

# HRCSB Board Report – January 2022

**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

The preliminary budget from the outgoing Governor Northam was released in December 2021. Highlights of the budget include:

- No direct funding to address CSB workforce shortage but \$164M for DBHDS pay raise to direct support staff
- \$675M to rebase multiple DD provider rates
- Funding for 1200 Waiver Slots
- \$1M to conduct a comprehensive study of the behavioral health system (again)
- \$3.5M for alternative custody in emergency departments on an ECO
- \$1.6M for dementia diversion to hospitalization program
- \$14M for crisis continuum buildout as defined by DBHDS
- \$3M for five additional Marcus Alert programs
- \$22.7M for finished buildout of STEP-VA
- \$11M for the transition of CITAC site to 23-Hour Crisis Receiving Centers

These are the highlights and will undergo many revisions prior to Crossover (2/15/2022) where bills are exchanged with the House and Senate respectively, to be further considered and revised. Many bills and initiatives never make it out of the General Assembly for a variety of reasons. While we are appreciative of the attention and funding sent towards to the public system of care, it is equally important to allow for the steady buildout of programming such that most gaps in services are filled in a meaningful way.

*Ellen Harrison, LPC, MBA*

## Administrative Services

### Our New Home – Last Report

Along with closing out 2021, we are closing out the Construction part of the Board report. We will continue to report final progress under the normal happenings of the Facilities Department. The year 2021 has been astonishing in how much we have accomplished and how far along we are in making the new building truly our home.

## Administrative Services

December highlights in our administrative departments include:

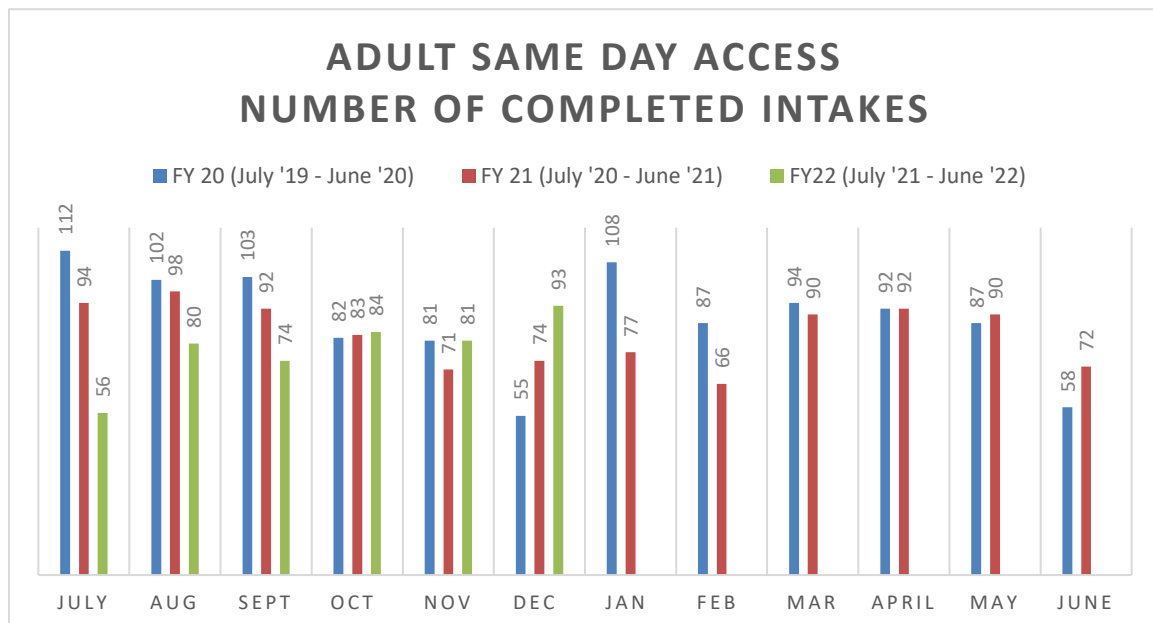
- We continue to tweak our new Alertus Emergency Management process. On the one hand, we had successful tests prior to the holiday break and all went smoothly, with a few lessons learned. On the other hand, we had a false alarm our first day back – and it sent a few people scrambling and overall showed us we have further tweaking and communicating to do. A (good) work in progress.
- As can be imagined, COVID continues to be a challenge for the agency with a significant impact on the Clerical and Compliance/Risk Management areas (for both screening and reporting). We continue to screen clients and follow best practices for rescheduling folks as needed. We have had three positive cases of COVID among the staff this month, however luckily they have been dispersed in terms of both timing and location. We continue to report cases as required, and to practice safety guidelines of masking in public places, washing hands and social distancing, plus updating guidance as needed. This is especially important as we try to distinguish various symptoms and illnesses during the busy and social holiday season.
- Our Compliance Department handled 19 audits from MCOs this month, and 3 verbal surveys about our services and whether or not we adhere to the specified regulations. Luckily, our team in Compliance and Quality Improvement work closely with both Clinical and Clerical areas, and all audits have been successful (or not responded to yet) to date.
- Compliance also spearheaded our response to a rare appeal case, where an HRCSB client appealed the ending of their services. We submitted our response letter to DMAS and the relevant clinicians will participate in a hearing in early February.
- Our full time Data Specialist has started and is ready to hit the ground running, looking at January and February deadlines – while learning other aspects of the new position.
- One highlight regarding the building: filters. Yes, filters. With a building the size of our new HQ, changing and cleaning air filters is quite an undertaking. Every three months, Facility Manager, Dickson Sommers, changes 55 filters – 27 in closets, 24 above ceiling tiles (his favorites) and 14 in roof top units. Additionally, he washes and replaces seven regularly. We are grateful to have someone diligent taking care of this work, although we will all be grateful when our HVAC contractor will take on some of the burden.

