

AGENCY DIRECTORS' REPORT

AGENCY: Lake's Crossing Center

SUBMITTED BY: Drew Cross, RN

DATE: 2/28/2019

Reporting Period: 2/28/2019

STAFFING

Positions filled: Total : 4: Two Mental Health Technicians, One Administrative Assistant II, and One Forensic Specialist IV

Vacancies: One Licensed Clinical Social Worker, Six open positions for the Mental Health Technician/Forensic Specialist I, One Psychologist, full time, One Psychologist part time, Eight Psychiatric Nurse II positions

Difficulties filling: During the last quarter we have had four forensic staff members depart for other job opportunities. In addition, a portion of the Mental Health Technicians have had difficulty passing the physical qualifications required for promotion to the Forensic I position. The Psychology department continues to recruit for both the full time and part time positions. Nursing has several vacant positions primarily due to compensation and offered shifts. The nursing department continues to utilize both agency nurses and the NEATS recruitments. Pay disparity continues to be central to nurses choosing other employment options. On a positive note our Mental Health Technician program will produce our first Forensic I in March.

CASELOADS/WAITING LISTS

Program: Inpatient 74

Program: 1 Conditional Release, One Restoration, Outpatient

Caseload:

Caseload:

Waiting List: 19 (in process of offering bed, obtaining medical clearance, waiting transport).

Waiting

List: N/A

Program: Outpatient Compency Evaluations

Program: [Click here to enter text.](#)

Caseload: Average 51 evaluations monthly

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: Lake's Crossing Center has begun to explore the option of a fifth Treatment Team. This team would focus on the growing population of long term client's that we are no longer attempting to restore (those committed per statute 178.461 and those committed as NGRI). Follow up meetings will address the ability to staff and fund this Treatment Team. We currently have 16 patients under these commitments and a pending list of 5 potential client's. We are beginning to gather staff who would work well with this unique long-term group of clients' and provide additional enrichment.

Program Changes: No Programming Changes to report at this time.

Service Needs/Recommendations

Together with our Quality Assurance Specialist we have completed our emergency operations plan. We have completed phase one of three staff trainings have been completed at this time. on the plan. We continue to need an evacuation site and

transportation plan to the site in the event of a disaster that requires evacuation of the building. This is the one missing component of our Emergency Operations Plan. Our goal is to secure a memorandum of understanding, or some alternative confirmation, that a site has been secured. We continue to seek out resources to provide additional services for our long-term clients. They are offered unique enrichment programming that correlates with their treatment needs.

Agency Concerns/Issues

The diversity of diagnosis in the milieu has led to some unique challenges. Additional staff are often utilized to provide individual coverage for client's who are particularly vulnerable in the milieu. This includes a client who is in the latter stages of Alzheimer's and requires constant reorientation. Another example is a client with a severe intellectual disability who requires 1:1 staffing to prevent potentially being victimized in the milieu. The need for these additional watches has raised our staffing numbers. Additional concerns include clients with a history of violence and how we assist them to assimilate with their peers. These staffing decisions have been deemed necessary to provide and maintain a safe environment. It remains difficult to meet the various treatment needs and maintain safety with our current level of resources.

AGENCY DIRECTOR'S REPORT

AGENCY: NNAMHS

REPORTING PERIOD: October 2018 – December 2018

SUBMITTED BY: Christina Brooks

DATE: February 1, 2019

STAFFING

POSITIONS FILLED

Admin Assistant 1	(1)	Psychiatric Nurse 2	(2)
Mental Health Counselor 2	(1)	Accounting Assistant 2	(.51)

VACANCIES

Administrative Assistant 2	(1)	Administrative Assistant 4	(1)
Clinical Social Worker 2	(1)	Consumer Services Assistant 2	(.5)
Laboratory Technician 1	(.5)	Licensed Psychologist 1	(2)
Mental Health Counselor 2	(1)	Microbiologist 4	(1)
Pharmacist 1	(1)	Psychiatric Nurse 2 (EDU)	(1)
Program Officer 1	(1)	Psychiatric Caseworker 2	(2)
Psychiatric Nurse 2	(7)	SR Psychiatrist (Range C) (EA)	(1)
Supply Assistant	(1)	Vocational Habilitation TR	(1)

CASELOADS/WAITING LISTS

PROGRAM: AOT

ELIGIBLE : 2
REFERRALS: 3
CASELOAD: 44

PROGRAM: MED CLINIC

CASELOAD: 1,484
WAITLIST: 38

PROGRAM: MENTAL HEALTH COURT

CASELOAD: 73
WAITLIST: 0

PROGRAM: OP COUNSELING

CASELOAD: 85
WAITLIST: 5

PROGRAM: INTENSIVE SERVICE COORDINATION

CASELOAD: 145
WAITLIST: 0

PROGRAM: CBLA

CASELOAD: 121
WAITLIST: 7

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/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 27 individuals who sit and wait to be transferred to a mental health facility on any given day.

