



2020 Annual Report

History

Founded in 2012, the Hope and Healing Center & Institute (HHCI) is an expression of St. Martin's Episcopal Church's vision to minister to those broken by life's circumstances and a direct response to the compassionate Great Commission of Jesus. An independent 501(c)(3) nonprofit organization housed on the St. Martin's campus, HHCI is a comprehensive mental health resource serving the Houston community and beyond.

Mission

Our mission is to restore the lives of individuals and families broken by mental illness to health and wholeness.

Vision

Our vision is easily accessible and affordable options for mental health care within accepting community.

Core Values



FAITH: Our passion for serving others is grounded in our faith and calling.



INTEGRITY: We build trust through responsible actions and authentic relationships.



RESPECT: We believe that everyone is created in the image of God and worthy of compassion, kindness, and goodwill.



EXCELLENCE: What we do, we strive to do well. We are committed to delivering the best services and programs we are capable of providing.



INNOVATION: We encourage the development and implementation of novel and inspirational ideas to better serve others.

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A Letter from the Chief Executive Officer

DEAR FRIENDS,

For all of us, 2020 was a year defined by the SARS-CoV-2 pandemic. For many, however, fear of COVID-19 infection and death in combination with the isolation and economic downturn caused by attempts to mitigate the spread of the virus also resulted in significant mental health issues. This has brought more individuals and families to HHCI for mental health resources than ever before. Fortunately, we were well-positioned to handle the community's increased need for mental health services and support.

HHCI's office, located on the campus of St. Martin's Episcopal Church, closed *physically* the afternoon of Friday, March 13th and reopened *virtually* the morning of Monday, March 16th. It was fortuitous that the crisis found us in a proactive position, rather than a reactive one. In advance of the outbreak, HHCI had started moving our training and services online to reach a broader audience. The pandemic served as a catalyst which only accelerated our timeline. Thanks to the dedication of our staff, the commitment of our Board of Directors, and the support of our donors, HHCI easily and effectively pivoted from in-person to virtual delivery.

As we reached a tipping point in the world and at home in 2020, HHCI extended our platform to connect vital mental health resources to unmet needs. Our new model of virtual education, training, and service delivery allowed us to expand the breadth and depth of our outreach locally, nationally, and even internationally. We are now able to reach individuals across the street as well as around the world.

While we grieve with the community over the loss of lives and livelihoods due to COVID-19, we have not allowed the pandemic to change our plans – just how we are executing them. As I have shared with you before, our mandate, as set forth in HHCI's 2017-2021 strategic plan, is to build a transformative and transferable model of mental health care that increases the accessibility, affordability, and acceptability of care in every community.

In 2020, we advanced the mental health continuum of care we are building for Greater Houston by increasing our network of faith communities trained to recognize and respond to mental health issues. We also formed a partnership with Communities in Schools Houston to begin including schools in this network of care. In 2021, we will address how HHCI might share this model with other communities in our second five-year strategic plan.

We are blessed by your support and our shared desire that individuals struggling with mental health problems receive "hope and healing" in their own communities. I wish you and your family Godspeed in 2021.



Matthew S. Stanford, PhD
Chief Executive Officer



Matthew S. Stanford, PhD,
HHCI Chief Executive Officer since 2015

"We have this hope as an anchor for the soul, firm and secure."

