

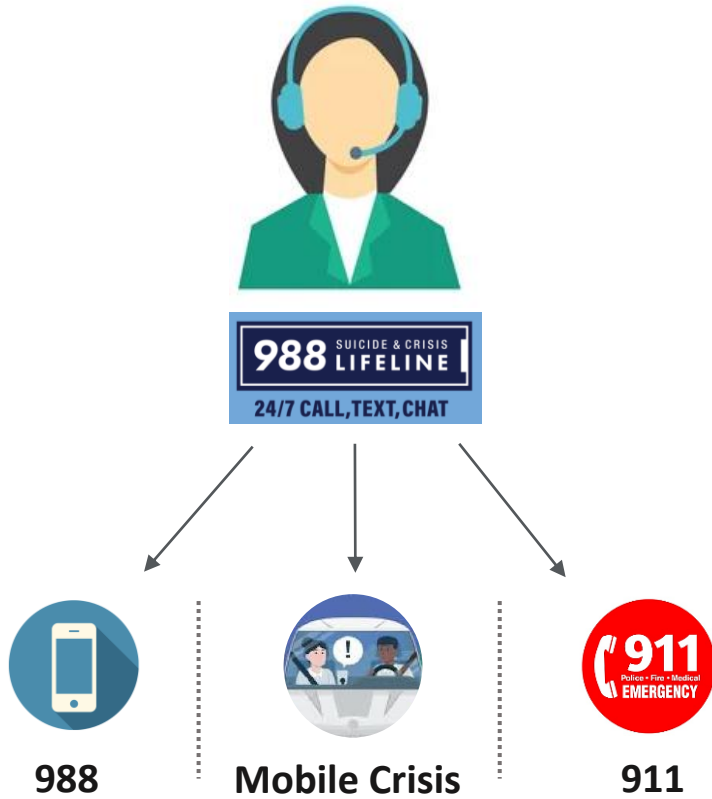


# DBHDS Updates

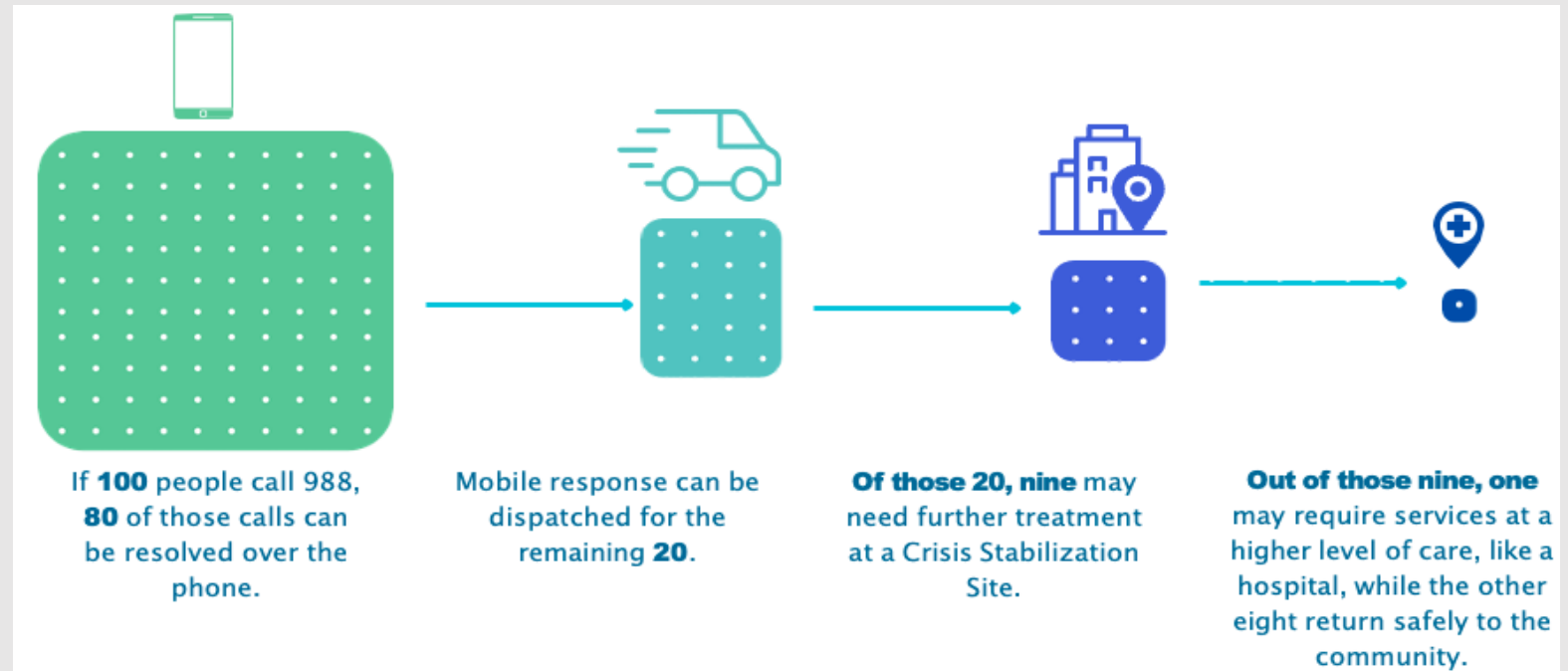
## VACSB Development and Training Conference

