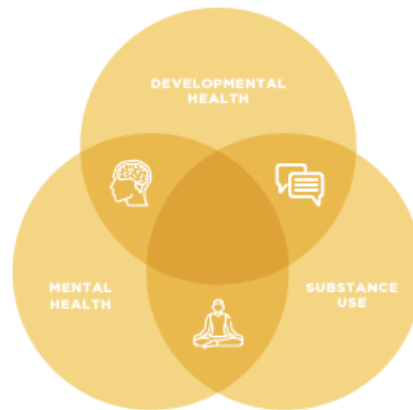


ANNUAL REPORT

FISCAL YEAR 2020



CRISIS INTERVENTION

MENTAL HEALTH

DEVELOPMENTAL SERVICES

SUBSTANCE USE TREATMENT
AND PREVENTION

MEDICAL SERVICES

Together, we are *fearless.*

A MESSAGE FROM OUR CEO AND RBHA BOARD CHAIR

Together, we are fearless.

Together, we are fearless. Perhaps some explanation of the phrase is in order before getting into the customary report of RBHA accomplishments during FY 20. We launched a branding process during the course of FY 20 in an effort to enhance strategies for communicating with our various publics: individuals we serve, community, funders, and other external and internal stakeholders. Part of the process was to integrate the mission of RBHA with its companion non-profit, the Richmond Behavioral Health Foundation, or RBHF. Some major themes emerged focusing on the personal and organizational characteristics required to do this work. You will see a number of these characteristics highlighted in this report and captured in the words of some of our staff. We see these characteristics in the individuals we serve. Such characteristics also drive our staff and organization toward fulfilling our mission in the face of many challenges. We witnessed powerful social changes and protests that deeply affected our community. But in a year of many expected and unexpected challenges, the most challenging was COVID-19.

During the last year, RBHA served over 13,000 across service areas. We expanded mobile crisis services, adding additional staff to support children and youth, as well as adults served with the REACH program. We continued our quest to expand outpatient treatment, Medication-Assisted Treatment and Integrated Primary/Behavioral Health Care. Our Office-Based Opioid Treatment program exceeded 275 individuals served and, in Primary Care, we eclipsed the 3,000 mark. Despite a brief lull during the initial weeks of the COVID-19 pandemic, the numbers seen for Same Day Access grew consistently through the year.

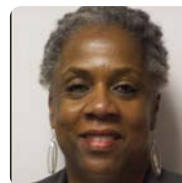
RBHA rapidly and successfully adapted services in response to the unprecedented public health challenge of COVID-19. Operating procedures and protocols were quickly developed and modified as guidance from public health evolved. Many staff moved to telework status. Technology and telehealth services were implemented in short order. For those we serve who may not have access to computers, we established socially distanced and private telehealth kiosks in our main office. Maintaining critical services with potentially high exposure was and continues to be most challenging. Acquiring personal protective equipment (PPE), reducing capacity in residential treatment facilities to accommodate physical distancing, and working through staffing issues are just a few examples.

RBHA undertook two major capital projects during FY 20. We began the process of restoring a large Victorian house on the North Campus. The first floor will host childcare services in support of our Women's Residential Treatment Center. Our Early Intervention Services will occupy workspace on the second floor. RBHA also purchased a building near our main office location. The roughly 38,000 square foot three-story structure was formerly the Richmond Red Cross location. This building will ultimately provide training and meeting space as well as provide offices for our Finance, Human Resources, Quality & Standards, and Region 4 Programs and Services.

As always, RBHA is thankful for the ongoing partnership it has with the City of Richmond, Mayor Stoney and City Council, and the Virginia Department of Behavioral Health and Developmental Services, along with the Virginia Association of Community Services Boards. We remain grateful to those community services boards comprising Region 4 for the continued confidence and trust placed in RBHA as the fiscal agent and operator of a host of regional programs. Finally, many thanks to our staff for their dedication and hard work necessary to meet service demands. Their commitment to service, particularly under the challenging conditions of the pandemic, has sustained us.



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



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

OUR BOARDS

Our Mission: Richmond Behavioral Health promotes 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.

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
 Chelsea Higgs Wise
 Melodie M. Patterson
 Malesia A. Taylor
 Eduardo P.G. Vidal
 Michelle Whitehurst-Cook, M.D.

