

HRCSB Board Report – February 2021

Ellen Harrison (Executive Director)

Lynn Grigg (Child and Family Services)

Rebekah Brubaker (Adult Behavioral Health)

John Malone (Developmental Services)

Barbara Brady (Administrative Services)

Message from the Executive Director

Due to an opportunity through the local partnership between the Shenandoah Valley Health District and the Harrisonburg Fire Department, all HRCSB employees had the option of getting the first of two Moderna vaccines on January 13, 2021. In order to allow so many people to be out in the same 4-hour timeframe, HRCSB closed for a half-day. We are very thankful for the concerted effort to get our employees, predominately categorized 1A in the priority listing, vaccinated as quickly as possible. This is one of many protections that we have put into place to better protect employees and the community to help mitigate the rapid spread of COVID. While the pandemic continues on with new strains of COVID identified, we are in the best position possible to continue offering services both in-person and via telehealth.

Ellen Harrison, LPC, MBA

Administrative Services

Construction Update

Sometimes confusion really means progress. That is definitely the case with the progress on the new building's construction. With the change of entrance and exit, parking, and flow through HRCSB's facilities, you can say that there has been a bit of confusion. However, this actually means that the crew is making significant progress in laying the groundwork for the new facility, levelling the entryway and making room for critical utilities. While this is the most visible work, other work continues apace both inside and out, with drywall and interior progress as well as siding and window framings outside. The site and our entry way may look a bit chaotic, but the fact is we are making good progress and definitely making headway.

IT, Clerical, Compliance and Risk Management

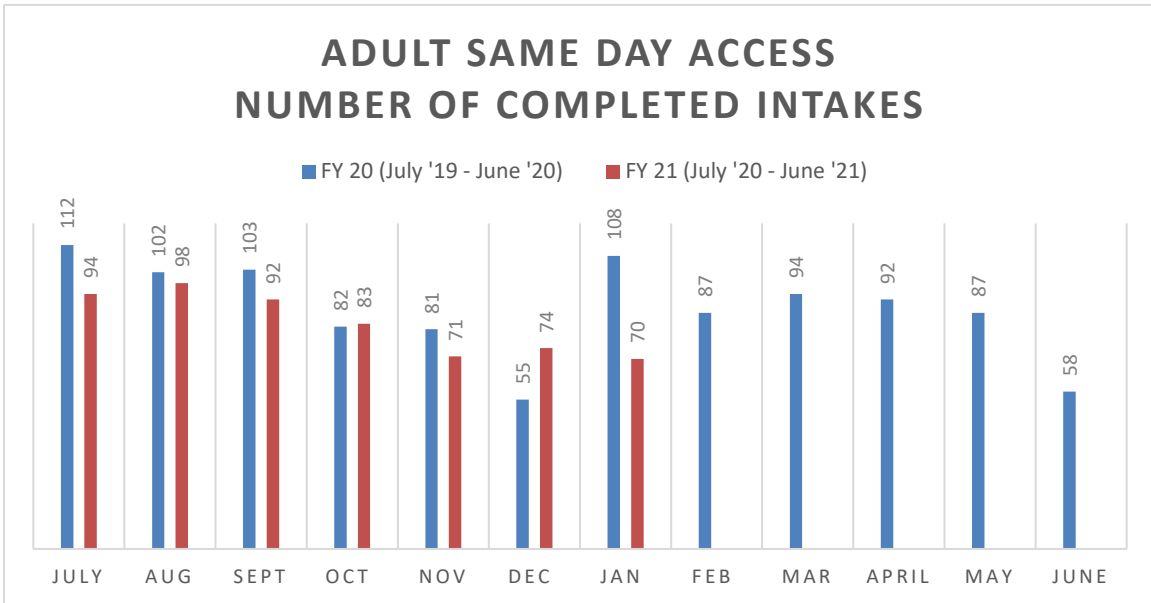
Some highlights out of the Compliance, Risk Management, IT and Clerical Departments for the month of January include:

