



HRCBS Board Report – June 2021

Ellen Harrison (Executive Director)
Adam Yoder (Recovery Services)
Rebekah Brubaker (Behavioral Health Services)

John Malone (Developmental Services)
Barbara Brady (Administrative Services)

Message from the Executive Director

Newly organized inside and out. After 26 years of advocacy for children’s services, Lynn Grigg retired to pursue a slower pace of life and more time to travel. With her departure, we have reorganized the departments such that child and adult services fall within broad categories of acute, long-term and developmental disabilities under their respective Directors. In addition, we were preparing to bring children’s services over to the 1241 N. Main Street building to gain resource efficiency, strengthen transition success from child to adult services, and accentuate planning and coordination for all interventions across the lifespan. With this upheaval there is both excitement and angst around what to expect under new leadership, fully integrated teams and working in a new environment. Finally, a known professional, Adam Yoder, LPC, accepted the position of Recovery Services Director effective May 16, 2021. He has worked for HRCBS in varying capacities since 2016 and is well-suited for this newly devised position. We are excited about the many changes that are in process to better situate us for the future.

A brief note that COVID restrictions are slowly being lifted for Virginia. For many businesses, the decision on how best to open their doors and welcome the public is being made by each owner and will vary greatly within every community. HRCBS is deemed 80% healthcare and thus we will continue to follow those interim regulations throughout the course of the public health emergency. We continue to strive for a safe environment as defined by the Emergency Department of Labor and Industry Regulations for Healthcare.

Ellen Harrison, LPC, MBA

Administrative Services

Construction Update

HRCBSB's move date has changed one last time to the weekend of July 9. This was due primarily to delays in delivery of key materials, plus some rock in the final utility work. All issues have been resolved and we are now on track for this early July date. Staff took the change in stride and are now working hard toward finishing preparations for the move.

The project manager from Kloke Logistics Company gave an overview of the move process to managers on Wednesday, May 19. He outlined a smooth and very organized process that gave us all both confidence and motivation. Although still one month and a bit away, staff are getting excited and finally believing that it will happen.

In further cleanout of the buildings, the Moving Committee moved over 90 boxes of medical records to storage, shred some 2,200 pounds of old files and records, and had two trips to the dump and scrap metal disposal site.

IT, Clerical, Compliance and Risk Management

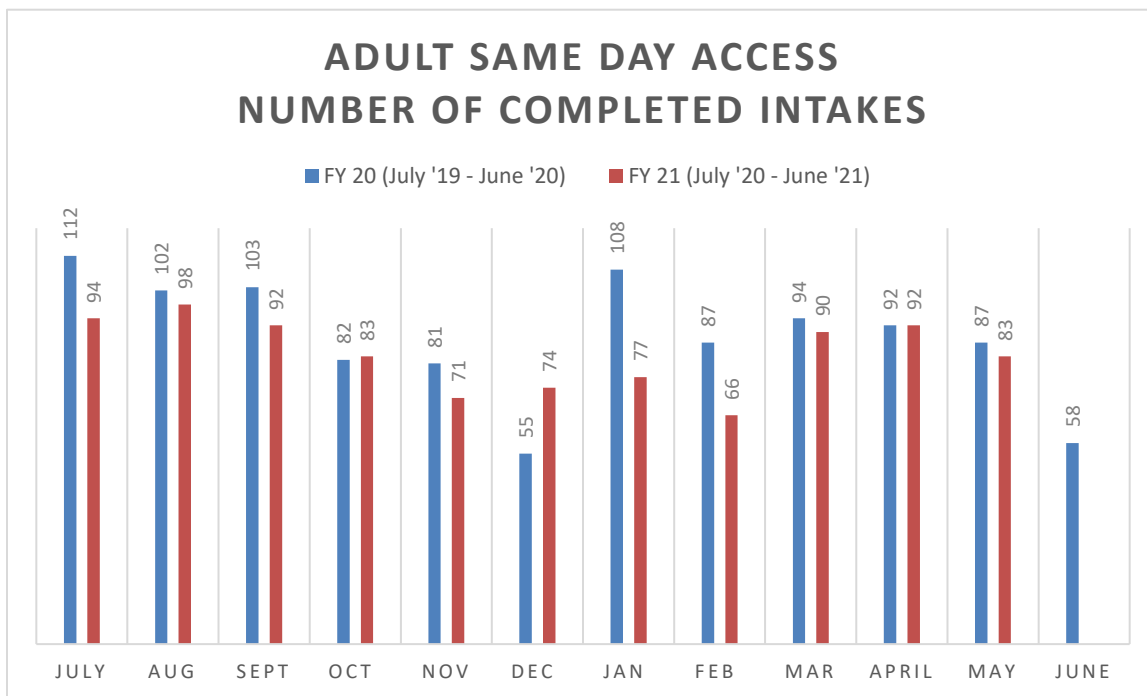
Some highlights out of the Compliance, Risk Management, IT and Clerical Departments for the month of May include:

- Successful Licensing Audit of DD Case Management. No citations issued.
- Submitted Service Modifications to the Office of Licensing to update our Mental Health Outpatient/Substance Abuse Outpatient/Substance Abuse Intensive Outpatient Programs, add Mental Health Skill Building to the Residential Program and include our new building and change of service locations.
- Started tours of the new building for multiple staff with more to be scheduled in June.
- Began workflow discussions of departments once the transition is complete.
- Identified workspaces of all staff in the new building with just a few remaining.
- Lots of preparation and coordination among IT, Compliance and Data Integrity preparing for the new fiscal year, including new reporting requirements and changes to the reporting system

Behavioral Health Services

Same Day Access - Adult and Child

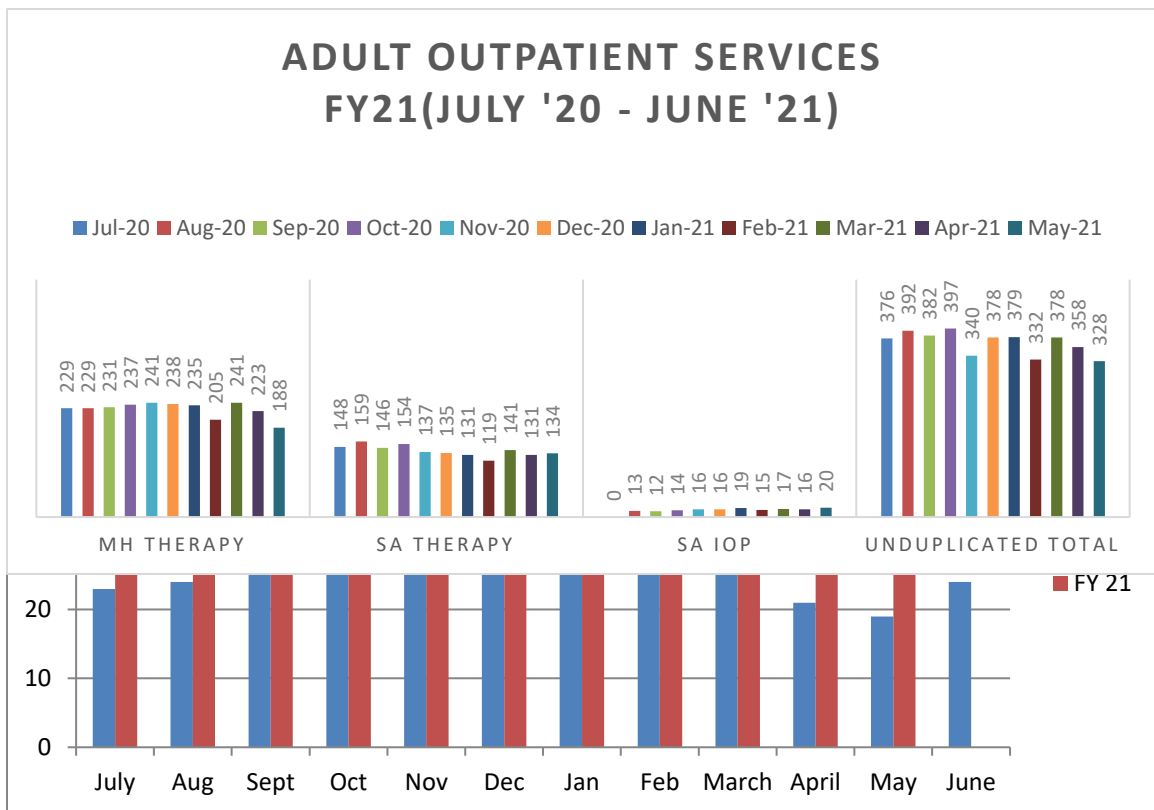
As of June 1, 2021 we have combined adult and child intake into one team. We have hired two additional Same Day Access clinicians and an additional client navigator that will begin their work with us throughout the month of June. Previously, we were utilizing staff from several other departments to cover the navigation role, as well as, the clinical intakes. Same Day Access continues to be provided through telehealth (video conferencing and/or telephone) and in-person options for both adult and child intakes. We continue our hybrid system of scheduling and offering same day availability for intakes whenever possible. For the month of May (May 1- 27), we completed 83 adult intakes and 41 child intakes.



