



**COMMUNITY
COUNSELING
CENTER**

ANNUAL REPORT



FY 2023



SECTION

CONTENTS

1

ACCOMPLISHMENTS

2

CHALLENGES

3

SERVICE AND OPERATIONAL STATISTICS

4

WHAT'S NEXT: FY 2024

5

FOUNDATION BOARD REPORT

6

GOVERNING AND FOUNDATION BOARD
MEMBERS



Community Counseling Center's mission is to provide comprehensive behavioral health and prevention services to every person in need in our five-county region.

NEW SERVICES/PROGRAMMING:

- Transcranial Magnetic Stimulation (TMS) Therapy
 - TMS Therapy is a non-invasive, non-sedative outpatient treatment requiring no recovery time. TMS Therapy has been FDA-cleared to treat depression in adults since 2008 and utilizes magnetic fields to stimulate nerve cells in the brain to improve symptoms of depression. Typical treatment is 20-30 sessions.

- Perryville Youth Day Treatment
 - In FY 23 we were able to bring our Youth Day Treatment program to Perryville. We are located on the grounds of the Perryville Elementary School and serve kids grades K-5th.

- Behavioral Health Crisis Center (BHCC)
 - CCC partners with Gibson Center for Behavioral Change to operate the Behavioral Health Crisis Center. The facility opened at the end of March 2023 and we have already saw 140 unduplicated clients at this facility.

- Connect and Protect: Co-Responder Program
 - CCC provides Co-Responder services in partnership with Cape Girardeau Police Department. Co-Responders go out with law enforcement to respond to calls of service for behavioral health crises, wellness checks, homeless individuals, and other calls that appear to be more social service related.

- Cape Girardeau County Jail Navigator
 - The Jail Navigator is part of our Emergency Room Enhancement program and the first of its kind in Missouri. Our Jail Navigator, located in Cape Girardeau County Sheriff's Office completes mental health screenings on inmates, enrolls them into services at CCC, refers to external agencies, provides case management, and brief therapy. The goal of this position is to decrease recidivism, decrease use of force, and increase engagement/access to mental health treatment while incarcerated.

NEW SERVICES/PROGRAMMING CONT...

- Youth Behavioral Health Liaison (YBHL)
 - Youth Behavioral Health Liaison helps to improve partnerships between behavioral health services, schools, children's division, juvenile office, family court, law enforcement, and other children and youth-serving state agencies. They connect youth with co-occurring mental illness, substance use and/or developmental disability to services available through these partnerships.



SEQUENTIAL INTERCEPT MODEL (SIM) MAPPING:

- The Sequential Intercept Model (SIM) is a conceptual framework that provides a visual representation of how an individual with a behavioral health disorder moves throughout the criminal justice system.
- A SIM mapping workshop (completed at the county level) provides an excellent opportunity to bring key stakeholders together across all six intercepts. Bringing all the key players to one table allows for the opportunity to map out community resources, identify strengths, gaps, and barriers. This mapping information is then utilized to identify priority areas and begin next step action planning.
- We were able to facilitate SIM Mapping Workshops in 4 of our 5 counties with hopes to complete this in the remaining county in FY 24.



3-YEAR CARF ACCREDITATION:

- CCC earned another 3-Year Accreditation through Commission on Accreditation of Rehabilitative Facilities (CARF) International. This is the highest accreditation status you can earn and speaks to the great work performed by all our employees and Governing Board!



WORKFORCE SHORTAGES:

- Similar to many organizations, CCC continues to experience challenges related to workforce. At any given time, we have approximately 30 positions open throughout our five counties. We are experiencing the most difficulty filling our Intake Coordinator, Outpatient Therapist, and School Based Therapist positions.
 - We have recently changed qualifications for these positions in hopes this will help with recruitment.



CCBHO IMPLEMENTATION:

- CCC became a Certified Community Behavioral Health Organization (CCBHO) in January of 2022.
- With this certification came several changes to policy and procedure requiring ongoing adjustments to clinical processes, billing processes, training, documentation, etc. Any time large scale change occurs, challenges with implementation are likely.
- Currently, we still have new positions under CCBHO to fill as well as to finalize our performance outcomes reporting.



NEW PROGRAMMING:

- As noted under accomplishments, CCC was able to implement 5 new services/programs that were previously not available to our communities as well as expand our Youth Day Treatment program into Perry County. With these developments came about challenges with implementation.
- Challenges primarily revolved around workforce and program start up, but also two of our new programs are in collaboration with external agencies which involves a great deal of communication, defining operational responsibilities, etc. We are very proud of what we have been able to accomplish in FY 23 and how we have overcome such challenges.

