

Riverbend 310 Board Plan

Name of 310 Board: Riverbend Center for Mental Health

Mission Statement:

Riverbend Center for Mental Health shall provide the residents of Colbert, Franklin and Lauderdale Counties access to a comprehensive array of professional, medical and rehabilitative services for the diagnosis and treatment of mental illnesses, substance abuse and emotional conditions.

Vision Statement:

To be the model provider of mental health services in the State with a reputation of effectiveness to the extent that Riverbend will be the first choice of those seeking help.

Dates of Plan Coverage: Calendar Years 2024 and 2025

Counties Served: Colbert, Franklin, Lauderdale

Populations Served: SMI, SED and SU

Description of type of populations served:

- Seriously Mentally Ill (SMI) Adults/Elderly
- Severely Emotionally Disturbed (SED) Children & Adolescents
- Substance Use (SU) Treatment

Demographics (of population by county):

Population of Riverbend Counties by Race, 2020 Actual Census

County	Population	White	Black	Other
Colbert	54,428	43,760	8,817	1,851
		80.4%	16.2%	3.4%
Franklin	31,704	29,073	1,395	1,236
		91.7%	4.4%	3.9%
Lauderdale	93,564	81,401	9,356	2,807
		87.0%	10.0%	3.0%
Total	179,696	154,237	19,568	5,894
		3.6%	85.8%	11.0%
State	5,024,279	3,471,777	1,346,507	205,995
		100%	69.1%	26.8%
				4.1%

Riverbend Consumers by County by Race, Fiscal Year 2023

County	Consumers	White	Black	Other
Colbert	1,613	1,141	354	118
		70.7%	21.9%	7.3%
Franklin	1,007	822	45	140
		81.6%	4.5%	13.9%
Lauderdale	2,937	2,181	517	239
		74.3%	17.6%	8.1%
Other	435	378	33	24
		86.9%	7.6%	5.5%
Total	5,992	4,522	949	521
		75.5%	15.8%	8.7%

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Population of Riverbend Counties by Age, 2020 Actual Census

County	Population	18 and under	19 - 65	66 and over
Colbert	54,428	14,478	28,793	11,157
		26.6%	52.9%	20.5%
Franklin	31,704	10,018	16,264	5,421
		31.6%	51.3%	17.1%
Lauderdale	93,564	23,017	51,367	19,180
		24.6%	54.9%	20.5%
Total	179,696	47,513	96,424	35,758
	3.7%			
State	5,024,279	1,416,847	2,738,232	869,200
	100%	28.2%	54.5%	17.3%

Riverbend Consumers by County by Age, Fiscal Year 2023

County	Consumers	18 and under	19 – 65	66 and over
Colbert	1,613	680	871	62
		42.2%	54.0%	3.8%
Franklin	1,007	395	557	55
		39.2%	55.3%	5.5%
Lauderdale	2,938	1,090	1,714	134
		37.1%	58.3%	4.6%
Other	435	137	281	17
		31.5%	64.6%	3.9%
Total	5,993	2,302	3,423	268
		38.4%	57.1%	4.5%

Riverbend Consumers by County by Primary Service Population, Fiscal Year 2023

County	Consumers	SMI	SED	SA
Colbert	1,729	770	725	234
		44.5%	41.9%	13.5%
Franklin	1,040	520	408	112
		50.0%	39.2%	10.8%
Lauderdale	3,169	1,427	1,193	549
		45.0%	37.6%	17.3%
Other	433	171	141	121
		39.5%	32.6%	27.9%
Total*	6,371	2,888	2,467	1,016
		45.3%	38.7%	15.9%

**Dual diagnosed may result in a total greater than 100%.*

Supports and Services Currently Provided:

- Outpatient Designated Mental Health Facility
- Consultation and Education
- Nurse Delegation Program
- Emergency and After Hours/Holiday On-Call Services
- Adult, Child and Adolescent Outpatient Services:
 - Intake Evaluation
 - Physician/Medical Assessment and Treatment
 - Crisis Intervention
 - Individual Counseling (including SBMH Services)

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- Family Counseling
- Group Counseling
- Medication Administration
- Medication Monitoring
- Partial Hospitalization Program (Adult)
- Adult Intensive Day Treatment Programs
- Adult Rehabilitative Day Programs
- Child and Adolescent Mental Illness Day Treatment Programs
- Mental Health Care Coordination
- Adult Substance Use Level I Outpatient (Co-Occurring)
- Adult Substance Use Level II.1 Intensive Outpatient Treatment
- Adolescent Substance Use Level I Outpatient (Co-Occurring)
- Adult In-Home Intervention
- High Intensity Care Coordination (including Child and Adolescent In-Home Intervention, Parent Peer Support, Adolescent Peer Support, and Therapeutic Mentor Services)
- Case Management and Low Intensity Care Coordination
- Basic Living Skills:
 - Individual
 - Group
- Psychoeducational Services:
 - Individual
 - Group
- Assertive Community Treatment (ACT)
- Peer Support Services
- Substance Use Level III.5 High Intensity Residential Adult Male
- Mental Illness Residential Care Home Specialized Behavioral
- Mental Illness Residential Three-Bed Specialized
- Mental Illness Residential Medication, Observation Meals (MOMs)
- Mental Illness Residential Semi-Independent Living

Description of Planning Process/Cycle:

Every two years in accordance with the Alabama Department of Mental Health's (DMH) Administrative Code - Administrative Standards for 310 Boards, Riverbend Center for Mental Health's Board of Directors develops and adopts a plan of services. This plan specifies the type, the quantity and location of services to be provided to the populations defined by DMH as Seriously Mentally Ill Adults/Elderly (SMI), Severely Emotionally Disturbed Children & Adolescents (SED) and/or those in need of Substance Use Treatment (SU).

