



Not All Superheroes Wear Capes...

Region 4 Partnership Annual Report 2021





St. Joseph's Villa Children's Crisis Stabilization Unit



In 2021, our thought process with referrals has been finding ways to get to “yes” so that families in need can access the services at the CSU. We developed a website that not only has a description of our services but also a virtual tour feature. This allows families to “visit” the facility prior to deciding if they want to choose this service.

- 199 admissions
- 1416 total bed days

Children's Response & Stabilization Team

CRest continued to provide in person response as well as creatively allowing for the use of telehealth and technology to service youth within the region and effectively divert hospitalizations with a 97% diversion rate. While continuing to meet the needs of the community, CRest partnered with REACH to begin Mobile Crisis expansion on January 4, 2021, which contributed to the increase in access of crisis services for youth across Region 4. From January to June, the number of services accessed by youth via CRest tripled.

- 849 Referrals; 42% increase from FY 20
- 477 Openings; 40% increase from FY 20



Mr. Edward Goode, III has worked in the HOPE Regional program for the past 4 years, and during this past year received a deserving promotion to a Lead position. He has demonstrated great care and concern for the residents, always taking time to provide an encouraging word. He enters the unit with warm greetings and gives individual attention to each resident daily. He went above and beyond during the pandemic to make sure that residents had basic needs met, as he always communicates, alleviating distractions will assist individuals in the program to "win."

HOPE Co-Occurring Residential

HOPE continued to face challenges brought on by the pandemic during the past year, including reduced capacity, increased psychiatric acuity in individuals admitted, and decrease in discharge and housing options. But, in the midst, there were "super moments" that reminded us that resilience reigns! We were able to incorporate the principles of the Sanctuary Model for residents. Also, we continued to provide trauma-informed, person-centered, evidenced-based treatment for residents.

- 106 Region 4 admissions
- 2458 total bed days

Regional Substance Use Disorder Diversion Liaison Services

Collaboration with the 7 Region 4 CSBs and partners from other regions was key to the ongoing efforts to identify and support discharge plans for individuals with substance use disorders from the state facilities. Telehealth sessions were initiated with individuals at Central State and Piedmont Geriatric Hospitals to support their discharge plans related to receiving community based SUD treatment.

- 150 referrals from the state hospital partners.
- 44% of referrals received were interviewed and SUD treatment was recommended based on ASAM levels of care.

Mr. Shelton was a dedicated participant of the HOPE program. He felt that the focus on relapse prevention, medication management and management of psychiatric symptoms was just what he needed to succeed. He provided an "artistic flair" to the HOPE Regional program, spending free time on the unit expressing himself through his art. He was subsequently nominated to assist with the mural on the main RBH building in downtown Richmond - an opportunity that he states "made him very proud, it made me feel like a new man."



Regional Jail Team

The Jail Team faced many challenges this year in the provision of services due to the pandemic and workforce shortages at the jails. Despite these challenges, the team did an excellent job of coming together to improve the efficiency and effectiveness of services offered and supporting one another in the provision of high quality, clinical care for all clients.

- Received 90 new referrals for case monitoring and court-ordered services
- Provided case monitoring and/or competency restoration services for 168 clients, with 50 of those clients receiving specialized and intensive jail diversion/re-entry services
- Wrapped up competency restoration services for 44 clients, with 55% of individuals having their cases resolved on an outpatient basis

Utilization Management & Acute Care/LIPOS

In response to the increased challenges presented to our regional emergency services programs, Regional Utilization Management (UM) continued to take a more direct role in the LIPOS (Local Inpatient Purchase of Service) authorization process. Regional UM also continued to support a weekly census management meeting to assist in the acute discharge process at Central State Hospital.

- 253 LIPOS admissions
- 245 UM individuals served
- 402 CSH admissions prescreenings reviewed

"As far as super moments, in my mind, all roads point to Johnette Lewis. She had to brave going into jails and dealing with all the COVID uncertainties while most of us could safely shelter in place."

- Kirk Morton

REACH

Despite a shift to telehealth crisis response services, REACH met hospital diversion outcome measures using this temporary framework for assessment and intervention.

- 126 admissions to the Crisis Therapeutic Homes (Adults and Children with Intellectual or Developmental Disabilities)
- 248 mobile admissions
- 740 served across all of REACH Services
- 4,958 calls fielded by the hotline (includes informational, non-crisis and crisis)
- 20.25 training hours provided to the community (348 people)
- Achieved 100% compliance on a DMAS Review



BOOM

Regional Training Coordination

Due to ongoing COVID-19 protocols, all trainings were successfully implemented via a virtual platform. Regional participation has continued to increase year-over-year, and we will continue to utilize an online training platform going forward. The Region 4 website has been a valuable resource in communicating, educating, and providing the additional supports and services to those in need.