- Finally, our long-time Clerical Specialist, Melanie England, retired at the end of December with 26 years of service to HRCSB. She was an integral part of our welcome team for decades, chatting with clients daily with friendliness and genuine care. She helped numerous new Clerical staff learn the ropes of their positions; she was vital support to clinical staff too – juggling clients, issues, conflicts, and concerns like a pro. Her presence will be missed but her long-standing contributions leave a lasting legacy. We all wish her the best in her well-deserved retirement!

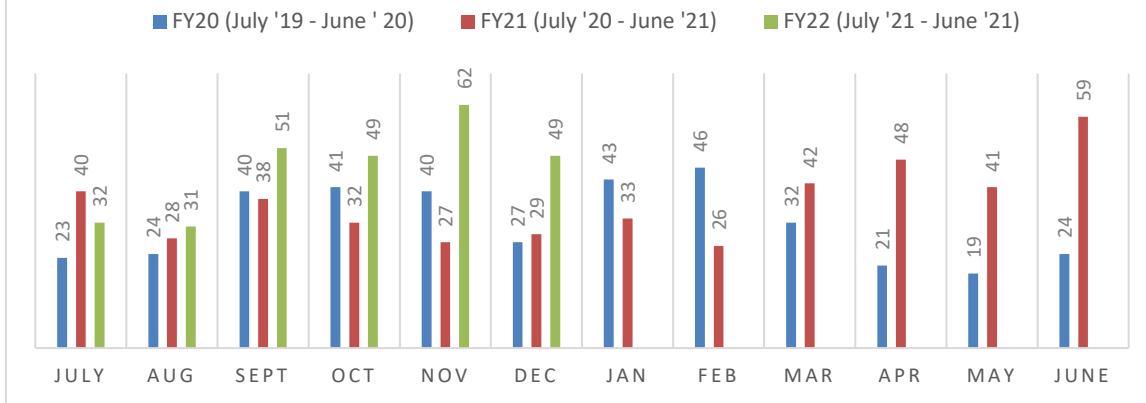
**Behavioral Health Services**

**Same Day Access - Adult and Child**

Our Same Day Access team continues to provide intakes via telehealth and in-person, with the majority being provided in-person. We have been primarily providing scheduled intakes and when able same day intakes depending clinician availability. Starting Monday January 3, 2022, we will resume walk-in same day access intakes for adults only. We will continue to provide scheduled intakes for children and adolescents on Tuesdays and Thursdays. For the month of December (Dec 1 – 29), we have completed 93 adult intakes and 49 child intakes.



