

HRCSB Board Report – March 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 past month, the management team has been engaging in the initial steps of the agency strategic planning, through gathering and reviewing data, talking with their teams about strengths, weaknesses, opportunities and threats and leaning into a few hard questions of forecasting the needs for our future. We continue to see the increasing demand for services to address mental health, substance use and developmental disorders within our community and across our systems of care. We also acknowledge that we are facing challenges with recruiting and retaining the workforce to provide and expand services in our community. As we continue to wrestle with the future of how to best deliver services and meet the changing needs of our clients and community, an area that we will need to pay increasingly more attention to is the changing workforce and how to best incorporate and attract the next generation of individuals to working in the public system of care.

Rebekah Brubaker, LPC

Administrative Services

Compliance

The Compliance team handled a number of audits and investigations this month, including:

- Four detailed, time-consuming quality reviews of ID/DD Case Management per specific guidelines outlined in the Department of Justice Settlement. (Staff member Michelle Blumling does an excellent job of handling these.)
- One Medical Record Audit for United Healthcare to verify our coding and billing were accurate.
- Twenty-five Anthem and Optima chart audits assessing medical necessity and diagnoses, etc.
- The team is investigating a Human Rights complaint, following strict State directed procedures.



After a significant amount of research and legwork, Training Coordinator Michelle Blumling succeeded in getting registration and certification for herself and fellow staff member Ashley Shoemaker to teach First Aid and CPR. This will be a big help to keeping in compliance with these essential certifications.

Finally, the Authorizations and Credentialing team have worked closely this month with Finance's Billing staff on claims issues. They are coordinating closely on taxonomy and authorization corrections and the changeover in some of the MCOs. It is complex and frustrating, but the teams working together are getting through it.

Information Technology

The IT Department hired a new Systems Administrator this month and this will help significantly with day-to-day tasks and coverage. After going down to a three-person team, a new hire is very welcome. Recruiting continues for the other vacancies.

Facilities

Dickson Sommers, Facilities Manager, held an HVAC summit this month to investigate, analyze and diagnose various HVAC issues in the building. With the help of Blauch Brothers, MEI (the designers of the system) and a consultant from Carrier spent an entire day assessing the various issues we have reported. Dickson is still formulating conclusions from the extensive study, with their assistance.

Dickson has also spent a great deal of time this month researching and purchasing four new vehicles for the Permanent Supportive Housing team. By working closely with CARMAX, Dickson has been able to purchase 3 SUVs and 1 Minivan within their budget.

Risk Management

Josh Dyke, Risk Management Specialist, is starting staff trainings on Emergency Preparedness, including launching two new Alertus (emergency response) codes. He is instructing employees on a Severe Weather/Shelter alert along with an Avoid Area/Stay Clear alert. Josh works hard to ensure the safety of the workforce by ensuring that all are trained in appropriate responses to situations.

