

NKHS

House Health Care

Presentation

Kelsey Stavseth, Executive Director

Laura Nelson, Chief of Organizational Development



NKHS
Northeast Kingdom Human Services

We're
All About
**Being
Human!**



Mission and Vision

Why are we here?

Mission

We're all about being human. Our mission is to empower individuals, families and communities by promoting hope, healing, and support.

Vision

To be leaders in rural health and human services by offering programs that are innovative, flexible, and comprehensive.



NKHS Programs

DAIL:

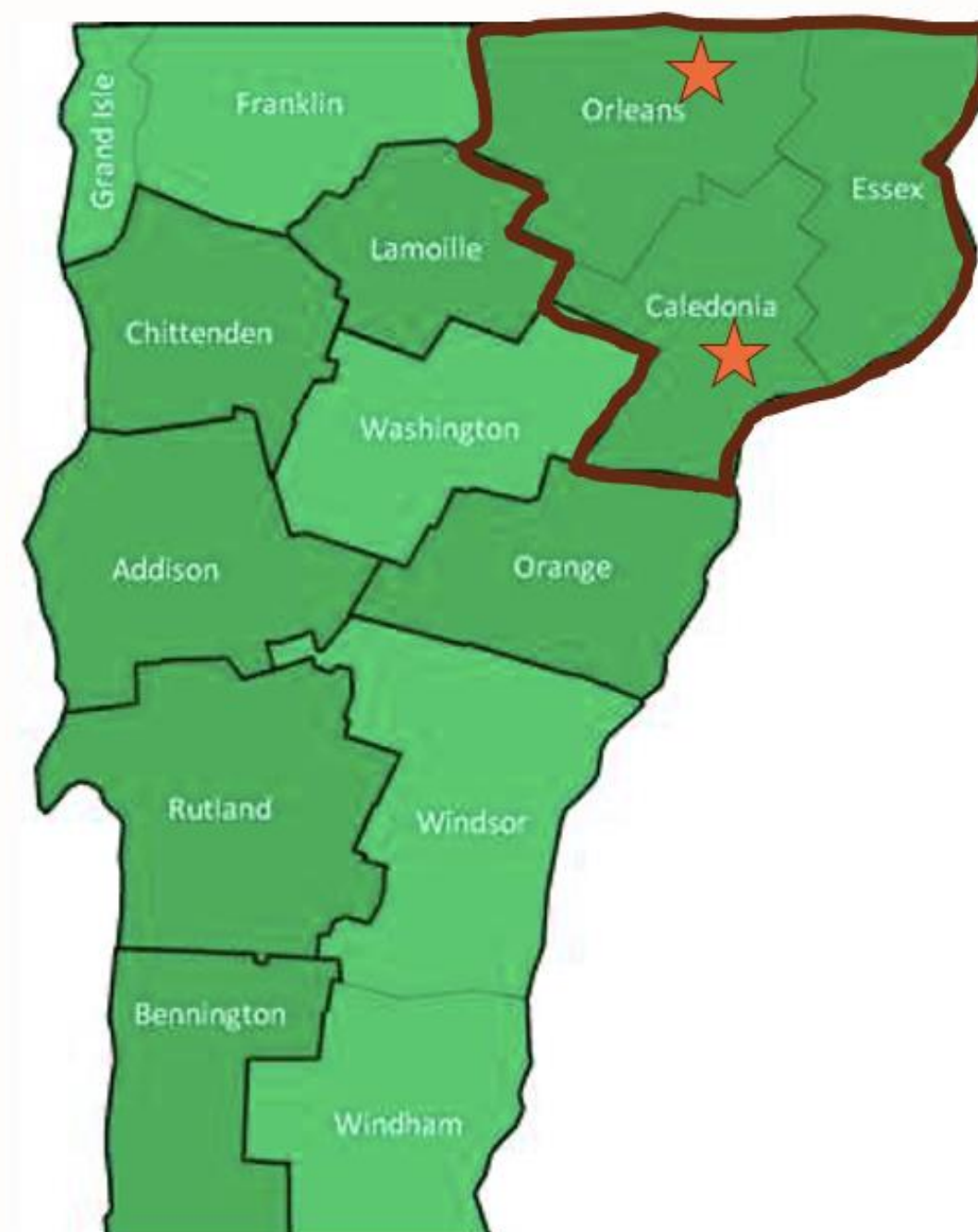
- Intellectual and Developmental Disability Services (IDDS)

DMH:

- Community Rehabilitation and Treatment (CRT)
- Adult Outpatient Mental Health
- Child Youth and Family Services (CYFS)
- School Based Services (Success Beyond Six)
- Emergency Services

DSU:

- Substance Use Services (Preferred Provider for the area)



NKHS Strategic Plan (3 year)



1. Recruit, train, develop and retain a strong workforce
2. NKHS is seen as a leader and dependable partner in the Northeast Kingdom
3. Become a learning organization and find innovative ways to deliver services and increase access



Recruit, train, develop and retain a strong workforce

What single change would make you more likely to recommend NKHS to a friend or family member?

Fully Staffed
(preventing burnout)

Pay

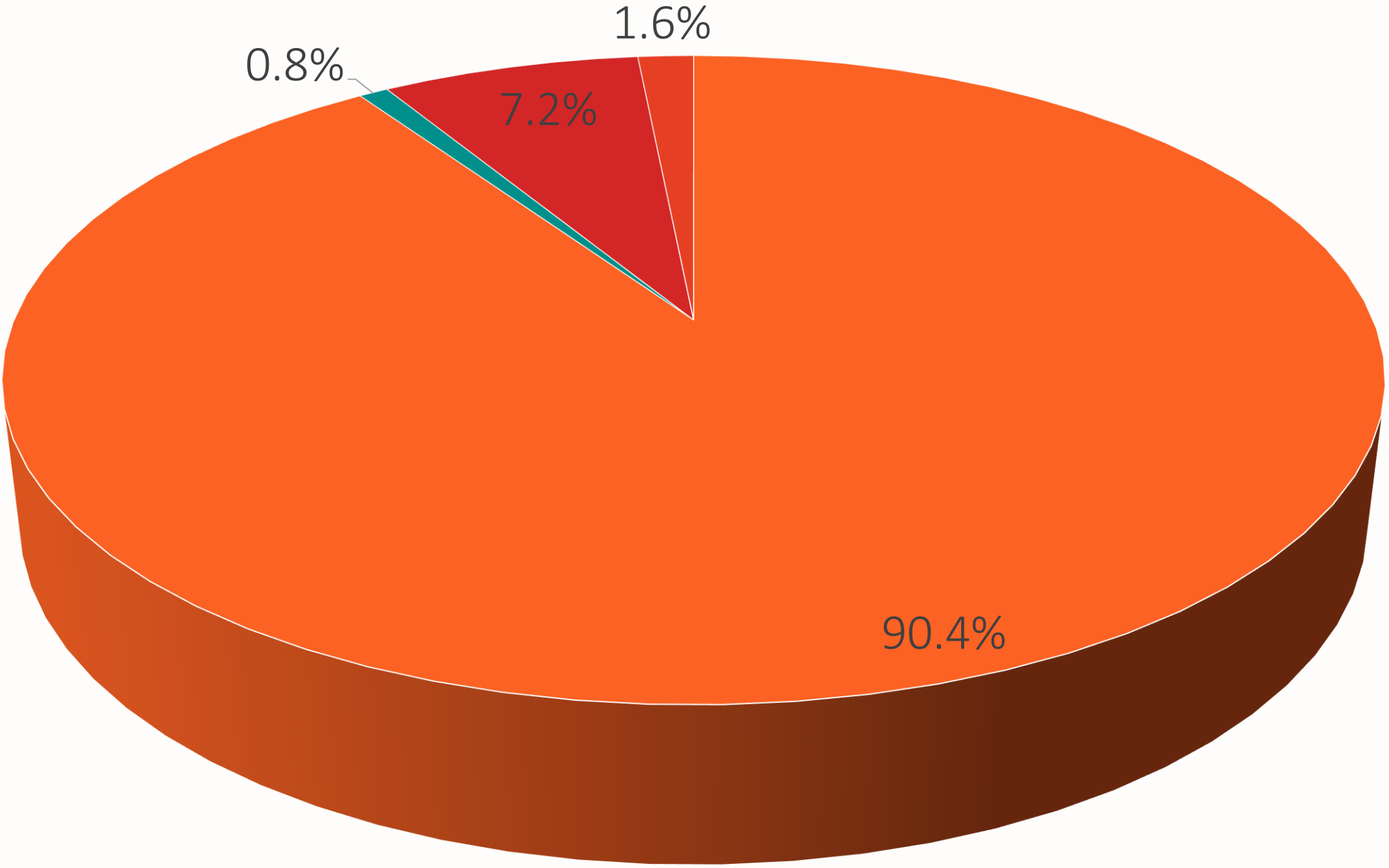
If you were to leave your current job, what would be the most likely reason?

