

BOARD OF DIRECTORS MEETING MINUTES

November 5, 2019

The Richmond Behavioral Health Authority (RBHA) Board met at 107 S. 5th Street, in Richmond, VA 23219.

RBHA Board members present were: Scott Cannady; Irvin Dallas; **Vice Chair;** Denise Dickerson, **Secretary/Treasurer;** Dr. Cheryl Ivey Green, **Chair;** Sabrina Gross; Karah Gunther; Dr. Cynthia Newbille; Malesia “Nikki” Taylor; Eduardo Vidal and Dr. Michelle Whitehurst-Cook.

RBHA Board members absent were: Thomas Bannard; Dr. Joy Bressler and Chelsea Higgs Wise.

Staff present: Dr. John Lindstrom, **CEO;** Steve Buffenstein; Bill Fellows; Susan Hoover; Dr. Jim May; Shenée McCray; Carolyn Seaman; Michael Tutt and Meleese Evans.

RBHA’s Legal Counsel: Jon Joseph of Christian & Barton, LLP.

Guests: None.

Proceedings:

- The meeting was called to order at 3:05 p.m. by Dr. Cheryl Ivey Green.
- **Public Comment:** None.
- The Board minutes for October 2019 were approved with a motion by Denise Dickerson and seconded by Irvin Dallas. The minutes were unanimously approved.

Employee Recognition

- Ruth Goode, Case Manager in Child and Family Mental Health, was recognized as employee of the month.

FY 2019 Audit Report

- Chris Murray, CPA, of Brown Edwards & Company presented the FY 2019 Audit Report.
Motion: Dr. Cynthia Newbille made a motion that the RBHA Board of Directors accept the FY 2019 Audit Report as noted; seconded by Dr. Michelle Whitehurst-Cook and unanimously approved.

Board Chair Report- Dr. Cheryl Ivey Green

- Dr. Cheryl Ivey Green thanked board members for making an effort to be part of the employee event on November 1st.

Chief Executive Officer’s Report- Dr. John Lindstrom

- The CEO report was discussed and is included in today’s board meeting packet and with today’s meeting minutes.

RBH Foundation Report – Ms. Carolyn Seaman

- The Foundation Development Report was discussed and is included in today's board meeting packet and with today's meeting minutes.
- Dr. Cheryl Ivey Green invited board members to make a donation to the RBH Foundation, if not already.

Committee Reports:**Access & Service Delivery Committee - Dr. Michelle Whitehurst-Cook**

- The Access & Service Delivery Committee has not met since the last board meeting.
- The next meeting will take place on December 17th at 2:00 p.m.

Advocacy & Community Education Committee – Mr. Scott Cannady

- The Advocacy & Community Education Committee have not met since the last board meeting; however, a meeting will be scheduled soon.

Executive Committee – Dr. Cheryl Ivey Green

- The Executive Committee has not met since the last board meeting; however, the committee will meet on December 3rd at 3:00 p.m.
- The committee will discuss strategy for addressing issues with managed care organizations and will review nominations for the Wayne Hamilton Blanks Service in Recovery Award.

Finance Committee –Ms. Denise Dickerson

- As of September 30th, RBHA showed a net gain of \$2.0 million and total net assets of \$9.8 million, excluding Regional and Non-authority funds.
- Total cash in the bank at September 30th was 20.6 million, and RBHA's share of that cash is \$7.7 million. Although Cash balances have rebounded a bit and payments from MCOs has improved, there is still a considerable amount owed to RBHA. Management continues to arrange meetings with all of the MCOs.
- The investment balance decreased by \$53,000 for the month on the \$5.8 million invested at the end of September.
- RBHA's current operating reserve ratio is strong at 1.43 or just under 3 months of expenses.
- Total Client AR is \$7.6 million gross and just over \$4.6 million net of the allowance. AR balance was adjusted to reflect only amounts actually billed for the month of September. This method of presenting AR represents a more realistic figure to be collected. The cause of the slow collection of AR has not changed; however, Management continues to increase pressure on the MCOs to pay the claims submitted.
- The Finance Committee recommends that the RBHA Board approve the purchase of the Red Cross Building at 420 E. Cary Street in Richmond, VA at \$3.1 million and authorize the CEO to pursue financing with a loan not to exceed \$3.2 million.

