

# HRCBSB Board Report – May 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



HRCBSB mourns with James Madison University on the sudden loss of their student and star on the softball team, by apparent suicide. The outcome of suicide steals family and friends suddenly, leaving a gaping hole in our lives. There is seldom a sense of closure with grief when the loss is so sudden and can feel unexplained as to the nature of “why”.

Our work as individuals, and as a community, is not done when it comes to preventing suicide. Recent reports warn that suicide among younger people (ages 9-18) is on the rise. Securing lethal means, by locking up weapons and medications such that access is denied, can save lives. What to know more about suicide prevention? [Home - Lock and Talk](#)

Reach out often to those you care about and check-in. Ask the tough questions and listen to the answers. Practice self-care every day, no matter how busy or demanding your life may become. Life will not necessarily become easier, but it is easier to endure and eventually you will even thrive, when you are not in it alone.

*Ellen Harrison, LPC, MBA*

## Administrative Services

### Administrative Services Report: Updates from the Compliance, Risk Management, Facilities Management, Clerical and IT Areas

#### Compliance:

- Josh Dyke, our new Risk Management Specialist, started mid-month. Josh comes to us with 12 years of direct service experience, working with two other CSBs, and good insight into Risk Management. We are excited he has joined the HRCBSB team.

- We also had a new Behavioral Health Benefits & Tech Specialist start mid-April. Becky Smoker comes to Compliance from the Clerical team with insurance and administrative experience. She is a great addition to the team.
- We have been unable to access the new Department of Medical Assistance Services (DMAS) MES portal, which is a vital access point for many of our compliance and billing services. The problems are system wide as many other CSBs and private providers are experiencing difficulties. We continue to use workarounds while the issues are being addressed.
- ID and DD Case Management underwent an extensive, onsite audit from DMAS this month. ID/DD did extremely well, and their documentation and paperwork was exceptional. Compliance and HR were able to assist by responding to numerous requests for information and follow up. It was a team effort and our ID/DD team especially made HRCSB look good.
- The DBHDS Licensing office was onsite for Substance Abuse Intensive Outpatient Program (SA IOP) and Substance Abuse Outpatient license renewal audits. No issues were found and renewal will be granted.
- In other audit news: we concluded a United Health Care (UHC) Audit with a score of above 91%, (however, we asked for an appeal as some documentation was missing, which was granted, and our score will likely be higher) and we have no Corrective Action Plan (CAP). We also had HEDIS desk audits for Aetna, Anthem, and UHC, and an Anthem audit. There are no results yet on these.
- After a successful strategy session with Aetna, we were granted Preferred Provider status for Psychosocial Rehabilitation, Mobile Crisis, Community Stabilization, Mental Health Skill-building Services, and SA IOP, in addition to Mental Health Case Management (which was the only one included prior).

#### **IT:**

- LeVon Smoker is assisting the Infant & Toddler Connection (ITC) group in the development of TRAC-IT, the new system rolling out this June for that program. Lots of interface and billing questions remain, but the team is working with DBHDS and other CSBs on the various issues.
- We have begun interviewing candidates for the IT Manager position. IT Supervisor David Hopkins of Western Tidewater CSB is assisting in the process.

#### **Facilities:**

- Facilities Manager, Dickson Sommers, is turning his attention to longer term budgeting and maintenance challenges. He is searching for on-going HVAC and

elevator support, among other things and budgeting expected annual costs for facility support and maintenance.

- Youth groups, hosted from around the state by Harrisonburg Baptist Church, took on various service projects this past weekend. We had a group at Summit House who sanded and stained our deck, which had been in need of repair. We are grateful for their efforts and a job well done.

**Risk Management:**

- Josh Dyke is doing lots of mandatory training, prepping for his Risk Management role, and working closely with Dana Dewing learning the ins and outs of state reporting and regulations.

