

HRCSB Board Report – June 2023

Rebekah Brubaker (Executive Director)
Adam Yoder (Comm. Mental Health Services)
George Nipe (Behavioral Health Services)

John Malone (Developmental Services)
Barbara Brady (Administrative Services)
Andrea Skaflen (Crisis Services)

Message from the Executive Director

Transitions have been occurring throughout the agency. Over the last few months, there have been transitions in leadership, in staff positions and in programs. We have seen an increase in positions being filled, some as a result of internal moves and others from bringing new individuals into our agency. We have experienced growth in departments by adding additional staff positions to help meet the growing needs for existing services. And we have seen the addition of new programs to help meet the changing needs of our community. Our agency is growing, our workforce is changing and our services are evolving to meet the needs of our clients. It is exciting to see the evolution of our agency over the years, however I am reminded every day that there is a constant and that is the dedication and hard work of our staff. I can't express enough the deep appreciation and respect I have for our employees and the work they do every day helping HRCSB reach our mission.

Rebekah Brubaker, LPC

Administrative Services

Compliance The Compliance team handled a number of audits this month. They include:

- 4 charts from Aetna MCO (we will meet with them on Tuesday to discuss results);
- 66 charts from Anthem Medicare (where Compliance staff had to upload 1 ½ of treatment records for those 66 clients, including some with as many as 200 pages); and
- 2 Office of Licensing audits on Level 3 CHRIS reports (with extensive back and forth with our Licensing Specialist on our efforts).

It was a full and exhausting month for the team, especially with continuing to train new staff, cover new and former positions, and responding to many DMAS requests for information for their new system. The team, along with management, finished a series of QI technical training with DBHDS that was extremely helpful and informative. Finally, the agency did receive a CAP for a missing Quarterly Treatment Plan and we are responding with our mitigation and response actions by June 14.

Facilities With special one-time-only funding from DBHDS, Facilities has worked with Arbor House staff to upgrade various parts of the facility. This included new appliances, furniture, painting, and fencing. It has made a big difference and the upgrades are most welcome.

Facilities staff is also helping hang the various art and décor items, and has also added additional directional and traffic flow signage to the main parking lot.

The next high priority project is for the agency elevators to be inspected, which takes a significant effort to coordinate both the inspectors and the maintenance company. We are hoping to finish this early June.

Risk Management Our Risk Management specialist has been busy with Incident Response and CHRIS reports as well as response to recent CAPs. He is working hard with the Department of Licensing to ensure that the information we provide for CHRIS reports answers the regulations and any follow up questions. Staff are also working on a Shelter-in-Place protocol, primarily preparing for summer storms but also for any reason where retreating to a safe, indoor space is needed.

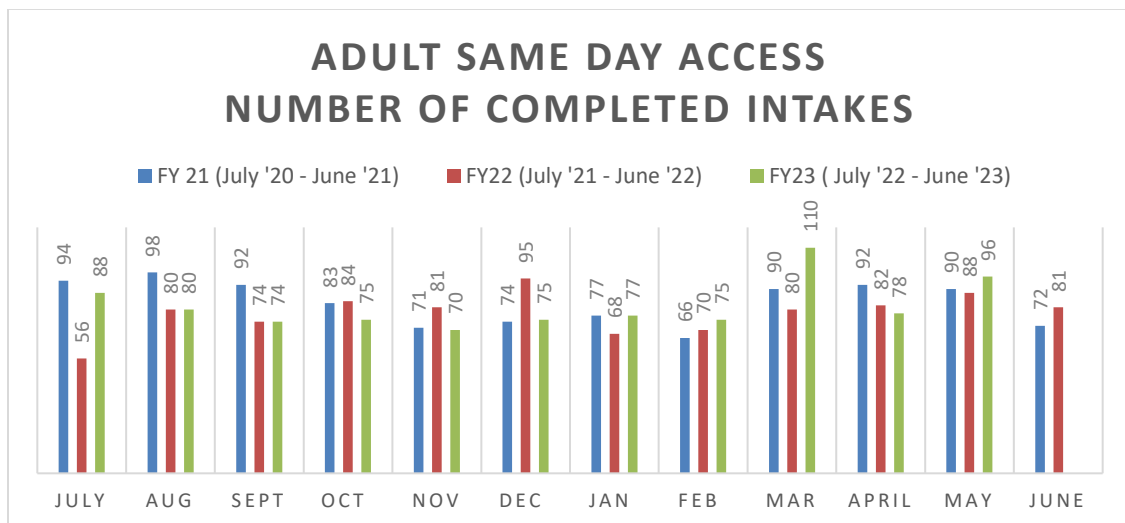
Clerical The Clerical team is recruiting for an opening and preparing for the end of the school year and the beginning of summer vacations.

