



# HRC SB Board Report – April 2023

**Rebekah Brubaker** (Executive Director)  
**Adam Yoder** (Community Recovery Services)  
**Vacant** (Behavioral Health Services)

**John Malone** (Developmental Services)  
**Barbara Brady** (Administrative Services)  
**Vacant** (Crisis Services)

## Message from the Executive Director

The Behavioral Health System continues to be under a microscope as events across the state and across our nation raise questions and concerns about how the system is providing care for individuals living with a mental health issue. The level of need and the acuity of the individuals seeking services is exceeding what the current system can reasonably manage. The Governor continues to promote his “Right Help, Right Now” model to help address the needs of individuals across Virginia focusing on expanding available services in local communities, enhancing the behavioral health workforce, looking at measures to support law enforcement and expand prevention efforts. It is unclear at this time whether the proposed plan will be fully funded through the General Assembly. Although the future of the Governor’s plan is unclear, what is clear, is that our community cares deeply about how we can make change happen on a local level. Stakeholders throughout our community continue to regularly engage in conversations about ways to expand partnerships to fill the gaps and at times are able to think creatively about new ways of working together to meet the needs of our community. I am hopeful that we will continue to find pathways forward to positively impact the lives of individuals and their families experiencing mental health, substance use and developmental disabilities through these key partnerships.

*Rebekah Brubaker, LPC*

## Administrative Services

**Compliance** The Compliance Department received approval to update our Arbor House license back to pre-pandemic levels of seven beds nightly. The increase was effective March 1. Compliance also hosted an onsite visit from the Department of Behavioral Health and Development Services (DBHDS) Office of Licensing for our Substance Abuse (SA) license renewals. These include our SA Intensive Outpatient Program and SA Therapy Services. The visit went well with no deficiencies. Our licenses have been extended until 10/31/2024, and are once again aligned with our Triennial License Renewal. Compliance also handled nine Anthem



desk audits and continues to finalize registration for all HRCSB licensed providers per new Cures Act regulations.

**Facilities** Since our move to the new building, we have had a few issues with our neighbors and pedestrian traffic. Mostly these involved safety on the part of the pedestrians, so we were eager to find a mutually agreeable solution. We are pleased to report that the fence that was installed has been well received by the neighbors and appears to have resolved the issue. We received an email from our next-door neighbor confirming this. Kudos to Dickson for his positive diplomacy.

**Risk Management** Josh Dyke is busy with staff trainings on Serious Incident Reports, and with follow up to inquiries from DBHDS. Josh is also busy with a Risk Management Certification course, including drafting a Cybersecurity Incident Response plan with IT Manager James Jenkins.

