

## **RICHMOND BEHAVIORAL HEALTH AUTHORITY**

### **FY 19 PERFORMANCE CONTRACT**

#### **HIGHLIGHTS OF SELECTED CHANGES**

##### **FISCAL Support**

For FY 19 & 20, the City of Richmond has increased its funding of RBHA by \$733,000 for a total of \$3,428,000. These funds will enable the continuation of RBHA's services while increasing our capacity for addiction (opioid) treatment, ability to respond to behavioral health emergencies, and support mandated services for individuals with developmental disabilities. Specifically, we will expand staffing in emergency services (Crisis) and support coordination (Developmental Disabilities), with the lion's share of the new dollars directed toward the treatment of addictions.

RBHA's total projected budget for FY 19 is **\$53,008,839**.

##### **HIGHLIGHTED SERVICES FROM FY 2018**

- See attached presentation entitled "Who We Are"



## Who We Are



*Taking Root in Our Community*

**RBHA** RICHMOND  
BEHAVIORAL HEALTH  
AUTHORITY

## Our Mission

*“RBHA enhances the quality of life for the people of Richmond by promoting and providing quality behavioral health and developmental services that are available, accessible, and cost-effective.”*



## Richmond Behavioral Health Authority

- Is the **legally designated point of access** for publicly-funded behavioral health and developmental services;
- **Addresses critical needs of Richmond citizens**, and provides all services statutorily-mandated by the Code of Virginia and the annual Performance Contract from the Virginia Department of Behavioral Health & Developmental Services (DBHDS);
- Anticipate **\$48 million in revenue *this year (FY-18)***; approximately \$2.7 million (5.6% of total revenue) provided by City of Richmond General Funds (non-departmental allocation);
- Leverages state, federal, and city funding through **aggressive seeking of competitive grant funding** and extensive provision of Medicaid-reimbursable services; and
- A large employer; Our Mission is implemented by **over 600 Full Time Employees**.

8-11-2018

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## RBHA Service Divisions

### Access, Emergency & Medical

- Outpatient, in-the-community and residential Crisis Intervention and Crisis Stabilization services, 24/7.

### Developmental Disabilities

- Single “point of entry” into the public system for individuals with developmental disabilities.

### Mental Health

- Continuum of specialized mental health services for adults with serious mental illness and youth with serious emotional disorders.

### Substance Use Disorders

- Continuum of care including prevention, treatment, case management and recovery supports including newly added residential, medication-assisted treatment and outpatient services.

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## RBHA's Broad Impact on the Community

Program	Consumers
CREST	222
Developmental Services	1,052
Intake & Assessment- MH	2,959
Mental Health	3,340
Other Services	5,876
PACT	98

Program	Consumers
Part C	634
Primary Care	1,520
RBHA CSU	515
REACH	848
<u>SUD Services</u>	<u>1,495</u>
<b>Unduplicated Count</b>	<b>12,431</b>

**All Numbers for  
FY-2018, to date**

7/1/2018

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## Essential Community-Based Services

- Case Management for Adults and Children
- Residential Addiction Treatment for Adults
- Infant & Toddler Services for Richmond's youngest residents ages birth to three with developmental delays
- Peer-based Recovery Support Services
- Supported Employment



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## Essential Community-Based Services



- **24/7 Emergency Assessment and Mobile Crisis Intervention**
- **Psychosocial Day Support Program** serves 100+ people with serious mental illness everyday

- **School-based Mental Health** services in 12 Richmond schools
- **Crisis Intervention Training (CIT)** 40-hour basic training for First Responders
- Lead roll in health-promoting, **Community Prevention Coalition**



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## Local Partnerships for Public Safety

- **Richmond Police Department:** Psychological Services Contract; Crisis Intervention Team (CIT); and other training;
- **Richmond Juvenile & Domestic Relations Court:** On-site clinician assigned to Court Services Unit; Juvenile Competency Evaluations;
- **Department of Justice Services:** Clinical services for the Adult Drug Court; Juvenile Behavioral Health Docket; Mental Health Subcommittee of CCJB; Specialized Adult Mental Health Docket; and Alternative Sentencing service options;
- **Jail Team:** Identification, treatment, and management of offenders with mental illness in Richmond City Jail;
- **Mental Health Awareness Trainings:** Staff are trained to deliver *ASSIST* and *Mental Health First Aid* trainings to community members and professionals.