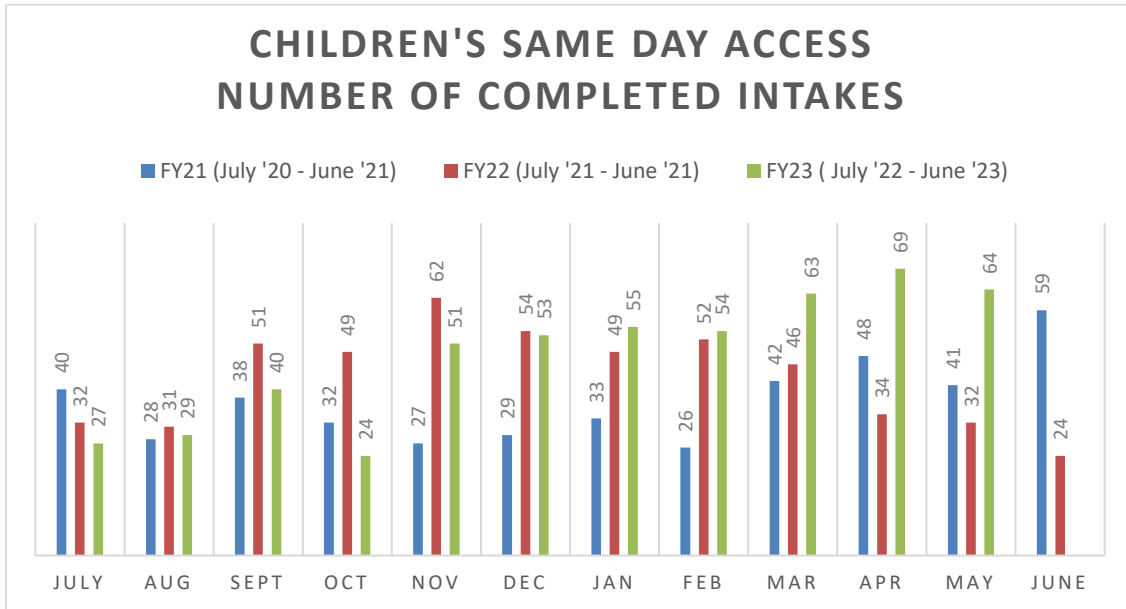
IT The IT team is finalizing preparation for the migration of our email system to an online version, which will be a significant increase in storage and decrease the risk of an out-of-maintenance system failing. IT also is beginning work on gathering bids for a network upgrade project, hopefully to take place later this summer.

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 May, the Same Day Access team completed 96 intakes for adults and 64 intakes for child and adolescent services.

