

# CCBHO & The Crisis Continuum

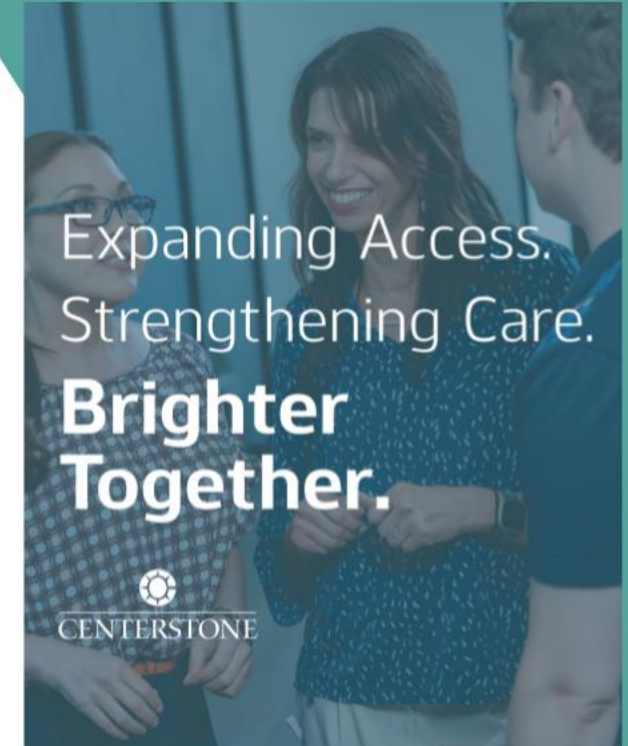


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CENTERSTONE

# Centerstone Merger

- On Nov. 1, Brightli, Burrell's parent company merged with Centerstone creating the nation's largest nonprofit provider of behavioral health services
- What to expect
  - The same commitment to and quality of care to our community
  - No interruptions to services
  - Ability to continue to meet the demand and the need for mental health services in our community



# Centerstone Merger

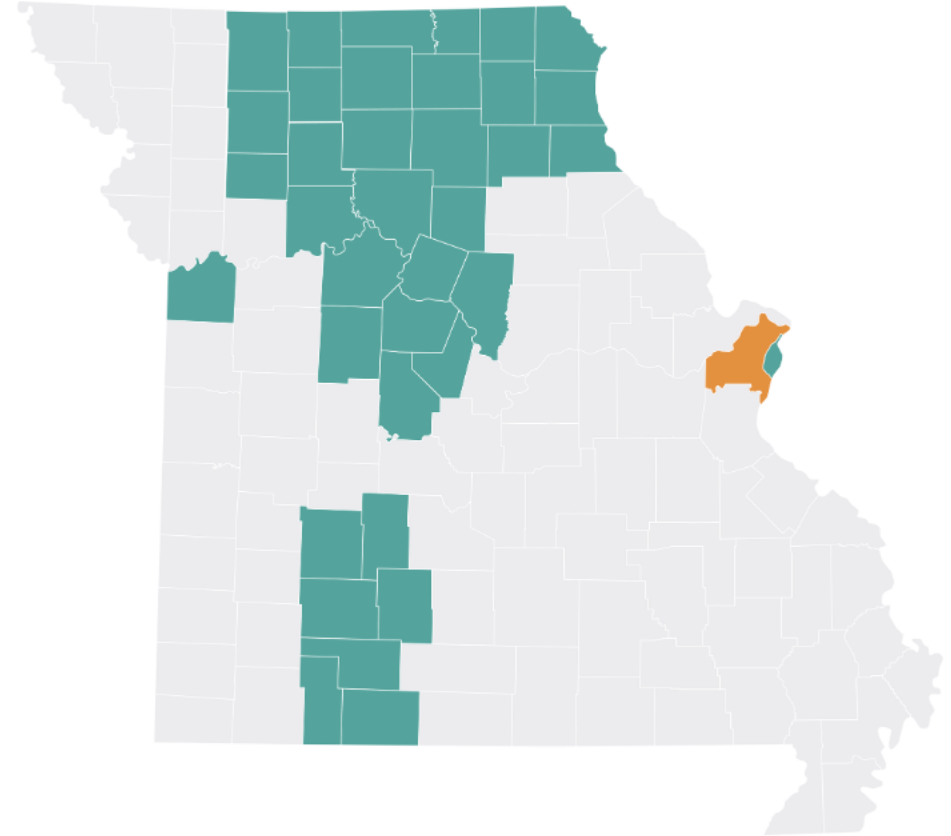
- Columbia Burrell and Clarity Healthcare locations will adopt the unified Centerstone name and brand by March 31, 2026
- Centerstone and Brightli share the same mission to advance behavioral health care



