

## AGENCY DIRECTORS' REPORT

AGENCY: Lake's Crossing Center

SUBMITTED BY: Drew Cross, RN

DATE: 9/4/2019

**Reporting Period: 9/4/2019**

### STAFFING

Positions filled: Total :12.5 : One AAILL, Two Forensic Specialist I, Three Mental Health Technicians, Five Psychiatric Nurses, One Psychologist part time, One Psychiatrist

Vacancies: Total 11.5: 5 open positions for the Mental Health Technician/Forensic Specialist I, Two Psychologist, full time, One Psychologist part time, 3.5 Psychiatric Nurse II positions

Difficulties filling: Staffing is an ongoing issue and is not limited to any one department. The Psychologists are two full time positions down. However, we have been able to fill one half-time position and are prepared to go through MHM contracting for another. We are currently seeking to fill 5 MHT/Forensic positions. Reasons for departure are again varied. Some have transferred while others did not meet the requirements of their probation. Nursing has seen a great improvement in hiring and are only 3.5 positions down at this time. However, turnover is an ongoing issue for the nursing dept. We are preparing the job description for a PCW position. The MHT program continues to produce trained FS1's. On a positive note we recently had our AAILL position reinstated and have since filled the position. We also had a Psychiatrist convert from part time contract to full-time with the state

### CASELOADS/WAITING LISTS

**Program: Inpatient 83**

Caseload:

Waiting List: 10 (in process of offering bed, obtaining medical clearance, waiting transport). An additional 12 are awaiting air transport from Clark Co.

**Program: 2 Conditional Release, One restoration outpatient**

Caseload:

Waiting List: N/A

**Program: Outpatient Competency Evaluations**

Caseload: Average 74 evaluations monthly

### PROGRAMS

New Programs: The fifth team met at the scheduled time with all the department heads in attendance. We are moving towards determining which sponsors will serve on the 5th team. The function of the fifth team will be to plan and coordinate enhanced treatment services for Long-Term clients. The team will regularly review client needs, special orders, and readiness for increased privileges. Individual treatment planning will support the goals for eligibility of Conditional Release. This team takes on an added importance as our list of long-term clients is currently 14 with the possibility of additional clients being added.

Program Changes: Our pilot program to allow debit card use by long term clients was a success. Most of our long-term clients now have a reloadable card to make purchases with. Again, this was becoming increasingly necessary as more business moved away from accepting state checks as more places move away from accepting state checks

### Service Needs/Recommendations

Our QA officer has acquired the evacuation kits for both clients and staff. These kits include the triage tags and the documents to track where clients or staff evacuate to. Having completed our emergency operations plan we are now moving onto the second

phase of our emergency preparedness training. The focus of our next training will be how to utilize evacuation procedures that are already in place with Washoe Co. Our most pressing need continues to be an Alternate Care site in the event our building is uninhabitable. This would need to include transportation to the site in the event of a disaster. Our goal is to secure a memorandum of understanding, or some alternative confirmation, that a site has been secured.

**Agency Concerns/Issues**

Lake's Crossing recently assisted our sister agency Stein by transferring two aggressive and assaultive clients to LCC. The first situation required dispatching three forensic staff members in two cars (one is utilized as a chase car and is an additional layer of security). That transport was safe and uneventful. The second transport was done by having the forensic staff of their respective facilities meet at the Tonopah jail and transfer the client to the Lake's Crossing staff. Again, the transport was safe and uneventful. The client mentioned in the last report with late stage dementia was placed in a Memory Care unit. This was a tremendous task that involved our Social Work dept., ADSD, Medicaid, EPS and our Division Administrator. The result was an appropriate placement in a memory care unit. We will begin a major HVAC CIP in the following weeks that will require relocating our clients to the gym while the work is completed in their respective wings. This project will span several months and will limit the space our clients have available. We will be utilizing activities therapy during this time to provide activities and enrichment to the clients located in the gym. This will also displace two clinical staff in each wing who will be temporarily reassigned to a new office.