## CHILDREN'S SAME DAY ACCESS NUMBER OF COMPLETED INTAKES

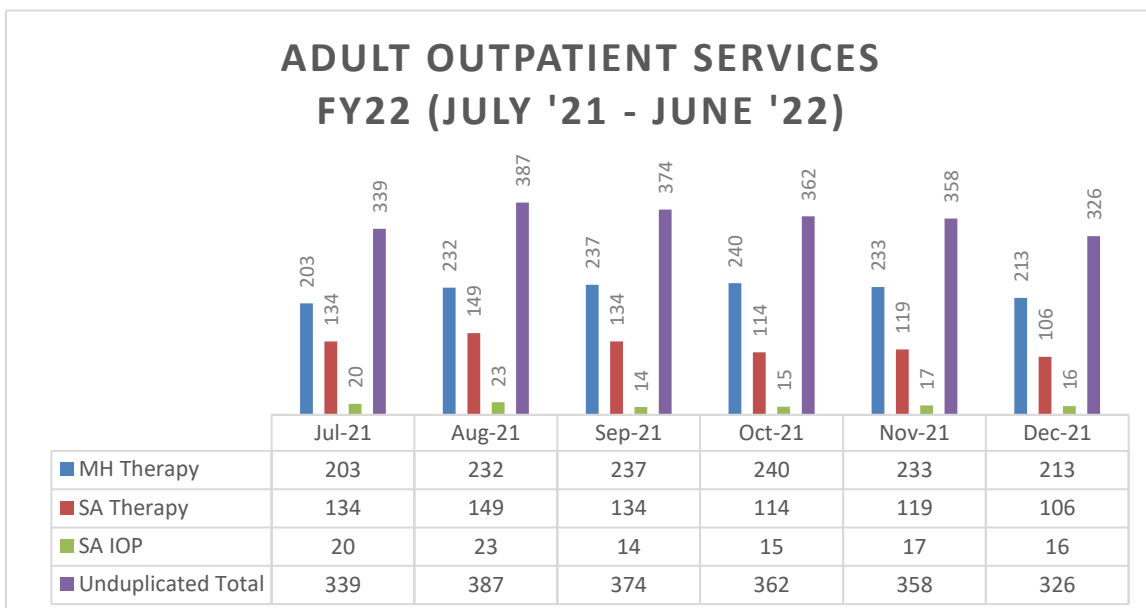


### Outpatient Services – Adult and Child

Both Adult and Child Outpatient therapy team continue to provide services to individuals and their families via telehealth (video conferencing and/or telephone) and in-person, with the majority of them being provided in-person.

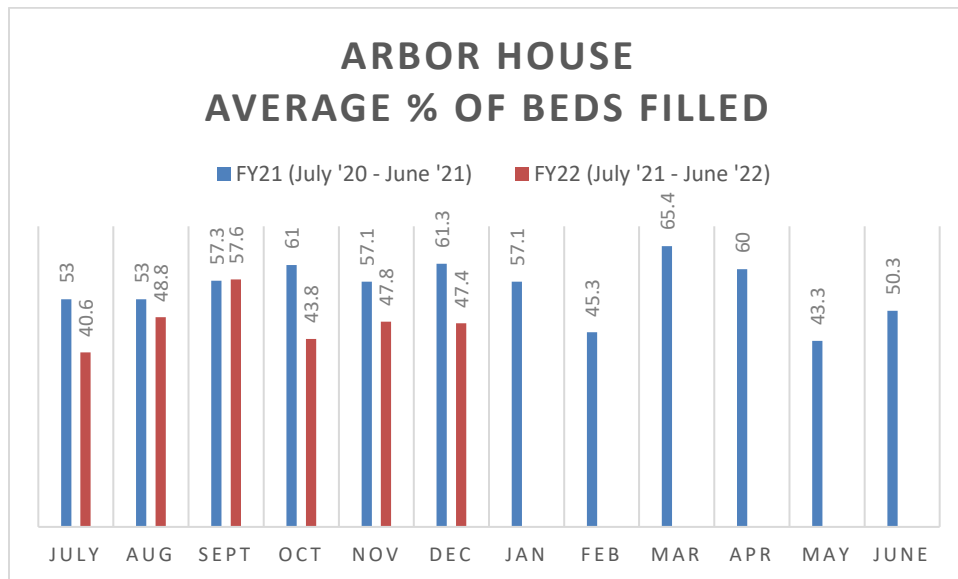
For the month of December (Dec 1 -29) in adult outpatient therapy, we provided mental health therapy to 213 clients, for substance use therapy services we provided services to 106 individuals and in our SA IOP program we served 16 individuals, for a total of 326 unduplicated clients served in therapy services. For the month of December (Dec 1 -29), in child outpatient therapy, we provided services to 346 clients and their families and currently have 621 clients enrolled in children’s therapy services.

