



**BEHAVIORAL
HEALTH
SOLUTIONS**

ANNUAL REPORT

2020

***"Adaptability in the
Face of Adversity"***

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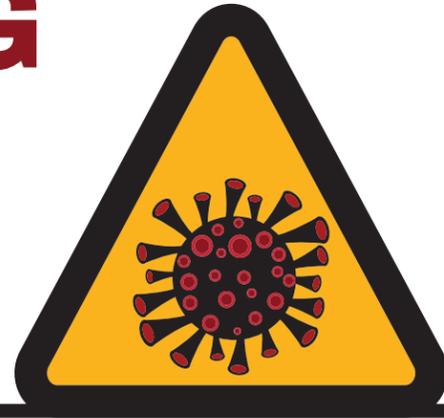
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OVERCOMING ADVERSITY

Shifting service delivery in a rapidly changing world



The coronavirus pandemic has roiled business-as-usual across America, particularly in those sectors that primarily conduct their activities in face-to-face situations. Behavioral Health solutions rose to the occasion, and with leadership responding swiftly to the global health crisis, we have continued to serve our community and maintain our collaborative partnerships. Here are some ways we have evolved:

1. Going Digital:

We adopted a flexible work-from-home policy to ensure our offices stayed socially distanced and reduced the number of employees and visitors to the buildings. Programs and services have shifted to virtual delivery via various online meeting and conference software. We have been able to continue providing prevention presentations and alternative activities to the greater community via Facebook Live. Telehealth options have helped keep community members engaged in their treatment and recovery.

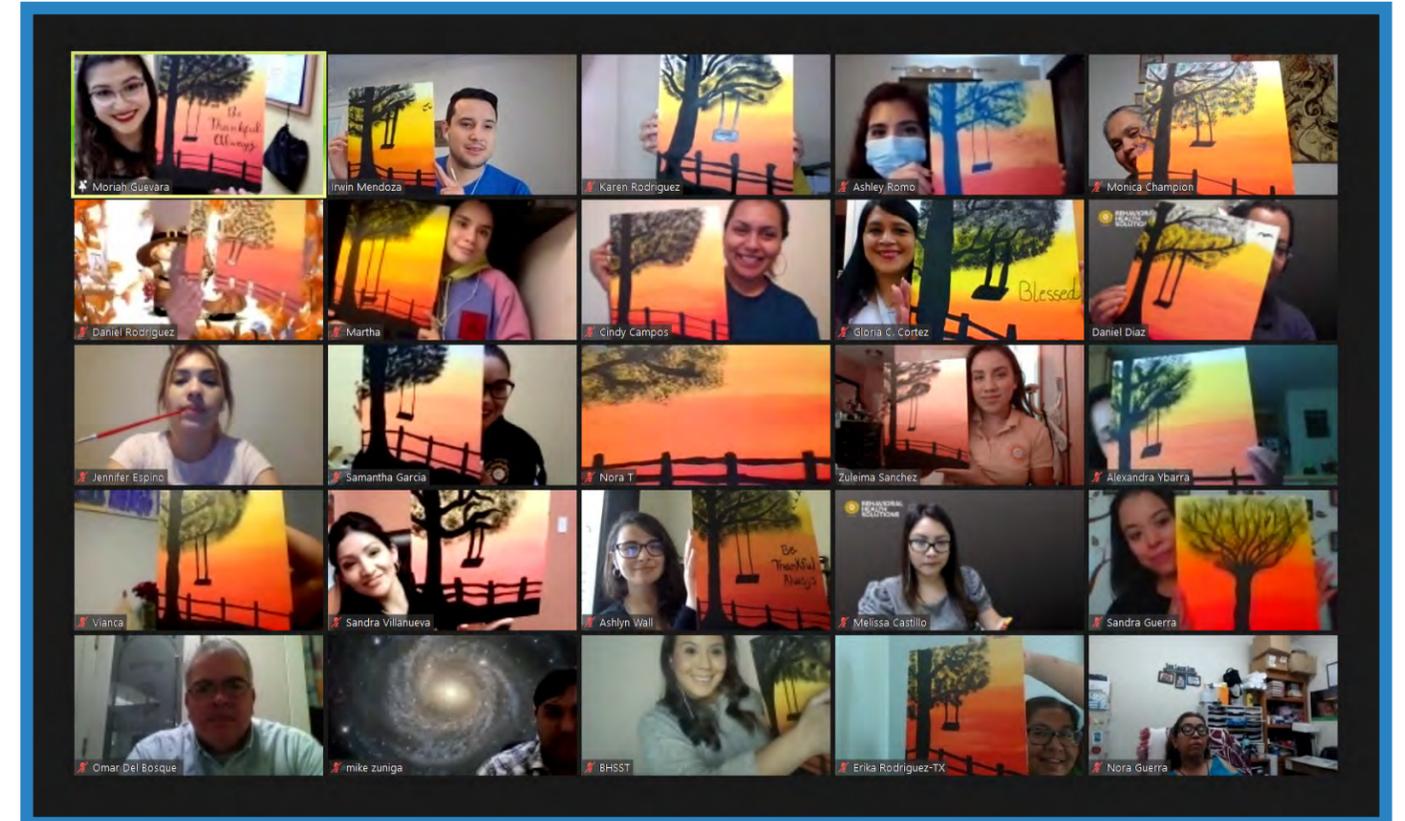
2. Being Safe:

Early on, Behavioral Health Solutions adopted and adhered to CDC Guidelines related to COVID-19 safeguards. Safeguards include temperature checks for those entering any BHS building, mask utilization, hand sanitizer placed throughout all common areas, and frequent disinfecting of offices.

3. Staying on Mission:

BHS continues to provide outreach to vulnerable populations during this time. Our behavioral health intervention, outpatient treatment, and recovery services continue with an expansion to provide phone and virtual services. Our prevention and coalition services have also successfully transitioned to providing virtual services.

Behavioral Health Solutions remains committed to realizing ***“One life, one family, one community in a culture of behavioral wellness.”***



Behavioral Health Solutions: **Organizational Information**

Board of Directors



Board President
Dan Torres



Vice-President
George Gonzalez



Secretary
Beverly Skloss



Treasurer
Analiza Amaya-Diaz



Member
Luis Rodriguez

Executive Management



Chief Executive Officer
Jose G. Gonzalez



Deputy Director
Monica Hernandez Sanchez



Director of Operations
Sylvia C. Gonzales



Director of Finance
Victor Fraga

Our Mission:

Behavioral Health Solutions of South Texas (BHS) provides a multilevel approach inclusive of prevention, intervention, treatment, recovery, and research to reduce substance use and related co-existing conditions in our communities, encourage healthier lifestyles related to at-risk public health behaviors, and promote stronger families.



Our Vision:

“One life, one family, one community in a culture of behavioral wellness.”

Our Core Values



Learning Environment: The continuous process of professional development and cultural competency based on the belief that every individual shares a journey of growth and every moment in life offers us an opportunity to experience a deeper understanding of ourselves, others, the environment, and our faith and beliefs.



Responsibility to self and others: The beneficence and protection against harm recognizes the boundaries of service in individual, group, and community responsibility and competence to the good of all in fairness and justice.



Integrity of work: Promoting fidelity to our mission goals, and objectives under the guidance of policies, leadership, and accountability; and through implementing our strategic plan and Quality Management Plan. (Includes our grants and contracts statement of work and performance measures.)

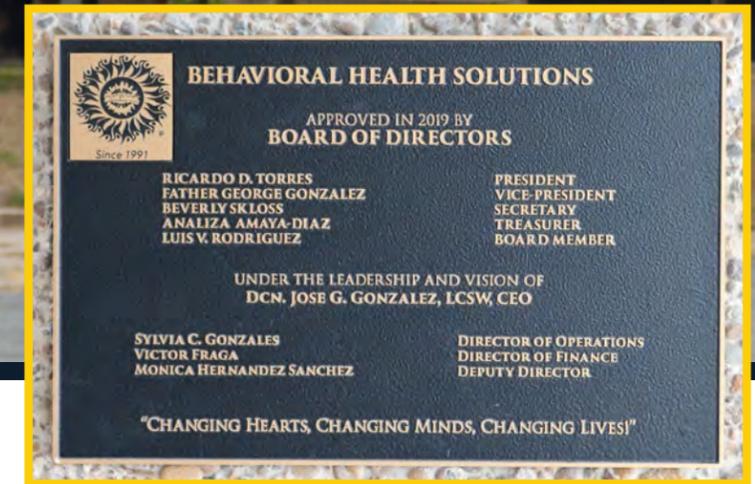


Listening Spirit: The building of relationship through collaborations, partnerships, and in the daily professional practice and recognition for the person, team, and work environment to meet the needs of all involved: participants, clients, customers, employees, and the broader society; promoting an environment of health and well-being, spiritual awareness, growth, and success through advocacy, empowerment, and ownership.



“DEFINING SUCCESS”

a message from our CEO



Defining success in fiscal year 2020 was marked by overcoming the challenges of the pandemic that affected the world in healthcare, business, and family life at every level. BHS successfully transitioned in continuing to provide its services in most cases remotely while allowing limited face to face through scheduled appointments. Behavioral health care is an essential service during times of crisis and we continue to serve our communities during these difficult times.

