



## **Quality Behavioral Health**

### **Mission Statement**

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

**Annual Report  
2019**

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## Quality Behavioral Health 2019 Board of Directors

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President

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**Gregory Raye –November 2019**

**Amanda McGehee-November 2019**

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**Shelly Meisner**

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**Roger Pedersen**

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**Dawn Berreth**

**M.K. Herring**

## 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

## 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

## Introduction

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.

### **Clarkston Office**

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

### **Pomeroy Office**

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



## History

- 1972** 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.
- 1986** Received Nez Perce Contract for Substance Abuse, held until 1988.
- 1987** Assumed Alcohol Treatment Contract for Asotin County.
- 1987** Began offering Children's Day Treatment Programs.
- 1993** Federal CSAP Grant for Project CORELINK.
- 1994** Received CTED Grant to construct and/or renovate three housing units.
- 1996** Started vocational program in Garfield County; "Ye Olde Washboard Laundromat" Grants from DVR, DDD and MH.
- 1997** Added food service to Laundromat.
- 1998** Joined with Nez Perce County for local detox (ended same year).
- 1999** RCC Construction renovated another crisis house, bringing total housing to eleven units.
- 2000** Community Sexual Assault and Abuse Program accreditation completed; program started.
- 2001** Court CDDA Chemical Dependency Treatment Program.
- 2001** Started Co-Occurring Disorders Treatment Program, including Adolescent Intensive Outpatient Services for substance abusing teens.
- 2001** Created separate Crisis Team.
- 2003** Changed name from Asotin County Mental Health Assoc., DBA The Rogers Counseling Center to Rogers Counseling Center.

## How to Help

### 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](http://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](http://www.qbhs.org).

## How to Help

**W**e 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](http://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

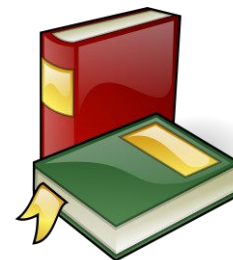
### Fundraising

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.



## History

- 2007** Changed the name from Rogers Counseling Center to Quality Behavioral Health.
- 2008** Quality Behavioral Health added Summer Youth Program to list of services and programs
- 2010** Quality Behavioral Health hosted its first fundraiser as a charitable organization.
- 2012** Quality Behavioral Health adds Marriage and Family Counseling to list of programs.
- 2013** Quality Behavioral Health adds Health Homes to the list of programs offered.
- 2014** Quality Behavioral Health adds a physician and nurse to staff and began offering medical services.
- 2015** Quality Behavioral Health began offering wrap-around services and formed the WISe Program.
- 2017** Quality Behavioral Health contracted with the Children's Administration and added Crisis Family Intervention and Family Preservation Services to the list of programs offered.
- 2017** Quality Behavioral Health formed a second WISe team.
- 2018** Quality Behavioral Health offered the agency's first Co-Occurring Group
- 2018** Quality Behavioral Health began offering Supported Employment and Supported Housing Services
- 2018** Signed contracts for Integrated Managed Care with Amerigroup, Community Health Plan of Washington, Coordinated Care, and Molina
- 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.



## Mental Health Adult and Child Services

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

- Individual counseling
- Group counseling
- Family counseling
- Case Management

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 2019, QBH served 679 clients. There were 598 Medicaid Clients served, 4 Fee-For-Service Clients, 24 Medicare Clients and 53 Private Insurance Clients.

In Garfield County, QBH served 51 Medicaid clients and 8 Private Insurance Clients.

## Noteworthy Events of 2019

- QBH had another successful year in meeting survey/audit expectations to maintain licensure for both mental health and substance use disorder treatment through Washington State Department of Health and Department of Commerce for the housing programs.
- QBH Employees donated \$2,923 in employee contributions that go towards fundraising.
- QBH purchased and renovated a new building for integrative care. The business team moved into the upstairs.
- In 2019, QBH started contracting with Managed Care Organizations.



## Quality Improvement Projects in 2019

- Installed AC/Heating Unit in A
- Started a Welcoming Committee for new hires
- Put in a bike rack
- Installed hallway mirrors for visibility around corners
- Purchased bigger monitors for computers
- Repaired sidewalk
- Created a Cultural Competency Group and Plan
- Staff completed a Manager Performance Survey
- Updated C building Client Bathroom
- Replace D1 Group Room Chairs
- Added Hand Sanitizer to Company Vehicles
- Started a Lending Library for staff to use that includes:
  - Therapeutic Games
  - Books
  - Workbooks
  - Trainings

## Mental Health Medication Management

Quality Behavioral Health has one Family Physician with extensive history working with clients and psychotropic medications and one Registered Nurse on staff. They provide medication management, education and coaching to clients who receive psychiatric medications.

