

HRCSB Board Report – September 2019

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

Message from the Executive Director

As we prepare for Fall weather, we are also preparing for a multitude of new endeavors including new hires, new or expanding programs and new construction. Specific to the new construction and planned renovations, the City of Harrisonburg and Rockingham County finalized documents for the Virginia Resources Authority (VRA) on August 14, 2019 for a \$12M bond issuance at 2.4%. HRCSB, the City and the County will then share in the repayment of this loan over a 15 year time period. HRCSB is very appreciative of the support from both local governments that make these projects possible. The Harrisonburg-Rockingham community will be stronger and healthier because of this investment in our infrastructure; creating a safe and welcoming place to seek services.

Ellen Harrison, LPC, MBA

Administrative Services

Building Update

Construction project management efforts have included contract negotiation and execution with Lantz Construction and permit applications related to construction, demolition, and asbestos removal. We anticipate asbestos removal to occur the week of September 9th at the 1361 North Main Street building (the old Sampson property), followed by some training exercises conducted by the Harrisonburg Fire Department the following week. We are pleased to be partnering with them as buildings are demolished to provide a venue which allows firefighters and fire officers to practice their skills in the relative safety of a non-fire setting. The training does not involve igniting the buildings or any live fire. Demolition of the 1361 property, which should occur soon after, will enable replacement of some parking spaces that will be removed with establishment of the construction site.

As new positions have been added over the summer months we've really felt the space crunch, particularly at McNulty Center, but also increasingly at the 1241 North Main Street campus. The initial goal had been to forego office relocations and related renovations during the build, but we are recognizing that growth often creates a domino effect with office space, office equipment, and administrative support. We are striving to keep communication channels open and as much advance notice of changes as possible.

Virginia Behavioral Health System Assessment

In January 2019, the Virginia Department of Behavioral Health and Developmental Services hired consultants to conduct a statewide behavioral health needs assessment to include site visits at each of Virginia's CSBs. We were notified in early July that consultants would be visiting HRCSB in early August. A preliminary part of the process involved completion of a pre-site visit survey which requested service, staff, program, budget, and planning data. Completing the survey involved a team effort on the part of administrative, financial, and clinical staff. On the administrative side, we were fortunate that LeVon Smoker, of our IT Department, was able to pull data from our Credible Electronic Health Record system that included information in a different format than is reported to DBHDS. We are unclear how this survey will ultimately be used, but were pleased to be able to complete it within the short time frame and attest to its general accurateness.

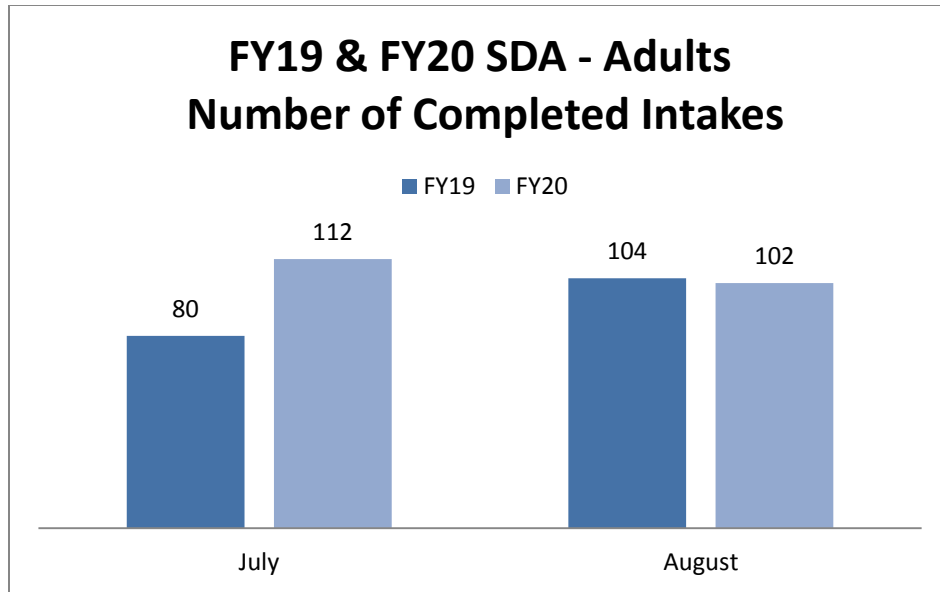
Electronic Health Record (EHR)

The critical infrastructure failure on June 19th of our EHR vendor, Credible, continued to impact its customer base through most of August with several additional short periods of downtime and episodic problems. We are hopeful that they will continue to move towards a complete return to prior, or even improved, performance levels and have appreciated the patience of staff and clients when scheduling and documentation were down or very slow.

