

HRCSB Board Report – February 2019

Ellen Harrison (Executive Director)

Lynn Grigg (Child and Family Services)

Rebekah Brubaker (Adult Behavioral Health)

John Malone (Developmental Services)

Holly Albrite (Administrative Services)

Mary Ansell (Chief Financial Officer)

Message from the Executive Director

Crossover day for the 2019 General Assembly is February 5, 2019, a day where each chamber (House and Senate) work on the other chamber’s budget and revenue bills, with the conclusion of their work slated for February 23, 2019. In January, I had the opportunity to meet with Delegate Landes and Senator Obenshain and Senator Hanger around our appreciation for their on-going support of STEP-VA (System Transformation for Excellence and Performance – VA) and noted an anticipated outcome of unprecedented growth in demand for all services. Thus far, the General Assembly has allocated funding for two of the nine core services in STEP-VA codified in the VA Code. There is a delicate balance to sequentially funding planned growth in the public system so that it does not outpace each community’s ability to supply the human resources required for up-staffing in that magnitude. In calendar year 2018 (March – December), HRCSB averaged (per month) 86 assessments for adults and 39 assessments for children; equating to a 60% increase in total persons requesting access to services prior to the initiation of Same Day Access. This has led to a greater demand downstream for all services offered by HRCSB, specifically therapy, case management and medication management. Albeit, the response needed to accommodate such a significant increase in demand touches every department in some manner.

Ellen Harrison, LPC, MBA

Administrative Services

Building Update

Architectural, mechanical, and electrical engineering, and interior design work have been progressing on schedule during January. We had a follow up meeting with the mechanical and electrical engineers and did a walk-through of the City Municipal Building to learn more about the heating and cooling system they use that is also being recommended for the Main Street building. Pye Interiors gave a very detailed presentation on material and furnishing options, and following initial reactions and a

visit to several of the furniture show rooms are working on modifications and further design. We also began a walkthrough of current offices to identify those furnishings and fittings that can be moved and used again in the new building. Asbestos samples were taken from all current buildings that will be renovated or taken down with results expected in the next several weeks.

Safety Committee

A group of CSB staff continues to meet on a regular basis to address safety and security issues and questions. Under the very able leadership of the agency's new Risk Management Specialist, Dan Jenkins, efforts this month focused on finalizing the group's charter. Not surprisingly, safety is a wide open topic that can quickly become unwieldy and result in unrealistic expectations for the Committee if not clear in its mission. As stated in the charter:

The purpose of the Safety Committee is to recognize, evaluate and work to improve the culture of safety awareness at the Harrisonburg-Rockingham CSB for our staff, clients and other stakeholders. This will be accomplished as a work-group dedicated to researching specific concerns, consideration of reasonable courses of action and making recommendations to agency leadership as necessary.

Success is when all employees can confidently respond to potentially unsafe situations in a manner such that they understand the environments around them and their own role within it.

Cyber Security

IT Manager Andrew Hahn will be discussing cyber security at the Board meeting to provide information on risks our system faces and efforts we utilize to remediate threats. Andrew has worked with a lot of different agencies so can offer a well-informed perspective on where the CSB lands in the continuum of effective response and precautions.

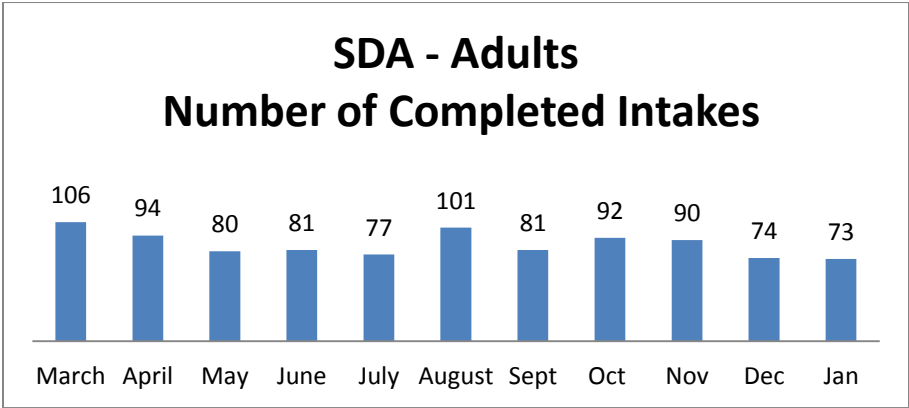
Annual Report

We are in the final stages of publication of the FY2018 HRCSB Annual Report following a delay due to staff transitions. We are fortunate to have hourly support from Kathleen Voss, a local college student, who has worked with the agency the past several years on branding and publication efforts and has been a great help in translating the vision for this report into reality.

