by adding three school-based therapists in the Blue Springs and Fort Osage school districts. We also expanded our outreach by implementing the Prevention Utilized for Student Health (PUSH) program.



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# ACCESS IS EVERYTHING

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BEING PRESENT IN THE EVERYDAY. EVERY DAY.

Whether helping a family achieve greater stability, or guiding a teen in crisis, Comprehensive Mental Health Services (CMHS) is a sure and steady presence for thousands of people who need access to care. Being present in everyday matters, as well as in times of extraordinary need, is essential to mental health and wellness.

## HOPE IN RECOVERY: JENNA'S STORY

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As a teen, this quiet girl found solace in self-harm as she tried to deal with a family life fractured by her father's substance use and abandonment. Jenna's destructive behavior led to her own addiction in her early twenties to pain pills (opiates) and methamphetamines - an addiction that nearly cost her life.

Jenna eventually took the first step to recovery - a path that led to sobriety, clarity, and the strength she needed for a successful recovery as well as the birth of a healthy son.

Jenna's journey also led to her eventual employment at CMHS where she helps others achieve success in their recovery process. "I don't know where I would be without the care I received," she says. "I had run out of hope, and you helped me find it again."



*Generous community partners, donors, and volunteers ensure that CMHS is always present to our community's mental health needs.*



## HOPE IN MENTAL HEALTH: CYNTHIA'S STORY

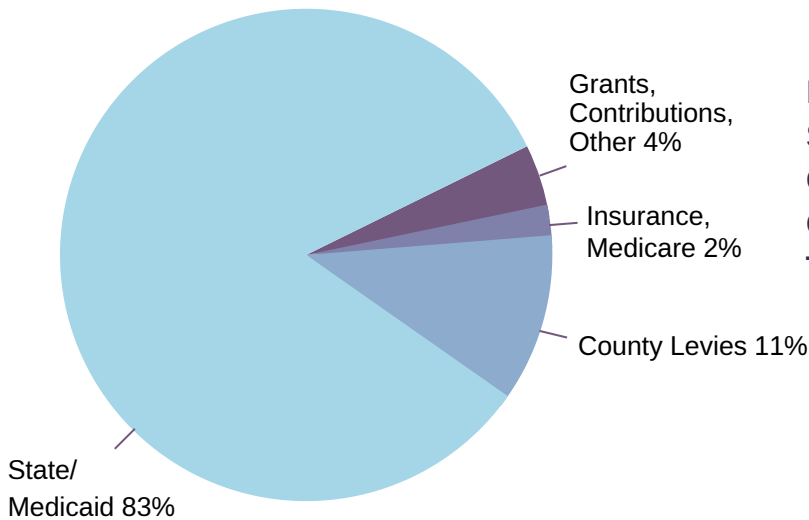
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When her panic attacks and depression became debilitating, Cynthia found the courage to seek help at CMHS. Severe anxiety in being uncomfortable in social situations - even going on a job interview - had prevented her from working and being a part of the community.

With the support of her CMHS care team that includes a therapist, community support specialist, and employment specialist, Cynthia not only secured work at a local restaurant, but has been able to address her mental health issues while on the job - greeting customers and interacting with co-workers. "These are things I could not have done a few months ago," she says. "I feel like I finally have my life back."

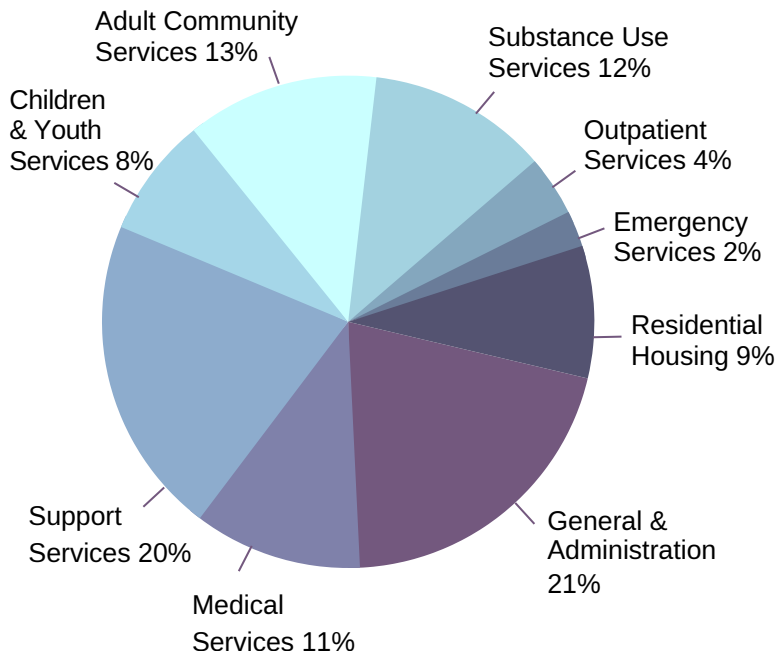
## FINANCIAL SUMMARY | JANUARY 1, 2019 TO DECEMBER 31, 2019

