



2023 ANNUAL REPORT



HENRICO AREA
MENTAL HEALTH &
DEVELOPMENTAL
SERVICES

SERVING THE COUNTIES OF
HENRICO, CHARLES CITY
AND NEW KENT

[HENRICO.US/MHDS](https://henrico.us/mhds)

LEADERSHIP MESSAGE

Henrico Area Mental Health & Developmental Services (HAMHDS) is proud to present our Fiscal Year 2023 Annual Report. This year's report is designed to showcase how we continue to rise to meet the challenges in our communities and the resiliency of individuals and families we serve. The report highlights a few of our major initiatives that strengthen the quality of care for individuals with mental illness, substance use disorders, and developmental disabilities. Our dedicated staff continue to focus on the mission of the agency and work diligently to achieve outstanding results in partnership with our many community partners, stakeholders, and individuals in service. It has been an exciting year with many accomplishments.

We received a Behavioral Health Equity Grant from the Department of Behavioral Health Services. Our focus was the LGBTQIA+ community. With extensive community partners we held a community forum and resource fair, conducted a six-week Youth Empowerment series, established a lending library, provided staff training and produced a series of 9 short videos. The videos, *#Visible: Behavioral Health Equity in Henrico County*, cover a variety of topics including: The Burden of Education, Expanding the Acronym, Strengths in the Queer Community, Sexuality vs Gender, Reclaiming Queer, How to Handle Pronouns, Intersectionality and Culture and Advice for Parents of Queer Transgender Children.

The Henrico Area Community Services Board established the Mary Ann Bergeron Hall of Fame Award. This award, to be given annually, recognizes individuals who have made significant contributions through service and commitment to the Board. Two ceremonies were held this fiscal year. George Hettrick and Nita Grignol were the recipients in July 2022 and Dale McMahon and Steve Hixon were the recipients in June 2023. The hall of fame is named in honor of Mary Ann Bergeron, the founding executive director of the Virginia Association of Community Services Boards, who served the association from 1989 to 2014.

The agency began working on four strategic initiatives. They include recruitment and retention of our work force, transformation of youth services, expanding crisis services, and redesigning day services for individuals with developmental disabilities.

We successfully prepared for the eighth CARF (Commission on Accreditation of Rehabilitation Facilities) accreditation and celebrated 22 years of being CARF accredited. It confirms adherence to over 2,100 professional standards and a

commitment to delivering programs and services that are measurable, accountable, and of the highest quality.

We expanded our community-based services in several areas to better serve the community:

- Collaborated with St. Joseph's Villa to create a Crisis Receiving Center for youth where individuals will have an alternative to emergency room care. Renovations of the existing structure are underway with a target opening date in early 2024.
- Increased community-based response to traumatic events in communities. A clinician is designated to address issues around violence and traumatic events that have occurred in the community.
- Increased community-based crisis response to youth with substance use disorders. We successfully implemented the youth crisis response clinician role. This resulted in increased coordination with police for youth threat assessments.
- Increased community-based outreach to individuals with substance use disorders (SUD). A mobile clinician used information from the Addiction Task Force and Overdose Map to identify "hot spot" areas within the community. They reached out to hotels and organizations within these areas and provided REVIVE training and information about how to access services. The clinician partnered with the Health Department to provide onsite services in an apartment complex.
- Increased school-based services to youth and their families. Through a grant, we fully implemented school-based clinic and family support services at the Academy at Virginia Randolph. This program is recognized by Henrico County Public Schools as a successful strategy for eliminating barriers to treatment for youth and an opportunity for enhanced coordination between schools and our agency. Henrico County Public Schools are actively exploring opportunities to expand this program to other schools.
- Continue to build community resources for individuals with serious mental illness. Our new Peer Specialist focusing on community inclusion successfully implemented strategies to increase awareness and access to community events for individuals with serious mental illness.
- Increased co-response with police to individuals experiencing behavioral health crises. The emergency services team is providing co-response with police four days a week during daytime hours. We quickly saw positive results from this co-response model and were able to divert numerous individuals from hospitalization.

- We anticipate that this program will continue to grow.
- Enhanced coordination with regional crisis programs (Call Center, REACH, CReST). We partner closely with the regional teams on a regular basis. Representatives from the regional teams presented to the County's Marcus Alert Task Force to further enhance coordination and to assist in preparation for implementation of Marcus Alert in July 2024.
 - Henrico refined its plan to build a Continuum of Care Facility that will include a detox center and a 23-hour adult crisis center. It is targeted to open in 2025.

The agency earned two Achievement Awards from the National Association of Counties, including one for a program that supports individuals who are seeking treatment for substance use disorder. Established in 2021, the Community Based Housing for Individuals in the Recovery Process (CHIRP) program establishes safety and other standards for recovery homes and covers the costs of two weeks of treatment when an individual is placed in a certified home. So far, 84% of CHIRP's participants have successfully completed their stays. HAMHDS also earned a NACo award for its community inclusion specialist, which supports individuals with serious mental illness. The position, established in 2021, promotes recovery and healthy living by helping individuals participate in events and build connections with partners throughout the community.


The agency implemented a new electronic health record, Credible, which went live on July 1, 2022. This was a major accomplishment of a former strategic initiative and a joint project with Henrico County IT and HAMHDS. A very committed implementation team helped prepare the agency for this major transition followed by the administrative team providing Credible and Cerner training to new staff throughout the year. Many thanks to the Credible Post Go-


Live cross-functional workgroup that continues to maximize the use of our new system with the vision of increasing efficiency and effectiveness.

Administrative and Quality Assurance staff teamed up with Henrico County IT to develop and implement, within four months our new learning management system, Relias. This implementation allowed us to move to an all-electronic training record, upload historical training records, develop our own content and provide access to hundreds of competency-based trainings for professional and clinical development. Relias went live on March 1, 2023, in time for the agency's required annual training to be completed.

