

Northern Winds
Recovery Center
Browning, MT

October 8,

2015

Mental Disabilities Board of
Visitors

OVERVIEW

Mental Health Facility reviewed:

Northern Winds Recovery Center

Dr. Crystal Evans, Director

Authority for review:

Montana Code Annotated, 53-21-104

Purpose of review:

- 1) To learn about services provided by Northern Winds Recovery Center.
- 2) To assess the degree to which the services provided are humane, consistent with professional standards, and incorporate Board of Visitors standards for services.
- 3) To recognize excellent services.
- 4) To make recommendations for improvement of services.
- 5) To report to the Governor regarding the status of services.

Site Review Team:

BOV Staff:

Janette Reget, LCSW
Executive Director

LuWaana Johnson
Paralegal

Review process

- ☐ Interviews with Northern Winds Recovery Center staff and clients
- ☐ Observation of treatment activities
- ☐ Review written description of treatment programs
- ☐ Inspection of the physical plant
- ☐ Review treatment records, policies and procedures, organizational structure, allegations of abuse/neglect

Summary

Northern Winds Recovery Center (center) is located in Browning, Montana, on the Blackfeet Indian Reservation. Browning has limited mental health services, and the center helps to fill that gap. Other services available in the area include the Behavior Health Center at the Browning Hospital, Crystal Creek Lodge which has a licensed addictions counselor and the Indian Health Center. Northern Winds Recovery Center provides mental health and addiction services to adults and youth, and is the only agency that provides outpatient, adult and child day treatment services, and case management services. The center was licensed as a mental health center on October 15, 2014.

The Board of Visitors (BOV) team was pleased to see a facility that was bright, clean, and open. The volunteer receptionist was welcoming and helpful. Staff and clients were eager to talk about the good quality services provided at the center. Staff demonstrated a caring and respectful approach to clients. Interviewed clients were enthusiastic about the services they receive.

The BOV team noted that the center is committed to clients and community, collaborating with a variety of agencies, the courts, and the county to provide crisis-intervention and clinical services to persons with mental health and addiction issues. Although the center is new, it has already developed a firm foundation in the mental health and addictions treatment arena. Crystal Evans, PhD, and co-founder Leland Crawford, LAC, bring many years of experience to the center and to the community. Northern Winds Recovery Center provides important and necessary services to the Browning community. The center is in need of increased staffing to provide clinical, addictions counseling, and case management services.

Organizational Planning and Quality Improvement

Northern Winds Recovery Center (center) has a thoughtful and hopeful mission statement, vision statement and values statement that reflects its responsibilities to its clients, staff and the community. The mission statement specifically mentions “restoring cultural strengths”. The center’s organizational chart indicates that their advisory board, of which 51% are clients, is part of the leadership team. The center administrator, the medical director, and the risk management committee chairperson are part of the leadership team as well. The leadership team is responsible for planning, designing, directing, coordinating, providing, and improving services.

The center’s Employee Handbook/Policies and Procedures document indicates that the center shall develop an organizational plan, which appears to be the same as a strategic plan. Long-term goals include future crisis stabilization services, transitional housing, and sober living housing. The center would benefit from developing short-term goals that are specifically designed to achieve the long-term goals.

The center’s risk management committee, along with the center administrator, develops an annual policy improvement plan. The plan assesses and measures the center’s accredited activities and services, conducts audits of client records, gathers information from clients to determine client satisfaction with services offered, and reviews grievances, complaints and the use of seclusion on a monthly basis. Using this information, the risk management committee identifies services that may need to improve. The center’s risk management committee appears to be the same as a quality improvement committee, as identified in BOV site inspection standards.

Rights and Responsibilities

Each client receiving services from the center receives a copy of the Client Rights and Responsibilities and the Appeal/Grievance Procedures. The client signs receipts to acknowledge they are aware of and familiar with these procedures. The Appeal/Grievance procedure indicates that the client has the right to present any grievance to the center administrator, and to Northern Winds Recovery Center,

LLC. There is no specific form the client can complete when filing a grievance. The BOV team provided BOV contact information to post in various locations within the center.

Safety

The center has established a workplace safety program. Workplace safety training is provided for all new employees and volunteers, and is reviewed with current staff as needed. Training includes workplace safety issues such as health hazards, health issues, and safe work practices. Further crisis intervention and de-escalation training for staff is provided by AWARE, Inc.

