

AGENCY DIRECTORS' REPORT

AGENCY: Rural Services SUBMITTED BY: Tina Gerber-Winn, MSW DATE: 5/2/2017

Reporting Period: 4/28/2017

STAFFING

Positions filled: Clinical Program Manager (Fernley), Administrative Assistant II (Elko), and Psychiatric Nurse II (Carson City)

Vacancies: Clinical Social Worker II, Mental Health Counselor II(3 positons), Mental Health Counselor III, Clinical Program Manager I, Admin Assistant II, Psychiatric Caseworker II (2 positions), Psychiatric Nurse II (2 positions)

Difficulties filling: Psychiatric Nurse II (two positions) and Mental Health Counselor II (2 positions).

CASELOADS/WAITING LISTS

Program: Outpatient Counseling

Caseload: 271 youth; 1,052 adult

Waiting List: 44 youth; 134 adult

Program: Residential Supports

Caseload: 1 youth; 43 adult

Waiting List: 0 youth; 0 adult

Program: Service Coordination

Caseload: 21 youth; 263 adult

Waiting List: 0 youth; 6 adult

Program: Psychosocial Rehabilitation

Caseload: 10 youth; 130 adult

Waiting List: 0 youth; 0 adult

Program: Medication Clinic

Caseload: 274 youth; 1,639 adult

Waiting List: 30 youth; 69 adult

Program: Mental Health Court

Caseload: 32 adult

Waiting List: 0

PROGRAMS

Rural Mobile Crisis Response Team, a collaboration between Rural Clinics and DCFS that provides crisis services to youth and their families, is continuing with much success. Rural Clinics continues to work with counties in the development of Sequential Intercept model including, MOST/FASTT and ongoing mental health training for law enforcement. Rural Clinics is continuing to provide mental health services to the Juvenile Justice system in Carson City, including diversion court, behavioral health interventions and service coordination. Rural Clinics are working in collaboration with Nevada Rural Hospital Partnership to provide behavioral health emergency consultation services in rural emergency rooms. Coverage is provided by the Carson clinic staff, who are also providing child and adolescent therapy via tele-health to the Tonopah and Hawthorne clinics assisting in decreasing wait-times. Rural Clinics is in the process of developing and providing a grant for the Crisis Call Center to provide emergency telephone services during Rural Clinic non-business hours. A referral agreement with Pacific Behavioral Health to provide behavioral health services in many rural Nevada communities was formalized. Development of the Utilization Management and Process Improvement team to monitor provision and quality of services continues. Also a work-group formed to develop weighted caseload formula and implement in each clinic. Rural Clinics is actively working on developing policies and procedures regarding tele-health services.

Service Needs/Recommendations

There is a shortage of qualified behavioral health providers, specifically shortage of child and adolescent psychiatric coverage in Rural Nevada.

Agency Concerns/Issues

Continued difficulty exists with recruiting/retaining behavioral health providers, in the rural areas of the state. Ongoing internet intermittent connectivity and bandwidth issues in Rural Nevada have impacted ability to provide uninterrupted tele-health/medicine services. According to the Public Health Preparedness (PHP) Program, there are many areas of Nevada that must be prepared for possible upcoming disaster/emergency situations based on Spring Thaw projections. At a minimum, the following centers could be impacted by flooding: Carson, Douglas, Yerington, Fallon/Fernley. This means that personnel living in these, and surrounding, areas may have difficulties getting to a work site and providing services. Rural Clinics is working to develop a Continuity of Operations Plan (COOP) to ensure proper planning for diverse disaster/emergency scenarios.