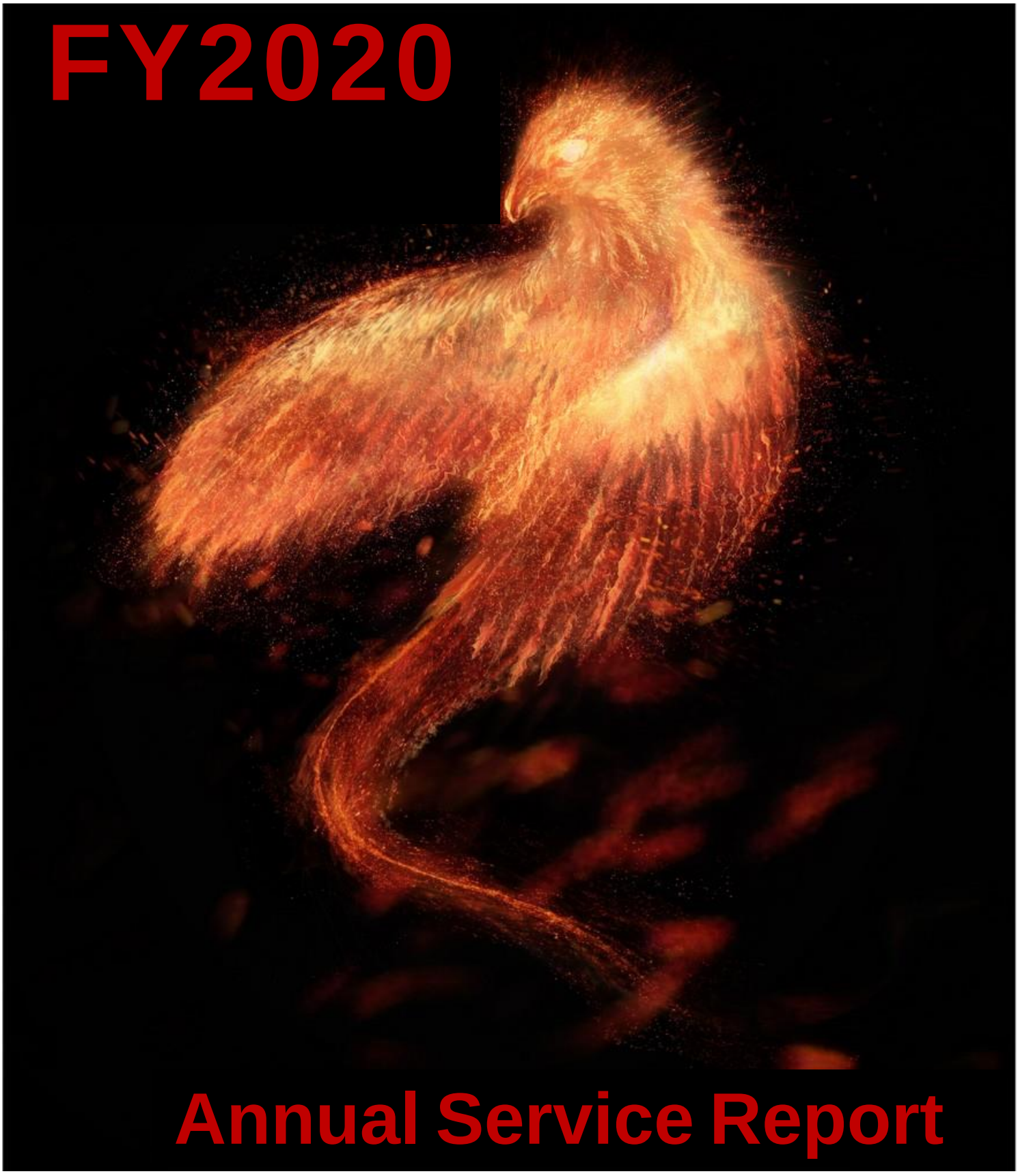
FY2020



Annual Service Report

HSA
Northeast Delta
Human Services Authority

2513 Ferrand Street, Monroe, LA 71201 | 318-362-3270 | www.nedeltahsa.org

Message from the Executive Director

Since our beginning, I have led our agency forward, always with the vision, mission, and tenets guiding our actions and pushing us to achieve more. With these things in mind, we continue to innovate new ways to meet the needs of the citizens of northeast Louisiana.

Every day, our agency works with citizens from across our twelve-parish region who are struggling with the challenges of mental illness, addiction, and developmental disabilities. However, these are not the only challenges faced by our clients. Many of them also have the burden of added trauma and must struggle to overcome various negative social determinants of health, such as income, housing, and education. These social determinants must be mitigated before many individuals can put their lives together. For this reason, our team is committed to helping create opportunities for all citizens of our region, with partiality shown to none. We do this by staying focused on the three tenets that guide our actions:
1) greater access to services, 2) excellent customer service, and 3) quality, competent care.

One of the most important aspects of behavioral healthcare is recognizing that it is merely one piece of an individual's overall well-being and doesn't provide the full picture. Thus, our behavioral and primary integrated healthcare model was created. Here at Northeast Delta, we don't just talk about what we're going to do. Instead, we put our words into action based on our models, and then we share the results with our region, state, and nation as a demonstration of what is possible when the right methods are paired with the available resources.

Within these pages, you'll see evidence of the many ways in which our programs and initiatives have yielded notable successes for our clients. You'll also see how we've breathed life into our tenets rather than treating them as mere words on a page. We created greater access to our services by providing more than 2000 non-billable services to clients this year. The more than 98% of clients who say they would recommend our clinics and services to their family and friends is a testament to the excellent customer service that we provide. Our quality, competent care is evidenced by the more than 79% of clients who reported improved functioning in the past year.

With our prison re-entry program, LA-Re, we're connecting incarcerated individuals with case managers who are helping them to transition out of the prison system and back into society successfully, thus directly impacting the recidivism rate in our region. Our SOWS program is working to connect individuals with workforce training and job opportunities to help them overcome the social determinants they face. This year alone, more than 900 new applications for developmental disabilities eligibility were reviewed by our staff members, and we administered school-based, evidence-based prevention and wellness programs to over 8,000 children and adolescents across the region.

The data within these pages speaks volumes about the value and effectiveness of our integrated care model. Watch for the sun icon that can be seen throughout this report, pointing out how we are directly impacting the social determinants that have long plagued the people of our region. Watch us closely as we're going to continue leading the way and creating opportunities for all with partiality shown to none here in northeast Louisiana.

FY2020

HSA
Northeast Delta
Human Services Authority

Dr. Monteic A. Sizer
NEDHSA Executive Director

NEDHSA Mission, Vision, and Tenets

OUR MISSION

NEDHSA serves as a catalyst for individuals with mental health, developmental disabilities, and addictive disorders to help realize their full human potential by offering quality, excellent care, with greater accessibility.

THREE TENETS GUIDING OUR ACTIONS

1. Greater access to services
2. Excellent customer service
3. Quality competent care

OUR VISION

NEDHSA's vision is to build a unified Northeast Louisiana where individuals are thriving and reaching their full human potential.

NORTHEAST DELTA HUMAN SERVICES AUTHORITY FY2020 ANNUAL SERVICE REPORT

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NEDHSA Outpatient Clinics

NEDHSA Monroe Clinic
Mental Health and Addiction
4800 South Grand Street
Monroe, LA 71202
318-362-3339

NEDHSA Ruston Clinic
Mental Health and Addiction
602 East Georgia Avenue
Ruston, LA 71270
318-251-4125

NEDHSA Tallulah Clinic
Mental Health
1012 Johnson Street
Tallulah, LA 71282
318-574-1713

NEDHSA Bastrop Clinic
Mental Health
451 E. Madison Avenue
Bastrop, LA 71220
318-283-0868

NEDHSA Winnsboro Clinic
Mental Health
1301 Landis Street
Winnsboro, LA 71295
318-649-2333 or 318-435-2146

NEDHSA Columbia Clinic
Mental Health and Addiction
5159 Highway 4 East
Columbia, LA 71418
318-649-2333

NEDHSA Services Provided

SERVICES PROVIDED

OUTPATIENT BEHAVIORAL HEALTH

Mental Health Services & Treatment, Substance Use and Abuse Services & Treatment, Tobacco Cessation Program, Gambling Addiction Program, Assessment, Psychiatric Evaluation, Individual Therapy, Family Therapy, Group Therapy, Care Coordination & Management, Medication Management, Crisis Intervention, Peer Support, Drug Testing, DWI Program, Referral

INTEGRATED PRIMARY HEALTH

Screening, Preventive Care, Medication Management, Disease Assessment & Management, Lab Assessment, HIV Screening & Testing, TB Testing, STD Screening & Testing, Blood Pressure Checks, Cholesterol and Glucose Testing & Monitoring, Care Coordination & Management, Primary Care Physician Assistance in Identifying & Follow-Up, PIPBHC Integrated Healthcare Grant Enrollment, Referral

DEVELOPMENTAL DISABILITIES

Eligibility Screening, Waiver Assessment, Supports & Service, Flexible Family Fund

INPATIENT & RESIDENTIAL TREATMENT

Inpatient Substance Abuse Treatment & Detox, Marion B&B, Union Parish LaArk, Phoenix House, Institutional and Organizational Partnerships with Rays of Sonshine

PREVENTION & WELLNESS SERVICES

Community & School-Based Education & Outreach, SYNAR Checks, NARCAN Training & Kit Distribution, Health Fairs, Kids Don't Gamble - Wanna Bet?, Life Skills Training, Al's Pals, Positive Action, Project Towards No Tobacco Use, Generation XR, LaSOR Opioid Response Program, Louisiana Partnership for Success U-Act, Institutional and Organizational Partnerships with Children's Coalition of NE LA, Louisiana Tech University, LA Center Against Poverty, West Carroll Safe & Drug-Free Volunteers, YMCA of NE LA

SOCIOECONOMIC HEALTH & COMMUNITY-BASED SERVICES

Housing Services, Jackson House Shelter, Fairhaven Homeless Shelter, Easter Seals Transitional Housing, Wellspring HUD Match, Wellspring PATH Homeless Outreach, Employment Assistance, Second Opportunity Workforce Solutions (SOWS), Louisiana Prison Re-Entry Program (LA-Re), Partners in Employment (PIE), Medicaid Application Assistance, Regional Advisory Council (RAC), Consumer Care Resources (WRAP), Partnerships with Goodwill Industries of North Louisiana, Monroe Area Guidance Center, Volunteers of North Louisiana

SPECIAL INITIATIVES & COMMUNITY EDUCATION

Louisiana Opioid Summit, School-Based Opioid Education, Faith Partnership Initiative and Faith-Based Outreach, First-Responder Crisis Intervention Training, Addict: A Psyhcodrama, Louisiana Prison Re-Entry Summit, Operation Golden Years, University of Louisiana - Monroe (ULM) Partnership, Community Outreach Programs, Health Fairs, Behavioral Health Awareness Campaigns, Prevention & Wellness Campaigns, Substance Use & Abuse Awareness Campaign

Executive Summary

Northeast Delta Human Services Authority (NEDHSA) provides prevention and treatment services to individuals diagnosed with mental health illnesses, addictive and substance abuse disorders, and developmental disorders. NEDHSA serves twelve parishes in Louisiana, including Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, and West Carroll, working across societal challenges of race, class, poverty, geographic isolation, and social stigma.

In FY2020, NEDHSA outpatient behavioral health clinics throughout our twelve-parish service region served over 1,800 outpatient clients, providing over 13,000 billable and non-billable services. In working with our funded Network of Care partnerships, NEDHSA served nearly 2,700 clients in inpatient and residential facilities. NEDHSA client satisfaction and outcomes for FY2020 indicate high client satisfaction rates, with 97% of clients stating they would continue NEDHSA services and would recommend our clinics and services to their family, friends, and others. Over 90% of surveyed adult clients seen in NEDHSA outpatient clinics reported reduced alcohol and drug use, and over 55% of new clients reported better management of depression, anxiety, anger, and psychoticism. More than 60% of existing clients and over 65% of newly-enrolled clients in FY2020 reported compliance with their prescribed medications.

As our programs and services have continued to grow, our gambling addiction program served 37 individuals in FY2020. NEDHSA's tobacco cessation program served 176 people in our community. Through the development of the Second Opportunity Workforce Solutions (SOWS) and Louisiana Re-Entry Program (LA-Re), NEDHSA provided social support and employment assistance to nearly 55 clients. These clients would have otherwise been unable to secure gainful employment due to various social stigmas, such as having a developmental disability or being a former non-violent criminal offender, or recently released prisoner.

In FY2020, NEDHSA reviewed over 900 applications for developmental disability eligibility, provided oversight, including certification and accountability to over 1,300 Medicaid Waiver participants, and provided developmental disability services to 535 individuals. NEDHSA also provided valuable prevention and wellness services and education in FY2020, including the completion of around 400 SYNAR compliance checks, distribution of 190 NARCAN kits, school-based presentation of evidence-based prevention and wellness programs to over 8,500 children and adolescents, and dissemination of substance abuse prevention and treatment information to over 630,000 and underage drinking and misuse of prescription drugs information to 1,088,872 residents of Louisiana.

The Louisiana Department of Health, Office of Behavioral Health, selected NEDHSA as a grantee awarded site to implement the SAMHSA Grant "Promoting Integration of Primary and Behavioral Healthcare (PIPBHC). The awarded funds have allowed for the expansion of our existing integrated care model. In FY2020, 137 patients participated in the baseline interview for the PIPBHC program enrollment.

As FY2020 ends, NEDHSA continues to carefully evaluate the needs of the clients we serve, establishing partnerships with organizations, institutions, and community service providers. These new and continued partnerships support our goal of providing the most effective care to our clients based on the guiding principles of our agency's vision, mission, and tenets.

Our Integrated Healthcare Model

The NEDHSA Integrated Behavioral and Primary Healthcare Program was created with our client population in mind to provide greater access, offer personalized treatment plans, and ensure greater success. Where we see a need, we aim to meet it. Therefore, we strive to provide services that go well beyond mental health clinic walls. For the citizens of northeast Louisiana, the challenges of healthcare access begin at home. Poverty, unemployment, lack of transportation, homelessness, and other basic needs often dictate behavioral and primary healthcare accessibility and success. These factors are among many of the social determinants of health affecting our client population. By developing an integrated program that addresses the social determinants of health that play a crucial role in patient treatment and outcomes, NEDHSA has extended a lifeline to those who would otherwise go unrecognized and untreated. It is our mission to make behavioral and primary healthcare accessible to everyone within our reach, and our innovative integrated healthcare program makes this mission possible by going above and beyond state mandates in the delivery of behavioral healthcare and offsetting the unique challenges of the people we serve. The NEDHSA Integrated Behavioral and Primary Healthcare Program is built upon a triad of behavioral health, primary health, and social determinants of health.

By increasing access to healthcare, NEDHSA is also able to provide much-needed primary healthcare services to our behavioral health clients. Many of our mental health and substance abuse clients have never visited a dentist or a primary care physician. The lack of primary health access may not only encumber needed behavioral health treatment but may also lead to the development of preventable illnesses easily detected with basic health screenings. Further, lack of access to regular, ongoing primary care can have a negative impact on patient medicationand treatment plan compliance, satisfaction and contentment with health services providers, quality of life, and other variables essential to the maintenance of health and wellness. Utilizing evidence-based practices, we developed an innovative approach to bridging the gap in our clients' needs by offering a holistic approach to treatment, which addresses behavioral health, social determinants, and primary health.

Look for our Social Determinants icon

NEDHSA recognized that an individual's overall health and well-being is affected by more than physical and mental illness. It is also affected by a host of other societal variables, often referred to as social determinants of health.

Social determinants of health are factors and conditions surrounding an individual, such as environmental factors, economic factors, community and social conditions and policies, societal norms, and other variables that have an impact on the daily life of the individual.

This may include factors and conditions where a person is born, lives, works, attends school, grows, and ages. All of these factors have a significant and meaningful impact on health risks and outcomes. The identification and acknowledgment of specific social determinants of health, unique to the clients we serve, led to the development of our nontraditional approach to behavioral and primary healthcare delivery.

NEDHSA sought to incorporate intentional and thoughtful consideration of all factors impacting health risks and outcomes based on the complexity of the population we serve. Look for our Social Determinants icon throughout this report for NEDHSA's commitment to addressing our clients' social determinants of health.

Billable and Non-billable services

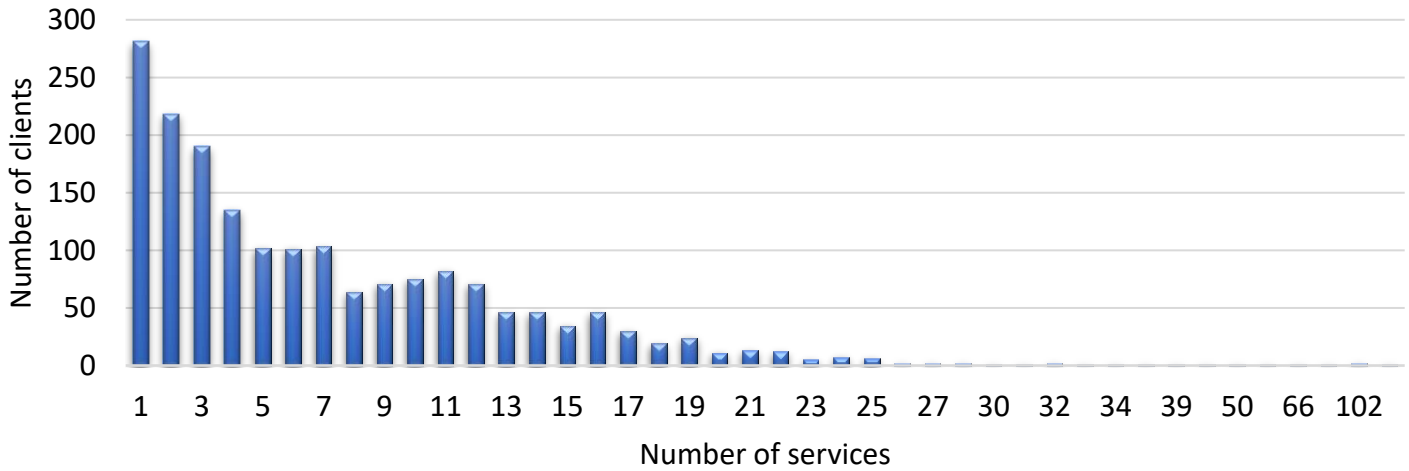
Since our mission is to provide greater access to service, we provided **over 2,000** non-billable services to our clients in FY2020. These were client-needed services performed by our clinic staff, and those services were not charged to the client and were not billed to private or public insurance.

Outpatient Clinics FY20	
Total number of non-billable services	2,300
Total unduplicated clients with non-billable services	735
Total number of billable services	11,074
Total unduplicated clients with billable services	1,809
Total unduplicated clients (both billable and non-billable)	1,812
Total services	**13,374**

Number of Outpatient Clinic Services per Client FY20

(Billable and Non-Billable Services)

(*n=13,374; Mean=7.38; Range=1-137*)

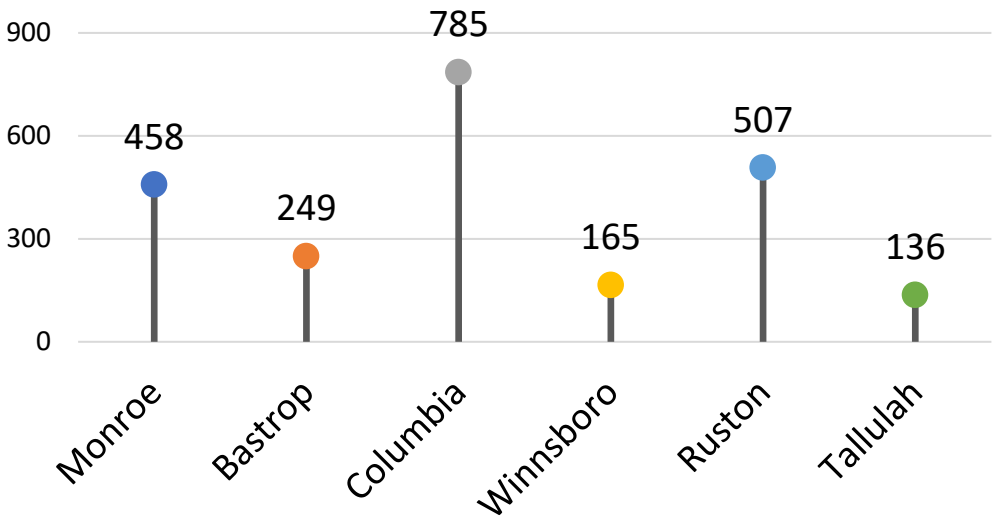


In FY2020, NEDHSA provided **13,374** services to over **1,800** citizens of the Louisiana northeast region.

The average number of services received per client was 7.38 services, and the number of services received per client ranged from 1 service to 137 services. The majority of outpatient clients received less than 20 services during the reporting year. In FY19, the average number of services per client was **7.2 services**, and the number of services received per client ranged from 1 to 74.

