

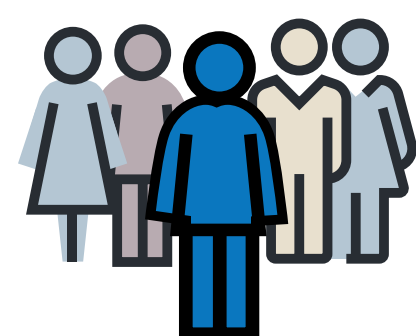
# An Integrated Behavioral Health Leader for **40** *Years*

*Supporting physical and mental health  
everywhere that care is delivered*





# THE MENTAL HEALTH CRISIS



**1 in 5**  
U.S. adults  
experience  
mental illness

**+57%**

Increase in suicide  
rates among  
**youth aged 10-24**  
between 2007-2018



**Over 2/3rds**  
of jail inmates  
report mental  
health concerns

**T**he state of mental health in the United States has reached crisis levels, and the need for integrated behavioral and mental health services has grown across the spectrum of care delivery.

Supplemental Health Care (SHC) was founded over 40 years ago to support behavioral health hiring. Today, we're among the largest providers of tech-enabled workforce solutions for behavioral health, education, and healthcare services.

Our support extends to over 100 skillsets and dozens of unique care settings.

With this reach, SHC is a leader in integrating behavioral and mental health skills into care delivery across thousands of healthcare facilities and schools. From special education in the classroom to social work in the ER and nurses specializing in psychiatric care, integrated behavioral health supports the mental and physical well-being of patients and students throughout their lives.

