

AGENCY DIRECTORS' REPORT

AGENCY: Lake's Crossing Center

SUBMITTED BY: Tom Durante, LCSW

DATE: 8/18/2017

Reporting Period: 9/15/2017

STAFFING

Positions filled: In the last quarter, Lake's Crossing has filled our Director of Nursing position as well as one Clinical Social Worker, one Psychiatric Nurse, and two Forensic Specialists.

Vacancies: Currently we are recruiting for: nine Forensic Specialist 3's, one Forensic Specialist 4, one Correctional Officer, and five Psychiatric Nurse 2's.

Difficulties filling: The Agency is having an extreme difficulty in filling the Forensic Specialist positions. A contributing factor may be the higher pay that the Department of Corrections is able to pay to similar applicants.

CASELOADS/WAITING LISTS

Program: Inpatient:

Caseload: 76

Waiting List: Offered bed; 14

Program: Outpatient

Caseload: Conditional Release: 3; Treatment to Competency: 1

Waiting List: 0

Program: Outpatient Compency Evaluations

Caseload: An average of 88 outpatient evaluations completed a month

Caseload: Click here to enter text.

Waiting List: N/A

Program: Click here to enter text.

Waiting List: Click here to enter text.

Program: Click here to enter text.

Caseload:

Waiting List:

Program:

Caseload: Click here to enter text.

Waiting List:

PROGRAMS

New Programs: No new programs

Program Changes: With our Activity Department once again fully staffed, our Director of Activity Therapy is beginning a new Art Therapy program for clients that have been committed to the Agency for an extended period of time (usually under statutes 178.461 or 175.539) We are attempting to increase and diversify our programming for this population.

Service Needs/Recommendations

The number of individuals committed to the State for an extended period of time (178.461 and 175.539) now stands at 19, 3 of which are on Conditional Release. 16 beds are taken by this population and they are currently in the same facilities as those who are being treated to competency. This mix of populations is, at times, difficult since their treatment goals are quite different. Ideally, having a separate facility for the two very different populations could be beneficial. Similarly, additional resources to provide direct care for those individuals that are candidates for Conditional Release may provide the opportunity for these individuals to be treated in a less restrictive environment.

Agency Concerns/Issues

A growing concern is the expense of medical care for individuals who are committed to LCC, especially those that are committed for an extended period of time. Several of these longer term clients are elderly and it is anticipated that their medical needs will increase. Although State Statute does explicitly provide that the State is not responsible for medical bills, there does not appear to be a pay source. In the past, the counties were billed by either the Agency or the medical provider (and they sometimes would pay, sometimes not). However, we are being told that since the Affordable Care Act became available, the counties no longer provide any direct payment for medical bills. If a client is in a medical facility for more than 24 hours, Medicaid will kick in; however, there does not appear to be a resource when the care is either less than 24 hours or it is an outpatient contact. A current example is a client that needed to have hernia surgery. He has a \$2000 bill for initial consult and physician and a \$20,000 bill for the surgery. In practice, Lake's Crossing has paid bills that are of smaller amounts and/or are for small providers. Chiefly due to the fact of the need to provide the medical care for the client and to also not "burn bridges" with community providers. These payments come from our Operating Account and will be unsustainable as bills increase and number of clients increase. Another concern, although we are confident we will be able to adapt, is a major electrical project that will begin in mid-September. The electrical system in the main LCC building will be upgraded, including replacement of several electrical panels. We will need to increase staffing during this project, as there will be times that the electrical system may be compromised.

AGENCY DIRECTOR'S REPORT

AGENCY: NNAMHS
SUBMITTED BY: Shelly Bryant

REPORTING PERIOD: April - June 2017
DATE: August 1, 2017

STAFFING

POSITIONS FILLED

Accounting Assistant II	(2)	Licensed Psychologist I	(1)
Accounting Technician I	(1)	Mental Health Counselor III	(1)
Administrative Assistant I	(1)	Psychiatric Caseworker II	(1)
Administrative Assistant IV	(1)	Sr. Psychiatrist (Range C) (EA)	(1)