## ADULT OUTPATIENT SERVICES FY22 (JULY '21 - JUNE '22)



## Arbor House (Crisis Stabilization Unit)

Arbor House continues to set our maximum capacity at 5 individuals. This decision was made to ensure that each individual could have their own bedroom. For December (Dec 1-29), our bed utilization was 47.4% based on 7-bed capacity, with our utilization rate based on the 5-bed capacity at 67.5%. Our census has been trending lower this year than in previous years. Over the last six months, we have experienced vacancies in several key positions that has impacted our ability to accept admissions, as well as, needing to adjust to increases in regulatory requirements.



## Jail Services

HRCBSB has been providing a full-time case management position to support incarcerated individuals who are experiencing mental health distress since January 2017. The Jail Services Case Manager is located at the Rockingham-Harrisonburg Regional Jail (RHRJ) and conducts assessments, screenings for psychiatric services, completes safety contacts, coordinates release planning, and provides one-on-one support as appropriate to inmates. In addition to our Jail Services Case Manager, we provide psychiatric services (psychiatric evaluations and medication management) through our Psychiatric Nurse Practitioner for three hours a week. The team has been able to continue to provide support to the inmates throughout the pandemic.

## **Emergency Services**

Our Emergency Services team continues to provide 24/7 crisis services to individuals in Harrisonburg City and Rockingham County. Our team continues to work collaboratively with local law enforcement, SRMH and other community partners to address behavioral health crisis needs of those in our community. For the first six months of this fiscal year, the team has conducted 364 prescreen assessments. A prescreen assessment is the evaluation that is completed when determining the need to seek a temporary detention order (TDO) to require an individual to receive psychiatric treatment on an involuntary basis. This is slightly higher than last year during the same time period.

One of the challenges that the Emergency Services team faces is finding an available bed for an individual in need of inpatient treatment. Due to the pandemic and staffing issues at hospitals (both private and public psychiatric facilities), it can take up to several days to a week, for a bed to be secured for an individual, which means the individual remains in the emergency department until they are accepted to a facility. This puts a burden on the resources within the emergency department, law enforcement and on our team who needs to continue to locate an accepting facility. This issue is not unique to our community. Communities across the state are grappling with the same issue and are looking for ways to best serve individuals in need of acute care given the current state of our system of care. We continue to look for ways to provide wrap around services to individuals in efforts to prevent the need for a higher level of care, as well as, try to offer least restrictive treatment options, such as Arbor House, when clinically appropriate.

## **Behavioral Health Wellness**

During the month of December, the Behavioral Health Wellness team continued to work on disseminating resources throughout the community including two social media infographics resources for our agency Facebook page and creating two new versions (Russian & Sawhili) of the Community Resource guide.

# Winter Shelter and Meal Resources

## Harrisonburg-Rockingham Community

**\*All phone area codes are 540\***



### EMERGENCY SHELTERS

**Open Doors:** Emergency shelter for adults over 18 • 705-1908 or 578-3869 • 677 Chicago Avenue  
**First Step:** Emergency shelter for victims of domestic violence and their children • 434-0295 or 1-866-223-9169 • 129 Franklin Street • firststepva.com  
**Mercy House:** Emergency shelter and other services for families • 432-1812 • 305 North High Street • themercyhouse.org • They will continue to provide these services to families. All eligibility screenings will be conducted over the phone. (Their main office is closed as of 12/2021)  
**The Salvation Army:** Emergency shelter for individuals and families, registration at 4pm daily • Shelter: 895 Jefferson Street • 433-2785 • Corps office: Open Mon-Fri 8:30am-4:30pm (closed 12-1pm), 185 Ashby Avenue • 434-4854

