

HRCSB Board Report – October 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 Friday September 27 we held our agency annual picnic. While the weather did not cooperate with our initial plans, we did not let that ruin our afternoon. The picnic committee was able to quickly adjust their plans by moving the location from Ralph-Sampson Park to our very own building at Main St. Our afternoon included lunch with Kline’s ice cream and homemade cookies made by employees for our cookie contest, an intense and competitive game of 4 square in the lobby, bingo in our training room and trivia game in the front lobby. In addition, staff could be found throughout the building, completing jigsaw puzzles, board games, card games and corn hole. While we certainly would have enjoyed being outside, the picnic was a success, with many staff commenting on how much they enjoyed the fun afternoon with their coworkers. The annual agency picnic is a long-standing tradition that has seen many different variations but always maintaining the central focus of celebrating and connecting staff with one another and one that many employees look forward to each year. Many thanks to the staff that volunteer to serve on our agency picnic committee.

Rebekah Brubaker, LPC

Administrative Services

Compliance

The Compliance team has been busy keeping up with 93 chart audits this month, all coming from only one company. That same company is denying billing claims that have never been denied before, so both efforts (the audits and dealing with denied claims) are taking a lot of staff time and energy. Additionally, the ID/DD group had an outside audit – which John Malone assisted with – and we are waiting the outcome/results.

Compliance Manager Dana Dewing worked hard to have all required documents for our Triennial License Application in. We expect a visit from our Licensing Specialist sometime before mid-October.

Dana has also begun a serious effort toward cross training staff so that the team has more options available when there is an absence.

September 26 was National Compliance Day and the team celebrated with a potluck brunch.

Information Technology (IT)

IT Manager Jeremy Wilson, now on board officially two months, is working with his team to continue assessing the network and work processes. With an eye toward security and ensuring our system is fully updated, he is working toward securing a full Risk Assessment. He is working closely with the team to find out what kind of training and development would be most suitable to their development, and is excited to be recruiting a Network Administrator to round out the team.

Clerical

The Clerical team has been hit with a number of unexpected absences, so coverage has been a bit of a struggle recently. As always, the team has pulled together to help each other out and keep things moving along. They handled two busy entrances, a non-stop phone and endless medical records to scan daily – and continue to be friendly and welcoming to all.

Facilities

We had a small flood, and Facilities Specialist Dickson Sommers wasn't too happy that Monday morning. It was not caused by a structural issue or a construction fault, but rather Mice! A mouse nest in the ceiling created a great deal of debris that blocked an HVAC drainpipe – and our Children's Waiting room had an unpleasant surprise. It was taken care of quickly and we are working on replacing ceiling tiles and eradicating our unwanted tenants.

Additionally, Dickson is busy running cars to the shop for inspections or repairs, dealing with repairs and appliance issues at multiple locations and all around keeping things functional for HRCSB.

