

## AGENCY DIRECTORS' REPORT

AGENCY: Lake's Crossing Center

SUBMITTED BY: Drew Cross

DATE: 11/1/2019

**Reporting Period: 11/1/2019**

### STAFFING

**Positions filled:** 6: Nursing hired two Psychiatric Nurse II positions and one Psychiatric Nurse I position. Forensic staff hired 2 Mental health tech positions and one Forensic Specialist I. The Forensic department has additional applicants in the background portion of the hiring process. Social work is preparing to post the PCW position and begin interviewing

**Vacancies: 11.5:** We currently have three AAll vacancies. Two FT psychologist positions vacant. Nursing has two full time and one part time PNI vacancy. The PN IV position was recently vacated. Forensic Specialist III has three openings which are actively being filled

**Difficulties filling:** The nursing department continues to have difficulty competing with compensation at the PNI level. A portion of the Forensic Specialist I/Mental health Tech applicants continue to have issues with both the physical and background portion of the hiring process. The Psychologist position has been difficult to fill due to compensation and the specialized training that is required to be a Forensic Psychologist. Compensation for Psychologists within our geographic region is markedly higher at other facilities and we have lost applicants for this very reason. Lake's has several interviews for both MHT and AAll currently scheduled.

### CASELOADS/WAITING LISTS

**Program: Inpatient**

Caseload: 82

**Pending List:** 6 from Washoe and the rural counties (all are in process of being offered a bed, obtaining medical clearance, or awaiting transport). An additional 11 are awaiting air transport from Clark Co.

**Program: Outpatient Competency Evaluations**

Caseload: Average 74 evaluations monthly

**Program: Outpatient**

**Caseload:** Two conditional release and a third client who will soon be conditionally released

### PROGRAMS

The fifth team will be transitioning to a committee to design enrichment programming and assist with treatment planning for long term clients. This committee will focus on long term goals including technology use in the facility, and education through the GED program and possibly online course work. The team will meet monthly and will vet all programming through the respective treatment teams. This committee will have an initial case load of 14 clients.

### Service Needs/Recommendations

Having completed our emergency operations plan we are now focused on establishing an Alternate Care site. Our goal is to secure a memorandum of understanding, or some alternative confirmation that a site has been secured. This will be necessary if our building ever becomes uninhabitable. This plan will need to include transportation to the alternate site as well. Our next Disaster training will cover how to utilize evacuation procedures that are already in place with Washoe Co.

### Agency Concerns/Issue

Our HVAC CIP is underway and has brought with it several challenges. As work began in the rust wing it became necessary to convert our gym into a dormitory. This area is staffed 24 hours by a forensic specialist and has 16 beds. Activities therapy provides recreation and enrichment for the clients who are housed in the dormitory. Selecting clients who can live in this setting requires input from all members of our treatment teams. The project is expected to continue into the summer of 2020.

We are preparing to do a conditional release for one of our clients. This will bring our total conditional releases to three. This process will be completed once adequate staffing can be arranged at the group home.

## AGENCY DIRECTORS' REPORT

AGENCY: NNAMHS

SUBMITTED BY: Christina Brooks

DATE: 11/1/2019

**Reporting Period: July 2019 – September 2019**

### STAFFING

#### **Positions filled:**

Personnel Technician 1 (1)  
Psychiatric Case Worker 2 (1)  
Psychiatric Nurse 2 (1)

#### **Vacancies:**

Administrative Assistant 2 (2)  
Clinical Program Manager 1 (1)  
Consumer Services Assist 2 (0.50)  
Custodial Worker 1 (2)  
Custodial Worker 2 (1)  
Licensed Psychologist 1 (1)  
Mental Health Counselor 2 (4)  
Mental Health Counselor 3 (1)  
Mental Health Tech 3 (6)  
Mid-Level Medical Practitioner (2)  
Psychiatric Nurse 2 (11.11)  
Psychiatric Nurse 3 (1)  
SR Psychiatrist (Range C) (0.51)  
Substance Abuse Counselor 2 (0.51)

#### **Difficulties filling:**

Clinical Program Manager 1 (1)  
Mid-Level Medical Practitioner (2)

### CASELOADS/WAITING LISTS

#### **Program: AOT**

Caseload: 33

Referrals: 8

Eligible: 2

#### **Program: Med Clinic**

Caseload: 1,231

Waiting List: 8

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

Caseload: 60

Waiting List: 0

#### **Program: OP Counseling**

Caseload: 79

Waiting List: 0

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

Caseload: 129

Waiting List: 0

#### **Program: CBLA**

Caseload: 107

Waiting List: 1

## PROGRAMS

NEW PROGRAMS: No new programs were created.

