



HRC SB Board Report – January 2025

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

We welcome the New Year – excited for both the known and unknown opportunities that this year will have in store for our agency. We enter this year, knowing that we are going to be again be asked to adjust to the changing landscape of the public behavioral health system, responding and adapting to new regulations, new expectations and potentially new ways to better serve our clients and community. We know that Department of Medical Assistance Services (DMAS) is in the process of redesigning the service delivery system for our long-term community based services and we will be tasked at adapting our services starting in July 2025. We also anticipate additional regulatory requirements and certifications in order to provide the newly designed services, thus we are already starting internal conversations about how to prepare for these changes. While it would be easy for us to become frustrated with changes that are forced upon our system, I am choosing to focus on what I believe to be the spirit that is driving these changes, which is a better public system to provide care for all individuals within the Commonwealth. I believe in our staff’s ability to implement these changes and see it as an opportunity for us to demonstrate our ability to provide quality care to all that enter into our services.

Rebekah Brubaker, LPC

Administrative Services

Compliance

The Compliance Department and ID/DD had DMAS onsite for 2 weeks for ID/DD audit. The specialist reviewed 25 clients and all but two staff. We are still waiting for the official results...it will either be one insignificant citation OR one technical assistance. The infraction has to do with the client signing one attestation page as opposed to each service having its own signature. Beyond that technicality, the audit was very smooth and successful. Additionally, Compliance received three Anthem desk audits for four clients, including one received Monday, December 23! We are also adjusting to some changes in insurance coverages, including introducing a new



lab contract for all Sentara clients. Finally, we are tracking the proposals from DMAS for the future of the community system of care, per the Governor's Right Help Right Now initiative. This will be a continuing challenge into 2025.

Information Technology (IT)

IT continues to recruit for an IT Specialist. We are hopeful that recent outreach to Blue Ridge Community College will be helpful.

IT Manager Jeremy Wilson and Munis Administrator Kristina Winegard are submerged in helping with the Munis HR and Payroll project, attending hours of implementation sessions each week.

Clerical

The Clerical team continues to operate down one position, but made it through the holidays in good spirits and with a lot of teamwork. We are recruiting for a full time Switchboard Operator/Receptionist.

Facilities

Dickson, Facilities Specialist, has spent a good deal of time assessing capital projects and longer-term needs at our various properties. He is summarizing his results and recommendations and will provide to management for review and prioritization. In the meantime, we have replaced a roof on the Harmony Road building and taken down a tree at Summit House. Both were needed and timely repairs.

Risk Management

Josh, Risk Management Specialist, recently finished the required Annual Seclusion and Restraint report to the DBHDS Office of Human Rights. We report this for every licensed program we have. We had zero incidents in 2024.

Data

Brandy, Data and Business Analyst, recently submitted all reports to the State as required, even catching up from unexpected absences. She is also working closely with our Credible Administrator on planned changes for data requirements coming from the State.

