



HRCSB Board Report – January 2019

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Message from the Executive Director

The Commissioner for the Department of Behavioral Health and Developmental Services (DBHDS), Dr. Hughes Melton, has gathered a state-level work group to initiate using a regional funding distribution, measurement and reporting structure for the remaining eight STEP-VA [Systems Transformation Excellence Performance – VA] services. Much of the current state funding, allocated by the General Assembly to CSBs, is calculated on an individual board methodology given unique community partnerships and contracts, service delivery reporting requirements specific to the defined community's population, and the variability as allowed by VA Code for local governments to define how the construct of local funding and subsequent relationships between convening governments and their CSB function. The advent of regionalizing the funding, reporting structure and distribution formulas is predicated on efficiencies realized by DBHDS but does not necessarily create these same efficiencies for each individual CSB. Additional infrastructure will need to be developed by each CSB to manage these regional workflows on top of existing requirements that all CSBs must adhere to via the DBHDS Performance Contract. We will continue to evaluate and negotiate with DBHDS the potential ways to accomplish the shared goal of implementing all 9 services comprising STEP-VA in the most efficient manner possible by 2021.

Mary Ansell joined the HRCSB Leadership Team as our Chief Financial Officer on December 1, 2018. She hit the ground running and has been exploring and making sense of the publicly funded system of care for behavioral health and developmental services.

Ellen Harrison, LPC, MBA

Quarterly Report

This month's *Board's Quarterly Report* includes information about the upcoming Department of Behavioral Health and Developmental Services (DBHDS) Settlement Agreement Case Management Status Report that replaces the Performance Dashboard for Developmental Services. A description of the report is included which is labeled as a beta (final stages of development) report. This is a time of much change in state required measurements and reporting, making it more challenging to provide meaningful data.

Medicaid

Developmental Case Management Services was reviewed by Medicaid during December and, after being on-site for four days, the exit interview indicated only a few minimal issues from a sample of client electronic medical records and staff personnel records. Of particular note, there were no identified issues with medical record documentation. This is truly amazing given all of the increased requirements and oversight following the Department of Justice settlement. It is reflective of much hard work and collaboration between case managers who do an incredible amount of documentation of services, plans and reviews, and administrative staff who assist with form development and regulation interpretation. The Medicaid reviewer noted that she uses HRCSB as an example of how to do things really well!

We are encouraging individuals to apply for Medicaid under the expanded eligibility criteria that goes into effect in January through sharing information and offering assistance in applying when requested. We have also entered into a Business Associate Agreement with the Va. Department of Medical Assistance Services (DMAS) to exchange information in an effort to identify individuals we serve who may be eligible and/or who are part of a fast track population in terms of application and eligibility determination.

SPQM

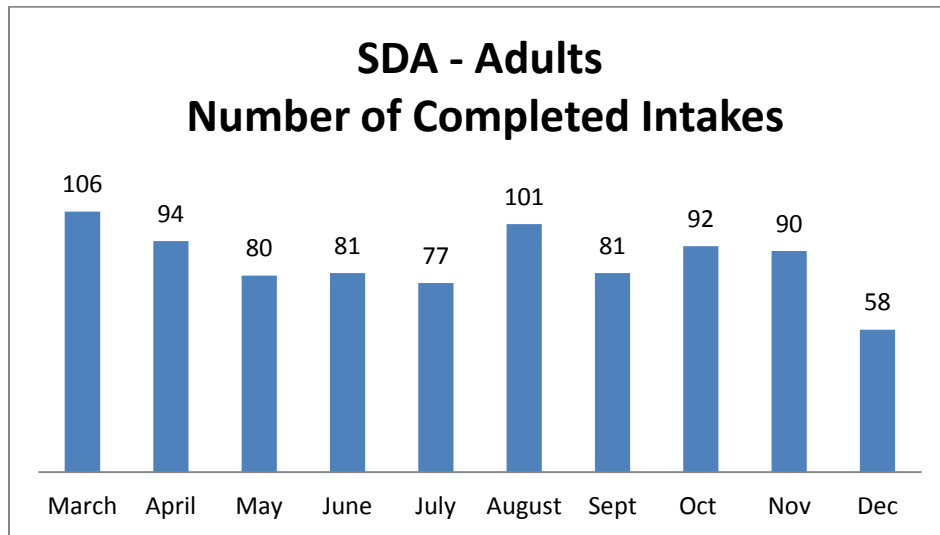
DBHDS has contracted with MTM Services, the developers of the same day access (SDA) model, to use their Service Process Quality Management (SPQM) data reporting system to provide more in-depth information on the statewide impact of SDA, and to make SPQM available to CSBs for a two year period to look at other data that is of interest to individual CSBs. We had our initial call with the developer of the SPQM product and will have monthly calls in the new year as we begin data submission. This system is in addition to monthly state reporting but we are assured that it will not require additional data collection.

