

## ANNUAL REPORT Fiscal Year 2024



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## A MESSAGE FROM OUR CEO & RBHA BOARD CHAIR

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Fiscal Year 24 marked a significant period of transition and advancement for Richmond Behavioral Health Authority (RBHA). After nearly a decade of visionary leadership, John Lindstrom, Ph.D., retired in December 2023, leaving a legacy of innovation and growth. Following his retirement, Susan Hoover, LCSW, served as Acting CEO steadfastly, ensuring continuity and forward momentum. It is an exciting and progressive time for our organization. We look forward to building on the established strong foundation as we continue to advance RBHA's mission of providing high-quality, accessible behavioral health, substance use, and developmental services to the City of Richmond community.

### Capital Projects and Infrastructure Growth

This year, we completed the acquisition of the Chelsea Hill property, a major milestone that will expand our capacity to deliver primary care and recovery services. In addition, our collaboration with Virginia Supportive Housing—now known as SupportWorks Housing—will result in 80 low-income housing units, ensuring access to stable, affordable housing options for individuals receiving RBHA services.

### Program and Service Enhancements

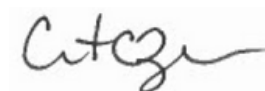
RBHA's crisis services reached a new level of accessibility with our 24/7 operation of the 988 Call Center and Mobile Crisis services, ensuring continuous support for individuals in need. We completed construction on the Crisis Receiving Center (CRC), a 23-hour crisis stabilization center, where individuals experiencing mental health crisis can be in a safe environment for observation, assessment, and guidance toward the most appropriate next level of care. In addition, we embarked on an ambitious, year-long electronic health record (EHR) implementation effort to build a more efficient, integrated system that will streamline documentation, improve coordination, and enhance the quality of care we provide.

### Employee Investment and Workforce Development

Our dedicated staff remains the heart of everything we do. We implemented an 8% across-the-board salary increase, reflecting our dedication to attracting and retaining skilled professionals who share our mission. The transition to the Virginia Retirement System (VRS), effective by July 1, 2024, supports our commitment to providing our employees with robust retirement options and long-term security. We engaged with leading consulting firms through a request for proposal process. The resulting study will help us remain competitive, ensuring we attract and retain the best talent. Additionally, we introduced a new leave use and accumulation policy and an enhanced Paid Parental Leave Policy to better support the work-life balance and recognize the importance of family care.

### Looking Ahead

As we reflect on the achievements of FY24, we do so with gratitude for the dedication of our staff, the guidance of our Board of Directors, the support from the Mayor, his staff, and all of City Council, and trust of our community members. Together, we will embrace new opportunities, address evolving needs, and strengthen the well-being of our community.



Cristi C. Zedd, LCSW  
Chief Executive Officer, RBHA  
President, RBHF



Irvin L. Dallas  
Chair  
RBHA Board of Directors



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## OUR SERVICE ENHANCEMENTS FOR FY24

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The regional **Crisis Receiving Center** (CRC) at RBHA North Campus was officially opened in June. The CRC provides short-term stabilization services for adults experiencing mental health or substance use crisis. All stays at the CRC are 23 hours or less, concluding with referral to clinically-assessed, next level of care.

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Through grant funding from Elevance Health Foundation (parent company of Anthem) via RBHF, **Women's Residential Treatment Center** (WRTC) at North Campus began implementation of an enhanced contingency management protocol for pregnant and parenting women. The goals are to meet the basic needs of women and their children, address barriers to women staying in treatment, and improve birth outcomes for pregnant women using substances.

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In partnership with Richmond Public Schools (RPS), RBHA's Children's Mental Health Division expanded school-based **Therapeutic Day Treatment** (TDT) services to 24 RPS schools - elementary, middle, and high schools. We now serve over 400 youth each year within the school system.

**Developmental Services** cleared the Priority 1 waitlist for developmental disability waiver services for Richmond City residents. The term "waiver" comes from waiving the requirement that in order to receive certain services (such as residential supports, nursing supports, employment supports) the individual must live in an institution. Through the waivers, individuals may receive these services while living in the community.

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**RBHA Early Intervention Services**, serving the youngest in our care, continued to build service capacity for families by partnering with Richmond Public Libraries to provide newly developed play groups to infants and toddlers in our community.