SERVICE STATISTICS

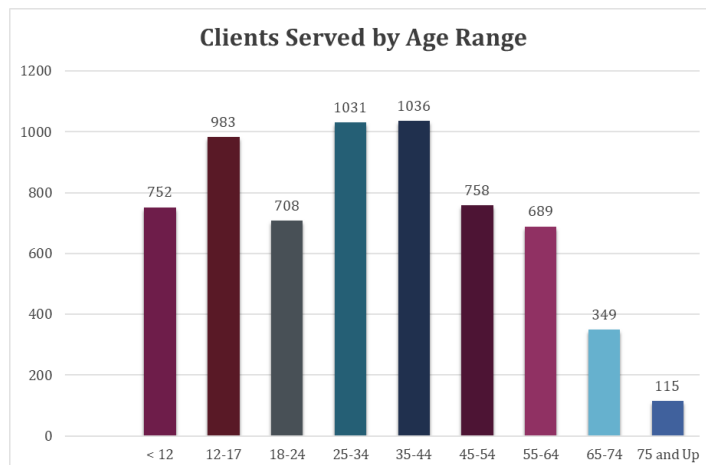
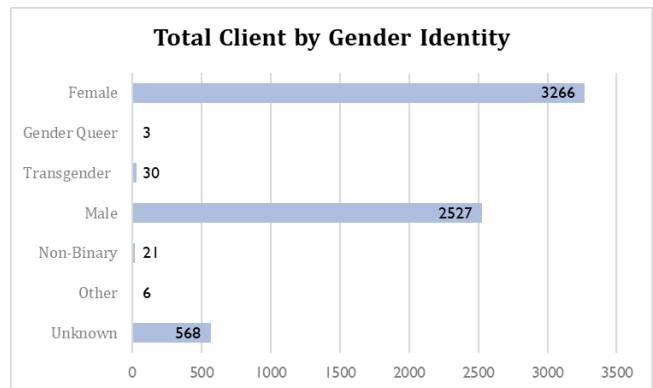
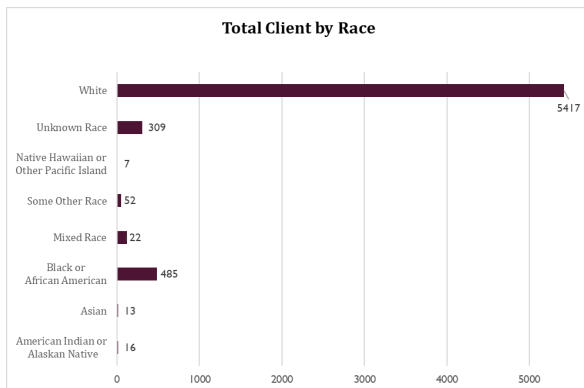
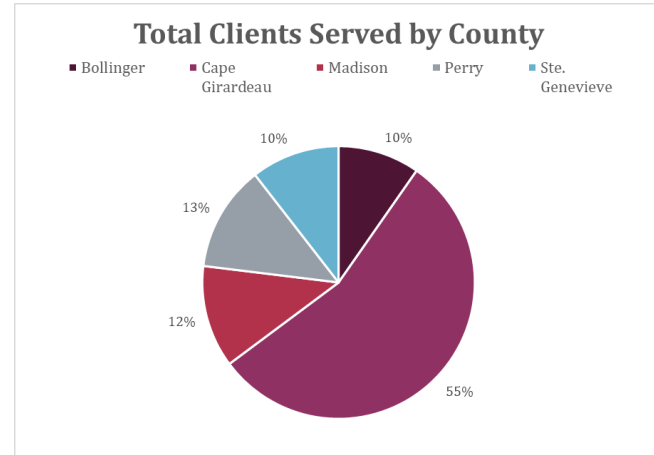
6,421 Individuals Served

182,879 Services Provided

947 Crisis Encounters

36,471 Residential Nights of Care (NOC) Provided

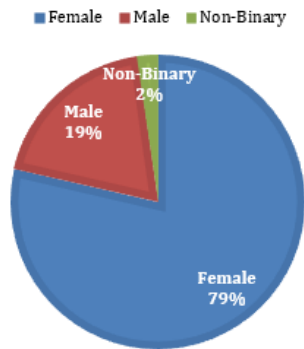
- 29,818 Adult NOC
- 6,653 Youth NOC



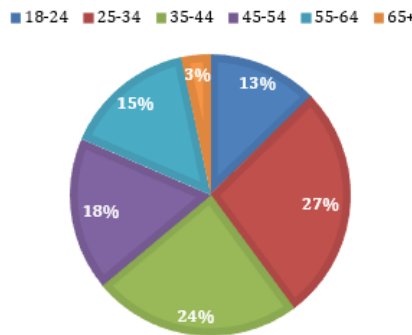
487 Budgeted Positions

- 81% Direct Care Positions
- 19% Administrative/Support Positions

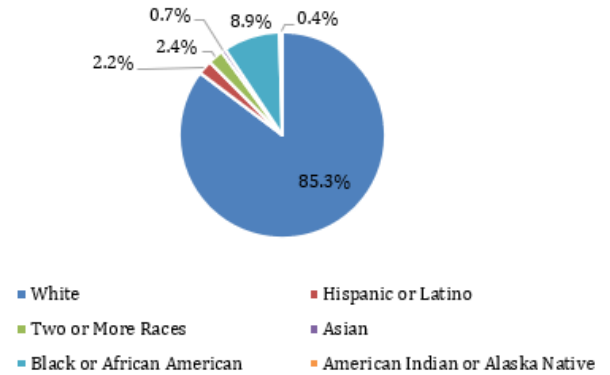
PERSONNEL - GENDER IDENTITY



PERSONNEL - AGE



PERSONNEL - RACE



31 Approved Service Locations

- Includes clustered apartment complexes and school campuses where Youth Day Treatment is provided