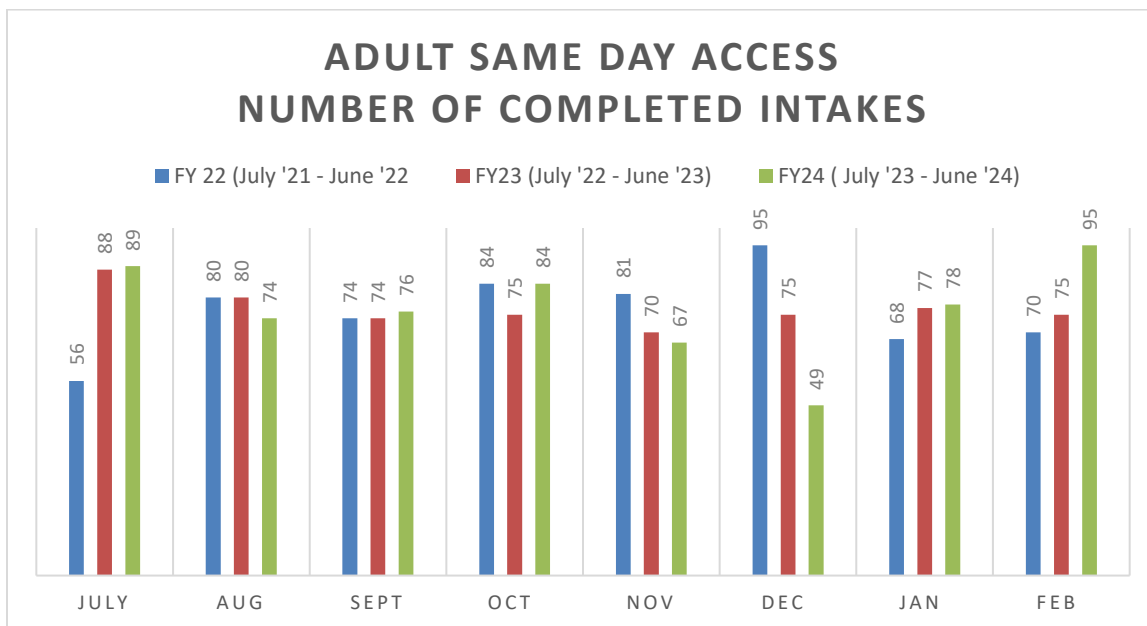
Clerical

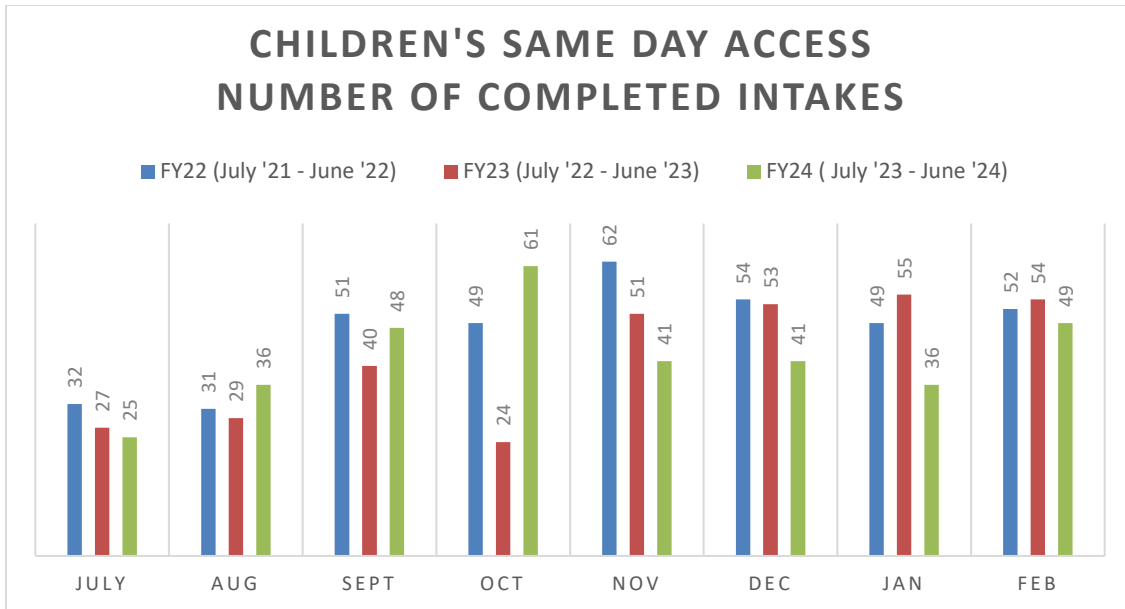
The Clerical team has been short-staffed this month and the team members have stepped up to assist and cover as needed. Their dedication is greatly appreciated by their colleagues and management.