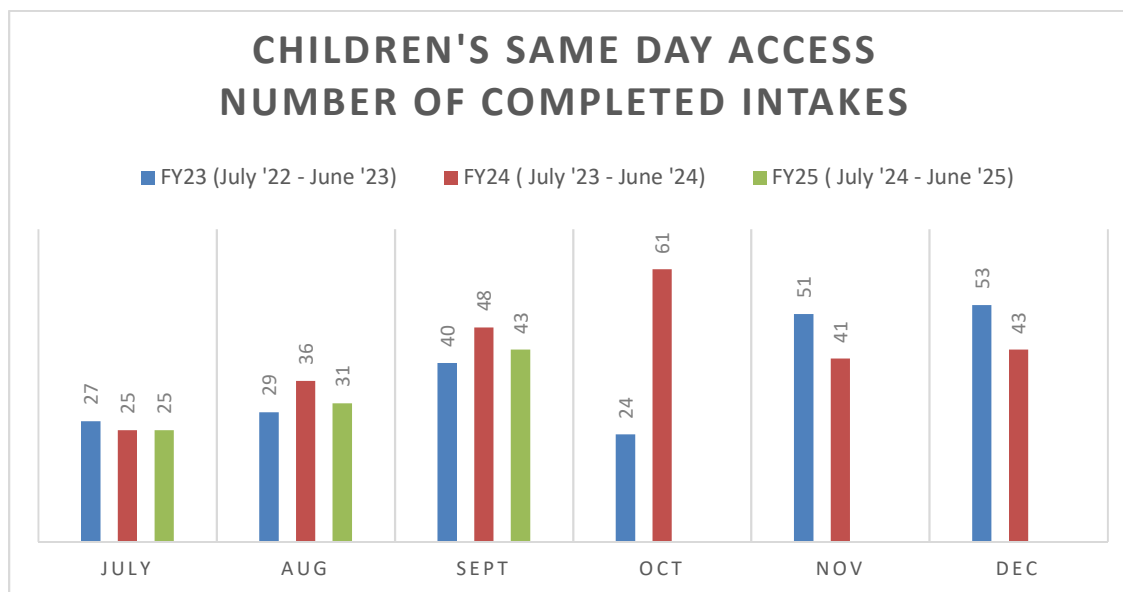
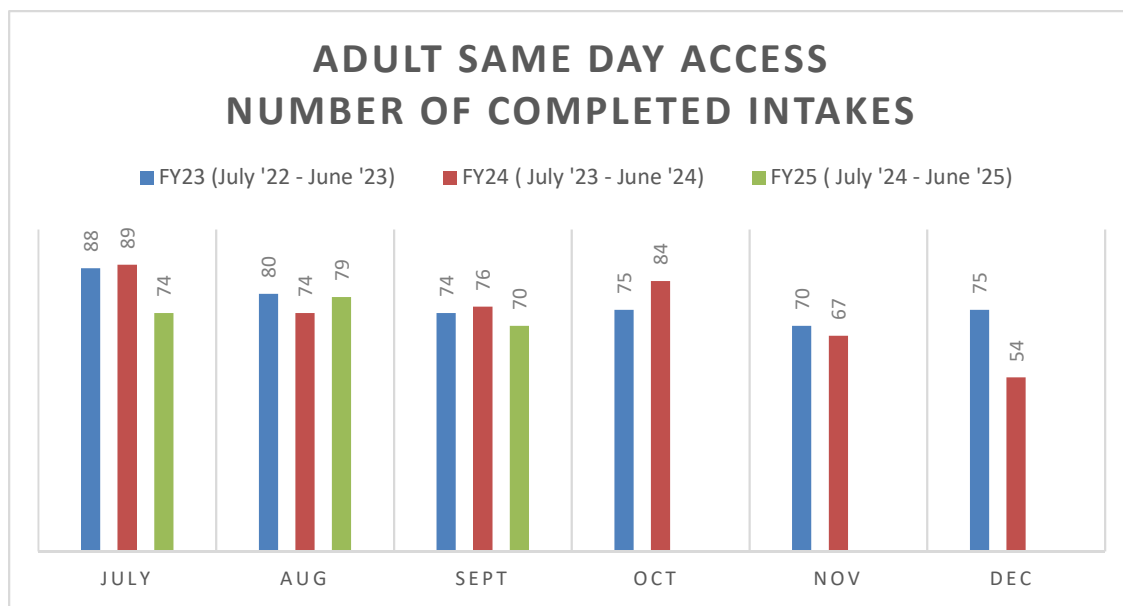
Risk Management

Risk Manager Josh Dyke is finishing his Emergency Response training and beginning his Serious Incident Report training. We have made some changes on required follow up and documentation and he is introducing those changes to staff. He is also rolling out our new system of reporting incidents via the electronic health record system.

