

HRCBSB Board Report – March 2020

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

Change Order is a code phrase for “additional expense” when in the midst of a construction project. Many times the change order is necessary to correct an unforeseen issue with materials needed, work-arounds to natural barriers, take advantage of opportunities to improve work flow, or even the ability to reduce the cost of a piece of equipment required. Prior to the change order being approved, a good deal of research regarding alternative solutions will occur, robust discussions ensue and then a decision is made. Every decision is based on both current and future costs and benefits of the change. These decisions are not taken lightly nor made without a great deal of teeth-gnashing and questions starting with “are you sure we need to....?” In concert, the General Assembly is also in the midst of what could be seen as Change Orders to the VA Code. These changes are not approached lightly and likely also start with the phrase “are you sure we need to....?” At cross-over day on February 11, 2020, the House and Senate exchanged bills for consideration and ultimately session adjournment sine die on March 7th. While hundreds of bills have been put forward, not nearly so many will make it through the entire session and work their way into law. Of heightened interest are the bills with monetary investment attached to ensure the success of the mandated actions such as those affecting the design and operation of the public system of care. Several bills were proposed to address the original light buildout of outpatient services given the strong success of Same Day Access, as was the first step in Systems Transformation for Excellence and Performance of VA [STEP-VA]. The success of Same Day Access was so strong that the complementing steps of therapy, medication management, case management and care coordination must be implemented with the same depth and vigor to accommodate the behavioral health needs of the Harrisonburg-Rockingham community. At this juncture, it appears that bills to restore CSB funding cut in the second half of FY2019 and the second financial investment in outpatient services did not make it through cross-over for a final vote of approval with the 2020 General Assembly Session. We continue to watch and advocate for further financial build out of the 9 mandated STEPS in VA Code to be concluded by 2022.

Ellen Harrison, LPC, MBA

Building Update

The additions to McNulty Center are progressing with exterior brick and siding nearing completion and interior electrical, insulation, drywall and finishing underway. Much coordination and planning has occurred during February regarding completion of the interior renovations while we continue normal operation and services. We need to accommodate the relocation of staff during each phase, the presence of builders and subcontractors in the building, and moving work stations and other equipment and furnishings. The collaboration between staff, vendors, and construction personnel has been very positive to this point and should help the process as we enter the most potentially disruptive phase of this part of the project. We have been very pleased that as far as we can ascertain, visitors to both sites have been very accommodating and noncomplaining with limited parking, noise, and the ever-changing landscape.

At Main Street the building pad is being finished and footers installed in the north east corner of the building site. We are very excited to see the first visible evidence of the new structure! Site utility work is continuing and storm water basins added. The curb and gutter for the new entrance and staff parking area to be used during construction are almost finished. Once completed we should be have enough parking on the CSB side of Main Street, although we are pleased that we can continue to use Dean Brothers lot for overflow days. We are very appreciative that Mathers Architects has installed a camera to track daily progress on the building and allow for some time lapsed visuals throughout the Main Street project.

Site Security

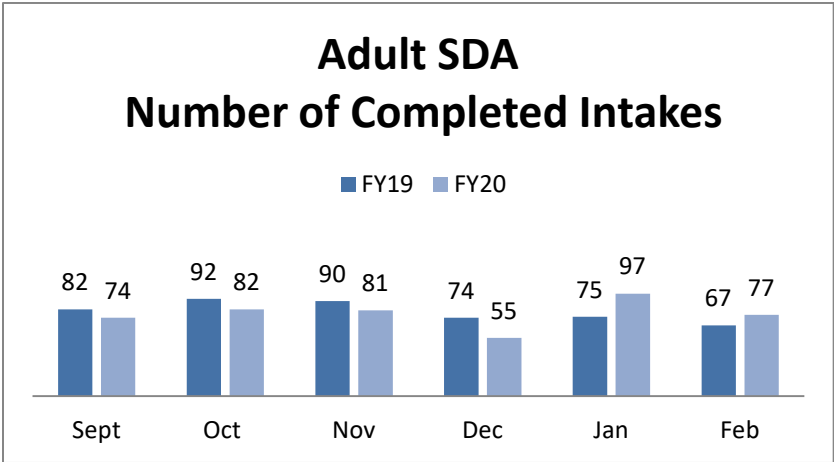
Over the past several months, our Information Technology Department and Risk Management Specialist have been working to ready our system to install an alert button that can be discreetly used when staff need assistance and/or another set of eyes on a situation. Once Windows 10 has been installed on all agency computers we plan to implement this message system. Any staff logged into a computer can send a message via a desktop icon or with a key combination. Reception and emergency service offices will also be equipped with a button that can be pushed even when the computer is locked. We hope to eventually have the alert message also go to cell phones.

