



# HRC SB Board Report – March 2025

**Rebekah Brubaker** (Executive Director)  
**Barbara Brady** (Administrative Services)  
**John Malone** (Developmental Services)  
**Lisa Johnston** (Chief Financial Officer)

**George Nipe** (Behavioral Health Services)  
**Andrea Skaflen** (Crisis Services)  
**Adam Yoder** (Comm. Mental Health Services)

## Message from the Executive Director

In mid-February the State’s Joint Conference Committee released their conference report containing the agreed upon amendments (between the House Appropriations Committee and the Senate Finance Committee) to the Governor’s introduced Budget for FY2025 – FY2026. The proposed budget and amendments have been submitted to the Governor. The Governor has 30 days following the adjournment of the General Assembly which occurred on Feb 22, 2025 to review the enrolled appropriation bill. The Governor can decide to sign it, veto the entire bill, or selected line items, or recommend amendments. If the Governor offers any vetoes or recommended amendments, the bill will be sent back to the General Assembly which will meet for a reconvened session on April 2<sup>nd</sup>. Of note, there are several line items that are of interest in particular to the CSB system, which include increased funding to Early Intervention services, increased funding for Support Coordinators, increased funding for Marcus Alert and increased funding for competency restoration services.

While the budget process is occurring at the state level, we also continue to pay close attention to the decisions that are being made at the federal level to potential funding streams and programs that support the population we serve. As noted in last month’s report, at this time our funding has not been impacted by any recent federal decisions, however, we are mindful that other community partners have not been as fortunate. This may mean that our community will see a decrease in services being available to some of the most vulnerable in our community. We will continue to look for ways that we can support our clients and our community during these uncertain times.

*Rebekah Brubaker, LPC*

## Administrative Services

### Compliance

The Compliance team handled 17 MCO audits this month, all successfully completed. There was an investigation that resulted in updating our Medical policies and procedures and nurse training. The department commented on new state Human Rights regulations draft on capacity evaluations. They also started the process of onboarding the MCO Humana as they will likely be a new partner in July 2025. Finally, the team met with HR to begin the process of updating new hire credentialing & training processes.



### **Information Technology**

Work continues on responding to the Risk Assessment, onboarding the new IT support technician, and supporting many aspects of the Munis implementation. The IT team is very busy.

### **Clerical**

The Clerical team has successfully recruited for a new Switchboard/Receptionist and will be happy to have increased capacity by mid-March. This helps their coverage enormously. They are also extremely happy that the inclement weather has stopped for now, as clients have many questions and concerns on snow days.

### **Facilities**

The Facilities Manager continues to triage maintenance and repair issues, while handling various snow removal vendors.

### **Risk Management**

Our Risk Manager updated various risk and internal policies this month, as is the practice for an annual review and update. He also is working with off-site safety officers on AED equipment checks and improved practices to ensure the equipment is ready and available to use.

