

Essential Workers Meeting Essential Needs

COMMUNITY SERVICES BOARDS specialize in strengthening communities through their support of individuals with behavioral health and developmental disability service needs and their families.



Virginia Association Of
Community Services Boards, Inc.
Making a Difference Together

10128 West Broad Street, Suite B / Glen Allen, VA 23060
Phone: 804.330.3141 Fax: 804.330.3611 www.vacsb.org

VACSB'S 2021-2022 BUDGET PRIORITIES HAVE THE GOALS OF ENSURING:

①

Community-based services can remain intact until they can be normalized following the COVID-19 pandemic

②

Virginia's public safety net providers are made financially whole

③

Virginia does not ignore the lessons learned during the COVID-19 pandemic

④

Virginia moves forward in addressing racial and social inequity in the behavioral health and development disability service system

CSB SUCCESS STORY



Reflecting on his journey of recovery, he smiles and says, "the system works" and encourages others to avoid the stigma of having a mental illness. Michael also states, "You don't have to be trapped in your mind, in your closet, or home. You can be free."



THANK YOU

to Governor Northam,
the 2020 General Assembly,
and VACSB's state agency
partners for the following
funding and accommodations
that were made because of
the COVID-19 pandemic:

- Relaxations in telehealth regulations have been critical to continuing care during the pandemic! Thank you for quickly making accommodations for telehealth through budget and regulatory means.
- The General Assembly approved the use of provider retainer payments for Developmental Disability Waiver services. These equal 65% of the normal reimbursement rate. This is important to ensuring that providers are able to remain in business throughout the COVID-19 pandemic.
- The Developmental Disability Waiver slots remained in the budget throughout the pandemic.

COMMUNITY SERVICES ARE:



Effective

CSB outcomes demonstrate proven results for individuals and families



Recovery-oriented

CSBs operate with the understanding that every individual can achieve recovery and/or greater independence with the appropriate services and supports



Person-centered

Individuals participate actively in their plans of care and treatment choices



Flexible

CSBs offer an array of services and supports that respond to individuals across their life-spans and at all points along the continuum of care

CSB SUCCESS STORY

Megan struggled with substance use disorder for years. She came to her CSB due to a court order and was introduced to Medication Assisted Treatment (MAT) by her substance use clinician. Megan stated, "Definitely give MAT a try. It saved my life."

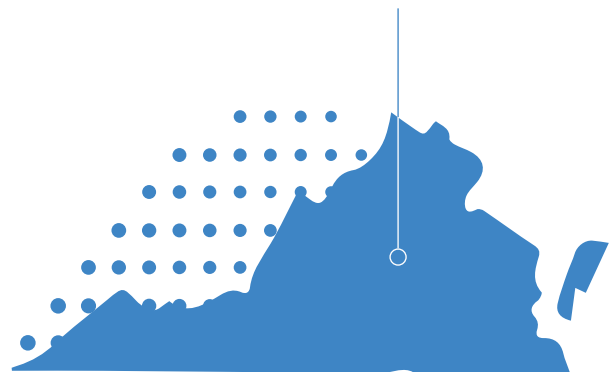


IN VIRGINIA:

- 6% of adults have a mental illness
- 4% of adults have a serious mental illness
- 13% of youth experience a major depressive episode
- 8% of adults have substance use disorder
- 4% of youth have substance use disorder
- 14,500 individuals are receiving Developmental Disability Waiver services
- 13,300 individuals are on the Developmental Disability Waiver waiting list

219,785

Lives changed in FY 2019 through CSB services across Virginia



CSB SERVICES:

Prevention

CSB prevention staff stay busy all year trying to make an impact in their community by preventing substance use and creating healthy habits. The saying holds true that "one ounce of prevention is worth a pound of cure." CSBs' prevention efforts range from reducing underage smoking, to healthy eating and exercise programs, to implementing awareness campaigns and distributing tools to prevent substance use. For example, one CSB partnered with its local high school to implement vape and smoke detectors. Another CSB partnered with its local schools to facilitate trainings on Adverse Childhood Experiences (ACEs). CSB prevention staff continue to tackle the opioid epidemic through a wide range of efforts such as distributing information about safe medication disposal and providing the means to do so, as well as providing mechanisms to prevent youth from opening medication. Suicide prevention is also a high priority for CSBs. "Lock and Talk" is a nationally recognized program which seeks to limit access to lethal means for those with thoughts of suicide by providing free safety devices to secure guns and medications, as well as training on how to have life saving conversations.

**IN FY 2019 CSB STAFF TRAINED THOUSANDS OF VIRGINIANS IN
MENTAL HEALTH FIRST AID: 7,264
REVIVE! OVERDOSE REVERSAL TRAINING: 7,375**

Behavioral Health Services: STEP-VA

All CSBs have implemented Same Day Access and Primary Care Screening and partial funding has been provided to increase outpatient and mobile crisis services. CSBs are maintaining their efforts in the implementation of STEP-VA services with the funding that has been allocated for these purposes. Additional funding is needed to complete the mobile crisis step but CSBs have taken critical measures to lay the foundation for successful implementation once the funding is made available.

Developmental Disability Waiver Services

CSBs have implemented internal processes and procedures to improve their case management services in an effort to assist the state in achieving compliance with the Department of Justice Settlement Agreement. The data show VACSB's internal work and partnerships with DBHDS and DMAS on these efforts is paying off for the individuals CSBs serve:

- Currently over 91% of new Waiver recipients are enrolled in a service within 5 months, which exceeds the DOJ compliance target for that measure.
- Over a 5 month period in FY2020, CSBs made a 34% improvement in the total number of Individual Service Plans due in relation to one of two compliant statuses in the system: either "pending provider completion" or "ISP completed."

