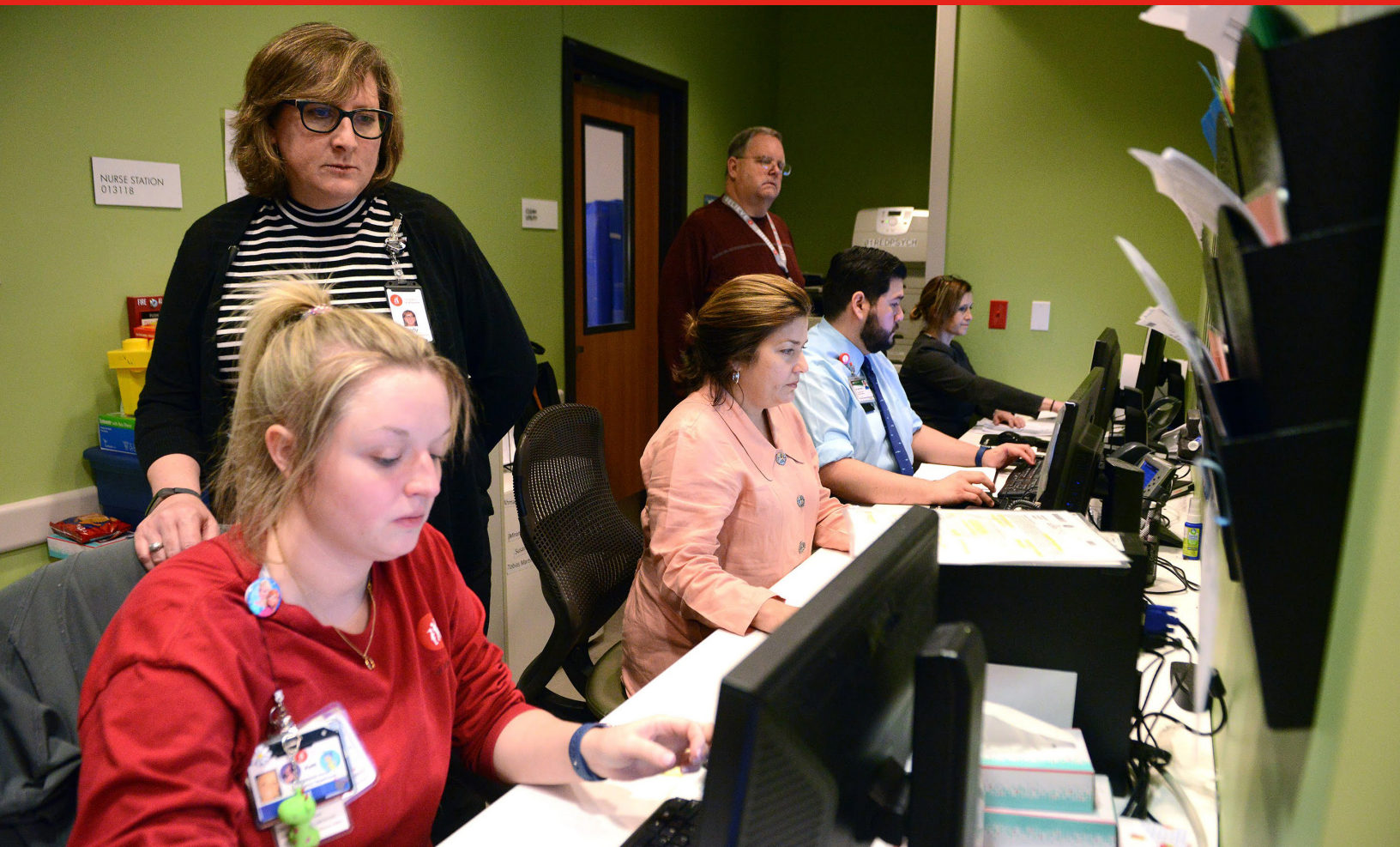


Psychiatric Intake Response Center Annual Report



Children's
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FOUNDATION OF HOPE



A Letter from the PIRC Director

Dear Friends and Colleagues,

We are one! The Psychiatric Intake Response Center (PIRC) at Children's of Alabama recently celebrated its first anniversary and we have much to be proud of.

As one of only three PIRCs in the country, we have the unique opportunity of navigating a challenging mental health care system for families, caregivers, health professionals and educators in Alabama. By offering psychiatric consultations in the Emergency Department at Children's and fielding community calls, our staff provides the mental health expertise needed to identify the right care at the right time and at the right place.

