



HRC SB Board Report – January 2024

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

George Nipe (Behavioral Health Services)
Andrea Skaflen (Crisis Services)
Adam Yoder (Comm. Mental Health Services)

Message from the Executive Director

Over the last month there was a mixture of excitement and positive energy across the agency as teams celebrated the holiday season through various activities including an intra-agency department holiday decoration contest, holiday parties/gatherings, Secret Santa parties, gift drive for children and families and the list goes on. And among the celebrations, our teams were continuing to ensure that services continue smoothly for our clients and their families, as well as, diligently working on preparing the agency for the New Year, with new Medicaid rates starting Jan 1 for several of our mental health and crisis services, additional credentialing of clinical staff with Medicare and providing information for auditors to name a few. As we start this New Year, our focus continues to be on building quality sustainable services, developing and retaining qualified employees and being good stewards of our resources.

Rebekah Brubaker, LPC

Administrative Services

Compliance The Compliance Team hosted our new Licensing Specialist from the Department of Behavioral Health and Developmental Services (DBHDS) this month. As he is new to us, he acquainted himself with our programs and dropped in for an inspection, including reviewing employee files and client charts. He visited Summit House and Market Street House. We will hear the results of his inspection in January. He will also return in January to do a specific review of our Developmental Disabilities Services program. Finally, all agency staff completed their required annual online trainings on time, making the agency compliant with regulations. It was a great team effort.

IT IT personnel were extremely helpful in moving and setting up Finance staff in their new workplace. They also worked on various solutions to printing challenges in the new location, to ensure that Finance could be fully operational on Day One.

The IT department went down by one staff member with the departure of Systems Analyst Nicolas Brown on December 21. The remaining staff members are stepping up and pulling together while we recruit for his replacement. IT is also working on solutions for Network



Administration support. During this time of transition, however, operations are smooth with a skilled and dedicated team.

Facilities Dickson our Facilities Manager, (and “his team”) helped move in the Finance Department to the second floor of Arbor House. This extensive effort went smoothly for all involved. Dickson also secured new snow removal services for the main campus after reaching out to 19 different vendors. This effort was greatly appreciated. During the wonderful agency-wide decorating contest, Dickson ensured that safety, facility and fire concerns were considered, especially egress requirements. Finally, Dickson is researching the purchase of three vehicles for the ACT team.