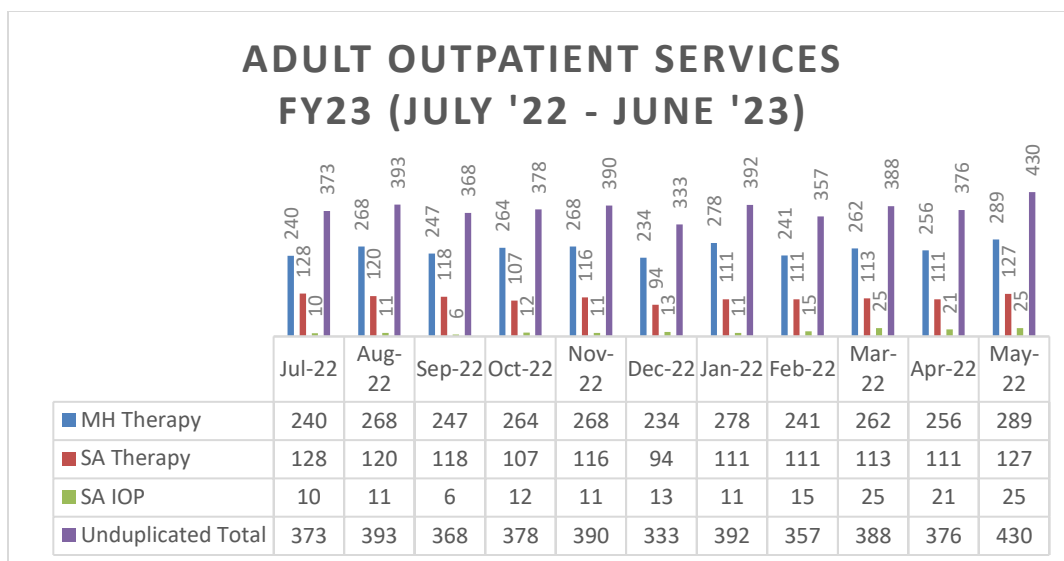




Outpatient Services – Adult and Child

For the month of May, in adult outpatient therapy, we provided mental health therapy to 289 individuals, for substance use therapy services, we served 127 individuals and in our SA IOP program, we served 25 individuals, for a total of 430 unduplicated individuals served in therapy services. Adult Outpatient team is currently recruiting for two outpatient therapist positions.

Children’s Outpatient services continues to provide individual and family therapy services to our clients. For the month of May, in child outpatient therapy, we provided services to 473 individuals and their families. Currently we have 659 individuals enrolled in children’s therapy services. We are pleased to share that the Children’s Outpatient has hired Lyndsay Humphries as their new Child & Adolescent Therapist. Lyndsay Humphries currently works within our Adult Outpatient team and will be making the transition to Children’s Services in July.



Behavioral Health Wellness (BHW)

The Behavioral Health Wellness team started the month of May by participating in the 2-day Remote Area Medical (RAM) Clinic that was held at the Rockingham Co Fairgrounds. 291 community members attended the event and were able to receive free medical, dental and/or vision care. During the event, our team was able to disseminate 372 medical lock boxes, 402 gun locks, 222 medication deactivation packets, 339 timer cap pill bottles, 500+ resources listing local, state and national crisis resources, 55 boxes of naloxone (Narcan) and 105 fentanyl test strips.

The team continues to be active in providing trainings in the community to community members and professionals. During the month of May, the team provided a mental health awareness and suicide prevention training to 60 staff members of Skyline Roofing with live-interpretation from English to Spanish with the support of Futuro Latino Coalition, one of our local community partners. In addition, the team in partnership with the Central Shenandoah Health District, provided REVIVE training to 26 school nurses from Rockingham County Public Schools where attendees received a box of nasal naloxone to stock in their school’s nurses’ office. Additional trainings were provided to Church World Services newly arriving refugees on mental health and wellness and provided Mental Health First Aid Training to 16 nurses from Sentara RMH.

