

HRCSB Board Report – January 2020

Ellen Harrison (Executive Director)

Lynn Grigg (Child and Family Services)

Rebekah Brubaker (Adult Behavioral Health)

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Holly Albrite (Administrative Services)

Message from the Executive Director

The only constant is change. Members of the General Assembly have witnessed change in those holding a seat for the 2020 Session. The leadership of the Department of Behavioral Health and Developmental Services also endured transitions in December 2019: Daniel Herr, Deputy Commissioner of Facility Services, stepped down; Laura Nuss, Deputy Commissioner of Developmental Services, stepped down; Mira Signer, Acting Commissioner, stepped back into her prior role; and Alison Land stepped into the position of Commissioner from the private sector [Sentara HealthCare]. Meanwhile, the public system of care (40 CSBs) has been preparing for a robust discussion with our state legislature around both the continued funding and implementation of STEP-VA [System Transformation Excellence and Performance of VA] and the corresponding roll-out of the Behavioral Health Redesign initiative led by the Department of Medical Assistance Services for Medicaid of Virginia.

We will certainly persevere through the challenges of bringing together the larger collective to successfully evaluate, plan and implement the necessary changes for the statewide system of care. While it may slow down the process a bit to bring everyone up to speed, new perspectives and new energy can certainly add a positive to such an enormous change in operations to better serve every community in a consistent manner. The original intent of STEP-VA was to standardize 9 core services across all 40 CSBs, while Behavioral Health Redesign is meant to broaden the array of services offered by both the public and private providers in the Commonwealth of Virginia.

HRCSB is also undergoing significant structural changes to accommodate the growing demand for services and subsequent adding of employees to provide such services. We look forward to building out our services locally and as a part of the larger state system growth for a healthier tomorrow.

Ellen Harrison, LPC, MBA

Administrative Services

Building Update



Excavation work has been in full force at Main Street including blasting to break up rock causing some cautious excitement for staff and visitors. Much advance preparation went into each blast with no resulting damage or concerns. The shift in parking locations is well underway with graveled lots added in front and behind several lots. The picture above shows the large new lot behind Arbor House. Spaces are gradually beginning to be used in preparation for installation of the construction fence in the near future that will remove almost all of the prior parking areas.



The renovated and enlarged parking area has been completed at McNulty Center with paving completed in the nick of time before cold weather would have prevented it until spring. Demolition of exterior siding and trim and the pouring of floor slabs for the additions are completed in anticipation of adding framing, trusses, and walls during January.

Our staff “construction crew” has been meeting weekly and initiated a ‘spirit cone’ made from a rubber construction cone nicely decorated by Melissa Kinman, an ID Case Manager and construction crew member. The cone will be presented to staff who step up to encourage, assist, and help maintain a positive approach during construction, to be proudly displayed until it moves on to the next staff member. We will continue to look for ways to motivate and have a bit of fun during the project.

Compliance Department

The VACSB (Virginia Association of Community Services Boards) Quality Leadership Committee is completing a survey on the impacts of increasing reporting and data

requirements by the Department of Behavioral Health and Developmental Services and Medicaid managed care. Dana Dewing, HRCSB's Compliance Manager, provided input on increases in staffing at HRCSB. In 2013 there were 3 positions: a Compliance Supervisor who completed Human Rights reporting and complaints and took the lead with audits; a QI Specialist to provide staff trainings, documentation reviews, and assist with audits; and a Benefits Coordinator to secure managed care authorizations. In 2014 a second part-time authorization staff was added, becoming a full-time position in 2015. In 2017 a full-time Credentialing Specialist was hired to handle staff credentialing which increased exponentially with the addition of six Medicaid Managed Care Organizations. In 2018 a full-time Risk Management Specialist was hired to handle Human Rights enhanced reporting, new Root Cause Analysis investigations, mortality reviews, and emergency planning among other duties that could no longer be incorporated into other positions. In addition to doubling its staff in four years, the Compliance Department also added off-hours weekend and holiday coverage to meet 24 hour reporting requirements. While growth in compliance support provides a valuable technical resource and enables clinical staff more time to focus on treatment and services, these increases have been brought about largely to address complicated and often overlapping requirements where noncompliance can lead to negative financial and licensing sanctions and whose impact on the quality of services is often not identifiable.

