A Message from the CEO & President

This year has been a time of tremendous growth and accomplishment at RI International. We opened our twelfth Crisis Center in Palm Springs, California, and our eighteenth Wellness and Recovery Center in Wilmington, North Carolina. We hosted Zero Suicide events in Sydney, Australia, and Auckland, New Zealand along with several full-day Recovery Summits for communities in our key U.S. markets. Our Washington and Delaware locations saw visits from two Governors and I had the honor of participating in a briefing at the US Congress, met parliamentary leaders in Australia and sat down with the Minister of Health in New Zealand.

But underlying this backdrop of opportunities and achievements is the real reason we do what we do – to help others push past the limits of mental illness and achieve a life of happiness through purpose and connectedness. That’s why the theme of RI’s inaugural annual report is “Valuing Recovery”: it speaks to our focus on altering the trajectory of mental illness beyond simple stabilization and maintenance to living happy, healthy, productive and connected lives.

To that end, it was my great honor to be selected to the Interdepartmental Serious Mental Illness Coordinating Committee that published it’s report to Congress: “The Way Forward: Federal Action for a System That Works for All People Living with SMI and SED and Their Families and Caregivers” under the leadership of Assistant Secretary for Mental Health and Substance Use Dr. Elinore McCance-Katz.

I am very hopeful as there is so much we can and must achieve together. We look to our RI team and partnerships with local funders, hospitals and law enforcement as the keys to transforming the face of care as we know it today.
RI believes that recovery is possible, and that persons with serious mental illness can move past the limitations of their illness to lead independent lives of purpose and meaning in their communities.

1990
RI establishes as Maricopa East Treatment Alternatives (META) Services in Mesa, AZ.

1996
The first Recovery Response Center opens in Peoria, AZ with 46 beds.

2000
RI makes conscious shift to becoming a recovery-focused organization and begins hiring hundreds of persons with lived experience into Peer Support roles.

2003
RI’s crisis facility becomes known as a “living room model” with a focus on welcoming environments and a treatment philosophy of “No Force First”.

2006
META Services changes its name to Recovery Innovations, Inc.

2007
The Recovery Opportunity Center is created and begins delivering Peer Employment Training and Recovery consultation to more than 30 states and 7 countries.

2008
RI begins to average three to six new program launches per year.

2009
RI expands the Living Room model into Washington State, opening a second Recovery Response Center in Pierce County, WA.

2015
David Covington is named President and CEO, installing a new Executive Team and focusing around the core strengths of crisis and recovery services.

2016
Recovery Innovations is rebranded as RI International.

2017
By 2017, RI has 12 crisis programs, 14 outpatient programs, and 18 recovery centers throughout the U.S. and New Zealand.
BOARD OF DIRECTORS

Retiring Board Members

Bruce Harvey, LCSW
- Served in Gilbert, Arizona public and private school systems for more than 20 years
- RI Board Member for 20 years

Eleanor Owen
- Co-founder, National Alliance for the Mentally Ill (NAMI)
- Founder and Executive Director, Washington Advocates for the Mentally Ill

James M. Zimmer, Jr., C.P.A., P.C.
- Founder and owner of James M. Zimmer Jr. CPA PC, located in Pine, AZ
- RI Board Member for 21 years

Michael Cason
Vice Chair
President and Founder, Enterprise Integrators, Inc.

Brian Karr, CPA
Treasurer
Chief Financial Officer, Alacura

Steven Fasick
Secretary
Founder and Managing Member, Ross Capital Partners LLC

Dennis P. Morrison, Ph.D.
Private Behavioral Health Consultant

John Santopietro, M.D., DFAPA
President and Medical Director, Silver Hill Hospital

Kenneth Thompson, M.D.
Principal Psychiatrist for Visible Hands Consulting

EXECUTIVE TEAM

FROM LEFT TO RIGHT

THOMAS CASTELLANOS
CHIEF FINANCIAL OFFICER

DAVID COVINGTON
CEO & PRESIDENT

SUE ANN ATKERSON
CHIEF OPERATIONS OFFICER

DR. CHUCK BROWNING
CHIEF MEDICAL OFFICER

PAUL GALDYS
DEPUTY CEO

LEON BOYKO
CHIEF ADMINISTRATIVE OFFICER
KEY STRATEGIC OBJECTIVES

HEALTHCARE INNOVATION
Advancing transformative services aimed at better outcomes and lower cost

EMPLOYEE INVESTMENT
Cultivating and empowering an exceptional workforce

SOLUTION OPTIMIZATION
Deploying technology to boost performance and leverage resources

STRATEGIC EXPANSION
Co-designing systems of care in collaboration with key partners
HEALTHCARE INNOVATION