RBHF Board of Trustees

Irvin L. Dallas, *Chair*
 Matt Isner, *Vice Chair*
 Jen Kostyniuk, *Secretary/Treasurer*
 Jeannie P. Baliles

Peter Buckley, M.D.
 Sanjay Mittal
 Eduardo P.G. Vidal
 Mary Jane Zacharias Ganey

We THANK YOU for your service!

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.

COMPASSIONATE

Every day, we deliver services to individuals that are coming to us with a specific struggle or need. We genuinely care and we meet that need with compassion.

~Richard R. Davis, Region 4 REACH, Developmental Services

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

Developmental Services	-----	1,909
Mental Health Services	-----	6,993
Substance Use Disorder Services	-----	2,085
Other Services*	-----	6,488
Part C Services	-----	651

*Other Services include individuals who received Emergency Services, Motivational Treatment Services, Consumer Monitoring Services, and/or Evaluation Services.

13,306



179

Individuals and/or groups trained in Mental Health First Aid

114

Individuals trained in REVIVE methods (Nalaxone)

3,000+

Individuals served in RBHA's primary care RICH Clinic

463

Developmental Disability Waivers managed by RBHA's Developmental Services

3,707

Assessments completed through RBHA's Same Day Access

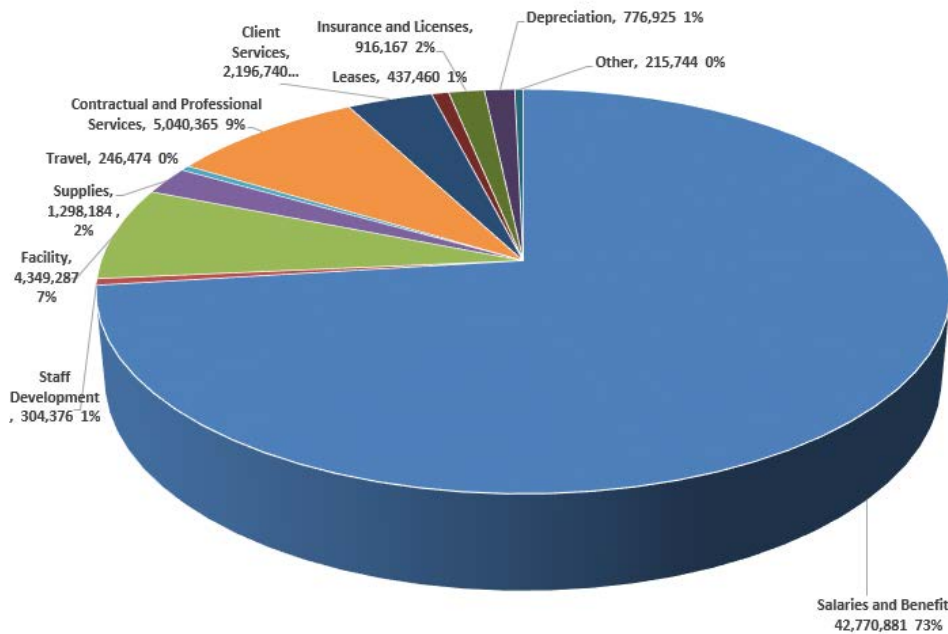
Every person *deserves* a chance to have a secure, happy, and fulfilling life. That's why *we're here*.

BOLD

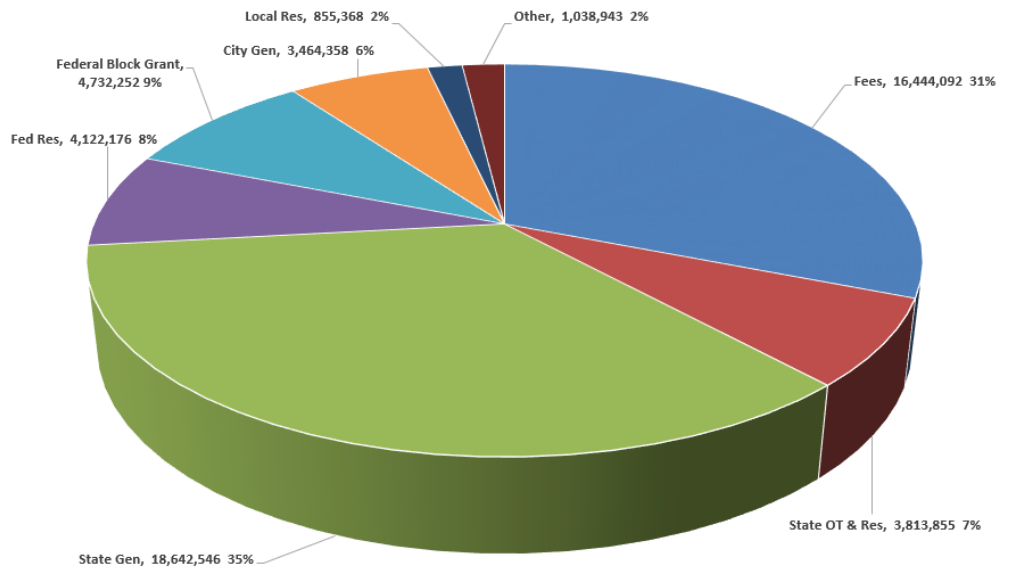
Bold means being brave, taking a risk, taking a chance. I see it in our clients and I see it in my co-workers.

