

HRCSB Board Report – May 2019

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Lynn Grigg (Child and Family Services)

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Message from the Executive Director

The Department of Behavioral Health and Developmental Services has been working with a select group of CSBs to concretely define the third step [Outpatient Services] in the roll out of the Systems Transformation Excellence and Performance (STEP-VA). This step is targeted for buildout starting on July 1, 2019 for all 40 CSBs and will include the recruitment of licensed therapists for children and adults. The completion of this step will support the success of a 10 day or less referral process for all persons coming through Same Day Access (SDA) to CSB outpatient services. As you might imagine, there are many details yet to be configured that will ultimately discern the success of SDA and the subsequent steps of STEP-VA. A challenge more unique to HRCSB is finding the office space for two additional clinicians in our current facilities. Growth in outpatient services will further extend to case management, medical services and administrative services (Clerical, IT, Compliance and Financial) as well.

Ellen Harrison, LPC, MBA

Administrative Services

Building Update

The public notice for the construction Invitation For Bid went out in late April with drawings and project manuals available as of May 1st. Sealed bids will be opened on June 3rd. Efforts this month centered on finalizing the access control plan for the new building, finalizing design components at McNulty Center, and further surveying of the newly acquired adjacent property.

Performance Contract Report

As we prepare for the new state Performance Contract year, as is usually the case, there will be new required data elements to report on a monthly basis. In the past this data focused on demographics and reports of services provided and staff time. Increasingly data related to assessments and outcomes is also included and pose new challenges related to definition and interpretation of what is reported. Beginning in July, we will be reporting on seven new outcome action types pertaining to the Step-VA primary care

screening, the DLA (Daily Living Activities) 20 assessment, and referral destinations. Most require follow up information based on initial yes/no responses. These will require EHR (electronic health record) revisions and agency form and process adjustments.

Health Information Exchange

The 2017 Virginia General Assembly established the Emergency Department Care Coordination Program (EDCC) to provide a single, statewide technology solution to connect all hospital Emergency Departments (EDs) in the Commonwealth. The legislation required that all EDs and all Medicaid Managed Care contracted health plans participate by June 30, 2018. The second phase of implementation can include other healthcare professionals, known as downstream providers, who have the ability to use the technology to participate. Our IT Manager, Andrew Hahn, is heading up a Data Management Committee subcommittee to explore participation in this type of health information exchange. We also participated in a webinar explaining the EDCC during April. The primary sticking point continues to be the prohibition against sharing certain types of information without specific consent and how this could be operationalized in this type of exchange.

Compliance

Compliance staff are very pleased that Brittney Simmons has been hired in the position of Quality Improvement Specialist. She will transition from her current position as a Developmental Disabilities (DD) Case Manager with the agency on May 1st and brings with her expertise in the area of DD Services and with the Credible electronic health record.

Adult Behavioral Health Services

Same Day Access - Adult Services

In April, our Same Day Access team completed 79 intakes for individuals seeking treatment services. This is slightly below our average of 82 intakes completed per month for Fiscal Year 2019. Our team continues to assess the needs of individuals requesting services and making recommendations for treatment both within the agency and in the community as appropriate.

