

HRCSB Board Report – October 2022

Barbara Brady (Interim Executive Director)
Adam Yoder (Community Recovery Services)
Rebekah Brubaker (Behavioral Health Services)

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

Message from the Interim Executive Director

October started quickly for HRCSB management with the Virginia Association of Community Services Boards (VACSB's) Annual Public Policy Conference, October 5th-7th. There were many stimulating and educational presentations, including status reports on STEP-VA, Project Bravo and other statewide initiatives. Highlights included a DBHDS Financial presentation on proposed changes (and simplifications) to the Performance Contract. There was a substantive and fruitful discussion on expanding Peer services in the MH/SUD Council. In addition, one other unexpected highlight: a somewhat eye-opening presentation on gambling from West Virginia colleagues. They had one message for us in Virginia: "It's coming!"

Since it was a Public Policy conference, the focus was on efforts to discuss with and move forward to the General Assembly. Friday morning's panel included two delegates, a Deputy Secretary for Health and Human Resources, the new DMAS Director and Nelson Smith, the DBHDS Commissioner. A significant topic among all was workforce development and salaries as part of the Behavioral Health priority. Other Workforce Initiatives include streamlining licensing and increasing reciprocity across states for some positions.

Commissioner Nelson introduced the DBHDS "North Star Plan", aka the Objectives and Key Results plan for 2022-2025 to the CSB Executive Director Forum. The discussion centered on the plan's three pillars: Strengthen the Workforce Systemwide, Expand the Comprehensive Continuum of Care and Modernize Systems and Processes. The EDs questioned how to incorporate those objectives into CSB work, and Commissioner Nelson reiterated that this is a work in progress and he expects the next steps to be together with CSBs. For the record, he noted that much of the success that DBHDS hopes for with this plan will be in great part to the leadership and expertise that their new Deputy Chief Commissioner Ellen Harrison brings to the table.

Barbara

Administrative Services

Administrative Services Report: Updates and Highlights

Compliance The Compliance Department submitted two CAPS for late reporting to DBHDS and both were approved by the Office of Licensing. They have finally had some success with the DMAS MES Portal for credentialing, which was a welcome development. New DMAS Director Cheryl Jones agreed to have monthly calls with CSB regarding many issues, mainly issues with the portal. The Authorizations Specialist attended a Virginia resource officer's conference with our Finance team, helping in cross training across departments. After working with the Management Team, our QI team created a new training policy and process for more consistent and quicker access to Credible for new employees. With the hope of transferring training responsibilities from the Office of Human Resources to the Compliance Department, we are advertising a Training Coordinator/QI Specialist position. Our Data Specialist assisted in answering a survey from the Joint Legislative Audit and Review Commission (JLARC), likely the first of many requests for information in their multi-faceted project to improve the state's mental health system.

Facilities October is Fire Prevention Month. Dickson Sommers hosted a fire extinguisher training for interested staff and 20 individuals participated. You can see by the photos below that folks took the training very seriously. Dickson hopes to have a similar event at Summit House in the near future. We took down a dilapidated storage shed (i.e., a safety hazard) at Summit House and put a new roof on the second shed. An ash tree at Market Street, reputed to be one of the last remaining ash trees in Harrisonburg, was trimmed to decrease sidewalk and power line hazards.



Risk Management Josh Dyke continues to work on Incident Reports, CHRIS Reports, CAPS and RCAs, reaching out to clinicians and Licensing as needed. Josh has also been a big help to Dickson in cleaning up the Acorn storage space and back-stopping Dickson's many responsibilities.

Clerical Laura Cook began her work on the Clerical front line, while Eileen Gingrich began her duties as Interpreter Coordinator and Backup Switchboard. Welcome Laura! The entire Clerical Team dressed up as a very friendly group of Crayola Crayons for Halloween, as you can see below. It was a festive, fun and chocolate filled day.