Adult Behavioral Health Services

Same Day Access - Adult Services

During the month of January the Same Day Access team completed 73 intakes for adult services. 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 same day intakes per month for adult services.



On January 1, 2019, our clinical staff started completing a functional assessment called Daily Living Assessment – 20 (DLA-20), on all individuals entering services for mental health or substance use. This assessment is completed at the time of entering services and then every 90 days thereafter while in engaged in services. The assessment is intended to provide measurable outcomes that can be tracked over the course of treatment.

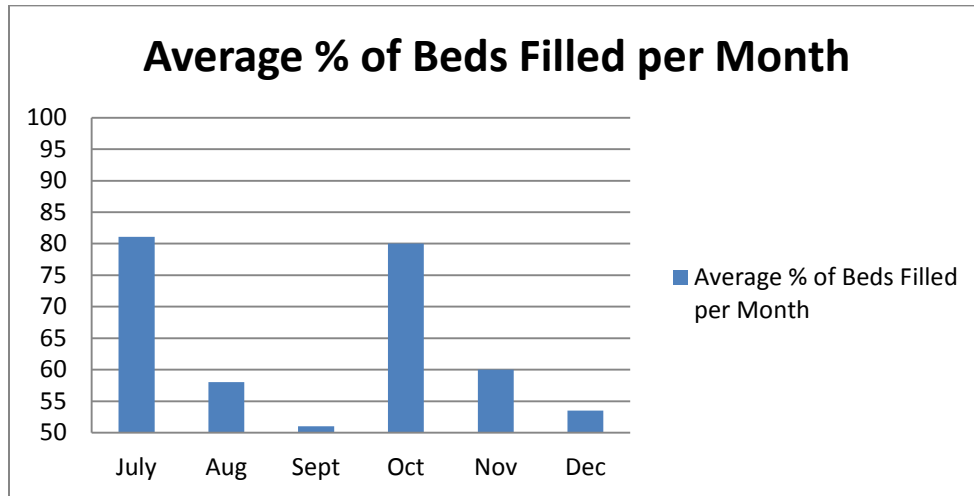
Adult Outpatient Services

The adult outpatient services continue to provide much needed clinical services to individuals in our community. We are currently serving 320 individuals in adult mental health therapy services and 180 in adult substance use therapy services.

The Department of Behavioral Health and Developmental Services (DBHDS) received the State Opioid Response grant from the Substance Abuse and Mental Health Services Administration (SAMHSA). Our agency was awarded a sub-grant which will provide financial assistance to cover the cost of medication assisted treatment (MAT) for individuals engaged in treatment with our agency and have an opioid use diagnosis in addition it will also provide for a peer support specialist position to work with the participants in staying engaged in treatment.

Arbor House (Crisis Stabilization Unit)

For December, Arbor House our 7 – bed crisis stabilization unit, had a 53.5% bed utilization, which means we averaged ≥ 3 beds filled. For fiscal year 2019, we have an average utilization rate of 64%, this is below the 75% utilization required by Department of Behavioral Health and Developmental Services (DBHDS).



Community Recovery Services Residential Support Services

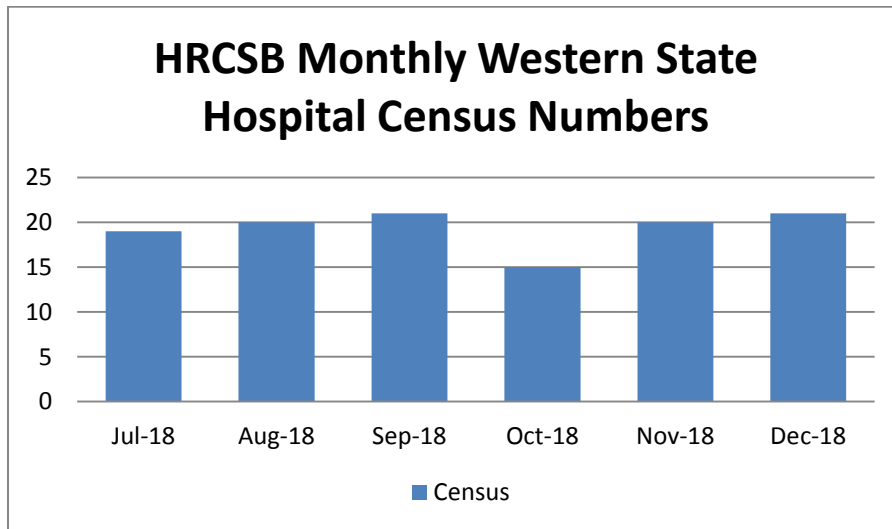
Our adult residential services provide supportive housing to 16 individuals in two locations. The primary goal of the program is to provide safe and supportive housing to individuals transitioning from the state hospital into the community. The program also admits other individuals, open to the CSB and referred by their case manager, who would benefit from mental health interventions in a residential setting. Within our supportive housing program we provide one-on-one skill building time between the resident and a staff member. The program uses a skill-building model that begins with an assessment of client goals, discovery of strengths and needs across life domains, and then formulates an individual service plan relating to wholeness and wellness in physical and mental health, social connectedness and functions of daily living, especially oversight of medication administration. Staff use a person centered approach through skill building to support the client in their recovery. The program offers a community atmosphere through weekly house meetings, meals and social activities.

