



2023 ANNUAL REPORT

MISSION STATEMENT:

It is our mission to provide comprehensive community-based behavioral health services to adults, children, and families.

900 7TH STREET
CLARKSTON, WA 99403
P: (509) 758-3341
F: (509) 758-8009
WWW.QBHS.ORG



quality behavioral health

INTRODUCTION

OUR COMPANY

Quality Behavioral Health (QBH) is a 501(c)(3) non-profit organization licensed by the State of Washington to serve Medicaid, Medicare and private pay clients. QBH is a multifaceted organization that provides mental health, crisis, substance use disorder treatment, prevention services, community sexual assault services, and other supportive programs in Asotin and Garfield Counties.

LOCATIONS:

MAIN OFFICE

900 7th Street
Clarkston, WA 99403
(509) 758-3341

POMEROY OFFICE

856 Main Street
Pomeroy, WA 99347
(509) 843-3791

ADMINISTRATION/MEDICAL

1313 6th Street
Clarkston, WA 99403
(509) 758-3341

CHILDREN'S SERVICES

1623 5th Street
Clarkston, WA 99403
(509) 758-3341



BRIEF HISTORY

- 1971** The Center began as the Asotin County Department of Mental Health, Drug Abuse and Involuntary Treatment serving Asotin and Garfield Counties.
- 1979** Garfield County split off to form own Center.
- 1982** Became 501(C)(3) non-profit corporation.
- 1987** Assumed Alcohol Treatment Contract for Asotin County.
- 2000** Community Sexual Assault and Abuse Program accreditation completed; program started.
- 2001** Started Co-Occurring Disorders Treatment Program, including Adolescent Intensive Outpatient Services for substance abusing teens. Also, created a separate Crisis Team
- 2003** Changed name from Asotin County Mental Health Assoc., DBA The Rogers Counseling Center to Rogers Counseling Center.
- 2007** Changed the name from Rogers Counseling Center to Quality Behavioral Health.



RECENT HISTORY

- 2019** The building at 1313 6th Street was purchased and the business team moved into that building. It was also remodeled to have the integrative care team moved there for 2020.
- 2019** QBH received a grant to purchase the property at 1623 5th Street. This grant was to help expand children's behavioral health services.
- 2020** QBH received Federal funding to help individuals or landlords who are behind on rent.
- 2020** QBH remained open and providing services during the COVID Pandemic.
- 2020** QBH implemented an Electronic Health Record system called Credible in August.
- 2022** QBH contracted to start a Recovery Navigator Program (RNP). Outreach coordinators/case managers and a program manager were hired.
- 2023** QBH started a Youth Mobile Crisis Response Team that responds to youth in the community who are in crisis.



MENTAL HEALTH

QBH offers Mental Health treatment for children and adults. QBH provides the following services:

- Individual counseling
 - Group Counseling
 - Case Management
 - Family Counseling
 - Assessments

An assortment of therapeutic approaches including evidence based practices are offered to help clients meet their treatment goals.

QBH also offers developmental-behavioral groups for children beginning in preschool-6th grade. The mission for the group is to help children work towards their mental health treatment goals.

Examples include but not limited to; relaxation skills, impulse control, develop coping skills, work on behaviors etc.

Transportation is provided to appointments if needed.

In 2023, QBH served **766 clients** in Asotin and Garfield Counties. This includes Medicaid, Private insurance, Self-Pay, and Medicare.



SUBSTANCE USE DISORDER

Substance Use Disorder Treatment services provide drug and alcohol treatment for adolescents and adults.

Some of the services offered are:

- **Assessments**
- **Individual counseling**
- **After care and Early Intervention Groups**
- **Case Management**
- **Intensive Outpatient Groups**

QBH's SUD program uses ASAM Criteria which is a comprehensive set of guidelines for placement, continued stay and transfer/discharge of patients with substance use disorders.

SUD offers a variety of groups including IOP, Continuing Care, and Adolescent IOP.