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/Issue

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

We continue to see 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, rent 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: Southern Nevada Adult Mental Health Services

SUBMITTED BY: Ellen Richardson-Adams

DATE: 11/1/2019

**Reporting Period: 1st Quarter FY20**

**STAFFING**

**Positions filled:** 14 Forensic Specialists, 14 Psychiatric Nurses, 8 Mental Health Technicians, 6 Clinical Social Workers, 5 Administrative Assistants, 4 Psychiatric Caseworkers, 2 Mental Health Counselors, 1 Clinical Program Manager, 1 Consumer Services Assistant, 1 Maintenance Repair Worker, 1 Mid-Level Medical Practitioner, 1 Custodial Worker, 1 Health Information Services Director, 1 Licensed Psychologist, and 1 Therapeutic Recreation Specialist.

**Vacancies:** 74.53 FTEs

**Difficulties filling:** 43.53 FTE (Clinical Social Workers: 5; Licensed Psychologists: 5; Psychiatric Nurses: 12; Senior Psychiatrists: 21.53)

**CASELOADS/WAITING LISTS**

**Program: PACT**

Caseload: 70

Waiting List: 0

**Program: Urban OP Counseling**

Caseload: 284

Waiting List: 3

**Program: Mental Health Court**

Caseload: 75

Waiting List: 0

**Program: AOT**

Caseload: 64

Waiting List: 0

**Program: Residential**

Caseload: 591

Waiting List: 0

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

Caseload: 29

Waiting List: 1

**Program: Urban Medication Clinics**

Caseload: 2529

Waiting List: 229

**Program: Urban Service Coordination**

Caseload: 445

Waiting List: 2

**Program: IP Civil Beds**

Caseload: 211

Waiting List: See ER Data

**Program: Co-Occurring Program**

Caseload: 42

Waiting List: 0

**Program: Rural Medication Clinics**

Caseload: 259

Waiting List: 15

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

Caseload: 162

Waiting List: 62

**PROGRAMS**

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**Service Needs/Recommendations**

**Agency Concerns/Issue**

## AGENCY DIRECTORS' REPORT

AGENCY: Stein Forensic Facility

SUBMITTED BY: Stanley Cornell

DATE: 11/1/2019

Reporting Period: 11/1/2019

### STAFFING

**Positions filled:** In third quarter of 2019, Stein has hired 16 Forensic Specialists, and 1 Psychiatric Case Worker

**Vacancies:** Currently all Stein's Forensic Specialist PCNs are assigned with two being held open; there are 3-MHT vacancies and 1- PN-II vacancy

**Difficulties filling:** The amount of time to complete background checks, physicals, psychological evaluations and agency orientation is extending the onboarding process to two months. Which in some cases has led to people dropping out of the process.

### CASELOADS/WAITING LISTS

**Program: Inpatient**

Caseload: 69; Includes 3-NRS 178.461 Long Term Commitments

Waiting List: Variable-Beds offered to all clients committed under NRS 178.425 orders within 7-days

**Program: Outpatient**

Caseload: 16

Waiting List: 0

### PROGRAMS

Seclusion and restraints -Stein continues to focus on the reduction of restraints overall through the therapeutic use of seclusion when indicated according to policy to prevent incidents of physical aggression. A debriefing and review process is applied to all incidents involving any form of restraints and/or seclusion. The rate of restraints and seclusions for the reporting period is < .27 per client/month. The Stein oversight committee reviews all incidents involving a restraint, or restraint leading to a seclusion.

### Service Needs/Recommendations

None

### Agency Concerns/Issue

The greatest concern through the past quarter of this year has been the increase in **average monthly census**. Stein's total census for the main hospital and C-Pod hit an all-time high of 74 in August and has averaged around 71 for the reporting period compared to 64 year over year. **Overtime and general staffing;** During the second quarter of the year, both Nursing and Forensic Departments at Stein completed new shift bids for a revised staffing plan designed to address gaps in coverage. Initially, this had a positive effect in reducing overtime, however by mid-July forensic vacancies had grown to 25. An adjustment to the Forensic schedule went into effect on September 9, 2019 to coverage based on actual staff availability. **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 picked back up to an average of one per month. **Outpatient competency restoration** caseloads are up approximately 50% year over year. The biggest barrier to outpatient competency restoration continues to be securing reliable language interpretation services.

