

ANNUAL REPORT

Fiscal Year 2023



RBHA Outpatient Services Team celebrating 5 years of service to our community.

#fearless

Richmond Behavioral Health *fearlessly* champions the health, wellness, and recovery of the individuals and families we serve.

A MESSAGE FROM OUR CEO & RBHA BOARD CHAIR

Fiscal Year 2023 proved to be yet another one of challenges, growth, and opportunity for Richmond Behavioral Health Authority (RBHA). Besides growth in program areas, we were able to successfully adapt to new administrative requirements, particularly moving from allocated Federal funding to a reimbursement-based model. Our Revenue Cycle Management Team has been in full swing, as has our grants and crisis expansion teams. The complexity of public behavioral health increasingly demands an all-hands-on-deck approach, crossing disability and administrative silos. And, of course, the constant churn of staff turnover and vacancies remains with us, even after the days of the COVID 19 public health emergency.

Despite the challenges, FY23 was a banner year!

In the late summer of 2022, and in collaboration with the Richmond Police Department, we successfully launched two Community Response Teams as part of the City Marcus Alert initiatives. Each team consists of a law enforcement officer and behavioral health clinician. We are extremely pleased with first year data, having great success with diversion from arrest and/involuntary hospitalization – and zero injuries or use of force.

After two years of planning and negotiations, RBHA assumed the assets of Human Resources, Inc., the oldest non-profit methadone program in the metro-Richmond area. Now named Recovery Plus, we began operating the clinic on January 1, 2023.

RBHA undertook the planning and construction of a 23-Hour Crisis Receiving Center (CRC). Once fully operational, it will have the capacity to serve 8 individuals in crisis. The CRC is co-located with our newly renovated 16 bed Withdrawal Management unit at RBHA North Campus.

As fiscal agent and operating entity for Region 4 Programs & Services, RBHA expanded 24/7 Mobile Crisis and Community Stabilization Services, along with Regional Hub operations. By the publication of this report, we will have attained 24/7 crisis response capacity across central Virginia. With funds allocated by the Virginia Department of Behavioral Health and Developmental Services (STEP-VA), RBHA was also able to further enhance Case Management, Care Coordination, and Psychiatric Rehabilitation Services.

RBHA initiated procurement of a new Electronic Health Record. A contract was awarded to Netsmart in June. Now the work begins as a large cross-section of staff will be planning and developing implementation targeted for October 2024.

As always, RBHA enjoyed the support received from Mayor Stoney, his staff, and all of City Council. Their level of commitment and support of RBHA remains beyond question. We also acknowledge the guidance and oversight of our Board of Directors. We ask a great deal of them, and they consistently deliver.



John P. Lindstrom, Ph.D., LCP
Chief Executive Officer, RBHA
President, RBHF



Irvin L. Dallas
Chair
RBHA Board of Directors

OUR SERVICE ENHANCEMENTS FOR 2023

Our services and programs remain in a continuous state of growth and transition to meet the needs of our community. Below are a few of the service expansions and enhancements during FY23:

- Expanded our Permanent Supportive Housing Program for single individuals and parenting & pregnant women.
- Increased the reach of our school-based services to include a 100% increase in youth served in our Therapeutic Day Treatment program.
- Received a third consecutive federal grant to support our continued development as a Certified Community Behavioral Health Clinic (CCBHC).
- Continued to expand Region 4 Mobile Crisis Services to serve individuals of all ages.
- Our REACH Crisis Therapeutic Home implemented a hydro-garden growing system to engage guests in additional therapeutic activities that can enhance treatment outcomes.
- Completed renovation of the Withdrawal Management Unit and co-located Crisis Receiving Center at RBHA North Campus.
- Expanded partnerships with Managed Care Organizations (MCOs) for integrated health home programs and programs serving children.



