



**FRONTLINE
THERAPY
NETWORK**

END OF YEAR REPORT
2021



THE BATTLE WITHIN

MISSION: To break down barriers and provide all Warriors the mental and behavioral health support they need.

Prepared by Adam Magers, MA, LPC
Clinical Manager, Frontline Therapy Network

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EXECUTIVE INTRODUCTION

By Justin Hoover
Executive Director



The Frontline Therapy Network was created to support our nation's Warriors in a time of crisis. Not just the crisis of COVID-19, but the mental health crisis that our veterans, first responders, and frontline medical personnel has been facing for far too long.

Your involvement in the Frontline Therapy Network breaks down the barriers that our Warriors struggle to overcome and allows them to start their journey of healing. You have helped create a trusted network for those who face the crises of the world so that they can be heard, understood, and cared for in their time of need.

We are excited to present the results of our shared efforts. We thank you for your contributions in supporting The Battle Within's vision where every Warrior receives the resources, time, and community support to heal.

Respectfully,

A handwritten signature in black ink, appearing to read "Justin Hoover". The signature is fluid and cursive, with a long horizontal stroke at the end.

Justin Hoover
Executive Director

OUR PROGRAMS

The Battle Within has two core programs, which are one-of-a-kind, groundbreaking solutions to complex problems within the mental health arena. Our 5-day **Revenant Journey** program and the **Frontline Therapy Network** each have a distinct place within the larger Community Mental Health system for the veterans and first responders we serve.

The **Revenant Journey** program is a specialized, experiential group therapy process that aims to address underlying challenges within the veteran and first responder population that create barriers to our clients seeking help and benefitting from traditional treatments. The program is led by licensed mental health professionals and co-led by veteran and first responder peers. It is widely noted in the literature about this population that there is a tendency towards "treatment resistance" and that the veteran and first responder culture carries with it beliefs and behaviors which run contrary to what tends to be best for good mental health outcomes.

Our program seeks to address these challenges and make better treatment outcomes possible. One core goal of this program is to boost the emotional regulation capacity of our participants, while a second and related core goal is to increase resilience by improving emotional flexibility, help-seeking behaviors, and fostering greater wholeness within each individual's personality so that they can accept parts of themselves and their experiences that they might otherwise feel ashamed of. Last but not least, it encourages participants to seek out proven treatments that make their continued recovery more likely to succeed.

Our **Frontline Therapy Network** is a referral network operated by licensed mental health professionals, which serves veterans, first responders, and frontline medical personnel. What makes this program unique is that our clinicians interview each client to learn more about their unique psychological makeup, trauma history, and therapeutic needs before referring them to therapists who are uniquely situated to provide the appropriate treatment. We consider various complex factors, from the clinical picture, to insurance type, to location, and other preferences in the process. At the same time, we fund the first six sessions to reduce barriers to beginning therapy.

FRONTLINE THERAPY NETWORK BY THE NUMBERS

6 SESSIONS

We fund each client's first 6 sessions. However, clients can continue with their therapists as long as they want, utilizing insurance or self-pay options.

60 THERAPISTS

We have over 60 therapists in our network that have expertise in a wide range of therapeutic modalities and who accept a wide range of different insurance options.

396 APPLICANTS

Since March 2020, we have received 396 applications and served 370 clients. In 2021, we received 198 applications, not counting out-of-state clients who may have been referred elsewhere.

22 STATES

In the first severe pandemic wave, we served individuals from 22 states and Puerto Rico. Currently, we are servicing clients in Missouri and Kansas.

1,180 HOURS

Our providers have reported over 1,180 hours of therapy, which The Battle Within has funded. This does not include ongoing care, which is funded via insurance or self-pay.

50 HOURS

On average, each month, our part-time clinical team provides about 50 hours of administrative and clinical work behind the scenes to keep the Frontline Therapy Network running.