Outpatient Services – Adult and Child

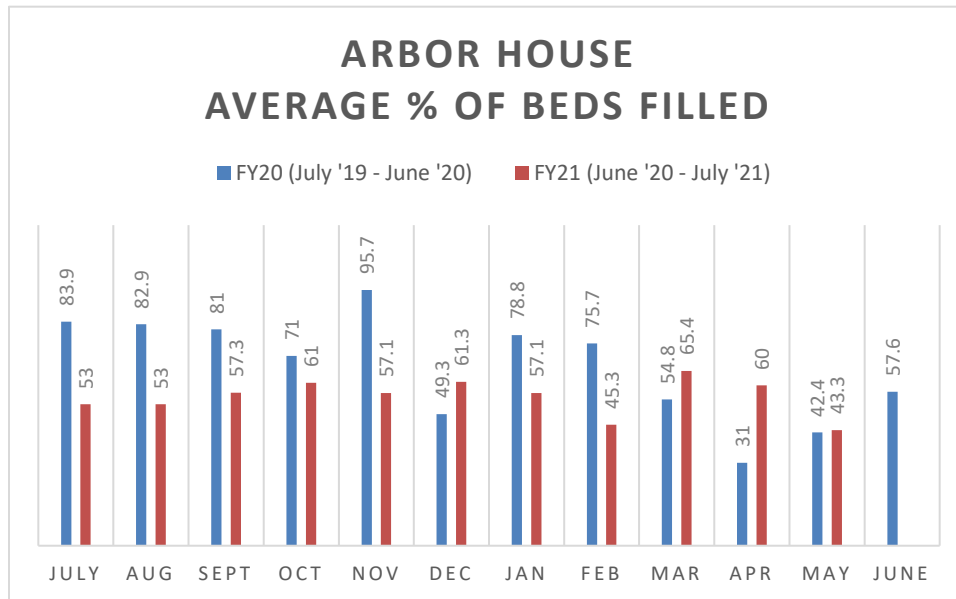
Both Adult and Child Outpatient Services teams continue to provide services to individuals via telehealth (video conferencing and/or telephone) and in-person. For the month of May (May 1 – 27) in adult outpatient therapy, we provided mental health therapy to 188 clients, for substance use therapy services, we provided 134 individuals and in our SA IOP program, we served 20 individuals, for a total of 328 unduplicated clients served in therapy services. For the month of May (May 1-27) in child outpatient therapy, we provided services to 254 clients and their families.