Behavioral Health Services

Same Day Access (SDA) – Adult & Child

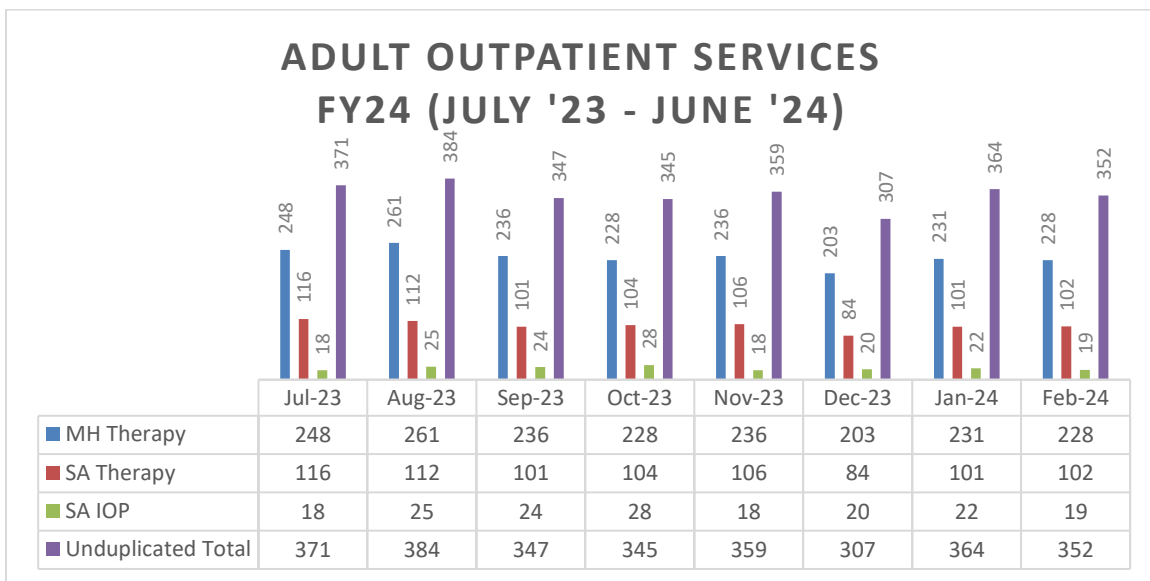
We continue to provide walk-in intakes for adults on Mondays, Wednesdays and Fridays as well as scheduled intakes for children and families on Tuesdays and Thursdays. For the month of February, the Same Day Access team completed 95 intakes for adults and 49 intakes for child/adolescent clients. For adults this is well over average this time of year and is the most adult intakes completed in any month so far this fiscal year. The number of completed child/adolescent intakes is right around the average for this time of year, but it is the second highest total of the fiscal year. Unfortunately, this high number of intakes also coincides with a time where both of our therapy teams are down staff, though there is some good news coming on that front!





Outpatient Therapy Services – Adult

For the month of February the Adult Outpatient Team provided individual and group therapy for 228 individuals in mental health focused treatment, and for 102 individuals primarily working on substance use related issues. We also served 22 individuals in our Substance Use Disorder focused Intensive Outpatient Program. All three numbers fall in line with the average so far this fiscal year. The Adult Outpatient team has been down 1 full time position for the last 5 months, but we have recently interviewed a number of promising candidates and one of those has accepted the position! Pending completion of the official paperwork they will start with us on March 25th.