- Working closely with friends and colleagues at the Harrisonburg Fire Department, an estimated 78% of HRCSB employees received the first dose of the Moderna COVID-19 vaccine. We are especially proud of this high percentage. Second doses are scheduled for mid-February. We are grateful that this allows us to continue our critical work to the public safely during the pandemic.
- Creating a new Fire Drill and Evacuation plan for the agency, per a recent change in regulations. Risk Specialist, Dan Jenkins, will be working with a team of volunteers and supervisors to implement the plan at all sites.
- The Compliance Department has been busy working with various insurance companies to verify coverage plans that change as of January 1, 2021. The team has also been busy training new clinicians, with 6 new employees attending hours of in person training on documentation and compliance requirements.
- IT continues to work with Netmaker to prepare for the new VOIP phone system. Implementation, training and rollout are tentatively scheduled for mid-February.
- The Clerical team has been extremely busy covering phones, desks, medical records requests and planned (and unplanned) absences. The team has been especially flexible, as the CSB has ramped up in the post-holiday season.

Adult Behavioral Health Services

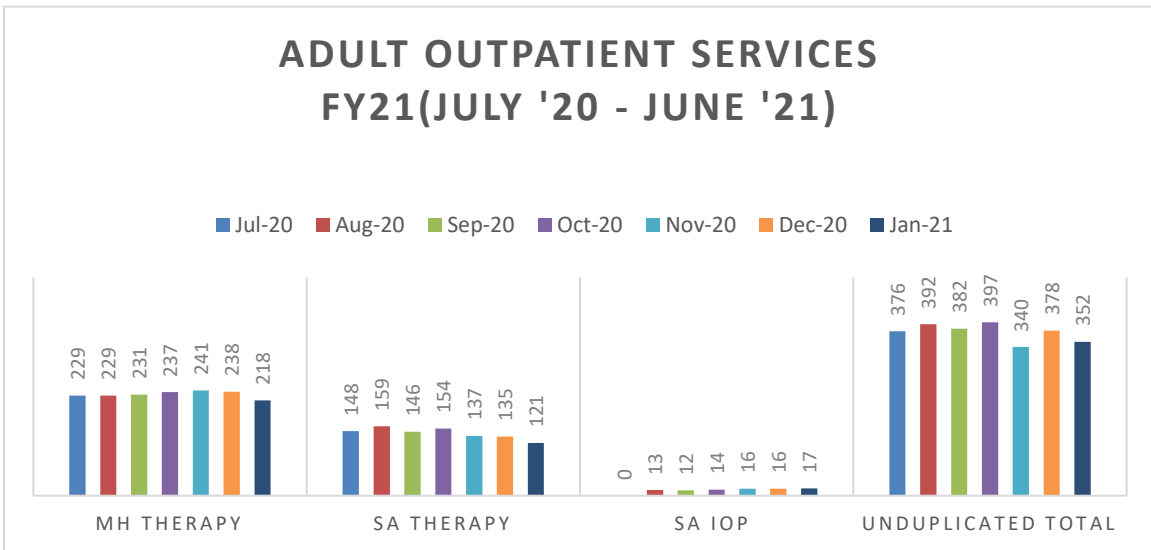
Same Day Access - Adult Services

We have continued to provide Same Day Access through telehealth (video conferencing and/or telephone) and in-person options. Since the end of November, we have strongly encouraged whenever possible for individuals to complete their intake via telehealth in efforts to reduce the foot traffic during this time of increased rates of positive cases of COVID in our community. We have also continued our hybrid system of scheduling and offering same day availability for intakes whenever possible. For the month of January (Jan. 1 – 27), we completed 70 adult intakes.