22 Office and/or Residential Locations



\$36,580,280 Service and Grant Revenue

ENVIRONMENTAL SAFETY AND SITE IMPROVEMENTS:

- The agency plans to implement several environmental safety measures throughout our facilities and grounds. These include, but are not limited to:
 - Generators at all residential facilities
 - AEDs at all clinic, PSR, and residential sites
 - Increased outdoor lighting, badge access control, and security cameras installed at identified locations
 - New furniture in clinic waiting rooms and at our residential facilities
 - Much more...



INCREASED COMMUNITY EDUCATION AND PRESENCE:

- CCC strives to not only be the community behavioral health provider for our counties, but also a behavioral health resource for those not in need of services. Struggles with self-care and mental well-being are often experienced by many, but some may never reach the severity to require services. That doesn't mean they don't implement their own self-care techniques to improve wellness. We want to be that resource as well. As such, the below strategies will be a focus in FY 24:
 - Mental Health Minutes
 - Will provide educational videos related to behavioral health symptoms, community resources, self-care techniques, tips/strategies to improve personal wellness and wellness of family unit, etc.
 - Training Opportunities for Community Members
 - Training opportunities may include Youth Mental Health First Aid, Mental Health First Aid, Suicide Prevention, etc.
 - Participation in Community Events
 - Will provide an opportunity to engage community members, provide free resources, and combat stigma.

DIVERSION BED FACILITY:

- Construct a 5-bed Diversion Bed Facility to increase access to short-term residential services for clients with behavioral health needs.
- Construction should start late fall with hopes of completion by winter of 2024.
- Facility will be located in Cape Girardeau but accessible to any client living in our 5-county catchment area.

FOUNDATION BOARD REPORT

The CCC Foundation is proud of the work we do in effort to support the Community Counseling Center clients and staff. We are happy to provide this overview of our contribution for the fiscal year 2022-2023.

Highlights:

- Establishment of a staff mini-grant program, and the award of over \$14,000 in submitted projects, many for all five counties.
- Financial support of our quarterly staff appreciation events.
- Christmas Gifts for all Residential Clients
- Dedicated \$15,000 annually for employee continuing education and supervisor staff training.
- Support for agency-wide recognition of Mental Health Awareness Month in May, as well as community events and contests, and was highlighted by the lighting of the Bill Emerson Bridge in green for the entire month of May.

Program specific support to provide supplies, snacks, craft supplies, field trips and outings, new hire CCC shirts and swag for orientation, and so much more make up the many ways the Foundation provides support to CCC. The Foundation also tries to show support to our staff when they are faced with the loss of a loved one through our Employee Bereavement program. Throughout FY 22-23, we showed our compassion and care for 53 employees in their time of loss with a sympathy card and \$50 Visa gift card to help with their extra expenses. We were able to share our appreciation for the dedicated staff of CCC by treating them to several fun surprises throughout the year. Some of these included donut deliveries to each location, on-site Ty's Summer Sno truck visits to all five counties, and a special Christmas gift to each employee. We also continued the recognition of all staff members' birthdays with a personally signed birthday card which included a \$10 Amazon gift card.

Total support to CCC \$ 91,321.67

Upcoming Foundation Fundraising Events:

- Craft Beer Fest, October 21st: The Community Counseling Center Foundation Board will host the 9th Annual Cape Girardeau Craft Beer Festival at the First State Community Bank Pavilion in Arena Park. Purchase your tickets through Eventbrite, Cask/ Primo Vino in Cape, Barrel 131 in Jackson, or at the Foundation office, 63 Doctors Park. There are still many volunteer positions available for this event!
- Mary Mingle 5K, December 9th: This holiday themed walk/run 5K in downtown Cape Girardeau is a great way to kick-off the holiday season and support the CCC Foundation at the same time. Registration forms are available at the Foundation office.

GOVERNING AND FOUNDATION BOARD MEMBERS

Governing Board Members

Janice Ward, President
Tony Faber, Vice President
Jackie Majoros, Treasurer
Melissa Whitaker, Secretary

Dennis Siders
Becky Hunt
Peggy Fisher
Melissa Otto



Foundation Board Members

Neil Glass, President
Shirlene Hecht, Vice President
Cheryl Nolan, Treasurer
Kim Wengert, Secretary
Laurel Adkisson
Brandi Bass
Jeannie Fadler
Joleta Ludwig
Susan VanderFeen

Ellen Gurnon
John Harding
Chance Ziegler
Charles Holt
Janet Jansen
Mandy Keys
Marilyn Kneir Plaskie
Charity Little