Stress/burn out

Pay



FY 2023 Revenue by Source

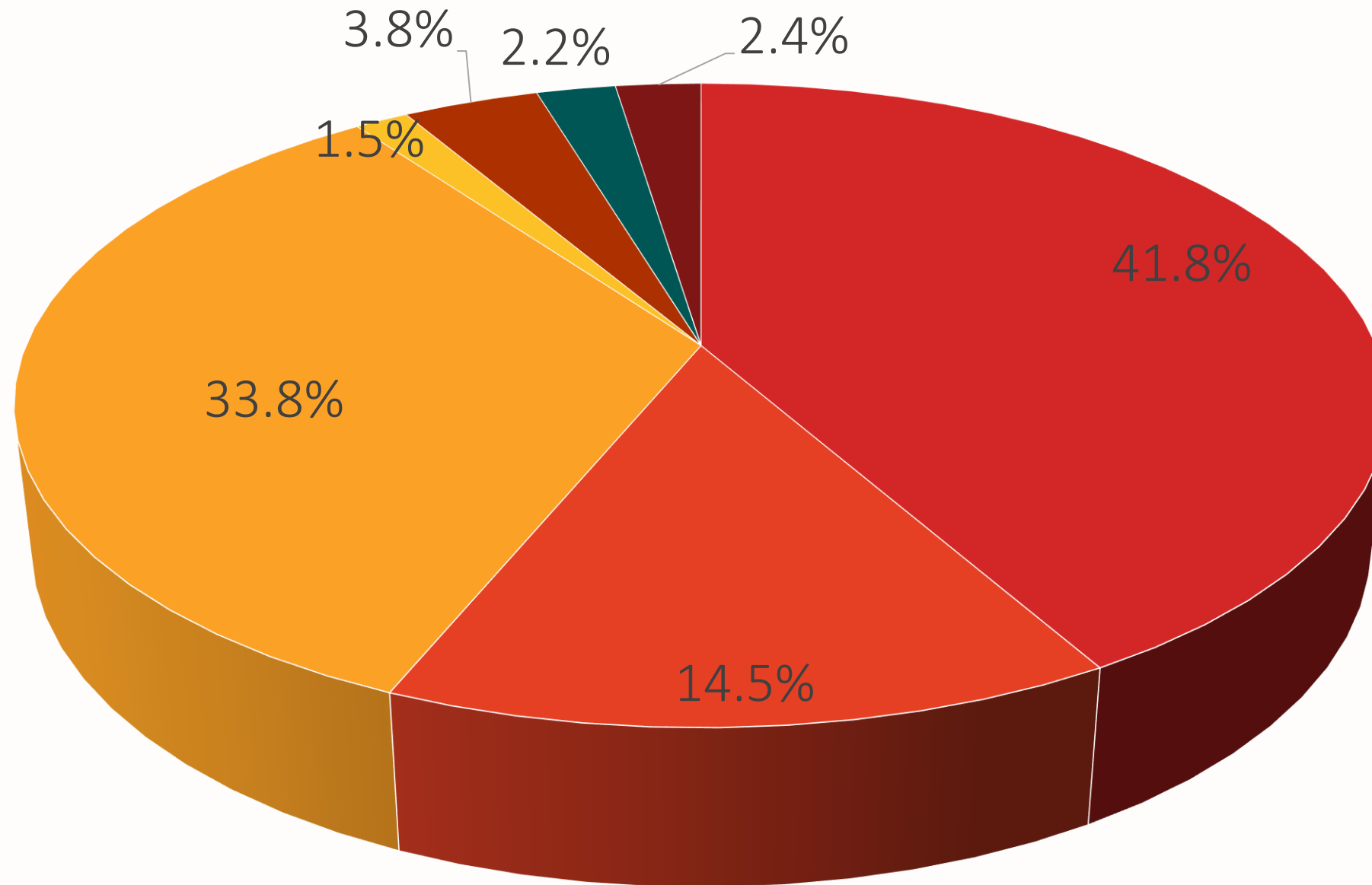


■ Medicaid ■ Other Patient Fees ■ Grants & Contracts ■ Local & Other



FY 2023 Expenses By Category

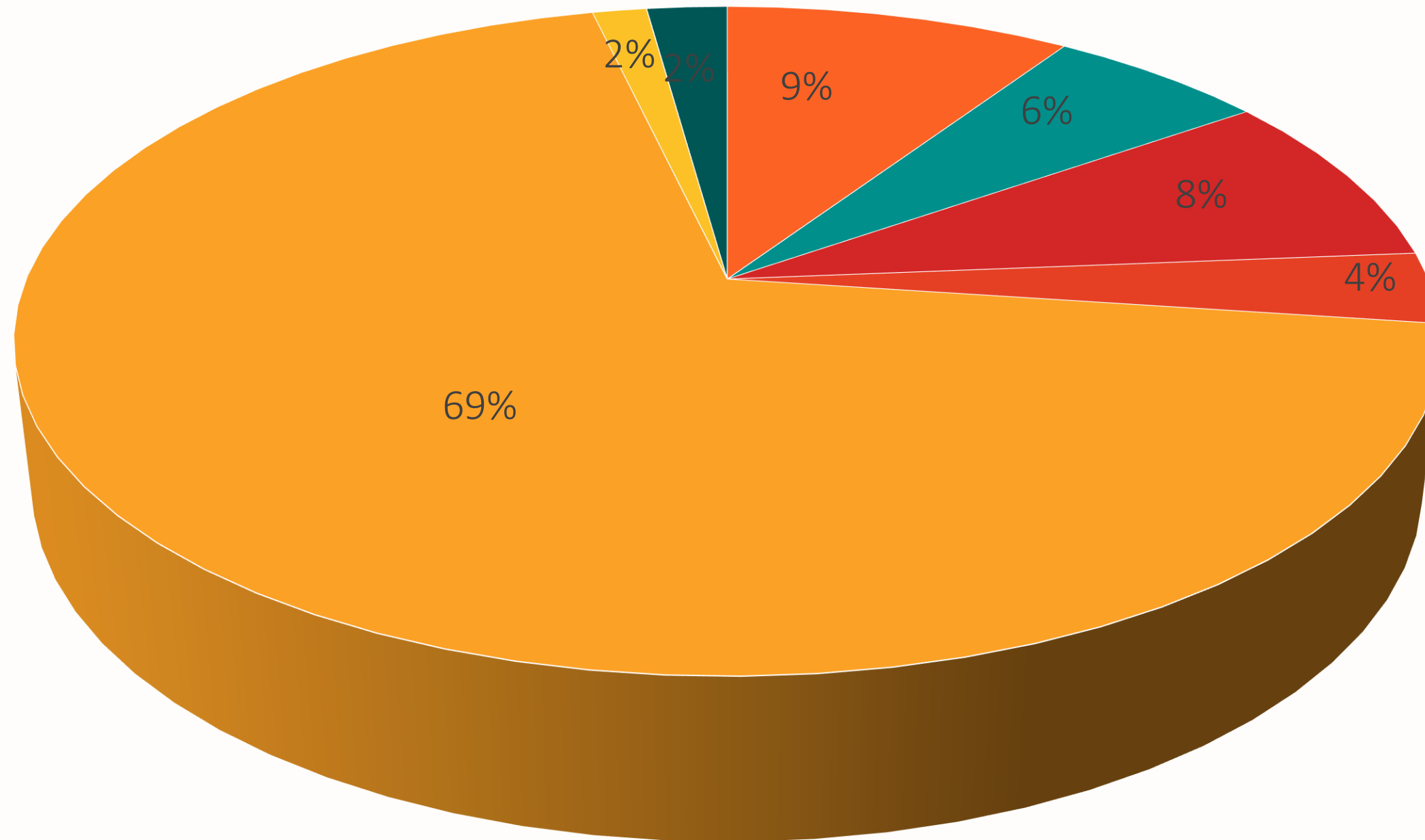
90.1% of all expenses are for personnel and benefits.



- Salaries
- Fringe benefits
- Other personnel costs
- Program expenses
- Operating expenses
- Client/Staff transportation
- Building expenses



FY 2023 Expenses By Department



- Children Services
- Community Rehabilitation & Treatment
- Developmental Services
- Non Operating Expenses

- Adult Outpatient Services
- Emergency Services
- Substance Abuse Prevention & Treatment
- Administration



NKHS Hiring and Turnover

Impact of Legislature's increased payment Rates for DAs
