

# REGION 4 PARTNERSHIP ANNUAL REPORT 2019

*Celebrating 20 Years  
of Services*



# Greetings...

Welcome to our 3rd Region 4 Annual Report, this one in celebration of 20 years of programs, services and, most of all, partnerships, that have defined the Region 4 experience. I have been working in the public behavioral health field for just over 19 years now. In my earliest days, I have recollections of regional staff visiting the case management team I worked on, talking about how there were funds to pay for individuals to be hospitalized locally, preventing unnecessary use of our state hospital and allowing for more appropriate care for our clients. Fast forward, and I know this to be the now 20-year-old regional Acute Care Project. This project, and the Regional Authorization Committee that developed alongside it to help manage the census at Central State Hospital, formed the roots of our metaphorical regional tree. Like any living organism, we have grown, shape-shifted, and adjusted over the years. At the core, though, we remain grounded by the original partnership of the seven community services boards and two state hospital facilities. In this issue, we share with you some of the many activities that our Regional Programs team and other Region 4 services engaged in over the last fiscal year in support of individuals with mental illness, substance abuse, and developmental disabilities. We provide this snapshot of a year just passed, even as events in Virginia's behavioral health world continue to unfold - sometimes dramatically - with behavioral health redesign, STEP-VA, and ongoing implications of the Medicaid expansion from earlier this calendar year. We look forward to seeing how all of this will shape regional programs in the year to come. Happy Anniversary, Region 4 Partnership!

-Amy Erb, Director of Regional Programs

EST. 1999

# REGION 4

Impacting Our Community One Service at a Time

FY2019 Numbers  
that Count!



# REGION 4 PROGRAMS & SERVICES

## UTILIZATION MANAGEMENT AND ACUTE CARE / LOCAL INPATIENT PURCHASE OF SERVICES

Regional Utilization Management services began adjusting to the increase in Medicaid-eligible individuals who no longer needed regional funding for their hospital stay. Staff maintained strong relationships with 17 contract hospitals; continued to support CSB emergency services; and assisted with the process to transition individuals from hospital care to crisis stabilization.

- FY2019: 451 Acute Care Project-funded admissions to local community based hospitals; 16% decrease in funded admissions from FY2018
- Regional staff began attending treatment team meetings at Central State Hospital (CSH) to facilitate communication between regional services
- Began collecting detailed data on CSH TDO admissions, examining trends around state hospital acute admissions.



## REGIONAL JAIL TEAM

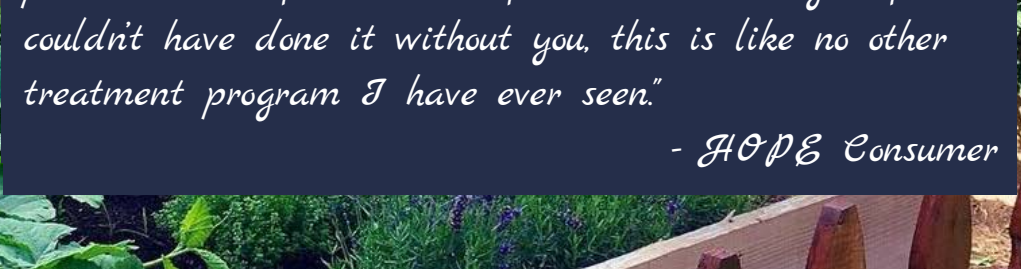

The Regional Jail Team provides evaluation, restoration, case management, and re-entry services in 3 local/regional jails to divert individuals from inpatient hospitalization. Richmond City's Mental Health Docket is also part of the jail team. FY2019 took the jail team to a new high:

- Record high of 75 restoration orders received, which is a 32% increase from FY2018
- Despite an increase in restoration orders, fewer team recommendations were made to the courts for individuals to receive inpatient restoration services
- Richmond City General District Court's Mental Health Docket received 67 referrals; 70.3% of participants successfully completed the docket
- Provided jail diversion/re-entry services to 49 individuals; provided additional services to 3 individuals from Piedmont Geriatric Hospital



## HOPE CO-OCCURRING RESIDENTIAL

- FY2019: HOPE became and continues to be an indispensable resource for individuals stepping down from acute care hospitalization with a substance use/mental health co-occurring disorder
- 191 individuals from Region 4 were served; 3,944 bed days provided
- 26% increase of individuals served from FY2018
- Implementation of garden and horticultural therapy along with development of Mindfulness and outdoor exercise promoting individual wellness is part of the treatment process.