Early Intervention Services

Early Intervention services are critical for a child to meet his/her developmental milestones throughout childhood, resulting in a decreased need for special education services in later school years. The demand for Early Intervention services increased by 78% between 2008 and 2018. The increase in referrals creates a greater caseload not only on the professionals who provide the services, but also on the case managers who coordinate the services. The case management reimbursement rate continues to be inadequate. An increase in the reimbursement rate would allow providers to hire more case managers so they can focus on the needs of the individuals they serve and make sure those individuals have quality care and supports.

COVID-19: CSBs CONTINUE TO SERVE

Despite the significant challenges that the COVID-19 pandemic has caused in all areas of life, CSBs have not failed in their roles as community leaders and service providers.

- CSBs have always been essential, whether there is a pandemic or not. During the COVID-19 pandemic the public safety net has functioned exactly as it is designed to. CSBs have continued to serve individuals with serious and persistent behavioral health conditions as well as those with developmental disabilities, regardless of their insurance status.
- CSBs are innovative, efficient and designed to react to the needs of their communities. They have continued to meet their code mandated service requirements throughout the pandemic, despite a financial loss, staffing shortages, and other unexpected burdens due to COVID-19.
- The need for CSB services has increased due to social isolation, anxiety and life stress caused by the pandemic.

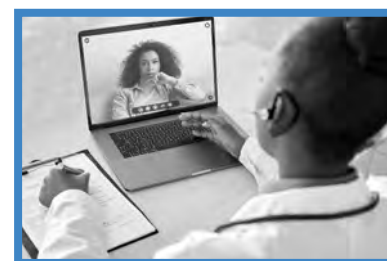


"I just need Charterhouse. It was one of the sunshines in my life. I feel like I'm falling back into my old self. So much sadness."

CSBs and their Transformation to Telehealth

CSBs had to upend their typical service delivery models and switch to telehealth quickly following Governor Northam's Stay-at-Home order. The flexibilities provided by the federal and state government to engage individuals using traditional telehealth networks, commercial two-way audiovisual products or just by phone have been incredibly valuable and need to remain in place beyond the pandemic. While there will always be a need for face-to-face service delivery, the following are just some of the advantages to using telehealth.

- The "no-show" rate decreases when telehealth is an option.
- More people are engaging in services that had not before because of the ease of connecting through telehealth options.
- The ability to spontaneously conduct a telehealth session can sometimes prevent the need for crisis intervention. When using telehealth, clinicians are more able to work an individual into their schedules.



RACIAL AND SOCIAL INEQUITY

VACSB and its member boards are committed to fostering programs, supports and community partnerships that address the intersection of racial and social inequity in the populations CSBs serve. This includes developing a pathway to ensure that persons of color receive the same level of access to care as well as the same quality of care as their white counterparts. In addition, VACSB will develop a plan and implement steps with the goal of supporting a workforce with a racial and ethnic makeup that more closely mirrors Virginia's population. Finally, CSBs will continue to work with law enforcement to provide training and education on how to interact appropriately when encountering individuals who may be experiencing a behavioral health or other crisis who are in need of care.

VIRGINIA ASSOCIATION of COMMUNITY SERVICES BOARDS

ALEXANDRIA CSB

City of Alexandria
(703) 746-3400

ALLEGHANY HIGHLANDS CSB

Alleghany County; City of Covington;
Towns of Clifton Forge and Iron Gate
(540) 965-2135

ARLINGTON COUNTY CSB

Arlington County
(703) 228-5150

BLUE RIDGE BEHAVIORAL HEALTHCARE

Botetourt, Craig & Roanoke Counties; Cities
of Roanoke & Salem
(540) 345-9841

**CHESAPEAKE INTEGRATED
BEHAVIORAL HEALTHCARE**

City of Chesapeake
(757) 547-9334

CHESTERFIELD CSB

County of Chesterfield
(804) 748-1227

COLONIAL BEHAVIORAL HEALTH

James City & York Counties;
Cities of Poquoson & Williamsburg
(757) 220-3200

CROSSROADS CSB

Amelia, Buckingham, Charlotte,
Cumberland, Lunenburg, Nottoway & Prince
Edward Counties
(434) 392-7049

CUMBERLAND MOUNTAIN CSB

Buchanan, Russell, & Tazewell Counties
(276) 964-6702

DANVILLE-PITTSYLVANIA CSB

Pittsylvania County; City of Danville
(434) 799-0456

**DICKENSON COUNTY
BEHAVIORAL HEALTH SERVICES**

Dickenson County
(276) 926-1680

DISTRICT 19 CSB

Dinwiddie, Greensville, Prince George,
Surry & Sussex Counties; Cities of Colonial
Heights, Emporia,
Hopewell & Petersburg
(804) 862-8002