HEBREWS 6:19

Houston Hope Line

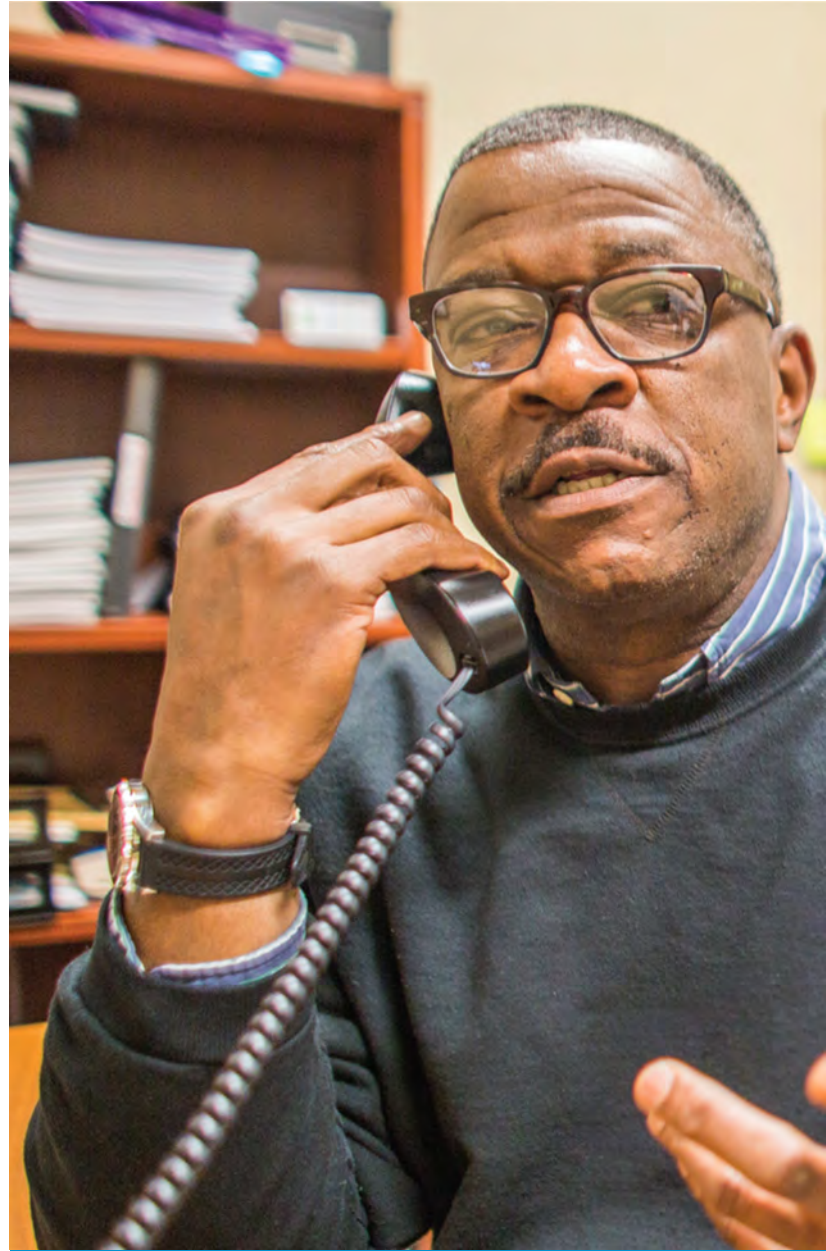
Vincent M. Fizer, MSW, PSS, has dedicated his career to working with individuals at-risk or experiencing the significant life altering challenges associated with mental health and substance use issues from a variety of professional roles. Vincent has been a Mental Health Technician, a Licensed Practical Nurse, and a Case Manager. Today, he is a Certified Peer Support Specialist for HHCI's Houston Hope Line.

HHCI launched the Houston Hope Line in 2020 to serve Greater Houston as an alternative to a crisis hotline and provide community members in mental health distress with peer support and a warm hand-off to local resources. Peers are individuals with experiential knowledge of mental health issues who can offer callers compassion and hope.

Vincent trained to become a Certified Peer Support Specialist as another way to serve those in need, "to put another tool in my tool box, a tool I did not already have. I had been a clinician. I wanted to do something different. Clinicians give advice and take control to solve the problem. As a Peer Supporter, I share lived experiences, and I refer callers to clinicians."

The Houston Hope Line offers Intentional Peer Support (IPS), a powerful framework for individuals to connect, share, listen, and grow together as both the peer and caller move forward in their recovery and life journeys. "The training works like the training says." Vincent shares with callers, "I live in the same world you live in. I am dealing with the same things you are — COVID-19, social isolation, anxiety, and depression. Callers laugh and open up. A lot of people cry on the phone, too. I tell them it's alright to cry. It's alright to be afraid, and I share my own anxiety."

