

# HRCBS Board Report – March 2019

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<b>Ellen Harrison</b> (Executive Director)	<b>John Malone</b> (Developmental Services)
<b>Lynn Grigg</b> (Child and Family Services)	<b>Holly Albrite</b> (Administrative Services)
<b>Rebekah Brubaker</b> (Adult Behavioral Health)	<b>Mary Ansell</b> (Chief Financial Officer)

## Message from the Executive Director

The 2019 General Assembly has completed the bulk of their work until the session is reconvened to consider gubernatorial amendments and vetoes on April 3, 2019. We do not anticipate many changes to either the budget or the VA Code additions/revisions that affect the publicly funded behavioral system. Of particular note for this session are the organized efforts to measure the effectiveness of recent system changes in the community behavioral health system including System Transformation Excellence and Performance (STEP-VA), Medicaid Expansion impacts, proposed “right-sizing of state psychiatric hospitals”, and the future work to align Medicaid program regulations with the Department of Behavioral Health and Developmental Services licensure regulations for both public and private service providers. The culmination of these efforts should shift the strongest system response for a behavioral health crisis to a robust array of community services; as opposed to the more historical responses involving more restrictive measures such as hospitalization, incarceration, etc.

*Ellen Harrison, LPC, MBA*

## Administrative Services

### Building Update

In early February, Mather Architects was 100% through the design development phase and about 10% finished with the construction drawings phase of the project. The projected time line of a mid-spring release of the invitation for construction bids remains on track. Asbestos sample results indicated a few areas that will require abatement prior to demolition of the older buildings.

### Insurance Authorization Change

We are very pleased that Anthem’s Medicaid plan, as of March 1<sup>st</sup>, will designate HRCBS as having ‘Gold Card’ status which means that we no longer have to request authorizations and submit registrations for the Community Mental Health Rehabilitation Services that we provide and bill for through Anthem. This status is given to programs who have a proven track record of effective utilization of services. Anthem is the only Medicaid Managed Care Organizations (MCO) to offer this so we will still be completing

authorizations/registrations for the remaining five MCOs, but this speaks very well of our agency’s processes and we are hopeful that other MCOs will adopt this practice.

### Cyber Security

IT Manager Andrew Hahn will be discussing cyber security at the March Board meeting following the cancelation of the February meeting due to inclement weather. This is timely as we are seeing an increase in emails that take known, and trusted, email addresses and use them to mask their own, but the content within the email (attachments, links, etc.) have malicious code that can cause downtime.