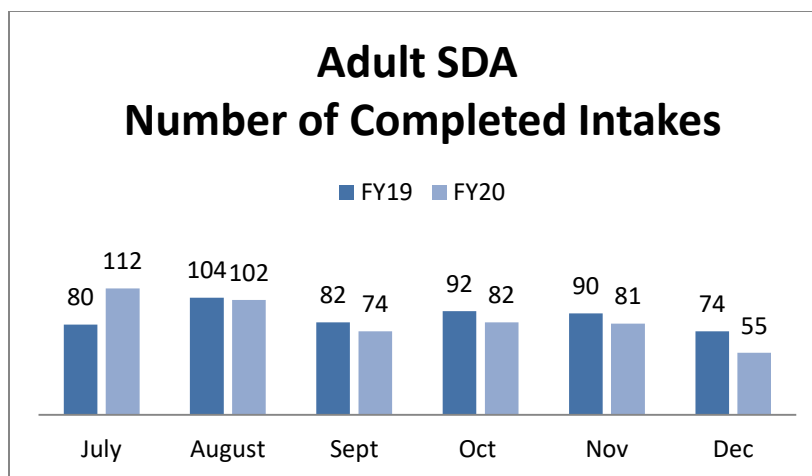
Clerical Services

Clerical services is pleased to announce that Michelle Hall joined them in December as a receptionist and switchboard operator.

Adult Behavioral Health Services

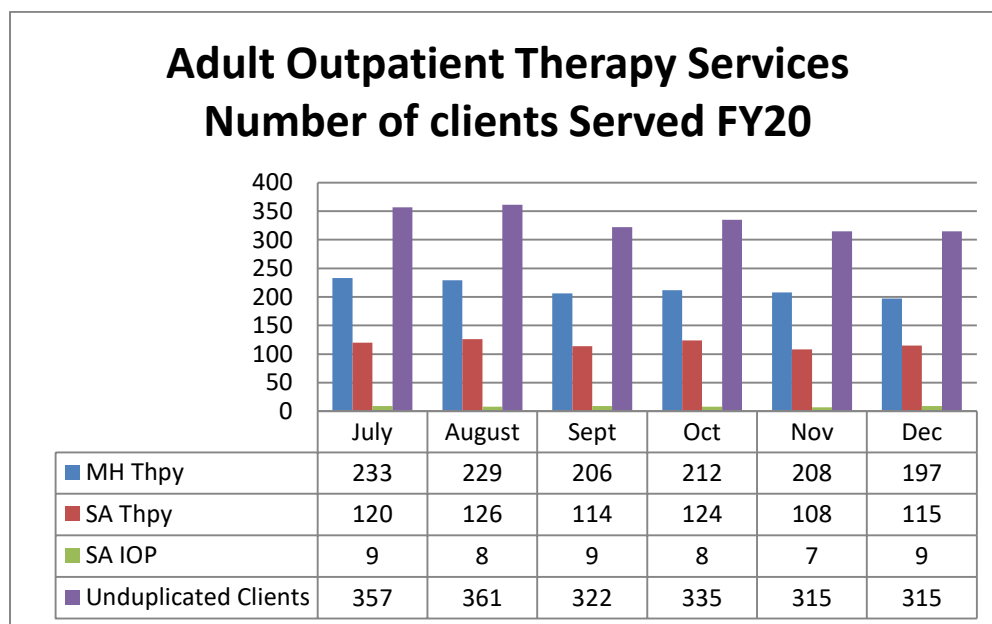
Same Day Access - Adult Services

During the month of December, we completed 55 adult intakes. For the first half of this fiscal year, we averaged 89 intakes per month which is slightly above last fiscal year's average of 81 completed intakes per month. We are able to complete an intake on approximately 88% of the individuals that arrive during our walk-in hours who are eligible for our services and are able to stay for the duration of the intake.