The Compliance Department is pleased to welcome Jessica Bradshaw as the agency’s new Credentialing Specialist.

Adult Behavioral Health Services

Same Day Access - Adult Services

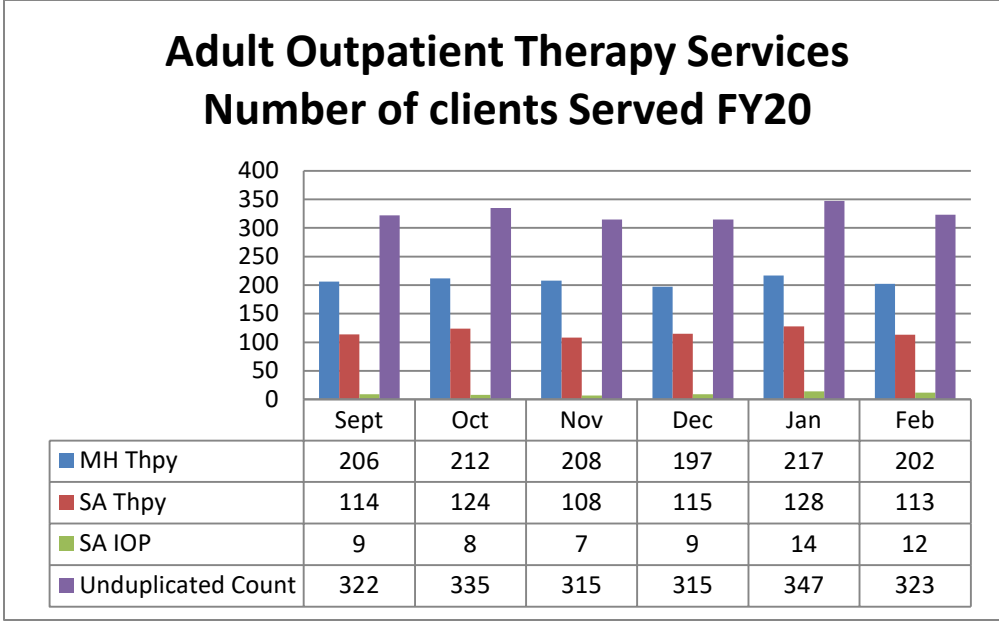
During the month of February (Feb 1- 26th), we completed 77 adult intakes. Our SDA team works with individuals to identify treatment needs and recommendations for services based on the clinical assessment process. One of the added complexities that staff face is working with individuals whose primarily language is not English. In February, 10% of individuals requesting services required the use of an interpreter or bilingual staff which is above our yearly average of 6%. We are fortunate to have several bilingual staff fluent in Spanish which allows us to provide services to individuals without the use of a third party interpreter.



