AGENCY DIRECTORS' REPORT

AGENCY: Lake's Crossing Center  SUBMITTED BY: Tom Durante, LCSW  DATE: 4/30/2018

Reporting Period: 5/11/2018

STAFFING

Positions filled: 6 Forensic Specialist (underfilled with Mental Health Technicians); 1 Administrative Assistant I; 1 Housekeeping.

Vacancies: 5 Forensic Specialist III; 1 Forensic Specialist IV; 1 Psychologist, part-time; 3 Psychiatric Nurse II; 1 Physician.

Difficulties filling: Forensic Specialist positions remain difficult to fill, although we have been successful with under-filling these positions with Mental Health Technicians. Nursing positions remain difficult to fill and we continue to use contract nurses for these duties. The part-time psychologist position has generated limited interest.

CASELOADS/WAITING LISTS

Program: Inpatient 72  Program: Outpatient Conditional Release, 2; Tx to Compt., 1
Caseload:  Caseload:
Waiting List: 16 (offered bed, waiting for medical clearance/transport)  Waiting List: Click here to enter text.

Program: Outpatient Compency Evaluations  Program: Click here to enter text.
Caseload: Average 100 evaluations a month  Caseload: Click here to enter text.
Waiting List: N/A  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: We are about to launch a new treatment group that addresses criminogenic thinking. It is titled "Start Now". Briefly, it is a group approach for individuals with criminogenic thinking or traits that may benefit from a cognitive-behavioral approach in treatment.

Service Needs/Recommendations

Lake's Crossing Center has recently had several electrical system related incidents that raised concern about evacuation in the event of a fire or other disaster. The Agency has a Disaster Plan and we have a process for getting clients out to the courtyard safely, however, no plan if we had to completely evacuate the building exists. A meeting with Agency Administration and with Division Administration was held in April to begin dialogue on problem solving this issue. Follow up meetings with local law enforcement agencies will be held. Other service needs that have been
discussed in previous reports include the need for additional resources for clients committed for extended periods, either under NRS178.461 (unrestorable) or NGRI (Not Guilty by Reason of Insanity). Statewide, we now have 20 individuals that are committed to Lake's or Stein for 10 or more years. Some of these individuals could be discharged to the community on Conditional Release if adequate resources were available for them. These "long term" clients fill beds that are needed for restoration to competency and programming for these individuals are difficult when they are in the same environment, with the same limitations, of the restoration population. It could be beneficial to have a separate unit or facility for this population to better meet their needs.

### Agency Concerns/Issues

Outpatient evaluation requests remain high. Our misdemeanor cases have been running 20 or more a month. We do not have staff specifically assigned for the misdemeanor evaluations and must rely on our inpatient social work staff to complete them. The Agency can accommodate approximately 12 misdemeanor cases a month without it negatively affecting the inpatient units. Any evaluations over 12 impacts the social worker's ability to meet the needs on the inpatient units. The Agency Manager has been reaching out to the Muni Court judges in an attempt to problem solve this issue. Similarly, the requests for gross misdemeanor and felony competency evaluations, risk assessments, and mental health evaluations continue to be between 80 and 100 requests a month. The acuity on the inpatient unit has been high. Lake's Crossing provides for the treatment of the highest profile, aggressive, and/or escape risk clients throughout the State. Over the past several months, we have also Administratively Transferred two individuals that were civilly committed but assessed as too dangerous to remain in the Civil Hospital until they could be stabilized. Although we attempt to provide the least restrictive treatment possible, the number of seclusions has increased as we attempt to keep the units safe for the other clients and for the staff.
AGENCY DIRECTOR’S REPORT

AGENCY: NNAMHS
SUBMITTED BY: Christina Brooks

REPORTING PERIOD: January – March 2018
DATE: May 2, 2018

STAFFING

POSITIONS FILLED

<table>
<thead>
<tr>
<th>Position</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>Mental Health Technician</td>
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<td>Accounting Assistant</td>
<td>1 (.51)</td>
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<tr>
<td>Administrative Assistant</td>
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<tr>
<td>Mental Health Counselor</td>
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</tr>
<tr>
<td>Mental Health Technician 3 (MHT1)</td>
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<td>Admin Assistant 2 (undertill AA1)</td>
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<tr>
<td>Psychiatric Nurse 2 (PN1)</td>
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<tr>
<td>Substance Abuse Counselor</td>
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<td>Accounting Assistant 3</td>
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<td>Admin Assistant 4</td>
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<td>Program Officer 1</td>
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<tr>
<td>Psychiatric Nurse 2</td>
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<td>Psychiatric Nurse 3</td>
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VACANCIES