Our provider and nurse work along side 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 2019, the Family Physician saw 44 Mental Health Medicaid clients, 56 Private Insurance clients, and 21 Medicare clients.





## Mental Health 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

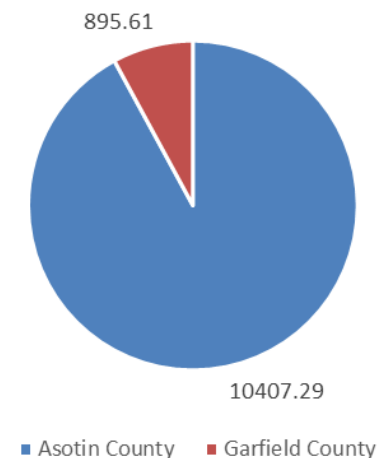
To reach a crisis worker during business hours (Monday-Friday 8:00am to 5:00pm) call **(509) 758-3341**. After hours, call the crisis hotline at **1-800-970-3785**.

In 2019, QBH served 502 individuals in Asotin County and 29 individuals in Garfield County in crisis.

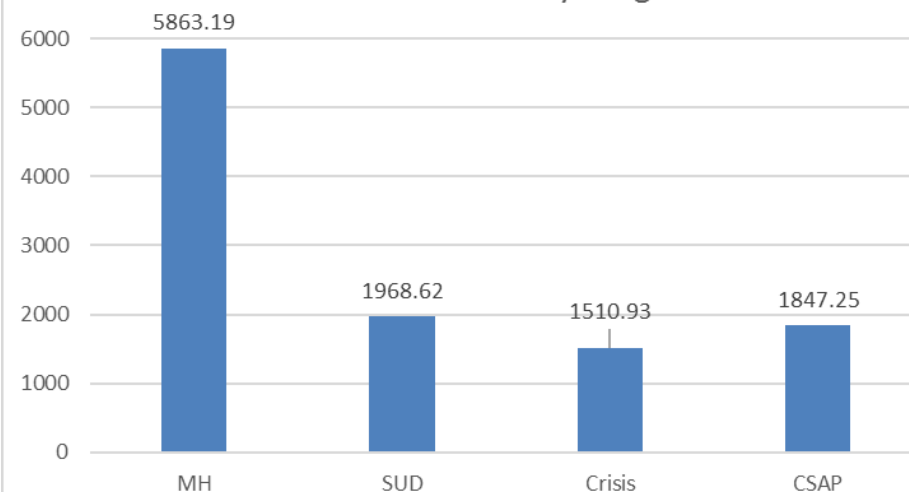


## Statistics for 2019

Total Service Hours in 2019



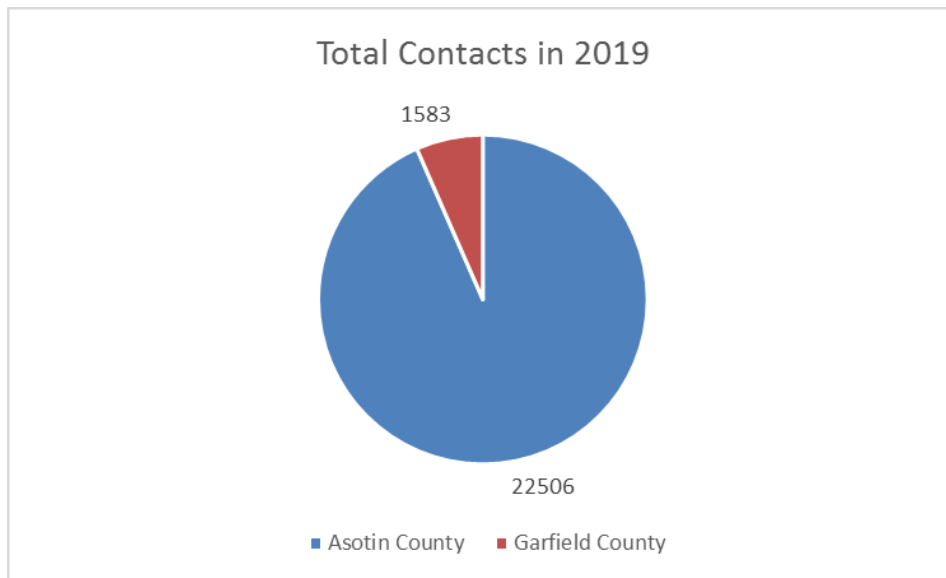
Total Service Hours by Program





## Statistics for 2019

The following information includes service hours and contacts for the programs included in the overall report. Service hours are collected from our current electronic records system, Cerner, for 2019. These service hours are grouped into programs and not separated between child and adult.

