

HRCBSB Board Report – April 2019

Ellen Harrison (Executive Director)

Lynn Grigg (Child and Family Services)

Rebekah Brubaker (Adult Behavioral Health)

John Malone (Developmental Services)

Holly Albrite (Administrative Services)

Mary Ansell (Chief Financial Officer)

Message from the Executive Director

A Community Conversation – On March 29, 2019, the Mayor of Harrisonburg held a forum on mental health with guest speakers Senator Creigh Deeds and Delegate Steve Landes. There were attendees from the Rockingham County Board of Supervisors, Rockingham County Public Schools, local law enforcement and judicial systems, private providers and concerned citizens. An audience of over 60 community members participated in a conversation about what actions have taken place via the General Assembly and what could still help our community in terms of legislation and funding initiatives. There will be a follow-up community conversation in the months to come as we continue to explore resources and gaps in our area around mental health and substance use concerns.

Ellen Harrison, LPC, MBA

Administrative Services

Building Update

Mather Architects continues to work on the construction drawings phase of the project. We have met with Pye Interiors several more times to pin down furnishings, fixtures and equipment and are in discussion regarding access control for the new building.

Board Quarterly Report

The Quarterly Report normally disseminated to the Board in April will not occur at this time because two of the three included reports are not available. The most recent platform used for the Outcomes Dashboard is no longer available for use by the Department of Behavioral Health and Developmental Services and there is not currently a replacement to display the data in an easily reviewable format. The CSB revenue and expense report is in the process of being brought up to date. It is expected that the Quarterly Report information will be back on track by the end of next quarter. On a related note, a group of CSB staff are exploring how to make the best use of the Service Process Quality Management (SPQM) data reporting system that will be available for use by the CSBs for the next two years. This product has much stronger reporting and

graphical display capabilities than has been previously available through the state data system, so we are hopeful that it may provide enhanced, and more colorful, information to share.

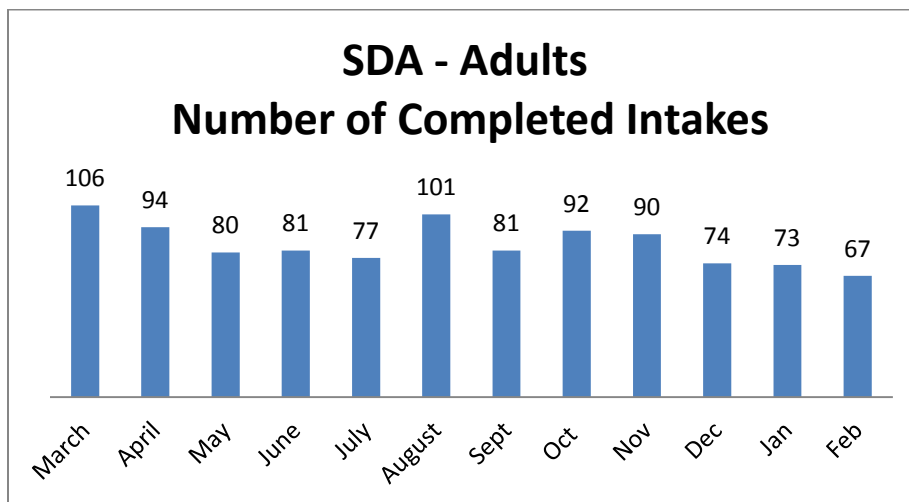
Safety Committee

The Committee continues to provide input on safety issues identified by staff, to review policies/procedures under development, and to think through how to approach safety drills in different CSB locations. Initial discussions and planning will take place with staff at each identified location in the coming weeks.

Adult Behavioral Health Services

Same Day Access - Adult Services

March 5, 2019 marks the one year anniversary of the revamping of our Same Day Access (SDA) system, which has been very successful due to the hard work of multiple departments and staff. We are pleased to be able to provide high quality services to individuals in need of treatment services and that starts from the minute they enter our facility. Our SDA team continues to be responsive to the needs of those entering our system by linking them to treatment services both within our system of care and in the community as appropriate.