Thanks to the support of our funders, contracts were allowed exceptions to some of the requirements and/or measures to ensure safety to our employees and participants/clients without major disruption to services. BHS successfully navigated compliance with national, state

and local officials as the nation and the world moved quickly from “stay at home” orders to limited “essential” services in operation to reopening normal operations under a “new normal” set of prevention measures.

In 2020 BHS had no work related cases of transmission of COVID-19 allowing staff the ability to work from home, rotate schedules to work from BHS offices, and practice CDC (Center of Disease Control) guidelines for the prevention of the spread of the virus. Technology and software resources were implemented allowing the continuation of services. Health safety practices from face masks to disinfecting our offices allows us to continue our services with limited disruption.

A big “shout out” to all our staff who quickly adapted to these changes and continue

to deliver quality services contributing to meeting the needs of our clients and participants.

FY 2020 marked another successful financial audit under our new Indirect Cost Rate (ICR) established as required by Health and Human Services Commission. The transition in our fund accounting from a cost allocation system to the ICR has allowed us to sustain our indirect costs at a cost effective level of support.

FY2021 continues to present with pandemic risks to our community as new mutations of the virus begin to emerge. This has not deterred our mission and support from the community. Our new Harlingen location on Industrial Way is partially in operation and efforts to secure support for continued renovations are underway. We hope to bring much needed services to Cameron

and Willacy Counties when our new office location is complete. To help us get there, please click here or visit www.bhsst.org/donate. We look forward to the day we can announce a grand opening and begin filling in gaps in services and support for individuals and families. We are thankful for all the community support, staff support, our leadership team and for our Board of Directors. Together all things are possible when we unite in a common purpose.

To all, BLESSINGS!

Dcn. Jose G. Gonzalez, LCSW
Chief Executive Officer

Operations

Director of Operations **Sylvia C. Gonzales**
Information Support Specialist **Nora Torres Alvarez**
HR Generalist **Karen De Anda**

The Operations Department is a critical instrument for organizational success. Operational functions support program sites, office management, human resources, technology, performance management, and quality assurance efforts. The Operations department team members maintain an organized and transparent system for collecting job applications, resume screening, and an equitable and competitive compensation assessment process. They ensure legal compliance in all areas of recruitment, hiring and retention and facilitate a structured policy and support system, as well as, an organizational culture that enables and supports open communication and effective feedback.

Throughout 2020, the operations department team members facilitated safe work environments at all sites, problem solved IT issues efficiently, processed volunteer and student intern applications, effectively conducted orientations and responded to human resources related matters. This was a busy year for the Operations Team and thanks to their collaborative work BHS has been able to navigate the pandemic.

Planning & Communications

Director of Planning **Irwin Mendoza**
Program Specialist **Martha Gutierrez**
Program Specialist **Eric Masten**

Managing the planning and communication functions involves strategizing, implementing, monitoring, and maintaining channels of communication within the organization, and between organizations. Aspects of communication management include developing communication strategies, designing products, and managing the flow of information.

In addition, communication functions include staying abreast of technological trends in an effort to maintain consistent innovation efforts. Components of planning functions include supporting strategic planning, quality assurance, organizational events, grant preparation and planning, and liaison efforts.

2020 was a very different year across the board. The planning and communications department was able to leverage the use of social media and other digital platforms to best assist in the continuation of services. Growth was seen across all social media channels, but in particular, Facebook grew over 50% during the year.

The team was able to provide training and technical assistance in conducting Facebook Live events, getting the most out of Zoom, and other platforms. With more than 1,500 posts across BHS' social media platforms, 2020 was a busy year for the planning and communications department.

Finance

Director of Finance Victor Fraga
Accountant Manuel Chapa
Bookkeeper Lori Garcia

Financial activities and decisions function to further direct services and administrative efforts. Throughout 2020, the finance department maintained cash receipts, cash disbursements, accounts receivable, accounts payable, and payroll. Team members abide by procedures and verifications that protect assets, detect errors, and prevent mistakes.