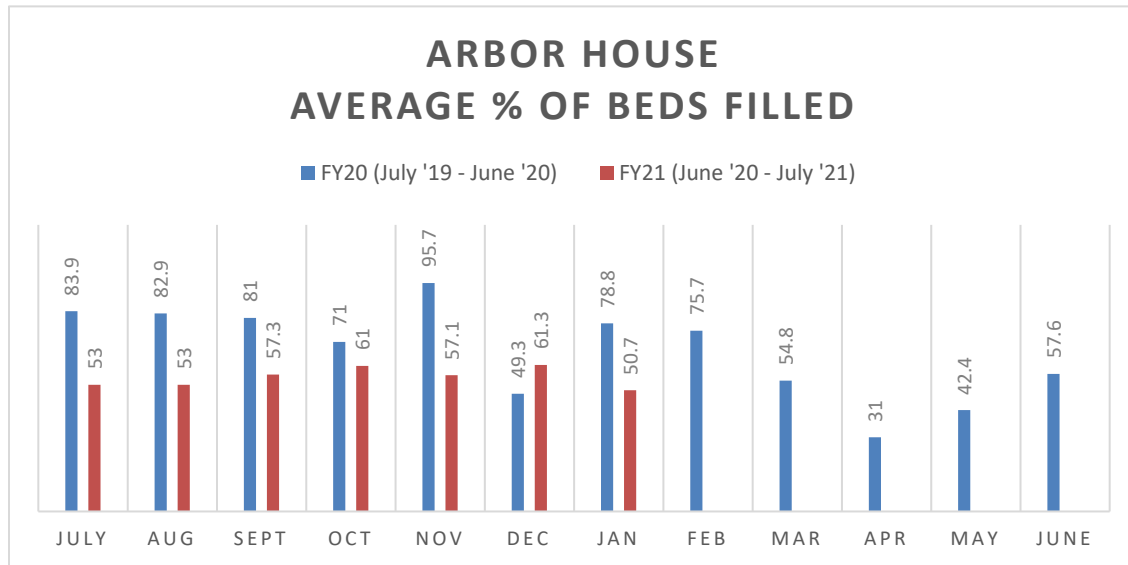
Adult Outpatient Services

The Adult Outpatient therapy team continues to provide services to individuals via telehealth (video conferencing and/or telephone) and in-person. For the month of January (Jan. 1-27), we provided mental health therapy to 218 individuals, for substance use therapy services we provided services to 121 individuals, and in our SA IOP program we served 17 individuals, for a total of 352 unduplicated clients served in therapy services.



Arbor House (Crisis Stabilization Unit)

Arbor House has continued to set our maximum capacity at 5 individuals. This decision was made to ensure that each individual could have their own bedroom. We will continue to assess the ability to safely resume a 7-bed capacity over the coming months. For December, (Dec. 1-30), our bed utilization was 61.3% based on 7-bed capacity; while our utilization rate based on the 5-bed capacity was 89%.



Community Recovery Services

Mental Health Case Management (MHCM)

We are currently providing mental health case management services to 374 individuals. The team continues to provide support to individuals with serious mental illness through identifying needs, assisting clients in accessing services and monitoring clients' engagement and follow through in services. The team has been able to provide support both in person and via telephone contacts.

Mental Health Skill Building

We are pleased to have Erin Haire join our mental health skill building team. She started in her role at the beginning of January. We currently have three full-time employees and one hourly employee providing mental health skill building services and 30 clients enrolled in our program. Clients in this program receive support in developing and maintaining independent living skills.

Permanent Supportive Housing (PSH)

As mentioned last month, our PSH program currently has eleven individuals enrolled. We are pleased to share that we have been able to secure housing for two additional participants bringing our total to three individuals currently housed in their own apartments. The relationship building with property landlords and property managers appears to have started working in our clients' favor and has helped us facilitate leases for on their behalf. We are hopeful that this can continue as we strive to enroll additional participants with the goal of having 30 individuals housed through the PSH program.