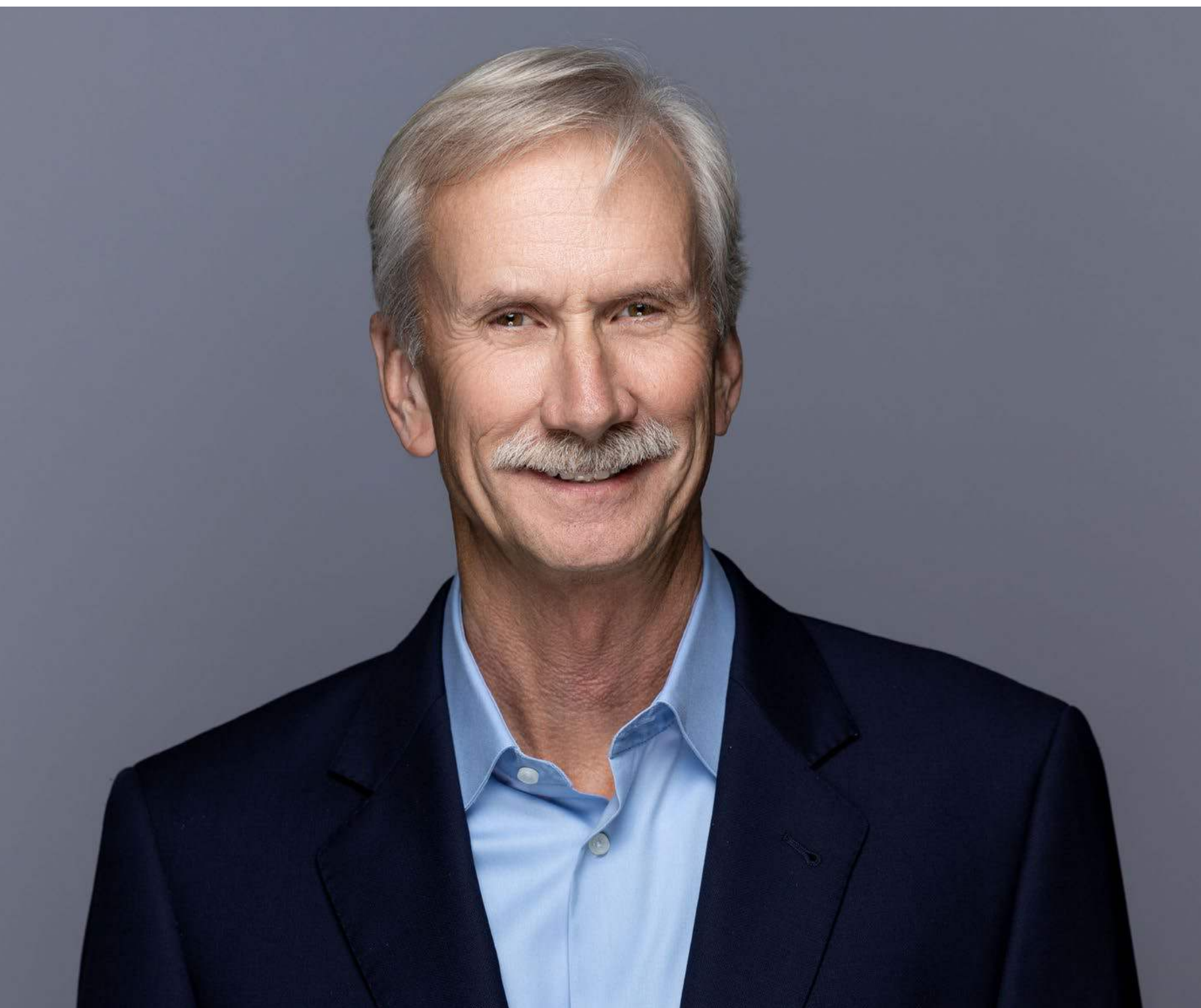


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*Letter From*  
**GREG  
PALMER**

**W**e have a lot to be proud of at Supplemental Health Care. This year, we celebrated the 40th anniversary of our founding, received our 7th Best of Staffing® awards for exceptional service to our working professionals and client partners, and recognized Dr. Kelly M. Byrd, an SHC SLP working in a Missouri school, as the American Staffing Association Staffing Employee of the Year.

But as I look beyond these recent accomplishments, I'm also extremely proud of our lasting commitment to a key area of care – behavioral health. In 1984, SHC was founded to provide expert support for behavioral healthcare, and in the 40 years since, we've grown to become a national leader in workforce solutions, incorporating integrated behavioral and mental health into healthcare facilities and schools across the country.

Becoming the nation's largest provider of behavioral and mental health employment services didn't happen overnight. It required years of expertise, investments in customized technology and tools built for the complexities of behavioral health, and the commitment of hundreds of SHC team members, client partners, and healthcare professionals over the years.

Today, our lasting commitment to behavioral health is evidenced not only by our support for

hundreds of behavioral healthcare professionals every day, but also, it's seen in the investments we are making for the future. Our upskilling initiatives and philanthropic partnerships are helping to address the behavioral health workforce challenges of today and tomorrow.

This report showcases some of the persistent challenges of behavioral health delivery across the continuum of care. It also shows SHC's enduring commitment to being part of the solution to those challenges. As healthcare and integrated behavioral health have evolved, our reach and solutions have evolved too. I'm proud of our position as the largest supporter of behavioral healthcare workforce solutions in the United States today.

No matter what the future holds, Supplemental Health Care will continue to innovate and invest in a future that extends the reach of integrated behavioral healthcare to all.

**Greg Palmer**

Chairman & Chief Executive Officer



# BEHAVIORAL AND MENTAL HEALTH TODAY

**T**he landscape of behavioral and mental health care in the United States is at a critical juncture, characterized by growing awareness and evolving treatment paradigms, but also significant challenges. Despite advancements in understanding mental health disorders and destigmatization efforts, care delivery faces persistent issues related to access, funding, and integration of care.

Even as rates of mental and behavioral health disorders have increased, access to mental health services remains a significant barrier for many Americans. The National Alliance on Mental Illness (NAMI) reports that 1 in 5 adults experiences mental illness annually, yet less than half receive treatment, and according to research conducted by the CDC in 2016, 1 in 6 American children between the ages of 2 and 8 had a diagnosed mental, behavioral, or developmental disorder.

Rates of depression, anxiety, substance abuse, self-harm, and other mental health challenges have increased across multiple age groups, demographics, socio-economic categories, and geographies. This prevalence requires that our healthcare and education systems adapt to better integrate behavioral and mental health care in traditional care models and create new ways of addressing workforce and accessibility challenges.

As diagnosis and treatment options have evolved, behavioral healthcare has expanded into nearly every setting of care delivery, from hospitals and home health

to clinics and classrooms. Integrated care models that combine physical and mental health services to address the whole person are a critical evolution in healthcare. Such models have shown promise in improving outcomes and reducing costs. Critically, these systems also help our healthcare and educational systems embrace and support patients from multiple backgrounds. Disparities in mental health care access and outcomes persist, particularly among marginalized and underserved populations. Factors such as poverty, discrimination, and lack of insurance exacerbate these disparities, underscoring the need for integrated behavioral healthcare in existing systems and a continual focus on developing a diverse workforce that can support culturally congruent care for different communities across the country.

