

FY2016 Annual Report



Meeting the Needs of Our Community in Our Community



HARRISONBURG-ROCKINGHAM
COMMUNITY SERVICES BOARD

Message from our Leadership Team



FY2016 Board of Directors

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When reflecting on the last fiscal year, the area where we experienced the most concentrated growth was right outside our front door. Essentially we worked to develop programs in the community to meet the evolving needs of Harrisonburg and Rockingham residents. This is notable because we operate predominately as a clinic-based agency for most adult services and over 50% of our children's services. However, as we worked with community stakeholders around the development of new programs, it became apparent that going out to the individual is ideal in some cases. For example, we began a Crisis Intervention Team Assessment Center at Sentara RMH Medical Center, initiated both adult and children's mobile crisis services and added peer support services which are all highlighted in this report. There are certainly benefits to having both clinic and community services available, depending on the need.

In addition to providing established quality services to both children and adults, we partnered with Harrisonburg City and Rockingham County Public Schools, the Rockingham-Harrisonburg Regional Jail, the Harrisonburg Redevelopment & Housing Authority, Sentara RMH Medical Center, Rockingham County Sheriff's Office, and Strength in Peers to develop new programs through joint ventures utilizing local, state and grant funding. It has truly been exciting to have these conversations around what could be possible when we work together.

The Board of Directors for Harrisonburg-Rockingham Community Services Board has been engaged and supportive of this collaborative work. We believe that partnerships intermingle our goals to serve our most vulnerable citizens, and cannot imagine a better way to strengthen our community's systems of care. We look forward to more collaboration in the future around meeting the needs of our citizens both within our walls and within our larger community. We encourage you to peruse this Harrisonburg-Rockingham CSB FY2016 Annual Report to learn more about meeting the needs of our community in our community.



Ellen Harrison,
LPC, MBA
Executive Director



Sherry Mongold,
FY2017 Board Chair

A handwritten signature in blue ink that reads "Ellen Harrison".

Ellen Harrison, LPC, MBA
Executive Director

A handwritten signature in blue ink that reads "Sherry Mongold".

Sherry Mongold
Board Chair



Our People

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.

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.



"I've been working at the CSB since my internship in 2004. Ever since starting here I feel like it's a family. There is so much support and caring; whenever you need something, you can always find someone to help you. It's a great place to work, and I hope to be here for many years to come."

—Allison

Serving Children



Children's Mobile Crisis

In December 2015, two clinicians began providing mobile crisis services in the community to children under 18 years of age. We have received over 330 referrals for services and interacted with over 200 families in the first 6 months.

Behavioral Health and Wellness

This program is predicated on developing strong partnerships in the community through training and education on Mental Health First Aid, Suicide Prevention, and promoting healthier social norms in our youth. This work is accomplished by working closely with James Madison University, Bridgewater College, the Virginia Health Department, the Strong Families Great Youth Coalition, and both Harrisonburg City and Rockingham County Public Schools.

School Based Services

At the request of both the Harrisonburg City and

"We didn't feel comfortable at first with the idea of coming in during a crisis; we were expecting the worst. We were connected with Children's Mobile Crisis and we felt comfortable, got the help that we needed and got to see the light at the end of the tunnel. The program was fantastic and got the ball rolling to where we are now. We were connected with a case manager and she took a lot of weight off. We now have several supports at the McNulty Center and we have been very happy with the support and professionalism along the way."

—Anonymous Family

Rockingham County Public Schools, we have increased the number of hours our clinicians provide in-school early intervention with students around situational stress-related issues.



"I am very grateful for our partnership over the last several years. Due to our partnership, we have seen great gains in the mental health services provided to our students. The CSB counselors are great liaisons to the McNulty Center and connecting families to services to overcome the barriers that interfere with learning. We continue to foster this partnership and look forward to expansion of services in our schools."

—Spokesperson for Harrisonburg City Public Schools



Serving Adults

Expanded Jail Services

One-time funding allocated by Harrisonburg-Rockingham CSB, the Rockingham County Board of Supervisors and the Harrisonburg City Council allowed for an 18-month pilot of a licensed mental health clinician in the Rockingham-Harrisonburg Regional Jail for 20 hours to provide assessment, evaluation and brief individual counseling for the purposes of crisis stabilization. Between January 2015 and July 2016 services were provided to over 500 individuals at the jail.

Partnership with Sentara RMH

The Crisis Intervention Team Assessment Center (CITAC) opened on December 1, 2015 in the Sentara RMH Medical Center Emergency Department with the goal of reducing the number of hours law enforcement officers are spending in the emergency department during an Emergency Custody Order.