- 5 STEP-VA related trainings delivered
- Over 28 hours of Trauma-Informed Care trainings offered
- 900 plus total participants

Adult Crisis Stabilization Unit

Continuing to serve individuals in crisis remained a top priority with the Adult CSU. Also, in partnership with the region and the Department of Behavioral Health and Developmental Services, CSU was able to assist in the diversion and step-down of individuals from the state facility. Health and safety were a top priority of the program as well; this allowed for the development and implementation of several procedural modifications. Some included individually assigned rooms, temperatures checked twice daily, and the ability to complete COVID-19 tests on site.

- CSU served 403 patients in FY21
- CSU remained open throughout the pandemic serving all 7 CSBs

"First and foremost, I would like to say thank you so much to the entire staff for the help I received during my stay at CSU!...I will never forget this place. Thank you for pulling me out of a very dark place. I probably wouldn't be here if it wasn't for you guys...Thank you all for your amazing support."

- CSU Client



Regional Housing Coordinator Services

As residential providers began opening their doors again, Housing Coordination Services worked to maintain current admission criteria up to date in order to facilitate smooth residential admissions from our state hospitals. Additionally, in-person residential tours resumed allowing Region 4 to continue growing its community footprint.

- 80 housing referrals
- 35 discharges or step-downs
- 24 new residential facilities toured

Discharge Assistance Program



Supporting an individual's ability to live in the least restrictive environment remains at the forefront of the Region's mission. The Discharge Assistance Program continued virtual utilization management throughout the year which included enhanced utilization management to ensure individuals received appropriate and quality services while in the community.

- 254 DAP plans were actively managed
- Over \$5.6 million was allocated to annualized DAP plans
- \$4.77 million was paid out on behalf of active DAP plans (annualized & one-time)

Regional Recovery Services

Recovery Services experienced new leadership opportunities and developed new initiatives to enhance peer services in Region 4.

- Completed PRS Training; 20 graduates
- Completed Certified Personal Medicine Coach Training; 6 graduates
- Completed Ethics Training ; 11 graduates
- Began developing Peer Academy/Internship Program

Thank you to these agencies that form the roots and branches of our region

Region 4 Consortium Partners

Chesterfield Mental Health Support Services
Crossroads Community Services Board
District-19 Community Services Board
Goochland-Powhatan Community Services Board
Hanover County Community Services Board
Henrico Area Mental Health & Developmental Services
Richmond Behavioral Health Authority
Central State Hospital
Piedmont Geriatric Hospital

*A special thank you to RBHA,
as the fiscal agent and
operating board of Region 4
Programs for over 21 years!*



Distinguished Regional Partners and Stakeholders

Arc of Virginia

Maryview Medical Center

Richmond Community Hospital

St. Mary's Hospital

Central VA Autism Society

Charles City Courts

Chesterfield County Courts

Colonial Heights County Courts

Commonwealth Attorney's
Office

Commonwealth Autism

Commonwealth Catholic
Charities

Commonwealth Center for
Children and Adolescents

Department of Behavioral
Health and Developmental
Services

Family Advocacy Creating
Education and Services

Focused Outreach

Friends 4 Recovery

Gateway Homes

Grafton

Hand Up Resource Center

HCA John Randolph Medical
Center

HCA LewisGale Hospital

HCA Parham Doctors Hospital

HCA Retreat Hospital

HCA Tucker Pavilion

Hopewell Courts

Hunter Homes McGuire VA

Mental Health America of
Virginia

NAMI - Central VA

National Counseling Group

Parent Educational Advocacy
Training Center

Pavilion at Williamsburg Place

Petersburg City Courts

Poplar Springs Hospital

Distinguished Regional Partners and Stakeholders

Prince George County Courts

Project Yoga RVA

Rappahannock General Hospital

Richmond City Courts

Richmond City Division of Adult Programs

Richmond City Justice Center

Richmond City Sheriffs Office

Richmond Public Defender's Office

Riverside Regional Jail

Riverside Regional Medical Center

Robins Hope

Southside Regional Medical Center

Southern Virginia Regional Medical Center

Substance Abuse & Addiction Recovery Alliance

Southside Regional Jail

St. Joseph's Villa

Surry County Courts

The Healing Place

United Methodist Family Services

Virginia Baptist Hospital

Virginia Center for Addiction Medicine

VCU Health Systems

VCU Partnership for People with Disabilities

Virginia Organization of Consumers Asserting Leadership

Virginia Treatment Center for Children

Virginia Veterans & Family Support Program

Numerous Assisted Living Facilities, Nursing Homes and Landlords



www.region4programs.org