Adult Outpatient Services

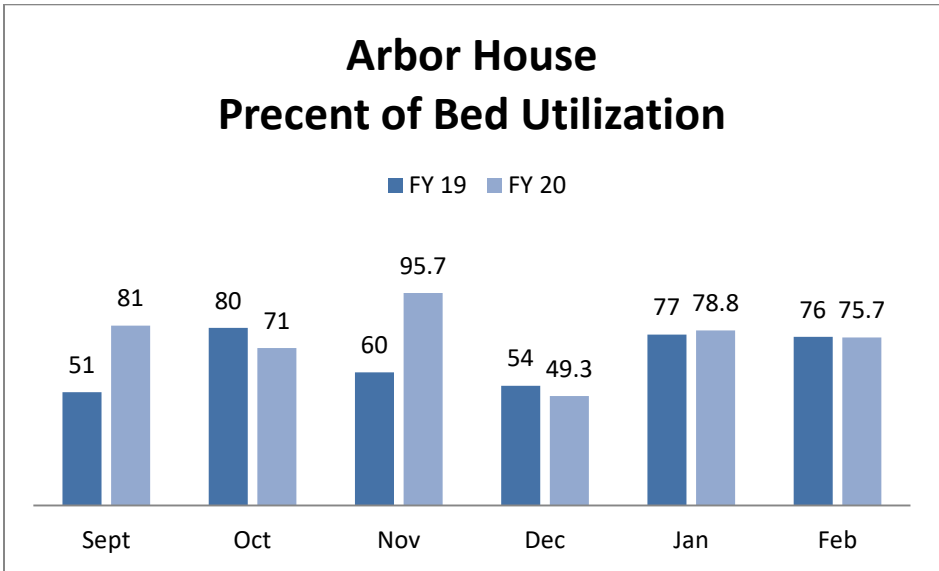
In February (Feb 1-26th), the adult outpatient team provided mental health therapy services to 202 individuals, 113 individuals received substance use therapy services and another 12 individuals received our intensive outpatient program, for a total of 323 unique individuals served. The outpatient team is currently offering nine different types of groups; our groups vary in frequency and intensity of services. For example, our most intensive group therapy is our SA IOP program which meets three times a week for three hours each session and our least intensive group meets once a week for one hour.

Starting in March, we will be expanding our peer recovery specialist services. Through funding from the Department of Behavioral Health and Developmental Disorders (DBHDS) we have hired an additional peer recovery specialist position whose primary focus will be to outreach and provide peer supports to individuals who have substance use issues and are involved in the criminal justice system. Our goal is to assist and provide support to individuals in accessing treatment services and then continue to work with them as appropriate as they engage in treatment.



Arbor House (Crisis Stabilization Unit)

For February (Feb 1- 26th), our bed utilization was 75.7% which means we averaged 5 ≥ beds filled. For FY20, our year to date is bed utilization 76.2%, which is above the 75% required by Department of Behavioral Health and Developmental Services (DBHDS). The data does not reflect the full month of February’s numbers; the full month’s data will be reflected in next month’s report.



Mental Health Case Management

We are currently providing adult mental health case management services to 387 individuals. Our case managers work with our clients to help identify ongoing needs, support them in accessing community resources, linking them to support services and monitoring their services.

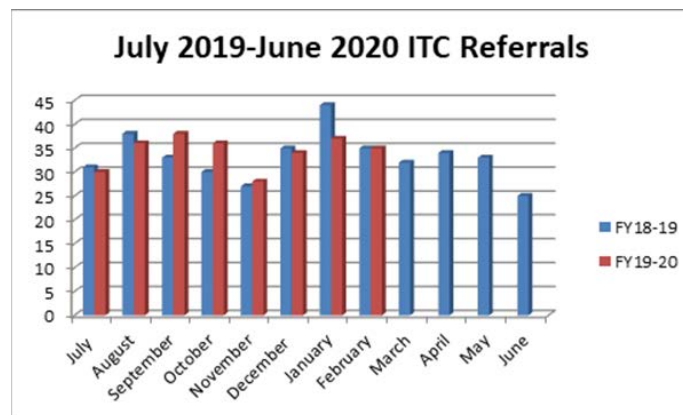
Western State Hospital

For the month of January, Western State Hospital (WSH) Census report, we had an average census of 12 and a census/100000 population of 10.8.