Agency employees are generous with their time and resources. Many employees support community events that raise awareness of mental health, substance use, developmental disabilities and early intervention services. The agency supported the Henrico Christmas Mother with food, gifts and \$1,530, and the Henrico Community Food Bank by donating 1,397 items of food. It is these dedicated and talented individuals who tirelessly work to improve the lives of others that make this agency successful.

The Board and staff are grateful to the Boards of Supervisors of Henrico, Charles City and New Kent counties for their ongoing support of our mission. Their commitment and support allow critical community services to be in place that promote wellness, recovery, perseverance and inclusion for the individuals we serve, their families, and the community.


Laura S. Totty
 Executive Director


Michael L. Wade
 Chairperson

Our Vision

We strive for inclusive, healthy, safe communities where individuals and families live meaningful lives.

Our Values

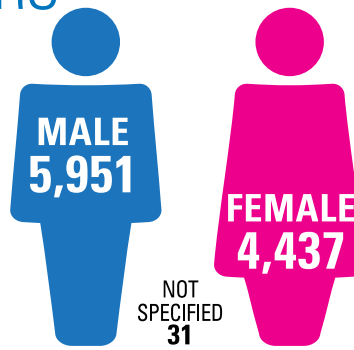
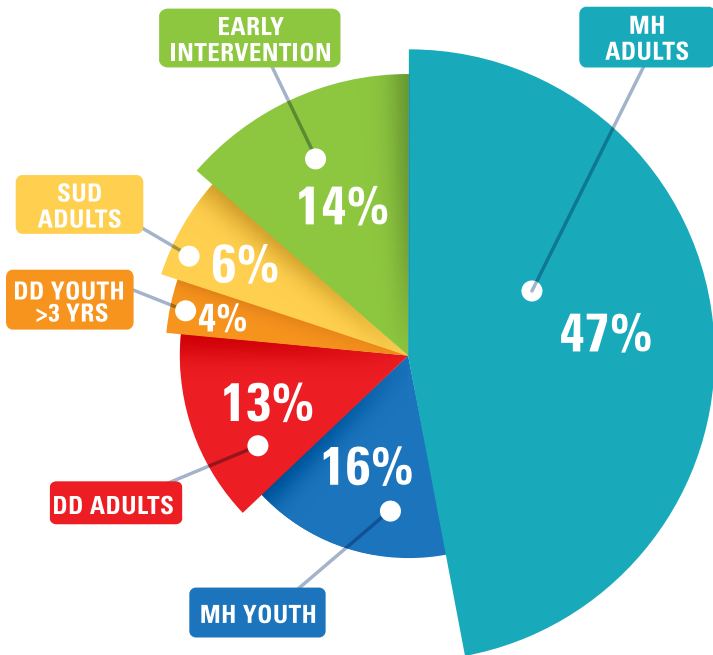
Promote Dignity, Build Partnerships,
 Celebrate Perseverance,
 Embrace Diversity, Cultivate Quality

Our Leadership Philosophy

The success of our organization depends on the contributions of everyone having an opportunity to listen, learn, and lead.

OUR SERVICES & THE NUMBERS

10,419 SERVED



Black/African American **4,191**
 White/Caucasian.. **4,024**
 Alaskan Native, American Indian, Asian/Pacific Islander, Multi-Racial & Other **1,511**
 Not Specified **693**

HAMHDS Accomplishments

DEI Celebrated

Celebrating 30 years in 2023 of HAMHDS diversity, equity, inclusion, and cultural awareness work.



6,055 Mental Health Services

612 Substance Use Disorders

962 Integrated Primary Healthcare Encounters

260 Individuals Trained on Mental Health First Aid

368 Individuals Trained on REVIVE

80 Individuals Received Initial Crisis Intervention Training

98 Individuals Received the Crisis Intervention Team Refresher

Mental Health Crisis

HAMHDS conducted 1,473 assessments of individuals experiencing a mental health crisis to determine whether there was a need for involuntary hospitalization (temporary detention order, or TDO), voluntary hospitalization, or community services. Individuals who need involuntary hospitalization require police presence until a bed is found - a process that can often take days. Outcomes:

- 50% resulted in an involuntary hospitalization
- 11% decided to seek hospitalization voluntarily
- 39% were linked with community resources

In 50% of these situations, police were not required to maintain custody of the individual. In a little over one third of these situations, hospitalization was avoided.



Recruitment and Retention

HAMHDS identified ways to increase recruitment and retention by highlighting perks offered such as Henrico County qualifying for the public student loan forgiveness program, reimbursement for license and certification, employee recognition, and public celebration of employee milestones, etc. The agency decreased recruitment time by HAMHDS directly posting positions which dramatically improved the hiring process.



Redesign of Day Services for Individuals with Developmental Disabilities

The movement away from workshops in the day programs has created opportunities for a continuum of services to meet the wide range of abilities for individuals with developmental disabilities, this includes both community and day service options. HAMHDS began implementation of a Job Seeker Alliance for those who have expressed interest in working in a



competitive integrated environment. Group Supported Employment sites are transitioning to Individual Supported Employment sites with periodic follow-along services which will provide more staff to support the increase in community engagement opportunities for the day program.

CARF Accredited

CARF re-accreditation occurred in October 2022. For 22 years, CARF programs have successfully conformed to international standards.



HAMHDS ACCOMPLISHMENTS

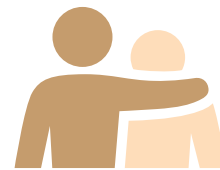
Honors

HAMHDS earned two Achievement Awards from the National Association of Counties, including one for a program that supports qualifying individuals who are seeking treatment for substance use disorder. Established in 2021, the Community Based Housing for Individuals in the Recovery Process (CHIRP) program establishes safety and other standards for recovery homes and covers the costs of two weeks of treatment when an individual is placed in a certified home. So far, 84% of CHIRP's participants have successfully completed their stays. HAMHDS also earned a NACo award for its community inclusion specialist, which supports individuals with serious mental illness. The position, established in 2021, promotes recovery and healthy living by helping individuals participate in events and build connections with partners throughout the community.



