

# Application Report

<b>Applicant Organization:</b>	Westview Behavioral Health Services
<b>Project Name:</b>	Westview.FY24.CP
<b>Application ID:</b>	App-23-265
<b>Funding Announcement:</b>	SFY24 County Plan Application
<b>Requested Amount:</b>	\$0.00

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**Section Name:** Executive Summary

**Sub Section Name:** Executive Summary Questions

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**1. Applicant Question:** 1. List your greatest accomplishments and challenges related to the priorities set in your agency's FY23 county plan.

List your greatest accomplishments and challenges related to the priorities set in your agency's FY23 county plan.

## **Applicant Response:**

### **Major Accomplishments**

Prevention is on target to serve 500 school students in Newberry and Saluda schools with the Drugs: True Stories curriculum, which exceeds previous years.

Prevention expanded marijuana impairment education by serving both the Piedmont Technical College and Newberry College campuses.

Prevention staff has developed an innovative training on current trends, including Delta 8 and other cannabinoids, to prevention professionals in other regions around the state.

Prevention has collaborated with multiple partners to promote dangers of drug use.

Prevention has published newspaper articles, radio advertisements, and factsheets to disseminate information about drug use.

Treatment services has dealt with significant turnover to continue to provide quality services to clients in need.

Treatment services has initiated a training plan to gain certification in EMDR techniques and polyvagal theory.

Treatment services has increased the number of Hispanic/Latino clients through its relationship with prevention services dedicated to this population.

Treatment services continues to serve women, women with dependent children, and pregnant women through referral sources like OB/GYNs, pediatricians, and Lifebridge.

### **Challenges**

Staffing is and always has been a challenge. In Prevention, Westview's 1.25 FTEs are not enough to deliver the broad scope of services required for two counties. For instance, one project that remains to be implemented is a study of substance-related signage at convenience stores and how much window space that signage covers. In Treatment, while priority populations are given extra consideration, Westview struggles to keep its "assessment to first service" time under its objective of two-weeks.

Staff recruitment has also been a challenge. Located in a rural area, Westview struggles to find qualified staff in its surrounding workforce. Highlighting this point is the fact that none of the service delivery staff in Saluda actually live in Saluda. Two members of that staff were recruited from Georgia.

Staff retention is another challenge. Six of seven clinical positions experienced turnover this fiscal year, despite the generous retention bonus provided last June. The one clinician that did not leave had planned to do so but decided to stay after the executive director offered to match the salary she would be given in her new job. A raise of this significance was not budgeted. Therefore, funds will be removed from other areas.

Administrative requirements are also a challenge. To cover shortcomings in staff capacity, the treatment director dedicates a significant portion of time to direct service, which leaves less time to apply to administration. Limits on administrative reimbursements do not allow for hiring sufficient administrative staffing to meet these demands. In fact, Westview has lost staff members because of the administrative burden. In her exit interview, a former staff member listed administrative requirements and DAODAS, specifically, as reasons for her departure.

Specific outcomes for prevention and treatment services are attached. Treatment outcomes were developed from CareLogic reports for July, 2022, through March, 2023. Prevention outcomes were developed from data in the DAODAS grant management system.

Westview maintains collaborative relationships with many local organizations and agencies.

To facilitate services to women, women with dependent children, and pregnant women, referral relationships are kept with Lifebridge Services, local OB/GYNs, local, local DSS office, pediatricians, Sadie's Hope Recovery Community, and Newberry County Memorial Hospital.

To facilitate services to adolescents, referral relationships are kept with the local school districts and local pediatricians.

To facilitate services to persons involved with the criminal/juvenile justice systems, referral relationships are kept with local offices of the Department of Pardon, Probation, and Parole and the Department of Juvenile Justice.

Westview has found that the best means of promoting services for persons who inject drugs is "word of mouth." Therefore, current clients are encouraged to share information about programming. We also work with local recovery community organizations.

Annually, Westview assesses community risk for tuberculosis.

Located in a rural community, Westview uses broadcast media, social media, and direct marketing to promote services among the local population.

Westview received funding from DAODAS to continue its medication-assisted treatment program. This funding allowed Westview to accomplish 26 new admissions, continue to serve continuing clients, induct 15 new clients on buprenorphine, and continue to provide prescription services for continuing clients.

Westview also received funding from DAODAS to continue its peer support program. Our peer support program serves approximately 40 clients each month, including approximately 5 new clients each month.

**Attachment:**

[Prevention Perf Meas Outcomes.xlsx](#) - EXCEL DOCUMENT

[Treatment Perf Meas Outcomes.docx](#) - WORD DOCUMENT

### Applicant Comment:

Because of the complexity and scope of Westview's budget, the executive director restructured the finance office by hiring a certified public accountant to serve as chief financial officer. The CFO model replaced a model that included a full-time associate-level finance manager supported by a contracted CPA who came in once a month to complete monthly reports.