FRONTLINE THERAPY NETWORK

Satisfaction & Impact

"The Battle Within helped me through an external and internal pandemic. I was battling with myself and had finally come face-to-face with everything when the external pandemic started. Thanks to a friend and former coworker in the medical field, I found The Battle Within. I was unemployed and desperately trying to keep my head above water. The Battle Within paired me with a therapist that understood me listened to what I wanted to get out of therapy, and didn't judge me for where I was at in my life. I have not only found a sense of peace, thanks to my therapist and her techniques, but I've expanded on my spiritual and psychological processes and learned so much more about myself. Thank you to The Battle Within for helping me get started, matching me with an excellent therapist, supporting my first few visits as I navigated unemployment, and following through with everything."

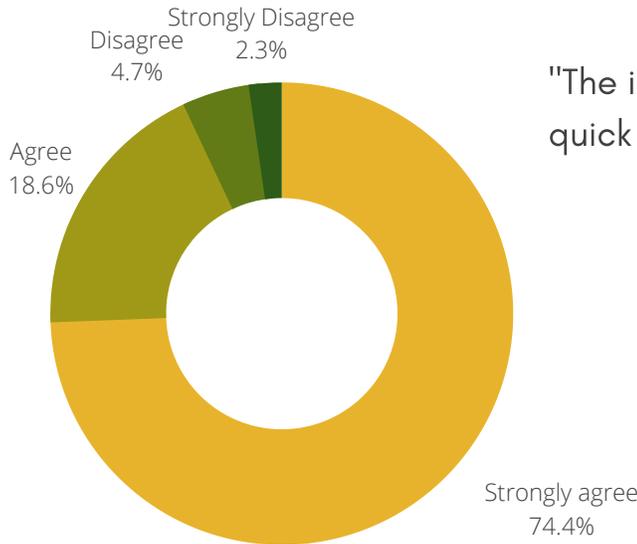
"The Battle Within came at a much needed time in my life where I could speak freely, openly, and honestly with a therapist without fear of career retribution or a VA rating coming or going. I was treated like a person, and my whole experience of life, not just the war, was allowed to be discussed. A lot of negative coping mechanisms came with me to war, were reinforced after I came home from war, and were no longer serving me well. The Battle Within helped me unwind some of those practices and replace them with new skills and ideas to help me move forward. The VA does its best, but The Battle Within is such needed augmentation, or for many of us, a first needed step in therapy and support."



41 of 43 respondents to our FTN Satisfaction Survey rated the quality of the treatment they received an 8 out of 10 or higher. *Thirty-two (32) of these individuals rated their treatment a 10 out of 10; three (3) rated their treatment a 9 out of 10, and six (6) rated their treatment an 8 out of 10.*