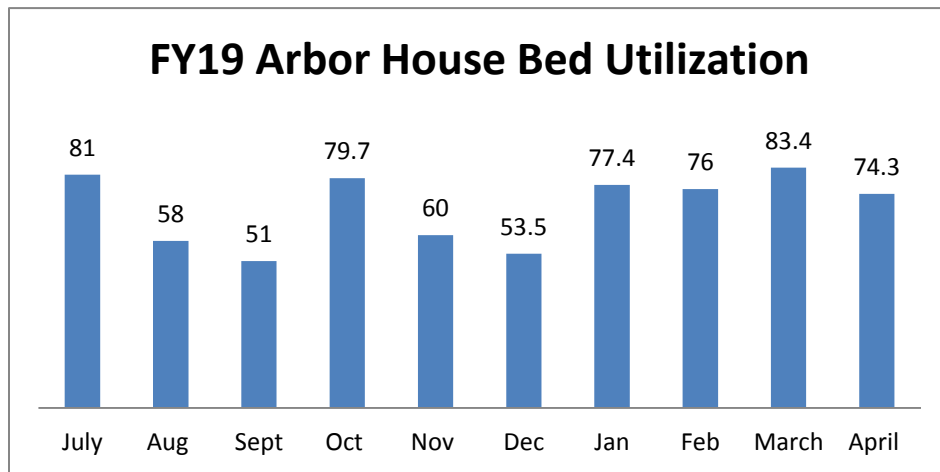
Adult Outpatient Services

During the month of April, we provided mental health therapy services to 238 individuals, substance use therapy services to 130 individuals and 15 individuals in our Intensive Outpatient Program.

Our local drug court program is expanding which has given us the opportunity to hire a second Drug Court Case Manager, Scott Hensley, who started on April 1, 2019. Our two Drug Court Case Managers work with participants in the program to address any barriers to their treatment and recovery process. Our drug court participants are expected to participate in treatment services with the majority of them starting services in our Intensive Outpatient Program based on the ASAM assessment that is completed at the start of the program. Participants are continued to be assessed via the ASAM throughout the program to ensure they are receiving the most appropriate level of treatment based on their needs.

Arbor House (Crisis Stabilization Unit)

For April, Arbor House our 7-bed crisis stabilization unit, had a bed utilization of 74.3%, which means we averaged ≥ 5 beds filled. For FY19, our year to date is bed utilization 69.5%, which is below the 75% utilization required by Department of Behavioral Health and Developmental Services (DBHDS).



**Community Recovery Services
Mental Health Case Management**

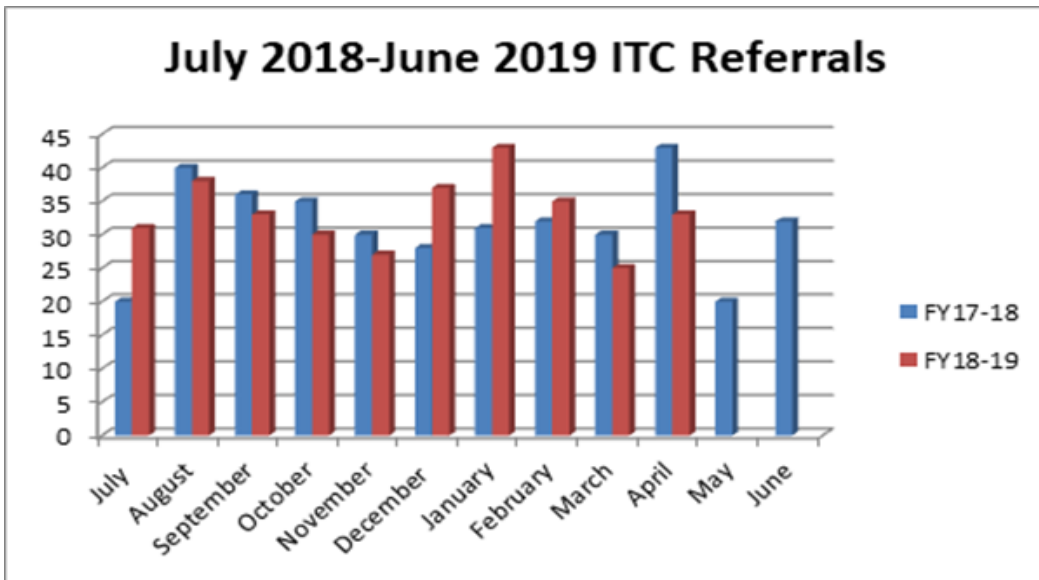
We are providing services to 412 individuals in mental health case management who have a serious and persistent mental health diagnosis. Through our case management services, we are able to assist clients in accessing needed supports and services, supporting them in their journey of recovery and monitor their progress over time. We continue to work with individuals transitioning out of the state psychiatric hospitals providing discharge planning and treatment services to assist in their reintegration back to their home and their community.