Total Number of Nonbillable Services per Clinic FY20

(n=2,300)

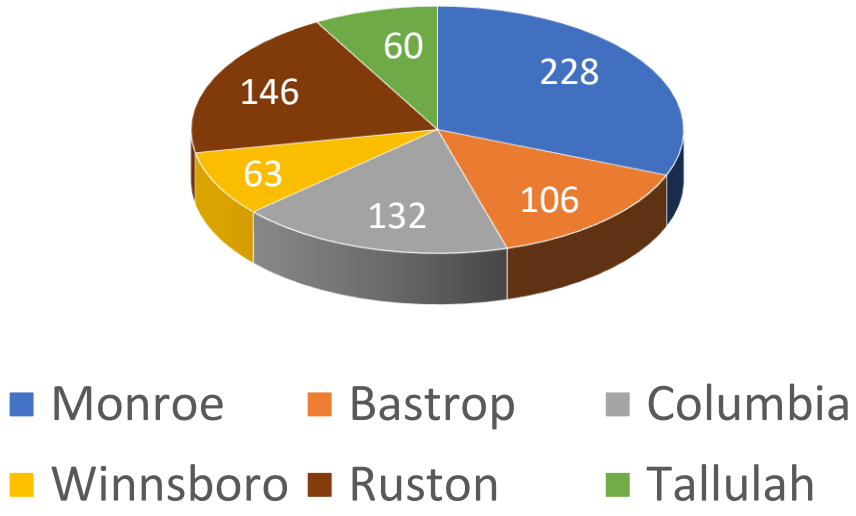


34% of total nonbillable services were provided at Columbia Behavioral Health Clinic.

31% of clients receiving nonbillable services were served in Monroe Behavioral Health Clinic.

Total Number of Clients with Nonbillable Services per Clinic FY20

(n=735)



Total Number of Billable Visits Per Clinic FY20

	Number of Billable Services FY20	Number of Unduplicated Clients with Billable Services FY20
Monroe	5,808	1,062
Bastrop	1,536	192
Columbia	1,098	129
Winnsboro	548	89
Ruston	1,267	233
Tallulah	817	104
TOTAL FY20	**11,074**	**1,809**

Monroe is the 9th largest city of Louisiana. The population of Monroe (48,241 in 2019[1]) is higher than other NEDHSA's service areas.

More than 50% of the total billable services were provided at Monroe Behavioral Health Clinic.

[1]https://www.louisiana.gov/demographics-and-geography/

Nearly 12% of the adults under age 65 and 3% of children are uninsured in the NEDHSA region[2].

The median income of the NEDHSA patients is around $500 per month including 40% of the patients without any income at all. Therefore, NEDHSA provides services to clients who cannot pay to ensure the care they need.

Outpatient Clinic Guarantors by Clinic FY20

(n=1,809)

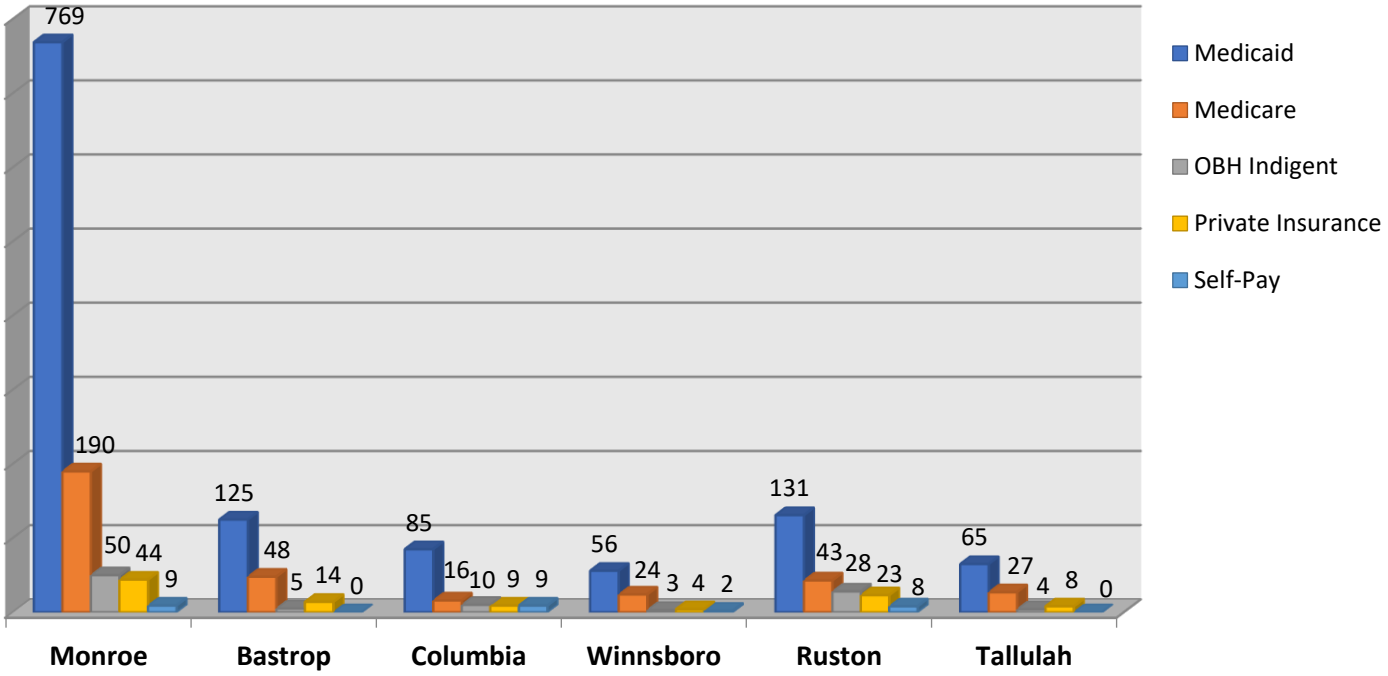
	Monroe	Bastrop	Columbia	Winnsboro	Ruston	Tallulah	TOTAL
Medicaid	769	125	85	56	131	65	**1231**
Medicare	190	48	16	24	43	27	**348**
OBH Indigent	50	5	10	3	28	4	**100**
Private Insurance	44	14	9	4	23	8	**102**
Self-Pay	9	0	9	2	8	0	**28**
TOTAL	**1062**	**192**	**129**	**89**	**233**	**104**	**1809**

[2]https://www.countyhealthrankings.org/

On average, the service time that an individual client received in the FY2020 is 295 minutes, ranging from 5 to 7050 minutes.

Outpatient Clinic Guarantor Overview by Clinic FY20

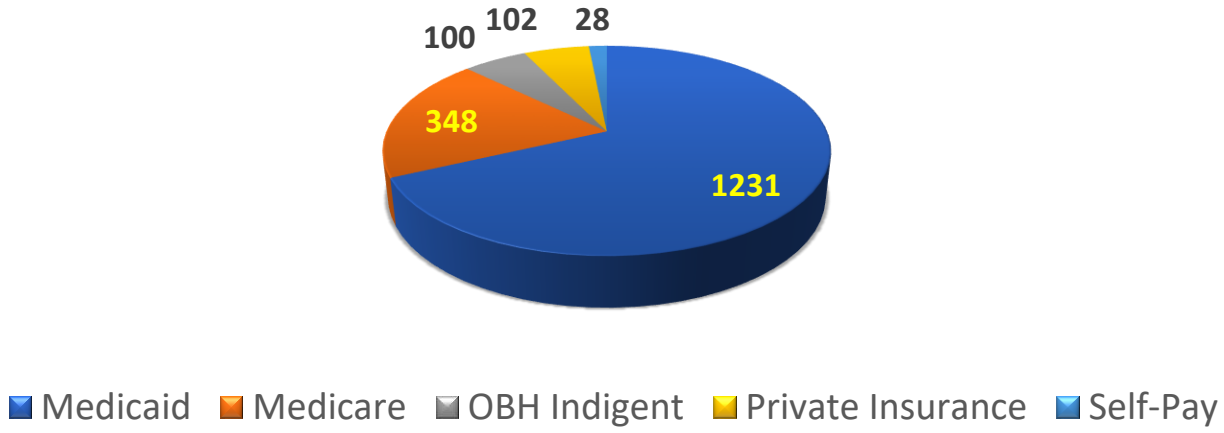
(n= 1,809)



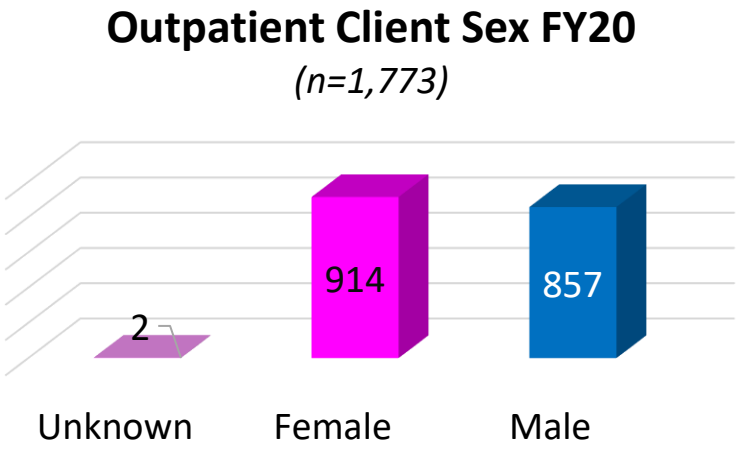
Among the 1,809 clients who received billable services from NEDHSA outpatient clinics during FY2020, 87% were Medicare or Medicaid recipients (n=1,579; 87.28%).

Outpatient Clinic Guarantor Overview - All Clinics Combined FY20

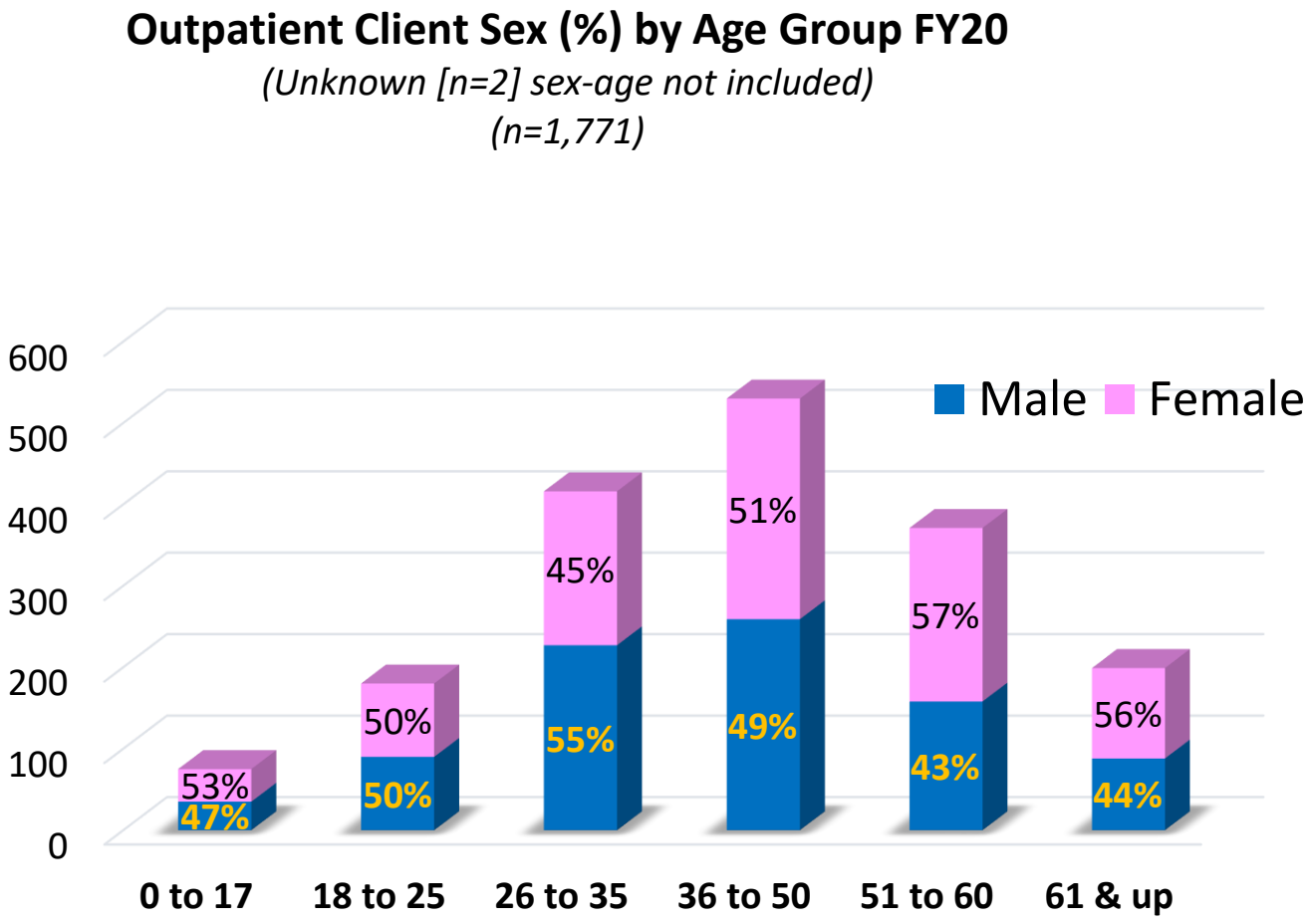
(n=1809)



Outpatient Clinic Client Demographics

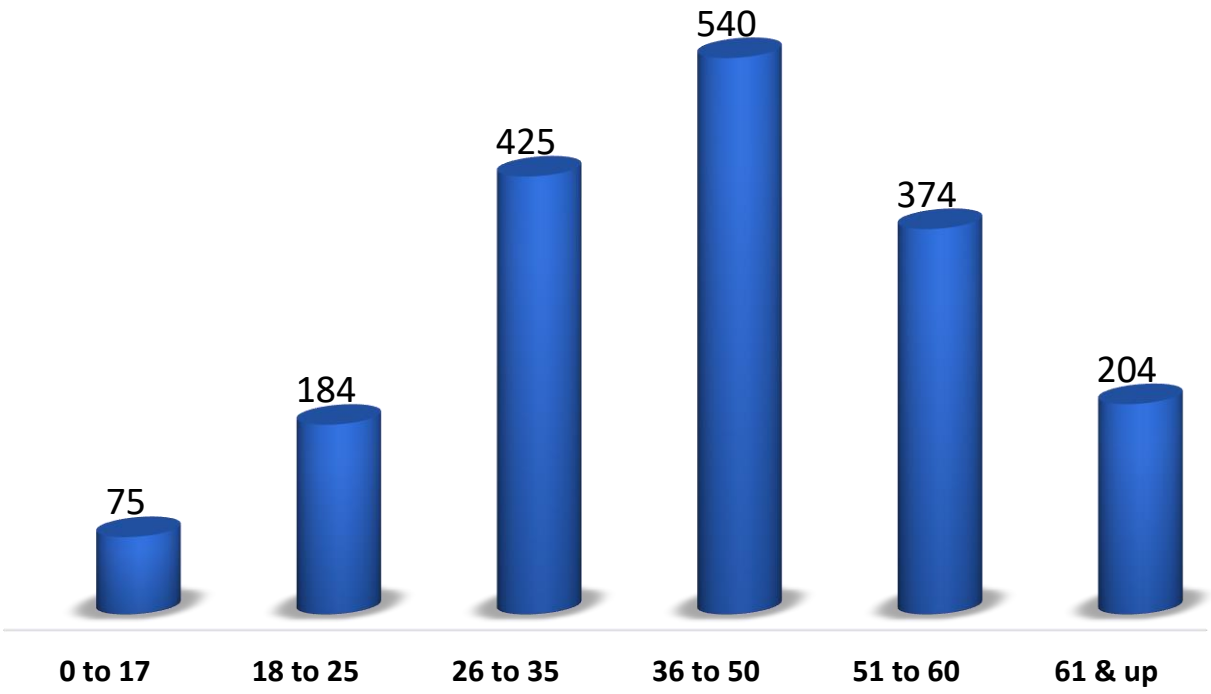


- In FY2020, around **48%** patients were male and **52%** were female.
- In **FY2019**, the proportion of male clients was higher in ages between 0 to 35 years of age. In **FY2020**, the proportion was higher only in the 26 to 35 age group.
- In FY2020, **14.5%** of female clients had dependent children (n=257).



Outpatient Client Age Group FY20

(n=1,802)



In FY2020, most of the clients seen in the NEDHSA outpatient clinics were in between the age of 26 and 60 years of age (N=1,339; 75.5%). 24% were aged between 26 to 35 years; 30% were aged between 36 to 50 years; and 21% were aged between 51 to 60 years.

Compared to **FY2019**, in FY2020, clients aged between 0 to 17 years increased from 2.5% to 4.3%.

NEDHSA

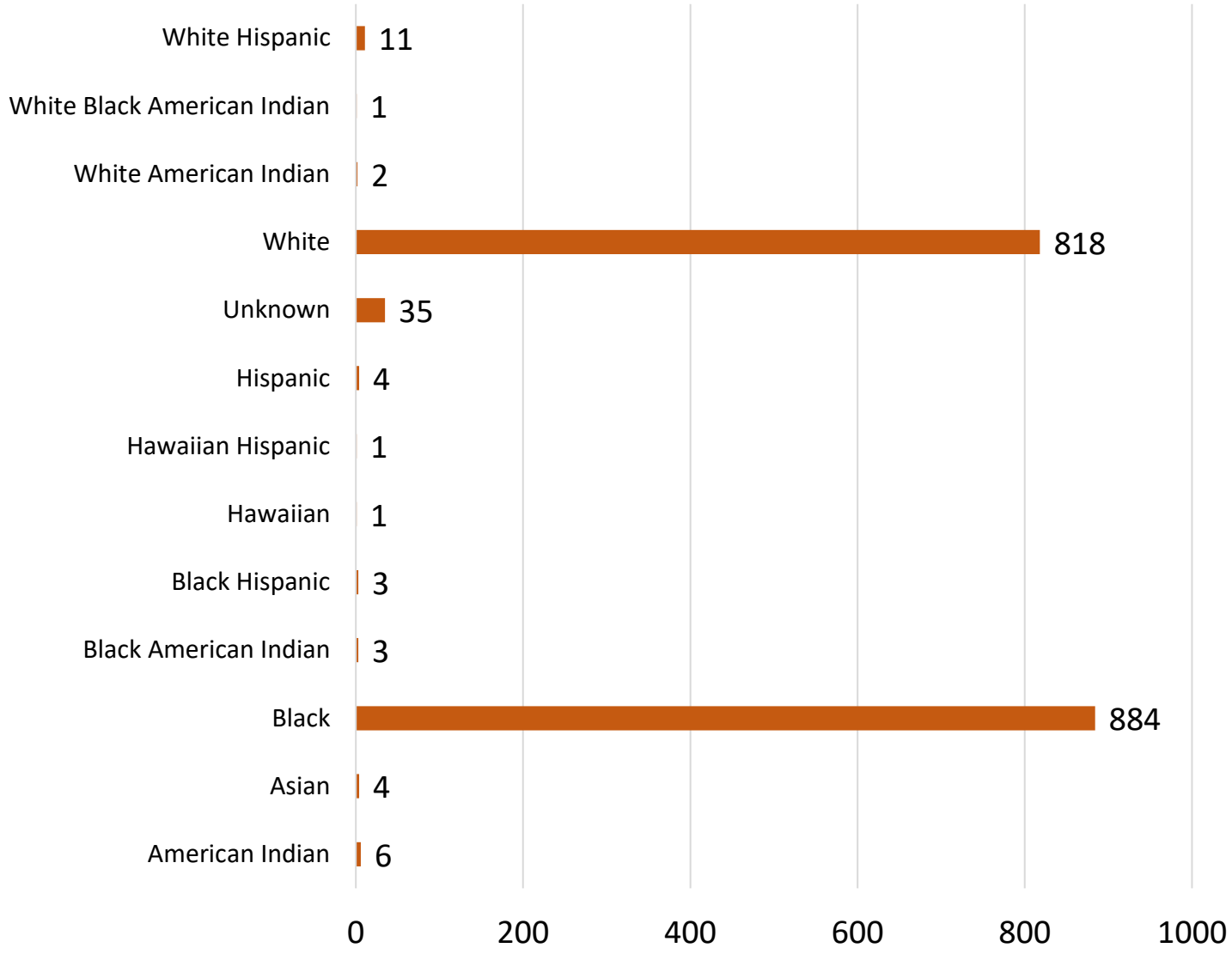
Social Determinants

11.5% of NEDHSA's clients are over the age of 60.

To address the specific issue surrounding our older clients, we have developed Operation Golden Years, a program aimed at mitigating the social health concerns of our seniors.