Behavioral Health Services

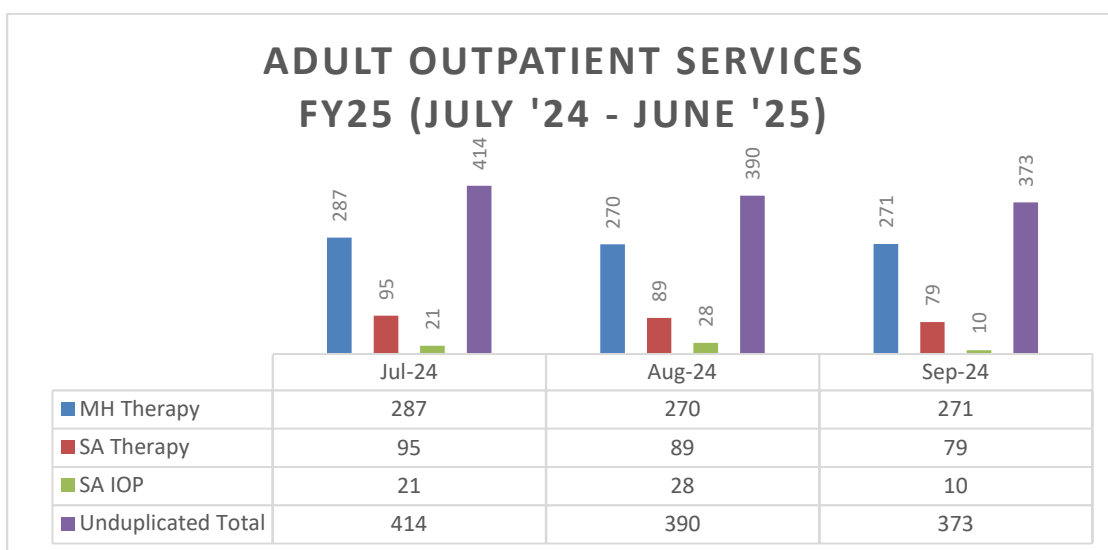
Same Day Access (SDA) – Adult & Child

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. So far for the month of September, the Same Day Access team has completed 70 intakes for adults and 43 intakes for child/adolescent clients. The number of adult intakes is slightly lower than average, though in general September is a slower month in that regard. However, as is also typical, September's number of intakes for children was significantly higher than the previous two months with almost 20 more completed than in July.



Outpatient Therapy Services – Adult

Thus far in the month of September the Adult Outpatient Team has provided individual and group therapy for 271 individuals in mental health focused treatment, and for 79 individuals primarily working on substance use related issues. We also served 10 individuals in our substance use focused Intensive Outpatient Program. In the overall picture these SUD treatment numbers are below average (particularly with the IOP), however the MH treatment numbers remain higher than average when comparing this time of year to past fiscal periods. On another positive note, our newest Adult OP Therapist, Levi Fuller, has officially started accepting clients, which is another boost in the team’s capacity to serve our clients.



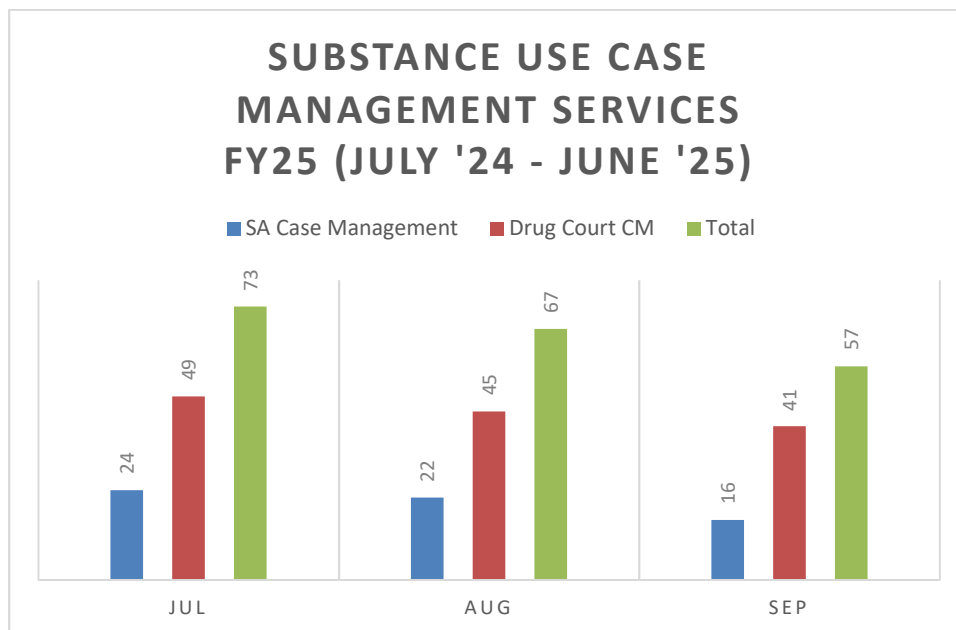
Child Outpatient and Early Intervention - School Based Services