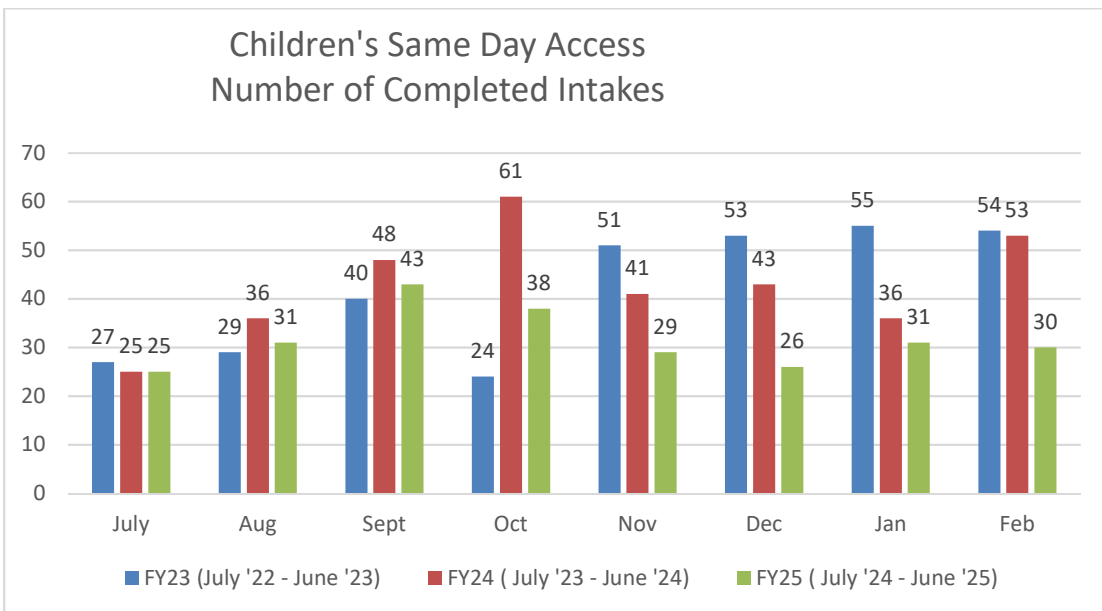
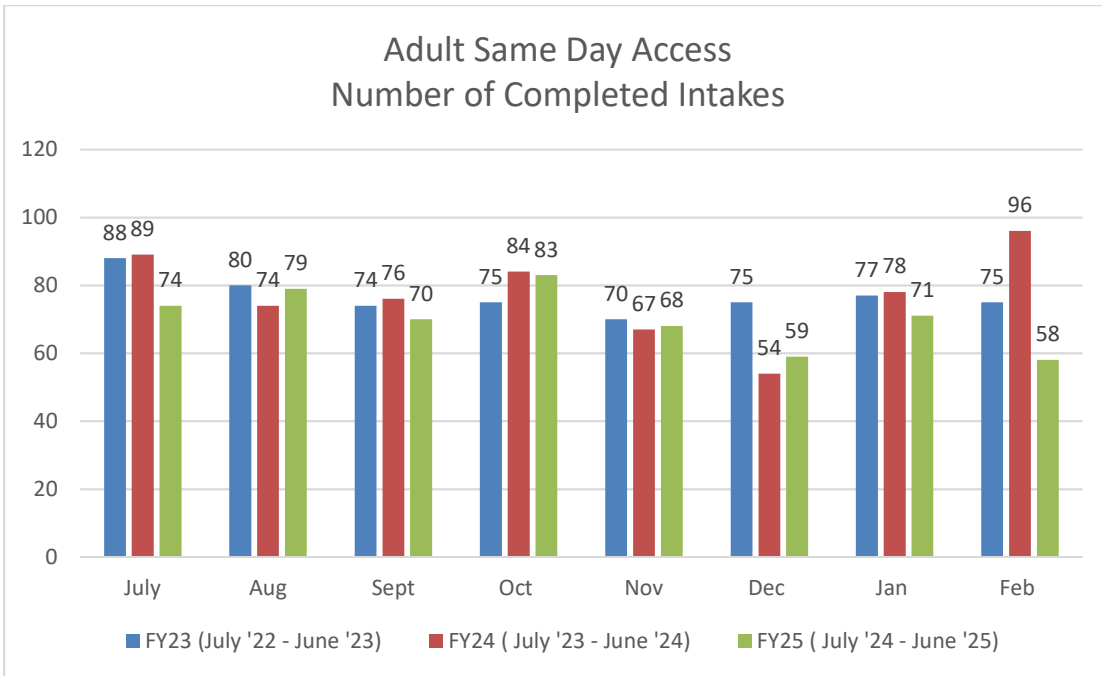
### **Data**

The Data and Business Analyst is continuing and almost finishing her training for the various reports that are required daily, weekly, quarterly and annually. In this effort, she works with departments throughout the organization and is focused on simplifying processes and data collection.