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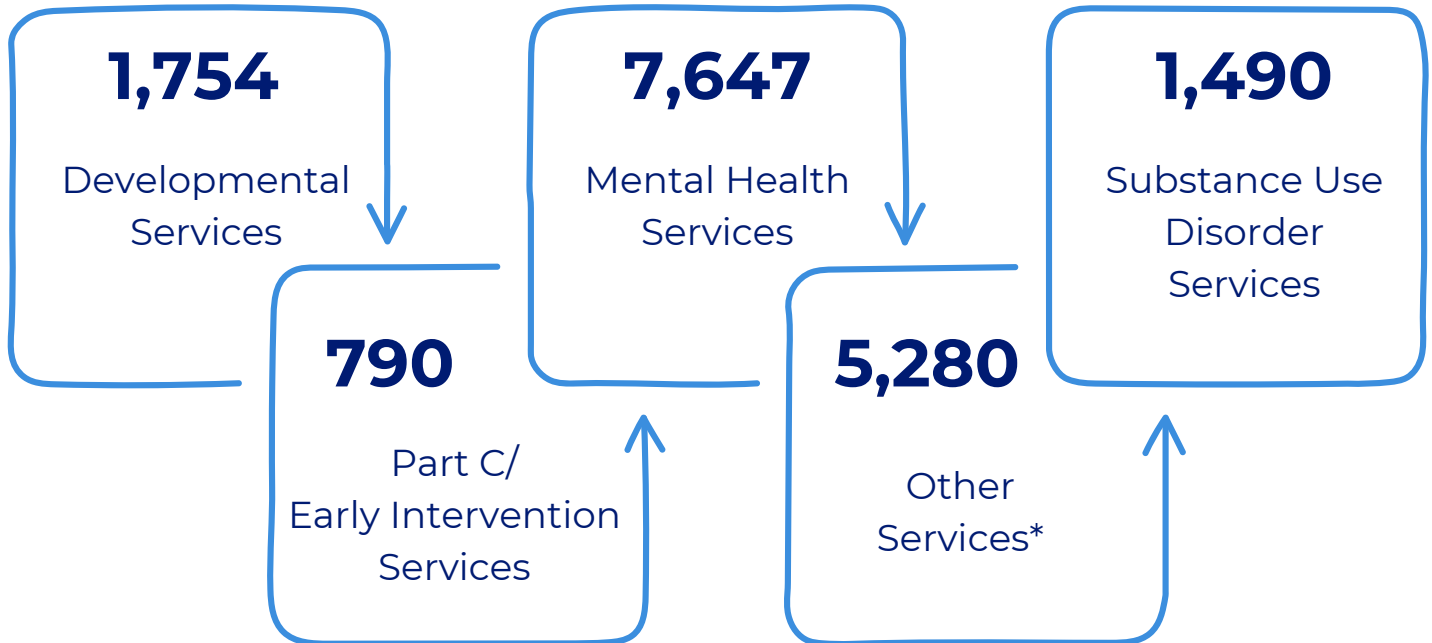
**Regional Mobile Crisis Services** were expanded to 24|7|365 across the lifespan. We also successfully began using the Virginia Crisis Connect (VCC) platform for 988 Mobile Crisis Dispatch.



CALL - TEXT - CHAT

## OUR SERVICES

**In FY24, RBHA served 13,106 individuals - both children and adults.**



\*Other Services include Primary Health Care, Emergency Services, Motivational Treatment Services, and/or Consumer Monitoring Services.

The total number served is the *unduplicated* number of individuals who received services. Some individuals receive multiple services.