~ Paul Craig, Substance Use Disorder Services

RBHA is fiscally sound and fiscally responsible.



**Total Expenses:
\$58,552,603**



**Total Revenue:
\$53,113,591**

FY 20 was a challenging year financially. While the agency ended the year in a sound financial position, we did record a financial loss. The largest contributor to the loss was end of year adjustments to accounts receivable. Other contributors included COVID-19 related revenue reductions and unreimbursed COVID-related expense. In addition, RBHA's cash balance decreased due to un-budgeted property purchase/construction costs.

COURAGEOUS

Courage is embodied by everyone who walks through the doors of RBHA.

~ Rebecca Kaderli, Mental Health Services

Wear a mask. Wash your hands. Stay 6 feet apart.

This Mantra of 2020 quickly became our way of life when COVID-19 began to sweep through our community - and the world. Our leadership and our employees rose to the challenge and worked tirelessly to provide continuity of care to the individuals and families we serve.

With the onset of the COVID-19 Public Health Crisis, RBH moved many services to a telehealth model and, when appropriate, telework for staff whose duties allow for remote work.

Our residential facilities - Crisis Stabilization Unit (CSU), North Campus Residential Treatment Programs, and REACH - were able to remain in operation with rigorous screening, cleaning, and PPE protocols.

While the hurdles and hardships have been many, we plan to carry forward the innovations and lessons we have learned from these challenges to become even more effective and responsive to the needs of our community.

It takes *bold*, brave steps to *heal* people, families, and communities.



RESILIENT

Resilience is the ability to adapt in the face of adversity, trauma, threats, and stress.

~Dianna Taylor, Mental Health Services

The individuals and families we serve face many challenges along their journey of treatment and recovery. The resiliency and fearlessness that these individuals and families have shown in the face of the many additional challenges of 2020, is remarkable.

[CLICK HERE](#) to read a few stories of the bold, courageous, resilient, and fearless individuals we serve.

RBHA is the fiscal agent for 13 Regional programs and the operating agent for 7 of those programs.

Region 4 Program Highlights

- HOPE - a residential treatment program for individuals with co-occurring mental health and substance use disorders - RBHA provided services to 272 individuals
- REACH Programs - RBHA staff fielded 4,323 calls on the REACH CRISIS Line, supporting individuals with developmental disabilities and their families
- CRISIS Stabilization Unit (CSU) - RBHA admitted 676 individuals from across the region
- Children's Crisis Response and Stabilization Team (CRest) - RBHA staff responded to 489 referrals (267 unduplicated youth)
- Discharge Assistance Program (DAP) - RBHA actively managed 239 adults who had been discharged from a state hospital, supporting them in their communities



To view the full Region 4 Annual Report, please visit www.region4programs.org.

FEARLESS

A willingness to persist in the face of adversity and challenges.

~ Diana Nunez, MH & SUD Services

The generosity of our volunteers, community partners, donors, and supporters makes a direct impact on the lives of many in our community.

[CLICK HERE to view the full list of supporters.](#)

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

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

[CLICK HERE to learn about ways your support changes lives.](#)

We THANK our supporters for being compassionate, bold, courageous, and resilient. Together, we fearlessly champion the health, wellness, and recovery of the individuals and families we serve.



**We are COMPASSIONATE. We are BOLD.
We are COURAGEOUS. We are RESILIENT.**

Together, we are FEARLESS.