



# PROGRAM GUIDE

ReDiscover has many different programs and services that we provide. Each one of our programs is in need of your help in order to recover from the difficulties that COVID-19 has presented.

# Community Psychiatric Rehabilitation Services

Our comprehensive Community Psychiatric Rehabilitation Services help adults age 18 and over struggling with the challenges of mental illness to find ways to achieve personal well being. The program works with people to enhance the quality of daily life and take needed steps to meet individual life goals.

## How we are feeling the effects of COVID-19...

COVID-19 has not stopped our work by any means. Rather, we've adjusted how we reach people in creative ways. Staff have adjusted to telehealth (mostly phone) as a standard of care for routine check-ins & support. We have continued to provide crisis & new client appointments in person when appropriate.



## CO-ED

Coed Substance Use Disorder services provide a choice of residential, day treatment, intensive outpatient, or outpatient services for adults who require treatment for substance use and mental health disorders. ReDiscover Coed supports recovery by providing individualized and holistic treatment that is centered on promoting self-sufficiency.

## Treatment Options Program

The Treatment Options Program helps individuals struggling with a narcotic addiction develop recovery skills, and access community resources in order to increase their capacity to be successful in many facets of life. TOP is a medication-assisted treatment program (MAT), which utilizes medication, such as Methadone and Suboxone/Buprenorphine with a strong emphasis on individual and group counseling support to help ensure a strong and lasting recovery. Case management services are also available to assist clients in identifying and obtaining resources in their communities.

# Women & Children's

The Women and Children's program provides treatment to women that have a primary diagnosis of a substance use disorder, but many of our clients experience co-occurring disorders. We focus on teaching recovery skills, offering medication- assisted treatment, mental health treatment, trauma treatment, and stabilizing basic needs including housing. We strive to assist our clients in removing barriers to treatment which includes having a licensed day care, providing mothers the opportunity to bring their children to treatment even in our residential and transitional housing programs.



## How we are feeling the effects of COVID-19...

We have seen reduced engagement with telehealth services as we've noticed one of the large driving forces in recovery is a connection to a recovery community. It appears that direct face to face connection is important to many of our clients.



## What Your Donation Would Mean To Us...

Donations for our program mean the absolute world to our clients. A donation can help our clients fight food shortage, acquire clothing, and other basic necessities. Additionally, donations can help our program purchase more equipment for a computer lab that our clients use to connect to online services such as telehealth.

# Transitional Living Program

TLP offers life skills training in a supervised apartment setting for the young adult, age 18 to 25, who has a mental illness, lacks a place to live, and needs help with financial and social supports to make a successful transition to becoming a responsible, independent adult. The TLP programs offer living assistance in an apartment setting.

## How we are feeling the effects of COVID-19...

COVID-19 has changed the way our program has functioned as we provide very intensive and supportive services. We had to restructure how these services are provided, which has taken time to adjust to. Clients and staff have missed having our “normal” face to face contacts and this has created some feelings of isolation and loneliness for both.

## What Your Donation Would Mean To Us...

Donations for our young adults are always greatly appreciated. We are always in need of clothing, food, furniture, hygiene and cleaning products, towels, and bed linens. These basic necessities can give our clients a sense of safety, security, and care. TLP also needs resources to assist with getting our apartments move-in ready for our new TLP clients, as this is a lot of time our biggest barrier.



# Access & Therapy

Access and Intake is our program that provides intake services for the assessment of mental health issues. This program provides outpatient therapy and also refers clients to other programs as needed.



## How we are feeling the effects of COVID-19...

Access and Intake has seen a huge negative impact on our clients as most of them have been feeling heavily isolated. Clients are experiencing increased feelings of anxiety and depression from a large majority of clients. The program has been treating clients via telehealth services to try and keep clients feeling connected while in treatment.

## What Your Donation Would Mean To Us...

A donation to our program would be extremely beneficial. We could use funds given to update our play therapy room and the supplies within it. Donations could also be used to expand our technology resources used for remote settings. Lastly, we could use donations to help provide additional training to keep our staff current on different treatment modalities.



# Alt-Care

Our Alt-Care program serves women who are justice-involved on Missouri State Probation & Parole entering into mandated treatment. What's unique about our program is that we have four probation officers (PO) embedded in our unit, so that we can provide treatment and PO supervision in one place. We address both substance use disorders, as well as co-occurring mental health diagnoses. We provide case management, nursing, therapy, psychiatric/medication services, medication-assisted treatment, peer support specialists, and Medicaid specialist case management.