Motion: Dr. Cynthia Newbille made a motion that the RBHA Board of Directors authorize the purchase of the building at 420 E. Cary Street in Richmond, VA, with financing not to exceed \$3.2 million, subject to obtaining all necessary legal clearances from counsel; seconded by Irvin Dallas and unanimously approved.

- The Finance Committee recommends the forgiveness of \$120,000.00 drawn down by the Richmond Behavioral Health Foundation from the FY19 \$120,000.00 Line of Credit. In addition, the Committee recommends the extension of the Line of Credit at the same \$120,000.00 value for FY20.

Motion: Denise Dickerson made a motion that the RBHA Board of Directors forgive the \$120,000.00 drawn down by the Richmond Behavioral Health Foundation from the FY19 \$120,000.00 Line of Credit and extend the Line of Credit at the same \$120,000.00 value for FY20; seconded by Dr. Michelle Whitehurst-Cook and unanimously approved.

Human Resources Committee – Mr. Irvin Dallas

- The Human Resources Committee has not met since the last board meeting.

Nominating & By-Laws Committee – Dr. Joy Bressler

- The Nominating and By-Laws Committee has not met since the last board meeting.

Presentation: Bernadette Senior, Program Manager II, provided a presentation on Marshall Center Psychosocial Rehabilitation Services for Adults.

The meeting adjourned at 5:25 p.m.

The next Board of Director's meeting will take place on **Tuesday, January 7, 2020 at 3:00 p.m.**

Respectfully Submitted:



Dr. Cheryl Ivey Green
RBHA Board Chair



Dr. John P. Lindstrom
Chief Executive Officer

Richmond Behavioral Health Authority
Board of Directors
Chief Executive Officer's Report
November 5, 2019

The Annual Employee Appreciation event was held last Friday at Bryan Park. Over 560 participants enjoyed food, fun, and fantastic fellowship. Eight Human Foosball teams, representing every major program area competed for the RBHA Champions Cup. Congratulations to The Jewels, representing School-based Services, in taking the final game over runner-up Amigos, representing Developmental Services. Other major activities held during the afternoon included a pumpkin decorating contest (the creativity absolutely amazed me), line dancing (seemed as though well over a hundred RBHAers were busting moves), and an attention-getting RBHA talent show. Our Board Chair, Dr. Cheryl Ivey Green participated, displaying her wonderful voice. I am sure I am probably leaving something out, but it seemed that all enjoyed the afternoon.

The RBHA leadership team was well represented in Roanoke at the Fall VACSB Conference held October 2 – 4. Board members Irvin Dallas and Scott Cannady joined us and were actively engaged conference sessions and social events. The next VACSB conference will be in Richmond at the downtown Marriott in January – more to come.

A RBHA team of over 60 participated in the NAMI Walk on October 5. Our team consisted of leadership, staff, peers, consumers, and three RBHA Board members – Cheryl, Sabrina, and Nikki! Thanks so much for your consistent and impressive support of RBHA and the individuals we serve.

RBHA received a Federal D.O.J. Bureau of Justice Assistance grant in collaboration with the Richmond Department of Justice Services that will permit the Richmond Circuit Court to implement a Behavioral Health Docket. To kick off this effort, a Circuit Court Behavioral Health Docket Retreat was held on October 7.

On October 10, Dr. Jim May and I attended a one day Opioid Summit in Virginia Beach focusing on treatment issues affecting the criminal justice population. Program content was heavily focused on Medication Assisted Treatment. RBHA and our regional warm-line was recognized at the summit as the most frequently accessed and well operated such services in the state.

On October 11, we were pleased to host a delegation from Henrico County for a North Campus tour and discussions pertaining to withdrawal management. The delegation included a deputy county manager and the president of the Henrico County NAACP.

RBHA hosted a daylong meeting with a group of individuals representing federal agencies with interest in Veteran suicide prevention. Dr. McKeon, head of suicide prevention at SAMHSA, led the delegation. As a side note, I had never before been in a room with so many Generals, federal department heads, and presidential appointees.

On October 24, I met with Chief William Smith to discuss the status of our various collaborations with the Richmond Police Department and areas for potential growth in our partnership.