EASTERN SHORE CSB

Accomack & Northampton Counties
(757) 442-3636

FAIRFAX-FALLS CHURCH CSB

County of Fairfax; Cities of Fairfax &
Falls Church
(703) 324-7000

GOOCHLAND-POWHATAN CSB

Counties of Goochland & Powhatan
(804) 556-5400

HAMPTON-NEWPORT NEWS CSB

Cities of Hampton & Newport News
(757) 788-0300

HANOVER CSB

County of Hanover
(804) 365-4222

HARRISONBURG-ROCKINGHAM CSB

City of Harrisonburg;
County of Rockingham
(540) 434-1941

**HENRICO AREA MENTAL HEALTH AND
DEVELOPMENTAL SERVICES**

Charles City, Henrico & New Kent Counties
(804) 727-8500

HIGHLANDS CSB

Washington County & City of Bristol
(276) 525-1550

HORIZON BEHAVIORAL HEALTH

Amherst, Appomattox, Bedford, &
Campbell Counties; City of Lynchburg
(434) 847-8050

**LOUDOUN COUNTY DEPARTMENT
OF MENTAL HEALTH, SUBSTANCE
ABUSE & DEVELOPMENTAL SERVICES**

County of Loudoun
(703) 777-0378

**MIDDLE PENINSULA-NORTHERN
NECK CSB**

Essex, Gloucester, King & Queen,
King William, Lancaster, Mathews,
Middlesex, Northumberland, Richmond
& Westmoreland Counties
(804) 758-5314

MOUNT ROGERS COMMUNITY SERVICES

Bland, Carroll, Grayson, Smyth, &
Wythe Counties; City of Galax
(276) 223 -3200

**NEW RIVER VALLEY
COMMUNITY SERVICES**

Floyd, Giles, Montgomery &
Pulaski Counties; City of Radford
(540) 961-8300

NORFOLK CSB

City of Norfolk
(757) 823-1600

NORTHWESTERN CSB

Clarke, Frederick, Page,
Shenandoah, & Warren Counties;
City of Winchester
(540) 636-4250

PIEDMONT CSB

Franklin, Henry & Patrick Counties;
City of Martinsville
(276) 632-7128

**PLANNING DISTRICT ONE
BEHAVIORAL HEALTH SERVICES**

Lee, Scott, & Wise Counties; City of Norton
(276) 679-5751

**PORTSMOUTH DEPARTMENT OF
BEHAVIORAL HEALTHCARE SERVICES**

City of Portsmouth
(757) 393-8618

PRINCE WILLIAM COUNTY CSB

County of Prince William; Cities of
Manassas & Manassas Park
(703) 792-7800

RAPPAHANNOCK AREA CSB

Caroline, King George, Spotsylvania &
Stafford Counties; City of Fredericksburg
(540) 373-3223

RAPPAHANNOCK-RAPIDAN CSB

Culpeper, Fauquier, Madison,
Orange & Rappahannock Counties
(540) 825-3100

REGION TEN CSB

Albemarle, Fluvanna, Greene,
Louisa, & Nelson Counties;
City of Charlottesville
(434) 972-1800

**RICHMOND BEHAVIORAL HEALTH
AUTHORITY**

City of Richmond
(804) 819-4000

ROCKBRIDGE AREA CSB

Bath & Rockbridge Counties;
Cities of Buena Vista & Lexington
(540) 463-3141

SOUTHSIDE BEHAVIORAL HEALTH

Brunswick, Halifax & Mecklenburg Counties
(434) 572-6916

VALLEY CSB

Augusta & Highland Counties;
Cities of Staunton & Waynesboro
(540) 887-3200

VIRGINIA BEACH HUMAN SERVICES

City of Virginia Beach
(757) 385-0602

WESTERN TIDEWATER CSB

Isle of Wight & Southampton Counties; Cities
of Franklin & Suffolk
(757) 966-2805

Fiscal Year 2020

RBHA SERVED NEARLY 13,000 INDIVIDUALS ACROSS PROGRAMS AND SERVICES

It would be difficult to review FY20 without discussing the impact of unprecedented external factors on our services. As expected, RBHA's 750+ employees have risen to the occasion. Their dedication to their work and the people we serve has been nothing less than heroic. In a year that has seen economic hardship, social upheaval, and a once-a-century pandemic, our employees have adapted and worked to provide continuity to our consumers. We have embraced telehealth and, when appropriate, telework for staff whose duties allow for remote work.

Our residential facilities have remained in operation with rigorous screening, cleaning, and PPE protocols, while some services such as day treatment programs were temporarily suspended to protect the health and safety of our consumers and staff.

The COVID-19 Pandemic and associated, on-going disruptions have been a challenge - but it is a challenge we have met. We look forward to the day we will emerge from these current difficulties and re-establish all services at their prior levels. We plan to carry forward the innovations and lessons we have learned from these challenges to become even more effective and responsive to the needs of our community.

3,707

Assessments
completed through
RBHA's Same Day
Access

463

Development Disability
Waivers managed by
RBHA's Developmental
Services

3000+

Individuals served in
RBHA's primary care
RICH Clinic

RBHA has successfully expanded our Certified Community Behavioral Health Center (CCBHC) service lines, implementing services and standards that prepare us for the future of healthcare in Virginia.

Why we do what we do

A senior at Armstrong High School, Shadimon also worked 30+ hours a week at the VCU cafeteria to contribute to the household expenses she shared with her sister. Toward the end of her first school semester, Shadimon began experiencing symptoms of depression as a result of her academic and work schedule demands. There was also conflict at home and she was at risk of becoming homeless. Shadimon was referred to RBHA Child & Family Case Management services and outpatient psychotherapy to address increasing depressive symptoms. As concerns and life stressors continued to escalate and Shadimon became at risk of not graduating, she reached out to her RBHA case manager, Ray Washington, for additional help. Shadimon was admitted to RBHA Crisis Stabilization Unit (CSU) for a week and, upon discharge from CSU, was transitioned to RBHA Adult Mental Health Services. Her depressive symptoms have stabilized over the last six months and Shadimon continues to work on developing healthy coping strategies.