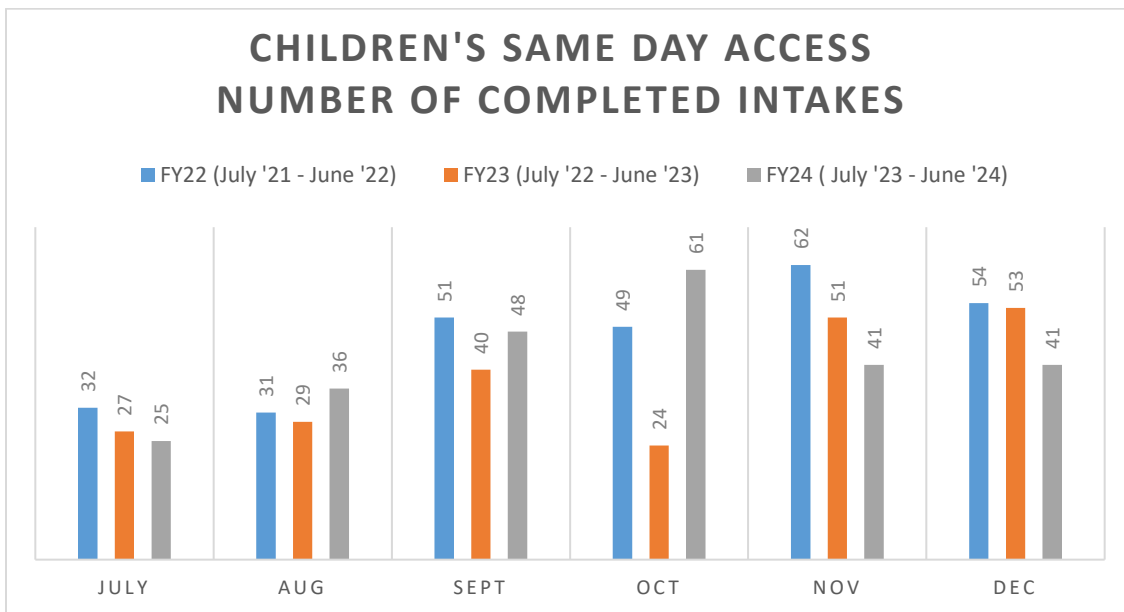
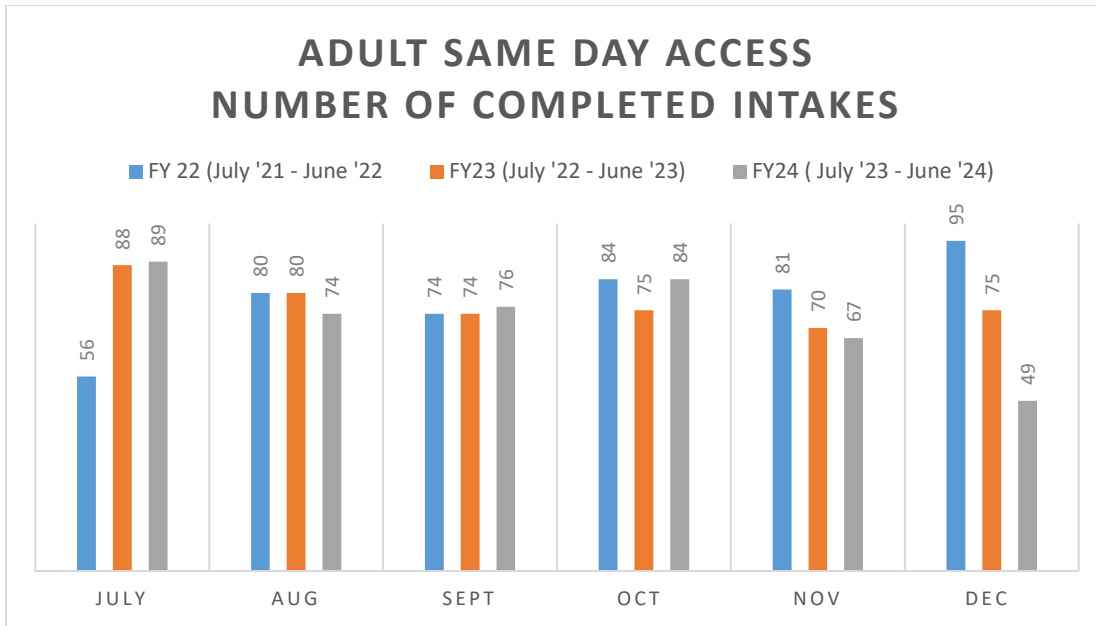
Risk Management Josh Dyke our Risk Management Specialist, toured the facility with Licensing Specialist Chris Cart, showing client accessed space and answering questions. Josh also finished Serious Incident Report training for the year with one last in-person training. He offered a virtual training for anyone who works off-hours to take online. Josh also performed site surveys of all satellite locations with Dickson Somers this past month, ensuring that we are adhering to regulations and addressing maintenance issues.

Clerical The Clerical team has struggled with absences as cold and flu season hit hard. They are adept at stepping up and helping each other out, so they handled the challenges very well. However, Clerical had a lot of fun participating in the agency decorating contest and transporting the reception areas to the Polar Express! On December 15, the team celebrated the holidays with a get-together after work. The evening started at You Made It which served as a good teambuilding activity and the Team’s artistic sides emerged. Last stop was Vito’s where a delicious meal was shared and lots of good conversation, fellowship, and laughter.