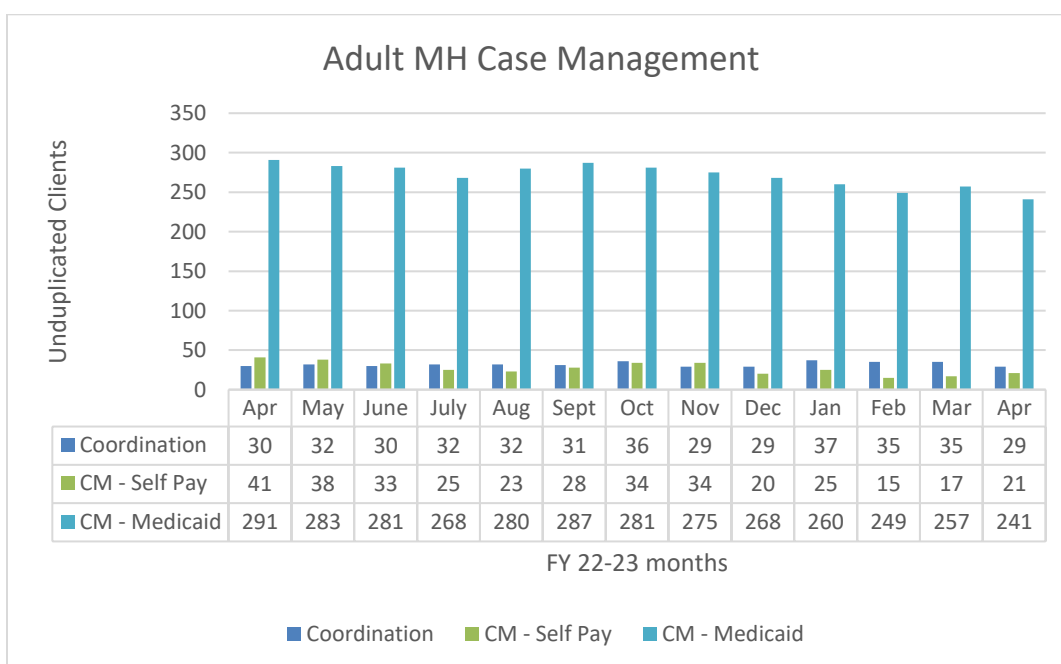
Community Mental Health Services

Adult Mental Health Case Management

The last 9 months have been filled with staff transition and turnover, affecting the number of clients we have been able to serve overall. We have had 4 staff transition out of the program to other departments at our CSB or into social work in the community. During that time we also

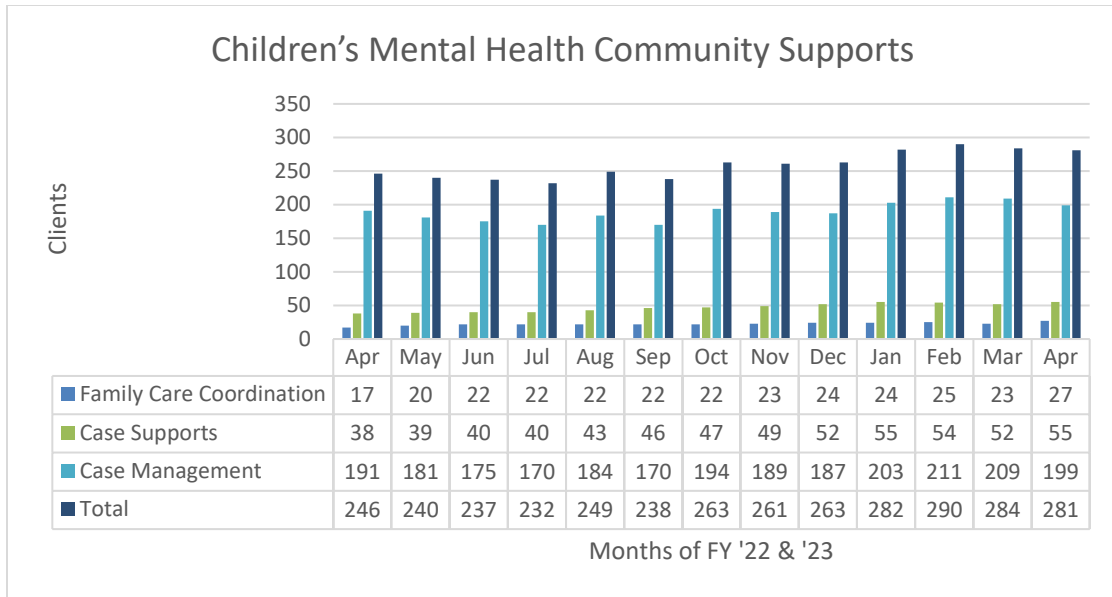
had 2 episodes of maternity/paternity leave. We have finally been able to fill all the vacancies with our final hire starting June 1st.

The team worked hard to ensure coverage for every client, despite the staff vacancies, but regardless, our referral list has grown to 40+. A challenge can be prioritizing clients who have discharged from a hospitalization or higher level of care. A requirement from the Department of Behavioral Health and Disability Services is that any individual who discharges from a state hospitalization have a face-to-face service within 7 days of discharge. Typically this is achieved through contact with our Hospital Liaison case manager, an intake or a medication management appointment. Individuals who are discharging from settings other than a state hospital are prioritized and provided an intake or face-to-face service within 2 weeks. The goal is to ensure care coordination and continuation of medications and services initiated in the hospital setting.