# AGENCY DIRECTOR'S REPORT

AGENCY: NNAMHS

REPORTING PERIOD: April 2019 – June 2019

SUBMITTED BY: Christina Brooks

DATE: Aug 1, 2019

## STAFFING

### **POSITIONS FILLED**

Vocational Havilitation Tr (1)  
Mental Health Technician 3 (MHT 1) (2)  
Accounting Assistant 3 (1)  
Psychiatric Nurse 2 (PN1)(1)  
Clinical Social Worker 2 (1)  
Psychiatric Nurse 3 (1)  
Mental Health Counselor 2 (MCH 1)(1)

### **VACANCIES**

Accounting Assistant 3 (1)  
Mental Health Technician 3 (2)  
Accountant Technician 1 (1)  
Microbiologist 4(1)  
Accounting Assistant 2 (.51)  
Personnel Analyst 2(1)  
Admin Assistant 2 (3)  
Pharmacy Technician 2(0.63)  
Clinical Program Manager 1(1)  
Psychiatric Caseworker 2(1)  
Custodial Worker 1(1)  
Psychiatric Nurse 2(7.11)  
Laboratory Technician 1(0.5)  
Psychiatric Nurse 2 (EDU)(1)  
Licensed Psychologist 1(2)  
SR Psychiatrist (Range C) (EA)(1)  
Mental Health Counselor 2(3)  
Substance Abuse Counselor 2 (0.51)

## CASELOADS/WAITING LISTS

### **PROGRAM: AOT**

ELIGIBLE : 2  
REFERRALS: 3  
CASELOAD: 33

### **PROGRAM: MED CLINIC**

CASELOAD: 1,454  
WAITLIST: 31

### **PROGRAM: MENTAL HEALTH COURT**

CASELOAD: 62  
WAITLIST: 0

### **PROGRAM: OP COUNSELING**

CASELOAD: 64  
WAITLIST: 5

### **PROGRAM: INTENSIVE SERVICE COORDINATION**

CASELOAD: 22  
WAITLIST: 0

### **PROGRAM: CBLA**

CASELOAD: 92  
WAITLIST: 1

## PROGRAMS

**NEW PROGRAMS:** No new programs were created.

# AGENCY DIRECTOR'S REPORT

AGENCY: NNAMHS

REPORTING PERIOD: April 2019 – June 2019

SUBMITTED BY: Christina Brooks

DATE: Aug 1, 2019

## PROGRAM CHANGES: N/A

### SERVICE NEEDS/ RECOMMENDATIONS

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

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

We are also seeing longer lengths of stay in the hospital due to lack of appropriate placements in the community.

**OUTPATIENT:** The availability of Community Based Living Arrangements (CBLAs) continues 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. We continue to work diligently to collaborate with new providers to create more available placements.

## AGENCY DIRECTORS' REPORT

**Agency:** SNAMHS

**Submitted By:** OP Administration

**Date:** 9/3/2019

**Reporting Period:** 4<sup>th</sup> Quarter

### STAFFING

**Positions filled:** 620.02 FTE (48 positions were filled during this quarter – 7 Forensic Specialists, 11 Mental Health Techs, 1 Licensed Psychologist, 1 Mental Health Counselor, 3 Psychiatric Caseworkers, 5 Admin Assistants, 1 Clinical Social Worker, 1 Training Officer, 1 Program Officer, 1 Clinical Program Manager, 2 HHS Professional Trainees, 3 Health Facilities Inspectors, 2 Personnel Techs, and 9 Psychiatric Nurses)

**Vacancies:** 122.53 FTE

**Difficulties filling:** 70.53 FTE (Clinical Social Workers – 4.00 FTE, Licensed Psychologist – 3.00 FTE, Psychiatric Nurses 39, Senior Psychiatrists – 24.53)