Behavioral Health Services

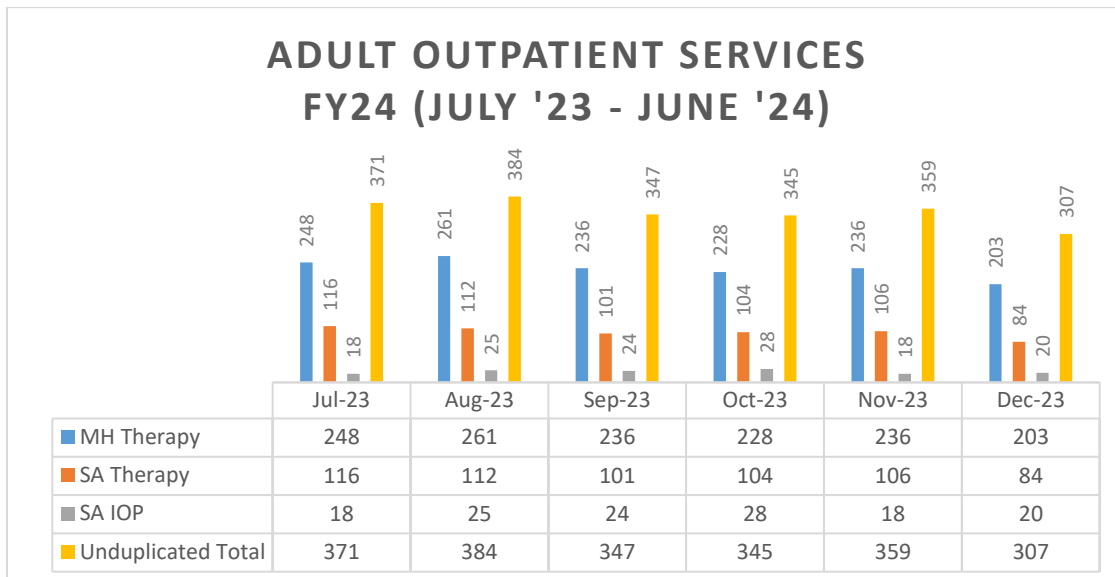
Same Day Access (SDA) – Adult & Child

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 December, the Same Day Access team completed 49 intakes for adults and 41 intakes for child/adolescent clients. For adults this is the fewest number of completed intakes this fiscal year and for children it is the second lowest. This marks the second month in a row where our intake team has done fewer intakes than average in comparison to previous years, but our intake clinicians have noted that the intensity of the symptoms and situations of our intake clients this month has seemingly been quite high.



Outpatient Therapy Services – Adult

For the month of December the Adult Outpatient Team provided individual and group therapy for 203 individuals in mental health focused treatment, and for 84 individuals primarily working on substance use related issues. Both these numbers represent lows for the fiscal year. We also served 20 individuals in our Substance Use Disorder focused Intensive Outpatient Program. The Adult Outpatient team remains 1 FTE down but a search is actively underway to find a new addition to the team.