**Nelson Smith, Commissioner**  
Department of Behavioral Health &  
Developmental Services





**1) Someone to talk to** *988*      **2) Someone to respond** *Mobile Crisis*      **3) A place to go** *Crisis Centers*



### 988



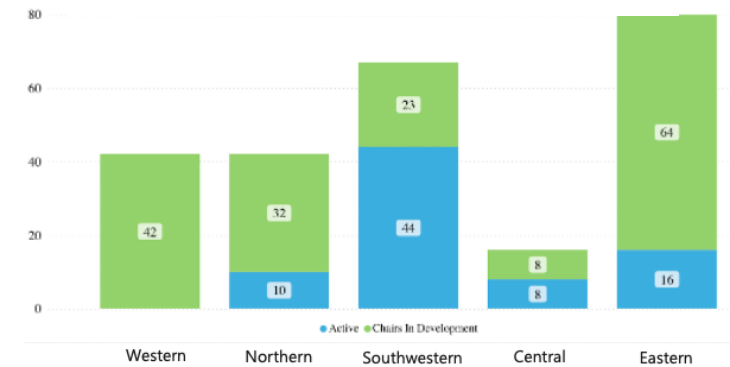
- **New [988va.org](https://www.988va.org) website**
- 988 is like 911 for mental health
- Anyone in mental distress can call or text 988 and trained crisis call center staff will help right away.
- About 8,000 calls per month
- About 80% of calls to 988 can be resolved on the phone
- National and Virginia marketing is underway

### Mobile Crisis



- Teams are deployed by 988 or regions to race directly to people in crisis.
- Mobile crisis teams can resolve 70% of the cases they handle
- Virginia now has 98 mobile crisis teams.
- The goal is 140 teams across Virginia