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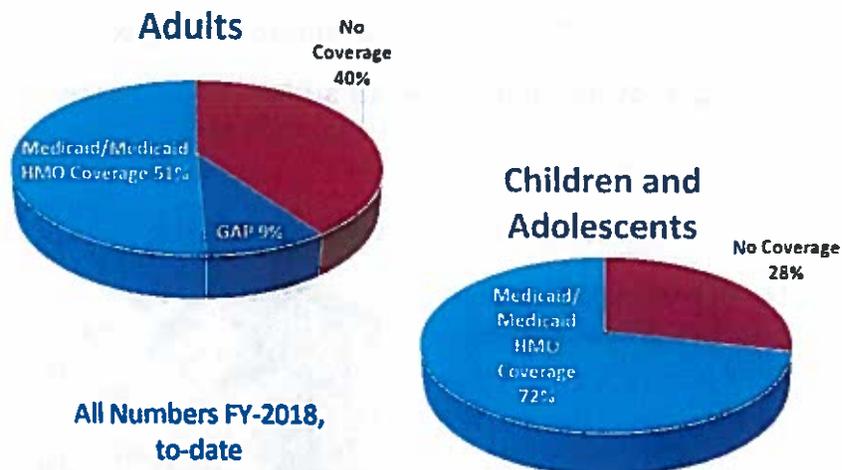
## Regional Efforts

- Manage approximately \$3 million in **Discharge Assistance Program** funding to support approximately 120 individuals discharged from state facilities;
- Trainings provided on topics including **Trauma-Informed Care, American Society of Addiction Medicine (ASAM) Patient Placement Criteria, Leadership and Peer Recovery Supports**;
- Sponsored the large, regional **Peer Recovery Conference** for last several years;
- **Regional Children's Response & Stabilization Team (CReST)** providing community crisis and child psychiatry services; and
- **AliveRVA Project**, funded by DBHDS, provides Warm Line peer recovery support services for sub-region of Richmond, Chesterfield and Goochland-Powhatan.

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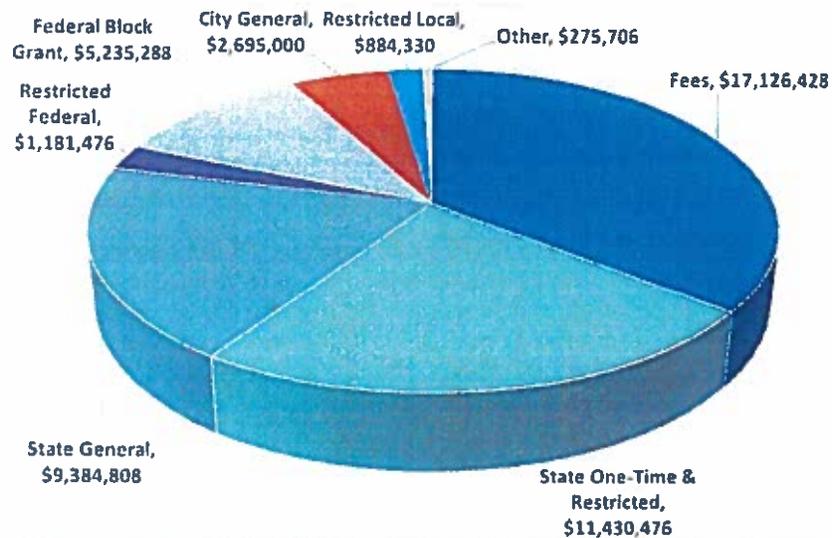
## RBHA Consumers Benefit Status



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## RBHA FY 18 Funding Sources



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## Highly Accountable On a Continual Basis

- Independent External Audit completed every year
- Multiple, other, more targeted audits conducted by various external organizations (VDSS/TANF, DMAS/Medicaid contractor, etc.)
- Additional Internal Auditor function at RBHA
- No material findings on latest audit completed 2017



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## Our Partners

RBHA and RBHF have many community partners, including:

- The Daily Planet
- Health Planning Region 4 CSBs (Chesterfield, Crossroads, District-19, Hanover, Henrico, Goochland-Powhatan)
- Homeward
- mOb+Storefront for Community Design
- Richmond City Health Department
- Richmond City Sheriff's Office
- Richmond Dept. of Justice Services
- Richmond Juvenile & Domestic Relations Court
- Richmond General District Court
- Richmond Police Department
- Substance Abuse & Addiction Recovery Alliance (SAARA)
- Tucker Pavilion/Chippenham Hospital
- VCU Health Systems
- Virginia Department of Veterans Services

*and many more!*

8-0-2017

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## Recent RBHA Accomplishments

- Implemented **electronic medical scheduling** to better maximize appointments and accommodate Rapid Access;
- **40% of adults** opened to MH Services were **seen by a psychiatrist/psychiatric nurse practitioner same day**, following assessment in Rapid Access;
- **Admitted 632 individuals to Crisis Stabilization Unit** by mid-June; an average of **57 admissions/month**, and an average length-of-stay of 6 days;
- Expanded our **Permanent Supportive Housing** Program, Home Connect, to serve **up to 110 individuals**;
- Partnered with our local jail, the Richmond City Justice Center, on a **mental health jail pilot** providing mental health services to a limited # of inmates;

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## Recent RBHA Accomplishments

- Implemented an onsite **Office-Based Opioid Treatment** program (**OBOT**) to provide medication-assisted treatment for individuals with opioid addiction; now **servicing over 100 people**;
- Surpassed **1,800+ individuals served in the RICH integrated primary care clinic**;
- Completed the **first floor renovations of the Residential Women's SUD treatment facility**, expanding capacity from 10 beds to **21 beds**;
- Negotiated **new lease for the Mecklenburg facility** and moved the outpatient and intensive outpatient SUD services there;
- Continued the **Developmental Disability (DD) Case Management Initiative** as the single point of entry for all individuals with DD without any additional funding;

July 2018

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## Recent RBHA Accomplishments, Cont'd.