Key Updates

Red Cross Building – We are making significant strides toward the completion of our due diligence. The study period ends November 24, at which time RBHA must move forward with the purchase or withdraw. At this time, it seems that there are no major obstacles. Bill Fellows has secured a path toward financing the purchase through our banking institution. Others updates are as follows:

- ALTA survey – nothing of note on the survey
- Title – the items missing can be cured with an affidavit from the Red Cross. Their counsel is going to prepare something and send it to C & B
- We will have the results of the environment survey by the end of the week

Several issues were identified in the building study. Red Cross is repairing a leak in the HVAC unit. They seem to be open to providing a credit for the items that rated a D in the survey which are a hole in the floor on the second floor and items related to the fire code. The estimated repair amount between the leaks and the D rated items is \$15,500.00.

There are also two areas that have mold in the exterior rated B/C with the estimated repair cost of \$18,000.00.

The majority of the estimated cost of repairs is related to cosmetic repairs of the exterior - \$88,000.00.

The Red Cross asked that we send them an itemized list of what else we would like them to consider as a repair or credit. We are asking that they repair the D rated items and the mold (\$33,500) and ask for a \$50,000.00 credit towards the exterior repairs or an \$80,000.00 credit and we take care of everything.

Children's Services Center – Final construction drawings and permitting remain in process. Once complete, Daniel & Company will mobilize for work completion.

REACH – The Hickory Road house (adult transitional) is now provisionally licensed and will begin admissions once the client lease agreement is approved (under review by C & B). The Baldwin Road house (crisis therapeutic) is complete, now awaiting completion of a few punch list items.

Restructuring RBHA's Leadership Team – Effective in January 2020, several programs and services will be realigned within our organizational structure. The purpose of this realignment is to create efficiencies within specific program areas, increase communication, involve a broader group of program level directors and managers in decision-making, and streamline

CEO Report
November 5, 2019

leadership structures that cross divisions and departments. The existing Leadership Team will be reduced in size to a small degree and position titles will change – for example, the position title of Director of Administration will become Chief Administrative Office, Director of Finance will become Chief Financial Officer, and major division directors will become Chief Operating Officers. There will be **Executive Leadership Team** meetings twice monthly and a monthly meeting of the program level directors and managers, designated as the **Senior Leadership Team**. We will also establish a quarterly Leaders’ meeting – consisting of all agency supervisors. To support this roll out, we will create new organizational and functional organization charts, along with a description of role and function.

Methadone Treatment – Our final proposal to assume a local Methadone Treatment Center remains in process, with plans to update the Board of Directors more fully in January.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "John P. Lindstrom", with a long, horizontal flourish extending to the right.

John P. Lindstrom, Ph.D., LCP
Chief Executive Officer

Addressing the opioid epidemic through prevention

CONTENT CONTRIBUTED BY
RICHMOND BEHAVIORAL HEALTH AUTHORITY

The Richmond Behavioral Health Authority (RBHA) remains at the forefront of the opioid epidemic. RBHA has a dedicated prevention services team experienced in providing a variety of educational, awareness-raising activities for the Richmond community – including young people. This team partners with other organizations to achieve collective impact targeting various risk factors for negative health outcomes, including addiction. Prevention services provided include mental health first aid training, substance use prevention education, violence prevention, medication disposal bags/safe storage information, and many more services, plus Narcan use training (REVIVE) to give people the tools they need to be able to respond to an opioid overdose.

In fiscal year 2018, RBHA's prevention team trained 130 Richmond residents in mental health first aid, a skills-based training course that empowers people to be able to recognize signs of mental health and substance use issues as well as what to do when they occur. Additionally, another 199 individuals were trained in REVIVE, which teaches individuals how to respond to an opioid overdose emergency with the administration of Naloxone.

Partnering with others in the community is vital to addressing the opioid epidemic. RBHA regularly partners with the Richmond Police Department to pre-

note permanent drug disposal sites at each of the precincts. Last year, these efforts contributed to the disposal of 530 pounds of prescription medications.

Importantly, gathering input from the community and building relationships are major components of the prevention teams' efforts. In partnership with the Richmond City Health District and other community partners, RBHA held community forums that provided opportunity for over 8,000 Richmond residents to voice concerns and learn about what's happening in our community.

