



HRCBSB Board Report – April 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

On March 14th, the agency held our annual all agency training day. We kicked off the morning with an opening session that consisted of a panel discussion facilitated by our own Andrew Mayles, speaking with Captain Jason Kidd of the Harrisonburg Police Department, Battalion Chief Ben Zimmerman from Harrisonburg Fire and Rescue and Division Chief Steve Powell from Rockingham Fire and Rescue speaking about their roles within the community and the collaboration / intersection between the work they do and the work done by CSB employees. The rest of the day was split into three blocks of sessions, each block had several different sessions that employees had the opportunity to choose from based on their own personal and/or professional interests. There was built in social time during the lunch hour and at the end of the day with ice cream and raffle time. The Training Day Committee did an excellent job of providing a balance of structured learning activities with time to decompress and talk with colleagues across the agency. This is an annual event that many employees look forward to each year and have really come to appreciate the opportunity this provides to gather as one agency, learning from one another.

Rebekah Brubaker, LPC

Administrative Services

Compliance

This past month, the Compliance Department investigated a Human Rights complaint and it was determined to be unfounded. The team's diligence and diplomacy when handling such a sensitive subject is much appreciated. The team also handled 26 chart audits this month: 20 Affordable Care Act (ACA) for Anthem, 5 ACA for Optima, 1 Medicare Replacement audit for United Health Care, and 4 in-depth, laborious Developmental Disabilities audits. The ACA and MRA audits verify the care and charges associated with the service provided. After months of research and leg work, the Training Coordinator was able to successfully achieve certification for two new First Aid/CPR instructors. This will be valuable in our on-going training requirements.



Information Technology (IT)

The Munis financial system project is taking up a great deal of IT Manager James Jenkins' time. We will go live with this system the first week in May. James was able to hire Kristina Winegard as our Munis Administrator, which will be invaluable over the next 6 weeks—and beyond. The rest of the IT team is focused on assisting our new IT team member Peter DeLea, get up to speed and handling day-to-day operations.

Facilities

Dickson Sommers our Facilities Specialist, is finishing the introduction of the four new vehicles into the HRCSB fleet, including installing the Verizon Connect monitoring system and orienting ACT staff on their use. Dickson also recently handled a successful Fire Marshal inspection of our Market Street House. It had never been inspected before and the findings were quite positive. And, now that spring is coming, Dickson is focused on landscaping and cleanup at all HRCSB sites.

Risk Management

Josh Dyke our Risk Management Specialist, has rolled out the Code White/Avoid area and Code Blue/Tornado-Shelter codes, with assistance from IT. He has communicated how to use them to the organization and has begun trainings at staff meetings. Josh is also working with IT Credible Administrator on how to more easily submit Serious Incident Reports in the agency.

