

Dear Friends,

I am pleased to say that MHR (Mental Health Resources) was able to meet the unique challenges of 2021 head on. What is being called the “The Great Resignation” brought us the challenge of a workforce shortage like I have not seen before in my career. The strength and drive of the MHR team from back-office support including reception, accounting, billing and human resources to the direct service staff and leadership pulled together to keep us moving forward. We served 6,482 unique individuals in 2021 with excellent scores yet again from our client survey. We were also able to end the year with continued fiscal strength and stability.

Despite the challenges, our work on diversity, equity, and inclusion (DEI) has been carried forward, which you can read more about inside this report. We are also thrilled to highlight the ongoing work of our Health and Wellness department. The partnership we maintain with The Constellation Fund, an exceptional philanthropic partner, makes it possible for us to show just how meaningful that work is by providing us an annual cost/benefit analysis of the services. We would like to call attention to the extraordinary services MHR staff provide to individuals in our Targeted Case Management program. We are very pleased and proud of how well they have managed through the pandemic.

2022 has opened with several exciting opportunities including growing our SNBC (Special Needs Basic Care) coordination services and administering additional housing vouchers. Employee recruitment and retention continues to be on top of our minds and we are excited to be kicking off a 4-day work week opportunity for most of our workforce along with developing a staff DEI advisory board initiated directly out of the work in 2021.

Our overriding commitment continues to be to fulfill our mission in providing the best possible care to those we serve. We could not do this without your help. As Board Chair and CEO of Mental health Resources, we would like to express our deepest gratitude for your support over the last year.

Ann Henderson, CEO

Harald Borrmann, Board Chair



The mission of Mental Health Resources is to foster hope, health and recovery for people affected by mental illness and substance use disorder (SUD).

Health and Wellness Initiatives Report Terrific Outcomes

In 2021, The Constellation Fund completed a benefit cost ratio for MHR’s Health and Wellness Initiatives. The benefit cost ratio was \$11.67 to \$1.00. This encapsulates the dollar amount of measurable physical health benefits accruing to MHR clients attributable to the efforts of the Health and Wellness initiatives relative to how much it costs.

The Health and Wellness program aims to increase the life expectancy of individuals with serious and persistent mental illness. Two full-time health and wellness staff members train and equip MHR case managers to connect individuals with mental illness to primary care, dental care, and tobacco cessation tools, thereby improving their physical health. By building overall health and wellness, people with serious and persistent mental illness will live longer, improve their quality of life, and increase their ability to pursue their recovery goals.



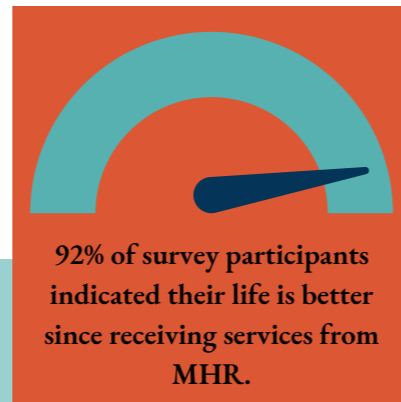
In 2021, MHR provided free Nicotine Replacement Therapy (NRT) to 85 people receiving services and assisted them to get on-going NRT if they desired. MHR was able to get follow up information on 82% of these individuals and the results were amazing! 56% had cut down on their tobacco use and 23% had quit using tobacco.



In 2021, when asked in a survey, “what prompted you to go to the dentist now?” the overwhelming #1 reason was, “Support from my case manager”. MHR staff assisted 306 individuals to access dental care in 2021.



MHR staff also assist individuals to attend primary care and appointments to manage chronic health conditions. In December of 2021, 81% of individuals receiving Targeted Case Management reported having an annual medical visit.



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Diversity, Equity, and Inclusion is a key priority for us and has been one of the top priorities on our agency strategic plan for many years.

In 2021, this included the hiring of Sankofa Leadership Network to complete a deep dive into our agency wide policies, procedures, and practices to address areas where we can improve our DEI work. Our work with Sankofa consisted of 9 months in which numerous groups of employees identified areas for change and offered suggested actions. These suggested changes were shared with the entire agency and a workplan has been developed. One change being made in 2022 is the development and implementation of an Employee Diversity, Equity, and Inclusion Advisory Board. The purpose of the advisory board is to advise and

"At MHR, we view our DEI work as ongoing and not something that is ever completed but rather a daily focus."

assist the leadership of MHR in developing a workplace which supports a more diverse, equitable, and inclusive culture. Many additional employees’ suggestions will be implemented in 2022 and beyond. Since 2019 nearly 70 staff have elected to join a 6-week cohort to learn more about the role race, racism, diversity, inclusion, and equity have in our work. They challenged themselves to see their own biases, worked on developing an “equity lens,” and practiced how to have conversations around DEI and racism with colleagues.

