

AGENCY DIRECTORS' REPORT

AGENCY: Lake's Crossing Center

SUBMITTED BY: Tom Durante, LCSW

DATE: 10/27/2017

Reporting Period: 11/17/2017

STAFFING

Positions filled: One hire, a Forensic Specialist I. Two promotions, a Forensic Specialist IV and a Correctoinal Officer

Vacancies: One Forensic Specialist IV, Ten Forensic Specialist III, One Administrative Assistant II, One part time Psychologist, Five Psychiatric Nurse II

Difficulties filling: It is very difficult to fill Forensic Specialist, Nursing, and Psychology positions at this time.

CASELOADS/WAITING LISTS

Program: Inpatient

Caseload: 81

Waiting List: Offered bed; 7

Program: Outpatient

Caseload: Conditional Release: 3; Treatment to Competency: 2

Waiting List: 0

Program: Outpatient Compency Evaluations

Caseload: An average of between 80 and 90 outpatient evaluations are completed monthly.

Caseload: Click here to enter text.

Waiting List: N/A

Program: Click here to enter text.

Waiting List: Click here to enter text.

Program:

Program: Click here to enter text.

Caseload:

Caseload: Click here to enter text.

Waiting List:

Waiting List:

PROGRAMS

New Programs: No new programs

Program Changes: No program changes at this time.

Service Needs/Recommendations

As indicated above, we have a numer of vacant Forensic Specialist positions. These positions are critical to provide quality care and to maintain safety. Having these positions vacant is impacting the current staff by having to work overtime and at minimum staffing levels. The Agency has the need of filling these positions as quickly as possible. Recommendations for assisting in filling these positions are to increase salaries as well as increase funding for outreach efforts. It also may prove helpful in having direct review of all applications rather than only those that pass the first level of the application process in Carson City.

Agency Concerns/Issues

A concern that continues to be unresolved is payment for medical care when an inpatient needs to have medical care from a community provider. If they are in a medical facility for over 24 hours, they are eligible for Medicaid and the bill is paid. However, if the treatment is on an outpatient basis or is in a facility for less than 24 hours, the bills are not being paid. State statute

specifically addresses that the State is not responsible for medical bills and the responsibility is on the County of origin. However, County Social Services have not been paying with confusion over those covered under the Affordable Care Act. Lake's Crossing Center does not have a budget to cover the often very high medical bills. In addition to the concern that community providers are not being reimbursed for their services, it is our additional concern that they may begin to refuse to treat our clients which could/would jeopardize them from having the treatment they need.

AGENCY DIRECTOR'S REPORT

AGENCY: NNAMHS
 SUBMITTED BY: Christina Brooks

REPORTING PERIOD: July - September 2017
 DATE: November 1, 2017

STAFFING

POSITIONS FILLED

Agency Manager	(1)	Custodial Worker 1	(1)
Administration Services Officer 2	(1)	Substance Abuse Counselor	(2)
Substance Abuse Counselor	(1)	Clinical Social Worker 2 (CSW1)	(1)
Administrative Assistant I	(1)	Administrative Assistance 4	(1)
Administrative Assistance 2	(1)	Psychiatric Caseworker	(2)
Psychiatric Nurse 2	(1)		

VACANCIES

Accounting Assistant	(3.51)	Mental Health Technician 3	(1)
Clinical Social Worker	(1)	Licensed Psychologist 1	(2)
Accounting Assistant 3	(1)	Mental Health Counselor 2	(1)
Microbiologist 4	(1)	Administrative Assistant 2	(2)
Psychiatric Nurse 2	(10)	Custodial Worker 2	(1)
Mental Health Technician	(1)	Supply Assistant	(1)
Substance Abuse Counselor 2	(1)	Vocational Habilitation Trainer	(1)
Psychiatric Caseworker 2	(1)	Clinical Social Worker 2	(2)
Pharmacy Technician 2	(1)	Clinical Social Worker 3	(1)
Program Officer 1	(1)	Laboratory Technician 1	(.5)
Consumer Services Assistant 2	(1)		

CASELOADS/WAITING LISTS

PROGRAM: AOT

ELIGIBLE : -- *REQUESTED 10/20
 REFERRALS: 14
 CASELOAD: 13

PROGRAM: MED CLINIC

CASELOAD: 1,499
 WAITLIST: 7

PROGRAM: MENTAL HEALTH COURT

CASELOAD: 91
 WAITLIST: N/A

PROGRAM: OP COUNSELING

CASELOAD: 142
 WAITLIST: 11

PROGRAM: SERVICE COORDINATION

CASELOAD: 215
 WAITLIST: 2

PROGRAM: CBLA

CASELOAD: 201
 WAITLIST: 0

PROGRAMS

NEW PROGRAMS: There are no new programs to report on at this time.

