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Marshall-Jackson Mental Health Board, Inc.

d/b/a/

MOUNTAIN LAKES BEHAVIORAL HEALTHCARE

Mountain Lakes Behavioral Healthcare (MLBHC) is a public, non-profit organization primarily serving the citizens of Marshall County (estimated population 97,612) and Jackson County (estimated population 52,891) with mental illness and substance abuse issues.

FY25 Planning Process

GOAL PLANNING TIMELINE

May – July, 2024	Develop and conduct Community Needs Assessment (CNA) Summarize results of 2024 CNA
August, 2024	Begin planning process <ul style="list-style-type: none">• Review DMH and SAMHSA Certification Criteria for Certified Community Behavioral Health Clinics (CCBHCs)• Review results of 2024 Community Needs Assessment• Review and evaluate FY24 Goals and Objectives• Review results of various consumer survey instruments• Review data/documentation of Consumer Satisfaction Committee reports• Review feedback from Human Rights Committee reports• Review data/results received from most recent MHSIP Surveys
August – September, 2024	Schedule and plan for work session with Leadership Committee <ul style="list-style-type: none">• Work session with Leadership Committee members conducted in early September, 2024
September, 2024	Develop and finalize items for approval by Board of Directors <ul style="list-style-type: none">• FY25 Goals and Objectives• Mission/Vision Statements and Guiding Values

GOALS AND OBJECTIVES

The Leadership Committee met in early September and engaged in the planning process consisting of reevaluating the organization's current Mission Statement, Vision Statement and Guiding Values, as well as establishing Goals and Objectives for the coming fiscal year.

In consideration of the coming year's goals and objectives, Leadership Committee members reviewed numerous items including the DMH and SAMHSA Certification Criteria for Certified Community Behavioral Health Clinics (CCBHCs); results of 2024 Community Needs Assessment; FY24 Goals and Objectives; results of various consumer survey instruments; data/documentation of Consumer Satisfaction Committee reports; feedback from Human Rights Committee reports; and data/results received from most recent MHSIP Surveys.

As many MLBHC staff members continually interact with various community partners by serving as Committee/Board members of the Children's Policy Council, Child Advocacy Center, and the Department of Human Resources Quality Assurance Team. This type of group participation and discussion allows for the sharing of local service needs and is also taken into consideration when establishing the organization's upcoming goals and objectives.

Following review and discussion of all items noted above, Leadership Committee members agreed that with the organization's transition to a CCBHC scheduled for July, 2025, all FY25 Goals and Objectives should focus directly on the DMH and SAMHSA Certification Criteria for CCBHCs. This decision does not mean that the organization won't work on other ideas and recommendations to better meet community needs, but these items will not be included in the formalized goals and objectives for the coming fiscal year.

Once the final draft of the FY25 Goals and Objectives was developed, it was presented for approval by the Board of Directors at the September 17, 2024, monthly meeting. A copy of the FY25 Goals and Objectives is enclosed for review.

MONITORING AND EVALUATION

Following establishment and approval of the FY25 Goals and Objectives, these items are maintained by the Executive Office and monitored on a monthly basis by the Leadership Committee and quarterly by the Board of Directors to ensure compliance.

MISSION STATEMENT, VISION STATEMENT AND GUIDING VALUES

As in previous years, the MLBHC Mission Statement, Vision Statement and Guiding Values were evaluated for current applicability and possible recommendations for updates or revisions. Following discussion and input from Leadership Committee members, recommendations were made to continue operation under the same statements. Copies of the organization's Mission Statement, Vision Statement and Guiding Values are posted on the network server for easy access by all staff members. Staff are encouraged to review these items on a routine basis as they strive to provide quality services to our consumers. The current MLBHC Mission Statement, Vision Statement and Guiding Values are attached for review.

FUNDING RESOURCES

As per the most current Audit Report, Medicaid revenue and the contract with the Alabama Department of Mental Health make up approximately 88% of the organization's funding resources. Further breakdown of current operating revenues are as follows: ADMH contract – 46.2%; Medicaid – 41.8%; Rent – 5.3%; Medicare and Insurance – 3%; Self-pay – 1.9%; and Miscellaneous income – 1.8%.

Services currently provided by MLBHC

- Intake/Evaluation
- SA Intake
- Individual Therapy
- Crisis Intervention
- Family Therapy
- Group Therapy
- C/A Day Treatment
- Rehab Day Program
- Physician Assessment
- Medication Administration
- Medication Monitoring
- SA Individual Therapy
- SA Family Therapy
- Diagnostic Testing
- Treatment Plan Review
- Court Screening
- Pre-hospital Screening
- Mental Health Consult
- Assertive Community Treatment
- Basic Living Skills (individual)
- Basic Living Skills (group)
- Family Support (individual)
- Family Support (group)
- Case Management
- In-Home Intervention (adult)
- In-Home Intervention (child)
- SA Prevention Services
- SA Crisis Residential

Staff of MLBHC continually review various options to better meet designated needs of the community. Some of these specific needs include the following:

- Increase the provision of services to children/adolescents within the local school systems. This on-going need is being met by the continual expansion of school based therapy programs, with MLBHC currently contracting with all school systems in both Marshall and Jackson Counties. MLBHC's Substance Use Prevention Specialists recently joined a Suicide Prevention Team that is now engaging with the local school systems.
- To address another designated community need, MLBHC applied for and was awarded an ADMH Opioid Settlement Grant. Through this grant, MLBHC will not only be able to continue to employ a jail outreach therapist, but was also able to increase our presence in the local correctional facilities by employing a case manager and a peer support specialist. Through these positions, extended mental health services are provided to individuals within the correctional systems of both Marshall and Jackson Counties.
- As another expansion of jail based services, MLBHC will participate in the Stepping Up Program for Marshall County during FY25. This program allows for the employment of a case manager to specifically assist individuals who are transitioning from incarceration back into the communities.