Individuals in SUD treatment work on their individualized treatment plan goals and referrals are made for appropriate services that would benefit the unique needs of each person.

In 2023, SUD served **310 individuals** in Asotin County and Garfield County for Outpatient SUD Treatment and about **83 individuals** in SUD Intensive Outpatient Treatment . There was no ADIS class in 2023.



MEDICATION-ASSISTED TREATMENT (MAT)

QBH offers Medication-Assisted Treatment, when medically necessary, for individuals who have an Opioid Use Disorder and/or Alcohol Use Disorder.

QBH's MAT Program is available to those who are already involved in MAT or who would like to be involved in MAT. Individuals are accepted into this program on a case-by-case basis.

There is limited space available for this program. If an individual would like to be referred to MAT, Medical Records and SUD Treatment Records would need to be faxed for the Doctor to review.

QBH served 1 MAT patient in 2023.



RECOVERY NAVIGATOR PROGRAM (RNP)

The Recovery Navigator Program (RNP) is a harm reduction program that provides outreach and case management to individuals who are experiencing substance use problems, intersecting with law enforcement due to substance related crime, and/or have frequent criminal legal system contacts because of unmet behavioral health needs.

The RNP establishes a new system of response and care for people who live with unmanaged behavioral health needs, deep experiences of complex trauma, cognitive disabilities, persistent poverty, and often lifelong experiences of punishment, failure, betrayal, and marginalization—people who are not served by office-based, appointment-based, time-delimited care.

In 2023, RNP had 179 referrals and served 66 individuals in intensive case management .



WRAPAROUND INTENSIVE SERVICES (WISE)

WISe provides comprehensive behavioral health services with supports to Medicaid eligible youth with complex behavioral needs. Using the wrap around model, WISe relies on the strengths of an entire team to meet the youth and family's needs. Coordination between all partners and team members is essential to achieving positive outcomes.

Family and client “voice and choice” is the key element in this program.

Referrals for a WISe Screener can be made at any time by contacting 509-758-3341. After the referral, QBH will screen the youth for WISe using a CANS screening tool. This screening will determine whether the youth will benefit from WISe services. In the event, a youth does not meet the WISe level of care, they will be referred for other mental health services to address their needs, as appropriate.

In 2023, WISe served **33 families** in Asotin County and Garfield County.



CRISIS SERVICES

QBH has a crisis line that is available 24 hours a day, seven days a week. This service is available for all individuals in Asotin and Garfield Counties. We have Designated Crisis Responders available around the clock to help manage the crisis by intervention and support. It can be provided by phone or in person.

This service can include:

- Referrals to appropriate community based resources
- Evaluations for voluntary and involuntary hospitalizations for both mental health and substance abuse clients
- Stabilization services can be provided on a case-by-case basis for up to two weeks following a crisis episode

To reach a crisis worker during business hours (Monday-Friday 8:00am to 5:00pm) call (509) 758-3341. After hours, call the crisis hotline at 1-800-970-3785.

In 2023, QBH served **718 individuals** in Asotin County and Garfield County in crisis. QBH also had around **1358 crisis contacts** in the year 2023.



YOUTH MOBILE CRISIS

In 2023, QBH started a Youth Mobile Crisis Team. Youth Mobile Crisis responders respond to youth in the community that are in crisis and are between 3-21 years old. The Youth Mobile Crisis Team can respond to initial crisis as well as provide follow-up appointments to help stabilize clients anywhere in the community

The Youth Mobile Crisis Team does not replace current DCR's and cannot do evaluations but can help support youth during a crisis situation. The Youth Mobile Crisis Team has 4 Youth Mobile Crisis Responders who are peer trained.

To reach a Youth mobile crisis worker during business hours (Monday-Friday 8:00am to 5:00pm) call (509) 758-3341.

In 2023, QBH served **10 individuals** in Asotin County and Garfield County in crisis. QBH also had around **14 crisis contacts** in the year 2023.