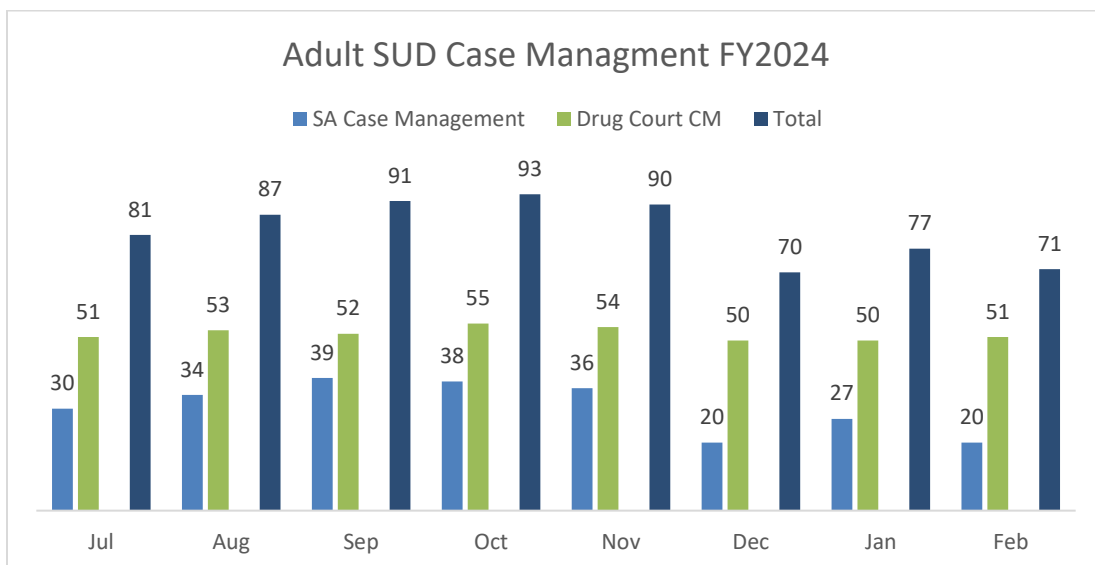
Child Outpatient and Early Intervention - School Based Services

The Child/Adolescent Outpatient team provided individual therapy services to 355 clients, and at times their families, in the month of February. Currently we have 573 individuals enrolled in child/adolescent therapy services. Both the services provided and enrollment number are on the lower side of average for this fiscal year. Unfortunately we have been notified of two resignations from this team that will go into effect at different points within the next month, though we have also gotten acceptance from a new candidate to fill the position on the team that was already open. We have also recently received some promising applicants from new potential teammates and will provide updates on our continued recruiting efforts as they emerge.

Our Early Intervention Clinicians, who work at various schools in the city and county, provided 281 client contacts to 118 different individuals. This is nearly 100 more client contacts than were provided in December, and that number of clients represents the most served in a month by this program so far this fiscal year. We have also recently received a resignation from our EIC team, but encouragingly have also received some promising applications to continue to build out that team as well.

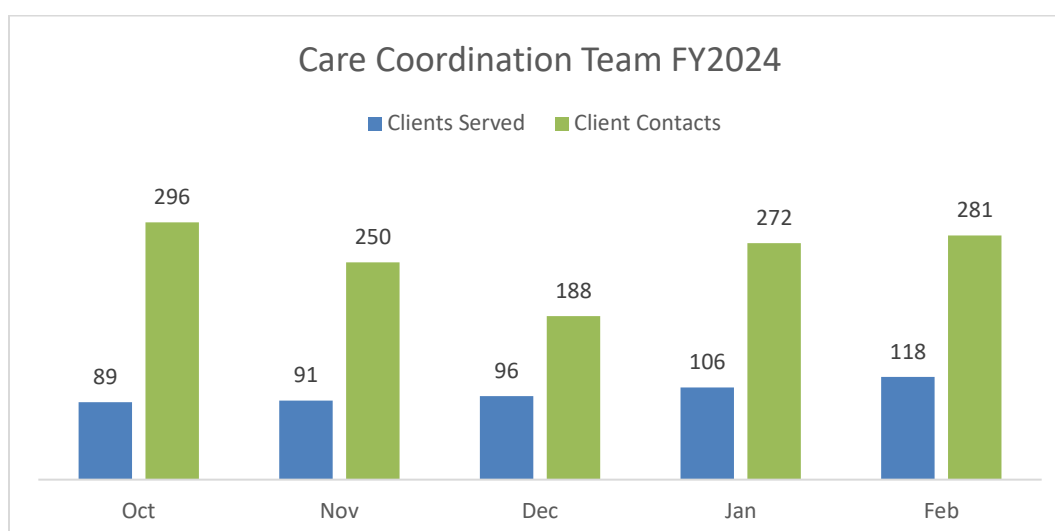
Substance Use Case Management Services

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 February our SUD case managers served 71 individuals, with 51 of those being referrals from the local drug court program. Our SUD CM team remains 1 FTE down at this time but we are pleased to announce that a new member of the team is scheduled to start on March 11th!



