

# RBH

RICHMOND  
BEHAVIORAL  
HEALTH



# ANNUAL REPORT

Fiscal Year 2022

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Together, we are *fearless.*



# A MESSAGE FROM OUR CEO AND RBHA BOARD CHAIR

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As the saying goes, there are two things one can count on in life, death and taxes. Of course, this statement is rather pessimistic and hardly accounts for all things universal to the human experience. The most obvious missing certainty is Change. The 2021-2022 operating year once again delivered on the certainty of change. We are pleased to report that in FY22 RBHA continued to flourish in pursuit of high-quality services. While transitioning from the more extreme service modifications necessitated by the COVID-19 pandemic, we adapted some of our learning as part of a more standard manner of operating. The emergency telehealth provisions have become an option of choice for many individuals. The temporary move toward telework has become a matter of routine in some service areas. We have also learned that Zoom, Skype, and Microsoft Teams meetings stand in just fine for many workgroups, staff meetings, and supervision sessions. These platforms are not a substitute for in-person gatherings but have become an important mechanism as we balance time and cost - the Right tool, for the Right purpose, and at the Right time.

RBHA served well over 13,000 individuals during FY22. Any slight retraction seen in some service areas as a hangover from the COVID-19 era was more than made up by service expansion in others. Starting January 1, 2022, RBHA assumed the assets of HRI, Inc., the longest standing non-profit methadone treatment provider in the Metro-Richmond area. We now directly operate Methadone treatment services under the RBHA banner as Recovery Plus. The addition of Recovery Plus makes complete our offering of the full range of substance use disorder services.

During the year, we were able to complete space expansion for our Primary Behavioral Health Integration Clinic, known here as the RICH Clinic. Located in the center of our primary site for Rapid Access, Outpatient, and Psychiatric Services, the physical plant renovations provide for additional primary care examination rooms, team rooms, and a large, shared workspace for nursing staff. Next, we will set our sights on bringing pediatric primary care to RBHA.

No doubt a good portion of expansion over the past year has been in reference to crisis services. RBHA has worked to expand Mobile Crisis personnel for Region 4, setting in place administrative supports for the 988 Crisis Call Center and operations of the Region 4 Mobile Crisis Hub. We are grateful to all of Region 4 partner agencies and our call center vendor, PRS Crisis Link, for their ongoing collaboration and support. Closely aligned with these efforts has been RBHA's work with other key City agencies in the implementation of Marcus Alert and Community Response Teams. These teams involve both trained law enforcement and behavioral health specialists providing co-response to community crisis calls. We are particularly grateful to the partnership with the Richmond Department of Emergency Communications and the Richmond Police Department as co-leaders of this local effort.

After 9 years serving on the RBHA Board of Directors, Dr. Cheryl Ivy Green stepped down at the end of FY22 as Board Chair. Our best to her in her retirement from the RBHA Board. We also welcome Irvin Dallas as our new Board Chair going into FY23.

As always, RBHA enjoys the support received from Mayor Stoney, his staff, and all of City Council. Their level and commitment and support of the RBHA remains beyond question.



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



Irvin L. Dallas  
Chair  
RBHA Board of Directors

## OUR INITIATIVES FOR FY22

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No one treatment modality and no one point of access meets the needs of the people we serve.

RBHA continually strives to make behavioral health treatment comprehensive, accessible, and equitable to meet the diverse needs of individuals and families. Here are some of the initiatives that were implemented or enhanced at RBHA during FY22.



### RECOVERY *PLUS*

To continue to meet the needs of individuals requiring medication-assisted treatment (MAT) for opioid addiction, RBHA acquired the assets of Human Resources, Inc. (HRI) and licensing for this facility currently located at 15 W. Cary St, a short distance from RBHA's Main Offices. *RECOVERY Plus* offers outpatient treatment with Methadone or Suboxone to individuals who meet ASAM Criteria for this treatment.



### RICH Clinic Expansion

Through a combination of funding sources, RBHA expanded services for the primary care clinic by adding two additional exam rooms, staff offices, meeting space and better patient flow between the waiting area, clinic space and pharmacy waiting area.



### Crisis Continuum Expansion

RBHA continues to expand our City and regional Crisis Intervention Services to most effectively respond to the needs of our community.



#### Crisis Receiving Center (CRC)

RBHA is developing a Crisis Receiving Center located at our residential programs campus that will provide an alternative to emergency department and psychiatric hospitalization admission by providing 23-hour crisis respite and observation in the community with comprehensive medical / psychiatric evaluation and triage to individuals in crisis.