Children’s Mental Health Outreach Services

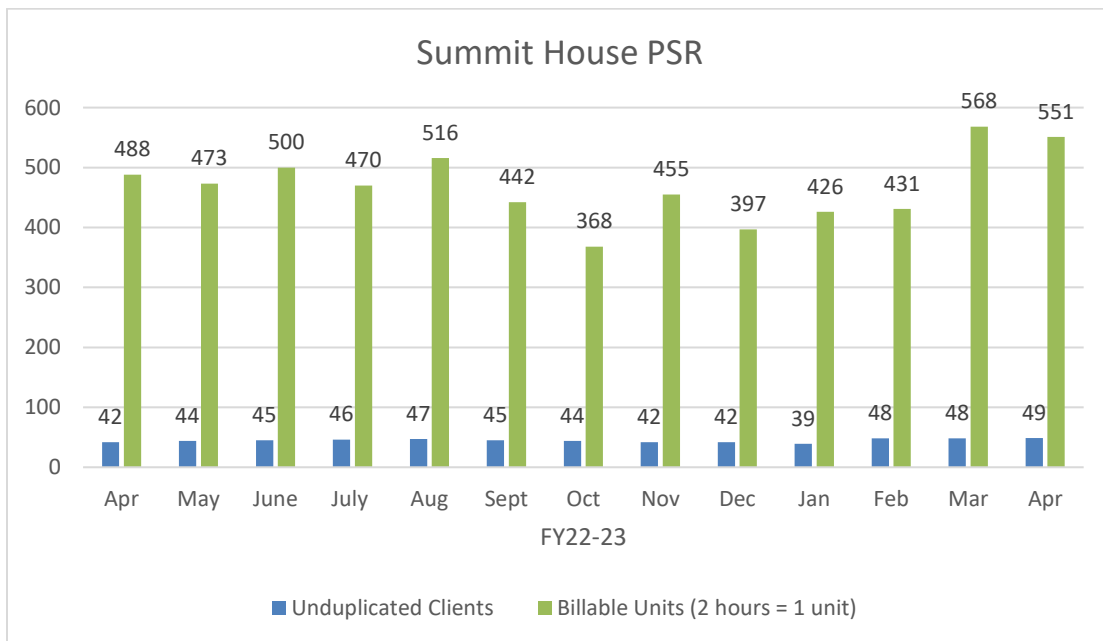
We were able to hire for an additional case manager position in the Children’s Case Management program. The team is now at 13 full time staff. Our referrals from Children’s Services Act (CSA) funded requests continues to increase each month. Referrals are for Case Supports case management or Family Care Coordination for children who need higher levels of care outside home and community supports. CSA pays for services not reimbursed by third party payer insurance.



Psychiatric Rehabilitation (Summit House)

We were able to hire and fill our vacant General Advocate position. Kenneth Copeland started on June 5th. He has previous experience in clubhouses at Valley and Northwestern CSB's. In May we had to close the building for several days in order to have floor replaced. One of the days was spent with members at a nearby park enjoying a grill out and games.

In June we are celebrating Summit House's 40th Anniversary! Festivities include a spirit week, commemorating the decades of the 80's through present which includes encouraging members and staff to dress in the attire of each decade. Former staff and members were invited to a luncheon on Friday to recount the last 40 years.