### CASELOADS/WAITING LISTS

**Program:** PACT

Caseload: 74

Waiting List: 0

**Program:** Urban Medication Clinics

Caseload: 2,519

Waiting List: 387

**Program:** Urban OP Counseling

Caseload: 324

Waiting List: 9

**Program:** Urban Service Coordination

Caseload: 460

Waiting List: 2

**Program:** MHC

Caseload: 75

Waiting List: 0

**Program:** IP Civil Beds

Caseload: Licensed beds: 211

Waiting List: See ER Data

**Program:** AOT

Caseload: 68

Waiting List: 0

**Program:** Co-Occurring Program

Caseload: 38

Waiting List: 0

**Program:** Residential

Caseload: 617

Waiting List: 0

**Program:** Rural Medication Clinics

Caseload: 237

Waiting List: 20

**Program:** Rural Service Coordination (Adult & Youth)

Caseload: 12

Waiting List: 2

**Program:** Rural OP Counseling (Adult & Youth)

Caseload: 205

Waiting List: 47

**PROGRAMS**

**Service Needs/Recommendations**

**Agency Concerns/Issues**

## AGENCY DIRECTORS' REPORT

AGENCY: STEIN

SUBMITTED BY: Stan Cornell, MS

DATE: 9/9/2019

**Reporting Period: 9/20/2019**

### **STAFFING**

Positions filled: In the first quarter of FY-20, 12 Forensic Specialists have been hired; 0 separated

Vacancies: 16 FS, 0- FS Supervisor; 0-Correctional Sergeant; Social Work-0 CSW; Nursing-1 PN-II

Difficulties filling: Retention of Forensic Specialists has increased since the new Fiscal Year began

### **CASELOADS/WAITING LISTS**

#### **Program: Inpatient**

Caseload: 72

Waiting List: Variable- beds offered to all .425s within 7-days

#### **Program: Outpatient Competency Evaluations**

Caseload: Average 3 per month

Waiting List: N/A

#### **Program:**

Caseload:

Waiting List:

#### **Program: Outpatient**

Caseload: 12

Waiting List: Variable

#### **Program: .461 Longer Term Commitments**

Caseload: 3

Waiting List: N/A

#### **Program:**

Caseload:

Waiting List:

### **PROGRAMS**

Seclusion and restraints -Stein continues to focus on the reduction of restraints overall through the therapeutic use of seclusion when indicated to prevent incidents of physical aggression. A debriefing and review process continues to be applied to all incidents involving any form of restraints and/or seclusion, which began in February of this year. The rate of restraints and seclusions for the reporting period are < .40 per client/month. The Stein oversight committee to review all incidents involving a restraint, or restraint leading to a seclusion meets monthly

### **Service Needs/Recommendations**

Two enhancements to the agency budget were approved by the Legislature. The enhancements will continue the crisis response services for children and add a crisis response service for adults.

### **Agency Concerns/Issue**

The greatest concern is the increase in average monthly census since the end May of this year. Stein's total census for the main hospital and C-Pod hit an all time high of 74 last month, and is averaging around 71 for the fiscal so far. Overtime and general staffing; Since the last report to the Commission in March, both Nursing and Forensic Departments at Stein completed new shift bids for a revised staffing plan designed to address gaps in coverage. An adjustment to the Forensic schedule went into effect on September 9, 2019 (See staffing) Consent Decree: All cases adjudicated under NRS 178.425 continue to be offered beds within the 7-day mandate. Referrals from Nye County for per-trial competency evaluations have slowed since the last report, however outpatient referrals are up approximately

50% year over year. The biggest barrier to outpatient competency restoration has been with securing reliable language interpretation services.



## AGENCY DIRECTORS' REPORT

AGENCY: Sierra Regional Center

SUBMITTED BY: Julian M Montoya

DATE: 9/6/2019

**Reporting Period: 8/30/2019**

### **STAFFING**

Positions filled: 2 Developmental Specialist II positions; 1 Quality Assurance Administrative Assistant

Vacancies: 1 Quality Assurance Administrative Assistant, 1 Maintenance, 1 Developmental Specialist II

Difficulties filling: none at this time

### **CASELOADS/WAITING LISTS**

**Program: Targeted Case Management (TCM)**

Caseload: 1499

Waiting List: All individuals accepted into services receive TCM

**Program: Family Support**

Caseload: 177

Waiting List: 0

**Program: Supported Living Arrangement (SLA)**

Caseload: 765

Waiting List: 0

**Program: Respite**

Caseload: 153

Waiting List: 65

**Program: Jobs and Day Training**

Caseload: 386

Waiting List: 0

**Program: Intake Information**

Caseload: 20, 7 found Eligible, 3 found In-Eligible

Waiting List: 0

### **PROGRAMS**

SRC started a pilot program with our sister agency, Lakes Crossing Center. We are opening an SLA home that will have specialized training for staff to work with 2 individuals that are co-served by SRC and Lakes Crossing Center as part of a conditional release program. We meet frequently to monitor the progress of the home with the goal of integration into the community when conditional release has been fulfilled. This house has been open for 8 months now and we are getting good reviews from the team. We have just started talks with Lakes Crossing Center to add another individual to this home. This should take place within the next 2 months.