Outpatient Client Race FY20

(n=1,773)

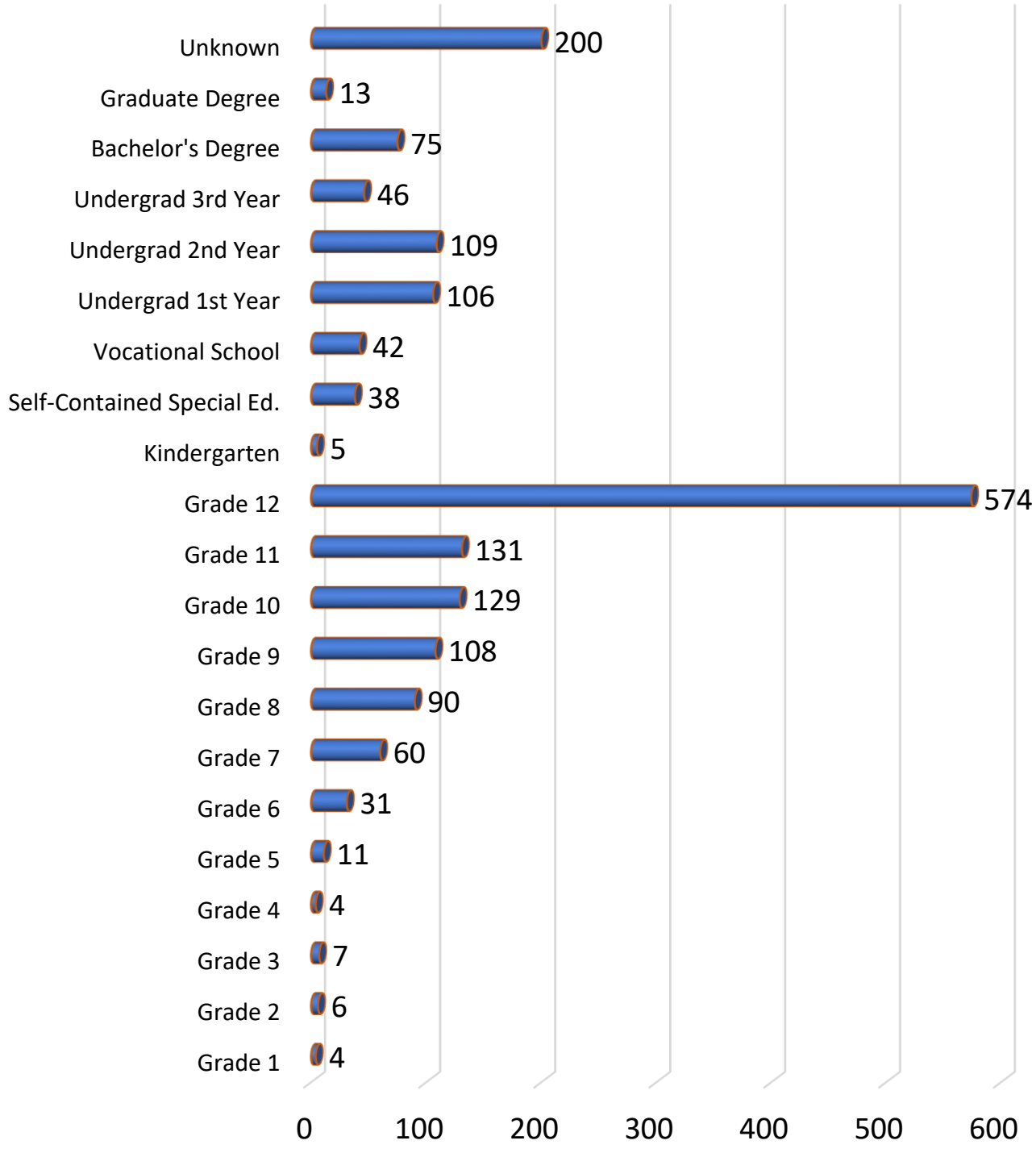


Outpatient Client Race by Gender FY20 *(n=1,773)*					
	Black	**Others**	**Unknown**	**White**	**Total**
Female	428	22	15	449	914
Male	456	14	19	368	857
Unknown	0	0	1	1	2
Total	884	36	35	818	1,773

- In FY2020, **50%** of the NEDHSA outpatient clients were Black and **46%** were White.

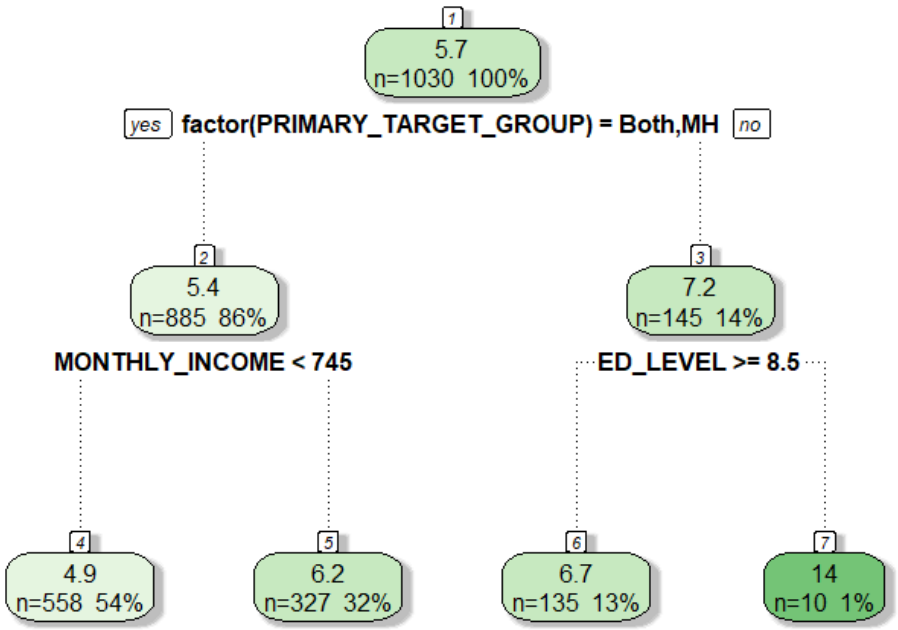
Outpatient Client Education FY20

(n=1,789)



Outpatient Client Race by Education FY20 *(n=1,773)*					
ED_LEVEL	Black	Others	Unknown	White	**Total**
Grade 1	2	0	0	2	**4**
Grade 2	4	0	0	2	**6**
Grade 3	2	0	0	5	**7**
Grade 4	2	1	0	1	**4**
Grade 5	5	0	0	6	**11**
Grade 6	15	1	0	15	**31**
Grade 7	35	3	2	19	**59**
Grade 8	46	0	1	43	**90**
Grade 9	55	3	2	47	**107**
Grade 10	64	1	2	59	**126**
Grade 11	78	3	3	44	**128**
Grade 12	263	6	6	291	**566**
Kindergarten	3	0	0	2	**5**
Self-Contained Special Ed.	21	1	0	16	**38**
Vocational School	13	0	0	29	**42**
Undergrad 1st Year	49	2	3	50	**104**
Undergrad 2nd Year	47	5	2	52	**106**
Undergrad 3rd Year	26	1	0	19	**46**
Bachelor's degree	30	1	1	42	**74**
Graduate Degree	3	1	0	9	**13**
Unknown	111	6	11	65	**193**
Total	**874**	**35**	**33**	**818**	**1760**

Decision Tree Analysis for the Frequency of Clinic Visits in FY20



Variable Description

1. Factor(PRIMARY_TARGET_GROUP)= Primary target group for the client at the time of admission
   - MH=Mental Health
   - SA=Substance Abuse
   - Both=Co-occurring

2. MONTHLY_INCOME= Monthly income of a client.

3. ED_LEVEL= Education level of the client (contentious variable coded as 1 for grade 1, 2 for grade 2, and so on).

4. age= Age of the client

We used the decision tree analysis to identify how social determinants of health impact the total frequency of clients' clinic visits. Data used in this analysis were limited based on the Episode of Care (EOC) that started only in the FY2020 (from 07/01/2019 to 06/30/2020). With no missing values, we had 1030 unique clients altogether.

1. At the top, the mean frequency of clinic visits for all 1030 clients was 6 (5.7~6).
2. Node 2 asks whether the primary target group of the client is Mental Health and Co-occurring. If yes, then go down to the left. It shows that 885 clients had Mental Health and/or Co-occurring issues. The average frequency of visits for clients having Mental Health and/or Co-occurring issues was 6.
3. The average frequency of service for clients having substance abuse disorder was 8. There were 14% of the clients with substance abuse disorder.
4. Node 2 gets classified based on the monthly income. There were 558 clients who earned less than $745 per month. On average, they visited the clinic five times in FY2020.
5. With higher income, the average number of clinic visits increased.
6. Substance abuse clients were further classified based on education level.

Further analysis of the *importance of features* shows monthly income as an important variable in predicting the frequency of visits.

Outpatient Clinic Client Diagnoses

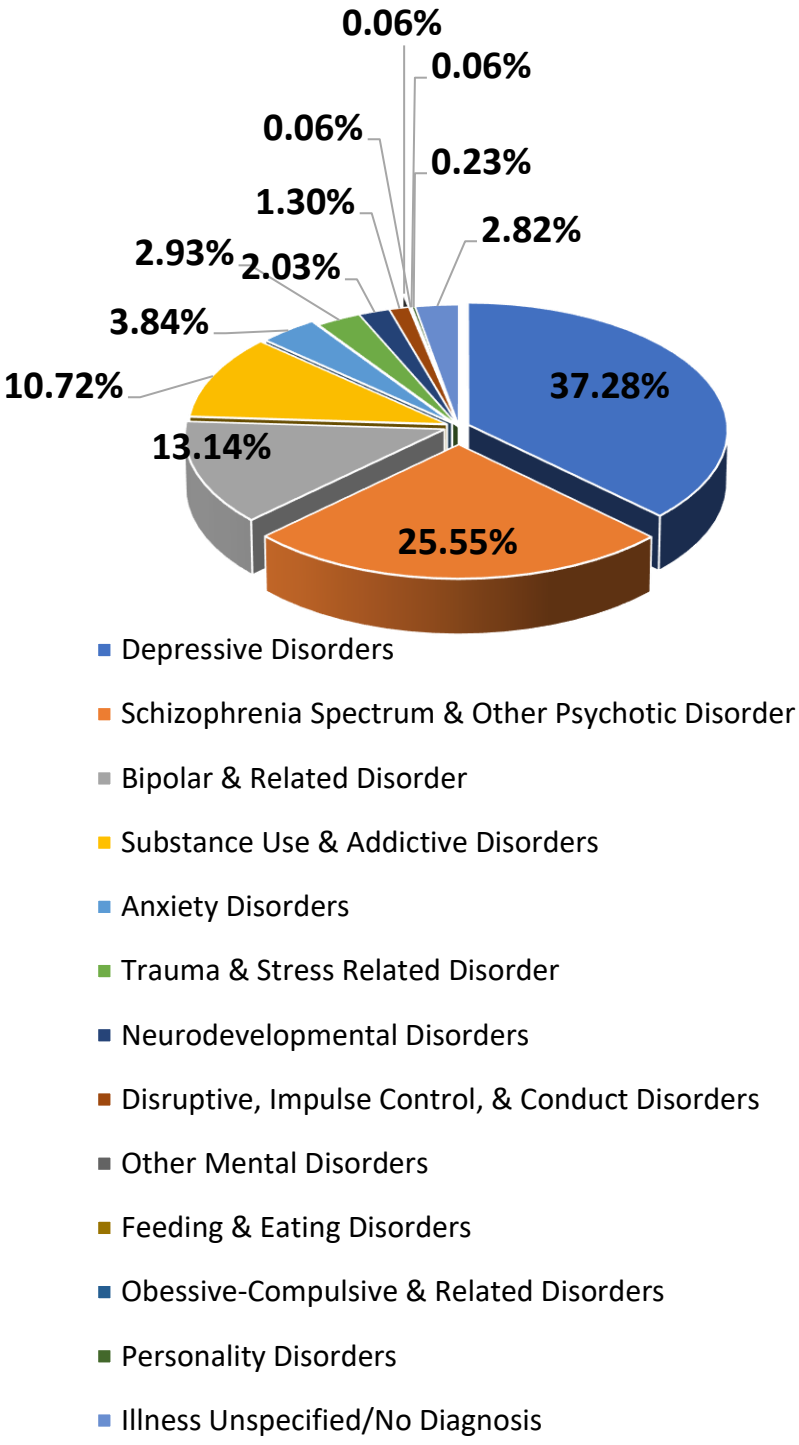
NEDHSA

Social Determinants

In FY2020, 22% of NEDHSA outpatient clinic clients had two mental diagnoses; 6% had three diagnoses; and 1% were diagnosed with four different mental health disorders.

Outpatient Clinic Diagnosis Classification FY20

(n=1,773 Client Demographic Sample)



Classification Key	DSM-5 Disorder Classification FY20 (n=1,773 Client Demographic Sample)	N=	%
1	Neurodevelopmental Disorders	36	2.03
2	Schizophrenia Spectrum & Other Psychotic Disorder	453	25.55
3	Bipolar & Related Disorder	233	13.14
4	Depressive Disorders	661	37.28
5	Anxiety Disorders	68	3.84
6	Obsessive-Compulsive & Related Disorders	1	0.06
7	Trauma & Stress Related Disorder	52	2.93
8	Dissociative Disorders	0	0.00
9	Somatic Symptom Disorders	0	0.00
10	Feeding & Eating Disorders	1	0.06
11	Elimination Disorders	0	0.00
12	Sleep-Wake Disorders	0	0.00
13	Sexual Dysfunctions	0	0.00
14	Gender Dysphoria	0	0.00
15	Disruptive, Impulse Control, & Conduct Disorders	23	1.30
16	Substance Use & Addictive Disorders	190	10.72
17	Neurocognitive Disorders	0	0.00
18	Personality Disorders	4	0.23
19	Paraphilic Disorders	0	0.00
20	Other Mental Disorders	1	0.06
21	Illness Unspecified/No Diagnosis/Unknown	50	2.82

Depressive Disorders accounted for more than 37% of the types of health disorders treated at NEDHSA. Clients treated for Substance use and Additive Disorders in the FY2020 (10.72%; N=190) are lower than the clients treated in FY2019 (14.6%, N=299).

Outpatient Client Primary Target Group by Race FY20 *(n=1,760)*				
	Mental Health	**Substance Abuse**	**Co-occurring**	**Total**
Black	737	99	38	874
	41.88%	5.63%	2.16%	49.66%
Others	32	2	1	35
	1.82%	0.11%	0.06%	1.99%
Unknown	29	2	2	33
	1.65%	0.11%	0.11%	1.88%
White	686	86	46	818
	38.98%	4.89%	2.61%	46.48%
Total	**1484**	**189**	**87**	**1,760**
	84%	**11%**	**5%**	

Outpatient Client Primary Target Group by Gender FY20 *(n=1,760)*				
	Mental Health	**Substance Abuse**	**Co-occurring**	**Total**
Female	825	41	41	907
	46.9%	2.3%	2.3%	51.5%
Male	659	148	44	851
	37.4%	8.4%	2.5%	48.4%
Unknown	0	0	2	2
	0.0%	0.0%	0.1%	0.1%
Total	1,484	189	87	1,760
	84.3%	10.7%	4.9%	

Client Satisfaction and Outcomes

Over 97% of NEDHSA outpatient clinic clients, including those receiving addiction and/or mental health services, would continue our services and would recommend our clinics and services to their family, friends, and others.

FY20 Consumer Satisfaction Survey Responses	
Performance Indicator	**Percentage (%) of Surveyed Clients Who Agree**
NEDHSA clients who state they would continue to receive service at our clinics if given the choice to go elsewhere	97.87% (n=1,051)
NEDHSA adult clients receiving mental health services who report that they would choose services in this agency if given a choice to receive services elsewhere	94.33% (n=1,051)
NEDHSA clients who state they would recommend the clients to family and friends	98.9% (n=1,051)
NEDHSA mental health clients who would recommend services in this agency to family and friends	99.05% (n=1,051)
NEDHSA clients who feel their beliefs and values were respected during treatment	98.35% (n=1,051)

Over 98% of NEDHSA outpatient clinic clients, including those receiving addiction and/or mental health services, feel their beliefs and values were respected during treatment.

Over 79% of surveyed adults seen in NEDHSA outpatient clinics during FY2020 reported improved functioning.

Over 75% of surveyed adults seen in NEDHSA outpatient clinics during FY2020 reported positive treatment outcomes and positive social connectedness.

TeleSage Outcomes Measurement System (TOMS)

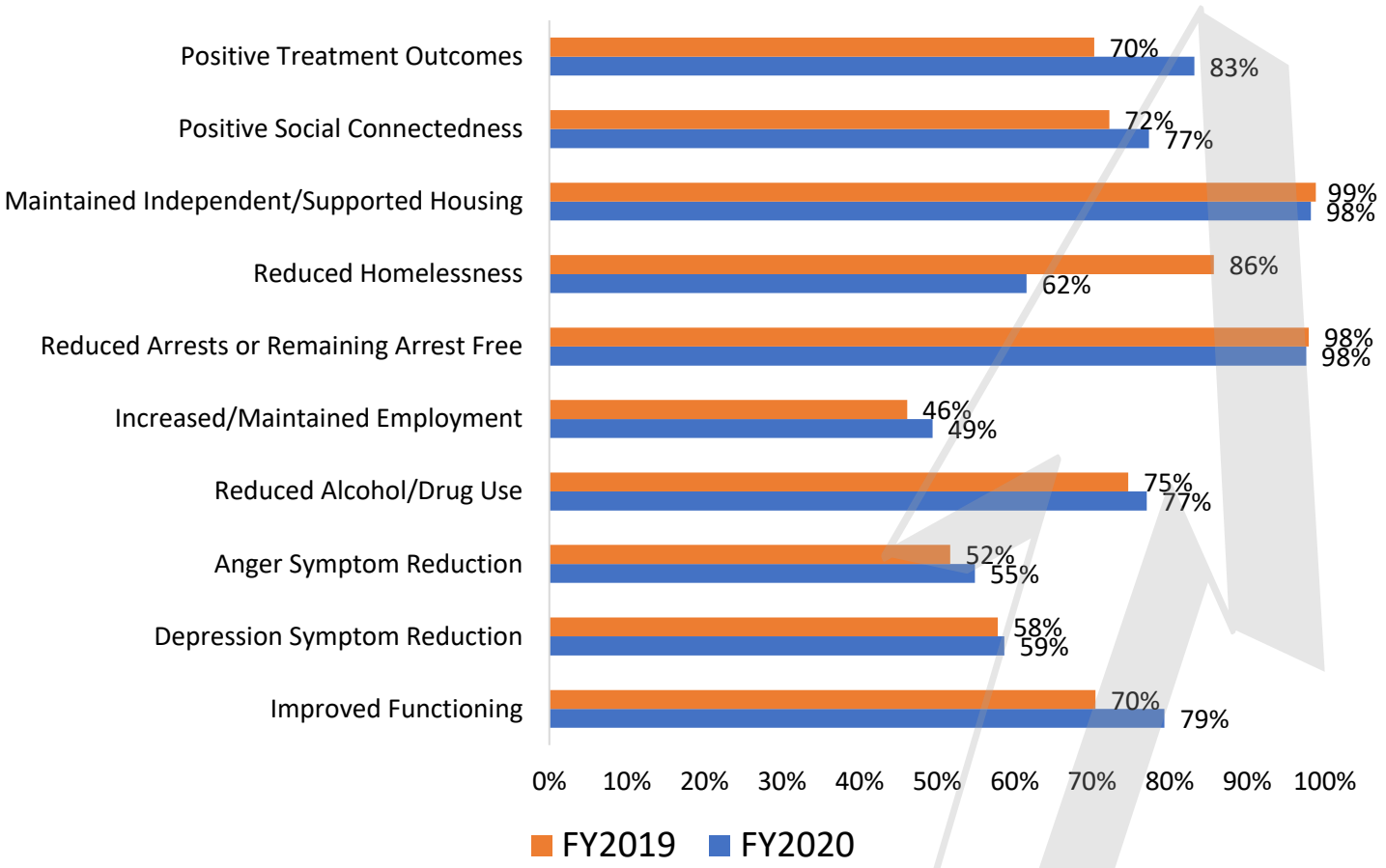
Accountability and Implementation Plan (AIP) Outcomes Report FY20

	Domain	Type	n	Percent
Reduced Morbidity	Improved Functioning:	QoC Adult	697	79.34
		QoC Parent	N/A	N/A
	Depression Symptom Reduction:	TOMS Adult	392	58.67
		TOMS Youth	16	75
	Anger Symptom Reduction:	TOMS Adult	390	54.87
		TOMS Youth	16	81.25
	Reduced Alcohol/Drug Use:	TOMS Adult	122	77.05
		TOMS Youth	2	100
Employment	Increased/Maintained Employment:	TOMS Adult	55	49.43
		TOMS Youth	2	100
	Decreased School Absences or Expulsions:	TOMS Adult	N/A	N/A
		TOMS Youth	6	66.67
Crime & Criminal Justice	Reduced Arrests or Remaining Arrest Free:	TOMS Adult	375	97.6
		TOMS Youth	16	100
Stability in Housing	Reduced Homelessness:	TOMS Adult	13	61.54
		TOMS Youth	0	0
	Maintained Independent/Supported Housing:	TOMS Adult	334	98.2
		TOMS Youth	15	100
Social Connectedness	Positive Social Connectedness:	QoC Adult	697	77.33
		QoC Parent	19	78.95
Perception of Care	Positive Treatment Outcomes:	QoC Adult	761	83.18
		QoC Parent	19	63.16

Improved functioning, positive social connectedness, and positive treatment outcomes of surveyed adults seen in NEDHSA outpatient clinics increased by more than **5%** in FY2020 compared to FY2019.