Child and Family Services

Infant and Toddler Connection (ITC)

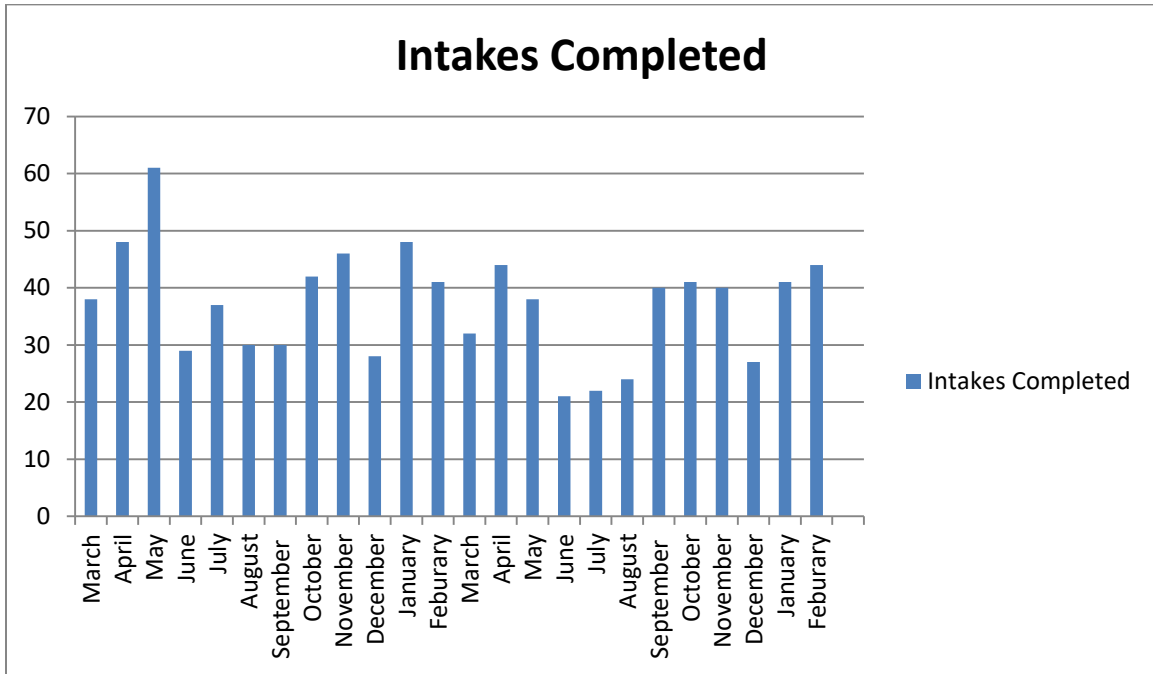
Our ITC program continues to grow on a monthly basis. We have a child count of 201 for February, which is up from 195 in January. We received 39 referrals this month which brings our total to 274 for this fiscal year. We are in the process of hiring a full time physical therapist for the program. We also welcomed two JMU students for their internships in Early Childhood Education. Currently we are interviewing for a full time Service Coordinator. We are anxious to fill this position as one of our fulltime workers is going out on maternity leave in March. Our transition conference between the local school systems for Part B services is scheduled for this spring, and a training for parents and other interested parties is planned for March 19, 2020 At Waterman Elementary School.



