



ENDEAVOR
HEALTH SERVICES

Your Wellness, Our Mission.

IMPACT REPORT 2024

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Our Mission

The mission of Endeavor Health Services is to collaborate with people, families, and communities to promote wellness and recovery through an array of mental health and alcohol and substance use treatment, education, and support services.



Who We Are

Endeavor History

Serving the Western New York community since 1972, Endeavor Health Services is a private, not for profit, licensed behavioral health organization. Our mission is to collaborate with people, families, and communities to promote wellness and recovery through an array of mental health and alcohol and substance use treatment, education, and support services.

Your wellness is our mission. It's not just our tag line. At Endeavor Health Services, our team is here to assist you, every step of the way. We offer innovative, holistic and evidence-based treatment for people struggling with emotional distress, mental health concerns, substance use issues, and other life challenges. In addition, we offer educational and support services within our community. Our person-centered approach is designed to collaborate with people on their journey towards achieving their goals and maintaining a healthy life.

Endeavor Health Services has an extensive history and successful track record of working effectively and collaboratively with people, groups, and systems. Our ability to develop, partner and implement projects is evidenced by our being 1 of 13 original Certified Community Behavioral Health Clinics (CCBHC) in New York. The CCBHC model is based on strong community partnerships and care coordination. CCBHC's provide the comprehensive array of services that are necessary to create access, stabilize people in crisis, and provide treatment and support for those with the most serious, complex mental illness and addictions. CCBHC's also integrate additional services to ensure an approach to healthcare that emphasizes recovery, wellness, trauma-informed care, and physical-behavioral health integration. Rigorous data collection and evaluation occur as part of being a CCBHC and in our first year of implementation Endeavor had the most number one outcomes across the whole state and has maintained that level of quality ever since. We are also a founding member of Value Network, a Behavioral Health IPA with approximately 30 network members and 60 affiliate members.

We are a safety net provider and our priority, mission and focus, is serving people and families who are low income, marginalized, and underserved. Endeavor Health Services serves all in need. We do not discriminate in the provision of services based on an individual's inability to pay, race, color, sex, national origin, disability, religion, age, sexual orientation, or gender identity.