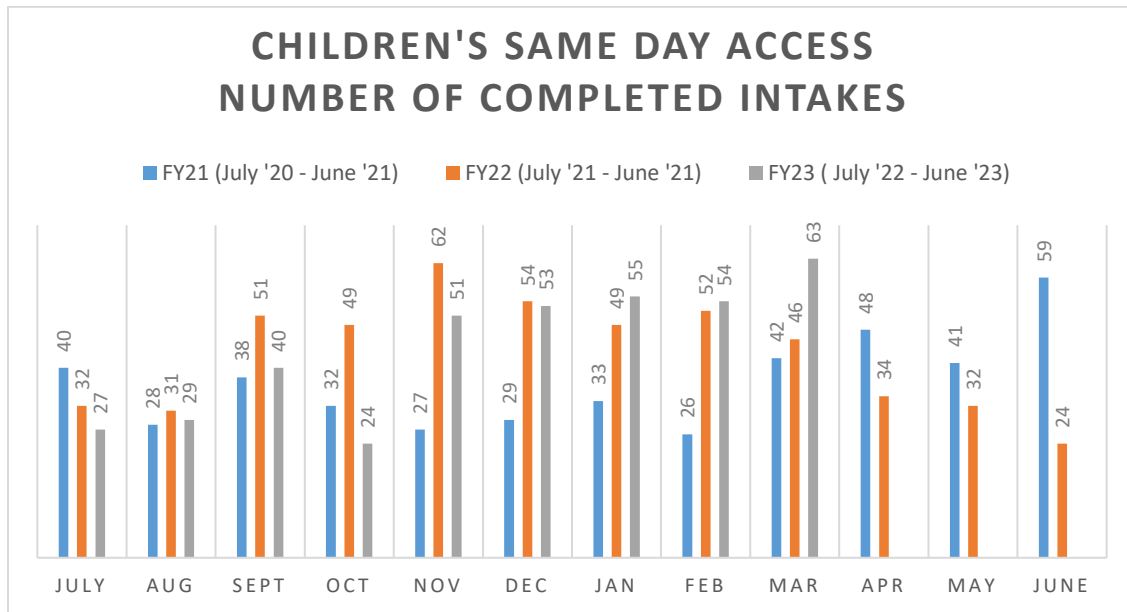
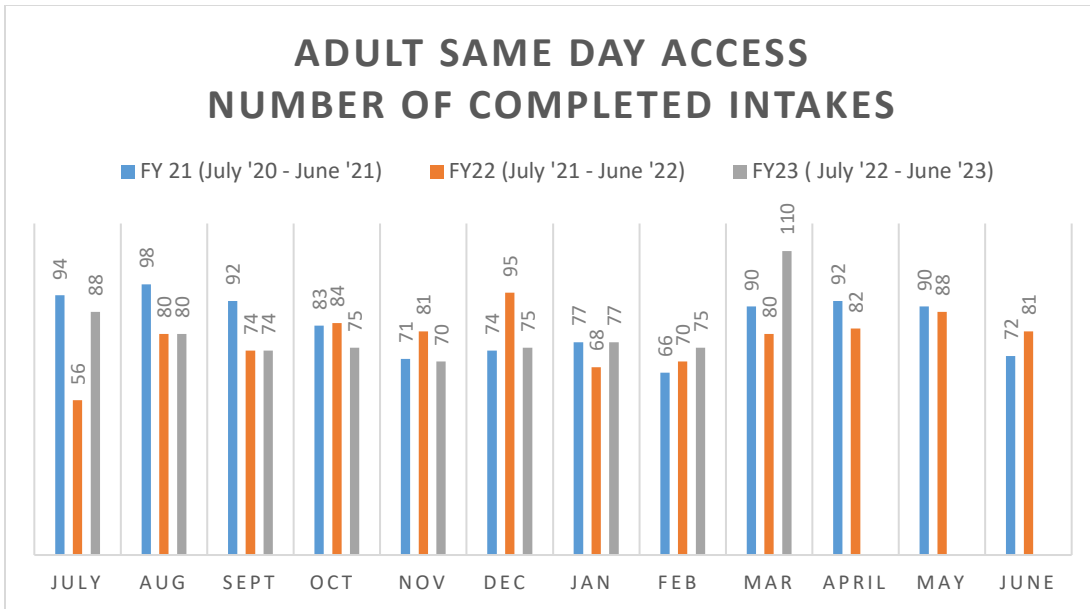
**Clerical** The Clerical team recently welcomed back Maria Lopez-Ramirez, who had departed approximately eight months ago. She is happy to be back with HRCSB. In addition, Clerical welcomes long-time evening staff member Carolyn Ware to a full-time position. Both are welcome “additions” to the team.

**IT** The IT team recently had to trouble shoot two distinct outages. Their collaborative effort in getting the agency back online was commendable, including one significant consultation from a staff member on a layover traveling back from leave. Lessons learned include better documentation and more cross training moving forward. The team will soon install an upgrade to our Exchange email server and replace our Internet filtering system.

## Behavioral Health Services

### Same Day Access (SDA) – Adult & Child

We provide walk-in intakes for adults on Mondays, Wednesdays and Fridays and scheduled intakes for children and families on Tuesdays and Thursdays. For the month of March, the Same Day Access team completed 110 intakes for adults and 63 intakes for child and adolescent services. March completed intakes for both adults and children were significantly higher than previous months. We are uncertain about the reason why the increase has occurred.

