

2020 Annual Report

BUILDING RESILIENCE



resilience

[ri-zil-yuhns, -zil-ee-uhns]

noun

the ability of a person to adjust to or recover readily from illness, adversity, major life changes, etc.; buoyancy.

the ability of a system or organization to respond to or recover readily from a crisis, disruptive process, etc.

ALASKA
BEHAVIORAL  HEALTH

formerly

Anchorage Community Mental Health Services

and

Fairbanks Community Mental Health Services



resilience

the ability of a system or organization to respond to or recover readily from a crisis, disruptive process, etc.

I'm pretty sure we all feel like 2020 challenged our resilience. Talk about a "disruptive process!" As individuals, we were abruptly forced to change our daily routines and interactions, our work settings, our leisure time and travel.

Luckily, as an organization, we were prepared for it. (Well, as ready as possible, at least?) We'd spent the year learning how to be agile and adapt, how to try new things, assess when they're working, and make changes when needed. In FY 2019, we focused on reducing barriers to mental health services, and in FY 2020, we took the next step in learning how to provide services more effectively.

In November 2019, two staff members finished their LEAN certification. They started leading process improvement groups and training the rest of the staff in LEAN philosophy and processes. Lean is focused on maximizing value to the customers by minimizing waste. For us, that means working across departments to simplify processes and take out extra steps. The biggest and hardest lesson? To try to examine the "way we've always done things" and not be afraid to throw it out and start over.

That came in handy in March 2020.

Telehealth was already part of our plan to reach more people, but the pace accelerated exponentially. We started offering telehealth appointments within a week when the world shut down, and worked to develop processes that work remotely, from online forms to new tools and games for online therapy sessions. We replaced our last desktop computers to ensure all staff

could work from home and bought tablets for clients to use for telehealth Zoom sessions.

Because we didn't want to let the new coronavirus derail us from our plans, we carried on with some planned changes. Our new Steven A. Cohen Military Family Clinic opened in June 2020, expanding the options for military and veteran families in Alaska. The clinic is part of a national network, dedicated to evidence-based care to improve access to mental health care, reduce suicide rates, and help veterans and their families get back to better.

And we took the leap of changing our name. Anchorage Community Mental Health Services has a long history of serving the Anchorage area, originally established in 1974. Fairbanks Community Mental Health Services was established as a subsidiary in Fall 2013. Our mission is to strengthen Alaska communities and improve the lives of our clients by delivering exceptional behavioral healthcare services. As part of that mission we have changed our name to **Alaska Behavioral Health** to better reflect the geographies we serve and services we provide.

We believe all Alaskans, with all mental health and addiction needs should have access to the best possible care. We are proud to be part of a dedicated team committed to ending the stigma around mental health and helping our clients change their lives for the better.

Jim Myers, MBA
CEO

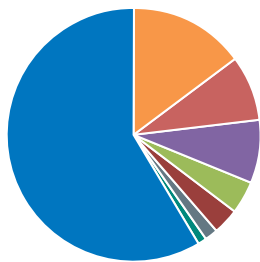
Letter from the CEO



Joanna Marshall and Amy Pomeroy became certified in LEAN process improvement through the Virginia Mason Institute.

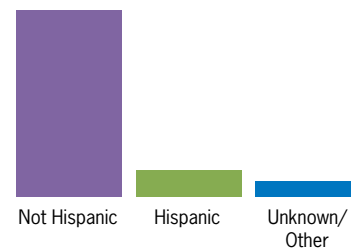
Who We Serve

CLIENTS BY RACE

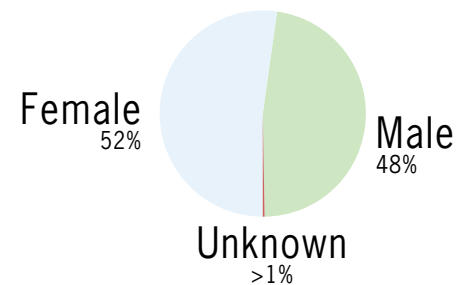


- Caucasian 59%
- Multiracial 15%
- Unknown 8%
- Black/African American 8%
- AK Native 4%
- Asian 3%
- Pacific Islander 2%
- American Indian 1%