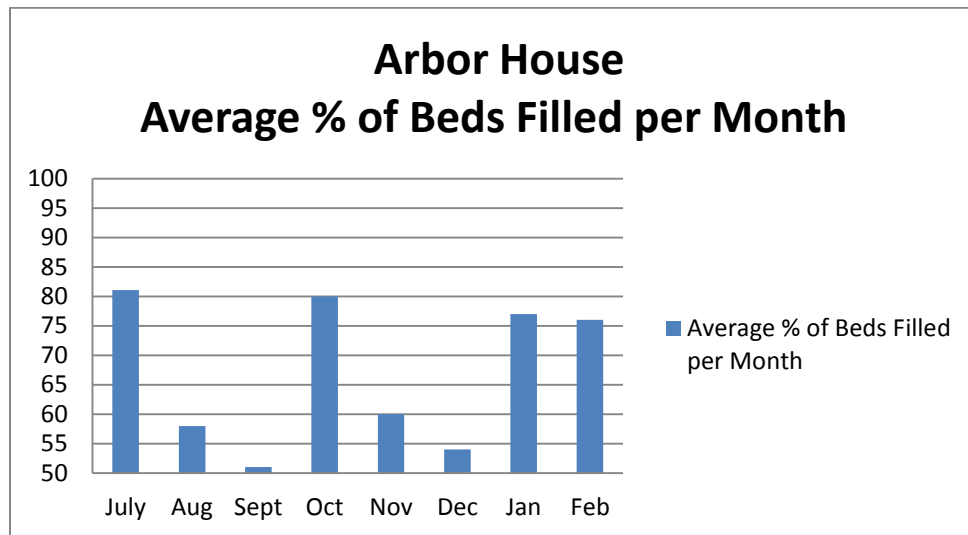
Adult Outpatient Services

During the month of March, we said goodbye to longtime staff member and Senior Manager of Adult Outpatient Services, Harry Hurst. Harry retired after working for the agency for approximately 30 years. He has been an asset to the agency and will be greatly missed. George Nipe has accepted the position of Senior Manager of Adult Outpatient Services and will transition into this role on April 1, 2019.

Since June 2018 we have had an opening in our substance abuse case manager position. We are pleased to share that this position has been filled this month by Jennifer Pinto. Jennifer will be working with individuals who are involved in our substance use treatment services and have identified case management needs which could include but are not limited to housing needs, accessing benefits (insurance, disability etc.), employment needs, physical health and / or other medical needs.

Arbor House (Crisis Stabilization Unit)

For February, Arbor House our 7 bed crisis stabilization unit, had a 76% bed utilization, which means we averaged 5 ≥ beds filled. For fiscal year 2019, we have an average utilization rate of 67.1%, this is below the 75% utilization required by Department of Behavioral Health and Developmental Services (DBHDS).



Community Recovery Services Mental Health Case Management

We are currently serving 414 individuals in our mental health case management services. We continue to assess client needs, link them to supports and resources and then monitor their services. Our case managers carry a caseload of approximately 40 clients per staff member.

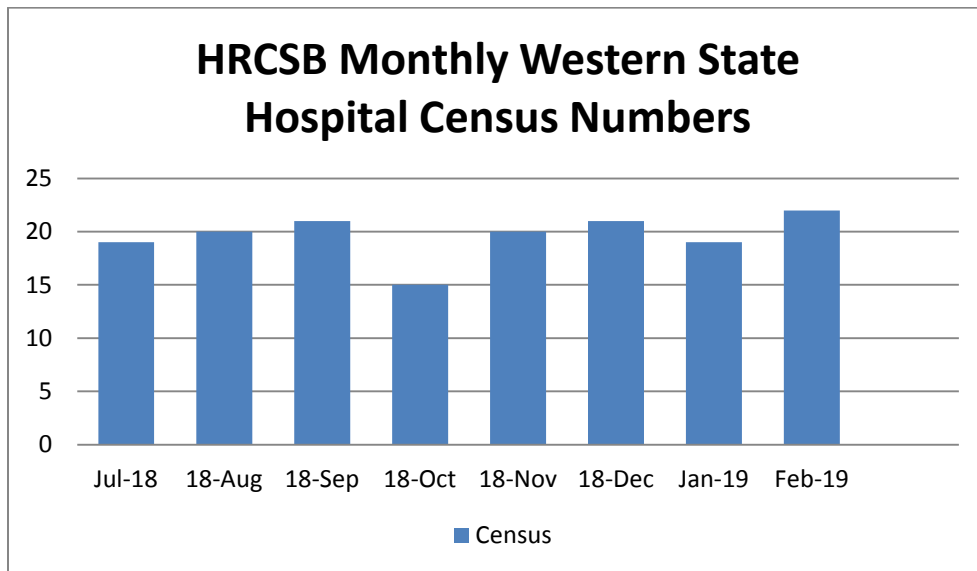
We are providing mental health skill building to 48 clients who are also receiving mental health case management services. Our mental health skill building staff collaborates with the case manager to best meet the needs of our clients through helping clients on