<table>
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<tbody>
<tr>
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<tr>
<td>Microbiologist 4</td>
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<tr>
<td>Psychiatric Nurse 2 (7.5)</td>
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<td>Mental Health Counselor 3</td>
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<tr>
<td>Custodial Worker 1</td>
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<td>Laboratory Technician 1</td>
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<td>Mental Health Counselor 2</td>
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<tr>
<td>Licensed Psychologist 1</td>
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<tr>
<td>Mental Health Counselor 2</td>
<td>2</td>
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<tr>
<td>Administrative Assistant 2</td>
<td>3</td>
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<tr>
<td>Consumer Services Assistant 2 (1.5)</td>
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<td>Supply Assistant</td>
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<tr>
<td>Clinical Social Worker 3</td>
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<td>Health Facilities Insp 2</td>
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CASELOADS/WAITING LISTS

<table>
<thead>
<tr>
<th>Program</th>
<th>Eligible</th>
<th>Referrals</th>
<th>Case Load</th>
<th>Case Load</th>
<th>Waitlist</th>
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<tr>
<td>PROGRAM: AOT</td>
<td>16</td>
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<td>PROGRAM: OP COUNSELING</td>
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<td>PROGRAM: MED CLINIC</td>
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<td>PROGRAM: SERVICE COORDINATION</td>
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<td>12</td>
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<tr>
<td>PROGRAM: MENTAL HEALTH COURT</td>
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<td>92</td>
<td>0</td>
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</table>

PROGRAMS

NEW PROGRAMS: No new programs were created in the months of January-March, however, planning did take place for NNAMHS to take over the ENLIVEN program on May 1, 2018.

PROGRAM CHANGES: CBLA certification process responsibility has been changed from NNAMHS to HCQC.

SERVICE NEEDS/RECOMMENDATIONS

There is a shortage of qualified behavioral health providers, specifically in the areas of nursing, social work and psychology.
AGENCY DIRECTOR’S REPORT

AGENCY: NNAMHS
SUBMITTED BY: Christina Brooks

REPORTING PERIOD: January – March 2018
DATE: May 2, 2018

AGENCY CONCERNS/ISSUES

INPATIENT: The community ER wait list continues to be a concern. We continue to work collaboratively with our community partners, however, there is consistently an average of 30 individuals who sit and wait to be transferred to a mental health facility on any given day.

OUTPATIENT: Residential Housing and supportive living services continue to be a challenge. Finding affordable housing for the people we serve has become more difficult as the area’s population grows, rents increase and landlords sell their homes.
AGENCY DIRECTORS' REPORT

AGENCY: SNAMHS
SUBMITTED BY: OP Administration
DATE: 05/01/2018

Reporting Period: APRIL 2018

STAFFING

Positions filled: 611.02 FTE – 18 positions filled in April (13 new, 1 promotion, 4 transfers) 5 Administrative Assistants, 1 Clinical Social Worker, 4 Forensic Specialists, 1 Mental Health Technician, 3 Psychiatric Caseworkers, 3 Psychiatric Nurses, and 1 Training Officer.

Vacancies: 132.53 FTE

Difficulties filling: 73.51 FTE (Clinical Social Workers – 4.49 FTE, Licensed Psychologist – 3.00 FTE, Psychiatric Nurses – 41.49, Senior Psychiatrists – 24.53)

CASELOADS/WAITING LISTS

Program: PACT
- Caseload: 67
- Waiting List: 0

Program: Urban OP Counseling
- Caseload: 300
- Waiting List: 2

Program: MHC
- Caseload: 75
- Waiting List: 0

Program: AOT
- Caseload: 67
- Waiting List: 14

Program: Residential
- Caseload: 777
- Waiting List: 3

Program: Rural Service Coordination (Adult & Youth)
- Caseload: 46
- Waiting List: 0