AGENCY DIRECTOR'S REPORT

AGENCY: NNAMHS

REPORTING PERIOD: October 2018 – December 2018

SUBMITTED BY: Christina Brooks

DATE: February 1, 2019

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 are working diligently to collaborate with new providers to create more available placements.

AGENCY DIRECTORS' REPORT

AGENCY: SNAMHS

SUBMITTED BY: OP Administration

DATE: 03/01/2019

Reporting Period: 2nd Quarter FY 19

STAFFING

Positions filled: 641.53 FTE (46 positions were filled during this quarter, 37 new, 7 promotions, and 2 transfers – 2 Accounting position, 3 Admin Assistants, 1 Clinical Program Manager, 2 Clinical Social Workers, 4 Forensic Specialists, 2 Psychiatric Caseworkers, 25 Psychiatric Nurses, 1 Psychological Assistant, 2 Therapeutic Recreation Specialist, 1 Licensed Psychologist, 2 Mental Health Counselors, 1 Personnel Technician)

Vacancies: 95.02 FTE

Difficulties filling: 55.02 FTE (Clinical Social Workers – 1.00 FTE, Licensed Psychologist – 4.00 FTE, Psychiatric Nurses 27.49, Senior Psychiatrists – 22.53)

CASELOADS/WAITING LISTS

Program: PACT

Caseload: 77

Waiting List: 0

Program: Urban OP Counseling

Caseload: 276

Waiting List: 3

Program: MHC

Caseload: 75

Waiting List: 0

Program: AOT

Caseload: 59

Waiting List: 0

Program: Residential

Caseload: 657

Waiting List: 0

Program: Rural Service Coordination (Adult & Youth)

Caseload: 0

Waiting List: 14

Program: Urban Medication Clinics

Caseload: 2,557

Waiting List: 267

Program: Urban Service Coordination

Caseload: 494

Waiting List: 5

Program: IP Civil Beds

Caseload: Licensed beds: 211

Waiting List: See ER Data

Program: Co-Occurring Program

Caseload: 28

Waiting List: 0

Program: Rural Medication Clinics

Caseload: 246

Waiting List: 13

Program: Rural OP Counseling (Adult & Youth)

Caseload: 201

Waiting List: 12

PROGRAMS

Service Needs/Recommendations

Agency Concerns/Issues

AGENCY DIRECTORS' REPORT

AGENCY: STEIN

SUBMITTED BY: Stan Cornell, M.S.

DATE: 3/1/2019

Reporting Period: 11/16/2018

STAFFING

Positions filled: Since the last report, 9 Forensic Specialists have been hired; 3 separated

Vacancies: 16 FS, 0- FS Supervisor; 1-Correctional Sergeant; Social Work-1 CSW; PT/Nursing-2 PN-II

Difficulties filling: Retention of Forensic Specialists has increased

CASELOADS/WAITING LISTS

Program: Inpatient

Caseload: 50

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

Program: Outpatient

Caseload: 3

Waiting List: Variable

Program: Outpatient Compency Evaluations

Caseload: Averaging 3 per month

Waiting List: N/A

Program: [Click here to enter text.](#)

Caseload: [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: NA

Waiting List:

PROGRAMS

New Programs: Forensic Specialist Sponsorship Program-Phase II implementation is continuing along with Treatment Mall; group activity participation, psychiatric nurses are also participating in Treatment Mall programming. The other area of emphasis for moving the sponsorship program forward is increasing forensic participation on treatment teams and a new group, Rational Decision Making is being facilitated by the Forensic Specialists. A staff scheduling reshuffle is being implemented this month so that forensic specialists-sponsors will have greater opportunity to attend the treatment team meetings, as well as support all programming on and off the units.

Program Changes: The Token Economy program has been expanded to include the exchange of points for items (Store) to the weekends and is facilitated by the Forensic Specialists. New items are also being added to the cart.

Service Needs/Recommendations

Seclusion and restraints-Stein continues to focus on the reduction of seclusion and restraints occurring through a debriefing and review process applied to all incidents involving any form of restraints and/or seclusion, which began in February. The rate of restraints and seclusions for the reporting period are < .75 per client/month. The new oversight committee to review all incidents involving a restraint, or restraint leading to a seclusion has begun. A revised debriefing form which attaches to incident reports will be forwarded to the oversight committee, and used to inform the committee as they review each incident, for ongoing performance improvement and training of forensic staff.