### Crisis Receiving Centers/ Crisis Stabilization Units



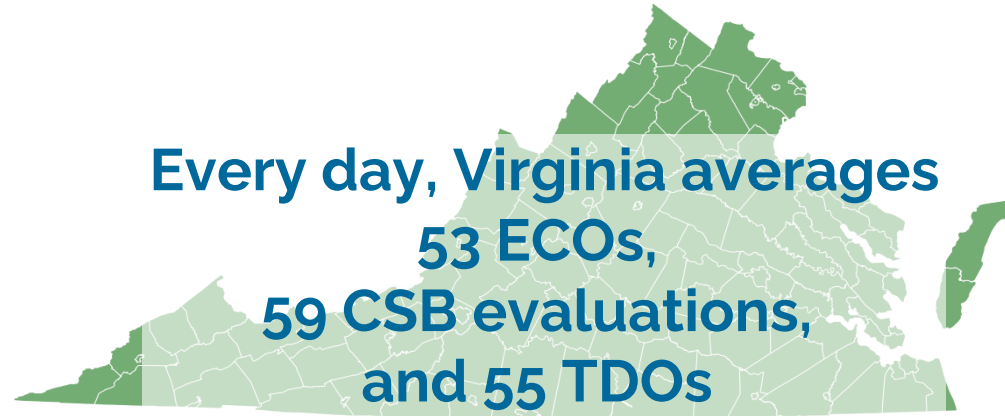
- Community stabilization of mental health crises for walk-ins, ambulance, fire and police drop-offs
- Stabilize crises and safely discharge about 65% of individuals without needing longer-term inpatient care
- Virginia currently has 236 active beds and chairs, with 307 more in development
- More projects underway later in 2024



New River Valley CIT

March 26 at 3:38 PM · 🌐

We were pleased to be able to provide CIT training to personnel from [Steadfast Security Solutions, LLC](#) who will be piloting an alternative custody and transportation initiative in portions of southwest Virginia as a vendor for the [Virginia Dept. of Behavioral Health and Developmental Services \(DBHDS\)](#). We appreciate their willingness to serve the Commonwealth in this important initiative.



**Alternative Custody**

- Special Conservators of the Peace (SCOP) Pilot
- Off-Duty Deputy Program (DCJS)

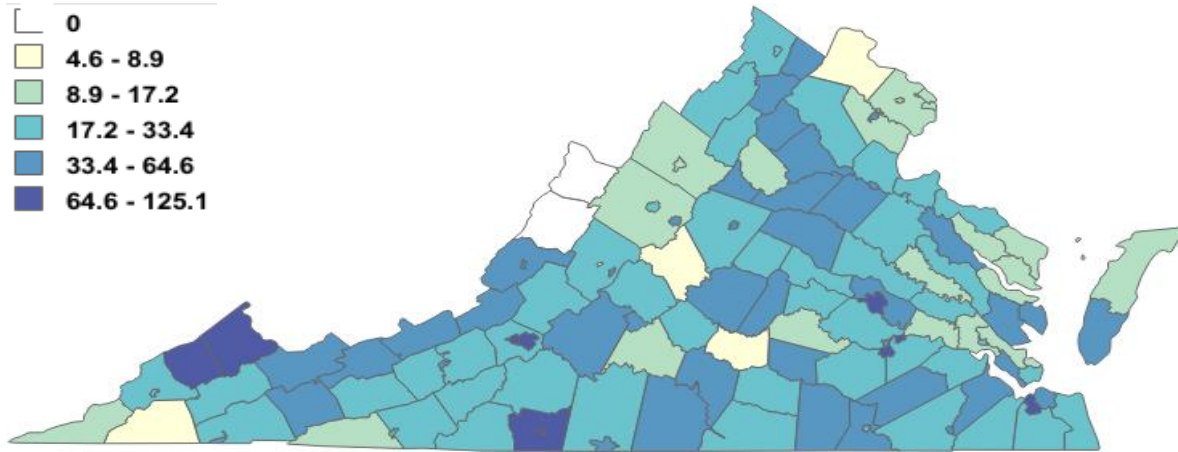
**Alternative Transportation**

- Availability
- Higher acuity transports
- Discharge Transportation

**MAY 7 NATIONAL FENTANYL AWARENESS DAY**

Death rate per 100,000 Virginia residents, all drugs, 2022

- 0
- 4.6 - 8.9
- 8.9 - 17.2
- 17.2 - 33.4
- 33.4 - 64.6
- 64.6 - 125.1



Virginia Dept Health, Chief Medical Examiner



REVIVE! training to use naloxone:  
[revive@dbhds.virginia.gov](mailto:revive@dbhds.virginia.gov)