Helping Youth in Crisis

HAMHDS received \$1 million from the state Department of Behavioral Health and Developmental Services to create the region's first Crisis Receiving Center for youth. The facility at St. Joseph's Villa will offer walk-in services for youth experiencing a mental health crisis, giving them and their families an alternative to emergency-room care. The facility, scheduled to open in the spring, will provide youth with comprehensive assessment and stabilization services as well as referrals for ongoing support within 23 hours of seeking care.



COMMITMENT

James



Celebrating employment at HAMHDS for 36 years!

He says, "I might not be able to make all their dreams come true, but we can get somewhere and you can

see the smiles on the guys' faces

when they achieve [a goal]."

James Scott was always drawn to working in human services. He was inspired by his own parents who became foster parents when he was in college. To this day, he considers the two boys they fostered his own brothers. He shared, "We stay in contact." He saw how his mother's time with these boys shaped them and helped them become strong, successful adults. So when he was in college trying to decide on a major, he knew he wanted to make the kind of impact his parents were making. He said, "The determining factor was that I would like to be in a position to help those who cannot help themselves."

At the time, he thought he would do something like his parents did in juvenile support services. He never thought his job would lead him to help people from 3 years old all the way into adulthood.

James came to Henrico in 1987 to work as a residential counselor in the Short Pump area. After a couple years he transferred to an apartment program in Eastern Henrico in the same position (Residential Counselor). He served in that role for about six years.

James said, "When you do residential, you are responsible for every aspect of individual support from ADLs (Activities of Daily Living) to any outside services that they require. It's definitely more direct and hands-on." In this job, he had to be available on the property overnight.

As James' family grew, working onsite and being available overnight was more difficult. When the apartment program

Career Growth

Career Development Program launched for clinician positions, creating career advancement opportunities for employees.



HAMHDS ACCOMPLISHMENTS

closed, James and other residential counselors had the opportunity to become case managers. James was grateful for more traditional business hours that came with this job. He now had the ability to be with his family most evenings and weekends.

James and his wife of 28 years have four children and eight grandchildren. While James' responsibilities had changed dramatically, there were some similarities. He was still responsible for making sure individuals received all the support they needed, but he was now visiting them at their home, taking them to their appointments, and meeting them at Day Services, employment sites, and other community services or activities. He said that as procedures and technology have evolved, he can coordinate a lot of services for individuals from the office.

James said, "The good thing about being the case manager is that I can do the hands-on work searching out the best service to meet someone's needs." Finding the services individuals need is important to James. Most of them have developmental disabilities and so when he attends various staff meetings, not only is he able to share information about the services individuals are using, but he is also able to ask about other programs that might be available. James feels fortunate that communication lines are always open to supervisors and program managers he's had in Henrico and, it is always easy to talk with them about opportunities to do an even better job of meeting individuals' needs.

James says that the most important part of working at Henrico is the emphasis on moving forward. When he was at Southside VA Training Center he worked in education and habilitation, "I really got into ... reading the chart files and their progress reports." Now in Henrico, the focus is on where they are currently. Nothing is distorted by past behaviors and he can help individuals move forward.

He says that this ties to his own educational experience. "When schools were integrated, I was the only Black guy in the room." Whether he was in the classroom or the basketball court, all eyes were on him. "Opportunity-wise, I had the same classes, the same opportunities, and could use the same equipment as other students, but the way I saw myself was different."

James said he applies this to the way he sees individuals he supports. The difference is in how they are viewed. He said, "I treat them as adults. I refer to them by their name,

not as 'patient' or 'client' but as 'individuals.'"

For James, one of the biggest lessons he's learned is that everybody can be successful. "What I deem to be successful is not what everybody might deem to be successful, but everybody can be successful if given the opportunity." He adds, "I just enjoy watching these guys grow. Even if there is just a little growth, then you can see them accomplish some dreams they want to accomplish."

He says, "I might not be able to make all their dreams come true, but we can get somewhere and you can see the smiles on the guys' faces when they achieve [a goal]."

Thirty-six years ago, after leaving the job at Southside Training Center, he was offered two different jobs. He could work at a home for troubled individuals or he could take a job at the Henrico group home working with individuals with developmental delays. He chose to work at the group home. Today, James says he has never had a problem getting up and going to work. "I knew I wanted to do this."

Supported Employment

HAMHDS offers Supported Employment Services to over 90 individuals with Intellectual or Developmental Disabilities through its staff of eight employment specialists. At one location, four individuals are moving into their sixth year of work with their employer. These employees will be transitioning into Individual Supported Employment, with less support from employment specialists and more traditional support from their employer. Over 90% of the individuals in Supported Employment who were employed before the pandemic have maintained their jobs. The average length of employment for these individuals is more than 10 years, with many maintaining employment for over 20 years.





Sean (left), Dwayne (right) and Shelley Walker, supervisor

Mrs. Jackson says, "I'm just happy overall that **they are happy.**
That's all I wanted for them."

Sean and Dwayne are current residents of Henrico County's Residential Program but were apprehensive about moving to a group home. Mrs. Jackson is Dwayne's mother as well as Sean's aunt. Hers had been Dwayne's only home, and Sean had lived with her since the passing of his mother. Mrs. Jackson believes it was critical that the cousins continued to live together even when they moved into a group home. "They've been together all their lives," she explains. "I thought it would be better not to separate them." Sean and Dwayne had even been attending a Day Services Program together for several years and were comfortable with their routine.

Group Home Supervisor Shelley Walker added, "It's more of a sibling relationship." Walker said Sean and Dwayne seem like brothers to each other and added that they stayed in the group home several times to get to know the employees

Sean and Dwayne

on all shifts. "I made sure that every shift got to meet them," Shelley adds. "They needed to know who they were going to live with." She continues, "Nobody likes to be surprised."

Jackson was concerned that the group home would be too large, and that Sean and Dwayne would struggle to adjust. Then she discovered Green Run and was relieved that it was a smaller setting.