The center informs each client at initial contact that if they come to the center while intoxicated, services will not be provided. If the client becomes hostile, the center contacts the police. The employee handbook lists clear and specific procedures to follow in case of other safety concerns, including threats of self-harm, threats towards others, and threats towards staff. The employee handbook has several amendments to define procedures in case of disasters, and has developed an Emergency Disaster Preparedness Plan.

The center has a policy addressing suspected or reported abuse and neglect by employees, in accordance with 53-21-107 MCA.

Individual, Family Members/Guardian Participation

Based on interviews with staff and clients, families frequently receive services together. The administrator explained that a good portion of the counseling provided at the center is family counseling. Many clients live in extended-family units, so case managers have families and individuals on their caseloads. The center offers parenting classes.

Cultural Effectiveness

The center is committed to restoring cultural strengths, as stated in its mission statement. The director discussed historical trauma as part of the American Indian culture. The center provides cultural education, prevention, and intervention services that address patterns of human behaviors that include language, thoughts, actions, customs, beliefs, and values.

Staff Competence, Training, Supervision, and Relationships with Individuals

Competence and Training

Interviewed staff stated they receive training in de-escalation techniques (HELP) from AWARE, Inc. They receive training in self-defense, suicide prevention, and Mental Health First Aid training at Blackfeet Community College. New employee orientation includes a discussion of the relationship of the center to the community, the county board of supervisors, state agencies, and other stakeholders. Staff training is tracked and recorded in their personnel files. Staff is expected to maintain professional licensing/credentialing.

Supervision

The center has a small staff, consisting of the administrator, who is also the clinical therapist, a licensed addictions counselor, two case managers, two case aides, and a volunteer receptionist. Staff meets once per week. Interviewed staff stated their bosses are “awesome”.

Active Engagement with Individuals

While the BOV team was conducting its site inspection, many people came into the facility and were greeted warmly. Interviewed clients had positive things to say about the center; the service and assessment process was professional, the clients feel safe, their information is kept confidential, the center has good energy, and is peaceful and serene. The center provides transportation to and from appointments. Staff has visited some clients at their homes. Clients seem to appreciate the treatment planning process.

Treatment and Support

Treatment Planning

Treatment (or service) plans are completed upon intake and reviewed every 90 days. The service plan consists of mutually agreed upon long-term and short-term goals that are measurable and observable. The initial assessment forms the basis

for development of the service plan. The service plans identify all persons and/or organizations involved in service delivery.

The center has developed an individualized “Vision Plan” that allows the client to focus on specific life domains; for example, cultural, financial, health, substance abuse, and other domains. The Vision Plan identifies the clients’ strengths in each chosen domain, and also addresses the needs in that domain. Each identified domain addresses long-term and short-term goals, the responsible person to achieve that goal, and the target date for completion. Interventions are not included for each goal. The Vision Plan is a unique and strengths-based plan that fosters hope and encourages client participation in all areas.

Trauma Informed Care

The center does not provide specific trauma-informed care training to its staff. As the center’s administrator pointed out, historical trauma is part of the American Indian culture, so staff is aware of trauma and how it affects clients. The center staff/administration realizes that all or most clients have experienced traumatic events. The center has created a safe environment to avoid re-traumatizing clients. The social history which is completed upon intake includes assessment of domestic violence/physical/sexual/and emotion abuse and history of trauma.

Evidence-Based Services

The center provides a variety of services, including psychiatric evaluations for clinical purposes, medication management, mental health evaluations and psychological testing, substance use screening and evaluations. Other services include art therapy, individual, couples, family, and group therapy, marriage counseling, child and adult case management, outpatient level I and level II substance abuse treatment, and aftercare services. In addition to these services, the center provides non-traditional services, such as using essential oils.

Housing

The center does not provide housing, although this is one of its long-term goals. Case managers assist clients with locating housing in the community.

Education

The center is able to provide youth day treatment, which includes an educational component. In addition, the center provides early intervention/education level 0.5, which includes 4-8 hours per week of education and intervention. Staff assists clients with obtaining HiSet (a first-step exam toward achieving high school equivalency credentials).

Employment

The LAC also provides assistance with vocational rehabilitation services.

Co-Occurring Psychiatric and Substance Use Disorders

The center's LAC indicated that he completed 150 substance use evaluations in the past year, and 85% of those evaluated meet the diagnosis of substance use addiction. In addition to outpatient levels I & II substance abuse treatment, the center provides gambling treatment.