Western State Hospital

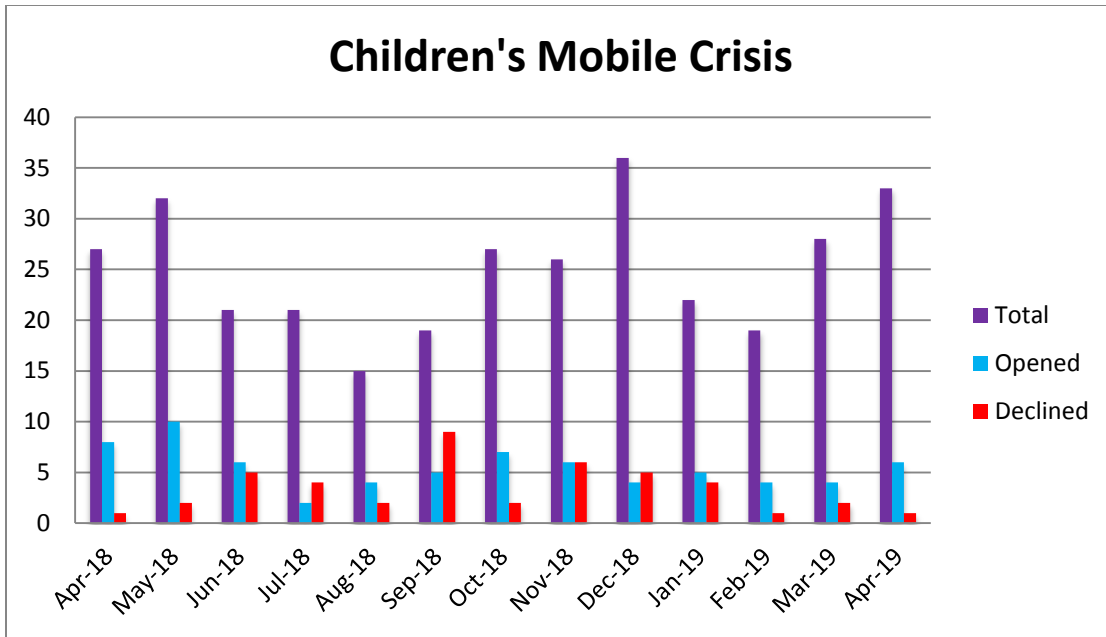
For the month of April, Western State Hospital (WSH) Census report, we had an average census of 19 and a census/100000 population of 14.6.

Child and Family Services

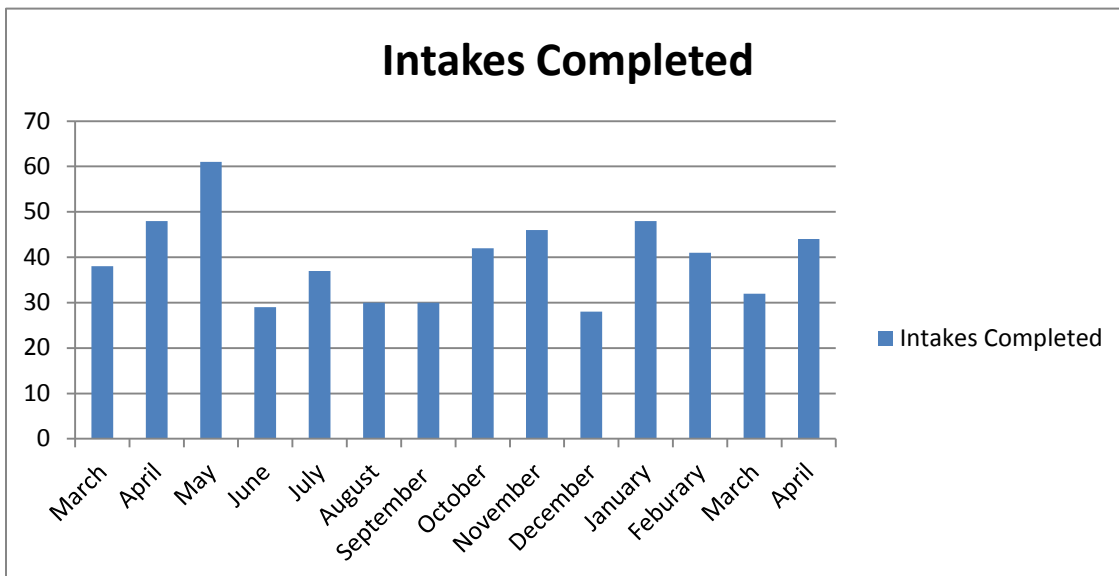
The Infant and Toddler Connection of Harrisonburg and Rockingham is currently serving 180 children. We received 33 new referrals in the month of April and that gives us a total of 336 this year so far. We are recruiting for a physical therapist and for a developmental professional to help meet the demand for services we currently are experiencing.