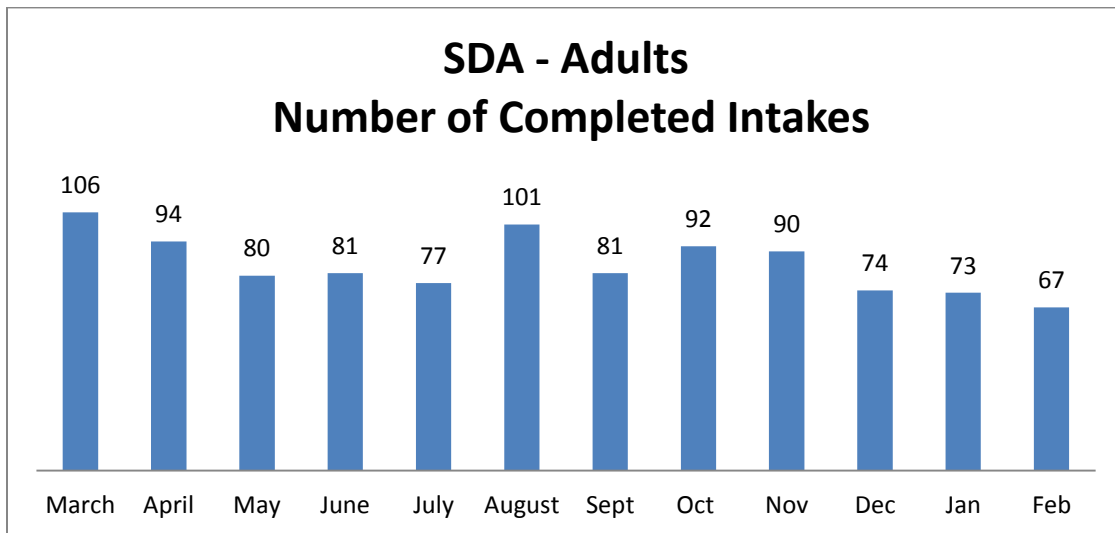
### Compliance

Following the retirement of Kathy Nelson, the agency has hired Dana Dewing as the new Compliance Manager. Dana has held several positions in the Compliance Department and has been cross trained in others, so she brings excellent experience and understanding of the culture of compliance within HRCSB. We will begin recruiting for Dana’s prior position of Quality Improvement Specialist.

## Adult Behavioral Health Services

### Same Day Access - Adult Services

During the month of February, the Same Day Access team completed 67 intakes for adult services. The decrease in intakes this month can be primarily contributed to the reduced number of days available due to the shorter month. Below is a graph highlighting the number of same day adult intakes completed since our agency revamped our same day intake process in March 2018. We are currently averaging 84 completed adult intakes per month.



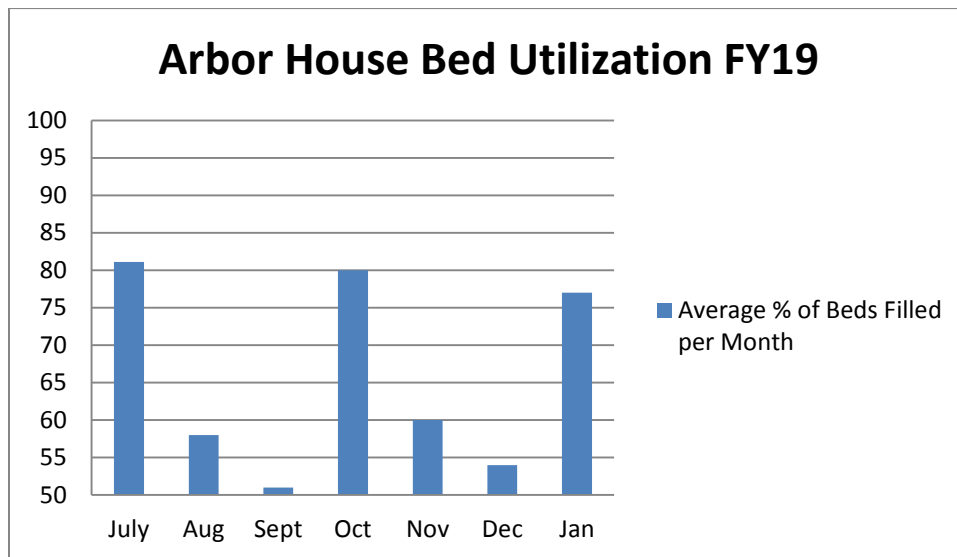
## Adult Outpatient Services

The Adult Outpatient Therapy team has provided services to 348 individuals during the month of February. We served 221 individuals in mental health therapy, 119 individuals in substance use therapy and another 8 individuals in our Intensive Outpatient Program (IOP).

We continue to recruit for our adult outpatient therapist position that will help us expand our capacity to serve individuals in our local drug court program. In addition, in March we will begin recruiting for an additional grant funded Drug Court Case Management position. We are looking forward to continuing to expand our ability to serve our community in this way.

## Arbor House (Crisis Stabilization Unit)

For January, Arbor House our 7 – bed crisis stabilization unit, had a 77.4% bed utilization, which means we averaged  $\geq 5$  beds filled. For fiscal year 2019, we have an average utilization rate of 65.9%, this is below the 75% utilization required by Department of Behavioral Health and Developmental Services (DBHDS).



