



HRCBS Board Report – October 2017

Ellen Harrison (Executive Director) **John Malone** (Developmental Services)
Lynn Grigg (Child and Family Services) **Holly Albrite** (Administrative Services)
Rebekah Brubaker (Adult Behavioral Health)

Message from the Executive Director

Our FY2018 Performance Contract with the Department of Behavioral Health and Developmental Services was approved by both the Rockingham County Board of Supervisors and the Harrisonburg City Council. HRCBS is grateful for the support that our localities offer. At this time of year, we are given the opportunity to highlight accomplishments, year-end data points and emerging trends of consumer access to services, recruitment and retention of employees, and other pertinent matters. During our conversations this year, our local officials heard that HRCBS has experienced a 54% increase in number of clients served from 2011 to date, averaging an increase of 7% per year; exceeding the actual population growth for both the city and county. Increases specifically from FY2016 to FY2017 per disability-specific service include mental health with 3.4%, developmental disabilities with 8.8%, substance use with 7% and the broader category of emergency services increased by 6.6% of total people served. In an effort to keep up with the growing demand, HRCBS created 11 new positions in FY2017, equating to over 210 employees. We anticipate adding 7 additional positions in FY2018. This is truly a time of unprecedented growth based on our community’s growing request for access to services. We are pleased to be such an integral part of the meeting the needs of our community and look forward to a very busy season.

Ellen Harrison, LPC, MBA

Administrative Services

The feasibility study with Mather Architects is at the point where Harrisonburg City staff are reviewing the initial schematic design concepts. This preliminary review is conducted to identify any possible concerns and issues that we should be aware of and/or that may be proactively addressed. We anticipate a December time frame for a presentation to the Board on the feasibility study.

The Medicaid Commonwealth Coordinated Care Plus (CCC Plus) program went live in our area on October 1st. Approximately 150 HRCBS clients transitioned to the program

on that date, with this first transitional group comprised of persons with Developmental Disabilities or those who have both Medicaid and Medicare. We had clients assigned to all six of the Managed Care Organizations (MCO), but are already beginning to have individuals change to a different MCO plan. This may be a frequent occurrence during the initial 90 days as beneficiaries become more familiar with each plan's coverage and with what providers are in that network. The majority of our clients, that are in the Aged, Blind, and Disabled category of Medicaid eligibility, will transition in January 2018. This is when we expect to see the greatest impact for our consumers and on the authorization process required for most of these services.

Scott and David Lloyd from MTM, the company that developed the Same Day Access model, met with a group of HRCSB staff during a day long visit in September. This provided a time of focused attention and discussion which proved helpful in generating more enthusiasm to revisit the components of the model and move us towards full implementation. Staff are working hard to maintain the momentum and move at an expeditious pace during the next 90 days with the goal of better managing the demand and flow of an episode of care from beginning to end.

Adult Behavioral Health Services

Adult Outpatient/ Intake Services

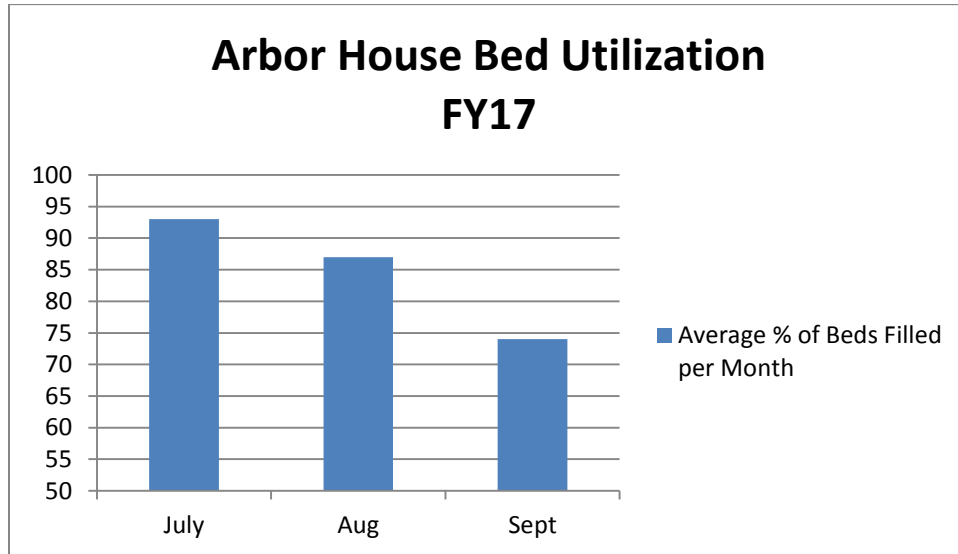
During the month of September, the outpatient team completed 82 adult intakes, 57% of completed intakes had insurance; this has trended up since the beginning of fiscal year 2017 from 36%. The number of intakes overall is holding steady for the first quarter of this fiscal year with an average of 88 completed intakes per month.