As historical funding limitations are addressed and new tools like telehealth are incorporated into care models, the most difficult challenge remains a lack of behavioral and mental health professionals. The mental health workforce crisis is characterized by shortages of psychiatrists, psychologists, special education professionals, and nurses who have been trained to support behavioral healthcare delivery. Training programs and incentives for students in these fields are critical to addressing this issue, yet progress has been incremental.

Supplemental Health Care was founded 40 years ago to address behavioral healthcare workforce challenges. Today, we are the largest and most dedicated workforce solutions provider supporting behavioral healthcare services. While the current state of behavioral and mental health care in the U.S. is marked by significant challenges, it also presents opportunities for transformative change. As a national leader supporting millions of patient care hours each year, Supplemental Health Care is committed to innovative and focused support for the future of behavioral health care delivery.

# DELIVERING INTEGRATED BEHAVIORAL HEALTH ACROSS THE CARE CONTINUUM

As the need for behavioral and mental health services has grown, integrated behavioral health has become a critical component for care in many different segments of healthcare and education. From special education support in classrooms to psychiatric nursing and social workers social work support in hospital emergency rooms, integrated behavioral healthcare has been shown to improve outcomes, lower costs, and enhance the treatment experience for patients and their families.

With dedicated support for both acute and non-acute care delivery, Supplemental Health Care is arguably the largest and most experienced provider of integrated behavioral healthcare workforce services in the United States today. Our dedicated teams understand the nuanced skills, market dynamics, and language unique to each setting of care

and to more than 100+ different professional roles.

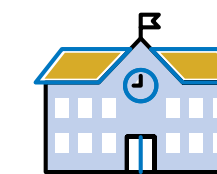
This level of support and expertise is critical to continually matching highly qualified behavioral health, education, and healthcare professionals with facilities across the country. In 2024, SHC received our 7th Best of Staffing® awards from ClearlyRated, a third-party NPS experience measurement company. Among client partner respondents, over 95% reported that candidates from SHC were both qualified for the facility's needs and a fit for the culture of the organization.

Our support for integrated behavioral health is built to support the skills and experience needed within different healthcare settings and across the continuum of care, our goal is to always support the highest quality mental and physical wellbeing for patients and students.



## Hospital:

Psychiatric RNs  
LPN/LVNs  
Nurse Practitioners  
CNAs  
Social Workers  
Registered Behavioral Techs  
Behavioral Analysts (BCBA)  
Mental Health Techs



## Schools:

Special Education Teachers  
Paraprofessionals  
Registered Behavioral Techs  
Educational Diagnosticians  
Behavioral Analysts (BCBA)  
Occupational Therapists  
School Nurses  
Social Workers



## Home Health:

Registered Nurses  
LPN/LVNs  
Nurse Practitioners  
CNAs  
Social Workers  
Occupational Therapists  
ABA Therapists



## Government Services:

Psychiatric RNs  
LPN/LVNs  
Nurse Practitioners  
CNAs  
Social Workers  
Registered Behavioral Techs  
Behavioral Analysts (BCBA)  
Mental Health Techs  
Occupational Therapists



## Ambulatory and Continuing Care:

Psychiatric RNs  
LPN/LVNs  
Nurse Practitioners  
CNAs  
Social Workers  
Occupational Therapists  
Registered Behavioral Techs