The Child/Adolescent Outpatient team has provided individual therapy services to 379 clients, and at times their families, in the month of September. Currently we have 562 individuals enrolled in child/adolescent therapy services. Both numbers are somewhat below average, but we also expect both metrics to increase along with the intake numbers for children and adolescents.

Our Early Intervention Clinicians team is now 6 clinicians strong and providing support for students at 5 of our local high schools as well as 2 middle schools. Some of those clinicians were not able to get started right at the beginning of the new school year, but the team provided support to 34 students so far in September over the course of 93 sessions. Again this is one of those areas where we expect a significant increase in services provided now that all of our clinicians are finally in place. While there are technically still two EIC positions open, this is the most coverage our EIC program has been able to provide in a while and we are very excited about the new additions to the team that have made that possible.

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 September our SUD case managers have served 57 individuals, with 41 of those being referrals from the local drug court program. Both numbers fall a little below average for the year, but our third SUD CM has only very recently returned from maternity leave so we expect to see the overall productivity of this team increase now that they are back to full strength.



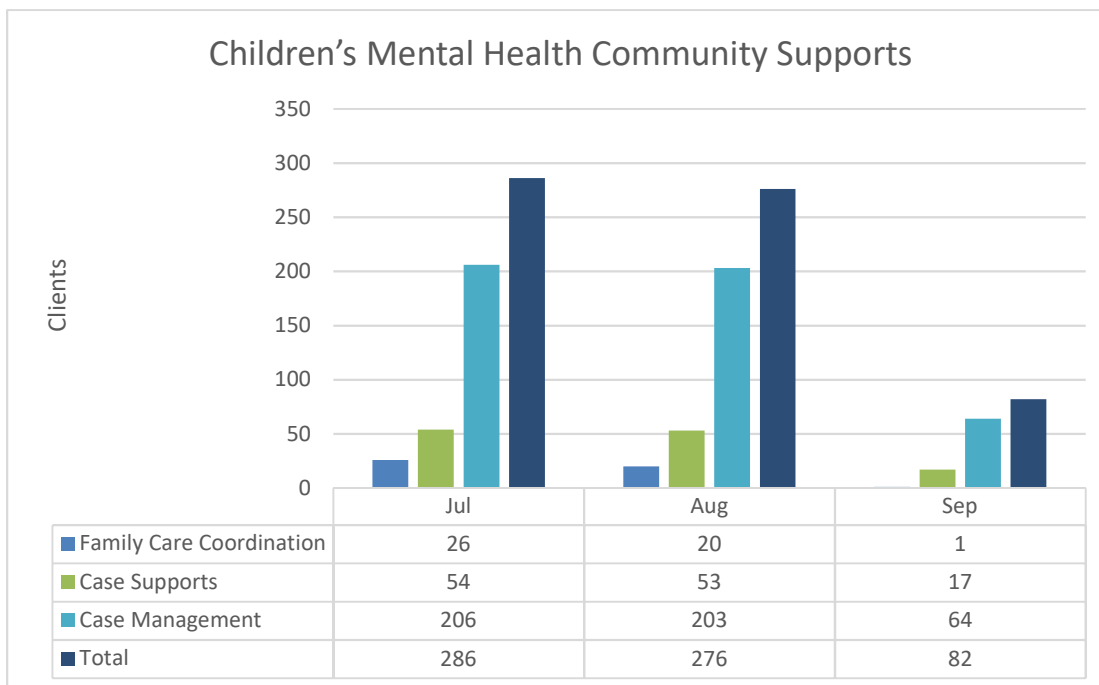
Care Coordination Services

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. Overall the team served 37 clients for the month of September which is right around the average range for the program. Finding resources related to housing, income, and medical care continue to be the most common needs served by the team.

Children's Mental Health Outreach Services