MEDICATION MANAGEMENT

Quality Behavioral Health has one Family Physician with extensive history working with clients and psychotropic medications, one psychiatrist who provides TelePsych Medication Management, one Registered Nurse, and one Certified Medical Assistant on staff. They provide medication management, education and coaching to clients who receive psychiatric medications.

In 2022, QBH hired a primary care provider and started offering primary care services.

Our providers and staff work alongside clinicians in a comprehensive manner, as a team, to serve the clients as a whole.

The medical staff also assist in medication management for individuals coming out of a mental health hospital or substance use disorder treatment facility and on a Least Restrictive Order (LRO).

This allows for effective communication and collaboration between staff to ensure that all needs are met, and clients are monitored appropriately.

In 2023, the QBH medical staff saw **148 patients** for medical services in Asotin and Garfield Counties.



PREVENTION SERVICES

QBH is also contracted to provide Prevention Services in Garfield County and Asotin County. This program helps promote healthy choices and decrease substance abuse in the community. The program is led through a community Coalition, Pomeroy Partners for Healthy Families in Garfield and EPIC Coalition in Asotin. The coalition is made up of 12 community sectors and their goals are to:

- Reduce underage drinking
- Impact the social norms that make underage drinking acceptable
 - Educate the community to increase awareness regarding the importance of effectiveness of prevention
- Provide top-of-the line training and professional development to community members and community agencies.

The Prevention Program was involved in events that were made available to the community to help achieve their goals. These events include providing classes in the schools to teach life skills, attending community events like national night out, and hosting and participating in events, in the community, that promote and encourage safety.



POMEROY PARTNERS
for Healthy Families



COMMUNITY SEXUAL ASSAULT PROGRAM (CSAP)

Advocacy

CSAP provides an array of advocacy services, by trained advocates, including:

General Advocacy

Advocates are available for general advocacy services. These include empowerment and emotion support, safety planning, connecting to community resources, support for secondary survivors, and much more.

In 2023, CSAP provided General Advocacy to **151 clients**.

Medical Advocacy

Advocates are available for medical advocacy services that include support at forensic exams, assistance with medical care, and support at medical appointments.

In 2023, CSAP provided Medical Advocacy to **5 clients**.

Legal Advocacy

Advocates are available to assist victims with the entire legal process like assistance with protection orders, support at interviews, hearings, trial, and sentencing, and much more.

In 2023, CSAP provided Legal Advocacy to **55 clients**.

Prevention Services

CSAP can provide training's about sexual assault and related topics upon request. Possible topics for prevention services include Sexual Abuse, Date Rape Drugs, Internet Safety, Healthy Relationships, and many more.

CSAP provided **82 Prevention Education Sessions** totaling **89 hours** in 2023.



COMMUNITY SEXUAL ASSAULT PROGRAM (CSAP)

Specialized Therapy

CSAP has therapists available that are specifically trained in sexual assault treatment. All therapy is free and confidential, and there is no limit to the number of sessions available. Transportation can be provided if needed. Individual, group, and family therapy are offered. In addition, CSAP recognizes that sexual assault not only affects the victim, it may affect family, significant others, friends, etc. Consequently, all of our specialized therapy services are available to those secondary victims as well.

In 2023, CSAP saw 28 individuals for Specialized Therapy.

Crisis Intervention

CSAP offers 24-hour crisis response that is available by phone or in-person. This may include:

- Emergency medical advocacy such as support in the emergency room or during forensic medical exams
- Emergency legal advocacy including help in obtaining protection orders or reporting abuse to law enforcement
- Safety planning and securing safe shelter if needed

The CSAP Team provided services to 154 clients and provided 1235 total hours of CSAP services to clients in 2023.



PRACTICE TRANSFORMATION

Greater Columbia Accountable Communities of Health awarded funds to Quality Behavioral Health in 2018 to begin transformation to a Patient Centered Medical Home. This effort is designed to streamline and integrate patients' healthcare in order to lower costs and improve healthcare as a whole. Two separate funding allocations made it possible to begin implementation for specific objectives and are referred to as Cohort 1 and Cohort 2 at Quality Behavioral Health.