Current Staffing Level as of 4/24/24 - 512

	Starting Headcount	Ending Headcount	Voluntary Turnover %	Involuntary Turnover %	Total Turnover
FY '24 Q1	485	502	4.3%	2.4%	6.7%
FY '23 Q1	446	445	5.2%	3.4%	8.5%



FY 2023 By the Numbers

Department	Unique Clients served	Services	Hours
Adult Outpatient	1,101	11,006	15,107
Community Rehabilitation Treatment	190	26,534	22,186
Children, Youth, and Family Services	479	33,216	48,975
Substance Use Disorder	400	2,814	2,800
Emergency Services	729	5,835	3,097
Intellectual and Developmental Disability Services	546	209,173	843,734
Totals	2,942	288,578	935,899

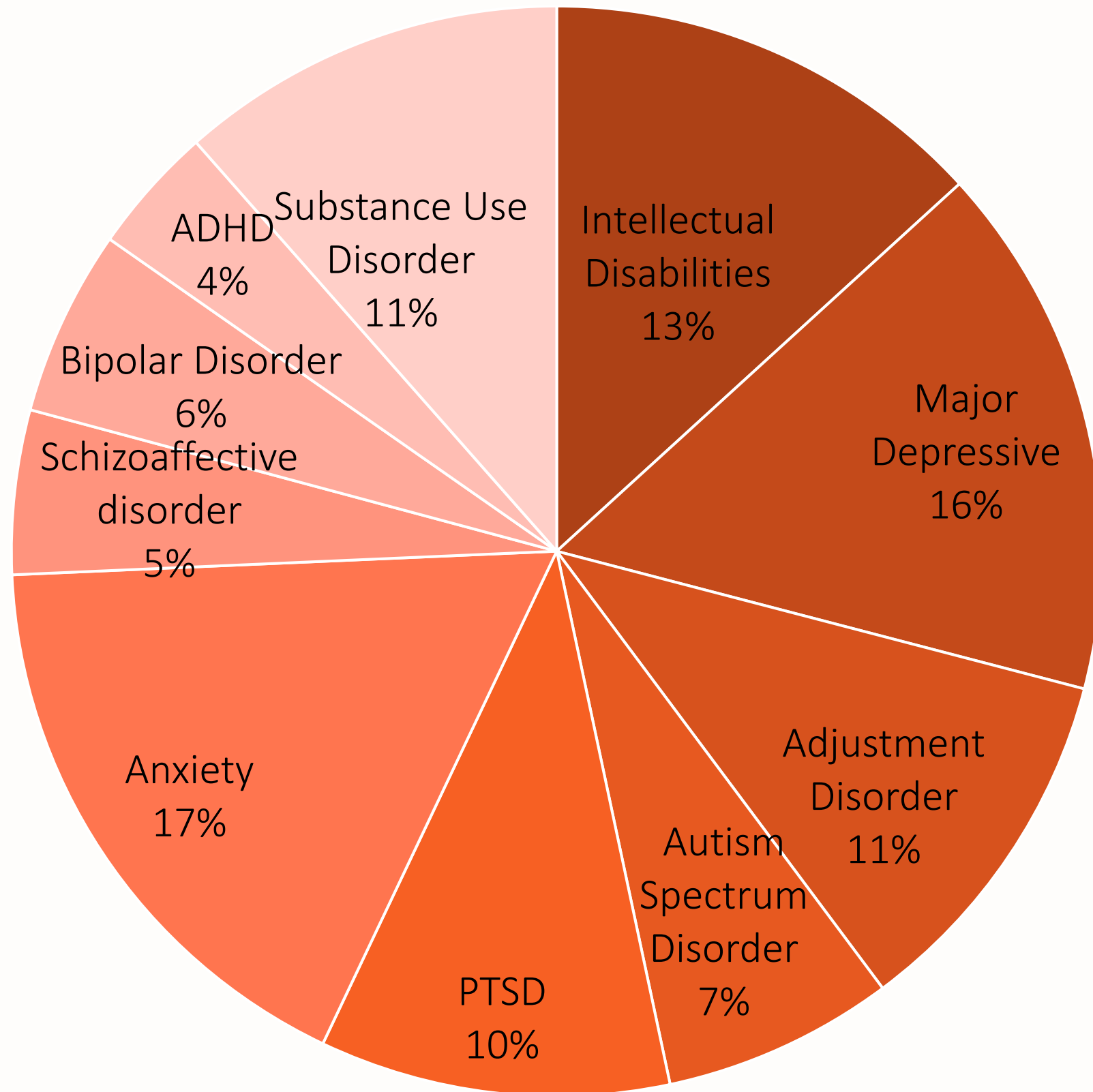
“Keep up the amazing work. I wouldn't be here without your help.” – Community member who utilized ES services