This past year, the PIRC assisted more than 5,000 patients and callers. Of those, more than 3,600 Emergency Department visits were evaluated by our Psychiatric Consult Team, and more than 1,500 calls were received. The PIRC averaged 130 calls a month, reaching a peak number of 212 calls in March 2019.

The PIRC was formed thanks to collaboration between the Anne B. LaRussa Foundation of Hope and Children's of Alabama. In that spirit of collaboration, we have developed stronger relationships within the hospital and communities in Central Alabama.

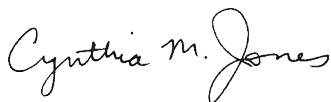
The PIRC's location in the Emergency Department has strengthened Children's Behavioral Health's relationship with the Emergency Department staff. This contributed to a decrease in the Emergency Department's length of stay of psychiatric patients from 11.7 hours in 2015 to 7.3 hours in 2018.

The PIRC's success is also measured by its community footprint. This year, our staff attended more than 100 community outreach events targeting our five-county area of focus – Jefferson, Shelby, St. Clair, Walker and Blount counties. Fourteen of those events were traditional and social media opportunities.

Most importantly, this year has been a success due to the tireless and hard-working PIRC staff who care for children and teens with mental illness and support their loved ones, who become lost in an overwhelming and complicated system. Our team brings many years of clinical experience in mental health and a passion for kids.

This year's annual report is a celebration of an innovative idea becoming a reality. Thank you to all who have supported us and made the PIRC possible.

With gratitude,



Cynthia "Cindy" M. Jones, LPC-S
PIRC Director, Children's of Alabama



PIRC Quotables



Children's of Alabama Behavioral Health employees attended the National Alliance on Mental Health (NAMI) Birmingham Walk last year as part of National Mental Illness Awareness Week. PIRC Director Cindy Jones is pictured far left.

Pictured from left, Brianna Lichtenauer, Emergency Department Nurse, Dr. Jesse Tobias C. Martinez Jr. PIRC Medical Director, and Susan Bennett-Smith, PIRC Mental Health Therapist.

"I only know a few therapists when people ask me who I'd recommend. There seems to be so few child and adolescent clinicians. Calling the PIRC will make it so much easier."

Melissa DeLong, Licensed Independent Clinical Social Worker, Grayson & Associates

"NAMI is pleased to work with the PIRC as both organizations work to end stigma and provide support and education to the community."

Joan Elder, President, NAMI Alabama

"I wanted to thank you and Dr. Toby Martinez for your support of No More Martyrs and our Minority Mental Health Awareness Summit. Because of your support, our summit was a phenomenal success."

Dr. Nadia Richardson, Founder, No More Martyrs Mental Health Campaign

"The PIRC is a valuable resource to schools. When concerns are identified, having a mental health triage and evaluation center to call for consultation is helpful for educators and our parents."

*Dr. Bill Cleveland, Superintendent, Homewood City Schools
Leigh Long, Director of Guidance, Homewood City Schools*

PIRC Team & Impact

The PIRC has established itself as a strong group of 13 expert clinicians who have more than 240 years of experience, averaging 19 years each. Each member of our team brings his or her own particular skill set to our services. Specialties include autism, intellectually-challenged individuals, sexually reactive behaviors and mood adjustment and conduct disorders. Our team has worked in multiple settings such as inpatient hospital units, residential treatment facilities, group homes, Department of Human Resources case management, school day treatment programs, outpatient private practice, adult mental health, veterans services and the adult criminal justice system.

The PIRC is one of three in the country that provides a level of service to the community that's unmatched. Our team receives daily calls from adults from multiple counties in Alabama who need our help to navigate the mental health care system for their child or teen.

It's an honor to be at the forefront of a creative and innovative initiative to foster access to mental health care for children and adolescents in Alabama. Without the tremendous support of Children's of Alabama President and Chief Executive Officer Mike Warren, Children's Chief Operating Officer Tom Shufflebarger, Children's administration and the Anne B. LaRussa Foundation of Hope, we would not be able to provide this level of expertise and service.