Program: Urban Medication Clinics
- Caseload: 2613
- Waiting List: 400

Program: Urban Service Coordination
- Caseload: 528
- Waiting List: 6

Program: IP Civil Beds
- Caseload: Licensed beds: 211
- Waiting List: See ER Data

Program: Co-Occurring Program
- Caseload: 50
- Waiting List: 0

Program: Rural Medication Clinics
- Caseload: 227
- Waiting List: 28

Program: Rural OP Counseling (Adult & Youth)
- Caseload: 147
- Waiting List: 42
AGENCY DIRECTORS' REPORT

AGENCY: STEIN SUBMITTED BY: Stan Cornell, M.S. DATE: 5/11/2017
Reporting Period: 5/11/2018

STAFFING

Positions filled: In the past 3 months-9 Forensic Specialist I's have been hired; 0 separated
Vacancies: 9- FS, (Includes MHT underfills) 0- FS Supervisors and 1-Correctional Sargent; CSW1, PCW 1; 4.5- PN-II Nursing vacancies
Difficulties filling: Filling Forensic Specialist positions has been a challenge, however Stein is making significant progress with the hiring of 9 new FS and/or underfill MHTs in the last 3 months.

CASELOADS/WAITING LISTS

Program: Inpatient Program: Outpatient
Caseload: 59 Caseload: 7
Waiting List: Variable- beds offered to all .425s within 7-days Waiting List: Click here to enter text.

Program: Outpatient Compency Evaluations
Caseload: Averaging 4 per month
Waiting List: N/A Waiting List: Click here to enter text.

Program: Program: Click here to enter text.
Caseload: Click here to enter text.
Waiting List: NA Waiting List:

PROGRAMS

New Programs: Forensic Specialist Sponsorship Program-Phase II, the client advocate role. FS will be trained by the current advocate on implementing this role with our clients, the use of the complaint/complement forms, distribution of the forms and completing the response portion of the form.

Program Changes: As reported previously, the Token Economy component of the Stein Treatment Mall has been revised to include two phases of positive behavioral incentives. Staff training is being rolled out to include training of the clients on how their point sheets will be changing as they progress through phase one into phase two of the system. A go live date of June 1st has been set for full implementation of the charges.

Service Needs/Recommendations

Seclusion and restraints-Stein continues to focus on the reduction of seclusion and restraints being used through a review and debriefing process applied to all incidents involving any form of restraints, ongoing training and refresher training on verbal de-escalation techniques and the implementation of the sponsorship program. Total seclusion an restraint incidents are trending down over the past two quarters, averaging 12 per month. Stein Leadership is recommending the formation of an oversight committee to
review all incidents involving seclusion and/or restraint to ensure that all reporting reflects thorough and accurate documentation, that the relevant policies and procedures were followed, and that any needed clarification or other forms of follow up are completed prior to the incident being approved for closure.

**Agency Concerns/Issues**

As reported last quarter, in an effort to address the issue of Forensic staffing shortages, Stein/ SNAMHS Hurran Resources Department have expanded our MHT/FS underfill recruitments together with direct FS-I recruitments to greatly reduce the total number of forensic specialist vacancies. The current projection is that by June, Stein’s forensic vacancies will be effectively full. Each MHT will one year to acquire the knowledge, skills and abilities necessary to promote to a Forensic I position. Other concerns: Pre-Commitment evaluations have risen since the first of the year from <1 per month to an average of 4 per month. These are primarily referrals coming from Nye County. Consent Decree: All cases adjudicated as .425s as described under NRS 178.425 continue to be offered beds with the 7-day mandate.
AGENCY DIRECTORS' REPORT

AGENCY: Sierra Regional Center  SUBMITTED BY:  Julian Montoya  DATE: 5/3/2018

Reporting Period: 5/3/2018

<table>
<thead>
<tr>
<th>STAFFING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positions filled @ 5/3/2018: 68</td>
</tr>
<tr>
<td>Vacancies: 8.5</td>
</tr>
</tbody>
</table>

Difficulties filling: SRC continually runs at a negative ratio with Service Coordinators as this position is a highly intensive professional position that is accustomed to turnover.