The Friends of Prevention Coalition (FOPC) is a catalyst for promoting wellness in the city of Richmond, to create and sustain safe, healthy and drug-free communities. Members work in collaborative, innovative and creative ways, developing environmental strategies and effective solutions to promote health, wellness and resilience.

To learn more about these prevention efforts, get involved, or make a contribution to RBHA's ongoing efforts, call (804) 819-4000 or visit rbha.org/support to donate to the Richmond Behavioral Health Foundation.



RECOVERY

**MONDAY, OCTOBER 21, 2019
5:30 PM - 8 PM
ART WORKS RICHMOND**

The opioid epidemic is a major public health issue



CONTENT CONTRIBUTED BY RICHMOND BEHAVIORAL HEALTH AUTHORITY

According to the federal Substance Abuse and Mental Health Services Agency (SAMHSA), the misuse of prescription opioids and the use of heroin are two of the most significant public health issues in the United States. Opioid use disorder is a chronic, relapsing disease affecting many types of individuals. SAMHSA reports that 2.1 million Americans are diagnosed with opioid use disorder yet only 20% of those diagnosed receive specialty addiction treatment. The city of Richmond is experiencing this epidemic more than most communities. In 2017, there were 91 deaths from fentanyl and/or heroin overdose, 25 deaths from prescription opioid overdose. This is a fentanyl/heroin overdose mortality

rate of 40.8/100,000 in Richmond (nearly four times the state mortality rate of 11) in 2017. The prescription opioid overdose mortality rate in Richmond was 11.2/100,000 versus the state rate of 5.9. (Virginia Department of Health, 2019).

Not surprisingly, the Richmond Behavioral Health Authority (RBHA) has seen a significant increase in the number of individuals seeking services for substance use disorders (SUD). From fiscal year 2014 to fiscal year 2018, RBHA's intake number for individuals with an SUD diagnosis increased 28%.

RBHA is one of 40 community services boards across Virginia providing a variety of behavioral health and developmental services to the citizens of the commonwealth. Those seeking services at RBHA enter care through a same-day access service called Rapid Access.

Best practice treatment recommendations for those with an opioid use disorder consist of medication-assisted treatment (such as Suboxone, methadone), counseling and ongoing peer support. RBHA offers a variety of these best practice services in addition to a gold-standard office-based opioid treatment (OBOT) clinic, residential withdrawal management and intensive treatment services, intensive and traditional outpatient services, and the collaborative AlivEVA Warm Line, a peer-operated phone line providing recovery support and resources (1-833-4PEERVA). If you or someone you know needs help for an opioid use disorder, rapid access hours for walk-in assessments are available Monday-Friday, 8:30 a.m.-3:30 p.m. If you live outside the city of Richmond, and may be in need of a residential level of care, call (804) 767-6581 for more information.

THE OPIOID EPIDEMIC BY THE NUMBERS



130+
People died every day from opioid-related drug overdoses¹ (estimated)



47,600
People died from overdosing on opioids²



81,000
People used heroin for the first time¹



28,466
Deaths attributed to overdosing on synthetic opioids other than methadone³



11.4 m
People missed prescription opioids¹



2.1 million
People had an opioid use disorder¹



2 million
People missed prescription opioids for the first time¹



886,000
People used heroin¹



15,482
Deaths attributed to overdosing on heroin¹

SOURCES

1. 2017 National Survey on Drug Use and Health, Monthly in the United States, 2016