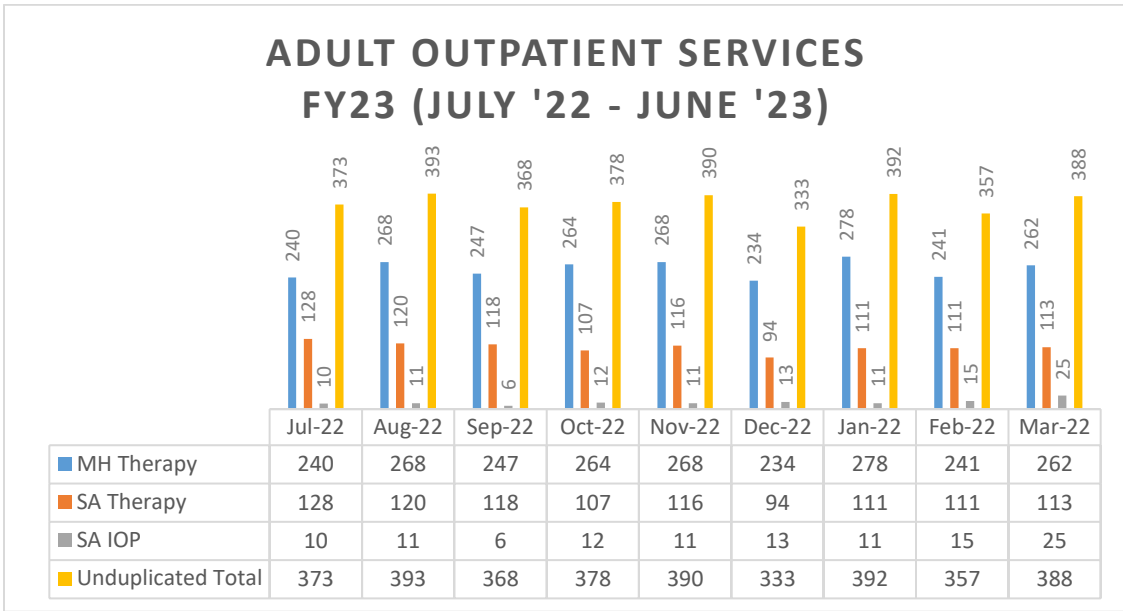


#### Outpatient Services – Adult and Child

For the month of March, in adult outpatient therapy, we provided mental health therapy to 262 individuals, for substance use therapy services, we served 113 individuals and in our SA IOP program, we served 25 individuals, for a total of 388 unduplicated individuals served in therapy services.

Children’s Outpatient services continues to provide individual and family therapy services to our clients. For the month of March, in child outpatient therapy, we provided services to 452 individuals and their families. Currently we have 594 individuals enrolled in children’s therapy services.

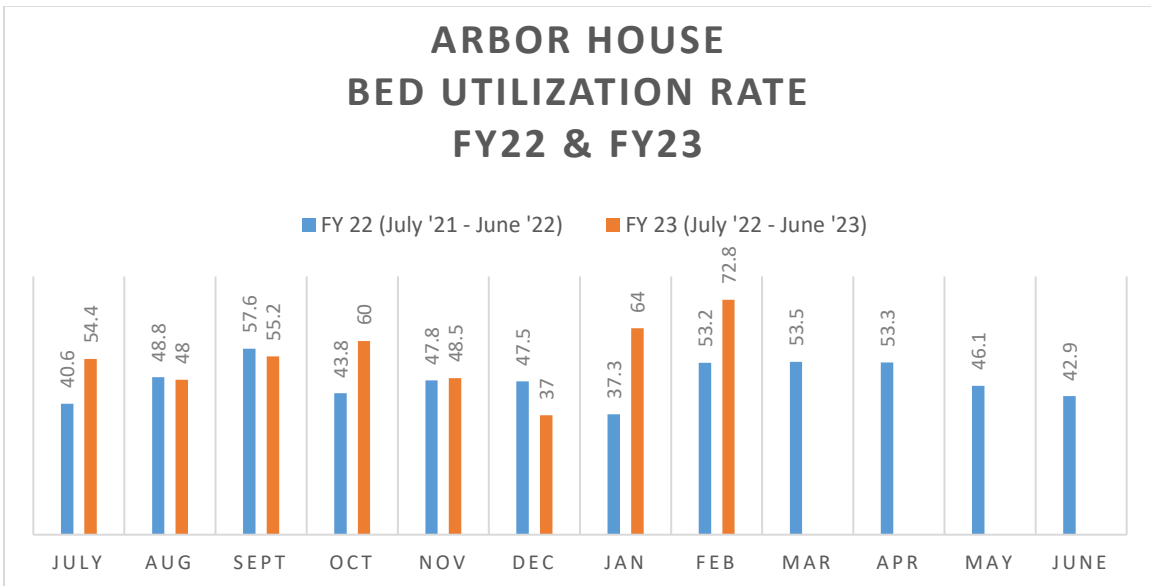
## ADULT OUTPATIENT SERVICES FY23 (JULY '22 - JUNE '23)



### Arbor House (Crisis Stabilization Unit)

We are pleased to announce that starting March 1, 2023, Arbor House returned to 7-bed capacity. This has been a long time coming and we are excited to be able to return to our pre-pandemic bed capacity. In March, our bed utilization rate was 72.8% based on 7-bed capacity; our average bed utilization for the year is 55%.

## ARBOR HOUSE BED UTILIZATION RATE FY22 & FY23



## **Behavioral Health Wellness (BHW)**

Throughout the month of March, the Behavioral Health Team has been active providing trainings to a variety of groups on a variety of topics. In total, the team provided 7 trainings to 123 different community members in the Harrisonburg and Rockingham community; 6 of the trainings were customized by the BHW team to meet the needs of the audience utilizing evidence based information and strategies.