“This place and its people have helped changed my life in ways I couldn't begin to describe.” –Community member who utilized AO services



Community Members We Serve

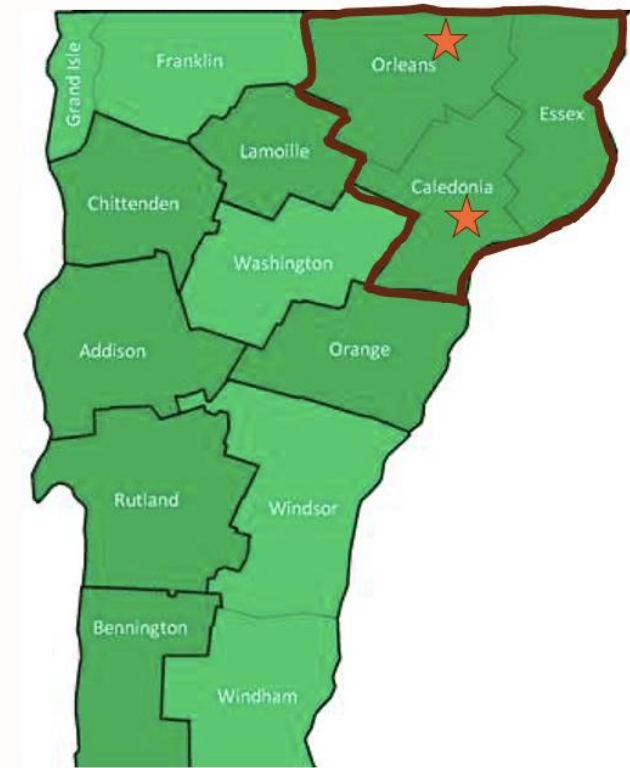
Primary diagnostic categories (point in time)



NKHS service area spans 2,100 sq./mi.

FY 23 staff traveled 1.64 million miles to support clients

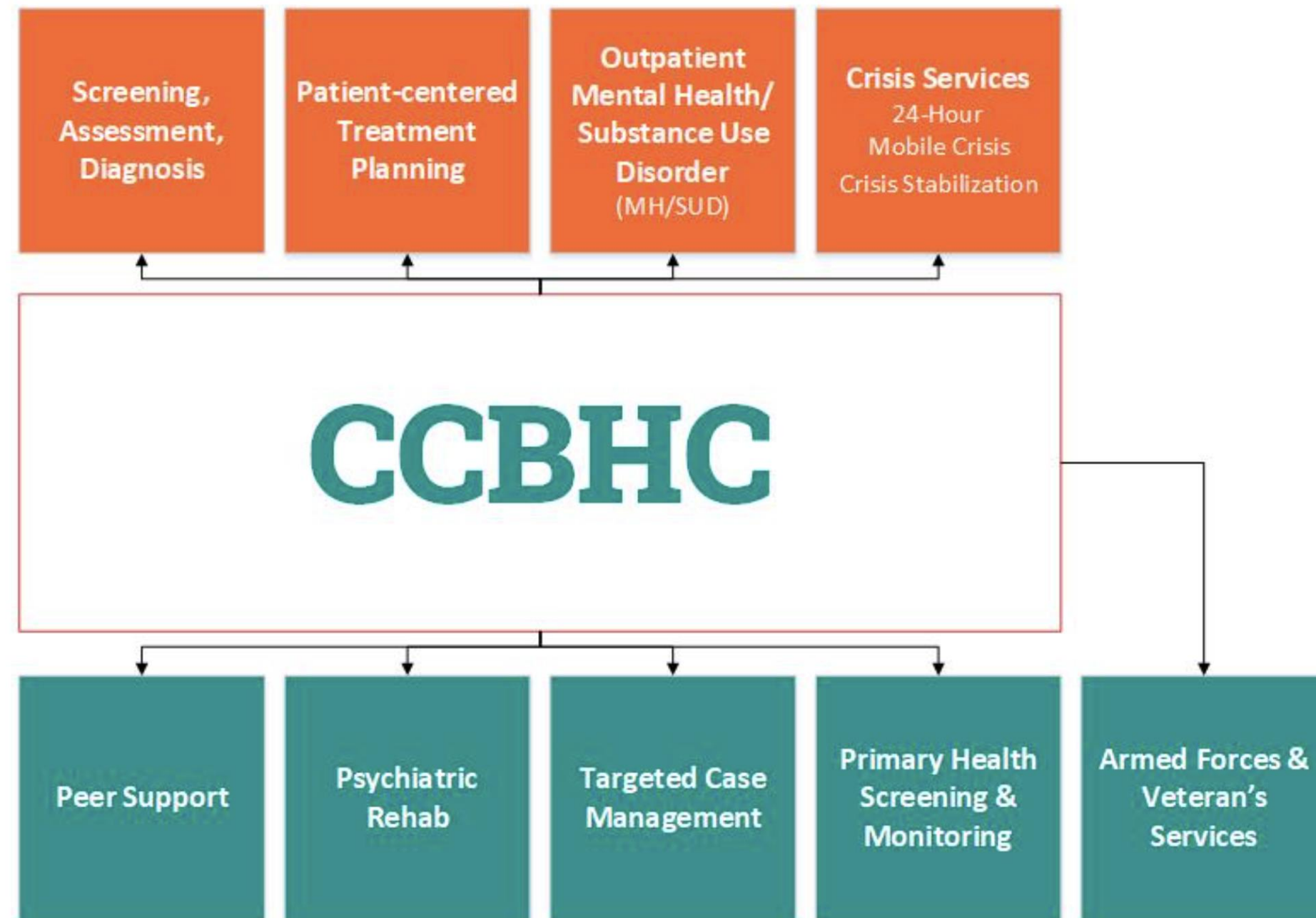
FY23 travel expenses were \$953,321.



Certified Community Behavioral Health Clinic

NKHS – 4 year PDI

Year 1 – Attestation – completed 9/30/23 – Attesting to NKHS providing all services of a CCBHC
Year 2- collect and report on all required CCBHC clinical quality measures



Ensure access

to integrated, evidence-based substance use disorder and mental health services

Meet stringent criteria

access, quality reporting, staffing and coordination with social services, criminal justice and education systems.

