

HRCBSB Board Report – November 2018

Ellen Harrison (Executive Director)
Lynn Grigg (Child and Family Services)
Rebekah Brubaker (Adult Behavioral Health)

John Malone (Developmental Services)
Holly Albrite (Administrative Services)

Message from the Executive Director

We have progressed nicely through the first steps in requesting the land at 1361 N. Main Street Harrisonburg (next to Arbor House) be rezoned for Business use (B2). The Planning and Zoning Commission has reviewed and approved that the request move forward to the City Council for consideration on November 13, 2018. In addition, the purchase of said property was finalized with the recording of the Deed on November 6, 2018. The acquisition of this parcel of land was essential in both the positioning of the new structure and the successful phasing of the new build while staying in full operation during such time. As you are aware, we intend to offer as close to 100% service capacity as possible during the entire building timeline; including parking areas for both clientele and employees. We are very appreciative of all the professionals involved in the analysis, planning and decisions points as we rapidly approach a final schematics and design plan.

Ellen Harrison, LPC, MBA

Administrative Services

Quarterly Report

The Board's Quarterly Report looks a bit different this month as the Department of Behavioral Health and Developmental Services (DBHDS) moves forward with implementing a new Outcomes Dashboard that replaces the Virginia Secretary of Health and Human Resources' Performance Dashboard that was previously included as the quarterly report. CSBs are currently refining their processes for collecting the new outcome data which is reflected in the early results. Draft reports have been disseminated by DBHDS and will be briefly reviewed during the November Board meeting.

DBHDS License

The agency was granted a new triennial License as of November 1st following review of a sample of clinical records and an on-site visit at the end of October. The Licensing Supervisor who covered the site visits, which focused on residential services, was very complementary of these programs. There were no corrective action plans as a result of the review, a notable accomplishment. Kathy Nelson, the agency's Compliance Supervisor, and her staff were diligent in the preparation of documentation, records, and sites for this review and Kathy will be sharing more about the licensing process at the November Board meeting.

Medicaid

Applications for the expanded Medicaid program in Virginia began to be accepted as of November 1st for the January 1, 2019 start date. The agency is exploring ways to inform and encourage CSB clients who are not already Medicaid eligible to apply if they meet screening criteria. There is a streamlined application process for expanded Medicaid which can be done at the local Department of Social Services, by phone, or on-line.

IT

We are pleased to welcome Andrew Hahn as our new IT Manager. Andrew brings experience in cyber security, familiarity with several electronic health records, and project experience with the infrastructure design of a new build.

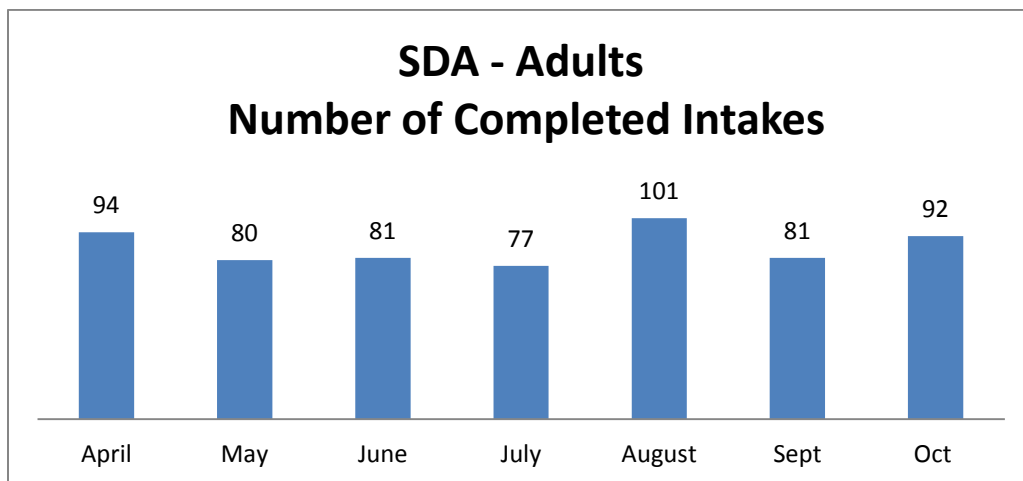
Flu Vaccine

We partnered with a local pharmacy to offer a date and time frame that staff and residential clients can get their annual flu vaccine and have their insurance billed. This makes getting the vaccine even easier and we hope results in fewer sick days due to the flu. This year about 90 individuals received the vaccine.

