



Since 2005

# 2023 Performance Report

February 2024

EMS of Virginia

[www.emsofvirginia.com](http://www.emsofvirginia.com)

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## Highlights

### EMS Launches Intensive Care Coordination

EMS now has a full team trained in Intensive Care Coordination, an evidence-based program designed to decrease youth recidivism and hospitalization rates.

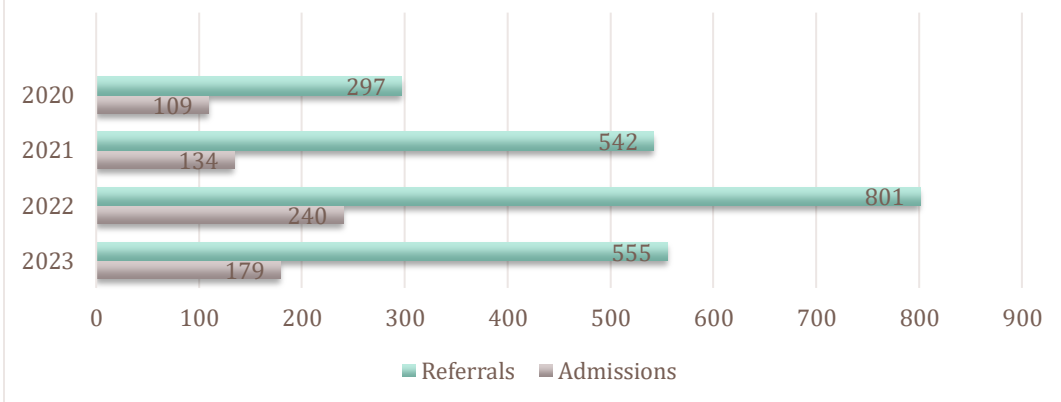
### EMS Launches Mobile Crisis Response Services

In 2023, EMS crisis teams helped 19 people in crisis get immediate support and immediate needs met in our area.

### EMS a Top Workplace!

EMS has now been rated a Top Workplace by the Richmond Times-Dispatch for 3 consecutive years!

## Referrals and Admissions Year by Year



In 2023, EMS launched 2 new service lines and increased our admission rate by 10% compared to 2022!

## EMS Staff Now Narcan Trained

EMS of Virginia staff Heather Fritz joined a *Revive* train-the-trainer seminar for Naloxone (Narcan) training presented by Robin's Hope and SAARA of Virginia. All EMS direct care staff were then trained on how to respond to a suspected opioid overdose and supplied with Narcan for use within the community. EMS will now train all direct care staff annually and stock Narcan for all staff to prevent opioid overdoses in our community! To learn more about *Revive* trainings or to attend a virtual *Revive* training, visit the [Richmond Dept of Health website](https://www.richmondva.gov/health-department).



### *Our Clients Say it Best!*

*"She has been wonderful and helped me so much already." ~Skill Building client*

*"My daughter's counselor was great!" ~ Intensive In-Home parent*

## Check Out One of Our New Community Partners!

EMS of Virginia is honored to count many agencies and organizations as community partners and will continue to support them and their clients as we navigate the ongoing adolescent behavioral health crisis and opioid epidemic. Please read more below about one of our newest community partners, RBHA's Crisis Response and Stabilization Team (CReST).

**CReST:** The regional crisis hub, Richmond Behavioral Health Authority, has a trained set of clinicians to respond to children in crisis, the Crisis Response and Stabilization Team, abbreviated CReST. The team operates year-round throughout our coverage area. CReST clinicians are mobile and have responded to ER waiting rooms, community providers, schools, pediatric offices, and homes. They provide immediate and ongoing support to the child and family and help link them to longer term support, such as our Intensive In-Home Services at EMS of Virginia. To learn more, visit [CReST Services](#) or call 1-833-968-1800 to make a referral.

## EMS Secures Contracts for CSA Services

As you may recall from our 2022 annual report, EMS of Virginia planned to expand our services for children and adolescents throughout 2023. We reached out early in the year to local Children's Service Act (CSA) offices throughout our region to gain insight into what services they have the most difficulty finding for children and families coming through their office. As some background, Children's Service Act offices are local, state-funded agencies that support children and families in accessing behavioral health and substance abuse services. These services are often not funded by commercial insurances and include home based counseling, crisis stabilization services, school based support, some residential treatment, parent coaching, and mentoring services. EMS of Virginia is currently contracted with Hanover County and Chesterfield County through June 2024 for several CSA services and hopes to only increase our presence within the area in 2024.

We received feedback from several CSA staff locally that there is a shortage of providers Intensive Care Coordination/High Fidelity Wrap-Around, an evidence based, youth and family focused community service. Intensive Care Coordination focuses on holistically supporting the youth and family by including school staff, behavioral health staff, family members, case managers, and any involved adults in the treatment planning process for children that are at risk for juvenile detention or residential treatment. Intensive Care Coordination provides wrap-around support for the youth and family for up to six months and is funded through CSA offices or through the Department of Social Services (DSS). Knowing there was a need, EMS of Virginia sent a team of staff in August to train with the local experts at UMFS and certify within Intensive Care Coordination, launching the service in November. Do you think Intensive Care Coordination might be a good fit for your child or family? Please reach out to us to learn more about Intensive Care Coordination/High Fidelity Wraparound: [tell me more!](#)

### A Sneak Peek into 2024...

EMS of Virginia continues to grow and expand our services to meet the unique and changing needs of Virginia. We are now licensed for Substance Abuse Intensive Outpatient/ASAM 2.1 services and expect to launch them virtually in the spring of 2024! We also plan to expand the network of insurances to ensure we can serve all Medicaid clients. A final push for EMS of Virginia in 2024 will be our second CARF survey; we are already working to ensure we are granted a second 3-year accreditation!