The Houston Hope Line is open free of charge Monday through Sunday from 5:00 — 8:00 pm. "I want people to know there is a place to call when you are confused, frustrated, and afraid. Life goes off the rails without talk," says Vincent. "When people call the Houston Hope Line to vent, I tell them you called the right place."



Vincent M. Fizer, MSW, PSS, Certified Peer Support Specialist, Houston Hope Line

"Come unto me, all ye that labour and are heavy laden, and I will give you rest."

MATTHEW 11:28



HOUSTON HOPE LINE
832-831-7337



OBJECTIVES OF THE HOUSTON HOPE LINE



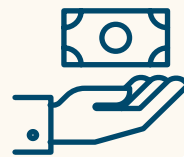
Provide peer support to people in mental health distress



Refer callers to local mental health resources



Reduce emergency room admissions and psychiatric hospitalizations



Offer a cost-saving alternative to expensive crisis services



Decrease law enforcement involvement with behavioral health issues

GATEWAY TO HOPE OFFERS TRAINING IN 3 TYPES OF SUPPORT GROUPS:



MINDS TRANSFORMED
for individuals living with a mental health difficulty or disorder



HEARTS TRANSFORMED
for individuals who are survivors of trauma



FAMILIES TRANSFORMED
for families of individuals living with a mental health issue



Rachel Young, Pastor of Congregational Health, Clear Lake Presbyterian Church

“At HHCI, we are reimagining how mental health care can be accessed and delivered.”

MATTHEW S. STANFORD, PHD, CEO



Gateway to Hope

As the Associate Pastor of Congregational Health at Clear Lake Presbyterian Church, Rachel Young is responsible for the vision and training of church leadership in its holistic pastoral care ministry, which started three years ago. “Pastoral care is no longer just deacons delivering meals to families in a crisis,” explains Pastor Young. Rather, holistic pastoral care recognizes that a person’s physical, spiritual, mental, and emotional needs are interconnected, and as an individual faces difficulty in one area, other areas of impacted.

HHCI’s outreach program, Gateway to Hope, developed by CEO Matthew S. Stanford, PhD relies on this same ethos. Since 2019, Clear Lake Presbyterian Church has been a partner in the Gateway to Hope network of 193 faith communities located throughout Greater Houston and trained to serve as “open doors” to the mental health system and offer peer-delivered supportive services on site. For Pastor Young, “linking recovery to faith is beautiful and helpful. Not only is it okay to have mental health issues, it is not a sin. We see it in scripture. Faith can be a part of your healing and recovery.”

According to Pastor Young, Clear Lake Presbyterian Church was compelled by the statistics that 68% of people will go a member of the clergy, rather than a mental health care provider or physician, when in mental health distress. Yet, 70% of clergy report feeling inadequately trained to recognize mental illness. “Our church leadership was drawn to Matt’s passion to train churches to get equipped.”

“The Gateway to Hope program has enabled us to address the ongoing struggle to help people recognize they need care due to stigma. We now have the ability to talk about mental health openly. The stigma of mental illness has been lifted.” Pastor Young adds, “Our partnership with HHCI has placed mental health resources at our fingertips.”

Through Gateway to Hope, Clear Lake Presbyterian Church is equipped to offer support groups, which they call grace groups, mental health coaching, referrals to professional care, and HHCI’s virtual educational seminars. “During the COVID-19 pandemic, HHCI’s Houston Hope Line has been the number one resource we have invited people to call in the evenings when isolated,” she adds.

“I would recommend HHCI and the Gateway to Hope program to other churches, especially those that want to dig deeper into mental health and offer good curricula and resources to their congregations.” concludes Pastor Young.