Westview received a Mental Health Awareness Training grant to serve multiple counties with training to recognize mental health issues in multiple populations, prioritizing law enforcement and veterans.

Westview received funding to construct an annex on its Saluda campus. Groundbreaking is set to begin in May.

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**Section Name:** Needs Assessment

**Sub Section Name:** Needs Assessment Questions

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**1. Applicant Question:** 1. Using quantitative and qualitative data, describe your county's needs as they relate to alcohol use disorder.

Using quantitative and qualitative data, describe your county's needs as they relate to alcohol use disorder.

#### Applicant Response:

- According to the 2022 CTC Survey, 22% of Newberry County youth reported lifetime use of alcohol and 6.4% reported past 30 day use. In Saluda County, 11% of students report lifetime use of alcohol and 4% were current drinkers.
- According to FY22 End of Year Report from our pre/post survey data, 10.05% (Newberry) and 12.26% (Saluda) of middle school students surveyed had used alcohol in the past 30 days on their post survey.
- 11th graders indicating quite a lot/a great deal of alcohol/drug use on school grounds = 6.4% (2020 Newberry CTC survey) State and Saluda not available
- According to a 2022 survey done at Newberry College, 78% of students report that most students use alcohol. While this data may not reflect an accurate rate of use, it does show that alcohol is perceived as a college norm on campus.
- According to the 2021 South Carolina County Profiles of Alcohol and Other Drug Use Newberry County has seen a 22.12% increase in DUI crashes from previous years. Saluda County has seen an 18.25% increase in alcohol hospitalizations.
- The largest portion of Westview's clients have a primary diagnosis of Alcohol Use Disorder.

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**2. Applicant Question:** 2. Using quantitative and qualitative data, describe your county's needs as they relate to tobacco use disorder.

Using quantitative and qualitative data, describe your county's needs as they relate to tobacco use disorder.

### Applicant Response:

- Focus groups done with teachers, administrators and school resource officers have consistently shown that the use of e-cigarette devices by youth has increased in the past few years.
  - According to FY22 End of Year Report from our pre/post survey data, 14.21% (Newberry) and 14.95% (Saluda) of middle school students surveyed had used e-cigarettes or vapes in the past 30 days on their pre survey.
  - According to the 2022 CTC Survey, 18.1% of students surveyed in Newberry County reported lifetime use of e-cigarettes or vaping pens and 9.6% reported past 30-day use.
  - According to the 2022 CTC Survey, 14.8% of students surveyed in Saluda County, report lifetime use of e-cigarettes or vaping pens and 8.1% were current users.
  - According to a 2022 survey done at Newberry College, 74% of students report that most students use vapes. While this data may not reflect an accurate rate of use, it does show that vaping is perceived as a college norm on campus.
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**3. Applicant Question:** 3. Using quantitative and qualitative data, describe your county's needs as they relate to opioid use disorder.

Using quantitative and qualitative data, describe your county's needs as they relate to opioid use disorder.

### Applicant Response:

End of Year Report from our pre/post survey data, 3.16% (Newberry) and 3.74% (Saluda) of middle school students surveyed had non-medical prescription drug use in the past 30 days at the time of their post survey.

- According to JustPlainKillers.com, Newberry saw the following increases:
    - Total drug overdose deaths from 2 in 2019 to 9 in 2020.
    - Deaths involving prescription drugs from 1 in 2019 to 8 in 2020.
    - Deaths involving opioids from 1 in 2019 to 8 in 2020.
    - Deaths involving fentanyl from 1 to 2019 to 5 in 2020.
  - According to justplainkillers.com, Saluda saw the following increases:
    - Total drug overdose deaths from 1 in 2019 to 2 in 2020.
  - According to the 2022 CTC Survey in Newberry County,
    - Misuse of Prescription Pain Pills:
      - 8.3% of youth surveyed reported lifetime misuse
      - 2.6% reported past 30-day use
    - Rx Pain Reliever Misuse
      - 2.1% of youth surveyed reported lifetime misuse
      - 0.9% reported past 30-day use
    - Heroin/Fentanyl:
      - 0.8% of youth surveyed reported lifetime use
      - 0.3% reported past 30-day use.
  - According to the 2022 CTC Survey in Saluda County,
    - Misuse of Prescription Pain Pills:
      - 2.8% of youth surveyed reported lifetime misuse
      - 1.8% reported past 30-day use
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- Rx Pain Reliever Misuse
  - 1.8% of youth surveyed reported lifetime misuse
  - 0.9% reported past 30-day use
- Heroin/Fentanyl:
  - 0.9% of youth surveyed reported lifetime use
  - 0.2% reported past 30-day use.
- According to the 2021 South Carolina County Profiles of Alcohol and Other Drug Use, Newberry County has seen a 100.43% increase in EMS Naloxone Administration and a 1363.74% increase in opioid overdose deaths.
- According to recent ODMAP data, Newberry County has had a death of a person under the age of 21 in FY23 due to opioid overdose.
- According to ODMAP, Saluda County had 28 suspected overdoses during the calendar year 2022. Six of these were fatal. During the same period, ODMAP shows 53 suspected overdoses in Newberry County with 1 fatality, mentioned above. (NOTE: ODMAP shows two overdose deaths for Newberry. However, one was a resident of Effingham County, Georgia, and the fatality occurred there.)
- According to the Saluda County Assistant Coroner, Saluda saw eight (8) overdoses in 2022 and to date in calendar year 2023, they have already seen five (5).