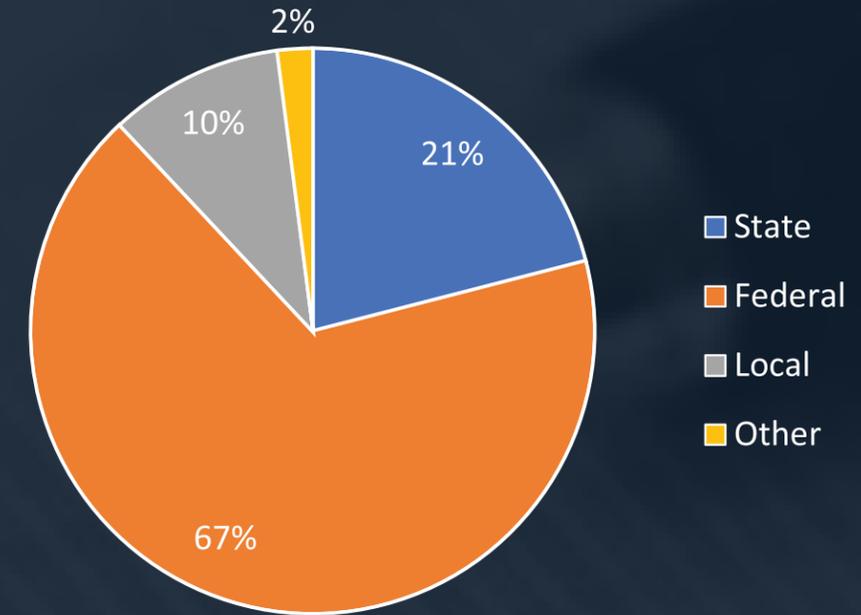
They work with external accounting experts to assist in developing, implementing and monitoring an appropriate system of financial controls; examine the organization's financial statements and the documents supporting fiscal efforts. Behavioral Health Solutions continues to be recognized as an "unmodified" low risk auditee.

Direct services are provided directly to children, adults, and/or families by trained personnel and may be rendered at an individual or group level. Services are offered at BHS offices or in partnership with schools, community centers, and other external agencies. Direct services implemented apply evidence-based approaches and focus on preventing and/or reducing drug-related issues.

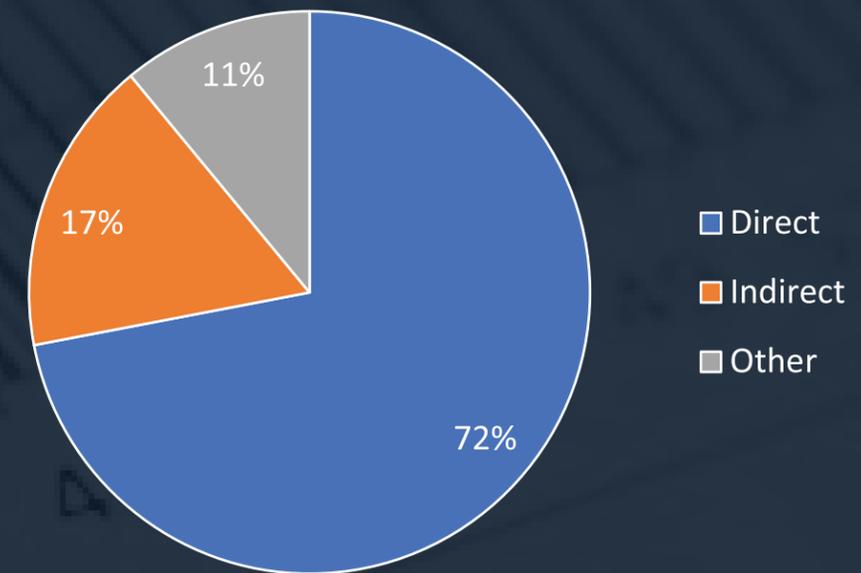
Indirect functions include activities such as human resources, accounting functions, organizational strategic planning, information and technological support. Functions serve to provide support and guidance for personnel providing direct services.

Other functions and services relate to additional efforts supporting direct services such as employee wellness activities and fundraising to offset additional costs.

Funding Source, 2020



Annual Expenses, 2020





“An ounce of
prevention is
worth a pound
of cure.”

~ Benjamin
Franklin

Youth Prevention Programs: **2020 Community Impact**

Prevention Specialists



Divisional Director
Violeta Davila



Program Director **Jackie D'Arrigo**
(956) 783-7897 ext. 225



Program Director **Marcy Huerta**
(361) 325-2692



Program Director **Alexandra Ybarra**
(956) 423-0018, ext. 10



Program Director **Juan Hernandez**
(956) 423-0018, ext. 12



Program Director **Norma Galvan**
(956) 346-4310



Daniel Diaz



Viviana Villarreal



Nora Guerra



Kathleen Perez



Susana Lopez



Moriah Guevara



Omar Del Bosque



Zuleima Lugo



Ashlyn Wall



Rosa Martinez



Rafael Cepeda, Jr



Samantha Garcia



Jennifer Espino

Counties Served:

Brooks
Cameron
Hidalgo
Jim Hogg
Kenedy
Kleberg
Starr
Willacy
Zapata



Curriculums Offered:

Positive Action
Project Towards No Drug Abuse
Strengthening Families Program
Too Good For Drugs

Universal Prevention:

Designed to reach the entire population, without regard to individual risk factors, and is intended to reach a large audience.

