

MICHAEL L. PARSON
GOVERNOR



VALERIE HUHN
DIRECTOR

NORA K. BOCK
DIRECTOR
DIVISION OF
BEHAVIORAL HEALTH

STATE OF MISSOURI
DEPARTMENT OF MENTAL HEALTH

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JEFFERSON CITY, MISSOURI 65102
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www.dmh.mo.gov

February 29, 2024

Terry Mackey, Chief Executive Officer
East Central Missouri Behavioral Health Services, Inc.
340 Kelley Parkway
Mexico, MO 65265

Dear Mr. Mackey:

A comprehensive certification survey was conducted on February 2, 2024, for East Central Missouri Behavioral Health Services, Inc. The purpose of this survey was to determine the agency's compliance with the Certification *Standards for Certified Community Behavioral Health Organizations*. East Central Missouri Behavioral Health Services, Inc. was found to be in full compliance with requirements for certification. A report detailing the survey process is enclosed.

Further, the Division recognizes your accreditation from Commission on Accreditation of Rehabilitation Facilities (CARF) for certification of your agency's mental health and substance use disorder treatment programs. As per 9 CSR 10-7.130(8)(A), the department may grant a certificate, equivalent to the period of time granted by the accrediting body, to organizations that have obtained accreditation for services provided from entities recognized by the department.

Therefore, East Central Missouri Behavioral Health Services, Inc. is certified as a **Certified Community Behavioral Health Organization** and for the following programs with effective dates of **January 1, 2024, through December 31, 2026**:

- **Community Psychiatric Rehabilitation Program - Adult, Children and Youth**
- **Outpatient Mental Health - Adult, Children and Youth**
- **Access Crisis Intervention**
- **Outpatient Substance Use Disorder Treatment - Adult, Adolescent**
 - **Intensive Outpatient Rehabilitation**
 - **Supported Recovery**

Please note that Healthcare Home designation is included with this notification.

As established in standards, the Division must be notified a minimum of 30 calendar days in advance if a certified organization: 1. Is sold or changes ownership; 2. Is discontinued and ceases business operations; 3. Leases some or all operations at its certified address(es) to another entity; 4. Moves to a different location; 5. Appoints a new director; or 6. Changes programs or services offered. Notification of above listed changes to include changes in agency name, agency site(s), telephone number(s), e-mail address(es), and staff contacts must be made following the organization change process. Prior to submitting the Organization Change Form, please follow the pre-organization change instructions located here: [Provider Pre-Organization Change Request Required Information | dmh.mo.gov](http://www.dmh.mo.gov/Provider-Pre-Organization-Change-Request-Required-Information). You can find regional staff contact information and the Organization Change Form at the following link: <https://dmh.mo.gov/behavioral-health/info-for-providers#ProviderForms>.

Sincerely,

A handwritten signature in black ink, appearing to read 'RS' followed by a large 'O'.

Robert Smith, MA, NCC, PLPC
Certification and Program Monitoring Coordinator
Division of Behavioral Health

enclosures

cc: Jessica Bounds
Jennifer Johnson
Andrea Kimball
Karen Will
Mary Foreman
Cedric Aubuchon
Kelsey Harris
Hannah Levely
Lori Long
Gail Erke
Steve Kreyling
Eastern Regional Staff



Missouri Department of Mental Health

DIVISION OF BEHAVIORAL HEALTH

CERTIFICATION SURVEY REPORT

**East Central Missouri Behavioral Health Services, Inc.
340 Kelley Parkway
Mexico, MO 65265**

Survey Dates:
February 2, 2024

Survey Type:
Comprehensive

Division of Behavioral Health (DBH) Survey Team:

Karen Will, Community Integration Coordinator
Mary Foremen, Certification Specialist
Cedric Aubuchon, Certification Specialist
Kelsey Harris, Certification Specialist

Programs Surveyed:
Certified Community Behavioral Health Organization (CCBHO)

Certification Recommendation: **FULL CERTIFICATION**

Organization Description:

East Central Missouri Behavioral Health Services (ECMBHS) is an accredited organization through the Commission on Accreditation of Rehabilitation Facilities (CARF). ECMBHS accreditation is currently active through June 30, 2026. Per Missouri Code of State Regulation 9 CSR 10-7.130(8)(A), certification will be aligned with their current accreditation. CARF accreditation is appropriate for the services ECMBHS has requested through the Division, with the exception of CCBHO, and has been issued deemed certification status.