### **Service Needs/Recommendations**

SRC has identified the current lack of SLA Intermittent Providers as a major problem area for the people we serve. Providers state that with the provider rates remaining on the low end, it is not cost effective for them to take on these smaller service hour contracts. SRC continues to work on this service delivery component as it is vital to our folks who want to remain in their homes with limited service.

### **Agency Concerns/Issue**

(1) 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 (there was a rate increase during this last legislative session, however they still feel that it is not enough to remain competitive) 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 increases 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 MANAGER'S REPORT

AGENCY: Desert Regional Center-Intermediate Care Facility

SUBMITTED BY: Marina Valerio DATE: 9/4/2019

Reporting Ending Period: 8/31/2019

### STAFFING AS OF LAST DAY OF MONTH

Staffing Position Type	March 2019			April 2019			May 2019			June 2019			July 2019			Aug 2019		
B= # Budgeted; F=# Filled, V=# Vacant	B	F	V	B	F	V	B	F	V	B	F	V	B	F	V	B	F	V
Agency Manager	1	1	0	1	1	0	1	1	0	1	1	0	1	1	0	1	1	0
Residential Director	1	1	0	1	1	0	1	1	0	1	1	0	1	1	0	1	1	0
Nursing (DON, ADON, RN's (7), LPN's (8), Dietitian)	18	18	0	18	18	0	18	18	0	18	18	0	18	18	0	18	18	0
Programming (QIDP's(4), SC(1), RT(1))	6	6	0	6	6	0	6	5	1	6	5	1	6	6	0	6	5	1
Behavioral (MHC) 3 <sup>rd</sup> started 7/1/19	2	2	0	2	2	0	2	2	0	2	2	0	3	3	0	3	3	0
Direct Support (Social Work Supervisor (1), Tech 4(9), Tech (78))	88	88	0	88	88	0	88	86	2	88	87	01	88	87	1	88	87	1
Quality Assurance (CPP II (1), Quality Assurance Specialist II(2), PN II(1))	4	3	1	4	3	1	4	3	1	4	4	0	4	3	1	4	3	1
Support Positions (Training Coordinator, Medical Records)	2	2	0	2	2	0	2	2	0	2	2	0	2	2	0	2	2	0
Administrative Assistants (AAIV, AAIII, AAII(2), AAI)	5	4	1	5	4	1	5	5	0	5	5	0	5	5	0	5	5	0
Maintenance (9) and Custodial (9) New position 7/1	17	17	0	17	17	0	17	17	0	17	16	1	18	17	1	18	17	2

### ICF Referrals, Discharge to Community SLA and New Admits

	March 2019	April 2019	May 2019	June 2019	July 2019	Aug 2019
Number of Referrals for ICF Supports	0	0	0	0	0	0
Number of Referrals sent Denial Letters	0	0	0	0	0	0

There have been verbal referrals (9) made to the ICF over the last 6 months, no follow up with packet referrals due to ICF currently not having the ability to bring new people in to receive services

### CENSUS

	March 2019	April 2019	May 2019	June 2019	July 2019	Aug 2019
Census # at first day of month	41	40	40	40	40	40
Census # at last day of month	*38 (40)	40	40	40	40	38 (40)

\*2 people in hospital at end of month

### DISCHARGES AND ADMITS

	March 2019	April 2019	May 2019	June 2019	July 2019	Aug 2019
Number of New Admits	0	0	0	0	0	0
Number of Discharge -To Community SLA	0	0	0	0	0	0
Number of Discharge -Hospital Medical	3	0	0	0	0	1
Number of Discharge -Hospital Psychiatric	1	2	1	0	1	3
Number of Re-Admits	2	3	1	0	1	2

**CMS and /or HCQC Surveys/Visits**

	March 2019	April 2019	May 2019	June 2019	July 2019	Aug 2019
HCQC and /or CMS Survey /Visit	0	0	0	1	0	0

## Comments:

- On March 7, 2019 ICF received final notification from CMS and System Improvement Agreement with CMS has ended.
- June 11, 2019 HCQC visit to review remodel of ICF home 1306, currently still waiting written approval for occupancy.
- With FYI 2020 Budget approval starting to interview and hire new positions with 10/1 start dates

## AGENCY DIRECTORS' REPORT

AGENCY: Desert Regional Center

**SUBMITTED BY:** Gary M. Winder

**DATE:** 9/4/2019

**Reporting Period:** 8/31/2019

### STAFFING

Positions filled:

Vacancies:

Difficulties filling: DRC currently is having difficulty finding suitable bi-lingual-Spanish speaking Developmental Specialist and Psychologist.