**4. Applicant Question:** 4. Using quantitative and qualitative data, describe any additional substance use disorders that are impacting your county.

Using quantitative and qualitative data, describe any additional substance use disorders that are impacting your county.

**Applicant Response:**

- According to data from Carelogic, 40% of current youth clients have been diagnosed with a marijuana use disorder.
- According to key informant interviews with school staff and law enforcement, we have seen an influx of marijuana edible use by our local middle and high school students in Newberry County.
- End of Year Report from our pre/post survey data, 7.94% (Newberry) and 7.48% (Saluda) of middle school students surveyed had used marijuana in the past 30 days.
- According to the 2022 CTC Survey, 9% of Newberry County youth reported lifetime use of marijuana and 5.2% reported past 30-day use.
- According to agency reports, marijuana is one of the top diagnoses for Westview clients this year.
- According to the 2022 CTC Survey in Saluda County, 3.3% of students report lifetime use of marijuana and 1.6% reported past 30-day use

According to a 2022 survey done at Newberry College, 67% of students report that most students use marijuana. While this data may not reflect an accurate rate of use, it does show that marijuana is perceived as a college norm on campus.

**Section Name:** Capacity

**Sub Section Name:** Capacity Questions

**1. Applicant Question:** 1. Discuss the internal and external resources available to provide prevention services in your agency.

Discuss the internal and external resources available to provide prevention services in your agency.

Include the following:

- Overview of your agency's current capacity to address priority populations, priority substances and service areas, both internal and external;
- Unmet service needs/gaps in your catchment area; and
- Plan to build your agency's capacity to meet the above stated unmet service needs and gaps, with a focus on diverse racial and ethnic minorities as well as your agency's underserved populations.

### **Applicant Response:**

#### **Westview's Internal Capacity:**

- 1 Certified Prevention Specialists
  - Heather Davenport: 100% SABG Funded
  - Hugh Gray: 25% SABG Funded (Hugh works 25% in Prevention; the rest of his time is dedicated to agency management, treatment etc.)
- 2 Bilingual Prevention Specialists (in process)
  - Heydie Nieves: 100% Prevention Enhancement Grant funded; serving Newberry County
  - Jose Rodriguez: 100% Prevention Enhancement Grant funded; serving Saluda County
- 1 CDC Funded DFC Coordinator / Certified Prevention Specialist
  - Kayleigh LaQuay: serving Newberry County1 Certified Prevention Specialist
- 2 AET Coordinators
  - Laura Ryan: 10% SABG Funded; 10 hours average in Saluda County per month
  - Allen Easler: 5% SABG Funded; 7.5 hours average in Newberry County per month

#### **Westview's External Capacity/Community Partners:**

- Newberry County
  - Newberry County School District, Family Centered Community Support Services Program, NC Sheriff's Office, City of Newberry Police Department, Prosperity Police Department, Preventing Abuse and Violence with Education Coalition of Newberry County (PAVE), Multi-Agency Council, Newberry Observer, WKDK radio, City of Newberry, Newberry County Council on Aging, LifeBridge, Young Life, Newberry College, the Haven Youth Club, Whitmire Police Department
- Saluda County
  - Saluda County School District, Saluda County Sheriff's Department, Town of Saluda, Saluda County EMS, Saluda Service Network (Coalition), Family Centered Community Support Services Program, Saluda Sentinel, WKSX, Piedmont Agency on Aging, Radius Church, Youth, Saluda First Steps

**2. Applicant Question:** 2. Discuss the internal and external resources available to provide intervention services in your agency.

Discuss the internal and external resources available to provide intervention services in your agency.

Include the following:

- Overview of your agency's current capacity to address priority populations, priority substances and service areas,

both internal and external;

- Unmet service needs/gaps in your catchment area; and
- Plan to build your agency's capacity to meet the above stated unmet service needs and gaps, with a focus on diverse racial and ethnic minorities as well as your agency's underserved populations.