Adult Behavioral Health Services

Same Day Access – Adult Services

During the month of December (data reflects Dec 1 - Dec 26, 2018), the Same Day Access team completed 58 intakes for adult services. This is lower than our monthly average in part due to being closed for the holidays. Below is a graph highlighting the number of same day adult intakes completed since our agency revamped our same day intake process in March 2018. We are currently averaging 86 completed adult intakes per month.

In 2014, we implemented our first round of changes to our intake process in efforts to address the needs of our clients and community. Prior to making these changes we were averaging 76 completed intakes per month, this number reflects both adult and child intakes. Following the initial changes in our system in 2014, we averaged 84 completed intakes per month for adult and child services. We are currently averaging 116 completed intakes per month for adult and child services. The increase in individual’s accessing our services has resulted in growth in programs and staff. We are excited to be able to continue to look at creative ways to meet the needs of those we serve.



Starting January 1, 2019, our agency along with all 40 CSBs across the state, will begin utilizing the Daily Living Assessment – 20 (DLA-20), a functional assessment for all individuals (ages 6 and up) seeking mental health and substance use services. This is a requirement from the Department of Behavioral Health and Developmental Services (DBHDS). Individuals will be assessed upon initiating services and then again every 90

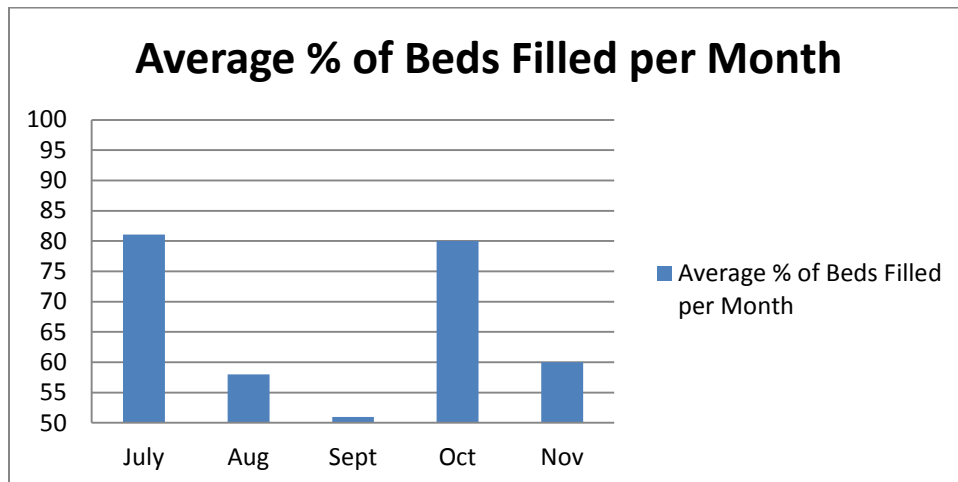
days for the time that they are receiving services from our agency. The assessment is intended to provide measurable outcomes that can be tracked over the course of treatment. There has been a team representing both clinical and administrative services working on making the necessary changes to both our clinical and administrative processes to account for this new requirement. In addition, a team of clinical staff participated in the train-the-trainer program to be able to train other staff on how to complete the assessment. During the month of December our agency trainers conducted trainings for our staff, totaling approximately 75 staff.

Adult Outpatient Services

The Adult Outpatient Services is one of the many programs that is experiencing growth due to the increase of individuals seeking services. We are currently in the process of recruiting for additional outpatient therapists to help support additional substance use services for individuals involved in our local drug court program. The positions were made possible due to our local Drug Court Program being a recipient of a Substance Abuse Mental Health Services Administration (SAMHSA) federal grant.

Arbor House (Crisis Stabilization Unit)

For November Arbor House, our 7 bed crisis stabilization unit, had a 60% bed utilization, which means we averaged ≥ 4 beds filled. For fiscal year 2019, we have an average utilization rate of 66.1%, this is below the 75% utilization required by Department of Behavioral Health and Developmental Services (DBHDS).