Ex-Offender Care Coordination

The grant-funded Community Services and Connections for Ex-Offenders Program is fully staffed with a case manager in the Rockingham-Harrisonburg Regional Jail and a therapist located

at Harrisonburg-Rockingham CSB. This program, in partnership with Strength in Peers and the Harrisonburg Redevelopment and Housing Authority, started February 1, 2016 and has already assisted 15 ex-offenders with the difficult transition of being released to the community; specifically linking those persons to substance use services and other resources in the community.

Mobile Crisis Team Launched

The Adult Mobile Crisis team, funded through October 2018 by federal grant and local match monies, became fully operational on July 1, 2016. This 20-hour service is comprised of a licensed clinician and a law enforcement officer providing brief assessments and crisis intervention in the community.

Partnership with Housing Authority

In partnership with the Harrisonburg Redevelopment and Housing Authority, Harrisonburg-Rockingham CSB hired a Peer Specialist beginning January 2016. This position is based at Commerce Village 25 hours per week to assist residents in connecting with community supports and resources.

"I enjoy being able to be a part of a client's journey from admission to discharge and see the strides they have made in their recovery."

—CITAC Staff

High Level Services

Steve first started experiencing symptoms in his early 20s. They started as mild hallucinations but progressed to delusions and suicidal thoughts. He lost his job, his wife, and his kids. After his second psychiatric hospitalization, Steve was feeling hopeless. Steve came to the CSB for an intake, and was connected to case management and psychiatric services. He started on his road to recovery and benefited from stays at Arbor House Crisis Stabilization Unit to further his knowledge of coping skills. Steve now has a place to stay, sees his kids every weekend, has insurance and been awarded disability income.



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

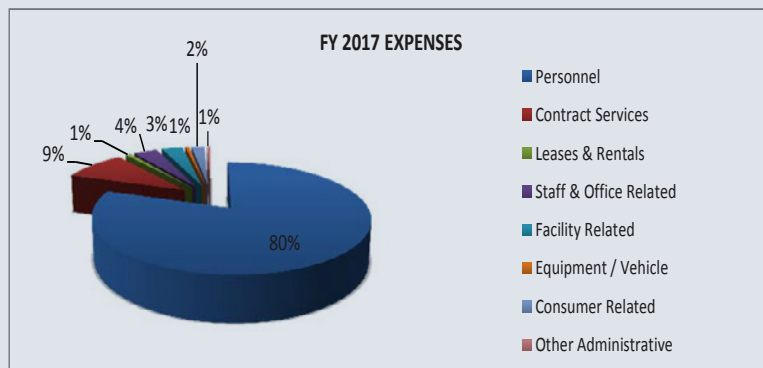
We are passionate about making mental health and substance abuse prevention an important component of the services we provide to our community. Some of the services we provide are tobacco merchant education, Mental Health First Aid (MHFA), and Applied Suicide Skills Intervention Training (ASIST). We 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 2016 And 2017

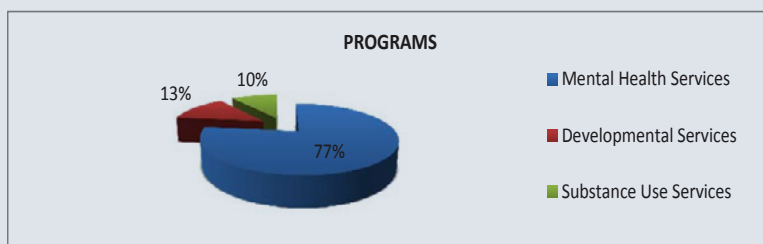
REVENUES	FY2016	FY2017
State Funds	\$4,715,147	\$5,093,952
Local Funds	\$1,386,200	\$1,572,610
Fees	\$4,006,264	\$4,240,143
Federal Funds	\$461,072	\$505,562
Other Funds	\$164,353	\$226,359
	\$10,733,036	\$11,638,626



EXPENSES	FY2016	FY2017
Personnel	\$8,591,762	\$9,278,029
Contract Services	\$880,827	\$1,074,480
Leases & Rentals	\$91,680	\$91,680
Staff & Office Related	\$388,428	\$409,961
Facility Related	\$360,360	\$356,061
Equipment / Vehicle	\$63,720	\$65,820
Consumer Related	\$232,564	\$229,780
Other Administrative	\$123,695	\$132,815
	\$10,733,036	\$11,638,626



PROGRAMS	FY2016	FY2017
Mental Health Services	\$8,988,520	\$9,278,029
Developmental Services	\$1,460,206	\$1,074,480
Substance Use Services	\$1,189,901	\$91,680
	\$11,556,901	



Financials



Numbers of clients served

Unduplicated	3,994
Mental Health	2,662
Substance Use	501
Developmental Disability	317
Emergency Services	2,510
Children	1,207
Adults	2,787



HARRISONBURG-ROCKINGHAM
COMMUNITY SERVICES BOARD

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