### Currently Served on DD Waivers

17,484 Individuals



#### Priority 1

Projected to need services in a year

3,258 Individuals

#### Priority 2

Expected to need services in 1-5 years

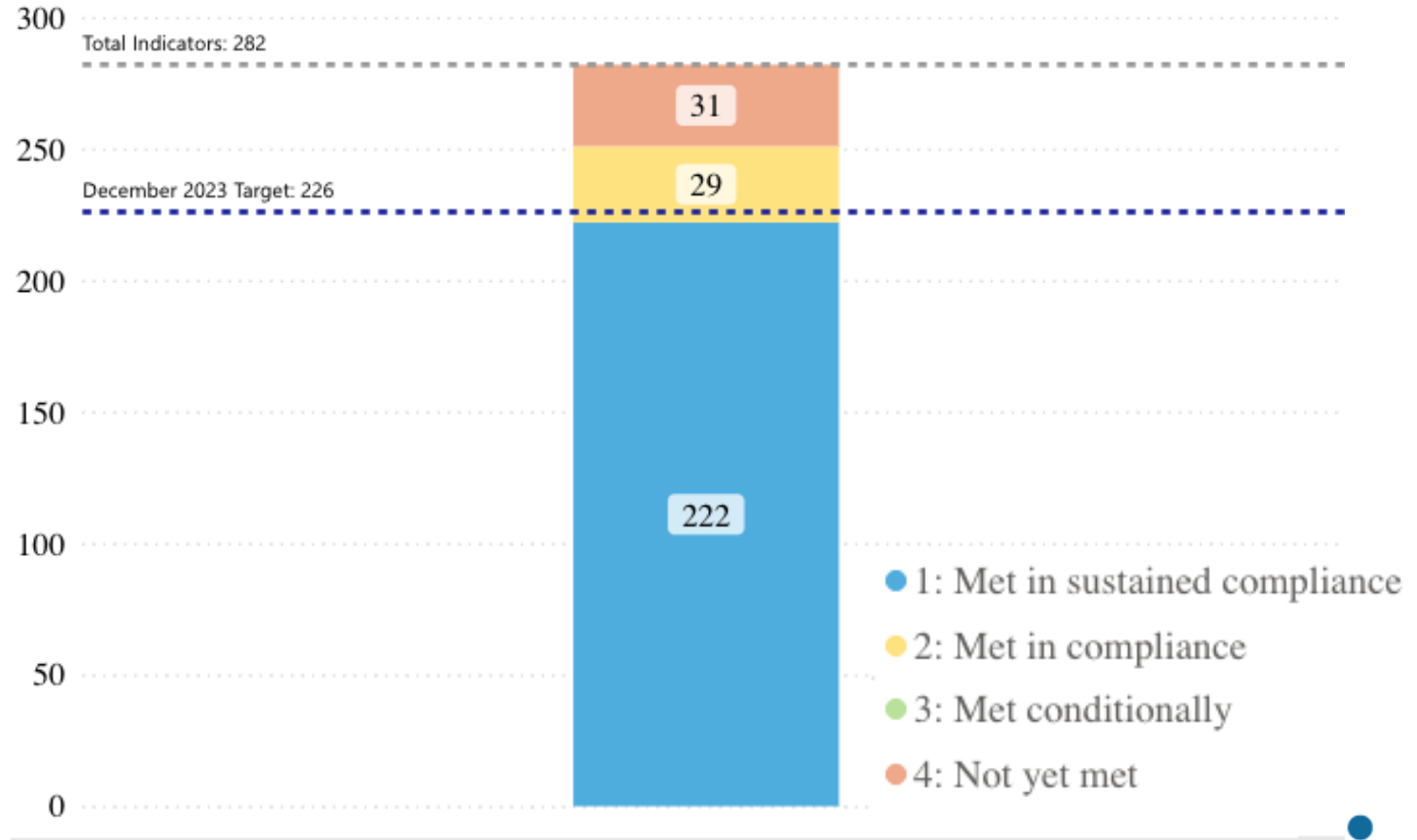
6,561 Individuals

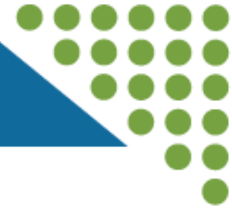