### PUBLIC MEALS

**MONDAY-FRIDAY:** *Our Community Place* • Serving breakfast and lunch; volunteer opportunity during their Friday box lunch restaurant • 7:45am-10am & 11:30am-1:30pm • 17 E. Johnson Street • Office: 442-7727 • Community Center: 208-7552  
**MONDAY:** *Otterbein United Methodist Church* • Bagged meal served at 4:30pm • Corner of W. Market and High Street • 434-7747  
**TUESDAY:** *Asbury United Methodist Church* • Bagged meal offered 10:00am-3:00pm • 205 S. Main St. 434-2836 • *First Presbyterian Church* • Bagged meal served at 4:30pm • 17 Court Square • 434-6551  
**WEDNESDAY:** *Blessed Sacrament Catholic Church* • Bagged meal served at 4:30pm (at doors on N. Federal Street) • 434-4341

### PUBLIC MEALS [CONT.]

**THURSDAY:** *Blessed Sacrament Catholic Church* • Bagged meal served at 11:30am (at doors on N. Federal Street) • 434-4341  
**SATURDAY:** *Harrisonburg Baptist Church* • Hot sandwich and bagged meal served 10:00-11:00am • Main Street & S. Liberty Street • 433-2456

### FOOD PANTRIES

**Blessed Sacrament Catholic Church** • Tues-Fri 10am-2pm • 154 N Main Street • 434-4341  
**Bridgewater Inter-Church Food Pantry** • 1st & 3rd Tuesday of the month, 6-7pm • 420 College View Drive, Bridgewater, VA • 828-3711  
**Broadway Presbyterian Church** • 3rd Thurs 5:30-7pm • 107 E. Lee Street, Broadway, VA • 896-3903  
**Cooks Creek Presbyterian Church** • West Rockingham Food Pantry • 4th Thursday of the month, 4-6pm • 4222 Mt. Clinton Pike • 867-5117  
**Cornerstone Church of Broadway** • 3rd Sunday of the month, 11:30am-12:30pm • 265 W. Springbrook Rd, Broadway, VA • 908-4665  
**Elkton Area United Services (EAUS)** • Tuesday, 12-2pm, Fri 11am-1pm • 412 Gibbons Ave, Elkton, VA • 298-8685  
**Elkton Seventh Day Adventist Church** • 2nd Friday of the month, 12-2pm • 20995 Blue and Gold Drive, Elkton, VA • 298-1801  
**Emmanuel Episcopal Church** • Monday & Tuesday, 10am-12pm • 660 S. Main Street • 434-2357  
**ERMA Food Pantry** • Mondays 6:30pm (closed on fifth Monday) • 300 4th Ave, Grottoes, VA • 249-5893  
**Harrisonburg Seventh Day Adventist Church** • 1st Wednesday of the month, 2-4pm • 609 W Market Street • 434-0121  
**Harrisonburg First Church of Nazarene** • Thursday 4-6pm; 1st Thursday of the month, 9:30-11:30am; 1st and 2nd Saturday 9-11am • 1871 Boyers Road • 578-3510  
**Grace Mennonite Fellowship Church** • Monday 4-6pm • 209 Lacey Spring Road Rockingham, VA  
**Massanutten Presbyterian Church** • 2nd Monday of the month, 10-11am & 2nd Thursday of the month, 7-8 pm • 50 Indian Trail, Penn Laird, VA • 434-6194  
**Patchwork Pantry (Community Mennonite Church)** • Wednesday, 6:30-7:30pm • 70 South High Street • 433-2148  
**Plains District Community Center Mobile Food Pantry** • 2nd Thursday of the month 10am-12pm • 233 McCauley Avenue, Timberville, VA • 896-2824  
**Salvation Army Food Pantry** • Mon, Tues, Thurs, & Fri 9-11am • 185 Ashby Ave • 434-4854  
**Singers Glen United Methodist Charge** • 2nd Wednesday of the month, 6-7pm • 9788 Singers Glen Rd, Singers Glen, VA