2. NCHS, Data Brief No. 329, November 2018

3. NCHS, National Vital Statistics System, Estimates for 2017 and 2018 are based on provisional data.

**RBHA Board Meeting
 Development Report – November 5, 2019**

Richmond Behavioral Health Foundation – As of September 30, 2019

YTD revenue: \$96,916.54

YTD grants: \$32,000.00

YTD gifts-in-kind: \$81,989.00

	Current Year (FY20)	Previous Year (FY19)	Two Years Ago (FY-18)
	Total Grants/Requests Submitted in FY20 (July 1, 2019 – June 30, 2020)	Total Grants/Requests Submitted in FY19 (July 1, 2018 – June 30, 2019)	Total Grants/Requests Submitted in FY 18 (July 1, 2017 – June 30 2018)
Number of Submitted Grants/Requests	3 carryover from FY19 (\$40,000) 2 8,000 (TOTAL: \$48,000)	9 \$418,500 and up to \$500,000 (TOTAL: \$918,500)	8 (TOTAL: \$136,000)
Number of Funded Grants/Requests	4	5	6
Dollar Value of Awarded Grants/Requests	\$32,000	\$59,795 Approx. \$9,342 In-Kind	\$106,000.00
Number of Pending Grants/Requests	0	2	0
Dollar Value of Pending Grants/Requests	\$0	\$40,000	\$0
Number of Denied Grants/Requests	1	3	2
Dollar Value of Denied or Partially Funded Grants/Requests	\$16,000	\$821,500.00	\$30,000

Update on Grants and Gifts: See attached chart

**RBHA Board Meeting
Development Report – November 5, 2019**

Outreach/Appeals/Partners

- Altria ELVE Event – October 30, 2019 – North Campus Greenspace
- Annual RBHF Giving Appeal to be mailed in November
- RBHA United Way Campaign to kick off in November - Goal \$40,000
- Giving Tuesday – December 3, 2019 – Cold Weather Items

Media/Marketing:

- Website Development – RBHA & RBHF – Charles Ryan Associates – anticipated launch in January
- Brand Federation – Branding & Messaging Proposal – vote to move forward November 22, 2019
- RBHA Mission, Vision, and Values Roll out in January – new RBHA marketing materials

Events:

- Art of Recovery – October 21, 2019, 5:30pm - 8:00pm

Community Outreach:

- Lewis Ginter Dinner – August 2019
- Rotary Club of Short Pump – September 2019

MARSHALL CENTER

PSYCHOSOCIAL REHABILITATION SERVICES FOR ADULTS



Bernadette Senior
PhD, LPC, CCMHC, MAC, NCC
Program Manager II

Ryan Hite
LCSW, CCTP
Director of Adult MH

WHAT IS PSR?

- PSR (Psychosocial Rehabilitation) is the process of restoring community functioning and well-being of individuals who are impaired by chronic mental illness and/or intellectual developmental disabilities.
- The Marshall Center provides services that are congruent with the PSR service criteria set forth by the Department of Medical Assistance (DMAS).
- Per the service definition of DMAS, PSR services at the Marshall Center are designed to promote growth within our clients in the following areas: independent living, interpersonal skills, social skills, symptom management, community integration, and relapse prevention.



CURRENT CENSUS

- Marshall Center currently has a total of 124 members enrolled.
- Average daily attendance ranges from 80-110.
- Members attend on a varied weekly frequency, which contributes to some days having a higher attendance rate than other days.
- Mondays' census is typically 100+.
- Marshall Center is open 3 Saturdays per month—Weekend census currently ranges from 25-45.
- Goal is to have 100+ members attend each day the Marshall Center is open.



PROGRAM REFERRALS

- Marshall Center receives referrals internally from RBHA primary service providers as well as from external private providers.
- Referral sources include: MH Case Managers, Physicians (PCPs), Psychiatrists, MH Skill-Builders, Family Members, Permanent Supportive Housing Providers, and ALF Administrators.
- An average of 5 referrals are received monthly. This number has been progressively increasing over the past quarter.
- **Orientation Process:** The PSR Clinician is the primary point of contact for all referrals. Once a referral is received, the PSR Clinician collaborates with the referring source and schedules an assessment. The potential member has the option to remain at the center for a half-day on the date of the assessment and if still interested in attending the program, the assessment is completed, an authorization request is submitted to the MCO, and a start date is set. New members are automatically assigned to an orientation PSR case manager for 30 days upon their entrance into the Marshall Center.

MARSHALL CENTER MEMBER DEMOGRAPHICS

- Age 18-44: 19.23%
- Age 45-65: 62.5%
- Over 65: 18.27%
- Alcohol Use Disorder: 1%
- Bipolar Disorder: 11%
- Cocaine Use Disorder: .5%
- Cannabis Use Disorder: .5%
- Delusional Disorder: 2%
- Depressive Disorder: 24%
- Schizophrenia: 89.4%
- PTSD: 1%
- Schizoaffective Disorder: 38.5%

DEMOGRAPHICS CONTINUED

- Alaskan: 1%
- Black/African American: 74%
- Other: 3%
- White: 21%
- Multiracial: 1%
- Female: 48%
- Male: 51%



HOW ARE SERVICES PROVIDED AT THE MARSHALL CENTER?