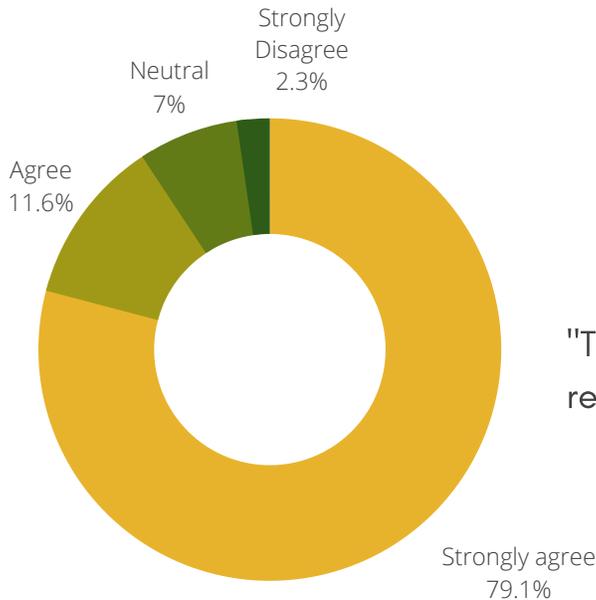
FRONTLINE THERAPY NETWORK

Satisfaction Graphs

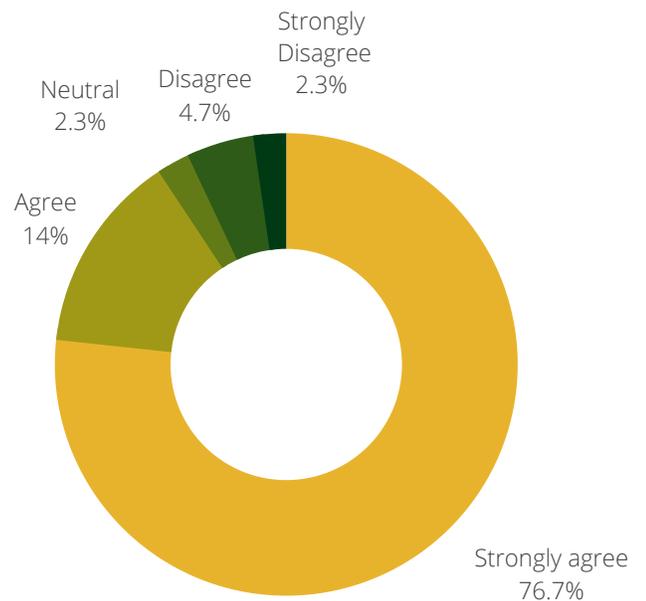


"The intake and referral process was quick and easy."

"I am satisfied with the amount of time it took between when I applied, and when I had my first session with a therapist."

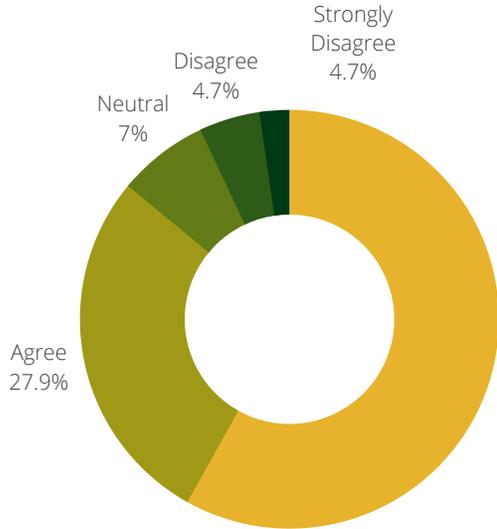


"The therapist I was referred to was responsive, professional, and respectful."



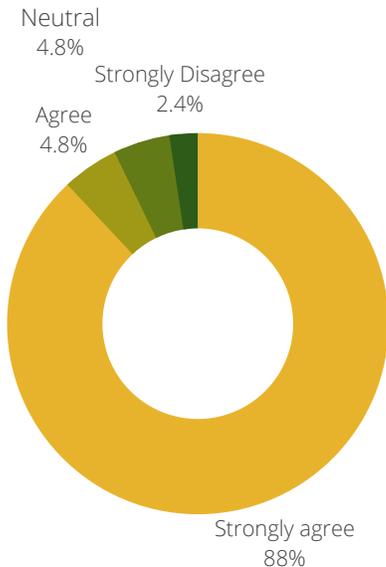
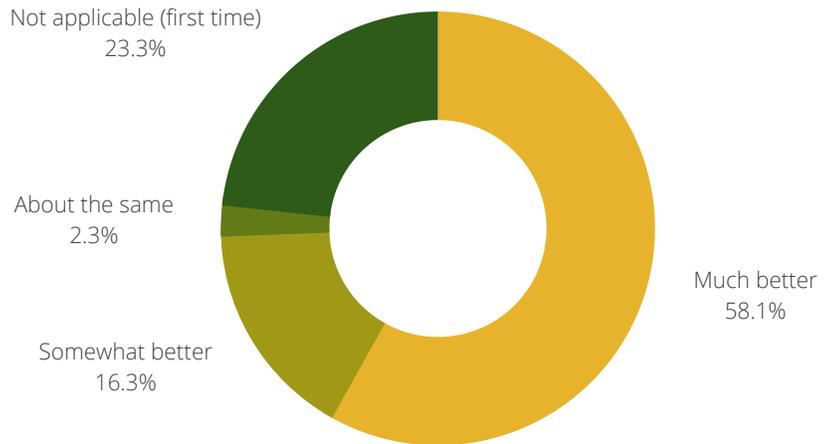
FRONTLINE THERAPY NETWORK

Satisfaction Graphs



"I feel my mental and emotional well-being has improved because of this program and the therapy I received."

"The treatment I received from my therapist was _____ than the treatments I have received in the past."



"I would refer friends or colleagues to The Battle Within's Frontline Therapy Network."

