



## Four Rivers Behavioral Health Scope of Services

# Four Rivers Behavioral Health – Program Structure

## Outpatient Services

These traditional services are the most widely utilized within the agency and serves the populations from birth to end of lifespan. The primary focus of the agency is mental health, substance use disorder, intellectual and development disabilities and the co-occurring populations.

**Settings:** Outpatient includes 3 main sites that are located in Paducah, Mayfield and Murray. All waiting areas have been decorated based on Environmental Trauma Informed Surveys. Waiting areas focus on comfort and appearance. All staff are trained in Person First Language to best engage persons.

The Paducah site, is at 425 Broadway, Paducah, Ky. 42001. This site is located in the downtown historic area and is the largest site within a 3-story building on the corner of 5<sup>th</sup> and Broadway. It sits next door to the Zone Youth Drop in Center and Turning Point Recovery Center, both of which are operated by FRBH and house many of the recovery supports and Peer Support Specialists utilized by consumers. The Paducah location provides office space, meeting rooms and the Seminar Center with some 125 staff members operating out of this site. This Seminar Center size allows for this site to host agency and community meetings as well as employee events and trainings.

The Mayfield site, is at 1525 Cuba Road, Mayfield, Ky. 42066. This site is located on 20 acres of land and co-located with both a short-term residential SUD program, a Crisis Program and HUD operated apartments on the same campus. The setting is rural in appearance and serves a community that is much the same.

The Lakes office, is at 1051, North 16<sup>th</sup> Street, Murray, KY. 42071. This site is located near to the Murray State campus. It is the smallest of the 3 sites and located in the one building that is leased vs owned by FRBH for services. It is in the heart of Murray, Ky and within walking distance of the campus, local restaurants and as such making it easily accessible. Although the smaller of the sites it offers all the needed outpatient services (individual, group and family therapy) as well as crisis walk-in.

## Hours of Services:

**Paducah Site** – within this building are multiple outpatient programs that vary in hours of operations due to the specific services offered.

Center for Adult Services: M – F, 8:00a – 5:00p, hours extended 2 nights per night

Center for Specialized Addiction Services: M-Th, 8:00a – 8:00p, Fridays 8:00a – 5:00p

Center for Specialized Children’s Services: M-F, 8a-5m, with extended hours by request

Reflective Counseling: M-F, 8a-5p with extended hours by request

Medical Services: M-F, 8a-4:30p.

**Mayfield Site** – Hours of operation are: M-F, 8:00a-5:00p, hours extended by request.

**Murray Site** – Hours of operation are: M-F, 8:00a-5p, with extended hours one night per week.

**Payors/Funding sources for services** at all outpatient sites includes: private insurance, managed care organizations, Medicaid, Medicare, private pay, state contracts, grants and state general funds and self pay.

**Fees:** All sites provide a detailed fee schedule posted that delineates the many services offered and cost of those. This is updated on an annual basis.

**Referral Sources** for these programs vary. Typically, they are self-referred, courts/law enforcement, hospitals, schools, parents/family members/guardians, DCBS or other.

### **Specific Services by program:**

Paducah – Center for Adult Services: CAS provides traditional face to face individual, group and family therapy. In addition, there is the availability of telehealth providers for these same services. For emergent needs this site offers scheduled Initial Assessments, emergency walk in services, referrals to higher levels of care or other services (case management, peer supports). CAS also has a close relationship with the consumer operated program known as the HOUSE which is located within the same building. This program operates M- F, 8:00a – 3:00p and provides a Peer Support run day experience. As part of CAS there is one clinician that is based at West Ky Community and Technical College campus full time. This is through an agreement with the college and they provide individual and family therapy as well as emergency assessments to the students and faculty of the college.

Paducah – Center for Specialized Addiction Services: CSAS provides traditional face to face and telehealth individual, group and family therapy and initial assessments. It is considered a program serving the co-occurring population with more emphasis on SUD. They provide groups that are IOP SUD, MRT (moral reconnection therapy) and Positive Changes focused on those persons in treatment primarily for a SUD. Groups are clinical, education and/or support in nature to provide a comprehensive COR 12 approach to care. MOUD services are available but through a contracted provider or other at the consumer's choice. There is also on site a contracted provider for urine drug screening/lab. Services are provided by referral often through the legal system such as Drug Court, DUI or by self-referral. The Department of Corrections, by contract, refers persons to receive ISAP (Intensive Substance Abuse Program) which is a primarily group provided services that is approximately 6 months in length. Persons served are 18 or above.

Paducah- Center for Specialized Children's Services: CSCS provides traditional face to face and telehealth services. There are clinicians on site that provide specialized care focused on the birth to age 5 population. Other clinicians provide treatment focused on the age 6 to young adult age (typically below age 25). Therapy includes initial assessments, walk-in emergency

evaluations, individual, group and family therapy. Services are provided on site of the agency as well as at schools. Schools at this time include those in the Marshall County, Paducah City and McCracken County School Systems. These school-based services occur on site of the schools and follow that particular school's calendar of days. During the summer months many of those clinicians are site based only. The clinicians at the schools provide services both to the students as well as the faculty. They also work with schools on specific initiatives such as trauma informed committees and respond in cases of sentinel type events as requested. Staff are provided materials and evident based practice training that specifically target working with youth.