ECMBHS is currently certified for the following programs: Community Psychiatric Rehabilitation Program (CPRP); Outpatient Mental Health (MH); Access Crisis Intervention (ACI); Healthcare Home (HCH); and Outpatient Substance Use Disorder (SUD) Treatment at the Intensive Outpatient Rehabilitation and Supported Recovery levels of care. ECMBHS is the designated Administrative Agent for Service Area 15. The organization provides mental health and substance use disorder treatment to children, youth and adults residing in the following counties: Audrain, Callaway, Monroe, Montgomery, Pike and Ralls. The reported census at the time of the review was as follows:

- 484 individuals receiving CPRP services
 - 221 Children and Youth
 - 263 Adults
- 282 individuals enrolled in HCH
 - 83 Children and Youth
 - 199 Adults
- 3,812 individuals receiving outpatient MH services
 - 975 Children and Youth
 - 2,837 Adults
- 274 individuals receiving outpatient SUD services
 - 83 Adolescents
 - 191 Adults
- 147 individuals receiving Medication-assisted treatment (MAT)
 - Alcohol Use Disorder (AUD)- 20
 - Opioid Use Disorder (OUD)- 123
 - Both Alcohol/Opioid - 4

ECMBHS provided all necessary documentation requested by the Division for the purposes of state certification of their CCBHO. Terry Mackey was responsive to the requests and worked with the certification unit and Karen Will to complete the certification survey.

Attendees of Certification Survey:

Entrance Conference:

- Terry Mackey, CEO, ECMBHS
- Laura Parrott Director of Adult Community Based Services, ECMBHS
- Dorothy Sikyta, Director of Youth Services, ECMBHS
- Patrick Pierson, Behavioral Health Therapy Supervisor, ECMBHS
- Stacey Williams, Director of Residential Services, ECMBHS
- Karen Will, Community Integration Coordinator, DBH
- Mary Foreman, Certification Specialist, DBH
- Cedric Aubuchon, Certification Specialist, DBH
- Kelsey Harris, Certification Specialist, DBH

Exit Conference:

- *Same as Entrance Conference attendees*

Sources for Certification Recommendation:

- Certification application for CCBHO and documentation
- Updated Policy and Procedures
- Personnel Allocation Form
- CCBHO Staffing Information
- Record of training for Community Support Specialists
- Record of training for Peer Specialists

- Record of training for Family Support
- Sliding Fee Scale
- Preferred Family Healthcare referral agreement
- Compass Health substance use disorder referral agreement
- Mark Twain Behavioral Health Memorandum of Understanding
- Ten active individual charts
- Medication Assisted Treatment (MAT) Services
- Quality Improvement Plan

Survey Findings:

Upon review of East Central Missouri Behavioral Health Services’ application, policies, documentation related to CCBHO listed above, entrance and exit conferences; it is determined that ECMBHS does meet certification standards for full certification in Certified Community Behavioral Health Organization (CCBHO). The following information provides detail in meeting certification standards.

Availability and Accessibility of Services:

ECMBHS provides services at times and locations that ensure accessibility. Hours of operation include evening hours until 7:00 PM in several locations with medication services, counseling, and community support services available.

No significant findings.

Required Services:

ECMBHS is actively providing all required core services, aside from outpatient SUD services to adolescents. The agency is finalizing the adolescent SUD program. The agency has attempted to establish a referral relationship for recovery support services; however, it was reported that the recovery support provider has not been fully responsive to the request. ECMBHS has a referral relationship with the following Comprehensive Substance Treatment and Rehabilitation (CSTAR) providers:

- Compass Health, Inc. (General Population, Adolescents, Women and Children)
- Mark Twain Association for Mental Health, Inc. (General Population)
- Preferred Family Healthcare, Inc. (Women and Children, Adolescents)

The agency reported that 147 individuals received MAT services during the first quarter of the year; 123 of those individuals were prescribed buprenorphine. The agency has the capacity to directly provide American Society of Addiction Medicine (ASAM) Level 1 - Withdrawal Management (WM) services. The agency has a referral agreement for the following agencies for ASAM WM equivalent services:

- 3.2 WM - Mark Twain Association for Mental Health, Inc.
- 3.7 WM - Preferred Family Healthcare, Inc.

ECMBHS reported that ACI quarterly data indicates that the agency has provided mobile crisis response, evaluation, and/or stabilization services to individuals living outside of its service area. The agency's policy and procedure is compliant with this requirement.

No significant findings.

Screenings:

The agency's policies and procedures are compliant with requirements for screenings. A review of consumer charts demonstrated that depression and suicide risk assessments are consistently administered. The Patient Health Questionnaire-9 (PHQ-9) is used for depression screenings. The Columbia Suicide Severity Rating Scale (CSSRS) is used for the suicide risk assessment. The following are used for alcohol use disorder (AUD) and substance use disorder (SUD) screenings: Screening, Brief Intervention, and Referral to Treatment (SBIRT); and the Clinical Opiate Withdrawal Scale (COWS).

No significant findings.

