



HRCBSB Board Report – September 2023

Rebekah Brubaker (Executive Director)
Barbara Brady (Administrative Services)
John Malone (Developmental Services)

George Nipe (Behavioral Health Services)
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Message from the Executive Director

Over the course of the next 12-18 months, HRCBSB will be implementing our new financial and human resources management software, MUNIS. We are excited about the opportunities this affords the agency to streamline several manual processes and provides the structure for us to review and update workflow processes to better serve the agency. This project is being led by a core team including James Jenkins as our Project Manager, Barbara Brady and myself from Admin, Carrie Souder and Lora Emswiler from our finance department and Muriel Seward and Anna Taylor from our human resources department. Throughout the project we will have other employees giving input on specific modules to help best inform our new system. The change in software will continue to support us in our ability to navigate the increase in financial management and personnel reporting requirements by the Department of Behavioral Health and Developmental Services (DBHDS).

Rebekah Brubaker, LPC

Administrative Services

Compliance The Compliance Department worked on an extensive audit from Optima Health, including 20 charts since January 1, 2021. This Affordable Healthcare (ACA) audit reviewed our handling of Medicare clients. It was extensive and time consuming, but handled well by the Compliance Manager and team. The Compliance team is losing a long-term member this month with Data Specialist Juli-Anna Hendricks leaving the agency. Juli-Anna has been a stalwart member of the Compliance group for years, in multiple positions and a team player. She will be missed. The Compliance Department is now recruiting for two positions.

Facilities The Facilities Manager, Dickson Sommers, has spent a great deal of time making sure the rental properties are well-maintained. In recent weeks, he has handled (and resolved) trespassers, black mold, broken doors and unsafe stairs. We are fortunate to have someone of his caliber watching these properties—as are the tenants (our clients).

Risk Management Our Risk Management Specialist, Josh Dyke, assisted in collecting policy and procedure documents for the Department of Behavioral Health Developmental Services (DBHDS) audit this month. He is also finishing his series of Serious Incident Report training,

addressing each department’s staff meeting, over the last months. He has done a thorough job of addressing questions and raising awareness of DBHDS priorities.

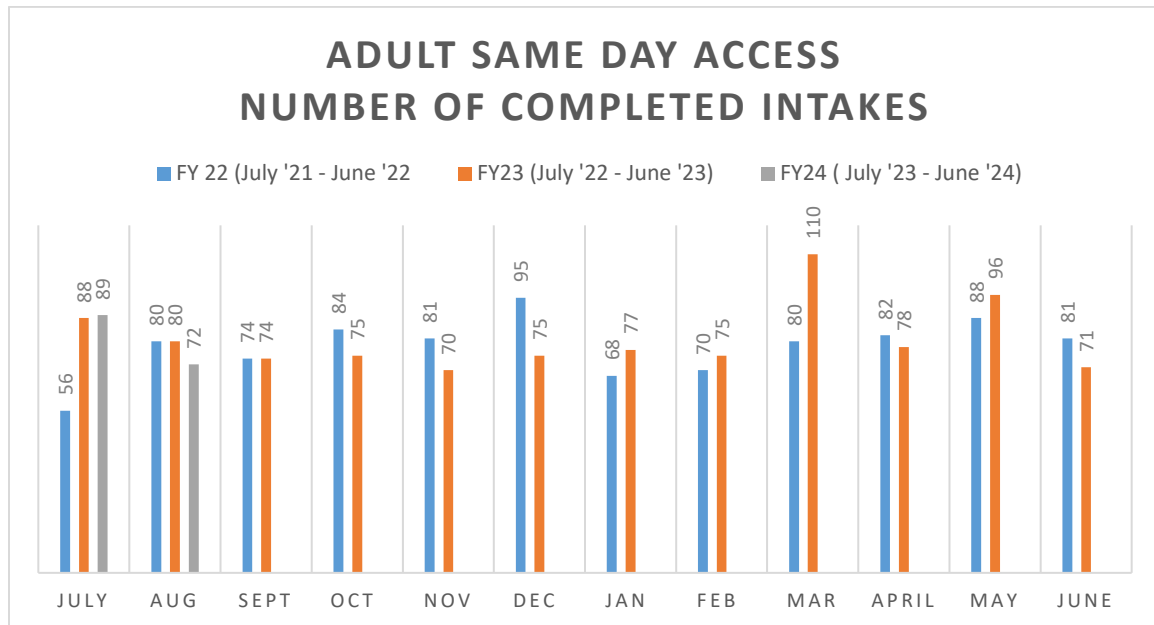
Clerical The Clerical Department includes the Medical Records area, which has been very busy this month. In addition to the daily inputs, uploading various documents to client charts, we had a few extensive records requests this month. As agency Custodian of the Records, Clerical Supervisor Jeannie Turner is diligent in following regulations while protecting client privacy. We are fortunate to have her expertise in addition to Kim Greaver, our Medical Records Specialist.