Adult Outpatient Services

In December, the adult outpatient team provided mental health therapy services to 197 individuals, 115 individuals received substance use therapy services and another 9 individuals received our intensive outpatient program, for a total of 315 unique individuals served.



We are excited to have Pablo Ochoa join our Adult Outpatient Therapist team. He will begin his role with us on Jan 2, 2020, where he will be providing primarily individual and group therapy services.

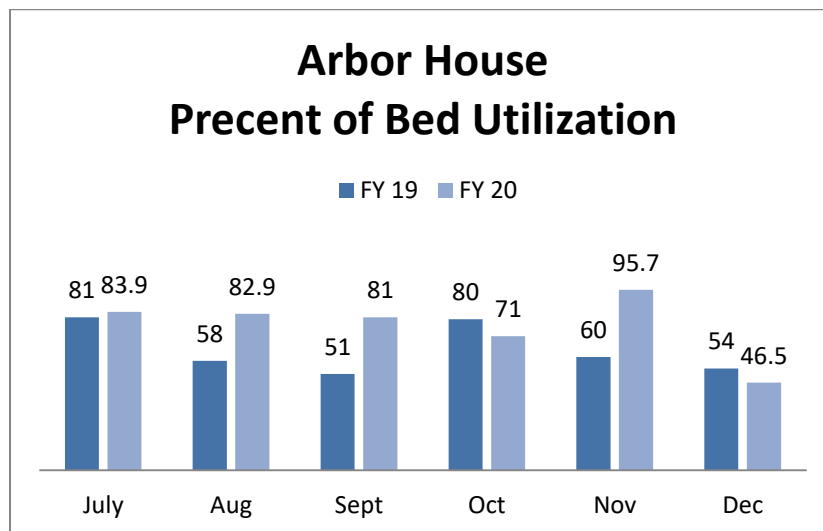
Drug Court Case Management Services

Our case managers continue to work diligently with the many varying needs of our clients who are involved in the criminal justice system and have substance related

treatment needs. We continue to advocate for treatment for these individuals, with the goal of helping each one discover their own path towards recovery and ideally sustained recovery. We are currently serving 38 clients in our drug court program. Over the last several months we have had 5 individuals graduate from our local drug court program. These individuals were able to not only meet the legal requirements of the program but also successfully completed their treatment with our agency. We celebrate these successes and recognize the hard work and dedication these individuals have put forth to achieve their goals.

Arbor House (Crisis Stabilization Unit)

For December, our bed utilization was 46.5% which means we averaged ≥ 3 beds filled. For FY20, our year to date is bed utilization 76.7%, which is above the 75% utilization required by the Department of Behavioral Health and Developmental Services (DBHDS). We had a several day period where we did not accept any new participants into Arbor House due to needing to be off site for blasting on the construction site near Arbor House.



Community Recovery Services

At the end of December we said good-bye to Mary Ann Kreider, a long time staff member and supervisor of our Mental Health Skill Building program. Mary Ann had been with the agency for over 30 years in various capacities. We wish her all the best as she transitions into retirement!

Mental Health Peer Support Services

Peer Support services are provided by staff who have lived experience with mental illness and have been in sustained recovery. We are fortunate to have two staff persons who work on a part-time basis with our mental health recovery team and provide peer support services. The peers meet one-on-one and in groups with clients providing support and encouragement, this can include but not limited to social outings, attending medical appointments, helping with grocery shopping and other daily living activities.

Western State Hospital

For the month of November, Western State Hospital (WSH) Census report, we had an average census of 13 and a census/100000 population of 10.9.