On June 24th, Shadimon was the first in her family to graduate from high school. She graduated in an outdoor ceremony with her family cheering her on. Shadimon is currently enrolled in Job Corps and plans to study nursing.



179

Individuals and/or groups trained in **Mental Health First Aid.**

114

Individuals trained in **REVIVE** methods (Naloxone).

Region 4 Program Highlights

Operated by RBHA

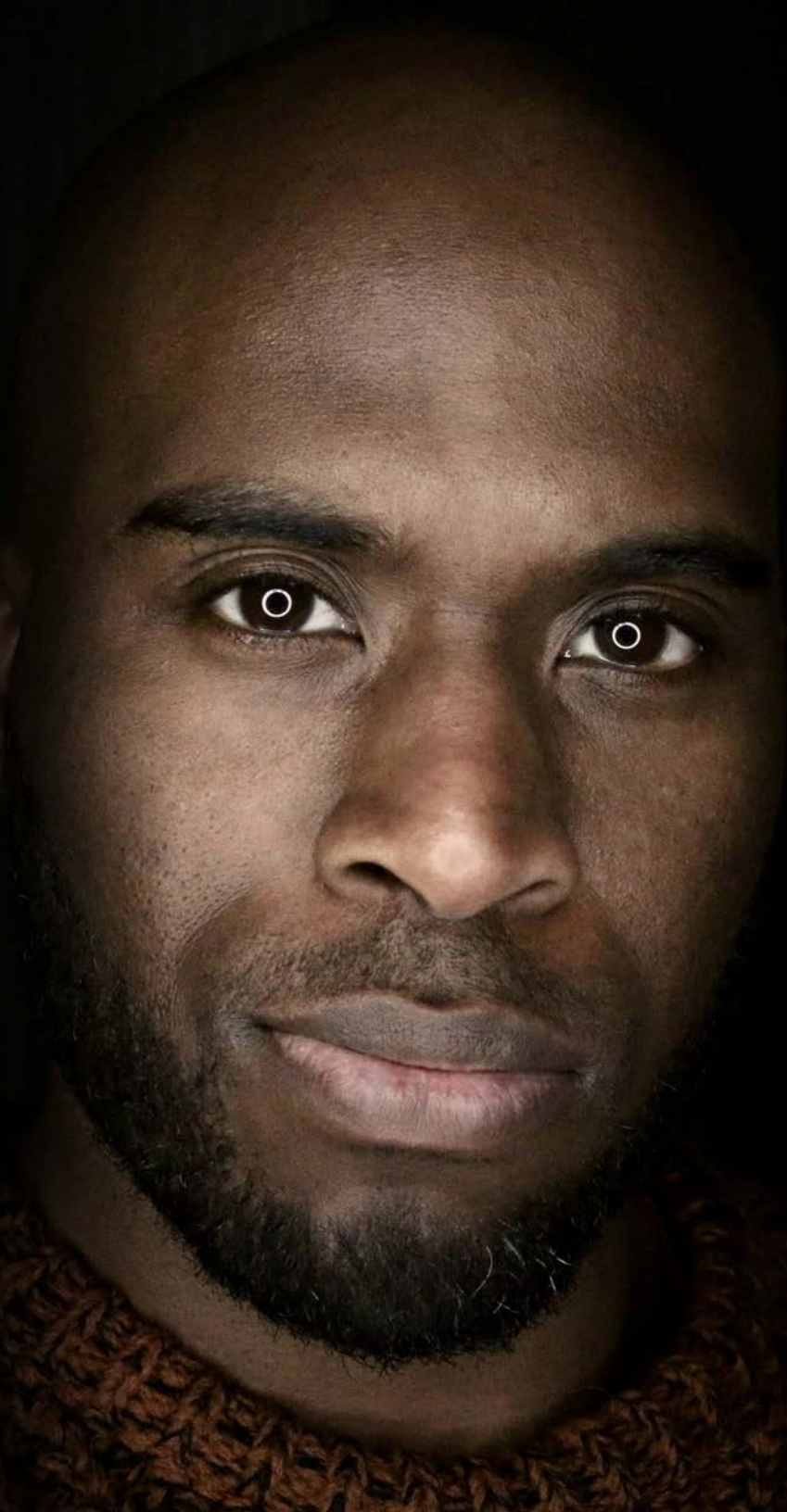
HOPE - a residential treatment program for individuals with co-occurring mental health and substance use disorders - RBHA provided services to 272 individuals

REACH Programs - RBHA staff fielded 4,323 calls on the REACH CRISIS Line, supporting individuals with developmental disabilities and their families

CRISIS Stabilization Unit (CSU) - RBHA admitted 676 individuals from across the region

Children's Crisis Response and Stabilization Team (CRest) - RBHA staff responded to 489 referrals (267 unduplicated youth)

Discharge Assistance Program (DAP) - RBHA actively managed **239 adults** who had been discharged from a state hospital, supporting them in their communities.



RBH RICHMOND
BEHAVIORAL
HEALTH

Together,
we are
fearless.