HHCI is partnering with the American Association of Christian Counselors (AACC) to offer Certified Peer Mental Health Coach First Responder training nationally

Impact in 2020

HHCI's four areas of service — education, training, clinical services, and research — focus on increasing access to care for the 1 in 5 individuals in our community who are affected by mental illness; over 50% of whom do not receive any treatment. The Community Bioethics and Aging Center (CBAC) is a mirror of HHCI focused on community members 65 years and older and their families. Together, we serve free of charge individuals, families, and caregivers from all religions, ethnicity, socioeconomic background, and circumstances.

220,615

direct service hours provided by HHCI since our founding in 2012

HHCI

21

employees

13,166

direct service hours to individuals provided

59

volunteers

495

volunteers hours

160

Greater Houston zip codes served

908

U.S. zip codes served

298

international locations outside of the U.S. served

EDUCATION

25

community education programs offered

1,434

program attendees

94%

average customer satisfaction rating for programs

6

second year graduate student interns provided clinical placement

RESEARCH

18

community outreach presentations

4

journal articles published

7,601

presentation attendees

1

books published

TRAINING

193

faith communities in Gateway to Hope network, includes 9 Spanish-speaking congregations

3,533

individuals trained

106,799

visits to mentalhealthgateway.org

5,533

visits to Spanish mentalhealthgateway.org/es/is

**Cumulative program numbers since Gateway to Hope's launch in 2017*

COMMUNITY BIOETHICS AND AGING CENTER (CBAC)

62

professional and community education presentations offered

921

presentation attendees

110

healthcare ethics and private consultations provided to individuals

5

radio show interviews

CLINICAL SERVICES

569

individuals served

1,928

direct service hours provided

62%

of clients unable to access traditional mental health care

8,042

views of 9 videos produced by clinicians on mental health management during the coronavirus pandemic

HHCI is Houston's frontline resource for accessing mental health services and support. Through peer support and referrals, our mental health clinic, community education and training, we are a hub for mental health and wellness.

Research

Cystal Collier, PhD, LPC-S, is a therapist and educator who has been working with adolescents and adults suffering from mental illness, behavioral problems, and substance use disorders since 1991. Dr. Collier served as HHCI's Murphy-Petersen Fellow in Behavioral Health from 2018 to 2020 to conduct research and educate the public on high-risk behavior in children. In long-term recovery herself, it is her mission to teach parents, students, clinicians, and the community how these risky behaviors affect brain development and what to do if they occur.

"During my fellowship, I researched a wide variety of high-risk behaviors in today's youth that fall under behavioral health." High-risk behaviors included alcohol use, drug use, drinking and driving, pornography, self-injury, gambling, technology overuse, video game addiction, unhealthy dating behavior, eating disorders, and mood disorders, like anxiety and depression. Her fellowship concluded with the publication of *The NeuroWhereAbouts Guide*, a book Dr. Collier authored to help parents prevent and treat high-risk behavior in their children.

The Murphy-Petersen Fellowship in Behavioral Health was generously funded by donors Paul Murphy, a member of HHCI's Board of Directors, and Gary Petersen, a supporter since HHCI's founding in 2012. At HHCI, donor-supported post-doctoral fellows serve two-year appointments to address mental and behavioral health issues. Synergistically, HHCI serves as the delivery system by which research is disseminated to community members in Greater Houston and beyond. For Dr. Collier, "Financial support allows for the proper research of the fellowship's topic, and philanthropists' donations have a wide-ranging effect that impacts thousands of people."

HHCI's research is disseminated through journal articles, books, and educational programs. HHCI hosts public education programs to raise awareness and reduce the stigma of addiction and mental illness and continuing education for professionals to improve the delivery of care. Dr. Collier is a popular presenter who is featured regularly in HHCI's education program schedule.

Dr. Collier concludes, "HHCI's fellowships give researchers the opportunity to disseminate cutting-edge, evidence-based information to community members who would not have the opportunity to receive it anywhere else. By targeting community members and clinicians, HHCI educational programs provide a beautiful 360 degree treatment of current topics."