## **Behavioral Health Services**

### **Same Day Access (SDA) – Adult & Child**

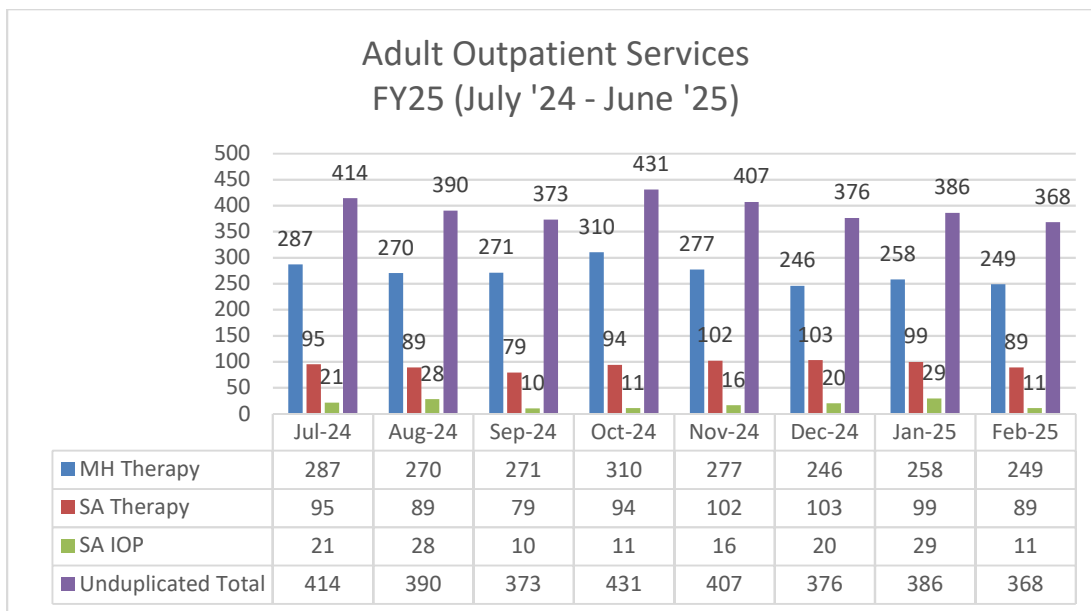
We continue to provide walk-in intakes for adults on Mondays, Wednesdays and Fridays as well as scheduled intakes for children and families on Tuesdays and Thursdays. For the month of February, the Same Day Access team completed 58 intakes for adults and 30 intakes for child/adolescent clients. Both numbers are on the lower end of numbers we've seen so far this fiscal year but given the struggles with inclement weather this isn't surprising.



### Adult Outpatient Services

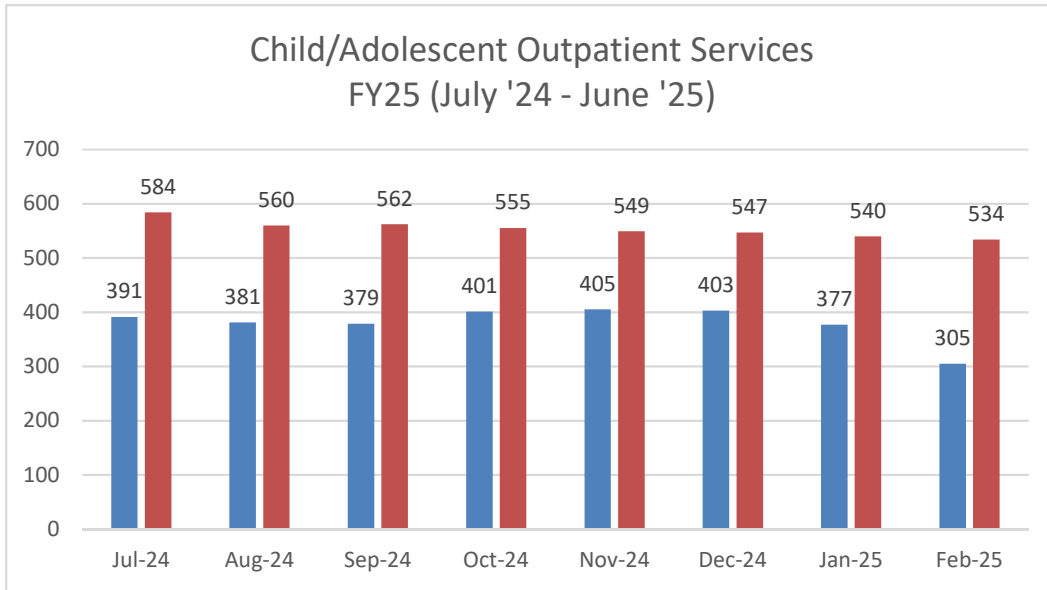
In the month of February the Adult Outpatient Team has provided individual and group therapy to 249 individuals in mental health focused treatment, and for 89 individuals primarily working on substance use related issues. We also served 11 individuals in our substance use focused Intensive Outpatient Program. In the overall picture these numbers are somewhat lower than