Behavioral Health Services

Same Day Access (SDA) – Adult & Child

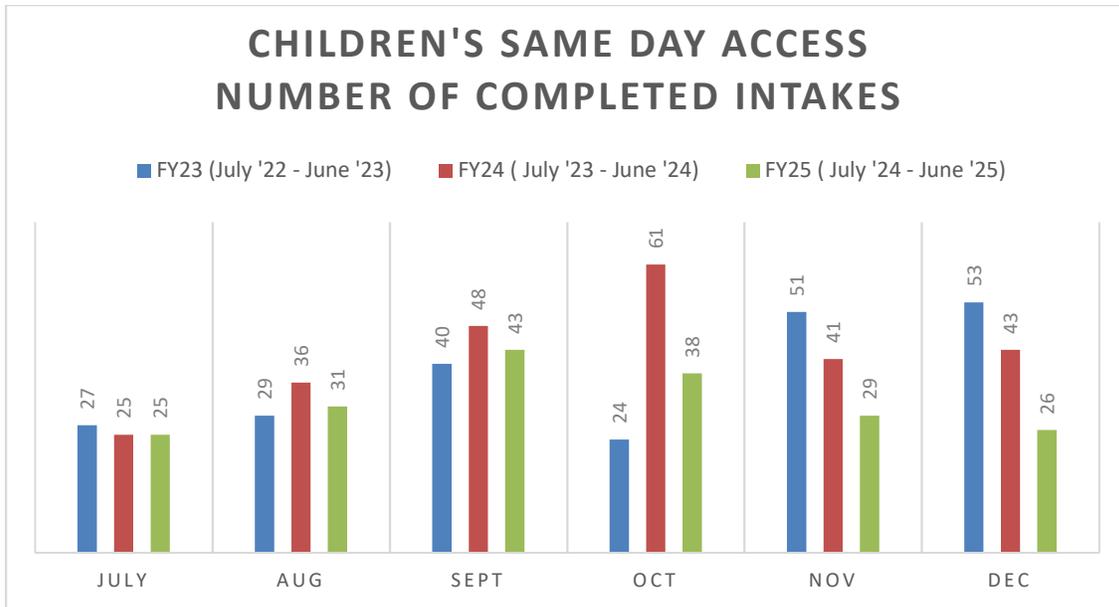
We continue to provide walk-in intakes for adults on Mondays, Wednesdays and Fridays as well as scheduled intakes for children and families on Tuesdays and Thursdays. For the month of December, the Same Day Access team completed 59 intakes for adults and 26 intakes for child/adolescent clients. These numbers are on the low end for the fiscal year, but that is typical for this time of year. On a holiday related note, the SDA Team was voted as the best overall decorated program area for the agency.



ADULT SAME DAY ACCESS NUMBER OF COMPLETED INTAKES

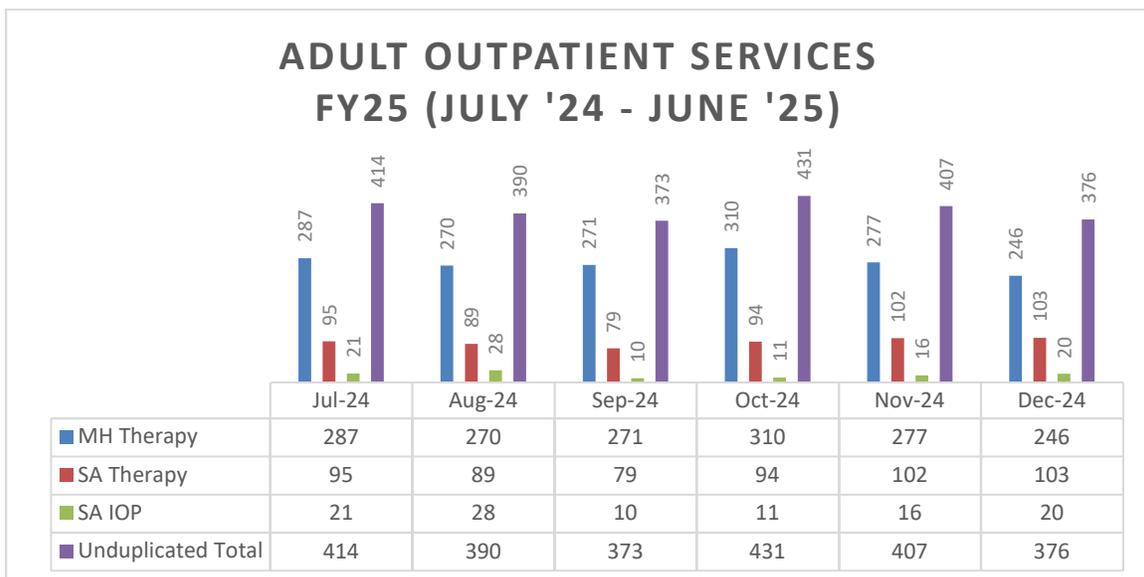
■ FY23 (July '22 - June '23)
 ■ FY24 (July '23 - June '24)
 ■ FY25 (July '24 - June '25)





Outpatient Therapy Services – Adult

In the month of December the Adult Outpatient Team provided individual and group therapy for 246 individuals in mental health focused treatment, and for 103 individuals primarily working on substance use related issues. We also served 20 individuals in our substance use focused Intensive Outpatient Program. In the overall picture these numbers are right around average for the fiscal year, and our IOP utilization hit continued it’s growing trend, hitting its highest mark in the last four months. The search to replace the open therapy position on the Adult OP team is still ongoing, but we are hopeful we’ll be able to welcome a new member to the team early on in the New Year.