Adult Behavioral Health Services

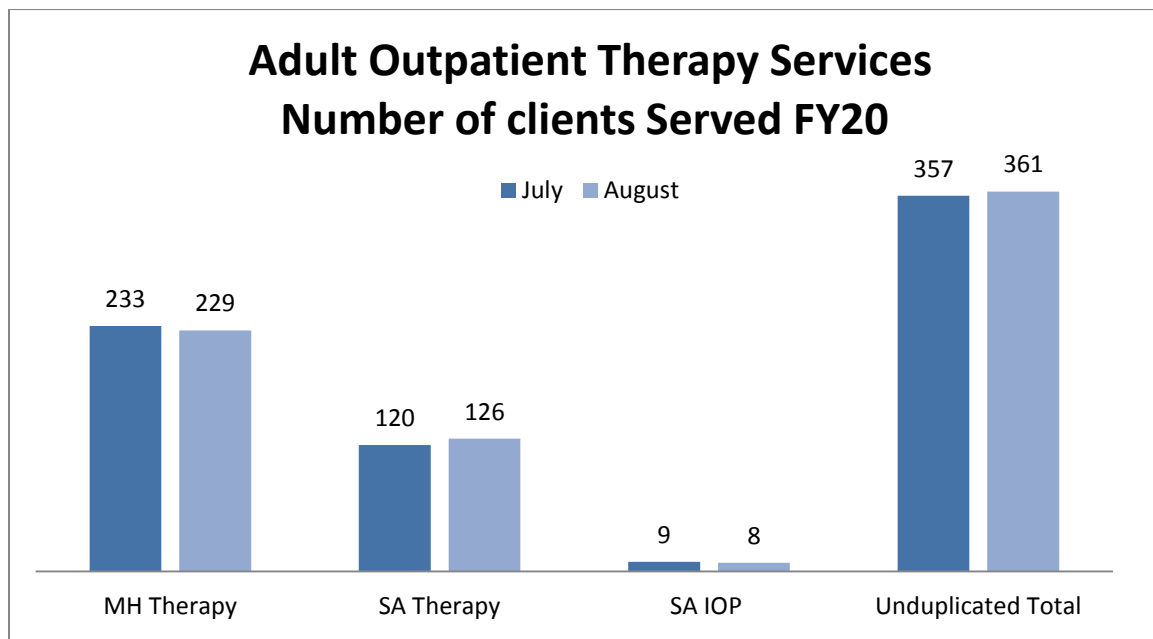
Same Day Access - Adult Services

For fiscal year 2019, the Adult SDA team completed a total of 997 intakes, which averages to 83 intakes per month. For the month of July, the team completed 112 intakes, which is the highest since making the adjustments in our Same Day Access process. For August, the team completed 102 intakes. Upon reviewing the data from FY19, it was decided to add additional clinical time on our SDA days starting in September, in efforts to continue to meet the needs of our community. This will increase our capacity to complete up to 16 intakes per day; our current daily capacity had been 12 intakes per day.



Adult Outpatient Services

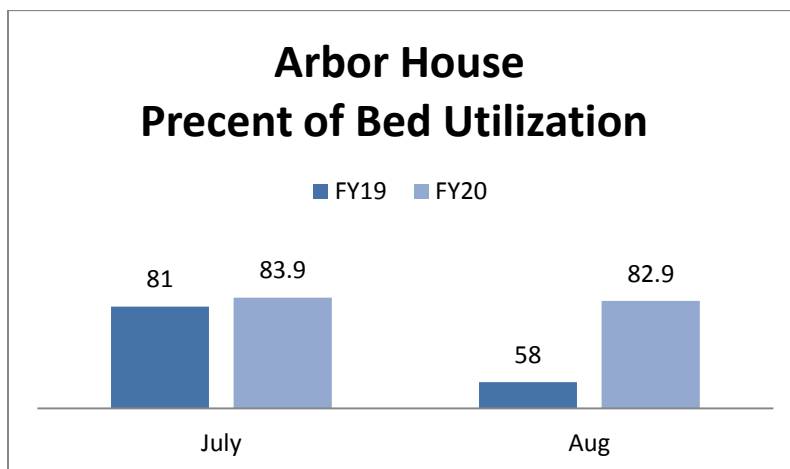
In fiscal year 2019, the adult outpatient team provided mental health services to 713 individuals, 439 individuals received substance use therapy services, and another 52 individuals received our intensive outpatient program for a total of 1102 unique individuals. For comparison purposes, in fiscal year 2018 we served 1124 unique individuals in our therapy services. In July we provided 233 individuals mental health therapy services.