Community Recovery Services

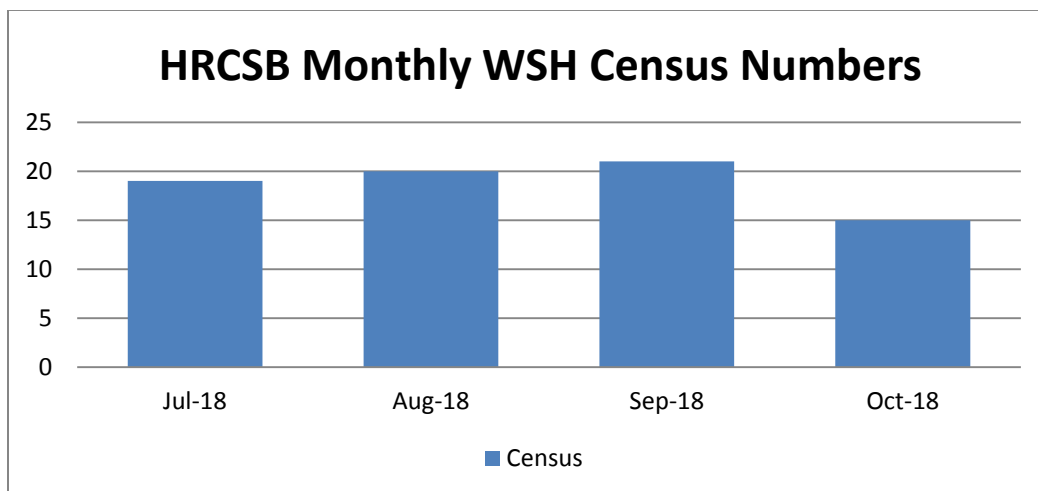
Each December our agency partners with our local Department of Social Services (DSS) to provide stocking stuffers for DSS Holiday Cheer program. Our Adult Mental Health Case Management team spear-headed the efforts to help with collecting items for the adults involved in the Holiday Cheer program. Many of the individuals we serve participate and benefit from this program.

Mental Health Skillbuilding

At the end of December, the team said goodbye to a long time employee Cheryl Lavy, who retired. We were sad to see her leave but excited for this next phase in her life. We have started the recruitment process and are hopeful in being able to fill the position quickly.

Western State Hospital

For the month of August, Western State Hospital (WSH) Census report, we had an average census of 15 and a census/100000 population of 11.8.



Jail Services

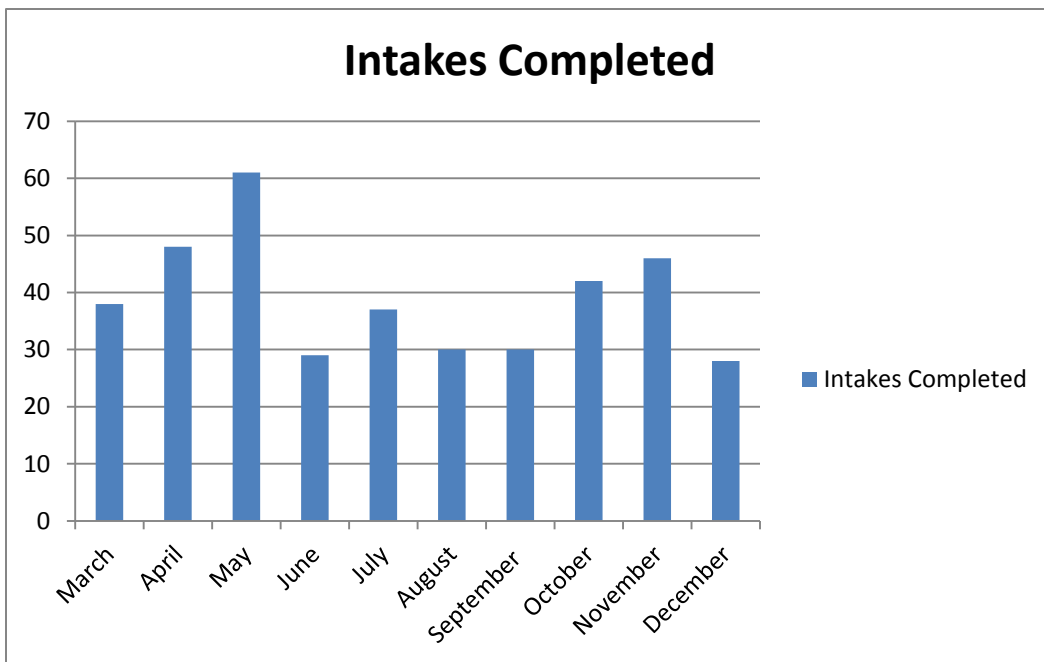
HRCSB has been providing a full-time case management position to support incarcerated individuals who are experiencing mental health distress since January 2017. The Jail Services Case Manager is located at the Rockingham-Harrisonburg Regional Jail (RHRJ) and conducts assessments, screenings for psychiatric services, completes safety contacts, coordinates release planning, and facilitates educational groups in the designated mental health pod.