### REVENUE & CONTRIBUTIONS



Insurance/Medicare	\$326,174
State/Medicaid	\$13,536,225
County Levies	\$1,793,958
Grants/Contributions/Other	\$652,348
<b>Total Revenue</b>	<b>\$16,308,705</b>

### PROGRAM EXPENSE/COMMUNITY BENEFIT



General/Administration*	\$3,207,123
Support Services	\$3,136,872
Medical Services	\$1,689,085
Children & Youth Services	\$1,206,490
Adult Community Services	\$1,930,383
Substance Use Services	\$1,809,734
Outpatient Services	\$603,245
Emergency Services	\$361,946
Residential Housing	\$1,327,138
<b>Total Expenses</b>	<b>\$15,272,016</b>

\*General/Administration costs are shared by all program areas of CMHS.

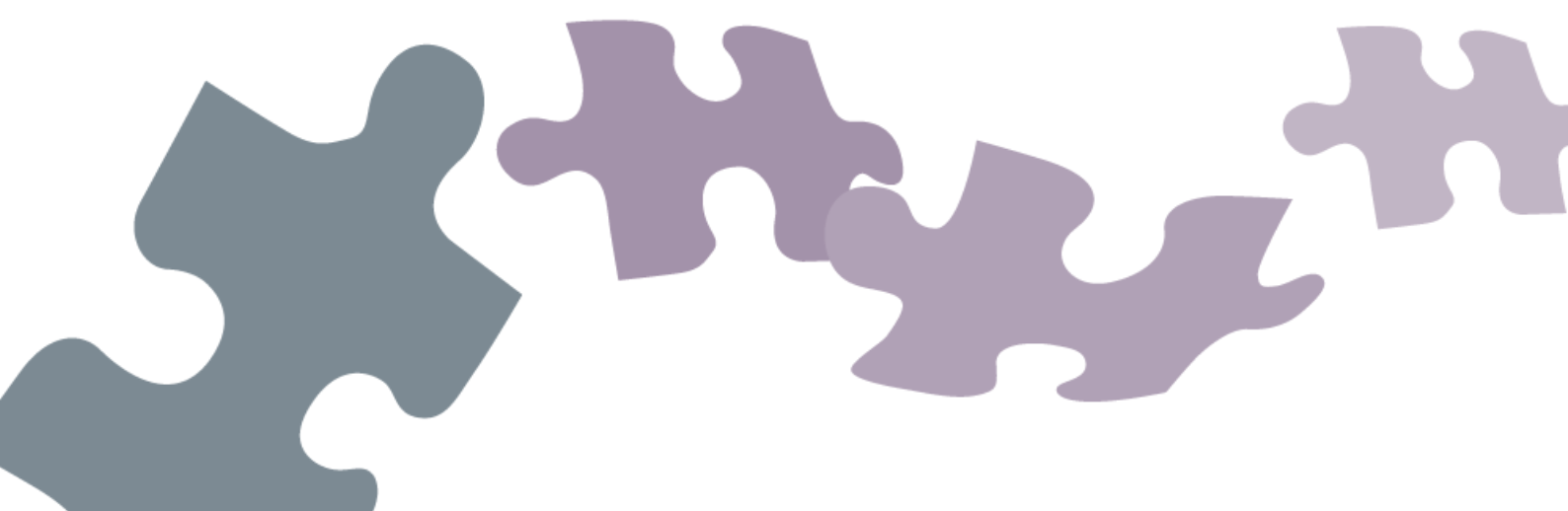


*Strength for today. Hope for tomorrow.*



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*Thanks to our generous community partners.*



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