



HARRISONBURG-ROCKINGHAM
COMMUNITY SERVICES BOARD



FY2017 ANNUAL REPORT

*Beyond the
Traditional...*



Ellen Harrison,
LPC, MBA
Executive Director



Sherry Mongold,
Board Chair

Message from our Leadership Team

*Beyond the traditional....*because a person's recovery can be dependent on how flexible we construct our services.

The Community Services Board has been a part of the Harrisonburg-Rockingham community for 45 years. In that time, we have evolved from the Massanutten Mental Health Center on South High Street, with just a hand-full of employees, to the Harrisonburg-Rockingham Community Services Board with over 210 employees at present. This evolution was in direct response to the needs of our growing community and now includes services across the lifespan [ages 0 – 80+] for mental health, substance use and developmental disabilities; both clinic-based and in the community. In this annual report, you will have a chance to peruse the culmination of creative clinical thinking by many dedicated employees that ultimately resulted in unique programming beyond the traditional requirements of CSBs. In addition, HRCSB has endeavored to outreach to our professional partners, teaming up to train each other and the larger community, thus creating a common language and set of expectations on what recovery can look like for our community.

A few of the more recently originated services include clinicians in the public schools, adult and child mobile crisis teams, enhanced services in the jail and in the Emergency Department of Sentara RMH Medical Center, the employment of Peers to enhance a person's success in their recovery, and concentrated work around substance use treatment for adults and assessment of exposed infants. Topics for collaborative training have included Trauma Informed Care, Mental Health First Aide, Crisis Intervention Team Training and REVIVE training for, and supplied with, Naloxone (opioid overdose preventative); and have been offered in schools, local churches, at HRCSB and other public forums. We hope to continue to foster a learning community both within our walls and in our community at-large. We believe that training fosters conversations that further lead to collaboration and creative uses of resources.

We look forward to more conversations around services that are beyond the traditional...and what ideas you might have for the future.

FY2017 Board of Directors

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Ellen Harrison, LPC, MBA
Executive Director

Sherry Mongold
Board Chair

Teresa's Story

Teresa was married to an abusive man for 34 years, and during that time she relied heavily on alcohol. When her husband died and her son went to prison, she continued drinking and eventually lost her home, being forced to live out of her car. She ended up getting into a car accident and received a DUI. Teresa was in jail for 10 days and attended ASAP classes where she was then referred to the HRCSB for group therapy.

At first Teresa was scared of sharing her story, but the more she attended group sessions, the more she felt comfortable. She gained a sense of family, friendship, freedom, and the feeling that she didn't have to be afraid to open up. She also felt that she could learn how to be happy again and truly live her life. Teresa credits the CSB in helping her become a better person and encouraging her to not give up. Even though she may have lost a big part of her life, she still had something to live for. The CSB helped her get on the right medicine, figure out how to get her own apartment, and assisted with her disability process.

Now she has a house, electricity, visitation with her children and grandchildren regularly, a relationship with her sister, and the cat she rescued. She has learned how to better cope with things and how to see life in a different light. While there are still struggles, she can now set goals for what she wants in life. She is excited about gaining back qualities that she lost while drinking.

Barbara's Story

"I was at the end of my ropes, I was homeless, pregnant, alone, and scared to even ask for help. Before I asked for or accepted any CSB help I ended up in jail where I then opened up. The staff at the CSB are supportive, nice people who want to help you. I'm currently going to the CSB weekly for counseling and my CSB workers through CIT are coming to see me weekly as well.

So if you're down and need help take my advice: lend out your hand to CSB to help support you and they will NEVER fail to be there and grasp your hand with love. No matter how alone you feel there is always SOMEONE at the CSB to help and listen."



"The CSB will NEVER fail to be there and grasp your hand with love."