Sean and Dwayne, like other families, were at ease walking in and out of each other's rooms. However, as adults, they are learning to respect the privacy of other adults. Shelley goes on to say, "Sean is pretty good at knocking before entering a room, but we're still working on it with Dwayne." Yes, they are cousins, but knocking on the door alerts Sean before he enters. "When Dwayne needed batteries for his music, he always went to Sean's room to get them." Shelley added that the staff wants him to trust them to provide him with batteries or other needs before he removes anything from his cousin's room.

Sean liked his new home quickly. Dwayne took a few months to finally decide that he was enjoying Green Run.

Sean enjoys going on walks, especially to the Short Pump Dog Park, where he can see the dogs. He doesn't pet them,



1,403 received
EARLY INTERVENTION
Services



1,636 received
DEVELOPMENTAL DISABILITY Services
Individuals on the Waiver Waiting List:
Priority 1: 140 • Priority 2: 238 • Priority 3: 224

but he enjoys watching them. "He's very vocal," Shelley says. Sean enjoys talking about the animals he observes on his outings. He says that horses are his favorite animal.

Sean has diabetes, so both men are learning how to make simple changes to their eating habits. Sean has shown growth in making healthy choices, such as incorporating fresh fruit into his diet and being more aware of portion size. Both Dwayne and Sean are working on their weight loss journey and lifestyle changes. They now often make healthy decisions without the staff's guidance. For example, Dwayne was able to let staff know that he wanted to make his own salad for lunch, and he now chooses healthy items independently or with limited support. Both Sean and Dwayne are exercising regularly. At first, there was some reluctance on Dwayne's part to exercise, but he is doing extremely well with Zumba and nature walks. Sean continues to be an avid fan of walking, and now he is doing tai chi. Both are avid basketball fans and enjoy going to the park to shoot hoops. They are both taking their health and diet seriously.

Residents get a cooking lesson twice a month that includes a healthy meal and a dessert. "They love their sweets, but we are just modifying," she says. They recently enjoyed making keto pudding and blueberry muffins.

Sean says he likes to unpack his lunch and then do laundry after they get home from their Day Service Program. "He

also enjoys puzzles," Shelley adds. "He's a big puzzle guy." Dwayne prefers to work with building blocks or just go to his room to watch Jersey Shore. Shelley says that "he really enjoys shopping at Five Below."

Dwayne is getting better at communicating with Green Run staff members when he needs assistance. Shelley is pleased with his ability to advocate for himself. "I think he's really grown in that area." Dwayne even asked a male staff member to take him for a haircut a few weeks ago. "They look pretty fly. Nice and trimmed, and their mustaches look good," Shelley remarks. Sean puts on his sunglasses as she speaks, demonstrating his sense of style.

Dwayne shares that the most difficult aspect of moving to the group home was missing his mother. Going out, on the other hand, is his favorite part. He gets to visit new locations and try new things.

Moving to the group home was simple for Sean. His aunt says, "He likes meeting new people." His favorite pastime is going for walks, but he also enjoys going shopping with his cousin. Sean, she states, enjoys social situations. He appreciates being a member of their social organization, "Friends for Life." Sean is also pleased with his position at the Westin Hotel.

"I'm just happy that they're happy," Mrs. Jackson says. That's all I wanted for them."

HAMHDS PROGRAMS

Early Intervention Program provides supports and services to children from birth through age 3 who are not developing as expected or who have a medical condition that can delay development.

DD Intake/Eligibility serves children and adults with developmental disabilities (DD), assisting in the navigation of the state's system of services and educating individuals and their families about the services available.

DD Support Coordination assists individuals in gaining access to needed medical, social, educational and other support services/resources that are essential to their basic needs and participation in their community.

ID Employment and Day Services offers Individual/Group Supported Employment services to individuals and employers in the community or at center-based day programs at both Hermitage Enterprises and Cypress Enterprises. Individuals receive support to increase independence and inclusion in their community.

Residential Services offers housing in a group setting for adults with intellectual disabilities, providing support to live successfully in the community; group homes are located in neighborhoods throughout Henrico County.



TRUST

Carolyn

When a friend told Carolyn,
“You can’t help everyone,”
Carolyn just smiled at her and said,
“Yes, but I can try.”

When Carolyn signed up for REVIVE! Training, she thought she was just taking an interesting class. She said, “I thought this would be good information to have. Mental Health Services was offering the class because of the rise in overdose cases.”

After she had completed the training, Carolyn kept a dose of Narcan with her at all times. “I wasn’t looking for anything to happen,” she said, “but just a few months after I’d finished the training, it happened.”

She was at a birthday party when friends thought someone there was having a heart attack. The man’s wife said something to Carolyn about pills. “And I thought, ‘Wait a minute. This might be an overdose.’” Carolyn got the Narcan and administered it. And when the man started coughing, “I just started crying. It was emotional.”

At first, the man was upset because he didn’t realize what was happening. Once he realized that Carolyn had saved his life, he was grateful. Someone was recording video at the party and just happened to catch the whole thing on camera. The man asked to see the video. When he saw what had happened, he knew he needed help. He sent Carolyn flowers to thank her, and enrolled in a program to help him end his addiction to the medication.

Since this event, Carolyn has delivered Narcan four more times.

“It takes a lot out of you because in that rush, you think, ‘I don’t know what you’ve taken.’ And you ask the Lord, ‘Be with me, because this is a life in my hands.’” Carolyn says that after the victim comes around, she starts thinking about all the things that could have gone wrong.

Of the five times Carolyn has delivered Narcan, the most painful moment came when she had to give it to her brother. She was visiting her mom when she watched her brother’s friend push him out of the car. When her brother didn’t get up, Carolyn jumped off the porch and ran to him. He was foaming at the mouth. “I didn’t know if Narcan could help him or not, but I went in and got that purse. I said, “Ok, Lord. This is my BROTHER.” Like the others, he came around in just a few moments.