For both our Adult and Child Outpatient teams, we are excited to gain more capacity to serve individuals and their families in therapy in the coming weeks and months, as a result of no longer needing to utilize outpatient clinicians for Same Day Access intakes.



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. For May (May 1-27), our bed utilization was 43.3% based on 7-bed capacity, with our utilization rate based at the 5-bed capacity of 60.6%.



Behavioral Health Wellness

Our Behavioral Health Wellness team has been busy the past month with several community activities and conferences focused on substance use prevention and mental health awareness. On May 13th – 14th, Brandy Haden presented at the Hip Hop 2 Prevent conference hosted by the Faces 4 Change coalition on current substance use and mental health trends in our community. We were able to produce and air a Public Service Announcement for May Mental Health Awareness Month. Additionally, Ms. Haden has been working with the Healthy Community Council (HCC) steering committee on utilizing OMNI Institute to assist in a strategic planning process for our community. OMNI Institute has worked with many CSBs to develop and implement strategic plans focused on substance use prevention. Ms. Haden will be presenting the scope of work and how the council can participant and submit their input on the strategic planning process at the next Quarterly Meeting for HCC.

Faces 4 Change Harrisonburg Presents:

HIP-HOP 2 PREVENT VIRTUAL CONFERENCE

May 13-14, 2021
10:00 a.m. - 12:00 p.m.

The conference introduces an evidence-based, new school agenda focusing on health education for youth. Come to share and learn about how the use of Hip-Hop culture can be used to successfully motivate youth to choose healthy and drug-free lifestyles.

Calling ALL...
Educators, Youth, Parents, Health Professionals, Researchers, Law Enforcement | Policy Makers, Community Outreach Workers, and Youth Engagement/Development Professionals

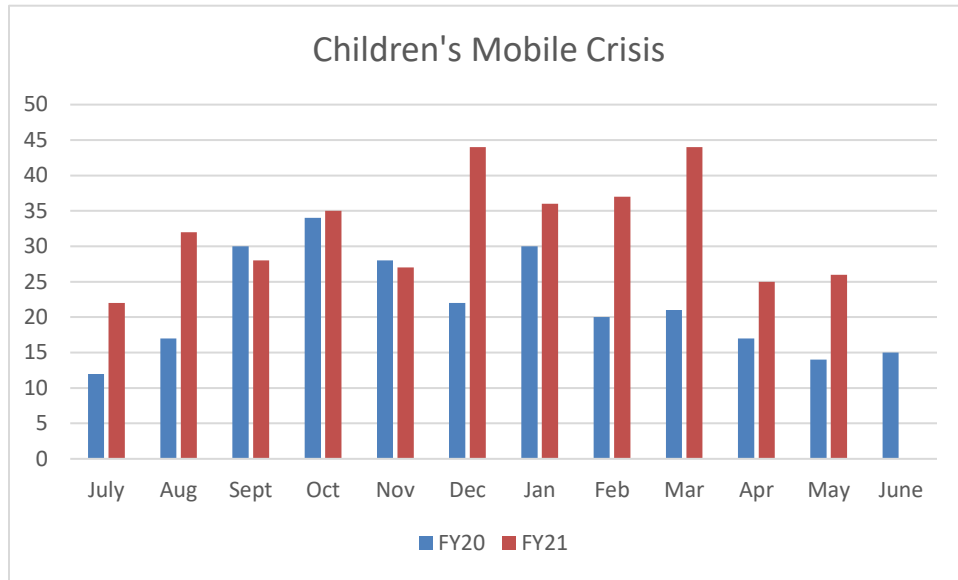
For more information contact us:
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Phone: 540-820-0763

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Facebook: Faces 4 Change Harrisonburg

**SAVE THE DATES
GUARDAR LAS FECHAS**

Children’s Mobile Crisis

Our Children’s Mobile Crisis team continues to provide support to children and their families. During the month of May (May 1- 27), we provided services to 26 clients. Our team continues to receive referrals from outpatient therapists, case management services, emergency services and same day access.