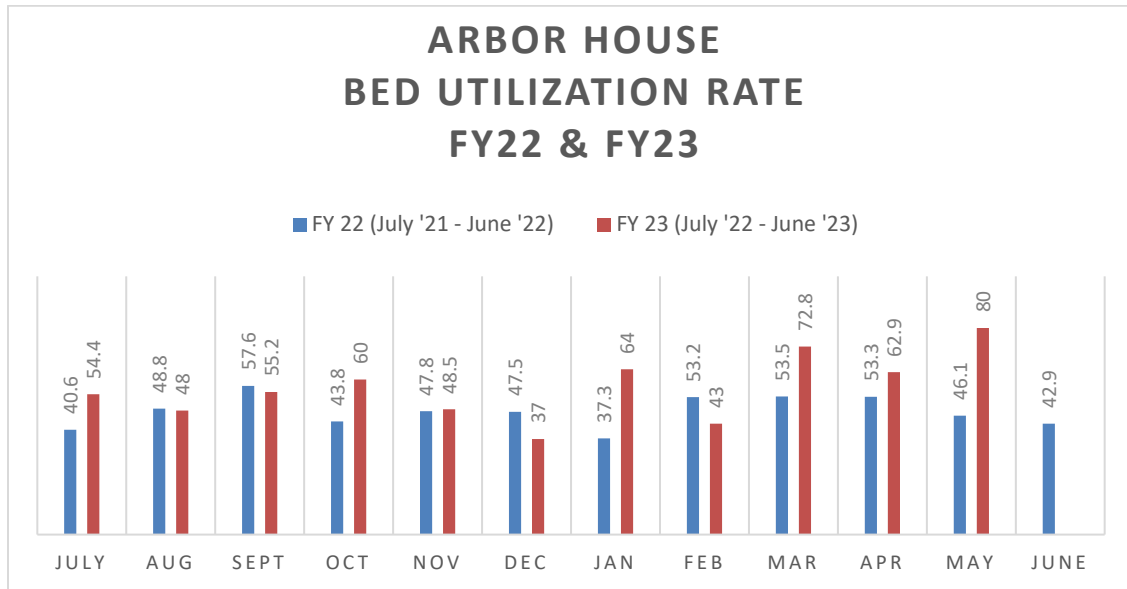
Western State Hospital (WSH)

WSH census report for April of 2023, HRCSB had a census per 100,000 of 12.7, and an average census of 17. Our region, Health Planning Region 1, had an average census per 100,000 of 9.6, and an average census of 151. 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.

Crisis Services

Arbor House (Crisis Stabilization Unit)

In May Arbor House’s bed utilization rate was 80% based on 7-bed capacity; our average bed utilization for the year is 69.3%. Our target goal is to be at 75% bed utilization for the year. This spring Arbor House is getting a “sprucing up” of facilities through one-time funds received through the Department of Behavioral Health and Developmental Services (DBHDS) we will be replacing several furniture items in the shared living space, updating kitchen appliances and replacing the outside fence.



Developmental Services

DD Case Management

Developmental Disabilities (DD) Case Managers billed 305 units for the month of April with DD case managers from Valley Associates for Independent Living completing an additional 22 billable units. Case managers completed 613 separate contacts to assist with linking clients to services, or monitoring their satisfaction, including 221 face to face visits. They also completed 23 annual ISPs.

Currently we have 340 individuals receiving DD Case Management services, including 238 receiving Waiver services. Of those, 56 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 at least one time per calendar month, with no more than 40 days between visits, 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 49 individuals on Priority 1 status, followed by 94 on Priority, and 77 on priority 3. We received 3 new referral, and completed 3 new waiver screenings.

The Department of Behavioral Health and Developmental Services completed a targeted review of our DD Waiver Waiting list in April, reviewing a representative sample of cases for accuracy in diagnostic eligibility, priority status, and critical need scores. We are currently working to address some minor issues. We are currently averaging 37 days from the time of the initial request for DD Waiver screening until the intake is complete. The most common factors affecting this timeline are obtaining proper documentation of diagnosis, delays in obtaining interpreters for certain languages, and lack of follow up from families.

Thank you to our compliance department for submitting the most recent round of Support Coordinator Quality Review documentation. These in-depth self-reviews are required by DBHDS as part of the Department of Justice settlement agreement, focusing on all areas of the client's Individualized Service Plan. A representative sampling of our submissions are reviewed against our client records by DBHDS for accuracy.

We were thankful to join other community stakeholders to participate in the Pilot Club's "Meeting of the Minds" event, which brought together several local agencies to discuss local services to assist individuals with brain injury.

The Developmental Disabilities Case Management Team submitted their contribution to our agencies current discussion of our agencies core values, in this instance, the value of "Hope"
"Our project starts with bright colorful words that encapsulate the meaning of hope to us. Against a black background of darkness, Hope stands out. Encircling the central theme of Hope are events in people's lives that we have been privileged to play a part in. We remember through it all we are not alone, which is very much a reason to have hope for a brighter future."

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	58
April	30	43	34	32	38	53	45
May	48	20	33	25	26	45	55
June	34	32	25	35	45	38	
Total Referrals	353	377	397	406	401	442	475
Child Count-Dec 1	127	162	173	195	201	193	