### CASELOADS/WAITING LISTS

**Program:** Targeted Case Management (TCM )

Caseload:

Waiting List: All individuals accepted into services receive TCM

**Program:** Family Support

Caseload: N/A

Waiting List: N/A

**Program:** Supported Living Arrangement (SLA)

Number of 24-Hour SLA Homes:

Number of Intermittent/Share Living Homes:

Number of Fiscal Intermediaries:

**Program:** Jobs & Day Training

Caseload:

Waiting List:

Number of Individuals receiving

Facility-based Non-Work (Day Habilitation):

Facility-based Work (Prevocational)

Integrated Employment (Supported):

Community-based Non-Work (Day Habilitation):

Career Planning: 0

**ICF:**

Caseload:

Waitlist: 0

**Program: Respite**

**Intake Information (sum of quarter: June - August)**

Number of Applications Received: 161

Number of Applicants found Eligible: 99

Number of Applicants found In-Eligible: 18

Number of Applications withdrawn: 9

**PROGRAMS**

New Programs: DRC Quality Assurance Department continues to receive applications from perspective applicants seeking to possibly become SLA and/or JDT providers. DRC Community Services Psychology nursing just added 1 new Nurse Counselors in August, 2019. DRC CS Psychologist is down 1 full time Psychologist that is bilingual in Spanish and is actively recruiting for this position.

Program Changes: None

**Service Needs/Recommendations**

**Agency Concerns/Issues**

Community continues to have some difficulties with SLA provider capacity to support behaviorally complex individuals. We continue to work with DPBH and Family Services (for children) to approach this from a collaborative perspective.

## AGENCY DIRECTORS' REPORT

AGENCY: Rural Regional Center

SUBMITTED BY: Roswell Allen

DATE: 09/06/2019

Reporting Period: 07/31/2019

### STAFFING

Positions filled @ 06/30/2019: 42.30

Vacancies: 2.50

Difficulties filling:

### CASELOADS/WAITING LISTS

**Program @ 03/31/2019:** Targeted Case Management (TCM)

Caseload: 850

Waiting List: All individuals accepted into services receive TCM

**Program:** Family Support

Caseload @ 03/31/2019: 110

Waiting List (07/31/2019): 0

**Program @ 06/30/2019:** Supported Living Arrangement (SLA)

Caseload @ 06/30/2019: 382

Waiting List (07/31/2019): 0

Number of 24-Hour SLA Homes: 43

Number of Intermittent/Share Living Homes : 0

Number of Fiscal Intermediaries: 21

**Program:** Respite

Caseload @ 06/30/2019: 72

Waiting List (07/31/2019): 0

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

**Program:** Jobs and Day Training

Caseload @ 03/31/2019: 246

Waiting List (07/31/2019): 0

Number of Individuals receiving

Facility-based Non-Work (Day Habilitation): 46

Facility-based Work (Prevocational): 141

Integrated Employment (Supported): 20

Community-based Non-Work (Day Habilitation): 39

Career Planning:

**Program:** Autism

Caseload: 0

Waitlist: Transferred to ATAP July 1, 2011

## Intake Information

Number of Applications Received @ <b>07/31/2019:</b>	<b>16</b>
Number of Applicants found Eligible:	<b>6</b>
Number of Applicants found In-Eligible:	<b>4</b>

## PROGRAMS

New Programs:

Program Changes:

## Service Needs/Recommendations

RRC continues to seek solutions for those supports required to manage individuals with challenging behavior that do not fit the typical provider model available in Nevada at this time. There are currently 4 individuals supported in an out of state placement. Rural regional staff are working with NV Medicaid and Welfare teams to ensure that the out of state placements can continue to support these individuals while alternative options to support them in Nevada are developed.