PROGRAM CHANGES: Outpatient Services have recently developed a new Residential Quality Assurance Housing Team. The team consist of a Clinical Social Worker, Mental Health Counselor, Nurse, and a Psychiatric Case Worker. They will be executing continuous examinations of provider homes in addition to implementing the newly legislated certification processes.

SERVICE NEEDS/ RECOMMENDATIONS

AGENCY DIRECTOR'S REPORT

AGENCY: NNAMHS

REPORTING PERIOD: July - September 2017

SUBMITTED BY: Christina Brooks

DATE: November 1, 2017

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 49 individuals who sit and wait to be transferred to a mental health facility, on any given day.

OUTPATIENT: Residential housing and supportive living services remains our biggest challenge. Our efficacy to provide supportive residential services to those with mental illness in our community continue to be considerably constrained due to the inflating rental market and the agency's budgetary restrictions.

AGENCY DIRECTORS' REPORT

AGENCY: SNAMHS

SUBMITTED BY: OP Administration

DATE: 11/02/2017

Reporting Period: **October 2017**

STAFFING

Positions filled: 585.02 FTE (12 positions filled in October – 2 Admin Assistants, 1 Clinical Social Worker, 1 Forensic Specialist, 1 Mental Health Tech, 1 Licensed Psychologist, 6 Psychiatric Nurses)

Vacancies: 160.53 FTE

Difficulties filling: 74.02 FTE (Clinical Social Workers – 1.49 FTE, Licensed Psychologist – 3.00 FTE,

Psychiatric Nurses –44.00, Senior Psychiatrists – 25.53)

CASELOADS/WAITING LISTS

Program: Urban Medication Clinics

Caseload: 2775

Waiting List: 357

Program: PACT

Caseload: 72

Waiting List: 1

Program: MHC

Caseload: 75

Waiting List: 0

Program: AOT

Caseload: 59

Waiting List: 4

Program: Urban Service Coordination

Caseload: 420

Waiting List: 5

Program: Residential

Caseload: 1342

Waiting List: 6

Program: Urban OP Counseling

Caseload: 263

Waiting List: _____

Program: Co-Occurring Program

Caseload: 50

Waiting List: 3

Program: IP Civil Beds

Caseload: Licensed Beds: 211

Waiting List: See ER data

Program: Rural Medication Clinics

Caseload: 222

Waiting List: 16

Program: Rural OP Counseling Adult & Youth

Caseload: 193

Waiting List: 0

Program: Rural Service Coordination Adult & Youth

Caseload: 40

Waiting List: 0

PROGRAMS

Service Needs/Recommendations

Agency Concerns/Issues

AGENCY DIRECTORS' REPORT

AGENCY: SNAMHS SUBMITTED BY: Sharon Dollarhide DATE: 10/20/2017

Reporting Period: 10/20/2017

STAFFING

Positions filled: 1 Correctional Lieutenant (starts 11/6/17), 18 Psychiatric Nurse II's, 4 Forensic Specialist IV's, 5 Psychiatric Caseworker II's, 2 Licensed Psychologist I's.

Vacancies: Currently Stein has the following vacancies: 29 Forensic Specialist III's, 2 Administrative Assistant II's

Difficulties filling: Hiring and retaining Forensic Specialist III positions continues to pose a challenge, with 29 current vacancies.

CASELOADS/WAITING LISTS

Program: Inpatient

Program: Click here to enter text.

Caseload: 61

Caseload:

Waiting List: 6 (1 not medically cleared), beds offered to all 425's w/in 7 days
List: Click here to enter text.

Waiting

Program: Outpatient Compency Evaluations

Program: Click here to enter text.

Caseload: 5

Caseload: Click here to enter text.

Waiting List: N/A

Waiting List: Click here to enter text.

Program: Outpatient Competency Restoration

Program: Click here to enter text.

Caseload: 5

Caseload: Click here to enter text.

Waiting List: N/A

Waiting List:

PROGRAMS

New Programs: Protocol and training for Sponsorship Program have been completed. Eight Forensic staff have been identified as Sponsors and will be utilized to pilot this new program.