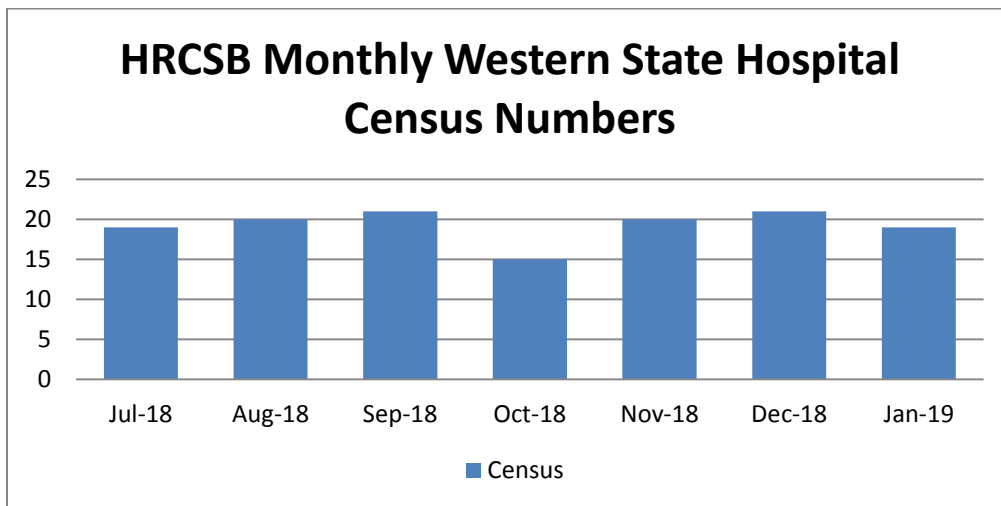
## Community Recovery Services Mental Health Case Management

During February, the MHCM team provided services to 328 clients. A significant part of their job is to assess, link and monitor support services for clients. This can include helping to access social security and disability benefits, addressing housing needs, linking to medical providers, and providing overall support and resources to clients.

MHCM has been working to include the new state requirement of performing the Daily Living Assessment (DLA-20) on current and new clients. The DLA-20 is intended to help assess an individual’s daily functioning in 20 categories. The assessment is completed every 90 days while a client is receiving services which allow the client and staff to document progress or lack of progress. The assessment is another tool to help the client and the treatment team to understand areas of concern and possible areas of growth and improvement.

**Western State Hospital**

For the month of January, Western State Hospital (WSH) Census report, we had an average census of 19 and a census/100000 population of 14.7.