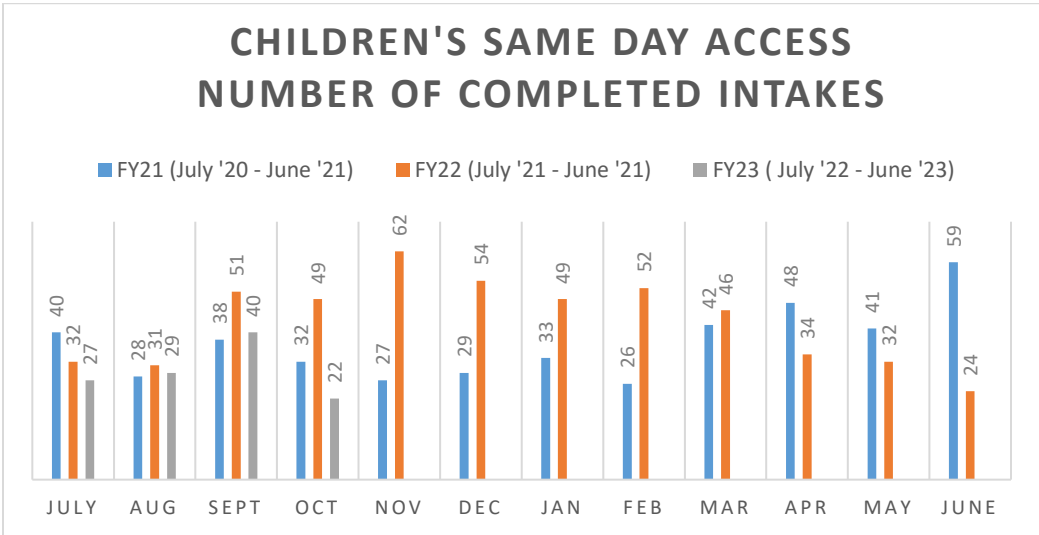
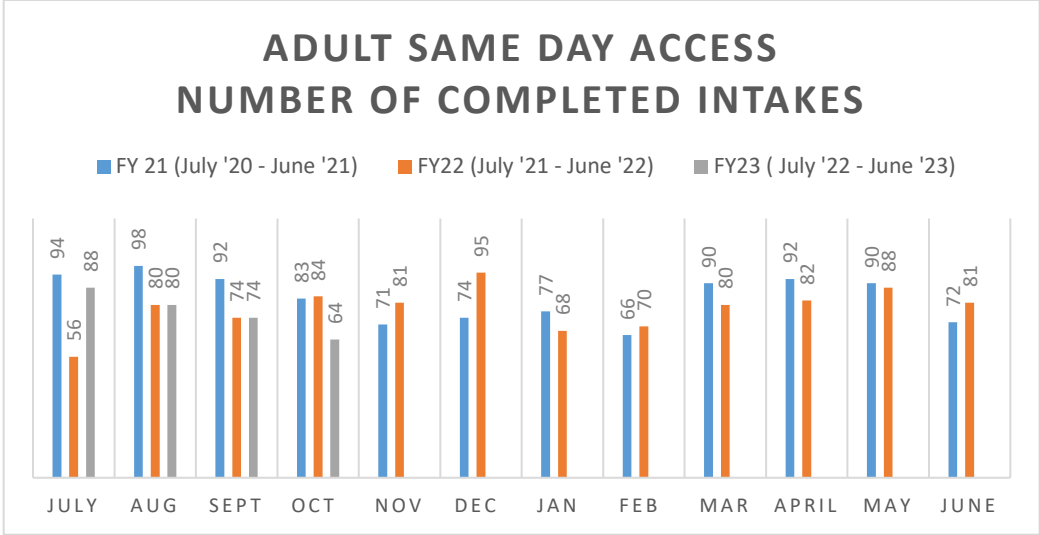


IT The IT Department has hired a new Systems Administrator, Nicholas Brown, who started in mid-October. Long-time staff member Carl Kauffman move to the Database Programmer position. Recruitment continues for a Network Administrator. Finally, Jacob Miska welcomed a new daughter to the “team” in late October and we wish Jacob and family all the best.