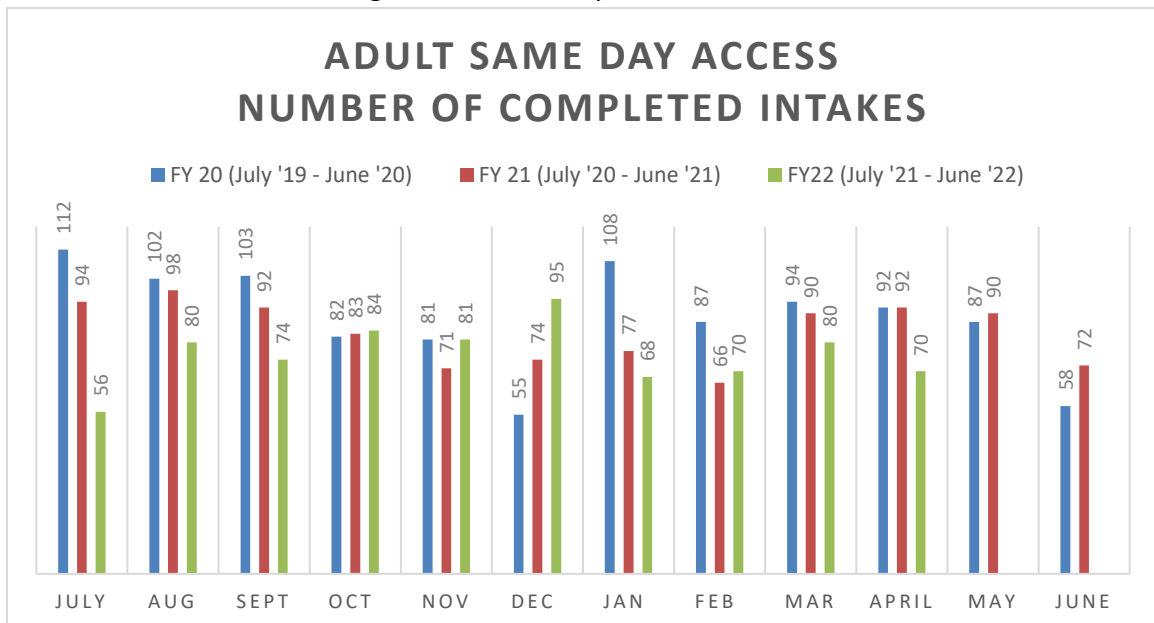
**Clerical:**

- The Clerical team has lost a couple of key staff members this month, including Becky Smoker to the Compliance area and long-time staff member Lois Lineberry to the Human Resources team, who will start in mid-May. Jeannie Turner is handling these departures with grace and is actively recruiting for three vacancies—hopefully with some success soon. The team is busy and keeping things running seamlessly regardless of these transitions.