Early Intervention School-based Program

Our school-based program that provides mental health professionals in both Rockingham County Public Schools and Harrisonburg City Schools continues to be busy with referrals even as we near the end of the school year. There are currently 248 students being served by the Early Intervention Clinicians within the school setting.

Recovery Services

Mental Health Skill-building Service (MHSS)

Our program is currently serving 36 individuals by our three full time and one Halftime staff. During calendar year 2021, we have received 21 referrals to our program. This matches our total referrals for all of calendar year 2020. Staff this past month taught cleaning skills to an individual and they were able to use what they learned to clean their apartment independently in order to pass their apartment inspection and avoid eviction.



Permanent Supportive Housing (PSH)

Our PSH program has 12 enrolled individuals. We have a client transitioning from our Residential program into a PSH apartment later this month. This is our second instance of this type and a great connection between our residential transitional program and PSH. In late April, we submitted a proposal to the Department of Behavioral Health and Developmental Services (DBHDS) to expand our PSH program. The proposal included 15 additional vouchers and 2 full-time positions: one housing specialist and one case manager for the PSH program. We are excited to share that we were awarded the expansion funds and will begin implementing the program components over the next several months.

Supervised Living Residential Program

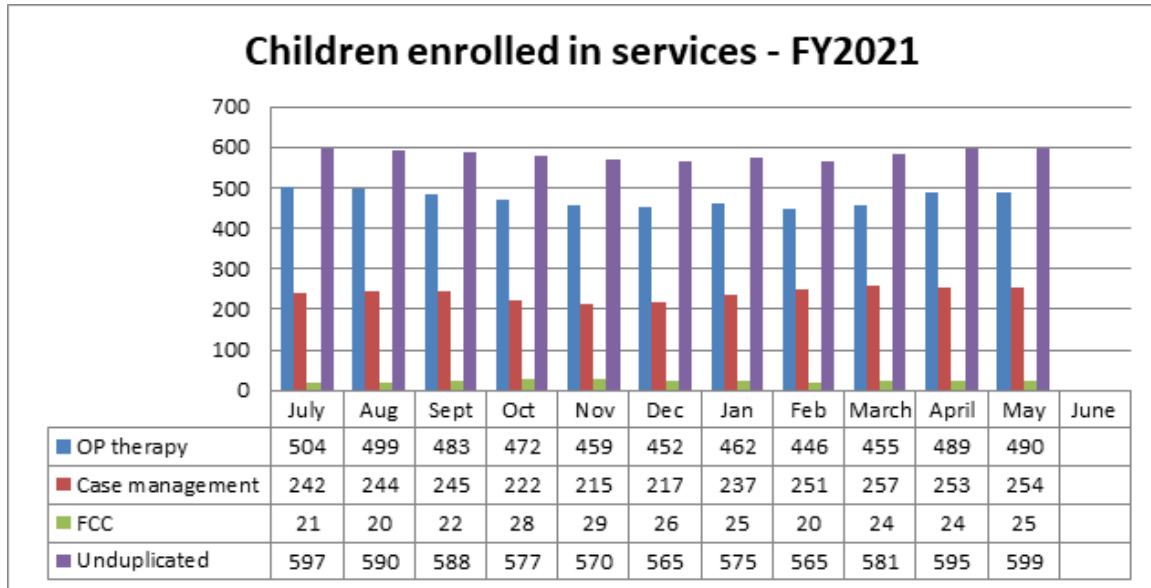
Residents and staff have transitioned well with combining sites to our one facility at Market Street after the closure of our Park Place facility. Currently all 10 beds are full, with one client transitioning into the community this month. We are also excited to restart some of our group activities now that we are able to meet safely, such as weekly socially distanced group meals and daily goal setting groups. Residents have worked with staff on a small gardening project to compost kitchen waste and to plant a few vegetables and flowers as well.