Crisis Response and Intervention Services

Emergency services are available by telephone or face-to-face on a 24-hour basis. During regular business hours a center staff member is assigned to respond to emergency/crisis situations. After hours, clients can call the center's phone number, and the call will be forwarded to Voices of Hope crisis line. Anyone who expresses homicidal or suicidal ideation or psychosis will be evaluated within 24 hours.

Medication

The center has a contract with AWARE, Inc. to provide psychiatric services for the center's clients. Those services include prescribing and monitoring medications, and adjusting medications based on client responses. Clients self-administer their own medications, but the center maintains medication administration records for each client, documenting prescribed medications and dosages, medication errors, and clients' cooperation with medications. The center transports clients to Kalispell for their appointments.

Access and Entry

The center responds quickly (within 24 hours) when scheduling intake assessment/evaluations. There is no waiting list for an intake assessment. The center doesn't advertise, but does maintain a Facebook page, and works with other agencies in the Browning area to provide mental health/substance use evaluations and assessments. Center staff passes out informational flyers at community events.

Continuity of Services through Transitions

When a client is discharged from services, the center prepares a discharge summary that includes a summary of services provided, recommendations for aftercare services, and referrals to other services. If a client is willing to sign a Release of Information, the center will coordinate services with other agencies.

Recommendations

1. Recommendation: Develop a grievance form that the client can fill out so grievances can be consistently processed. Include contact information for the Mental Disabilities Board of Visitors, address and phone number, on the grievance form.
2. Recommendation: Refer to SAMHSA (www.samhsa.gov) "Trauma Informed Care in Behavioral Health Services—TIP 57" to remain current on development of a trauma informed workforce and trauma informed services. Present an in-service or training to staff so they are continually able to promote safety for clients.
3. Recommendation: Provide a written list of available resources in the area and in the state to clients who are discharged from services.



(406) 338-5558 Fax (406) 338-2304

❖ Remember, we encourage you to discuss any complaints or issues about your services with your Service Provider or Coordinator. You may file a Grievance by talking to your Service Provider or Coordinator, or to any staff with whom you feel comfortable. Also, you have the choice of completing this form.

PLEASE READ AND SIGN BELOW:

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If you need further information regarding the Grievance process, please call the Administrator at 406-338-5558.

For the purpose of resolving this Grievance, I (consumer) authorize the following person to act on my behalf. (Please write "n/a" if you will not have anyone acting on your behalf):

Name and phone number of representative:	
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I (consumer) also understand that the Administrator (or designee) will be authorized to contact my representative (as named above) and any involved provider in order to resolve my Grievance. The Administrator (or designee) will also be authorized to discuss any and all information that shall be needed to evaluate and resolve this Grievance.

<i>Consumer's Signature</i>	<i>Date</i>

When you have completed, signed and dated this form please mail it to:

*Northern Winds Recovery Center
PO Box 2255
Browning, MT 59417*

Service Provider	Location	Contact Number
Anaconda Mental Health Center	Anaconda	(406) 563-3413
Tri-County Addiction Services	Anaconda	(406) 563-7038
Aware Inc.	Anaconda	(406) 563-8117
Veterans Outpatient Clinic	Anaconda	(406) 496-3000
Eastern Montana community mental health center	Baker	(406) 234-1687
South Central Montana Regional Mental Health Center	Big timber	(406) 932-5924
New View Counseling and Psychiatry	Billings	(406) 245-4388
Aware Inc.	Billings	(406) 656-0928
Community crisis center	Billings	(406) 259-8800
Montana community service	Billings	(406) 656-5976
New Day Inc.	Billings	(406) 256-3224
Rimrock foundation	Billings	(406) 248-3175
Yellowstone Boys and Girls Ranch	Billings	(406) 538-9808
Youth Dynamics	Billings	(406) 245-9647
Full Circle Counseling Solutions	Billings	(406) 545-0504
Billings Clinic	Billings	(406) 238-2500
Community Crisis Center	Billings	(406) 259-8800
Veterans Outpatient Clinic	Billings	(406) 373-3500
Center for Mental Health	Boulder	(406) 225-9114
Youth Dynamics	Boulder	(406) 225-4600
Bozeman Mental Health Center	Bozeman	(406) 522-7357
Aware Inc.	Bozeman	(406) 587-1181
Youth Dynamics	Bozeman	(406) 585-9402
Veterans Outpatient Clinic	Bozeman	(406) 582-5300
Eastern Montana community mental health center	Broadus	(406) 853-2310
Northern Winds Recovery Center	Browning	(406) 338-5558
Blackfeet Community Hospital Behavioral Health	Browning	(406) 338-6149
Crystal Creek Lodge	Browning	(406) 338-6330
Butte Adult Mental Health Center	Butte	(406) 497-9000
Butte Children's Services	Butte	(406) 723-1692
Aware Inc.	Butte	(406) 782-2042
Youth Dynamics	Butte	(406) 782-5389
Montana Chemical Dependency Center	Butte	(406) 496-5400
Center for Mental Health	Chinook	(406) 257-3364
Center for Mental Health	Choteau	(406) 466-5681
Eastern Montana community mental health center	Colstrip	(406) 346-7654
Youth Dynamics	Colstrip	(406) 748-3084
South Central Montana Regional Mental Health Center	Columbus	(406) 322-4514