In the Spring of 2019 we received the State Opioid Response (SOR) Grant from the Department of Behavioral Health and Developmental Services (DBHDS) which has allowed us the opportunity to assist clients who have an opioid use related diagnosis in accessing treatment services; including but not limited to peer support services, individual and group therapy, residential treatment services and medication-assisted treatment. We have a partnership with New Seasons Treatment Center for them to provide Medication Assisted Treatment (MAT) to individuals that we refer from our treatment services. We are excited that we will continue to receive the SOR grant for another year, where we will continue to provide treatment services to with priority population.

Arbor House (Crisis Stabilization Unit)

For July, Arbor House our 7-bed crisis stabilization unit had a bed utilization of 83.9%, which means we averaged ≥ 5 beds filled. For August, our bed utilization was 82.9% which means we continued to average ≥ 5 beds filled. For FY20, our year to date is bed utilization 83.4%, which is above the 75% utilization required by Department of Behavioral Health and Developmental Services (DBHDS).



Community Recovery Services

Mental Health Case Management

During fiscal year 2019, our MHCM team provided services to 479 unique individuals which is slightly less than last fiscal year we were provided services to 493 individuals. Over the last year we experienced several periods of being short staffed and in the last three months, we have hired three new case managers due to staff turnover and transitions. We are thankful for the MHCM staff who pulled together to help cover caseloads during the periods of staff vacancy.

Summit House – Psychosocial Rehabilitation Services

We have continued to provide Psychosocial Rehabilitation Services (PSR) services to individuals who are found in need of and could benefit from structured activities, socialization and skill

development in a group setting. Over the last year, we have been working to evolve the program to meet the changing needs of those we serve. This means we are looking at the types of groups that are provided on site and rethinking where and how we do community activities in order to provide members with opportunities to practice the skills they are learning at Summit House. PSR continues to provide a much needed support and structure to many of our long-term mentally ill clients.

Western State Hospital

For the month of July, Western State Hospital (WSH) Census report, we had an average census of 17 and a census/100000 population of 13.2.

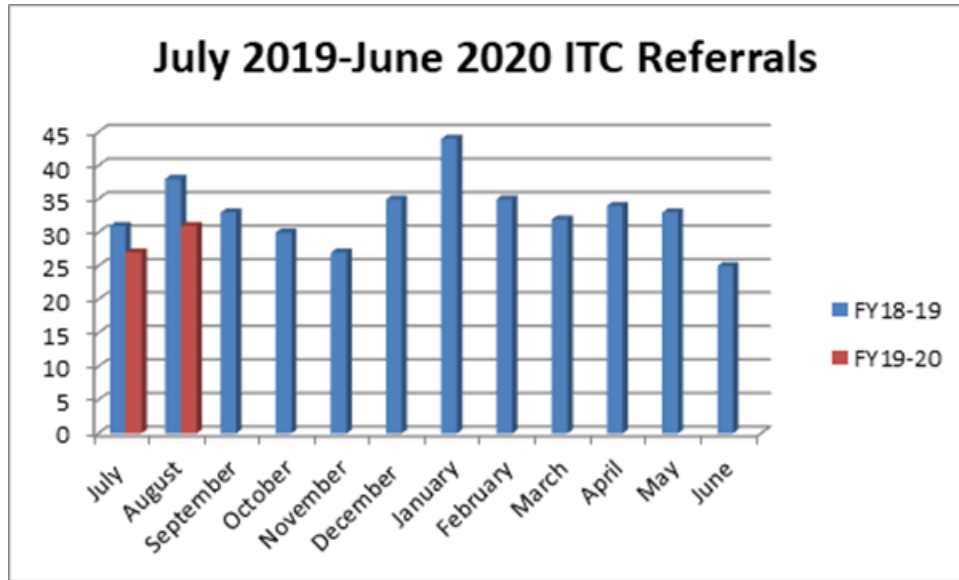
Emergency Services

Our Emergency Services staff continues to be busy responding to the needs of those in crisis both at the center and within the community. During fiscal year 2019, ES team completed 874 prescreen evaluations. This is slightly less than last fiscal year when 899 prescreens were completed. 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

