Agency Director's Report for the Commission on Behavioral Health (Adult)

Agency: Lake's Crossing Center **Representative:** Stephanie Africa **Date:** 11/6/26

Reporting Period: 09/17/2026 - 11/19/2026

Agency Caseloads/Waiting Lists

1. Program: Inpatient Services	**Case Load:** Census: Avg. 75%	**Wait List:** 9 LCC Designated
2. Program:	**Case Load:**	**Wait List:**
3. Program:	**Case Load:**	**Wait List:**
4. Program:	**Case Load:**	**Wait List:**
5. Program:	**Case Load:**	**Wait List:**
6. Program:	**Case Load:**	**Wait List:**
7. Program:	**Case Load:**	**Wait List:**
8. Program:	**Case Load:**	**Wait List:**
9. Program:	**Case Load:**	**Wait List:**
10. Program:	**Case Load:**	**Wait List:**
11. Program:	**Case Load:**	**Wait List:**
12. Program:	**Case Load:**	**Wait List**

Staffing

Percentage of Positions Vacant: 16%

Staffing Difficulties (Give a brief description):

Recruitment is always a central focus as we work to reach and sustain full staffing levels. Overtime usage is elevated to compensate for current vacancies and is expected to remain high for the foreseeable future.

Contract staff fill critical positions while state recruitment efforts remain ongoing and affect multiple departments. The agency remains reliant on the availability of contract personnel to meet essential staffing needs.

Lake's Crossing Center has consistently pursued all necessary measures to attain full staffing. Currently there are 20 open positions: 1 HR Analyst (1 pending hire), 9 Forensic Specialist III (5 pending hires), 1 part time Psychiatric Nurse II, 6 Licensed Psychologist (1 pending hire), 1 Sr. Activities Therapy Technician, 1 Sr. Psychiatrist, and 1 Sr. Physician.

Program Highlight/Difficulties and Summary

Program Difficulties:

Bed capacity remains a statewide priority for the Forensic Program. We continue to implement all necessary measures to ensure the prompt admission of individuals immediately upon the filing of commitment orders.

The Diversion Team has made continued progress in expanding awareness of available services and showcasing their value for individuals awaiting placement. Limited program capacity in resource-limited rural counties continues continue to hinder broader implementation and access.

The Security and Fixture Renovation Project, initiated on March 30, 2026, is currently on hold due to contractor procurement and delivery delays being addressed by Public Works. Construction is expected to recommence in December 2026, with project completion now anticipated in 2027. Despite these scheduling challenges, the project has had minimal impact on service delivery.

Program Changes and/or Successes:

Wait times in Washoe County and the rural counties are shorter.

Summary Statement to the Commission:

We continue to meet the agency's statewide admission mandate by maintaining a high census, delivering jail-based programming for individuals awaiting admission, deploying jail liaisons to support competency-related court diversion, and sustaining strong collaboration with community partners. These operational practices remain unchanged.