



# MY HEALTH MY RESOURCES OF TARRANT COUNTY

## ANNUAL REPORT

FISCAL YEAR 2023  
(SEPT. 2022- AUG. 2023)

# A MESSAGE FROM OUR CEO

My Health My Resources of Tarrant County works in the public interest and while our delivery of services and supports may have looked a little different the last few years thanks to the pandemic, our staff continued to help people with disabilities access services in our community and empower them to live their best lives. Our services range from:

- Early Childhood Intervention services that support babies with developmental delays and their families through the childhood period with supports in the schools as well as mental health and substance use disorder services for adolescents.
- Adults with mental health or substance use disorders can receive outpatient services in clinics located around the county as well as brief residential programs.
- For people with intellectual and developmental disabilities (or IDD such as diagnosis like Autism Spectrum Disorder and Cerebral Palsy) we provide case management to assist them and their families in making life work after they complete special education services in school. We also have 13 small group homes that enable people with IDD to live a regular life in regular communities.

Our services are primarily state-funded and available to people regardless of insurance. For people who don't have health insurance we can cover the cost of doctor visits and/or medications.

Some services might assist people who might not be sure what they need: We answer 988 calls (formerly The National Suicide Prevention Lifeline) for a 73 county region and we link people with services in their communities and assist them in figuring out what they need.

We also have a 24/7 ICARE Crisis Line that encourages callers to reach out if they or a loved one might be experiencing a psychiatric crisis. We can assist with determining what level assistance the person needs and a response that ranges from establishing a routine appointment for care to deployment of a Mobile Crisis Team for onsite help.

For children we also offer some specialized navigation resources. We have a nationally known program called Help Me Grow that assists caller with resources to assist young children. Assistance can be as simple as helping a caller sort through online options for care or as extensive as linking the family with appropriate community resources and continued contact to be sure the referral is effective for the family. We also have an enhancement of this program called Help Me Thrive that is navigation for families of kids throughout the developmental period. In addition, we provide navigators on some FWISD campuses to assist students, families and school personnel to link to community resources.

We work extensively with Community Partners including JPS, law enforcement agencies, Juvenile Justice, Tarrant County Jail and non-profit providers such as ACH Services and Alliance for Children to assist them serving people with complex needs.

We have over 2,000 employees who work for us helping our communities assist more than 70,000 people with disabilities each year.

I thank our Board of Trustees, Employees, Patients and Volunteers for their work to help change lives in Tarrant and surrounding counties.

**Susan Garnett, MSW**

CHIEF EXECUTIVE OFFICER



# Table of Contents

MHMR of Tarrant County/ Annual Report

**01** People Served

**02** Behavioral Health  
Services Highlights

**03** Disability Services  
Highlights

**04** Child and Family  
Services Highlights

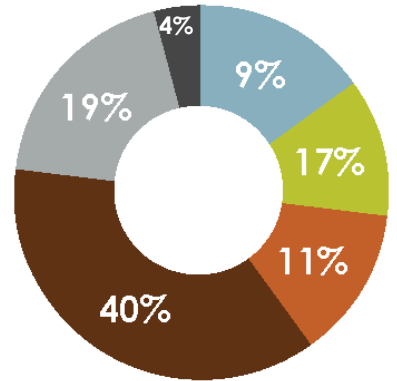
**05** Volunteers and  
Recruitment

**06** Special Recognitions

**07** Fiscal Year  
2023 Financials

**08** Board of Trustees

# 73,633 People Served

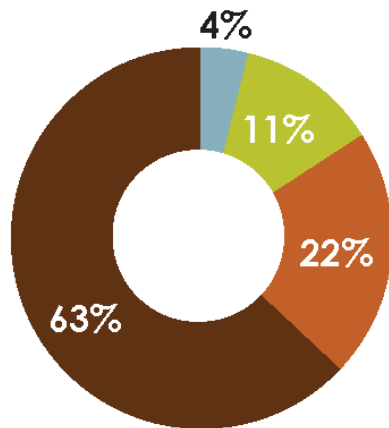


People Served by Age

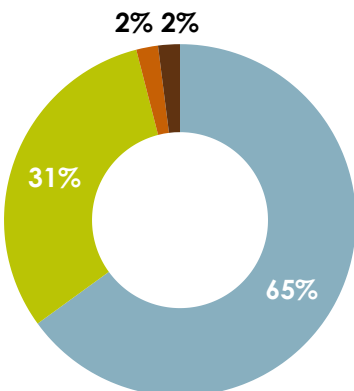
- 0-2
- 3-12
- 13-21
- 22-44
- 45-64
- 65+

## People Served by Program

- Behavioral Health: Substance Use Disorders
- Behavioral Health: Mental Health
- Disability Services
- Child and Family Services



ICARE  
Call Center  
103,636 Calls  
763 Texts



## People Served by Race\*

- White
- Black
- Asian
- More than one race

\*Hispanic Ethnicity: 21%





# Behavioral Health Highlights

## Genoa Healthcare Pharmacy

Genoa Healthcare Pharmacy is MHMR's contracted pharmacy. There are six on-site Genoa Pharmacies at our outpatient clinic locations: Penn Square, Mid Cities, Northwest, Arlington and Circle Drive.