Methods & Results of Needs Assessment:

How needs are assessed:

Annually, information obtained from stakeholders regarding community needs/services is reviewed by the Management of Riverbend. Management then prioritizes the identified needs based on Riverbend Center for Mental Health's Board of Directors adopted Operating Philosophy, Beliefs and Values.

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Citizens of the Shoals come from diverse backgrounds and experience varied mental health needs of the community. Organization-wide services will be coordinated to ensure continuity with other community resources. When the needs of an individual and the needs of society are in conflict, Riverbend will strive to assure that the individual's rights are protected within the limits of societal needs.

Our service delivery processes will be monitored to ensure they remain appropriate, effective, and available in the changing healthcare environment, both financially and medically. While various treatment approaches are recognized, the primary approach of Riverbend for non-seriously mentally ill consumers will be short-term, goal-directed interventions.

Seriously mentally ill and substance abusing consumers will be provided levels of care which meet their needs and are based on nationally established medically necessary criteria.

Expressed and anticipated needs of consumers, families and referral sources will have primary consideration when designing services and establishing policies and procedures. We will encourage feedback and respond appropriately.

A formal performance improvement process will be maintained in order to assure that consumers receive the highest quality of services possible. Responsiveness at every level of the organization will be our goal.

There will be an ongoing assessment of personnel policies to ensure the fair treatment of the individual employed. We will strive to see that our staff is well trained and well paid. Staff whose performance is superior will be recognized.

The financial stability of Riverbend must be of primary consideration; therefore, financially self-supporting programs will be given priority, as no governmental entity has the obligation to appropriate financial aid. While we are committed to concern for the whole person, there is recognition that no one agency can be all things to all people. Therefore, we will limit our involvement at the point where it is determined we are not demonstrating or cannot demonstrate effectiveness.

Stakeholders/Community Providers & Their Involvement:

Riverbend's Board of Directors solicits and obtains information through participation in regularly scheduled meetings and/or surveys with a wide range of key stakeholders. Using the information gathered from these meetings and surveys, the Board identifies both met and unmet community mental health needs. The needs are prioritized by the Board, with key stakeholders impacted by the specific need having an opportunity to provide feedback. Because of the widely diverse group of stakeholders, the Board's plan is reflective of the community as a whole. Stakeholders are also solicited regarding the development and sharing of resources to meet identified needs.

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Current active key stakeholders of Riverbend include, but are not limited to, the following:

Recipients of Services:

Consumers
Families

State of Alabama Agencies:

Alabama Medicaid Agency
Department of Human Resources:
 Colbert, Franklin and Lauderdale Counties
Department of Mental Health
Department of Youth Services
Department of Rehabilitation Services
Department of Public Health:
 Colbert, Franklin and Lauderdale Counties

Community Agencies and Advocacy Groups:

Alabama Head Injury Foundation
Aletheia House
Area Agency on Aging
Bradford Health Services
Children's Policy Council:
 Colbert, Franklin and Lauderdale Counties
Coalition of Alzheimer's and Related Disorders (C.A.R.D.)
Colbert-Lauderdale Attention Homes, Inc.
Community Action Agency of Northwest Alabama
Cramer's Children Center
Day-by-Day Support Group
Dogwood Terrace
Dream Center
Facilitation/Multi-Needs Teams:
 Colbert, Franklin and Lauderdale Counties
Family Health Care Clinics
Florence Housing Authority
Health Connect America
Help Center
Homeless Care Council of Northwest Alabama
Hospice of the Shoals
Integrated Behavioral Health (IBH)
Loaves and Fishes
MOMs, Inc.
NAMI Shoals
North Alabama Council of Local Governments (NACOLG)
North Alabama Skills Center
One Place
Safeplace, Inc.
Salvation Army

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Sheffield Housing Authority
Shoals Crisis Center
Shoals Sharing Group: Consumer Advocacy
Singing River Health Care Clinic/Payless Pharmacy
Shoals Treatment Center
Social Security Administration
Southern Wellness Services, Inc.
Substance Abuse Council of Northwest Alabama, Inc.-Freedom House
The Healing Place a Center for Loss and Change, Inc.
Veterans Affairs Health Clinic

Riverbend Board Governing Bodies:

City of Florence
City of Muscle Shoals
City of Russellville
City of Sheffield
City of Tuscumbia
Colbert County Commission
Franklin County Commission
Lauderdale County Commission
Town of Killen
Town of Rogersville

Hospitals:

Bryce Hospital, Tuscaloosa
North Alabama Medical Center, Florence
Helen Keller Memorial Hospital, Sheffield
Mary Starke Harper Geriatric Psychiatry Center, Tuscaloosa
Red Bay Hospital, Red Bay
Russellville Hospital, Russellville
North Alabama Shoals Hospital, Muscle Shoals
Taylor Hardin Secure Medical Facility, Tuscaloosa

Legal Authorities:

Community Mental Health Officers:
Colbert, Franklin and Lauderdale Counties
County Drug Courts:
Colbert, Franklin and Lauderdale Counties
Juvenile Judges:
Colbert, Franklin and Lauderdale Counties
Juvenile Probation:
Colbert, Franklin and Lauderdale Counties
Mental Health Court:
Lauderdale County
Probate Judges:
Colbert, Franklin and Lauderdale Counties
Veterans Court:
Lauderdale County

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Developmental Disabilities:

ARC of the Shoals
SCOPE 310

Nursing Homes:

Florence Nursing & Rehabilitation Center
Burns Nursing Home
El Reposo Nursing Facility
Generations of Red Bay
Glenwood Center
Lauderdale Christian Nursing Home
Mitchell-Hollingsworth Nursing and Rehabilitation Center
Russellville Health Care, Inc.
Cottage of the Shoals and Rehabilitation Center
Keller Landing Care and Rehabilitation Center
Cypress Cove Care and Rehabilitation Center
Terrace Manor Nursing and Rehab, Inc.

Schools:

City of Florence Board of Education
City of Muscle Shoals Board of Education
City of Russellville Board of Education
City of Sheffield Board of Education
City of Tusculumbia Board of Education
Colbert County Board of Education
Franklin County Board of Education
Lauderdale County Board of Education
Northwest-Shoals Community College
University of North Alabama

Areas of Greatest Identified Unmet Needs:

Funding for Indigent Services:

Riverbend's operation has been dependent on its contract with DMH. It uses the state funds intended for indigent care to have state Match funds to provide Medicaid Rehabilitation Option services and generate federal revenue. This contract is not guaranteed and is subject to fluctuations of the state's revenues. DMH funding for Assertive Community Treatment (ACT), In-Home Intervention Adult have been level funded since their inception in 2003, or for 20 years. Local revenue has increased very little for the past 30 years at nearly \$230,000 annually. These factors result in minimal funds being available to provide indigent services. Demand for services is greater than resources available.

While Riverbend had received some additional funding related to the COVID-19 Pandemic, that funding has now been discontinued.

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Substance Use Services:

Sunrise Lodge opened in June 1987. The facility consists of two double-wide manufactured homes. Over 30 years of operation, it is estimated that over 6,000 men have been treated in the facility. The facility needs to be replaced.

Description of Services/Supports Provided and Needed Expansions:

Substance Use Services:

Riverbend consumers include 10.3% whose primary treatment need is substance use. As the majority of individuals seeking services have no insurance, funding of services is currently solely dependent on Riverbend's contract with DMH. Given the age of Sunrise Lodge, the type of construction and use of the facility, maintenance needs are constant. The current facility is not handicap accessible.

Resource Development & Allocation – Current and Future Funding Resources for Planned Expanded Capacity:

Funding for Indigent Services:

Both state and local entities are petitioned to increase available funding for indigent services. Service capacity needs to be increased and be maintained at a level where needed non-emergent medically necessary levels of care services are available within 72 hours of the identified need.

Plan: Goals/Objectives:

1. Goal:

To become a Certified Community Behavioral Health Clinic (CCBHC).

Objective:

Meet all of the CCBHC Certification Criteria which will result in improved quality of services and financial stability through a prospective payment model.

Plan: Monitoring and Evaluation:

The plan is developed for presentation and adoption by the Riverbend Center Board of Directors by the Management of Riverbend Center for Mental Health under the direction of the Chief Executive Officer.

Implementation: Following Board adoption of the plan, the administrative and/or program service area responsible for implementation meets with key stakeholders to address the needs of the plan. As resources are realized, necessary actions are then taken to begin implementation.

Monitoring: Monitoring of the two-year plan is done through Riverbend's Performance Improvement Program. The results of the monitoring of the plan are reported to Riverbend's Executive Board by the Chief Executive Officer's monthly *Information Report* and oral monitoring reports. Any additional information is also presented and recorded in the Executive Board minutes.

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Evaluation: Evaluation is accomplished by way of feedback given from key stakeholders during the regularly scheduled meetings and surveys. This information, along with information gathered by Riverbend's Performance Improvement Program, is then presented to the Board for discussion and use in future planning.

Funding Resources:

Riverbend's funding resources are as follows:

- Local Government Appropriations
- Alabama Department of Mental Health Contract
- Medicaid
- Medicare
- Third Party Insurance
- Patient Fees
- Donations

LJ/rp

November 16, 2023

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