Pictured from left, Mike Warren, Children's of Alabama CEO; Stacy White, Administrative Director, Lynette Myers, PIRC Mental Health Therapist; Dr. Jesse Tobias C. Martinez, Jr., PIRC Medical Director; Cindy Jones, PIRC Director; Susan Bennett-Smith and Matt Foster, PIRC Mental Health Therapists; and Tom Shufflebarger, Children's COO, all contribute to the success of the PIRC. Not pictured are PIRC Mental Health Therapists Ahmad Brewer, Cristal Cummings, Heather Forbes, Monique Johnson, Deidra Keener, Shannon Messina, Rachel Parker and Tahuna Rembert.

PIRC Team

Jesse Tobias C. Martinez Jr., M.D., Assistant Professor, University of Alabama at Birmingham
PIRC and Consultation-Liaison Psychiatry Medical Director, Children's of Alabama

Cynthia M. Jones, LPC-S, PIRC Director, Children's of Alabama

PIRC Mental Health Therapists

Susan Bennett-Smith, LICSW, PIP

Matt Foster, LPC

Deidra Keener, LPC-S

Rachel Parker, LICSW

Ahmad Brewer, LICSW, PIP

Heather Forbes, LPC

Shannon Messina, LICSW

Tahuna Rembert, ALC

Cristal Cummings, LPC-S

Monique Johnson, LPC-S

Lynette Myers, LPC

PIRC Impact

- More than 1,500 calls in 12 months
- More than 1,000 mental health providers in the PIRC database, including providers in all 67 counties in Alabama
- More than 100 community outreach opportunities
- Access to licensed mental health professionals everyday, 15 hours a day
- Improved throughput in the Emergency Department
- Collection of real-time data, which includes PIRC callers' demographic profiles and mental health concerns and needs
- Greater commitment by Children's of Alabama to mental health initiatives, i.e. Tele-Mental Health, Partial Hospitalization and Intensive Outpatient Programs, and Centralized Access to Ireland Center Outpatient Services
- 1,950 patients or 50% of those evaluated in the Children's of Alabama Emergency Department by the PIRC/Psych Consult Team were discharged to the community with appropriate mental health resources, including the Crisis Consultation Clinic at Children's

PIRC Advisory Committee

The PIRC is fortunate to have several community leaders who serve on our Advisory Committee. The committee is focused on amplifying our impact in the community and advocating for children's mental health access and care.

Brian Blakes, Fire Chaplain, City of Birmingham Fire and Rescue Service

Bill Brodie, Divisional Director of Behavioral Health, Children's of Alabama

Beth Clark, Director of Care Coordination, Children's of Alabama

Jeff Cobb, Physician Relations Coordinator, Children's of Alabama

Kyle Echols, Child and Adolescent Psychiatrist, Private Practice

Joan Elder, President, National Alliance on Mental Illness (NAMI) Alabama

Katrina Freeman, Outpatient Director of Behavioral Health, Children's of Alabama

Jake Harper, Inpatient Director of Behavioral Health, Children's of Alabama

Gus Heard-Hughes, Vice President of Programs, Community Foundation of Greater Birmingham

Cindy Jones, PIRC Director, Children's of Alabama

Robbyn Lawson, Director of Children's Services, Jefferson-Blount-St. Clair (JBS) Mental Health Authority

Morissa Ladinsky, Associate Professor of General Pediatrics and Adolescent Medicine, UAB and Children's of Alabama

Leigh Long, Director of Guidance, Homewood City Schools

Carey McCrae, Vice President and Associate General Counsel, Encompass Health

Jesse Tobias C. Martinez Jr., Assistant Professor, UAB, and PIRC and Consultation-Liaison Psychiatry Medical Director, Children's of Alabama

Kathy Monroe, Professor and Emergency Department Medical Director, UAB and Children's of Alabama

Artie Nelson, Child, Adolescent and Family Psychiatrist, Private Practice

Kadie Peters, Vice President of Community Impact Strategy and Resource Development,
United Way of Central Alabama

Robin Sparks, Executive Director, Anne B. LaRussa Foundation of Hope

Garland Stansell, Chief Communications Officer, Children's of Alabama

John Stone, Government Relations Community Action Manager, Children's of Alabama

Stacy White, Administrative Director of Behavioral Health, Children's of Alabama

Jake Zisette, Emergency Department Director, Children's of Alabama

PIRC Community Outreach



Matt Foster and Shannon Messina, PIRC Mental Health Therapists, answer PIRC calls. The PIRC fielded more than 1,500 calls in its first year.