Carolyn says it’s no accident that she has this training. “God put this in my hands. And now I’m ‘Grandma’ to my whole building.” She says that shows how much her neighbors trust her. She has spent time building relationships with all of her neighbors, and she has worked hard to be someone that they can trust. Now, with her REVIVE skills, neighbors know they can come to “Grandma” for anything.

“I notice a lot of young people are addicted to pills, and that’s scary.” She says a lot of people don’t want to admit this is going on in their families or in their neighborhoods, but “this thing touches most households.” She says it’s impossible to help someone when you don’t know what to do. “I know we can’t solve the whole [addiction] problem, but if each one of us will make a dent in it, we are doing something.”

Now that Carolyn has seen what an overdose can look like, she has started recognizing signs of addiction sooner. She is able to talk to people about getting help. She noticed a neighbor had begun to act differently. So she called the young woman over and asked her what she was taking. The young woman looked at Carolyn and admitted she had been using Percocet. Carolyn told

HAMHDS PROGRAMS

Jail Services prepares inmates for successful reintegration into the community by providing a full range of mental health and substance use services while in the jail.

Jail Diversion programs work with the Sheriff’s and Commonwealth’s Attorney’s offices to develop alternatives to incarceration for nonviolent inmates with mental illness and substance use disorders.



the woman, "You are too pretty to walk around looking like that and losing your jobs."

"She looked at me and just cried," Carolyn said. "She said no one had ever told her that her look was changing."

It took stepping in to get the woman to someone who could help her. Carolyn said this is how we get involved. "The more you get involved and learn how to interact with people, and they learn to trust you, the more they are willing to interact with you." She says many of her neighbors trust her with information they don't feel they can tell anyone else. "They know when they come to me, it stays with me."

She says her desire to help her neighbors comes from her parents. "They were loving people that looked out for everybody. We always had a house full of people. Mom always said, 'If you can't help a person, don't do anything to hurt them.' All these little things just came with me through life." Clearly, this attitude led her to help others with her training.

Carolyn says the one thing she would like people to know is how important it is to get this training. There is a lot you can do to help people. She says some people even need it for themselves. "You never know who needs your help." She'd like to see entire neighborhoods sign up for the classes so that everyone is ready to help.

Substance Use at Admission

Cannabis Dependence	618
Cocaine Dependence	286
Alcohol Abuse	510
Opioid Dependence	260
Other	228

Mental Health Outpatient Services provides short-term mental health treatment services to motivate and support clients with mild to moderate symptoms of mental illness as they make changes in their lives to reduce symptoms and increase functioning. Mental Health Outpatient Services also provides court ordered forensic evaluations and court ordered restoration services.

Substance Use Disorder Services provides individual and group treatment, specialized services to pregnant and parenting women, mobile services, and peer services to support individuals' recovery from substance use disorders. Office Based Addiction Treatment (OBAT) is offered includes access to Medication Assisted Treatment.

Carolyn points out that there is always more information available. She hopes that HAMHDS will continue to promote and offer REVIVE! training. She'd like to see flyers up in her own neighborhood to get people interested in learning how to help.

When a friend told Carolyn, "You can't help everyone," Carolyn just smiled at her and said, "Yes, but I can try."

Today, REVIVE! Training is more accessible through both in-class and online programs. The hope is that more people can get the training and equip themselves to be available when their neighbors need them most.

HAMHDS Accomplishments

Treatment and Support for Addiction

Henrico refined its plan to open a \$12 million facility to provide immediate, medically supervised support for those struggling with substance use disorder. The Henrico County Continuum of Care Facility will be built on the Eastern Government Center campus and include six observation beds and 30 semiprivate bedrooms and bathrooms. The facility also will include a 23-hour Adult Crisis Center, which will be able to serve up to 12 individuals. The county in July issued a request for proposals for a prospective operator. Targeted for opening in 2025, the facility will be the region's first public, 24-hour detox center. It is planned to be built to LEED Silver standards for energy efficiency and environmental sustainability.



Enhancing Community Support

With a van and a map of overdose "hot spots," substance use staff began offering addiction treatment to individuals in the communities where they live. Established in the spring, the Mobile Office-Based Addiction Treatment unit reached out to hotels and other organizations to provide REVIVE! training on naloxone to help save the life of someone following an opioid overdose. The unit, managed by HAMHDS, also partnered with the Richmond and Henrico Health Districts to provide onsite services each week at the Henrico Arms Apartments.





Roben

Roben (center) with 2 of her children

"I was crying. I was emotional. I said, 'I need help.'"
She called a crisis hotline.

CHANGE

In December 2022, Roben "was at the lowest of the lowest. I thought I would kill myself." She was used to feeling down, feeling unappreciated, but she knew this was different. "I was crying. I was emotional. I said, 'I need help.'" She called a crisis hotline. The counselor asked her where she lived and recommended she check herself into a facility. Roben was surprised to find out there was a facility near her home. Looking back, she says, "I was nervous about telling people my business."

By the time Roben moved to Henrico, she was a mother of four children and she had a full-time job. "When do you have the time for yourself? There's not a lot of time for yourself."

Roben says the smiles she met when she came in the doors of HAMHDS made it easy to share her situation. "The whole process was so easy," she says. "Everybody was just so caring."

When the counselor took her to a room to talk, she found it easy to admit she was tired and ready to give up. "They made it easy to share what I was feeling."

Roben wasn't sure where to start. After a few questions, the staff introduced her to Bri, who has been her therapist since that first day. Roben says, "I just knew right away this was my Bri." Roben felt a connection immediately because Bri just listened. "She let me lead the conversation." After hearing Roben's story, Bri recommended DBT (Dialectical Behavior Therapy), which included meeting with a group and individual sessions.

Roben learned to identify her feelings, figure out where

they were coming from, and ultimately understand how to deal with those feelings. "You go over all your emotions, and then they explain that your emotions are valid." Each group session begins with a mindfulness exercise, before a review of homework assignments. As Roben learned to deal with her emotions, her homework was to record what happened each week and how she felt about it. "We're able to work through how we felt about [each scenario] and what we could do about it."

