

Office of the Minnesota Secretary of State

Minnesota Public Benefit Corporation / Annual Benefit Report

Minnesota Statutes, Chapter 304A



Read the instructions before completing this form
Must be filed by March 31
Filing Fee: \$55 for expedited service in-person, \$35 if submitted by mail

The Annual Benefit Report covers the 12 month period ending on December 31 of the previous year.
Notice: Failure to file this form by March 31 of this year will result in the revocation of the corporation's public benefit status without further notice from the Secretary of State, pursuant to Minnesota Statutes, Section 304A.301

1. File Number _____
2. Corporate Name: (Required) Catalyst Mental Health, GBC
3. The public benefit corporation's board of directors has reviewed and approved this report.
4. In the field below, enter the information required by section 304A.301 subd. 2 or 3 for the period covered by this report, (see instructions for further information): Note: Use additional sheets if needed. (Required)

See attached narrative report.

5. I, the undersigned, certify that I am the chief executive officer of this public benefit corporation. I further certify that I have signed this document no more than 30 days before the document is delivered to the secretary of state for filing, and that this document is current when signed. I further certify that I have completed all required fields, and that the information in this document is true and correct and in compliance with the applicable chapter of Minnesota Statutes. I understand that by signing this document I am subject to the penalties of perjury as set forth in Section 609.48 as if I had signed this document under oath.

[Signature]
Signature of Public Benefit Corporation's Chief Executive Officer

03/01/2024
Date (Must be dated within 30 days before the report is delivered to the Secretary of State for Filing)

Email Address for Official Notices

Enter an email address to which the Secretary of State can forward official notices required by law and other notices:

benefit-report@catalystmentalhealth.com

Check here to have your email address excluded from requests for bulk data, to the extent allowed by Minnesota law.

List a name and daytime phone number of a person who can be contacted about this form:

David Townes 800-336-5977
Contact Name Phone Number

Entities that own, lease, or have any financial interest in agricultural land or land capable of being farmed must register with the MN Dept. of Agriculture's Corporate Farm Program.

Does this entity own, lease, or have any financial interest in agricultural land or land capable of being farmed?
Yes No



Catalyst Mental Health

Catalyst
Mental
Health

Annual Benefit Report: 2023

Report Date: 03/01/2024

Overview:

Catalyst Mental Health has been providing outpatient mental health services since 2011, converted to B-Corporation in 2019, and became certified as a B-Corporation for the first time in 2023, joining a very small but growing list of certified B-Corporations in the mental health industry across the United States.

Our mission statement is:

To develop, create, and maintain a mental health organization that is healthy, sustainable, and professionally enriching for all of its employees, so that they are in turn empowered to provide the most compassionate, dynamic, and effective services possible to each and every client, neighborhood, and community that they serve.

Notable Developments in 2023:

B-Corp Certification

After converting from Special Benefit Corporation status to General Benefit Corporation status in April of 2023, we completed the B-Corp Impact Assessment test, submitted our application for certification, and underwent the rigorous third-party review process conducted by B Lab Global, finishing with a final certified impact score of **85.8**.

<https://www.bcorporation.net/en-us/find-a-b-corp/company/catalyst-mental-health/>

Full Spanish Language Support

The number of clients we serve for whom Spanish is their primary language has continued increasing in recent years, especially at our Bloomington site.

As a result, we took the final steps to embrace full Spanish language support in 2023, by hiring an Office Manager who is fluent in Spanish, paying to have all our official forms translated into Spanish, and contracting with a translation agency to provide assistance for therapists.

New St. Paul / Highland Park Location

We opened a small suite of six offices in the Highland Park neighborhood of St. Paul in May of 2023, which filled up quite rapidly with new therapists.

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Catalyst Mental Health

Catalyst
Mental
Health

- We conducted approximately **35,000** mental health sessions with approximately **2,500** unique individuals.
- Of the mental health sessions provided, approximately **23%** were billed to Medicaid or Medicare plans, and approximately **3%** were billed at a discount on a sliding scale.
- Of the unique individuals served, approximately **22%** identified as LGBTQ+, and approximately **16%** identified as Non-White.