## Strategies for Coping with Seasonal Affective Disorder this Winter

*Winter SAD is a type of depression that affects one's behaviors and mood for the 4-5 months of the winter season, when there are less daylight hours*



HARRISONBURG-ROCKINGHAM COMMUNITY SERVICES BOARD

## Signs and Symptoms of Winter SAD

Feeling sluggish or agitated • Having difficulty concentrating • Overeating and food cravings • Social withdrawal - feeling like hibernating • Having low energy • Losing interest in activities you once enjoyed • Oversleeping

*Not every person with SAD will experience all of the symptoms listed above*

## Stay Active

Take frequent walks • Find 10 minutes to stretch each day • Take time to do a physical activity you enjoy • Dance in your living room • Find a YouTube workout



## Develop a Routine

Set small goals for yourself • Get a coffee at the same café every Sunday • Listen to your favorite podcast each night • Call a loved one every week



## Avoid Alcohol

Drinking alcohol - especially in excess - can make the feelings experienced from SAD worsen. Limit your alcohol intake during this time. And drink plenty of water!



## Practice Light Therapy

Special indoor lights can be used to mimic sunlight! Use these special lights and make time to sit in front of it each day for 15-30 minutes.



*If you find these suggestions don't help or your symptoms worsen, it may be time to seek professional support!*

## **Children's Crisis Services**

As anticipated, in the month of December, HRCSB Children's Mobile Crisis transitioned to Children's Community Stabilization. This service continues to provide a higher level of support in the community, keeping children home with their support system when determined safe and appropriate to do so. The crisis clinician is able to meet with children/adolescents and their family in their home, school, at the CSB office for services. The clinician is able to remain in contact via phone as well between sessions to continue to check-in and work through linking to supports/resources as needed or problem-solving strategies to strengthen utilization with supports already involved, including natural supports. Our children's crisis clinician has provided active community stabilization services to 9 individuals during the month of December. There has been additional consultation provided to 7 individuals and their families. We have a second Children's Community Stabilization position open and look forward to the ability to provide the support to more youth and families upon filling the position.

## **Early Intervention – School Based Program**

Six Early Intervention Clinicians and one graduate level intern continue to provide support to students in the middle and high school setting in Rockingham County Public Schools, and one Early Intervention Clinician provide support to students in the middle school setting with Harrisonburg City Public Schools. Clinicians meet with students approximately weekly, though frequency varies pending needs. Early Intervention Clinicians continue to assess the need for and support in linking to other services in the community and collaborating with school personnel to meet student needs. Clinicians do continue to receive referrals in both the middle and high school settings. Over the holiday break, our team is enjoying the time off from the schools to reenergize, attend trainings and collaborate with team members as they prepare for the second half of the school year.

## **Recovery Services**

### **Children's Case Management (CCM), Children's Case Support (CCS) and Family Care Coordination (FCC)**

The children's case management team completed the fourth year of their Children's Christmas Assistance Program. The planning started this past August. Case Managers (CM) gather names of clients who would not otherwise receive a present. The team also makes sure that the client's siblings also receive gifts. Needs, wants and interests along with sizes are gathered by the CM for each client and family. Once the number of clients/families is created, the CMs put the word out to the CSB and to the community.





In 2020 the program served 109 clients. This year the program was able to provide gifts for 172 children from 77 different client families. 80 different sponsors were matched by their ability to provide gifts with the number of gifts needed. Some families needed just one gift and others needed gifts for 8 children. Sponsors have also been known to put in extra gifts for parents like food and money for holiday meals. One sponsor also donated \$2,000 worth of grocery gift cards to be given out to families. Presents were wrapped by the sponsors and then were distributed by CMs to the families the week before Christmas. What a wonderful holiday tradition!

### **Permanent Supportive Housing (PSH)**

Clients have been on the move this past month. We have been able to place three clients in November and December. We have 8 people housed and 15 participants. Lack of available and affordable housing stock continues to be the barrier to placement for our clients. Our Critical Time Intensive Case Manager, Levi Fuller, has an active caseload of PSH clients. His role is to work as both CM and skill builder to provide frequent services to the client in the initial 6-9 months of the client being in the housing program. We are also beginning to experience 'repeat' landlords who have had good experiences with our program and want to add more tenants through PSH.