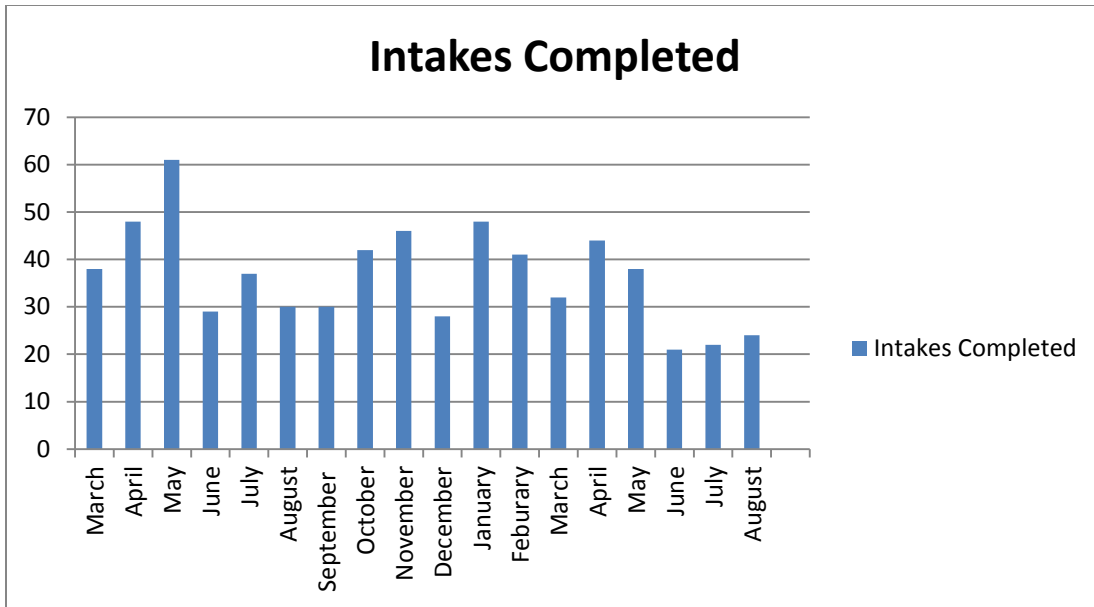
Infant and Toddler Connection

Our Infant and Toddler Connection (ITC) program served 179 children in the month of August. We discharged 35 children and sent almost 40 to the school system as they aged out of our services. We are happy to have Leigh Ann Kiracofe begin with us as a Developmental Specialist and Kayla Davis started as our full-time Occupational Therapist. We are also excited to welcome two JMU interns this Fall semester. Our ITC staff have shown a great deal of patience as they have been delegated to work from home as we try to make room for our growing children's staff. They will rejoin the McNulty staff as soon as the coming renovations are completed.