Paducah – Reflective Counseling: This program is one of recent development within the organization. Designed to provide individual, group and family therapy that focuses on consumers with a history of trauma. That trauma could be related to abuse, weather related, medical or other. RC focuses on evidence-based practices such as Eye Movement Desensitization and Reprocessing, Trauma Focused Cognitive Behavioral Therapy and Play Therapy to name a few. Population of focus are children and adults who have experience a trauma or multiple.

Medical Services: This program provides an Initial Psychiatric Evaluation and Medication Management services to the consumers of FRBH. These services are currently provided through 2 Psychiatrists that are on staff, one is part time the other is full time and serves as the Site Administrator and Medical Director for the facility. In addition, the program has APRNs on site to provide same services and an RN that primary assists the providers and is available to give injectable medication as prescribed. Consumers seen here are from birth throughout the lifespan. They work closely with the contracted Genoa Pharmacy located on site and near. These providers work with consumers on a face-to-face basis, via telehealth and travel to the other FRBH outpatient sites to provide similar services in person.

Mayfield Site – Fuller Outpatient Services: This program provides traditional face to face individual, group and family therapy. In addition, there is the availability of telehealth providers for these same services. For emergent needs this site offers scheduled Initial Assessments, emergency walk in services, referrals to higher levels of care or other services (case management, peer supports). On site is a DUI services provider for assessments, group and individual therapy. In addition, this site provides services to referrals from Graves/Fulton and Hickman County Drug Court and US Probation and Parole. This site has a contract partner, GENOA, who provides an on-site pharmacy for use by consumers and staff. There are also onsite lab services through a contract with Gravity Diagnostics.

Murray – Lakes Office: This program provides traditional face to face individual, group and family therapy. In addition, there is the availability of telehealth providers for these same services. For emergent needs this site offers scheduled Initial Assessments, emergency walk in services, referrals to higher levels of care or other services (case management, peer supports).

All outpatient programs begin with an Initial Assessment, the development of a Person-Centered Treatment plan and clinical notes of each session that contain screening tools such as the Columbia and PHQ9. A Safety Plan is developed with the consumer and clinician and updated/reviewed along the way. The consumer may transition to another level of care or eventually discharge with a plan created such that they may continue the gains made while they were in active care.

## **Crisis Stabilization Program**

**Setting:** This program is located at 1539 Cuba Road, Mayfield, Ky. 42066.

It is a free-standing building on the Fuller campus shared with Fuller Outpatient Services and Fuller apartments. The Crisis Unit provides services to persons age 18 or older who are experiencing a mental health crisis or secondary substance use issue.

**Hours of Service:** This program provides a 24-hour, 7 day a week.

**Specific Services:** The program provides a thorough assessment and triaging of the needs of persons presenting in crisis. The person may elect to remain within this program for 24 hours a day care. The plan is to provide a full assessment looking at all domains of the person's life and establishing an immediate plan for next services. This may mean the person remains within the program for 24 hours to several days or be referred to the next appropriate level of higher or lower care. In all cases the person is involved with the clinical staff in creating a person-centered plan to best meet their needs.

While in the Crisis Unit the person is provided a bedroom, kitchen area, bathroom and shared living room space. All meals and snacks are provided. The program provides 24-hour staff availability /observation, clothing as needed and clinical staff for assessment, therapy and discharge planning. Within the program there are Medical Providers via telehealth to further assess the persons for any possible medication needs.

**Payors/Funding sources for services** at the Crisis Unit include: private insurance, managed care organizations, Medicaid, Medicare, private pay, state contracts, grants and state general funds.

**Fees:** All sites provide a detailed fee schedule posted that delineates the many services offered and cost of those. This is updated on an annual basis. There is no direct cost to the person for this level of care.

**Referral Sources** for these programs vary. Typically, they are self-referred, courts/law enforcement, hospitals, parents/family members/guardians, DCBS or other.

## **Crisis Contact Center**

**Setting:** The Crisis Unit is operated on the Fuller Campus in Mayfield. The building is located at 1539 Cuba Road, Mayfield, KY. 42066 and shares this space with the Crisis Stabilization Unit. The Fuller campus also has a separate but near outpatient site and SUD Residential program. The campus is approximately 20 acres in a rural area with green space and overall provides a great deal of privacy at this location. The building has ample room for the staff, private assessment rooms and the technology available for timely answering of the crisis lines and documentation of services.

