

*Supporting  
YOU in times  
of crisis*



CRISIS RESPONSE NETWORK, INC.

2014 ANNUAL REPORT



*"I want to thank you personally for giving my daughter that moment of peace she had that night."*

*-Family Member*

## A New Kind of Crisis Response

We are here to help, listen and connect people to care.

To have the opportunity to serve as President/CEO and Board Chair of the most progressive behavioral health specialty provider in the country is very humbling. Every person involved with the organization from staff to Board members is dedicated to and invested in helping those we serve. We believe that no position is too small, no function too menial. We believe that we all play a vital role in the success and development of this organization. We take our mission of Inspiring Hope in those we serve to heart.

Over the past two years, Crisis Response Network, Inc. (CRN) has set many enhancements in motion to better serve our community. This annual report is unique as it covers a 15-month period as CRN realigned the fiscal year to follow the federal fiscal year and provides a snapshot of some of the enhancements, changes and innovations from July 1, 2013 – September 30, 2014.

We are blown away each and every day at the amazing work of every CRN employee and Board member. We work hard and are committed to taking care of each other and our community. We strive to emerge as the foremost leader in connecting people with the right care, at the right time, in the right way.

We are excited to have such a great team pulling this together, paving the way for the future.

Sincerely,

Justin N. Chase, President/CEO,  
Crisis Response Network, Inc.

Laura Larson-Huffaker, founding Board Member - Chair  
Executive Director, Empact-Suicide Prevention Center, Inc.

# Inspiring Hope

When CRN receives a call, our goal is to empower transformation from HOPE to HEALTH. Everyone faces crisis, but no one needs to go through it alone. Our experienced, professionally trained Crisis Specialists are ready to respond 24/7/365 to whatever crisis an individual is facing.

We answered more than 38 calls per hour. That's more than 900 calls per day!

When life is overwhelming, if someone is worried about a loved one, or if someone just needs to talk, CRN provides immediate and confidential help. We answered calls within six seconds, far exceeding the state requirement of 18 seconds or less.

For those crisis situations that can't be resolved over the phone, our specially trained mobile teams are dispatched to meet people where they are in the community. We dispatched on average one mobile response team every 30 minutes.

Crisis teams are also dispatched in response to calls from police and law enforcement agencies, helping keep officers on the street, and people who are dealing with crisis situations out of the emergency rooms and criminal justice system. We responded to 3,512 police requests to dispatch mobile teams.

In May of 2014, CRN assumed responsibility and operations of the Maricopa County Warm Line. The Warm Line is a telephone service staffed by peers who have, themselves, dealt with behavioral health issues. Warm Line staff can relate to behavioral health situations because many have been through the same experiences themselves. Warm Line specialists offer peer support for callers who just need someone to talk to. We answered more than 60 calls per day!

## Maricopa County Warm Line

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**60 Calls/Day**

We answered more than 60 Maricopa County Warm Line calls per day.

*"He calmed me down and was so kind. He gave me some information and resources that I needed. I felt really good after calling."*

*-Crisis Caller*



## How We Helped the Community

*"We are so thankful for all the help. Thank you for your proactive approach and ability to stay calm under pressure. It very likely saved a life."  
-Family member*

At CRN, we aspire to deliver excellent crisis services that support individuals and families living life to the fullest in the community. We accomplished this by:

### **ELIGIBILITY AND CARE SERVICES**

- In July 2013, CRN was awarded the contract for administering the Seriously Mentally Ill (SMI) Eligibility Determination Program for Maricopa County beginning January 1, 2014. Specifically, CRN was selected to evaluate whether applicants meet diagnostic and functional criteria to receive comprehensive community based mental health care.
- By December 2, 2014 the Eligibility and Care Services (ECS) team was assembled and hit the ground running.
- On January 1, 2014 ECS successfully rolled out the SMI Submission Portal, which standardized and simplified the way providers submit SMI assessment and additional records. The portal allows providers to submit their documents in a convenient way online, and receive a confirmation ID allowing for better tracking of submissions and confirmation of receipt for both ECS and providers.
- CRN's ECS – SMI Determination Team received a score of 97.4% on ADHS' compliance expectancy audit covering the March-September 2014 timeframe.
- CRN's ECS – SMI Appeal Team received a score of 97.4% on ADHS' compliance expectancy audit covering the March-September 2014 timeframe.
- From January 1, 2014 – September 30, 2014 CRN processed 4,950 application for SMI evaluation and reduced appeals by 44% and state fair hearing by 83%.



## CONNECT TO CARE

- CRN's Connect to Care program helps individuals in hospitals who are also in need of a psychological evaluation. CRN dispatchers gather necessary information and coordinate the dispatch of a TERROS Rapid Response Clinician. The Clinician then completes an evaluation and assists the individual in either being stabilized in the community or getting to a higher level of care.
- More than 2,240 requests for Connect to Care dispatches were coordinated by CRN.
- CRN expanded the Connect to Care program by adding Dignity Health Group's Chandler Regional and Mercy Gilbert hospitals to the network of hospitals served.

## NURSE LINE

- The Nurse Line program started on April 1, 2014 to assist individuals enrolled with Mercy Maricopa Integrated Care and who are diagnosed with a Serious Mental Illness (SMI). Licensed Practical Nurses (LPNs) employed at CRN help individuals living with a SMI diagnosis by answering their medical questions and by helping those who are experiencing medical symptoms and/or side effects from their medications.
- CRN LPNs answered and assisted more than 485 calls between April 1 and September 30, 2014.