average but again this was not unexpected in the shortest month of the year with a couple of snow storms to deal with. On a more positive note, we are pleased to announce that Kristina Harris has joined the Adult Outpatient team this month which brings the team back to full clinical strength since October of last year. Kristina is working hard on finishing up her training and orientation and will hopefully be able to start accepting clients very soon.

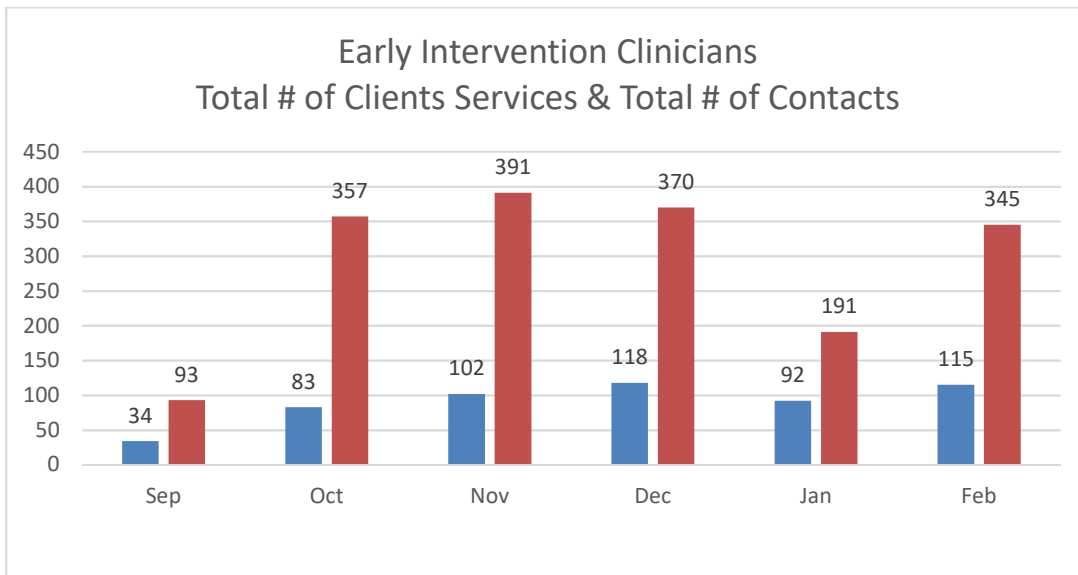


### Child/Adolescent Outpatient Services

The Child/Adolescent Outpatient team has provided individual therapy services to 305 clients, and at times their families, in the month of February. Currently we have 534 individuals enrolled in child/adolescent therapy services. The team has a great deal of capacity to provide care at this time so every therapist has the ability to see clients with the greatest need on a weekly basis.