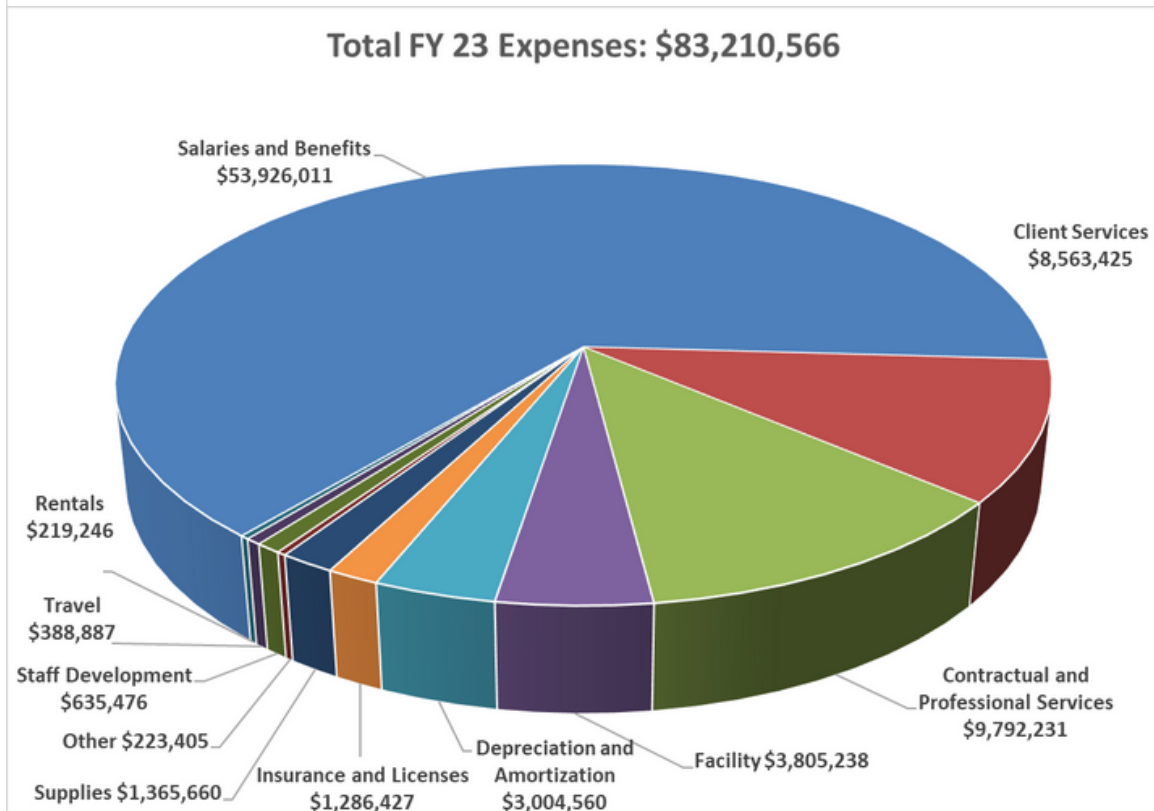
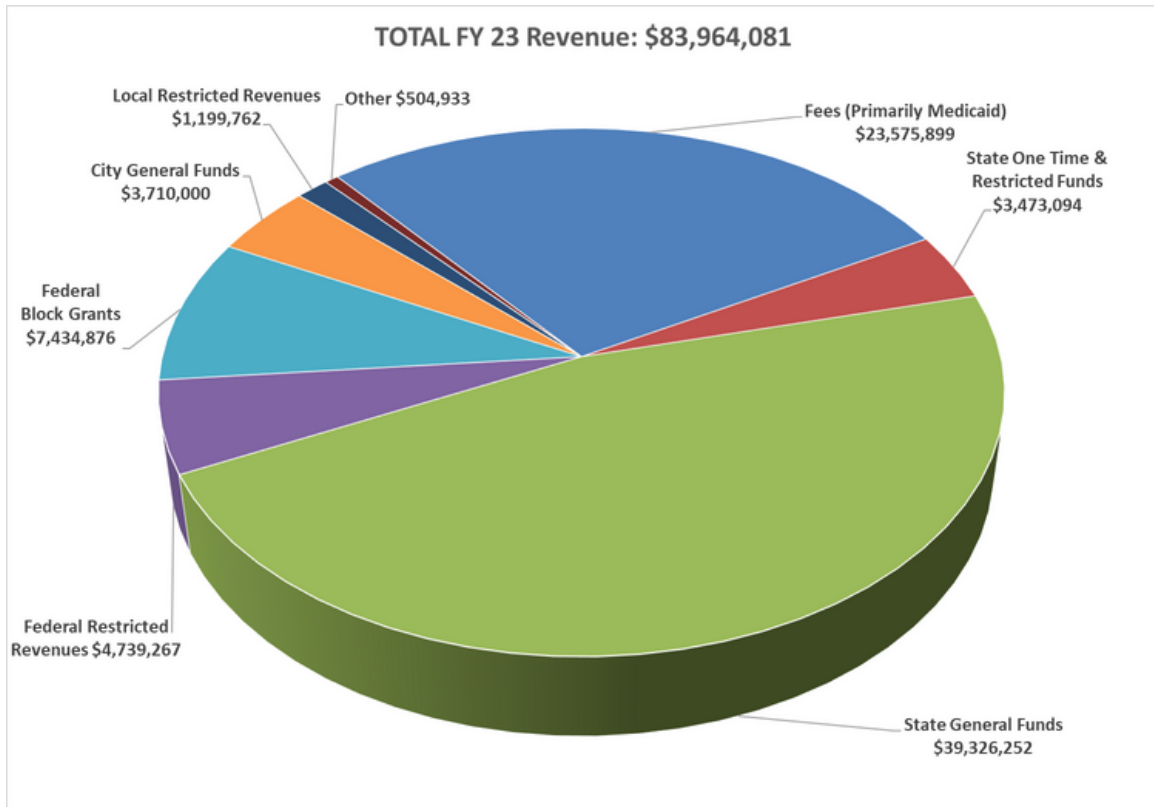
OUR SERVICES