Behavioral Health Services

Same Day Access (SDA) – Adult and Child

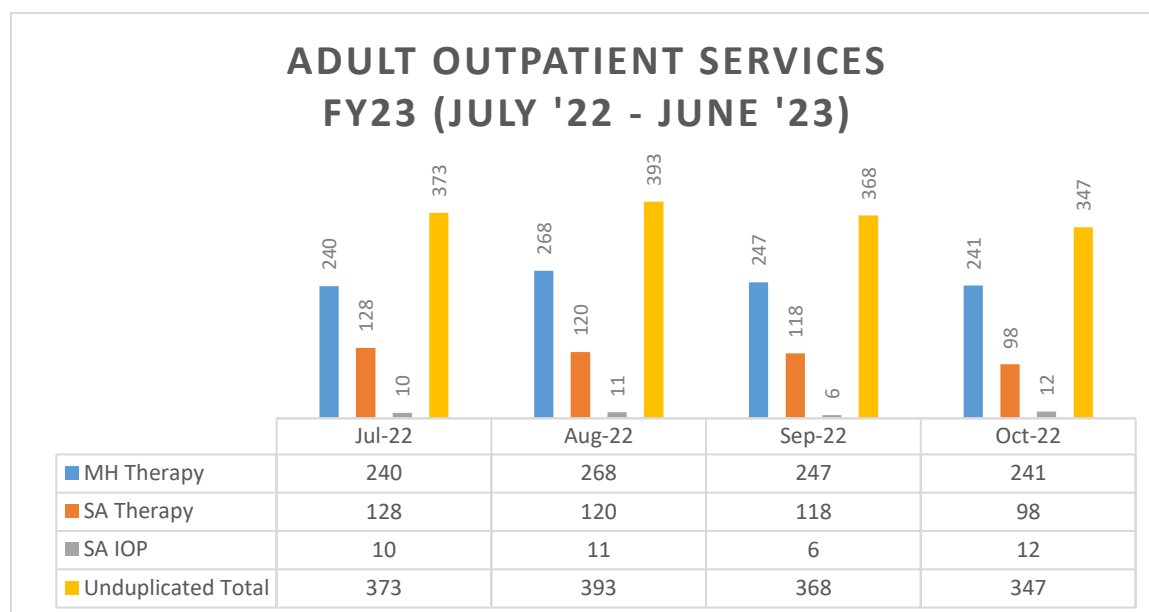
We continue to offer walk-in availability for adults on Mondays, Wednesdays and Fridays and scheduled intakes for children and families on Tuesdays and Thursdays. For the month of October (Oct 1-26), the Same Day Access team completed 64 intakes for adults and 22 intakes for child and adolescent services. Our same day access team conducts the initial assessment and makes treatment recommendations for individuals based on their presenting concerns. The recommendations primarily focuses are services that we provide within our agency, however, when appropriate our team is also making referrals to other community organizations to help address the needs and/or concerns of the individual. This can include but not limited to providing individuals with information regarding local food pantries, primary healthcare, emergency shelters and veteran services.



Outpatient Services – Adult and Child

For the month of October (Oct 1-26), in adult outpatient therapy, we provided mental health therapy to 241 clients, for substance use therapy services, we served 98 individuals and in our SA IOP program, we served 12 individuals, for a total of 347 unduplicated clients served in therapy services. Our adult outpatient team consists of nine full-time therapist and one graduate level intern. For the last several years, we have had the privilege of working with both James Madison University and Eastern Mennonite University to provide graduate level internship experiences within our adult outpatient team. Graduate students are given the opportunity to provide individual therapy and co-lead group therapy sessions with another therapist. We believe that it is extremely valuable opportunity for our agency to help contribute to developing next generation of helping professionals.

Several of our children’s outpatient therapists have had the opportunity to attend trainings on Dialectical Behavioral Therapy (DBT) and Trauma Focused Cognitive Behavioral Therapy (TF-CBT); both of those trainings are evidence-based models for therapeutic treatment. The staff have appreciated the opportunity to participate in these types of training, as it helps them better serve their clients, as well as, enriches their own professional growth and development. It is a goal of our children’s outpatient team to provide high quality evidence based services to our clients and their families.