# Certified Community Behavioral Health Organization (CCBHO)

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- CCBHOs focus to help underserved populations and provide:
  - Crisis mental health services, including screening, assessment, and diagnosis
  - Outpatient treatment for mental health and substance use disorders
  - Patient-centered treatment planning and ongoing monitoring of health risks
  - Targeted case management, psychiatric rehabilitation, and support services
  - Peer, family, and community-focused care



# Crisis Continuum



*Someone to Respond*

*Someone to Talk to*

*Somewhere to go*

# From Crisis to Care: Our Response Process

## Crisis Entry Points & Immediate Response

- People in crisis enter the system through 988 or 911
- 988 provides call, text, and chat support; issues may be resolved or referred to Mobile Crisis Response.
- Mobile Response can de-escalate on scene or refer to the Behavioral Crisis Center, CSU, or ER.
- 911 may transfer safe calls to 988 or dispatch Co-Responders, CIT officers, or EMS.
- First responders may stabilize on scene or transport to the ER for higher-level care.



# From Crisis to Care: Our Response Process

- The Behavioral Crisis Center accepts referrals from 988, 911 partners, Mobile Response, and Co-Responders.
- Individuals may be stabilized on site or referred to the CSU or ERE for short-term psychiatric care.
- If needs increase, individuals may be sent to the ER and, if required, Inpatient Psychiatry.
- Crisis services aim for stabilization in the least restrictive, most supportive setting.
- This coordinated system ensures rapid access to mental health expertise for the community and responders.



# No-Cost Crisis Services

Through our partnership with the Missouri Department of Mental Health, we provide the following at no cost for Columbia or Boone County:

- 988 Suicide Prevention Lifeline (phone and text)
- Boone County Mental Health Hotline
- 24/7 Behavioral Health Crisis Walk-In Center
- Community Behavioral Health Liaisons
  - Embedded in the Columbia Police Department + serving Sheriff's Office and municipal police departments across the county
- These services serve as a critical and rapid resource for the community and first responders when mental health expertise is needed.



# No-Cost Crisis Services

- 24/7 Mobile Crisis Response (added within the last 24 months)
- Embedded staff at MUPC through the Emergency Room Enhancement Program
- 24/7 Intensive Residential Treatment Center (IRTC)
- Highest level of program licensure, serving individuals with the most acute mental health and residential needs
- We anticipate operating this program at a loss to ensure Columbia and Boone County continue to receive this level of care.



# Progress Around Columbia



# Behavioral Health Crisis Center - 107 Texas Ave.



- Projected Completion: Fall 2026
  - 3x as large as current BHCC
  - Extended hours, from 23-hours to 72-hours with Adult Crisis Stabilization Unit
  - Shared campus with Phoenix Clinic for easy care coordination - Connection to ongoing care = future success.
- ARPA funded construction - \$3 mil



- The BHCC saves community resources
  - Est. saved the Columbia community more than \$14 million in 2024.
    - Figure based on a Missouri-specific model factoring hospitalization costs, jail costs, law enforcement salaries, and crisis center operating costs.
  - Saves law enforcement time
- January - May 2025, the Columbia BHCC served 1,588 referrals, connecting 94% of clients to care and diverting 37% of clients who otherwise would have gone to the hospital.



*Current BHCC location at 1805 Walnut St.*

# Construction Progress Photos - December 2, 2025



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# Questions?