IT The IT team continues to be busy with the Microsoft Exchange project while preparing for the Nutanix Network upgrade in September. On top of that, IT Manager James Jenkins is serving as Project Manager for the Munis software upgrade. He has been juggling deliverables to the Munis team and hammering out a schedule for the Financial Modules of the project to begin.

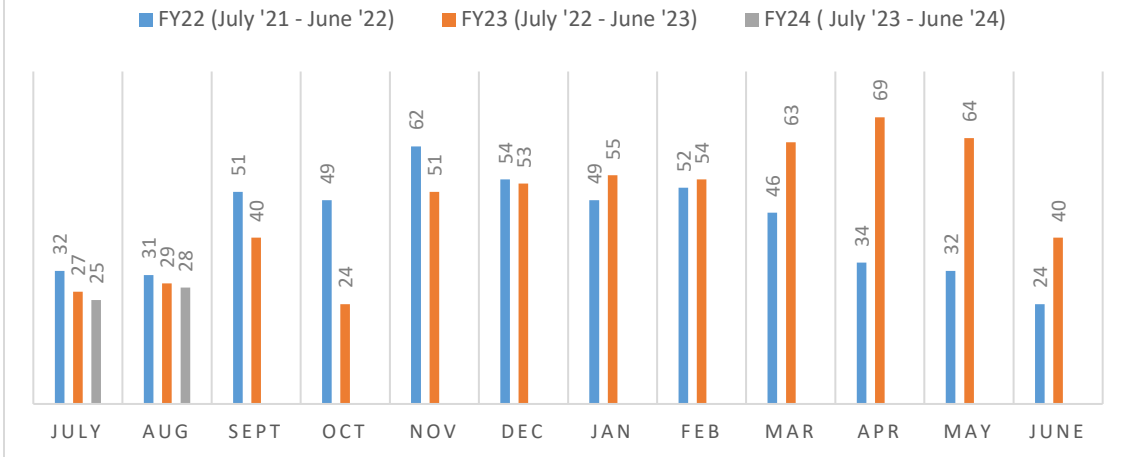
Behavioral Health Services

Same Day Access (SDA) – Adult & Child

We continue to provide walk-in intakes for adults on Mondays, Wednesdays and Fridays as well as scheduled intakes for children and families on Tuesdays and Thursdays. For the month of August (August 1 – August 29), the Same Day Access team completed 72 intakes for adults and 28 intakes for child/adolescent clients. In comparison, 89 adult intakes and 25 child/adolescent intakes were completed in the prior month. As we enter into the fall, we anticipate child/adolescent intakes increasing with the return of students to school.



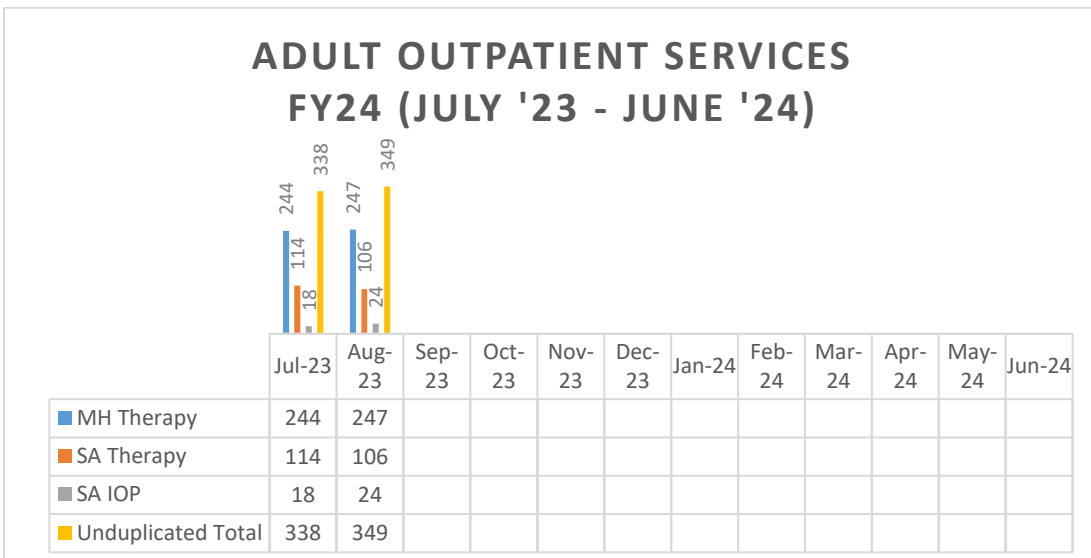
CHILDREN'S SAME DAY ACCESS NUMBER OF COMPLETED INTAKES