<table>
<thead>
<tr>
<th>CASELOADS/WAITING LISTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program @ 03/31/18: <strong>Targeted Case Management (TCM)</strong></td>
</tr>
<tr>
<td>Caseload: 1,408</td>
</tr>
<tr>
<td>Waiting List: All individuals accepted into services receive TCM</td>
</tr>
<tr>
<td>Caseload @ 01/31/2017: 175</td>
</tr>
<tr>
<td>Waiting List (01/31/18): 0</td>
</tr>
</tbody>
</table>

Program @ 01/31/18: **Supported Living Arrangement (SLA)**

| Caseload @ 01/31/17: 744 |
| Waiting List (01/31/18): 0 |
| Number of 24-Hour SLA Homes: 399 |
| Number of Intermittent/Share Living Homes: 406 |
| Number of Fiscal Intermediaries: 29 |

Program: **Respite**

| Caseload @ 01/31/2017: 133 |
| Waiting List (1/31/18): 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 @ 03/31/18: 390 |
| Waiting List (03/31/18): 0 |

Number of Individuals receiving
- Facility-based Non-Wrk (Day Habilitation): 87
- Facility-based Work (Prevocational): 164
- Integrated Employment (Supported): 13
- Community-based Nor-Work (Day Habilitation): 126
- Career Planning:

Program: **Autism**

| Caseload: 0 |
| Waitlist: Transferred to ATAP July 1, 2011 |
Intake Information

Number of Applications Received @ 5/3/18: 17
Number of Applicants found Eligible: 10
Number of Applicants found In-Eligible: 10

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:

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 individuals 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: Desert Regional Center  SUBMITTED BY: Gary M. Winder  DATE: 5/2/2018

Reporting Period: 3/31/2018

### STAFFING

- Positions filled @ 3/31/2018: 337
- Vacancies: 33
- Difficulties filling: nursing, psychologists

### CASELOADS/WAITING LISTS

#### Program @ 3/31/18: Targeted Case Management (TCM)
- Caseload: 4755
- Waiting List: All individuals accepted into services receive TCM

#### Program @ 3/31/18: Supported Living Arrangement (SLA)
- Caseload: 1133 (est)
- Waiting List: 220
- Number of 24-Hour SLA Homes: 340 (est)
- Number of Intermittent/Share Living Homes: 625 (est)
- Number of Fiscal Intermediaries: 168 (est)

#### Program: Family Support
- Caseload: N/A
- Waiting List: N/A

#### Program: Respite
- Caseload: 2219
- Waiting List: 0

#### Program: Jobs & Day Training
- Caseload: 1919 (est)
- Waiting List: 157
- Number of Individuals receiving:
  - Facility-based Non-Work (Day Habilitation): 590 (est)
  - Facility-based Work (Prevocational): 938 (est)
  - Integrated Employment (Supported): 367 (est)
  - Community-based Non-Work (Day Habilitation): 24 (est)
  - Career Planning: ?
  - ICF: Caseload: 45  Waitlist: 15
Intake Information (sum of quarter: Jan - Mar)

Number of Applications Received: 133
Number of Applicants found Eligible: 123
Number of Applicants found In-Eligible: 10

PROGRAMS

New Programs: A new provider from Colorado has completed all requirements to become a provider and we are working on the contract piece.

Program Changes: None

Service Needs/Recommendations

None

Agency Concerns/Issues

DRC ICF/IID: Interviews for the Residential Director position are scheduled for next week. We continue to work on our action plan as developed through the Systems Improvement Agreement. An unannounced complaint survey took place the first week of April, official report is pending. Interviews for the Health Program Manager position for community services are in the process of being scheduled.
AGENCY DIRECTORS' REPORT

AGENCY: Rural Regional Center  SUBMITTED BY: Robin Williams  DATE: 5/3/2018

Reporting Period: 3/31/2018

STAFFING

Positions filled @ 03/31/2018: 44

Vacancies: Developmental Specialist III (Carson City); Quality Assurance Specialist II (Carson City)

Difficulties filling: It continues to be difficult to recruit professional staff in rural areas where competition for positions is high.