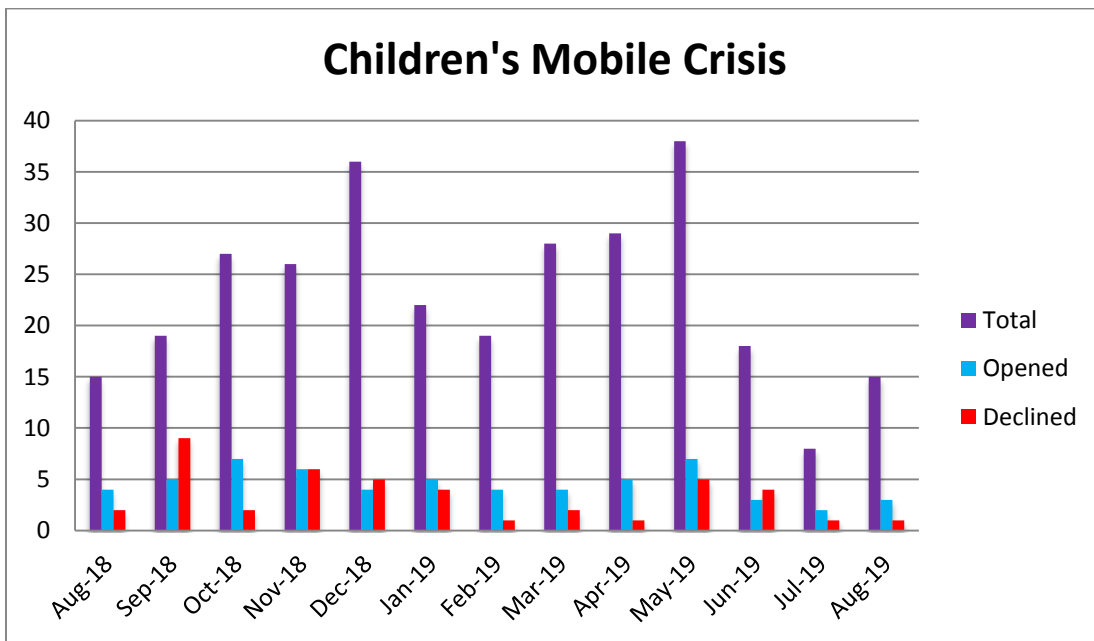


Other Children’s Services

In our outpatient services we are currently serving 235 clients in children’s case management and 11 in our Family Care Coordination. We are pleased to have two JMU interns from the Psychology Department to work with our case managers. In Outpatient Therapy Services, we are currently serving 491 children and adolescents. We are sorry to say goodbye to Crystal Armstrong, an outpatient therapist, who moved to the Charlottesville area. We have recruited for this position and are happy to announce that we made an offer that was accepted and they will be starting with us in September. We also welcomed Brent Campbell back as therapist in July. He comes to us from a private business and has experience at Region Ten CSB, as well as experience with us right after he graduated from EMU. We are happy to bring him back home! We have successfully hired all positions for Early Intervention and they will be starting in the month of September. This school year, Rockingham County Public Schools has expanded their contract with us to include a total of 6 clinicians to serve their middle and high schools. Harrisonburg City Public Schools continues to partner with us for 2 clinicians in their middle and high schools. We are looking forward to getting these clinicians started and out into the schools during the coming month. The summer has been a slow season for intakes, with only 22 in July and 24 in August. We expect an uptick in those numbers as the Fall begins.



Our children’s mobile crisis has also had a slow summer for referrals. In the last week of August we have begun to see an increase in calls from the schools. We look forward to continuing to work closely with the area schools providing crisis work, child specific team meetings, and referral services.



Developmental Services

Developmental Disabilities (DD) Case Managers billed 282 units for the month of August, with contracted DD case managers from Valley Associates for Independent Living completing an additional 17 billable units. Case Managers also completed 298 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 446 separate contacts to assist with linking clients to services, or monitoring their satisfaction. Case managers also completed 14 annual plans for either Waiver or State Plan option case management.

We have 215 individuals receiving DD Waiver services. Of those 215, 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 3 visits occurring in the client's home.

There are 228 individuals on the DD Waiver Waiting list. There are currently 76 individuals on Priority 1 status or deemed most in need of services, followed by 92 on Priority 2, and 60 on priority 3. 177 of the 228 individuals on the DD Waiver waiting list are age 21 or below. We had 11 new requests for waiver screening in August, our highest number for the year.

We had a follow up review from the Department of Medical Assistance Services (DMAS) related to a quality management review they completed in December. The reviewer reviewed several charts against our submitted corrective action plan and found no issues.

We also learned that Harrisonburg-Rockingham CSB was one of several community services boards selected by the Department of Justice for a random review of service plans, specifically to review issues related to employment. In mid-August we submitted 13 charts to the Department of Justice for review.

Beginning October 1st, DD case managers will be responsible to have all annual service plan data entered into an online waiver management system (WaMS), in addition to having it entered in our electronic health record. The Virginia Association of Community Services Boards has been working with the Department of Behavioral Health and Developmental Services for over a year to implement a system where data is transmitted from our electronic health record into WaMS automatically. We are hopeful that we will have a workable system in place before the deadline.