HAMHDS makes many services available. Staff also provide referrals so Roben can get therapy she needs at other facilities when necessary.

"They make me smile there. I get tears in my eyes just thinking about being almost finished with the program."

Housing Vouchers

Henrico County Housing Choice Voucher Program opened their waitlist in March 2023, for the first time in 8 years. Within eight hours approximately 3,423 individuals applied through Virginia Housing's waitlist portal and by a lottery system 100 were placed on Henrico's waitlist. Currently there are 284 individuals/families housed in this program.



HAMHDS ACCOMPLISHMENTS

Roben says she experienced trauma as a child. She became a mother when she was 14. She says no one ever stopped to help her deal with it. They just told her, "Oh, you'll be okay."

She remembers sitting in her young daughter's IEP meeting when the social worker told her, "Roben, if you need help, you need to ask for help. Don't just say 'yes' to anything."

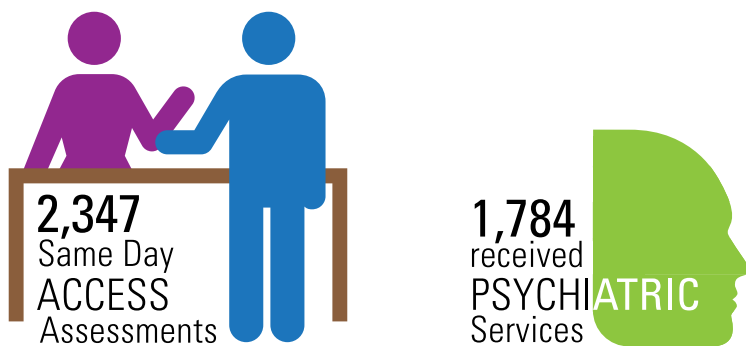
Today, Roben is better at setting boundaries when it comes to helping other people. She shared, "I used to feel shame when I didn't do something for other people." The biggest lesson she learned is she doesn't have to explain her reasons for saying 'no.'

Therapy helped Roben learn to pay attention to her body as well as her emotions. "I had to learn to stop and think," she

says this includes paying attention to her own needs.

Change is important, but it is not easy. Roben knows that people go to therapy for years and never see a difference. "It's something you have to absolutely want to do. You have to want the change." She believes there's a better way to live life and to live it with healthy coping skills to manage life's stressors. "I knew I needed help, but I didn't want to do it."

Now that Roben has experienced the benefits of therapy, she has a new passion. "I'm constantly encouraging people to ask for help. I want to tell people — especially in the African-American community — let's get our kids help. Let's get help for ourselves so we can be better parents for our children."



1,473
EMERGENCY
SCREENINGS
for Psychiatric
Hospitalization

736 Temporary Detention Orders
596 Individuals seen at the
Crisis Receiving Center

HAMHDS PROGRAMS

Same Day Access (SDA) provides prompt and professional assessments by licensed therapists for individuals who come into our office seeking services.

Integrated Health Care is offered at the Woodman Road and East Center locations. HAMHDS and Daily Planet Health Services created an integrated care clinic, providing a place where individuals can receive preventive health and dental care as well as behavioral health services.

Prevention Program serves families, youth and communities in Henrico, Charles City and New Kent to strengthen protective factors and reduce risk factors that contribute to substance use disorders and mental illness.

Emergency Services Program provides crisis intervention services around the clock to those in need who are located in the counties of Henrico, New Kent and Charles City. A 24-hour crisis line (804-727-8484) ensures that a mental health clinician is always available to respond to individuals experiencing a mental health crisis.

Permanent Supportive Housing (PSH) Program assists individuals with serious mental illness and pregnant and parenting women with a substance use disorder in locating housing and supports as they transition out of chronic homelessness.

Housing Services manages the Virginia Housing Development Authority Housing Choice Voucher program, providing rental subsidy opportunities to low-income individuals and families.

Psychiatry Services provides evaluation, diagnosis, and treatment, including management of medications for behavioral health and developmental disorders of adult and children.

Youth and Family Services serves youth with mental health and substance use disorders, utilizing resources from their families as well as courts, schools, juvenile detention centers and the community.

CONFIDENCE



“The exercise through the InShape program has afforded me a comfort and confidence to work through my anxiety to try new activities.”

Eric

Eric (right) and Ron Mack, his InShape trainer.

Eric never saw himself as athletic. In fact, he says, he was the furthest thing from it. “I was the worst in my PE classes. I wasn’t active. I did stuff that exercised the mind, not the body.”

By 2020, Eric’s weight had increased to 325 pounds. He had always been ambivalent to nutrition and exercise. When his HAMHDS case manager recommended he consider another program called InShape for diet and exercise, Eric was skeptical; he had struggled with similar programs in the past. After health mentors continued to reach out to him, Eric decided to commit to the program. Looking back, he said, “I don’t find motivation. I force it into existence. I knew that if I kept going, it would work out.”

According to Eric’s counselors, it was important that Eric viewed InShape as a safe space. They made modifications

to the conditioning program so that he could see his progress. Eric said those results were important, but the relationships he built were even more important. “I wouldn’t be here without the friendships,” he said.

When Eric first started with InShape, he was canceling sessions two or three times a week. Then he started coming to appointments consistently. Looking back, he pointed out, “I had a desire to change and grow.” Both he and his health mentor noticed the weight loss that came with consistent workouts. “Once I realized I could participate and complete the conditioning program workouts, and I saw results, that was the motivation that kept me coming back.”

The success encouraged Eric to challenge himself. “I wanted to see how far I could push myself because

previously I had been so inactive.” He continued to make progress in the conditioning program and on his own. He included kettlebell and weight training. “The exercise through the InShape program has afforded me a comfort and confidence to work through my anxiety to try new activities.”

Eric independently enrolled in Jiu Jitsu and boxing classes. He explained, “I’m way more confident in my body image. I have a better sense of self-confidence since going through the program.”