Outpatient Services – Adult and Child

For the month of August (August 1 – August 29), the Adult Outpatient Team provided individual and group therapy for 247 individuals in mental health focused treatment, and for 106 individuals primarily working on substance use related issues. We also served 24 individuals in our Substance Use Disorder focused Intensive Outpatient Program. The Adult Outpatient team has now been down 2 FTE’s for two months, but a new therapist is scheduled to start with them on 9/18.

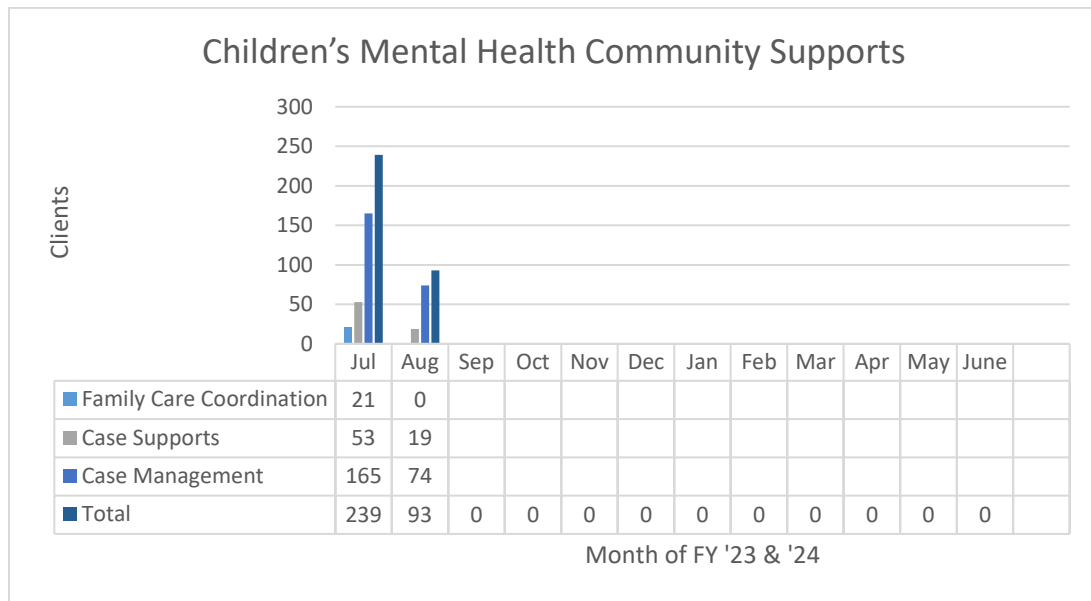
ADULT OUTPATIENT SERVICES FY24 (JULY '23 - JUNE '24)



The Child/Adolescent Outpatient team provided individual therapy services to 437 clients, and at times their families, in the month of August. Currently we have 596 individuals enrolled in child/adolescent therapy services. At the end of August, our Child/Adolescent Outpatient team was able to participate in a team retreat; the day was spent in professional development and team building activities.

Children’s Mental Health Outreach Services

Referrals remain consistent for the 3 teams of Children’s Mental Health Outreach Services: Case Management, Case Supports, and Family Care Coordination. Each service reflects variations in funding sources as well as case intensity, with FCC clients tending to be the most complex and labor intensive. Final billing number for August are not yet fully in, but in July 239 clients received direct support from these teams which is almost the exact same number of clients from July of 2022 (237 clients). Between the FCC, Case Supports, and standard Case Management teams there are currently over 300 children and families enrolled in children’s MH outreach services.