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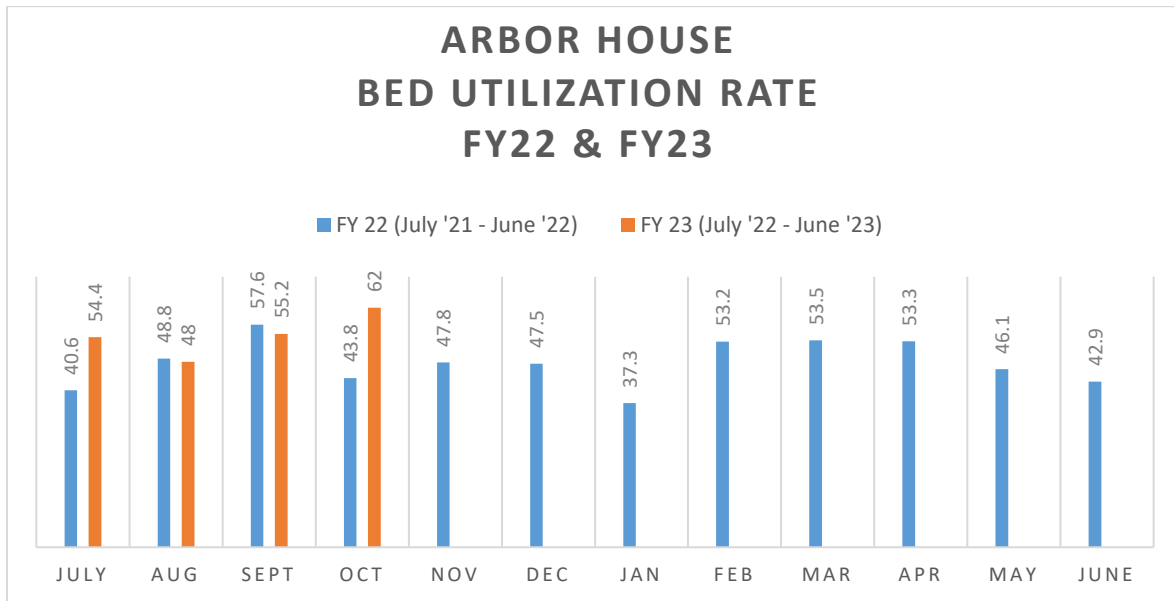
For the month of October (Oct 1-26), in child outpatient therapy, we provided services to 349 clients and their families. Currently we have 520 clients enrolled in children’s therapy services.

Arbor House (Crisis Stabilization Unit)

Arbor House is another one of our programs that provides a valuable learning opportunity for undergraduate and graduate students to have hands on experience working with individuals with mental illness. This fall, we have had the privilege of accepting one undergraduate intern and three graduate level interns. Our interns are able to contribute to the clinical experience of our residents through providing skill development groups, mindfulness activities and one-on-one conversations. Interns are also given the opportunity to help facilitate care coordination through assisting clients in their discharge planning by helping to facilitate calls to community providers for follow up care.

We continue to set our maximum capacity at 5 individuals due to key staffing vacancies and are eager to return to a 7-bed capacity once those positions are filled. For October (Oct 1-26), our bed utilization was

62% based on 7-bed capacity; our utilization rate based on the 5-bed capacity was 73%.



Behavioral Health Wellness

During the month of October, the Behavioral Health Wellness team has been collaborating with community organizations to provide educational trainings on different aspects of mental health awareness. The team provided the following to community partners, *Mental Health Wellness & Stress Management* presented to Harrisonburg Rockingham Emergency Communications Center, *Conflict Resolution & Mental Health Skill Building* presented to students at Broadway



High Schools, *Understanding Mental Health & Substance Use* presented to students at Harrisonburg High School and *Legal Protections and Overdose Response* presented to Face 4 Chance Coalition.

In addition, we are pleased to announce that we are expanding our team and are in the process of recruiting an additional Behavioral Health Wellness Specialist position. This position will be working closely with community coalitions, primarily the Healthy Community Collaborative (HCC) to help organize and implement initiatives that can positively affect the Harrisonburg and Rockingham communities.

Intensive Case Management Services

Intensive Case Management (ICM) has provided support to 9 individuals during the month of October. ICM provides a higher level of contact and service coordination than the standard case management services. The ICM staff meets one-on-one with individuals to work on any combination of the following independent living skills, employment readiness skills, interpersonal relationship skills, truancy issues, and parent-child relationship skills. The ICM primarily has contact with the youth, however, as needed and as indicated the ICM staff will work with the parents. ICM continues participation with Rockingham County Public Schools and Harrisonburg City Public Schools ITM process and coordination with JD&R Court Services Unit in effort to continue to provide support to youth in the community.