CASELOADS/WAITING LISTS

Program: Targeted Case Management (TCM)
Caseload @ 03/31/2018: 747
Waiting List: All individuals accepted into services receive TCM

Program: Family Support
Caseload @ 01/31/2017: 85
Waiting List (03/31/18): 0

Program: Supported Living Arrangement (SLA)
Caseload @ 01/31/2017: 382
Waiting List (03/31/18): 0
Number of 24-Hour SLA Homes: 120
Number of Intermittent/Share Living Homes: 241
Number of Fiscal Intermediaries: 21

Program: Respite
Caseload @ 01/31/2017: 46
Waiting List (03/31/18): 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 @ 01/31/2017: 253
Waiting List (03/31/18): 0
Number of Individuals receiving
Facility-based Non-Work (Day Habilitation): 50
Facility-based Work (Prevocational): 155
Integrated Employment (Supported): 17
Community-based Non-Work (Day Habilitation): 36
Career Planning:

Program: Autism
Caseload: 0
Waitlist: Transferred to ATAP July 1, 2011
### Intake Information

Number of Applications Received @ 03/31/2018: 18

Number of Applicants found Eligible: 2

Number of Applicants found In-Eligible: 3

### PROGRAMS

New Programs: Rural Regional Center continues to partner with Desert Regional Center to change the oversight of Lincoln and Nye counties as well as the Mesquite area from Desert Regional Center to Rural Regional Center. Staff are currently being interviewed who will be physically located in Mesquite and Pahrump with the goal being to provide a higher quality of supports to individuals who reside in those areas.

Program Changes: N/A

### Service Needs/Recommendations

N/A

### Agency Concerns/Issues

N/A
AGENCY DIRECTORS' REPORT

AGENCY: Rural Services SUBMITTED BY: Tina Gerber-Winn, MSW DATE: 5/4/2018

Reporting Period: 5/1/2018

STAFFING

Positions filled: Clinical Program Planner, Psychiatric Caseworker II, AA II, IV (Central Office), Mental Health Counselor II (Elko), Mental Health Counselor II (Yerington), AA II (Carson City), Mental Health Tech (Pahrump)

Vacancies: Licensed Psychologist II, Two Clinical Program Manager I (Central Office), 3 Psychiatric Nurse II (Elly, Fernley, Carson City), 2 Mental Health Counselor II, (Gardnerville)

Difficulties filling: Psychiatric Nurse II

CASELOADS/WAITING LISTS

Program: Outpatient Counseling
  Caseload: 263 youth; 971 adult
  Waiting List: 37 youth; 111 adult

Program: Service Coordination
  Caseload: 32 youth; 212 adult
  Waiting List: 0 youth; 8 adult

Program: Medication Clinic
  Caseload: 284 youth; 1715 adult
  Waiting List: 17 youth; 77 adult

Program: Residential Supports
  Caseload: 0 youth; 36 adult
  Waiting List: 0 youth; 1 adult

Program: Psychosocial Rehabilitation
  Caseload: 25 youth; 99 adult
  Waiting List: 1 youth; 4 adult

Program: Mental Health Court
  Caseload: 22 adult
  Waiting List: 0

PROGRAMS

Rural Clinics is continuing to develop rural partnerships with community providers by developing referral agreements and providing enhanced access to behavioral health services and behavioral health training. Upcoming kick-off for partnership with the Department of Education, Training and Rehabilitation to provide assessments and originating site services. Upcoming trainings include Brief Solution-Focused Therapy treatment, Ethics, Suicide Prevention and Bridges out of Poverty. Currently recruiting for a Lead Psychologist II position to lead clinical supervision and participate on the Utilization Management and Process Improvement Team. Rural Mobile Crisis continues to have high percentage of hospital diversion and provides community WRAP services to youth and families. Rural Clinics Administration staff plan in the next few months to visit the rural and frontier clinics to encourage team building, providing open forum to discuss new procedures and programs. Rural Clinics is actively working on developing policies and procedures regarding tele-health services with plans to increase access to tele-health services. Upcoming partnership with two rural counties, Nye and Lyon, to train Community Health Workers on targeted case management provision. Ongoing development of quality management structure for service coordination program (which includes residential services). Including the provision of monthly group supervision, training and updated procedures.

Service Needs/Recommendations

Rural Clinics identified the need for the provision of crisis management services across the lifespan, including crisis intervention, care coordination and follow-up.

Agency Concerns/Issues

Click here to enter text. Ongoing need for adequate tele-behavioral health equipment and efficient bandwidth to address limited behavioral health service providers in rural/frontier Nevada.