Receive flexible funding

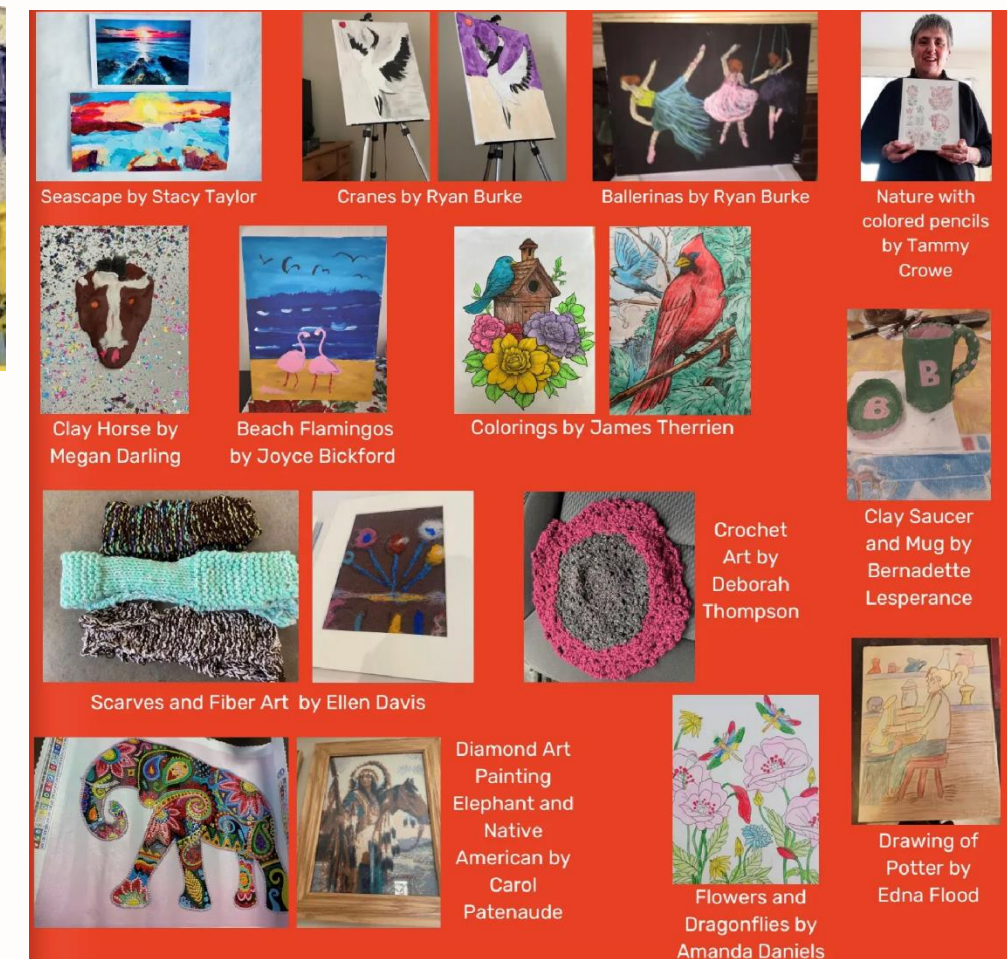
to support the real costs of expanding services to fully meet the need for care in their communities.



IDDs Intellectual and Developmental Disability Services

IDDs services guide themselves by self-determination, dignity, and the belief that all persons deserve to have positive control over the lives they have chosen for themselves.

- Clinical Services: Psychiatry and Therapy
- Home and Community Based Services
- Crisis Services
- Respite
- Service Coordination
- Supported Employment
- Bridge Program
- Flexible Family Funding
- Therapeutic Community Residence and Residential Care Homes (24/7 supportive care)
- Shared Living Provider Program



Children Youth and Family Services

NKHS provides a continuum of services from birth to 22 for children and adolescents including, home and community-based services, psychiatric services, and school-based services with a focus on individuals experiencing serious emotional disturbances (SED).

Children Integrated services (birth-6yrs)

Therapy and Counseling

Home and Community Supports

JOBS (16-22 yrs)

School Based Services

Behavior Interventionists

Psychiatric Services and Medication Management

New NKHS Child and Family Center

on McGoff Hill in Lyndon

(Opening early May 2024)

Programming to include: Evidence Based Curriculums for parents and youth, parenting groups, outdoor recreation, art therapy, skill building,



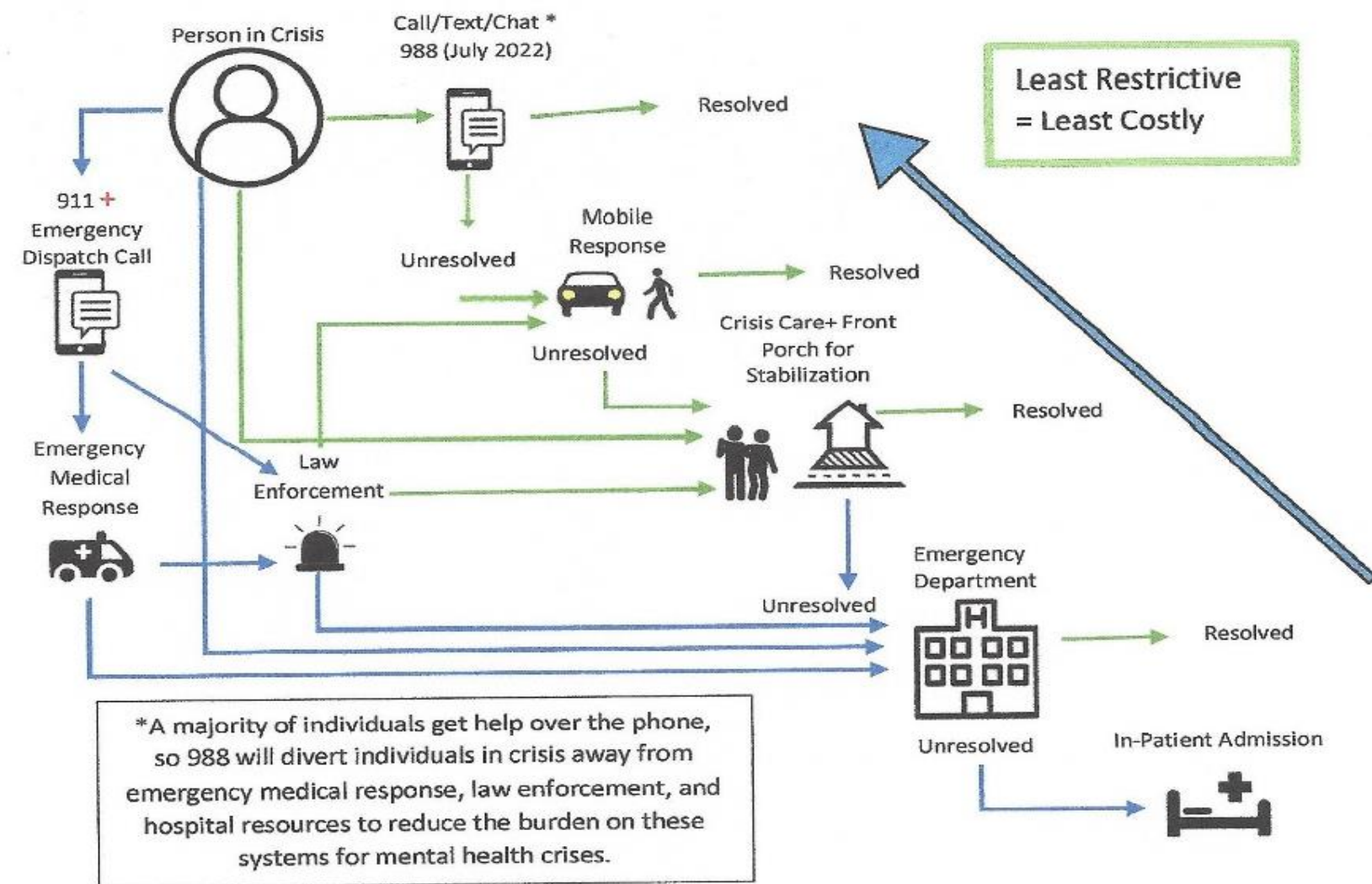
Mental Health Services

NKHS provides a continuum of services including, Emergency Services, Adult Outpatient, and Community Rehabilitation and Treatment, with a focus on serious and persistent mental illness (SMPI) and serious emotional disturbances (SED).