## How we are feeling the effects of COVID-19...

Our program moved quickly into offering telehealth services, however, we have had a drastic reduction in the number of groups we can hold daily. Unfortunately, we know that substance use disorders benefit most from group/community support, and not being able to offer this in-person care has created some vulnerability for return to use, as well as exacerbation of mental health diagnoses. Technology has been a barrier as some people served lack a phone/device and the internet services needed to engage in services.



## What Your Donation Would Mean To Us...

The women that are referred to Alt-Care are often returning to the community after a time of incarceration. They can be experiencing housing instability, unemployment, and have other deficits in their basic needs. Donations have the potential to assist us in meeting those basic needs by providing clothing, food, and hygiene items. We can use the money to incentivize ladies by providing gas cards. Additionally, it is significant to our women when they can see that the community they are returning to cares about them. When they know their community has provided donations that assist in their adjustment back to that community, there is a level of investment and empowerment to make healthier, legal choices. This reduces recidivism and increases movement toward self-sufficiency.

# Partial Hospital & Intensive Outpatient Programs

Our Partial Hospital Program and Intensive Outpatient Programs are intensive short term programs that help individuals in crisis reduce their mental health stressors and symptoms while learning effective coping. PHP/IOP is a step down from inpatient services and are programs to prevent the need for inpatient services. We provide individual therapy, group therapy, and medication management services.

## How we are feeling the effects of COVID-19...

We have moved to telehealth services for PHP/IOP. We have seen a huge increase in the amount of clients seeking services because of the stressors that come along with the global pandemic.



## A Story of Success

James was a participant in our PHP/IOP program that was highly psychotic. After being enrolled in PHP/IOP services, James was able to be stabilized and return to a healthy level of functioning without having to be put into inpatient treatment. The quality of life for James was improved exponentially as he was able to rebuild and enhance his relationships with his family and friends.

## What Your Donation Would Mean To Us...

Donations to our program would allow us to purchase supplies for clients including notebooks, writing utensils, art supplies, and other supplies to use in groups such as to create stress balls for clients.

# Children's Community Services

Children's Community Services provide assessment, crisis prevention/intervention, and counseling for students at all grade levels in coordination with local school districts. Children can receive help with issues including anxiety, stress, peer or family problems, substance use disorders, depression, discipline problems, suicide risk, and bullying violence. For children with serious emotional disorders, we provide intensive in-home counseling, case management services, and support. We help the families understand their child's condition and improve their functioning by increasing parental behavior management skills and improving parent/child relationships and interactions. ReDiscover uses a collaborative approach; coordinating assessments and treatment plans and linking clients to needed support and resources in the home, school and the therapeutic community.



## How we are feeling the effects of COVID-19...

Since the COVID-19 crisis, all of our services have been provided virtually via telehealth. We have seen many clients lack or have limited access to the resources they need to engage in telehealth services. Clients have faced many challenges regarding employment, finances, basic needs, lack of adequate health care, lack of resources for appropriate outlets for recreation/entertainment.

## What Your Donation Would Mean To Us...

Donations could help some of the youth/families we serve to meet some of their basic needs but even more so to afford the youth to participate in appropriate outlets they would normally not be able to afford (in person &/or virtual camps, extracurricular activities, technology needs)



# Mental Health Court

Mental Health Court is a six to twelve-month diversion program for persons charged with municipal violations who are diagnosed with a mental illness. Mental Health Court is designed to ensure that persons diagnosed with a mental illness and become involved in the criminal justice system receive appropriate treatment in a setting that promotes the dignity and respect of the individual, fosters community safety and decreases future involvement in the criminal justice system.



## How we are feeling the effects of COVID-19...

The MHC program continues to thrive during the pandemic, although we have had fewer referrals due to the courts in our jurisdictions not having in-person court hearings/postponing court hearings due to COVID-19.

## What Your Donation Would Mean To Us...

Donations would be helpful to offer assistance to clients to assist them in getting therapy or psychiatric when they do not have insurance and cannot afford therapy or psychiatric care. We could also utilize the donations to provide resource material for the participants.



# Adult Suicide Prevention

The Show Me Zero Suicide Initiative is a collaboration among behavioral health providers to drastically reduce suicides and suicide attempts in adults ages 25 and older by focusing on prevention and early intervention. The initiative has a special emphasis on those at higher risk for suicide, including clients who have experienced suicidal thoughts and/or previously attempted suicide, lesbian, gay, bisexual, transgender and questioning (LGBTQ) clients.