By May, Eric weighed 264 pounds and was discharged from InShape. He continues his regular workout routine and maintains a very active lifestyle that includes yoga and meditation exercises. “I feel grateful that I accomplished my goals. [InShape] got me through to a period of greater physical activity and I’m very happy with it.” He continues to share his fitness journey with his health mentor.

Eric now says the future looks so much better to him. He points out that while InShape is not for everyone, he has seen a lot of changes in himself since he started the program. He notices both physical and mental differences. “Physically, I have a way better sense of my body,” he says. “Through yoga I can tell exactly what is ailing and, being mindful, mentally being confident and having clarity. [I know] my purpose matters.”

Today, there are 17 individuals in the InShape program, and there is a waiting list as more people realize the program might be exactly what they need. Eric says, “If you are under the right conditions and you commit yourself to it, you can have success with [InShape]. This changed me and I want to tell about it.”

HAMHDS PROGRAMS

IN-STRIDE Program provides early and intensive intervention, education and support to individuals between the ages of 16 and 25 who are experiencing early symptoms of psychosis.

Case Management and Assessment serves adults with serious and persistent mental illness to develop recovery goals, achieve stability and lead full and productive lives.

Assertive Community Treatment provides comprehensive, community-based treatment to adults with severe and persistent mental illnesses. Individuals receive supportive counseling, education, monitoring of symptoms and medications, assistance with obtaining entitlements, outreach, nursing services and coordination with other treatment providers.

InShape provides physical health education and fitness supports to adult persons receiving HAMHDS services that are presenting with and/or at risk of health concerns such as diabetes, hypertension or obesity. The goal of the health mentor is to increase health and nutrition education while incorporating fitness programs that will enhance one’s understanding of physical health and encourage lifestyle changes that improve overall health.

Dental Health

Funding through STEP-VA created an opportunity to expand HAMHDS’ long-term partnership with Daily Planet Health Services to include on-site dental screenings. Multiple studies identify a link between mental health and oral health. Daily Planet Health Services provides an initial evaluation on site and can then provide follow up care at one of their dental clinics. The on-site dental clinic operates one day a week at the HAMHDS East Center. Thirty individuals were seen in the onsite clinic between its opening in January through June 2023.



HAMHDS ACCOMPLISHMENTS

ACTIVE

Lucito



“All things lead to bigger things

if you want it to be that way.”

After Lucito’s case manager referred him to Lakeside, he went through an orientation and completed a trial visit before being admitted. Lucito was sure that Lakeside’s structure was the only thing that could rescue him from the depression he was experiencing. Today, he feels he is about 70% back to his normal self.

Activities like the Community Inclusion “Lunch and Learn” with Jim Kochany have been an important part of Lucito’s recovery. He said Kochany “gives us information on wellness and recovery, anything dealing with mental health.”

Community activities, like trips to the movies, volunteer work, and even baseball games, help Lucito connect to the world around him. He adds, “I’ve participated in NAMI (National Alliance on Mental Illness) walks and the Christmas parade last year.”

Lucito has volunteered at the animal shelter and the local food bank. “I’m immersed in these experiences,” he said. “And I have fun while I’m doing it, but I also take it seriously because you want to take something out of [the experience].” He thinks it’s important to learn from each of these experiences.

The job skills Lucito has learned at Lakeside include janitorial and administrative skills as well as some culinary skills. “I’m learning prepping and serving food. As well as cleaning jobs like cleaning windows.”

Today, Lucito works part time as a cashier at KFC and he feels working at the Lakeside snack bar helped him

Lucito isolated himself during the pandemic. When he got to the point where he didn’t even want to leave his own room, he knew he needed help. “I would stay in my bed. I just didn’t want to feel that way anymore,” he said.

As someone who experiences serious mental illness, Lucito had been at Lakeside before. Lakeside Center is a psychosocial rehabilitation center that provides a structured day program to individuals with mental illness that builds confidence, skills and creates a sense of competency. He knew the people at Lakeside could help him.



Lakeside Center case manager, Stephanie Cotman left of Lucito (Center) with other members

prepare for the work. “All things lead to bigger things if you want it to be that way.” With the part-time job, Lucito splits his week, going to Lakeside half the week and working half the week.

Before the pandemic, Lucito was used to working a part-time job, going out with friends, and leading an active life. “I guess the pandemic made me isolate myself. That wasn’t good.”

His success at Lakeside has inspired Lucito to set a new goal. He hopes to be a peer specialist one day. He is already taking steps towards that. He feels like he will be back to 100% recovered when he has a full-time job and is comfortable being around people, “Just showing my face in public.”

To help himself progress toward this goal, Lucito often signs up to give orientation tours as part of his daily duties. Even though Lucito believes he is an introvert, he also gives presentations.

“I gave a 15-minute talk on my Filipino culture. It was kind of an icebreaker to talk about something familiar and just relax.” With the introduction of his own cultural background, Lucito spearheaded an inclusive initiative at Lakeside, introducing more new cultures to members.

Lucito has a chemistry degree and a master’s degree in combined sciences. He says he hopes to combine his

knowledge with the communication skills he’s learned. As Lucito gives orientation tours, he tells people a little about his own past. He tells them, “Whatever you get out of Lakeside is what you put into it.” He wants people to know that Lakeside offers a wide variety of programs that can help with recovery, and all you have to do is take advantage of it. “My Lakeside journey has given me a little more happiness and hope,” he says, “and I tell people about that.”

HAMHDS PROGRAMS

Skill Building Services trains and supports individuals with a serious mental illness in achieving and maintaining community stability through teaching and reinforcement of activities of daily living, medication management, monitoring health and safety, and use of community resources.

Psychosocial Services (Lakeside Center) offers community-based psychosocial rehabilitation to individuals that builds confidence, skills and creates a sense of competency.

Employment Services aids individuals who have symptoms that interfere with daily functioning to gain and maintain employment.



Sheree

INSPIRED

Dal explained that while the staff would help with seasonal crafts,

“Sheree liked to do stuff on her own, which is awesome.”