- Therapeutic Interventions
- Psychoeducational Groups
- Community Integration Activities/Outings
- Face-to-Face Contacts
- Collaborative Contacts
- Peer Support Interactions
- Activities with Other CSB PSR Programs
- Guest Speaker / Volunteer Activities



MARSHALL CENTER DAILY SCHEDULE

- Program Hours: 7:30AM-2:30PM
- Sign-In and Socialization: 7:30AM-8:30AM
- Breakfast: 8:30AM to 9:15AM
- Morning/Unit Meetings: 9:15AM-10:30AM
- Groups: 10:30AM-12:00PM
- Lunch: 12:00PM-1:00PM
- Groups: 1:00PM-2:15PM
- Positive Reflections: 2:15PM
- Program Dismissal: 2:30PM

MARSHALL CENTER UNITS

- Each morning after the morning meeting, members participate in unit meetings. Upon admission into the Marshall Center all members are provided opportunity to select which unit they would like to be assigned. There are currently 5 units from which members can select: Food Service, Clerical, Environmental, Mobile Work Crew, and Snack Bar. There is also an orientation unit in which members are assigned for their initial 30 days.
- Members in the orientation unit are those who have been recently admitted into the Marshall Center program. The orientation unit provides opportunity for them to acclimate to the PSR program at the Marshall Center via introduction to programming, center rules/guidelines, staff roles, initial ISP development, and primary unit selection. Members remain in the orientation unit for a total of 30 days.
- Members in the food service unit are able to learn and practice skills related to kitchen hygiene, cooking, meal preparation, and meal serving. The food service unit has a full-time cook who is also a Marshall Center member. All staff assigned to the food service unit receives ServSafe certification.
- Members in the clerical unit are able to learn and practice basic office skills such as answering phones, taking messages, using a copier, and customer service. Members in the environmental unit are able to learn and practice skills related to cleaning and sanitizing areas to decrease germ exposure.

UNITS CONTINUED...

- Members in the Mobile Work Crew are selected members who actually work as employees for RBHA. They are provided opportunity to learn and practice skills such as budgeting, customer service, scheduling/delivery, and furniture moving/installation.
- Members in the Mobile Work Crew are selected members who actually work as employees for RBHA. They are provided opportunity to learn and practice skills such as budgeting, customer service, scheduling/delivery, and furniture moving/installation.
- Beginning January 1, 2020 two new units will be implemented: Forensics Unit and Security/Safety Unit.
- Beginning January 1, 2010 all units with the exception of the orientation and mobile work crew units will be rotated between staff every 6 months.