#### Mobile Crisis Services

RBHA operates regional mobile crisis response programs - serving children and adults - with mental health challenges and/or developmental disabilities. Services support individuals in their homes and communities while diverting the need for hospitalization. Mobile crisis services involve assessment, early intervention and connection to ongoing services so that a higher level of care can be avoided.



#### 988 Call Center & Mobile Hub

RBHA engaged PRS Crisis Link to serve as the crisis call center for the central region of Virginia utilizing the 988 phone number. The 988 system allows callers in need to quickly access telephonic support for mental health concerns and be connected to services as needed.

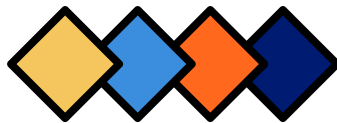


#### Marcus Alert

Marcus Alert is a statewide framework designed to improve the response to mental and behavioral health crises in Virginia. Under this initiative, a co-responder unit (trained clinicians and law enforcement officers) respond to 911 calls for individuals in crisis that pose an imminent risk of harm to themselves and others. The unit's mission is to de-escalate crises in the community and divert individuals from unnecessary hospitalizations, injury, or arrest.

## OUR SERVICES

# RBHA served 13,285 individuals - both children and adults.



**Developmental Services**

1,947

**Mental Health Services**

7,421

**Substance Use Disorder Services**

1,623

**Part C/Early Intervention Services**

739

**Other Services\***

5,503

\*Other Services include Primary Health Care, Emergency Services, Motivational Treatment Services, and/or Consumer Monitoring Services. This is the *unduplicated* number of individuals who received services. Some individuals receive multiple services.