We provided mental health and/or substance use therapy services to 456 clients. Historically we have averaged close to 400 clients served each month, this is approximately a 12.5% increase. The increase in clients served can be in part attributed to the addition of our Substance Use Intensive Outpatient Program, as well as, increased group sizes.

Our substance use services have continued to be well utilized. Currently we have 295 clients receiving substance use services and of that 295, 72 or 24.4% are considered Priority Population based on the Department of Behavioral Health and Developmental Services (DBHDS) definition. DBHDS defines priority population as any individual seeking or receiving services for treatment of illicit opioids use or has a history of use, has current or past IV use, or is a pregnant female with any substance use issue.

Arbor House (Crisis Stabilization Unit)

For September, Arbor House had a 73.8% bed utilization, which means we averaged 5 ≥ beds filled. For FY18, our year to date is 86.7% bed utilization, which is above the 75% utilization required by Department of Behavioral Health and Developmental Services (DBHDS).



Community Recovery Services

Summit House

As part of the mission of our psychosocial rehabilitative (PSR) program, Summit House, members are encouraged and given opportunity to engage in community integration activities. Community integration is designed to help individuals fully participate in community life, and can include outings focused on leisure activities, communication activities, cultural activities, vocation pursuits and educational or training activities. In September, 12 Summit House members and 2 staff had the opportunity to travel to Virginia Beach for three days and two nights and engage in community integration activities. During this trip, the group enjoyed time relaxing on the beach, playing miniature golfing and visiting a local PSR program called The Beach. This is a favorite trip among the members and we are thankful that we can continue to help make this happen.

Western State Hospital

For the August, Western State Hospital Census report, we had an average census of 15 and a census/100000 population of 11.5.

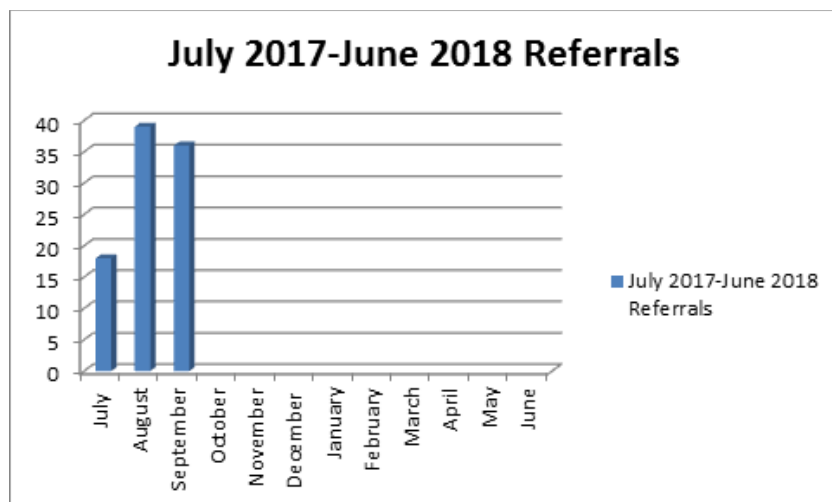
Emergency Services

We are pleased to welcome Andrea Skaflen to our Emergency Services (ES) After Hours team. Andrea comes with experience working at Sentara Rockingham Memorial Hospital on their Psychological Evaluation Team. Lola Heffner, long-term after-hours employee, will be transitioning to PRN in the coming months.

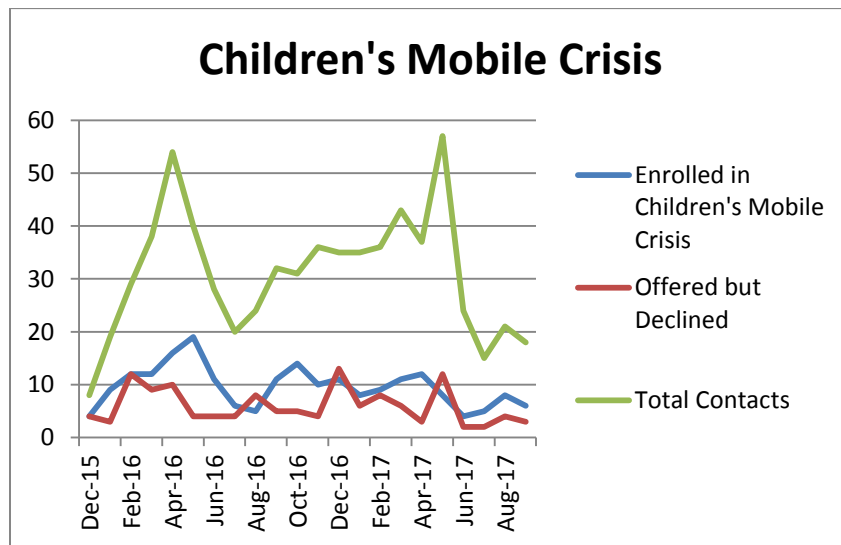
Our part-time Adult Mobile Crisis team, which consists of a licensed clinician and a law enforcement officer, continues to be well utilized to assist individuals in our community during a behavioral health crisis. Through this service, individuals are provided intensive support for a brief period of time in order to stabilize the individual with the goal of reducing the likelihood of that individual needing to be hospitalized for mental health reasons. During September, the team had 5 new contacts and 35 follow-up contacts. For the first quarter of FY18, Adult Mobile Crisis averaged 10 new contacts and 29 follow-up contacts per month.