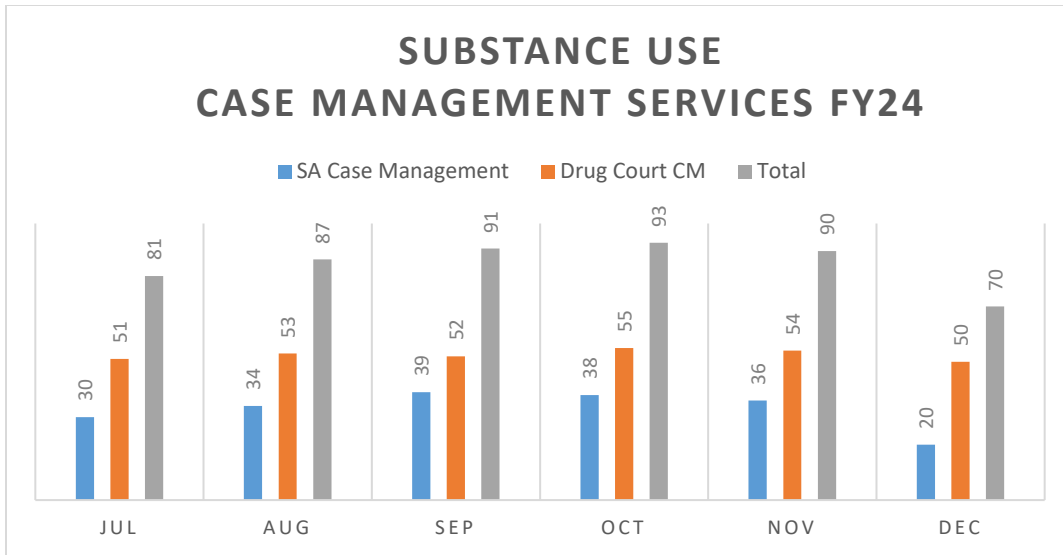


Child Outpatient and Early Intervention - School Based Services

The Child/Adolescent Outpatient team provided individual therapy services to 439 clients, and at times their families, in the month of December. Currently we have 580 individuals enrolled in child/adolescent therapy services. Both the services provided and enrollment number are fairly typical/average for this team. Also this month our team of Early Intervention Clinicians, who work at various schools in the city and county, provided 188 client contacts to 96 different individuals. This represents a slight increase in the number of clients served in comparison to the past month, but a fairly significant reduction in the amount of sessions which makes sense given the holiday school schedule.

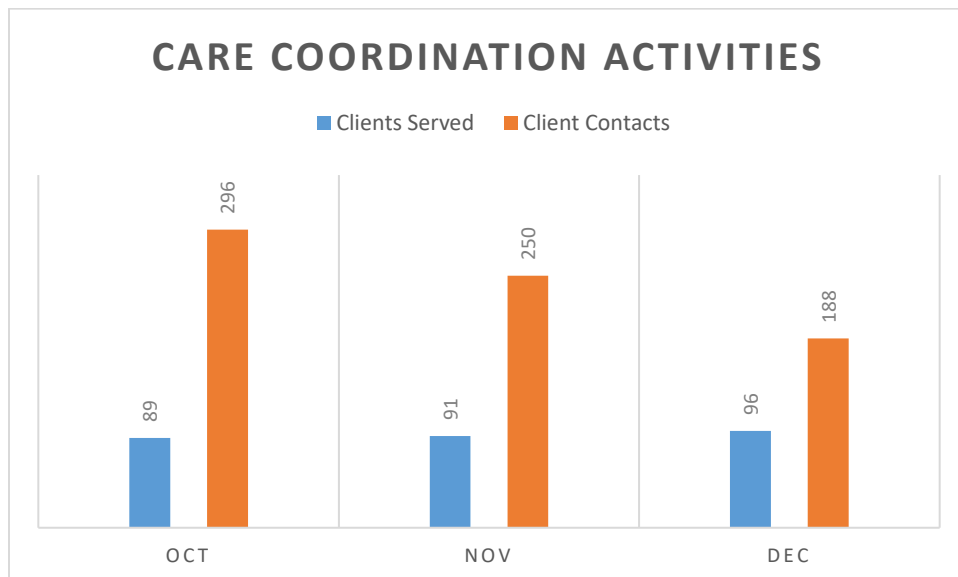
Substance Use Case Management Services

There is small team of case managers that operate within the Adult Outpatient team that focuses on working with client's who struggle with substance use issues, and are frequently legally involved (probation, Drug Court, etc.) In the month of December our SUD case managers served 70 individuals, with 50 of those being referrals from the local drug court. Our SUD CM team is 1 FTE down at this time but the search for a new teammate is well underway with a number of interviews already done, and a few more scheduled in the near future.