CRISIS INTERVENTION

MENTAL HEALTH

DEVELOPMENTAL SERVICES

**SUBSTANCE USE TREATMENT
AND PREVENTION**

MEDICAL SERVICES



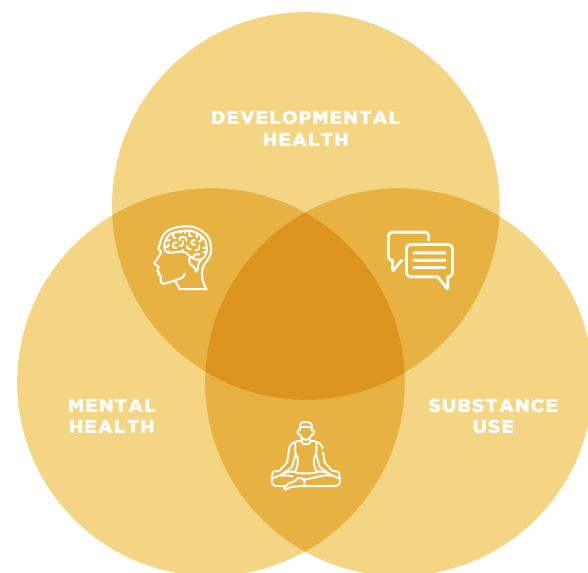
Every person *deserves* a chance to have a secure, happy, and fulfilling life. That's why *we're here*.

We're here to eliminate stigma and open doors. We're here to enrich the lives of people and their families and to impact the success of our community. Richmond Behavioral Health is here to connect those who need help with opportunities for positive change – and in turn, the whole region benefits.

Richmond Behavioral Health (RBH) fearlessly champions the health, wellness, and recovery of individuals and families in our community. Our vision is to create an inclusive, healthy community where individuals have the courage to believe in a better tomorrow and are inspired to reach their highest potential.

WHAT IS BEHAVIORAL HEALTH?

Behavioral health integrates the well-being of mind, body, and spirit. It encompasses mental, developmental, and physical health - and they are not mutually exclusive. For example, a person with schizophrenia could turn to drug and alcohol use to self-medicate — or a person with a developmental disability could experience depression.



RICHMOND BEHAVIORAL HEALTH AUTHORITY:

Doing *whatever it takes* to help people, families, and communities.

Richmond Behavioral Health delivers its services through Richmond Behavioral Health Authority (RBHA), a comprehensive community health agency serving the people of Greater Richmond. As a provider of community-based services, RBHA helps individuals and families wherever they are and regardless of ability to pay. The agency works with close to 13,000 people a year – about 5% of Richmond's population.



CRISIS INTERVENTION:

Our crisis teams respond to behavioral and psychiatric emergencies in both children and adults 24/7/365, reducing hospitalizations, arrests, and trauma.

MENTAL HEALTH TREATMENT AND SERVICES:

Our comprehensive treatment and support services empower children and adults to improve their mental health and wellness and become positively engaged with family, work, school, and the community.

DEVELOPMENTAL SUPPORTS AND SERVICES:

We work with individuals, families, and caregivers so those with developmental disabilities can experience a fuller life as active participants in their community.

SUBSTANCE USE TREATMENT AND PREVENTION:

We offer a continuum of services to support the journey of recovery and stop the cycle of addiction. This team prioritizes treatment for pregnant women and women with children.

MEDICAL SERVICES:

Since RBHA is one of only three Certified Community Behavioral Health Clinics in Virginia, we are uniquely positioned to treat the whole person at the intersection of behavioral and physical health.

Richmond Behavioral Health takes a dynamic, innovative approach to activating the transformative power of behavioral health.

35%
of those we serve are children

30%
of those we serve have no Medicaid or any other means to pay for services

13,000
people are served every year – that's 5% of the city's population – by our 750+ employees

RICHMOND BEHAVIORAL HEALTH FOUNDATION:

Your chance to be a *fearless* champion.

Richmond Behavioral Health Foundation (RBHF), the 501(c)(3) non-profit entity of RBH, partners with people and organizations across our community to create opportunity, provide resources, and secure the funding needed to support the programs of RBHA. The Foundation is vital to upholding the mission of RBH, since so many financial challenges affect the people we serve.

The Foundation welcomes your donations of both money and time. For more information on opportunities for giving, please contact the Foundation at 804-819-4097.



THE HISTORY OF RICHMOND BEHAVIORAL HEALTH

- **1996**
RBHA was established upon separation from Richmond City government.
- **2010**
RBHF was established to support the work of RBHA and fill gaps in funding.
- **2020**
RBH was conceptualized as a united force, combining the efforts of RBHA and RBHF in a single mission to promote health, wellness, and recovery for the people and communities we serve.

GET IN TOUCH

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107 S. 5th Street
Richmond, VA 23219

info@rbha.org

804-819-4000

www.rbha.org



RBH RICHMOND
BEHAVIORAL
HEALTH



It takes *bold*,
brave steps to *heal*
people, families,
and communities.

JOIN THE FEARLESS.

Mental health, developmental disabilities, and substance use – these are challenges that change the course of life for millions of people. Each of these people deserve to live every day to its fullest and achieve their maximum potential. That is the goal of Richmond Behavioral Health.

Richmond Behavioral Health (RBH) fearlessly champions the health, wellness, and recovery of individuals and families throughout the Richmond region. We are able to serve nearly 13,000 people a year – about 5% of Richmond’s population – regardless of ability to pay, thanks to support from our community. Our work together is vital, because a society of wholly healthy individuals creates a vibrant, safer community.