We are fortunate to have a few different types of housing arrangements to help meet the varying needs of our clients, for example single and double occupancy apartments, as well as single rooms within a shared house. This has afforded several of our

residents, whose goals are to live independently, the opportunity to progress through different living arrangements and ultimately move out of supportive housing.

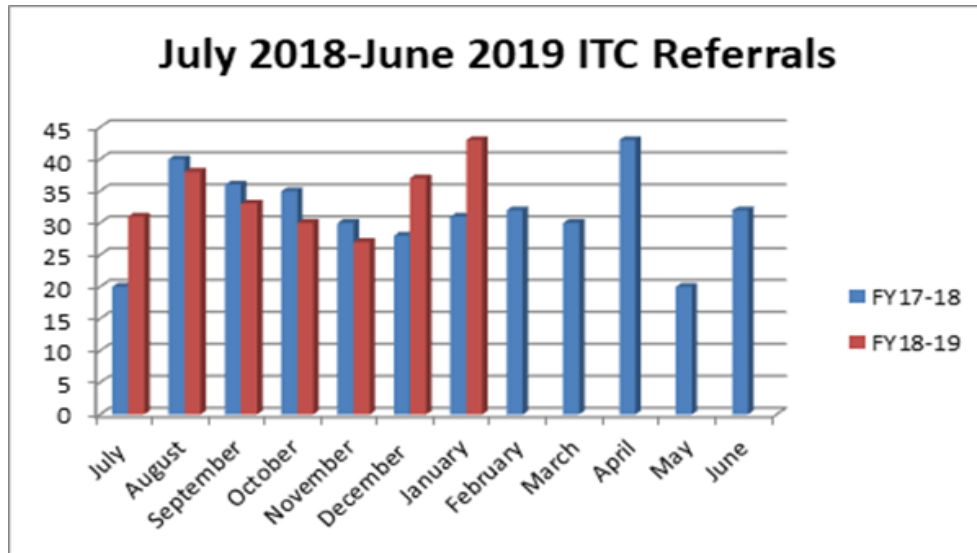
Western State Hospital

For the month of November, Western State Hospital (WSH) Census report, we had an average census of 21 and a census/100000 population of 12.1.