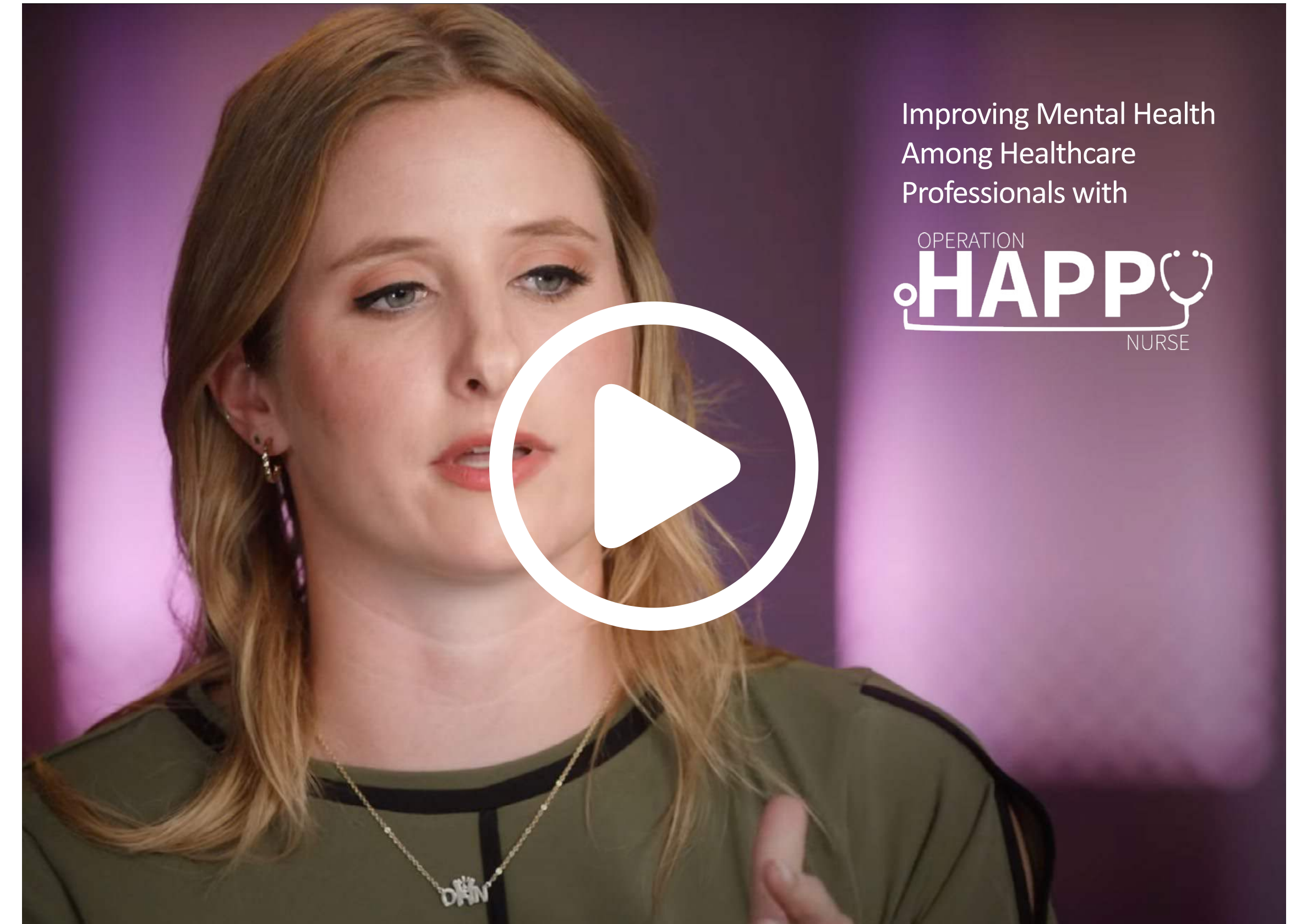


# OUR CONTINUED IMPACT IN BEHAVIORAL HEALTH

**W**ith a 40-year history of supporting behavioral healthcare delivery across the United States, SHC continues to invest in the future of integrated physical and mental health care through internal and external initiatives.

Over the last several years, SHC has launched additional dedicated support divisions to provide greater focus on expanding behavioral health roles. These resources help SHC address some of the most critical areas of workforce shortages in integrated behavioral health, including special education paraprofessionals, behavioral and mental health techs, and psychiatric nurse practitioners.

In addition, SHC has piloted several innovative upskilling initiatives to help professionals gain new skills and credentials that will allow them greater job opportunities, increased pay, and new ways of supporting care delivery in their communities. In one notable success, nursing assistants are able to transform their career by becoming paraprofessionals in area schools. With ongoing coaching and mentorship by licensed nurses in SHC's Quality Assurance department and support for the required state paraprofessional certification exam, these professionals are able to earn a



raise, explore more job opportunities across the district, and contribute to student care in hundreds of classrooms in the city district.

Beyond our own doors, SHC has also worked to identify philanthropic partners that support behavioral health. Operation Happy Nurse, a nurse-founded mental health and wellness community, offers free resources and events to combat the ongoing struggles of mental health and burnout among healthcare professionals.

# INVESTING IN THE FUTURE OF BEHAVIORAL HEALTH WITH



Hope Builders, a California based career training and employment organization, helps at-risk youth in the community develop professional skills and employment connections to begin careers in behavioral health and healthcare among other fields.

With better paying jobs and career growth, Hope Builders creates opportunities for these individuals to find fulfilling work. This is one of many stories illustrating the life-changing effect of this program.





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*Supplemental Health Care remains committed to the future of behavioral healthcare delivery and will continue to innovate and lead the industry with tech-enabled workforce solutions built for the future of behavioral health, education, and healthcare services.*

*Learn more about SHC by visiting the links below.*

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