Selective Prevention:

Prevention strategies that target subgroups of the general population that are determined to be at risk for substance abuse.

Indicative Prevention:

Designed to identify individuals who are experiencing early signs of substance abuse and other related problem behaviors associated with substance abuse. The individuals identified at this stage, though experimenting, have not reached the point where clinical diagnosis of substance abuse can be made.

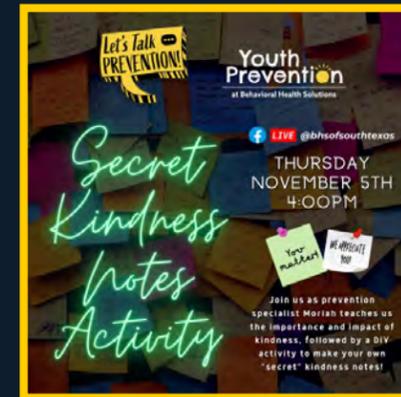
Youth Prevention Services:

- **Evidence-based Curriculum**
- **Prevention Information & Referral**
- **Alcohol, Tobacco & Other Drugs (ATOD) Prevention Presentations**
- **Alcohol, Tobacco & Other Drugs (ATOD) Prevention Interactive Activities**
- **Community Collaborations**

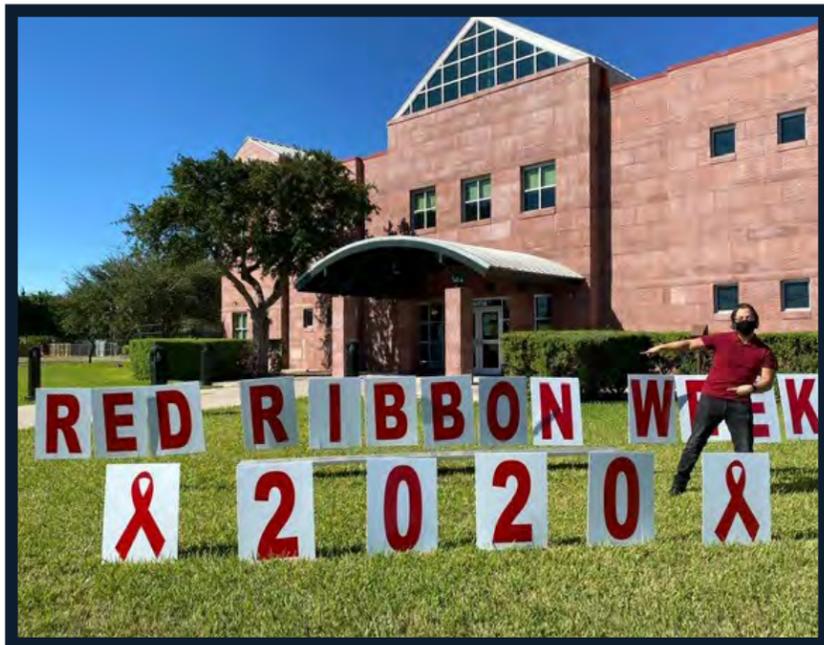
Youth prevention programs focus on enhancing youth's life skills and increasing awareness of diverse topics in an effort to prevent youth and adults from engaging in alcohol and drug use. These programs provide evidence based curriculum to students at schools, conduct activities with groups of students/adults, and present on various topics as they relate to drug use.

2020 posed unique challenges to these programs that are accustomed to working at schools and with youth in a face-to-face environment. However, the team quickly adapted and shifted to rolling out services virtually.

They were able to host curb side distribution events, virtual curriculum sessions, and fun follow-along activities via social media platforms. Their versatility allowed them to host over 300 virtual related services.



breathing techniques to do with your child. I thank you, Behavioral Health Solutions of South Texas!
Comment below a picture of the family doing these breathing teachings.
Link: https://www.facebook.com/_/bhsa.../videos/221589459271432/





“IT ONLY
TAKES ONE
PERSON TO
MOBILIZE A
COMMUNITY
AND INSPIRE
CHANGE.”