— Barbara

Who We Are

HRCSB is one of 40 community-based public providers of mental health, substance abuse, and developmental disability services throughout Virginia. We provide an array of programs and supports directly and through partnerships with other providers. We have 210 employees in 8 locations serving Harrisonburg City and Rockingham County. You can find us in our office locations or in the community at the local schools, hospital, or jail.

Our Culture

At the CSB we value hard work, integrity, positivity, a sense of humor, and caring for our clients and each other. We believe in fostering a learning community that encourages our staff to continue their professional development.

"Being able to be a part of something that is so involved in offering services to the community is such an amazing thing. Every employee here cares so much about the clients and their coworkers; it creates a truly positive feeling around the office."

—Kathleen

Our Mission

The Harrisonburg-Rockingham Community Services Board provides services that promote dignity, recovery, and the highest possible level of participation in work, relationships, and all aspects of community life for individuals and families whose lives are affected by mental health, substance use, or developmental disorders.



Throughout the year, HRCSB offers a number of trainings to provide our staff the opportunity to improve their knowledge and expertise. This equips our staff to improve the care we provide to our clients and increase the impact we have on our community.

"The staff are so engaging, committed to wellbeing, intelligent, and compassionate here at Arbor House. As an intern I am deeply encouraged how the team cares for each individual resident who comes through, and I am grateful to learn and grow from this experience."

—Shauna



"It's rare when you find a place of work where you find so many individuals with such a strong passion for what they do, I feel blessed."

—Claudia

A Rewarding Place to Work

The Harrisonburg-Rockingham Community Services Board is a fulfilling and rewarding place to work. Our clients are the community's most vulnerable and underserved population. Every day we have a chance to positively affect someone's life.

We are always looking for motivated and qualified staff to join our team to be a part of our vision as a leading community partner providing integrated services to persons with mental health, substance use, and developmental disabilities across their lifespan.



In the Community

There is a growing need for community-based services that are not traditionally offered in mental health, substance abuse, and developmental disability clinics. HRCSB meets these emerging needs by going beyond the traditional to offer a variety of services out in the community.

Mobile Crisis

Mobile Crisis clinicians offer crisis intervention, hospital discharge planning, coordination of care and information and consult. In FY 2017, our clinicians provided services to 120 adults and 323 children in the Harrisonburg City and Rockingham County area. The primary goal of these services is to prevent a psychiatric admission or other out-of-community placement.

CITAC

The Crisis and Intervention Team Assessment Center (CITAC) located in the Emergency Department of Sentara RMH Medical Center is a partnership between local law enforcement, HRCSB and Sentara

RMH Medical Center. The center provides a safe environment for assessing persons who are experiencing a psychiatric crisis and being considered for hospital admission. CITAC services also provide support and referrals for individuals whose symptoms can be managed in the community as an alternative to hospitalization. A crisis trained law enforcement officer, mental health clinician, and peer-support specialist are available onsite, Monday-Friday from 4 p.m. – 12 a.m., to quickly and effectively provide individualized care and support.

Peers Supports

Peer support specialists use their experience of recovery from mental health and/or substance use disorders to support others also in recovery. Combined with skills learned in formal training, their experience and institutional knowledge puts them in a unique position to offer support. Often peer support specialists work to engage individuals in formal treatment. This outreach engages a population of individuals who have otherwise struggled to begin treatment. Additionally Peer Support is offered at a variety of other points throughout formal treatment, from crisis support to ongoing maintenance in recovery.



Case Management Services

Case Managers work with children, adolescents, families and adults to assist our clients to live as independently as possible in the community. Child case managers coordinate care and work collaboratively with other child serving agencies, including the local schools, juvenile court services, the Department of Social Services, and private providers. Adult case managers work with individuals to obtain housing, connect to a stable source of income through employment opportunities or disability income, expand their circle of supports and socialization, and address unmet medical and psychiatric needs through connection to appropriate providers.