SUMMARY LIST OF RECENT HHCI FELLOWSHIPS

LUMPKINS FELLOWSHIP

in Serious Mental Illness Treatment and Recovery (2016-2018)

MCGEE FELLOWSHIP

in Bioethics and Aging (2016-2018)

ZORICH FELLOWSHIP

in Public Policy (2017-2019)

MURPHY-PETERSEN FELLOWSHIP

in Behavioral Health (2018-2020)



“And Jesus grew in wisdom [mental] and stature [physical], and in favor with God [spiritual] and man [relational].”

LUKE 2:52



Crystal Collier, PhD, LPC-S, Murphy-Petersen Fellow in Behavioral Health



“

The Hope and Healing Center & Institute is a special place where cutting edge psychological science and practice meet the transformative power of Jesus Christ.”

MATTHEW S. STANFORD, PHD, CEO

Supportive Services

Ken Hamilton's wife is one of the 5 million people currently living in the United States with age-related dementias. To prepare himself for his role as a caregiver for someone with dementia, in 2019, Ken enrolled in the Savvy Caregiver. The program is an evidence-based training that meets two hours a week for six weeks to equip caregivers with the knowledge to understand the changes loved ones are experiencing and the skills to provide individualized care throughout the progression of dementia. Ken subsequently took the advanced Savvy Caregiver virtually two hours a week for four weeks in August 2020 for training in solving current problems, making difficult decisions, planning for future challenges, and ongoing self-care. The Savvy Caregiver is offered by HHCI in collaboration with the Amazing Place.

"It was God-given timing that Peggy Determeyer was one of the instructors for the advanced Savvy Caregiver program," says Ken. Over the course of the training, Ken's wife had an accident that took her from a memory care unit in an assisted living facility to the trauma of a hospital's Intensive Care Unit. "Peggy offered me personal consultations, by telephone due to COVID-19, to help me consider questions that I needed to ask, process the options available for my wife's care, and make decisions about her ongoing treatment."

Peggy Determeyer, PhD, MDiv, MBA, BCC, HEC-C, is the Director of HHCI's Community Bioethics and Aging Center, a unique resource that serves Greater Houston's community members 65 years and older as they confront the myriad of issues faced by all of us as we age. "It was a revelation to find someone with the experience and referrals to places for support — and a continuing interest. Peggy provided support and guidance from the time my wife was admitted to the ICU, to her referral to hospice care, and to her return to assisted living."

"I was not aware of HHCI before. I am now a big advocate. I have referred the pastoral care minister at my church, as well as members of my Alzheimer's caregiver support group, to HHCI for organized, proficient, and personable support."



Ken Hamilton

HHCI'S MENTAL HEALTH CLINIC, located on the campus of St. Martin's Episcopal Church, offers therapeutic clinical services, support groups, mental health care consulting, and counseling referrals.

HHCI'S COMMUNITY BIOETHICS AND AGING CENTER, also located on the campus of St. Martin's Episcopal Church, offers supportive services for aging, caregiving, and grief.

For access to support and referrals to HHCI's network of vetted mental health care providers and resources, contact our Mental and Behavioral Health Line at