Agency Concerns/Issues

Overtime and general staffing; both Nursing and Forensic Departments have completed new shift bids for a revised staffing plan that will address gaps in coverage. It is anticipated that this will have an immediate effect on reducing overtime and the use of agency staff, while at the same time improving staff coverage for direct client care. 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 has greatly increased, with five referrals currently pending. Typically Stein receives less than this number for an entire year. This is being addressed administratively as this increase if it becomes a trend, will strain the clinical resources of Stein.

AGENCY DIRECTORS' REPORT

AGENCY: Sierra Regional Center

SUBMITTED BY: Julian Montoya

DATE: 2/21/2019

Reporting Period: 1/31/2019

STAFFING

Positions filled @ 01/31/2019: 73

Vacancies: 5.5

Difficulties filling:

CASELOADS/WAITING LISTS

Program: Targeted Case Management (TCM)

Caseload @ 01/31/2019: 1,470

Waiting List: All individuals accepted into services receive TCM

Program: Family Support

Caseload @ 11/31/2018: 165

Waiting List (01/31/2019): 0

Program: Supported Living Arrangement (SLA)

Caseload @ 12/31/2018: 775

Waiting List (01/31/2019): 0

Number of 24-Hour SLA Homes: 331

Number of Intermittent/Share Living Homes: 404

Number of Fiscal Intermediaries: 40

Program: Respite

Caseload @ 11/31/2018: 134

Waiting List (01/31/2019): 0

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

Program: Jobs & Day Training

Caseload @ 12/31/18: 376

Waiting List (01/31/19): 0

Number of Individuals receiving

Facility-based Non-Work (Day Habilitation): 78

Facility-based Work (Prevocational): 176

Integrated Employment (Supported): 9

Community-based Non-Work (Day Habilitation): 114

Career Planning:

Program: Autism

Caseload: 0

Waitlist: Transferred to ATAP July 1, 2011

Intake Information

Number of Applications Received @ 01/31/2019: 31
Number of Applicants found Eligible: 7
Number of Applicants found In-Eligible: 6

PROGRAMS

New 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 2 months now and we are getting good reviews from the team.

Program Changes:

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 vital to our folks who want to remain in their homes with limited service.

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-Intermediate Care Facility

SUBMITTED BY: Marina Valerio **DATE:** 3/1/2019

Reporting Period: 1/31/2019

STAFFING

Staffing Position Type	Aug. 2018			Sept. 2018			Oct. 2018			Nov. 2018			Dec. 2018			Jan. 2019		
	B	F	V	B	F	V	B	F	V	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	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	17	1	18	17	1	18	18	0	18	17	1	18	17	1	18	17	1
Programming (QIDP's(4), SC(start 10/18), RT(1))	5	5	0	5	5	0	6	5	1	6	5	1	6	6	0	6	6	0
Behavioral (MHC)	2	2	0	2	2	0	2	2	0	2	2	0	2	2	0	2	2	0
Direct Support (Social Work Supervisor(1), Tech 4(9), Tech(78))	88	88	0	88	87	1	88	86	2	88	87	1	88	87	1	88	88	0
Quality Assurance (CPP II (1), Quality Assurance Specialist II(2), PN II(1))	4	3	1	4	3	1	4	3	1	4	3	1	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, AAI, AAI(2), AA)	5	3	2	5	3	2	5	4	1	5	4	1	5	5	0	5	5	0
Maintenance (9) and Custodial (8)	17	17	0	17	17	0	17	16	1	17	15	2	17	15	2	17	15	2

Difficulties filling: Nursing positions are the positions that are difficult to fill the DON position was vacant from July-Oct 2018 and there are currently two nursing positions one to provide direct care to the persons served and the QA nursing position

ICF Referrals, Discharge to Community SLA and New Admits

	Aug. 2018	Sept. 2018	Oct. 2018	Nov. 2018	Dec. 2018	Jan. 2019
Number of Referrals for ICF Supports	1	2	1	0	3	1
Number of Referrals sent Denial Letters	1	2	1	0	0	1

CENSUS

	Aug. 2018	Sept. 2018	Oct. 2018	Nov. 2018	Dec. 2018	Jan. 2019
Census # at first day of month	41	40	40	39	39	38
Census # at last day of month	41	40	40	39	39	41