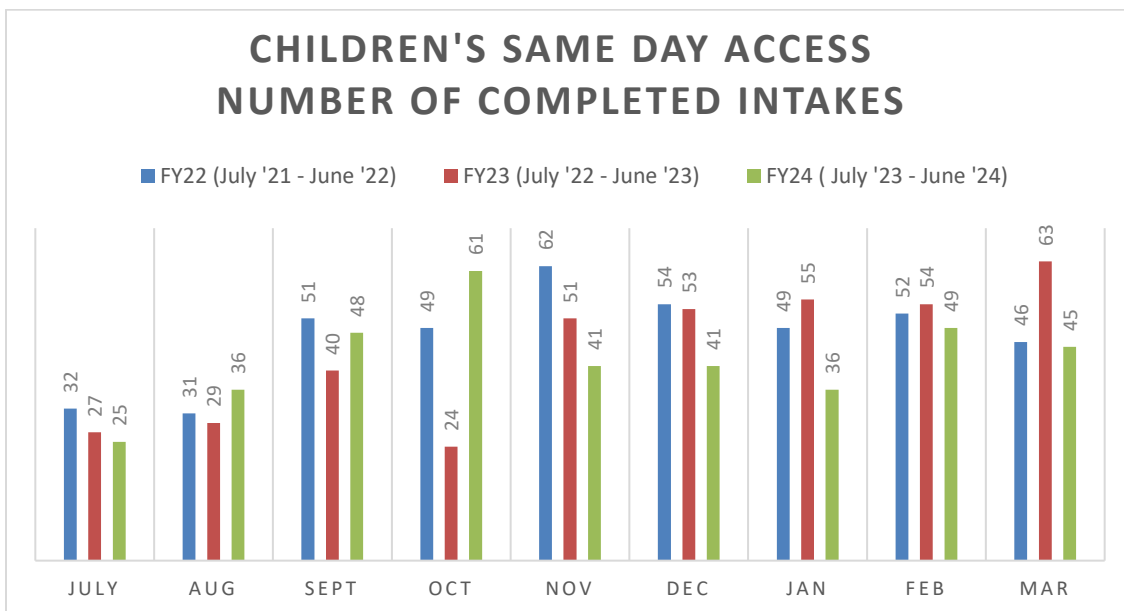
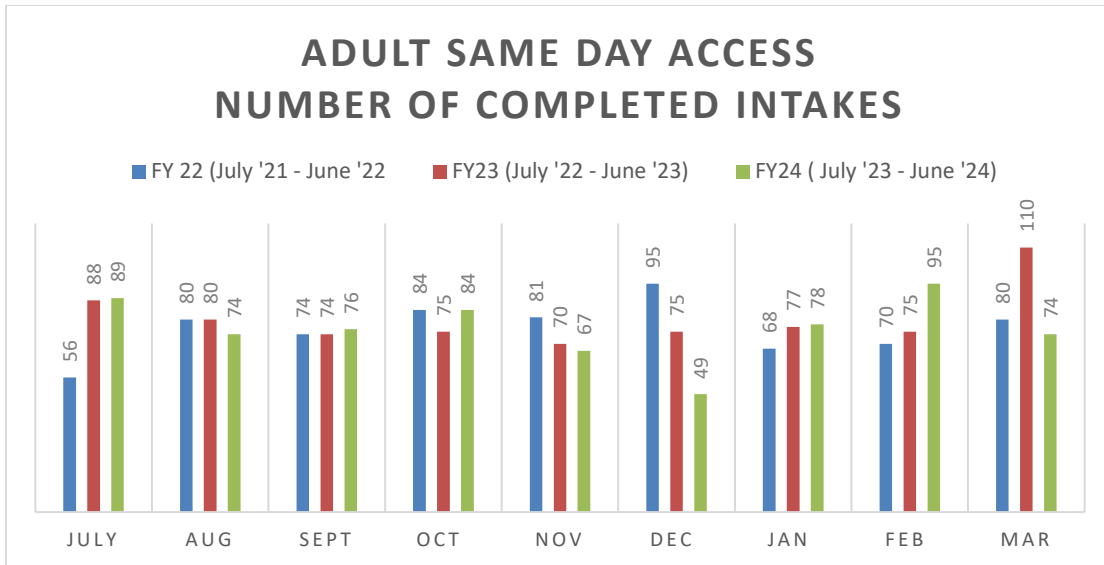
Clerical

Jeannie Turner's team has once again pulled together to help each other out during absences. The cross training will continue in April with a personnel switch, bringing bi-lingual staff member Maria Lopez to the main entrance to assist with our Spanish-speaking clients.

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 March, the Same Day Access team completed 74 intakes for adults and 45 intakes for child/adolescent clients. For both adults and children intake clients, these numbers fall within the average range for this fiscal year.



Outpatient Therapy Services – Adult

For the month of March the Adult Outpatient Team provided individual and group therapy for 245 individuals in mental health focused treatment, and for 110 individuals primarily working on substance use related issues. We also served 21 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 6 months, but we are excited to announce that Allison de Blois accepted a position with the team and started on March 25th. Allison comes to us from James Madison University and is roughly half way through her LPC residency.