Milk River Arts is a unique program that pairs artists with disabilities with professional artist mentors. Sheree used to create sketches in her own drawing book. Her artist-mentor showed her how to use paint markers and other media. Now she paints flowers on large canvases, including one on a barn that was featured in the studio’s Validation Day celebration. Some of Sheree’s artwork is also on display at the Quirk Hotel Richmond. Milk River helps Sheree sell her artwork at their online auctions.

Dal pointed out that Sheree’s family was nervous about her attending an art class in Richmond. “We assured her family that we would be there to provide support.” He laughs as he talks about telling Sheree’s mom that her daughter’s paintings sell so quickly. “She said, ‘Sheree never told me about this and now she’s got a check for her artwork.’”

Sheree says she has good friends at Cypress and enjoys the activities, but her favorite is her art!



Sheree and Dal Williams, supervisor.

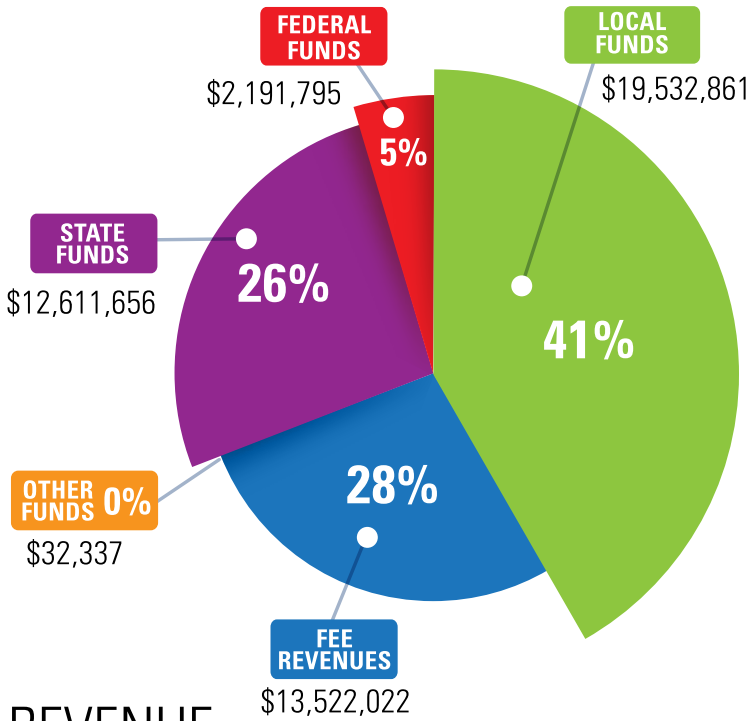
Sheree Violet has been going to Cypress Enterprises for about 27 years. Dal Williams, a supervisor there says Sheree has been bringing markers and sketch books to the center for as long as he’s known her. “Every day she’d come with a big bag of pencils and markers.” He explained that while the staff would help with seasonal crafts, “Sheree liked to do stuff on her own, which is awesome.”

Sheree says she enjoys working on puzzles, playing games, and going to the park and the library. Sheree is most likely to check out books on painting flowers.

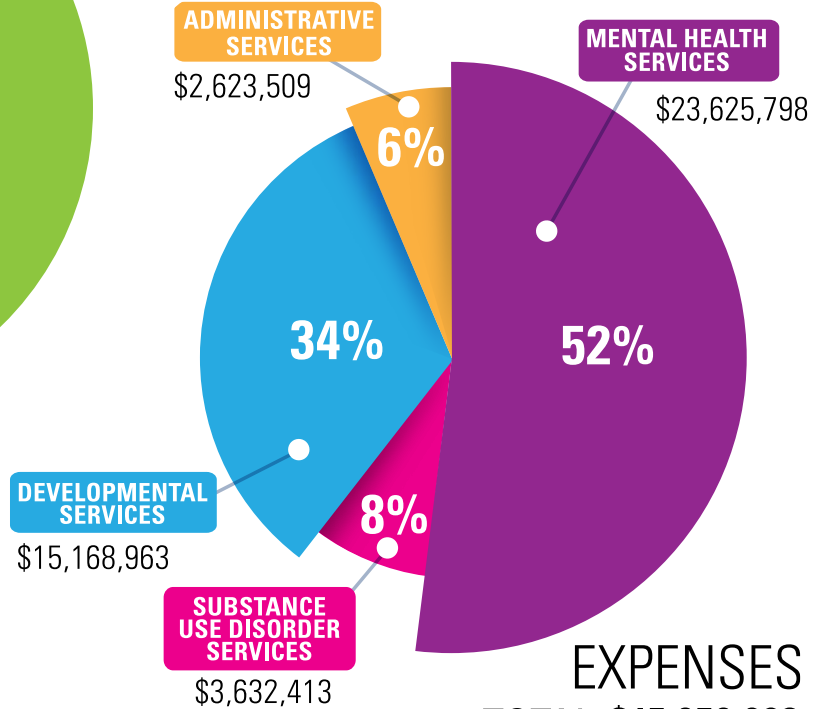
For Sheree, nothing is as fun as her artwork. Every Monday, Cypress staff members take her to Milk River Arts Studio in the Scott’s Addition area for art lessons.

Dal says he found out about Milk River Arts through an email. He immediately thought it was something Sheree might be interested in. At first, Sheree did not like the idea. “It was a new thing, and it was fearful stepping out of her comfort zone.” He showed her their website and the kind of artwork they did. Then he and Sheree met Milk River Director Sally Kemp. This changed her mind. Dal explained, “A lot of times, people with disabilities are not given the opportunity to express themselves and to be taken seriously as artists.” He says that at Milk River, artists have the freedom to use the tools they have to create artwork that expresses who they are. I’m really proud that we can help Sheree to be a part of it.”

REVENUE & EXPENSES



**REVENUE
TOTAL
\$47,890,671**



**EXPENSES
TOTAL \$45,050,683**

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