VACANCIES

Administrative Assistant II	(1)	Mental Health Counselor II	(2)
Agency Manager	(1)	Pharmacy Technician II	(1)
Clinical Program Manager I	(1)	Psychiatric Case Worker II	(3)
Clinical Social Worker III	(1)	Psychiatric Nurse II	(7)
Clinical Social Worker II	(2)	Substance Abuse Counselor II	(2)
Custodial Worker I	(1)	Supply Assistant	(1)
Licensed Psychologist I	(1)		

CASELOADS/WAITING LISTS

PROGRAM: AOT

ELIGIBLE : 7
REFERRALS: 2
CASELOAD: 13

PROGRAM: MED CLINIC

CASELOAD: 1,567
WAITLIST: 27

PROGRAM: MENTAL HEALTH COURT

CASELOAD: 95
WAITLIST: N/A

PROGRAM: OP COUNSELING

CASELOAD: 128
WAITLIST: 8

PROGRAM: SERVICE COORDINATION

CASELOAD: 134
WAITLIST: 0

PROGRAM: CBLA

CASELOAD: 230
WAITLIST: 2

PROGRAMS

NEW PROGRAMS: Inpatient services continue to operate at its 30 bed capacity as we continue to implement CPI and the Recovery Model approach.

PROGRAM CHANGES: A new change implemented in outpatient, is that the Medication Clinic has been assigned a designated Service Coordinator who will assist with ensuring clients are referred to appropriate services whether the services are within NNAMHS or out in the community.

Our outpatient staff is working closely with Inpatient Social Services in an effort to expedite adequate discharge plans that will provide comprehensive wrap around services. With all the new changes in outpatient, our hope is to provide consumers with more continuity and quality of care

SERVICE NEEDS/ RECOMMENDATIONS

AGENCY CONCERNS/ISSUES

INPATIENT: The community ER wait list continues to be a concern. While we are continuing to work collaboratively with our community partners, there is consistently an average of 33 individuals who sit and wait to be transferred to a mental health facility, on any given day.

OUTPATIENT: Housing and Supportive Living services continues to be one of our biggest challenges/hardships. With the recent legislative budget cuts, we find that the funds allocated for these expenses will not cover the projected expenses for the FY18, by any close margin.

AGENCY DIRECTORS' REPORT

AGENCY: SNAMHS

SUBMITTED BY: OP Administration

DATE: 9/1/17

Reporting Period: **AUGUST 2017**

STAFFING

Positions filled: 555.02 FTE (16 positions were filled in the month of August: 3 Accounting positions, 2 Admin Assistants, 1 Forensic Specialist, 1 Mental Health Tech, 2 Personnel Techs, and 7 Psychiatric Nurses)

Vacancies: 164.53 FTE

Difficulties filling: 88.53 FTE (Clinical Social Workers – 4.49 FTE, Licensed Psychologist – 6.00 FTE, Psychiatric Nurses – 52.51, Senior Psychiatrists – 25.53)

CASELOADS/WAITING LISTS

Program: SLA+Shelter+ISLA

Caseload: 388

Waiting List: 3

Program: Group Care + Sp. Needs

Caseload: 242

Waiting List: 0

Program: PACT

Caseload: 68

Waiting List: 0

Program: Medication Clinic

Caseload: 2958

Waiting List: 284

Program: Counseling

Caseload: 288

Waiting List: 0

Program: Service Coord. + Intensive

Caseload: 411

Waiting List: 10

Program: MHC

Caseload: 73

Waiting List: 0

Program: IP

Caseload: licensed beds; 211

Waiting List: See ER Data

Program: AOT

Caseload: 61

Waiting List: 0

Program: Co-Occurring Program

Caseload: 44

Waiting List: 6

Program: Residential

Caseload: 719

Waiting List: 3

Program: Laughlin Mesquite Med Clin

Caseload: 236

Waiting List: 1

Program: Laughlin Mesquite SC

Caseload: 34

Waiting List: 0

Program: Laughlin Mesquite OP Coun

Caseload: 193

Waiting List: 0

PROGRAMS

Mobile Outreach Safety Team - MOST ended with Clark County Social Services and their sub-contract provider on June 30, 2017. SNAMHS is working closely with Las Vegas Fire and Rescue to provide MOST in the near future. The model design will be for a unit rescue dedicated to responding to calls that come in as psychiatric. A fire fighter, fire fighter paramedic and an LCSW will respond to these calls with the intent of having the patient go to the appropriate place for intervention/diversion. The LCSW through the SN CHIPS program will provide urban county-wide case management follow up and support. This is in support of SB 192 that passed this past session.