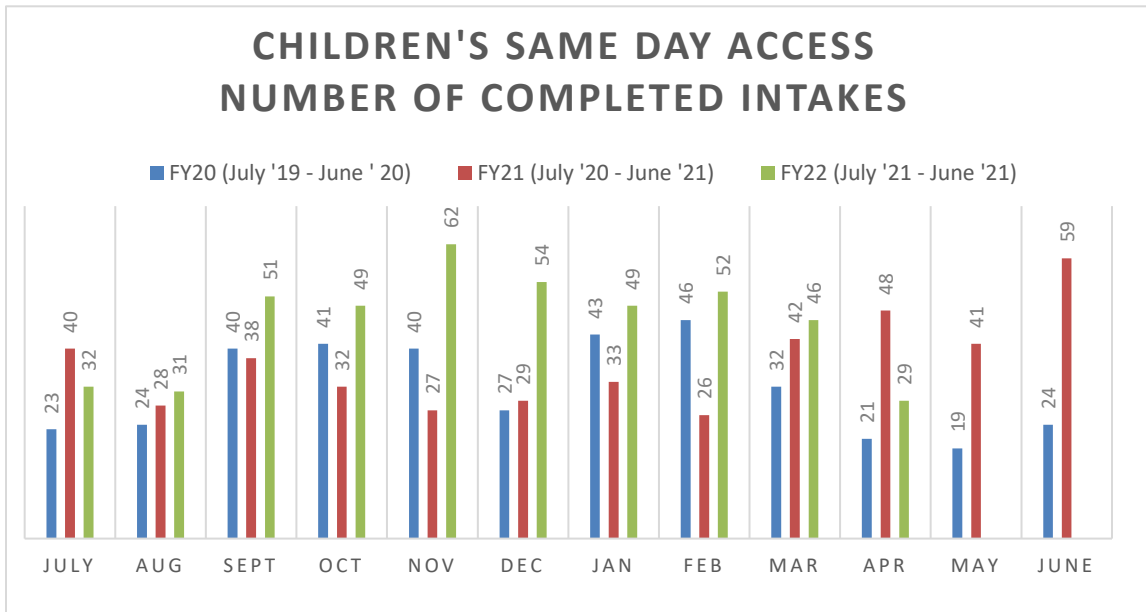
**Behavioral Health Services**

**Same Day Access - Adult and Child**

We are providing walk-in intakes for adults and scheduled intakes for children and families. For the month of April (April 1-April 27), we have completed 70 adult intakes and 29 child intakes. During the month of April, we reduced the number of intakes for

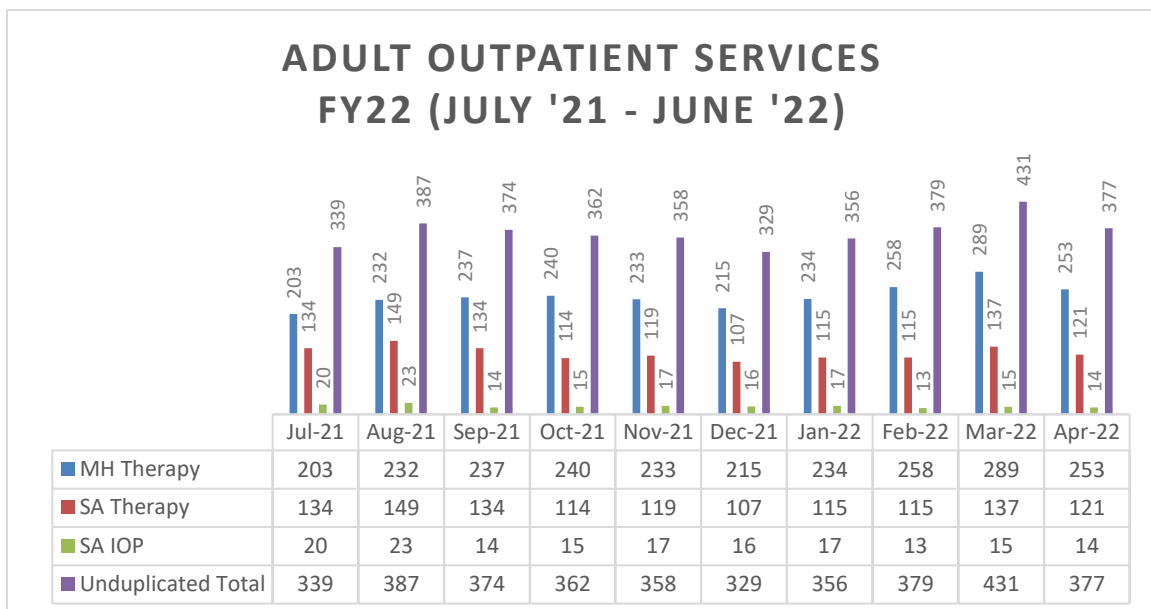


children due to our limited resources with providing on-going treatment services for children and adolescents, specifically with outpatient treatment services.