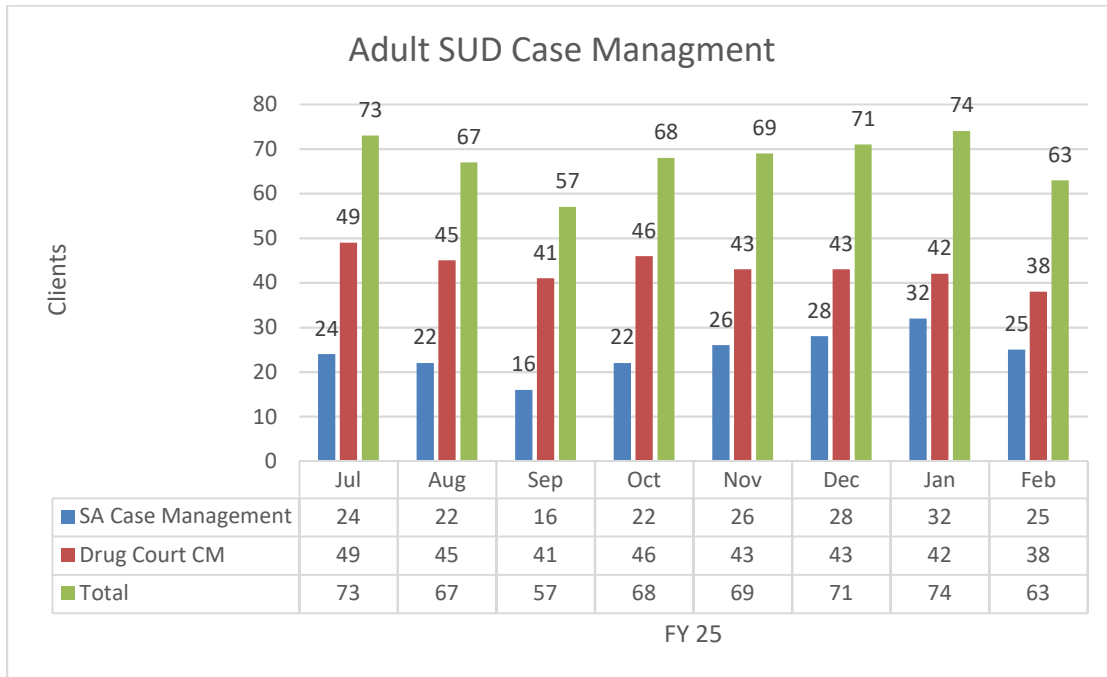


Our Early Intervention Clinicians have provided 345 supportive sessions to 115 clients in the month of February. Both numbers are above average for the academic year, but actually are surprisingly high given the weather’s impact on the school schedule as of late. We are still advertising for the remaining two open positions with this team, but the team as is has been providing a pace of care and services significantly more than we were able to in the previous academic year.