RBHA served 13,017 individuals - both children and adults.

➤➤➤	Developmental Services	1802
➤➤➤	Mental Health Services	9827
➤➤➤	Substance Use Disorder Services	1518
➤➤➤	Part C/Early Intervention Services	799
➤➤➤	Other Services*	5766
	<small>*Other Services includes Primary Health Care, Emergency Services, Motivational Treatment Services, and/or Consumer Monitoring Services. The total number served is the <i>unduplicated</i> number of individuals who received services. Some individuals receive multiple services.</small>	<hr/> 13,021

Our vision is an inclusive, healthy community where individuals are inspired to reach their highest potential.

OUR FINANCES



OUR SERVICE HIGHLIGHTS

769

Developmental Services' Early Intervention Program served 769 children ages birth - 3 years old. Early Intervention received 625 referrals and evaluated 428 infants and toddlers in FY23.

244

Prevention Services provided Mental Health First Aid Training to 244 community members.

4000+

RICH Clinic (integrated primary healthcare clinic) surpassed 4,000 individuals served. Additionally, 56 RBHA employees and clients were trained in REVIVE! - Opioid Overdose & Naloxone Education.

700+

RBHA North Campus Residential Substance Use Treatment programs received over 700 referrals for services in FY23.

100%

Our Developmental Services Division achieved 100% compliance on all Federal indicators with the Virginia Department of Behavioral Health & Developmental Services Annual Record Review

75

In partnership with local law enforcement, 75 individuals were trained in Crisis Intervention Team (CIT) programs. 15 police recruits received Mental Health Basic Training.

Together,
we are
fearless.

OUR STORIES

Christopher Clagon's journey with REACH services showcases a transformative process that has positively impacted his life and well-being. Christopher's initial challenges, such as aggressive behaviors and elopements from his family's home, led to his referral to REACH services after a recent hospitalization.

Upon his referral, Christopher was briefly admitted to the Adult Crisis Therapeutic Home. However, he required a higher level of care and was transferred back to a hospital setting. Eventually, he found a more suitable environment in the Adult Transition Home, where he has been residing since April 2023. In this new setting, Christopher's behavioral improvements have been noticeable, with a significant reduction in the occurrence of problematic behaviors.

REACH services have gone beyond providing a structured living arrangement. Christopher has been able to actively participate in various community activities, fostering his integration and engagement with the outside world. These activities have included outings to places like Yorktown Beach and attending events such as 4th of July Fireworks at the fairgrounds. Additionally, his involvement in recreational activities like skating at a local rink has further enriched his life experiences.



Overall, Christopher's journey with REACH services exemplifies how a comprehensive and supportive program can bring about significant qualitative improvements in an individual's life. The collaborative efforts of the program's staff, behavior consultants, and community engagement opportunities have all contributed to Christopher's behavioral progress, community involvement, and overall well-being.

VISIT www.rbha.org
to read more stories
of transformation.

OUR BOARDS

We are fortunate and grateful to have 2 Boards who serve our organization and our community. Our Board Members are advocates and ambassadors of Richmond Behavioral Health and actively participate in supporting our programs and services and the individuals and families we serve.

We thank you for your service.

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OUR SUPPORTERS



Your support contributes to the mental wellness of our community.

We are grateful to all who choose to support our work in the community whether through donating, volunteering, or contributing resources.

Our work together is vital because a society of wholly healthy individuals creates a vibrant, safer community for all.

Please visit www.rbhfoundation.com to learn how you can be involved.



Richmond Behavioral Health Foundation (RBHF) is a 501(c)(3) nonprofit organization that supports the services of Richmond Behavioral Health Authority through community awareness initiatives, fundraising, and community partnerships. Donations to RBHF are tax deductible to the extent allowed by law.