- **Teyonah Parris**

Coalitions: 2020 Community Impact

Coalition Specialists



Divisional Director
Violeta Davila



Program Director **Elizabeth Urbina**
(956) 232-2300



Program Director **Sarah Garcia**
(956) 689-2733



Vianca Vieyra



Marcus Puente



Erika Rodriguez

UNIDAD Coalition Services:

- **Environmental Strategies & Changes Implementation**
- **Alcohol & Other Drugs Prevention Presentations**
- **Alcohol & Other Drugs Alternative Activities**
- **Community Mobilization Efforts**
- **Community Collaborations**

TPC Coalition Services:

- **Environmental Strategies & Changes Implementation**
- **Tobacco Cessation & Prevention Presentations**
- **Tobacco Cessation & Prevention Alternative Activities**
- **Tobacco Prevention Curriculum Services**
- **Community Mobilization Efforts**
- **Community Collaborations**
- **Worksite Consultations related to Non-Smoking Policies**

Counties Served:
Cameron
Hidalgo
Willacy



“Coalitions help bring together individuals from various sectors in the community to tackle issues important to the area.”

The Uniting Neighbors In Drug Abuse Defense, UNIDAD, coalition in Hidalgo County focuses on establishing environmental changes preventing or reducing underage drinking, marijuana & synthetics use, and prescription medication misuse.

The Tobacco Prevention & Control Coalition, or TPCC, focuses on establishing environmental changes specific to youth tobacco prevention, tobacco prevention public health policies, and tobacco cessation in Cameron and Willacy Counties. Both coalitions were able to transition to virtual services in 2020.

Through Zoom and other similar programs, coalition meetings continued and members were still able to participate in positively impacting their communities.



Prevention Resource Center 11: **2020 Community Impact**



Divisional Director
Violeta Davila



Program Director **Elizabeth Urbina**
(956) 232-2300



Data Coordinator **Karen Rodriguez**
(956) 787-7111, ext. 245



Tobacco Prevention Coordinator **Daniel Rodriguez**
(956) 787-7111, ext. 238



Public Relations Coordinator **Eduardo Salinas**
(956) 787-7111, ext. 243

Counties Served:
**HHSC
Region 11
19 Counties**



PRC11 Services:

- **Serves as the Regional Central Data Repository**
- **Mobilizing communities in data collection and data sharing efforts**
- **Alcohol, Tobacco, & Other Drugs (ATOD) Data Focused Presentations**
- **Retail Store Tobacco Compliance Checks and Education**

The Prevention Resource Center 11, or PRC11, is a program of BHS that helps serve as a central data collection repository, and develops a yearly Regional Needs Assessment for the region. To do so, PRC works closely with local community and county data collection resources, and also helps provide regional trainings in the area.

PRC11 continued to provide services and was able to put together a 4-part webinar series titled “Engage in Change” with more than 100 participants.

To access the latest copy of the Regional Needs Assessment and other data reports please visit www.prc11.org!



Prevention Resource Center 11

Engage in Change

Join the Prevention Resource Center 11 on a 4-part webinar series focused on important topics in prevention.

- OCT. 21 10-11 AM** **Prevention in the Virtual World**
Elizabeth Urbina, Program Director
- OCT. 28 10-11 AM** **Texas Retail Store Guidelines: A Better Health for You and Me**
Daniele Rodriguez, Tobacco Prevention Coordinator
- NOV. 04 10-11 AM** **Breaking Down the Messages: Media Literacy in Prevention**
Eduardo Salinas, Public Relations Coordinator
- NOV. 18 10-11 AM** **How it Works: Substance Use Data Collection**
Karen Rodriguez, Data Coordinator

CEU's available

For more information contact
edsalinas@bhst.org
(956) 787-0004 Ext. 21

BEHAVIORAL HEALTH SOLUTIONS



“Early investment in the lives of disadvantaged [populations] will help reduce inequality, in both the short and the long run.”

- James Heckman



Intervention Programs: **2020 Community Impact**

Intervention Staff



Divisional Director
Blanca Martinez



Program Director **Beatrice Sanchez**
(956) 787-7111, ext. 228



Program Director **Jessica Plata**
(956) 423-0018, ext. 22



RBI Program Coordinator **Gloria Cortez**
(956) 398-8530



Intervention Specialist
Roxanna Aguirre



Intervention Specialist
Sandra Guerra



Community Health Worker
Sandra Villanueva



Intervention Specialist
Odilia Barrera

Counties Served:

Brooks
Cameron
Duval
Hidalgo
Jim Hogg
Starr
Willacy
Zapata



Intervention programs help provide intensive case management services to its participants. By providing them with important referrals and helping them connect to needed resources, participants are able to overcome challenges.

Empowering Communities helps individuals and families residing in rural areas; the PADRE program helps families identified as having high risk factors, and the Caring for Mommies program helps women who are pregnant or families with children aged 0 to 5 years. These programs were able to continue serving their participants by providing virtual and telephonic options at the start of the pandemic and continue to engage families in skill building services and family bonding opportunities.