### Outpatient Services – Adult and Child

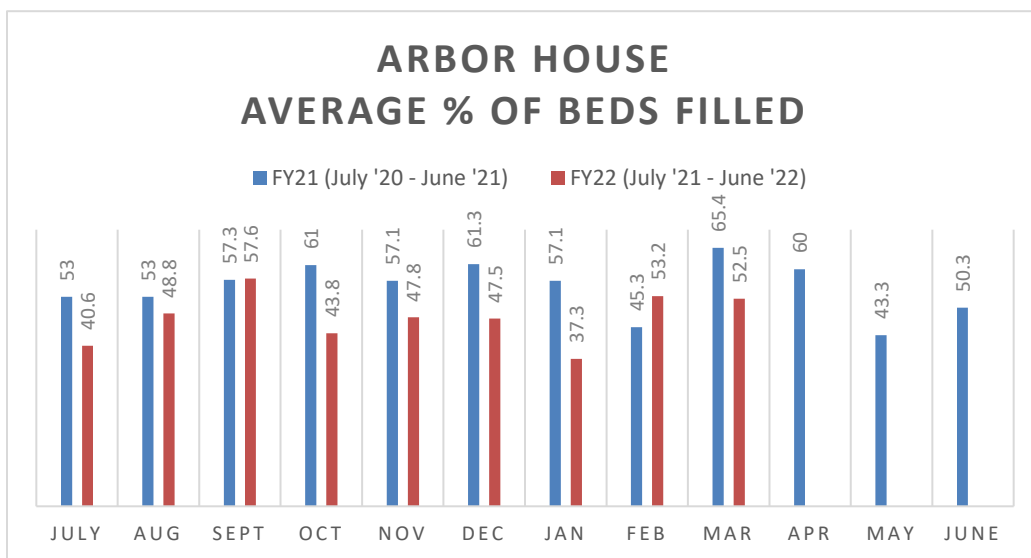
For the month of April (April 1- April 27), in adult outpatient therapy we provided mental health therapy to 253 clients, for substance use therapy services we served 121 individuals, and in our SA IOP program we served 14 individuals, for a total of 377 unduplicated clients served in therapy services. For the month of April (April 1 – April 27), in child outpatient therapy we provided services to 412 clients and their families.



Currently we have 607 clients enrolled in children’s therapy services. We are in the process of recruiting for both an Adult Outpatient Therapist and a Child and Adolescent Therapist.

### Arbor House (Crisis Stabilization Unit)

Arbor House continues to set our maximum capacity at 5 individuals. We are continuing to recruit for several key clinical positions. We greatly appreciate the hard work and dedication of our current team who have picked up additional shifts and have helped



provide the coverage needed to continue to operate the program during this period of vacancies. We continue to utilize several of the Adult Outpatient clinicians to help provide group therapy during our morning programming, which has helped tremendously. For April, our bed utilization was 53.3% based on 7-bed capacity; while our utilization rate based on the 5-bed capacity was 77.3%.

### Behavioral Health Wellness

We are excited to have Danielle Mudd join our Behavioral Health Wellness team. She will be providing community trainings, assisting with social media campaigns, participating in community coalition meetings and helping the program to continue to implement initiatives to address substance use prevention, mental health promotion and suicide prevention to name a few.

### Children’s Community Stabilization Services

Children’s Community Stabilization Clinician has provided active stabilization services to seven individuals during the month of April. All individuals who received community stabilization services during this month noted stabilization within the community setting, diverting need for out of home care such as acute psychiatric hospitalization. Children’s

Community Stabilization provides consultation and collaboration with the individual, family, providers/agencies and schools in navigating stabilization following a crisis event, in effort to remain safely within the community. During this time, linking to resources and expanding utilization of already established supports is explored. Community Stabilization remains active in completing additional trainings to further strengthen support provided within the community.

