

RBH

RICHMOND
BEHAVIORAL
HEALTH

Together,
we are fearless.



Hamilton Glass

ANNUAL REPORT
Fiscal Year 2021

A MESSAGE FROM OUR CEO AND RBHA BOARD CHAIR

In opening this year's message, we are pleased to report that RBHA continued to be responsive to the needs of our community and operated a comprehensive range of services as we met the challenges of a full year of the pandemic. **Thanks to our staff who truly endured difficult times and demonstrated our brand message every day: "Together, we are fearless."**

Despite the less than ideal circumstances, the RBHA family prevailed through the challenges of workforce shortages and increased service requirements, all while growing critical programs. Additional positions were added to expand Regional Mobile Crisis Services and plans were undertaken to implement new service opportunities in FY22 associated with STEP VA, Behavioral Health Redesign (BRAVO), and the Marcus Alert.

COVID-19 operational adjustments were continuously refined throughout the year, taking advantage of flexibilities provided by the Department of Medical Assistance Services (DMAS) and the Department of Behavioral Health and Developmental Services (DBHDS). Of course, we battled the ups and downs associated with the periodic resurgence of the virus. Large numbers of staff lined up for the vaccine early in 2021. We began offering the vaccines at our residential programs and adopted testing protocols for new admissions and individuals displaying any symptoms suggestive of possible infection. We learned many lessons about what we might and can look like as an organization after COVID. Prescribers and outpatient staff became adept at using Telemedicine. We found that many of those we serve appreciated being able to receive services without the traditional trek to the office. No-show rates for appointments declined as a result of telehealth services. We also learned that telework is a viable option for many of our staff.

Our grants team successfully closed the two-year Certified Community Behavioral Health Clinic (CCBHC) grant as they geared up to implement a two-year CCBHC expansion grant awarded by Substance Abuse and Mental Health Services Administration (SAMHSA). We also saw an expansion of our Housing and Medically Assisted Treatment (MAT) programs.

Taking advantage of lower activity in our buildings, we launched a major renovation/remodeling of portions of our main office building for the purpose of expanding outpatient and primary health care and increasing the number of offices, exam rooms, and meeting spaces. The complete renovation of the Children's Services Center at RBHA North Campus was concluded, now providing wonderful space for childminding in support of the Women's Residential Treatment Program (WRTC) and office space for our Part C Early Intervention Services. Finally, we moved most of our administrative operations to 420 E. Cary St. - a building acquired during the preceding year.

Also during FY21, the Authority (RBHA) and Foundation (RBHF) boards came together around a major branding initiative, demonstrating a clear connectedness between the two organizations and shared messaging reflecting a common mission and complementary purposes. Together, these two distinct Boards operate under the umbrella of **Richmond Behavioral Health**.

FY21 marked the 25th year of RBHA. The agency was born in July 1996 under a city charter, placing what was the Richmond Department of Mental Health, Mental Retardation, and Substance Abuse Services under its authority status. We ended FY21 and began FY22 with a bold statement of commitment to our community in the form of a building mural - designed and painted by local artist Hamilton Glass. **During FY22 we will hold a number of events inviting the community to learn more about the work we do as we reflect on the past 25 years and the next 25 years of providing and growing vital services to the City of Richmond and the broader region.**

As always, RBHA is thankful for the ongoing partnership with the City of Richmond, Mayor Stoney and City Council, DBHDS, and the Virginia Association of Community Services Boards (VACSB). We remain grateful to the community services boards comprising Region 4 for the continued confidence and trust placed in RBHA as the fiscal and operating agent of a host of regional programs. We appreciate the support from the community to help meet the needs of the individuals we serve and to enhance our programs and services. Finally, we thank our staff for their dedication and hard work necessary to meet challenging service demands. Their commitment to our mission and serving the community, particularly under the challenging conditions of the pandemic, has kept us moving forward.



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



Cheryl Ivey Green, D. Min
Chair
RBHA Board of Directors

OUR BOARDS

We are fortunate to have 2 Boards who serve our organization and our community. All Board Members serve as advocates and ambassadors of Richmond Behavioral Health. We are grateful for their service.

RBHA Board of Directors

Cheryl Ivey Green, D.Min., *Chair*
Irvin L. Dallas, *Vice Chair*
Denise P. Dickerson, *Secretary/Treasurer*
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Eduardo P.G. Vidal
Colleen Howarth
Andrew Ramsey, M.D.
Brian Maiden, Ph.D.