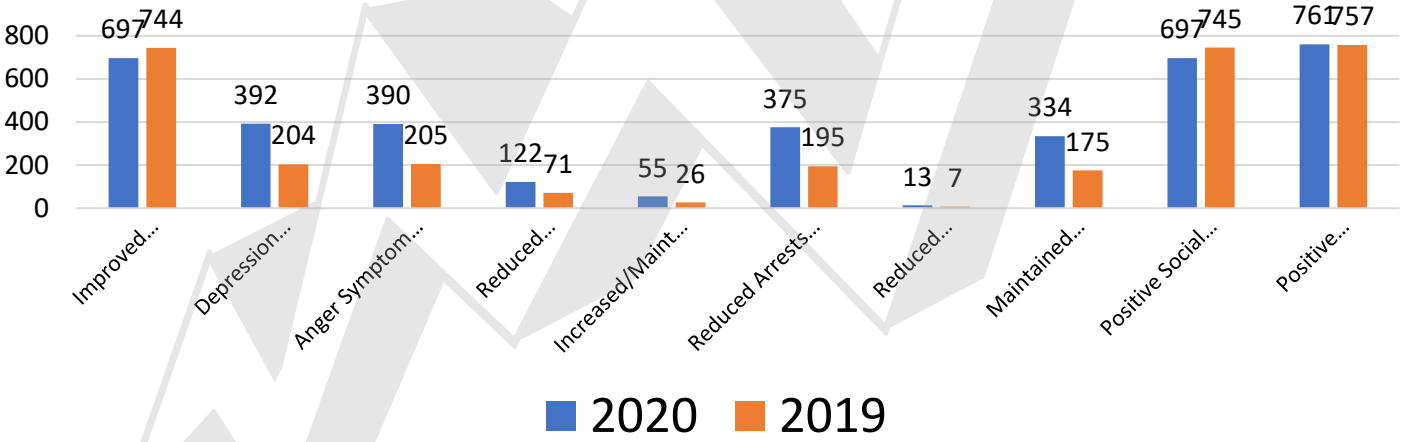
Accountability and Implementation Plan (AIP) Outcomes Comparison: FY2019 Vs FY2020

(Type =Adult %)



Accountability and Implementation Plan (AIP) Outcomes Comparison: FY2019 Vs FY2020

(Type =Adult number)



Over 95% of surveyed existing NEDHSA clients seen in our outpatient clinics during FY2020 reported doing well in the areas of binge drinking, drug use, arrests, and homelessness at the 6-month assessment.

TOMS Aggregate Outcome Summary Report Card FY20

Existing Clients (Adults)

Domain	6 months			12 months		
	n=	% Doing Well	% Needs Improvement	n=	% Doing Well	% Needs Improvement
Depression	47	57.45	42.55	41	73.17	26.83
Anxiety	48	54 .17	45.83	41	60.98	39.02
Anger	47	61.7	38.3	41	68.29	31.71
Psychoticism	48	81.25	18.75	41	70.73	29.27
Social Functioning (Peer)	47	63.83	36.17	41	56.1	43.9
Recovery	48	45.83	54.17	41	60.98	39.02
Medication Adherence	44	63.64	36.36	39	84.62	15.38
Binge Drinking	48	95.83	4.17	41	100	0
Drug Use	48	97.92	2.08	40	92.5	7.5
Arrests	48	95.83	4.17	41	97.56	2.44
Employment Status	10	50	50	8	87.5	12.5
Homelessness	48	100	0	41	97.56	2.44
Independent Living	46	93.48	6.52	40	82.5	17.5

More than 50% of surveyed existing NEDHSA clients seen in our outpatient clinics during FY2020 reported doing well with their depression, anxiety, anger, and employment status at both 6 months and 12 months.

Compared to surveyed existing NEDHSA clients seen in our outpatient clinics during FY2019, FY2020 reported higher **Doing Well %** by more than **20%** with their depression, anger, psychoticism, and medical adherence at the 12 month assessment.

TOMS Aggregate Outcome Summary Report Card Comparison: FY2019 Vs. FY2020 [Existing Clients (Adults-12 month assessment)]

Domain	FY2019		FY2020	
	n	% Doing Well	n	% Doing Well
Depression	57	50.88	41	73.17
Anxiety	57	59.65	41	60.98
Anger	58	46.55	41	68.29
Psychoticism	58	63.79	41	70.73
Social Functioning (Peer)	58	56.9	41	56.1
Recovery	58	55.17	41	60.98
Medication Adherence	54	64.81	39	84.62
Binge Drinking	56	96.43	41	100
Drug Use	57	92.98	40	92.5
Arrests	57	98.25	41	97.56
Employment Status	8	75	8	87.5
Homelessness	57	98.25	41	97.56
Independent Living	54	88.89	40	82.5

Similar to FY2019, **over 90%** of surveyed new NEDHSA clients seen in our outpatient clinics during FY2020 reported Doing Well in the areas of binge drinking, arrests, and homelessness at 3, 6, and 12 months.

TOMS Aggregate Outcome Summary Report Card FY20

New Clients (Adults)

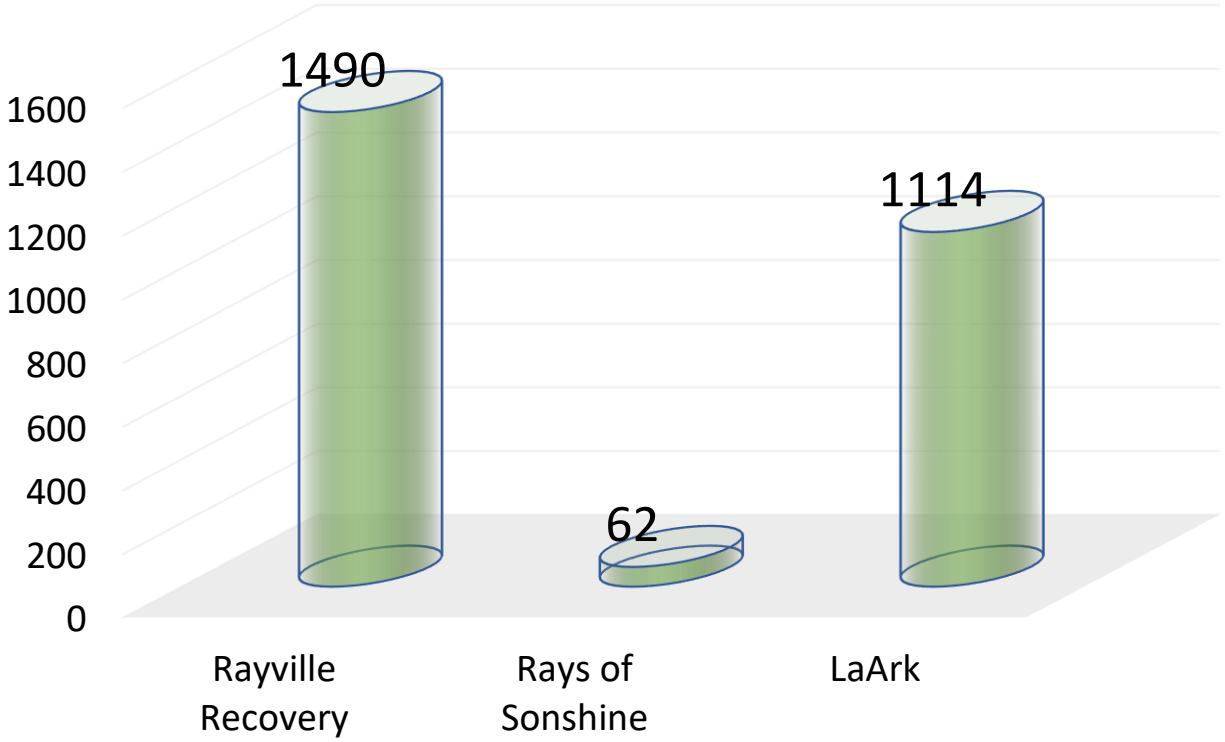
Domain	3 months			6 months			12 months		
	n	% Doing Well	% Needs Improvement	n	% Doing Well	% Needs Improvement	n	% Doing Well	% Needs Improvement
Depression	173	72.83	27.17	157	72.61	27.39	110	80	20
Anxiety	175	56	44	157	64.33	35.67	110	73.64	26.36
Anger	174	65.52	34.48	157	73.89	26.11	110	72.73	27.27
Psychoticism	173	72.25	27.75	157	72.61	27.39	110	79.09	20.91
Social Functioning (Peer)	174	54.6	45.4	157	68.15	31.85	110	60.91	39.09
Recovery	174	68.97	31.03	156	75.64	24.36	110	70	30
Medication Adherence	118	66.1	33.9	113	74.34	25.66	86	73.26	26.74
Binge Drinking	172	94.19	5.81	155	95.48	4.52	107	96.26	3.74
Drug Use	171	88.89	11.11	156	89.74	10.26	107	98.13	1.87
Arrests	172	95.93	4.07	155	98.06	1.94	105	98.1	1.9
Employment Status	53	69 .81	30.19	43	62.79	37.21	16	62.5	37.5
Homelessness	171	98.83	1.17	155	98.71	1.29	111	100	0
Independent Living	167	85.63	14.37	151	85.43	14.57	107	92.52	7.48

55%-80% of surveyed new NEDHSA clients seen in our outpatient clinics during FY2020 reported doing well with their depression, anxiety, anger, psychoticism, recovery, and employment status at 3, 6, and 12 months.

Inpatient and Residential Facilities

Inpatient Admits FY20

(*n=2,666*)



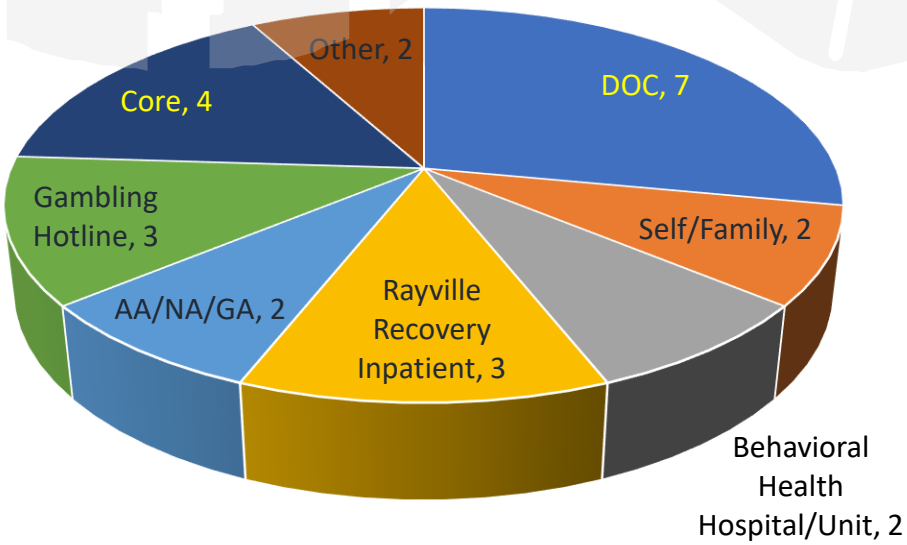
Gambling Addiction Program

The total number of clients served under Gambling Addiction Services in FY2020 is almost 50% lower than the clients served in FY2019 (n=75)

Gambling Addiction Services FY20	
Total Unduplicated Number Served	37
Number of Incoming Referrals	25
Number of Incoming Referrals Admitted to Program	25
Number of Incoming Referrals Denied Admittance	0
Denial Reason(s): Client Refused Treatment	0
Number of Ongoing Clients (Carried over from last FY)	12
Number of Cases Closed in Current FY	39

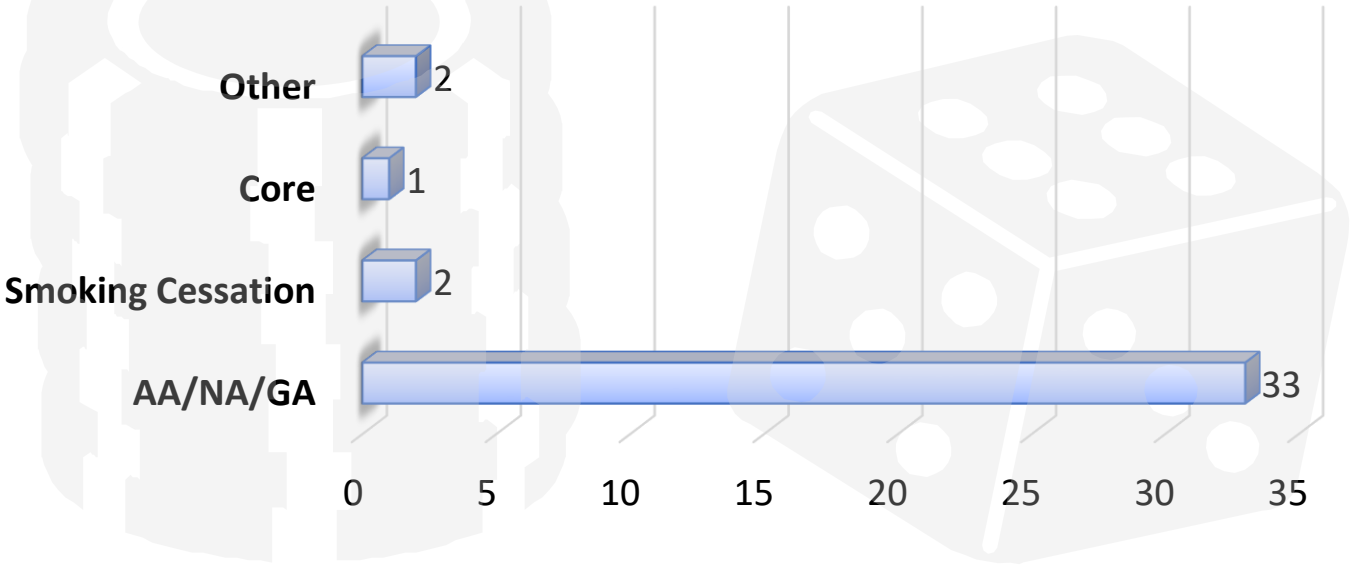
Source of Referrals Gambling Addiction Services FY20

(n=25)



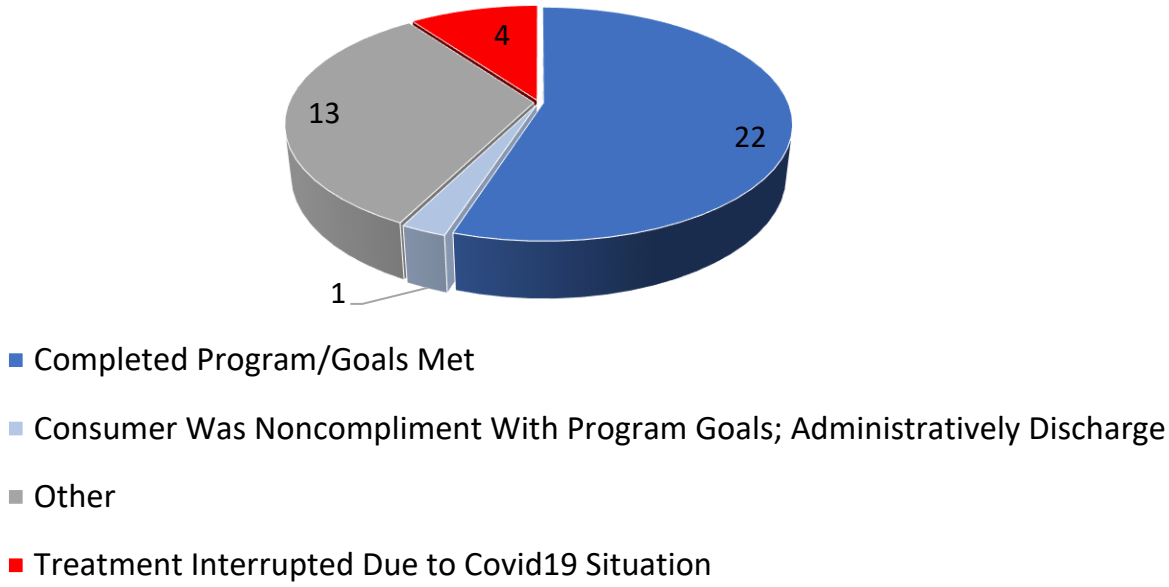
Outgoing Referrals from Gambling Addiction Services FY20

(n=38)



Reasons for Closure Gambling Addiction Services FY20

(n=40)



- 55% of the NEDHSA clients participating in the agency's gambling addiction program in FY2020 met their goals and completed their program.
- In FY2019, the program completion percentage was 90% (n=51).

Tobacco Cessation Program

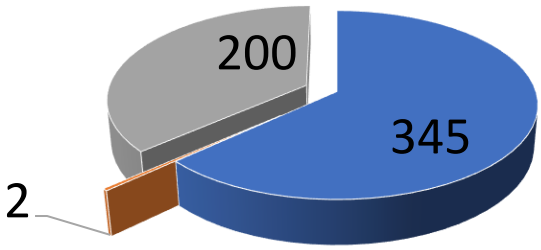
During FY2020, 176 clients participated in the Tobacco Cessation Program. 51% of the clients were female and 49% were male.

Around 65% (n=345) of clients' visits were to receive Counseling Service.

Tobacco Cessation Services FY20

Number Service Type

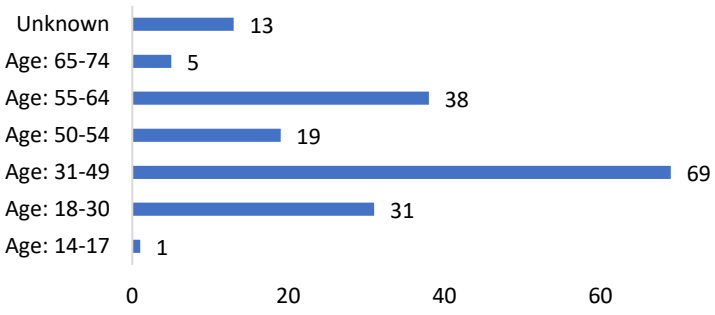
(*n=547*)



Tobacco Cessation Services FY20

Number of Individuals by Age Group

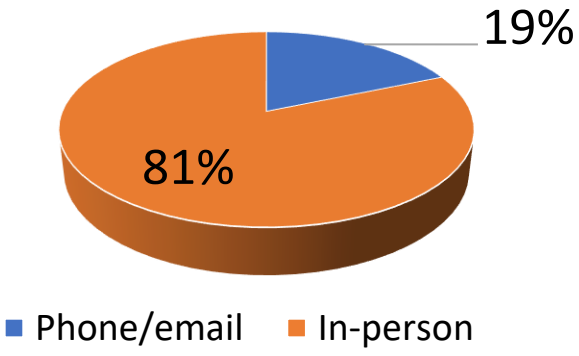
(n=176)



Tobacco Cessation Services FY20

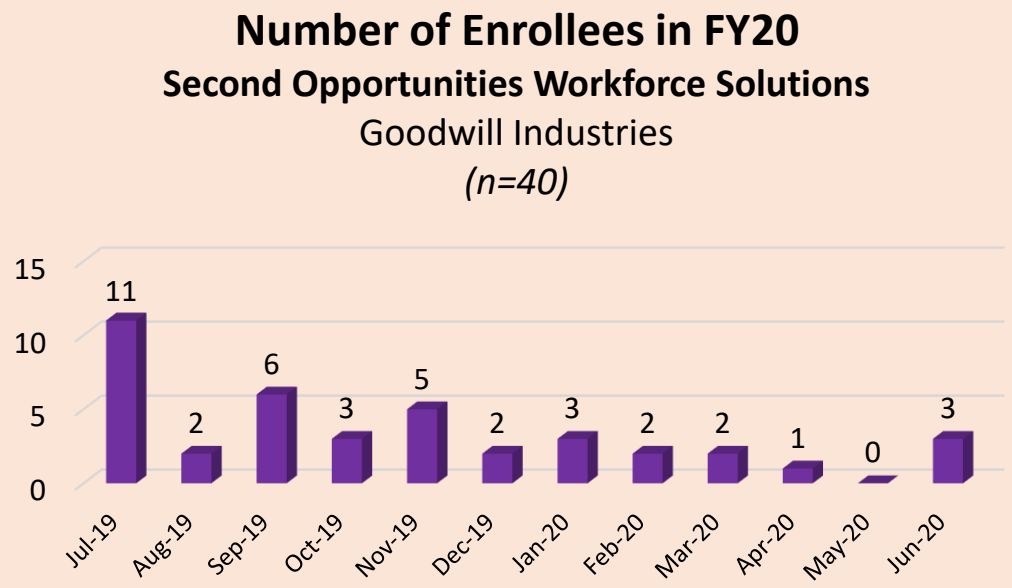
Mode of Service

(n=547)



Social Support & Employment Assistance Programs & Services

The NEDHSA Second Opportunity Workforce Solutions (SOWS) program provides supportive employment services to citizens who are clients of NEDHSA and its integrated care network, including citizens who are non-violent criminal offenders being released from incarceration. This program addresses access to employment, which is a social determinant that significantly affects a person's health and ability to thrive in society. SOWS utilizes evidence-based practices to develop Individual Outcome Plans which reinforce a client's treatment progress. Job readiness skills are provided to assist participants in achieving and maintaining employment in their community of choice.



Before July 2019, there were 46 clients.

NEDHSA
Social Determinants

68% of NEDHSA outpatient clients reported that they are not actively working.