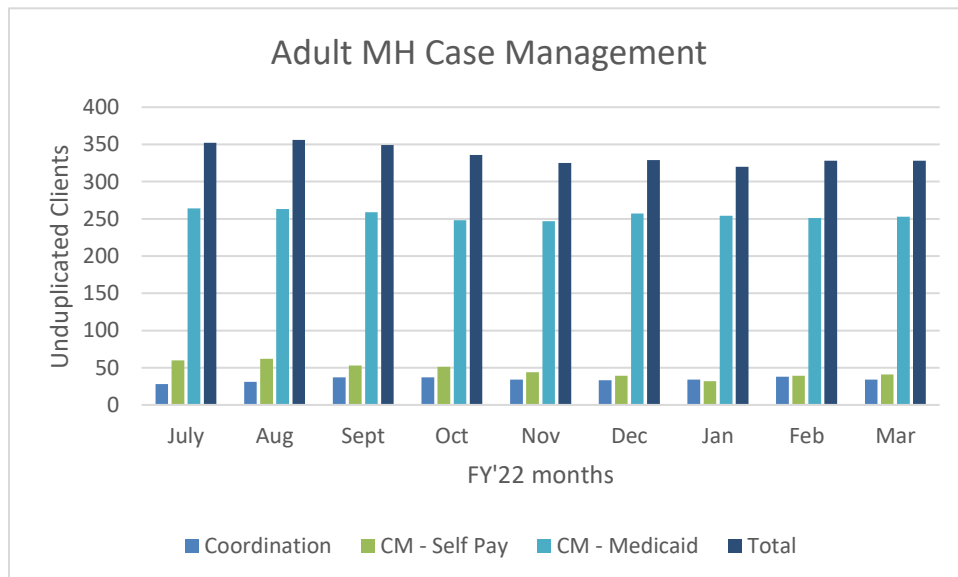
### School Based Early Intervention Program

Early Intervention Clinicians continue to provide services to students in the school settings at Rockingham County Public Schools (RCPS) and Harrisonburg City Public Schools (HCPS). At this time, clinicians within RCPS have received at least 252 referrals for the school year. At HCPS, there are approximately 18 students receiving active Early Intervention Services within the high school setting. Clinicians participate in a variety of supportive activities during the school day which may be in addition to meeting individually with the above noted students. Their services include but are not limited to individual sessions with students, collaboration with the student’s support system (family, providers, school personnel, etc.) to meet student needs, identifying and linking to additional resources.

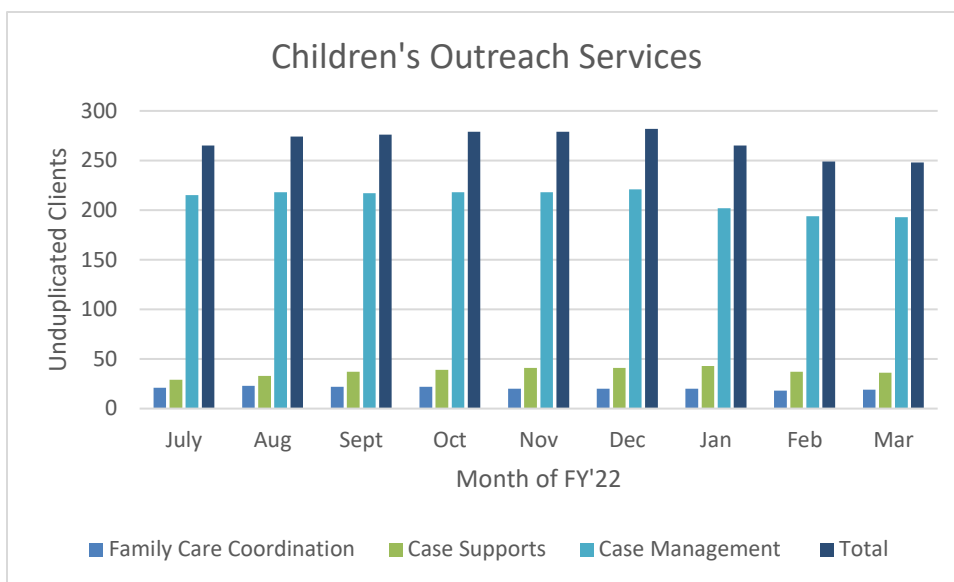
## Community Recovery Services

### Adult Mental Health Case Management (MHCM)

The adult CM team is fully staffed again with 9 case managers, a lead case manager and a case management supervisor.