## **Community Recovery Services**

### **Interns in Community Recovery Services – Spring Semester**

Each semester our agency hosts undergraduate and graduate interns from local and online universities. We have invited a few of our spring undergraduate Community Recovery Services interns to share about their experiences.

Aubrey, James Madison University, Psychology, in Children’s Case Management:

“My experience as a children’s mental health case manager intern at the HRCSB has been extremely enjoyable. Prior to interning, I was worried about feeling under-appreciated by my supervisors because I don’t share the same qualifications. However, since my first day I have been greeted with enthusiasm by staff members across all departments. This has helped me feel welcomed and valued as an intern. One highlight of this internship is being able to see how passionate my supervisors are about their role as a case manager. For example, even when services are difficult to find or access, the case managers continue to expand their search until they find a suitable option for the client. This passion helps insure that clients are receiving efficient and effective services. I am very grateful for this experience as an intern at HRCSB.”

Sarah, James Madison University, Social Work, in Children’s Case Management:

“I have thoroughly enjoyed interning with HRCSB. This internship has given me practical, hands on experience of what social work can look like as a career. I have gained experience in research, paperwork, using evidence-based interventions, and inter-professional work. My favorite part has been any moment I spent building rapport with clients. Transporting, house visits, and med appointments are a few examples of ways I got interact with clients and utilize skills I learned in school. A challenging aspect of my internship was making sure that I had something to do every day. I managed to make the most of slower periods by researching how I can improve my practice. I was also able to talk with other departments to see what they do. I hope to bring the knowledge and confidence I have gained from the HRCSB into my future career. I also now know what a strong, professional atmosphere looks like. Everyone at the CSB has been warm,



welcoming, and supportive during my time here. I could not have asked for a better internship experience. I definitely will be considering the HRCSB in future career endeavors.”

Emma, Eastern Mennonite University, Social Work, in Adult Case Management:

“I chose to do my internship with the CSB because I knew I wanted to explore a career in mental health, and this internship has allowed me to expand my understanding of mental illness and the many different ways service providers meet clients’ needs. I’ve been shadowing various case managers and have learned a lot from seeing how they approach clients differently based on the clients’ personalities, experiences, and needs. I also spend time 1-1 with clients as I assist with transportation, grocery shopping, or other basic needs they may have. This has given me the chance to ask questions about their stories and talk with them about their lives, diagnoses, and the challenges they’re facing. In addition to my time with Adult Case Management, I’ve had the opportunity to shadow across other HRCSB programs to build a solid understanding of the many different ways this agency serves clients. I’ve enjoyed this bigger-picture view of mental health services and how the CSB addresses clients’ complex and interconnected needs. My experience with the CSB makes me excited about working in the mental health field, and I hope to be a more effective service provider because of the passion, creativity, and deep care for clients that I’ve seen in the staff here. Thank you, HRCSB, for allowing me to learn with you!”

### **Peer Support Program**

We are excited to welcome our new hourly Mental Health hourly Peer Recovery Specialist, Carol Williams. Carol has completed DBHDS’s 72-Hour Peer Recovery Specialist training and is working towards her 500 hours of experience for her certification. Carol will work with the Adult Recovery Services Team and will allow us to enroll more clients in Mental Health Peer Services.

In April, Peer Staff will begin a six week self-care journaling group at Summit House. The goal is to expose more clients to the benefit of working with a Peer Recovery Specialist while also expanding the reach of Peer Services at the Agency.

Peers continue to work on increasing socialization and natural peer support with clients by going on monthly field trips to improve their engagement in the community. Last month staff and clients traveled to Winchester, VA, to visit Patsy Cline historical sites and this month they will travel to Harper’s Ferry, WV. Our Peers’ purposeful work with clients has continued to benefit their recoveries. An agency staff member wrote about the work of a Peer with a client saying, “A peer staff and I have several mutual clients. I wanted to let you know how well she is doing with them all, but one in particular. The client was in today for an appointment and improved his interpersonal skills, hygiene, and medication compliance since Peer staff began working with him. I’m glad she is part of his team!”

Lastly, we are recruiting to fill two full-time positions in Adult Outpatient: Substance Abuse Peer Recovery Specialist and Drug Court Peer Recovery Specialist.