## OUR BOARDS

### RBHA Board of Directors

Irvin Dallas, Chair  
 Karah Gunther, Vice Chair  
 Malesia Taylor, Secretary/Treasurer  
 Cynthia Newbille  
 Dana Sally-Allen  
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 Jenny Aghomo  
 Scott Cannady  
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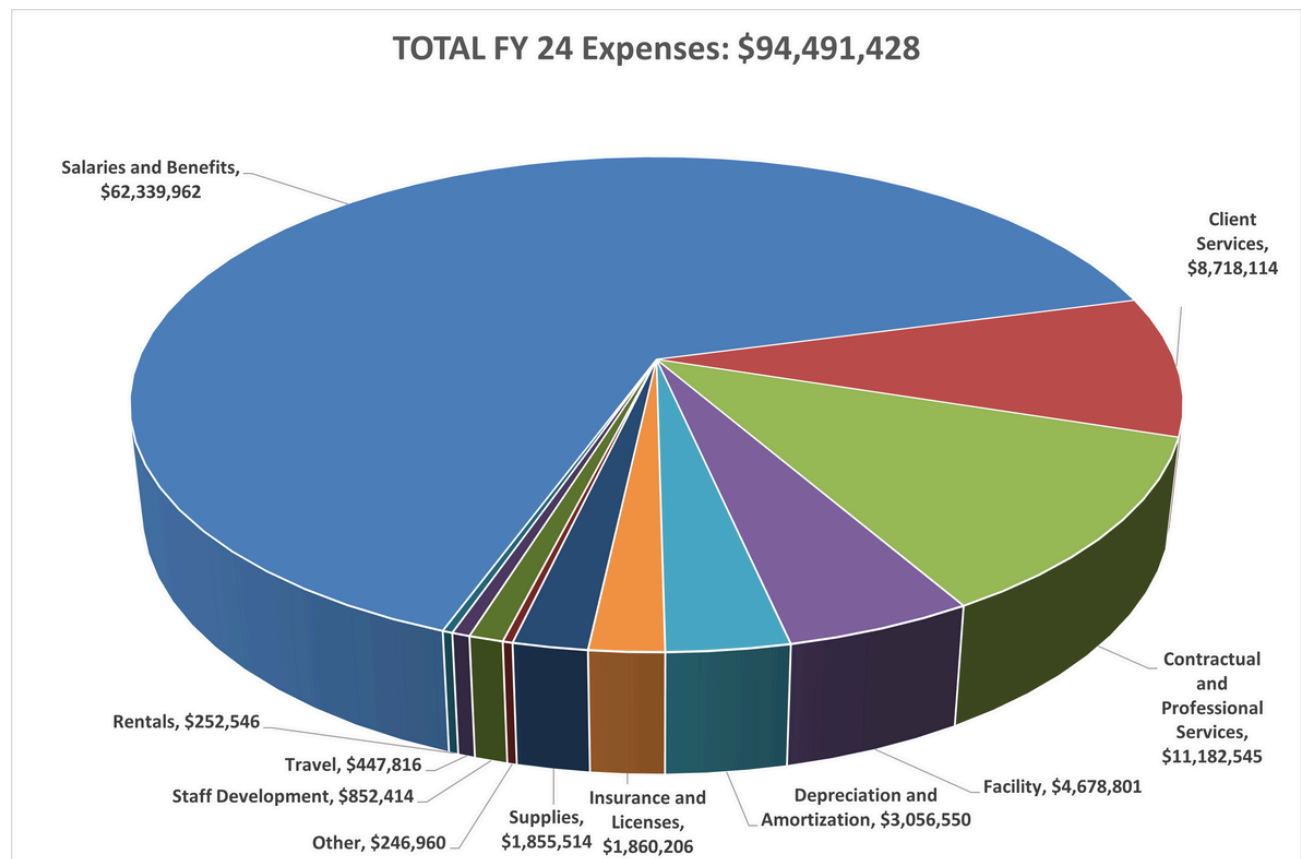
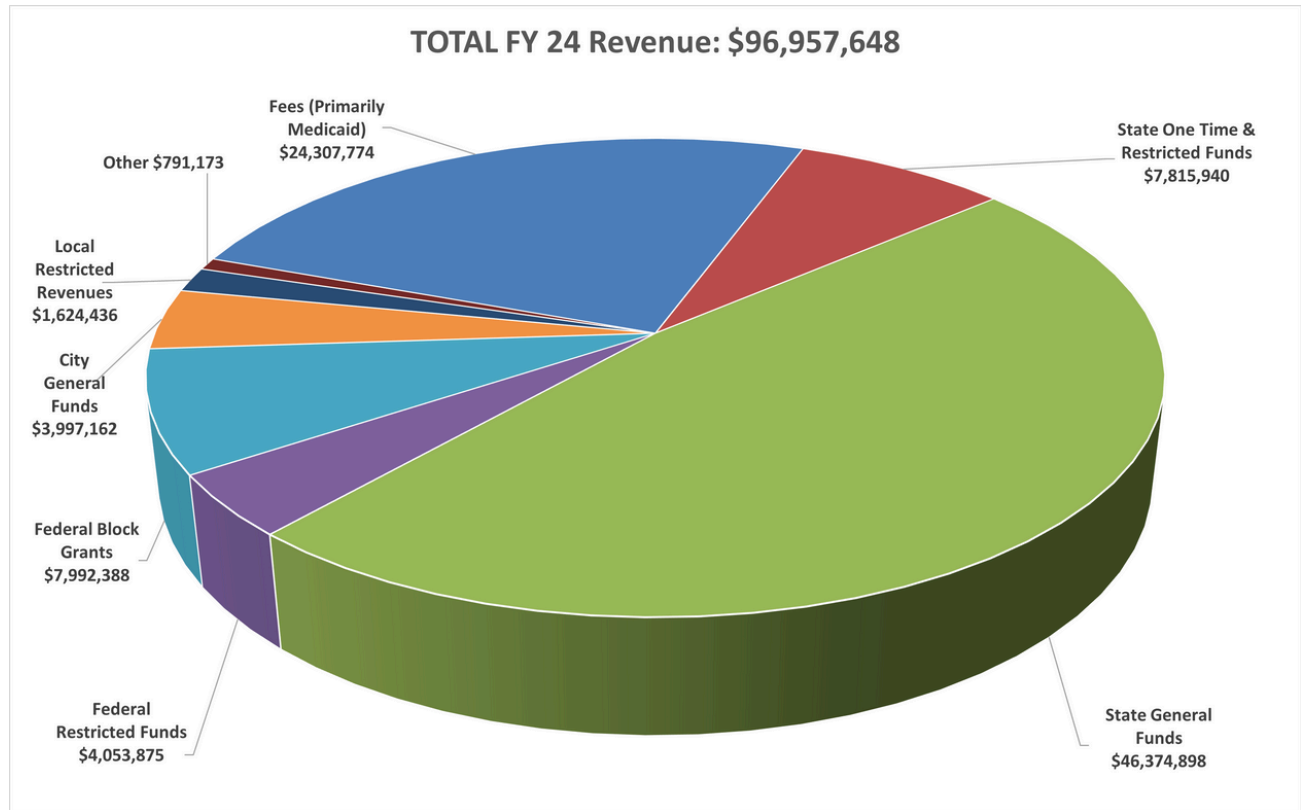