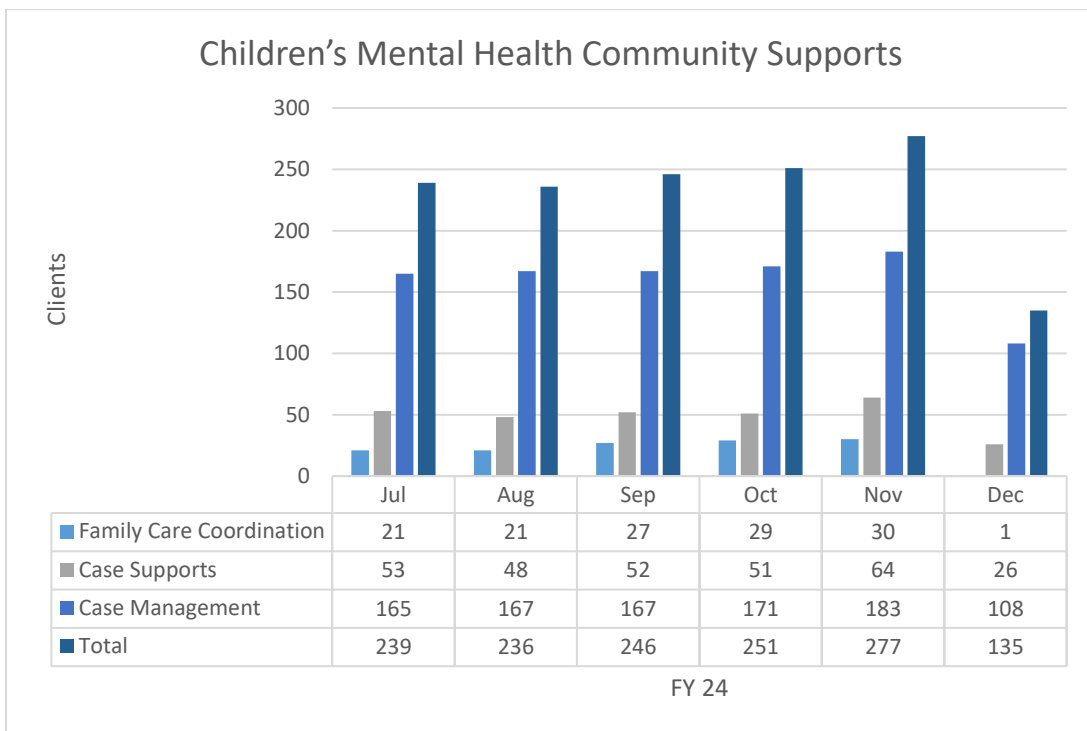
Care Coordination Services

The Care Coordination team continues to offer assistance for clients that either do not meet criteria for case management or, in some cases, are awaiting being opened to case management. Adult therapy clients remained the majority of referrals seen in December, but clients were also served from other programs including children’s therapy, medication management, intake, and emergency services. Housing is the most common issue the Care Coordination team continues to work with, but assistance was also provided this month in the category of income/employment, medical needs, and finding other mental health focused supports in the community.



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 as those clients have either already been removed from the home, or are in danger of being removed. Final billing numbers for December are not yet fully in, but in looking at the full numbers for November 277 clients and families were served by the three teams, which marks an increase of almost 40 in comparison to the beginning of this fiscal year.