COHORT 1

All clients at Quality Behavioral Health are screened at time of their outpatient service intake with quality metric tools. These science-based tools are scored to determine the highest risk individuals. Clients are monitored and re-evaluated on a quarterly basis.

COHORT 2 DOCTOR SERVICES

A medical doctor and a TeleHealth psychiatric doctor are currently on staff to provide medication management services to clients. These clients make up Cohort 2 and are also screened to determine the top 10 percentile of highest risk. All individuals regardless of risk score are re-evaluated on routine basis, as individual needs and risk changes. Individuals do not need to be clients at Quality Behavioral Health to receive doctor services. Contact Quality Behavioral Health to request medical services.

PRACTICE TRANSFORMATION CASE MANAGEMENT

Case Management services are provided to the top ten percentile highest risk clients in order to break down healthcare barriers, decrease crisis and emergency department utilization, and lower overall risk. A Case Manager arranges, coordinates, monitors, evaluates, and advocates for multiple services to meet the specific client's complex needs. Case Managers are available at Clarkston and Pomeroy locations. In 2022, Practice Transformation served **97 clients**.



HOUSING

Quality Behavioral Health offers housing assistance for individuals who are homeless or becoming homeless. QBH currently has four housing programs:

- Housing and Essential Needs (HEN)
- Consolidated Homeless Grant (CHG)
- Emergency Solutions Grant-COVID-19 (ESG-CV)

The HEN program provides access to essential need items and housing assistance for adults who are low-income and temporarily disabled. The CHG program utilizes state funds to provide resources to assist currently homeless people in obtaining and/or maintaining housing. The ESG-CV program supports homeless assistance and prevention activities to mitigate COVID-19 impacts among individuals and families who are homeless or receiving homeless assistance. QBH's housing team was also awarded Emergency Rental Assistance Program Funds.

In 2023, the housing programs assisted households to obtain or maintain housing and had 495 walk-in individuals for housing help. HEN served 8 households, CHG served 134 households, and ESG-CV served 41 households.



HEALTH HOMES

QBH began contracting with South East Washington Aging and Long Term Care to provide Health Homes services in 2013. The goal of the Health Homes Program is to improve coordination and quality of care as well as increase an individual's participation in their own health care. Care coordinators receive intensive training to work with clients in reducing gaps in services and increase coordination of all service providers. These service providers can include medical, behavioral health, long-term services and supports, and other social services.

QBH currently has one care coordinator on staff and in 2023 served **2 individuals** through the Health Homes Program.



SUPPORTED HOUSING AND EMPLOYMENT

QBH began to contract with Amerigroup to provide Functional Community Supports, also known as, Supported Employment and Supported Housing in 2018.

Supported Employment:

This program assists those individuals who are 16 and older and who want to work and meet criteria to become employed in integrated community employment. Activities are intended to ensure successful employment outcomes.

Supported Housing:

Supportive housing services are a specific intervention for people who are homeless or unstably housed. The goal is to work with clients towards living with maximum independence in housing. This program is for individuals that are 18 years of age and older.

In 2023, we helped **3 individuals** in Supported Employment/Housing.



SUMMER YOUTH PROGRAM

This year the Summer Youth Program (SYP) had to be canceled due to COVID in Asotin County. There was a small SYP for those living in Garfield County.

In the past, kids were able to participate in fun activities including going to a movies twice, painting at Art Uncorked, went to the ropes course, and swimming at the Aquatic Center. Each week the teens also participated in educational activities about topics such as pillars of character, budgeting, healthy relationships, expressing yourself and safety.

This program has allowed participants to be exposed to healthy options in our community as well as educate them on topics that they face in their everyday lives.

This program is fully funded by donations, grants and fundraising.