Services for Active Duty Members of the U.S. Armed Forces and Veterans:

The agency actively screens for military status. The agency has policy and procedure (P&P) in place to ensure that individuals are appropriately referred or assisted with enrollment to services.

No significant findings.

Crisis Response:

The agency provides a 24-hour mobile crisis team and contracts with Behavioral Health Response (BHR) for the provision of a 24-hour crisis line. ECMBHS and BHR are appropriately accredited by Commission on Accreditation of Rehabilitation Facilities (CARF).

The agency currently tracks the length of time from initial crisis contact to face-to-face intervention. This information is built into the electronic health record (EHR); however, this information is able to be calculated manually. The agency plans for this to be built into the electronic health record (EHR) in order to have the capacity to track and report this information automatically.

No significant findings.

Care Coordination:

ECMBHS collaborates with numerous community partners. The agency's written P&P is compliant with 9 CSR 30-6.010 (11) (C). ECMBHS is currently tracking admissions/discharges of non-Medicaid consumers to/from various settings.

The agency's P&P promotes coordination with individual's primary care physician (PCP) and appropriately addresses the requirements related to screening for PCP status and referrals. PCP screening and collaboration was demonstrated during the consumer chart reviews.

No significant findings.

Evidence-Based Practices:

The agency incorporates the following evidence-based practices (EBP): Wellness Coaching, Cognitive Behavioral Therapy (CBT), Motivational Interviewing, Eye Movement Desensitization and Reprocessing (EMDR), MAT, supported housing, and supported employment.

The agency does have an Integrated Treatment for Co-Occurring Disorders (ITCD) team that is operational. ECMBHS is operating in the fair range of practice implementation.

No significant findings.

Fee Schedule:

The agency has a published fee schedule communicated in English and Spanish which is posted in the waiting area, and available on the agency's website.

No significant findings.

Information Systems:

ECMBHS currently utilizes NextGen EHR system. No issues or concerns were reported with the EHR.

No significant findings.

Governing Body Representation:

ECMBHS is considered compliant with requirements for governing body. The agency currently has nine board members, five of which are either consumers or family members of consumers.

No significant findings.

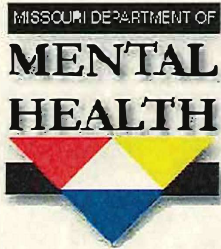
AREAS FOR CORRECTION:

No significant findings.

DBH Recommends:

- It is recommended organization reach out to DBH Recovery Support Specialist, Jesse Crum, for technical assistance in establishing relationship with Recovery Support Providers.

- It is recommended that the agency follow through with hiring plans for addition of psychiatrist, therapist, community support workers, peer specialist, family support specialist and residential support assistants.
- It is recommended that the agency continue incorporating changes necessary for implementation of the American Society of Addiction Medicine (ASAM) Criteria.



Having demonstrated compliance with certification standards for organizations providing mental health and substance disorder use disorder treatment programs



East Central Missouri Behavioral Health Services, LLC

is fully certified by

The Department of Mental Health
Division of Behavioral Health

to provide the following outpatient treatment programs:

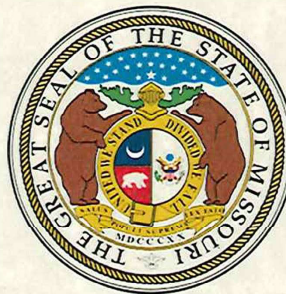
- ♦ Community Psychiatric Rehabilitation Program - Adult, Children and Youth
- ♦ Outpatient Mental Health - Adult, Children and Youth
- ♦ Access Crisis Intervention
- ♦ Outpatient Substance Use Disorder Treatment - Adult, Adolescent
 - Intensive Outpatient Rehabilitation
 - Supported Recovery

3656

Certificate Number

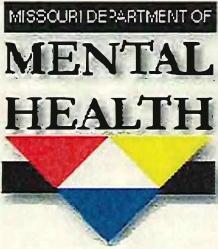
January 1, 2024 - December 31, 2026

Date



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Deputy Director of Community Operations



Having demonstrated compliance with certification standards for organizations providing treatment



**East Central Missouri
Behavioral Health Services, Inc.**

is fully certified by

**The Department of Mental Health
Division of Behavioral Health**

as a

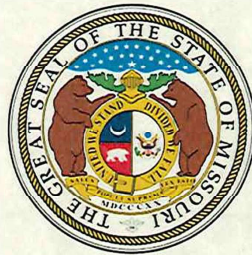
Certified Community Behavioral Health Organization

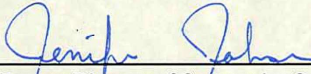
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Certificate Number

January 1, 2024 - December 31, 2026

Date




Deputy Director of Community Operations