In addition to the case manager, we also provide psychiatric services through our Psychiatric Nurse Practitioner and additional substance use education groups provided by an agency volunteer. Our Psychiatric Nurse Practitioner provides psychiatric evaluations and medication management services 3.5 hours per week for individuals with mental health issues.

Child and Family Services

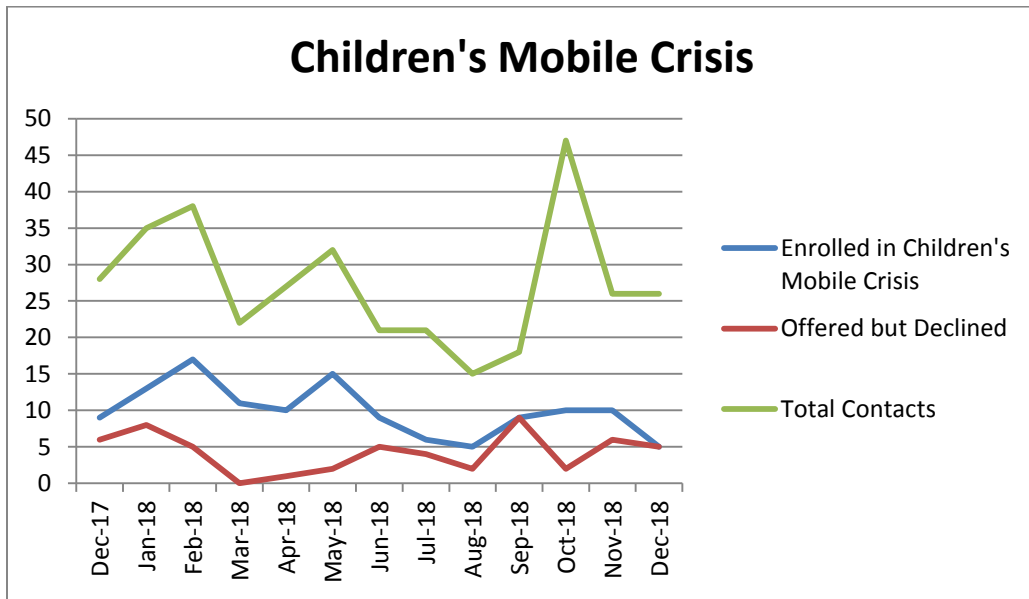
Same Day Access and Clinical Services

Outpatient therapy continues to be very busy. In December we added 43 new clients and we are serving 485 active clients that keep our seven fulltime therapists with packed schedules. Our clinicians based in the Rockingham County Public Schools (RCPS) are very busy in the high and middle schools and have seen 160 individual students this school year. These clinicians offer support, brief crisis intervention and referrals to community based services. In November we completed 46 intakes, and in December we completed 27 intakes. We also have been training all of our case managers and therapists on the DLA-20, which is an assessment tool used at intake to help determine the necessary level of care.



Case Management

We have 204 children and adolescents in our case management services and 16 in our Family Care Coordination program for children returning to our community from residential facilities. We completed 26 substance abuse evaluations for RCPS in 2018. Children’s Mobile Crisis continues to be busy with 26 referrals in both November and December.