Service Needs/Recommendations

- Rawson Neal Mobile Crisis team has increased to three staff licensed clinical social workers assist in the Clark County emergency departments with the patients and the ED physicians for assessment of placement for those with mental illness.
- LCSW's now need to have a certificate to certify and de-certify individuals that are placed on a Legal 2000's. SNAMHS will be working with identified staff to complete this provision. <http://socwork.nv.gov/about/L2K2/>

Agency Concerns/Issues

AGENCY DIRECTORS' REPORT

AGENCY: SNAMHS SUBMITTED BY: Sharon Dollarhide DATE: 8/25/2016

Reporting Period: 8/25/2017

STAFFING

Positions filled: May – 3 Forensic Specialists; June – 4 Forensic Specialists; July – 3 Forensic Specialists, 13 Mental Health Technician (MHT) under fills for Forensic Specialists, 1 – Clinical Social Worker I; August – 1 Forensic Specialist, 6 – Psychiatric Nurse II's.

Vacancies: Currently Stein has the following vacancies: 1 Correctional Lieutenant, 4 Forensic Specialist IV, 33 Forensic Specialist III, 12 Psychiatric Nurse II, 5 Psychiatric Caseworker II.

Difficulties filling: Hiring and retaining Forensic Specialist III positions continues to pose a challenge, with 33 current vacancies.

CASELOADS/WAITING LISTS

Program: Inpatient

Caseload: 56

Waiting List: 4, beds offered to all 425's w/in 7 days

text.

Program: Click here to enter text.

Caseload:

Waiting List: Click here to enter

Program: Outpatient Compency Evaluations

Caseload: 4

Waiting List: N/A

Program: Click here to enter text.

Caseload: Click here to enter text.

Waiting List: Click here to enter text.

Program: Outpatient Competency Restoration

Caseload: 5

Waiting List: N/A

Program: Click here to enter text.

Caseload: Click here to enter text.

Waiting List:

PROGRAMS

New Programs: In preparation for implementing a Sponsorship program similar to the program at Lakes' Crossing Center, Stein submitted a protocol for approval by Executive Leadership Meeting on 8/15/17. Training for forensic staff is planned at the Annual Skills Fair scheduled for September 2017.

Program Changes: During this reporting period, Stein continues to focus on reducing the use of seclusion and restraints. Stein assigns Response Team members from various disciplines who possess advanced verbal de-escalation skills, Verbal De-escalation training is scheduled for the Annual Skills Fair for Forensic Specialists in September, and staff receive a "Verbal De-escalation Tip of the Week" (including Youtube video trainings). With recently improved staffing levels, Stein is resuming Treatment Mall groups. In addition to Competency Restoration, Start Now, and various Allied Therapy groups, Stein will be adding Communication and Social Skills groups in August 2017.

Service Needs/Recommendations

During this reporting period, Stein approved new staffing tier levels to better accommodate safety and security and building operations needs. Stein also contracted with and trained 20 nurses, CNA's, and MHT's to fill vacancies. Stein conducted a Shift Bid for Forensic Specialists and MHT's in July to rebalance shifts and days off to be meet the needs of the Agency. A Shift Bid will also occur for Nurses during the month of September to rebalance shifts and days off.

Agency Concerns/Issues

In conjunction with Lakes Crossing Center, Stein continues to comply with the Consent Decree by admitting all commitments in a timely manner. In response to statewide court commitments, 11 additional beds were funded for FY18-19, with an increase in staffing to include: 32 Forensic Specialists, 18 Psychiatric Nurses, and 5 Psychiatric Caseworkers. The Agency struggles to hire and retain Forensic Specialists despite active recruitment efforts. In partnership with Lakes' Crossing Center, NPD-19's were completed for the Forensic Specialist series recommending a 5% salary increase. This effort was initiated to remain competitive with the salaries offered by area law enforcement agencies. Stein sent 3 forensic staff to the Nevada Department of Corrections Category III POST Academy starting on 7/31/17 (2 forensic staff graduated from NDOC POST Academy on 7/14/17). An investigation was completed on the successful escape from Stein Forensic Facility that occurred on 4/10/17. A Corrective Action Plan, with 7 recommendations was submitted. Six recommendations have been completed, with the final recommendation due for completion on or before September 30, 2017. Stein has submitted its final draft of its Emergency Plan in the event of a catastrophic emergency.