RBHF Board of Trustees

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Matt Isner, Vice Chair
Jen Kostyniuk, Secretary/Treasurer
Jeannie P. Baliles

Peter Buckley, M.D.
Tom Maness
Eduardo P.G. Vidal
Mary Jane Zacharias Ganey

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.

We believe that every person *deserves* to have a secure, happy, and fulfilling life. That's why *we're here*.

OUR SERVICES

RBHA served nearly 13,000 individuals - children and adults.

Developmental Services	-----	2135
Mental Health Service	-----	5565
Substance Use Disorder Services	-----	1919
Part C/Early Intervention Services	-----	662
Other Services*	-----	2486



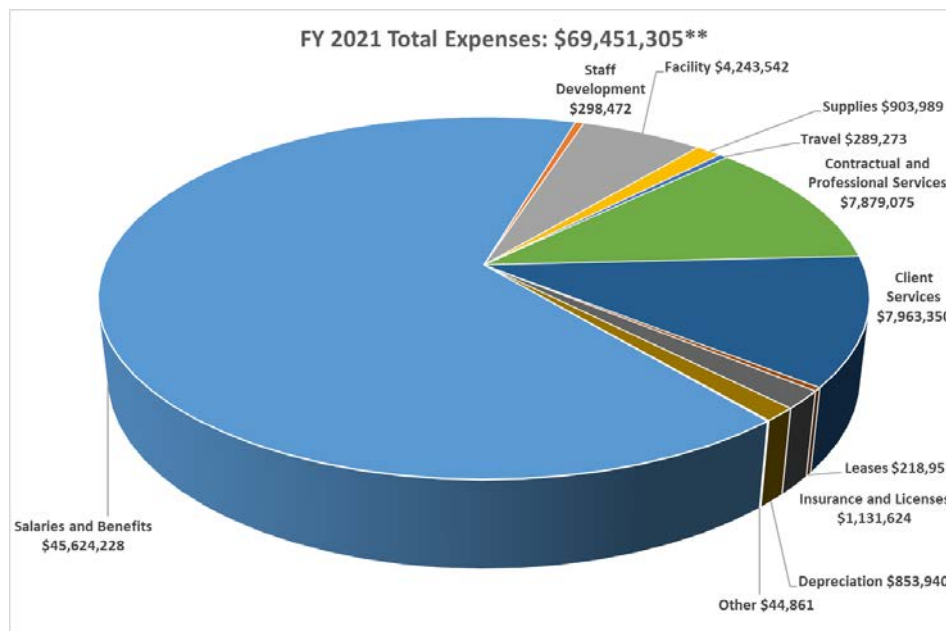
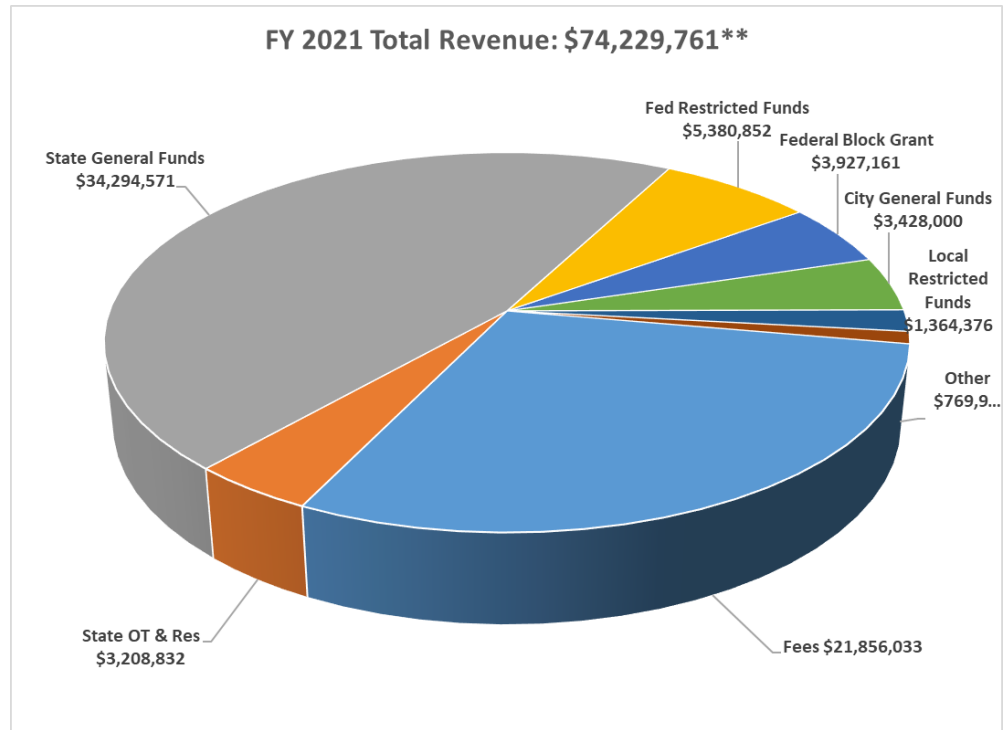
*Other Services include Intake & Assessment, Primary Health Care, Crisis Stabilization, Emergency Services, Motivational Treatment Services, and/or Consumer Monitoring Services. The total count for Other Services is 9488.