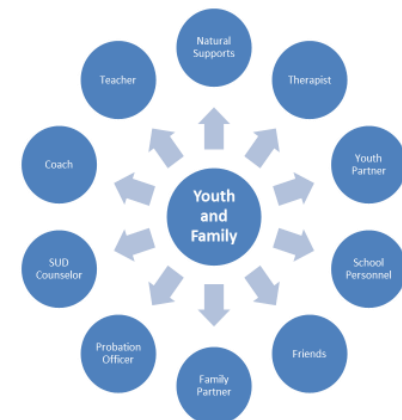


## Mental Health Wraparound Intensive Services (WISe)

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 2019, WISe served 21 families in Asotin County and 5 families in Garfield County.



## Substance Use Disorder Treatment

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

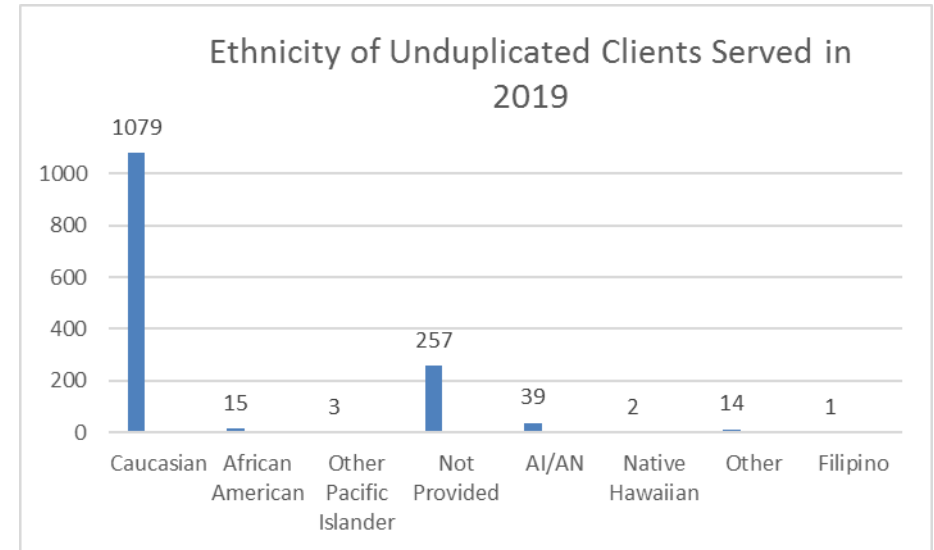
QBH's SUD program uses ASAM Criteria which is a comprehensive set of guidelines for placement, continued stay and transfer/discharge of patients with addiction.

SUD offers a variety of groups including IOP, Aftercare, and Adolescent IOP. QBH also offered their first Co-Occurring group for individuals with both Mental Health and Substance Use Disorder in 2018.

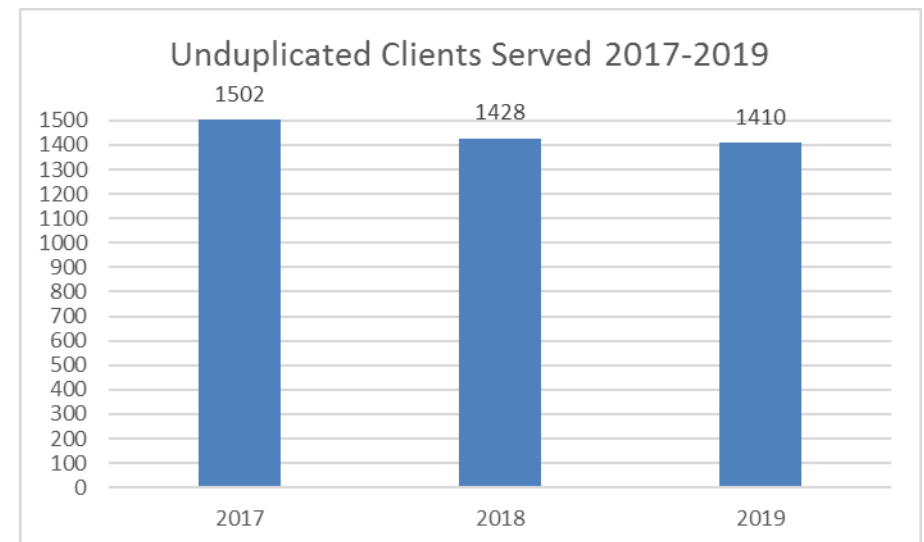
Individuals in SUD treatment work on their individualized treatment plan goals and referrals are made for appropriate services that would benefit the unique needs of each person.