The demand for Case Management, Case Supports, and Family Care Coordination services continues to be high, and we'll be better able to meet that demand going forward as our newest Case Manager, Ashley Berto, is officially accepting clients. 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. Unfortunately the capacity for the FCC team specifically is going to be reduced for a time as one of our team, Lyndsey Ellerbe, had her last day at the agency on 9/20.

While we'll miss having her on the team, we of course wish her the best as she is leaving to move closer to her family. Final billing numbers for September are not in yet, but in looking at the full numbers for August 276 clients and families were served which represents over 30 more clients served in comparison to August of last 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 completed 3 REVIVE Lay Rescuer Trainings at several different community settings including Rockingham Academy and Spotswood High School. The team also provided a 4 hour Mental Health & Wellness Basics training for staff and community members of Bridgewater Retirement Community, a 2 hour Mental Health Basics training for clients of Church World Services, and an HRCSB hosted Adult Mental Health First Aid Training for community members.

The BHW team also continued to present at a number of events in the community, hosting tables at the Harrisonburg Farmers Market, the Strength in Peers and Open Doors Community Resource Fair, and Shenandoah Valley Pride in Harrisonburg. They also completed their first Calm Room project of the new academic year at Rockingham Academy with the goals of providing safe and supportive space for students to “cool down” and regulate their emotions, and to assist school with generally having more resources to support students when experiencing struggles with their mental health.

Finally the BHW program completed a “mini” media campaign on Facebook and Instagram featuring 3 ads done in collaboration with the Faces 4 Change Drug-Free Communities Coalition. Over 11,000 Harrisonburg City, or Rockingham County residents were reached by at least 1 of the ads, over 200 residents visited the Faces 4 Change Website through the ads, and nearly 1,500 City/County residents visited the HRC SB pages on Facebook or Instagram through these ads.