Behavioral Health Wellness (BHW)

The Behavioral Health and Wellness (BHW) team continues to offer trainings and promote education and awareness of mental health and substance use related issues in our community. In the past month the BHW team has hosted booths, or tables, at the Harrisonburg Farmer’s Market, Harrisonburg Night Market, Community Serve day at Church of the Nazarene, United Ways “Tools for School” event at the Valley Mall, and the “Back to School Bash” hosted by the Harrisonburg Housing and Redevelopment Authority. A training highlight for the program this past month was the BHW team hosting 2 full REVIVE trainings that were attended by 7 members of the community and 12 Sentara Athletic Trainers that serve our local schools. Finally the BHW team designed, and lead, a 2 hour interactive workshop on Behavioral Health and Wellness participating in the Church World Service’s Summer Arts Camp. These 12 youth were all refugees from many countries around the world including Afghanistan, Ethiopia, and the Democratic Republic of the Congo.

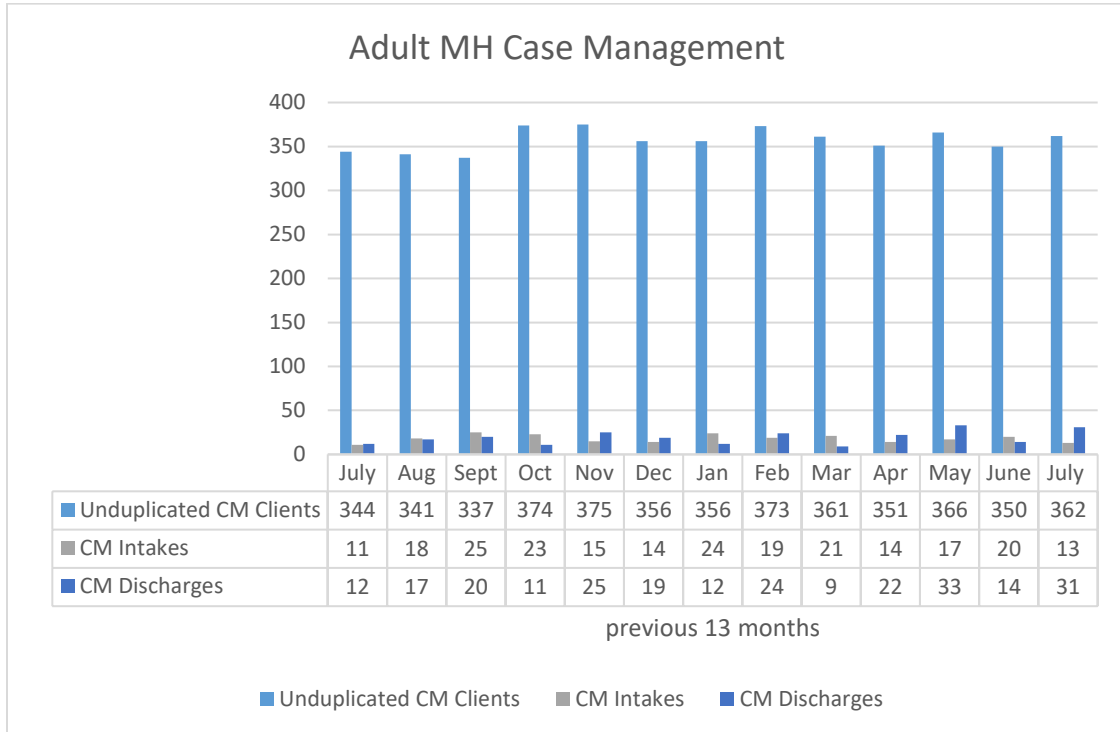


Community Mental Health Services

There are approximately 400 unduplicated individuals receiving services in our Community Mental Health Services (CMHS) programs. The CMHS department consists of services to adults 18 and older with a diagnosis of serious mental illness such as Schizophrenia, bipolar, major mood disorders, schizoaffective disorder as some common examples. CMHS programs include: Case Management, Supervised Living Residential, Peer Recovery Supports, Permanent Supportive Housing, Psychiatric Rehabilitation and Assertive Community Treatment.