AGENCY DIRECTORS' REPORT

AGENCY: Sierra Regional Center

SUBMITTED BY: Julian Montoya

DATE: 8/22/2017

Reporting Period: 7/31/2017

STAFFING

Positions filled @ 6/30/2017: 64

Vacancies: 6

Difficulties filling: SRC is almost fully staffed. We haven't experienced any difficulties during our previous openings.

CASELOADS/WAITING LISTS

Program @ 7/31/17: Targeted Case Management (TCM)

Caseload: 1,411

Waiting List: All individuals accepted into services receive TCM

Program: Family Support

Caseload @6/30/2017: 201

Waiting List: 8

Program @ 6/30/17: Supported Living Arrangement (SLA)

Caseload @3/31/17: 709

Waiting List @ 3/31/17: 0

Number of 24-Hour SLA Homes: 319

Number of Intermittent/Share Living Homes: 357

Number of Fiscal Intermediaries: 33

Program: Respite

Caseload @8/30/2017: 202

Waiting List: 0

Note: Respite Services for children are approved by and paid for by the county of residence of the custodial parent.

Program: Jobs & Day Training

Caseload @ 6/30/17: 420

Waiting List: 0

Number of Individuals receiving

Facility-based Non-Work (Day Habilitation): 179

Facility-based Work (Prevocational): 214

Integrated Employment (Supported): 17

Community-based Non-Work (Day Habilitation): 10

Career Planning:

Program: Autism

Caseload: 0

Waitlist: Transferred to ATAP July 1, 2011

Intake Information

Number of Applications Received @7/31/2017: 22
Number of Applicants found Eligible: 10
Number of Applicants found In-Eligible: 4

PROGRAMS

New Programs: AB 307 pilot home opened on August 15th 2016, with 2 youths that we serve. SRC is working with the provider, Medicaid, and other partners in this pilot program that runs until 2019.

Program Changes: None

Service Needs/Recommendations

SRC has identified the need to increase our efforts to recruit more Host Home providers for the people we serve.

Agency Concerns/Issues

SRC has identified the need to work with JDT providers to increase capacity for supported employment in our community. The CMS final ruling will require DS to work with our JDT providers in re-vamping their programs to be more community based (as opposed to facility based). Our current JDT structure (facility based) does limit the number of people they can serve – our goal is to move toward a more community based service system. (2) DS providers express concern about the current provider rate and report that it is impacting their ability to recruit qualified employees. The 24 hour SLA providers report a high turnover rate which impacts consistency of supports offered to individual's served. (3) DS is experiencing a major shift in rental increase for homes and apartments in the Washoe County area. As major companies such as Tesla and Switch come into the area with an increased need for a labor force, prices have increased making it difficult to find homes that are aligned with what DS can support.

-AGENCY DIRECTORS' REPORT

AGENCY: Rural Regional Center

SUBMITTED BY: Robin Williams

DATE: 8/22/2017

Reporting Period: 7/31/2017

STAFFING

Positions filled @6/30/2017: 43

Vacancies: Carson City - 1 Developmental Services III

Difficulties filling: Recruiting professional staff in Rural Communities is always challenging due to limited professional availability and competition with the private Sector.