**AGENCY DIRECTORS' REPORT**

AGENCY: Sierra Regional Center

SUBMITTED BY: Julian Montoya

DATE: 11/01/2019

Reporting Period: 10/31/2019

**STAFFING**

Positions filled: @ 09/30/2019 75

Vacancies 4

Difficulties filling: Not at this time.

**CASELOADS/WAITING LISTS**

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

Caseload: @ 09/30/2019 1,509

Waiting List:  
*All Individuals accepted into services receive TCM*

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

Caseload: @ 09/30/2019 780

Waiting List: @ 09/30/2019 0

Number of 24-Hour SLA Homes: 357

Number of Intermittent/Shared Living Homes: 390

Number of Fiscal Intermediaries: 33

**Program: Jobs and Day Training**

Caseload: @ 09/30/2019 373

Waiting List: @ 09/30/2019 0

Facility-based Non-Work (Day Habilitation): 74

Facility-based Work (Prevocational): 170

Integrated Employment (Supported) 13

Community-based Non-Work (Day Habitation) 116

Career Planning:

**Program: Family Support**

Caseload: @ 9/30/2019 186

Waiting List: @ 9/30/2019 0

**Program: Respite**

Caseload: @ 09/30/2019 109

Waiting List: @ 9/30/2019 62

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

**Program: Autism**

Caseload: 0

Waiting List: : Transferred to ATAP July 1, 2011

**Intake Information**

Number of Applications Received: @ 09/30/2019 19

Number of Applicants found Eligible: 13

Number of Applicants found In-Eligible: 2

## PROGRAMS

SRC started a pilot program with our sister agency – Lake’s Crossing. 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 Lake’s Crossing as part of the conditional release program. We will 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 10 months now and we are getting good reviews from the team. We have just started talks with Lake's Crossing 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. Providers also suggested that adding a mileage stipend to this service would also help. SRC continues to work on this service delivery component as it vital to our folks who want to remain in their homes with limited service.

## Agency Concerns/Issue

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 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: Gujuan Caver

DATE: 10/31/2019

**Reporting Period: 9/30/2019**

### STAFFING

**Positions filled: 347**

**Vacancies: 22**

**Difficulties filling: Bi-lingual Spanish Speaking Psychologists and Service Coordinators**

### CASELOADS/WAITING LISTS

**Program: ICF**

Caseload: 40

Waiting List: N/A

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

Caseload: 4935

Waiting List: All individuals accepted into services receive TCM

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

Caseload: 1360 est.

Waiting List: 144

Number of 24-Hour SLA Homes – 406 est.

Number of Intermittent/Share Living Homes: 800 est.

Number of Fiscal Intermediaries: - 154

**Program: Respite**

Caseload: 2560 est.

Waiting List: 366

**Program: Jobs and Day Training**

Caseload: 2130 est.

Waiting List: 123

Number of Individuals receiving:

Facility-based Non-Work (Day Habilitation): 540 est.

Facility-based Work (Pre-Vocational): 960 est.

Integrated Employment (Supported): 420 est.

Community-based Non-Work (Day Habilitation): 210 est.

Career Planning: 0

**Intake Information (Sum of Quarter: July – Sept)**

Number of Applications Received: 185

Number of Applicants found Eligible: 104

Number of Applicants found Ineligible: 21

Number of Applications Withdrawn: 4

### 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 2 new Nurses in September, 2019. DRC CS Psychologist continues to be short 1 full time Psychologist that is bilingual in Spanish and is actively recruiting for this position. DRC Psychology hired a full time AAll to assist with Psychology department and some occasional DRC/non-Psychology administrative support needs. Program Changes: None

### Service Needs/Recommendations

Desert Regional Center and other DS agencies have been exploring out of state agencies that support individuals with dual diagnosis, particularly with high level behavioral needs, to potentially provide this service in Nevada. Although, this population need amongst our 5000+ is relatively low, there is a need to improve support to these individuals.

### Agency Concerns/Issue

DRC Community Services 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. DRC also continues to have difficulty with hiring bi-lingual, Spanish speaking staff. DRC is also in the process of obtaining new space for our FY'20 new hires.