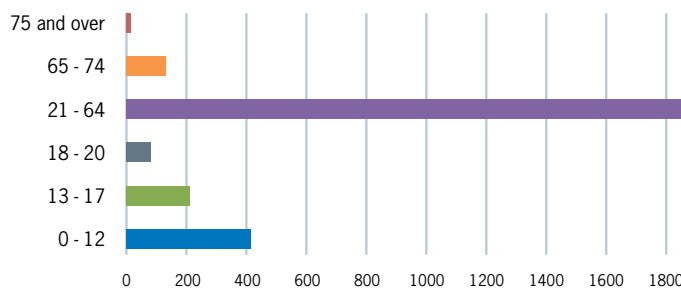
CLIENTS BY ETHNICITY



CLIENTS BY GENDER



CLIENTS BY AGE



TOTAL
ACMHS/FCMHS
CLIENTS
SERVED:
2691

resilience

the ability of a person to adjust to or recover readily from illness, adversity, major life changes, etc.; buoyancy.

I'd heard about Jierum Duarte long before I met him. For a while, he and former board member Stephanie Rhoades were volunteering to cut hair at Brother Francis shelter. Then I learned he was the one who started this 2019's giving tree, by spontaneously putting a new pair of gloves he'd received up on the tree one day. Spending an hour speaking with him was one of the highlights of my January.

"I was more scared than anything."

Jierum is an artist: leather-tooling, abstract painting, graphic arts design. Even his shaved head is a canvas, covered in intricate tattoos, which he now often covers with a hat. For much of his life, Jierum has experienced paranoia, racing thoughts, anxiety, suicidal thoughts – and for years, he self-medicated with illegal drugs, leading to gang involvement and jail time. "Media teaches to be scared of people with mental illness. But I was more scared than anything. I got the tattoos to look scary, so people wouldn't mess with me."

Stable and Sober

Jierum has now been out of jail and sober for 3 years, with no parole violations. For him, staying stable takes a combination of medication, regular therapy, the support of therapy groups and their other members, and a strong community mentor. And that mentor was key. "A regular person who didn't know me wanted to help me. And that made me want to help me too."

It took him 20 years to accept that medication works, if you let it do its job, and he's had to fight community and family stigma, and his own personal beliefs, to get there. He used to think needing medication and group

support made him weak. Now he accepts that he may always need therapy, to help with his racing thoughts and substance cravings. Learning about the effects of trauma on his brain has helped him understand himself better. Groups provide positive reinforcement from peers, and he now considers attending weekly group sessions as kind of like a job, where the goal is to stay stable, sober and moving forward.



Moving forward

Now that he is stable, Jierum is working to better himself and his life (his words). He's working with the Rise vocational team and applied for a micro-enterprise grant to develop his leather-tooling business.

He participated in a Disability Awareness Art show at Denali Graphics and Frame and has been invited to continue to sell his artwork there. He sold several wallets and paintings through our Mental Health Awareness Month virtual art show, co-hosted with NAMI—Anchorage. And he's exploring work as a peer support specialist, using everything he's learned in his life to help others.

—by Jessica Cochran



Alaska Behavioral Health

2020 FINANCIALS

Operational Revenues

Net Client Fees	\$ 9,665,046
Grants	\$ 8,471,836
Other	\$ 738,779
Total Revenue	\$ 18,875,661

Operational Expenses

Program Expenses	\$ 14,803,883
Administrative Expenses	\$ 4,218,447
Total Expenses	\$ 19,022,330
Net Income	\$ (146,669)

2019-2020 Board of Directors

- Kristy Becker
- *Susan Crosson - 2019 President
- *Andrew Crow – 2020 Board President
- *Christopher Cox
- *Suzanne Fairbanks
- *Jim Fitterling
- *Irene Gobeli – 2019 Treasurer, 2020 Secretary
- Kristin Rognes
- *Linda Setterberg – 2020 Treasurer
- *Cathy Taylor
- *Lisa Tobin
- *Ian van Tets – 2019 Secretary, 2020 President-elect

*Current Board Member



Thank you to our generous donors:

A Crepe Crew	Cindy Adamson	Jerald Sellers	Mati Minton	Serena Nesteby
Adam Weber	Cindy Snyder	Jerry Jenkins	Matthew J. Hirschfeld	Seth Ayotte
Alaska Food Policy Council	Claire Lubke	Jessica Cochran	Megan Ritter	Shannon Maillet
AlaskaUSA Federal Credit Union	Colleen Leibert	Jett Novak	Melissa Myers	Sheri Duenas
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Alex Hahn	Connor Scher	Jim Myers	Michelle Pattison	Southside Garden Supply
Alison Arians	Cook Inlet Tribal Council	Joanne Wolcott	Michelle Trowbridge	St Mary's Episcopal Church
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Amy Jordan	Devry Birdsell	Kaia Pearson	Monica Briner	Susan Crosson
Andrew Crow	Donna Olsen	Kathryn Berkowitz	Moose's Tooth	Suzanne Fairbanks
AT&T Foundation	Elizabeth Burke	Kiara Cox	Mr Jesse and Mrs Irene Gobeli	Taiga Mining
Beach Tribe Soda Works	Elizabeth Platzek	Kristen Kangas	Ms. Suzanna Caldwell	Theresa Wirak
Bear Tooth Theatre Pub & Grill	Enstar	Kroger Foundation	Nami Williams	Timothy & Elizabeth Friesen
Becky Aftreth	Enstar	Lauren Scott	Nancy Brady	United Way of Anchorage
Benjamin Schnell	First National Bank of Alaska	Leslie Rosenberger	Nancy Felton	Vega Johnson
Bianca Durrant	Genoa Pharmacy	Linda Setterberg	Nancy Stone	W Peterson
Billy Stapleton	Gideon Saunders	Linda Setterberg	Nico Reijns	Walmart (Debarr Road, Anchorage)
Bonnie Lind	Heather Andersen	Lisa Nkonge	Nikki Williams	Wells Fargo
Brittany Echevarria	Heather Ireland	Lisa Tobin	Pamela Renkert	Wendy Cox
Brooke McCreadie	Hugh Brown	Lolene Mareko	Party World AK	Wendy Fossum
Camilla Madden	Ian Maury	Lucero Walker	Premera Blue Cross	Wendy Greene
Cathy Taylor	Ian van Tets	Luke George	Qdoba Mexican Grill	Whole Kids Foundation
Charissa Williar	Irene Miranda	M.J. Murdock Charitable Trust	Rachel Samuelson	
Charles McClung	Ivory Dickinson	Manuel Contreras	Rafat Rahman	
Charmaine Matson	James Brady	Manuel Joab	Rasmuson Foundation	
Chloe Cotton	James Stogsdill	Manuel Joab	Rebecca Bernard	
Christine Schuette	Jan Hale	Margaret & Michael Price	Rebecca Knapp	
Christine Sherman	Jedidiah Long	Margaret Mielke	Rebekah Smith	
Christopher Brewster	Jeff and Kris Rognes	Margaret Wellberg	Richard Garner	
Christopher Cox	Jennifer Meyhoff	Marilyn Kerr	Richard Peterson	
	Jennifer Smerud-Weaver	Marta Kurowski	Samona Norombaba	
		Mary Johnstone	Sarah Wilcox	

Alaska Behavioral Health
4020 Folker Street
Anchorage, Alaska 99508

907-563-1000 (Anchorage)

907-371-1300 (Fairbanks)

info@akbh.org

www.alaskabehavioralhealth.org

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- ACMHServices

Linked In:

- [linkedin.com/company/anchorage-community-mental-health-services](https://www.linkedin.com/company/anchorage-community-mental-health-services)

WHO WE ARE:

Alaska's largest community provider of mental health services.

WHO WE SERVE:

Children, transition-age youth and adults with a wide range of mental health needs, including co-occurring substance use. We serve clients in person in the Anchorage and Fairbanks areas, and throughout the state via telehealth.

WHAT WE DO:

- » Crisis intervention
- » Psychiatric assessment and treatment
- » Individual, group and family therapy
- » Skill development
- » Rehabilitative services
- » Case management
- » Wrap-around support services
- » Vocational support for clients and others
- » Specialized trauma services and training

COMPANY OVERVIEW