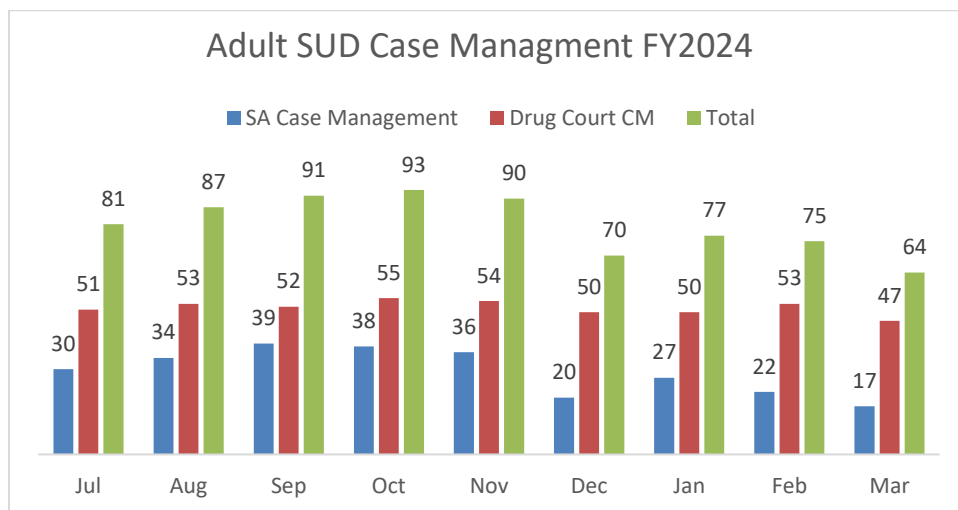
Child Outpatient and Early Intervention - School Based Services

The Child/Adolescent Outpatient team provided individual therapy services to 421 clients, and at times their families, in the month of March. Currently we have 581 individuals enrolled in child/adolescent therapy services. Both the services provided, and enrollment number, are around average for this fiscal year. As previously stated in our last report, we have been notified of two resignations from this team that will go into effect at different points with one therapists last day being on 3/22 and the next within the next two weeks. But encouragingly a brand new therapist, Hannah Bennett, joined the team on 3/25 and Alysha Scott will be coming on a little later in the year. While this will still leave the children’s therapy team down 1 FTE, we are excited about the new teammates and have recently interviewed another very strong candidate we are hopeful to recruit as well!

Our Early Intervention Clinicians, who work at various schools in the city and county, provided 252 client contacts to 102 different individuals. While this is somewhat lower than numbers from the last two months, this is due in part to a resignation of one of the team coming into effect. Unfortunately we have also received another EIC resignation that will go into effect on 4/25 but we will continue to advertise and hope to fill the positions soon.