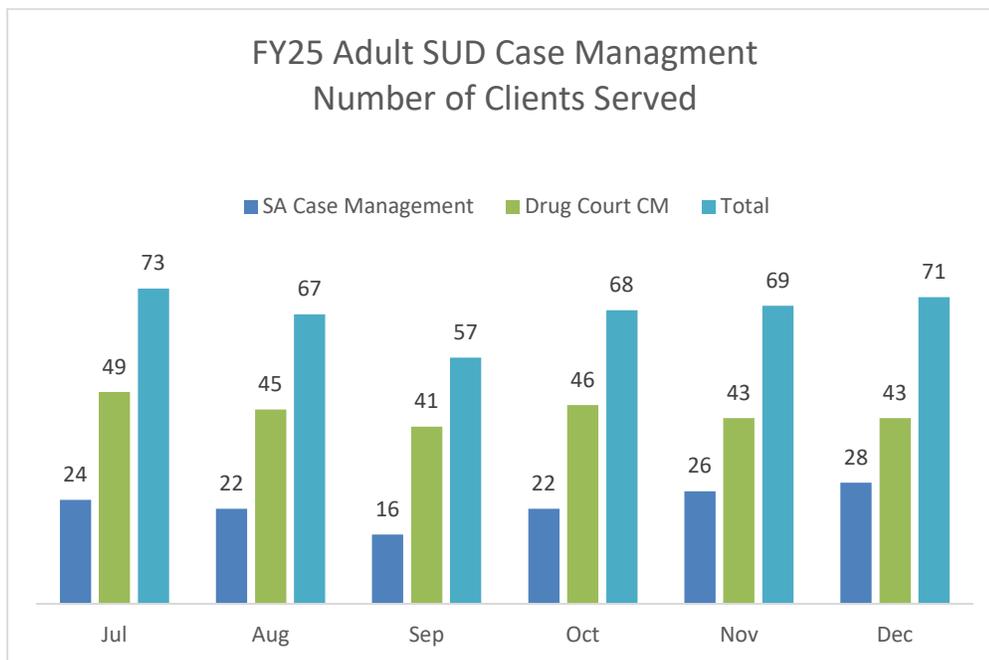


Jail Services

HRCBSB has been providing support in our local jail for over a decade, including providing several hours a week of psychiatric services through our Psychiatric Nurse Practitioner and a full-time jail services clinician to provide brief supportive counseling services and discharge planning for individuals incarcerated with behavioral health concerns. Our clinician position became vacant during the summer and we are pleased to shared that the position will be filled started January 13th! It should be noted that during this search Stephanie Fultz and Levi Fuller had been providing a limited number of hours of care at the jail on Wednesday mornings which has been greatly appreciated.

SUD Case Management - Adult

In the month of December our SUD case managers served 71 individuals, with 43 of those once again being referrals from the local Recovery Court (formerly Drug Court) program. Both numbers fall right around average for the fiscal year though we are seeing an upward trend from the low of 57 clients served by the program this past September. The team continues to have excellent capacity to serve clients in this program and has been able to take on clients from other more overloaded teams at the agency.