Mental Health Skill Building

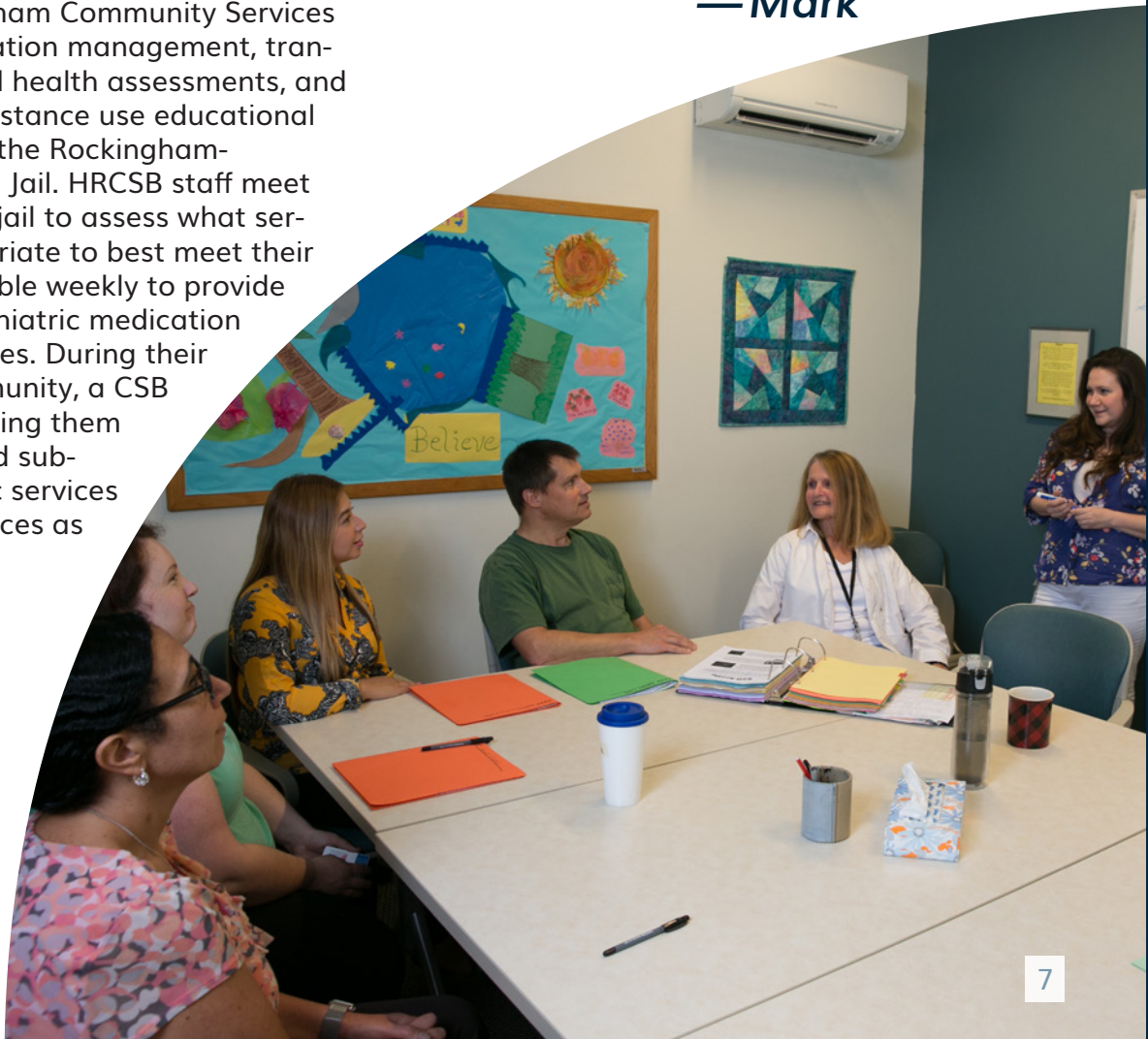
Mental Health Skill Builders provide one-to-one customized support to help individuals with serious mental illnesses live fulfilling, independent lives. Our staff works with individuals in their homes and in the community to help them develop confidence in accomplishing day-to-day living skills.