Adult Behavioral Health Services

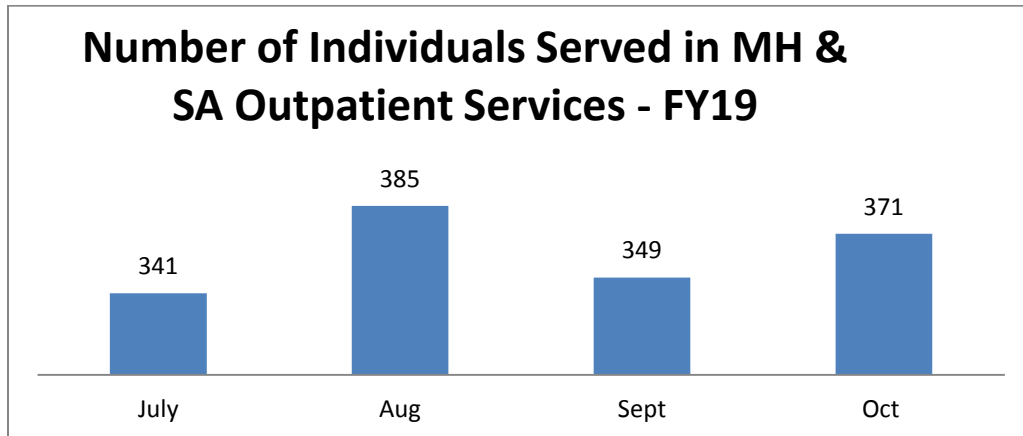
Same Day Access – Adult Services

For the month of October the Same Day Access team completed 92 intakes for adult services. In addition to completing SDA intakes, our clinicians have been helping with client outreach by making phone calls and sending letters to clients who have missed therapy and/or a medical appointment. We are in the process of recruiting for a Client Engagement Specialist who would assume the responsibilities of reaching out to clients who have missed therapy and/or medical appointments and to clients who have not engaged in services following their initial intake.



Adult Outpatient Services

The adult outpatient team has provided mental health therapy to 245 clients this month and provided services to 126 clients in adult substance use services, which includes our intensive outpatient program. We will be adding an additional substance use group in the month of November to help address the increase in referrals for substance use services.



Arbor House (Crisis Stabilization Unit)

For October, Arbor House our 7 bed crisis stabilization unit had a 79.7% bed utilization, which means we averaged ≥ 5 beds filled. For fiscal year 2019, we have an average utilization rate of 67.6%. This is below the 75% utilization required by Department of Behavioral Health and Developmental Services (DBHDS).

Community Recovery Services

The Community Recovery Services Team comprised of staff from Mental Health Case Management, Mental Health Skill building, Residential Services and Summit House held a fall retreat at the beginning of October. The teams spent time engaging in team-building activities across program areas, heard a presentation by Dr. Stout, one of Western State Hospital's psychologists on substance use disorders and possible interventions, and concluded the morning with reviewing key components of treatment team meetings.

Western State Hospital

For the month of August, Western State Hospital (WSH) Census report, we had an average census of 21 and a census/100000 population of 16.

