



February 24, 2022

Jeremy Hoscheid
Executive Director
Board of Visitors
Sent via Montana e-file Transfer

Dear Mr. Hoscheid,

Thank you for the comprehensive report as a result of your team's inspection of our services. We very much appreciate this opportunity to respond to the recommendations made in your report.

Recommendations:

- Increase of professional staff interactions with clients during non-treatment/non-appointment times such as within the natural day to day flow of the therapeutic milieu in the day treatment, crisis home, and group home settings.
 - WMMHC Response: This recommendation is consistent with the observations of our team and we have added care coordinator roles to our organization's workforce. These roles will help link the clients to those necessary professional interactions both within WMMHC and with our external partners.
- Provide specific training to all staff members related to the recovery model.
 - WMMHC Response: We have recently added *Culture-Centered Approach to Recovery* to our online learning platform for all new employees to complete in their first 30 days. We also have the courses *Recovery of Persons with Serious Mental Illness* and *Wellness and Recovery* in our new hire training plans and will add *Recovery Principles and Practices in Mental Health Treatment* to our yearly review.
 - In addition, we have arranged to provide a comprehensive course for our crisis workers called *Trauma-informed and Resilience-oriented Care* as a result of one of the SAMHSA grants received by WMMHC.
- The BOV recommends that WMMHC work at trying to recruit and expand the involvement of Indigenous staff members within their treatment programs to increase

cultural effectiveness.

- WMMHC Response: We have begun to recruit for a Diversity and Inclusion Coordinator to oversee the implementation of a program to improve and expand the cultural competence of the services our clients experience. The person in this position will be responsible for outreach to our community partners and to our staff to inform and influence our programming. Working closely with our human resources team to influence the recruitment of staff members to expand our cultural effectiveness will also be a component of this person's role.
- Increased communication between WMMHC and community and county members. Perhaps a Community Liaison type of position to fulfill this role.
 - WMMHC Response: The new position noted above will be responsible for outreach to our community and county members. In addition, individuals who fill our newly created Client Access Specialist positions will be responsible for outreach to our community to ensure effective care coordination protocols.

Thank you for this opportunity to participate in and respond to your team's recommendations. We appreciate and value the seriousness of the work done by the Board of Visitors and are committed to continuing our communication with and responsiveness to the BOV.

Sincerely,



Levi Anderson, FACHE
Chief Executive Officer