Behavioral Health Wellness

The Behavioral Health Wellness (BHW) team continues to offer trainings and promote education and awareness of mental health and substance use related issues in our community. In terms of community events the team attended On the Road Collaborative’s Family Resource Fair at Thomas Harrison Middle School, and our BHW Coordinator participated in a panel of community partners at the Face 4 Change “Our Youth Matter: A Community Conversation” where the topic of focus was issues of youth substance use as well as prevention strategies. The BHW team also led a 1-hour REVIVE Training for 12 HRCSB staff members and completed a 2 hour “Mental Health 101” training for Church World Services clients newly arriving to this community. The

overall goal of the Church World Services trainings is to provide newly arriving refugees and asylees with introductory education and information on mental health, suicide, and how to go about getting support and services. The BHW team also grew this December with Amy Crow joining on December 4th as the BHW’s first ever Media and Communications Specialist. In this hourly position Amy will support the BHW Program’s many media projects including social media, print media and large-scale media (bus ads, billboard, etc).



Community Mental Health Services

There are approximately 385 unduplicated individuals receiving services in our Community Mental Health Services (CMHS) programs. The CMHS department consists of services to adults age 18 and older with a diagnosis of serious mental illness such as schizophrenia, bipolar, major depressive disorder, and schizoaffective disorder as some common examples. CMHS programs include: Case Management, Supervised Living Residential, Peer Recovery Supports, Permanent Supportive Housing, Psychosocial Rehabilitation and Assertive Community Treatment.

Assertive Community Treatment (ACT)

The program is in the building stages. We are actively recruiting for a licensed or licensed eligible supervisor; a licensed practical nurse or registered nurse; a program assistant; a co-occurring disorders specialist; a peer recovery specialist; and a licensed or licensed eligible clinician. We do have a psychiatric care provider hired as well as applicants for the advertised positions with strong candidates. We are hopeful to put a 9 member team together by February.

Adult Mental Health Case Management (MHCM)

Our adult mental health case managers connected some of our clients to the Department of Social Services (DSS) Holiday Cheer program. DSS provided \$25 Walmart gift cards to adults with disabilities referred to the program. Approximately 60 clients who would not otherwise have means or supports to celebrate the holidays were referred to receive the holiday gift.

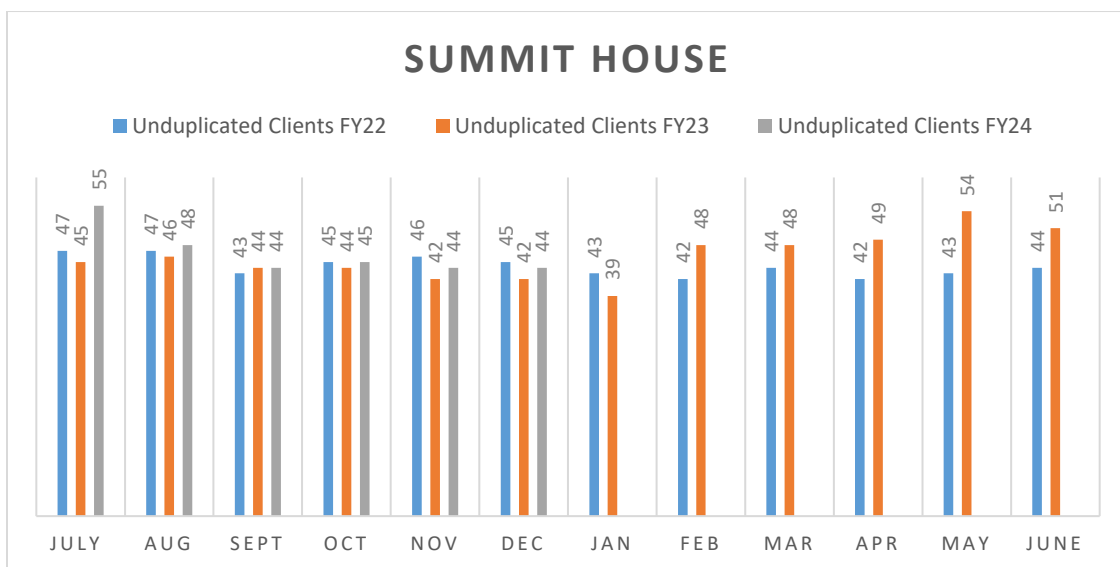
Peer Recovery Services

Our Peer Program completed a field trip to Washington D.C. in December. Staff and clients visited several museums and landmarks. Outings like this are important for individuals in recovery for several reasons. Happiness and hope for something meaningful are often absent when clients are in challenging life situations. Peers plan and lead outings to exemplify what life can be like beyond mental health and substance use challenges. They create spaces for clients and peers to spend time in real world settings to engage in communication and understanding. They also provide the clients in recovery something to look forward to and enjoy.