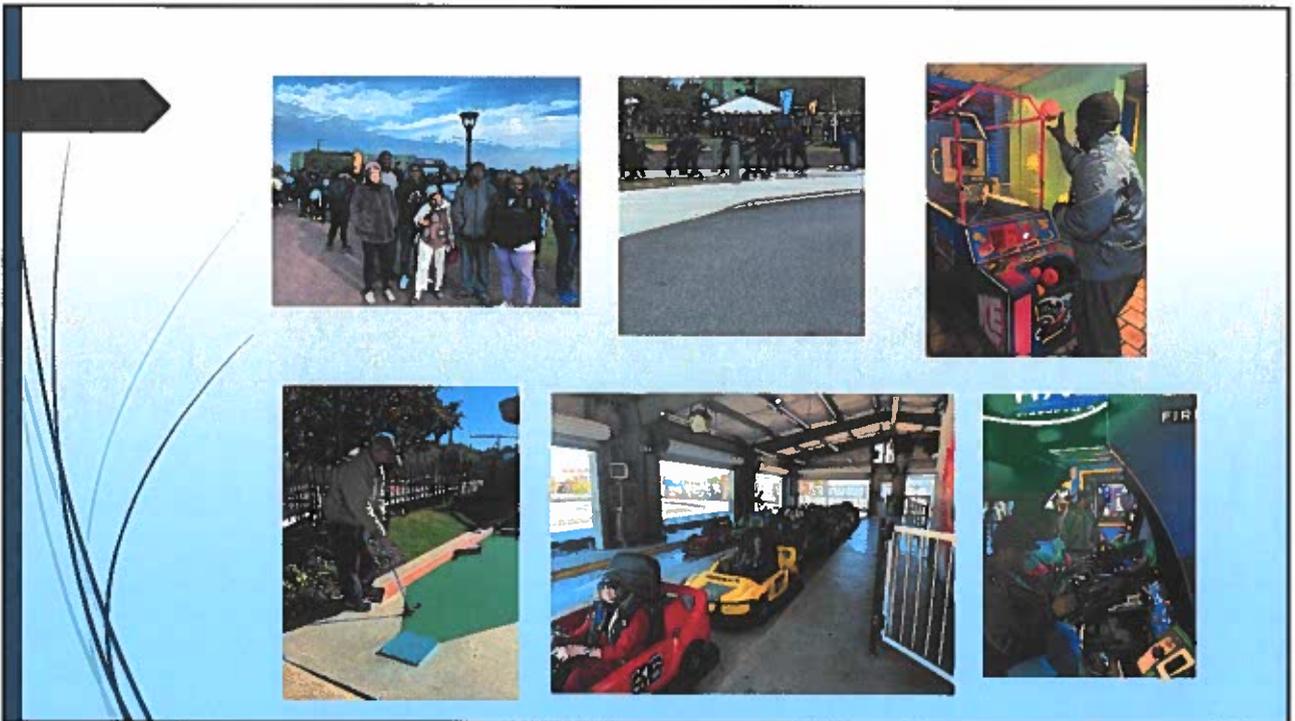
PUTTING THE “FUN” IN TREATMENT

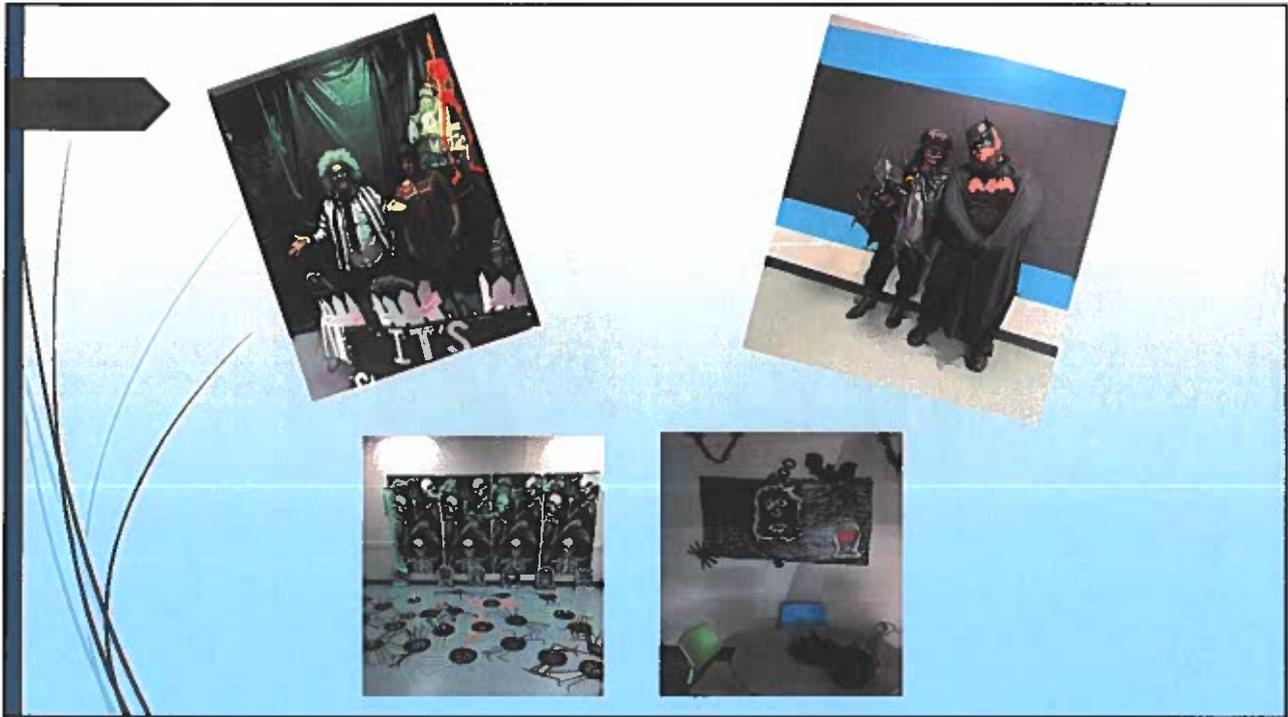
Community Integration Outings and Activities