MHR is committed to identifying, addressing, and dismantling all forms of racism and ethnic oppression. We are committed to the path of learning through having difficult and honest conversations about race, racism, and white supremacy and to identify and right situations where we have been complicit in endorsing racism. We will work to lessen mental and physical health disparities for Black, Indigenous, People of Color (BIPOC) within our own organization and the larger community. We are committed to creating an environment that welcomes and respects the diversity of all who enter it.

Targeted Case Management (TCM) Teams Continue to Provide Excellent Quality Service Throughout the Pandemic

MHR's case managers worked hard during the pandemic to continue to provide high quality targeted case management services to 2,555 adults and youth in 2021.

During the pandemic this included many new challenges for both people receiving services and those providing the services. At times, this was telehealth visits and at other times this was in-person visits while being masked and socially distanced. Many people receiving services were thankful for the flexibility and the attention to what they felt was best for their individual situation. One family member of a client wrote:



"I wanted to reach out to you and share my experience working with Kyle. To say his work with us has been above and beyond is an understatement. Kyle is a great and amazing case manager. As you know having a person with mental illness can be very stressful for families and often times our frustrations can be received negatively. Kyle listens and promptly returns my phone calls and provides support to our family and my brother. We love our brother and he's been going through a lot and it helps when the professionals also understand and support both the person and the concerned family members. Kyle is professional and you can see he is passionate about his job. My family and I greatly appreciate Kyle and can't thank him enough. I hope you recognize Kyle for the AWESOME worker he is".

MHR's targeted case management is audited annually by the counties we contract with to provide the service. Feedback received in 2020 and 2021 audits attested to the great job and quality of care being provided by MHR case managers. Areas specifically called out as high quality by the auditors include:

- Client centered approach of the case managers.
- Assertive outreach and follow up with clients.
- Asking clients about racial disparities from the client's perspective and cultural considerations.
- Follow up on goals from the clients' goal plans and integration of mental health, substance use, medical and dental care.
- Regular, clearly documented assessment of client's mental health, client-centered referrals and coaching, and follow-up on referrals provided.
- Contacts with representatives of the clients. One noteworthy example in which documentation reflected collaboration with the member's mother, hospital staff, crisis team, attorney, and IRTS.

"This past year and half presented many challenges across the mental health system. MHR did a fantastic job navigating through all the changes while still providing a quality service. We are looking forward to the continued relationship with MHR and the quality service they provide." (From a County audit of MHR in 2021)

STATEMENT OF FINANCIALS

Revenue and Support	2021	2020
Government & Services Contracts	\$18,177,747	\$17,649,547
Medical Assistance	\$2,816,785	\$3,110,148
Grants & Contributions	\$384,382	\$518,327
Program Lease Income	\$5,419,564	\$5,652,336
Client Fees, Investment Income & Misc.	\$263,183	\$263,812
Total Revenue & Support	\$27,061,661	\$27,194,170
Expenses		
Program Services	\$22,697,863	\$22,757,724
Administration	\$3,770,887	\$3,883,314
Fundraising	\$48,964	\$48,569
Total Expense	\$26,517,714	\$26,689,607
Change in Net Assets	\$543,947	\$504,563

STATEMENT OF FINANCIAL POSITIONS

Assets	2021	2020
Cash & Cash Equivalents	\$7,161,086	\$6,701,318
Investments	\$2,573,734	\$2,455,440
Accounts Receivable & Prepaid Expenses	\$2,509,691	\$3,053,773
Property, Vehicles, Equipment & Goodwill, Net	\$1,076,318	\$1,364,294
Total Assets	\$13,320,829	\$13,474,825
Liabilities		
Accounts Payable	\$200,145	\$147,553
Accrued Expenses	\$1,098,013	\$1,217,912
Contract Advances	\$629,365	\$683,401
Notes Payable - PPP Loan	-	\$576,600
Deferred Revenue	\$200,000	\$200,000
Total Liabilities	\$2,127,523	\$2,825,466
Net Assets		
Without Donor Restrictions	\$10,953,306	\$10,579,138
With Donor Restrictions	\$240,000	\$70,221
Total Net Assets	\$11,193,306	\$10,649,359
Total Liabilities & Net Assets	\$13,320,829	\$13,474,825

DONORS

It is with sincere gratitude we recognize all of the contributions made in support of MHR programming in 2021. Thank you for your continued support!

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