12,767



OUR FINANCES

** An important note for the FY 2021 Revenue & Expense Totals: Accounting guidelines changed for FY21 and we now include the revenue and expenses from Region 4 (this is because RBHA employees have substantial control over the activities). This change has caused our revenue and expenses to increase significantly over prior years. For more in depth explanation, our audit is a public document available for review at any time.



OUR SERVICE HIGHLIGHTS



RBHA-operated Region 4 REACH and CReST Teams expanded mobile crisis access for youth:

- Launched a shared 24/7 triage phone line
- CReST implemented expanded crisis response service hours to the region: 8am - midnight, 7 days a week



Served 740 individuals - children and adults - across all REACH programs.



RBHA's North Campus Residential Substance Use Treatment Programs received a record number of referrals for services from around the state.



Prevention Services provided training to 218 individuals in Mental Health First Aid and to 318 individuals in REVIVE (Naloxone)



RBHA's Developmental Services - Part C Early Intervention Program served 662 infants and toddlers in FY21 - a 5% increase in children served during the pandemic.



RBHA's Permanent Supportive Housing Program was expanded allowing us to serve an additional 40 people experiencing homelessness.



Surpassed 3,368 individuals served at our RICH primary healthcare clinic.

OUR STORIES

Katalina was only 8 years old when her older sister dropped her off at an orphanage following the passing of their parents. She lived in the orphanage for 2 years, hoping to be adopted.

Just as the orphanage was scheduled to close its doors, Katalina was the last child to be adopted. Her adoptive family provided a healthy, loving home for Katalina to grow.

As life progressed, Katalina found herself separated from her adoptive family and using drugs. Katalina struggled with addiction for years, seeking treatment at times, but continued to struggle with getting her addiction under control. In

January 2021, Katalina entered treatment with her two daughters at the Women’s Residential Treatment Center (WRTC) at RBHA North Campus. This was her second treatment stay at WRTC but this time, things felt different for her. She was committed to learning to live sober, being a good mother to her daughters, and reconnecting with her family. Katalina completed treatment at WRTC and continued with services in RBHA Outpatient Substance Use Treatment Services.



Katalina did have a brief relapse after leaving residential treatment but was able to utilize the skills and support system that she had developed while in treatment. Today, Katalina has reconnected with her family, has stable employment, safe housing, and a healthy relationship. Katalina continues to receive treatment and wrap-around support services through RBHA. In addition to substance use treatment, Katalina participates in the Be Well RVA program where she receives additional supports and resources for living a healthy life in recovery.

[To view more client stories, please visit www.rbha.org](http://www.rbha.org)

The History of Richmond Behavioral Health

- **1996** RBHA was established upon separation from Richmond City government.
- **2010** RBHF was established to support the work of RBHA and fill gaps in funding.
- **2020** RBH was conceptualized as a united force, combining the efforts of RBHA and RBHF in a single mission to promote health, wellness, and recovery for the people and communities we serve.

Together, we are fearless.

OUR SUPPORTERS



Richmond Behavioral Health FOUNDATION (RBHF) is the 501(c)(3) nonprofit organization that supports RBH through community awareness initiatives, fundraising, and community partnerships.

The community's involvement with our foundation changes lives.

We invite you to visit www.rbhfoundation.com to learn more about ways you can be involved.

While there, please view our **Gratitude Report** that highlights the variety of ways you have supported our organization and the people we serve over these past months so heavily impacted by COVID.

We thank you for recognizing the importance of the work we do.

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

Together, we are *fearless*.