- Members at the Marshall Center are provided with opportunities to attend varied community integration activities and outings each week.
- These activities are designed to provide real-life opportunities for the Marshall Center members to practice/implement the social, interpersonal, coping, and community skills they are being taught in treatment.
- Two Marshall Center team members volunteer to attend/supervise each scheduled community integration activity/outing.
- A Member Council was developed in September 2019 to provide peer support for the Marshall Center members in the selection of outings and other program activities.

RECENT COMMUNITY OUTINGS/ACTIVITIES

- **AUGUST 2019:** Red Skins Training Camp, Richmond Zoo, Yorktown Beach, Golden Corral, and End Of Summer Cookout/Dance.
- **SEPTEMBER 2019:** VA Museum of Fine Arts, Cici's Pizza, Harlem Globetrotter Guest Presentation, Wellness Walk at James River, Emergency Preparedness Workshop, Lewis Ginter Botanical Gardens, Hibachi Grill, VA Museum of History and Culture, and Byrd Theatre.
- **OCTOBER 2019:** VA State Fair, Holiday Bowling Lanes, McDonald's, NAMI Walk, Golden Corral, Chile's Family Orchards (Apple-Picking), Lupus Walk, NAMI Guest Speaks (In Their Own Voices), Brunch Event, Steak Lunch Event, Hotdog Bar Event, Mall Walk, Subway, Putt Putt Fun Center, and Indoor Trick-or-Treat.
- **NOVEMBER 2019:** Lewis Ginter Botanical Gardens, Three Lakes Nature Center, VAPRA Conference, Poe Museum, Walmart, Mexico Restaurant, VA Holocaust Museum, Ruby Red Beauty Supply, Mall Walk & Lunch, and Thanksgiving Meal.





GREAT THINGS ARE HAPPENING!

- Increased Community Outings
- Development of Member Council
- Building Redesign
- Increased Clinical Staffings
- Fully Staffed Treatment Team
- Increased Daily Attendance
- Increased Collaborations With Primary Service Providers
- Increased Staff Participation In RBHA Trainings/Presentations
- Collaborations with NAMI

RENOVATIONS / REDESIGN IN PROGRESS



MARSHALL CENTER GOALS

- Maintain 100+ Daily Attendance Census
- Increase Enrollment Census
- Increase Member and Staff Satisfaction
- Increase Saturday Census via Implementation of Weekend Outings/Events
- Maintain a Fully-Staffed Treatment Team
- Increase Collaborations With ALF Administrators
- Increase Coordination Contacts with Primary Service Providers
- Continue to Increase Community Integration Outings/Activities
- Implement Evidence-Based Curriculums
- Identify Resources For Staff Incentives
- Increase Staff and Member Involvement in RBHA Activities/Trainings
- Obtain a Full-Time On-Site Nurse
- Acquire New Vehicles (Vans)

MARSHALL CENTER SUCCESS STORY



KRISTI BABENKO

- High school honor student
- Mental illness surfaced and progressed while in high school
- Enrolled in and dropped out of college
- Initially enrolled in the Marshall Center 2013-2014
- Became addicted to cocaine and marijuana as means to cope with her mental illness
- Had legal issues and multiple psychiatric hospitalizations
- Hit "rock bottom" and moved back home with her mother
- Returned to college
- Completed Associates Degree
- Returned to the Marshall Center July 2019
- Resides independently
- Graduating College in May 2020



THANK YOU!!

**FROM ALL THE MARSHALL
CENTER MEMBERS AND STAFF**