DISCHARGES AND ADMITS

	Aug. 2018	Sept. 2018	Oct. 2018	Nov. 2018	Dec. 2018	Jan. 2019
Number of New Admits	0	0	0	0	0	3
Number of Discharge -To Community SLA	0	1	0	1	0	1
Number of Discharge -Hospital Medical	0	0	2	0	1	0
Number of Discharge -Hospital Psychiatric	3	1	0	1	0	1
Number of Re-Admits	3	1	2	1	1	1

CMS and /or HCQC Surveys/Visits

	Aug. 2018	Sept. 2018	Oct. 2018	Nov. 2018	Dec. 2018	Jan. 2019
HCQC and /or CMS Survey /Visit	1	0	1	0	1	0

Comments:

- August the ICF went through full HCQC survey including Life Safety.
- October there was a complaint visit regarding an allegation of Abuse which was not substantiated.
- December the ICF went through a full HCQC/CMS survey including Life Safety. The December visit was a result of the System Improvement Agreement (SIA) DRC ICF entered into with CMS which was coming to an end. The ICF needed to demonstrate compliance in all Conditions of Participation. Overall the survey went well though a SOD was received the ICF was not found out of Condition. The ICF is waiting for final notification from CMS regarding the SIA.

AGENCY DIRECTORS' REPORT

AGENCY: Desert Regional Center - Community Services **SUBMITTED BY: Gujuan Caver**

DATE: 2/28/2019

Reporting Period: 1/31/2019

STAFFING

Positions filled @ 1/31/2019: 114 Service Coordinators or DS III's, 18 Supervisors or DS IV's, 1 HPM II, 1 CPM I, 1 CPM II, 1 Licensed Psychologist II-positions-filled, 10 Licensed Psychologist I position-filled, 1 MHC II position-filled, 3 MHC-II positions-ready to be filled, and two contract Psychologists.

Vacancies: 2.5 (Service Coordinators)

Difficulties filling: N/A

CASELOADS/WAITING LISTS

Program @ 1/31/19: Targeted Case Management (TCM)

Caseload: 4905

Waiting List: All individuals accepted into services receive TCM

Program: Family Support

Caseload: N/A

Waiting List: N/A

Program @ 1/31/19: Supported Living Arrangement (SLA)

Caseload: 1309-(December 2018 data)

Waiting List 155

Number of 24-Hour SLA Homes/Shared Living: 809

Number of Intermittent: 339

Number of Fiscal Intermediaries: 161

Respite

Caseload: 1611

Waiting List: 214

Program: Jobs & Day Training

Caseload: 1946

Waiting List: 98

Facility-based Non-Work (Day Habilitation): 561

Facility-based Work (Prevocational): 959

Integrated Employment (Supported): 403

Community-based Non-Work (Day Habilitation): 23

Career Planning: 0

Intake Information: (sum of quarter: Oct 2018 – Jan 2019)

Number of Applications Received: 154

Number of Applicants found Eligible: 89

Number of Applicants found In-Eligible: 18

PROGRAMS

New Programs: N/A

Program Changes: DRC Quality Assurance Department has approved three new SLA providers with SLA certifications, with one of these providers also pursuing Jobs and Day Training certification. DRC Community has added one new DS-IV, which was a replacement for a DS-IV that transferred to the ICF department. DRC Community Services Psychology department has added one full time Psychologist in December, 2018 and is expected to add another Psychologists in March, 2019. Currently, the Psychology department and DRC intake department combined to interview for three potential Mental Health Counselor II positions.

Service Needs/Recommendations

Agency Concerns/Issues

Community continues to have some difficulties with SLA provider capacity to support behaviorally complex individuals. We have reached out to DHCFP and SNAMHS to approach this from a collaborative perspective.

AGENCY DIRECTORS' REPORT

AGENCY: Rural Regional Center

SUBMITTED BY: Robin Williams

DATE: 2/21/2019

Reporting Period: 1/31/2019

STAFFING

Positions filled @ 01/31/2019: 42

Vacancies: Quality Assurance Specialist II; Administrative Assistant II .5; Developmental Specialist III .5; Accounting Assistant II; Psychiatric Nurse;

Difficulties filling: It is always difficult to find staff in the more rural areas of the state; additionally salaries in the private sector are typically higher than those offered by the State

CASELOADS/WAITING LISTS

Program: Targeted Case Management (TCM)

Caseload @ 1/31/2019: 784

Waiting List: All individuals accepted into services receive TCM

Program: Family Support

Caseload @ 11/31/2018: 98

Waiting List (01/31/2019): 0

Program: Supported Living Arrangement (SLA)