Richmond Behavioral Health Foundation (RBHF) is the 501(c)(3) nonprofit organization that supports RBH through community awareness initiatives, fundraising, and community partnerships. Your involvement with our foundation changes lives.

CONTACT US

107 S. 5th Street
Richmond, VA 23219

foundation@rbha.org
804-819-4097

www.rbhfoundation.com
www.rbha.org



YOUR DONATIONS DRIVE POSITIVE CHANGE.

RBHF has been the conduit for enriching the lives of thousands of people across the Richmond region. The generosity of our supporters makes a direct impact on the lives of many in our community.

THESE ARE JUST A FEW EXAMPLES OF HOW YOUR SUPPORT CHANGES LIVES:

- » Many experiencing homelessness are housed, safe, and receiving necessary treatment
- » At North Campus Greenspace, therapeutic horticulture opportunities are enhancing treatment outcomes, many are learning how to grow and prepare fresh food to feed their family, and a walking trail helps inpatient clients work toward health and wellness
- » More mothers can be accompanied by their children while they receive inpatient substance use treatment at RBHA North Campus Women's Residential Treatment Center
- » Through our health education program, more individuals are learning how nutrition and diet can reduce diabetes and that stopping smoking can improve the health of their children
- » The Art of Recovery event encourages conversation between the recovering community and our greater community, creating an opportunity for typically marginalized individuals to be recognized and celebrated
- » Children with developmental needs are able to attend a summer camp that they otherwise wouldn't be able to afford



For behavioral wellness, it's champions versus challenge.
Be a champion.

DONATE

To champion behavioral wellness in our community, visit our website and make a donation. Every dollar counts and there are multiple ways to give.

VOLUNTEER

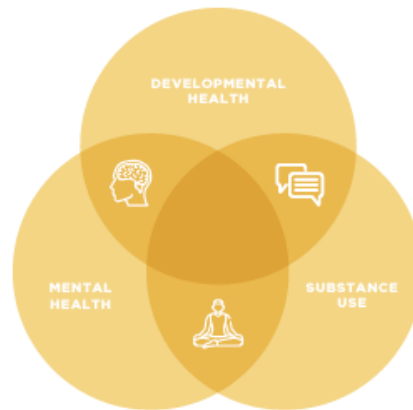
Volunteering with RBHF connects you with our mission of serving individuals and families in need in our community. Volunteer opportunities include hands-on work at our campuses and outdoor spaces, the assembling of nourishment and hygiene kits for individuals experiencing homelessness, and service through committee and board membership. Please call us or visit our website to see our current needs.

JOIN US.

TOGETHER, WE ARE FEARLESS.

ANNUAL REPORT

FISCAL YEAR 2020



CRISIS INTERVENTION

MENTAL HEALTH

DEVELOPMENTAL SERVICES

SUBSTANCE USE TREATMENT
AND PREVENTION

MEDICAL SERVICES

Together, we are *fearless.*

A MESSAGE FROM OUR CEO AND RBHA BOARD CHAIR

Together, we are fearless.

Together, we are fearless. Perhaps some explanation of the phrase is in order before getting into the customary report of RBHA accomplishments during FY 20. We launched a branding process during the course of FY 20 in an effort to enhance strategies for communicating with our various publics: individuals we serve, community, funders, and other external and internal stakeholders. Part of the process was to integrate the mission of RBHA with its companion non-profit, the Richmond Behavioral Health Foundation, or RBHF. Some major themes emerged focusing on the personal and organizational characteristics required to do this work. You will see a number of these characteristics highlighted in this report and captured in the words of some of our staff. We see these characteristics in the individuals we serve. Such characteristics also drive our staff and organization toward fulfilling our mission in the face of many challenges. We witnessed powerful social changes and protests that deeply affected our community. But in a year of many expected and unexpected challenges, the most challenging was COVID-19.

During the last year, RBHA served over 13,000 across service areas. We expanded mobile crisis services, adding additional staff to support children and youth, as well as adults served with the REACH program. We continued our quest to expand outpatient treatment, Medication-Assisted Treatment and Integrated Primary/Behavioral Health Care. Our Office-Based Opioid Treatment program exceeded 275 individuals served and, in Primary Care, we eclipsed the 3,000 mark. Despite a brief lull during the initial weeks of the COVID-19 pandemic, the numbers seen for Same Day Access grew consistently through the year.

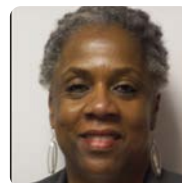
RBHA rapidly and successfully adapted services in response to the unprecedented public health challenge of COVID-19. Operating procedures and protocols were quickly developed and modified as guidance from public health evolved. Many staff moved to telework status. Technology and telehealth services were implemented in short order. For those we serve who may not have access to computers, we established socially distanced and private telehealth kiosks in our main office. Maintaining critical services with potentially high exposure was and continues to be most challenging. Acquiring personal protective equipment (PPE), reducing capacity in residential treatment facilities to accommodate physical distancing, and working through staffing issues are just a few examples.

RBHA undertook two major capital projects during FY 20. We began the process of restoring a large Victorian house on the North Campus. The first floor will host childcare services in support of our Women's Residential Treatment Center. Our Early Intervention Services will occupy workspace on the second floor. RBHA also purchased a building near our main office location. The roughly 38,000 square foot three-story structure was formerly the Richmond Red Cross location. This building will ultimately provide training and meeting space as well as provide offices for our Finance, Human Resources, Quality & Standards, and Region 4 Programs and Services.