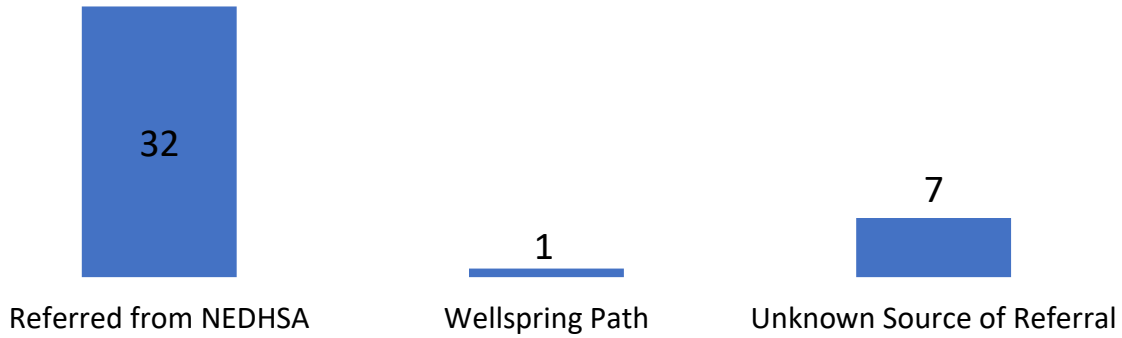
Individuals who are employed (both full time and part time), unemployed (looking), unemployed (layoff), and occasional/seasonal workers (currently working) are said to be in the labor force activities.

Source of Referrals

Second Opportunity Workforce Solutions (SOWS) FY20

Goodwill Industries

(n=40)

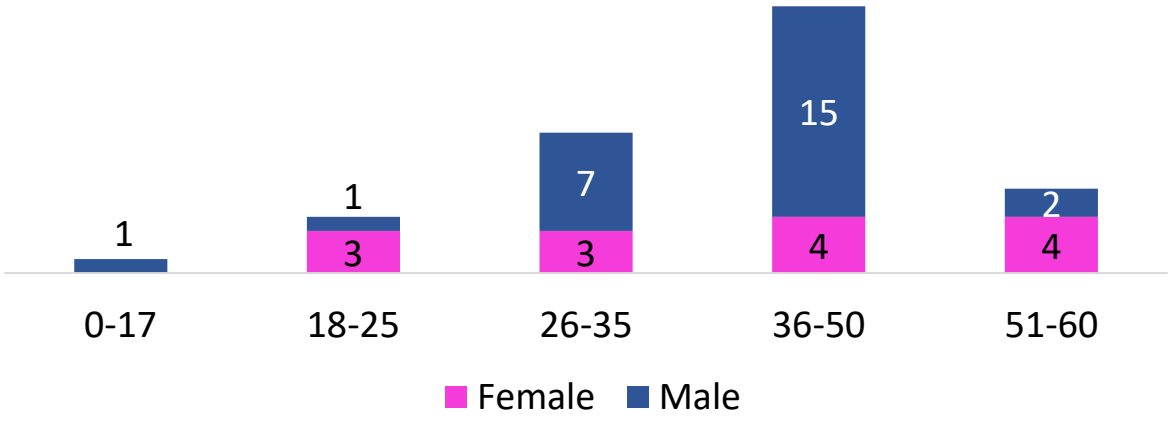


NEDHSA Social Determinants

20% of NEDHSA outpatient clients have an educational degree higher than the high school level.

SOWS Enrollees by Age and Gender FY20

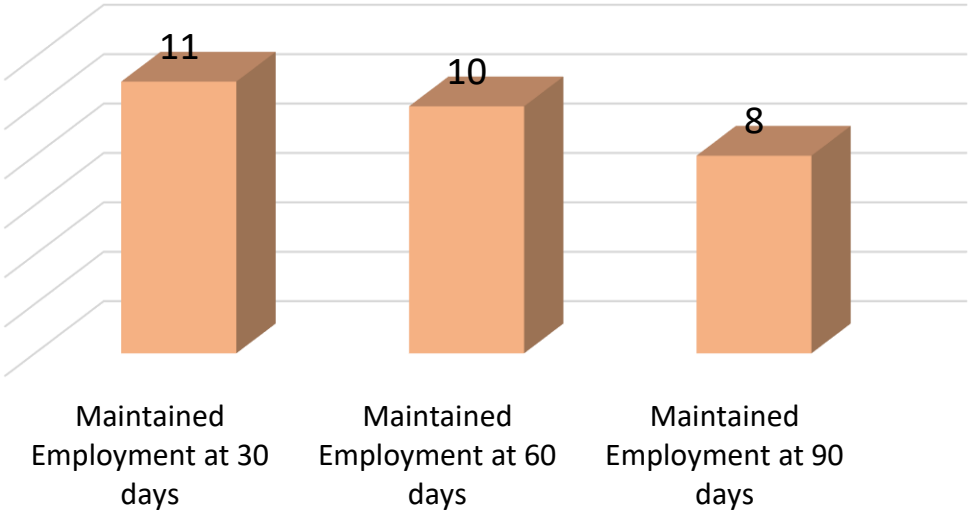
(n=40)



SOWS Enrollment Status FY20

Goodwill Industries

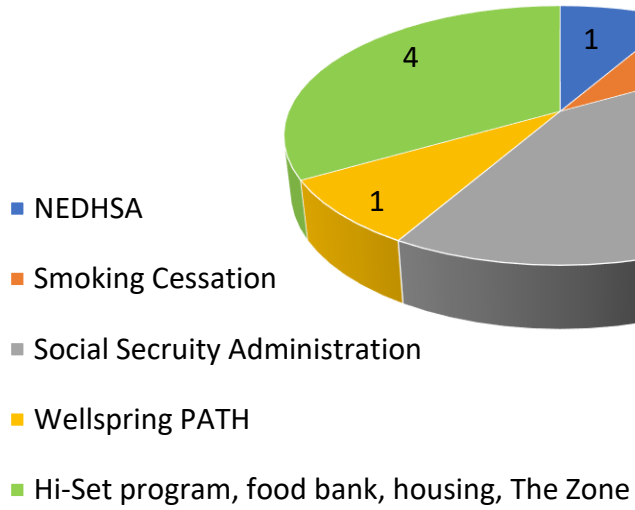
(n=40)



Outgoing Referrals from SOWS Program FY20

Goodwill Industries

(n=12)



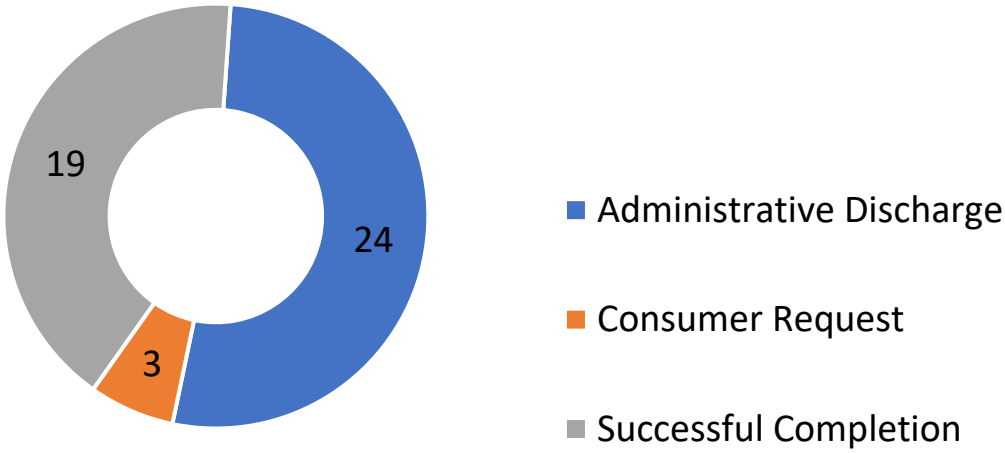
Out of 86 individuals in the FY2020:

- **14%** were referred to different programs/organizations
- **53%** were closed

Reasons for Closure for SOWS Program FY20

Goodwill Industry

(n=46)



A pilot program created by NEDHSA in partnership with Goodwill Industries of Northeast Louisiana, the Louisiana Reentry Program, LA-Re, is an ex-offender re-entry program that seeks to address the socioeconomic issues that increase recidivism among the formerly incarcerated. The goal of LA-Re is to give nonviolent, mentally ill, and addicted ex-offenders an opportunity to receive the help they need post-incarcerations so that they can build and maintain positive social role within the community there by avoiding the high individual, family, community, and societal costs of recidivism.

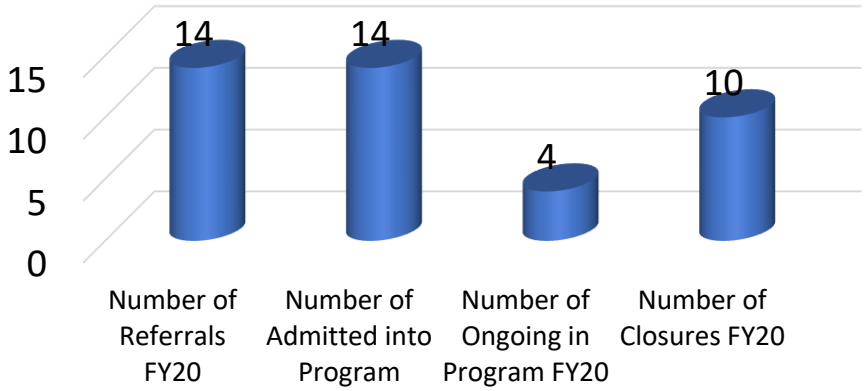
In FY2020, 14 clients have been referred to the LA-Re community re-entry program, with 100% of the referrals enrolled. Of the 14 clients admitted into the program, 35.7% have successfully completed it; 35.7% got administrative discharge and early release; and 28.6% are ongoing.

Louisiana Re-Entry Program (LA-RE) FY20	
Total Unduplicated Number Served	14
Number of Incoming Referrals	14
Number of Referrals Admitted to Program	14
Number of Denials	0
Number of Cases Closed in Current FY	10
Reason(s) for Closure:	
Goals Met/Program Completed	5
Administrative Discharge	1
Inmate Transferred to Another Facility	0
Early Release	4
Re-Arrest	0
Number of Outgoing Referrals from Program	54

Louisiana Re-Entry Program (LA-Re) FY20

Goodwill Industries

(n=14)



NEDHSA

Social Determinants

7.43% of NEDHSA clients reported having at least an encounter with law enforcement officials during FY2020.

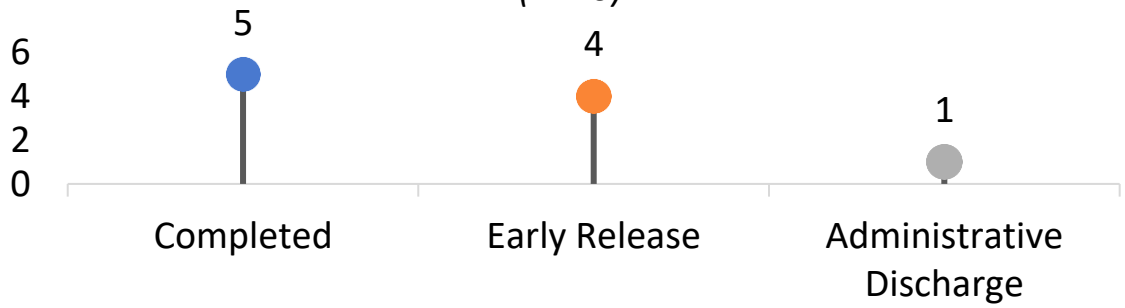
3.55% reported being arrested at least one time in FY2020.

Client Cases Closed

Louisiana Re-Entry (LA-Re) Program FY20

Goodwill Industries

(n=10)



Developmental Disabilities Services

Developmental Disabilities Services FY20	
	n=
Number of eligibility determination requests	947
Number of new application completed	221
Number of redeterminations of eligibility completed	148
Total determination completed	369
Number of recipients served through state funds	525
Number of requests for Family Support Services	381
Number of those requests funded at any level (full or partial)	371
Number of children served through Flexible Family Fund	154

In FY2020, 2.37% of the clients seen in NEDHSA's behavioral health clinics reported having some type of developmental disability.

525 individuals received state-funded developmental disability services through NEDHSA in FY2020.

All 947 new applications for Developmental Disability eligibility were reviewed by NEDHSA staff in FY2020.

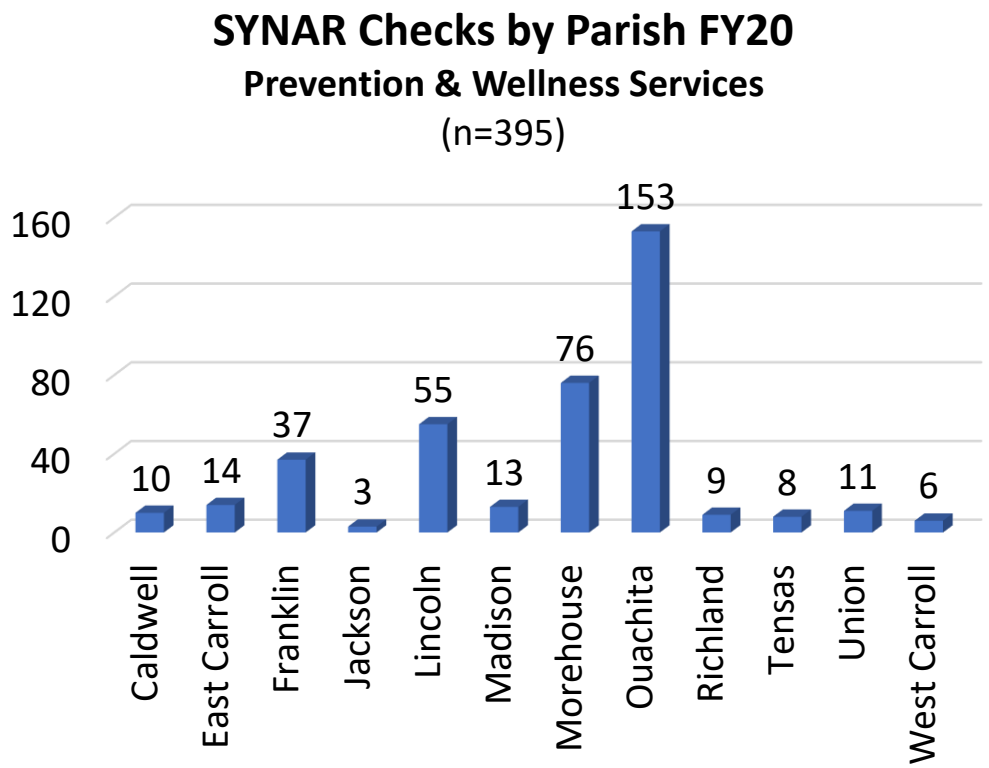
Medicaid Waiver participants management for the FY2020:

Continues to be over 1300 in NEDHSA region (involves approving plans, revisions to plans, annual reviews, certifications into the program, policy training to private providers (approximately 50 in the region) and Support Coordination (3 agencies in the region with full staff), crisis management, critical incident management (100 +).

Prevention & Wellness Services

SYNAR Checks FY20	
Prevention & Wellness Services	n=
Number of SYNAR Checks Attempted	395
Retailer Closed at Time of Visit	1
Number of Sites Open for SYNAR Check	394
Not Willing to Sale	348
Willing to Sell	46
Compliance Rate	99.75%
MEP Provided	395

The SYNAR program, overseen by the Substance Abuse and Mental Health Service Administration (SAMHSA), requires states to establish and enforce laws to prohibit the distribution and sale of tobacco products to minors.



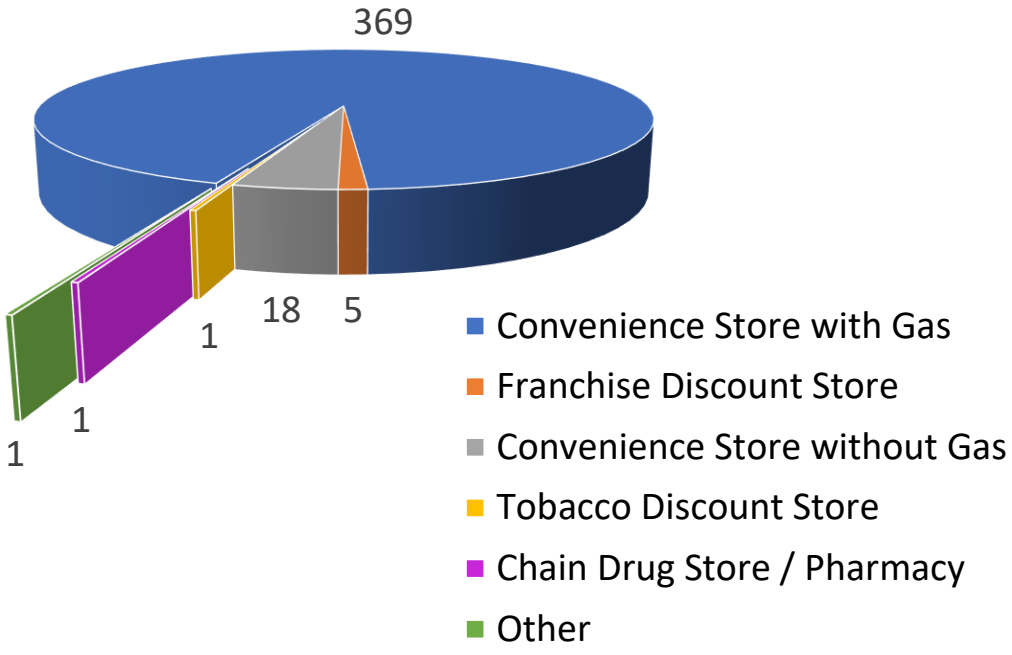
NEDHSA completed **395** SYNAR checks in FY2020 with a **99.75% compliance** rate.

Regular SYNAR checks are performed to ensure compliance with federal laws prohibiting sales of tobacco products to minors.

SYNAR Checks by Retailer Type FY20

Prevention & Welness Services

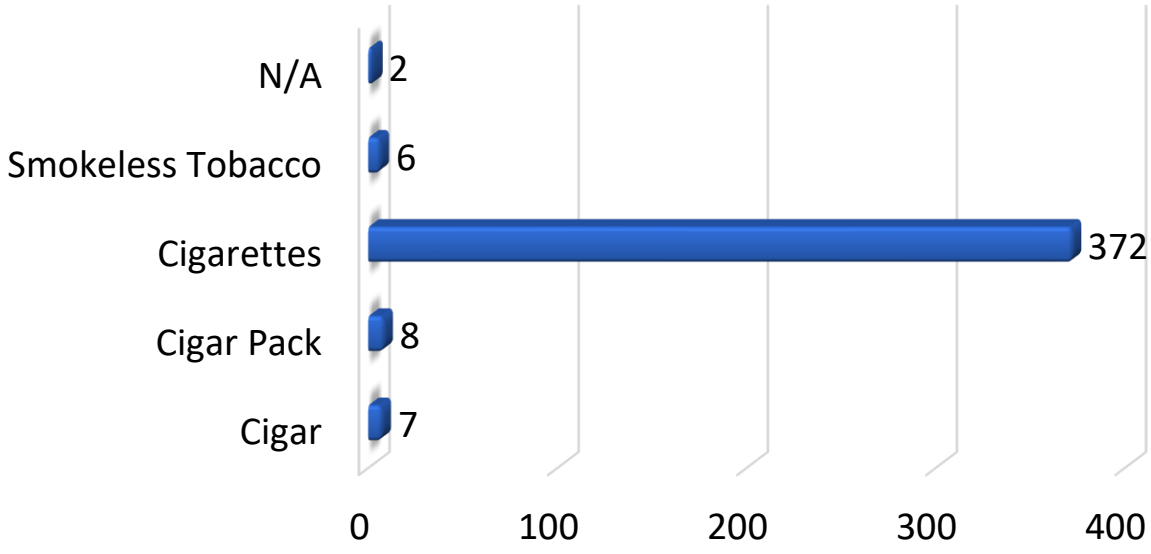
(n=395)



SNYAR Checks by Tobacco Type FY20

Prevention & Wellness Services

(n=395)

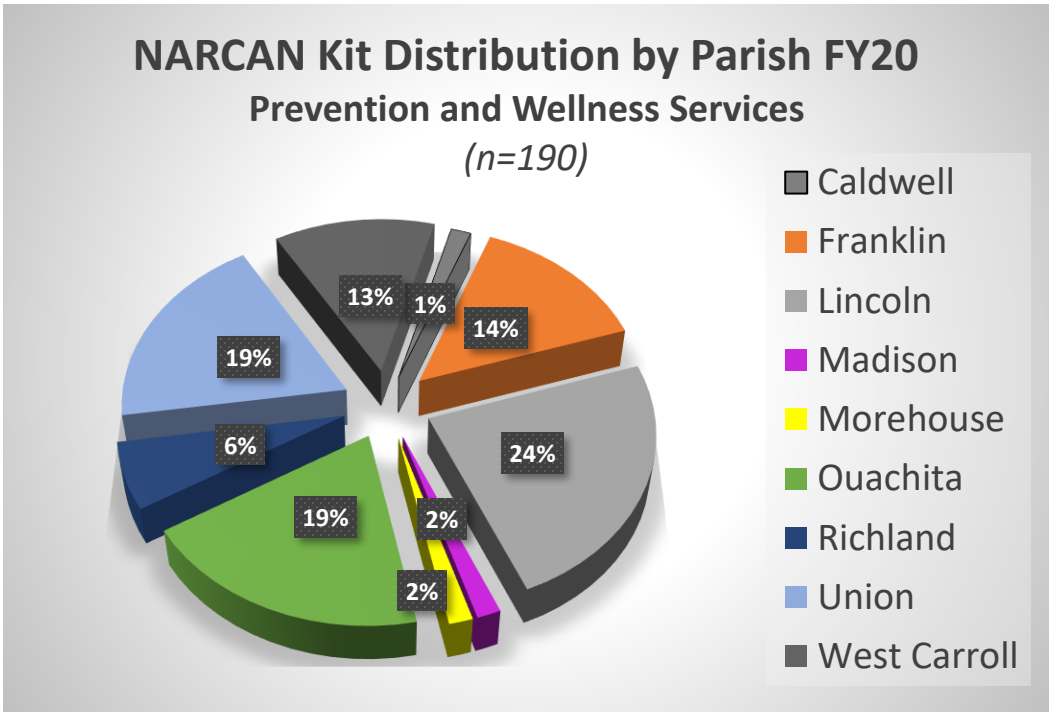


NARCAN Kit Distribution by Parish FY20	
Prevention and Wellness Services	
Parish	***n=***
Caldwell	3
Franklin	27
Lincoln	45
Madison	3
Morehouse	3
Ouachita	37
Richland	12
Union	36
West Carroll	24
Total	**190**

In FY2020, NEDHSA hosted NARCAN Training and Kit Distribution events across nine different parishes in the NEDHSA service area. **190** kits were distributed during these events.