#### Priority 3

Expected to need services in 5+ years

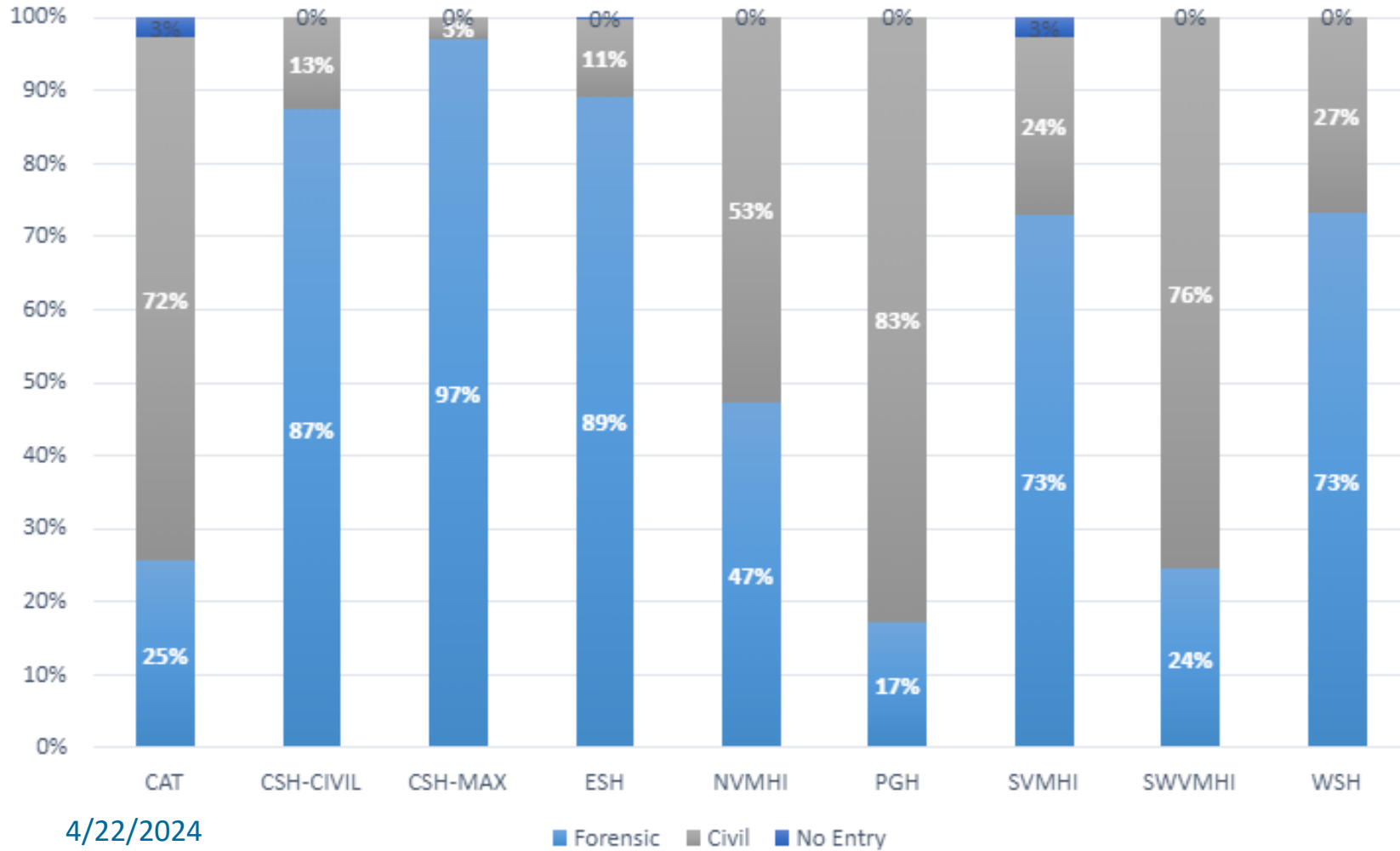
5,155 Individuals

### Compliance Status of DOJ SA Indicators





Current Distribution of Civil vs. Forensic Status per Facility



Forensic admissions to state facilities increased nearly **93%** from FY14 – FY23