Empowering Communities Services:

- **Family focused curriculum services**
- **Case Management services**
- **Alcohol & Other Drugs Alternative Activities**
- **Community Mobilization Efforts**
- **Community Collaborations**

PADRE Services:

- **Intensive Case Management services**
- **Nurturing Families curriculum services**
- **Life Skills services**
- **Referral services**
- **Outreach**
- **Community Collaborations**

PPI Services:

- **Intensive Case Management services**
- **Nurturing Families curriculum services**
- **Life Skills services**
- **Referral services**
- **Outreach**
- **Community Collaborations**



Treatment Programs: **2020 Community Impact**

Counselors



Divisional Director
Blanca Martinez



Program Lead **Janese Mason**
(956) 447-0223, ext. 12



Cindy Campos Saucedo



Stephanie Villarreal



Jesus Rodriguez



Miguel Garza



Raul De Leon

Counties Served:

**Cameron
Hidalgo**



An additional consequence of the pandemic was the increase in alcohol and drug use seen across the country. Treatment programs offered at BHS were able to engage individuals diagnosed with a substance use disorder during the pandemic.

With both youth and adult services, counselors are able to meet with clients either in face to face settings, following CDC guidelines, or virtually via tele-health options. This flexibility allows the programs to continue providing much needed services.



Fueling Hope Services:

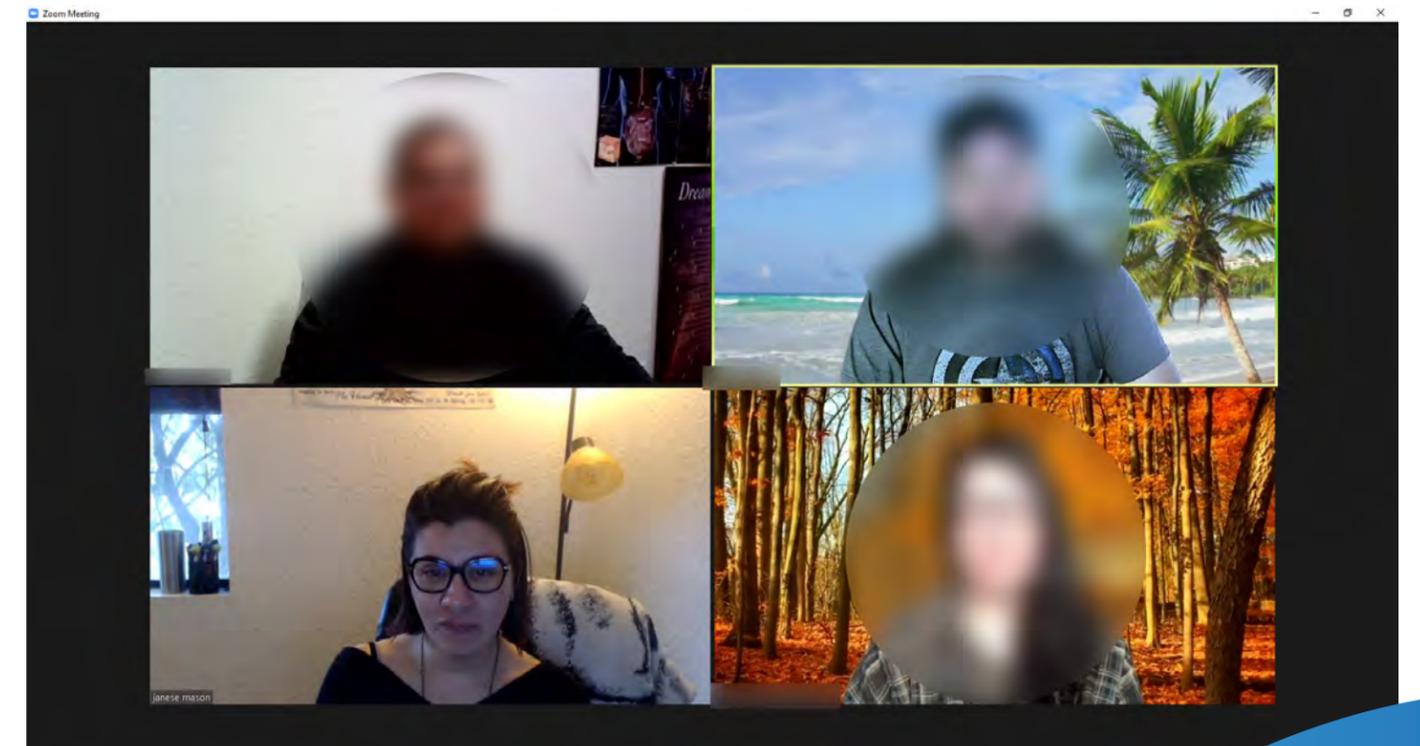
- **Pre-Treatment Services**
- **Outpatient Substance Abuse Treatment Groups**
- **Individual Sessions**
- **Recovery Support Groups**
- **Referral Services**
- **Follow-Up Services**