Program Changes: With recently improved staffing levels for clinicians, additional Treatment Mall groups will be added to the existing schedule. In addition to Competency Restoration, Start Now, and various Allied Therapy groups, Stein will be adding DBT, nursing, trauma-informed care, and co-occurring disorders groups.

Service Needs/Recommendations

During this reporting period, Stein conducted a shift bid for nurses to rebalance shifts and days off to be meet the needs of the Agency. New shifts were implemented on 10/9/17.

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: 1 Correctional Lieutenant, 32 Forensic Specialists, 18 Psychiatric Nurses, and 5 Psychiatric Caseworkers. The Agency struggles to hire and retain Forensic Specialists despite active recruitment efforts. Resolutions to increase recruitment, hiring, and retention of Forensic Specialists have been presented to and discussed with DPBH and Human Resources. Three Forensic Specialists were sent to the Nevada Department of Corrections Category III POST Academy starting on 7/31/17. This is the last NDOC Academy scheduled for 2017. Stein is currently in compliance with POST training requirements. The Corrective Action Plan for the successful escape from Stein Forensic Facility that occurred on 4/10/17 has been closed. The Agency continues to assess and make recommendations for improved safety and security. The Emergency Management Plan for Stein was approved and will be available on Policy Tech, with access to facility staff. Stein participated in the Earth Quake Drill on 10/19/17 and will be submitting an After Action Report.

AGENCY DIRECTORS' REPORT

AGENCY: Desert Regional Center

SUBMITTED BY: Gary M. Winder

DATE: 11/2/2017

Reporting Period: 9/30/2017

STAFFING

Positions filled @ 9/30/2017: 286

Vacancies: 53

Difficulties filling: Psychologist positions

CASELOADS/WAITING LISTS

Program @ 9/30/17: Targeted Case Management (TCM)

Caseload: 4719

Waiting List: All individuals accepted into services receive TCM

Program: Family Support

Caseload: N/A

Waiting List: N/A

Program @ 9/30/17: Supported Living Arrangement (SLA)

Caseload: 1350 (est)

Waiting List: 135

Number of 24-Hour SLA Homes: 360 (est)

Number of Intermittent/Share Living Homes: 790 (est)

Number of Fiscal Intermediaries: 190 (est)

Program: Respite

Caseload: 1358

Waiting List: 323

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: 1890 (est)

Waiting List: 232

Number of Individuals receiving

Facility-based Non-Work (Day Habilitation): 560 (est)

Facility-based Work (Prevocational): 930 (est)

Integrated Employment (Supported): 390 (est)

Community-based Non-Work (Day Habilitation): 5 (est)

Career Planning: ?

Program: Autism

Caseload: 0

Waitlist: Transferred to ATAP July 1, 2011

Intake Information Susa(sum of quarter: July - Sept)

Number of Applications Received:	102
Number of Applicants found Eligible:	<u>80</u>
Number of Applicants found In-Eligible:	<u>22</u>

PROGRAMS

New Programs: No new programs.

Program Changes: A new Agency Manager (Marina Valerio) was hired 10/2/17.

Service Needs/Recommendations

DRC continues to work on recruitment efforts for additional providers to support behaviorally and/or medically complex individuals. A meeting is scheduled in mid-November with a provider out of state to determine if there is interest and ability to provide these services in Southern Nevada.

Agency Concerns/Issues

The agency continues to have difficulties with recruitment efforts for psychologist positions, however are in the process of working with our sister agency to enhance our process. New office space for additional staff approved during last legislative session is being sought and the goal is to obtain additional space that is centrally located from our other office locations.

-AGENCY DIRECTORS' REPORT

AGENCY: Rural Regional Center

SUBMITTED BY: Robin Williams

DATE: 11/2/2017

Reporting Period: 9/30/2017

STAFFING

Positions filled @ 6/30/2017*: 42

Vacancies: ; 1 QAS II Carson City; 2 Service Coordinators Carson City; 2 Service Coordinators Fallon

Difficulties filling: The QAS II and 2 SC positions are new positions added in the last budget session, with a funding date of October 2017. Interviews have been completed for all positions and we anticipate hire within the next 30 days.