Other Updates

Medical Services

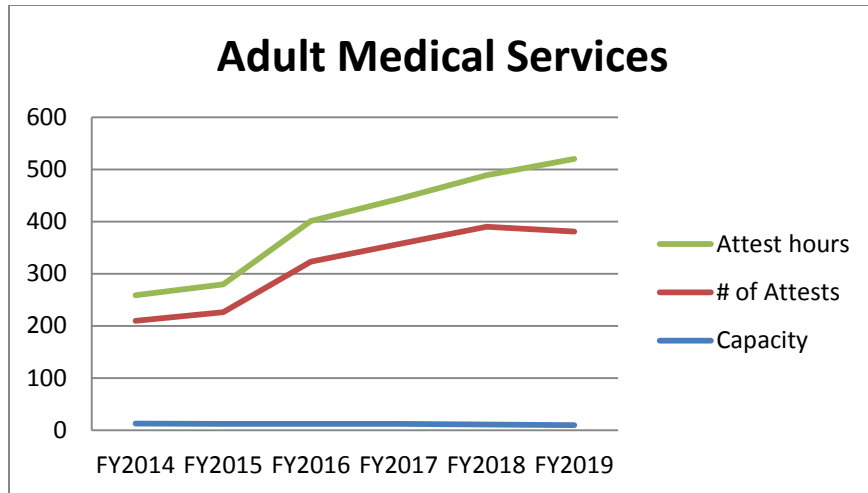
Medical Services is experiencing a downward fluctuation of provider availability for FY2020. We began increasing capacity in 2014 with a peak of 12 days of psychiatric service in adult and 5 in child. Because of several MDs and one Nurse Practitioner (NP) wishing to decrease hours, HRCSB currently has 9.5 days in adult and 3 in child with a further reduction of 2 days and 1 day respectively. While we have been aggressively advertising for both a full-time NP and a Chief Psychiatrist, those positions remain unfilled. As a result, HRCSB contracted with Iris Telehealth for psychiatric services for both children and adults and anticipate on-boarding both an MD and NP on or before November 1, 2019.

Iris Telehealth

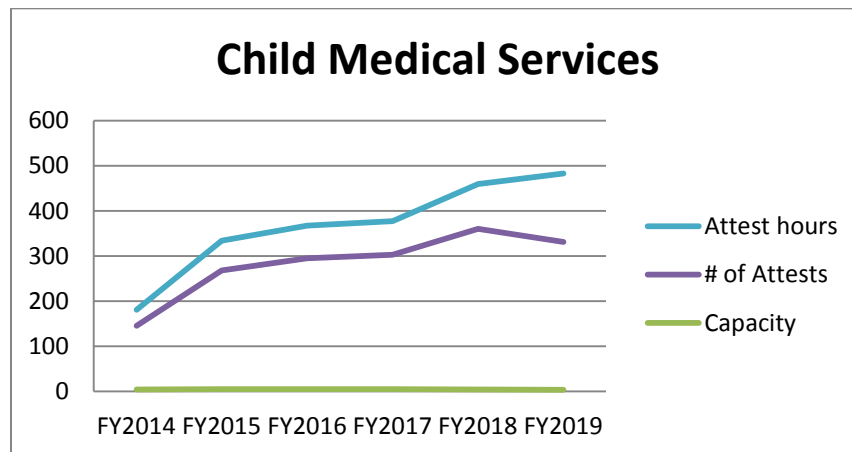
Dr. Heather Geis is a widely respected psychiatrist with a myriad of clinical experience. She currently has a private practice that she is downsizing and also provides care to patients through Indian Health Services, both inpatient and partial hospitalization programs. She is a well-spoken provider who easily adapts to new situations. She is currently seeing a mix of child and adult patients but her passion resides in child psychiatry. She has been a psychiatrist since 1991 and has been certified as a child psychiatrist since 1998. She will be working with us on Thursdays and Fridays at McNulty Center just as soon as we can get her credentialed.

Melanie Parks, PMHNP-BC has been working for IRIS Telehealth since 2016 and has a wide variety of experience. She has practiced 10 years as a RN, 15 years as a FNP and became a board certified PMHNP in 2015. Melanie lives in Christiansburg, VA and as she's Virginia licensed so will mostly likely be able to start working sooner than Dr. Geis. She will work on Thursdays and Fridays serving our adult population.