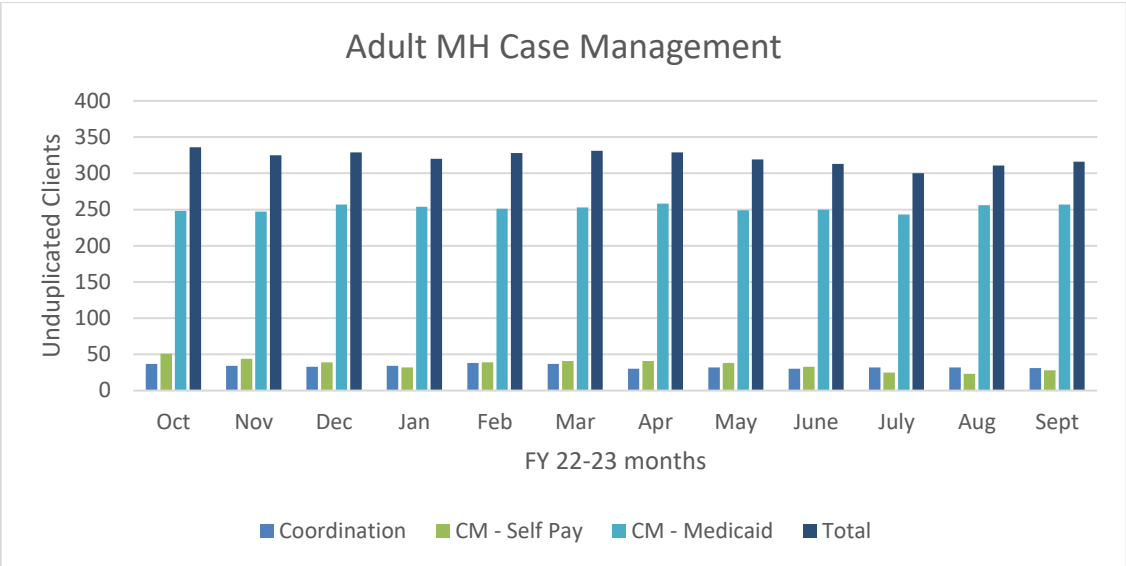
School Based Early Intervention Services

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). We have one clinician working in Harrisonburg High School and provided support to 18 students since the beginning of the school year. We have three clinicians working in Rockingham County Public Schools and they have provided support to 76 students this school year. We continue to recruit for additional Early Intervention Clinicians to provide services in Rockingham County Schools. Clinicians participate in a variety of supportive activities during the school day to include individual sessions with students, collaboration with the student's support system (family, providers, school personnel, etc), and linking to additional resources.

Community Recovery Services

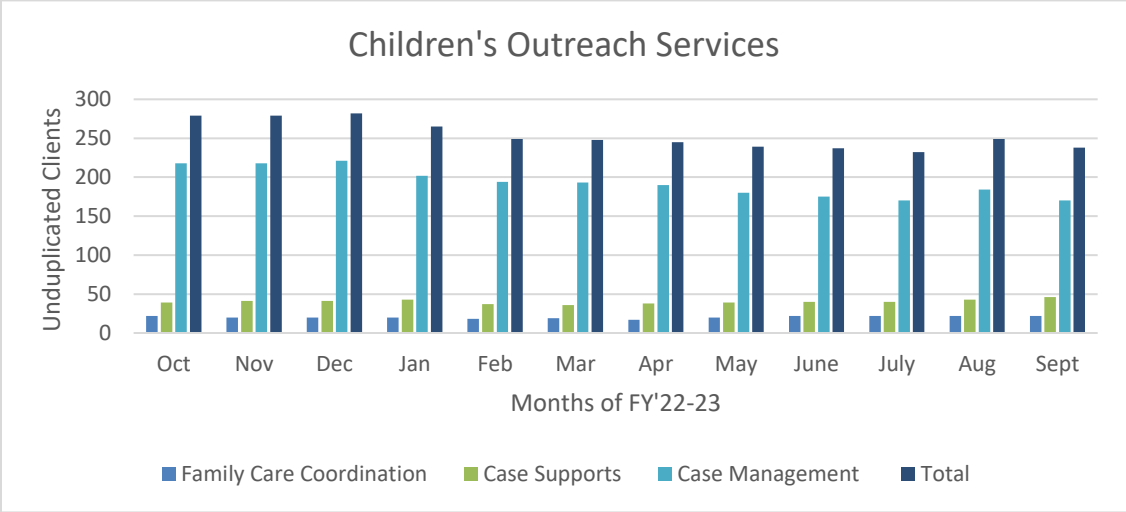
Adult Mental Health Case Management (MCHM)

Unfortunately we currently have 2 adult case manager position openings due to staff transitions inside and outside the agency. Referrals continue to pour and we are prioritizing hospital discharges at this time.