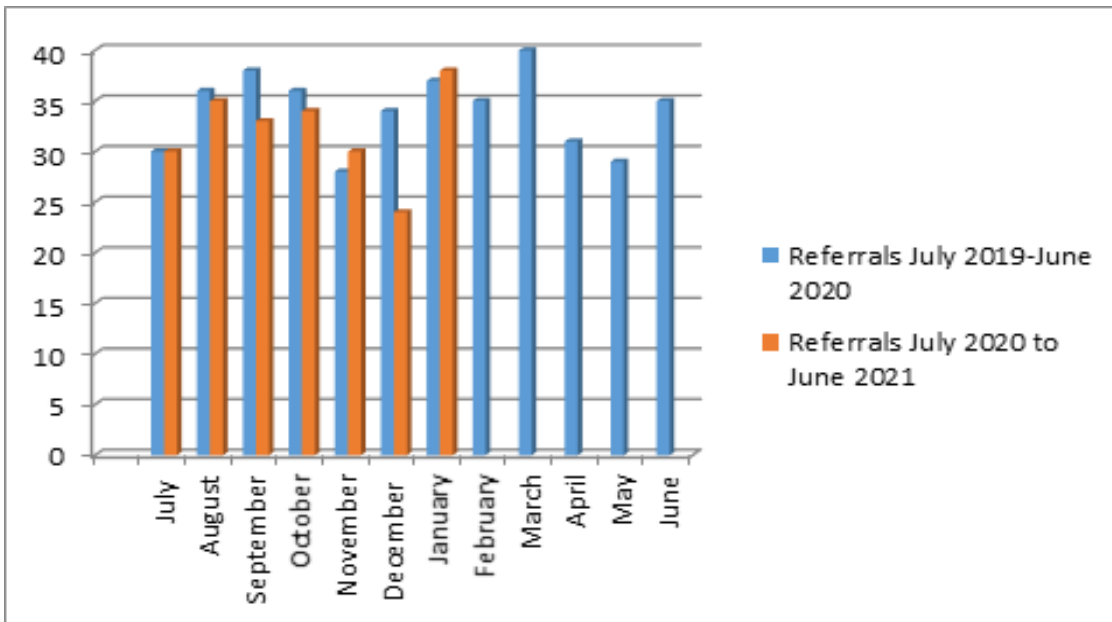
Western State Hospital

For the month of December, Western State Hospital (WSH) Census report, we had an average census of 10 and a census/100000 population of 7.3.

Child and Family Services

Infant and Toddler Connection

Our January 2021 child count was 185, and we received 38 new referrals. We sadly said goodbye to Kathryn Stone, RN who resigned due to family obligations, and to Cheyenne Taliaferro needing to leave due to childcare issues. We are recruiting for a full-time Developmental Specialist, one half-time service coordinator and a full-time Speech Therapist. The winter months are filled with getting our two year olds ready to exit services and to be screened for Part B services in the local public school systems. We also are looking forward to working with JMU and hosting student teachers starting in March.



Wellness and Prevention

Brandy led a workshop in partnership with Futuro Latino with Latinx youth one night, and parents the next night. This workshop was focused on discussing the nature of complex trauma, how it affects our physical/mental health and behaviors, and ways to foster resilience in our own lives, peers, and for the parent's specific resilience skills for families. The first session had great participation and we were able to utilize a translator so the content was in their native language. All subsequent discussion was in Spanish, with Brandy utilizing the translator to listen to the parents share with each other and answer questions. The parents who participated were excited to be able to invite others for the next session—we have five more planned.

Brandy also hosted a learning collaborative with Church World Services to continue to discuss Trauma Informed Care specific to the immigrant and migrant communities. Some cultural considerations between caseworkers and the community were discussed, primarily ways to establish boundaries without damaging a trusting, professional relationship.


State Opioid Response Grant

Brandy Participated in a work group with Eva Sitt (DBHDS Refugee Behavioral Health Coordinator) and Jennifer Farinholt (DHBDS State Opioid Response, Prevention Coordinator), and the CSBs with Church World Services offices in their catchment area. The goal was to find ways to incorporate a multi-cultural approach to prevention in a way that accommodates varying cultural and linguistic needs, as well as the specific needs of the migrant and immigrant populations. Of the CSBs, HRCBSB was the only one with an already existing relationship with the Church World Services office in their catchment area. We, as an agency, work very hard to form meaningful partnerships with our community partners.