Jail-Based Services

Harrisonburg-Rockingham Community Services Board provides medication management, transition planning, mental health assessments, and mental health and substance use educational groups for inmates at the Rockingham-Harrisonburg Regional Jail. HRCSB staff meet with individuals in the jail to assess what services would be appropriate to best meet their needs. Staff are available weekly to provide assessments and psychiatric medication management to inmates. During their transition to the community, a CSB liaison can help by linking them with mental health and substance use therapeutic services and community resources as needed.

"I have been with CSB for over a decade and can't see myself getting on my feet without them."

— Mark



Serving Children

HRCBSB offers a wide variety of services geared towards meeting the complex needs of the children and adolescents in our community. In addition to traditional outpatient therapy and psychiatric medication management, we offer many services in the community such as School-Based Services, Family Care Coordination, and Infant and Toddler Services.

School-Based Services

Through a partnership with the local public school systems, we provide brief and supportive counseling services to students within selected school settings. Students targeted for this program include youth who display mental health concerns, struggle with social skills, or could use support processing a difficult life event.

Family Care Coordination

Family Care Coordination is an intensive case coordination service that helps to integrate children and adolescents back into the community after they have been discharged from a residential facility. The High Fidelity Wraparound process brings together

professional and natural resources to help ensure a successful reunification of the family by developing strength-based interventions.

Infant & Toddler Connection

Infant and Toddler Early Intervention is a program of supports and services that are available to help a child who may have trouble reaching developmental milestones. The program includes services that utilize every day experiences and interactions within the home such as occupational, speech, and physical therapy. The Infant and Toddler Connection provides free assessments in a family's home when there are concerns about a child's development.



Serving Adults

HRCSB offers a continuum of services including prevention, early intervention and treatment to address the growing addiction problem and opioid epidemic in our community. As the need for additional substance use related services increases, HRCSB has looked at creative ways to meet the needs of our adult clients.