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

This month we were finally able to reduce our referral list to zero. This is thanks to robust hiring to fill open positions this past May and July. In addition we added an additional case manager position in August in order to meet the volume of need for our services.



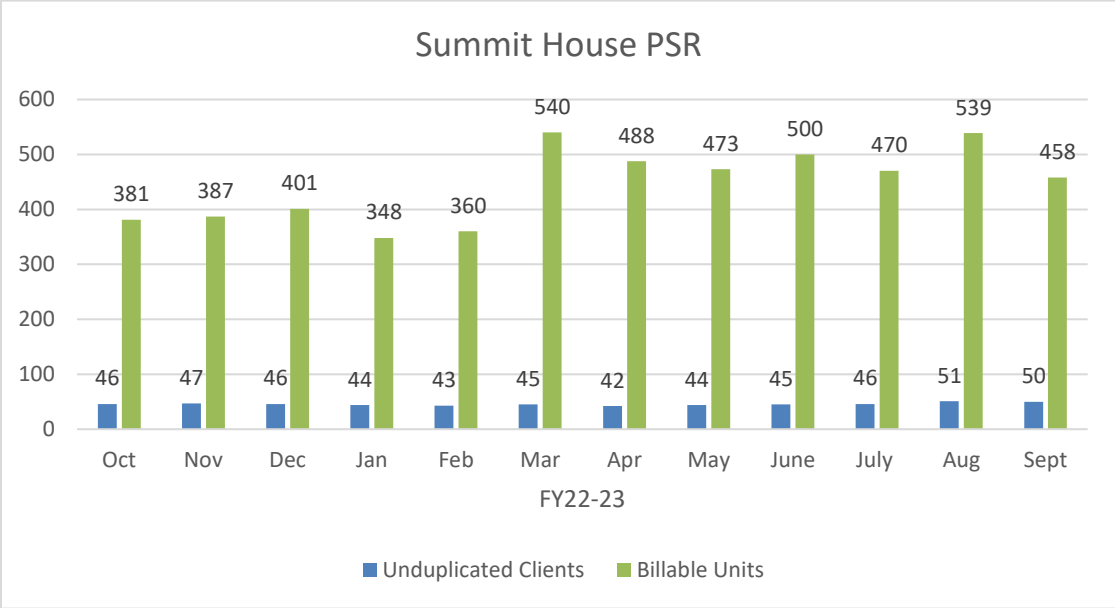
Mental Health Skill Building

The team of 3 staff and supervisor continue to build up their caseloads as the 2 new staff learn the service and documentation that goes along with it. We are receiving some quality referrals and are actively seeking more. We have 20 clients in the program and our goal is to have 30-35 at capacity.

Summit House Psychosocial Rehabilitative Service (PSR)

Activities are expanding into the community at Summit House. Members were able to have a grill out at Hillandale Park, as well as, a drive to view the fall colors in western Rockingham County and Wildwood

Park in Bridgewater. Pumpkins were carved and judged and costumes were worn at the end of October Halloween party.



Western State Hospital (WSH)

WSH census report as of September 8th, HRCSB had a census per 100,000 of 7.3, and an average census of 10. Our region, HPR 1, had an average census per 100,000 of 6.9, and an average census of 108. 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 290 units for the month of September DD case managers from Valley Associates for Independent Living completing an additional 21 billable units. Case managers completed 647 separate contacts to assist with linking clients to services, or monitoring their satisfaction, including 252 face to face visits. They also completed 24 annual ISPs.



Currently we have 236 individuals receiving DD Waiver services. Of those, 50 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.

There are 207 individuals on the DD Waiver Waiting list awaiting services. There are currently 41 individuals on Priority 1 status, followed by 89 on Priority 2, and 77 on priority 3. We received 5 referrals, completed 3 new waiver screenings, and added one additional person to the DD waiver waiting list.