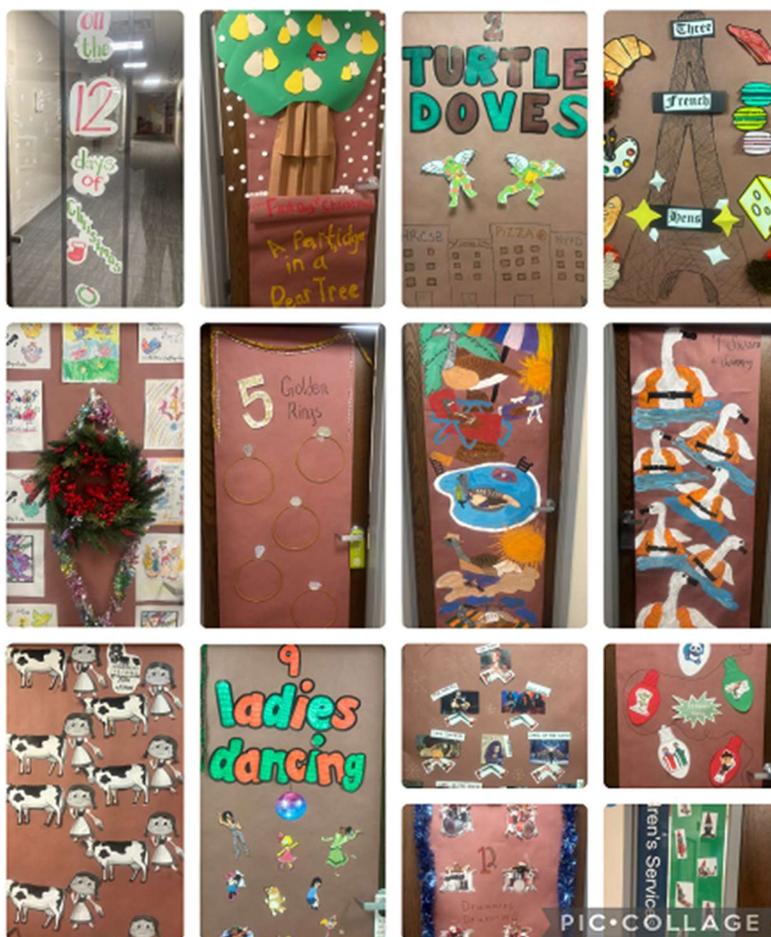


Care Coordination Adult and Child

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 18 clients for the month of December which is the lowest number so far this year, though that is not unexpected given the lower number of clients presenting for intake. Finding resources related to housing and medical care continue to be the most common category of needs addressed by the team.

Child Outpatient and Early Intervention - School Based Services

The Child/Adolescent Outpatient team has provided individual therapy services to 403 clients, and at times their families, in the month of December. Currently we have 547 individuals enrolled in child/adolescent therapy services. While the number of clients enrolled is still somewhat below average, the number of therapy sessions provided is once again above average for the fiscal year so far. This team also won the award for Most Thematic program area decorations this year with their portrayal of the 12 days of Christmas!



Our Early Intervention Clinicians provided 370 supportive sessions to 118 clients in the month of December. This equals the highest number of clients served by the EIC team in the past two

years, and the average number of sessions provided in the past 3 months is well over 100 sessions more than the average for any 3 months in the previous fiscal year.

Children’s Mental Health Outreach Services

Though our child/adolescent intake numbers remain in the average range, the demand for Case Management, Case Supports, and Family Care Coordination services continues to be high. 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 December are not in yet, but in looking at the full November numbers 245 clients and families were served. While this is a little less than average, we are still building up the respective caseloads newest case manager and newest FCC. We also lost another member of the team as Dalton Charron has transitioned to a new opportunity, but thankfully we have already found a new candidate to fill that position starting on January 13th.

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 time of year is typically slower for the team given the weather, but the BHW team still has several highlights from December. They hosted an Adult Mental Health First Aid Training, at the HRCSB main building, for 21 members of the community. They provided a Suicide Prevention Basics Training for 16 staff members from Neilson Builders. They also provided a two hour Mental Health Basics training as part of a cultural orientation process for 19 clients of Church World Service who have recently arrived to the U.S. Finally it should be noted that the BHW team distributed 800 “Guide to Safer Social Media Use” pamphlets to both Harrisonburg City and Rockingham County Public Schools for staff, students, and parents.