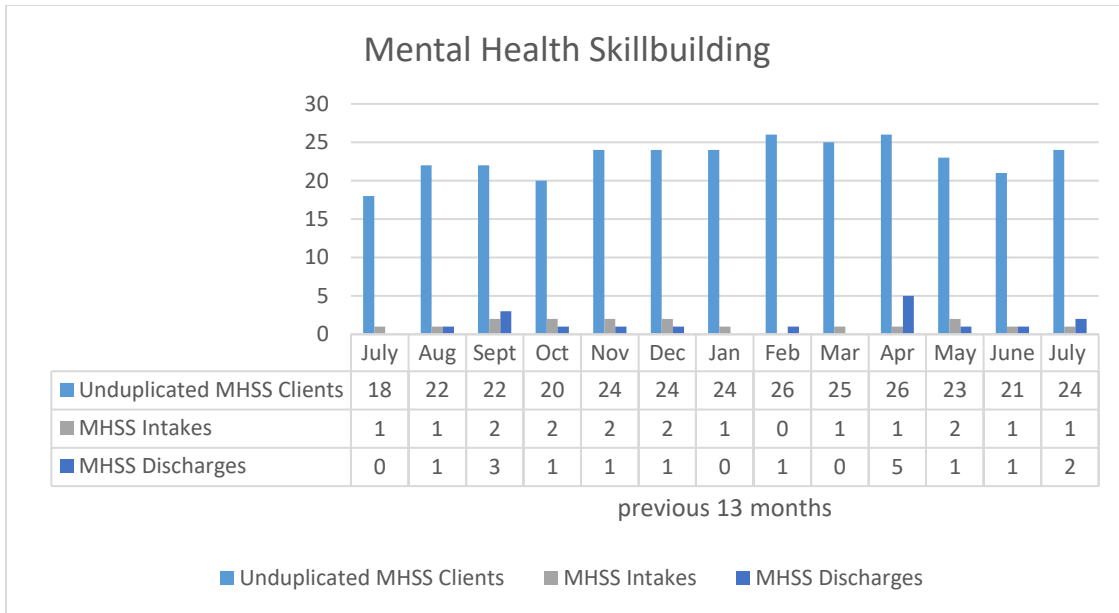
Adult Mental Health Case Management

Over the past 12 months the team has completed 223 intakes into the program and 237 discharges. The goal is to assist our clients by securing different benefits and resources in order to live as independently as possible. This can include supplemental income and food, insurance, medication, health care, transportation and housing. After benefits are secured, monitoring is important to insure stability of the client and reliability of the resources. Discharge occurs when benefits and resources are consistent and sufficient, and can be maintained by the client and/or natural supports.