Endeavor Services

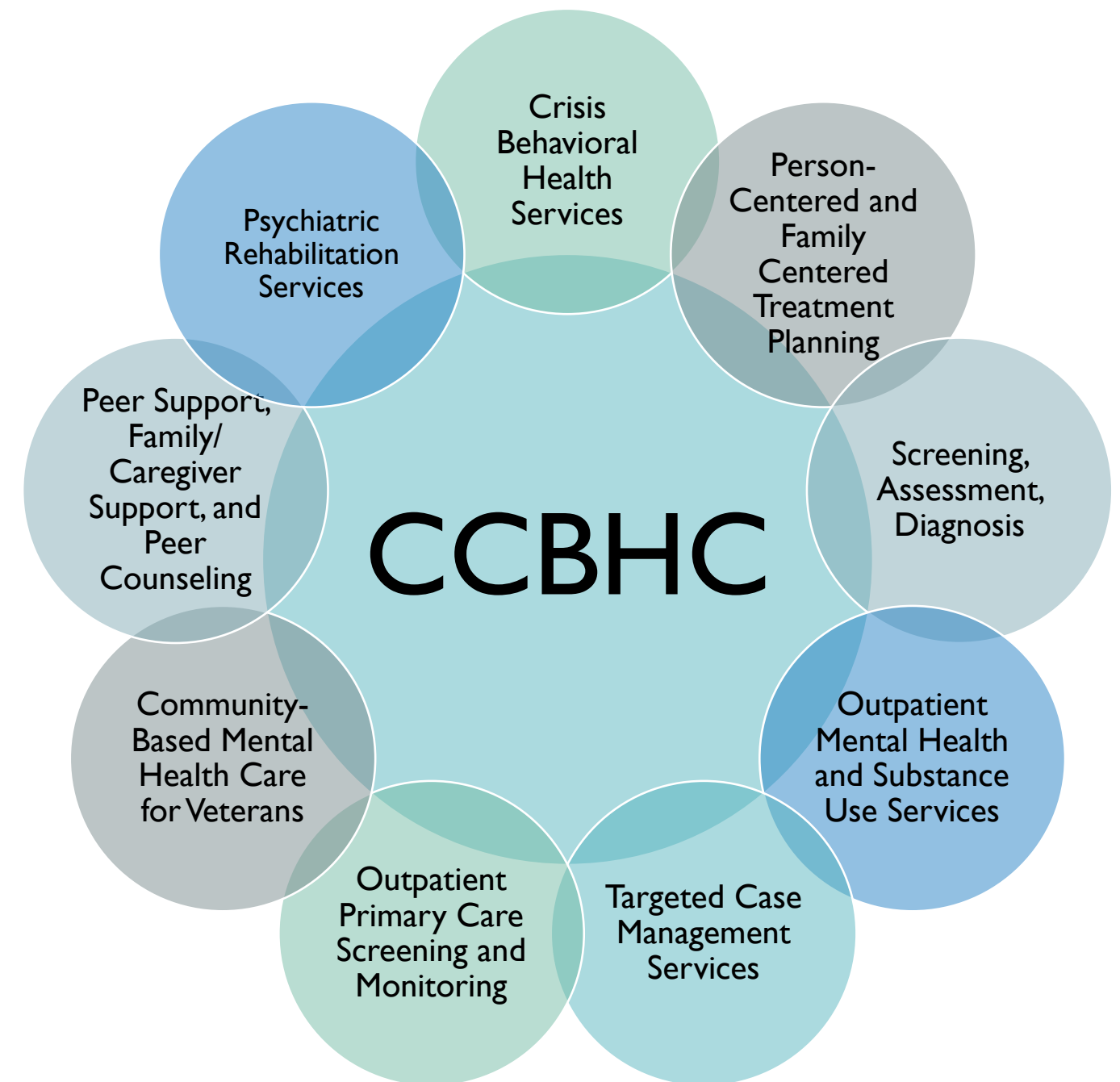
As a Certified Community Behavioral Health Clinic (CCBHC) Endeavor Health Services has extensive experience coordinating care in a person centered manner and offers the following services: outpatient mental health and substance use services; crisis mental health services including after-hours crisis response, crisis stabilization, screening, assessment and diagnosis including risk management; person centered treatment planning; primary care screening and monitoring; psychiatric evaluation; medication management, clinical pharmacy, targeted case management, intensive community outreach, psychosocial rehabilitation, Clubhouse and peer services.

Endeavor Health Services has developed and maintained strong relationships with primary care providers. Our agency has embedded clinicians into primary care offices, has set up clinics in primary care offices, and has been able to work closely with health providers. This has allowed for a blended approach to treatment, where physical health and behavioral health issues can be addressed at the same time in a coordinated effort. A special focus of Endeavor is providing services to children and adolescents. Staff are specifically trained in the special needs of this population and utilize evidence-based practices specifically developed for this age group.

Endeavor Culture

At Endeavor, we take pride in maintaining a culture of inclusion and acceptance. Our commitment to ensuring that our staff receive the best health and wellness benefits has led to us being recognized as a Best Places to Work and one of the Healthiest Employers in WNY! We use staff engagement committees to ensure that their voices and opinions are heard. This not only improves company culture but also increases staff retention and reduces turnover rates. Additionally, we offer employees opportunities to feel a sense of belonging through our Book, Social Impact, and Site Beautification Clubs. Endeavor's Diversity, Equity, Inclusion, and Belonging (DEIB) Council plays a crucial role in maintaining a welcoming and supportive environment that is also engaging and forward-thinking. Our passion for inclusionary initiatives and equitable growth has led Endeavor to create a culture statement that encompasses our support: Endeavor is committed to a workplace that is inclusive and equitable. This starts with our people and a purpose-driven culture. We empower people to make a difference – at work and in the world.

Using a Model That Works to Serve Everyone



What becoming a ***Certified Community Behavioral Health Clinic*** (CCBHC) means for Endeavor Health Services:

Who we serve: Endeavor Health Services does not discriminate in the provision of services based on an individual's inability to pay, race, color, sex, national origin, disability, religion, age, sexual orientation, or gender identity.