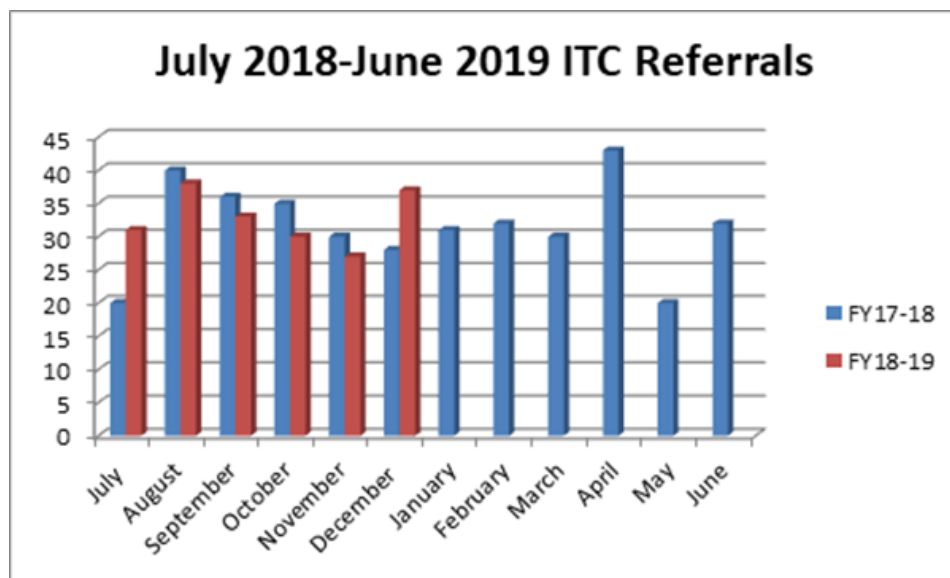


Behavioral Health and Wellness Services

In our prevention services, we continue to distribute lock boxes, gun locks and deactivation packets to the community. We also returned to Rockingham Academy to continue building a trauma-informed school.

Infant and Toddler Connection

The Infant and Toddler Connection (ITC) of Harrisonburg-Rockingham had a monthly child count of 169 infants. We received 37 referrals in December and 27 in November. We are excited to be partnering with the JMU Occupational Therapy Clinic to take on Level 1 students for their practicums starting in 2019. ITC will also be participating in a feasibility study for the implementation of a Safe Babies Court Team that serves our local area. This team is a project of “Zero to Three”, and it will offer simultaneous primary, secondary, and tertiary prevention to help stop cycles of intergenerational trauma.



Developmental Services

Developmental Disabilities (DD) Case Managers billed 283 units for the month of November, with Contracted DD case managers completing an additional 18 billable units. Case Managers also completed 334 separate face to face visits with clients, either in their home, at their work or day support, or here at the CSB. Case Managers also completed an additional 478 non face to face billable activities.

There are 225 individuals on the DD Waiver Waiting list awaiting services. Of the 225 people on the DD Waiver waiting list, 52 of them were placed on the list in 2018. There are currently 76 individuals on Priority 1 status, or deemed most in need of services. Since waiver slots are allotted according to need, and are not awarded chronologically, it is possible for even those individuals on Priority 1 status to remain on the waiting list

for several years as slots are awarded to others with higher needs. For example, Harrisonburg Rockingham has 6 individuals currently rated as priority 1 who have been on the waiting list prior to 2010. For December we had 9 new requests for Developmental Disability Waiver screenings, up from 3 in November.

For 2018, we assigned 18 slots to people on the DD Waiver waiting list. Nine of the slots were Community Living Slots, which include the entire array of waiver services. The remaining slots were Family and Individual slots, which offer access to a more limited amount of services. Of the 18 slots we assigned in 2018, 10 were reallocated from clients who had lost their waiver slot due to death or other change of status.

We have had limited success thus far regarding our efforts to have our DD Waiver service plans automatically upload to the states Waiver Management Services website (WaMS). Although we're pleased that we are one of the few CSB's to have any service plans upload automatically, we are continuing to sort through various technical errors for each attempt. We are grateful to the IT team for all their assistance.

We received a surprise review from the Department of Medical Assistance Services (DMAS) in December. Although we are still waiting on the written report, the feedback during the exit interview was very positive. During her weeklong review of clinical charts and personnel records, the reviewer found nothing missing from our clinical charts, and had only some additional recommendations regarding personnel records. Thank you to our entire case management team, including our contracted case managers, as well as our IT, Quality Assurance, and Human Resources staff for all your fantastic work.

Building Update

A great deal of preliminary work involving architectural, civil, structural, mechanical, and electrical engineering and interior design, has been underway. As noted in the picture below, geotechnical drilling began in late December, providing our first tangible glimpse of all that is to come. Mather Architect is 100% through the Preliminary Design Phase, approximately 80% complete with the Design Development phase, and will subsequently be starting construction drawings. If everything remains on track, we anticipate construction bid sets may go out in mid-to-late April, with the goal of awarding the construction contract by July 1st.



We are working closely with Davenport & Company, LLC and BotkinRose, PLC to explore our options regarding financing of both the renovation and the new construction projects. The goal is to closely time the closing of both the construction and the financing contracts if possible.