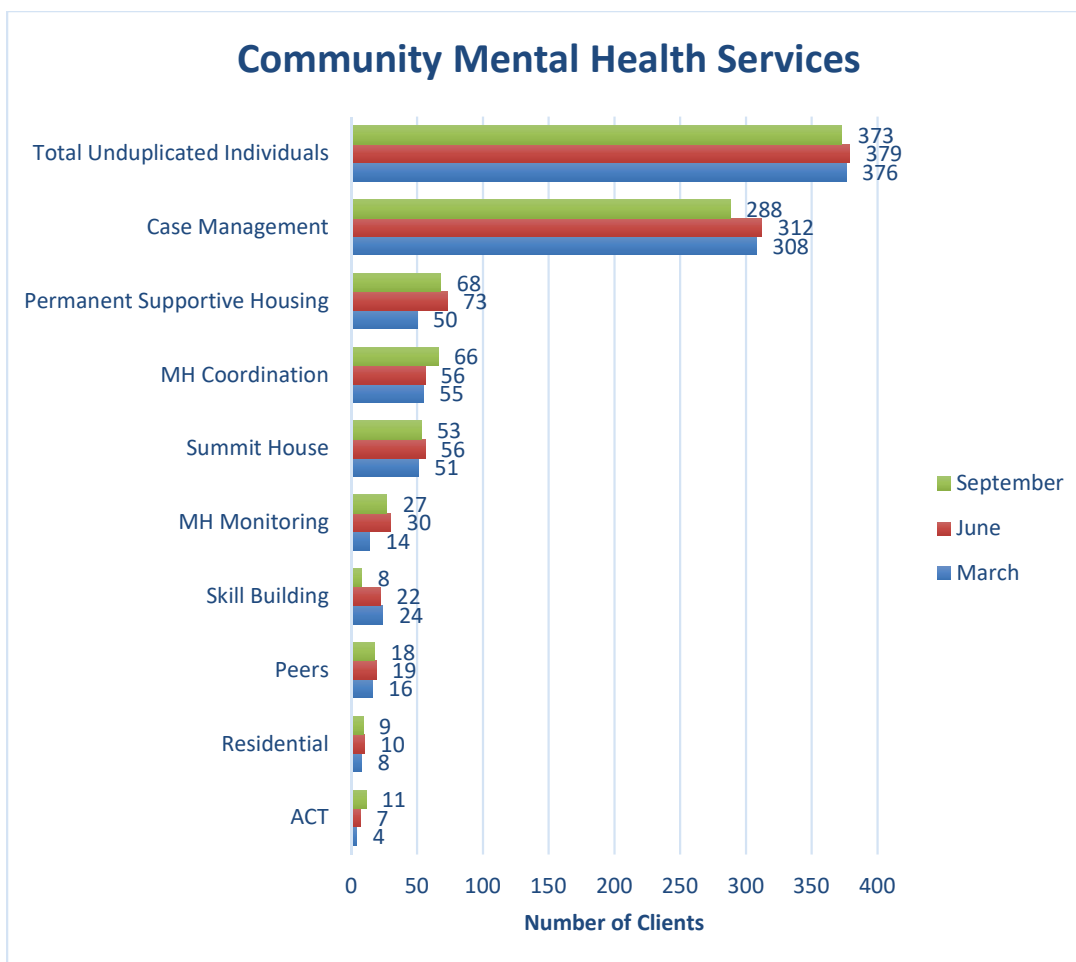


Community Mental Health Services

There are approximately 373 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, Hospital Discharge Coordination and Assertive Community Treatment.

The below chart demonstrates the total number of unduplicated individuals in our CMHS programs, along with the number of clients receiving services in each of our programs. Some clients receive more than one CMHS service concurrently, not to mention other services outside of CMHS such as therapy and medication management. The number of individuals receiving CMHS services is decreasing slightly in almost all of the programs from the end of FY24 Q4 to FY25 Q1. Summer tends to be a season where individuals disengage from services and less individuals begin services.

Also of note, our community based skillbuilding services ended, with those staff transitioning into the ACT team. Our remaining skillbuilding services are offered only to our residential clients by residential staff who have a Qualified Mental Health Professional certification.



Adult Mental Health Case Management

The Adult Mental Health Case Management team filled its vacant case manager position in September, welcoming a recent JMU Bachelors of Psychology graduate to the team. She is currently continuing to train and orient, but will begin to build her caseload of clients this month. Our team, and especially our Lead case manager, helped ensure coverage of cases for the multiple months during the position vacancy.

The team has also continued to build relationships with other community stakeholders. In early September, Lead case manager Rich Reed participated in a panel discussion for local pastors and church leaders about how to better link and connect individuals with needs to existing community resource organizations. He explained the roles and responsibilities of HRCSB case managers to assess client needs, link them to resources and monitor progress, as well as some of the biggest challenges our clients face.

Permanent Supportive Housing (PSH)

Permanent Supportive Housing Staff participated in the community meeting hosted by Open Doors in August. The event focused on an overview of the new Navigation Center (Open Doors

year-round homeless shelter), and was attended by partners from other community housing and homeless outreach agencies.