What we offer: range of services shown here

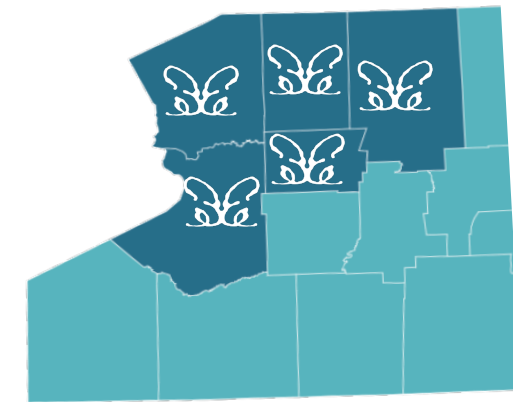
How we meet quality standards: must meet standards set by Substance Abuse and Mental Health Services Administration (SAMHSA), the New York State Office of Addiction Services and Supports (OASAS), and the New York State Office of Mental Health (OMH)

2024

A Year of Growth and Commitment to Care



With **34** locations spanning over **5** counties, Endeavor demonstrates a strong commitment to providing the best possible care to the people we serve.



Our CCBHC Services now cover Erie, Niagara, Orleans, Genesee, and Monroe counties!

We currently have **220 Total Employees**, made up of:



35%	65%
Support Staff	Direct Service Staff

2024 A Year of Community Outreach

From attending Galas, raising money at our annual fundraiser Breakfast & Baskets, celebrating Pride and Juneteenth, to representing at 716 CommUNITY Day, WNY Healthiest Employers, the South Buffalo Charter School's Mental Health Night, and the Community Resource Fair, to supporting at events for International Overdose Awareness Day and the Out of Darkness Suicide Walk, Endeavor Health Services is out in the community making an impact.



Our Programs, the Foundational Supports of the Organization

EAST Haven – Crisis Stabilization Center	Safe Options Support (SOS) Program for those without housing	Forensic ACT Team	Personalized Recovery Oriented Services (PROS)
BHT Co-Response	Medication Assisted Treatment	Clubhouse	Intensive Outpatient Services
Health Monitoring and Nursing	School-Based Mental Health Program	Peer Services	Mental Health First Aid & QPR Trainings
	Rolling 6-month Onboarding New-Hire Training Series	Leadership Development and Foundations of Leadership Development Series	

Endeavor is dedicated to offering comprehensive treatment and support to people facing acute mental illness and those grappling with the challenges that can occur amidst severe stress, depression, or difficult life circumstances.

Our approach to behavioral health is grounded in the belief that through the provision of person-centered therapy, counseling, and support, people can effectively navigate these hurdles, achieve recovery, and reach their goals.

Endeavor is committed to its core objective of continually investing in the maintenance, enhancement, and expansion of its programs to ensure broad accessibility and the delivery of impactful support to as many people as possible. This steadfast commitment underscores the organization's genuine dedication to improving the mental and emotional well-being and health of the community.