Emergency Services

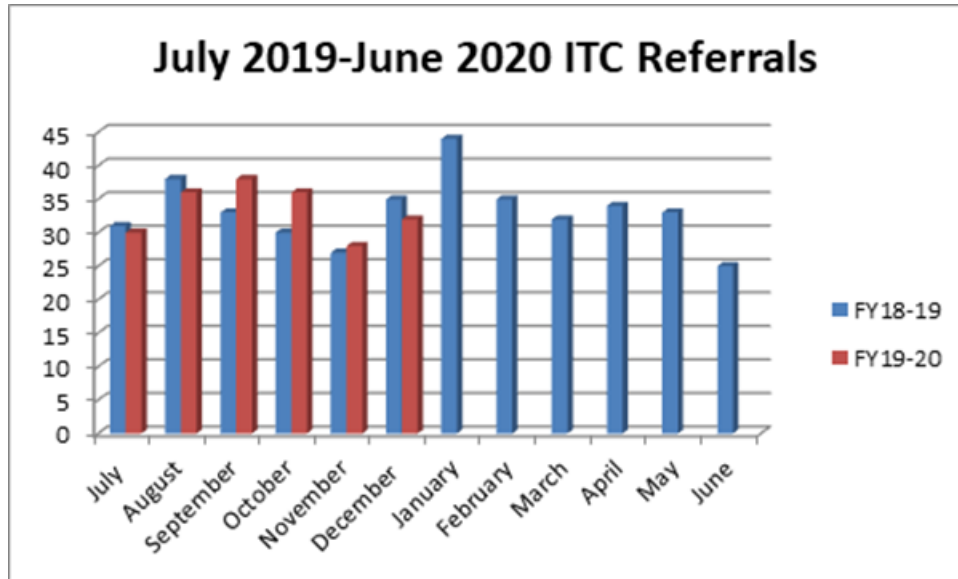
Our Emergency Services staff has continued to provide the prescreening assessment for involuntary hospital admissions. For the first six months of this fiscal year, the staff completed 355 prescreening assessments. For comparison purposes, last fiscal year for the same time period the staff completed 457 prescreening assessments. It is unclear the reason for a decrease in the volume of prescreens from last year to this year.

Starting mid-January, Region 1 CSBs will be able to have the option of utilizing the state funded Alternative Transportation program. The Department of Behavioral Health and Developmental Services (DBHDS) contracted with the company G4S to provide alternative transportation to hospitals for individuals who are under a temporary detention order (TDO) and are 18 years or older. Currently, local law enforcement is responsible for transporting individuals to the accepting hospital if they are under a TDO and require transportation. With this new option, local law enforcement may not need to be involved in transporting the individual, thus allowing them to return to their other responsibilities in our community.

