

ANNUAL REPORT 2025

WE ARE
MOVING
MOUNTAINS.





A MESSAGE FROM OUR CEO



This past year, Andrews Behavioral Health cared for for more than 11,000 individuals across our five counties.

Behind each number is someone's child, someone's parent, someone's friend, helped by a team of dedicated professionals walking with them toward stability and hope.

We continued strengthening our crisis response, expanding education and outreach, deepening our relationships with schools and law enforcement, and preparing for the region's first behavioral health diversion center — a long-needed alternative to jail and emergency rooms.

Beyond these accomplishments, something much deeper has taken shape, something with the power to multiply our efforts: a renewed commitment to collaboration with community partners.

Behavioral health is not the work of one agency. It is the work of an entire region coming together.

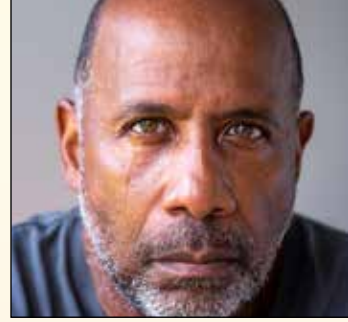
My hope is that this annual report helps our neighbors, partners, legislators, and donors see Andrews more clearly — not simply as a provider, but as the backbone of community behavioral health in East Texas.

Our continued push to move forward leads us toward hope, resilience, and a community rising together. We thank you for your trust, your partnership, and your belief that hope is worth fighting for.

With gratitude,

Becki Mangum
Chief Executive Officer
Andrews Behavioral Health





WHEN EAST TEXANS HURT, WE ARE HERE TO HELP.

Across the country, communities are struggling under the weight of a growing mental health crisis. Here in East Texas, those challenges feel especially close to home.

- Families are facing rising anxiety in children.
- More adults are turning to substances to cope.
- Suicide concerns are increasing.
- Schools, hospitals, law enforcement, and pastors are carrying more than ever.
- And in many rural areas, access to help is still harder to find.

This reality touches nearly every household in our region. And in moments like these, clarity and connection can make all the difference.

People cannot support what they cannot see. Legislators cannot prioritize what they do not understand. Donors and partners cannot join a mission they have not been invited into.

This report is our invitation.

Our voice.

Our story — told with the weight and responsibility this moment deserves.

Because when East Texans know who we are, they understand why our work matters.

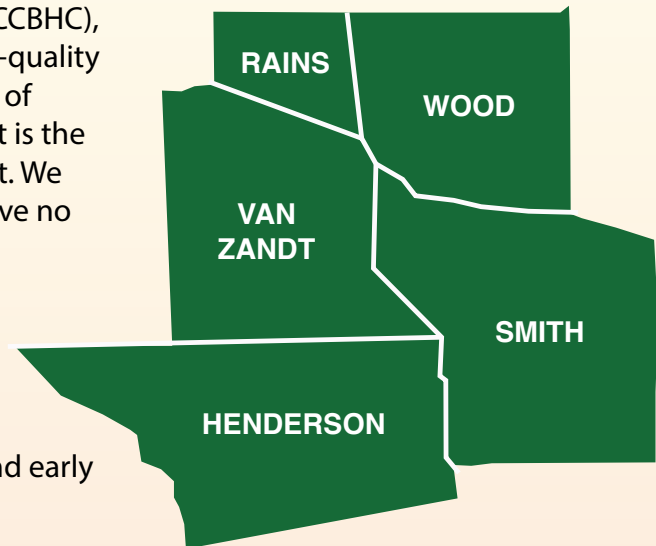
And when they understand that, they stand with us.

WHO WE ARE

Since 1966, Andrews Behavioral Health has been moving mountains in mental health, substance use, and intellectual and developmental disability services across East Texas—removing barriers, closing gaps, and building pathways to care where few existed before.

Serving Smith, Henderson, Rains, Van Zandt, and Wood counties, we help more than 11,000 individuals each year navigate complex systems and reach higher levels of stability, health, and independence.

As a Certified Community Behavioral Health Clinic (CCBHC), Andrews is committed to providing accessible, high-quality care regardless of a person's ability to pay. For many of those we serve, Andrews is not simply a provider—it is the difference between an unmet need and real support. We represent hope and healing for many who might have no other resources.