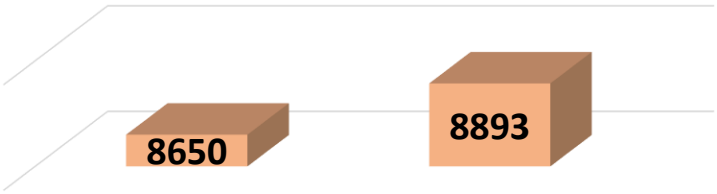
During FY2019, **424** kits were distributed in five different parishes.

In FY2020, the major routes of administration of the primary substance of abuse are smoking (15.82% of the total outpatient clients) and oral (14.14% of the total outpatient clients).



Evidence-Based Program Enrollment FY20

Prevention and Wellness Services



NEDHSA administered school-based, evidence-based prevention and wellness programs to **over 8,500** children and adolescents in FY2020. **65%** of the total enrollees are **Black** or **African American**.

Evidence-Based Program Enrollment FY20

Prevention & Wellness Services

(n=8,893)

	American Indian/ Alaskan Native	Asian	Black or African American	Native Hawaiian/ Other Pacific-Islander	Other/ Unknown	White or Caucasian	**Total**
Al's Pals	0	8	1,143	0	42	502	**1,695**
Kids Don't Gamble - Wanna Bet?	4	0	1,633	0	7	162	**1,806**
Life Skills Training	15	15	2,414	1	152	1,737	**4,334**
Positive Action	0	0	252	0	10	135	**397**
Project Toward No Tobacco Use	1	0	263	0	20	377	**661**
Total	**20**	**23**	**5,705**	**1**	**231**	**2,913**	**8,893**

Evidence-Based Program Enrollment FY20

Prevention & Wellness Services

(n=8,893)

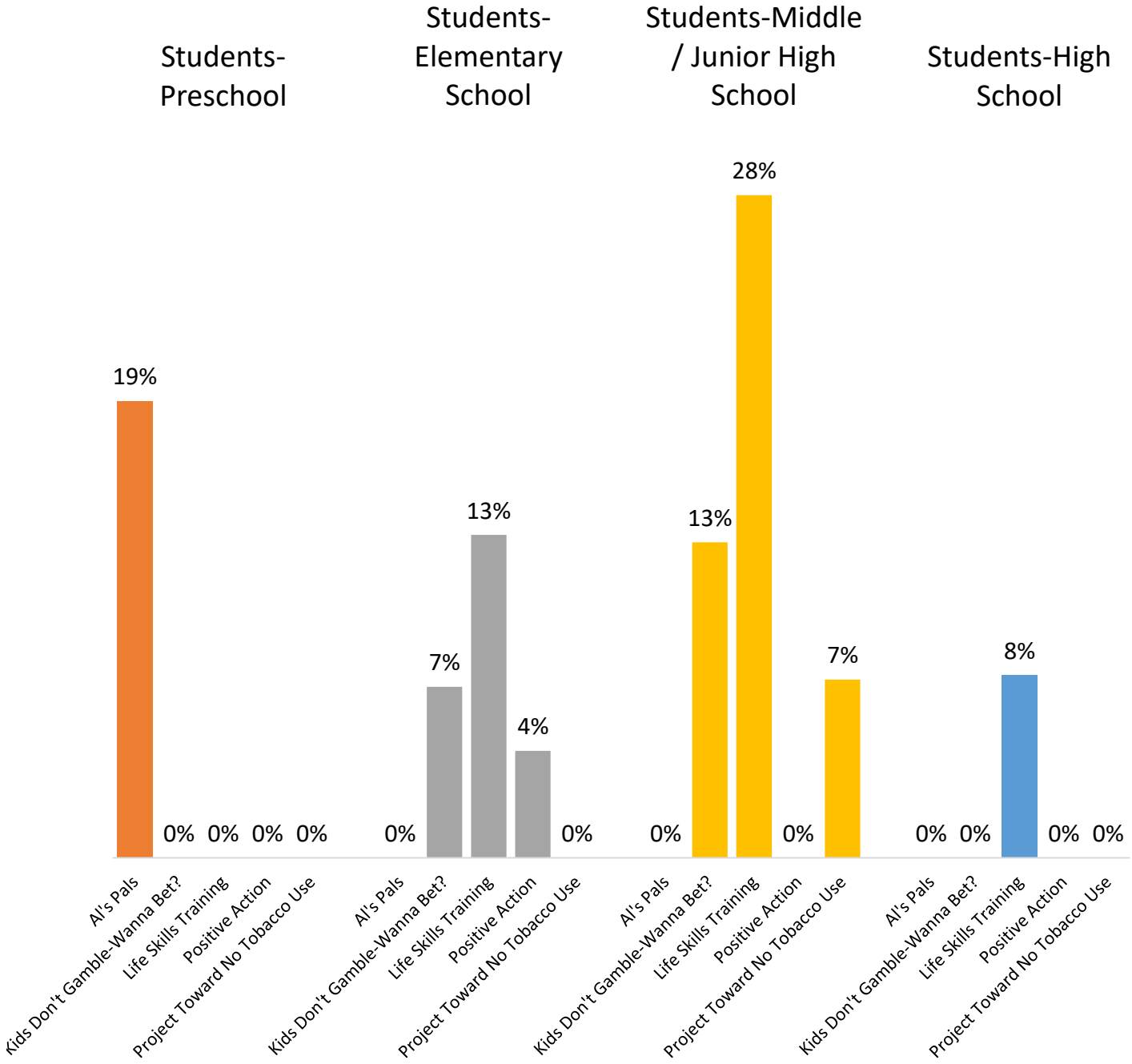
Target Population / Program	Students-Preschool	Students-Elementary School	Students-Middle / Junior High	Students-High School	**Total**
Al's Pals	1,695	0	0	0	**1,695**
Kids Don't Gamble-Wanna Bet?	0	635	1,171	0	**1,806**
Life Skills Training	0	1,198	2,459	677	**4,334**
Positive Action	0	397	0	0	**397**
Project Toward No Tobacco Use	0	0	661	0	**661**
Total	**1,695**	**2,230**	**4,291**	**677**	**8,893**

- Enrollment of the targeted population in the evidence-based program ranged from **6.7%** (High school students) to **48%** (middle/junior high school students).
- Among the 8,893 enrollees, the Life skills training program had the highest enrollment (**49%**), whereas the Positive action program had the lowest (**4%**).

Evidence-Based Program Enrollment FY20

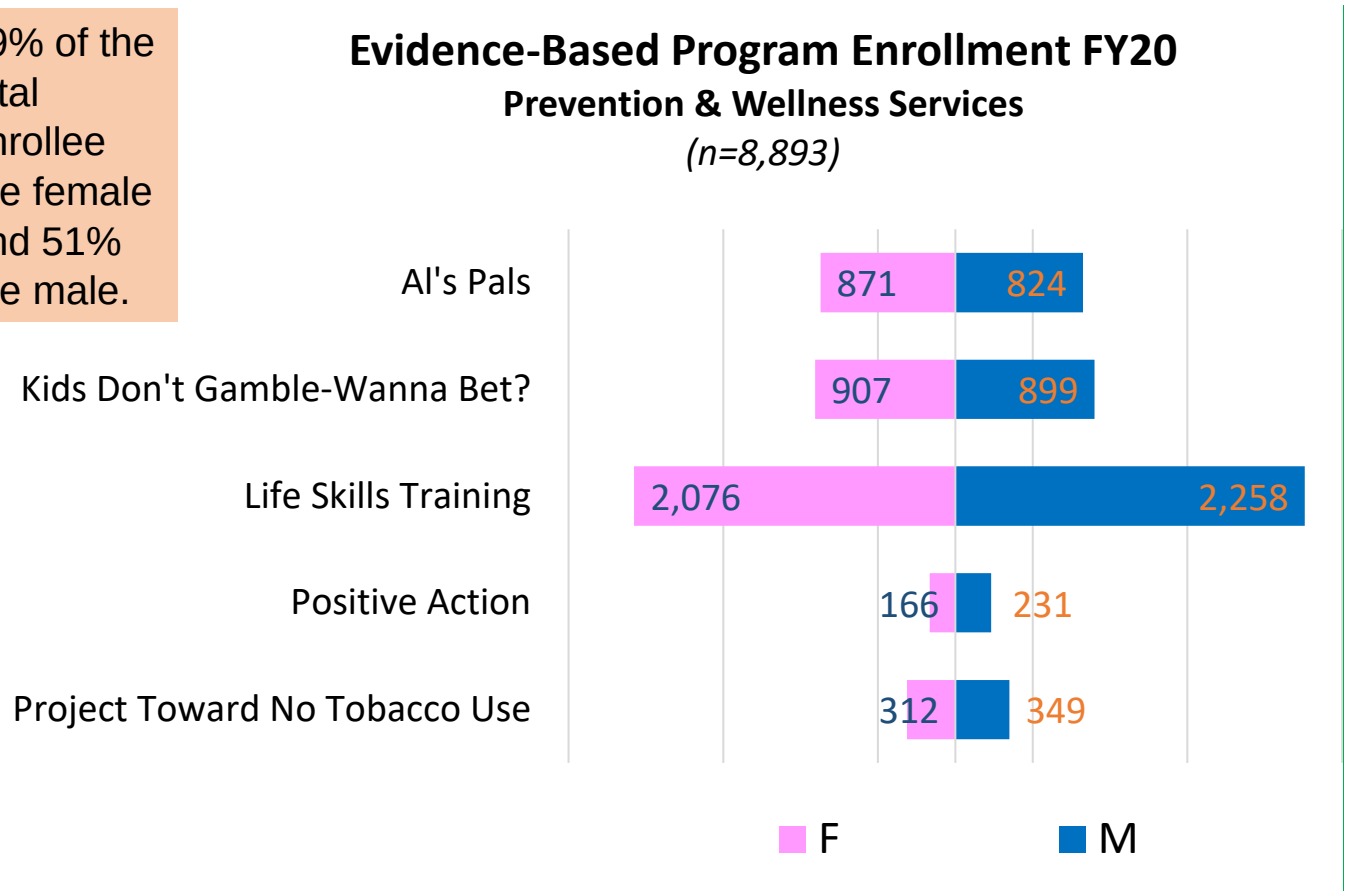
Prevention & Wellness Services

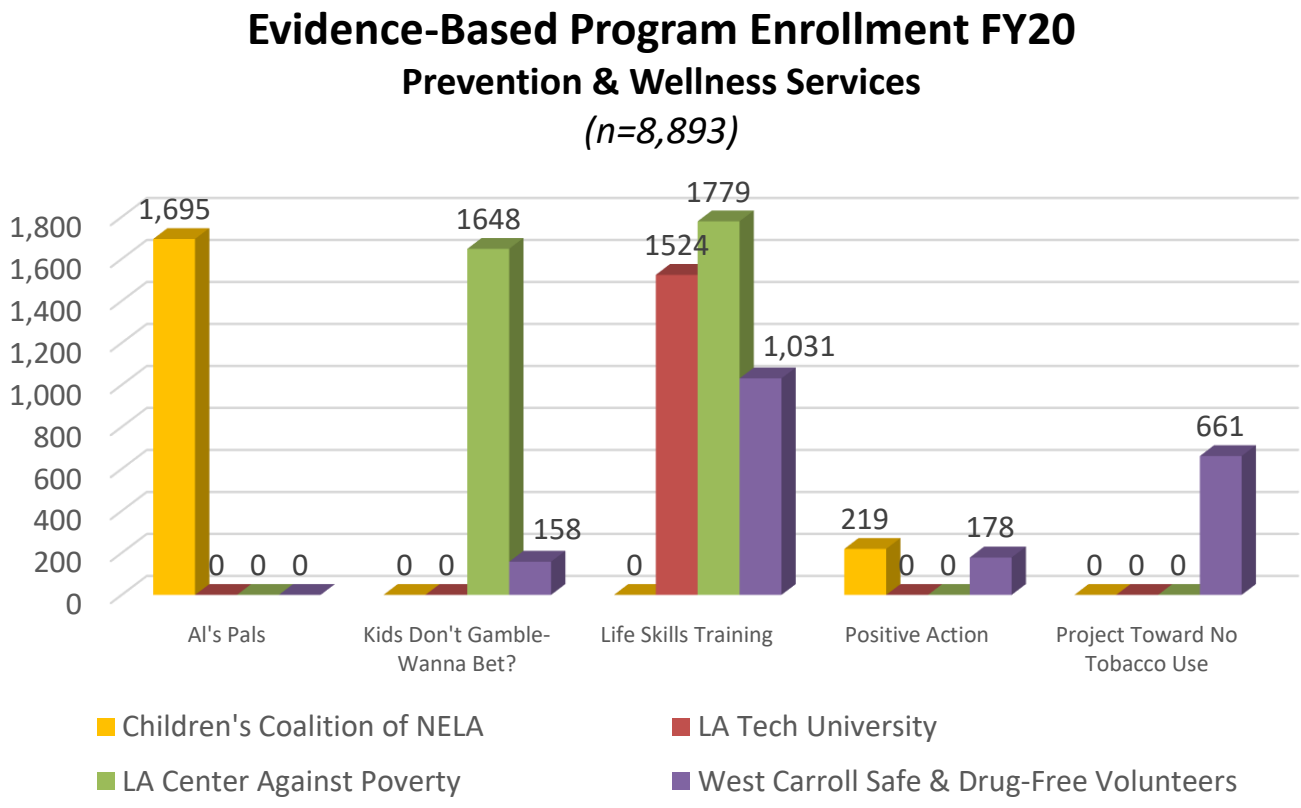
(n=8,893)



4.2% of NEDHSA outpatient behavioral health clinic clients in FY2020 were aged 17 and under.

49% of the total enrollee are female and 51% are male.





NEDHSA received funding from SAMHSA to coordinate and implement activities associated with the SAPT (Substance Abuse Prevention and Treatment) Block Grant, designed for the purpose of planning, implementing, and evaluating activities to prevent and treat substance abuse.

Provider Staff Activities-General Population Reached FY20	
Prevention and Wellness Services (SAPT Block Grant)	
(n=631,636 individuals with Documented Population Category)	
Population Served	**n=**
Adults	24330
Agency Staff	35
Children of Substance Abusers	0
Community	215274
Contract Service Providers	15
Coalitions	132
Families	259475
General Population	130600
Persons with Disabilities	0
Prevention/Treatment Professionals	1674
Student-Preschool	0
Students-High School	41
Teachers/Administrators	60
Youth	0
Youth-Delinquent	0
Youth-High Risk	0
TOTALS	**631,636**

Through this funding, NEDHSA was able to share information about substance abuse prevention and treatment to **631,636** people in FY2020.

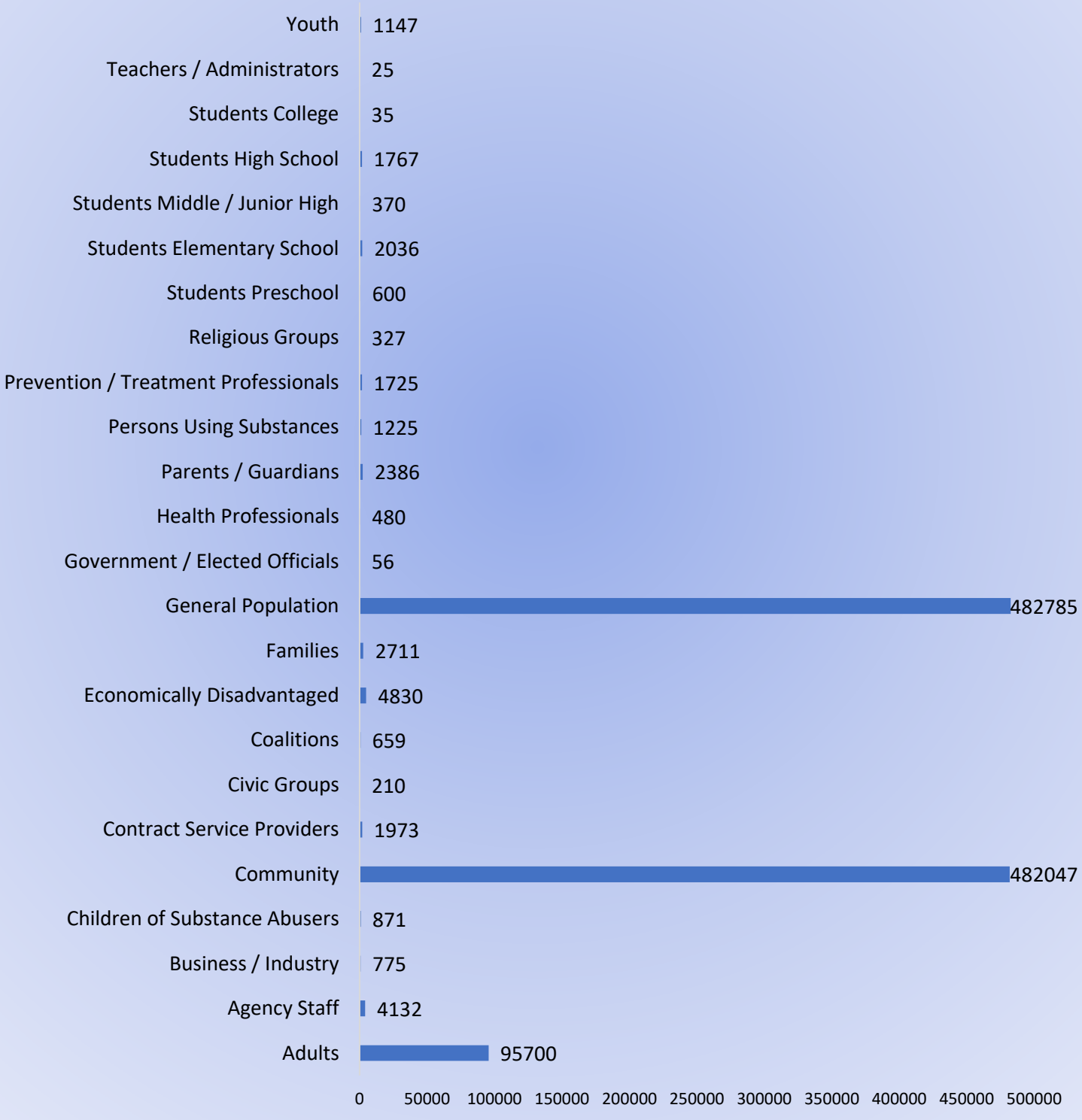
NEDHSA Opportunity Zone

Target Population Reached FY20

Louisiana Partnership for Success (LaPFS)

Prevention and Wellness Services

(n=1,088,872)



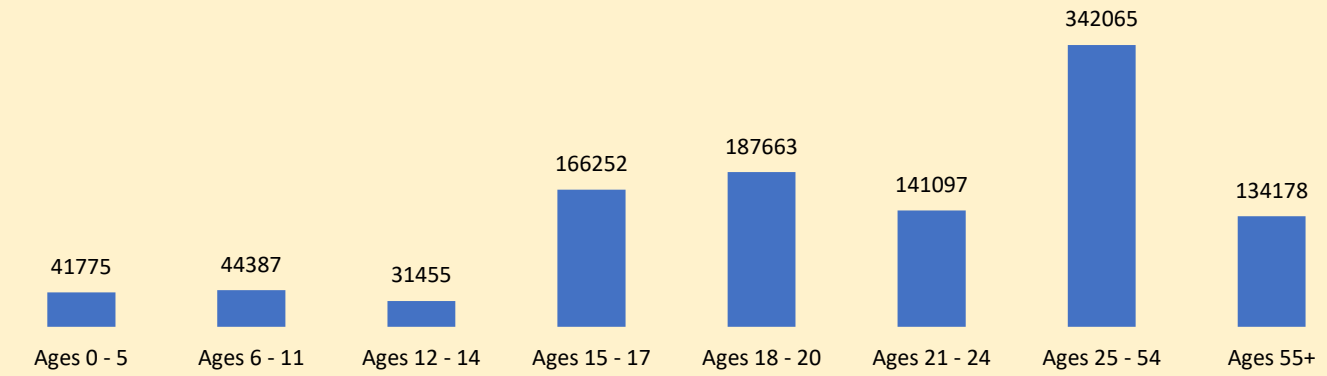
NEDHSA Opportunity Zone

Individuals Reached by Age Groups FY20

Louisiana Partnership for Success (LaPFS)

Prevention anf Welness Services

(n=1,088,872)