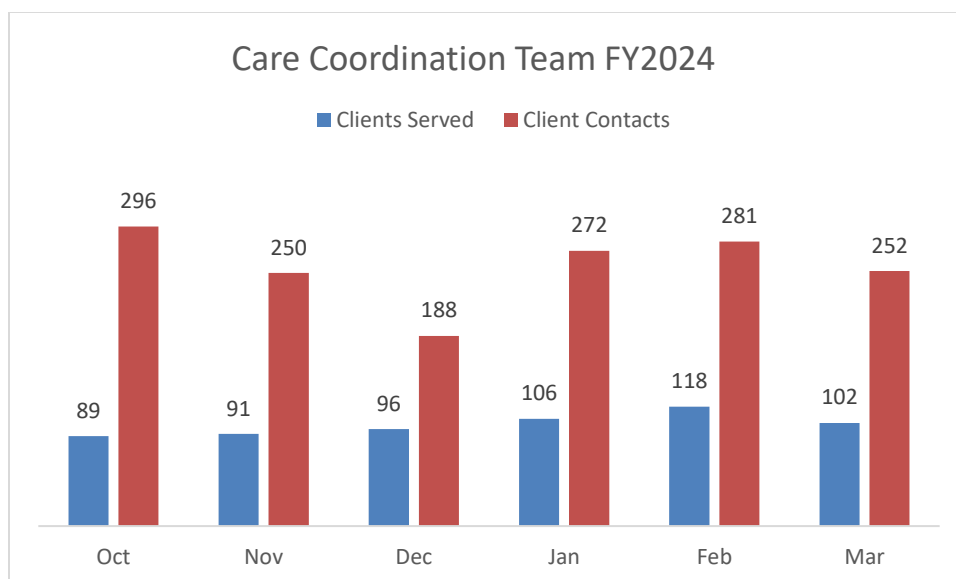
Substance Use Case Management Services

There is small team of case managers that operate within the Adult Outpatient team that focuses on working with clients who struggle with substance use issues, and are frequently legally involved (probation, Drug Court, etc.) In the month of March our SUD case managers served 64 individuals, with 47 of those being referrals from the local drug court program. With Jessica Moore joining the team on 3/11, SUD Case Management is at full staff strength for the first time in nearly a year.



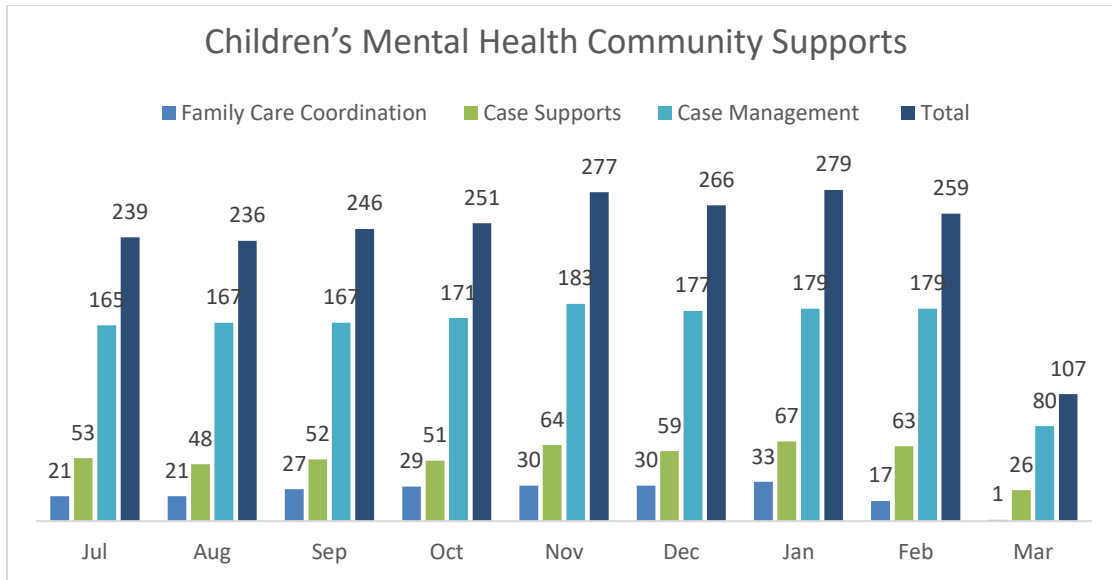
Care Coordination Services

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. For the first time since the start of the program Adult Outpatient clients did not represent the majority of referrals for Care Coordination, and overall the team served 41 clients for the month of March which is only one off the monthly record of 42 set in February. Finding resources related to housing and medical needs were the two most common issues that the CC team helped clients out with this month.