Suicide Prevention

The COVID Health Care Worker campaign has now been finalized to include Lock and Talk's logo, a landing page that links back to a blog post on <https://.LockandTalk.org> , to include our region's CSB information as well as additional resources for those seeking help for themselves and someone they're concerned about. We consider this a huge success, and exactly what we wanted to do when first approached by DBHDS to complete project. Below are examples of the three types of media we'll be using, but we will also be running a radio ad:

Take advantage of the resources available during the pandemic. For information and wellness tips, click "Learn More".




ACCESS THE HELP YOU DESERVE.

LOCKANDTALK.ORG
Burnt out or overwhelmed? [LEARN MORE](#)

Like Comment Share

If you're struggling with the mental and physical toll of working during the pandemic, there are resources available.

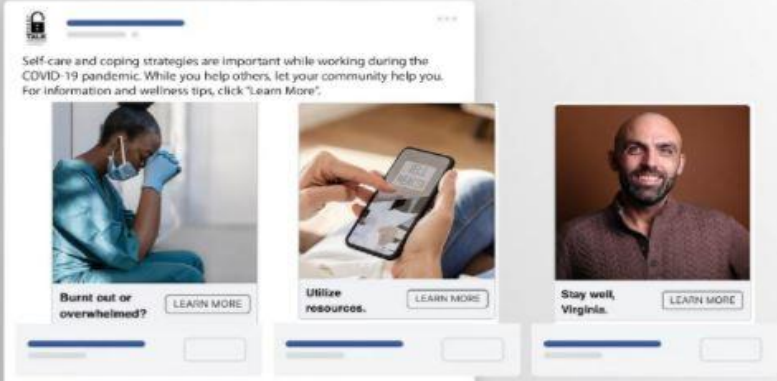


If you or someone you care about feels overwhelmed due to COVID-19...

LOCKANDTALK.ORG
Burnt out or overwhelmed? [LEARN MORE](#)

Like Comment Share

Self-care and coping strategies are important while working during the COVID-19 pandemic. While you help others, let your community help you. For information and wellness tips, click "Learn More".



Burnt out or overwhelmed? [LEARN MORE](#)

Utilize resources. [LEARN MORE](#)

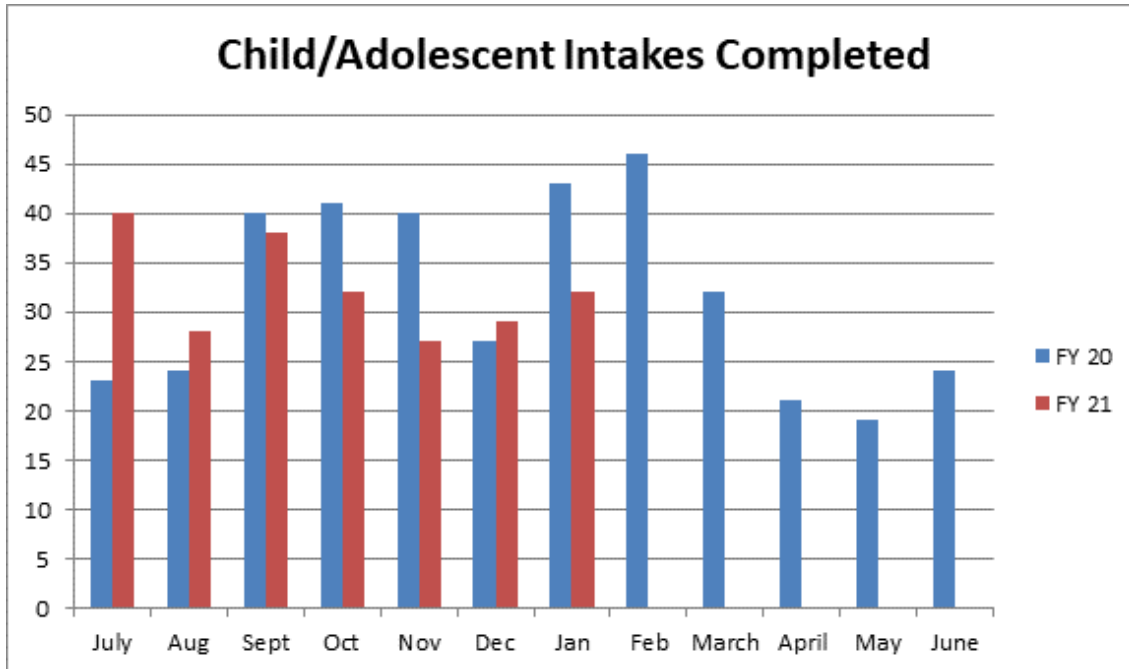
Stay well, Virginia. [LEARN MORE](#)