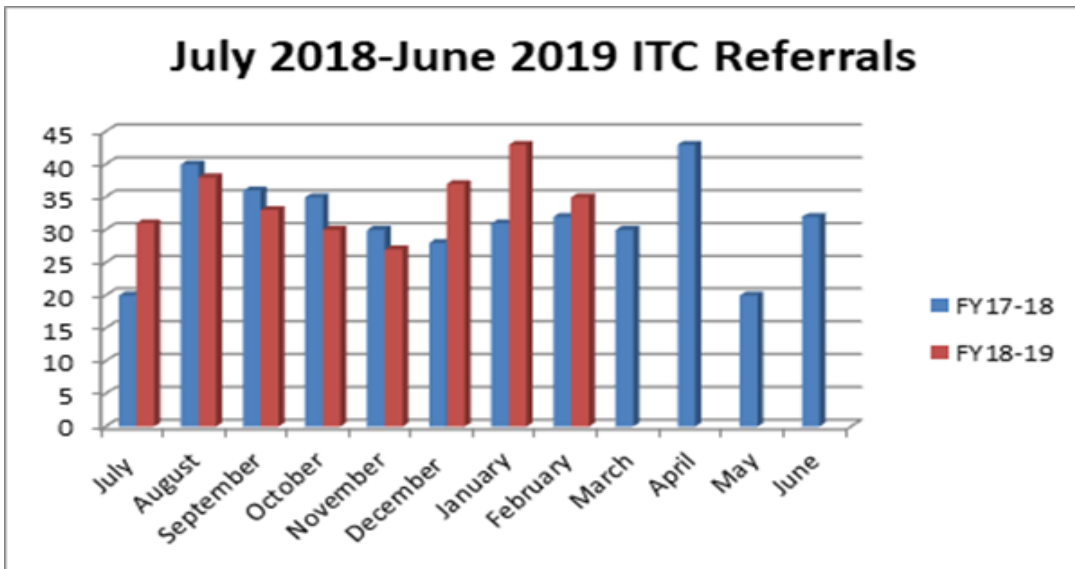
**Emergency Services**

Emergency Services team completed 54 prescreen evaluations during the month of February. This is a less than our monthly average of 65 completed prescreens a month for this fiscal year. Prescreens are the formal assessment that ES staff complete when evaluating an individual to determine if they meet the criteria for requesting a Temporary Detention Order (TDO) for involuntary hospitalization or continue to meet the need for involuntary hospitalization once an individual has been hospitalized.

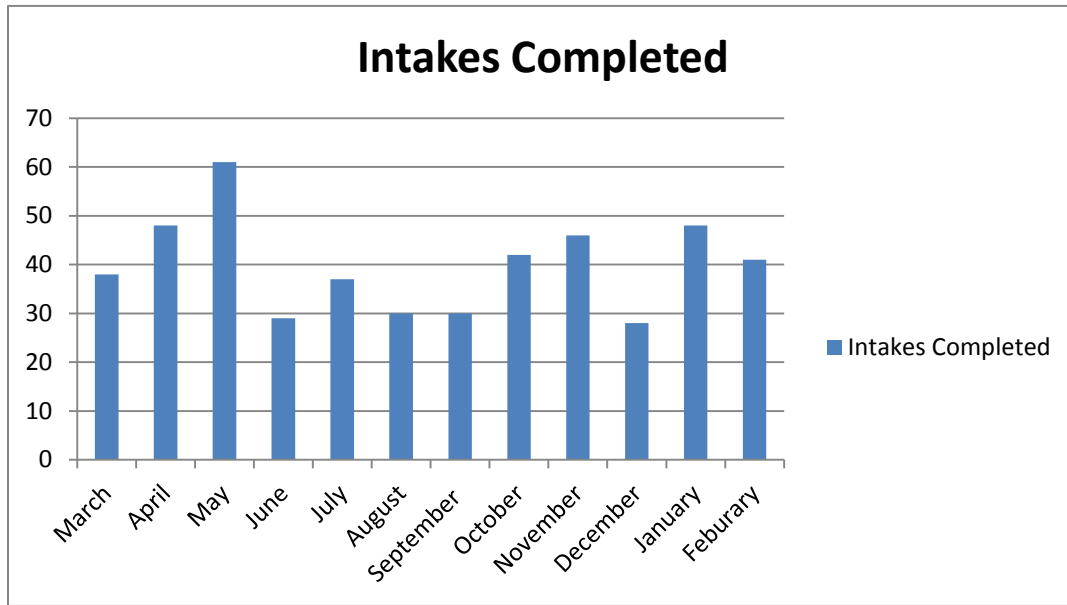
## Child and Family Services

Our outpatient services are busy and we currently have 515 children open to therapy services. We are working with 205 families in case management and 12 in Family Care Coordination, our intensive care coordination program.