- Increase the number of appropriate residential beds for deaf/hoh consumers. MLBHC hopes to address this need by expanding deaf/hoh residential services in a home that was purchased during FY24 and is within safe walking distance of our Jackson Place Group Home and Apartments. MLBHC staff are currently working with ADMH staff to explore possibilities for the development of additional residential beds at this new home.
- In regard to the provision of substance abuse services, an ongoing community need continues to be addressed via the State Opioid Response (SOR) Grant. MLBHC partners with a local physician's clinic that provides prescriptions, such as Naltrexone, Vivitrol and Suboxone, to consumers with opioid dependency issues. Through the SOR Grant, MLBHC provides staff to conduct Intake Assessments, as well as Education and Counseling Services, to consumers misusing opioid type drugs.
- MLBHC also utilizes a portion of the SOR Grant by the employment of additional Substance Use Prevention Specialists. These staff members coordinate with local school faculty, law enforcement and other community agencies to focus on the prevention of substance abuse issues. Staff of MLBHC's Substance Use Prevention Program are also now involved in Vape Court through the Marshall County Juvenile Probation Office.

Goals and Objectives for Performance Improvement

FY 25

- I. To become certified by DMH as a Certified Community Behavioral Health Clinic (CCBHC) by achieving the DMH & SAMHSA Certification Criteria.**
- A. Improve and format the Community Needs Assessment to meet the DMH implementation standards (1.a.1 & DY-1/Clinical - 24-3).
 - B. Prepare to submit required data to DMH through the Netsmart CareManager solution and as required by the SAMHSA CCBHC Data Reporting Template (DY-1/Clinical - 24-1 & DY-1/Clinical - 24-15).
 - C. Train staff on and implement all required Evidence Based Practices (EBPs) (DY-1/Clinical - 24-2) & DY-1/Clinical - 24-14).
 - D. Increase scope of service capacity as described in the Required Additional Capacity requirements (DY-1/Clinical - 24-2).
 - E. Revise and improve the continuity of operations/disaster plan per SAMHSA & DMH guidelines (2.a.8; DY-1/Clinical - 24-3).
 - F. Establish and implement primary care screening protocols (DY-1/Clinical - 24-4).
 - G. Provide Targeted Case Management services during care or housing transitions for all required population groups (DY-1/Clinical - 24-5).
 - H. Develop and implement a Supported Employment Program (DY-1/Clinical - 24-7).
 - I. Increase crisis services by directly providing or establishing a Designated Collaborating Organization (DCO) agreement for mobile crisis services and 24/7 Crisis Receiving/Stabilization services (DY-1/Clinical - 24-9 & DY-1/Clinical - 24-19).
 - J. Train on and implement all required screening tools and collect all required initial evaluation information (DY-1/Clinical - 24-10).
 - K. Ensure that all state and federal guidelines regarding veteran care are followed and ensure that people with lived experience as veterans help guide CCBHC implementation and operations (DY-1/Clinical - 24-13).
 - L. Actively track outcomes and any disparities for the populations of focus (POF), through our Performance Improvement process (DY-1/Clinical - 24-17).
 - M. Develop care coordination agreements with all required entities and any other entities that are identified through the Community Needs Assessment process (DY-1/Clinical - 24-18).
 - N. Establish a Prospective Payment System (PPS) daily rate with the assistance of FTI Consulting (DY-1/Fiscal - 24-1).
 - O. Ensure that individuals with lived experience have meaningful input in the governance of MLBH, as described in the CCBHC Governance Criteria (DY-1/Governance - 24-1).

Intermediate Level Goal (2-4 years)

- Increase local bed capacity by establishing a Crisis Stabilization Unit (CSU) for involuntarily committed adults & establishing a Crisis Receiving/Stabilization program for voluntary adult admissions.

The logo for Mountain Lakes Behavioral Healthcare features a green mountain peak above the text and a blue mountain peak below it. The text "MOUNTAIN LAKES" is in a large, bold, serif font, and "Behavioral Healthcare" is in a smaller, sans-serif font below it.

MOUNTAIN LAKES

Behavioral Healthcare

Mission Statement

To provide a consumer-sensitive, outcome-oriented, behavioral healthcare system, open to affiliate with other organizations to deliver quality services.

Vision Statement

To provide a comprehensive, cost effective, multi-disciplinary array of quality behavioral healthcare services for the effective treatment and prevention of mental illness and substance abuse, and to be recognized as the best provider of behavioral healthcare in our market area.

Guiding Values

- To treat our customers in a manner in which we would like to be treated.
- To be honest, forthright, and respectful with everyone.
- To be totally committed to excellence in all that we do.
- To continuously improve our work performance and the effectiveness of the services provided.
- To actively seek opportunities and initiate ideas to expand and secure the organization's growth and development.
- To work diligently and accurately so as to assure quality outcome and cost effectiveness.
- To create a work environment that encourages communication, participation, and creative thinking by all employees.
- To recognize the purpose of the organization as a whole as being more important than any given part or specific program.