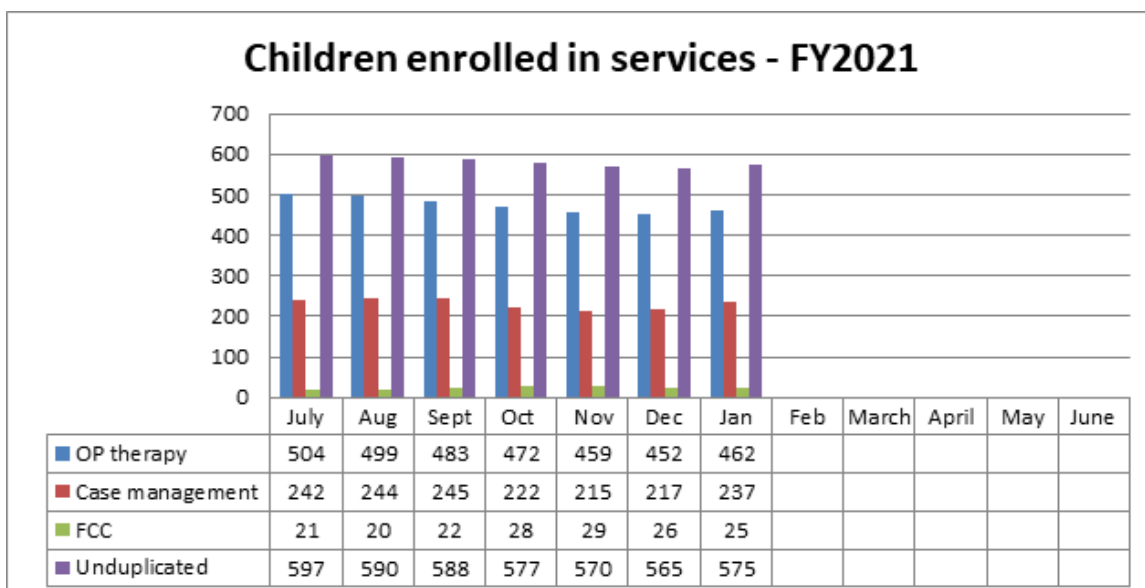
(4th box in carousel)

Out Patient Therapy

We continue to have a steady stream of families needing services and a surprising number bringing in multiple children from the same household for therapy services. We are still scheduling intakes, though our capacity has gone down to only nine per week due to COVID restrictions. We completed 32 intakes in January.



Our outpatient therapists continue to provide services via telehealth, telephone, and in-person depending on the needs of the family. Currently we have 462 children and adolescents open to outpatient therapy services. We started recruiting again for a



therapist position and are happy to say that we successfully hired a licensed therapist to start March 1, 2021.