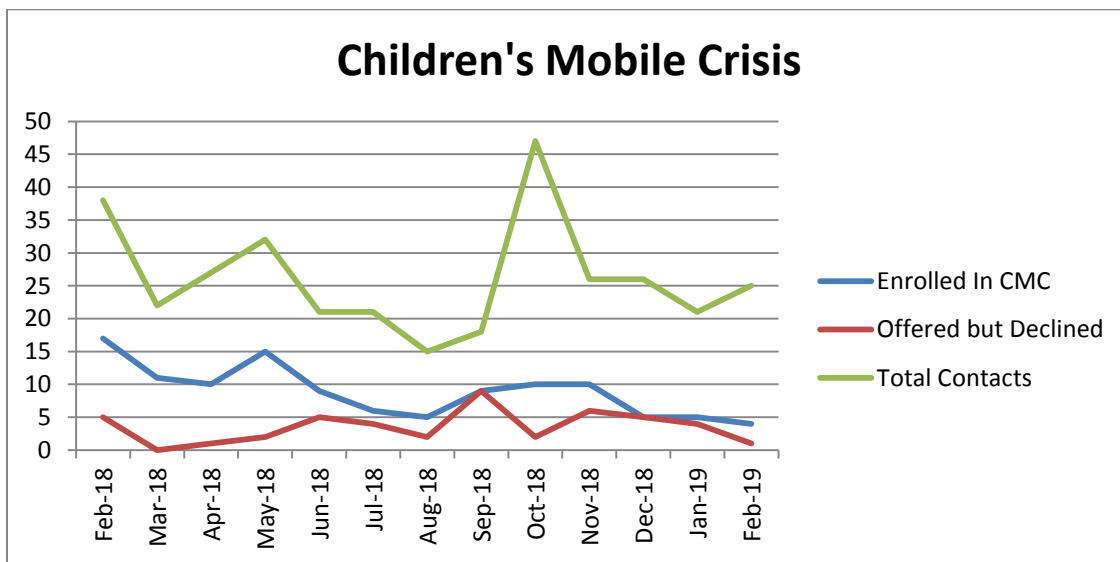
The Infant and Toddler Connection of Harrisonburg-Rockingham CSB continues to see a large number of referrals and a high number of qualifying families. We currently are serving 181 children and received 35 referrals in the month of February. We are continuing to recruit for a physical therapist and speech therapist as our two senior therapists are retiring or cutting back their service availability.



We opened 31 new clients to therapy and completed 41 intakes through same day access. Our in school Early Intervention Clinicians in Rockingham County provided services to 147 individual adolescents and 63 in the City Schools. We are using our three interns in Case Management to help with our large caseloads. They are all from JMU in either psychology or social work undergraduate studies.



Mobile Crisis works in conjunction with intake and the school based early intervention program to help divert children and adolescents from hospitalization. This past month we had 25 contacts, one family declined offered services, and four were opened to Mobile Crisis. We also participated in five hospital discharge consultations.



## Developmental Services

Developmental Disabilities (DD) Case Managers billed 282 units for the month of January; with Contracted DD case managers completed an additional 18 billable units. Case Managers also completed 345 separate face to face visits with clients, either in their home, at their work or day support, or here at the CSB. In addition to face to face contacts, case managers completed 513 contacts to assist with linking clients to services, or monitoring their satisfaction, as well as completing 21 treatment plans in January.

We currently have 215 individuals receiving DD Waiver services. Of those 215, 92 require Enhanced Case Management, meaning they have recently received crisis services, emergency medical services, or are at significant risk as determined by the Support Intensity Scale. For those receiving Enhanced Case Management, support coordinators must complete face to face visits every 30 days, with 2 out of every visit occurring in the client's home.

There are 228 individuals on the DD Waiver Waiting list awaiting. There are currently 72 individuals on Priority 1 status or deemed most in need of services, followed by 96 on Priority 2, and 60 on priority 3. In February we added 4 additional people to the Waiver waiting list. We also worked with DBHDS to complete a waiver slot allocation meeting in February, where we assigned 2 Community Living slots as well as one Family and Individual Support waiver.

We have been working towards meeting DBHDS goals regarding certain key areas of the Department of Justice settlement agreement, namely goals concerning community engagement, independent living, and employment. We are still awaiting clarification regarding engagement and housing numbers. However, we are pleased to report we are meeting the 25% employment goal for individuals on DD Waiver.

We had a case manager review by Qlarant in February. Qlarant is an agency contracted by DBHDS to provide service delivery information back to DBHDS by completing chart audits, and interviewing support coordinators and clients. The reviewer completed a small review of four client records, as well as completing interviews with four support coordinators. We were very pleased with the results of the review and commend our support coordinators for their fine work.

## Other Agency Updates

### **Employee Engagement**

As part of our Employee Engagement efforts, our agency held an all-staff “Training Day” in February, on the campus of Eastern Mennonite School. Staff were able to choose amongst six different topics and presenters throughout the morning, selecting trainings which were relevant to them. Following our training sessions, staff from throughout the agency sat together for lunch and to hear Ellen Harrison discuss our agency’s strategic vision. We’re looking forward to offering this event again in the future.