Center for Mental Health	Conrad	(406) 278-3205
Center for Mental Health	Cut Bank	(406) 873-5538
Veterans Outpatient Clinic	Cut Bank	(406) 873-9047
Beaverhead Mental health Center	Dillon	(406) 683-2200
Youth Dynamics	Dillon	(406) 683-6176
Eastern Montana community mental health center	Forsyth	(406) 346-7654
Veterans Hospital	Fort Harrison	(406) 442-6410
Eastern Montana community mental health center	Glendive	(406) 377-6075
Aware Inc.	Glasgow	(406) 288-4266
Veterans Outpatient Clinic	Glasgow	(406) 228-4101
Eastern Montana community mental health center	Glasgow	(406) 288-9349
Youth Dynamics	Glasgow	(406) 228-2058
Youth Dynamics	Glendive	(406) 377-4942
District 11 Alcohol and Drug	Glendive	(406) 377-5942
Veterans Outpatient Clinic	Glendive	(406) 377-4755
Center for Mental Health	Great Falls	(406) 761-2100
Aware Inc.	Great Falls	(406) 771-8182
Youth Dynamics	Great Falls	(406) 453-5592
Full Circle Counseling Solutions	Great Falls	(406) 952-0712
Benefis Chemical Dependency/Addiction Center	Great Falls	(406) 455-2367
Benefis Behavioral Health	Great Falls	(406) 455-2367
Rocky Mountain Treatment Center	Great Falls	(406) 727-8832
Veterans Outpatient Clinic	Great Falls	(406) 791-3200
Riverfront Mental Health Center	Hamilton	(406) 532-9101
WMAS Addiction Services	Hamilton	(406) 532-3061
Veterans Outpatient Clinic	Hamilton	(406) 363-3352
South Central Montana Regional Mental Health Center	Hardin	(406) 665-8730
Center for Mental Health	Havre	(406) 265-9639
Youth Dynamics	Havre	(406) 265-3226
Veterans Outpatient Clinic	Havre	(406) 265-4304
Journey Home	Helena	(406) 603-4010
Center for Mental Health	Helena	(406) 443-7151
Aware Inc.	Helena	(406) 449-3120
Youth Dynamics	Helena	(406) 458-7022
Intermountain Mental Health	Helena	(406) 442-7920
Boys Andrew Community Services	Helena	(406) 443-2343
Kalispell Regional Behavioral Health	Kalispell	(406) 752-5111
Pathways	Kalispell	(406) 756-3950
Kalispell Adult Mental health Center	Kalispell	(406) 257-1336
Stillwater Therapeutic Services	Kalispell	(406) 752-6100
Aware Inc.	Kalispell	(406) 756-1435