**We thank you for your service and your commitment to our community.**

### RBHF Board of Trustees

Tom Maness, Chair  
 Amy Steinmann, Vice Chair  
 Holly Ortiz, Secretary/Treasurer  
 Cristi Zedd, President  
 Matt Isner  
 Jen Kostyniuk  
 Amy Steinmann  
 Kevin Ferguson  
 Eduardo Vidal  
 Evan Clarke  
 Kristen Glover  
 Ashley Kelly  
 Martha Willets

## OUR FINANCES



## OUR SERVICE HIGHLIGHTS

129

Individuals trained in Mental Health First Aid.

80

Hours of community training provided to help expand capacity of professionals and family members in Virginia to successfully work with individuals with I/DD and psychiatric conditions; this included the training of over 300 First Responders in our region

116

Staff and clients were trained in REVIVE! (Narcan training).

106

Individuals were trained in the Crisis Intervention Team (CIT) program.

100%

Compliance achieved on all Federal indicators for our Part C services with annual Virginia Department of Behavioral Health and Developmental Services (VDBHDS) Compliance Indicators Measurement and Verification (CIMV).

998

Individuals served in our RICH Primary Care Clinic.

555

Referrals to North Campus Residential Substance Use Treatment Programs.

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## OUR STORIES

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DeCarlos never imagined he would be an intern on the floor of the Virginia General Assembly.



“I was in a state of shock during this whole thing,” DeCarlos recalls. “I was like, ‘Wow!’” This internship was not only a personal milestone but also a significant moment for Delegate Henson, driven by a progressive platform that prioritizes the voices of underrepresented and marginalized communities. Delegate Henson wanted his team to embody these values. As part of this vision, he sought to include individuals with disabilities, recognizing the importance of diverse perspectives in the legislative process.

The Developmental Services Division at RBHA, which partners with SOAR365 to integrate individuals diagnosed with intellectual and developmental disabilities from nursing homes into the community, played a crucial role in matching DeCarlos with Delegate Henson’s office. The success of DeCarlos’s internship has created a ripple effect. Other senators and delegates have taken notice, with many expressing interest in replicating the model established by Delegate Henson.

CLICK the link in newsletter email to read more stories illustrating the transformative power of behavioral health.

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

Our vision is to create an inclusive, healthy community where individuals have the courage to believe in a better tomorrow and are inspired to reach their highest potential.





## IT TAKES A VILLAGE

**THANK YOU** to the following for supporting our North Campus Children's Services Center - inside and out:

**ROBINS FOUNDATION  
HERNDON FOUNDATION  
MOLINA CARES FOUNDATION  
RBHA EARLY INTERVENTION SERVICES  
RBHA PREVENTION SERVICES  
VIRGINIA DEPARTMENT OF  
BEHAVIORAL HEALTH AND  
DEVELOPMENTAL SERVICES  
LAKESHORE LEARNING**



There are so many ways to impact the life of someone in need. Visit our website [www.rbhfoundation.com](http://www.rbhfoundation.com) to learn more.

## Donate. Volunteer. Support.



## FRONT COVER

We don't often get to open our doors to the community - and much had changed since the last we did. In October 2023, Richmond Behavioral Health held an **agency-wide Open House on our North Campus**, with representatives from all RBHA Divisions and programs to share information about our services across the organization.

It was great to see many old friends and new friends alike. We owe a debt of gratitude to our community partners, supporters, and donors whose help allows us to provide the most effective, innovative, and comprehensive behavioral health services to those in need in our community. We thank you.