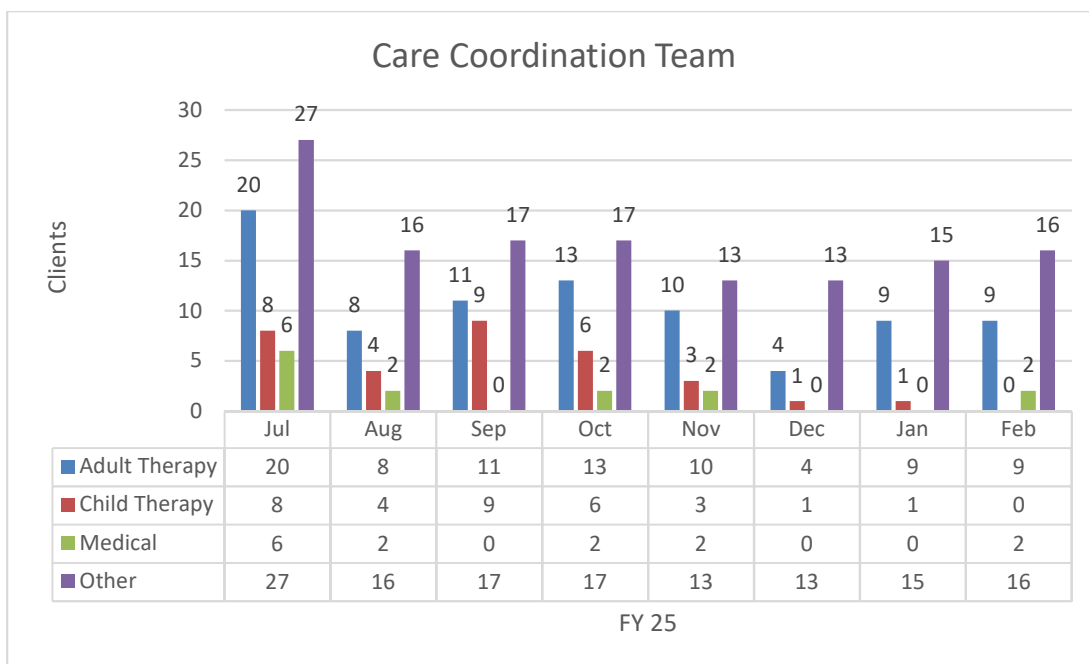
### SUD Case Management - Adult

In the month of February our SUD case managers served 63 individuals, with 38 of those being clients of our local Recovery Court (formerly Drug Court) program. These are lower than average numbers for the year, but outside of the weather, this team has been in the process of adjusting to the loss of a full-time teammate.



### 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 27 clients for the month of February which is a little lower than average for the fiscal year, but still represents an upward trend over the past two months. Finding resources related to housing, medical care, and income/benefits continued to be most common areas of need addressed by the team.



### Children’s Mental Health Outreach Services

On our Children’s Outreach Services team we have a group of case managers as well as a small team of family care coordinators (FCC). Within our case management team we also have a subsection of clients whose services are funded by our local FAPT team. These are our Case Support clients, and while they come with some extra paperwork the service provided is virtually identical to our other case management clients. FCC clients tend to be the most complex and labor intensive as those clients have either already been removed from the home, or are in danger of being removed. Final billing numbers for February are not in yet, but in looking at the full January numbers 247 clients and families were served, which is right around average for this fiscal year. The team appears to be responding very well to the extra level of leadership with our new Lead Case Manager in place, and our newest case manager has finished all of her training to where she is now able to accept new clients.

### 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. We remain in the slower time of the year in terms of community engagement activities for the team but during February two Revive trainings were provided. A full hour REVIVE training was provided for 25 students and staff at Bridgewater College, and a session of Rapid REVIVE training was provided at the HRCSB main building to a “walk-in” community member. It might also be noted that 3 scheduled trainings for Church World Services and two local high schools ended up being cancelled/rescheduled due to inclement weather.

Other BHW February highlights include the team attending a regional gathering of other CSB based prevention teams in our region as well as completion of the Resiliency Kit project. This project focused on connecting students dealing with thoughts of self-harm and/or suicide to school staff who show support through the sharing of sensory calm-down and anxiety-supporting resources. In total 500 resiliency kits were delivered to school offices in the fall, and a second set of 500 were delivered this month to complete the project.

The team also continues to be active in a number of ways across media, with this month's activity including a post on social media dedicated to a reminder for everyone to also remember self-care and self-appreciation, ads promoting upcoming REVIVE trainings, sharing posts from community partners like the Faces4Change coalition, and a Community Resource Spotlight in honor of Black History Month.

The transition to our new coordinator, Amelia Morrison, continues to go well and there has been a good amount of interest in the still open BHW specialist position. Overall 4 interviews have been conducted, with two more scheduled, and we are hoping to add a new team member from these promising candidates in the very near future.





## Community Mental Health Services

There are approximately 372 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.

### **Adult Mental Health Case Management**

Our team hired a case manager in February, leaving only one open position on our team of 11. January and February are the months when clients receive updated income amounts from Social Security. The current benefit amount is \$967 per month (\$11,604 annually). If an individual has a voucher for rental subsidy then the client is responsible to pay 30% of their income towards rent, an amount of \$290. This leaves a balance of \$677 to pay for groceries, utilities, phone, transportation, personal needs, etc. each month. Clients are not allowed to save more than \$2000 or their benefits are reduced.