In 2019, SUD served 409 individuals in Asotin County and 28 individuals in Garfield County.

## Statistics for 2019

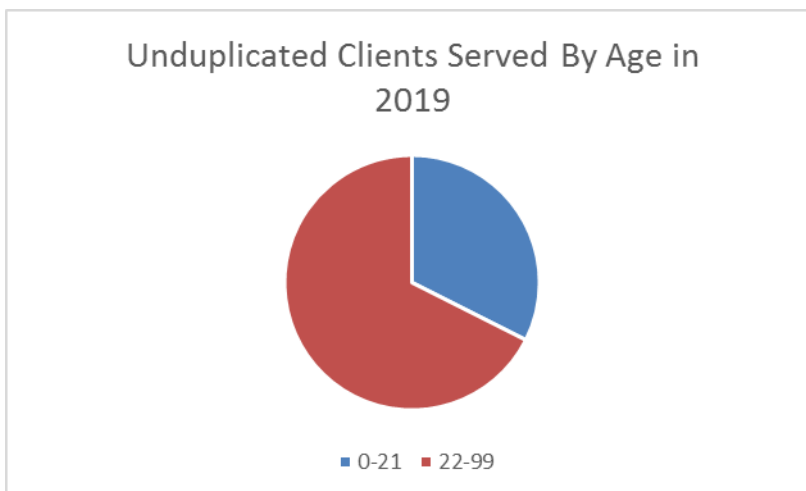
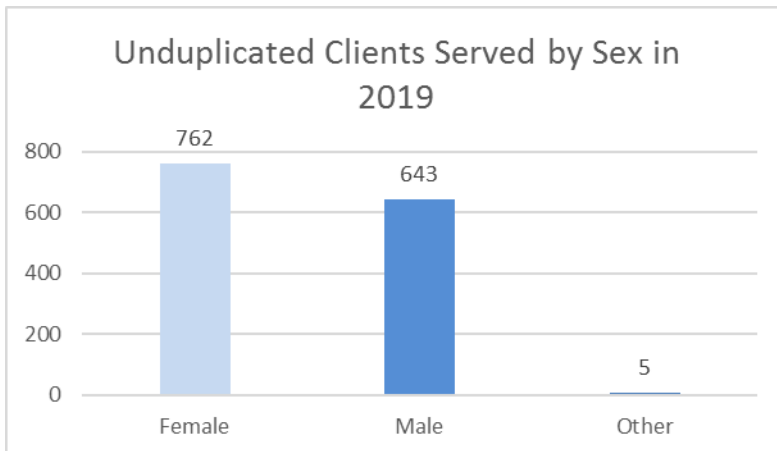


## Comparison of Total Unduplicated Clients Served from 2017 to 2019



### Statistics for 2019

The following statistics were collected from Cerner the electronic records system. These services reflect unduplicated services which would mean if a client is in multiple services they would only be counted one time. This also means that if a client is closed and comes back within the year they would only be counted once as well. All of the statistics below include all programs discussed in this



### Substance Use Disorder Treatment

QBH is also contracted to provide Prevention Services in Garfield 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. The coalition is made up of 12 community sectors, such as law enforcement, parents, faith community, service organizations, and schools.

The goals of this program 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 to increase community leadership regarding substance abuse prevention.

The Prevention Program was involved in events that were made available to the community to help achieve their goals. These events included:

- Providing classes in the schools to teach life skills such as assertiveness, social skills, and refusal skills.
- Attending community events like national night out.
- Hosting and participating in events, in the community, that promote and encourage safety like national drug take back day and handing out locking medication boxes.

## CSAP Specialized Therapy Services

CSAP has therapists 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.

Both victims and survivors are welcome, whether the abuse happened 10 minutes or over 10 years ago.

All ages, races, cultures, sexual orientations, religious affiliations, income levels, and genders are welcome.