REVIVE! Trainings

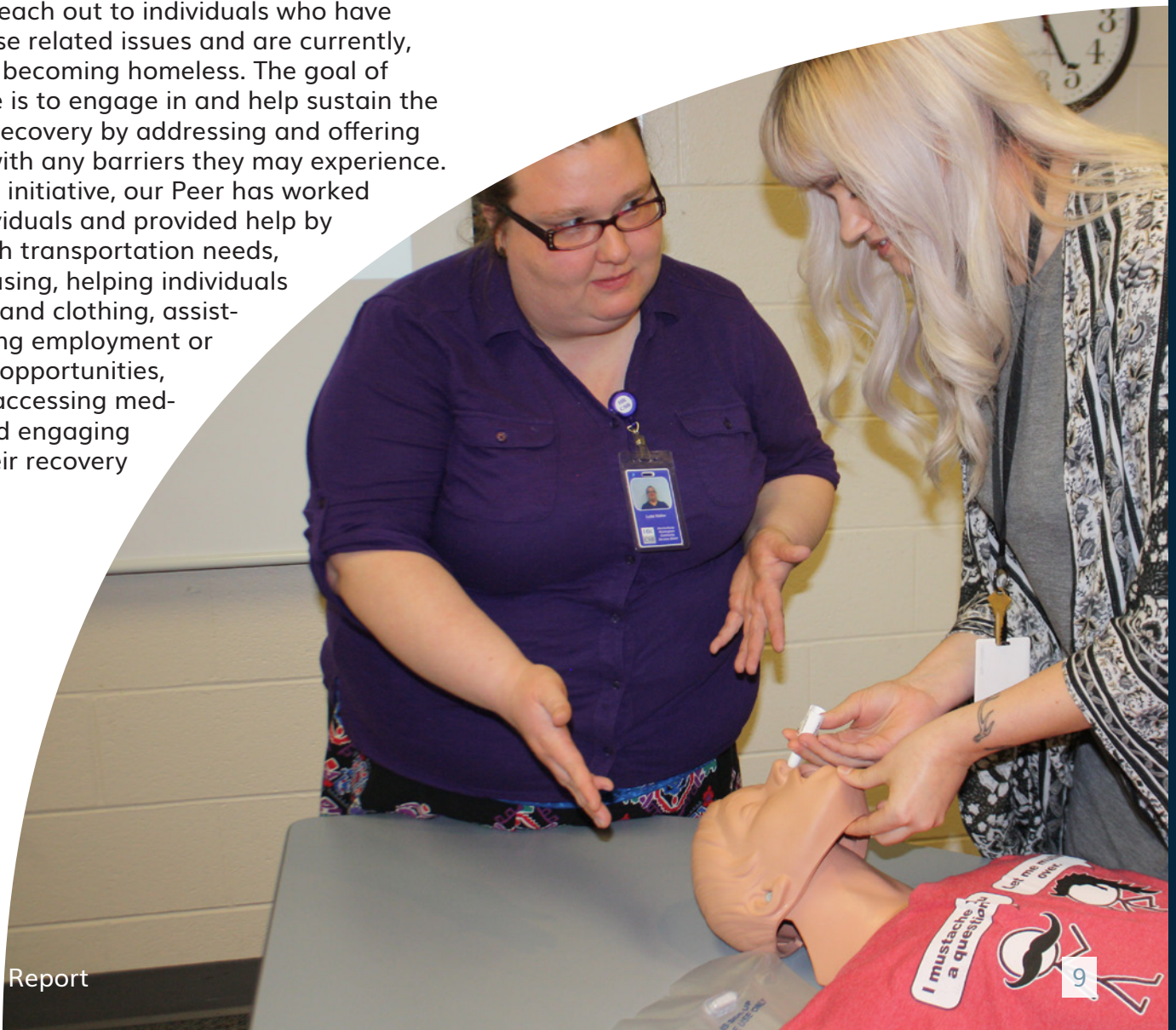
During FY 2017, HRCSB partnered with our Regional Health Department to provide REVIVE! Trainings. REVIVE! Trainings provide education to participants on how to administer Narcan, a life-saving drug that blocks the effects of opioids, especially in overdose situations. HRCSB provided seven trainings in our community with the Health Department, dispensing free doses of Narcan to those who attended.

SA Peer Outreach Services

In the fall of 2017, HRCSB began an initiative to specifically reach out to individuals who have substance use related issues and are currently, or at-risk of, becoming homeless. The goal of this initiative is to engage in and help sustain the individual's recovery by addressing and offering assistance with any barriers they may experience. Through this initiative, our Peer has worked with 61 individuals and provided help by assisting with transportation needs, securing housing, helping individuals access food and clothing, assisting in securing employment or educational opportunities, assisting in accessing medical care, and engaging clients in their recovery goals.

Intensive Outpatient Program (IOP)

HRCSB began offering an Intensive Outpatient Program (IOP) in July 2017 to individuals dealing with substance use issues. The IOP provides intensive group therapy, individual therapy and case management services. As individuals successfully meet their goals, they are able to step-down to less intensive services within HRCSB.



High Level Services

Mental Health Services

Our licensed and professional staff provide an array of services to children and adults struggling with mental health issues. We offer services that include traditional mental health therapy, case management, clubhouse (psychosocial rehabilitation services), and residential supports to help our clients on their road to recovery.

Substance Use Services

Our client-centered treatments provide individualized, need based, and strength based therapy and case management services for individuals with substance use issues. We support individuals in a traditional outpatient setting, link individuals to needed community services, natural supports and monitor the delivery of services.

Psychiatric Services

For children and adults dealing with mental health issues, our psychiatric team provides

medication evaluation and management services. Our team consisting of psychiatrists, psychiatric nurse practitioners and psychiatric nurses work together with our mental health treatment providers to support individuals with their treatment goals.