Community Mental Health Services

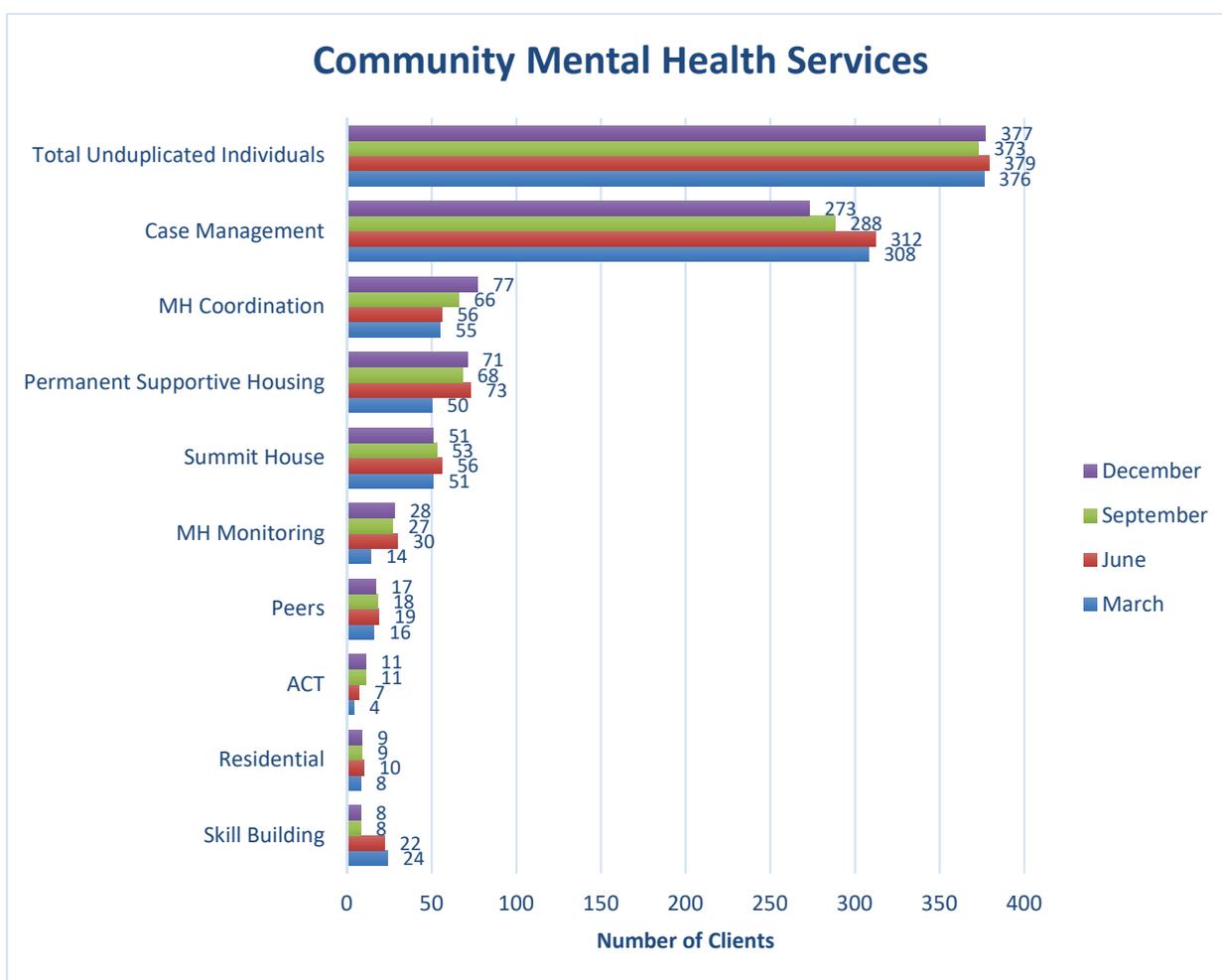
There are approximately 377 unduplicated individuals in our Community Mental Health Services (CMHS) programs. The CMHS department consists of services to adults age 18 and older with a diagnosis of serious mental illness such as schizophrenia, bipolar, major depressive disorder, or schizoaffective disorder. CMHS programs include Case Management, Supervised Living Residential, Mental Health Skillbuilding Service, Peer Recovery Services, Permanent Supportive Housing, Psychosocial Rehabilitation, State Hospital Discharge Coordination and Assertive Community Treatment.

The Adult Mental Health Case Management team continues to have two vacant positions, even with a new case manager who started in mid-December. The program has been scrubbing cases

and assigning less intensive cases into the Mental Health Coordination program to ensure continuity of care through quarterly contact instead of intensive monthly contact. The chart below illustrates the shift of clients from Case Management to MH Coordination.

We have 34 individuals enrolled in our Permanent Supportive Housing program who are housed and 40 individuals on our referral list. We have a total of 85 housing vouchers allotted to our program by DBHDS.

While the number of participating members at Summit House has fallen off a bit, the duration and frequency of those members has increased, leading to higher billing the past two quarters. This is due to increased programming in the evenings and on weekends.



Assertive Community Treatment (ACT)

The ACT staff hosted a holiday party for the ACT clients last month. Six of the clients gathered at the CSB to enjoy treats, a game, holiday music and conversation. This type of social activity is part of ACT services. These events give participants an opportunity to overcome social anxiety



and practice social skills. The ACT teams organizes a social event once each month. We are excited to welcome two new members to the ACT team, a licensed eligible clinician and a registered nurse.