*"For the first time in my life, I feel fulfilled. I feel packed with information, I feel blessed and grateful... I couldn't have done it without you, this is like no other treatment program I have ever seen."*

*- HOPE Consumer*

## REGIONAL SUBSTANCE USE DISORDER DIVERSION LIAISON SERVICES

Regional SUD Diversion Services launched in March 2019 in an effort to curtail the census crisis at Central State Hospital by linking individuals with primary SUD diagnosis to treatment in the least restrictive environment.

- 85 individuals interviewed while inpatient at CSH
- 13 admissions from Central State Hospital to RBHA's North Campus substance use treatment program occurred
- 2 step downs from Central State Hospital to the Adult Crisis Stabilization Unit were facilitated
- 8 out-of-region individuals linked with home CSB for outpatient treatment



# PROGRAMS & SERVICES CONT.

## REGIONAL EDUCATION ASSESSMENT CRISIS SERVICES HABILITATION (REACH)

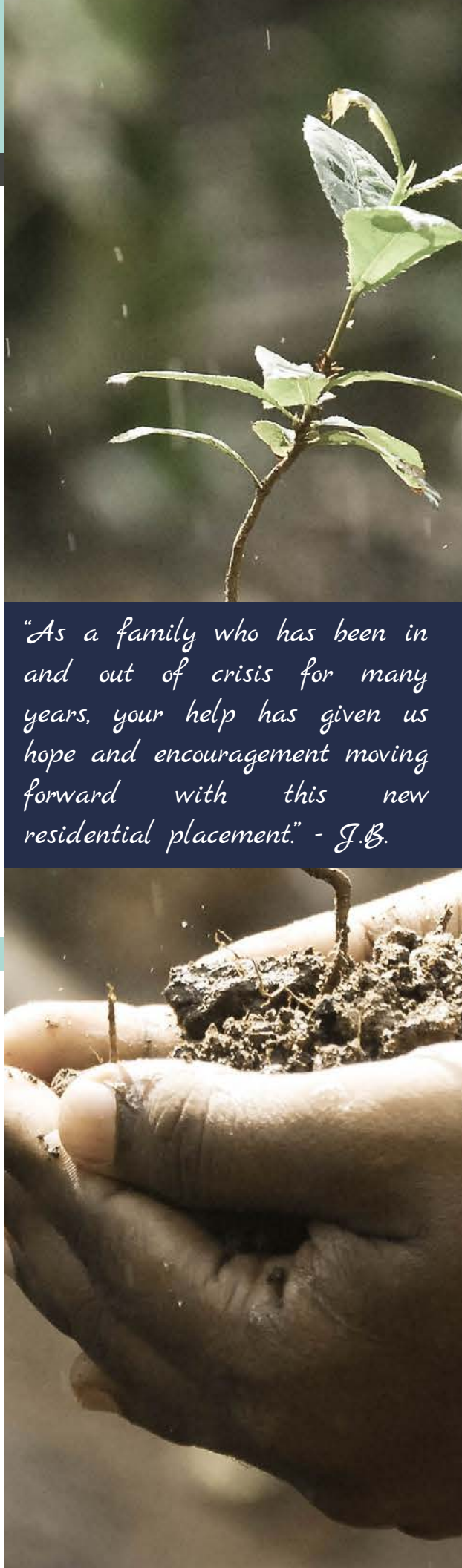
In FY2019, Outpatient services for adults with Intellectual and Developmental Disabilities were added to the array of services REACH provides, enabling the program to increase the number of individuals it is able to connect with.

- REACH successfully diverted 88% of all crisis calls received where a response was provided to the person's natural environment.
- REACH's mobile crisis stabilization team diverted 91% of individuals served from hospitalization.
- Increased number of individuals served from FY2018; 19% more children and 3% more adults.
- The Adult Crisis Therapeutic Home diverted 81% of individuals admitted from hospitalization.
- A total of 38 trainings delivered to regional partners on various topics

## CHILDREN'S RESPONSE AND STABILIZATION TEAM

CRcST provides crisis intervention services to youth and their families experience an acute disruption in functioning. CRcST began educating local school systems around the usage of the Columbia Suicide Severity Rating Scale, completing a presentation with Richmond Public Schools, 2 summer programs, and individual coaching with referring providers. As well, CRcST:

- Served 207 unduplicated youth, resulting in a 6.7% increase in youth served from FY2018
- Successfully diverted 97.5% acute admissions from psychiatric hospitalization
- Linked 156 youth to resources for ongoing care and support



*"As a family who has been in and out of crisis for many years, your help has given us hope and encouragement moving forward with this new residential placement." - J.B.*



## ADULT CRISIS STABILIZATION UNIT

2019 brought on plenty of changes and new developments for the Adult CSU.