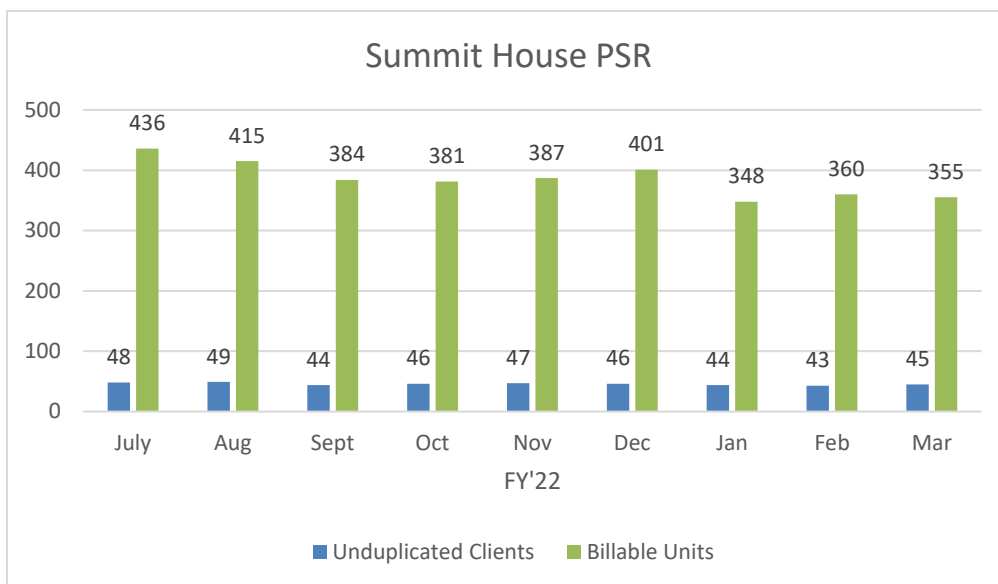


## Children’s Case Management (CCM), Children’s Case Support (CCS) and Family Care Coordination (FCC)



### Summit House Psychosocial Rehabilitative Service (PSR)

Summit House staff and clients are excited to welcome spring and enjoy some outdoor activities, including playing Corn hole and group exercises. We’re saying goodbye to our most recent group of interns and visiting students from EMU and JMU, and we’re delighted that they’ve reported wonderful experiences teaching and learning from us. Our team has risen to meet some exceptional challenges over the last several weeks, including doing intensive behavioral interventions with clients and attending to clients affected by past traumas. However, we always remember to celebrate the small victories, such as coaching and linking a client with an outpatient therapist for the first time! Summit House currently serves a caseload of 45 with four staff and is actively seeking referrals.



### Supervised Living Residential Program

Residential has been invigorated by the warming weather and the availability of more activities since the COVID restrictions have been lifted. We reinstated Fun Fridays in March, which had been on hold during COVID, and so far have hosted bingo, movie night, team trivia, egg dyeing and an egg hunt. This past Friday, staff took residents for a hike in the Shenandoah National Forest and offered two levels of difficulty, ensuring that it was accessible for all residents who wanted to participate. We have also added a plethora of new Skill Building modules to our collection, including a SAMHSA Illness Management and Recovery Evidence-Based Kit and breaking the house chores down into easy to follow checklists. We currently have three participants living in the house and four participants in Outback Apartments.

### Western State Hospital (WSH)

WSH census report for the month of December, HRCSB had a census per 100,000 of 5.2, and an average census of 7. Our region, HPR 1, had an average census per 100,000 of 6.5, and an average census of 104. Health Planning Region 1 is made up of 9 CSB’s: Alleghany Highlands, HRCSB, Horizon Behavioral Health, Northwestern, Rappahannock Area, Rappahannock-Rapidan, Region Ten, Rockbridge Area and Valley.