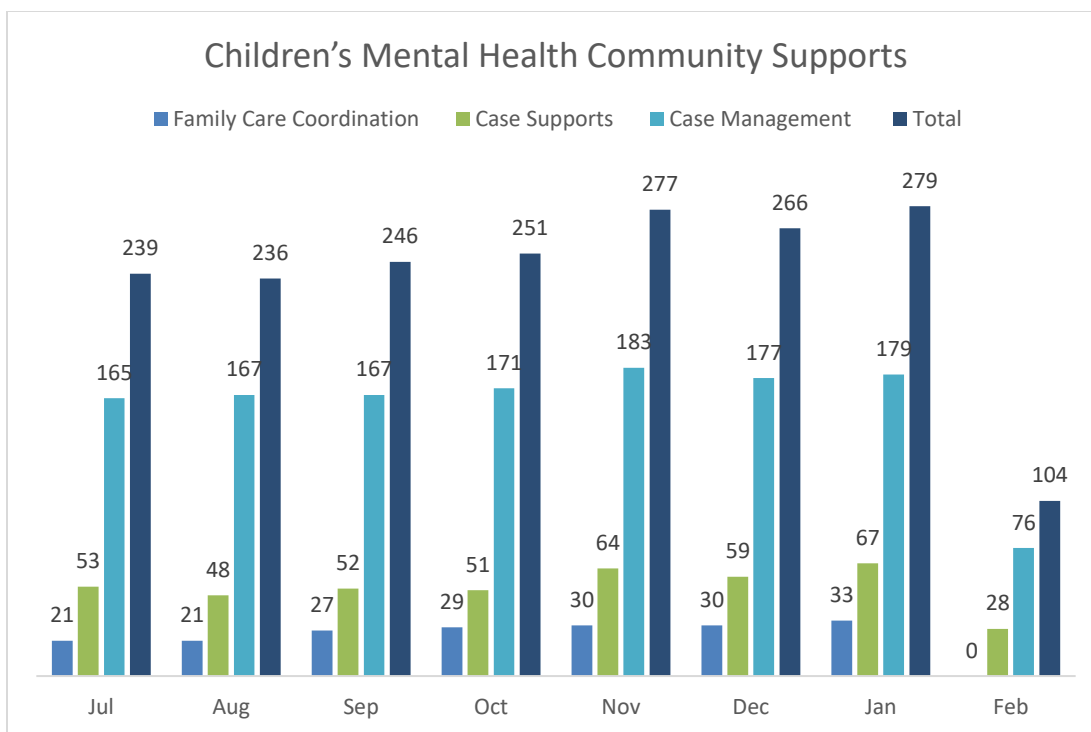
Care Coordination Services

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 source of the majority of referrals seen in February, but clients were also served from children’s therapy, medication management, intake, and emergency services. Housing continues to be a significant issue the Care Coordination team continues to work on, but helping clients find employment and medical care were also prominent concerns brought to the team. The help that this team lends to our clients, as well as a number of our HRCSB teams, has consistently been met with great appreciation and enthusiasm. HRCSB staff regularly send praise via thankful emails to Mila and Mary for all the work they are doing!



Children’s Mental Health Outreach Services

Referrals numbers continue to be high 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 client have either already been removed from the home, or are in danger of being removed. Final billing numbers for February are not yet fully in, but in looking at the full numbers for January 279 clients and families were served by the three teams. This is the highest monthly total of the fiscal year so far, and each team saw respective highs in the number of clients they served in the month.