Our case managers work with clients to connect them to resources to help subsidize their income. Programs such as Supplemental Nutrition Assistance Program (SNAP) are a help, but aid amounts can range from a few dollars to a hundred dollars each month. Utility supplement programs from the Department of Social Services are seasonal over the winter months. Clients may qualify for a very basic phone and minutes plan at no cost through Medicaid. Our staff link clients to the various food pantries around the city and county, but transportation to and from can be cumbersome or prohibitive. Mercy House and Salvation Army have clothing and furniture vouchers for clients to use at the Mercy House thrift store. DARS employment, education and financial assistance.

### **Assertive Community Treatment**

There are 14 clients receiving ACT services after 2 more enrollments in February. Our team hosted a Valentine themed gathering for the clients with snacks, music and games. It was well attended by 6 clients who would not otherwise socialize with others. Staff from the ACT team as well as the Summit House psychosocial rehabilitation program are participating in a 12 week Supported Employment course through Virginia Commonwealth University. The goal is to begin developing customized employment opportunities for clients in the ACT and Summit House programs.

### **Permanent Supportive Housing**

We have 35 individuals enrolled in our Permanent Supportive Housing program with four of those individuals being unhoused currently searching for housing. We have 36 clients on our



referral list. We have 85 total vouchers from our DBHDS grant. The total spent for rental subsidies for February was \$18,259 for 31 vouchers, an average of \$589 per client per month. The rent amounts for current PSH clients' ranges from \$550 to \$1,186 per month.

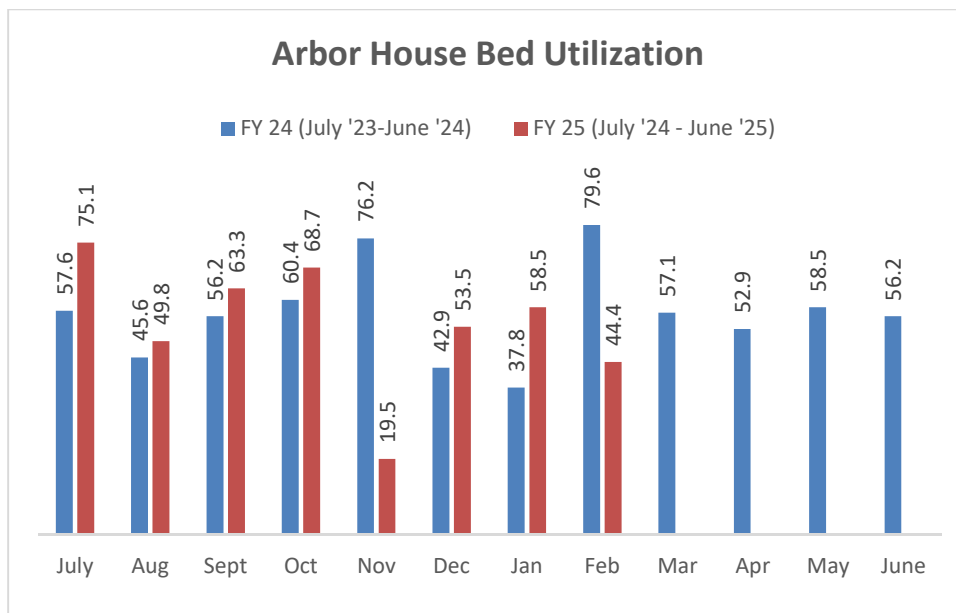
### **State Hospital Census**

In the monthly State Hospital census report for December of 2024, HRCSB had an average daily census per 100,000 population of 5. 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 February has taken a downward turn from the previous month as well as being significantly lower than the previous year. When considering utilization there are several factors that contribute to the outcome; the number of referrals, the length of stay, and the rate of acceptance. In February there were 18 referrals that were reviewed by staff, 10 were offered admission, five withdrew referrals or did not respond, and seven were ultimately admitted. We are also working to ensure that the time spent in treatment is optimized and staff are working closely with clients to create discharge plans that transition them back to community based services as efficiently as possible which can impact the length of stay. The team continues to look at all the available community referral sources and work to improve the process so that we are able to serve as many individuals in need of crisis stabilization as possible.