We continue to meet periodically with DBHDS staff in regards to our local data which is reported monthly related to the Department of Justice settlement agreement. Statewide, we continue to move closer to compliance with indicators established within the settlement agreement, with a goal of full compliance by the end of 2023.

We added a new position to the DDCM team, an hourly Program Assistant. This position will provide support to the DDCM team by assisting with transportation and other logistical duties and assisting with certain clerical tasks. Additionally, the position will provide some direct assistance and community engagement to some of our clients that are unable to currently access waiver services. We are looking forward to this position starting in November.

Infant and Toddler

The Implementation of Trac-It is ongoing as the program continues to transition to the system. The go-live for full implementation has been moved to summer 2023 instead of November 2022. ITC Harrisonburg Rockingham expects to use Trac-It fully as the electronic health record while Credible will serve as the billing system once fully implemented.

The fourth Quarter will be focused on December 1 child count as funding depends on the number of active children served on this specific date and time. Historically, we see lower numbers in the 4th quarter due to children transitioning to school based services.

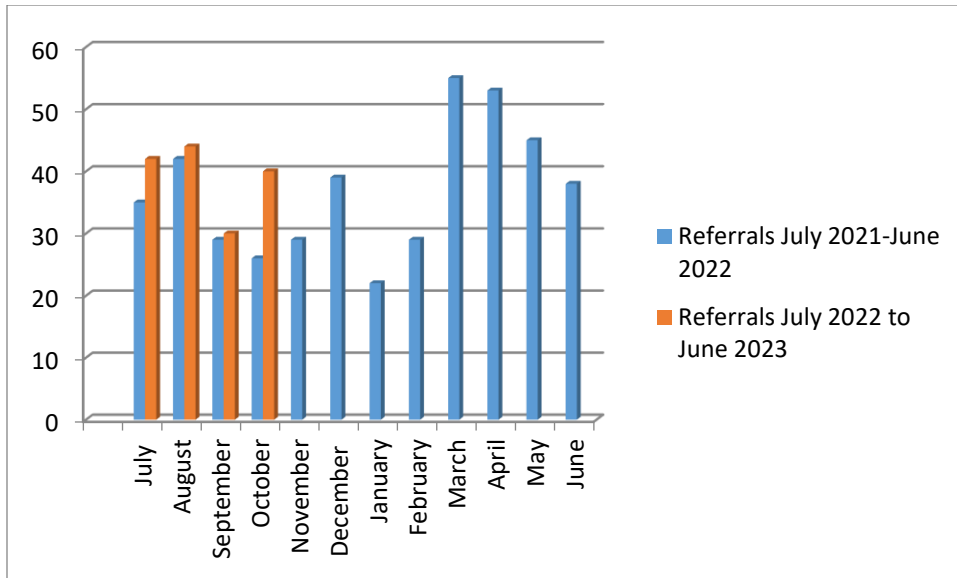
We are currently recruiting for the following positions: Full time Speech Language Pathologist and (2) Service Coordinators, and (2) Developmental Services Providers

Month:	July	August	September	October
Total Referrals	42	44	30	40
Monthly Referral Goal	40	40	35	30
Number of children enrolled	298	303	280	284
Data for Referrals				



Parent Declines/No Contact	16	14	13	1
Transfers	0	3	0	0
Not Eligible	7	5	2	0
In Process	0	2	9	38
Deceased	0	0	0	0
Active	19	20	6	1

Month	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2021-20222
July	17	20	31	30	30	35	42
August	30	40	38	36	35	42	44
September	31	36	33	38	33	29	30
October	18	35	30	36	34	26	40
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	53	
May	48	20	33	25	26	45	
June	34	32	25	35	45	38	
Total Referrals	353	377	397	406	401	442	156
Child Count-Dec 1	127	162	173	195	201	193	



Department Notes

We had a great turnout for our inaugural “Trunk or Treat” at the McNulty Center in late October. The event brought together several community agencies to decorate, dress up, and hand out goodies to individuals in our community with disabilities or those in the ITC program. Those participating included The Arc, Compass, Spectrum, Special Olympics, Pleasant View, Harrisonburg Fire Department, as well as several others. We look forward to hosting the event next year.