FRONTLINE THERAPY NETWORK

Survey Design & Outcomes

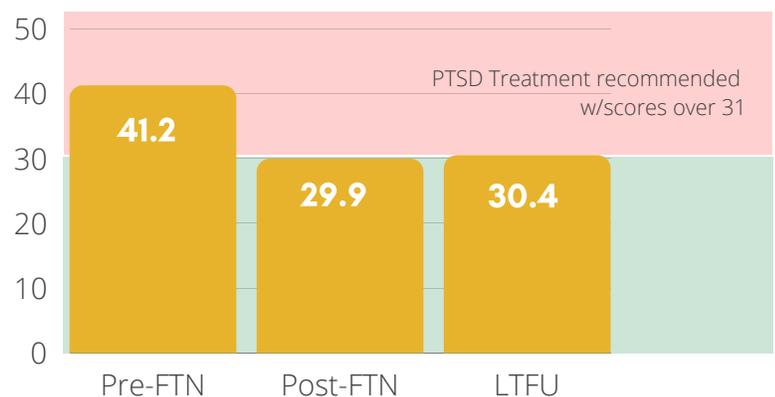
As part of our attempt to understand the impact of our program on clients, we utilize objective survey measures, including the PCL-5 (referred to as the PTSD Checklist, which assesses symptoms associated with acute trauma) and the PHQ-9 (referred to as Patient Health Questionnaire, which assesses depression symptoms). We collect trauma and depression symptom scores using these instruments before their first session with their therapist (Pre-FTN), within a month after their last session funded by TBW (Post-FTN), and in a long-term follow-up (LTFU) annually, sent to clients who completed services in the past year. All surveys are anonymous and optional.

Findings show significant reductions in both symptoms associated with PTSD and depression. In evaluating outcomes, we examine the mean, or average, of each group.

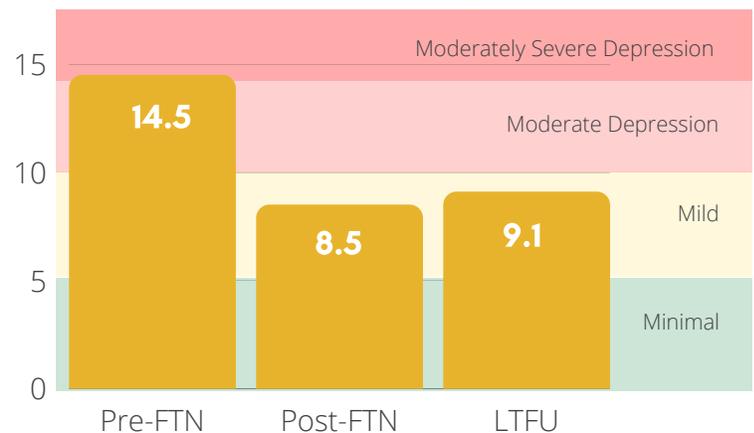
The Pre-FTN group includes 59 responses of clients before their first therapy session. The Post-FTN group included 43 responses from clients within one month of their last session funded by TBW (though most continue sessions with their therapist beyond this point). The LTFU group includes data from 11 clients.

In interpreting PCL-5 scores (trauma symptoms), a decline of 5 to 10 points represents reliable change (not due to chance), and a decline greater than 10 is considered clinically significant. The PHQ-9 does not have an agreed-upon threshold that represents an adequate clinical response. However, the immediate post-FTN and LTFU outcomes suggest significant and lasting benefits for clients who receive therapy as part of our program in both trauma and depression measures.

PCL-5: Pre vs Post Scores



PHQ-9: Pre vs Post Scores



SUMMARY

By Whitney Logan, MA, LPC
Clinical Director, Frontline Therapy Network

To the Supporters and Partners of The Battle Within's Frontline Therapy Network,

The Battle Within's Frontline Therapy Network clinical team is committed to ongoing data collection regarding the efficacy and accessibility of our program. Thus far, we are pleased with the results we have been able to gather and interpret from FTN participants.

We appreciate your partnership in our effort to bring mental health services to the populations we are able to serve. We will continue to strive for excellence in all of our program operations.

Sincerely,



Whitney Logan, MA, LPC