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, though the referral waitlist has dipped below 30 for the first time in quite a few months. 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 March are not yet fully in, but in looking at the full numbers for February 259 clients and families were served by the three teams. This represents a slight dip from January’s numbers, but still falls well within the average for the 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. This month the BHW team led four REVIE “Lay Rescuer” Trainings for 41 Harrisonburg City Public School staff members, 19 Community Health Workers (English and Spanish groups), and 36 JMU undergraduate students. The BHW team also provided 6 different trainings, in both English and Spanish, as part of their participation in the Blue Ridge Area Health Education Center’s “Community Health Worked Training Program”. A two hour ACE training at the Massanutten Regional Library for 39 community members, and a two hour Mental Health Basics training to 20 Church World Service clients were also apart of March for the team.

Other highlights from the month included participation in the Harrisonburg, Rockingham, Page Reentry Resource Fair at the Central Library in Harrisonburg, creating and delivering 25 “Calm Boxes” to Broadway High School, as well as the development and posting of information/ads related to Problem Gambling Awareness month. The ad was placed on the agency Facebook page and was interacted with by 467 people.



Community Mental Health Services

There are approximately 390 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.

Peer Recovery Services (PRS)

Our Peer Recovery Specialist team is growing! Hallie Hartman will work as a Peer Recovery Specialist (PRS) on the Assertive Community Treatment Team (ACT). Tara Moats will be a PRS splitting time between Permanent Supportive Housing (PSH) clients and providing peer support at Commerce Village through a partnership with the Harrisonburg Redevelopment and Housing Authority (HRHA). In the coming weeks we will welcome Bethany Perez, PRS, who will provide services to Drug Court participants and coordinate re-entry services for identified clients incarcerated at Rockingham-Harrisonburg County Jail.

Our hourly Substance Use Disorder (SUD) peer has been doing amazing work with a client who identifies as transgender. The client, who enrolled in Peer Services as a step down service after receiving a year of Mental Health Skillbuilding Service (MHSS), has become more comfortable with herself and has officially changed her gender. With peer support, the client has also begun to explore, and engage in, safe and supportive environments in town, has ceased self-harm, and has begun building her future by applying for employment and college.



Permanent Supportive Housing (PSH)

The PSH team experienced success with a client who has had multiple rental denials due to not having a previous rental history (from being chronically homeless) and no credit. The client has significant medical issues as well, creating even further urgency to secure housing. The PSH team was able to build a new landlord relationship and the client moved in to a new apartment last week.

Since February 2024, we have moved in four clients, including one client who had been evicted in October 2023. Currently we have 25 individuals housed, four clients enrolled with housing specialists actively searching for apartments (with 1 of those clients in a long term hotel stay due to medical reasons). PSH has 32 clients on our referral list.

The PSH supervisor has been meeting with local developers. One of which may purchase a motel and renovate the rooms into apartments. A second developer has also reached out about purchasing property to build efficiency apartments and then fill them with PSH clients. A third developer, who owns a lot and plans to build, contacted the PSH team to find out client needs in terms of space, function and amenities.

Psychosocial Rehabilitation – Summit House (SH)

Summit House hosted an “absolutely killer St. Patty's day party” according to one member who attended. Two other local clubhouses joined the party: Sunshine House in New Market, and Our Family in Front Royal. There were 60 participants at Summit House for the day playing games, dancing, eating lunch and snacking.

Summit House has many members interested in volunteering opportunities at the SPCA and the ReStore. An additional member began volunteering at the Habitat for Humanity ReStore recently.

Several previous members have chosen to return to Summit House this past month. Members may leave for various reasons such as gaining employment, physical challenges, and/or needing a break. Members are empowered to make choices about when Summit House best serves their recovery and when it might not. This way of participation can demonstrate the non-linear nature of mental health recovery.

Summit House strongly encourages members to participate in work units as part of the structured daily programming. This has led to an impressive increase in work unit participation. Work units are divided into kitchen, clerical and maintenance. Completing chores and tasks in work units are opportunities for members to learn skills and contribute to the clubhouse functioning.



Summit House continues to receive new referrals, add new members and develop our program.