Caseload @ 12/31/2018: 400

Waiting List (01/31/2019): 0

Number of 24-Hour SLA Homes: 43

Number of Intermittent/Share Living Homes: 336

Number of Fiscal Intermediaries: 21

Program: Respite

Caseload @ 11/31/2018: 54

Waiting List (01/31/2019): 0

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

Program: Jobs & Day Training

Caseload @ 12/31/2018: 250

Waiting List (01/31/2019): 0

Number of Individuals receiving
Facility-based Non-Work (Day Habilitation): 49

Facility-based Work (Prevocational): 141

Integrated Employment (Supported): 23

Community-based Non-Work (Day Habilitation): 37

Career Planning:

Program: Autism

Caseload: 0

Waitlist: Transferred to ATAP July 1, 2011

Intake Information

Number of Applications Received @ 01/31/2019: 21

Number of Applicants found Eligible: 12

Number of Applicants found In-Eligible: 1

PROGRAMS

New Programs: None at this time

Program Changes: Rural Regional Center is continuing to network and grow its programs and providers in the rural areas of Clark county, as well as Nye and Lincoln counties. We are performing outreach activities in these areas and more individuals in these areas are applying for services.

Service Needs/Recommendations

Recruiting qualified Providers who are able to provide services to the more rural areas of Nevada continues to be challenging due to difficulties in finding staff as well as the small number of individuals who need these services.

Agency Concerns/Issues

Specialized services for individuals in need of complex behavioral supports and/or complex medical supports continues to be challenging in the rural areas of the state.

AGENCY DIRECTORS' REPORT

AGENCY: Rural Services SUBMITTED BY: Tina Gerber-Winn, MSW DATE: 2/26/2019

Reporting Period: 2/28/2019

STAFFING

Positions filled: Clinical Program Manager (Administration/Quality Management); 2 Mental Health Counselor 3s (Clinic Director Ely and Carson City); Psychiatric Nurse 2 (Pahrump); 2 Mental Health Counselor 2s (Carson, Pahrump); 1 Clinical Social Worker 1 (Lovelock/Winnemucca); 1 Clinical Social Worker 2 (Carson); Licensed Psychologist 1 (Carson)

Vacancies: 2 Psychiatric Caseworker 2s (Hawthorne, Elko); Consumer Services Assistant 2 (Elko); 3 Mental Health Counselor 2s (Fallon, Elko and Ely); Psychiatric Nurse 2 (Carson); Administrative Assistant 2 (Silver Springs)

Difficulties filling: Licensed Psychologist

CASELOADS/WAITING LISTS

Program: Outpatient Counseling

Caseload: 203 youth; 817 adult

Waiting List: 22 youth; 88 adult

Program: Residential Supports

Caseload: 0 youth; 37 adult

Waiting List: 0 youth; 0 adult

Program: Service Coordination

Caseload: 14 youth; 195 adult

Waiting List: 3 youth; 9 adult

Program: Psychosocial Rehabilitation

Caseload: 14 youth; 75 adult

Waiting List: 1 youth; 3 adult

Program: Medication Clinic

Caseload: 276 youth; 1669 adult

Waiting List: 19 youth; 96 adult

Program: Mental Health Court

Caseload: 24 adult

Waiting List: 0

PROGRAMS

Agency staff submitted Annual Quality Assurance Plans (2018) for all Rural Clinic locations to the Division of Health Care Financing and Policy (Medicaid) in early January. The plans are designed to assess and address concerns with timely access and availability of care; client improvement or stability of functioning; and client satisfaction. Based on the agency-wide review, Rural Clinics will be concentrating on amending and coordinating chart and peer review processes to improve data analysis; updating documentation and training staff regarding Medicaid service provision requirements (amended by Medicaid in December of 2018); and continuing instruction on level of need determination and subsequent treatment planning. The agency staff have also continued to hone the review of Serious Incident Reports to include performance improvement plans that will be offered at a clinic level. The appointment of a quality manager will allow for improved corrective action monitoring and support for procedure review and orientation at the clinic level. The development of Crisis Assessment and Response protocols continue. The agency will be offering training on the Compassion Fatigue; DSM V, and Co-Occurring Disorders in the next several months. Staff is working to update information on all contracted prescribers and mental health counselors as requested by the State Purchasing Division. Collaboration continues with the Nevada Rural Hospital Partnership and community providers to improve coordination of services; placement into appropriate services; and support of client choice in service providers.

Service Needs/Recommendations

Rural Clinics identified the need for the provision of crisis management services across rural and frontier areas. Two enhancements to the agency budget are under Legislative consideration. The enhancements will continue the crisis response services for children and add a crisis response service for adults.

Agency Concerns/Issue

None noted at this time.