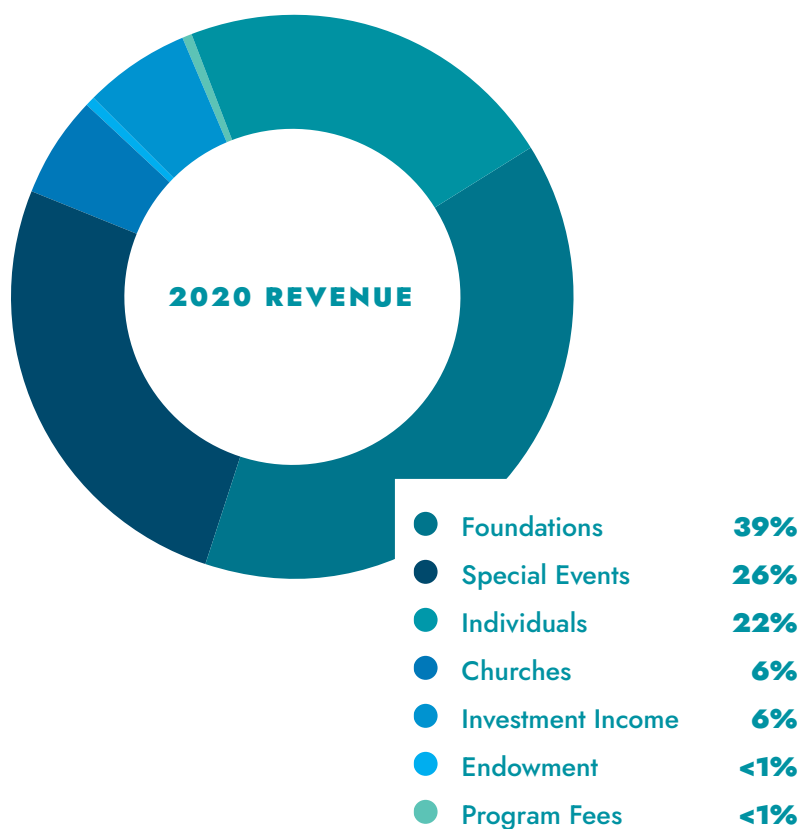
713-871-1004, x570

**MONDAY – FRIDAY
9:00 AM – 5:00 PM**

Financial Highlights

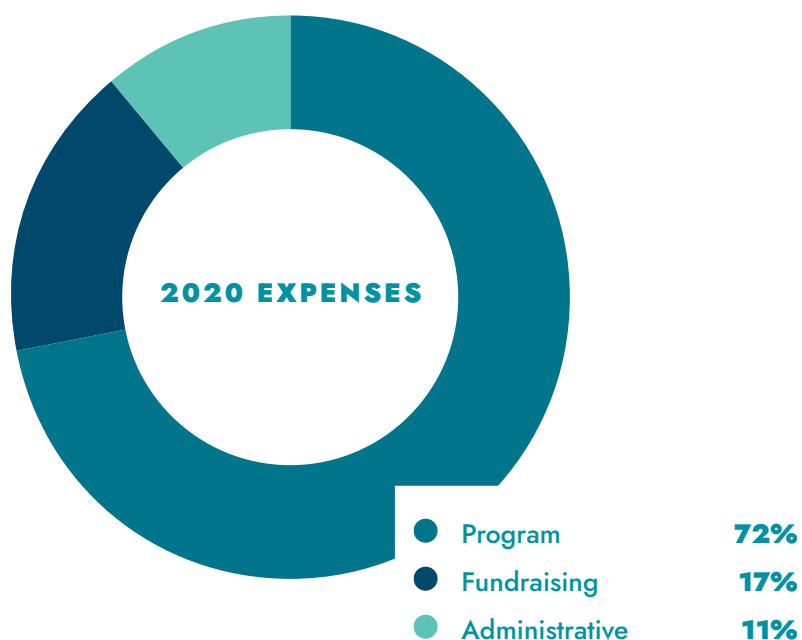
2020 TOTAL REVENUE

Foundations	\$	1,112,000
Special Events	\$	751,169
Individuals	\$	615,056
Churches	\$	184,146
Investment Income	\$	167,385
Endowment	\$	4,000
Program Fees	\$	2,818
TOTAL	\$	2,836,574



2020 TOTAL EXPENSES

Program	\$	2,229,053
Fundraising	\$	526,304
Administrative	\$	340,550
TOTAL	\$	3,095,907



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“While HHCI alone cannot solve all of the mental health issues, we can increase awareness, reduce stigma and be a reliable source of information and help for those suffering or wanting to help someone who is.”

BOB ZORICH, HHCI CHAIRMAN

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“HHCI continues to be a place that meets those who need its services and supports them in a way that their lives are put back together, and they are sustained body, mind, and spirit.”

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717 Sage Road, Houston, Texas 77056
hopeandhealingcenter.org
(713) 871-1004