Youth Dynamics	Kalispell	(406) 751-8017
Intermountain Mental Health	Kalispell	(406) 755-4022
Flathead Valley Chemical Dependency	Kalispell	(406) 756-6453
Veterans Outpatient Clinic	Kalispell	(406) 758-2700
Veterans Outpatient Clinic	Lewistown	(406) 535-4790
Alcohol and Drug Services of Central Montana	Lewistown	(406) 538-8421
Lincoln County Mental Health Center	Libby	(406) 293-8746
Youth Dynamics	Libby	(406) 751-8017
Livingston Mental Health Center	Livingston	(406) 222-3332
Youth Dynamics	Livingston	(406) 222-6610
Southwest Chemical	Livingston	(406) 222-2812
Eastern Montana community mental health center	Malta	(406) 654-1100
Youth Dynamics	Malta	(406) 654-2016
Eastern Montana community mental health center	Miles City	(406) 234-1687
Youth Dynamics	Miles City	(406) 232-4233
Veterans Outpatient Clinic	Miles City	(406) 874-5600
Missoula Addiction Services	Missoula	(406) 532-9800
Recovery Center Missoula	Missoula	(406) 532-9900
Missoula Adult Mental health Services	Missoula	(406) 532-9700
Child Family Services Network	Missoula	(406) 521-9770
Aware Inc.	Missoula	(406) 543-2202
Youth Dynamics	Missoula	(406) 728-9672
3 Rivers Mental Health Solutions	Missoula	(406) 830-3294
Full Circle Counseling Solutions	Missoula	(406) 532-1615
Winds of Change	Missoula	(406) 721-2038
Mountain Home Montana Inc.	Missoula	(406) 541-4663
Partnership for Children Mental Health Center	Missoula	(406) 543-5531
Youth Homes	Missoula	(406) 549-3836
Carol Graham House	Missoula	(406) 549-8309
Missoula Indian Center	Missoula	(406) 829-9515
Veterans Outpatient Clinic	Missoula	(406) 493-3700
Eastern Montana community mental health center	Plentywood	(406) 765-2550
Veterans Outpatient Clinic	Plentywood	(406) 765-3718
Lake County Mental Health Center	Polson	(406) 883-3556
Lake County Addiction Services	Polson	(406) 883-7310
Sunburst Mental Health Services	Polson	(406) 883-4061
South Central Montana Regional Mental Health Center	Red Lodge	(406) 446-2500
Carbon Alternatives	Red lodge	(406) 446-1675
Lake County Mental Health Center	Ronan	(406) 532-9170
South Central Montana Regional Mental Health Center	Roundup	(406) 323-1142

Eastern Montana community mental health center	Scobey	(406) 487-2296
Center for Mental Health	Shelby	(406) 434-5285
Youth Dynamics	Shelby	(406) 434-7028
Eastern Montana community mental health center	Sidney	(406) 433-4635
Full Circle Counseling Solutions	Stevensville	(406) 532-1615
Sanders County Mental Health Center	Thompson Falls	(406) 532-9190
Center for Mental Health	Townsend	(406) 266-3327
Montana State Hospital	Warm Springs	(406) 693-7000
Eastern Montana community mental health center	Wolf Point	(406) 653-1872
Youth Dynamics	Wolf Point	(406) 653-3948
South Central Montana Regional Mental Health Center	Lewistown	(406) 538-7483



Northern Winds Recovery Center

138 East Boundary Street, PO Box 2255, Browning, Montana

59417

(406) 338-5558 Fax (406) 338-2304

Mental Disabilities Board of Visitors

P.O. Box 200804

Helena, MT 59620-0804

To whom it may concern;

We would like to thank the Montana Mental Disabilities Board of Visitors for their recent visit. At this time, I will provide a response to the recommendations made by the board.

Recommendations

1. Recommendation: Develop a grievance form that the client can fill out so grievances can be consistently processed. Include contact information for the Mental Disabilities Board of Visitors, address and phone number, on the grievance form.

Response: A grievance form has been developed and will be included in each application packet. They will also be available at the clinic from any of the staff, in the waiting room, and also by mail when requested. I am attaching a copy of this form for you to review.

2. Recommendation: Refer to SAMHSA (www.samhsa.gov) "Trauma Informed Care in Behavioral Health Services—TIP 57" to remain current on development of a trauma informed workforce and trauma informed services. Present an in-service or training to staff so they are continually able to promote safety for clients.

Response: Northern Winds Recovery Center has instituted a monthly training day for all staff. The first monthly training will be held on December 14, 2015. Topics will include Trauma Informed Care as well as other mental health, chemical dependency, and service topics that the staff have expressed interested in and would like more information on.

3. Recommendation: Provide a written list of available resources in the area and in the state to clients who are discharged from services.

Response: We have created a list of all available resources in our area and in the state. We will attach this list to all discharge letters. I am attaching a copy of the list for you to review.

Thank you for your time. We look forward to your next visit.

Sincerely,

Crystal Evans, PhD