Psychosocial Rehabilitation – Summit House

We are happy to have all staff positions filled at Summit House. We hired a licensed eligible Clinical Advocate, and a recent psychology undergraduate filled our vacant General Advocate position. We now have 5 full time staff and a full time Supervisor.

In November and December Summit House had four intakes and five discharges. The DBHDS licensing inspector completed an unannounced visit in December and the program fared very well. Participation numbers continue to hold steady as demonstrated in the chart below.



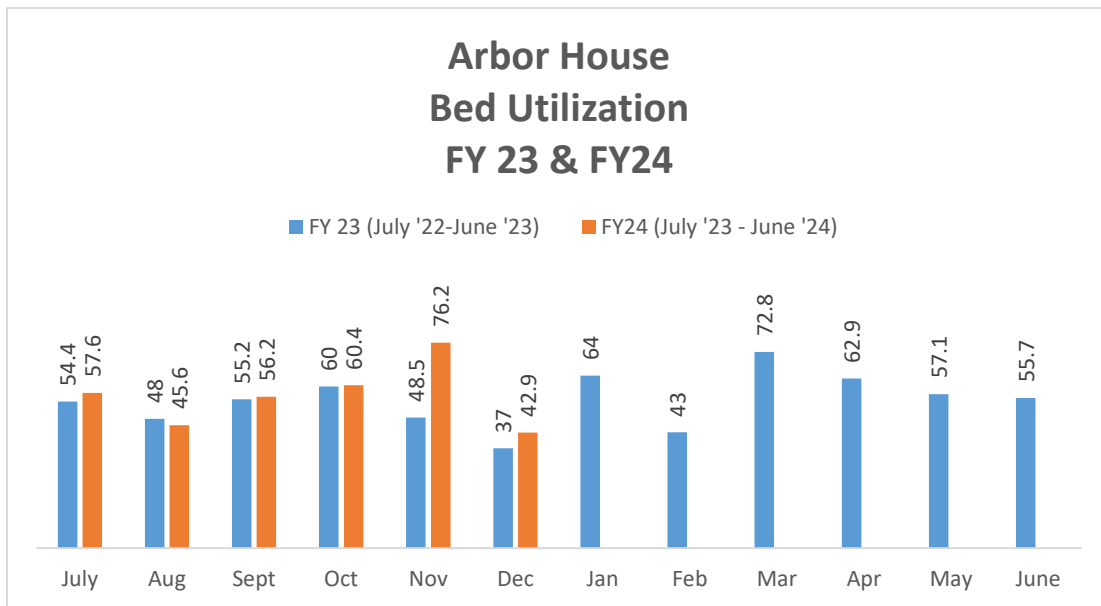
Western State Hospital

Western State Hospital census report for November of 2023, HRCSB had a census per 100,000 of 12.3, and an average census of 16. Our region, Health Planning Region 1, had an average census per 100,000 of 8.4, and an average census of 146. HPR 1 is made up of nine CSB's: Alleghany Highlands, Encompass, Harrisonburg Rockingham, Horizon, Northwestern, Rappahannock Area, Region Ten, Rockbridge Area and Valley.