Boys pictured playing in the kids' zone at the Shelby County NAMI Mental Health Fair, where the PIRC Team distributed literature about its services.

The PIRC began as a shared vision and collaboration between Children's of Alabama and the Anne B. LaRussa Foundation of Hope. This partnership fosters community outreach and camaraderie among individuals and organizations that share in our efforts to connect children, adolescents and their families with the appropriate mental health resources.

In that spirit, the PIRC Team participated in more than 100 community events held in our five-county area of focus – Jefferson, Shelby, St. Clair, Blount, and Walker counties. Of those events, 50% were outreach to mental health/healthcare providers, 26% were outreach to community organizations that support child and adolescent mental health and 20% were outreach to area schools.

Mental Health/Healthcare Providers

- **Jefferson-Blount-St. Clair (JBS) Mental Health Authority:** JBS provides many services to children and teens in the three counties they serve. Outreach included a dialogue with the JBS children's programs staff and school-based therapists on services JBS and the PIRC provide. Robbyn Lawson, JBS Children's Services Director, is a member of the PIRC Advisory Committee.
- **Northwest Alabama Mental Health Center/Adam Bishop Center:** These centers offer children and adolescent mental health services to Fayette, Lamar, Marion, Walker and Winston counties. Outreach focused on learning from each other about services provided.
- **Mental Health Roundtable (MHR):** The MHR, comprised of mental health providers in the greater Birmingham area, has given the PIRC an opportunity to promote our services and present regular updates on growth and development. Being an active member of the MHR, the PIRC maintains contact with providers and their needs.
- **Grayson & Associates:** The PIRC established a strong working relationship with Grayson & Associates prior to our launch. This ongoing partnership has made it easier for callers, who are recommended by the PIRC for services at Grayson & Associates, to navigate the intake process. Grayson & Associates is one of the largest providers of mental health services in central Alabama. They have offices in Jefferson, Shelby, Calhoun and Montgomery counties.
- **Children's of Alabama Pediatricians, Community Pediatricians and Area Hospitals:** Knowing pediatricians are the first contact for children and adolescents with mental health concerns, the PIRC reached out to all 13 of Children's of Alabama pediatric practices and 20 area private practices. The PIRC also met with Children's practice managers before PIRC launched to educate them on how we may support them. Jeff Cobb, Children's of Alabama Physicians Relations Coordinator and PIRC Advisory Committee Member, reached out to 50 pediatric clinics in Jefferson, Shelby, St. Clair, Blount and Walker counties. In addition, Cobb visited 10 hospital emergency departments and educated staff on PIRC services in Blount, Walker, Shelby and St. Clair counties. He also visited area hospitals, including Brookwood Baptist Health, Cullman Regional Medical Center, Bibb Medical Center, Coosa Valley Medical Center, UAB Hospital-Highlands and DCH Regional Medical Center.
- **Mental Health Conferences for Professionals and Providers:** The PIRC presented at the UAB Pediatric Pulmonary Conference, Children's of Alabama Adolescent Health and Mental Health Awareness conferences and the National Association of Social Workers Conference in Birmingham. Dr. Kathy Monroe, Children's of Alabama Emergency Department Medical Director and PIRC Advisory Committee Member, presented at the Alabama Chapter of the American Academy of Pediatrics Conference.
- More than 10 area mental health providers visited the PIRC and talked to our team about their services. Collaborative efforts to find the right resources for callers were also discussed.

PIRC Community Outreach



Alabama Mental Health Commissioner Lynn Beshear, far right, talks with Robin Sparks, far left, Anne B. LaRussa Foundation of Hope Executive Director, Cindy Jones, second from left, PIRC Director, and Stacy White, Administrative Director.

Cristal Cummings, left, PIRC Mental Health Therapist, explains PIRC services to an interested attendee at the Shelby County NAMI Mental Health Fair.