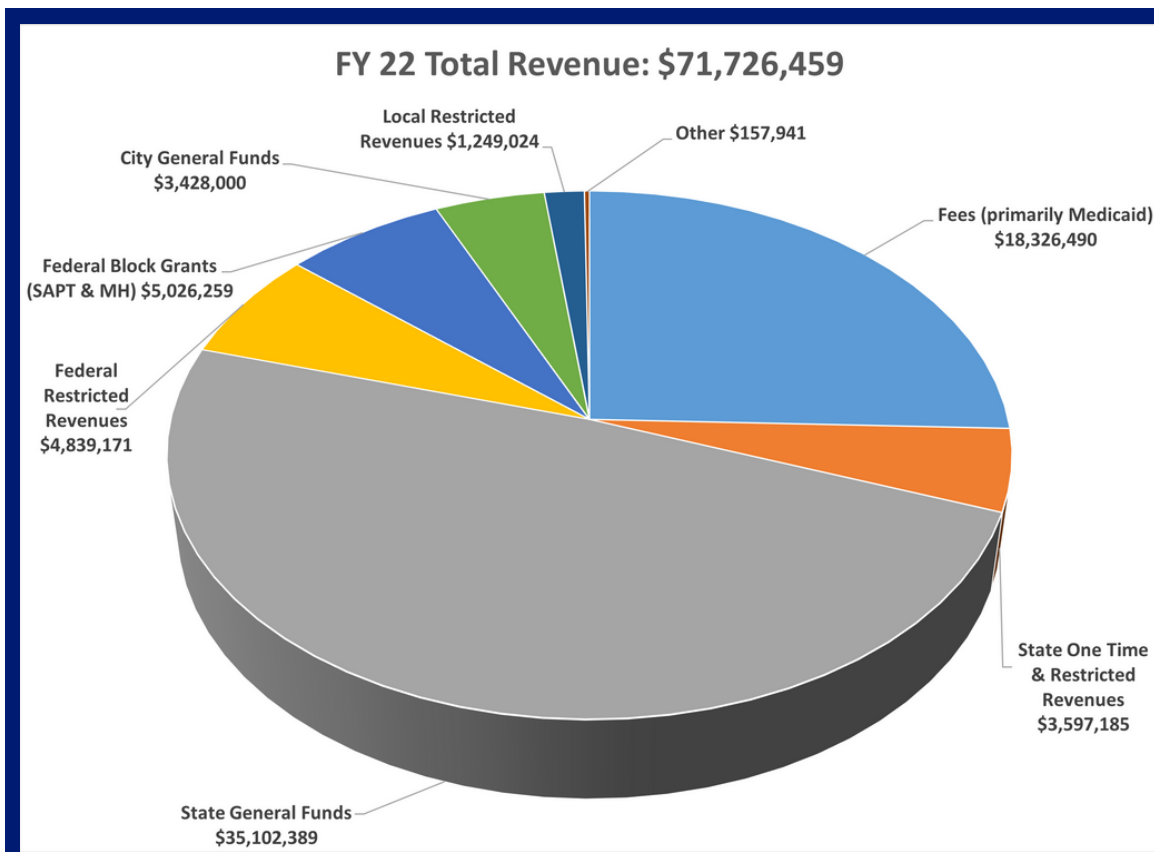
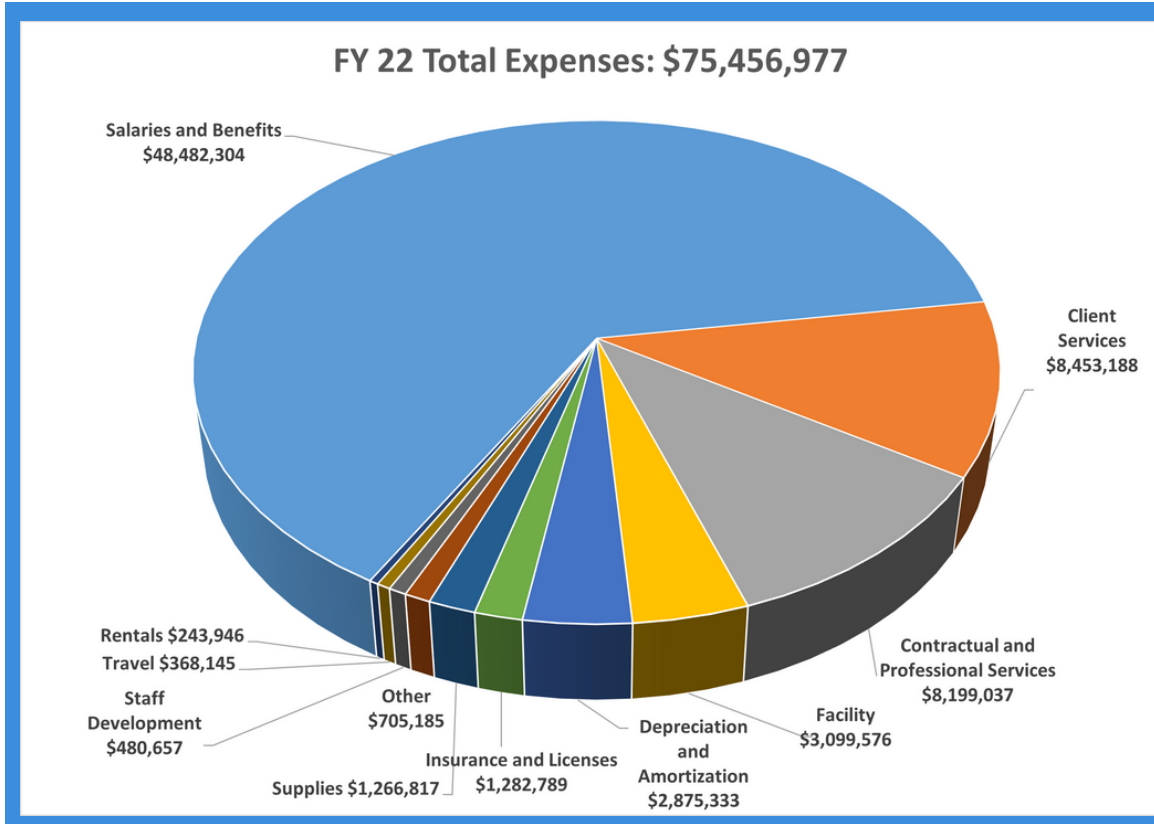
**13,285**



**OUR MISSION:** *Richmond Behavioral Health promotes the health, wellness, and recovery for the individuals and communities we serve.*

**OUR VISION:** *An inclusive, healthy community where individuals are inspired to reach their highest potential.*

# OUR FINANCES



## OUR SERVICE HIGHLIGHTS

4,958

- 4,958 Crisis Calls received to the REACH Hotline.
- Expansion of the Region 4 Crisis Response and Stabilization Team (CReST) to include increased access to youth, families and adults and implementation of shared call line with REACH.

3,610

- Surpassed 3,610 individuals served (since inception) at our RICH primary healthcare clinic.
- Expanded our primary care clinic to include 2 additional exam rooms and offices for the interdisciplinary team.

100%

- Achieved 100% compliance on all Federal indicators with DBHDS Annual Record Review for Part C Early Intervention Services.
- Our Developmental Services Division opened 43 new youth to Children's Developmental Services, serving an average of 210 children each month.