The elimination of barriers, such as travel and timeliness, were key factors in the decision to bring Genoa pharmacies to all five MHMR locations.

The goal of having these pharmacies on site is to ensure those we serve have access to their medication, are encouraged to utilize the resource and see its effectiveness in their lives.



## MHMR Named America's Best Addiction Treatment Centers by Newsweek

My Health My Resources was listed in Newsweek Magazine as one of the Top 10 Addiction Treatment Centers in Texas.



## MHMR Recertified as Certified Community Behavioral Health Clinic (CCBHC)

Texas Health and Human Services Commission (HHSC) recertified MHMR for 3 years as a Certified Community Behavioral Health Clinic (CCBHC) in Texas.

Reviewers commended the agency on submission, including staffing plans to provide needed services, health information technology, and using our needs assessment to improve care, as well as the caring and enthusiasm staff showed in their interviews.

Our recertification reflects the commitment of MHMR, at all levels, to the CCBHC model of care.

Achieving this recertification is the end result of months of hard work that has touched almost every part of the agency. This is thanks to MHMR employees who documented workflows, updated and reviewed operating procedures, looking closely at the way we provide person-centered care.



# Disability Services Highlights

## TANF Funding Complete, Celebrated!

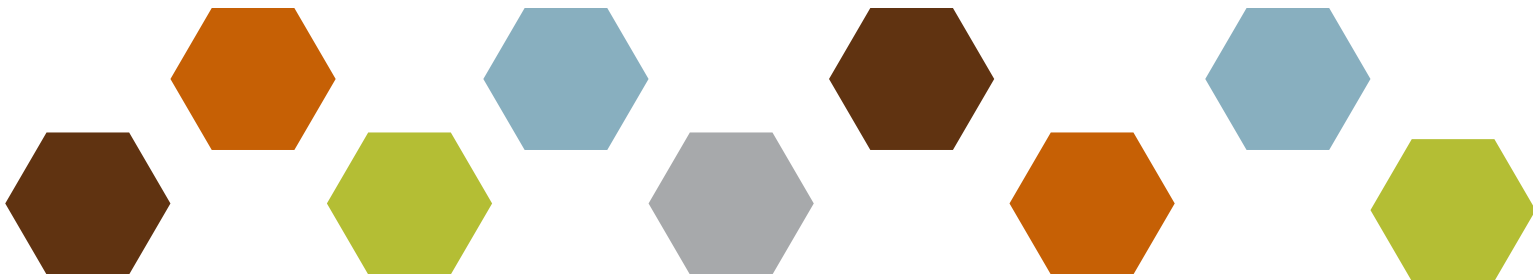
MHMR received notice the agency was awarded \$1.2 million in Pandemic Emergency Assistance Funds through Temporary Assistance for Needy Family (TANF) that would provide short-term financial assistance for up to 4 months for people facing hardships due to the pandemic.

The Grants Team along with Disability Services was tasked with awarding patients, families and staff these funds.

Funds covered rental assistance, utilities, groceries, and everyday items needed for more than 250 people.

The team accomplished the plan to spend all \$1.2 million within six weeks of receiving the funding.

MHMR received an additional \$25k from a community partner to spend before midnight. All funds were allocated to patients and staff before the deadline.



## Community Dances

Thanks to Chula Chaser sponsorship, Disability Services has restarted a community beloved tradition – monthly dances.

MHMR group homes, community members and private providers are all invited.

More than 200 attendees monthly enjoy dancing, photos booths, snacks, and connecting with their friends.



# Child and Family Services Highlights

## Ellis County Family Resource Center

In partnership with the Ellis County Early Childhood Coalition and City of Ennis, Help Me Grow / Help Me Thrive North Texas open its second Family Resource Center inside the city's historic train depot building, located in Ennis, Texas town square.

The center provides a walk-in site for parents (with children perinatal through age 17) to meet with MHMR professionals who:

- Conduct screenings and assessments;
- Connect families with community-based resources services supports they may need;
- Host events with information, giveaways, food, and fun activities for all ages;
- Offer an array of group services (e.g., Parent Cafés, story time, healthy eating, music & motion, and WOW Talk for teens);
- Collaborate with the local coalition, organizations, schools, and providers; and
- Promote family events, workshops, meetings, and parent groups.



All at no cost to families.

## North Clinic Open House

To better serve families living in Tarrant County's northern region, MHMR's growing Child and Family Services opened its new trauma-informed coordinated care clinic in November 2023. Comprehensive services are provided for families and children (perinatal through age 17) that include:

- Early Childhood Services
- Youth Engagement Groups
- Parent Cafés
- Psychiatry Services
- Skills Training and Therapy
- Family Support
- Care Coordination



# Volunteers

Our volunteer program gives people the opportunity to give back to our community and to learn about our organization and the services that we provide.

MHMR volunteers serve in many ways from providing administrative support to working in one of our many facilities in Tarrant and surrounding counties.

# 116 volunteers



# 1,154 hours

# Recruitment and Job Fairs

MHMR Recruiters are out in our community helping connect people to MHMR jobs that have immediate impact to the people we serve.