In 2019, CSAP served 54 individuals in Asotin County and Garfield county for specialized therapy .



## Summer Youth Program

This year the Summer Youth Program (SYP) had 116 participants total with around 85 participants attending a week and 15 Youth Leaders.

The 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.



## Supported Housing and Supported

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 2019, we helped 22 individuals in Supported Employment/Housing. We currently have 5 staff members involved and working in this program.

## CSAP Crisis Intervention

Victims or their families may call for an advocate. In addition, law enforcement, prosecution, Child Protective Services, healthcare providers, school personnel, and others may request an advocate to respond in-person or by phone either immediately or at a prearranged time. In this case, the advocate will meet with the client, explain available services, and offer assistance with client consent. If the client denies services, the advocate will leave a CSAP brochure and a business card so that the victim can contact the advocate later if he/she chooses.

CSAP offers 24-hour crisis response, 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

CSAP took 160 Sexual Assault Crisis Intervention and Information and Referral calls in 2019.

To reach an advocate during business hours (Monday-Friday 8:00 a.m. to 5:00 p.m.) call **(509) 769-2050**. After hours, call the crisis hotline at **1-800-970-3785**.

## CSAP Services

### General Advocacy

All advocacy services include general advocacy, but some individuals may find that they need more specialized assistance.

General advocacy includes:

- Responding to direct requests for information and assistance related to sexual abuse
- Linking victims, their families, or significant others with community resources to enhance recovery
- Providing personal support
- Answering questions

In 2019, CSAP helped 172 individuals in Asotin County and Garfield County in all services under general advocacy.



## 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 2019 served 11 individuals through the Health Homes Program.





## Housing Program

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

- Housing and Essential Needs (HEN)
- Consolidated Homeless Grant (CHG)
- Washington Youth and Families Fund (WYFF)

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 WYFF program is a service for families, youth and young adults experiencing homelessness to achieve stable housing.

In 2019, the housing programs assisted 79 households to obtain or maintain housing. HEN served 9 households, CHG served 46 households and WYFF served 24 households.

## CSAP Services Medical Advocacy

Advocates are available to respond 24-hours to victims in need of medical advocacy.

Medical advocacy includes:

- Helping the victim understand any medical issues that they may be facing (e.g. Sexually Transmitted Infections, pregnancy)
- Helping to arrange services to address any medical issues
- Providing support for victims and non-offending family members during forensic medical exams at the emergency room or doctor's office
- Explaining processes for victim's rights, including rape exam costs, application for Crime Victims Compensation, and therapy
- Information and referral for other appropriate community resources
- Answering questions

CSAP served 32 individuals in Asotin County and Garfield County in 2019 with the services offered within Medical Advocacy.



## CSAP Services

### Legal Advocacy

Advocates are available during business hours to assist victims with the entire legal process. Advocates are not lawyers and therefore cannot give legal advice. However, there are several things legal advocates can do.

Legal advocacy includes:

- Explaining the reporting process and offering support during the process
- Explaining and clarifying criminal and civil legal procedures and with written victim permission, collaborating with law enforcement and prosecution to monitor the case and update victims as necessary
- Providing ongoing support as the case proceeds
- Preparing victims for trial by providing support and appropriate links to community resources
- Accompanying victims to attorney meetings
- Accompanying victims to court dates (e.g. hearings, trial, sentencing) and arranging safe waiting places
- Information and referral for other appropriate community resources and answering questions

In 2019, CSAP assisted 81 individuals in Asotin County and Garfield County with services offered in Legal Advocacy.



## CSAP Services

### Prevention Education Services

CSAP provides the community with prevention education in order to increase safety in our area.

CSAP prevention specialists are available to provide trainings about sexual assault and related topics on request. The presentation can include one of our standard trainings, or one can be developed to fit an organization's specific needs.

Possible topics include:

- **Sexual Abuse**: education about what sexual violence is and how to handle it as a victim, a loved one, or a professional
- **Date Rape Drugs**: safety information about how alcohol and drugs may be used to facilitate rape
- **Internet Safety**: information for children or caregivers about internet dangers and tips to stay safe
- **Healthy Relationships**: education about the red flags of abusive relationships, including the grooming process that offenders use to victimize others
- **How to Help**: training for service providers about how to work with sexual assault victims

In 2019, CSAP provided 86 prevention classes that totaled 98 hrs. Locations included; Lincoln Middle School, Highland Elementary, Educational Opportunity Center, and Pomeroy School District.