Crisis Services

Our crisis services are available 24 hours per day, 7 days a week for individuals and families experiencing behavioral health and/or substance use crisis. We are equipped with on call emergency services staff, a crisis stabilization residential unit, mobile crisis team, and an assessment center located at Sentara RMH Medical Center.

Developmental Services

Our case managers work with adults and children diagnosed with a developmental disability. Using person-centered practices, our team assists clients by assessing their needs, coordinating care, and linking clients to needed community services. Possible services include residential, medical, behavioral, day support, vocational services, and all services available under Virginia's Medicaid Waiver programs.

Behavioral Health and Wellness

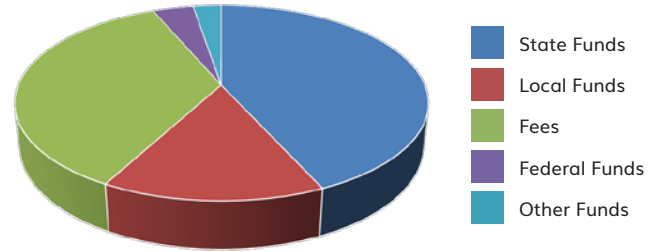
We are passionate about making mental health and substance abuse prevention an important component of the services we provide to our community. Some of the services we provide are tobacco merchant education, Mental Health First Aid (MHFA), and Applied Suicide Skills Intervention Training (ASIST).

We also partner with Sentara RMH Medical Center's Parent Education and Support Program (PEAS) to provide parenting education classes to community members.

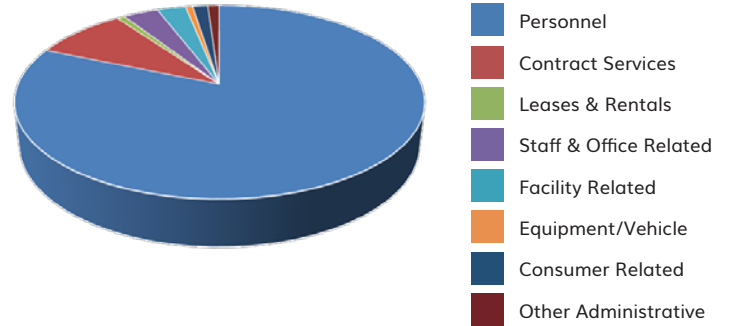


Comparative Budget Overview Fiscal Years 2017 And 2018

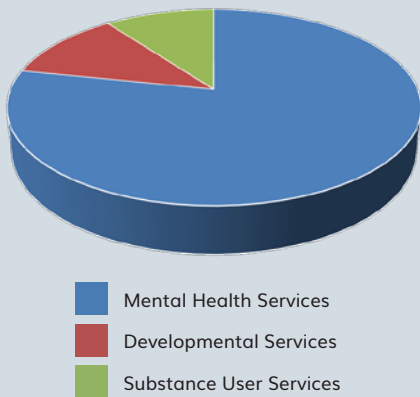
REVENUES	FY 2017	FY 2018
State Funds	\$5,093,952	\$5,415,042
Local Funds	1,572,610	1,842,536
Fees	4,240,143	4,467,329
Federal Funds	505,562	476,707
Other Funds	226,359	327,991
Total	\$11,638,626	\$12,529,605



EXPENSES	FY 2017	FY 2018
Personnel	\$9,278,029	\$10,186,561
Contract Services	1,074,480	1,099,264
Leases & Rentals	91,680	91,680
Staff & Office Related	409,961	416,340
Facility Related	356,061	336,792
Equipment/Vehicle	65,820	84,288
Consumer Related	229,780	179,799
Other Administrative	132,815	134,881
Total	\$11,638,626	\$12,529,605