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

The PSH program was recently awarded an additional 30 Department of Behavioral Health and Disability Services (DBHDS) rental assistance vouchers that will allow us to continue to enroll new participants and grow the program. This grows our vouchers from 45 to 75 total. We were also awarded funding for a Program Assistant position, which we have filled and are in the process of training. We hope to post a Lead Housing Specialist position soon, as well, adding a third housing specialist to our team. Both of our PSH case managers were recently SOAR certified. The SOAR acronym is short for SSI/SSDI Outreach, Access, and Recovery and is a program from the Substance Abuse and Mental Health Services Administration (SAMHSA) “seeking to end homelessness through increased access to SSI/SSDI income supports”. The goal is to complete disability benefits applications with our PSH participants in about a third of time that it would normally take the Social Security Administration to do so, and with a higher success rate.

We continue to see a steady stream of program referrals and need for the housing program, while struggling to find affordable housing inventory in the city and county.

### **Supervised Living Residential – Market Street House (MSH)**

We have welcomed three new residents in March. One of our residents moved in as a step-down transition from Arbor House, HRCSB’s residential crisis stabilization program. The client hopes to build skills to move into a community apartment in the near future and is working on accessing community resources and establishing an exercise routine. Another one of our new residents was able to find employment shortly after moving in and is able to make payments on court fines owed, and is working on budgeting and coping skills. Our third new resident moved in on at the end of March, so is still in the process of settling in, and is reunited with a previous case manager who now works in residential who is eager to work with him again. He was previously homeless and unable to maintain his mental health recovery bouncing from hotel to shelter and back again. He now has the stability to manage his diabetes in a safe environment.

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

WSH census report for January of 2023, HRCSB had a census per 100,000 of 9.9, and an average census of 13. Our region, Health Planning Region 1, had an average census per 100,000 of 8.5, and an average census of 134. HPR 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 288 units for the month of February with DD case managers from Valley Associates for Independent Living completing an additional 22 billable units. Case managers completed separate 598 contacts to assist with linking clients to services, or monitoring their satisfaction, including 208 face to face visits. They also completed 19 annual ISPs.

Currently we have 340 individuals receiving DD Case Management services, including 236 receiving Waiver services. Of those, 48 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 220 individuals on the DD Waiver Waiting list awaiting services. There are currently 47 individuals on Priority 1 status, followed by 95 on Priority 2, and 78 on Priority 3. We received 4 new referrals, and completed 2 new waiver screenings.

Thanks to our QI department for working with us to complete and submit the latest round of Support Coordinator Quality Review (SCQR) tools. Each Community Services Board is required to complete an in depth review of multiple DD case management clients twice a year. The SCQR is designed to support quality improvement within each organization, and it serves as a means to demonstrate compliance with Settlement Agreement requirements. In April we will meet with DBHDS to review the results. Have

Early in the month we met with representatives from the Rockingham County Public Schools special education department in order to outline new initiatives to increase the number of eligible students who are being screened for the DD waiver. We have committed to meeting quarterly to continue our efforts towards our ambitious goal of providing a waiver screening for all local students with developmental disabilities.

On March 25<sup>th</sup> we joined other local community agencies to participate in a "My Abilities" event hosted by Pleasant View Inc. The event presented hands-on activities designed to broaden understanding and sensitivity to barriers and issues that affect individuals with disabilities.

### **Infant and Toddler**

We are currently working to gather and submit all documentation and data which is required for annual state reporting. Much of the review centers around compliance with mandated timelines for services and IFSP completion, as well as with meeting transition regulations.





We continue to move towards the December full implementation date of the Trac-it data system, and are gathering more information regarding how the system will interact with our current EHR in terms of data transferring and billing.

Several staff were pleased to move into the new cubby area which was recently completed at the McNulty center in order to accommodate a growing ITC team. Currently, a Speech Therapist position is our only vacancy.

Month	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
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	38
November	31	30	27	28	30	29	41
December	22	28	35	34	24	39	25
January	38	31	44	37	41	22	49
February	24	32	35	35	31	29	48
March	31	30	32	40	34	55	40
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	357
Child Count-Dec 1	127	162	173	195	201	193	

Month:	July	August	September	October	November	December	January	February	March
Total Referrals	42	44	30	38	41	25	49	48	40
Monthly Referral Goal	40	40	35	30	30	40	30	35	40
Number of children enrolled	298	303	280	284	282	286	295	291	304

Data for Referrals									
Parent Declines/No Contact	16	14	15	14	14	16	16	5	0
Transfers	0	3	0	1	1	0	0	0	0
Not Eligible	7	5	3	3	2	1	3	3	0
In Process	0	0	0	0	0	0	5	31	40
Deceased	0	0	0	0	0	0	0	0	0
Active	19	22	12	20	24	8	25	9	0