developing the skills necessary to live the fullest life possible in their home and in their community.

Summit House is currently providing services to 91 clients. The clients that attend Summit House are given opportunities to learn and enhance important life skills including but not limited to how to relate to their fellow peers, how to cook and clean and how to manage their mental health symptoms.

Western State Hospital

For the month of January, Western State Hospital (WSH) Census report, we had an average census of 22 and a census/100000 population of 16.4.

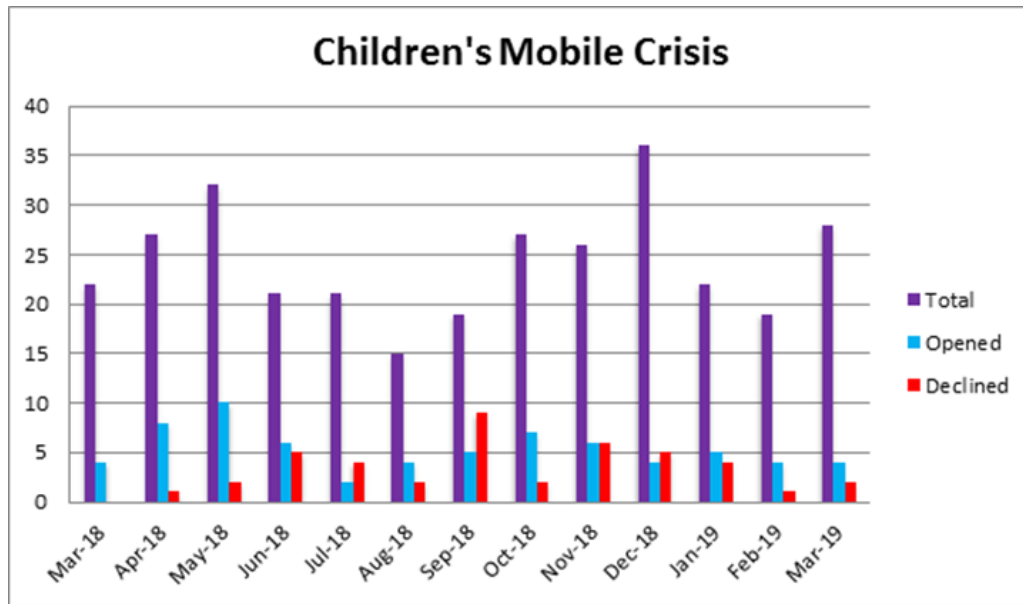


Child and Family Services

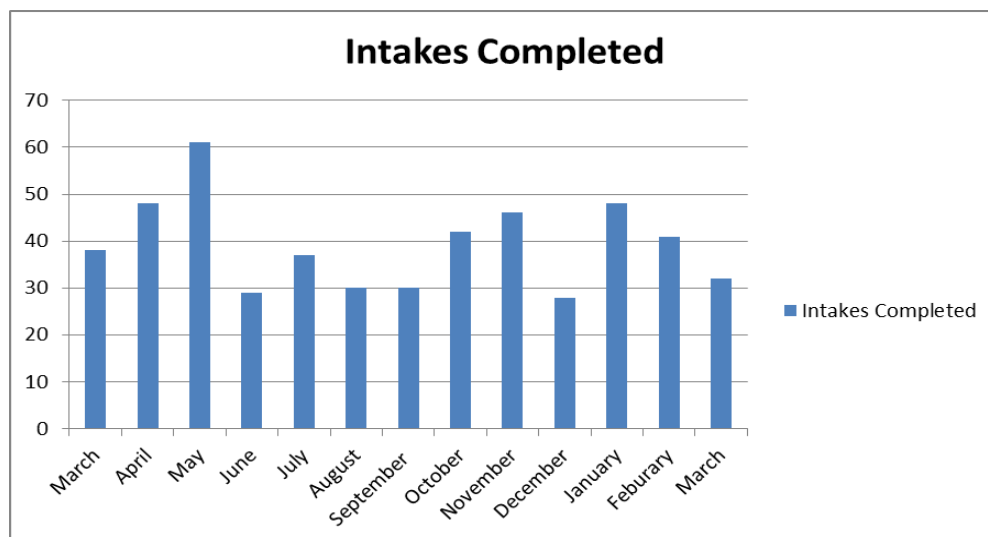
Children’s outreach services are continuing to see an increase demand for case management. We currently are serving 211 children and families and we are recruiting for a new full time case manager to help with the caseload demands. We are serving 11 families in our Family Care Coordination (FCC) with about half of those adolescents receiving High Fidelity Wrap (HFW) services to help with reintegrating into the family and community from residential placement. We are enjoying the help of three JMU interns this Spring semester who help case managers with transportation and become an extra support to the children and adolescents.

Children’s Mobile Crisis program is short staffed due to one clinician leaving in late February. We are backing up our full time clinician with other outpatient staff. We