Emergency Services

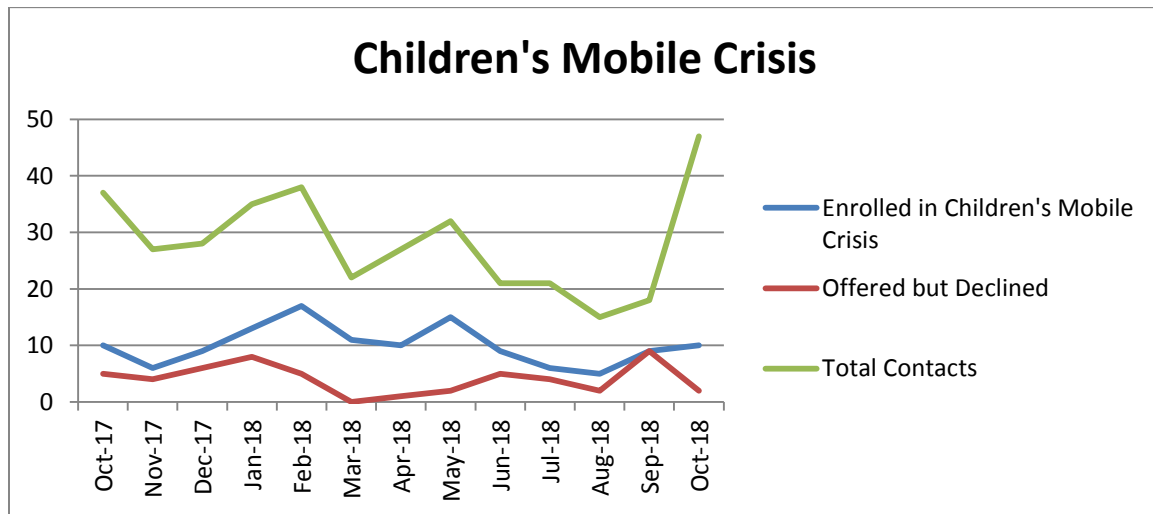
The Rockingham Harrisonburg Crisis Intervention Team was awarded the 2018 Virginia Crisis Intervention Team Program of the Year award and was recognized at the state conference at the beginning of October. Our local CIT program was implemented in 2013, starting with providing trainings to local law enforcement officers and has expanded to include having the CIT

Assessment Center located at SRMH and starting the Mobile Crisis Team. The collaboration across the agencies and the community has helped to infuse both time and financial resources into building and sustaining an array of options for persons with serious mental illnesses that are involved in the criminal justice system.

Child and Family Services

Children’s Mobile Crisis

Children’s Mobile Crisis services have been very busy this month with 47 referrals. We are currently staffing the program with 1.5 FTE’s and it has been quite busy for both workers. We will monitor this trend carefully to make sure we can effectively serve the children and adolescents in crisis.

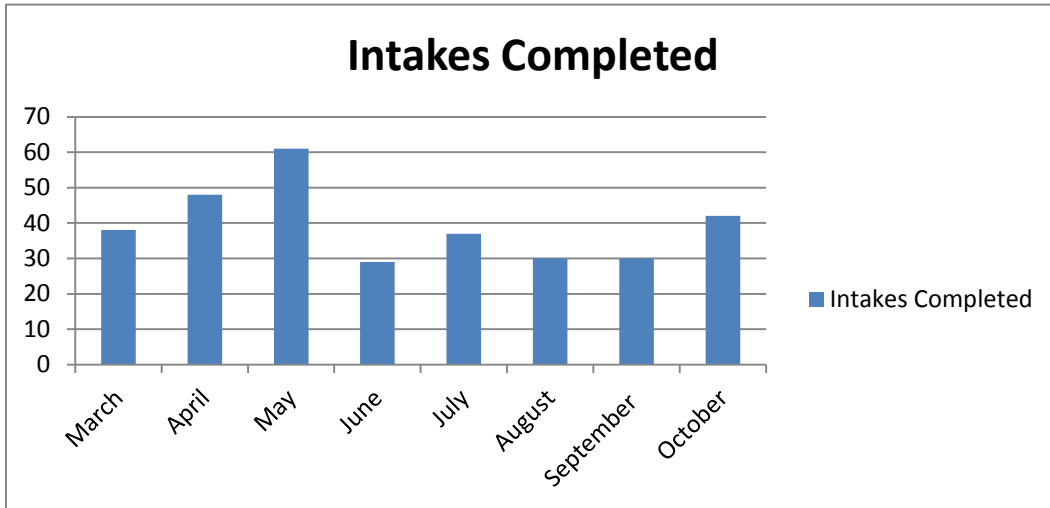


Behavioral Health and Wellness Coordinator

October’s Behavioral Health and Wellness activities included a collaboration with the Virginia Crisis Intervention Team to host an event for suicide prevention specific to law enforcement and first responders. We provided a speaker for the Parent Education and Support (PEAS) class to discuss trauma and resilience and services provided by the CSB. On October 12th our own Brandy Haden was interviewed on WHSV TV3 about the effects of early marijuana use on the developing brain. We helped with Harrisonburg High School’s anti bullying activities by providing stress balls, bio dots, and CSB brochures and magnets. We also were able to participate in a Pilgrim’s Pride health fair for their employees and to hand out brochures, magnets, stress balls and medication deactivation packets. We hosted a workshop entitled “Change your Language, Change their Lives” for the administrators of all the Rockingham County Public Schools (RCPS). The goal was to support RCPS’s efforts to foster positive relationships between students and teachers and other staff.