Community Agencies

- **Alabama Department of Mental Health Commissioner Lynn Beshear:** The PIRC was invited to share its new initiative with Commissioner Beshear and her Cabinet in Montgomery before the PIRC's launch on March 1, 2018. Following the launch, Commissioner Beshear traveled to Children's of Alabama to visit the center.
- **Jefferson and Shelby County Departments of Human Resources (DHR):** The PIRC participated in two Mental Health Fairs to meet and educate DHR social workers and families in the community about our services. The PIRC also participated in quarterly healthcare meetings with Jefferson County DHR staff and local mental health representatives.
- **Jefferson, Shelby and St. Clair County Children's Policy Councils:** These county councils review the needs of children and how local agencies and departments may work together more efficiently and effectively to serve children. Presentations to the councils allowed the PIRC to demonstrate how it is able to facilitate access to mental health resources.
- **Magic City Acceptance Center (MCAC):** The MCAC provides safe, supportive and affirming space for Lesbian, Gay, Bisexual, Transgender and Queer or Questioning (LGBTQ) people and their allies in Birmingham. The center also provides support and social services to more than 700 children and youth. The PIRC conducted an onsite visit to learn about the center and explain to those needing their services what to expect. MCAC Executive Director Amanda Keller provided onsite LGBTQ competency training for the PIRC Team.
- **Junior League of Birmingham:** The Junior League of Birmingham recognizes that mental and physical health care education, access and delivery are fundamental to the community's well being. The PIRC participated in two community panel discussions on children's mental health needs and access to treatment, and one community event focused on the mental health of today's girls.
- **No More Martyrs:** No More Martyrs is a mental health awareness campaign committed to building a community of support for black women with mental health concerns. The PIRC sponsored the No More Martyrs Minority Mental Health Awareness Summit in 2018 and will again sponsor the summit in summer 2019. The PIRC was recognized by No More Martyrs founder Dr. Nadia Richardson and Birmingham Mayor Randall Woodfin for supporting the event. Dr. Richardson and local psychiatrist and PIRC Advisory Committee Member Dr. Artie Nelson hosted a Facebook Live event about "Suicide in Children" at Children's of Alabama with the PIRC's support.
- **Alabama Chapter of the American Foundation for Suicide Prevention:** The PIRC participated in the 13th Annual Out of the Darkness Walk. The walk supports the American Foundation for Suicide Prevention's education and support programs, and its bold goal to reduce the annual U.S. rate of suicide at 20% by the year 2025.
- **Gardendale Police Department and Shelby County Sheriff's Department:** The PIRC, in partnership with the Crisis Center, provided suicide prevention training for the Gardendale Police Department. Our team also presented information on mental health resources to the Shelby County Sheriff's Department during its daylong mental health training. The PIRC and Children's of Alabama's Inpatient Behavioral Health staff are currently developing a curriculum for a two-day training seminar in summer 2019 on "Adolescent Mental Health" for Shelby County School Resource Officers.
- **National Alliance on Mental Illness (NAMI) Birmingham and Shelby County Events:** The PIRC has participated in mental health fairs and walks in support of NAMI, the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. Joan Elder, President of NAMI Alabama, serves on the PIRC Advisory Committee.

PIRC Community Outreach



Girl competes in the kids' zone at the Shelby County NAMI Mental Health Fair, among the more than 100 outreach events where the PIRC team was present.

Dr. Jesse Tobias C. Martinez Jr., PIRC Medical Director, and Tiffany Kaczorowski, Physician Marketing Manager, record the Inside Pediatrics Podcast.

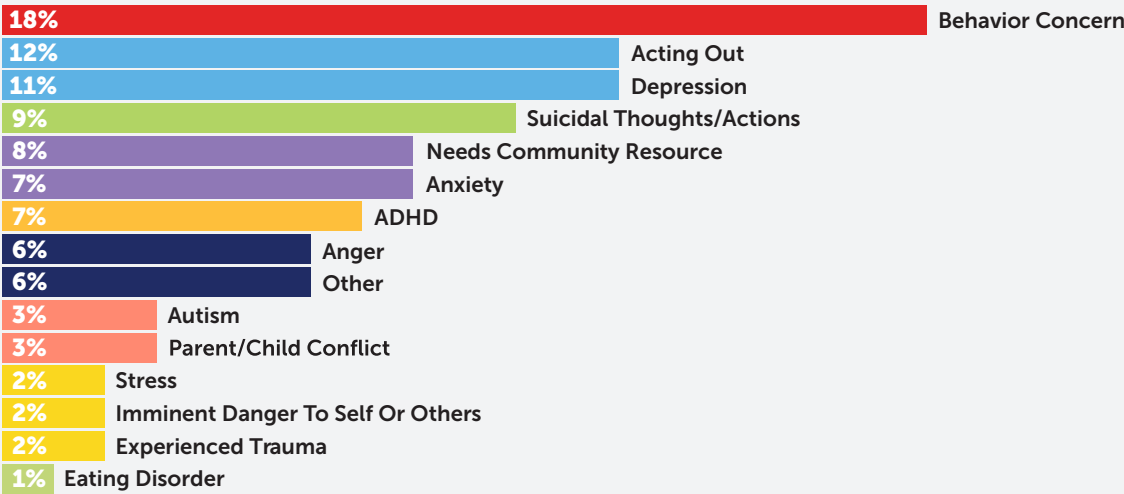
Schools provide a platform of learning and support, but for some, schools are where many kids struggle to manage classroom work and/or navigate social pressures from their peers. At times, school administrators, counselors and educators struggle to address mental health challenges as well. The PIRC targeted area school systems to explain how our services may assist them and their students when mental and behavioral concerns arise. The school systems are Jefferson County, Birmingham, Homewood, Vestavia, Mountain Brook, Hoover, Shelby County, Alabaster, St. Clair County and Pell City.