*"The Crisis Specialist walked us through the scariest time in our family's life."*

*-Family member*



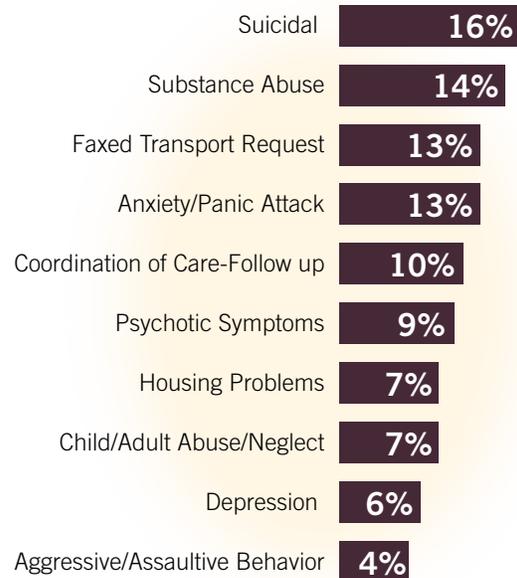
*"In just three months of intensive case management and working together with various partners and agencies, a crisis line caller, who had been on the streets for years and in and out of jail a dozen times, now has the opportunity and resources to improve her quality of life."*

*- Case Manager*

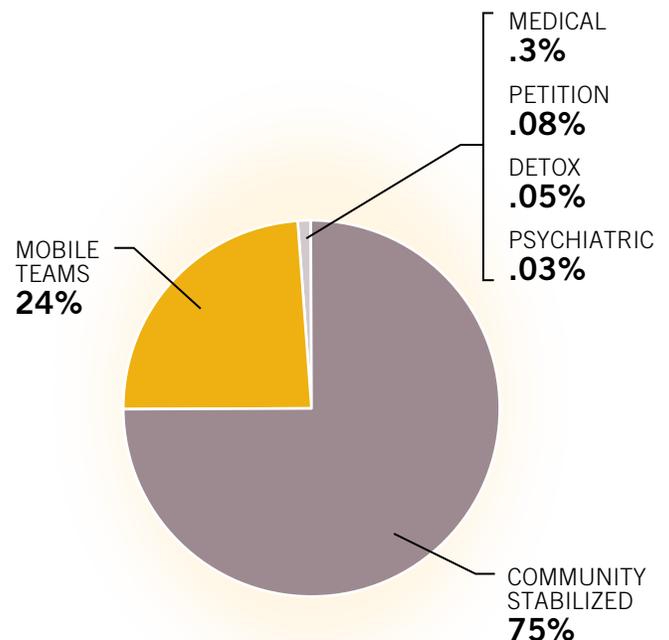
## Community Impact

Every minute of every day, CRN helps individuals struggling to cope. Whether it's helping manage stress, anxiety, or depression, or dealing with an unsafe or life-threatening situation, CRN has an enormous impact on the community every day.

### Top 10 Primary Call Reasons



### Tempe Dispositions, July 13 - September 14



# Crisis Response Network, Inc.

## 2014 Financials

**Total Revenue** **\$24,265,000**

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### Expense

#### Program Services:

Crisis Behavioral Health Services	13,106,000
Crisis Call Center	7,049,000
Eligibility Care Services	2,009,000

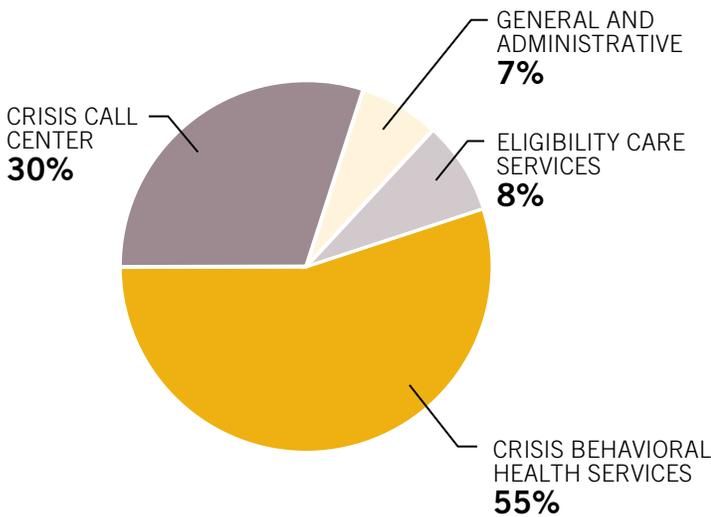
Total Program Services 22,164,000

#### Supported Services:

General and Administrative	1,549,000
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**Total Expense** **\$23,713,000**

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### Board Of Directors

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**Laura Larson-Huffaker, founding Board Member - Chair**

Executive Director, Empact-Suicide Prevention Center, Inc.

**Neal Thomas, founding Board Member – Vice Chair**

President, ComTrans

**Peggy Chase, founding Board Member – Secretary**

President/CEO, Terros

**Mike Fett, Secretary**

Chief Financial Officer, Southwest Behavioral Health Services

Services provided by CRN are funded through contracts with the Arizona Health Care Cost Containment System (AHCCCS), the Arizona Department of Health Services / Department of Behavioral Health Services, and Mercy Maricopa Integrated Care (MMIC).



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