PSH staff participated in the Harrisonburg Rockingham Community Resource Fair at the County Offices parking lot with other community agencies to help provide information about PSH program to the community. Information handed out included brochures about who may qualify for the PSH program, and brochures to encourage potential landlords to participate with the PSH program. PSH offers incentives for landlords, such as double deposits and guaranteed subsidy payments. Resource fairs are a good way for PSH to build community partnerships and connect with individuals and other resources.

In the month of August PSH staff moved two newly enrolled clients into apartments in Harrisonburg. PSH staff moved three already housed clients into new units in September. One move was due to the unit not passing our annual Housing Quality Standard (HQS) inspection and two were by client choice.

We have 30 clients enrolled in our Permanent Supportive Housing program, three of whom are currently unhoused while we are searching for units. We have 39 individuals on our referral/waiting list.

Supervised Living Residential (Market Street)

We are currently at 90% occupancy and are holding a bed for an upcoming state hospital discharge. Our residents are participating in individualized skill building activities three to four times each week. One resident who has not previously lived on their own has been working with a staff member to learn how to shop for food and follow recipes, and has learned how to prepare meatloaf and burritos.

Fun Friday group activities are based in wellness and mindfulness. Examples include the cognitive benefits of spending time in nature, how physical exercise can improve mental health, and how coloring can improve motor skills and focus.

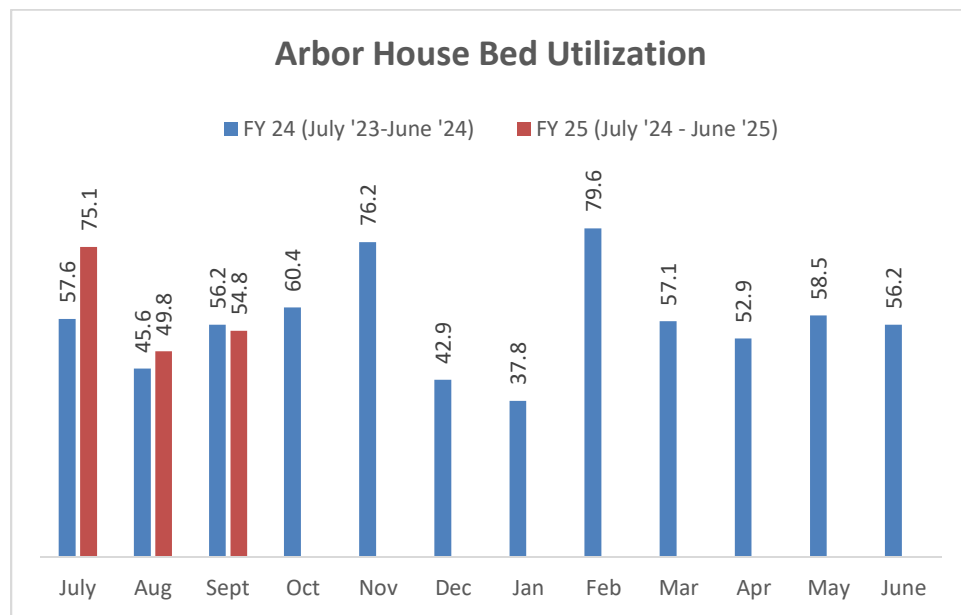
State Hospital Census

In the monthly State Hospital census report for June of 2024, HRCSB had a census per 100,000 population of 8. Our region, Health Planning Region 1, had an average census per 100,000 population of 10. 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 Arbor House utilization rate for September remains consistent with the year-to-year comparison. It is also notable that the rate was calculated with 4 days remaining in the month. Arbor House staff were able to offer admission to 77% of the referrals for the period. Staff reviewed 25 referrals from within the HRCSB catchment area and throughout the region and admission was offered to 19 individuals in crisis, the most common reason for denial was medical acuity. Over the course of the summer, Arbor House has on boarded numerous hourly staff allowing for optimal staffing ratios covering most shifts. This has also provided the opportunity to review the orientation practices and take feedback on opportunities to improve the processes related to training hourly staff in a 24/7 program. The Arbor House coordinator and several other staff are collaborating on the orientation process in order to provide new staff with the best guidance and support.