The primary driver in forensic admission increases is **restoration orders**, which increased over **143%** from FY14 – FY23

Consequences include only 30 state civil beds in Region 5 as of 4/22/24

4/22/2024

■ Forensic ■ Civil ■ No Entry

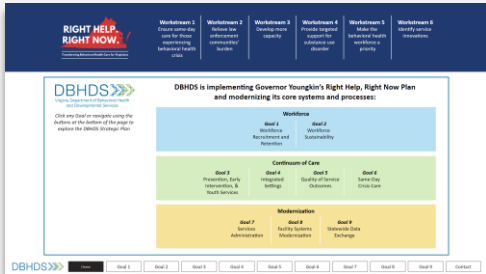


DBHDS is implementing **Right Help, Right Now** as a top priority and working to modernize its core systems and processes to support RHRN and other DBHDS strategic plan initiatives. Updates across the strategic plan's major priority areas include:

Workforce	Continuum of Care	Modernization
<ul style="list-style-type: none"> <li>• <b>Priority Staff Vacancies:</b> Vacancy Rate for Direct Service Associates, Housekeeping, Food Services, Psychologists/Counselors, and RNs have all met under 20% target</li> <li>• <b>Public System Workforce Capacity:</b> Worked with CSBs to complete an assessment of capacity for prioritized positions</li> <li>• <b>Licensing:</b> Average waitlist time for priority providers reduced from 1.5 years to 2 days; 100% of approved priority service applications granted licensure in less than 90 days</li> </ul>	<ul style="list-style-type: none"> <li>• <b>DOJ Settlement Agreement:</b> Met compliance with 251 indicators</li> <li>• <b>Coordinated Specialty Care:</b> 3 new CSC programs stood up across Virginia as of April 2023</li> <li>• <b>School-Based Mental Health:</b> 842 youth currently being served through school-based mental health services, exceeding target</li> <li>• <b>Assertive Community Treatment:</b> Significant reduction in bed days after treatment based on data from upcoming 2023 report</li> <li>• <b>Crisis Services:</b> 98 mobile crisis teams are now staffed; 988 marketing campaign launched October 2, 2023</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Corrective Action Plan:</b> Worked with stakeholders to identify process improvement opportunities and developed a corrective action plan to inform future priorities</li> <li>• <b>Satisfaction Survey:</b> Completed initial satisfaction survey with all CSB representatives; working hard toward next steps</li> <li>• <b>Facility Financial &amp; Operations:</b> Identified target areas for cost savings and efficiencies</li> <li>• <b>Data Exchange:</b> Progressing towards a new statewide Data Exchange to deliver transactional and secure data</li> </ul>

**Link to Public Dashboard**  
[dbhds.virginia.gov/about-dbhds/strategic-plans/](https://dbhds.virginia.gov/about-dbhds/strategic-plans/)

The dashboard tracks progress as DBHDS works to support individuals by promoting recovery, self-determination, and wellness in all aspects of life. The dashboard is available on the DBHDS website.



The screenshot shows a dashboard titled "DBHDS is implementing Governor Youngkin's Right Help, Right Now Plan and modernizing its core systems and processes." It features a grid of goals and workstreams:

- Workstreams:** Workstream 1 (Direct Service), Workstream 2 (Administrative Support), Workstream 3 (Operational Support), Workstream 4 (Information Systems), Workstream 5 (Community Engagement), Workstream 6 (Quality Improvement).
- Goals:**
  - Goal 1:** Increase direct service capacity
  - Goal 2:** Increase administrative support
  - Goal 3:** Increase operational support
  - Goal 4:** Increase information system support
  - Goal 5:** Increase community engagement
  - Goal 6:** Increase quality improvement