CASELOADS/WAITING LISTS

Program: Targeted Case Management (TCM)

Caseload @ 9/30/2017: 746

Waiting List: All individuals accepted into services receive TCM

Program: Family Support

Caseload @ 6/30/2017*: 98

Waiting List (9/30/17): 0

Program: Supported Living Arrangement (SLA)

Caseload @ 6/30/2017*: 388

Waiting List (9/30/17): 0

Number of 24-Hour SLA Homes: 132

Number of Intermittent/Share Living Homes: 235

Number of Fiscal Intermediaries: 21

Program: Respite

Caseload @ 6/30/2017*: 45

Waiting List (9/30/17): 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 @ 6/30/2017*: 263

Waiting List (9/30/17): 0

Number of Individuals receiving *

Facility-based Non-Work (Day Habilitation): 107

Facility-based Work (Prevocational): 140

Integrated Employment (Supported): 14

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 @ 9/30/2017 : 6

Number of Applicants found Eligible: 8

Number of Applicants found In-Eligible: 3

- Data is not current due to our inability to pull information via reports from our new electronic data system. These reports are currently in process and it is anticipated that current information will be available for the next Commission Meeting.

PROGRAMS

New Programs: Rural Regional Center clinical staff are coordinating a "Cinema Therapy" group for individuals receiving services. This group will utilize popular movies to teach social skills and to discuss emotions and coping skills.

Program Changes: N/A

Service Needs/Recommendations

Rural Regional Center staff recently completed site visits and meetings with Rural Clinics staff for the purpose of closer collaboration with individuals who are cooperatively served by both agencies.

Agency Concerns/Issues

None at this time.

AGENCY DIRECTORS' REPORT

AGENCY: Rural Clinics SUBMITTED BY: Tina Gerber-Winn DATE: 11/1/2017

Reporting Period: 10/31/2017

STAFFING

Positions filled: Clinical Program Planner I (Carson Administration), Psychiatric Case Worker (PCW) II (Carson Administration),

Vacancies: AA I, Clinical Program Manager II, Licensed Clinical Social Worker III (Carson Administration); PCW II (Pahrump); PCW II, Consumer Services Advocate II, (2) Mental Health Counselor II (Gardnerville); AA II, Psychiatric Caseworker II, Mental Health Counselor III (Carson);, Psychiatric Nurse II (Ely), MHC II, AA III (Yerington), MHC II (Elko); AA III (Fernley) and MHC II (Battle Mountain)

Difficulties filling: Psychiatric Nurse II and Mental Health Counselor II

CASELOADS/WAITING LISTS

Program: Outpatient Counseling

Caseload: 226 youth; 999 adult

Waiting List: 39 youth; 107 adult

Program: Residential Supports

Caseload: 0 youth; 43 adult

Waiting List: 0 youth; 0 adult

Program: Service Coordination

Caseload: 18 youth; 222 adult

Waiting List: 1 youth; 5 adult

Program: Psychosocial Rehabilitation

Caseload: 11 youth; 96 adult

Waiting List: 0 youth; 0 adult

Program: Medication Clinic

Caseload: 264 youth; 1,611 adult

Waiting List: 26 youth; 79 adult

Program: Mental Health Court

Caseload: 23 adult

Waiting List: 0

PROGRAMS

Rural Clinics is continuing to support partnerships with community providers by developing referral agreements and information sharing. The agency recently conducted a bi-annual Manager's Retreat focusing on agency goals of Access, Quality, and Workforce Development/Employee Support. Partnership with NRHP continues to enhance access for behavioral health care in rural Nevada emergency rooms. Partnership with Nevada Medicaid to provide care coordination for Medicaid recipients in Rural Clinic offices continues including solidifying schedule for case managers to be at each clinic once a month. Rural Mobile Crisis has served thirteen youth in the last month and is actively collaborating with community partners to provide WRAP services to youth served. Staff psychologists are providing case consultation, service procedure development and training within clinic settings. Rural Clinics is actively working on developing policies and procedures regarding telehealth services with plans to increase access at most sites. Staff provided in-house training on the topic, and UNR partners provided evidence-based research regarding effectiveness of tele-behavioral health. Upcoming trainings include LOCUS/CASII, treatment plan development, Brief-Solution Therapy treatment and Trauma-Focused CBT.

Service Needs/Recommendations

In rural Nevada, there have been requests for Rural Clinics to participate in multi-disciplinary team meetings. Staff is in the process of developing internal procedures to participate and comply with privacy standards.

Agency Concerns/Issues

Primary concern in the next several months is to enhance the Rural Clinics training and process improvement program compliance.