Child and Family Services

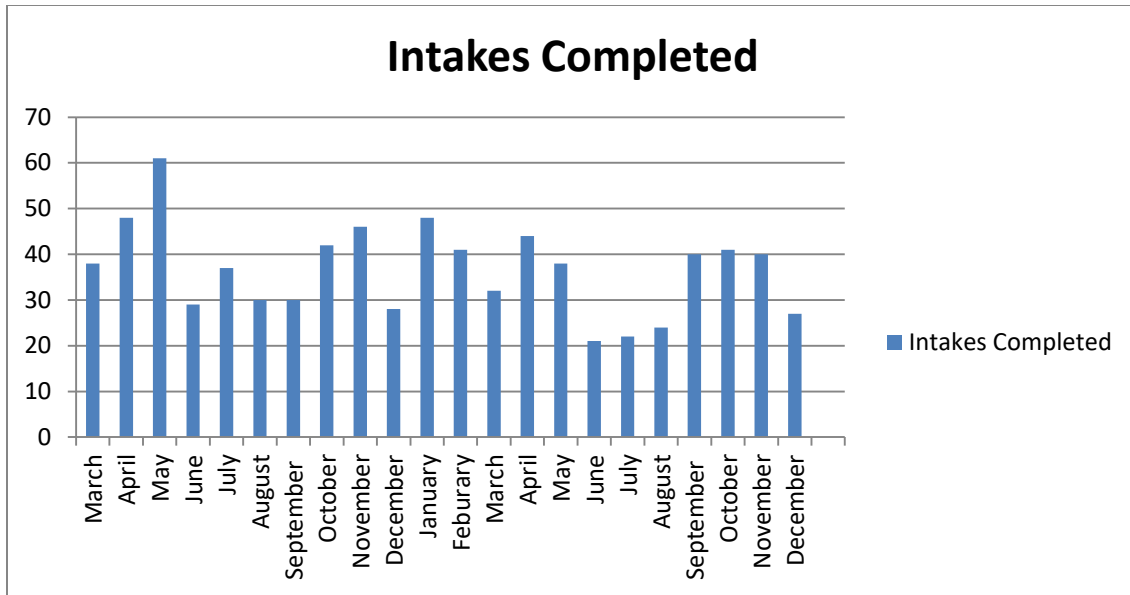
Infant and Toddler Connection

The Infant and Toddler Connection of Harrisonburg-Rockingham CSB had a record year. Our December 1 child count was up to 196, which is a 54% increase in the past 4 years. We have participated in many child find activities and public fairs, the latest being a toddler friendly event at the local public library the Saturday before Christmas. We are currently recruiting for a speech and physical therapist. In the spring we will welcome two student teachers to our program. In December we said goodbye to Diane Robey who retired from the staff as a part-time speech therapist. She will be greatly missed.

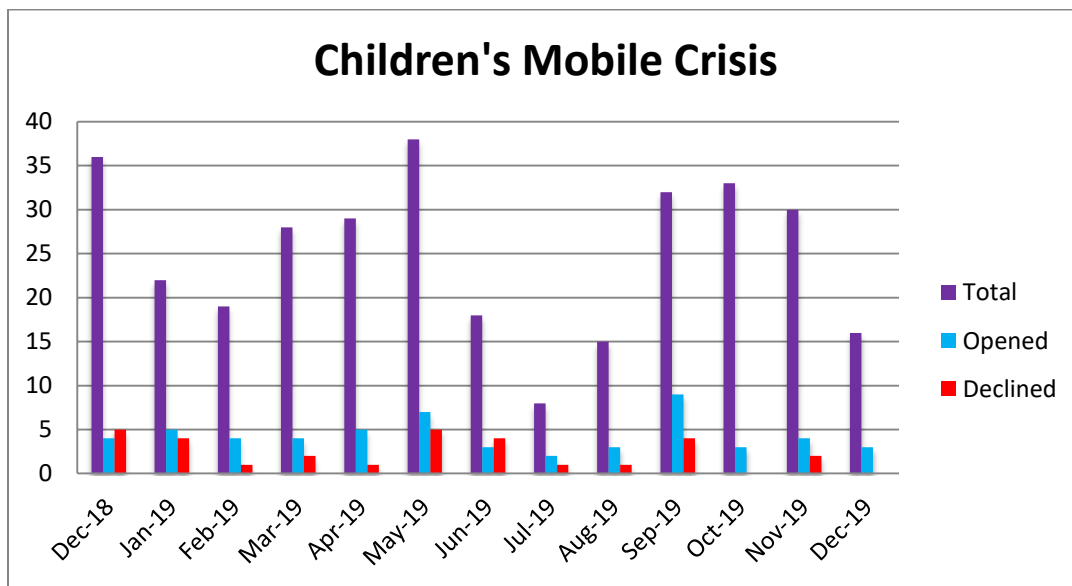


Other Children’s Services

Children’s outpatient and case management services have also been very busy. We completed 27 intakes in December and 430 for the year. We have worked hard to balance staff availability and needed capacity for the clients coming in the doors. We feel very good that only 8 clients were asked to return another day because we could not accommodate the intake demand for the day. In December, we added 20 new children and adolescents to our therapy service bring the total outpatient enrollment to 491. This number is a challenge to serve on a regular basis, especially with a clinician out on maternity leave. Our school based clinicians are currently seeing 288 children throughout the City and County middle and high schools. In our case management and case support program, we have 223 families open and we have 24 on a referral list. We are seeing a slight increase in referrals to our Family Care Coordination (FCC) program and are currently serving 15 clients. The growth in this area is due to a shift to using FCC as a means of preventing residential placement versus to transition children back home from a residential placement.