We continue be short-staffed in mobile crisis, however, the calls keep coming in. This is typically our busiest time of year for crisis services because of the end of the school year. We are all working together to handle the calls and offer as many services as needed in the shortest amount of time.



We completed 44 intakes for the month of April. All of these intakes were referred to outpatient therapy, and three to case management. We currently are serving 531 children and adolescents in therapy and 219 in children’s case management. We hired Ali Gallagher as our new case manager. She has interned with us for almost a year and will begin her official duties June 1st.



We welcomed Shauna Frantz to our Early Intervention school based services where she is working two days a week in the city.

Developmental Services

Developmental Disabilities (DD) Case Managers billed 285 units for the month of March, with Contracted DD case managers from Valley Associates for Independent Living completing an additional 18 billable units. Case Managers also completed 302 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 406 contacts to assist with linking clients to services, or monitoring their satisfaction. Case managers also completed 36 annual plans for either Waiver or State Plan option case management.

We have 215 individuals receiving DD Waiver services. Of those 215, 89 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 visits every 30 days, with 2 out of every 3 visits occurring in the client's home.

There are 233 individuals on the DD Waiver Waiting list awaiting. There are currently 74 individuals on Priority 1 status or deemed most in need of services, followed by 98 on Priority 2, and 61 on priority 3. In April we received 7 new requests for screening, and opened up an additional 3 individuals for case management.

April saw the implementation by the Department of Behavioral Health and Developmental Services (DBHDS) of several items intended to assist programs to better comply with Department of Justice Settlement Agreement standards. Support Coordinators were provided with an "electronic handbook", available online, which comprehensively organizes a wide variety of information on subjects such as Waiver, Employment, Housing, etc. into one easily navigable and accessible site. DBHDS also replaced older required training modules, many of which contained outdated information, with new modules which will be required for all new case managers. We also got an early look at a new supervisory review tool, which supervisors will be required to complete quarterly. These reviews are part of DBHDS' efforts to ensure case managers are correctly completing and documenting work in accordance with agreed upon standards and practices regarding choice, integration, employment, risk, and other items.

Over the last few weeks several community services boards have been visited by reviewers from the Department of Justice as part of their continued monitoring of the settlement agreement. Harrisonburg-Rockingham CSB was not one of the community

services boards chosen for review. These reviews will play an important role in the next phase of the settlement agreement, which is set to end in 2022. As we get closer to the end of the agreement, the Commonwealth and the Department of Justice will be communicating with the courts to clarify the Commonwealth's level of compliance with the agreement.

We were again pleased to enter a Harrisonburg-Rockingham CSB team into the Shenandoah Valley Autism 5k. Thank you to everyone who participated.

Other Agency Updates

Debt Service Timeline

We have had several conference calls around the application for building funds via the Virginia Resources Authority (VRA). Thus far, application will be made by both the City of Harrisonburg and Rockingham County on May 1, 2019, as HRCSB is not qualified to make application in this instance. From there the following timeline will ensue:

- May 14, 2019 Due Diligence review
- May 23, 2019 Notice of Public Hearing for the Daily News Record
- June 11, 2019 City of Harrisonburg Public Hearing
- June 12, 2019 County of Rockingham Public Hearing
- June 3, 2019 Receive construction bids / affirm cost of the projects
- June 11, 2019 HRCSB Board of Directors' Meeting – resolution of funding and bid selection approval process
- June 14, 2019 Specify to VRA amount to borrow
- July 30, 2019 Award Construction Contract (on or before)
- July 31, 2019 Pricing date / interest rate lock
- 8/14/2019 VRA Funds available