Rural regional center staff are also working with the local mental health and regional behavioral health task force staff to address utilization of emergency services, mental health and related supports by those individuals with a dual diagnosis and related behavioral challenges.

## Agency Concerns/Issues

RRC continues to work with JDT providers to increase the capacity for supported employment and develop community based supports and projects in the rural regions.

- DS providers in the rural regions have expressed concerns regarding the current provider rate they receive and the difficulty they have hiring and retaining staff in an economy where there are so many other competing options due to the tech industry growth throughout the region. In particular RRC is concerned with being being able to maintain sla provider supports in the eastern frontier regions; Winnemucca, Elko and Ely.
- rental increases in the rural regions driven by the tech industry and mining developments have made it increasingly difficult for providers to find accomodation to suit the ISLA program in the rural regions.
- rural regional center recognizes that there is a need for specialized provider services to meet the needs of individuals with challenging behavior who do not fit the support model that is currently available through existing provider agencies.



## AGENCY DIRECTORS' REPORT

AGENCY: Rural Clinics

SUBMITTED BY: Tina Gerber-Winn, MSW

DATE: 9/3/2019

**Reporting Period: 8/30/2019**

### **STAFFING**

Positions filled: Psychiatric Caseworker (Carson); Mental Health Counselor 2 (2 in Ely, Silver Springs; Douglas, Pahrump); Psychiatric RN 2 (Carson City); Psychological Assistant (Carson)

Vacancies: 1 Administrative Assistant II (Gardnerville); 1 Administrative Assistant IV (Carson City/Admin); 4 Psychiatric Caseworker IIs (Elko, Winnemucca, Pahrump, Silver Springs); 2 Mental Health Counselor IIs (Fallon, Elko); 1 Mental Health Counselor III (Winnemucca); 1 Clinical Social Worker III (Carson); 1 Mental Health Technician I (Pahrump); 2 Psychiatric Nurse IIs (Pahrump, Douglas)

Difficulties filling: Mental Health Counselor in Fallon area

### **CASELOADS/WAITING LISTS**

#### **Program: Outpatient Counseling**

Caseload: 232 youth; 984 adult

Waiting List: 26 youth; 94 adult

#### **Program: Residential Supports**

Caseload: 0 youth; 31 adult

Waiting List: 0 youth; 0 adult

#### **Program: Service Coordination**

Caseload: 12 youth; 236 adult

Waiting List: 0 youth; 24 adult

#### **Program: Psychosocial Rehabilitation**

Caseload: 25 youth; 106 adult

Waiting List: 2 youth; 2 adult

#### **Program: Medication Clinic**

Caseload: 288 youth; 1796 adult

Waiting List: 20 youth; 85 adult

#### **Program: Mental Health Court**

Caseload: 29 adult

Waiting List: 0

### **PROGRAMS**

An agency staff member attended an IT conference to improve understanding of the agency's electronic health record. She came back with a plethora of ideas about better use of the system to track client care and is working on implementing risk tracking and the collection of vital statistics. The agency is working in collaboration with NNAMHS and SNAMHS to complete implementation of an electronic Medication Administration Record and electronic order submission to pharmacies. This implementation will make medication ordering more accurate and increase oversight of the distribution of controlled substances. The agency is working on modifying approved caseload ratios that reflect the needs of rural areas for staffing, including staff who cannot carry higher caseloads while in an intern status. This information will be helpful in developing agency budgets in the next biennium. Contracted staff have been identified to provide services for the Adult Stabilization program newly authorized in the 2019 Legislative session. Specially, the agency is setting up a telehealth service to screen/assess risk, refer to services (inpatient and outpatient), and provide follow up service coordination to adults in crisis in Rural and Frontier Nevada. The agency has updated its contract with Crisis Support Services, allowing for CSS to become the call center for the new adult stabilization program. The design of the adult program mirrors the design of the program currently operating for children. Agency staff will receive ethics training next month. A staff member has been visiting rural sites to offer Safety and De-Escalation training to all staff. The agency has a new assistant medical director who has been active in clarifying and guiding service expectations for the medication clinic. New instructions for documentations, case coverage, and peer reviews are being developed for the medical staff.

### **Service Needs/Recommendations**

Two enhancements to the agency budget were approved by the Legislature. The enhancements will continue the crisis response services for children and add a crisis response service for adults.

Agency Concerns/Issue
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None noted at this time.