- Successfully **expanded case management services to individuals with Developmental Disabilities (DD)**;
- Served **551 infants and toddlers (unduplicated) in Part C/Early Intervention** so far in FY 18 and had successful annual record review, meeting 100% in all indicators;
- **REACH has received 1,932 Crisis Calls**, thus far, in FY-18 and has responded, in-person, to 679 Crisis Calls;
- Maintained **Developmental Services' (DS) state dashboard reporting statistics "in the green"** throughout the fiscal year despite staffing challenges and additional and ever-changing service delivery requirements; and
- In February 2018, **Mental Health Services successfully completed DMAS audit** with minimal payback.

July 2018

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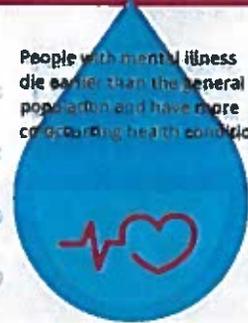
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## RICH Primary Care Clinic

RBHA operates a primary care medical clinic for adult consumers situated adjacent to our psychiatric services and full-service pharmacy (contract with Westwood) at our 5<sup>th</sup> St location.

### The PROBLEM

People with mental illness die earlier than the general population and have more co-occurring health conditions.



68%

of adults with a mental illness have one or more chronic physical conditions

more than  
1 in 5

adults with mental illness have a co-occurring substance use disorder

2019-2020

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## RICH Primary Care Clinic

### Common Medical Conditions

- Hypertension
- Hepatitis C
- Hypercholesterolemia (high cholesterol)
- Diabetes
- Obesity
- Vitamin D deficiency

## RICH Recovery

*Promoting wellness, health, & recovery for the whole person through the integration of behavioral health and primary care services*



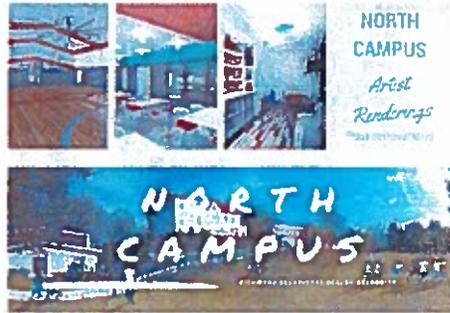
2019-2020

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## RBHA North Campus

- RBHA began operating the facility *formerly known as Rubicon* on 12/10/16 including residential substance use disorder services for men, women, & women with children, including withdrawal management and outpatient services;
- Extensive infrastructure improvements are in process;
- Completed top-to-bottom review and revamp of clinical services and staffing;
- RBHA's programs are licensed and are certified for ASAM levels 3.5, 3.7 and outpatient treatment



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## REACH Services

**REACH is a program to support individuals with an intellectual and/or developmental disability, as well as a mental health condition or challenging behavior that is negatively affecting their quality of life. REACH Services include 24/7 crisis response and consultation, crisis therapeutic home, ongoing prevention, cross-systems crisis planning, training and mobile crisis stabilization supports.**

**The REACH Crisis Therapeutic Home (CTH) provides short-term treatment (up to 30 days) to stabilize the individual and assess the individual's needs.**



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## What's Next & Future Challenges

- Adapt and **optimize organizational readiness and services for Medicaid expansion** and increasingly managed behavioral health care (e.g., ARTs, CCC+; Medallion IV, etc);
- Manage the **loss of significant, re-appropriated state general funds**, used to fund the state match for Medicaid Expansion;
- Expand **Outpatient Services, including Psychotherapy**;
- Expand **Primary Care and Primary Care Screening**;
- Grow **Primary-Behavioral Health Care Integration** efforts;
- Move forward with efforts to transform services to be more **Person-Centered, Trauma-Informed and Recovery-Oriented**;



## What's Next & Future Challenges

- Expand **Rapid/Same Day Access** to accommodate more consumers from across the organization and include multiple points of access;
- Pursue **CCBHC grant funding and certification**, with expanded intake, assessment and outpatient services hours;
- Expand **Mental Health First Aid and Narcan** training to the community and region;
- Begin construction of new **REACH Houses**;
- Complete transformation of facilities and grounds at the **RBHA North Campus**;
- Continue **expansion of OBOTs services**, including additional evening hours;



## What's Next & Future Challenges

- Re-Centralize Fleet;
- Continuous efforts to solve staff & consumer parking challenges;
- Implementation of Position Control;
- *Shortages of qualified health care and behavioral health care professionals;*
- Training, migration and implementation of new EHR Upgrades/Enhancements; and
- Maximizing staff capacity to create meaningful information and useful dashboards from Pinnacle.