As always, RBHA is thankful for the ongoing partnership it has with the City of Richmond, Mayor Stoney and City Council, and the Virginia Department of Behavioral Health and Developmental Services, along with the Virginia Association of Community Services Boards. We remain grateful to those community services boards comprising Region 4 for the continued confidence and trust placed in RBHA as the fiscal agent and operator of a host of regional programs. Finally, many thanks to our staff for their dedication and hard work necessary to meet service demands. Their commitment to service, particularly under the challenging conditions of the pandemic, has sustained us.



John P. Lindstrom, Ph.D., LCP
Chief Executive Officer, RBHA
President, RBHF



Cheryl Ivey Green, D. Min
Chair
RBHA Board of Directors

OUR BOARDS

Our Mission: Richmond Behavioral Health promotes health, wellness, and recovery for the individuals and communities we serve.

Our Vision: An inclusive, healthy community where individuals are inspired to reach their highest potential.

RBHA Board of Directors

Cheryl Ivey Green, D.Min., *Chair*
 Irvin L. Dallas, *Vice Chair*
 Denise P. Dickerson, *Secretary/Treasurer*
 Cynthia Newbille, Ph.D., *Immediate Past Chair*
 Joy G. Bressler, Ph.D.
 Scott F. Cannady
 Sabrina Gross

Karah L. Gunther
 Chelsea Higgs Wise
 Melodie M. Patterson
 Malesia A. Taylor
 Eduardo P.G. Vidal
 Michelle Whitehurst-Cook, M.D.

RBHF Board of Trustees

Irvin L. Dallas, *Chair*
 Matt Isner, *Vice Chair*
 Jen Kostyniuk, *Secretary/Treasurer*
 Jeannie P. Baliles

Peter Buckley, M.D.
 Sanjay Mittal
 Eduardo P.G. Vidal
 Mary Jane Zacharias Ganey

We THANK YOU for your service!

The History of Richmond Behavioral Health

- **1996** RBHA was established upon separation from Richmond City government.
- **2010** RBHF was established to support the work of RBHA and fill gaps in funding.
- **2020** RBH was conceptualized as a united force, combining the efforts of RBHA and RBHF in a single mission to promote health, wellness, and recovery for the people and communities we serve.

COMPASSIONATE

Every day, we deliver services to individuals that are coming to us with a specific struggle or need. We genuinely care and we meet that need with compassion.

~Richard R. Davis, Region 4 REACH, Developmental Services

RBHA served over 13,000 individuals - children and adults.

| | | |
|---------------------------------|-------|-------|
| Developmental Services | ----- | 1,909 |
| Mental Health Services | ----- | 6,993 |
| Substance Use Disorder Services | ----- | 2,085 |
| Other Services* | ----- | 6,488 |
| Part C Services | ----- | 651 |

*Other Services include individuals who received Emergency Services, Motivational Treatment Services, Consumer Monitoring Services, and/or Evaluation Services.

13,306



179

Individuals and/or groups trained in Mental Health First Aid

114

Individuals trained in REVIVE methods (Nalaxone)

3,000+

Individuals served in RBHA's primary care RICH Clinic

463

Developmental Disability Waivers managed by RBHA's Developmental Services

3,707

Assessments completed through RBHA's Same Day Access

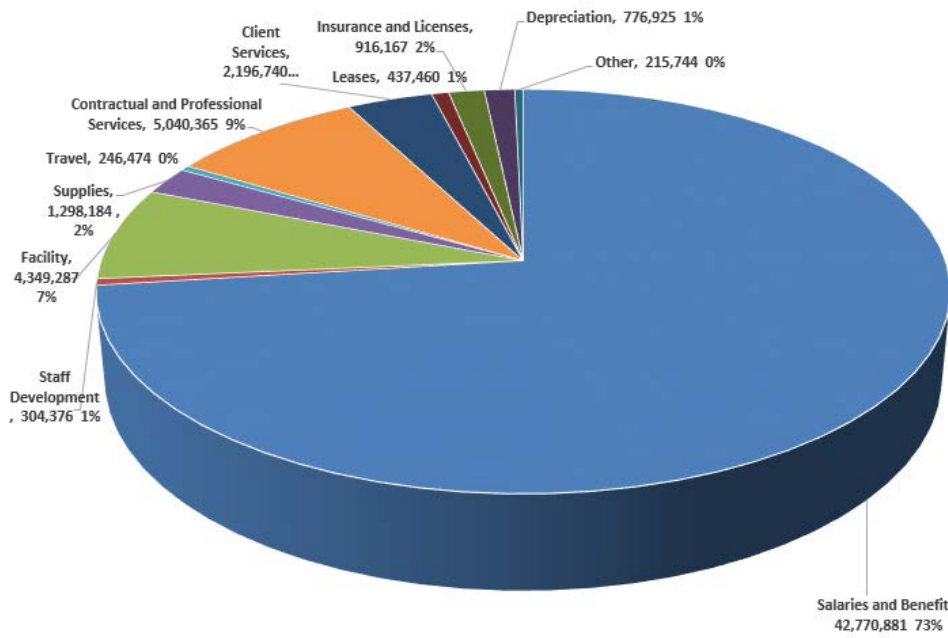
Every person *deserves* a chance to have a secure, happy, and fulfilling life. That's why *we're here*.

BOLD

Bold means being brave, taking a risk, taking a chance. I see it in our clients and I see it in my co-workers.