Major service lines

Through a comprehensive range of services, Andrews Behavioral Health supports individuals and families at every stage of need—from prevention and early intervention to crisis response and long-term care.

Adult Mental Health

We support adults facing depression, anxiety, bipolar disorder, trauma, and other challenges through therapy, psychiatric care, skills training, case management, and peer support. Our goal is stability, dignity, and connection.

Youth Mental Health

Children and teens are carrying more than ever before. Andrews provides therapy, psychiatric care, early intervention, school partnerships, crisis support, and family guidance to help young people grow, learn and thrive.



IDD Authority & Provider Services

Intellectual and Developmental Disabilities (IDD) involve lifelong differences in learning and daily functioning. As an IDD provider, we offer residential services, habilitation, respite care, employment support, and community integration to help individuals live full lives.

Emergency Crisis Services

Our 24/7 crisis care provides immediate support, offering the lifeline needed when the challenges seem insurmountable. Whether through mobile outreach or on-site assistance, we ensure that help is just a call away.

Substance Use Disorder Services

Services include outpatient treatment, recovery coaching, counseling, prevention programs, jail outreach, and family support—helping individuals sustain long-term recovery.

Veterans Services

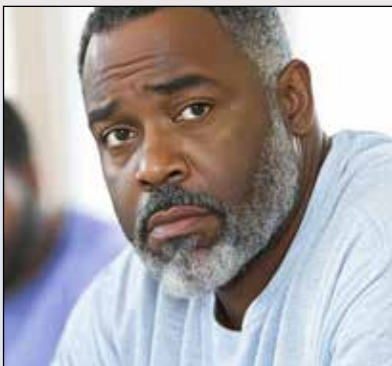
We connect veterans to counseling, peer support, benefits navigation, housing resources, and regional partners—honoring their service by supporting their next chapter.

Serving as the LMHA and LIDDA for Our Region

Many know Andrews Behavioral Health as the place families turn to for help. Fewer realize we also serve as the Local Mental Health Authority (LMHA) and Local Intellectual & Developmental Disabilities Authority (LIDDA) for five counties—roles entrusted to just one organization in 39 clearly defined areas in Texas.

- Coordinating the regional behavioral health system, ensuring the least-restrictive care
- Serving as crisis first responders, while connecting families to services and support
- Bridging schools, hospitals, jails, churches, and community partners to seamless care
- Providing oversight, training, and regional leadership across the service network
- Sharing data, trends, and system insight to guide planning and strengthen outcomes
- Working to ensure no individual or family falls through the cracks

We are the hub of behavioral health that keeps East Texas connected, informed, and cared for.



CARE — BY THE NUMBERS

2025: A year of caring for East Texas communities

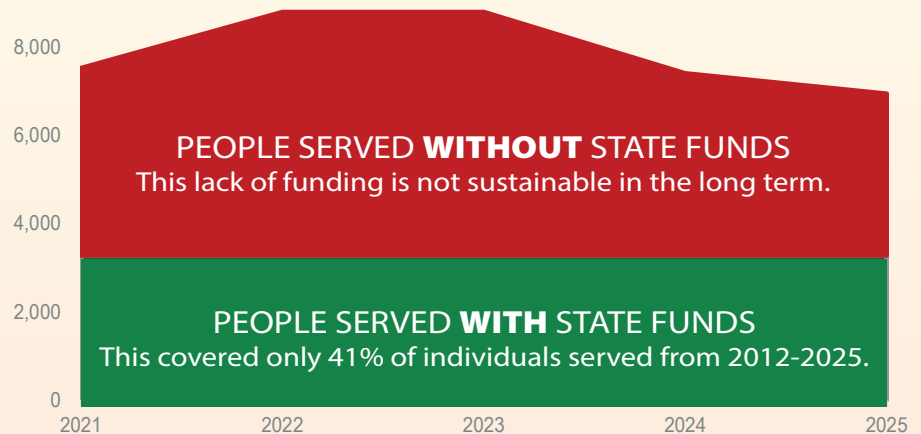
At first glance, these numbers are just statistics. In reality, they represent moments of intervention, prevention, and care to people who might have fallen through the cracks, but did not.

Each number reflects a quieter outcome: fewer crises, greater stability when challenges arise, lowered homelessness, and less load on ERs and our jail system. These statistics represent improved quality of life for the communities we serve.

