

# We Inspire HOPE

Because we believe mental wellness  
is the foundation of a life well lived.



For more than 160 years, Provident has been a vital St. Louis institution. But more important, the future of Provident is committed to providing hope, access, and care for all people in the St. Louis region with mental health needs. From children in schools to older adults in the community,

Provident provides prevention programs, counseling, psychiatric services, crisis intervention, and suicide prevention. We are the “go-to” place for behavioral health in St. Louis.

I am pleased to be part of this agency that has served so many people and has been an integral part of this history of St. Louis.

#### Dr. Edward (Eddie) Lawlor, PhD, Board Chair

William E. Gordon Distinguished Professor Emeritus  
and Special Assistant to the Provost  
Washington University in St. Louis



#### A WORD FROM OUR PRESIDENT AND EXECUTIVE DIRECTOR

Providing exceptional services for those most in need is what Provident Behavioral Health does best. This was especially true during the COVID-19 pandemic, where we adapted every one of our services to assure

seamless access for our clients during this especially trying time. With a keen eye on diversity and inclusion, we continue our good work in this community. We're proud of our staff adaptability, our unwavering Board and community support, and our laser focus on serving our region!

#### Kevin Drollinger

President and Executive Officer

**We provide access to quality behavioral health care**  
by removing stigma and barriers to care.

**We offer comprehensive, high-quality services**  
and behavioral health expertise for people of all ages  
and of any socioeconomic status.

**We support the community** by being a thought leader,  
encouraging strong partnerships, and providing  
high-quality training opportunities.

**We do all of these things because the need is great.**

In 2020 **we served 63,145 individuals**. Nearly half had  
a household income less than \$30,000.

We offered clinical services in **three counseling offices,  
eleven schools, one hospital** and **one health department**.

We transitioned to **telemental health**.

**We offered afterschool programming** in eleven schools  
through in-person, virtual and hybrid formats.

**We doubled our 24/7 crisis room staff**, who are trained  
to answer every type of crisis call.

We kept our most vulnerable older adult population  
**healthy and supported**.

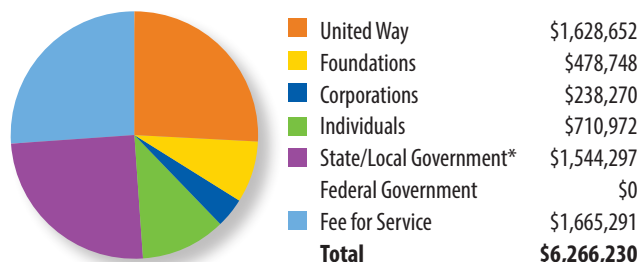
**We did all of this during a global pandemic  
with no interruption.**

**We inspired hope.**

Provident Behavioral Health and Mary Ryder Home joined in late 2019. It makes sense on so many levels: both agencies have long, rich histories of helping those most in need in the St. Louis Community. Every resident of Mary Ryder Home has at least one mental health diagnosis, and compassionate, high-quality care has always been the mission of both agencies. While joined as one agency, both entities retained their original 501c3 and have separate financial data.

## Provident

### 2020 Revenues



\*Children's Service Fund \$867,813  
ARCHS \$586,990



### 2020 Expenses

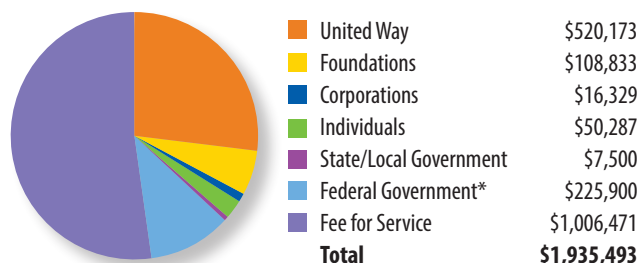


Operating Surplus	\$774,731
Investment Gain (Loss) in Excess of Amounts Designated for Operations	\$230,148
Pension-Related Changes	\$(637,630)
Loss on Disposal of Fixed Assets	\$(15,317)
Total Beginning Net Assets	\$1,245,419
Total Ending Net Assets	\$1,597,351
Change in Net Assets	\$351,932

Financial information is based on unrestricted net assets without donor restrictions.

## Mary Ryder Home

### 2020 Revenues



\*PPP Loan Forgiveness



### 2020 Expenses



Operating Surplus	\$(55,451)
Investment Gain (Loss) in Excess of Amounts Designated for Operations	\$3,329
Pension-Related Changes	\$0
Loss on Disposal of Fixed Assets	\$0
Total Beginning Net Assets	\$2,526,575
Total Ending Net Assets	\$2,474,453
Change in Net Assets	\$(52,122)

Financial information is based on unrestricted net assets without donor restrictions.

Mary Ryder Home residents have on average:

**2**  
behavioral health diagnoses

**5**  
physical health diagnoses

# How We Inspire HOPE

## Mental Health Counseling

1,550 individuals found accessible and convenient therapy in over 14 locations, plus telehealth

## Psychiatric Services

632 individuals were served through this program that addresses the local and state-wide challenge of accessing psychiatric care

## Crisis Services

60,287 people were helped by our free 24/7 hotlines and crisis services, finding support during a most difficult time in their lives

## Afterschool Programming

607 youth were offered academic, social and emotional supports

## Mary Ryder Home

69 women were provided compassionate care that kept them safe and healthy

## Advocacy

provided thought leadership on 9 nonprofit coalitions

## Of Provident clients:

**84%**

rate of retention of counseling clients once they have started treatment

**70%**

of adults clients who first exhibited suicidal urges have decreased urges after receiving counseling services

**4.74**

on a scale of 5 counseling clients report being treated with dignity and respect

**90%**

of crisis hotline callers report feeling better after talking to a crisis worker

**94%**

of psychiatric services clients report making progress towards their treatment goals

**71%**

of Afterschool kids said Afterschool give-back activities have helped them to feel better about themselves because they help others

**1,329**

Social Emotional Learning lessons provided to Afterschool youth

**4,654**

crisis hotline calls answered each month

**1,288**

emergency rescues provided through partnership with crisis workers and emergency personnel

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