- Started accepting TDOs in October 2018, admitting a total of 13 adults under temporary detention order for FY2019
- Renovations took place in the lobby for added security and modern presentation
- Revamped marketing material for regional stakeholders
- Developed and disseminated a monthly Customer Satisfaction Survey
- Served 609 individuals, which includes admissions from all 7 CSBs in this region.



## ST. JOSEPH'S VILLA CHILD CRISIS STABILIZATION UNIT

The Children's CSU operated by St. Joseph's Villa on behalf of Region 4 began operating in May of 2012. Since then, there have been a total of 1,107 unduplicated admissions.

- CSU implemented a curriculum based on the Dialectical Behavioral Therapy model
- Total of 197 admissions in FY2019 for residential and/or day services
- 89% of admitted youth successfully diverted from hospital-level care

*This was a blessing. Did not know such a service existed. For the first time, we feel like his trauma was addressed appropriately. We learned how to understand where his anger was coming from." - Guardian*



# PROGRAMS & SERVICES CONT.

## REGIONAL HOUSING COORDINATOR SERVICES

Region 4 Housing Coordinator Services continue to navigate the growing challenge of appropriate and safe housing options for individuals with high needs.

- Over 158 residential facilities have been visited, researched and monitored by the weekly distributed bed availability list
- In partnership with Department of Social Services and Department of Aging and Rehabilitative Services, facilitated a workshop on community benefits and resources
- Continue to monitor Region 4's extraordinary barriers list and provide assistance to CSB hospital liaisons in discharging individuals from Central State and Piedmont Geriatric Hospitals



## REGIONAL RECOVERY SERVICES

Region 4 Recovery Services continue to grow and develop the peer workforce through various platforms.

- Delivered 3 WRAP trainings for 31 individuals
- Conducted Peer Recovery Specialist training, resulting in 11 more graduates this year
- Coordinated multiple Ethics trainings through the year
- Piloted a Peer Mentorship Program at partner CSBs



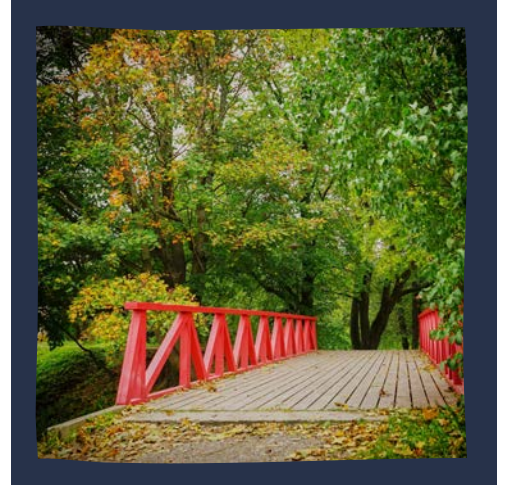
*"At the 2018 Region 4 'Working Side by Side' conference, the mood of attendees was enthusiastic and optimistic. In both her workshop and keynote address, Gina Calhoun showed us how even the most difficult of obstacles can be overcome with grace, and how all of us can effectively tell our stories and bring about change." - Beth Wiltshire, RBJA Peer Support Associate*



## DISCHARGE ASSISTANCE PROGRAM

The Region's commitment to supporting individuals' abilities to live in the least restrictive environment remains strong while responsibly managing our funding resources.

- Over 230 DAP plans were actively managed in FY2019, an increase of 16% from FY2018
- Over \$3.6 million was spent in supporting individuals' placements and services in the community



*DAP funds have helped me through my entire recovery process. I didn't have anything when I was discharged from the hospital. DAP paid for the Gateway program and when I graduated from Gateway I got my own apartment, and DAP helps me pay for my apartment...I don't know how things would have turned out without DAP funds. I don't think I would have been as successful as I have." -JG*