CRISIS UNITS WITH HOME-LIKE ENVIRONMENTS

Peoria, AZ sub-acute unit

USE OF PEER SUPPORTS AS PART OF BLENDED TREATMENT TEAMS

MORE THAN 60% OF OUR WORKFORCE IDENTIFIES AS HAVING LIVED EXPERIENCE
284
EMPLOYEES TRAINED IN ASIST
(APPLIED SUICIDE INTERVENTION SKILLS TRAINING)

MULTIPLE CAREER PATHWAYS FOR
PEER SUPPORT SPECIALISTS

10
“ASK THE CEO” FORUMS HELD

Dr. Ursula Whiteside, co-developer of NowMattersNow.org, trains our leaders in DBT skills and the power of "simple tools"
SOLUTION OPTIMIZATION

David Covington demonstrates use of the Crisis Tech 360 electronic bed board to track key performance metrics and improve outcomes.

901
ACTIVE USERS OF
Netsmart ELECTRONIC HEALTH RECORD

IMPLEMENTATION OF THE
RELIAS LMS DECREASED ON-BOARDING TIME BY 50%
Chief Medical Officer Dr. Chuck Browning and Recovery Services Administrator Tammy Margeson receive an award from the North Carolina Crisis Collaborative.

RI INTERNATIONAL HAS PARTNERED WITH BHL IN THE DEVELOPMENT OF CrisisTech360.

80% OF REFERRALS CAME FROM LAW ENFORCEMENT DROP-OFFS AT THE PEORIA, AZ RECOVERY RESPONSE CENTER.
PROGRAMS AT A GLANCE

CRISIS
IMPROVE CARE AND REDUCE COSTS

HEALTH
SERVICES AIMED AT ADDRESSING MENTAL HEALTH, SUBSTANCE ABUSE, AND CO-OCCURRING DISORDERS

RECOVERY
WELLNESS CENTERS AND PEER SUPPORT SERVICES

CONSULTING
BEHAVIORAL HEALTH CONSULTATION AND CERTIFIED PEER EMPLOYMENT TRAINING

Key Programs
- Crisis Continuum
- Care Transition
- Outpatient Services
- Wellness Centers
- Housing & Employment
- Peer Support
- Consulting & Training

Core Values
- Recovery
- Culture
- Clinical/Medical
- Safety
- Measured Values
- Results
- Key Resources
- First Responders
- Suicide Care

Accredited by JCAHO since 2006
CRISIS
IMPROVE CARE AND REDUCE COSTS

"NO FORCE FIRST"
PHILOSOPHY SEEKS TO ELIMINATE SECLUSION AND RESTRAINT

25,872
ADMISSIONS IN 2017

12
CRISIS PROGRAMS ACROSS THE U.S.

NO WRONG-DOOR: LAW ENFORCEMENT NEVER TURNED AWAY

ELECTRONIC BED INVENTORY PROVIDES REAL-TIME DASHBOARD OF CAPACITY AND THROUGHPUT

RI’s innovative Crisis Services incorporate the principals of recovery, trauma-informed care, and the use of peer supports throughout an array of programs including:

- Sub-acute crisis stabilization
- 23 hour observation
- Involuntary/Court-ordered treatment
- Crisis respite
- Crisis-Housing/short-term transitional living
- Peer-run warmline

THE "LIVING ROOM" MODEL
PROVIDES A SOOTHING HOME-LIKE ENVIRONMENT

172
BEDS

ALLEVIATES OVER-USE OF EMERGENCY DEPARTMENTS
HEALTH
SERVICES AIMED AT ADDRESSING
MENTAL HEALTH, SUBSTANCE ABUSE,
AND CO-OCCURRING DISORDERS

HOSPITAL TRANSITION TEAMS ASSISTED MORE THAN

6,167

PEOPLE TRANSITION FROM HOSPITAL, JAIL, OR OTHER
SETTINGS BACK INTO THEIR COMMUNITIES.

RI’s clinical services are
grounded in evidence-based
practices with peer supports
embedded throughout. Many of our locations
provide assessments and
service planning, individual
and group counseling, Illness
Management and Recovery
groups, and services for
persons with substance
use/co-occurring
disorders in
addition to
peer support
and care
coordination
services.

1,801

PERSONS WERE SERVED THROUGH PERMANENT
SUPPORTED HOUSING AND TRANSITIONAL LIVING
PROGRAMS
RECOVERY
WELLNESS CENTERS AND PEER SUPPORT SERVICES

108
WELLNESS RECOVERY ACTION PLAN (WRAP) CLASSES DELIVERED

Ribbon-cutting at opening of most recent Wellness and Recovery Center in Wilmington, NC.