### **Applicant Response:**

#### **Intervention**

As a DAODAS-approved provider, Westview currently has the capacity to provide ADSAP assessments and PRI group sessions in each county. The ADSAP coordinator provides the majority of all assessments, treatment planning, and PRI group sessions in Saluda County. Historically, two trained PRI facilitators who alternate provision of PRI group services in Newberry County.

However, staff vacancies currently prevent this. New staff are being trained and are expected to be ready to provide services by July, 2023.

Westview has developed, in partnership with Newberry County Summary Court, an offender-based intervention program to screen, educate and, as necessary, refer to treatment. A strong relationship with Saluda County Summary Court has been ongoing, as well.

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**3. Applicant Question:** 3. Discuss the internal and external resources available to provide treatment services in your agency.

Discuss the internal and external resources available to provide treatment services in your agency.

Include the following:

- Overview of your agency's current capacity to address priority populations, priority substances and service areas, both internal and external;
- Unmet service needs/gaps in your catchment area; and
- Plan to build your agency's capacity to meet the above stated unmet service needs and gaps, with a focus on diverse racial and ethnic minorities as well as your agency's underserved populations.

### **Applicant Response:**

#### **Treatment**

As a DAODAS-approved provider, Westview currently has the capacity to provide ADSAP assessments and PRI group sessions in each county. The ADSAP coordinator provides the majority of all assessments, treatment planning, and PRI group sessions in Saluda County. Historically, two trained PRI facilitators who alternate provision of PRI group services in Newberry County.

However, staff vacancies currently prevent this.

New staff are being trained and are expected to be ready to provide services by July, 2023.

Westview allocates approximately seven (7) total treatment FTEs to treatment services funded from the block grant. Another 2.5 FTEs are funded by grants and other revenue sources to provide MAT, PSS, and mental health services.

Through this staffing capacity, Westview is capable of serving general and priority populations currently within a three-week window between first call and first service.

Clients include adolescents, pregnant mothers, IV users, MAT patients, and other substance use disorders. While the largest segment of our clients see us for alcohol, marijuana, and methamphetamine, a significant portion of our agency caseload comes from priority populations.

Priority Population	# receiving SUD treatment 7/1/22 – 3/31/23
Adolescent	22
Underserved rural areas	92
Criminal/Juvenile Justice	26
Pregnant Women/Women with Dependent Children	50

Westview estimates it has the capacity to serve 20 IV drug users per year. Westview secured funding for MAT services through other funding from DAODAS. However, this is not recurring funding. Therefore, MAT services for opioid and stimulant use remain a service gap. A gap of coverage exists for potential MAT patients in Saluda who are not able to access services in Newberry. This, combined with program growth, creates a service gap for our clients. Westview is currently in discussion with a local provider to offer services to MAT clients appropriate for discharge.

**Formal/Informal Partnerships**

Westview has developed, in partnership with Newberry County Summary Court, an offender-based intervention program to screen, educate and, as necessary, refer to treatment. A strong relationship with Saluda County Summary Court has been ongoing, as well.

Westview works closely with both the local Department of Probation, Pardon, and Parole and with the Department of Juvenile Justice to provide services for persons involved in the criminal and juvenile justice systems.

The Department of Mental Health has contracted with Westview to house a clinical counselor in the DMH office one day of the workweek. This clinician provides direct services, support referrals, and offer technical assistance to DMH staff.

Through the contract, DMH offsets some of the costs associated with this provision of services.

Westview and the Saluda School District partnered by formal agreement to provide school-based counselors (2 FTE) with Saluda Elementary, Saluda Middle, and Saluda High Schools. The Saluda School District contracts with Westview to offset some of the cost.

Westview contracts with DAODAS to provide MAT coordination and peer support services. Westview also contracts with LRADAC to provide prescribing services to MAT clients.

Westview’s clinicians receive clinical supervision by appropriately qualified supervisors. Clinicians attend regular training on concepts related to the field. Additionally, Westview is working to have clinicians trained in Eye Movement Desensitization and Reprocessing and polyvagal theory.

**Unmet service needs**

Funding for MAT programming is not recurring funding. Therefore, MAT services for opioid and stimulant use remain a service gap. A gap of coverage exists for potential MAT patients in Saluda who are not able to access services in Newberry. This, combined with program growth, creates a service gap for our clients. Another major service gap in Newberry and Saluda Counties concerns the capacity to connect clients with a prescribing primary care provider. Westview is currently in discussion with a local provider to offer buprenorphine prescriptions to clients appropriate for discharge. Because Westview cannot provide primary care services, it makes Westview's MAT services in Saluda all the more critical.

Another service gap specific to Saluda County is the availability of mental health counseling per capita. The Department of Mental Health eliminated services in Saluda several years ago, and Westview has attempted to fill the needs for mental health counseling, as well as substance misuse counseling.