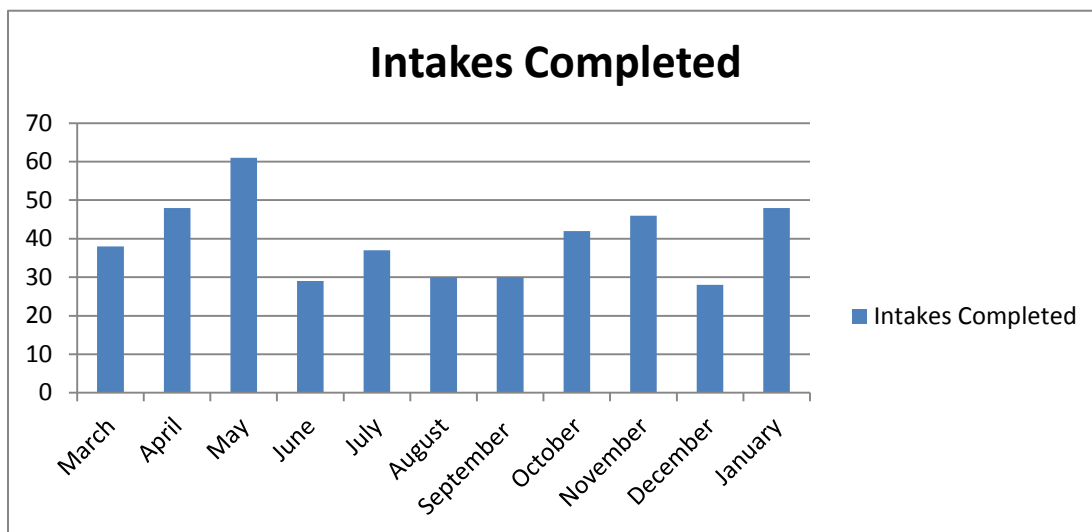


Child and Family Services

The Infant and Toddler Connection of Harrisonburg-Rockingham CSB received 43 new referrals in the month of January. We have a current child count of 175 and have taken 20 more referrals so far this year than last. Our longtime physical therapist (PT), Claudia Pascarella is retiring in March. We are currently recruiting for a full time PT to take her place on our staff.



In January we completed 48 Intakes. We have 202 children and adolescents in case management services, 12 in Family Care Coordination, 485 in outpatient services, and 370 in medication management. Our Early Intervention workers are busy in the schools and we have visited all the schools they serve and have received very positive reviews about their work with the students.



Our Children’s Mobile Crisis has been very busy this month with about 27 families receiving services. This keeps our 1.5 FTE’s hopping all over the County visiting families and adolescents in crisis.

Prevention services have been busy with distributing 50 lock boxes to the Harrisonburg Metro Treatment Center, and have saved 20 for the parenting class in the spring. We also provided a presentation to Crossroads Counseling Center’s therapeutic day treatment (TDT) clinicians on substance abuse and use in the local area, services available for treatment, and how substances interact with the developing brain. It is of interest that our local Virginia Lock and Talk efforts were featured in the January 2019 edition of Forbes Magazine.

<https://www.forbes.com/sites/elizabethmacbride/2018/12/30/how-gun-dealers-took-up-the-front-line-of-gun-violence/#a703cc969004>

Developmental Services

Developmental Disabilities (DD) Case Managers billed 284 units for the month of December; with Contracted DD case managers having completed an additional 18 billable units. Case Managers also completed 261 separate face to face visits with clients, either in their home, at their work or day support, or here at the CSB. In addition to face to face contacts, case managers completed 446 contacts to assist with linking clients to services, or monitoring their satisfaction. Case managers completed 26 treatment plans in December. We are continuing our efforts to ensure that service plans completed in our electronic health record are automatically uploaded into the Waiver Management System (WaMS). We have thus far had some limited success, and we are still requiring significant problem solving for individual attempts at the transfer.

There are 228 individuals on the DD Waiver Waiting list awaiting services, 175 of that total are aged 21 or under. There are currently 74 individuals on Priority 1 status or deemed most in need of services, followed by 95 on Priority 2, and 59 on priority 3. As a reminder, under our current system of assigning DD Waiver slots, only individuals designated as Priority 1 are considered for slots. Additionally, only a percentage of Priority 1 individuals, those whose Critical Needs scores are high enough, will be presented to the Wavier Slot Allocation Committee. As an example, for the slot allocation meeting scheduled for February, of the 228 individuals on the DD Waiver waiting list, 13 will actually be presented to the committee for review and possible assignment of 3 waiver slots. In January we added 5 additional people to the Waiver waiting list.

Over the next several months we will be reviewing several aspects of our department’s processes, procedures, and data reporting in order to ensure we’re prepared for a possible review by the Department of Justice settlement agreement Independent Reviewer. Beginning this spring, the Independent Reviewer’s office will be reviewing

case management services throughout the commonwealth, focusing on our efforts to advocate for integrated services in housing, employment, and community engagement. The Independent Reviewer will also be focusing on how consistently case managers are updating client's service plans as goals change.

Other Agency Updates

Financial Department

There has been a great deal of additional activity in the Financial Department including staff changes, software updates, and funding stream changes. We welcomed Mary Ansell, CPA, as Chief Financial Officer to HRCSB on December 1, 2019. In addition, Karla Carickhoff, Sr. Accounting Manager, tendered her resignation for mid-January to pursue other endeavors including time with family. In January, we went through the steps to implement a software upgrade for both accounting and payroll systems. This was a very complex upgrade that took the attention of almost everyone to ensure its success. In addition, we have finalized the request for proposals process for securing an auditing services firm for the next three years. Finally, we have begun to track those persons newly awarded Medicaid through the 2018 Expansion legislation, with local numbers for HRCSB currently at 83 recipients of the 7,000 projected in the Harrisonburg-Rockingham community.