18
WELLNESS AND RECOVERY CENTERS ACROSS THE U.S. AND NEW ZEALAND

08
WHOLE HEALTH ACTION MANAGEMENT CLASSES

8,060
PERSONS SUPPORTED

RI believes that recovery from mental illness is not only possible but expected, and the use of peer supports has been the key element in making that belief a reality. Peer Support Specialists transform their past experiences into a powerful vehicle of hope for others, offering side by side supports as individuals embark on their journey to wellness and independence.

The Recovery Team at the Durham, NC Wellness and Recovery Center.
CONSULTING
BEHAVIORAL HEALTH CONSULTATION

12,556
PEER SUPPORTERS HAVE BEEN TRAINED WORLDWIDE THROUGH RI’S PEER EMPLOYMENT TRAINING SINCE 2000

RI provides training and consultation on a variety of topics aimed at transforming people, agencies, and systems of care.

RI International is a recognized leader in the development of a sophisticated and effective peer support workforce, and the core of this success is our Certified Peer Employment Training. It’s engaging, challenging and transformative, and often results in the confidence and connections to return to meaningful work. RI’s Peer Support Certification is the most transferrable in the world. To date, we’ve provided consultation and training in nearly every U.S. state, throughout the United Kingdom (England, Scotland, Ireland, Wales) as well as Belgium, Brazil, Canada, New Zealand, The Netherlands, Norway, Singapore, and Tokyo.

Singapore Consortium of Mental Health Experts Spend Two Weeks at Phoenix Campus with RI Consulting Team
THOUGHT LEADERSHIP

RI International has partnered with several national organizations to further the promotion of three key clinical initiatives:

- Zero Suicide
  System principles to reduce suicide.

- CRISIS NOW
  A model for exceptional crisis care.

- Peer 2.0
  Measuring the impact of peer supports upon recovery.

These models, co-designed with key national stakeholders, provide a framework that shape the way systems of care are designed and executed. Our goal is to transform “care as usual” into exemplary, state of the art systems of care that drastically alter the field as we know it.
Zero Suicide is a global movement that has called upon and joined together suicide prevention experts from across the globe; to research, evaluate and share prevention successes. The result is continuous improvement and dissemination of tools and instructions for health care professionals, equipping them for effective and caring interactions with those experiencing the despair of suicidal thoughts. The movement is based upon a foundational belief that suicide deaths are preventable.

Visit: http://zerosuicide.org to learn more.
Good crisis care reduces and prevents suicides while providing more immediate and targeted help for the person in distress. In addition, it cuts cost of care substantially by reducing the need for psychiatric hospital bed usage, emergency department visits, and law enforcement overuse.

Visit: http://crisisnow.com to learn more.
Peer supports have long been recognized for their effectiveness and impact. Peer 2.0 seeks to move from anecdotal reports to a proven framework grounded in research and outcomes.

Visit: http://valuerecovery.org/ to learn more.

This initiative seeks to address the disparities experienced by persons with serious mental illness:

**Average Life Expectancy in Years**

- **Japan**: 84 years
- **USA**: 79 years
- **Afghanistan**: 61 years
- **Persons with SMI in USA**: 54 years

A 2-3x increase in Obesity, Diabetes & Cardiovascular Disease.

**Employment Rate**

- **No Disabilities**: 74%
- **Visual/Hearing Disability**: 44%
- **Ambulatory Disability**: 24%
- **Persons with SMI in USA**: 20%

Half as likely to be employed as other individuals with disabilities.

**Social Connectedness**

- **Iceland**: 98%
- **USA**: 90%
- **Persons with SMI in USA**: 55 - 65%
- **Afghanistan**: 57%

Loneliness increases likelihood of Early Death by 30%.

**Incarceration Rate**

- **3-5x increase in Poverty, Homelessness & Incarceration**
- **% of Population w/SMI**: 4%
- **% of Jail Population w/SMI**: 20%

*Data sourced from the World Health Organization, NASMHPD, Treatment Advocacy Center, 2017 World Happiness Report, American Community Survey and NAMI*
THANK YOU TO OUR FUNDERS

FINANCIAL INFORMATION

RI FY17 Program costs

- Support & Admin: 11.9%
- Consulting: 1.3%
- Health: 12.4%
- Recovery: 17.9%
- Crisis: 56.5%

RI Contracts = $75.1 million

- New Zealand: $0.4 million
- RI Consulting: $1.1 million
- California: $13.5 million
- Washington: $11.4 million
- Delaware: $12.1 million
- North Carolina: $12.2 million
- Arizona: $24.3 million