- Therapy
- Case Management
- Care Coordination
- Peer led WRAP Groups
- CARE Bed – 2 bed Hospital Diversion
- Employment Support
- Psychiatric Med Management
- Various Groups
- Embedded MH Clinicians with Police
- Mobile Crisis
- 988 Call Center
- Peer Support
- VA Community Care Network credentialed

Model came from [Missouri Crisis model](#)

Crisis Care+ Response (Crisis Receiving and Stabilization Front Porch to Living Room Model)



Substance Use Services

NKHS is the 'Preferred Provider' for SUD in the NEK and provides a range of services for adolescents (12 and over) and adults.

Therapy and Counseling
Case Management
Intensive Outpatient Groups
Contingency Management
IDRP – Driver Rehabilitation Program
PIP Bed – Public Inebriate Bed
Peer Supports
Psychiatric Med Management
MAT prescribing

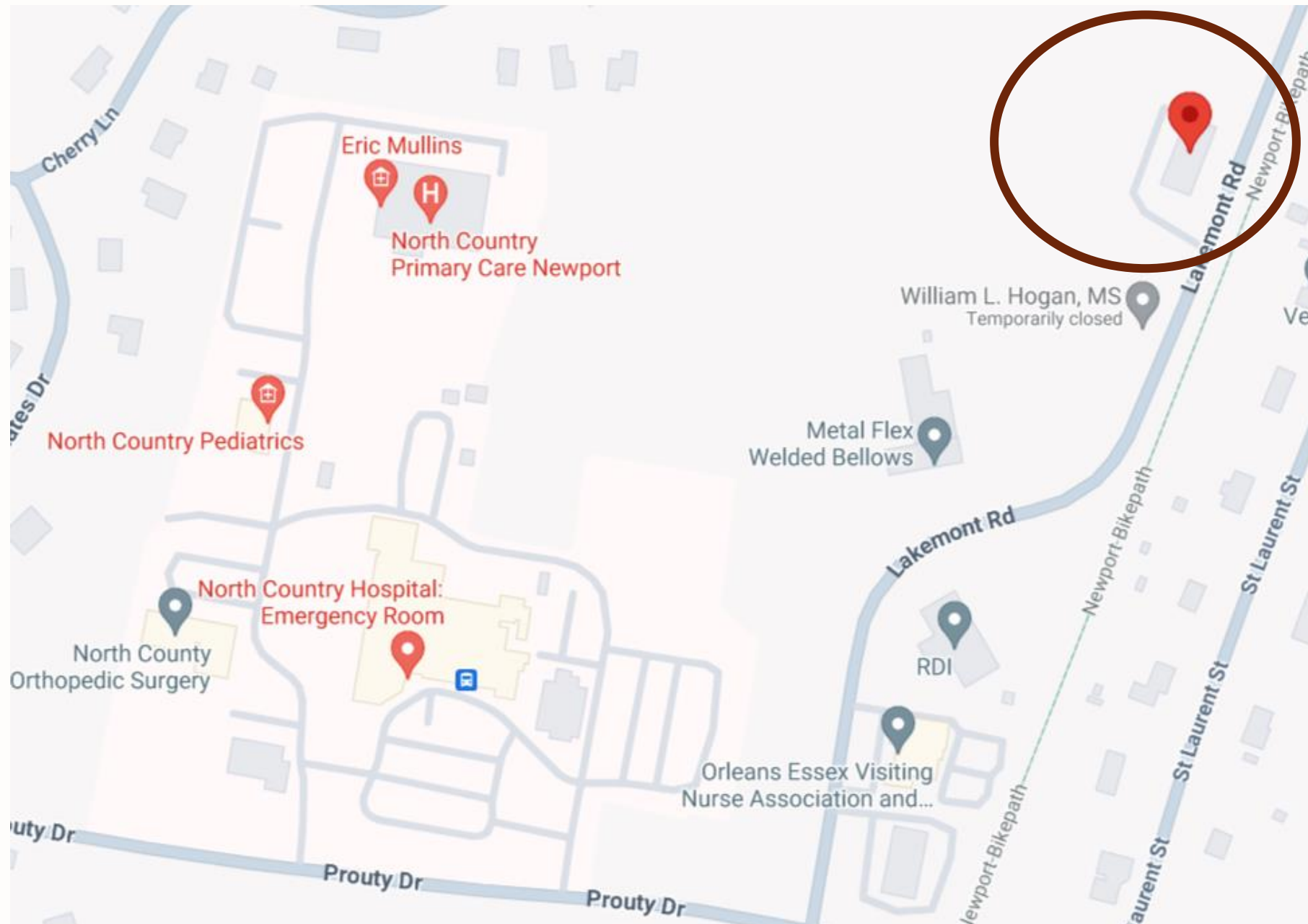


NKHS staff filling harm reductions bags to share with community members and partners



Front Porch

Northeast Kingdom Human Services is actively developing a 24/7/365 Front Porch Mental Health Urgent care and crisis stabilization space for adults, children, and families experiencing mental health and co-occurring crises.



- Funding Approved last Legislative Session - Approx. \$1.6 million/year: Purchased 235 Lakemont Dr., Newport working on architectural with a finished remodel in 8-10 months
- 24/7 Staff with 4 'crisis stabilization beds'
 - Creating 12 new positions in the community
 - Aiming to open in mid-June 2024—Urgent Care Facility Only.



Emergency Service Collaborations

Embedded MH Clinicians with State and local police departments: co-response bridges the gap between an individual and the police. Together, the whole person can be addressed with mental health supports and help to de-escalate situations that don't require a police response alone.

"Your role here at the Derby barracks has quickly become an essential, integral part of our daily operations. Since your arrival, VSP Derby has been able to provide a much better level of service to those suffering from mental health needs and has undoubtedly kept both the people we serve, as well as troopers, safer as a result." -VSP

988 Call Center

- Average time to answer calls for NKHS: 12.8 seconds. The National average is 46 seconds.
- 57 active rescues, 22 were voluntary
- NKHS 988 staff answered 3,392 calls in FY'23
- 1,973 calls where imminent risk was reduced and emergency services were not needed



24/7 CALL, TEXT, CHAT

Mobile Crisis Response

Approximately 31 responses per month since January 1, 2024 roll out.
Meeting people where they are at, eliminating any barriers to access and support



Community Outreach and Education

The NKHS Zero Suicide Initiative Team partners with organizations across the NEK and Vermont to bring suicide prevention, education, awareness, understanding, and support to the community. NKHS has staff who are certified trainers across multiple suicide prevention and mental wellness trainings to support individuals across the lifespan.

Gizmo's Pawsome Guide to Mental Health

- Mental Health and wellness education from Pre-k to 5th grade: NKHS goes into classrooms by invitations and share the story of Gizmo, a therapy dog, and how helps kids to recognize their feelings and ways to manage them.
- Trained over 710 students across 7 schools



ASIST-Applied Suicide Intervention Skills Training

- 2 day intensive training where participants learn to use a suicide intervention model to identify persons with thoughts of suicide, develop a safe plan based upon a review of risk, be prepared to do follow-up and become involved in suicide-safer community networks.
- 48 individuals have been trained: including Veteran peer specialist in NH, 2 community partner organizations, and one other DA.