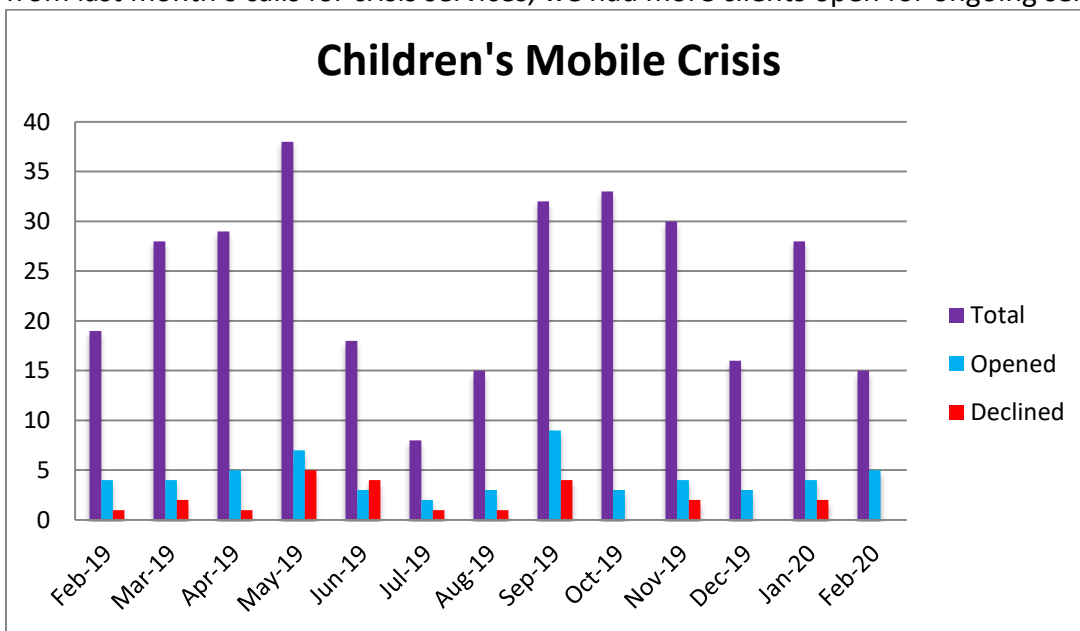
Other Children's Services

We are recruiting for a new case manager to keep up with the demand as more children are referred and need this service. We are fortunate that we have strong group of candidates in this applicant pool. John Wilson and I will be interviewing for the next two weeks and hope to have someone on board by April 1st. We are currently serving 235 children with case management and case support services. Our Family Care

Coordination caseload is up to 16 clients, and we are managing a waitlist of 28 at the current time. In February we completed 44 intakes with 19 of those in one week. We are serving 509 children and adolescents in outpatient therapy and we opened 28 new clients. Our school based staff had contact with 283 children in February in the City and County high and middle schools.



Children’s Mobile crisis served 15 children this past month. While this was quite a drop from last month’s calls for crisis services, we had more clients open for ongoing services.



In the Prevention and Wellness area we submitted a Request for Proposal for our media campaign. We continue to distribute medication lock boxes; distributing 23 this month and ordering another 100. We continue to partner with Rockingham County Schools on their Sources of Strength project at Broadway High School and exploring ways to increase the impact for next year. We are working with a JMU class to complete merchant education on underage tobacco and alcohol sales as part of their student service project.

Developmental Services

Developmental Disabilities (DD) Case Managers billed 286 units for the month of February, with contracted DD case managers from Valley Associates for Independent Living completing an additional 16 billable units. Case Managers also completed 275 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 450 separate contacts to assist with linking clients to services, or monitoring their satisfaction.

There are 214 individuals on the DD Waiver Waiting list awaiting services. There are currently 63 individuals on Priority 1 status, followed by 96 on Priority 2, and 55 on priority 3. There were 7 new requests for waiver screening in December, with 5 screenings completed, and 2 new cases opened.

Currently we have 222 individuals receiving DD Waiver services. Of those, 6 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.

In some encouraging news, we had our first successful attempts at utilizing an automatic data exchange to take information directly from our electronic health record and upload it to the state's waiver management system (WaMS), thus removing the need to manually enter data twice. Over the next several weeks we will continue to test the system for reliability, and then make some final decisions on how this will affect our workflow.

In February the Department of Behavioral Health and Developmental Services (DBHDS) provide the final compliance metrics related to the Department of Justice Settlement Agreement. Over the next several weeks, staff from both DBHDS and several community services boards will be working to implement ways to record, report, and track these metrics, with the hope to create a viable path to exiting the settlement agreement on time.



CSB Training Day

On February 7th our agency held its annual Training Day, the fourth consecutive year we have offered a day of training for all staff. Like last year, this year's event was held at Eastern Mennonite School, and offered employees the ability to choose from concurrent training sessions. Most of the trainings were provided by community partners, including REACH (Regional Education Assessment Crisis Services Habilitation), Commonwealth Autism Services, and the Rockingham County Sherriff's office. Following the morning of trainings, all employees were invited for lunch in the cafeteria to socialize and to hear a short presentation by Management Team.