**Attention to priority populations**

The chart below shows the number of priority population members seen by Westview.



Priority Population	# receiving SUD treatment 7/1/22 – 3/31/23
Persons at risk for Tb	1
Persons who inject drugs	2
Criminal/Juvenile Justice	26
Pregnant Women/Women with Dependent Children	50

Westview annually conducts a risk assessment for tuberculosis. Risk is consistently low in both Newberry and Saluda. Should risk increase Newberry will collaborate with the local health department to identify and contact persons at risk for Tb who are in need of services.

Westview will continue to monitor justplainkillers and ODMap, as well as collaborate with the hospital to identify persons who inject drugs who are in need of services.

Westview will continue its close partnership with the local Department of Pardon, Probation, and Parole and the local Department of Juvenile Justice.

Westview will continue to utilize connections with local primary care offices, Lifebridge, Westview's Empowering Families Program and Westview's Hispanic Outreach program to identify pregnant women/women with dependent children in need of services.

Much of the collaboration mentioned above will be supported by the Unite Us network.

ALL services by Westview will be person-centered, recovery-oriented, and trauma-informed. This will be accomplished by following the steps outlined in "Universal Design for Underserved Populations" in the Journal of Health Care for the Poor and Underserved, Volume 28, Number 3. (Bassuk, et al.)

1. Establish a mutually respectful, continuous relationship between persons served and providers.
2. Continue an assessment process which includes the context of the life, social determinants of presenting issues, and subjective experience of illness of the persons served.
3. Identify the needs, goals, and values of persons served.
4. Provider and persons served will continue to participate in a process of shared decision making informed by scientific evidence.
5. Providers negotiate service plans with persons served and involve their families in health care decisions.
6. Document the narrative and stated goals of persons served in the electronic health record.
7. Ensure that information systems and health records are transparent, available to service users, and are based on a high level of accountability to people seeking services.
8. Ensure that every client/patient is aware of the Client Bill of Rights.

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**4. Applicant Question:** 4. Discuss the internal and external resources available to provide recovery services in your agency.

Discuss the internal and external resources available to provide recovery services in your agency.

Include the following:

- Overview of your agency's current capacity to address priority populations, priority substances and service areas, both internal and external;
- Unmet service needs/gaps in your area; and

- Plan to build your agency's capacity to meet the above stated unmet service needs and gaps, with a focus on diverse racial and ethnic minorities as well as your agency's underserved populations catchment.

**Applicant Response:**

In FY20, Westview received funding to implement a Peer Support Specialist position through last year's county plan. The position was filled in September. However, this is not recurring funding.

Our peer support specialist (PSS) has become a critical asset to our clients. The PSS uses personal experience to link clients with community support services and recovery housing options. She serves as an advocate for clients with the treatment team, support groups, and referral sources. She is seen as a positive role model for recovery, and openly shares her recovery experiences in hopes of inspiring others. This has been indispensable during the current COVID-19 crisis.

The PSS has expanded her role to support the treatment team by facilitating walk-in drug tests collections and providing contacts to attempt to reengage clients in services. She has facilitated Peer Support Group services post the clinical vacancy to ensure continuation of services.

Lacking an external MAT medical provider, MAT clients remain in services with Westview for an extended period. PSS has developed an MAT advanced group that meets bi-weekly to address recovery maintenance. Westview is currently in discussion with a local provider to offer buprenorphine prescriptions to clients appropriate for discharge.

A possible area of expansion for the PSS is the development of an alumni group and/or an All-Recovery group to be located in the agency, ideally in both locations.

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**Section Name:** Behavioral Health Equity

**Sub Section Name:** Behavioral Health Equity Questions

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**1. Applicant Question:** 1. Describe your current agency capabilities to address health disparities of your area's underserved populations.

Describe your current agency capabilities to address health disparities of your area's underserved populations.

**Applicant Response:**

Westview policy states Westview Behavioral Health Services will conduct client affairs without discrimination in that:

1. No person is excluded for service because of race, ethnic origin, religion, age, sex, sexual orientation, gender identification, handicap, or any other characteristic protected by applicable law;
2. There is no segregation of the clients served on the basis of race, ethnic origin, religion, sex, sexual orientation, gender identification, handicap, or any other characteristic protected by applicable law.
3. Outpatient care will be provided in a manner that does not discriminate against persons on the basis of race, color, national origin, religion/creed, age, sex, sexual orientation, gender identification, handicap or any other characteristics protected by applicable law.

In addition, policy states that All Westview programs and materials will provide culturally sensitive and appropriate information.

1. Messages and materials will be adapted to meet culturally specific needs of groups or clients by two means:

A. Primary - based on cultural identifiers: race, ethnicity, language, nationality, and religion.

B. Secondary - based on elements such race, ethnicity, gender expression, sexual orientation, socio-economic background, age, religion, and ability.