## Developmental Services

### **DD Case Management**

Developmental Disabilities (DD) Case Managers billed 286 units for the month of March with contracted DD case managers from Valley Associates for Independent Living completing an additional 19 billable units. Case managers completed 621 separate contacts to assist with linking clients to services, or monitoring their satisfaction, including 239 face to face visits. They also completed 23 annual Individual Service Plans, which by way of a data exchange are automatically updated into the Waiver Management System (WaMS) daily.

Currently we have 229 individuals receiving DD Waiver services. Of those, 57 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 Waiver slot allocation committee met in April and assigned 14 Family and Individual Slots (FIS), and four Community Living slots. While we are pleased that individuals are receiving waiver slots, there still remains the significant barrier of lack of services, particularly with the FIS waiver. Individuals receiving the FIS waiver are often primarily interested in Respite, Personal Assistance, and Day Support services. Those three particular services have become increasingly difficult to locate, especially during the pandemic.

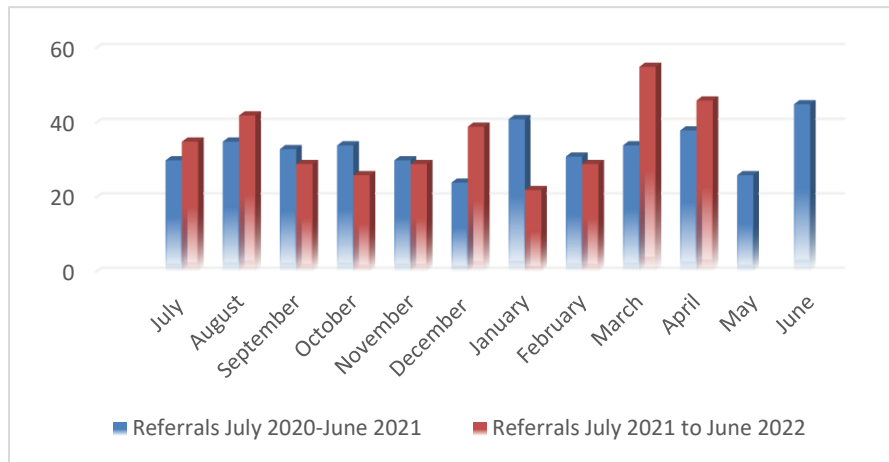
There are 203 individuals on the DD Waiver Waiting list awaiting services. There are currently 28 individuals on Priority 1 status, followed by 93 on Priority 2, and 82 on Priority 3. We received four referrals, completed three new waiver screenings, and completed three intakes in April. We added one individual to the DD Waiver waiting list.

We are pleased to report that the DMAS DD Case Management audit results presented in early April were excellent, with no citations beyond technical assistance. A huge thank you to the entire DD case management team, as well as their supervisor, Rob Slaubaugh.

### **Infant and Toddler Connection**

The transition to Trac-It, Early Intervention (EI) statewide data system continues to move forward. Training dates have been released for all associated with EI to attend virtually and become acclimated to the new system. Go-live date is June 27. An updated calendar for this transition has been posted to: [itcva.online](http://itcva.online) website

Community outreach efforts continued in April, with ITC staff including Muff Perry, Kaity Remnant, and Hannah Bishop meeting with JMU Masters level psychology class to present information on Early Intervention. Additionally, Kim Swope, Casey Stultz, Holly Harold, Carrie Thompson, and Taylor Lloyd completed EI screenings at Minnieland Day Care for classes with children up to age 2. They completed 36 screenings in a single visit. More outreach efforts are planned for May, which is Early Intervention month.





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	39
January	38	31	44	37	41	22
February	24	32	35	35	31	29
March	31	30	32	40	34	55
April	30	43	34	32	38	46
May	48	20	33	25	26	
June	34	32	25	35	45	
Total Referrals	353	377	397	406	401	352
Child Count-Dec 1	127	162	173	195	201	193