Employee and Ownership Stakeholders

Catalyst Mental Health remains proudly boot-strapped and 100% Therapist Owned & Operated, and we aim to continue expanding and diversifying our ownership as time goes on. This means we also view our current employees as potential future owners and business partners.

Some highlights of our anonymous Annual Employee Benefit Survey are summarized below:

Survey Participation

- Approximately **90%** of current active employees participated in 2023.
- Administrative employees and interns were included in the survey this year for the first time as well.

Participation was somewhat lower than in 2022, which may reflect survey fatigue, since we polled employees for their opinions on more matters than usual in 2023 as we prepared for B-Corp certification.

Overall satisfaction with mission performance

- Approximately **97%** of respondents rated our performance as "Good" or "Excellent."

This was our highest average rating yet on this question.

Engagement with work

- Approximately **92%** of respondents reported being "Engaged" or "Very Engaged."

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Diversity, Equity, and Inclusion initiatives have been very popular in various industries in recent years, so we wanted to assess whether there was a critical need for such an initiative at Catalyst. Based on the results from this survey, we think that while there is still room for improvement in this domain we seem to be doing fairly well overall, so there does not appear to be critical need for a major independent initiative.

New Initiatives Planned for 2024

St. Paul / Highland Park Expansion

Based on the success of our new St. Paul in 2023, we plan to expand location near the end of 2024. By the time that expansion is complete, we hope for our St. Paul site to be roughly equal in size to our other sites in the Twin Cities.

Site Expansions Outside the Twin Cities

As part of our commitment to supporting therapists who share our vision and mission, we are planning to open our first offices outside the Twin Cities in 2024. This effort will be in collaboration with seasoned therapists who have already been working for us remotely via telehealth and who want to provide in-person services for Catalyst clients in their local area.

Technology Initiatives

We are working on several new technology initiatives focused on client services that we hope to roll out by the end of 2024 or the start of 2025, including:

- Updated website that is easier to navigate
- Online scheduling
- Online intake forms with digital e-signatures
- Client portal with online bill-pay and automatic / scheduled bill payments

David Townes, LICSW, MBA
Executive Director

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Theory of Change

Research has repeatedly shown that the single largest factor impacting mental health treatment outcomes is not their service provider's treatment methodology or theoretical orientation, but rather the quality of the individualized therapeutic relationship between a client and their service provider.

THE PROBLEM

High-quality therapeutic relationships depend on service providers being personally satisfied by and fully engaged with their work, and yet the mental health field has historically been characterized by unusually high levels of professional burnout.

Mental health organizations have often framed this problem as an individualized issue by emphasizing the need for mental health professionals to take personal responsibility and practice diligent self-care. However, we view the lack of progress on this problem over the past five decades as evidence that the problem is better understood as a systemic and environmental dilemma instead.

THE SOLUTION

We believe that avoiding burnout and practicing sustainability is the responsibility of all stake-holders involved in a mental health organization, from top to bottom, which is why we elected to become a B-Corporation in 2019 and then pursued certification as a B-Corporation in 2023.

Mental health organizations typically have many stake-holders and very limited resources, which makes it extremely difficult to balance everyone's needs. Our strategy is consequently to:

- Be as transparent as possible about the resources we have available.
- Seek input from as many stake-holders as possible regarding how our resources should be used.
- Implement solutions that aim to maximize the benefit for all, both in the short and long-term.
- Monitor and collect feedback on the impact of our business decisions from as many stake-holders as possible.
- Admit mistakes, learn from our errors, and aim to continually improve in the future.

THE OUTCOME

By emphasizing environmental and organizational health, we aim to facilitate healthier professionals, who we in turn expect to be better engaged with their work and consequently better able to facilitate positive outcomes for their clients.

Healthy Environment → Healthy Organization → Healthy Professionals → Healthy Clients



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OFFICE OF THE SECRETARY OF STATE
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Steve Simon

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Secretary of State