2. Clients will not be refused services based on race, ethnicity, gender expression, sexual orientation, socio-economic

background, age, religion, or ability. As much as possible, accommodations will be made for clients with disabilities, as discussed in the Non-Discrimination policy.

3. Human resource practices will not engage in discrimination based on race, ethnicity, gender expression, sexual orientation, socio-economic background, age, or religion.

Department Directors are responsible for ensuring that employees are familiar with this policy and have the means to comply through regular cultural sensitivity training. Efforts are made to hire staff that is culturally similar to clientele served and/or to obtain access to appropriate interpreter when needed. Clinical staff identifies cultural factors through the assessment process. These are to be considered in the provision of services. Issues and/or concerns are addressed with the Department Directors or through the staffing process. Further specific guidelines are contained within the agency's Standard Operating Procedures (SOP) for each program. Each staff member will engage in regular in-service training on the topic of cultural diversity. As part of the annual accessibility report, executive management will produce a staff matrix which charts staff make up by gender and race/ethnicity.

The Community Assessment of Newberry County Memorial Hospital provided an important piece of information concerning health disparities that Westview can address.

Mental health was the 1 community identified health priority with 82.4% of respondents ranking it as extremely important to be addressed in the community. Mental Health was ranked as the 2 health priority in the 2019 CHNA report. Suicide is the 10th leading cause of death in Newberry County and ranks 7th out of 46 counties (with 1 being the worst in the state) in South Carolina for suicide death rate (World Life Expectancy).

Additionally, lack of access to mental healthcare perpetuates disparities in priority populations like racial and ethnic minority groups, residents of rural areas, and LGBTQ+ communities because of a lack of providers and an inclusive behavioral health workforce (NAMI).

While it's difficult to measure the true rate of mental illness in the community, the following data points give insight into the health priority:

	Newberry Co.	South Carolina
Average number of mentally unhealthy days (past 30 days)	5.1	4.7
Number of people per 1 mental health provider	1,671	546

Westview's client demographics report shows that the percentage of African American and Latino clients receiving services are both higher than the rates for those populations in the area served. As an agency situated in a rural area, Westview's client base is primarily rural and some transportation costs can be offset by agency funding.

Additionally, more than 80% of client respondents indicated a household income of \$30,000 or less. To reduce the financial barrier of service expense, Westview accesses funding streams to defray expenses and can develop payment plans for as little as a few dollars a month.

Westview has also employed two native Spanish speakers to help connect members of the Latino population to services at Westview and other social service organizations. We have learned that an ability to speak Spanish is not sufficient to gain the trust of the Latino population. One must also be a true peer, meaning someone who grew up in a Hispanic/Latino community outside the continental United States.

**Applicant Comment:**

**Westview's  
Accessibility Assessment and Plan**

Barrier Domain	Yes	No	Barrier Identified	Action to Remove	Time Line to Remove	Responsible Party	Justification for "NO"
Technology		X					Telehealth equipment is implemented
Attitudinal (Non-discrimination)		X					No discrimination grievances
Architectural		X					Buildings are ADA compliant. No steps/stairs. Plans for new annex in Saluda. Plans for making Newberry more ADA-compliant
Environmental (Satisfaction Survey – "Noise")		X					Satisfaction Surveys do not indicate noise
Financial (Fee Policy)		X					HOP, BG assessment/service funding, payment policy
Employment (Non-discrimination, EOE, Affirmative Action Policies)	X		Availability of qualified minority candidates	Support BHSA, DAODAS in efforts to draw more minorities to the field	TBD	Executive Director	See attached staff profile
Employment (Salaries)	X		Inability to match local wages	All salaries but one are within 90% of field average	By Dec. 2022	Executive Director	See attached staff profile
Communication		X					Interpreter services available, Spanish-speaking staff
Transportation		X					Working to strengthen in Saluda.

NOTE: Input from the persons served and other stakeholders is routinely gathered by satisfaction surveys and during development of the agency's needs assessment and development of the strategic plan.

Review by board of directors

Date

Review by Management Team

Date

Staff Profile – August, 2022

Pos'n Group	CM	CF	AAM	AAF	HM	HF	OM	OF
Executive Management	2	1	0	0	0	0	0	0
Professional	1	8	0	5	1	2	0	0

Admin non-professional	0	2	0	1	0	0	0	0

Ex. Management CF -- Julie, vacant

Ex. Management CM – Hugh, Dan

Professional CF -- Heather, Kayleigh, Laura Ann, Linda G., Linda B., Kate R., Kate N. (contract), Ashleigh

Professional CM -- Michael

Professional AAF -- Jameka, Tamikia, Patrice, Ferrald, Barbie

Professional AAM –

Professional HF – Lori, Heydie

Professional HM -- Jose

Admin non-professional CF—Susan, Kimberly (Contract)

Admin non-professional AAF – Vacant, Cheryl

**2. Applicant Question:** 2. Discuss the unmet needs and service gaps (including health disparities) identified in the delivery of services to your area's underserved populations.