Schools

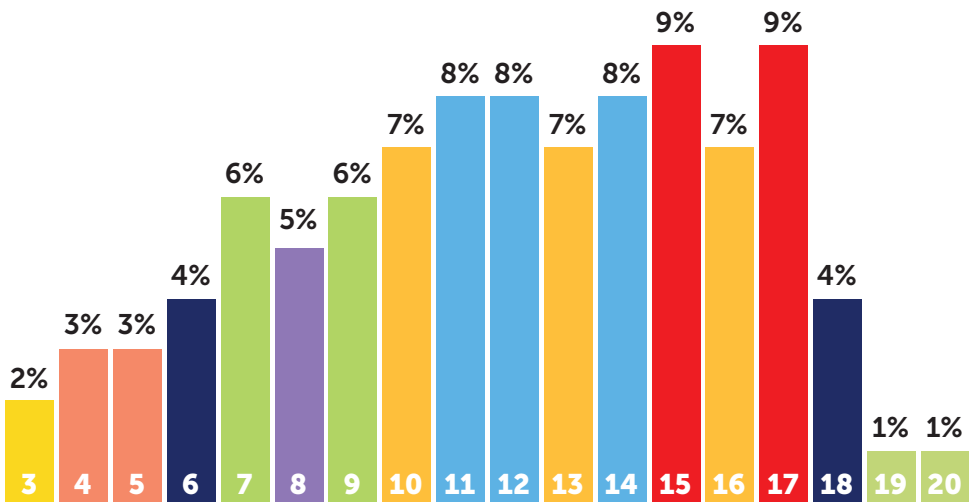
- **Parent University:** Hoover City Schools Foundation and Compact 2020 sponsor informative events on substance use and addiction for parents and students in Hoover schools. Compact 2020 is a project directed by the Shelby County District Attorney, County Manager and Sheriff, and involves leadership from four school systems (Alabaster, Hoover, Pelham, Shelby County), seven participating municipalities and specialized partners including Chilton Shelby Mental Health and Bradford Health Services. The PIRC participated in three Parent University events, including one specifically for the Hispanic community in Hoover schools.
- **Birmingham City Schools:** The PIRC partners with teachers, counselors, special education specialists and administrative leadership to assist them in developing a more definitive screen for students with mental health concerns. The PIRC will continue to serve as a consulting partner on mental health challenges for Birmingham's student population.
- **Children's of Alabama Conferences:** The PIRC participated in table talk discussions at an all-day school counselor conference designed to assist counselors in transitioning students from inpatient hospitalization back to school and their community. The conference also focused on identifying resources to support recovery in the counselors' communities. Additionally, Children's annually hosts School Nurse Workshops for Alabama school nurses. A recorded PIRC message is posted on the workshop website and PIRC literature is provided to each attendee.
- **Delta Sigma Theta and Omega Psi Phi Mental Health Symposium:** The PIRC participated in this mental health event at Green Acres Middle School sponsored by a local sorority and fraternity whose missions are to provide support in black communities. The symposium focused on identifying signs of mental illness and where to find appropriate resources in the community.
- **Shelby County Board of Education Mental Healthcare Fairs:** The PIRC participated in the inaugural Shelby County Mental Healthcare Fairs at three area high schools – Chelsea, Oak Mountain and Shelby County. More than 1,500 students participated in the events, which educated students about positive mental health and resources available in the community when help is needed.
- **PreSchool Partners Health Fairs:** Serving the Woodlawn and North Birmingham neighborhoods, PreSchool Partners is dedicated to preparing children ages 2-4 and their parents for kindergarten and success in school. The PIRC attended PreSchool Partners' annual health fair for families and provided information to support those who may need mental health resources.

