

October 20, 2023

Re: BOV Site Visit Report

Mental Disabilities Board of Visitors  
Attn: Jeremy Hoscheid-Executive Director  
PO Box 200804  
Helena, MT 59620

Dear Mr. Hoscheid,

In response to the recommendations made in the BOV Site Inspection Report, we have reviewed and are looking at implementing the following:

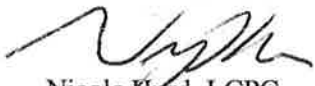
- The Board recommends that Many Rivers: Continue to focus on organizational cohesiveness and employee integration as an ongoing aspect of the merger.
  - Many Rivers recently engaged in an all-employee event on September 21, 2023, to bring together employees from each location focusing on increasing cohesion and celebration of another and the mission. We have received a lot of positive feedback asking that this be an annual event.
- The Board recommends that Many Rivers: Review grievance procedure/process to ensure the option for secure delivery of client grievances and to also provide clients with a timeline for a response/resolution to grievances.
  - Directors will meet with supervisors/managers to review the client grievance procedure as well as look at options to provide clients a secure delivery of a client grievance such as a possibly a locked drop box, etc. Further, it will be reviewed how to communicate with clients regarding expectations of a timeline for response and reviewing the resolution. This review and identification for secure delivery of client grievances will happen by the end of the 2023 calendar year.
- The Board recommends that Many Rivers: Pursue and develop a complete cultural effectiveness plan for the organization and explore additional cultural and religious resources available within the community and surrounding areas.
  - Many Rivers was recently awarded the CCBHC-IA grant in which one of the goals written into the grant was to expand our cultural DEI training for staff. In addition, as part of the community needs assessment as part of cohort 1 with the state for CCBHC implementation, we are exploring possible community resources to offer interventions and treatments that may be important and part of the different cultural groups we serve.
- The Board recommends that Many Rivers: Review staffing levels at residential programs, especially having overnight staff available to residents.
  - As an agency, we have recently adjusted the wage range for group home employees in an effort to address staffing challenges. This has brought us moderate success to help ensure that all shifts are covered as required by administrative rules. We will review by the end of October with all clients in our residential facilities the protocols and resources they have available to them at all times, but especially when staff may not be in the home, they reside during some of the overnight hours.
- The Board recommends that Many Rivers: Review MACT/PACT case load numbers and need for additional

MACT/PACT teams.

- Many Rivers currently operates within and under the expected caseloads identified by the state for the service and works to stagger taking on additional clients based on current client needs of the caseload and the number of employees available. In addition, currently, the state determines the number of PACT/MACT teams available across the state.
- The Board recommends that Many Rivers: Complete needed maintenance/upkeep and repairs at residential facilities, including safety cameras for client's safety.
  - Many Rivers has recently increased our maintenance team to two full time individuals as well as someone on call for support in identifying and completing needed maintenance projects. In addition, we are reviewing options for adding safety cameras at our locations which has been a request from employees,
- The Board recommends that Many Rivers: Make available funds ahead of time for staff to participate in client activities or outings.
  - Directors will review with supervisors/managers the workflow and process as well as deadlines needed to ensure payment to employees ahead of time for client activities or outings. This information will be passed down to front end employees needing and utilizing the funds. This will occur before the end of the 2023 calendar year.
- The Board recommends that Many Rivers: Continue to promote and offer additional educational and training opportunities for staff regarding trauma informed care, de-escalation, and other related trainings.
  - Since the BOV site visit, we have identified an additional crisis training focusing on techniques and strategies given to new hires moving forward and assigned to all current employees in September 2023. Additionally, we continue to offer the education incentive plan and have a Team's channel where different training opportunities are listed.

On behalf of the Many Rivers Leadership Team, we would like to thank the Board of Visitors for your time visiting with our employees and our clients. We appreciate your recommendations and hope you find that we are already making progress in each of the areas where recommendations were provided.

Professionally Yours,



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