Discuss the unmet needs and service gaps (including health disparities) identified in the delivery of services to your area's underserved populations.

**Applicant Response:**

Health disparities are health needs that disproportionately affect vulnerable populations and can impact health equity by being addressed.

The Newberry County Memorial Hospital's 2022 Community Assessment listed several health needs that impacted health disparities. Mental health was the 1 community identified health priority with 82.4 of respondents ranking it as extremely important to be addressed in the community Mental Health was ranked as the number 2 health priority in the 2019 CHNA report Suicide is the 10th leading cause of death in Newberry County and ranks 7th out of 46 counties (with 1 being the worst in the state) in South Carolina for suicide death rate (World Life Expectancy).

Additionally, lack of access to mental healthcare perpetuates disparities in priority populations like racial and ethnic minority groups, residents of rural areas, and LGBTQ+ communities because of a lack of providers and an inclusive behavioral health workforce (NAMI).

While it's difficult to measure the true rate of mental illness in the community, the following data points give insight into the health priority Newberry Co.

Average number of mentally unhealthy days (past 30 days):

5.1 in Newberry

4.7 in SC

Number of people per 1 mental health provider:

1,671 in Newberry

546 in SC

Source: County Health Rankings, worldlifeexpectancy.com

### Unmet service needs

Funding for MAT programming is not recurring funding. Therefore, MAT services for opioid and stimulant use remain a service gap. A gap of coverage exists for potential MAT patients in Saluda who are not able to access services in Newberry. This, combined with program growth, creates a service gap for our clients. Another major service gap in Newberry and Saluda Counties concerns the capacity to connect clients with a prescribing primary care provider. Westview is currently in discussion with a local provider to offer buprenorphine prescriptions to clients appropriate for discharge. Because Westview cannot provide primary care services, it makes Westview's MAT services in Saluda all the more critical.

Another service gap specific to Saluda County is the availability of mental health counseling per capita. The Department of Mental Health eliminated services in Saluda several years ago, and Westview has attempted to fill the needs for mental health counseling, as well as substance misuse counseling.

### Attention to priority populations

The chart below shows the number of priority population members seen by Westview.

Priority Population	# receiving SUD treatment 7/1/22 – 3/31/23
Persons at risk for Tb	1
Persons who inject drugs	2
Criminal/Juvenile Justice	26
Pregnant Women/Women with Dependent Children	50

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**3. Applicant Question:** 3. Describe your agency plans to address identified health disparities in the delivery of services to your area's underserved populations.

Describe your agency plans to address identified health disparities in the delivery of services to your area's underserved populations.

### **Applicant Response:**

Annually, Westview reviews its accessibility plan to drive service provision to underserved populations.

Additionally, Westview employs two native Hispanic speakers to help connect members of the non-English speaking population to services. We have realized that it is not enough to speak Spanish to gain this population's trust. We must have staff members who are peers. In other words, staff members who grew up in Spanish-speaking cultures.

Westview annually conducts a risk assessment for tuberculosis. Risk is consistently low in both Newberry and Saluda. Should risk increase Newberry will collaborate with the local health department to identify and contact persons at risk for Tb who are in need of services.

Westview will continue to monitor justplainkillers and ODMAP, as well as collaborate with the hospital to identify persons who inject drugs who are in need of services.

Westview will continue its close partnership with the local Department of Pardon, Probation, and Parole and the local Department of Juvenile Justice.

Westview will continue to utilize connections with local primary care offices, Lifebridge, Westview's Empowering Families Program and Westview's Hispanic Outreach program to identify pregnant women/women with dependent children in need of services.

Much of the collaboration mentioned above will be supported by the Unite Us network.

ALL services by Westview will be person-centered, recovery-oriented, and trauma-informed. This will be accomplished by following the steps outlined in "Universal Design for Underserved Populations" in the Journal of Health Care for the Poor and Underserved, Volume 28, Number 3. (Bassuk, et al.)

1. Establish a mutually respectful, continuous relationship between persons served and providers.
2. Continue an assessment process which includes the context of the life, social determinants of presenting issues, and subjective experience of illness of the persons served.
3. Identify the needs, goals, and values of persons served.
4. Provider and persons served will continue to participate in a process of shared decision making informed by scientific evidence.
5. Providers negotiate service plans with persons served and involve their families in health care decisions.
6. Document the narrative and stated goals of persons served in the electronic health record.
7. Ensure that information systems and health records are transparent, available to service users, and are based on a high level of accountability to people seeking services.
8. Ensure that every client/patient is aware of the Client Bill of Rights.