Western State Hospital (WSH)

For the April WSH census report, we had an average census of 13 and a census per 100,000 of 9.6.

Children’s Services

While there was a brief downturn in children accessing services during the height of the pandemic, volume of service delivery is returning to normal as community and family activities also return to normal.



Developmental Services

Infant and Toddler Connection

May was Early Intervention month in Virginia. Our big focus was on increasing social media presence, and on engaging the community outside our typical defined processes. We held four open screenings during the month, which allowed families to complete walk-in developmental screenings free of charge. We also completed several open Zoom discussions, which allowed community members the opportunity to speak directly with providers of Speech Therapy, Physical Therapy, and Occupational Therapy on a variety of topics.

We were pleased to welcome Stephanie Davis, Service Coordinator, Madison Reed, Developmental Services Provider, and Christa Sutton, Contractor with Spectrum Services, to the team. We are still recruiting for an open full-time Speech Therapist position.

Month	Referrals July 2019-June 2020	Referrals July 2020 to June 2021
July	30	30
August	36	35
September	38	33
October	36	34
November	28	30
December	34	24
January	37	41
February	35	31
March	40	34
April	31	38
May	29	30

We would of course like to take just a moment to wish Lynn Grigg all the best on her retirement. Lynn had a tremendous positive effect on the Infant and Toddler program throughout her years of leadership, and though she will of course be missed, she is leaving the program in very strong shape. Thanks Lynn, and enjoy your travels!

Developmental Disabilities

Developmental Disabilities (DD) Case Managers billed 291 units for the month of April with contracted DD case managers from Valley Associates for Independent Living completing an additional 20 billable units. Case managers also completed 655 separate contacts to assist with linking clients to services, or monitoring their satisfaction. They also completed 33 annual Individual Service Plans (ISP), which by way of a data exchange are automatically updated into the Waiver Management System (WaMS) daily. In May we began to use the latest version of the ISP, which contains some specific elements related to Department of Justice Settlement Agreement data collection. Thus far we are pleased to report that we have not had any significant issues with the new ISP's compliance with the WaMS data exchange.

Currently we have 231 individuals receiving DD Waiver services. Of those, 71 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. Beginning May 1st we have been able to complete face to face



meetings again with clients in their homes. Case managers have expressed that they have been very happy to see their clients again, and their clients have been happy as well.

There are 211 individuals on the DD Waiver Waiting list awaiting services. There are currently 60 individuals on Priority 1 status, followed by 89 on Priority 2, and 62 on priority 3. We completed 5 Waiver screenings for new clients in April.

On May 1st the finalized version of the Developmental Disabilities Waiver Regulations went into effect. As we have operated for well over a year without officially implemented regulations, it is somewhat reassuring to have these regulations in place. The Department of Medical Assistance Services (DMAS) is currently working on completing the manual which will accompany the regulations.

One current statewide conversation we are monitoring is the discussion over the under-utilization of FY2021 DD waiver slots. All of the slots distributed to CSBs in July 2020 are assigned, however over half of them are not currently being used, meaning services have not started with a provider. The impact of the COVID-19 health emergency on the availability of Day Supports as well as Personal Assistance and Respite is by far the greatest contributor to the situation. Our CSB has experienced these difficulties as well. It is hoped that as we move further away from the worst of the pandemic, that we will have greater success connecting clients with services.

A message from Lynn Grigg

I was able to finish out my last month of active duty at the McNulty Center with a lot of laughs and tears. The agency, in the great generosity they always show, have a book shelf and books for “Lynn’s Library” for the children’s waiting area in the new building. It was much appreciated! The celebration of my tenure here has made me even more grateful of the agency and people I work with. It has been an honor and a pleasure to serve the community and the CSB.