The green area in the chart at right illustrates the significant funding challenges faced by Andrews over the past five years. This attests to the dedication of our team and the ongoing need for more resources.

DEMAND OUTPACES STATE FUNDS

State funding has not kept pace with the growing mental health needs of East Texas communities.



The following pages list cumulative statistics for 2025 at all Andrews facilities.

11,401

INDIVIDUALS SERVED

*Henderson 2,564 • Rains 728 • Smith 7,557
Van Zandt 1,938 • Wood 1,341*

172,785

SERVICES/VISITS

*Henderson 26,505 • Rains 5,556 • Smith 110,876
Van Zandt 16,382 • Wood 12,004*

8,025

ADULTS RECEIVING MENTAL HEALTH SERVICES

1,584

YOUTH RECEIVING MENTAL HEALTH SERVICES



8,148

CRISIS LINE CALLS
ANSWERED

1,377

IDD CLIENTS
SUPPORTED

2,386

MOBILE CRISIS
OUTREACH TEAM
INTERVENTIONS

318

SUBSTANCE USE
DISORDER PROGRAM
PARTICIPANTS

6,077

CONNECTIONS WITH
COMMUNITY MEMBERS

420

LAW ENFORCEMENT
OFFICERS TRAININGS

LISTENING TO THE VOICES OF EAST TEXANS

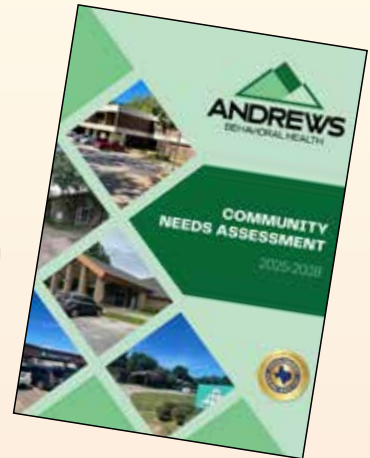
Andrews Behavioral Health is more than a service provider. We are advocates for the mental health needs of the people who live in our five-county service area.

That's why we listen closely to the individuals we serve, their families and loved ones, and the community partners who support them. Working alongside schools, hospitals, law enforcement, courts, faith leaders, and nonprofits, Andrews focuses on care that is rooted in real community needs.

Understanding Community Needs

This year, Andrews conducted a comprehensive Community Mental Health Needs Assessment to better understand the everyday concerns facing East Texans. More than 350 community members participated, representing a broad cross-section of our counties — men and women of varied ages, ethnicities, and income levels. Their voices help us guide priorities and inform action.

The resulting report includes over 100 pages of findings and is available to the public on our website. It will help guide Andrews and our partners as we strengthen services across the region.



One Example of What We Heard — and How We're Responding

East Texas experiences suicide rates well above the Texas state average. In fact, a surprising number of community survey participants told us that they had thought about ending their lives.

2 OUT OF 5
SURVEY RESPONDENTS
TOLD US THEY HAD
CONSIDERED SUICIDE.

This underscores the urgent need for prevention efforts in our communities. Through our Zero Suicide approach, Andrews integrates prevention, screening, follow-up, and coordination of care across services. These efforts are making progress: suicide deaths among Andrews patients declined significantly in 2025. But even one is one too many.



HEARTS —
LOSS
TEAM

In 2025, Andrews launched the HEARTS LOSS (Local Outreach to Suicide Survivors) Team, supporting individuals and families after suicide loss through connection, compassion, and the help of volunteers with lived experience in suicide.

Moving Forward

Listening is not a moment — it is an ongoing responsibility. By pausing to hear the voices of others and by working together with other providers, Andrews continues to strengthen mental health care across East Texas, guided by the voices of those we serve. We view this as a solemn calling, a way to amplify the voices of those in need of hope, love, and care.

BUILDING IMPACT THROUGH CONNECTION



Community Education, Support, Outreach

Andrews Behavioral Health believes that access to care must be paired with understanding. Education, outreach, and connection are essential to building a community where people can recognize needs early, respond wisely, and support one another well.