Child and Family Services

The Infant and Toddler Connection of Harrisonburg and Rockingham received 35 referrals for the month of September. This brings the number of referrals for this fiscal year to 92. This month we started tracking the number of children referred because of prenatal drug exposure, and received three from the local hospital birthing center. We have had an outreach effort with the UVA NICU to define the process for them to refer directly to us while the baby is still in the hospital; such that immediately upon release we can start services. In the past the hospital staff would report drug exposed infants to Child Protective Services (CPS) and when the baby was released CPS would refer to our program. This refined referral process will expedite our family's access to services. We currently have 135 children in services. We are pleased to have contracting relationships with the JMU Occupational Therapy Clinic and Spectrum Services for our children who are diagnosed with Autism.



We are very pleased that we now have hired the two therapist positions that have been open for almost a year. Stephanie May will join the Out Patient (OP) staff as she transitions from Children’s Mobile Crisis. We recruited for a new Children’s Mobile Crisis worker and are very hopeful for a November hire for that position. Crystal Armstrong is our other OP Therapist. Crystal is new to the agency and bilingual, which will be a huge help as we move toward same day access. In September we opened 24 new clients to therapy. We currently serve 274 children in therapy services. Our three school based clinicians have started back in the city and county schools. Our focus in the city is in the two alternative education placements for students with behavior issues. The high school program is held in the Central Office building, and the middle school program is in the basement of Thomas Harrison Middle School. These clinicians work with the children on behavior management, social skills, and regulating emotions. We are happy to welcome a third intern to our case management services. The Children’s Mobile Crisis team and I went to the Rockingham County Counselor’s meeting in the beginning of September and re-introduced our school-based services, as well as all of the child and adolescent services offered at the McNulty Center.



Developmental Services

Developmental Disability (DD) case managers billed 274 cases in September, exceeding our targets. DD Case managers, like many other CSB staff, have been busy in September preparing for the implementation of the Commonwealth Coordinated Care Plus managed care rollout, to be implemented October 1st. Case managers have been working with their clients and client’s families to ensure the managed care organization to which they have been assigned is compatible with their current health care needs and choices.

We've just completed our first year in which our agency is providing some case management to individuals through a contracted provider. As part of the waiver redesign, individuals who had been receiving case management from private agencies were given the choice to continue receiving services from those agencies, provided the agency contracted to operate under the license of a community services board. Over the past year, significant efforts by our Quality Assurance and IT staff, DD case management supervisor Rob Slaubaugh, and the staff at Valley Associates for Independent Living helped to make the process as seamless as possible for clients.

We received clarification on our annual slot allocations in September. We received 1 Community Living slot, 6 Family and Individual supports waivers, and our region received 6 Building Independence waivers. Community Living waivers offer the most comprehensive list of services, including community engagement, vocations, and sponsored residential and group home services. The Family and Individual Supports Waiver includes a similar list of services, though without most residential options. The Building Independence waiver is for adults looking to live in more independent housing. The Community Living and Family and Individual Supports waiver slots will be allocated by our local Waiver Slot Allocation Committee. The Building Independence waivers will be allocated by a regional team set up by DBHDS. We currently have 238 individuals on our local Developmental Disabilities Waiver waiting list.

Our CSB was selected by the Department of Behavioral and Developmental Services to take part in a study to evaluate factors affecting case management turnover, case management processes, and to assist with improving services to individuals. The study will be conducted by the Partnership for People with Disabilities at Virginia Commonwealth University.

Other Agency Updates

Annual Staff Picnic

We enjoyed our annual CSB staff and family picnic in September, at Ralph Sampson Park. Highlights this year included an inflatable bouncy house and slide for the children, as well as carnival themed items such as cotton candy and snow cones. We also debuted a cookbook made up of staff recipes, which was used as a fundraiser for the Pear Street fund at Summit House. A special thanks to the picnic committee for all their hard work.