It's Real



**American
Foundation
for Suicide
Prevention**

- Middle school through college age students
- Raise awareness about mental health issues, how to start conversations about mental health, and the importance of self-care
- Trained 9 middle schools classes across 5 districts

Mental Health First Aid

- Youth MHFA teaches adults and teachers who typically work with youth age 12- 18
- Teen MHFA-age 15-18
- Adult MHFA- age 18+



CAMS-Care (Collaborative Assessment and Management of Suicidality)

- Short-term therapeutic treatment that teaches individuals coping and resilience around their drivers for suicidality
- 8 clinicians across the community were trained in FY '23

QPR-Questions, Persuade, Refer

- College students, teachers, faculty, parents, community members
- Training to raise awareness dispel myths and gain key skills to recognize warning signs of suicide, how to offer help, and how to get help.
- In May 2024 NKHS will offer their 100th QPR training to the community!



How do we know people are better off?

Utilize the Results Based Accountability framework for outcome & performance measurement

PDSA and Rapid Cycle Improvement processes used for quality improvement

Client Surveys
Assessments
Treatment Plans
EBP screening tools
CANS
ANSA
VBP measures
CCBHC CQMs
NOMS
CHNA
360 evals
Culture and Climate



Client Satisfaction Surveys

-I received services that we needed: 85%

From 2022 to 2023 there was a 19% increase in positive responses

-Staff treated me with respect: 92%

From 2022-2023 there was a 5% increase in positive responses

-The services that I/we received made a difference 81%

From 2022 to 2023 there was a 23% increase in positive responses

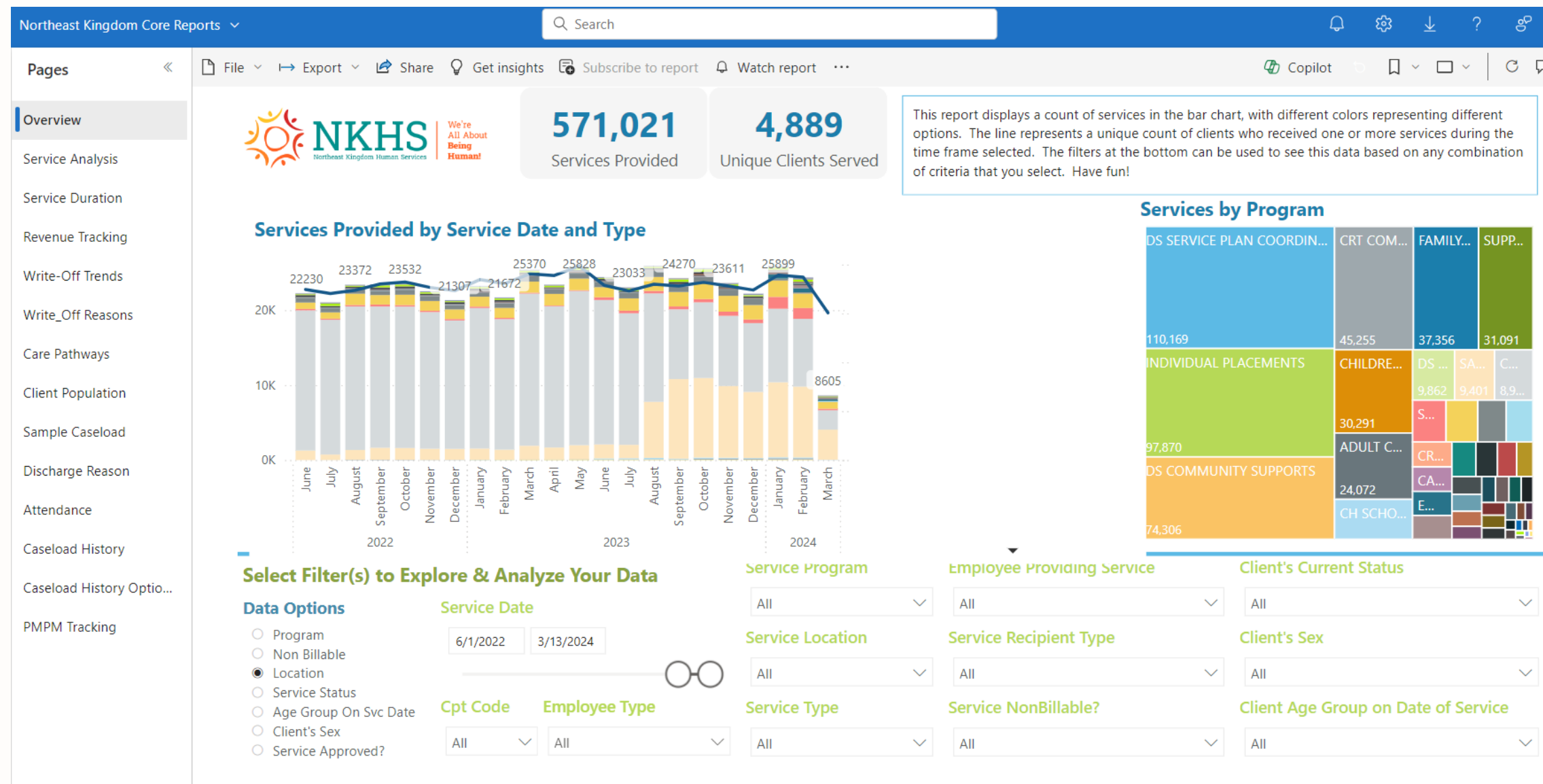
-My quality of life improved as a result of the services I received 68%

From 2022 to 2023 there was an 14% increase in positive responses



Practice Improvement and Data Analytics

Enhanced monitoring and data collection through updating to a behavioral health electronic health record system: Credible and utilizing Power BI for data visualization and operations.