PIRC Statistics

Caller's Primary Concern

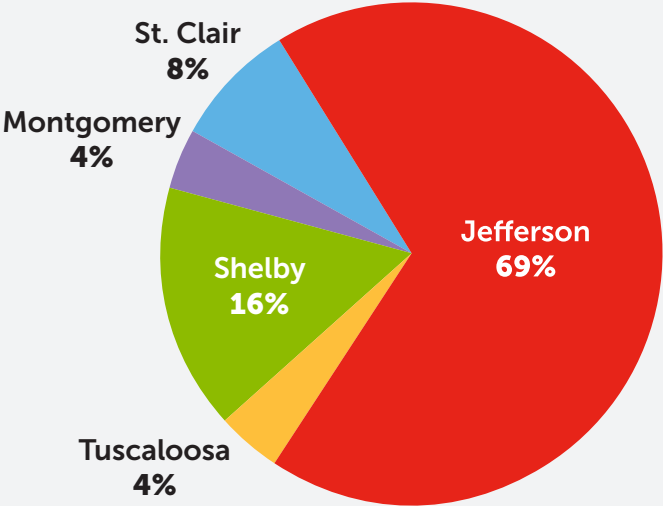


Ages Served

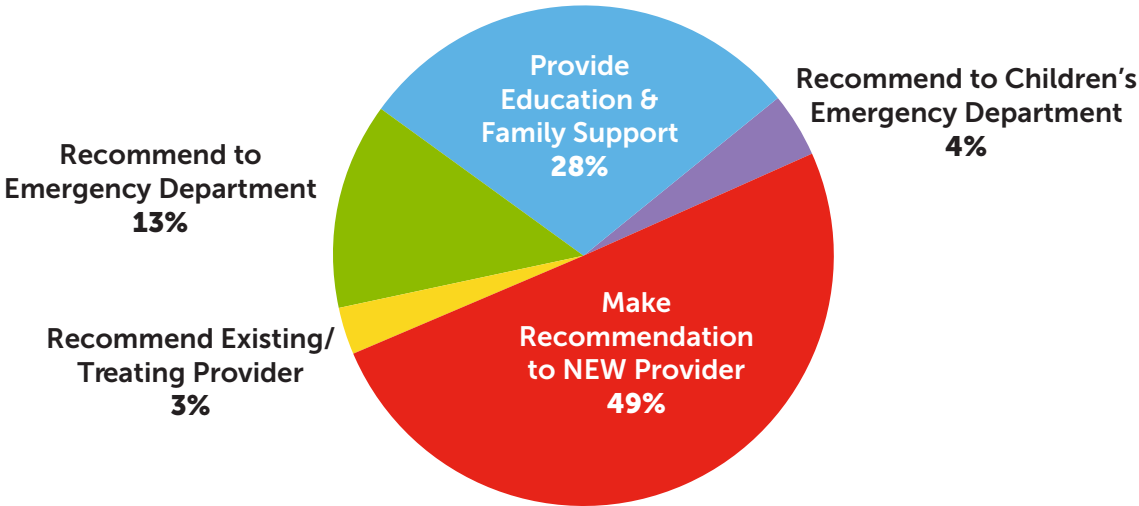


PIRC Statistics

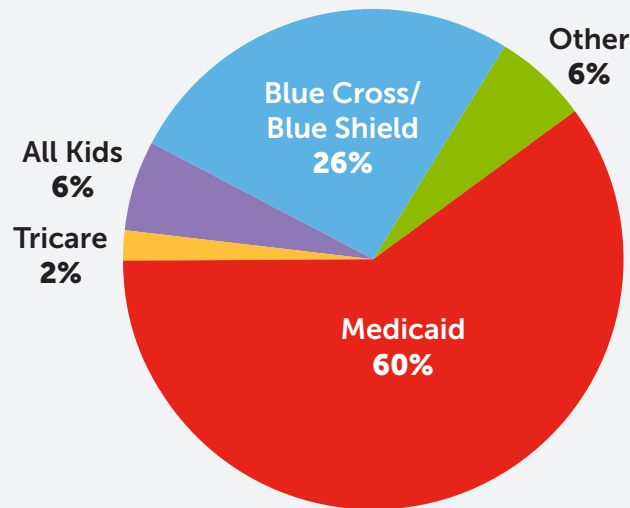
Top 5 County Caller Profile



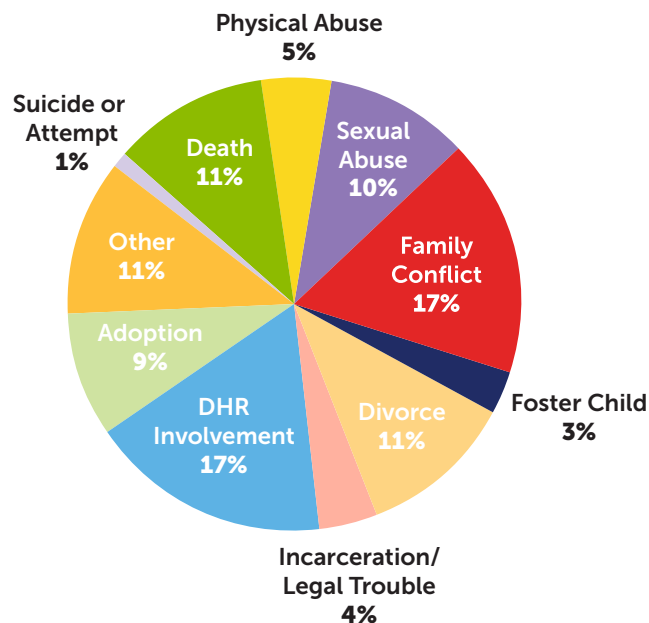
Disposition Profile



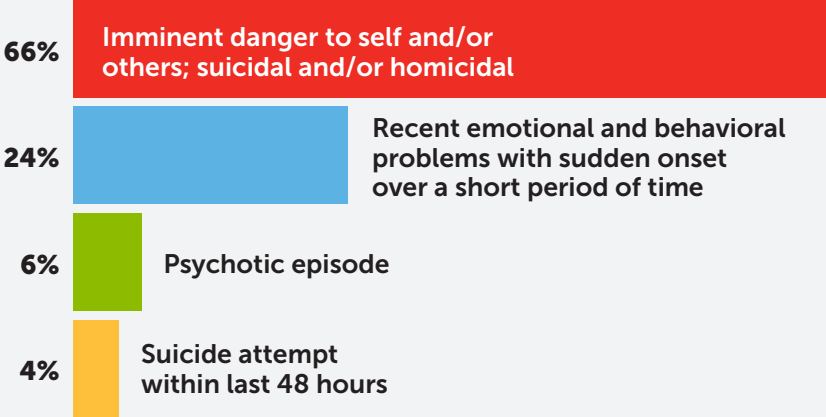
Top 5 Insurances Profile



Psychosocial/Trauma Indications



Emergency Indications*



* Data reflects percentage of crisis calls received.

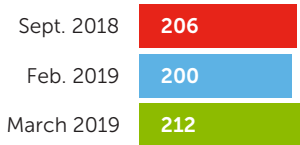
PIRC Future Plans

What we've learned since opening the PIRC is that we provide a very valuable service for parents, caregivers, educators, professionals and providers. The PIRC assists callers in navigating the mental health system. We hear relief in the voices of callers who gain understanding of what their child or teen needs.

We have also learned that children's lives are different than they used to be and school can sometimes be a difficult place to manage. Because of this, caregivers struggle to understand and are at a loss on how to deal with the pain their child may be experiencing. This is when we're able to listen to the callers' concerns and guide them through the process of finding providers. It's an exciting and rewarding experience to be the ones helping callers sort through the confusion that comes with seeking help.

Future Plans include:

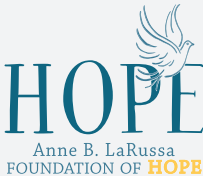
- Expanding the database in higher call volume counties: Calhoun, Cullman, Etowah, Madison and Marshall
- Increasing our staff to meet high call volume demands. The highest volume months were:



- Increasing follow-up phone calls to PIRC callers and the providers recommended to identify if access was successful
- Increasing community outreach, particularly among vulnerable populations such as minorities (Black and Hispanic, LGBTQ), low-income and rural communities
- Providing consultation to Birmingham City Schools in addressing the mental health challenges of its youth population
- Collaborating with and supporting mental health initiatives at Children's of Alabama



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