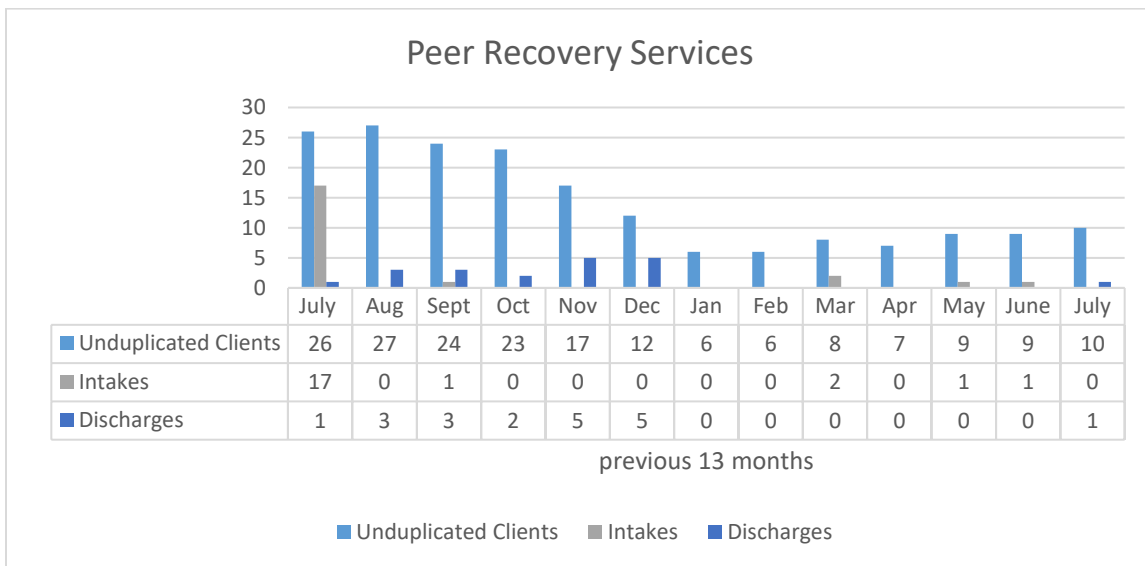
Mental Health Skillbuilding Services

We have two full time community skillbuilding staff with who have caseloads of 8-10 clients. Our residential staff at Market Street also provide skillbuilding with residents. Market Street has a capacity for 10 residents. Skillbuilding teaches living skills to empower clients to live as independently as possible. Skillbuilding clients are typically in the service for a 12-18 months at a time.



Peer Recovery Services

We have been rebuilding the pool of staff over the past year. We have been able to hire two hourly peer recovery specialists and an intern in the past six months. This will allow us to increase the number of clients we serve back to the levels of a year ago.

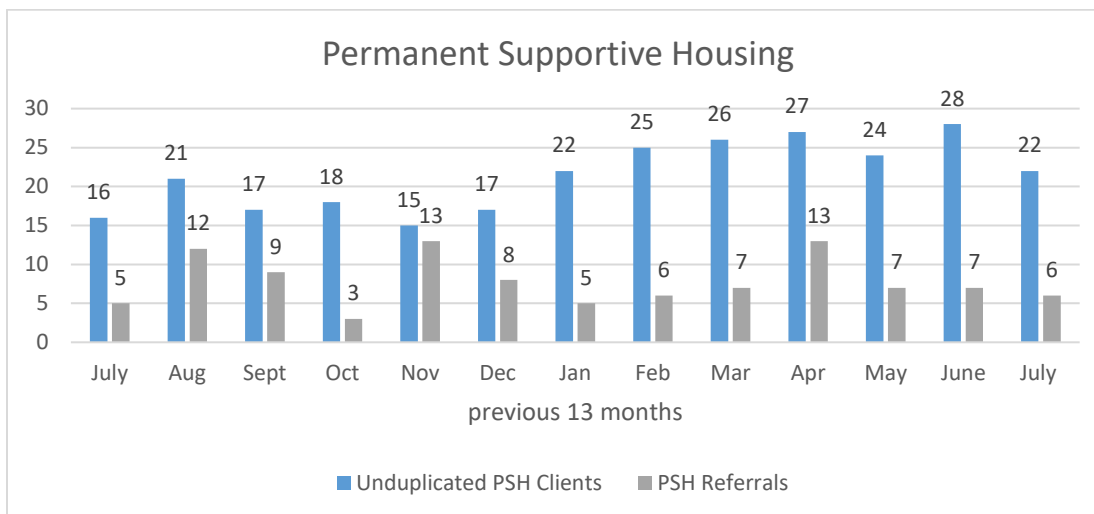


Permanent Supportive Housing (PSH)

The month of August saw the PSH team grow significantly with the addition of two new full time housing specialists and a program supervisor.

The PSH team housed five individuals in the month of August. One client received an eviction notice due to individuals not on the lease residing at the residence, pets, drug use and

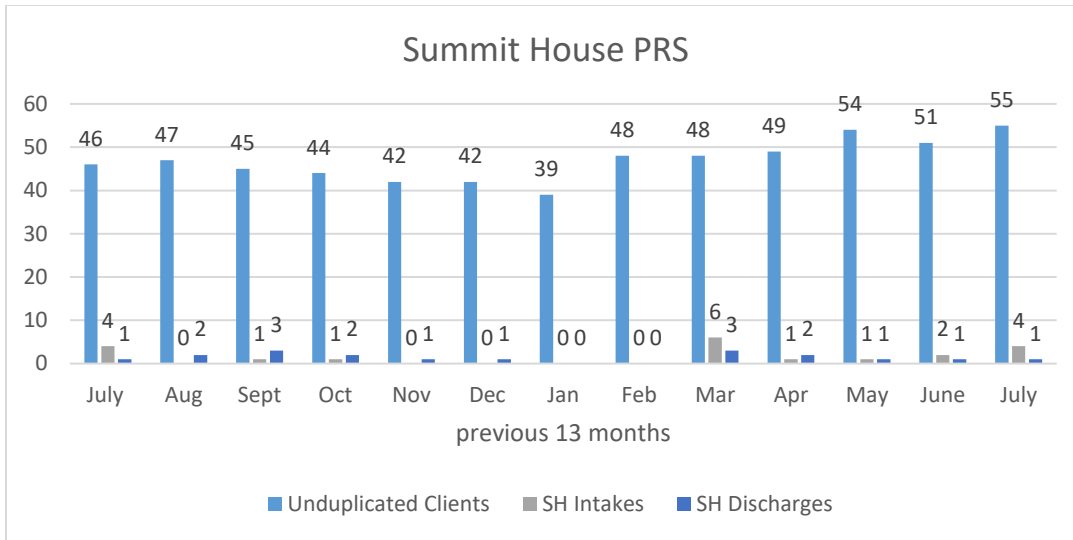
consistent comings and goings all hours of the night. The client received a 30-day eviction notice within two weeks of move-in. The team will continue to support the client and look for other housing possibilities.