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. This month the BHW team led four 1 hour REVIE Trainings for staff at Riverside Family Support, community members at Central Library, and for JMU students in the Graduate Psychology program as well as the School of Nursing. They also led two 16 hour courses of Applied Suicide Intervention Skills Trainings (ASIST). ASIST trainings are two day workshops teaching participants to provide “first aid” interventions for people who are at risk for suicide. Through skill-based learning participants are taught how to recognize, and respond to, a person struggling with thoughts of suicide. Participants trained in ASIST by the BHW team included EMU and JMU masters level counseling students as well as staff from HRCSB, Mercy House and Open Doors. To complete a busy month of trainings the BHW team also provided Mental Health First Aid, and Mental Health Basics, programs for 6 clients of the Church World Service program, as well as 14 other general community members.

As this is Cannabis Awareness Month, the BHW team complete a number of media projects focused on education awareness in the community regarding use of Cannabis. These projects included 2 blog posts on the Wellness Connection website (mywellnessconnection.org) with over 48 users reading the post, 425 thirty second radio ads on 4 Harrisonburg Radio Group stations focused on connecting with parents on cannabis awareness, and 2 graphics posted to the agency Facebook and Instragram page with cannabis information that nearly 400 members of the community interacted/engaged with.



REVIVE Training

Virginia's Opioid Overdose and Naloxone Education Program

February 20th, 2024

7-8pm at Central Library
174 S. Main Street-Harrisonburg

Learn the steps to recognize and respond to an opioid overdose!

FREE Training
FREE Naloxone (Narcan)
No registration required

Contact prevention@hrccb.org to learn more!

Harrisonburg-Rockingham Community Services Board
Published by Beverly H Wells · February 1 at 11:51 AM ·

Ever hear your teen drop terms like 'delta 8' or 'dabbing' and it feels like they are speaking a different language? This is for you!

February is Cannabis Awareness Month and we're here to keep you in the know. Let's decode the words your child might be using and bridge the communication gap together.

Gain a greater understanding of Cannabis and how it's being used today in our latest blog post <https://mywellnessconnection.org/understandingcannabis...> See more

Let's Talk About CANNABIS

Decoding cannabis conversations, one word at a time.

CANNABINOID

the chemical compounds in cannabis responsible for its effects, such as THC (psychoactive) and CBD (non-psychoactive)

SATIVA

strain of cannabis, plant is usually taller and slimmer, leaves are longer and thinner, generally produces a stimulating effect (differs with each individual plant & person)

INDICA

strain of cannabis, plant is usually shorter and bushier, leaves are shorter and wider, generally produces a relaxing effect (differs with each individual plant & person)

HEMP

type of cannabis that contains less than 0.3% THC - low THC means low chance of getting "high" from its use

+8



Community Mental Health Services

There are approximately 380 unduplicated individuals 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, or schizoaffective disorder. CMHS programs include Case Management, Supervised Living Residential, Mental Health Skillbuilding Service, Peer Recovery Services, Permanent Supportive Housing, Psychosocial Rehabilitation and Assertive Community Treatment.

Assertive Community Treatment (ACT)

The ACT program has hired three staff this month, who will be starting their positions in March. We have filled the roles of Peer Recovery Specialist, Housing Specialist and Vocational Specialist. We are continuing to recruit for a nurse, licensed clinician, program assistant, co-occurring specialist and supervisor.

Adult Mental Health Case Management (MHCM)

There are 314 clients enrolled in our adult case management services and 56 clients enrolled in our mental health coordination services. Our team of ten case managers is serving these clients with the goal of at least monthly face-to-face or phone contacts. Our Hospital Liaison staff person currently has a caseload of approximately 30 individuals at six different state hospitals. Her role is to monitor their treatment progress, and engage with hospital treatment teams in order to create discharge plans.

Mental Health Skill Building (MHSS)

Our skillbuilding program is providing teaching, support, and coaching to twenty-five clients. Six clients receive skillbuilding services as part of their participation in our Market Street Supervised Living Residential program. Nineteen clients are provided skillbuilding in the community in the clients' independent living apartments throughout Harrisonburg, Grottoes, Broadway and Elkton. Over the last three months, our clients were provided over 350 hours of face-to-face skillbuilding services.