### **Peer Support Services**

Anna Kelly has been hired as our full time Certified Peer Recovery Support staff. She has been working at the HRCSB for over a decade in an hourly peer role. This full time position was made possible through DBHDS funds. She will work out of the Community Recovery Services department working with adult clients in the community, at Arbor House and at Summit House. We are excited to have her for more hours in our agency.

### **Supervised Living Residential Program**

Residential welcomes Phil Perry to the team as the Lead Residential Advisor. This was an opening created when Colleen Kivley was promoted from that position to become the Residential Coordinator. Phil comes from many years of residential experience at Pleasant View. His role at Market Street will be to manage the residential office and day-to-day operations of the program. The lead residential advisor ensures that clients' schedules are kept and medications are self-administered correctly. At this time residential is fully staffed.

### **Western State Hospital (WSH)**

WSH census report for the month of November, HRCSB had a census per 100,000 of 6.4, and an average census of 8. Our region, Region 1, had an average census per 100,000 of

6.9, and an average census of 109. Region 1 is made up of 9 CSBs: Alleghany Highlands, HRCSB, Horizon Behavioral Health, Northwestern, Rappahannock Area, Rappahannock-Rapidan, Region Ten, Rockbridge Area and Valley.

**Developmental Services**

**Infant and Toddler Connection**

The Infant and Toddler Connection (ITC) team was able to fill one of two vacant service coordinator positions, leaving one service coordinator and one developmental services position remaining vacant. We were also thankful to have one of our Occupational Therapists return from maternity leave.

Our child count numbers for December came in at 193, slightly below last year’s record high of 201. Ultimately, we expect our funding to remain stable going into next fiscal year. We also received notification that the ITC program would be receiving approximately \$45,000 in one time funding from the American Rescue Plan Act, with those funds likely distributed in January.

Month	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
July	17	20	31	30	30	35
August	30	40	38	36	35	42
September	31	36	33	38	33	29
October	18	35	30	36	34	26
November	31	30	27	28	30	29
December	22	28	35	34	24	35
January	38	31	44	37	41	
February	24	32	35	35	31	
March	31	30	32	40	34	
April	30	43	34	32	38	
May	48	20	33	25	26	
June	34	32	25	35	45	
Total Referrals	353	377	397	406	401	196
Child Count-Dec 1	127	162	173	195	201	193

Month:	July	August	September	October	November	December
Total Referrals	35	42	29	26	29	35
Monthly Referral Goal	30	35	35	35	30	30
IFSP Completions Per Month	25	21	24	14	24	15
Monthly Child Count	165	179	181	185	189	191
Data for Referrals						
Parent Declines/No Contact	11	9	10	6	6	0
Transfers	0	0	1	0	0	0
Not Eligible	5	4	5	0	1	0
In Process	0	0	0	1	9	33
Deceased	0	0	0	0	0	0
Active	19	22	13	19	13	2

### Developmental Disabilities

Developmental Disabilities (DD) Case Managers billed 289 units for the month of November with contracted DD case managers from Valley Associates for Independent Living completing an additional 29 billable units. Case managers completed 694 separate contacts to assist with linking clients to services, or monitoring their satisfaction, including 216 face to face visits. They also completed 16 annual ISPs, which by way of a data exchange are automatically updated into the Waiver Management System (WaMS) daily.



Currently we have 232 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. Many of these clients receiving enhanced case management are currently out of our catchment area due to recent group home closures, resulting in some significant travel for support coordinators. We did receive an update from DMAS that face to face requirements will not be enforced until March 2022 for those instances where the client or family member does not agree to participate in a face to face visit. In those instances, "face to face" requirements can be fulfilled by telephonic or audio/visual means.

There are 221 individuals on the DD Waiver Waiting list awaiting services. There are currently 48 individuals on Priority 1 status, followed by 92 on Priority 2, and 8 on priority 3. We received three referrals, completed one new waiver screenings and added four more individuals to the waiting list in December. For the calendar year 2021, we added 40 individuals to the waiver waiting list, the second largest total added in a year (42 in 2017).