## How we are feeling the effects of COVID-19...

Going 100% virtual was difficult at first as 100% of our services are in person. We had to adjust to providing virtual work and gain the buy-in from the clients. Our program was also affected as we provide, travel to and attend different trainings throughout the year to make sure our skills are kept up to be providing the most leading-edge services. The majority of these were canceled and rescheduled for 2021.



## What Your Donation Would Mean To Us...

Donations would affect our program immensely as we are a grant-funded program and the majority of our services insurance does not pay for at this time. We provide over half of our services to privately insured clients. We would be able to continue to expand with the donations and provide more services to more vulnerable individuals who otherwise would not receive those services.



# Zero Youth Suicide

The Show Me Zero Youth Suicide initiative is a collaboration among behavioral health providers to drastically reduce suicides and suicide attempts in youth ages 10-24 by focusing on prevention and early intervention. The initiative has a special emphasis on those at higher risk for suicide, including youth who have experienced suicidal thoughts and/ or previously attempted suicide, 18-24 year old youth, and lesbian, gay, bisexual, transgender, and questioning (LGBTQ) youth.



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# Community Mental Health

The Community Mental Health department works with law enforcement and courts to connect people with mental health issues to services, in order to prevent or decrease 911-calls, arrests, jail time, and court cases. As a team, we co-respond with police to mental health calls and follow up visits; we receive a high volume of referrals from law enforcement and courts which for which we provide assertive community outreach and services; we assist with Crisis Intervention Team (CIT) training for our catchment area; and we provide consultation and collaboration with state-level mental health and drug courts.

## How we are feeling the effects of COVID-19...

COVID 19 has necessitated that many of our services adapt and change, and this has been challenging. We cannot do ride-alongs or co-respond with police with as much safety or social distancing as we would like, so we are currently doing in-person visits with police for exigent circumstances only. For routine visits, ReDiscover purchased an iPad to be used with KCPD's CIT Unit. The CIT Unit will bring the tablet when they respond to mental health calls, and initiate a zoom or google-meet with me so that I can provide clinical services as I would face-to-face. This has been very helpful! The courts have changed their structure, with limited docket sizes and limiting the number of outside parties allowed into the court. Where we used to attend staffings and court dockets regularly, we are now consulting via phone or text to provide the same service.

## What Your Donation Would Mean To Us...



With the success of the iPad program with KCPD, we have had several other police departments inquire about the feasibility of getting a tablet for their departments to use with us. With no funding source, we have not been able to pursue this. Donations could be used to purchase more tablets, which would enable us to provide services to more of our departments. This would be a relatively inexpensive way to reach more at-risk people in our community, as well as provide an invaluable service to more police departments who need our help.

# Hospital Diversion

The Hospital Diversion program (Emergency Room Enhancement) is a collaboration of safety net providers who have agreed to divert persons with psychiatric and addiction disorders from hospitals to alternative services. The target population includes those that frequent emergency rooms and inpatient services and are below the federal poverty level. More than half are homeless.



## How we are feeling the effects of COVID-19...

Our case managers have continued to work throughout the pandemic and have done great with servicing their clients during this time. Although the pandemic has caused issues leading to less engagement from some clients, our case managers have continued to provide diligent outreach services in attempts to engage clients and address any needs.

## What Your Donation Would Mean To Us...

Our clients are homeless, uninsured, and live with severe mental illnesses/substance use disorders. Any donations that would help clients get back on their feet would be greatly benefited from.



# Catherine's Place & Friendship House

The mission of ReDiscover's Women and Children's Campus at Friendship House and Catherine's Place is to provide a safe space in which women and women with their children can recover from substance use and transition into a more stable, safe and therapeutic living environment. This program gives women access to family-style bedrooms, free on-site laundry, full-service kitchens, playrooms, exercise rooms, and an outdoor playground. Each house also has designated spaces for individual and group counseling sessions as well as parent-child interaction therapy. These programs have staff in the home to assist with parenting, employment, individual and group case management, and therapy services. All of these services are in addition to participation in treatment services at our Woodland location.



## United States District Court

ReDiscover's USDC program provides individual mental health and substance use counseling and group services to clients referred by the United States District Court's Pre-Trial and Supervised Released services. ReDiscover also provides sweat patch testing along with urinalysis testing for the clients in the USDC program. Client services are funded by a contract with the United States District Court. The USDC substance use treatment programs are based on the therapeutic assumption that people are capable of making healthy lifestyle changes. The program focuses on developing a balanced lifestyle of recovery with the goal of eliminating drug use, developing productive, legal lifestyles, and reducing the risk of criminal and substance use relapse.