Our children’s mobile crisis program saw a slowdown in December with only 16 crisis events being called into the staff. The region is still waiting to hear from DBHDS about what the future of the program will look like and what staffing patterns will be.



Our Wellness and Prevention services continue to work on trauma and resiliency, suicide prevention, and opioid response. We helped to facilitate a two-day trauma training with Rockingham County Public Schools to help with training the trainers for school personnel. Brandy Haden led an in-service with Elkton Middle School on trauma and mental health issues. Brandy also worked in a focus group with the World Church Services organization to see how to best serve the Congolese community. We also

partnered with the local sheriff and police departments and other first responders to distribute 25 lock boxes to use with safe storing of prescription medications or small fire arms.

Developmental Services

Developmental Disabilities (DD) Case Managers billed 296 units for the month of December, a new high, with contracted DD case managers from Valley Associates for Independent Living completing an additional 20 billable units. Case Managers also completed 269 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 381 separate contacts to assist with linking clients to services, or monitoring their satisfaction. Case managers also completed 17 annual plans for either Waiver or State Plan Option case management.

There are 214 individuals on the DD Waiver Waiting list awaiting services. There are currently 65 individuals on Priority 1 status or deemed most in need of services, followed by 91 on Priority 2, and 58 on priority 3. There were 4 new requests for waiver screening in December, with 3 screenings completed, and two new clients opened. For the final numbers for the calendar year 2019, we received 70 new requests for waiver screenings, completed 43 screenings, and opened 21 new individuals. To explain the 27 individuals for whom we received screening requests but were not screened in 2019, we have several referrals received in the latter part of 2019 that are still being scheduled in 2020, we have additional referrals that were reviewed and did not meet diagnostic criteria, and others who simply failed to respond to attempts to contact. We are continuing with community outreach efforts in order to educate families and to complete waiver screenings on all eligible individuals in our catchment area. In December, we participated in a waiver education community program with Rockingham County Public Schools.

For now, we have 225 individuals receiving DD Waiver services. Of those 225, 87 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 were several developments in the ongoing Department of Justice settlement agreement during the month of December. The Commonwealth and the Department of Justice had been working to come into agreement on specific metrics to indicate

compliance on 233 separate areas in the settlement agreement. A December deadline passed, with the Commonwealth and the Department of Justice failing to come to an agreement on approximately 30 of those metrics. The next step in this process will be an open hearing on January 7th, after which the Judge assigned to the settlement agreement will make a final determination as to which metrics are used to indicate compliance with the settlement agreement.

Additionally, the 15th report from the Independent Reviewer for the Settlement Agreement was released in December. The report noted that the Commonwealth has done well to not backslide from any areas where it has met full compliance; however there are still significant needs for improvement in quality improvement and risk management services as a whole, specifically as it relates to reliable and valid data. On a positive (and admittedly boastful) note, we're proud that Harrisonburg Rockingham CSB was twice noted in the report as one of the few CSB's to meet certain case management standards in regards to assisting clients with employment issues.

In early December we were informed that Laura Nuss, Deputy Commissioner for Developmental Services at the Department of Behavioral Health and Developmental Services was leaving the agency as of December 13th. We look forward to working with acting Deputy Commissioner, Heather Norton.

With significant assistance from our agency's QI department and specifically Brittany Simmons, we completed all of the newly implemented Support Coordinator Quality Reviews. These reviews are required by DBHDS as part of their efforts to address quality improvement and data collection deficits mentioned in the settlement agreement. We will be awaiting a "look behind" review by DBHDS of our internal review sometime in the next coming months.

Although we are closer than ever, we still waiting for a technical fix that will allow case managers to upload their service plans automatically into the online waiver management system, and will avoid the necessity to manually enter information. A note of thanks to the support coordinators and providers who have had to adapt to several different work and technical processes over the past year as this system moves toward implementation.