Emergency Services

Emergency Services continues to provide immediate crisis services in the agency and community; meeting the needs of any client in crisis to be able to determine the least restrictive treatment available. September has brought a significant increase in prescreens for ES, staff completed 49 Prescreening evaluations, a 63% increase over the previous month. The prescreens resulted in 23 Temporary Detention Orders (TDO), 14 voluntary admissions to a

private hospital, and 6 releases to community supports. The ES team works closely with Community Crisis Services and has greatly benefitted from the recent Prescreener Certification of the Supervisor of Community Crisis; this addition has provided some relief for the understaffed team.

Community Crisis Services

During September, Crisis Response Unit (CRU) team made contact with 20 new adult clients, 50 mental health follow-ups, 4 transitions to a higher level of care, 4 new adolescents, and one ECO served. The goal of this team is to provide services to individuals in the community with the hope that a crisis can be stabilized in the least restrictive environment possible. The CRU team also participated in CIT training in order to build the partnership and collaboration with local law enforcement.

The Community Paramedic continues to operate within Harrisonburg Fire Department while recruitment for the co-responding Community Case Manager is ongoing.

Developmental Services

DD Case Management

Developmental Disabilities (DD) Case Managers billed 326 units for the month August. Case managers completed 625 separate contacts to assist with linking clients to services, or monitoring their satisfaction, including 230 face-to-face visits. They also completed 31 annual ISPs.

Currently we have 342 individuals receiving DD Case Management services, including 258 receiving Waiver services. Of those, 58 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 246 individuals on the DD Waiver Waiting list awaiting services. There are 63 individuals on Priority one status, followed by 1013 on Priority two, and 80 on priority three. We received 12 requests for services, completed 6 screenings, and placed 4 people on the waiting list.

After a series of delays, In September DD case managers began using updated Individualized Service Plan provided by DBHDS. This updated plan incorporates several elements related to risk which had been spread across several documents, making it easier for case managers to show direct relationships between risk management and the client's plan.

Along with our Quality Improvement staff, we met with a representative of DBHDS to complete a quarterly review of our reported data. The reviewed data pertains to many aspects of the Department of Justice Settlement Agreement, and includes such elements as client employment and community integration, adherence to enhanced case management guidelines, and ISP timeliness, among others.

We were happy to join with other community partners to participate in the Step Up for Down Syndrome event held at Hillandale Park, put on by the Virginia Down Syndrome Association. We were able to meet with numerous families to explain our services, and encourage them to be screened for the DD Waiver.



Infant and Toddler Connection

In August the Infant at Toddler program completed 379 billable services related to the delivery of Speech Therapy, Occupational Therapy, or Developmental Services. Support Coordinators added an additional 230 services, including 137 face-to-face visits.

We look forward to working with DBHDS regarding the implementation of the Periodic Oversight of Systems and Methods (POSM) initiative. This updated oversight plan will utilize Trac-it data and records, as well as staff and family interviews to better assist local lead agencies with meeting both Federal and State requirements.

We were pleased to partner with James Madison University to provide a presentation to their Inclusive Early Childhood Education undergraduate class. The presentation by our Local Systems Manager provided an overview of Early Intervention services, and gave information on how services are delivered in our area.

We closed out the month by providing daycare screenings at two local day care centers, Connections Learning Center and Agape Childcare. These screenings provide parents with some initial information, which may assist them with completing referrals or accessing services.

Month	Referrals July 2023-June 2024	Referrals July 2024 to June 2025
July	40	35
August	45	39
September	45	35
October	38	
November	31	
December	32	
January	28	
February	33	
March	53	
April	34	
May	45	
June	29	