We have 27 enrollees in the program. Twenty-two are housed and we have several more move-ins planned over the next two weeks. There are approximately 40 referrals. This will allow us the opportunity to begin new enrollment for 2-4 referrals in September. Of those currently housed, 8 have been in stable housing for a year or more, 4 have been stable between 6-12 months and 10 have been housed for 6 months or less.

Psychiatric Rehabilitation – Summit House

Summit House continues to increase the number of members, adding 16 new individuals since last July. Community outings continued with groups attending the county fair, a bowling trip and volunteering at the animal shelter. Daily activities include member meetings; cooking lunch; creating newsletters, cards and calendars; facility maintenance; psycho-education groups; and playing games. A pool table was recently donated and is being enjoyed.



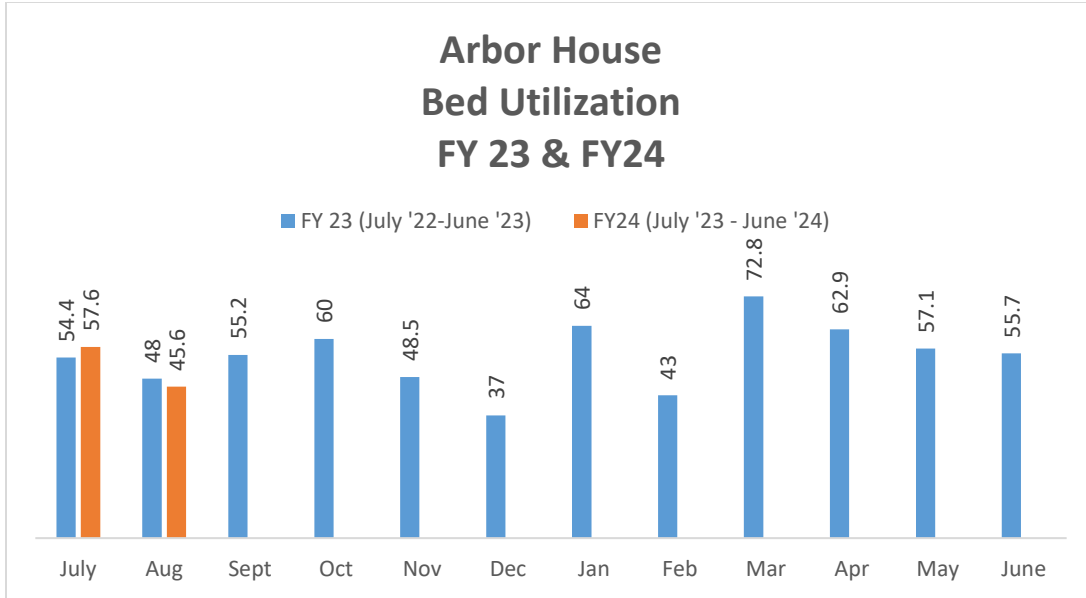
Western State Hospital

Western State Hospital census report for July of 2023, HRCSB had a census per 100,000 of 9.7, and an average census of 13. Our region, Health Planning Region 1, had an average census per 100,000 of 9.8, and an average census of 154. HPR 1 is made up of nine CSB’s: Alleghany Highlands, Encompass, Harrisonburg Rockingham, Horizon, Northwestern, Rappahannock-Rapidan, Region Ten, Rockbridge Area and Valley.