Throughout 2025, Andrews provided mental health education across our five-county service area through community events, professional trainings, and evidence-based programs such as Mental Health First Aid. These efforts help reduce stigma, strengthen local response, and equip individuals, families, and organizations with practical tools to recognize warning signs and connect people to appropriate support. One example is our Healthy Community Collaborative/Supportive Housing program that helps people transition to a home with respect and care.

East Texas Behavioral Health Summit

Education is about creating space for connection and shared learning. In 2025, Andrews hosted the second annual East Texas Behavioral Health Summit in Tyler. Despite severe weather and tornado warnings, hundreds of participants came together to learn not only how to survive mental illness, but how to thrive. Nearly 100 nonprofit organizations joined a community resource show, creating connections with the public and with one another.

The Summit has become a cornerstone of regional collaboration and collective problem-solving. With the 2026 East Texas Behavioral Health Summit scheduled for May 12, Andrews continues to strengthen partnerships, share knowledge, and help build a more connected and resilient East Texas.

145

OUTREACH
AND TRAINING
EVENTS

Training

- AS+K Suicide Support
- ASIST Applied Suicide Intervention Skills
- CALM Suicide Prevention
- Mental Health First Aid
- Trauma Informed Care
- Military Cultural Competency

Community Collaboration

We work with partners, such as UT Health, East Texas Health and Human Need Network (serving those in extreme poverty), Vocational Rehabilitation, Planning Network Advisory Committee, and the Inter-Agency Committee to name a few.

We also attend dozens of schools, faith-based and nonprofit events/healthfairs such as Love Thy City and Rose City AirFest, each year.

OUR TEAM OF CARING

Our Workforce:

The Compassion of Andrews

A mission is just a dream without the people who make it happen. Our team steadies the upward climb, meeting the moment, and carrying hope forward.

We employ over 300 team members (mountain movers, as we like to call them), including clinicians, case managers, peer specialists, IDD coordinators, behavioral therapists, crisis responders, chemical dependency counselors, administrative professionals and facilities and support teams.

These individuals are the quiet heroes of East Texas — walking beside people in their hardest moments.

319

TEAM MEMBERS

*Henderson 34 • Rains 4 • Smith 245
Van Zandt 27 • Wood 8*



Our Board of Directors: *The Compassion of Andrews*

Our Board Members from across our service area provide the vision, governance, and accountability that guide Andrews Behavioral Health with integrity and purpose. Through thoughtful leadership and stewardship of public trust, they help ensure our mission remains rooted in the needs of East Texas.



Keith Youngblood



Richard Blake



JoAnn Hampton



Sheriff Botie Hillhouse



Arlis Jones



Britney Nichols



Judge Andy Reese



Lt. John Shoemaker



Sheriff Larry Smith



Dr. Beverly Waddleton

LOOKING AHEAD ...

The Word Ahead Calls Us Higher

As the landscape of behavioral health shifts and evolves, Andrews remains guided by purpose with the commitment to show up where the path grows uncertain and care is needed most.

Looking forward, we are focused on building stronger access, earlier support, and deeper connections across our region — ensuring that no one has to navigate life's challenges alone.

With the horizon of hope in view, we move ahead and upward with intention, compassion, and resolve.

A Future of Growth and Vision

As we work to move mountains in mental healthcare, we're shaping a future where care is stronger, access is wider, and every neighbor can find the support they need.

- **Opening the Behavioral Health Diversion Center**
Creating a safe, therapeutic alternative to jail or emergency rooms — a turning point for crisis response in our region.
- **Strengthening Our Workforce**
Expanding recruitment, retention, professional development, and burnout prevention so our teams can continue this work with steadiness and strength.
- **Expanding Community Education**
Training more pastors, teachers, business owners, and neighbors to recognize signs of distress and connect people to care sooner.
- **Deepening Our Partnerships**
Working with school districts, hospitals, law enforcement, and community-based organizations that walk beside us every day.
- **Building a Culture of Early Intervention**
Helping children, youth, and families earlier — before challenges grow to become crises. Together, we are moving ahead, taking our mission to new heights in behavioral healthcare.



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WE CLIMB HIGHER
WHEN WE CLIMB
TOGETHER.



Main Tyler: **1-903-597-1351**
24/7 Crisis Line: **1-877-934-2131**
988 Suicide & Crisis Lifeline: **988**
www.andrewscenter.com

*Serving Henderson, Smith, Rains,
Van Zandt, and Wood counties*