Psychosocial Rehabilitation (Summit House)

Summit House held many events for the holidays. Friday 12/20, we had our Holiday Party. This involved a buffet style meal for members including many fan favorites such as ham and turkey, sweet potato casserole, deviled eggs, broccoli salad, and cheesecake. We also spent time recognizing our members by giving back to them with gifts. We had members draw numbers from a hat and then went in order to choose their gifts which included many different items for different interests. Members also played holiday Pictionary which ended in a tie.

On Monday 12/23, we had our “Holiday Shabaaang”. This was a special day and we opened from 11:30am to 7pm. Members watched the movie “The Santa Clause”. We spent the day doing various group activities. This included making gift hot chocolate jars and gingerbread houses while enjoying various cookies. We ended the day by driving to Staunton to see the holiday lights at Gypsy Hill Park.

Finally on Tuesday 12/31, members attended a New Year's Eve Bash and Talent Show. The Talent Show drew in many members to perform and to watch. The member talents that were featured included singing and dancing, a marble collection, jokes, moonwalking, piano playing, poem reciting, dress up, and recalling 46 numbers of pi. We have really enjoyed all the extra fun holiday activities!

State Hospital Census

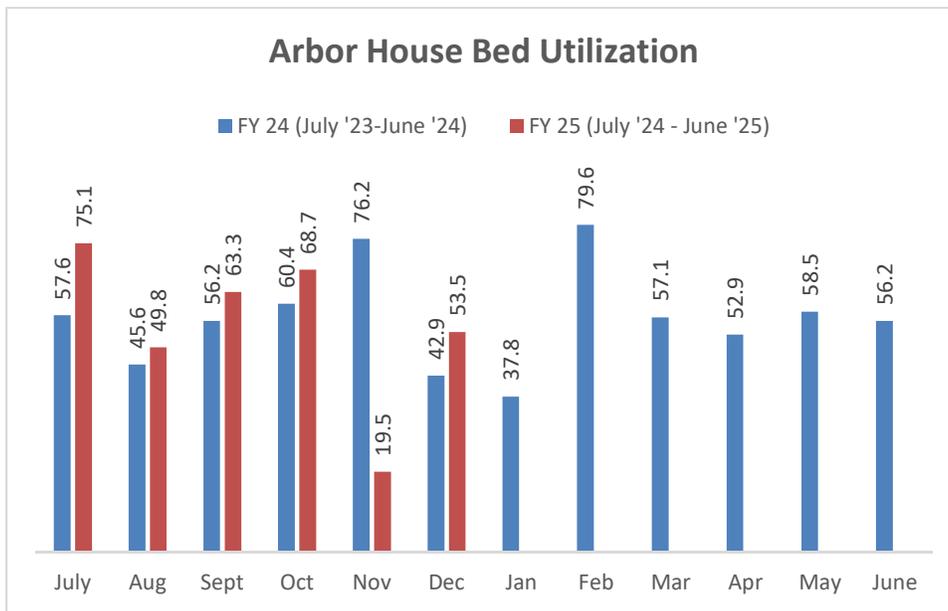
In the monthly State Hospital census report for November of 2024, HRCSB had an average daily census per 100,000 population of 8. Our region, Health Planning Region 1, had an average daily census per 100,000 population of 12. HPR 1 consists of nine CSB's: Alleghany Highlands, Encompass, Harrisonburg Rockingham, Horizon, Northwestern, Rappahannock Area, Region Ten, Rockbridge Area, and Valley.

Crisis Services

Arbor House (Crisis Stabilization Unit)

The utilization rate for December was a significant improvement over November. Utilization in December was 53.5%, which is lower than the target. During December, Arbor House staff coordinated with other HRCSB departments and local community partners to accept four referrals from the HRCSB catchment area and eight referrals from our regional partners, it is notable that there was a significant decrease in referrals during the month. While the holidays can bring staffing challenges to a 24/7 program, the staff at Arbor House is a wonderful team.

Showing flexibility to cover one another and the program during a time of increased staff absences for planned holidays and unplanned illness. The program welcomed two new full-time staff members, CSU Specialist and CSU nurse, as well as additional hourly staff to support optimal staffing.