Crisis Services

Arbor House (Crisis Stabilization Unit)

In August, the Arbor House bed utilization rate was 45.6% based on 7-bed capacity; while this is down from 48% for August 2022 it is noteworthy that the 2022 figure was based on a 5 bed capacity. Despite the challenging month, we continue to strive for progress in utilization, our target goal is to be at 75% bed utilization for the year. The program staffing challenges, specifically nursing, have affected our ability to coordinate admissions as efficiently as we aim. During August, Arbor House staff coordinated with other HRCSB departments and local community partners to accept 7 referrals from the HRCSB catchment area and 9 referrals from our regional partners. The utilization rate does not account for those referrals that are accepted but the individual did not follow through with admission. It is the goal of Arbor House staff to provide clients with efficient and effective services which includes timely response to referrals and admissions; while we navigate challenges related to staffing we continue to prioritize those goals.



Emergency Services

Emergency Services continues to provide immediate crisis services in the agency and community; meeting the needs of any client in crisis to be able to determine the least restrictive treatment available. During August the team has completed 51 Prescreening evaluations that have resulted in 20 Temporary Detention Orders (TDO), 20 voluntary admissions to a private hospital, and 4 releases to community supports. Our state hospitals continue to have challenges related to capacity, this team does tremendous work to use that resource as sparingly as possible, obtaining beds at private hospitals, resulting in only two admissions to a state facility, one of those forensic.

Community Crisis Services

Community Crisis Services continued to grow the programs available to the community. During August Chuck Prater, Supervisor of Community Crisis Services, was able to continue professional growth through attendance at the CIT International Conference in Detroit. The collaboration this team has with community partners allowed grant funding to be available for this opportunity. The team continues to grow and develop the services that will reduce the risk of hospitalization and allow individuals to be served within their community; including the Children’s Crisis Program which is gearing up for the beginning of school. The Crisis Response Unit (CRU) engaged 34 clients during the month, connecting them with HRCSB and other local resources to mitigate their crisis.

Developmental Services

DD Case Management

Developmental Disabilities (DD) Case Managers billed 302 units for the month of July with DD case managers from Valley Associates for Independent Living completing an additional 22 billable units. Case managers completed 546 separate contacts to assist with linking clients to services, or monitoring their satisfaction, including 199 face to face visits. They also completed 36 annual ISPs.

Currently we have 338 individuals receiving DD Case Management services, including 238 receiving Waiver services. Of those, 60 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. The Waiver Slot Allocation Committee met on August 29th and assigned 8 Community Living and 9 Family and Individual Supports slots. Over the next several weeks, case managers will be assigned to those individuals new to services, and they will work collaboratively with the clients to locate appropriate waiver services.

Prior to the slot allocation, there were 224 individuals on the DD Waiver Waiting list awaiting services. There were 56 individuals on Priority one status, followed by 92 on Priority 2, and 76 on Priority 3. We received 4 new referrals and completed 3 new waiver screenings. The state is currently "unwinding" from the Public Health Emergency related to the pandemic, and as such they are ensuring that any unused waiver slots are being put to use or re-allocated. During the PHE, the requirement that slots that went unused for thirty days were eligible to be reassigned went unenforced due to lack of providers and other PHE related issues. There are currently just over 100 unused slots in the commonwealth. Our team has completed and submitted the Quality Improvement Plan which was required as a result of our most recent Quality Service Review from the Health Services Advisory Group. Thanks to the team for all of their efforts.

Infant and Toddler

Referrals remain steady in the Infant and Toddler program, thus far keeping pace with last year's high referral count. There are currently several open positions, including a Full Time Speech Language Pathologist, a Full Time Occupational Therapist, and a Service Coordinator. Implementation of the Trac-It system remains on target for a full implementation statewide by December. By fall, we hope to have a clearer understanding of the billing options available



through use of the Trac-It system. We continue to work towards a process which will allow for billing to be completed with minimal, if any, dual data entry by ITC staff.

Month	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
July	17	20	31	30	30	35	42	40
August	30	40	38	36	35	42	44	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	58	
April	30	43	34	32	38	53	50	
May	48	20	33	25	26	45	55	
June	34	32	25	35	45	38	35	
Total Referrals	353	377	397	406	401	442	515	84
Child Count- Dec 1	127	162	173	195	201	193		

Month	Referrals July 2022-June 2023	Referrals July 2023 to June 2024
July	42	40
August	44	44
September	30	
October	38	
November	41	
December	25	
January	49	
February	48	
March	58	
April	50	
May	55	
June	35	