ANGER MANAGEMENT & RISK ASSESSMENTS

Anger Management

QBH offers an eight-week anger management class with the goal to decrease the number, frequency, and intensity of anger episodes as well as increasing awareness of cues/signals, positive communication, and problem solving skills. Each class is 2-hours long and a certificate of completion is given at the end of the 8-weeks. A screen must be completed before eligible for participation in the class.

Risk Assessments

QBH provides risk assessments which are a comprehensive assessment to determine an individual's level of risk to do harm to self or others. This assessment looks at the behavioral, emotional, and social problems; histories; level of functioning; and evaluations.



HOUSING TASKFORCE

Taskforce

The Asotin county Housing Taskforce is made up of community members to address homelessness in Asotin County. Members of this taskforce range from law enforcement, landlords, human service providers, civic & faith organizations, schools, medical providers and homeless representatives. These members meet monthly to address the 5-year homeless plan and come up with solutions to assist the homeless in our area.

Board

The Housing Taskforce governing board consists of all individuals participating in the taskforce. If you would like more information on the taskforce or to become a member, please contact Samantha Frederick at 509-758-3341.

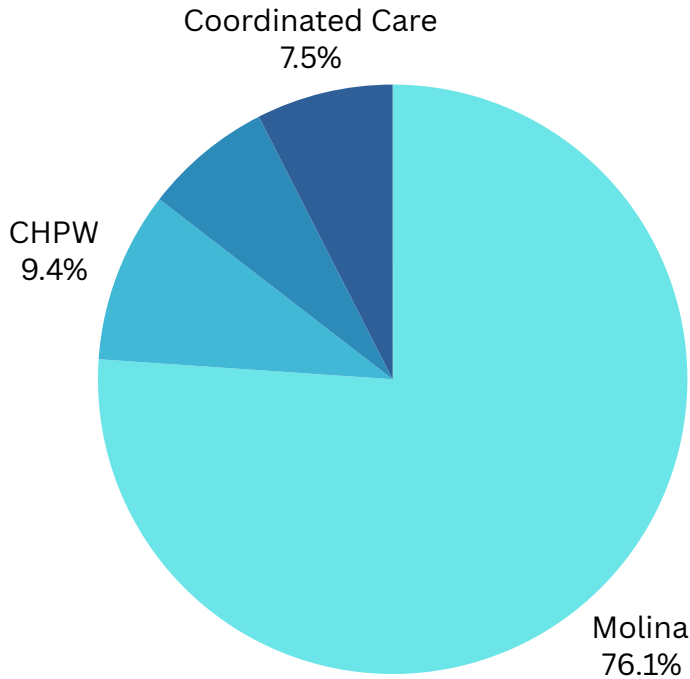
5-year Homeless Plan

Washington State law requires that each local homeless housing task force develop a five-year homeless housing plan for its jurisdictional area. This homeless plan addresses areas that need improvement and objectives to help reduce homelessness in our area.