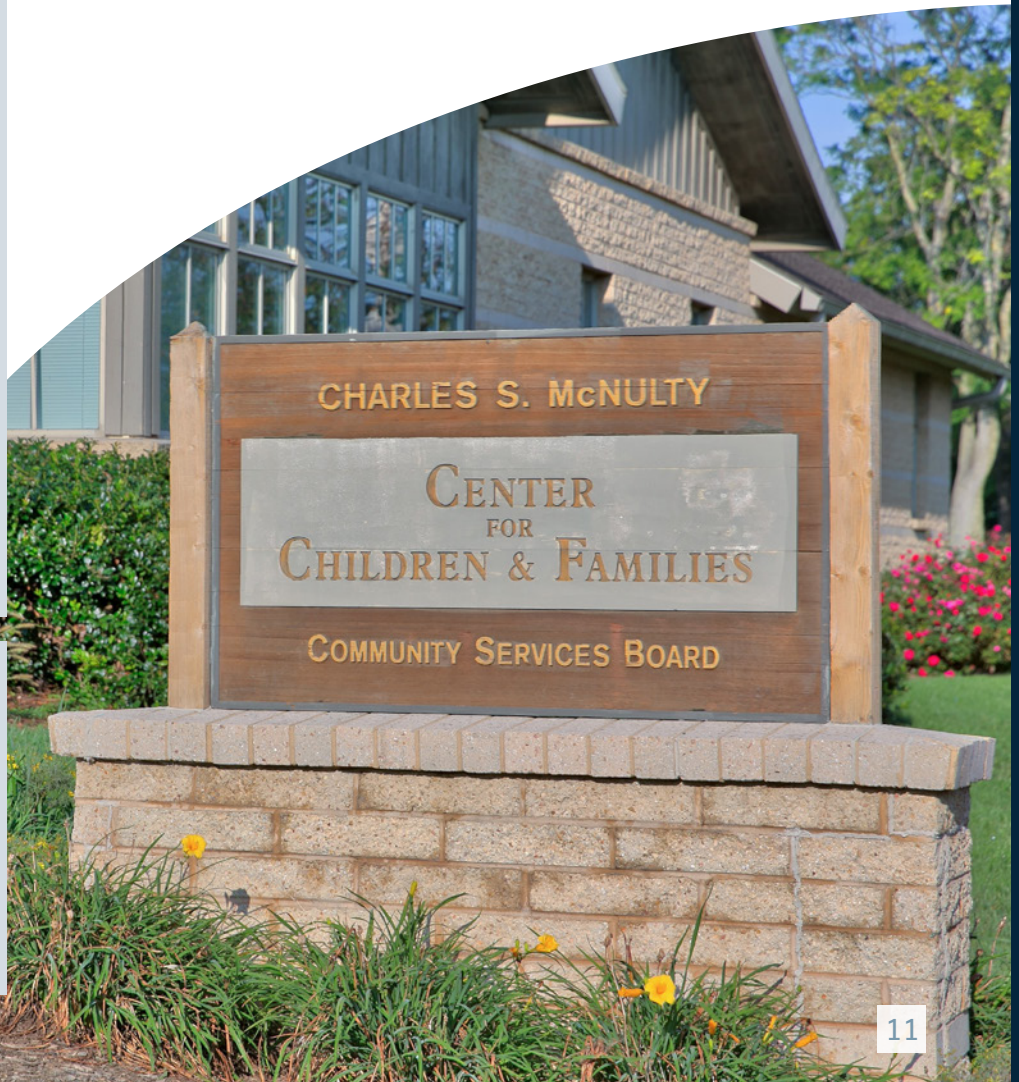


PROGRAMS	FY 2018
Mental Health Services	\$9,804,049
Developmental Services	1,443,932
Substance Use Services	1,281,624
Total	\$12,529,605



Numbers of clients served

Unduplicated	4,213
Mental Health	2,752
Substance Use	537
Developmental Disability	345
Emergency Services	2,675
Children	1,302
Adults	2,911





HARRISONBURG-ROCKINGHAM
COMMUNITY SERVICES BOARD

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