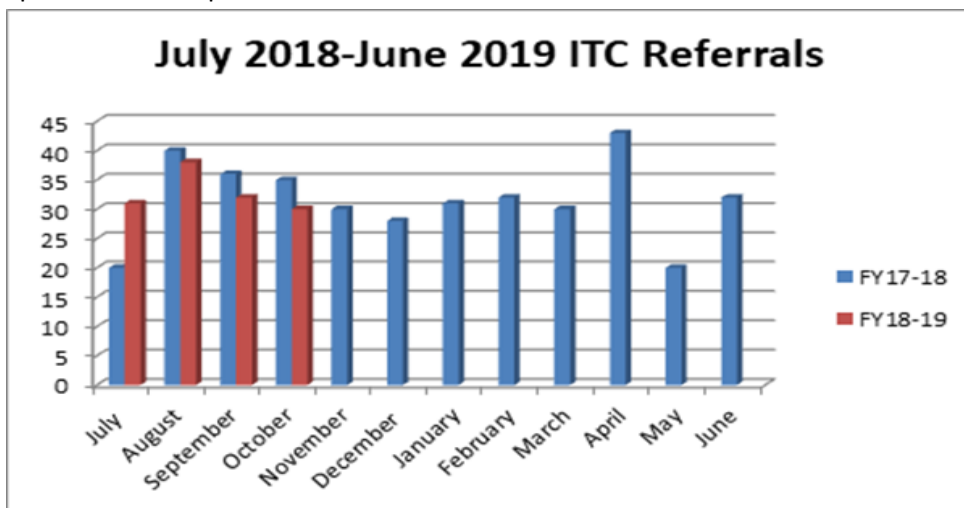
Same Day Access and Clinical Services

We are very happy to welcome two new therapists to our children’s outpatient staff. Liza Koonin comes to us from a local private provider agency and Theresa Sayre worked previously at a neighboring CSB. We are filling their schedules and clearing up our waitlist. In October, we opened 46 new children to outpatient therapy, which brings our total up to 432 cases. We completed 42 intakes this past month, an increase of 12 over September. We have 202 children and adolescents open to case management and 16 participating in Family Care Coordination.



Infant and Toddler Connection

Our Infant and Toddler Connection program has remained fairly steady with referrals and child count. We received 30 referrals and our child count remained steady at 169. We are happy to hire Michelle Behrer as our new full time speech therapist and two new contract Developmental Services providers to help serve our families.



Developmental Services

Developmental Disabilities (DD) Case Managers billed 284 units for the month of October; with Contracted DD case managers completing an additional 17 billable units. Case Managers also completed 328 separate face to face visits with clients, either in their home, at their work or day support, or here at the CSB. Case Managers also completed an additional 503 non-face to face billable activities. As part of the Department of Justice Settlement agreement, certain clients must receive “Enhanced Case Management”, which required more frequent face to face visits, and more on-site visits to the client’s home. Clients receive enhanced case management if certain circumstances occur, such as the client newly moving to a home with five or more clients, services interrupted for an extended time, or the client having a medical or behavioral crisis. Additionally, a client must receive enhanced case management if a provider has a provisional license, or if the results of the Supports Intensity Scale determine significant medical or behavioral risk. Clients can move into and out of enhanced case management throughout the year, and case managers must track each client to ensure they are, or are not, meeting criteria. For the month of October, of the 206 individuals currently receiving DD Waiver Services, 105 were determined to require enhanced case management.

We had 8 new requests for Waiver Screenings in October. Our Developmental Disabilities Waiver screener completed 4 screenings and opened 3 new clients. We currently have 223 individuals on the DD Waiver Waiting list awaiting services, 76 of them deemed priority one, or most urgently in need of services. Of the 223 individuals on the DD Waiting list, 169 are under the age of 21, with 57 of those under 21 determined to be priority one.

In partnership with Rockingham County Schools, we participated in two outreach efforts in October at East Rockingham High School and at Turner Ashby High School. Along with the Department of Aging and Rehabilitative Services and Valley Associates for Independent Living, we met with parents of children with developmental disabilities to explain various community based services for which their children may be eligible. We also hosted our quarterly Developmental Disabilities stakeholders meeting with representatives of various community agencies that work with the DD population. Of note was our discussion of how Medicaid expansion could affect our clients and their families.