Empowering Hope Services:

- **Outpatient Substance Abuse Treatment Groups**
- **Individual Sessions**
- **Referral Services**
- **Follow-Up Services**

Monarch Services:

- **Outpatient Youth Substance Abuse Treatment Groups**
- **Individual Sessions**
- **Referral Services**
- **Follow-Up Services**



Recovery Programs: **2020 Community Impact**

Peer Recovery Coaches



Divisional Director
Blanca Martinez



Program Coordinator **Erika Salinas**
(956) 787-7111, ext. 241



Monica Champion



Sulema Alfaro

Recovery United Services:

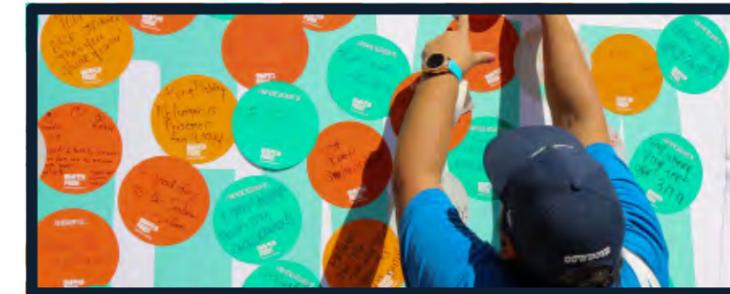
- **Peer Support Groups**
- **Wellness Groups**
- **Family Engagement Activities**
- **Educational & Vocational Support**
- **Financial Assistance**
- **Referral services**
- **Community Collaborations**

Counties Served:
Hidalgo



Recovery programs experienced a similar increase in need during 2020. Recovery United, a program for adults in recovery, was able to rise to the challenge, and provide services to individuals in or seeking recovery.

The toll of the pandemic continues to highlight the need for recovery support programs as individuals and families work to adjust to social and financial changes.



Special Highlight: 2020 Community Impact

Believe in Change "YRC"

Believe in Change served over 200 Hidalgo County youth and their families during the course of 5 years. This program helped youth who were seeking recovery from drugs and alcohol. It provided a positive afterschool environment on a weekly basis. Believe in Change provided youth and their families with skills building services, recovery coaching, community connections, and family bonding opportunities.

The program was able to expose them to healthy living options and ways they could have fun without being under the influence. For many of the youth, the program became part of their extended family. Believe in Change taught them important life skills, provided food, and more importantly – a welcoming environment. In 2020, the grant making the extended recovery support services possible for youth and their families ended. If you would like to volunteer or make a donation to help support the continuation of Believe in Change, please visit www.bhsst.org/donate.



New addition to the BHS Family!

2301 Industrial Blvd., Harlingen



2020 saw the addition of a new building to BHS. The new building is located in the city of Harlingen and will provide an opportunity to house many services under one roof. Thanks to the leadership of Joe Gonzalez, CEO, the building marks a new era in BHS services.

The building has the potential to provide over 10,000 square feet of office and meeting space, plus 5 acres for future activities and developments. That being said, the building poses new fundraising challenges. With an estimated \$100,000 in renovation costs, BHS is seeking donations from community members and partners.

To make a donation to help move renovations forward, click the hyperlink or visit www.bhsst.org/donate

In addition to monetary donations to renovate our new Harlingen location, our programs have recurring item needs to assist participants. Here are some items that would help families and individuals in need:

- Diapers (newborn to 5)
- Wipes
- Baby blankets, bottles, and shampoo
- Baby formula
- Breast pumps
- Baby diaper bags
- New/semi-used baby and maternity clothing
- Hygiene products (hair gel, toothpaste, toothbrushes, deodorant, shampoo, etc)
- Art supplies
- Board games
- School supplies

If you wish to donate any of the items above, please contact Irwin Mendoza, Director of Planning, at (956) 787-7111, ext. 295 or imendoza@bhsst.org



Connect with us online:

bhsst.org ▪ prc11.org ▪ unidadtpcc.org



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(956) 364-2670

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2301 Industrial Blvd.
Harlingen, TX 78550
(956) 368-5557

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Raymondville, TX 78580
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2110 W. 6th St.
Weslaco, TX 78596
(956) 447-0223

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