The below graphs depict additional reduction in clinical time available for new and returning clientele for medication management. Because of our designation as a Physician-Directed Clinic, all persons with Medicaid or Medicare must have services "directed" by a psychiatrist as medically necessary. This is a separate Attest (assessment) conducted outside of any medication management service. While required, it is important to note that this further reduces capacity of how many new clients, children and adults, can be seen by our current panel of medical professionals.



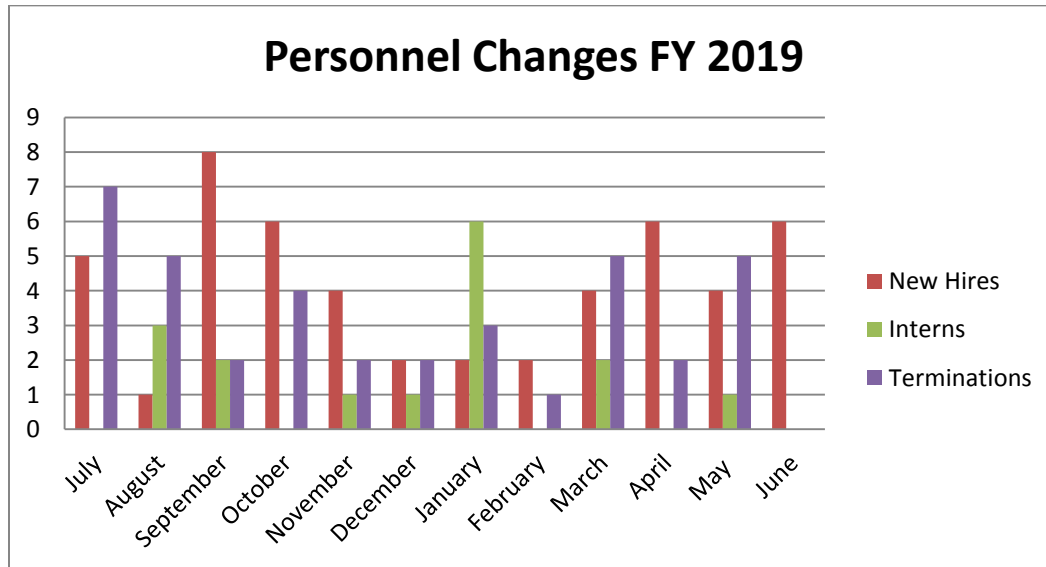
| Adult | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 |
|--------------|--------|--------|--------|--------|--------|--------|
| Capacity | 12.5 | 12 | 12 | 12 | 11 | 9.5 |
| # of Attests | 197 | 214 | 311 | 345 | 379 | 371 |
| Attest hours | 49.25 | 53.5 | 77.75 | 86.25 | 99 | 139.25 |
| Caseloads | 1213 | 1289 | 1341 | 1377 | 1355 | 1280 |



| Child | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 |
|--------------|--------|--------|--------|--------|--------|--------|
| Capacity | 4.5 | 5 | 5 | 5 | 4.5 | 4 |
| # of Attests | 141 | 263 | 290 | 298 | 356 | 327 |
| Attest hours | 35.25 | 65.75 | 72.5 | 74.5 | 99 | 151.5 |
| Caseloads | 1213 | 1289 | 1341 | 1377 | 1355 | 1280 |

Human Resources Department

The HRCSB Human Resources (HR) Department has had a change in leadership as Sheryl Falls left for a position with LD&B in August. Muriel Seaward accepted the position of HR Manager and stepped right in from her prior position of HR Specialist. In turn, Stephanie Shaw accepted the position of HR Specialist in August as well.



New Positions - FY2019

Same Day Access Clinician
 Children's Therapist
 Risk Management
 Specialist
 Chief Financial Officer
 Client Engagement
 Specialist
 Drug Court Case Manager
 Adult Therapist
 Children's Case Manager

Even with all of these changes, the number of new hires has not declined but continues to keep everyone busy screening, interviewing, and on-boarding. As the scope and depth of services continues to grow, the volume of transfers and new hires will mirror this activity.