Peer Recovery Services (PRS)

Our team of one full time and two hourly peer recovery specialist served fourteen clients last month. They also facilitated groups at our Residential Crisis Stabilization program Arbor House



and at our Psychosocial Rehabilitation program Summit House. We are currently recruiting for another full time peer position to work with clients in our substance use treatment programs.

Permanent Supportive Housing (PSH)

Our supportive housing program for adults with serious mental illness and housing instability received twenty referrals last month. The program is providing vouchers and supports to twenty-two individuals in permanent community housing. The team is working with six individuals actively searching for housing. Our program was highlighted on WHSV news. Search for the story “Landlord program expands to accommodate homeless” which aired on February 28.

Psychosocial Rehabilitation – Summit House (SH)

Our clubhouse program Summit House is providing socialization opportunities for fifty-five clients. Recent activities have included volunteering at the SPCA, Habitat for Humanity and Goodwill. There have been social outings to restaurants, Green Valley Book Fair, Walmart, the Lisanby Museum at JMU and Dayton Farmers Market. The program is now consistently offering twice-a-month weekend activities such as movie and game nights, attended a Black History Month jazz concert at EMU in February, and are hosting an Easter Sunday meal in March.

Supervised Living Residential – Market Street House (MSH)

The four-bedroom Market Street house is currently occupied by two full time residents and one state hospital patient (who is completing 48-hour passes each week). The six unit Outback Apartments, just behind the house, have three full time residents and one state hospital patient (also completing 48-hour passes). Our three “vacancies” are being held ready for state hospital patients who are expected to discharge in the next month.

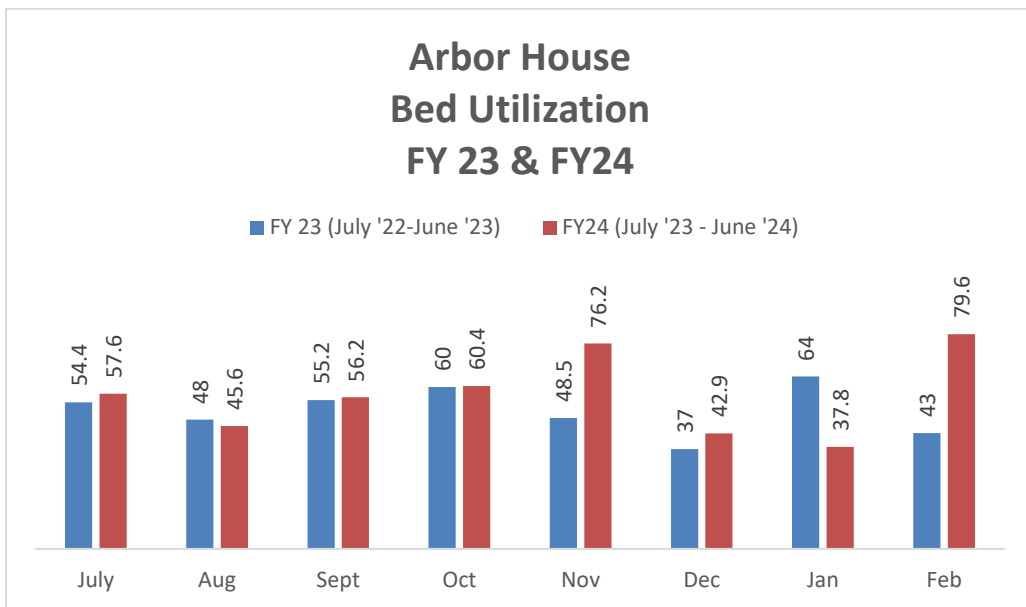
Western State Hospital (WSH)

Western State Hospital census report for January of 2024, HRCSB had a census per 100,000 of 13.4, and an average census of 18. 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)

The utilization rate rebounded in February with 79.6%, a marked increase over last year’s 43% and exceeding the stated goal of 75%. During the month, staff reviewed 30 referrals from within the HRCSB catchment area and throughout the region; of the scheduled admissions half were local and half from regional partners. Staff continue to review processes to increase efficiency in review of referrals and scheduling admissions. Staff continue to work together to explore new ways of meeting client needs both in the program and through referrals for aftercare.