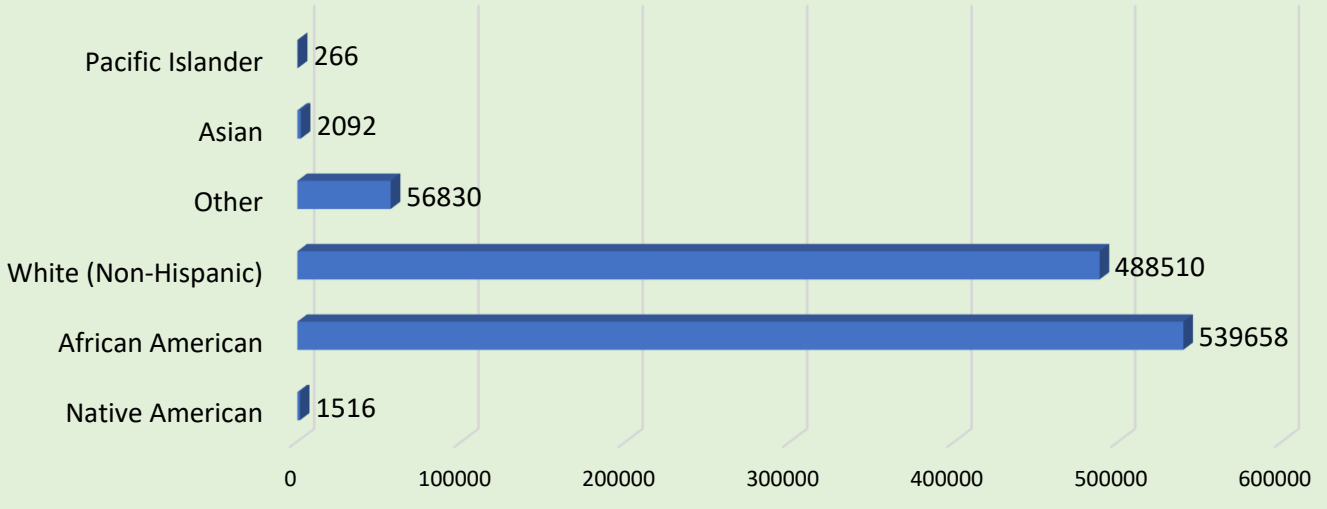
NEDHSA Opportunity Zone

Individuals Reached by Race FY20

Louisiana Partnership for Success (LaPFS)

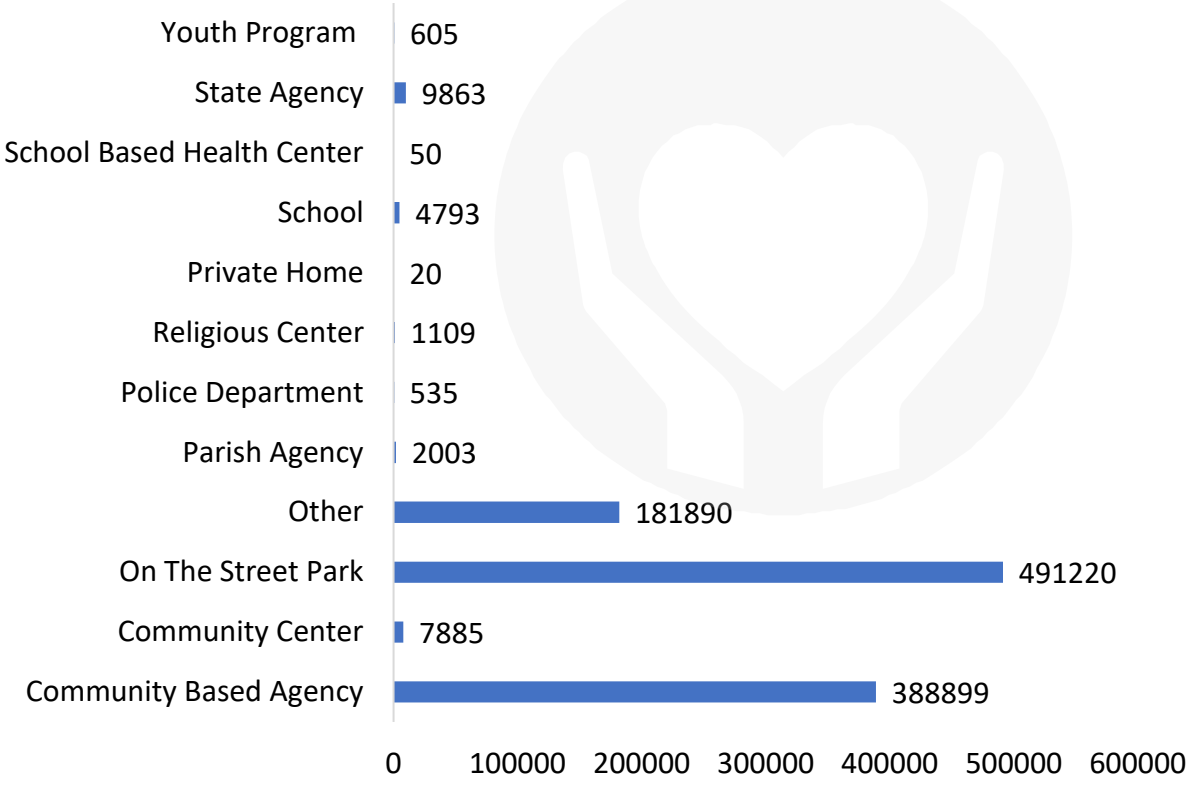
Prevention anf Welness Services

(n=1,088,872)



NEDHSA Opportunity Zone Activity Environment FY20

Louisiana Partnership for Success (LaPFS)
Prevention anf Welness Services
(n=1,088,872)



The Louisiana Partnership for Success, a grant for Opportunity Zone (Op-Zone),addresses underage drinking and abuse and/or misuse of prescription drugs.

The top 5 reported substances of use, abuse, and/or addiction by NEDHSA outpatient clinic clients in FY2020 included: marijuana: **18%**; alcohol: **11.65%**; methamphetamine: **8.42%**; cocaine/crack: **3.14%**; and phencyclidine and/or phencyclidine analogs (PCE, PCP, TCP): **2.39%**.

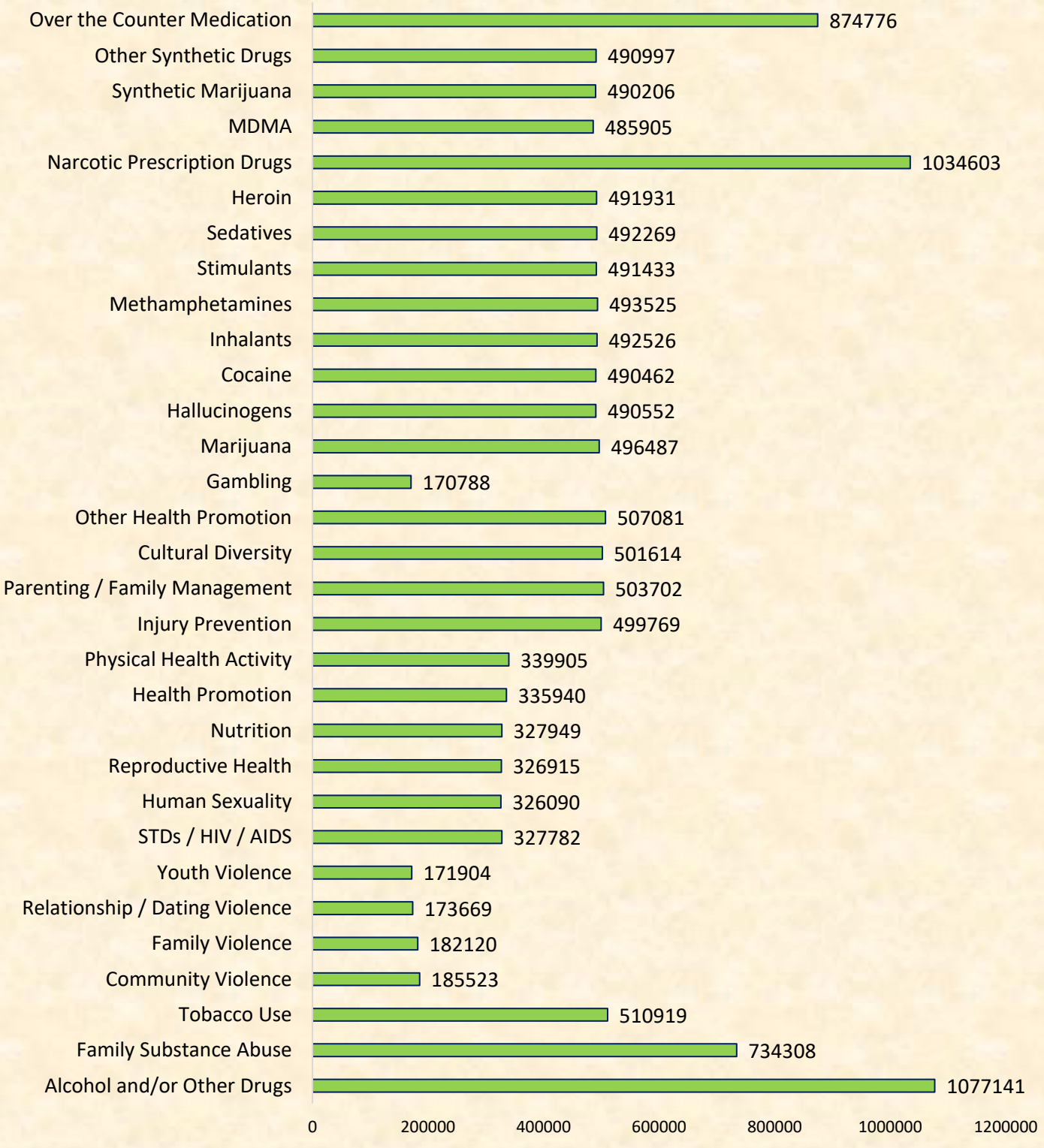
NEDHSA Opportunity Zone

Health Issues Addressed FY20

Louisiana Partnership for Success (LaPFS)

Prevention and Wellness Services

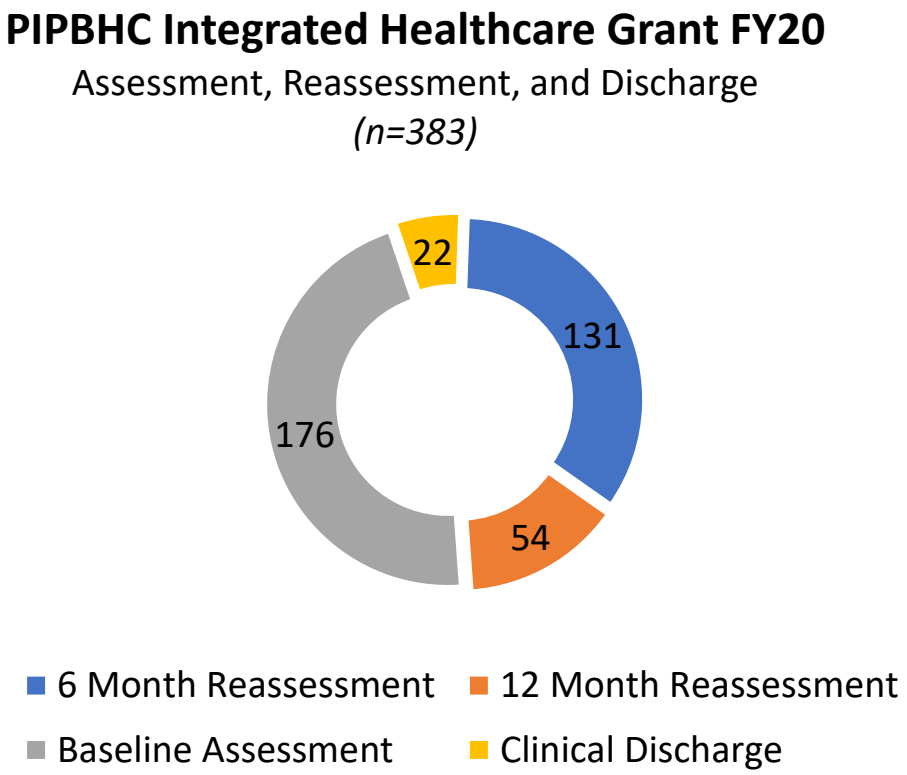
(n=14,518,791)



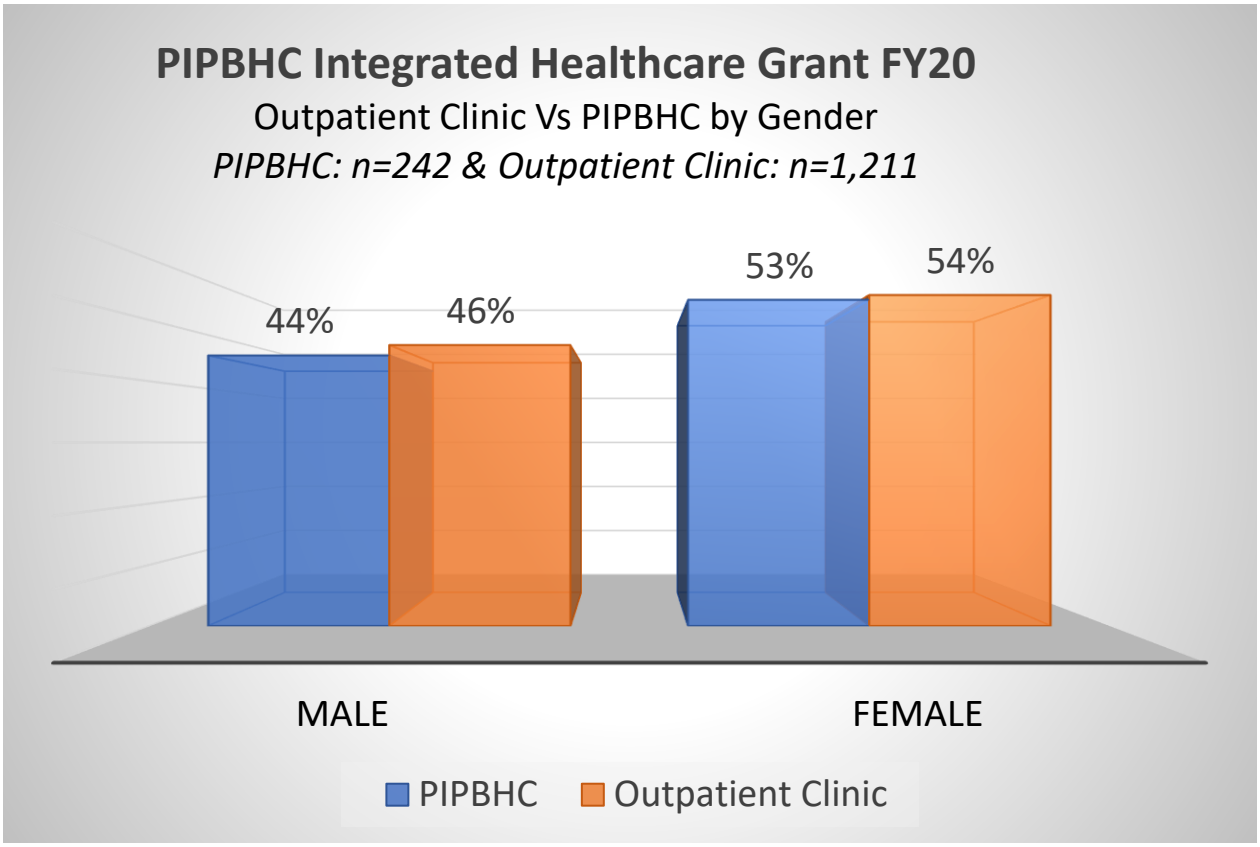
PIPBHC Integrated Healthcare Grant

The PIPBHC Integrated Healthcare Grant is a five-year SAMHSA grant aimed at promoting full integration and collaboration of behavioral and primary healthcare. Such collaboration promotes positive outcomes from efforts to improve the overall wellness and physical health of adults with serious mental illness by offering integrated healthcare services, screening, diagnosis, prevention, and treatments of mental health and substance disorders, as well asco-occurring physical health conditions.

In the fall of 2018, NEDHSA was selected as one of four state-wide grantees by the Louisiana Department of Health, Office of Behavioral Health to be awarded the SAMHSA Grant "Promoting Integration of Primary and Behavioral Healthcare (PIPBHC)." Behavioral Health and Primary Care Integration is one of the three interdependent frameworks representing NEDHSA's logical framework of program and service delivery.



PIPBHC Integrated Healthcare Grant FY20	
Interview Conducted	*n=383*
Yes	331
No	52
Reasons interview not conducted	*n=52*
Consumer was not reached for an interview	29
Consumer refused	23



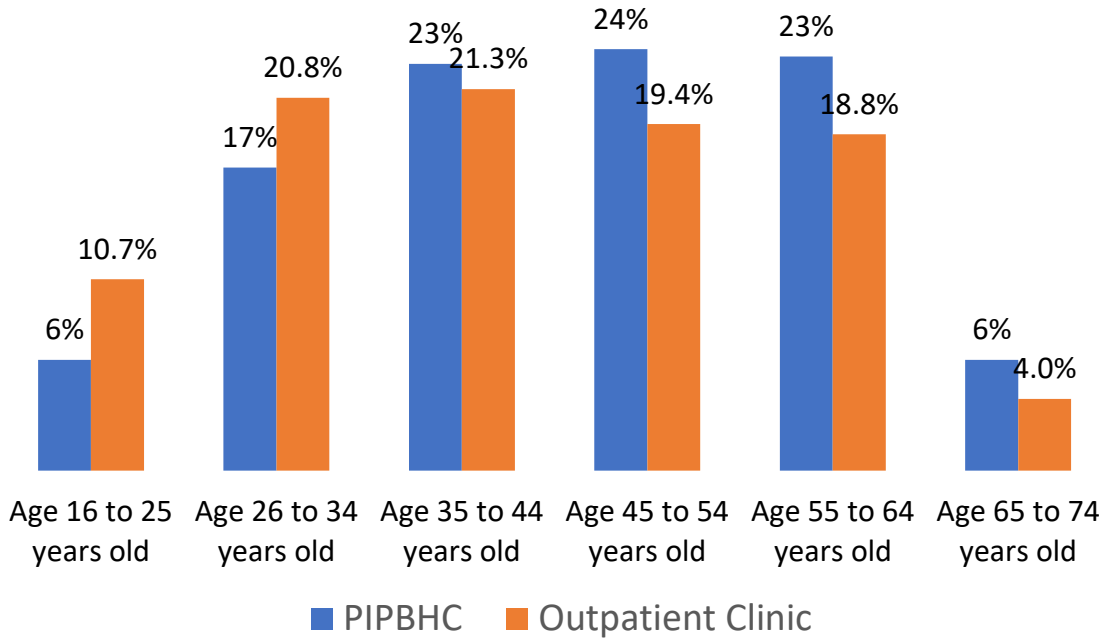
In FY2020, there were 1,224 unique clients in Bastrop and Monroe Behavioral Health Clinics, where PIPBHC is implemented.

PIPBHC served 242 unique clients in FY2020.