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**4. Applicant Question:** 4. Discuss your agency's plans to strive for cultural competence in the delivery of all services.

Discuss your agency's plans to strive for cultural competence in the delivery of all services.

### **Applicant Response:**

Westview's policy on Cultural Compliance

**PURPOSE:** To ensure that all programs and materials delivered by Westview are culturally sensitive and appropriate and that they are delivered in a manner that protects the dignity and welfare of consumers and to ensure that all staff and candidates are protected in the same manner.

POLICY: All Westview programs and materials will provide culturally sensitive and appropriate information.

1. Messages and materials will be adapted to meet culturally specific needs of groups or clients by two means:

A. Primary - based on cultural identifiers: race, ethnicity, language, nationality, and religion.

B. Secondary - based on elements such race, ethnicity, gender expression, sexual orientation, socio-economic background, age, religion, and ability.

2. Clients will not be refused services based on race, ethnicity, gender expression, sexual orientation, socio-economic background, age, religion, or ability. As much as possible, accommodations will be made for clients with disabilities, as discussed in the Non-Discrimination policy.

3. Human resource practices will not engage in discrimination based on race, ethnicity, gender expression, sexual orientation, socio-economic background, age, or religion.

PROCEDURE:

1. Department Directors are responsible for ensuring that employees are familiar with this policy and have the means to comply through regular cultural sensitivity training.

No person is excluded for service because of race, ethnic origin, religion, age, sex, sexual orientation,

2. Efforts are made to hire staff that is culturally similar to clientele served and/or to obtain access to appropriate interpreter when needed.

3. Clinical staff identifies cultural factors through the assessment process. These are to be considered in the provision of services. Issues and/or concerns are addressed with the Department Directors or through the staffing process. Further specific guidelines are contained within the agency's Standard Operating Procedures (SOP) for each program.

4. See the SCAADAC Ethical Standards and the Prevention Code of Ethics provided in this manual.

5. Each staff member will engage in regular in-service training on the topic of cultural diversity.



6. As part of the annual accessibility report, executive management will produce a staff matrix which charts staff make up by gender and race/ethnicity.

## Westview's policy on Non-Discrimination in Client Matters

### PURPOSE:

To affirm Westview's position regarding nondiscrimination on all matters relating to client services throughout the Agency.

### POLICY:

Westview Behavioral Health Services will conduct client affairs without discrimination in that:

1. gender identification, handicap, or any other characteristic protected by applicable law;
2. There is no segregation of the clients served on the basis of race, ethnic origin, religion, sex, sexual orientation, gender identification, handicap, or any other characteristic protected by applicable law.
3. Outpatient care will be provided in a manner that does not discriminate against persons on the basis of race, color, national origin, religion/creed, age, sex, sexual orientation, gender identification, handicap or any other characteristics protected by applicable law;

### PROCEDURE: 1. Hearing Impaired

In the event that a hearing-impaired person applies for services at this agency, the Executive Director and the Director of Treatment shall be notified immediately. It is the policy of this agency to provide interpreters for the deaf for all such clients who require this service. Interpreter services are available directly through the South Carolina School for the Deaf and the Blind. Westview recognizes the contract between DAODAS and the South Carolina School for the Deaf and the Blind and will follow through on all provisions of that contract in the delivery of services. The Executive Director or the Director of Treatment is to meet with the client, certify the need, obtain the necessary releases and arrange for interpreter services.

### 2. Sight Impaired

In the event a sight impaired person applies for services at this agency, the Executive Director and the Director of Treatment are to be notified immediately.

It is the policy of this agency to provide appropriate material to the sight impaired. The client's therapist will reach out to the South Carolina Commission for the Blind to explore coordination of resources to support the therapeutic process.

### 3. Reading Impaired

The policy here is similar to the policy for sight impaired with the exception that the client must provide his/her own recording device or use one of the agency's, if available. If the client provides his/her own recorder, tapes may be created utilizing the written material involved in the client's treatment services.

4. Clients who feel they have been the object of discrimination are encouraged to communicate such belief according to the Client Complaint/Grievance Policy.

In addition, Westview annually reviews its staffing to help guide diversity in future hires.

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**Section Name:** Overall Agency Budget

**Sub Section Name:** Overall Agency Budget Question

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**1. Applicant Question:** 1. Please attach your overall agency budget from the template provided.

Please attach your overall agency budget from the template provided.

**Applicant Response:**

[Westview FY24 Budget Form\\_2.23 Revised 1.30.23.xlsx](#) - EXCEL DOCUMENT

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**Section Name:** Agency Signature Page

**Sub Section Name:** Signature Page Attachment

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**1. Applicant Question:** Please upload the signature page demonstrating board approval of your county plan

Please attach the signature page provided with signatures from the Executive Director and the Board Chair.

**Applicant Response:**

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