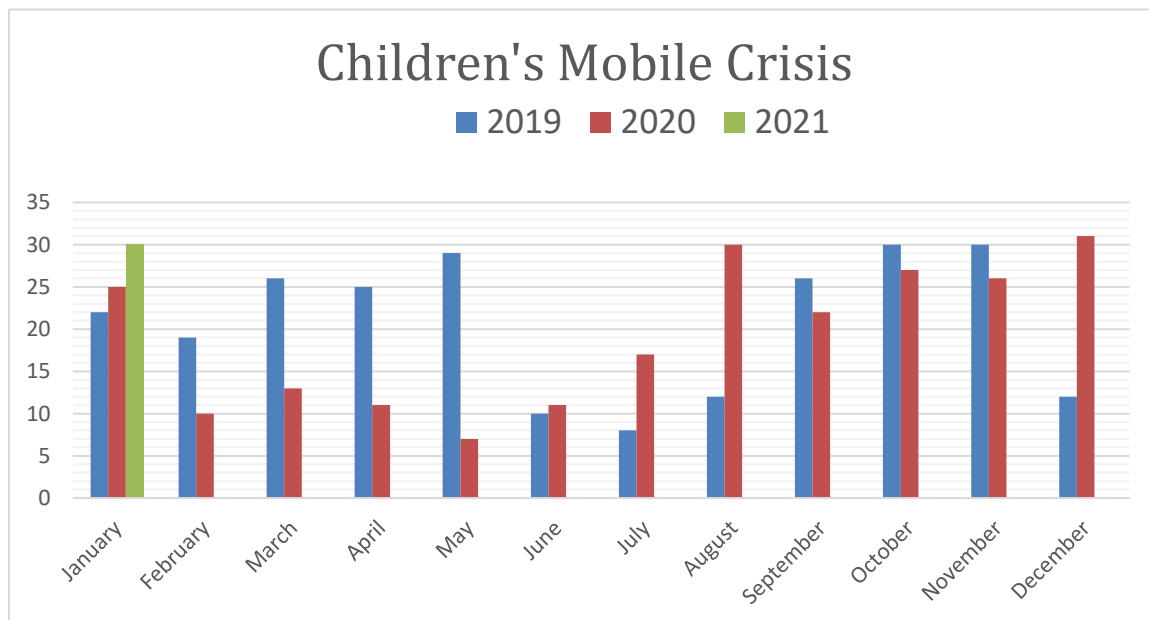
Our Early Intervention staff in the schools have worked with 180 children thus far. We are very happy to announce that we have hired Sarah Brown for the Rockingham Academy position, and she started on January 19. She is quickly getting to the school staff and students.

Children’s Case Management

We continue to experience a high demand for case management and Family Care Coordination. We opened 20 new cases this month in case management. We are happy to have Rebecca Hollen join our team and she will be opening cases as soon as all of her training activities are completed.

Children’s Mobile Crisis

We continue to see an increase in crisis calls during the pandemic. Children and adolescents are unsupervised more than ever before and we are seeing an increase in “screen abuse” from children as young as 11. We have also received more calls from parents requesting residential placements for their children. We are hopeful that the reopening of the schools will help lower the family stress.



Developmental Services

Developmental Disabilities (DD) Case Managers billed 294 units for the month of December, with contracted DD case managers from Valley Associates for Independent Living completing an additional 20 billable units. Additionally, case managers completed 591 separate contacts to assist with linking clients to services or monitoring their satisfaction. They also completed 20 annual ISPs, which by way of a data exchange are automatically updated into the Waiver Management System (WaMS) daily.

We are several months now into utilizing several of the new tools that were implemented as part of the Department's efforts to comply with the DOJ settlement agreement. As a reminder, those tools include the annual Risk Awareness tool, the On-Site Visit tool, and the Crisis Risk Assessment. For the month of December, DD case managers completed 20 Risk Awareness tools, 172 On-Site Visit tools, and 206 Crisis risk awareness. Both the Risk Awareness tool and the On-Site Visit tool additionally need to be manually uploaded to WaMS.

Currently we have 225 individuals receiving DD Waiver services. Of those, 66 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 two out of every three visits occurring in the client's home. The face-to-face requirements remain waived by DMAS.

There are 200 individuals on the DD Waiver Waiting list awaiting services. There are currently 58 individuals on Priority 1 status, followed by 85 on Priority 2, and 57 on Priority 3. We completed two screenings and two new Person Centered Plans in December.

Although our local DD population continues to be affected by the COVID-19 health emergency, with the vaccine becoming available we are having preliminary discussions about how to return to normal operations. For now, however, we are continuing to operate under the amended guidelines from DMAS which relaxes certain in-person visits, and our case managers continue to work primarily from home. Those relaxed DMAS guidelines were recently extended to late March.