# KCATC

KC-ATC is a public and private partnership between Kansas City stakeholders - courts, law enforcement, hospitals, city officials and the Department of Mental Health - to divert persons with mental health and substance use disorders away from jails and area emergency rooms to a safe place where they can be assessed and stabilized. If needed, they will then be referred to behavioral health outpatient or residential services for treatment.

## How we are feeling the effects of COVID-19...

Our programs initially had a decline in services as things changed with CDC guidelines. We adjusted some of our processes and the way we work with clients such as requiring medical records prior to accepting referrals, discontinued transporting clients, and instead utilized public transportation for clients to meet staff in the community, etc..)



## What Your Donation Would Mean To Us...

Donations would be very helpful. We would like to be able to continue to work intensively with police departments and emergency medical services(PD/EMS) and it would be beneficial for us to be able to use iPads to provide a direct connection from PD/EMS to the crisis center as they are a lot of times uncertain if they can bring clients to us even after education has been provided to them.

# Thrive

Thrive Center is an extension of the KC-ATC (Kansas City-Access Triage Center) providing Crisis Respite and Transitional placement for clients who present with crisis needs of individuals presenting with severe and persistent mental illness, medication management and substance dependence problems. Thrive Center is committed to providing services to those suffering from mental health disorders, life crisis situations, homeless issues, and chemical dependency issues with the finest clinical treatment possible. As part of this commitment we will provide follow up services following discharge for a period of 30 days to ensure a successful transition back into the community, connecting the client to mental health services and safe affordable housing in an effort to prevent relapse from the presenting issues that brought them into our services.

## Integrated Treatment for Co-Occurring Disorders

Integrated Treatment for Co-Occurring Disorders is an evidence based treatment for people struggling with both mental illness and substance use disorders. It utilizes the support of one treatment team and focuses on both disorders.



## Youth & Adolescent Substance Use Treatment

Rediscover's Youth and Adolescent Substance Use treatment program serves clients from the ages of 12-24 on an outpatient basis. The program provides weekly individual therapy, case management and educational groups. The program is based on the Adolescent Community Reinforcement Approach, which focuses on helping youth and young adults increase family, social and educational supports to encourage recovery from substance use and dependence.



# DM 3700

DM (Disease Management) 3700 is a collaborative project with the DMH and MO Healthnet (Medicaid) which began in 2010. Due to the success and need of ADA (alcohol and drug), DM was started several years later. The first cohort list in 2010 was 3700 clients, hence the 3700 name. DMH identifies new cohort lists with clients every 6 months that meet specific criteria: are over 20,000 in Medicaid expenses, a mental illness (qualifies for CPR), has several chronic physical health conditions, and ADA automatically qualifies for substance use services and when screened, qualify for CPR. We outreach these clients and enroll them in CPR and refer them to substance use treatment and other services. Our clients are very ill, physically and emotionally, and compromised in many ways. Often they have been homeless a long time, have no income and no supports. They are so ill, they are not able to keep important healthcare appointments after ER visits/hospitalizations. They are able to follow up with vital healthcare for the first time when we enroll them in CPR and their CCM starts working with them. I can say without a shadow of a doubt, that we save lives! It is challenging and rewarding work and we have a large team of 15 staff.

## **What Your Donation Would Mean To Us...**

If given funds, we would be able to use them to create an agreement with a local moving company to move clients as we are not able to physically help them move or rent a truck. We also would use funds given to help our clients pay for medicine copay and for their legal fines. Additionally, we would use funds to create hygiene kits for our homeless clients and our clients in hotels (that include toilet paper and laundry soap in addition to the other usual hygiene items,) Lastly, we would use donated funds to purchase underwear, bras, socks and basic clothing.



# Urgent Care

Description: ReDiscover Behavioral Health Urgent Care is a clinic that treats patients with mental health or substance use disorders. Like physical health urgent cares, we see patients on a "walk-in" basis for mental health and substance use disorders. Whether it be depression, anxiety, or something more severe we will stabilize and treat each patient and set them up with outpatient services in their catchment area before they leave the clinic. We are offering Telehealth for appropriate social distancing purposes.

## Transitions

The Transitions Program helps individuals struggling with a narcotic addiction to develop recovery skills and access community resources in order to increase their capacity to be successful in many facets of life. Transitions is a medication assisted treatment program (MAT), which utilizes medication, such as Methadone and Suboxone/Buprenorphine with a strong emphasis on individual and group counseling support to help ensure a strong and lasting recovery. Case management services are also available to assist clients in identifying and obtaining resources in their communities.