PIPBHC Integrated Healthcare Grant FY20

Outpatient Clinic Vs PIPBHC by Age Group

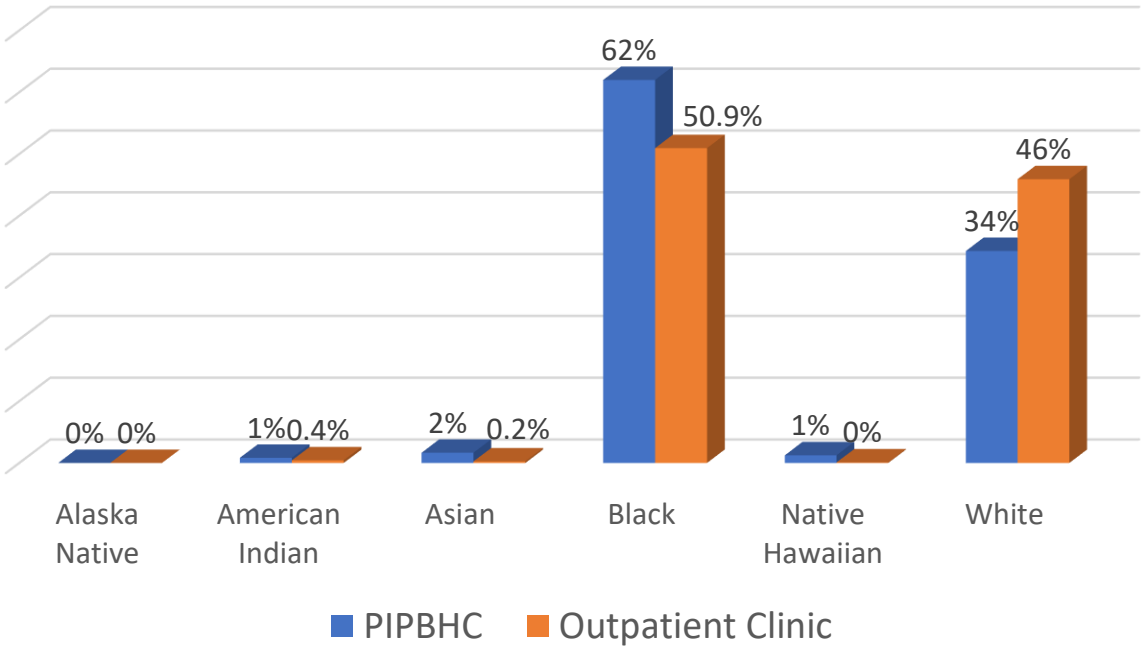
PIPBHC:(n=242) & Outpatient Clinic: n=1,224



PIPBHC Integrated Healthcare Grant FY20

Outpatient Clinic Vs PIPBHC by Race

PIPBHC: n=242 & Outpatient Clinic: n=1,211

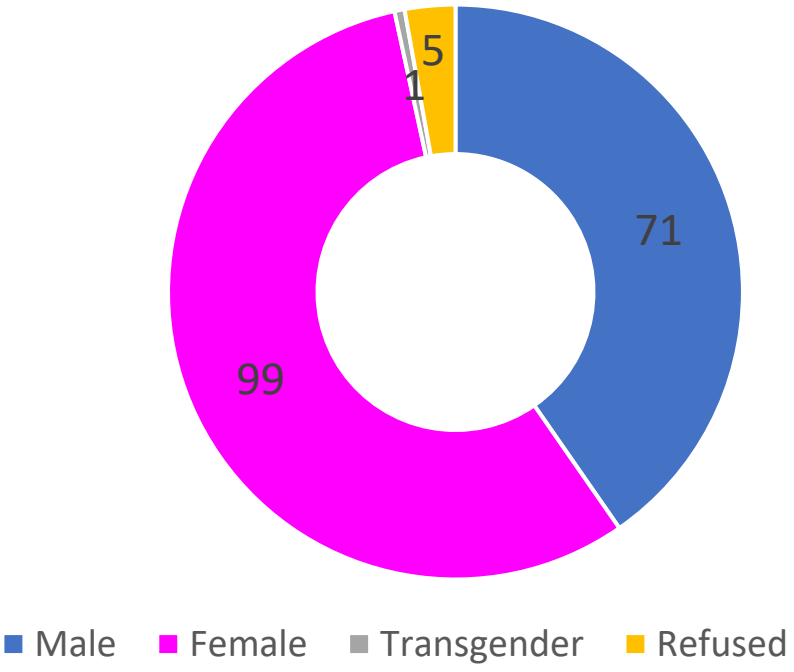


PIPBHC Integrated Healthcare Grant FY20	
Baseline Interview Conducted	*n=176*
Yes	156
No	20
Reasons interview not conducted	*n=20*
Consumer was not reached for an interview	2
Consumer refused	18

PIPBHC Integrated Healthcare Grant FY20

Enrollment by Gender (Baseline)

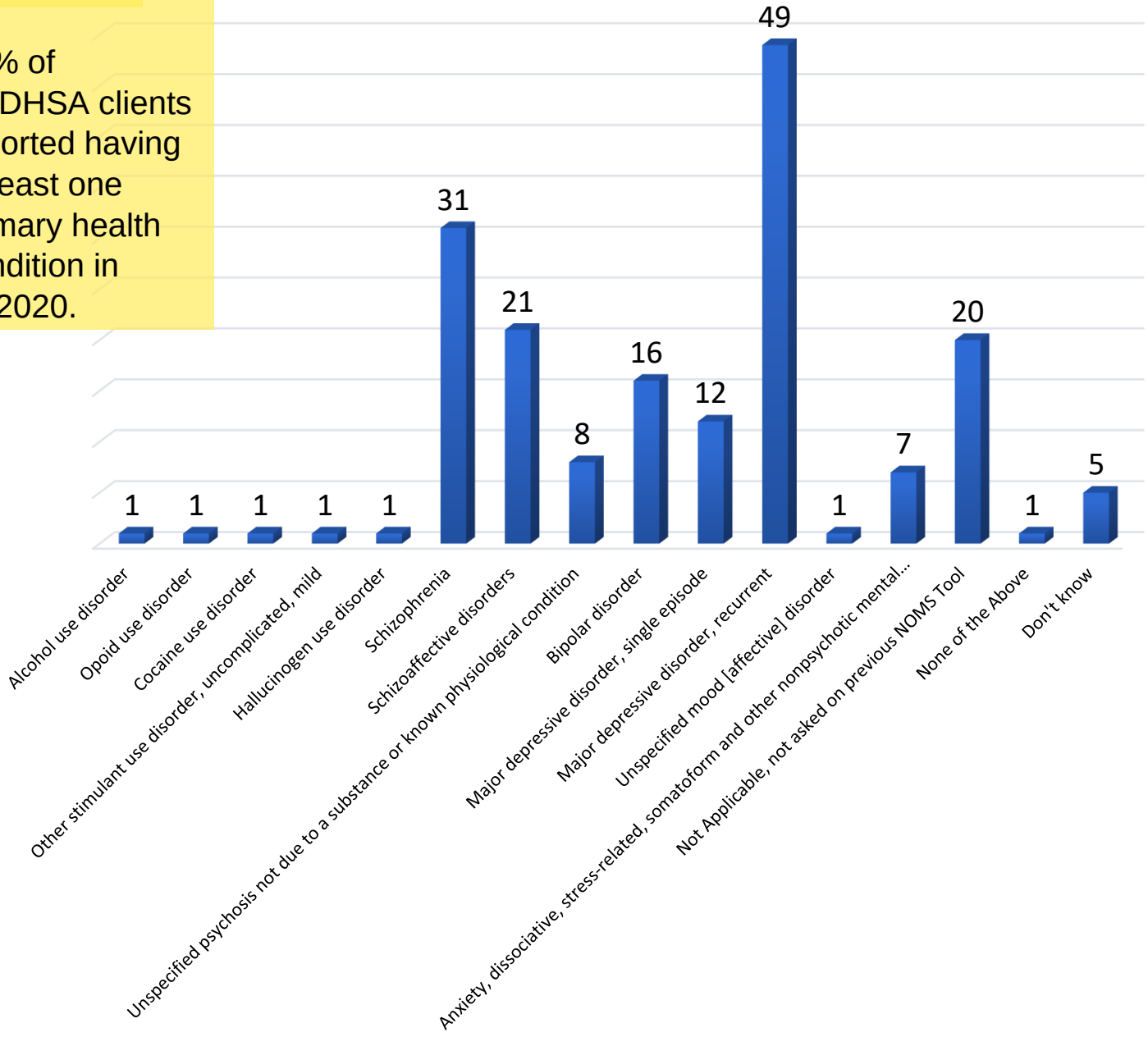
(n=176)



PIPBHC Integrated Healthcare Grant FY20

Enrollment by Diagnosis (Baseline)
(n=176)

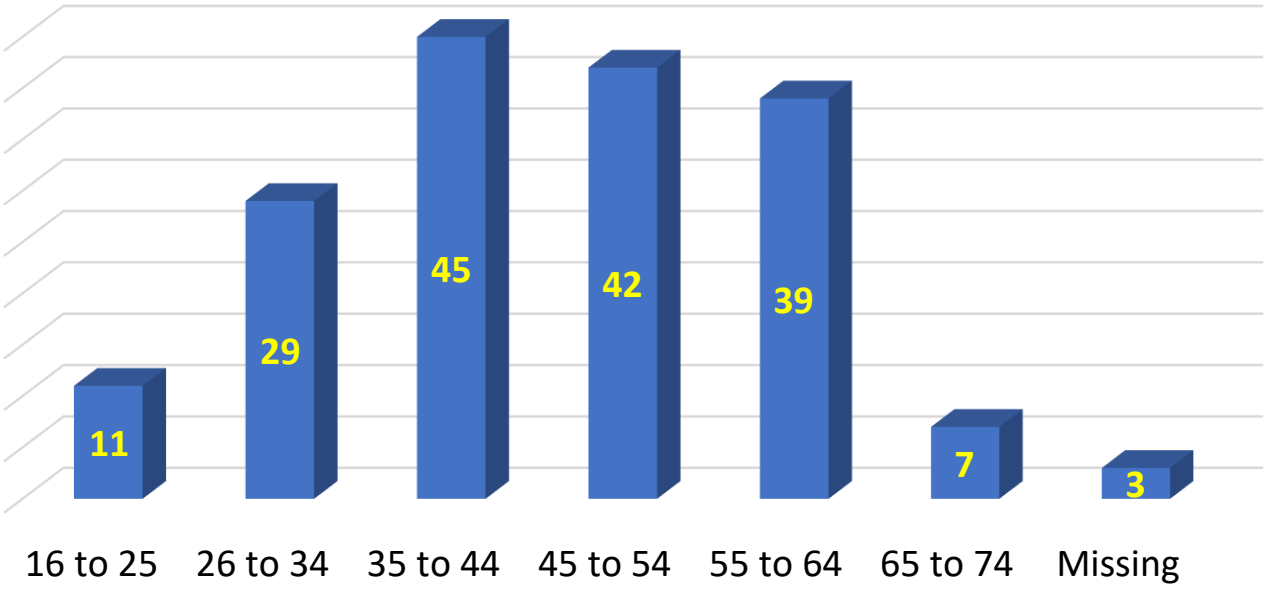
30% of NEDHSA clients reported having at least one primary health condition in FY2020.



PIPBHC Integrated Healthcare Grant FY20

Enrollment by Age Group (Baseline)

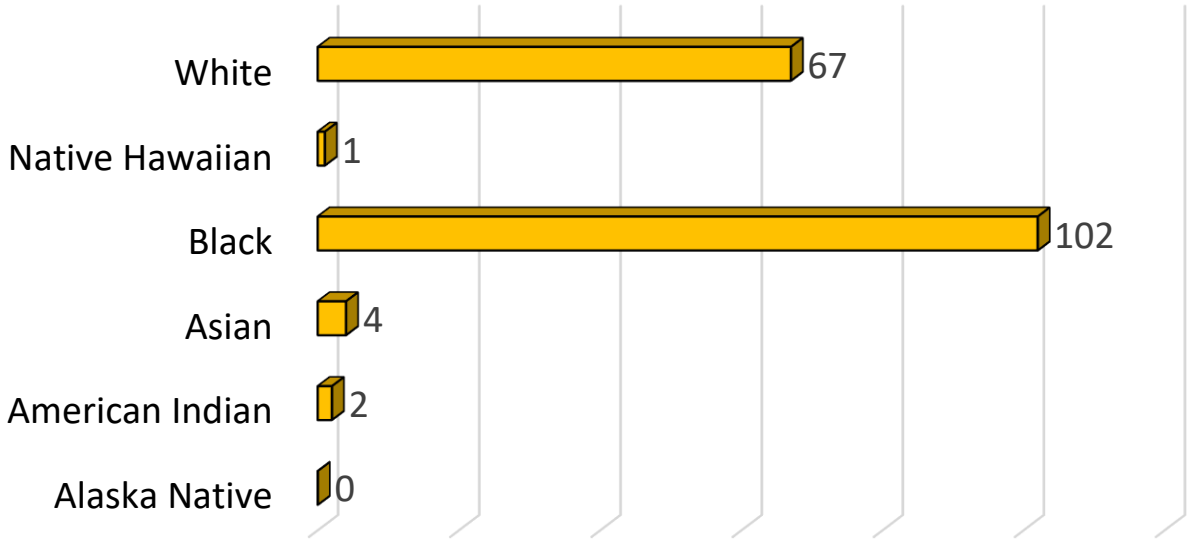
(n=176)



PIPBHC Integrated Healthcare Grant FY20

Enrollment by Race (Baseline)

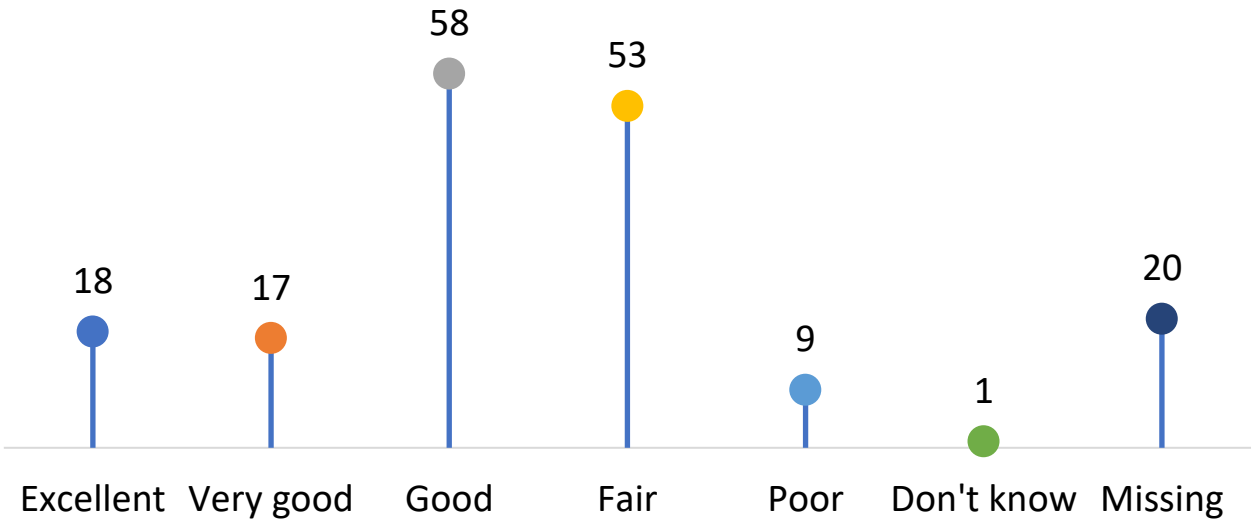
(n=176)



PIPBHC Integrated Healthcare Grant FY20

Self-Rated Overall Health at Baseline

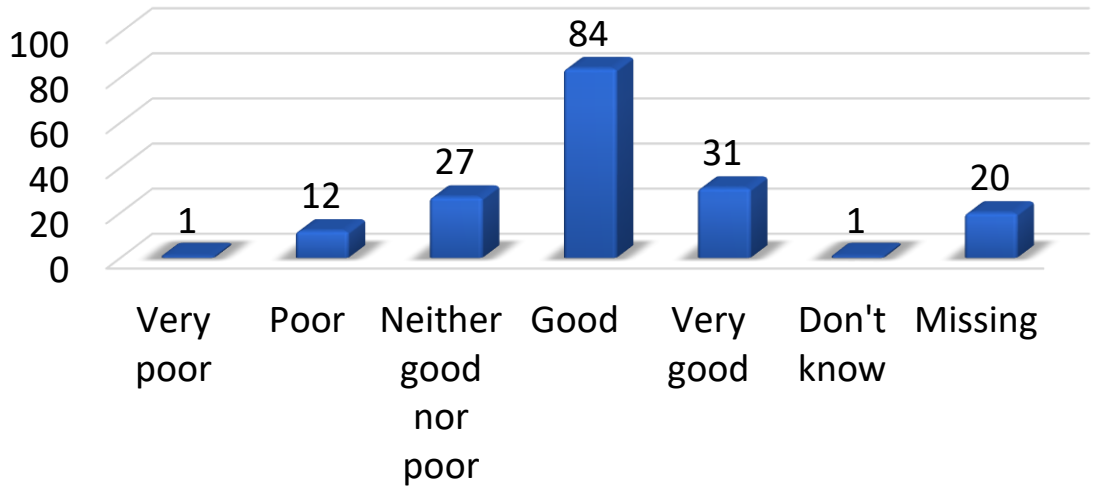
(n=176)



PIPBHC Integrated Healthcare Grant FY20

Self-Rated Life Quality (Past 30 Days) at Baseline

(n=176)



65% of NEDHSA clients enrolled in the PIPBHC Integrated Healthcare Grant in FY20 rated **Good** or **Very Good** life quality in the past 30 days (during the baseline interview).

PIPBHC Integrated Healthcare Grant FY20

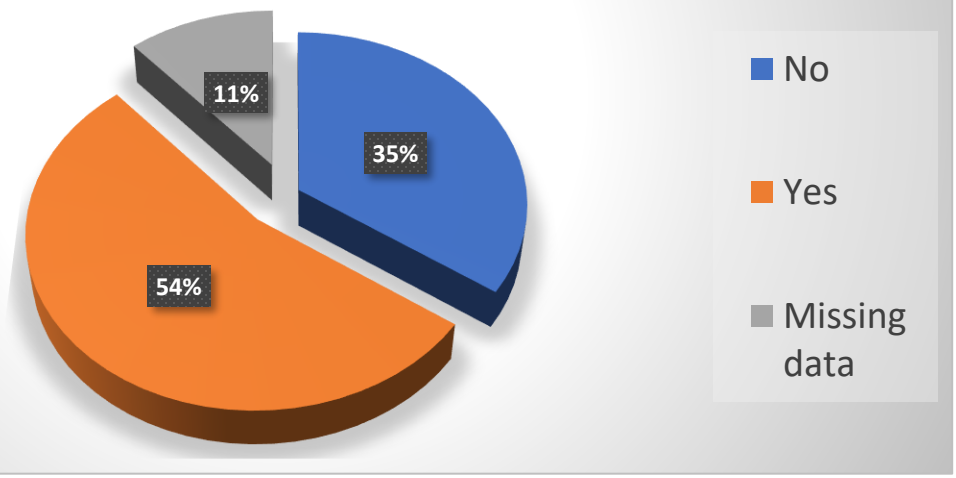
Substance Use in Last 30 Days Prior to Baseline Assessment *(n=176)*

Substance	Never	Once or Twice	Weekly	Daily or Almost Daily	Don't know	Missing data	n= TOTAL
Tobacco	71	11	4	70		20	176
Alcohol	123	25	5	2	1	20	176
Cannabis	136	11	3	6		20	176
Cocaine	152	2	2			20	176
Stimulants	155	1				20	176
Methamphetamine	151	5				20	176
Inhalant	155	1				20	176
Sedative	152	1	1	2		20	176
Hallucinogen	155	1				20	176
Street Opioid	152	3		1		20	176
Prescription Opioid	147	3	1	5		20	176
Other	152	1	3			20	176

Around **40%** of NEDHSA clients enrolled into the PIPBHC Integrated Healthcare Grant in FY20 reported using tobacco products daily or almost daily.

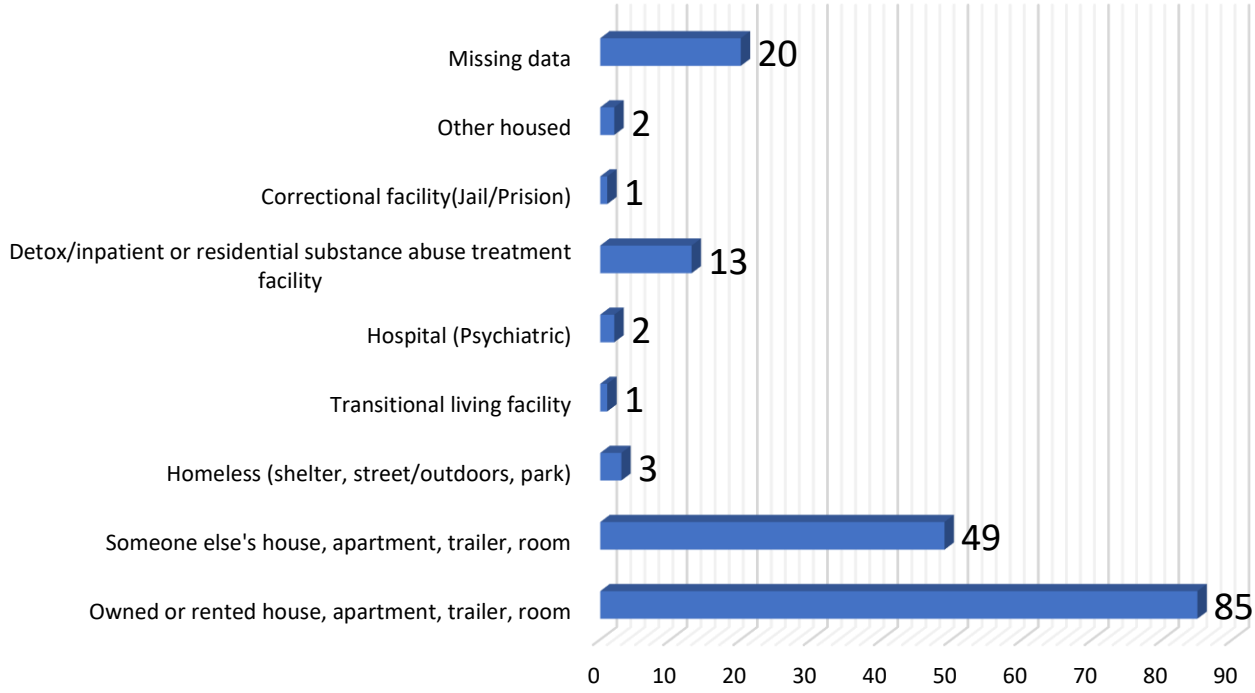
PIBHC Integrated Healthcare Grant FY20

Experienced Violence or Trauma (Any Setting) at Baseline *(n=176)*



PIPBHC Integrated Healthcare Grant FY20

Client Has Been Living Most of the Time in Past 30 Days
at Baseline *(n=176)*



Around **40%** of NEDHSA clients enrolled into the PIPBHC Integrated Healthcare Grant in FY20 reported not living in their owned or rented house, apartment, trailer, or room.

Business Functions

FY2020 Appropriated Annual Budget		
Source	Amount	%
State General Funds	$6,993,500	45
Interagency transfers	$7,819,719	50
Self-Generated & Fees	$773,844	5
Total	**$15,587,063**	

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