Supervised Living Residential – Market Street House (MSH)

Residential was happy to have enrolled a new resident last month who is fitting in wonderfully to our program both as a co-resident and through active participation with skillbuilding activities. Residential currently has two patients coming on 48-hour overnight passes from Western State Hospital who are also fitting seamlessly into the community of residents; they are helpful, considerate, and friendly. Passes are used to ease patients back into independent community living as they step down from the intensive treatment of hospitalization. Residential has five staff who are in the final push of their master’s programs who are continuing to do great work, including one who is interested in starting their career at residential after graduation.

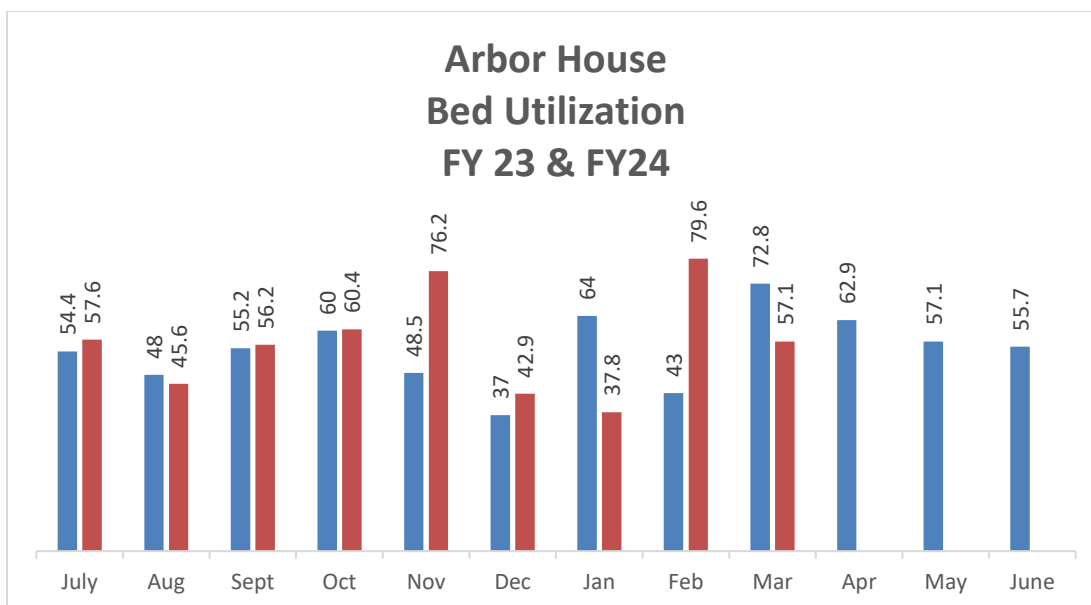
Western State Hospital (WSH)

Western State Hospital census report for February of 2024, HRCSB had a census per 100,000 of 14.9, and an average census of 20. Our region, Health Planning Region 1, had an average census per 100,000 of 8.6, and an average census of 150. HPR 1 consists 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 for March was 57.1%, short of our goal and maintaining a year to date average on 76.7%. During the month, staff reviewed 33 referrals from within the HRCSB catchment area and throughout the region and offered admission to 22 individuals in crisis. Arbor House is comprised of approximately 30 full-time and hourly staff members. In March, everyone had the opportunity to get together for an all staff meeting allowing time for a review of the processes and procedures as well as a communal meal to build team relationships. Arbor House staff includes clinicians, Qualified Mental Health Professionals (QMHP), Nursing Staff, Psych Tech’s, and Nurse Practitioners; with a multi-disciplinary staff containing many hourly positions, it is important to be intentional in communication and collaboration.



Emergency Services

The month of March brought a new hire for the Emergency Services team, Jason Jarrell joined the day staff bringing many years of experience in mental health treatment. As the Emergency Services team members shift, they continue to provide a critical twenty-four hour safety net service to the agency and community. During this month, Emergency Services completed 53 Prescreening evaluations that have resulted in 18 Temporary Detention Orders (TDO), 13 voluntary admissions to a private hospital, and 13 releases to community supports.