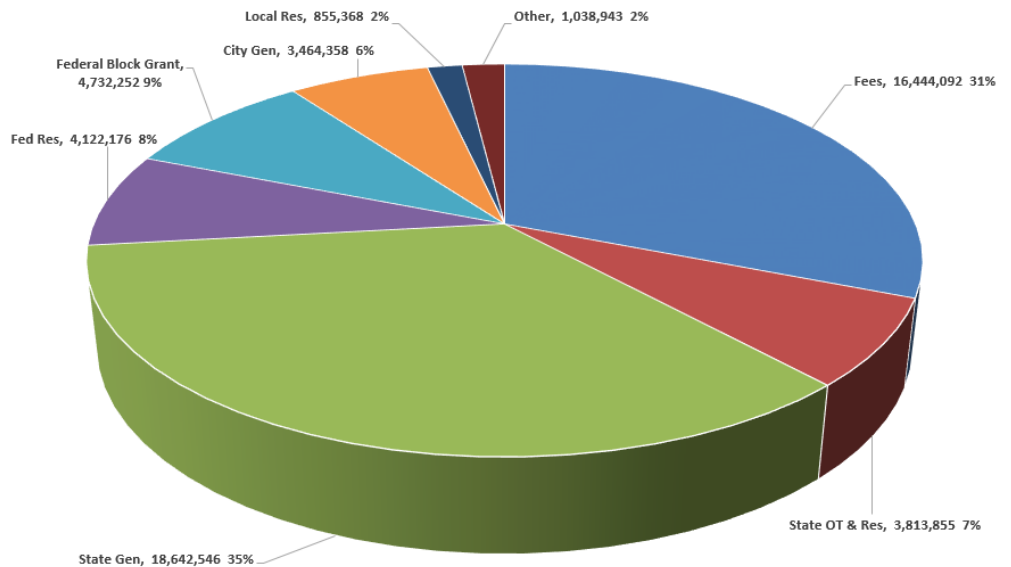
~ Paul Craig, Substance Use Disorder Services

RBHA is fiscally sound and fiscally responsible.



**Total Expenses:
\$58,552,603**

**Total Revenue:
\$53,113,591**



FY 20 was a challenging year financially. While the agency ended the year in a sound financial position, we did record a financial loss. The largest contributor to the loss was end of year adjustments to accounts receivable. Other contributors included COVID-19 related revenue reductions and unreimbursed COVID-related expense. In addition, RBHA's cash balance decreased due to un-budgeted property purchase/construction costs.

COURAGEOUS

Courage is embodied by everyone who walks through the doors of RBHA.

~ Rebecca Kaderli, Mental Health Services

Wear a mask. Wash your hands. Stay 6 feet apart.

This Mantra of 2020 quickly became our way of life when COVID-19 began to sweep through our community - and the world. Our leadership and our employees rose to the challenge and worked tirelessly to provide continuity of care to the individuals and families we serve.

With the onset of the COVID-19 Public Health Crisis, RBH moved many services to a telehealth model and, when appropriate, telework for staff whose duties allow for remote work.

Our residential facilities - Crisis Stabilization Unit (CSU), North Campus Residential Treatment Programs, and REACH - were able to remain in operation with rigorous screening, cleaning, and PPE protocols.

While the hurdles and hardships have been many, we plan to carry forward the innovations and lessons we have learned from these challenges to become even more effective and responsive to the needs of our community.

It takes *bold, brave steps to heal people, families, and communities.*



RESILIENT

Resilience is the ability to adapt in the face of adversity, trauma, threats, and stress.

~Dianna Taylor, Mental Health Services

The individuals and families we serve face many challenges along their journey of treatment and recovery. The resiliency and fearlessness that these individuals and families have shown in the face of the many additional challenges of 2020, is remarkable.

[CLICK HERE](#) to read a few stories of the bold, courageous, resilient, and fearless individuals we serve.

RBHA is the fiscal agent for 13 Regional programs and the operating agent for 7 of those programs.

Region 4 Program Highlights

- HOPE - a residential treatment program for individuals with co-occurring mental health and substance use disorders - RBHA provided services to 272 individuals
- REACH Programs - RBHA staff fielded 4,323 calls on the REACH CRISIS Line, supporting individuals with developmental disabilities and their families
- CRISIS Stabilization Unit (CSU) - RBHA admitted 676 individuals from across the region
- Children's Crisis Response and Stabilization Team (CRest) - RBHA staff responded to 489 referrals (267 unduplicated youth)
- Discharge Assistance Program (DAP) - RBHA actively managed 239 adults who had been discharged from a state hospital, supporting them in their communities



FEARLESS

A willingness to persist in the face of adversity and challenges.

~ Diana Nunez, MH & SUD Services

The generosity of our volunteers, community partners, donors, and supporters makes a direct impact on the lives of many in our community.

[CLICK HERE to view the full list of supporters.](#)

Richmond Behavioral Health Foundation (RBHF) is the 501(C)(3) nonprofit organization that supports RBH through community awareness initiatives, fundraising, and community partnerships.

Our work together is vital, because a society of wholly healthy individuals creates a vibrant, safer community.

[CLICK HERE to learn about ways your support changes lives.](#)

We THANK our supporters for being compassionate, bold, courageous, and resilient. Together, we fearlessly champion the health, wellness, and recovery of the individuals and families we serve.



**We are COMPASSIONATE. We are BOLD.
We are COURAGEOUS. We are RESILIENT.**

Together, we are FEARLESS.