### Emergency Services

There were significant staffing changes during February as a full time day staff member transitioned to hourly and another full time day staff was hired. The team is excited to welcome Makayla Merica who joins ES day staff after working at Summit House for the last several years while completing her MSW. The afterhours team has also struggled with staff absences and have worked together with the support of the ES Supervisor and the Supervisor of Community Crisis to ensure that the coverage needs are met. During February, Emergency Services completed 48 Prescreening evaluations that have resulted in 17 Temporary Detention Orders (TDO), 17 voluntary admissions to a private hospital, and 8 releases to community supports.

### Community Crisis Services

During February Community Crisis Services did exceptionally well on a modified version of the program due to extreme staffing shortages due to extenuating circumstances. The team continued to support the members of the community, as well as many different departments within HRCSB. CRU participated in a new program within the school system called Adulthood 101 where they educated teenagers on the importance of maintaining their mental health. CRU provided the school and students with resources from CRU and HRCSB to provide education regarding available tools and services for their mental health wellness and treatment.

The team was able to make 15 follow-up visits to community members ensuring safety and access to the treatment needed. They were also able to engage 20 new adult community members and 1 juvenile, individuals who have not previously engaged community crisis services. The CRU officer facilitated 7 Emergency Custody Orders allowing local law enforcement to remain in the community.



The Community Paramedic continues to operate within Harrisonburg Fire Department. Look forward to the March Board Report for an exciting update!

## Developmental Services

### **DD Case Management**

Developmental Disabilities (DD) Case Managers billed 329 units for the month of January. Case managers completed 681 separate contacts to assist with linking clients to services, or monitoring their satisfaction, including 222 face to face visits. They also completed 30 annual ISPs.

Currently we have 342 individuals receiving DD Case Management services, including 255 receiving Waiver services. Of those, 53 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 262 individuals on the DD Waiver Waiting list awaiting services. There are 58 individuals on Priority one status, followed by 121 on Priority two, and 83 on priority three. We received 5 requests for services, completed 5 screenings, opened new client, and placed 4 people on the waiting list.

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

We were pleased to participate in the 2025 Building Connections Agency Fair, put on by Rockingham County and Harrisonburg City Schools and held at James Madison University. The event brought together numerous community agencies to provide families with information about all disability related services available in our area.

We participated in a case management data review with DBHDS as part of their ongoing efforts to ensure CSBs are meeting certain benchmarks as established in the DOJ settlement agreement. We are pleased to report that we continue to meet or exceed state averages in all areas.

### **Infant and Toddler Connection**

In December the Infant at Toddler program completed 399 billable services related to the delivery of Speech Therapy, Occupational Therapy, or Developmental Services. We also

completed 16 Developmental Assessments. Support Coordinators added an additional 136 services, including 87 face to face visits.

We continue to recruit for a full time Speech Therapist and Service Coordinator. We were thrilled to complete our first Regional Education Collaborative Team (REACT) assessment day here at the McNulty center! The REACT project is a pilot program we are participating in along with Valley and Rockbridge Community Services Boards, with the goal to address the significant wait-times that currently exist for families with young children to complete assessments related to autism spectrum disorder. During our assessment day, two separate teams of evaluators operated under observation to complete autism assessments for 6 children. After the day was completed, all 6 children had formal diagnosis of autism, which will ultimately provide more service options for families.



### 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	44
January	38	31	44	37	41	22	49	28	35
February	24	32	35	35	31	29	48	33	30



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	312
Child Count-Dec 1	127	162	173	195	201	193	225	259	249