108

- 108 individuals were trained in REVIVE (Opioid Overdose and Naloxone Education).
- 88 individuals were trained in Mental Health First Aid.

72

- In partnership with local law enforcement, 72 individuals were trained in Crisis Intervention Team (CIT) programs
- RBHA received a Forensic Discharge Planning grant to expand services at the Richmond City Justice Center.

## OUR STORIES

### Two Journeys of Recovery: Crossing Paths and Moving Forward Together

**Gayle's journey of recovery began over three decades ago.** Her addiction involved alcohol, drugs, and domestic violence. Eventually, she was incarcerated for selling drugs to an undercover police officer. "While in jail a girlfriend took me to the library and helped me write a letter to the court to see if I could get back in front of the judge. I wanted to get into a drug program. The judge said I had impressed the court and he told me the only stipulation was to complete the program - I am now 30 years in recovery." Over the course of her recovery journey, Gayle has had the opportunity to work with some of the very same case managers that helped her at the beginning stages of her recovery. "It has been wonderful for them to see the work they did with me. Someone helped me and because they helped me, they also helped my children and grandchildren."

Gayle came to work at RBHA through the acquisition of Rubicon (now North Campus) a few years ago. Gayle started out working in the Women's Residential Treatment Center before coming to the BeWell program as a Certified Peer Recovery Specialist. "BeWell was put in place to help people struggling with domestic violence and suicide ideations. The one thing I really like is being able to help people right away. BeWell is where I met Salena."

**Salena came to RBHA for help** escaping a family violence situation and treating her diagnosis of bipolar disorder. "Nobody was willing to help us before. I had no trust in the police department or mental health facilities. My word was disregarded. I may be bipolar but I am intelligent," says Salena. Eventually Salena found RBHA and Gayle. "I called a homeless hotline and they told me to go to RBHA. Ms. Hobson came down and asked me what I needed. I told her I needed help."

"I met Salena while she was fleeing a family violence situation. I was working at the front door at RBHA and I could see she was distraught. I gave her my number and told her I would help her any way I could." Gayle helped connect Salena to needed services and now, Salena has moved into her own apartment and is caring for her 22-year-old son with developmentally delays. "A lot of the help I gave was a listening ear. I offered her some support and I was available. It was a long road for her to get housing. We talk all the time. She is going to do everything she can do to help herself."

Gayle and Salena still talk often. While speaking of Gayle, Salena states, "She really helps people. She has been with me from beginning to end. She went through the fire with me. If I was to give anyone credit, I would give God credit first and Ms. Hobson second."

Gayle enjoys working with others in recovery by spreading hope. "I feel like I have a calling to help people. I like seeing people set free on the inside. When I work to help restore hope then the individual takes it from there to rebuild their lives and repair their own destiny."



Gayle



Salena

Certified Peer Recovery Specialists are an invaluable part of services at RBHA. Peers bring the perspective of lived experience in different areas of behavioral health, helping to support individuals in their journeys of recovery.

## 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.

### RBHA Board of Directors

- Cheryl Ivey Green, D.Min., *Chair*
- Irvin L. Dallas, *Vice Chair*
- Denise P. Dickerson, *Secretary/Treasurer*
- Cynthia Newbille, Ph.D., *Immediate Past Chair*
- Joy G. Bressler, Ph.D.
- Scott F. Cannady
- Sabrina Gross
- Karah L. Gunther
- Melodie M. Patterson
- Malesia A. Taylor
- Eduardo P.G. Vidal
- Colleen Howarth
- Andrew Ramsey, M.D.
- Brian Maiden, Ph.D.

### RBHF Board of Trustees

- Matt Isner, *Chair*
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- Tom Maness, *Secretary/Treasurer*
- Irvin Dallas, *Immediate Past Chair*
- John Lindstrom, *President*
- Jeannie Baliles
- Mary Jane Zacharias Ganey
- Eduardo Vidal
- Holly Ortiz
- Elizabeth Holt
- Jennifer Berger
- Amy Steinmann
- Eileen Davis

## OUR SUPPORTERS



We have a tremendous amount to be grateful for this year and every year. Donors, volunteers, non-profit partners, corporate partners, churches, civic organizations: all play an important role in supporting the people, programs, and services of RBHA and in supporting our community. We owe a debt of gratitude to each and every person who has supported our work.

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

Together, we are *fearless*.

[Click the image \(left\) to view the RBHF Gratitude Report for FY22.](#)

[www.rbhfoundation.com](http://www.rbhfoundation.com)

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.