Crisis Services

Arbor House (Crisis Stabilization Unit)

While the utilization rate for December was markedly lower than November, this is consistent with the previous year. Utilization in December was 42.9% which is lower than the target and lower than any preceding month in this quarter. During December Arbor House staff coordinated with other HRCSB departments and local community partners to accept 10 referrals from the HRCSB catchment area and 3 referrals from our regional partners, it is notable that there was a significant decrease in referrals outside the HRCSB catchment. When reviewing referrals, one goal is to ensure that an Adult Residential Crisis Stabilization is the correct level of care and that individuals are aware of the program structure. While this may result in a referral not being accepted, or being accepted then declining admission, it will hopefully allow for individuals to be connected with the correct services and optimize outcomes.



Emergency Services

Emergency Services meets the needs of the community experiencing a mental health crisis twenty-four hours a day, 365 days a year. During the December holiday season ES continues to show up and meet those needs. For this period Emergency Services completed 38 Prescreening evaluations that have resulted in 19 Temporary Detention Orders (TDO), 10 voluntary admissions to a private hospital, and 5 releases to community supports. The Emergency Services team works diligently to secure placement at a private hospital which resulted in one civil commitment to a state facility. The team continues recruitment for an open fulltime position.

Community Crisis Services

Adult Crisis

The Adult Crisis Response Unit continues the work of building the program and community partnerships. This team made 45 contacts with clients during the month. During this month the team was able to perform multiple welfare checks ensuring clients safety and access to services. When required the team is also able to coordinate with the Community Crisis Supervisor for Emergency Custody Order Service; this allows for the team to engage an individual in crisis in lieu of community law enforcement.

Child Crisis

Child Crisis contacts were low for the month of December and was able to have a significant impact when applied. Children's Crisis made 8 contacts for the month of December and was able to divert multiple children from inpatient treatment during the month. The ability of this team to increase services continues to be largely impacted by the ongoing recruitment of a full-time clinician.

Developmental Services

DD Case Management

Developmental Disabilities (DD) Case Managers billed 307 units for the month of December with DD case managers from Valley Associates for Independent Living completing an additional 18 billable units. Case managers completed 552 separate contacts to assist with linking clients to services, or monitoring their satisfaction, including 195 face to face visits. Each of these numbers represents a high point for the year. They also completed 16 annual ISPs.



Currently we have 342 individuals receiving DD Case Management services, including 256 receiving Waiver services. Of those, 44 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 206 individuals on the DD Waiver Waiting list awaiting services. There are 45 individuals on Priority one status, followed by 87 on Priority 2, and 74 on priority 3. We received 4 new referrals and completed 4 new waiver screenings.

Each calendar year, individuals receiving ID/DD Waiver services are eligible to request up to \$5000 in Assistive Technology or Environmental Modifications. Assistive Technology is any item which assists individuals with activities of daily living, or assist in communication. Environmental Modifications are physical adaptations to the individuals home or primary vehicle that are necessary to ensure the individual’s health, or to enable greater independence. HRCSB acts as the provider for this service. In 2023 we were able to assist 15 individuals with these services, which included obtaining items such as communication devices and specialized wheelchairs, as with facilitating the creation of wheelchair ramps and handicap accessible bathrooms.

Infant and Toddler

We received 35 referrals in December, keeping us right on pace for our FY referral goal of 455. Our December child count, the time when the number of children in our system has a significant impact on our yearly funding, was 259 clients, which represents a new high.

We continued our efforts to limit the manual double entry of data into both our EHR and the Trac-it data system by utilizing a billing extract and importing it into Credible. Our initial testing of this process took place in December, with positive results. Our thanks to both our IT and our finance departments for their work on this.

We filled two open positions in December. We are still looking to a Full time Speech Language Pathologist, and Full time Occupational Therapist.

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	45
September	31	36	33	38	33	29	30	45

October	18	35	30	36	34	26	38	38
November	31	30	27	28	30	29	41	31
December	22	28	35	34	24	39	25	35
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	234
Child Count-Dec 1	127	162	173	195	201	193	225	259