## AGENCY MANAGER'S REPORT

AGENCY: Desert Regional Center-Intermediate Care Facility      SUBMITTED BY: Marina Valerio      DATE: 10/31/2019

Reporting Ending Period: 10/31/2019

### STAFFING AS OF LAST DAY OF MONTH

Staffing Position Type	August 2019			Sept 2019			Oct 2019		
	B	F	V	B	F	V	B	F	V
B= # Budgeted; F=# Filled, V=# Vacant									
Agency Manager	1	1	0	1	1	0	1	1	0
Residential Director	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
Programming (QIDP's(4), SC(1), RT(1))	6	5	1	6	6	0	6	6	0
Behavioral (MHC) 3 <sup>rd</sup> started 7/1/19	3	3	0	3	3	0	3	3	0
Direct Support (Social Work Supervisor (1), Tech 4(9), Tech (83 - 10/19)	88	87	1	88	85	3	93	87	6
Quality Assurance (CPP II (1), Quality Assurance Specialist II(2),PN II(1) )	4	3	1	4	3	1	4	4	0
Support Positions (Training Coordinator, Medical Records)	2	2	0	2	2	0	2	2	0
Administrative Assistants (AAIV, AAIII, AAII(2), AAI)	5	5	0	5	5	0	5	5	0
Maintenance (9) and Custodial (9) New position 7/1	18	17	2	18	17	2	18	18	0

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

	Aug 2019	Sept 2019	Oct 2019
Number of Referrals for ICF Supports	0	0	0
Number of Referrals sent Denial Letters	0	0	0

There have been verbal referrals (4) made to the ICF over the last 2 months, no follow up with packet referrals due to ICF currently not having the ability to bring new people in to receive services

### CENSUS

	Aug 2019	Sept 2019	Oct 2019
Census # at first day of month	41	40	40
Census # at last day of month	*38 (40)	40	*38 (40)

\*2 people in hospital at end of month

### DISCHARGES AND ADMITS

	Aug 2019	Sept 2019	Oct 2019
Number of New Admits	0	0	0
Number of Discharge -To Community SLA	0	0	0
Number of Discharge -Hospital Medical	1	0	2
Number of Discharge -Hospital Psychiatric	3	0	2
Number of Re-Admits	2	2	2

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

	Aug 2019	Sept 2019	Oct 2019
HCQC and /or CMS Survey /Visit	0	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: Rural Regional Center

SUBMITTED BY: Roswell Allen

DATE: 11/01/2019

Reporting Period: 10/31/2019

**STAFFING**

Positions filled: @ 09/30/2019 44

Vacancies 4

Difficulties filling:

**CASELOADS/WAITING LISTS**

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

Caseload: @ 09/30/2019 856

Waiting List:  
*All Individuals accepted into services receive TCM*

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

Caseload: @ 09/30/2019 406

Waiting List: @ 09/30/2019 0

Number in 24-Hour SLA Homes: 100

Number of Intermittent/Shared Living Homes: 284

Number of Fiscal Intermediaries: 22

**Program: Jobs and Day Training**

Caseload: @ 09/30/2019 251

Waiting List: @ 09/30/2019 0

Facility-based Non-Work (Day Habilitation): 50

Facility-based Work (Prevocational): 146

Integrated Employment (Supported) 19

Community-based Non-Work (Day Habitation) 36

Career Planning:

**Program: Family Support**

Caseload: @ 9/30/2019 95

Waiting List: @ 9/30/2019 0

**Program: Respite**

Caseload: @ 09/30/2019 75

Waiting List: @ 9/30/2019 0

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

**Program: Autism**

Caseload: 0

Waiting List: : Transferred to ATAP July 1, 2011

**intake Information**

Number of Applications Received: @ 09/30/2019 15

Number of Applicants found Eligible: 9

Number of Applicants found In-Eligible: 3

## PROGRAMS

RRC has partnered with their sister agency SRC in the north to allow an individual to be supported under a conditional release program ; co-serve by SRC and Lake's Crossing.

Following the closure of the UCP jobs and day training program in the CC/ Douglas regions, the Holdsworth SLA/ JDT provider has stepped in to open a new day program option to accommodate those individuals who lost their support with the UCP closure. This additional program will open in Carson City on November 1<sup>ST</sup> 2019. In addition, several JDT providers have shown interest in serving the population in the Douglas county region who have lost their support following the closure of the UCP program. Parents and interested individuals have the opportunity to interview these prospective providers to see if their services will be a good match for them.