**Specific Services:** The Crisis line operates 24 hours a day, 7 days a week. Staff answer and provide assistance to persons calling in on either the FRBH crisis line or the national 988 line. Answer rates are typically below the expected 20 second rate. Staff are provided a great deal of training both through FRBH and Vibrant. Callers are provided support for a suicidal, mental health, and/or substance use crisis as well as resources from a trained staff member. Staff members are well trained in how to assess callers and when to seek additional outside assistance. Staff work cooperatively with local law enforcement and are well versed in local resources to aid callers. Callers span the entire population; they may only need to perceive themselves in crisis to utilize this valuable resource.

In addition to answering the Crisis lines, all consumers of the agency are informed that the line may also be used by them should there be a crisis or emergent issue after regular business hours. This is a communication mechanism to provide backup for the assigned clinician or service provider to ensure the consumer has a mechanism for assistance. Often the consumer will opt to add the Crisis line contact number of 988 to their Safety Plans.

**Payors and Funding Sources:** The Crisis Contact Center is funded by a state contract to provide these services to the community.

**Fees:** There are no fees or charges to callers or other.

**Referral Sources:** Callers typically are self-referred or from a friend or family member. Most persons have become aware and educated in this resource from the national Lifeline 988 campaign.

## **Case Management Services**

**Settings:** Case Management staff are provided a fixed office within the Paducah Site at 425 Broadway, Paducah, KY. 42001 on the second floor. They are often out working with individuals and their families out in the community. They may be at the person's home, school or other community site outside of FRBH. Staff are thus provided added training of "Safety in the Field" and resources to work outside the traditional office setting. This includes cell phones and hot spots when needed.

**Specific Services:** Case Management staff include those that serve 3 distinct populations. SED (Serious Emotional Disability)/Impact staff serve children and youth through targeted case management while SMI (Serious Mental Illness) staff serve 18 years or older. High Fidelity Wraparound Case Managers (HFW) work with children/youth and their families who may be facing more complex behavioral challenges and need more intensive services than the typical SED/Impact Case Manager. All are evidence-based practices that focus on comprehensive assessments, service planning, coordination with other care givers and supports and resource coordination.

Frequency of services at a minimum is to meet the regulations for case management which includes specific types of contact (face to face or phone) per month based on the program and consumer.

**Hours of Service:** Both SED, HFW and SMI Case Managers work a typical schedule of 8:00 to 5:00pm but provide very flexible schedule to accommodate the need for home visits. They work around school schedules and work schedules to meet with persons and their supports at times and days that work best for the person. This may include weekends and evenings but is scheduled to the particular person and their need.

**Payors/Funding sources for services:** managed care organizations, state contracts and state general funds.

**Fees:** Any additional fees may be related to insurance co-pays.

**Referral Sources** for these programs vary. Typically, they are self-referred, courts/law enforcement, hospitals, schools, parents/family members/guardians, DCBS or other.

## **Fuller Residential Program**

**Setting:** The program operates on the Fuller Campus located at 1525 Cuba Road, Mayfield Ky. 42066. The campus is approximately 20 acres and shared with the connected Fuller Outpatient services, separated by double doors and distinct separate staff. Also on the campus is HUD funded apartments and across campus a Crisis Unit. The Fuller Residential program is large, licensed for 27 beds including adult age consumers that are male or female. They have their own working kitchen, dining room and classrooms to support the needs of the program and residents while there. The décor is warm and friendly to create an environment that feels safe to facilitate trust in the program and to keep from a setting that might seem institutional.

**Hours/Days of Service:** The program operates 24 hours a day, 7 days a week. Admissions are typically scheduled Monday – Friday during typical work hours as the Initial Assessment and physical are required pieces of documentation. For those in crisis over the weekend they are typically referred to the Crisis Unit until the assessment for admission can be managed.

**Specific Services:** The program operates as a short-term residential SUD program. They are licensed as an AODE program as well as having ASAM 3.5 and 3.1 certification. There is a daily schedule of program components and these include educational groups, recreation, therapy groups, meals, mediation, support group attendance and other. In addition, the program provides individual, group and family therapy and family education. While in the program the person may meet with an FRBH medical provider to explore medication needs. MOUD services are provided by an outside provider by agreement.

**Payors/Funding sources for services** at the Fuller Program include: private insurance, managed care organizations, Medicaid, private pay, state contracts, grants and state general funds.

**Fees:** Any additional fees may be related to insurance co-pays.

**Referral Sources** for these programs vary. Typically, they are self-referred, courts/law enforcement, hospitals, schools, parents/family members/guardians, DCBS or other.

**Relevant information** regarding **all services** is located on the agency website at [www.4rbh.org](http://www.4rbh.org), postings through social media (Facebook and Instagram), brochures distributed throughout the agency or provided at booths at local events. Information for others regarding services may be garnered through a request to the Public Relations Department at FRBH. FRBH is committed to public education and is a willing partner to provide speakers on a variety of topics to local media or specific groups by request. Additionally [www.findhelpnow.org](http://www.findhelpnow.org) is an excellent source for the outpatient and residential programs.