Emergency Services

Emergency Services continues to operate with limited staff, the team has maintained the critical community service with open positions in both full time day staff and after hours positions. The Emergency Services team provides a critical twenty-four hour safety net service to the community. The current staff continue to demonstrate exceptional teamwork, working additional time in order to cover for the program and one another. In February, Emergency Services completed 68 Prescreening evaluations that have resulted in 29 Temporary Detention Orders (TDO), 23 voluntary admissions to a private hospital, and 13 releases to community supports.

Community Crisis Services

The Adult Crisis Response Unit, a co-responding team comprised of a clinician and a Deputy, continues to grow and engage individuals in the community. The goal of this program is to provide community based services that may prevent the need for hospitalization. During February the team made contact with 36 new clients and provided follow-up services to 83 individuals. This team provides an available resource for Emergency Services when there is a safe plan for release from an evaluation to avoid hospitalization. Children's Crisis continues to recruit for a full time position that would allow for substantial program growth.

In February, the position of Community Case Manager was filled when Abby Hanifen joined the team. This role will co-respond with the Community Paramedic and provide an additional resource to the community. The stated goal of this team is to provide community based services that reduce hospital visits.

Developmental Services

DD Case Management

Developmental Disabilities (DD) Case Managers billed 307 units for the month of January with DD case managers from Valley Associates for Independent Living completing an additional 23 billable units. Case managers completed 646 separate contacts to assist with linking clients to services, or monitoring their satisfaction, including 221 face to face visits. They also completed 24 annual ISPs.

Currently we have 342 individuals receiving DD Case Management services, including 257 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 200 individuals on the DD Waiver Waiting list awaiting services. There are 37 individuals on Priority one status, followed by 89 on Priority 2, and 74 on priority 3. We received 6 requests for screenings and completed 3 intakes.

Ashley Shoemaker, Intake/Outreach Specialist with the ID/DD Team presented at the CSB's "Lunch and Learn" series, providing information on the DD Waiver, and how clients from other departments may be eligible. Additionally, Ashley presented at the 2nd Annual Family Transition Night at the JMU Festival Ballroom. The event was held by Rockingham County and



Harrisonburg City Schools, and is aimed at families of students with disabilities in the Harrisonburg/Rockingham area. The event was very well attended with around 100 participants registered.

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

We have continued efforts to minimize double data entry by staff, to allow them to enter clinical data into Trac-It only, with billable information mapping back to our EHR. Initial efforts in December and January have proved promising, with ongoing troubleshooting and refinements to the process.

In January we were pleased to welcome Sgt. Wes Campbell, HPD, to the McNulty Center to provide a training to our staff regarding public safety related to drug use and trafficking.

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	32
January	38	31	44	37	41	22	49	28
February	24	32	35	35	31	29	48	35
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	294
Child Count-Dec 1	127	162	173	195	201	193	225	259

Employee Engagement

Throughout the year, our Employee Engagement Committee organizes several all agency activities to help encourage intra-agency connections that moves beyond the work we do every day. Several years ago, the agency started the tradition of sharing our favorite Super Bowl snacks/food and wearing our favorite team jerseys the Friday before the Super Bowl Game. Teams/departments bring in some of their favorite snacks to share with others and then throughout the day and must notably during the lunch hour, employees are encouraged to visit other departments to enjoy the food and time of connection.

Below are a few pictures of staff having a great time during our annual “Super Bowl Snack-a-Thon”, dressing out in their favorite team jerseys and bringing in their favorite snacks to share!