Recruiters connect with several local colleges and universities. MHMR has also hosted job fairs for applicants to interview with multiple programs in one day.





# Special Recognitions

## Board Trustee, T. Ware Recognized at Commissioners Court

Commissioner Roy Brooks presented Board of Trustee, T. Ware with a resolution in honor of his dedicated service to the MHMR Board of Trustees.

T. Ware has served on the MHMR Board since Dec. 2001.

T. was the Board Chair 2006-07, appointed by Precinct #1 Commissioner Roy Brooks has served as the Program Committee, Chair and sat on both Business Committee and Technology Committee during his time.

Thank you, T.



## Chula Chaser Motorcycle Club Makes Record Donation to MHMR

Chula Chaser motorcycle club presented MHMR representatives with a check for \$101, 033.66 at their annual Appreciation Party in March.

The motorcycle club raises funds throughout the year and presents a check once a year with all the proceeds.

Funds donated by the Chula Chaser are used by programs for entertainment, fun and community outings throughout the year.

Thank you, Chula Chaser!



## Chula Chaser Receives 2023 Frank M. Adams Award at Texas Council Conference

MHMR nominated Chula Chaser for the Texas Council Frank M Adams Award for their annual volunteer award.

The motorcycle club raises funds throughout the year and presents a check once a year with all the proceeds.

They have raised \$1 million for MHMR over the years.

Thank you, Chula Chaser!



# Fiscal Year 2023 Financials

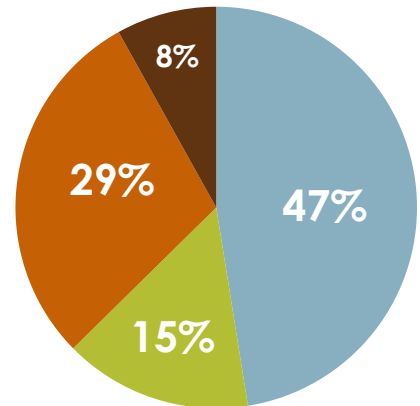
Sept. 2022 - Aug. 2023



Total Expenses: \$213,425,472

Expenses by program:

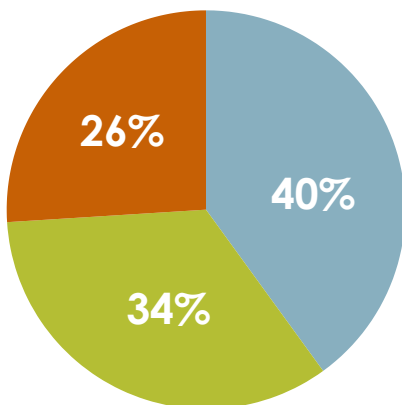
- Behavioral Health Services
- Disability Services
- Child and Family Services
- Administration



Total Revenues: \$199,447,213.00

Revenue by source:

- Local
- State
- Federal

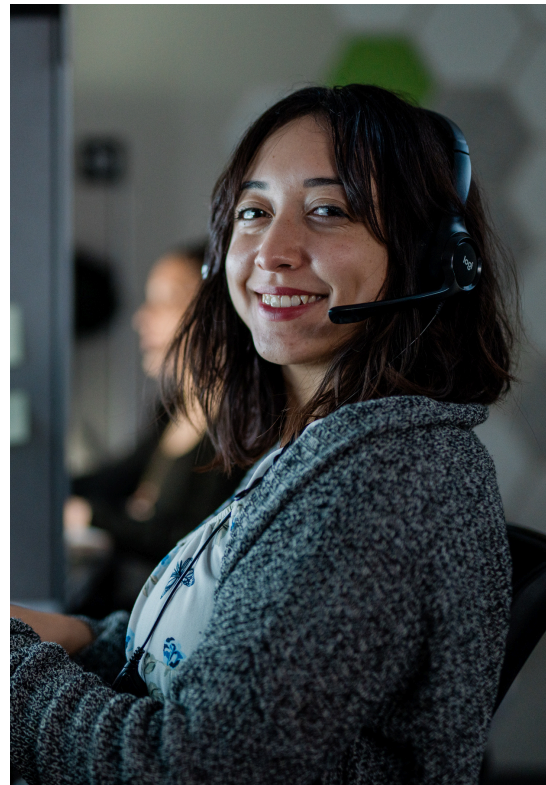




# Fiscal Year 2023 MHMR Board of Trustees

William Brown, Board Chair  
Lea Ann Capel, Vice-Chair  
Carey Cockerell, Secretary  
Carolyn Sims, Former Chair  
Roy Griffin

Cheryl Bean  
Mario Perez  
Lyn Willis  
Brandon Teague  
Chief Henry Reyes, Ex-Officio Member



My Health My Resources of Tarrant County: We Change Lives  
[www.MHMRtarrant.org](http://www.MHMRtarrant.org)

## Stay Connected



@MHMRtarrant



@MHMR\_tarrant



@MHMRtarrant



**ICARE** Call Center  
Toll-free call/text  
(800) 866-2465

Call us anytime for mental health crisis support.  
Interested in services? Call us at 817-335-3022