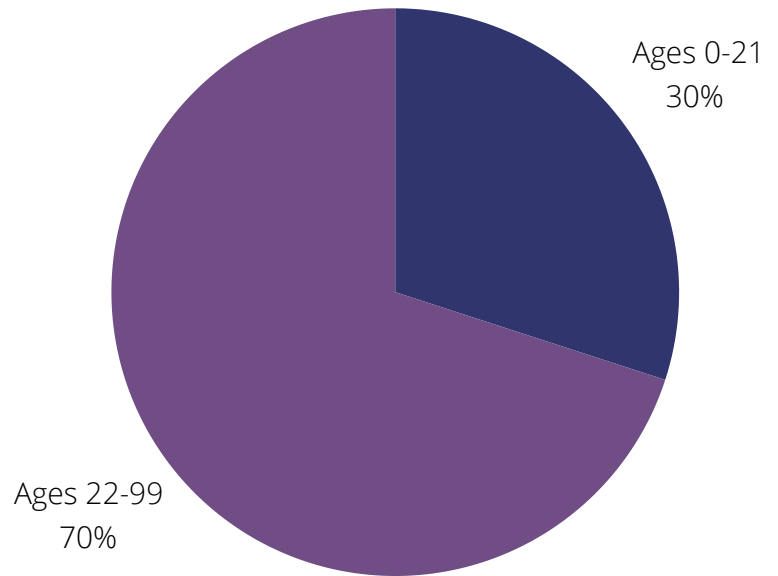


FINANCIAL INFORMATION

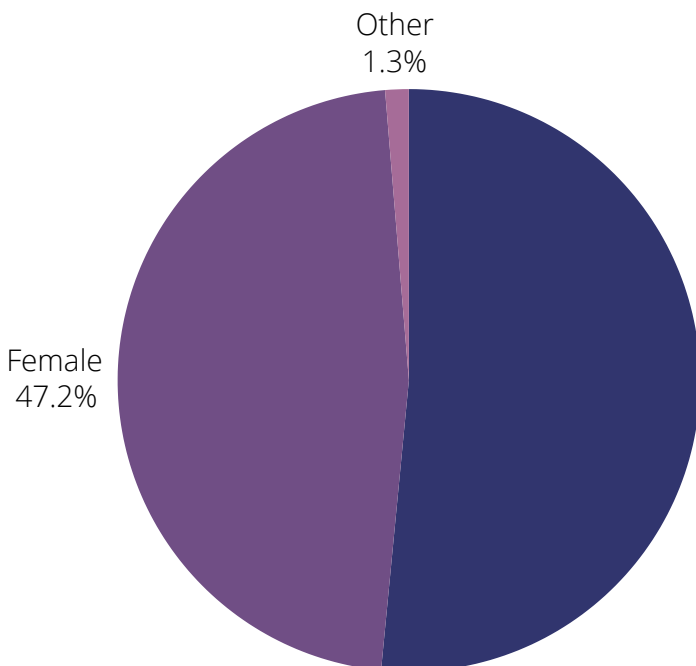
CLIENTS BY MCO



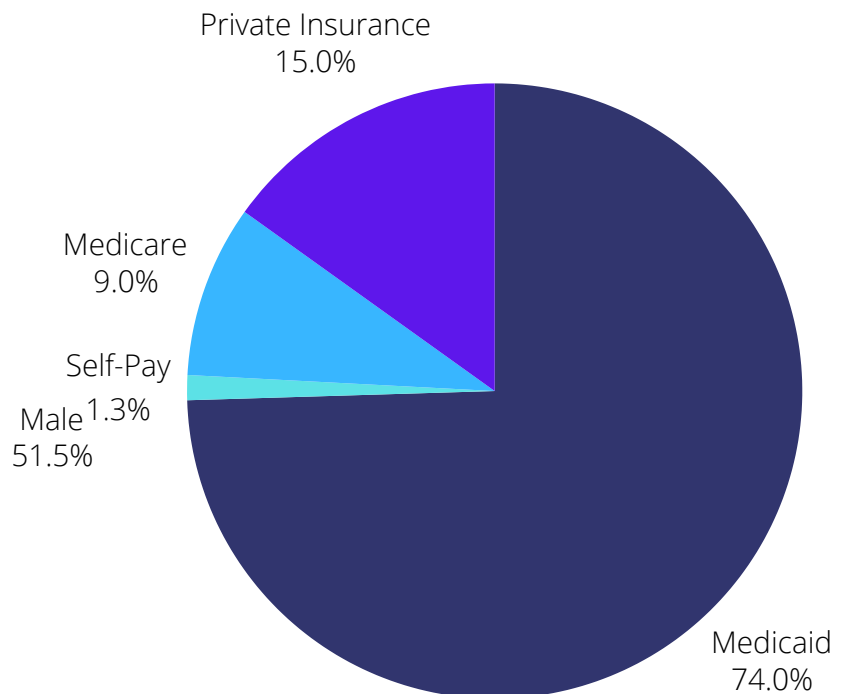
TOTAL CLIENTS BY AGE



TOTAL CLIENTS BY GENDER IDENTITY



TOTAL CLIENTS BY INSURANCE



COMMUNITY PARTNERS AND COMMUNITY COORDINATION

QBH has continued to work hand-in-hand with community partners and agencies in the area. These working relationships have continue to flourish and allowed for open communication and coordination for the benefit of our clients and community. QBH also attends many community meeting that allow QBH and other community resources to work together for common goals. Below is a list of some of our partners we work with and meeting we attend.

**DSHS
CHAS
DCYF**

Clarkson School District

Asotin School District

Pomeroy School District

Asotin and Clarkston Jail

Garfield County Jail

Asotin and Garfield County Courts

DOC

Health Departments

ALTC

Tri-State Hospital

Garfield County Hospital

And Many More!

CORE Team

Truancy Board

Housing Task force

School Counselor Meetings

CCR Meetings

Law and Justice Meetings

Interagency Meetings

SEWAAH Meetings

CPS Meetings

Hospital Meetings

DOC Meetings

And Many More!



STAFF, VOLUNTEERS, AND INTERNS

In 2023, QBH continued to grow. We had around 70 staff members. All of our teams are continuing to expand which is allowing QBH to serve more and more clients each year.

QBH had the opportunity to have 5 interns in 2023.

Unfortunately, QBH did not have any volunteers this year but are always looking for volunteers for the Summer Youth Program and fundraising events.



HOW TO HELP

We recognize that as a non-profit organization and a limited taskforce, community involvement is vital to our cause. Therefore, we invite you to join our mission in whatever way works for you.

Donations

QBH accepts monetary and other quality donations on a continuous basis. If you would like to donate please mail checks to Quality Behavioral Health, 900 7th Street, Clarkston, WA, 99403. Or, you may donate online at www.qbhs.org. If you have a certain program you would like to donate to, please mark or indicate which program that would be. These donations are tax deductible.