## Region 4 Consortium Partners

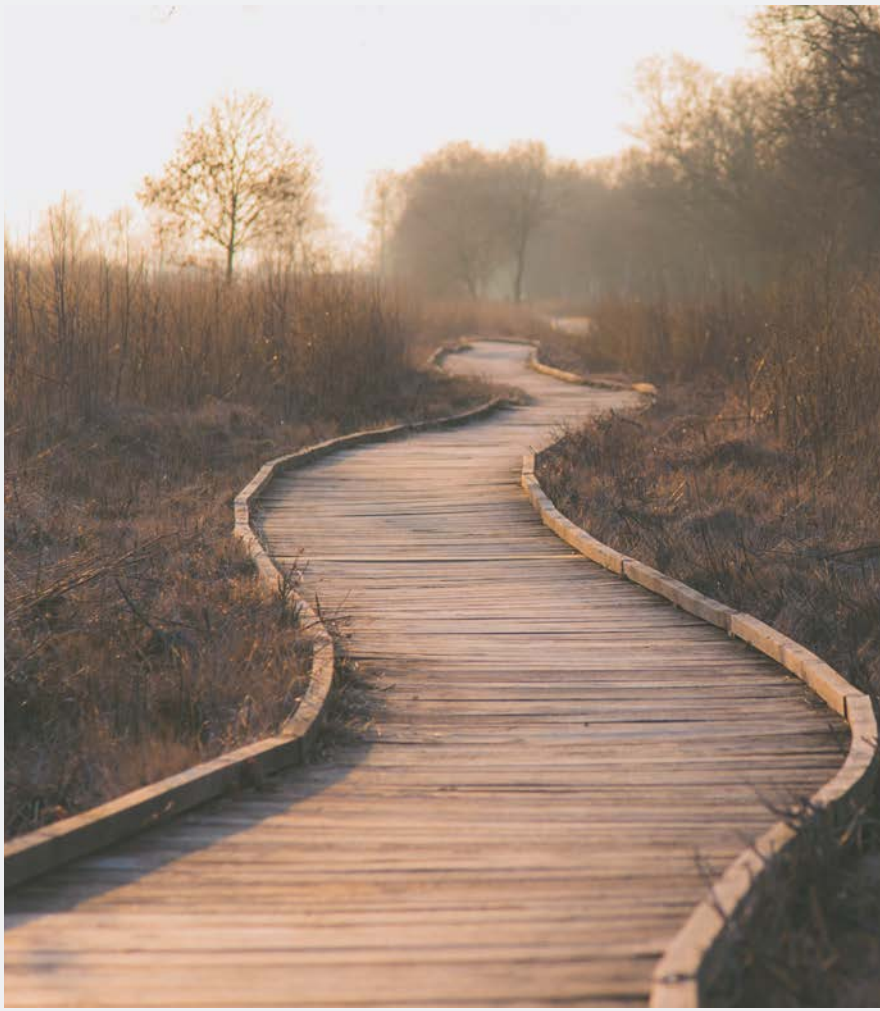
*Thank you to these agencies that form the roots and branches of our region*

- 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

## *Distinguished Regional Partners and Stakeholders:*

ARC of Virginia	Pavilion at Williamsburg Place
Bon Secours Maryview Medical Center	Petersburg City Courts
Bon Secours Richmond Community Hospital	Poplar Springs Hospital
Bon Secours St. Mary's Hospital	Prince George County Courts
Central VA Autism Society	Project Yoga RVA
Charles City Courts	Rappahannock General Hospital
Chesterfield County Courts	Richmond City Courts
Colonial Heights County Courts	Richmond City Division of Adult Programs
Commonwealth Attorney's Office	Richmond City Justice Center
Commonwealth Autism	Richmond City Sheriffs Office
Commonwealth Catholic Charities	Richmond Public Defender's Office
Commonwealth Center for Children and Adolescents	Riverside Regional Jail
Department of Behavioral Health and Developmental Services	Riverside Regional Medical Center
Family Advocacy Creating Education and Services	Robins Hope
Focused Outreach	Southside Regional Medical Center
Friends 4 Recovery	Southern Virginia Regional Medical Center
Gateway Homes	Substance Abuse & Addiction Recovery Alliance
Grafton	Southside Regional Jail
Hand Up Resource Center	St. Joseph's Villa
HCA John Randolph Medical Center	Surry County Courts
HCA LewisGale Hospital	The Healing Place
HCA Parham Doctors Hospital	United Methodist Family Services
HCA Retreat Hospital	Virginia Baptist Hospital
HCA Spotsylvania Regional Medical Center	Virginia Center for Addiction Medicine
HCA Tucker Pavilion	VCU Health Systems
Hopewell Courts	VCU Partnership for People with Disabilities
Hunter Homes McGuire VA	Virginia Organization of Consumers Asserting Leadership
Mental Health America of Virginia	Virginia Treatment Center for Children
NAMI - Central VA	Virginia Veterans & Family Support Program
National Counseling Group	Numerous Assisted Living Facilities, Nursing Homes and Landlords
Parent Educational Advocacy Training Center	

*And Many Others Through the Years!*



## A LOOK AHEAD

- Region 4 will continue to build on 20 years of strong relationships to tackle the hospital census crisis in new ways
- We look forward to opportunities to support the activities of STEP-VA through training, mobile crisis services, and more
- The region awaits our turn with implementing the Alternative Transportation Program in 2020



*A special thank you to RBJHA, as  
fiscal agent and operating board, for  
being the 'home' of Region 4 programs  
and services for the past 20 years*