Emergency Services

Emergency Services meets the needs of the community experiencing a mental health crisis twenty-four hours a day, 365 days a year. During the December holiday season ES continues to show up and meet those needs. For this period Emergency Services completed 49 Prescreening evaluations, a 22% increase over the same month the previous year, that have resulted in 25 Temporary Detention Orders (TDO), 9 voluntary admissions to a private hospital, and 8 releases to community supports. The Emergency Services team works diligently to secure placement at a private hospital, which resulted in two civil commitments to a state facility. The team continues recruitment for an open fulltime position.

Community Crisis Services

The Adult Crisis Response Unit has continues the work of building the program and community partnerships. This team made 37 new contacts with adults during the month and 85 mental health follow-ups. The team was also able to provide support for two individuals to go to the hospital voluntarily and for two individuals to get to the CSB to set up services. When required the team is also able to coordinate with the Community Crisis Supervisor for Emergency Custody Order Service, this occurred once during the month and allows the team to engage an individual in crisis in lieu of community law enforcement. During December, Community Crisis Services staff attended the Crisis Intervention Team (CIT) instructor training this month. The team successfully completed the CIT trainer program, which will now allow for members of the team



to aid in training local law enforcement officers on how to work with individuals in a mental health crisis. Local law enforcement will be able to have more tools to work with individuals in a mental health crisis more safely and effectively with the help of the Community Crisis Team.

Developmental Services

DD Case Management

Developmental Disabilities (DD) Case Managers billed 329 units for the month of November. Case managers completed 649 separate contacts to assist with linking clients to services, or monitoring their satisfaction, including 231 face to face visits. They also completed 19 annual ISPs.

Currently we have 342 individuals receiving DD Case Management services, including 255 receiving Waiver services. Of those, 49 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 249 individuals on the DD Waiver Waiting list awaiting services. There are 54 individuals on Priority one status, followed by 113 on Priority two, and 82 on priority three. We received 6 requests for services, completed 5 screenings, opened 1 new client, and placed 3 people on the waiting list. For calendar year 2024 we added 73 individuals to the DD Waiver Waiting list, a new high.

We are continuing to recruit for two positions, our full time Intake/Outreach staff, and an hourly DDCM program assistant.

The Department of Medical Assistance Services (DMAS) completed an onsite Quality Management Review during December, reviewing a sample of client and personnel records. We are happy to report that there were no citations noted in the final report, and no corrective action plan is needed. Significant kudos to our DD case managers, Case Management supervisor Rob Slaubaugh, and our QI staff.

Infant and Toddler Connection

In November the Infant at Toddler program completed 346 billable services related to the delivery of Speech Therapy, Occupational Therapy, or Developmental Services. We also completed 24 Developmental Assessments. Support Coordinators added an additional 150 services, including 92 face to face visits.

We continue to recruit for a full time Speech Therapist and Service Coordinator. Our December child count was 249 cases, slightly down from last year though still high compared to previous years. As a reminder, the December child count is an annual report to the Federal Government to determine how many children are being served under the Individuals



with Disabilities Education Act (IDEA). Our reported numbers have an effect on the amount of Federal funding our locality receives in our ITC program for the upcoming year.

In January several members of our ITC team will be working on a collaborative pilot project with Valley CSB and Rockbridge CSB, called the Regional Education Collaborative Team (REACT). The project is intended to address the significant wait-times that currently exist for families with young children to complete assessments related to autism spectrum disorder. Designated ITC staff have received training to complete these assessments for autism spectrum disorder, and will begin working with families to address those most in need. The pilot will last six months, after which we will make determinations regarding efficacy and sustainability.

Referrals per month

Month	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
July	17	20	31	30	30	35	42	40	34
August	30	40	38	36	35	42	44	45	40
September	31	36	33	38	33	29	30	45	44
October	18	35	30	36	34	26	38	38	52
November	31	30	27	28	30	29	41	31	33
December	22	28	35	34	24	39	25	32	45
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	53	
April	30	43	34	32	38	53	50	34	
May	48	20	33	25	26	45	55	45	
June	34	32	25	35	45	38	35	29	
Total Referrals	353	377	397	406	401	442	515	453	248
Child Count-Dec 1	127	162	173	195	201	193	225	259	249