CASELOADS/WAITING LISTS

Program: Targeted Case Management (TCM)

Caseload @7/31/2017: 740

Waiting List: All individuals accepted into services receive TCM

Program: Family Support

Caseload @6/30/2017: 95

Waiting List: 7

Program: Supported Living Arrangement (SLA)

Caseload @6/30/2017: 389

Waiting List: 0

Number of 24-Hour SLA Homes: 132

Number of Intermittent/Share Living Homes: 236

Number of Fiscal Intermediaries: 21

Program: Respite

Caseload @6/30/2017: 44

Waiting List: 7

Program: Jobs & Day Training

Caseload @6/30/2017: 255

Waiting List: 0

Number of Individuals receiving
Facility-based Non-Work (Day Habilitation): 104

Facility-based Work (Prevocational): 136

Integrated Employment (Supported): 13

Community-based Non-Work (Day Habilitation): 2

Career Planning:

Program: Autism

Caseload: 0

Waitlist: Transferred to ATAP July 1, 2011

Intake Information

Number of Applications Received @7/31/2017 : 16

Number of Applicants found Eligible: 6

Number of Applicants found In-Eligible: 4

PROGRAMS

New Programs: N/A

Program Changes: As of 7/1/2017, all children in service with Rural Regional Center will receive services based on programmatic need, regardless of county of residence. The children on the Respite Waitlist have been offered this service and Rural Regional Center staff are working closely with families to secure Respite providers.

Service Needs/Recommendations

Rural Regional Center continues to recruit providers to provide supports in the rural service area.

Agency Concerns/Issues

Providing supports to individuals in their communities in Rural Nevada continues to be challenging. These challenges include competition with mining, small service population making sustainability of a Provider agency difficult, and inability of Providers to recruit and maintain staff in small communities.

AGENCY DIRECTORS' REPORT

AGENCY: Rural Services SUBMITTED BY: Tina Gerber-Winn, MSW DATE: 9/1/2017

Reporting Period: 8/10/2017

STAFFING

Positions filled: Clinical Program Manager I (Carson), Psychiatric Case Worker II (Gardnerville), Mental Health Counselor II (Yerington), Mental Health Counselor II (Gardnerville), Mental Health Counselor I (Silver Springs), Mental Health Counselor II (Winnemucca)

Vacancies: Administrative Assistant II, Clinical Program Planner I, Psychiatric Case Worker II, Clinical Program Manager I and Community Health Nurse III (Carson Administration), Community Health Nurse V (Statewide), Psychiatric Case Worker II (Gardnerville), Mental Health Counsellor 3 and Administrative Assistant II (Carson), Mental Health Counselor II (Gardnerville), Psychiatric Nurse II (Ely), Mental Health Counselor II (Battle Mountain)

Difficulties filling: Psychiatric Nurse, Mental Health Counselor, Community Health Nurse V

CASELOADS/WAITING LISTS

Program: Outpatient Counseling

Caseload: 272 youth; 1,038 adult

Waiting List: 20 youth; 114 adult

Program: Residential Supports

Caseload: 0 youth; 40 adult

Waiting List: 0 youth; 0 adult

Program: Service Coordination

Caseload: 15 youth; 222 adult

Waiting List: 0 youth; 13 adult

Program: Psychosocial Rehabilitation

Caseload: 9 youth; 104 adult

Waiting List: 0 youth; 0 adult

Program: Medication Clinic

Caseload: 263 youth; 1,652 adult

Waiting List: 27 youth; 83 adult

Program: Mental Health Court

Caseload: 31 adult

Waiting List: 0

PROGRAMS

Rural Clinics is continuing to develop partnerships with community providers by developing referral agreements. Rural Clinics in collaboration with Nevada Rural Hospital Partnership is providing behavioral health consultation services in rural emergency rooms. Partnership with NRHP has been enhancing use of community providers and ease of access to behavioral health emergency services, including placement assistance. Rural Clinics initiated a sub-grant with Crisis Call Center to provide after-hours crisis/emergency services during Rural Clinic non-business hours. Last month Rural Clinics began a partnership with Nevada Medicaid to increase access to care coordination for Medicaid recipients within Rural Clinic offices. Continue to work Nevada System of Care grant to provide updated children and adolescent behavioral health training to Rural Clinic staff. Staff psychologists are providing case consultation, service procedure development and training within clinic settings. Rural Clinic psychologists are revising referral process to increase access to psychological testing. Recently placed an Access and Coordination Manager in Carson City Rural Clinic to manage multiple extended services such as NRHP, Crisis Call Center clinical operations, Mental Health Court and Law Enforcement Collaboratives in Carson City. Rural Clinics is actively working on developing policies and procedures regarding tele-health services with plans to increase access to tele-health services, provided either by Rural Clinic Staff or other providers.

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 with recruiting 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.