Community Crisis Services

March marked the loss of the Supervisor of Community Crisis as he transitioned to a position at a partner CSB. While the agency recruits for this position, the Adult Crisis Response Unit, continues to grow and engage individuals in the community as well as developing the skill set through training. The CRU team attended the training, Assisting Individuals in Crisis and Group Crisis Intervention, and the CRU clinician has engaged in the regional mobile crisis responder training. During March, the team made contact with 25 new clients and provided follow-up services to 61 individuals. This team provides an available resource for the agency to outreach an individual who may be at risk. Children’s Crisis continues to recruit for a full time position that would allow for substantial program growth.

The Community Case Manager and Co-responding Community Paramedic began providing services in March. This team has been able to meet individuals in need and connect with the

best available resources which works toward the stated goal, to provide community based services that reduce hospital visits. As a new co-responding team, they are working to develop community relationships and establish referral sources in order to provide the best possible services.

Developmental Services

DD Case Management

Developmental Disabilities (DD) Case Managers billed 305 units for the month February of with DD case managers from Valley Associates for Independent Living completing an additional 23 billable units. Case managers completed 609 separate contacts to assist with linking clients to services, or monitoring their satisfaction, including 217 face to face visits. They also completed 37 annual ISPs.

Currently we have 342 individuals receiving DD Case Management services, including 257 receiving Waiver services. Of those, 43 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.

Enhanced Case Management was implemented by the Department of Behavioral Health and Developmental Services in March of 2013 at part of the Department of Justice Settlement Agreement. As a brief background, the Commonwealth of Virginia entered into a settlement agreement with the US Department of Justice in 2011, with the goal to improve Virginia's developmental services system in numerous areas, including employment, community integration, access to crisis services, more independent living options, among others. The settlement agreement contains numerous agreed-upon compliance indicators, which are reviewed twice a year by the Independent Reviewer. In May, DBHDS representatives will be attending a hearing to discuss the Commonwealth's failure to fully meet 51 compliance indicators in the agreement, and what that will mean going forward.

There are 203 individuals on the DD Waiver Waiting list awaiting services. There are 39 individuals on Priority one status, followed by 89 on Priority 2, and 75 on priority 3. We received 4 requests for screenings and completed 4 intakes.

Several members of the Developmental Disabilities team attended the program entitled "Great Minds are Not All the Same", with Keynote speaker Dr. Temple Grandin at James Madison University. Dr. Grandin is a world-renowned autism rights activist, author, and public speaker



who uses her perspective as an individual with autism to spread awareness and challenge people’s preconceptions regarding autism.

Infant and Toddler

We currently have four open full time positions, a Speech and Language Pathologist, an Occupational Therapist, a Developmental Interventionist and a Part C Clerical position. Interviews are ongoing.

We are working with DBHDS in preparation for the upcoming standard file review, which will review records from January to March. The bulk of the data will be available to reviewers in Trac-it, so it is expected that the administrative burden on HRCSB staff will be minimal.

Referrals ticked back up a bit for March, although they remained slightly behind last year’s pace.

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	33
March	31	30	32	40	34	55	58	55
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	347
Child Count-Dec 1	127	162	173	195	201	193	225	259

2024 Agency Training Day

On March 14th our agency gathered together at Eastern Mennonite School for our annual “Training Day and Agency Vision Lunch”. Throughout the day, staff attended various trainings of their choosing, with topics ranging from Helping Clients Obtain Social Security benefits, Dialectic Behavioral Therapy, Understanding Special Education, and more. The day also included lunch for all staff in the cafeteria, and some prepared remarks from the Executive Director. We capped the day with some “Good Humor” Ice Cream, some raffled prizes, and some great time visiting with one another. We’re already looking forward to next year!