Tax ID # 91-1156943

Fundraising

If you would like to further the services that QBH brings to our community, we would love to talk with you about fundraising options. Our current funding is state and federally based, but we must seek additional resources in order to maintain our programs and help them grow. If you would like to participate in our fundraising activities, contact Kay Garduño at (509) 758-3341.

Volunteer

If you'd rather promote the agency's mission by donating your time, you can become a volunteer. Quality Behavioral Health has many volunteer opportunities available. You can download the volunteer application at www.qbhs.org or pick an application up at 900 7th Street, Clarkston, WA, 99403.

For more information about any of these options, please call (509)758-3341 or go to our website at www.qbhs.org.



ADDITIONAL COMMUNITY RESOURCES

YWCA

(208)743-1535

Clarkston Police Department

(509)758-2331

Asotin City Police Department

(509)243-4717

Asotin County Sheriffs Department

(509)243-4717

Garfield County Sheriffs Department

(509)843-3494

Tri-State Memorial Hospital

(509)758-5511

Garfield County Memorial Hospital

(509)843-1591

Asotin County Prosecutor's Office

(509)243-2061

Garfield County Prosecutor

(509)843-3082

Department of Child and Family Services

(509)751-4686

Developmental Disabilities Services

(509)751-4637



BOARD OF DIRECTORS

Quality Behavioral Health 2023 Board of Directors

Beverly McCroskey

President

Cindy Wendt

Vice President

Carol Bennett

Secretary

Krystle Monda

Treasurer

Amanda McGehee

The Community Sexual Assault Program Board of Directors

Katie Nosworthy

Chair

Shelly Meisner

Co-Chair

Brenda Haley

Secretary

Bryon Denny

Courtney Rehder

Mercedes Macomber

Darin Boyd

Get Involved

If you or someone you know is interested in joining our Board of Directors or CSAP Advisory Board, please contact QBH at (509) 758-3341.





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