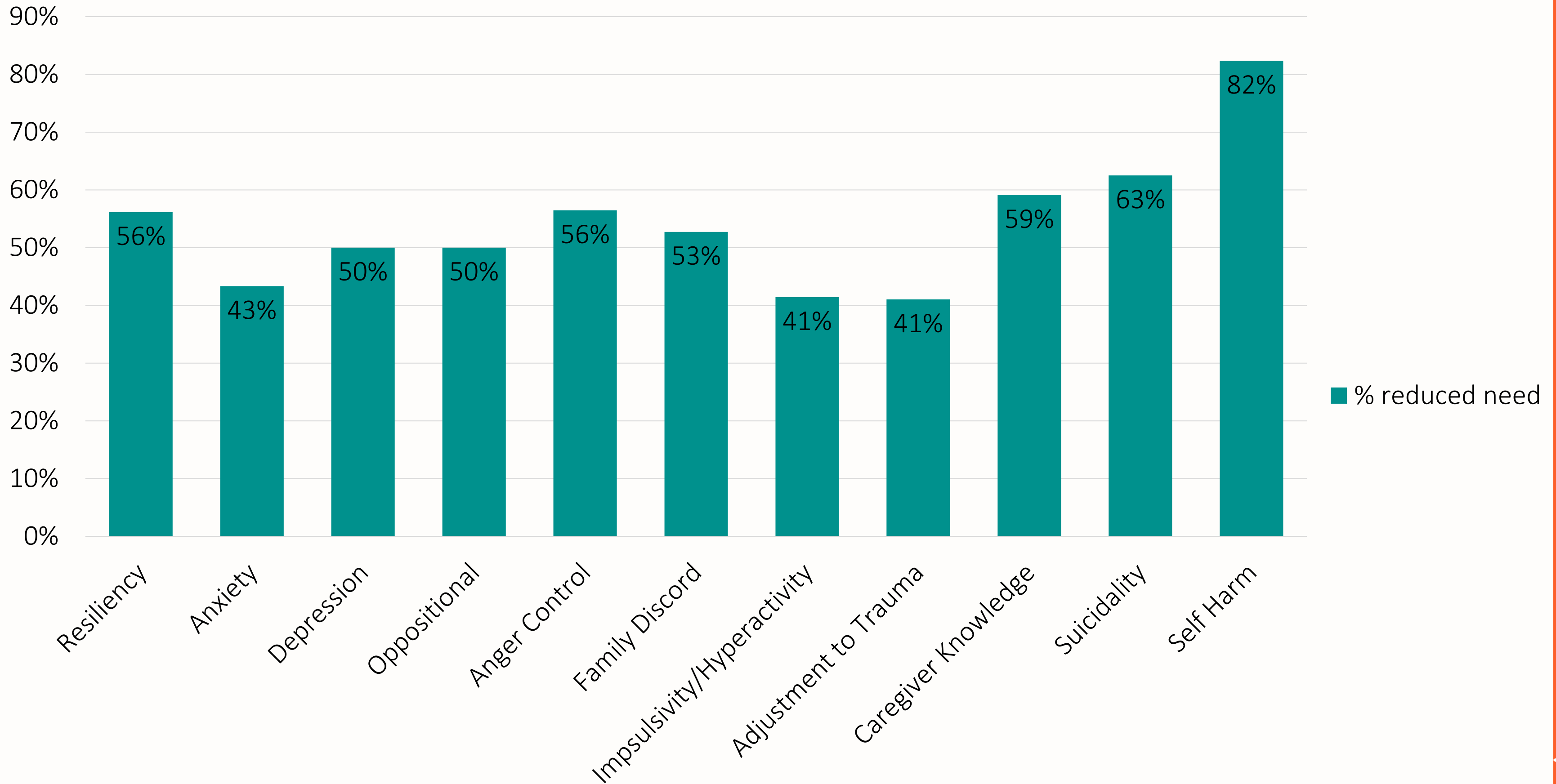


2023 VBP: Practice Improvement

VBP Metric	DMH requirement	NKHS
% of clients offered an appointment within 5 days	54%	75%
% of clients seen withing 14 days of their completed assessment	50%	56%
% of adults screened for depression	59%	76%
% of adults screened for substance use	59%	75%
% of adults screened for trauma	55%	76%
% of youth screened for substance use	N/A	49%
% youth screened for depression	N/A	59%



CANS: % reduction in needs over 6 months



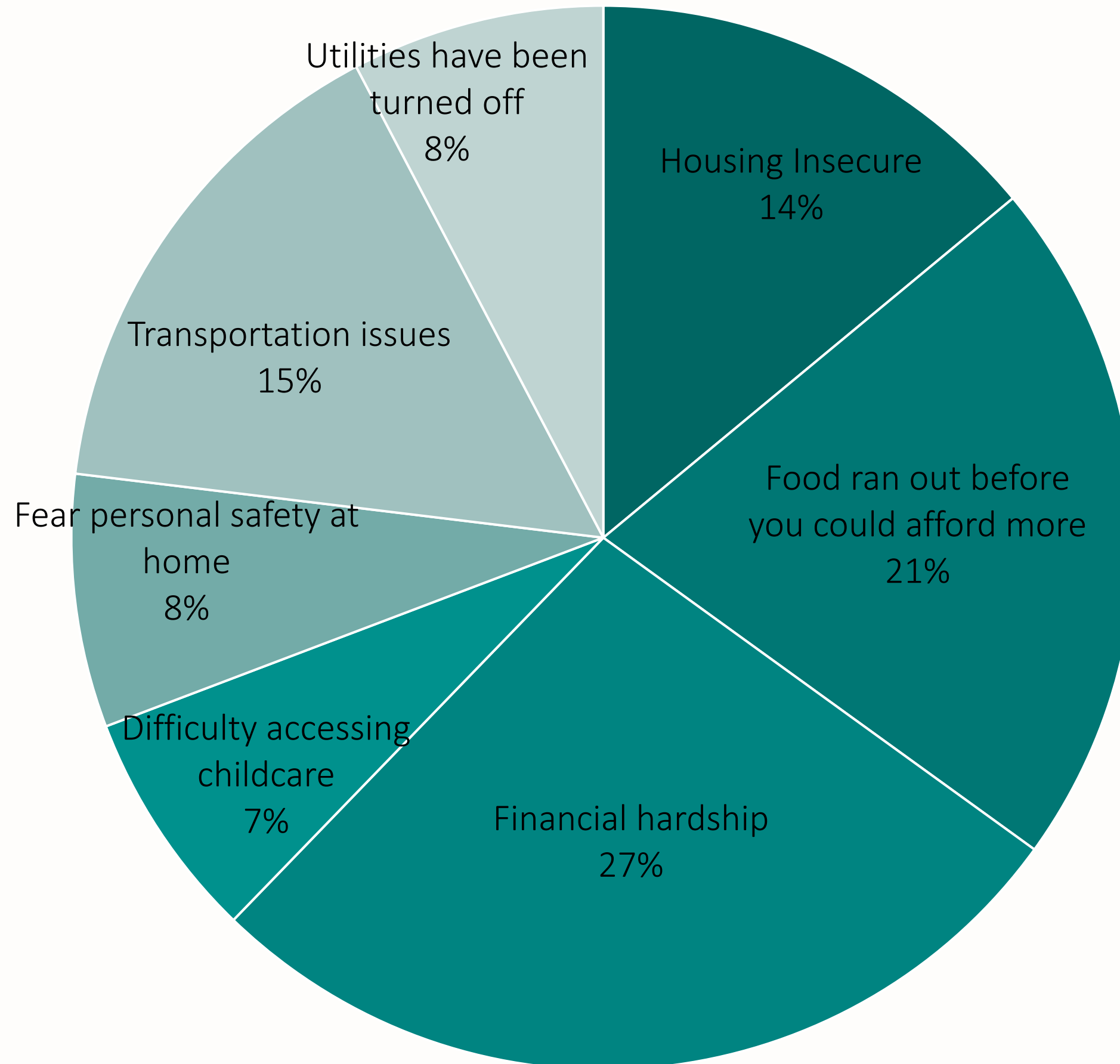
Challenges

- Competing with hospital systems, universities, and primary care but can not pay the salaries that these organizations offer—resulting in higher staff turnover
- Challenge to recruit specialty areas: i.e. gambling, eating disorders, prenatal/post-partum
- Large rural area with limited internet bandwidth, aging population, and difficult to recruit licensed positions
- Safe and affordable housing is a challenge for community members facing homelessness; challenge to recruit to the area because of housing availability
- Administrative burden for state and Medicaid reporting is duplicative across designating bodies (DMH, DSU, and DAIL) and requires IT, QI, and data analyst teams to be invested in.



Barriers faced in the NEK by individuals accessing NKHS services

Care Coordination: supported through CCBHC grant funds enables NKHS teams to support individuals address social contributors to health and mental wellbeing so they can better engage in services.



Average No Show rates at NKHS across clinical programs range from 20-25%.

Community rural mental health rates average upwards of 40-50%

Addressing barriers help to improve engagement.



Thank you House Health Care



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