continue to have a steady supply of calls for crisis services, and frequently get them started in case management or therapy while we support the family during the crisis period.

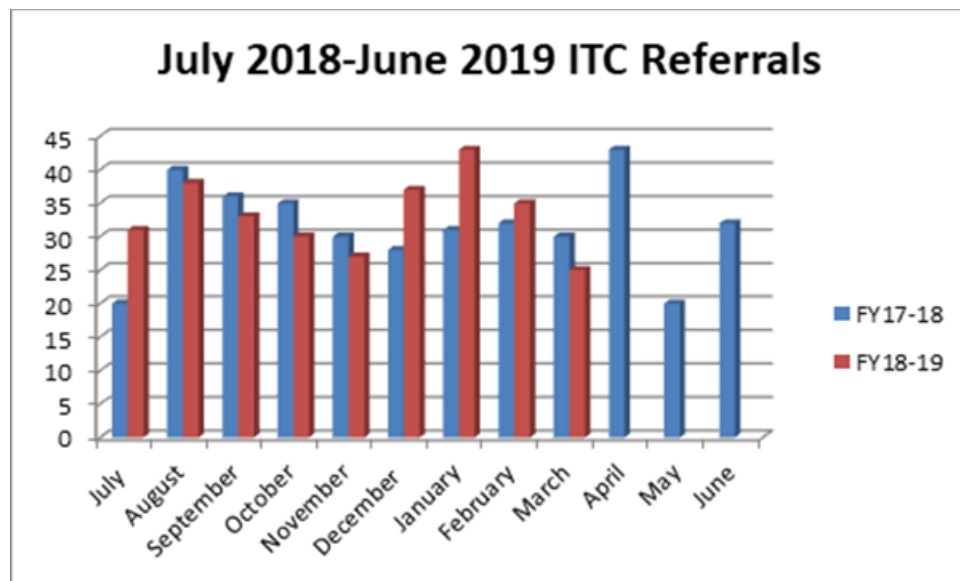


In children’s outpatient services we completed 32 intakes in the month of March. We are serving 524 clients in therapy services, which make our caseload per clinician over 80. We are currently recruiting for another outpatient licensed clinician to increase our capacity.



The Infant and Toddler Connection (ITC) said good bye to our long term physical therapist (PT), Claudia Pascarella, after 17 years of dedication to our families. She is retiring to spend time with her family, especially her four young grandchildren. We wish

her well and will miss her. We have been actively recruiting for a PT to help with our large caseload. In March we received 25 referrals. We are about 22 referrals above this time last fiscal year. Our current child count is 182 infants and toddlers. We participated in the Murphy Deming College job fair in March to inform students of our services and of employment opportunities. Margaret “Muff” Perry, our Systems Manager, and Casey Stultz, a Developmental Services provider, both won the Phyllis Mondak Award for Creating Connections to Shining Stars. The awards will be publicly given at the Virginia’s Collaborative Early Childhood Birth to Five Conference. Congratulation to Muff and Casey!