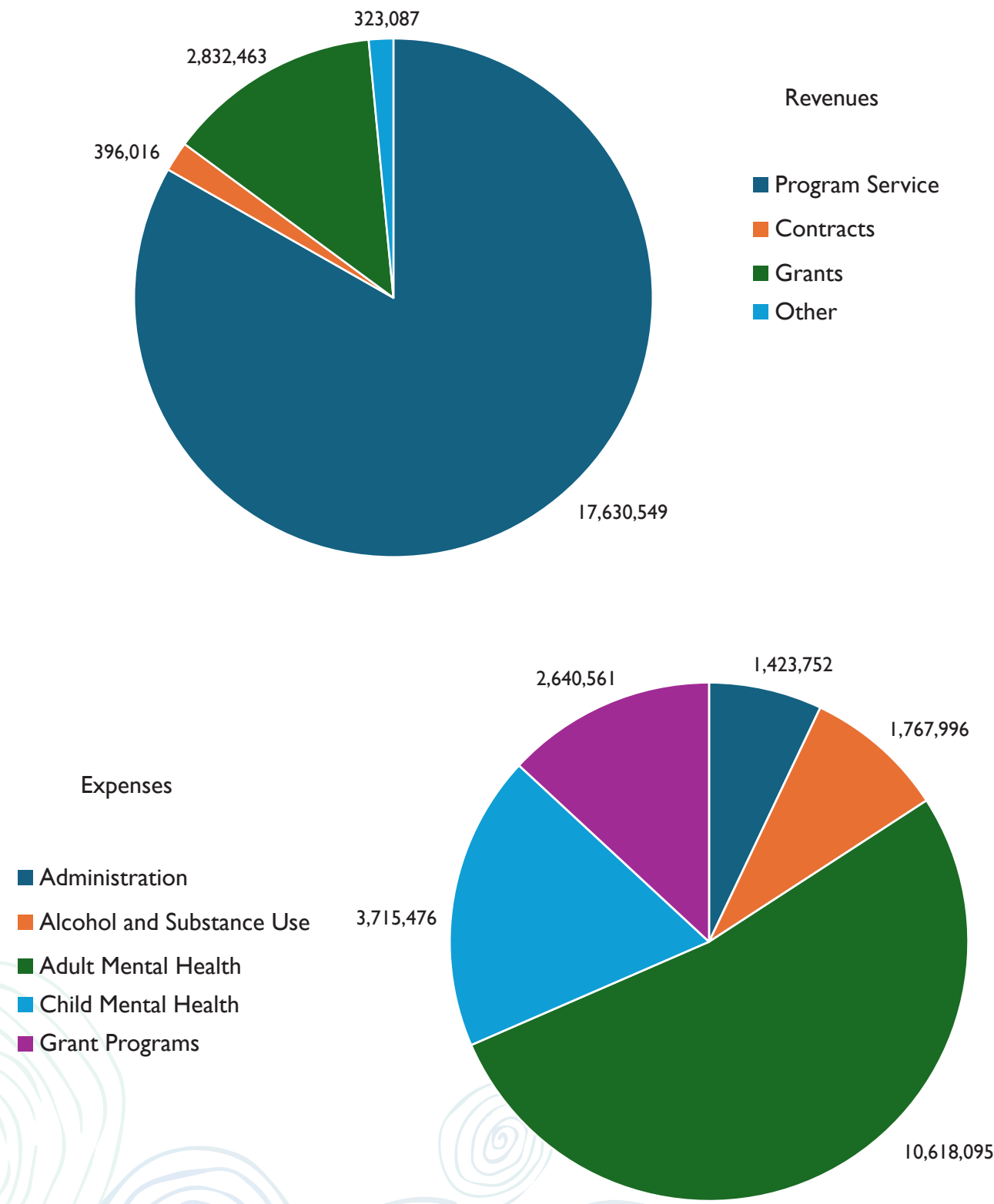
Partnerships and Supporters

Gaining community support and developing partnerships is critically important for nonprofit behavioral health organizations. Engaging with new audiences and community groups helps to make a broader impact and combines expertise, talent, and resources to better focus on specific areas of need through cooperative efforts. Collaborative partnerships allow for a wider range of interventions, community response efforts, support, and resources. Maintaining clear roles and responsibilities while maximizing our strengths through partnership agreements is crucial to achieving a consistent and united approach to addressing pressing issues.

Some recent partnerships for Endeavor Health Services:

- Community Health Center of Buffalo
- State University of New York (SUNY) at Buffalo's Primary Care Research Institute
- Buffalo Urban League
- Pride Center of WNY
- Buffalo & Erie County Public Library Systems
- Saving Grace Ministries
- Buffalo Prenatal and Perinatal Network
- Niagara Falls Air Reserve Station
- WNY Homeless Coalition
- People Inc.
- Catholic Health System

Financial Snapshot



As We Look Ahead

Keep the Focus on Client Care

- 93% of people surveyed were satisfied with the level of trust between themselves and their primary staff person
- 94% of people surveyed felt that their primary staff person always had their best interest in mind
- Over 90% of people surveyed feel welcome and that they belong at Endeavor Health Services

Celebrate Staff Success and Increase Recruitment

- Added a Communications, Equity, and Engagement Coordinator to increase and improve internal communication among staff and external marketing for social media recruitment
- Continue to hold Quality Improvement Advisory (QIA) group monthly meetings, where staff discuss any issues, programs, and/or policies they would like to change/improve and then work towards creating a proposal for leadership to implement.

5-Year DEIB Strategic Plan

- 2/3 of staff responded to a DEI survey
- Successful evaluation and update of our website, written materials, policies and procedures, etc., to ensure their adherence to DEIB measures.
- Endeavor Health Services scored in the 83rd percentile for a Regional Equity ranking and in the 98th percentile for the National Equity Ranking.

**Please visit our website at
ehsny.org
for more information.**

**For referrals or
appointments,
please contact us at
ehsny.org/contact-us**

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