## Service Needs/Recommendations

**RRC continues to seek additional SLA providers to provide services overall and especially in the frontier regions; Winnemucca, Elko and Ely. Recommendations regarding an enhanced provider rate to encourage providers to develop services in these regions have been discussed by the RRC administration.**

**It is recommended that current JDT providers work**

## Agency Concerns/Issue

RRC would like to see interest from new providers offering SLA and JDT options in the rural regions. Specifically those providers with specialized staff supports who can accommodate those individuals presenting with more challenging behavioral concerns. Again this need is tied to the expectation for an enhanced provider rate as the current levels do not compete well with other industries available in N.NV. The existence of a variety of well paying jobs in the commercial, mining, technology fields has led to a high turnover rate amongst the provider agencies currently serving individuals in rural NV.

The high cost of real estate in N.NV is making access to suitable housing more and more difficult.

It is recommended that the current JDT providers re-evaluate their programs in line with the expectation that their day program supports become more community based- see supported employment and career planning models- versus the traditional facility based models that are currently the norm. The RRC agency management is working with several providers to increase capacity for the supported employment model.

**AGENCY DIRECTORS' REPORT**

AGENCY: Rural Clinics

SUBMITTED BY: Tina Gerber-Winn, Agency Manager

DATE: 10/29/2019

**Reporting Period: 10/22/2019**

**STAFFING**

**Positions filled:** Mental Health Counselor 3 (Telehealth Services/Carson City); Mental Health Counselor 2 (Fallon, Elko); Clinical Social Worker 1 (Elko); Administrative Assistant IV (Carson City/Admin); Psychiatric Caseworker 2 (Elko)

**Vacancies:** 3 Psychiatric RN 2 (Douglas, Pahrump); Clinical Social Worker 3 (Winnemucca); 3 Psychiatric Caseworker 2 (Pahrump, Silver Springs, Winnemucca); Mental Health Counselor 2 (Silver Springs); Administrative Assistant 3 (Winnemucca); 2 Mental Health Technicians (Pahrump)

**Difficulties filling:** Psychiatric RNs

**CASELOADS/WAITING LISTS**

**Program: Outpatient Counseling**

Caseload: 247 Youth; 967 Adult

Waiting List: 37 Youth; 87 Adult

**Program: Residential Supports**

Caseload: 0 Youth; 29 Adult

Waiting List: 0 Youth; 0 Adult

**Program: Service Coordination**

Caseload: 15 Youth; 196 Adult

Waiting List: 2 Youth; 23 Adult

**Program: Psychosocial Rehabilitation**

Caseload: 20 Youth; 95 Adult

Waiting List: 2 Youth; 1 Adult

**Program: Medication Clinic**

Caseload: 309 Youth; 1787 Adult

Waiting List: 35 Youth; 112 Adult

**Program: Mental Health Court**

Caseload: 24 Adult

Waiting List: 0 Adult

**PROGRAMS**

Agency staff is completing training on the Collaborative Assessment and Management of Suicidality (CAMS) Framework. CAMS is a suicide-specific assessment and treatment protocol designed to include the client in the development of a treatment plan that allows for crisis response and safety planning; motivational interviewing; and teachable moments. The CAMS training not only fulfills continuing education requirements but also offers another tool to assist clients demonstrating a high risk for suicide. During the last Legislative Session, Rural Clinics received funding to develop an adult program similar to our successful Rural Mobile Crisis Response Team for youth. We have been in the planning stage for the last several months and are now ready to "go live". This is a program specifically for adults, anywhere in Rural Nevada, who need immediate mental health services. A clinician and case manager will help stabilize symptoms and connect the individual to local community resources. Crisis Support Services will receive initial calls into the program and triage to emergency resources as needed. Program staff are re-evaluating caseload ratios to determine the most effective therapist to client ratio, especially when 25% of the clients are children. In general, the treatment for children takes more time given the need for family intervention and potential reporting to Child and Family Services/Court System if the child is being monitored by DCFS.

**Service Needs/Recommendations**

Discussion has begun on budget development for the next biennium.

**Agency Concerns/Issue**

None noted at this time.