Developmental Services

Developmental Disabilities (DD) Case Managers billed 285 units for the month of February, with Contracted DD case managers from Valley Associates for Independent Living completing an additional 17 billable units. Case Managers also completed 296 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 394 contacts to assist with linking clients to services, or monitoring their satisfaction. Case Managers also completed 36 annual plans.

Developmental Disabilities and IT staff are putting significant efforts into completing annual plans in such a way that they can be transmitted to the states Waiver Management System (WaMS), without error. Although I’m proud that we’re one of the few CSB’s to have *any* of our plans transmitted automatically, the reality is that the error rate is still very high. While we’re able to correct human error, there are still technical issues and challenges which have made the process very frustrating for case managers. We are hopeful that efforts by DBHDS to relax some of the technical requirements associated with the transfers will make the process easier. These

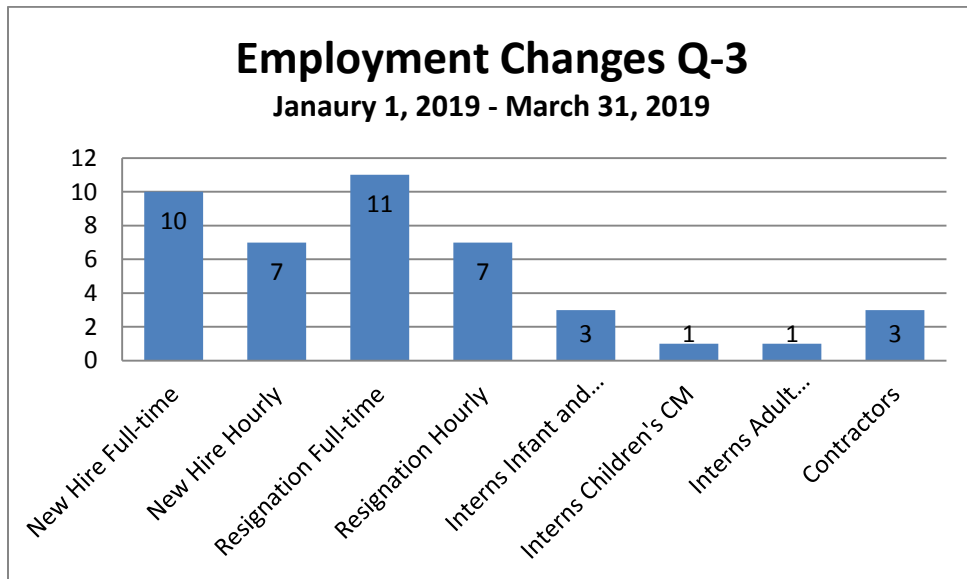
technical changes are expected to go into effect in April, coinciding with DBHDS’ requirement that at least 70% of annual plans completed in our electronic health record must also exist in WaMS, either by the transmission process or by direct entry.

We currently have 212 individuals receiving DD Waiver services. Of those 212, 90 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 232 individuals on the DD Waiver Waiting list awaiting. There are currently 75 individuals on Priority 1 status or deemed most in need of services, followed by 96 on Priority 2, and 61 on priority 3. In March, we added 6 additional people to the Waiver waiting list.

Other Agency Updates

Human Resources



The above chart outlines Employment Changes as well as Internships from the third quarter January 1, 2019 – March 31, 2019. This quarter Harrisonburg-Rockingham Community Services Board added five full-time positions to the staff:

1. Two Drug Court Case Manager’s
2. Child and Adolescent Outpatient/Intake Clinician
3. Substance Abuse Case Manager
4. Children’s Mental Health Case Manager
5. Head Registered Nurse



Currently, Harrisonburg-Rockingham CSB has a staff made up of:

- 17% Administrative Staff
- 18% Licensed or License Eligible Staff
 - 12% Serving Adults
 - 6% Serving Children
- 31% Hold a certificate to deliver services
- 8% Medical Staff

Contractors were included in the overall total for percentages.

Branding Committee

In March the Harrisonburg Rockingham CSB launched a public Facebook page, available for clients, staff, or any members of the community. The page will be used primarily to communicate closings or delayed openings, to direct social media traffic to our blog posts, and to advertise specific events.