



*HENRICO AREA
MENTAL HEALTH &
DEVELOPMENTAL SERVICES*

*Serving the counties of Henrico,
Charles City & New Kent*

2016-2017
FISCAL YEAR



Board Members and Executive Staff

HENRICO AREA MENTAL HEALTH & DEVELOPMENTAL SERVICES BOARD

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Nita J. Grignol	Karen W. Grizzard	Joyce A. Hann
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HENRICO AREA MENTAL HEALTH & DEVELOPMENTAL SERVICES AGENCY MANAGEMENT TEAM

Laura S. Totty, MS, Executive Director
Lynn A. Goodale, CCM, Administrative & Financial Division Director
A. Michelle Johnson, LCSW, Community Support Services Division Director
R. Daniel Rigsby, LCSW, Clinical & Prevention Services Division Director
Yvonne D. Russell, MA, Quality Assurance Program Manager

VISION & VALUES



OUR VISION

We envision an inclusive, healthy, safe community where individuals lead full and productive lives.

OUR VALUES

Excellence, Dignity, Partnership

OUR LEADERSHIP PHILOSOPHY

Leadership is the responsibility of everyone at Henrico Area Mental Health & Developmental Services. If we are to be successful, we must lead with integrity, good stewardship, openness, creativity and full participation.

Access Call Line
804•727•8515

Hermitage Enterprises
8247 Hermitage Rd
Henrico, VA

Woodman Office
10299 Woodman Rd
Glen Allen, VA

Lakeside Center
5623 Lakeside Ave
Henrico, VA

Richmond Medical Park
2010 Bremono Rd, Suite 122
Henrico, VA

Providence Forge Office
9403 Pocahontas Trail
Providence Forge, VA

East Center Office
4825 South Laburnum Ave
Henrico, VA

Cypress Enterprises
205 Roxbury Industrial Ctr
Charles City, VA

EXECUTIVE SUMMARY

Henrico Area Mental Health & Developmental Services (HAMHDS) is pleased to present its Fiscal Year 2016-17 Annual Report, highlighting major initiatives to improve the quality of care for individuals with mental health, substance use disorders and developmental disabilities. A great deal has been accomplished thanks to the hard work of HAMHDS staff, partnerships with many community organizations and support of our stakeholders.

In July 2016, we became the single point of entry for individuals with developmental disabilities seeking waiver services and began providing case management services to these individuals. Case management, day support and residential services staff planned for and implemented the new waiver services for individuals with intellectual and developmental disabilities. The new waiver services have enabled us to expand our community partnerships.

In April 2017, same day access for behavioral health services was implemented. Individuals seeking services can walk into our two main sites and are seen by a licensed therapist, evaluated and linked to ongoing services. Initial data shows an increase in the number of individuals seen as well as a higher percentage of persons who attend their second appointment.

Throughout FY 2017, HAMHDS staff was heavily engaged in the search for a new electronic health record system. A selection team, representing all of the agency programs, defined the requirements that a 21st century system should have to most effectively and efficiently serve our needs. The team regularly engaged all staff, seeking input and advice. All vendors' proposals were evaluated and discussed in detail. The agency is excited about the implementation of a new system which will begin in 2018.

Our comprehensive emergency response system remains strong. We are committed to improving the experience and outcomes for individuals in a psychiatric crisis or when they interact with the criminal justice system. Since 2008, Henrico's Crisis Intervention Team (CIT) staff has offered the CIT Basic class to over 1,670 first responders from Henrico's Police Division, Sheriff's Office, Division of Fire and HAMHDS, along with personnel from over 36 other agencies from throughout the Commonwealth. Additionally, 200 students were trained in the 2017 CIT Refresher classes. The Jail Diversion Team has been successful in diverting, coordinating and clinically managing the needs of individuals who have a mental illness. The team completed 486 assessments and worked closely with the sheriff, commonwealth's attorney and judges to divert individuals from jail.

The agency's focus on wellness and recovery is steadfast. We received a grant that allowed for the expansion of integrated primary health care. We are committed to assuring access to quality health care and promoting better health outcomes for the people we serve.

The agency received its sixth, three-year Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation. This tremendous accomplishment speaks to the high quality, innovative services provided by our talented and dedicated staff.

Finally the HAMHDS Board and staff express our appreciation and thanks 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 recovery, resiliency and inclusion.

Brenda A. Brown
Board Chair

Laura S. Totty
Executive Director

TOTAL CLIENTS SERVED

10,014

TOTAL REVENUE

\$36,472,101

Total



Local Funds



\$14,308,417

Third-Party Fees



\$11,352,926

State Funds



\$8,551,193

Federal Funds



\$1,974,019

Other Funds

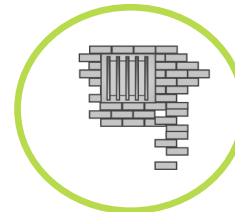


\$285,546



Mental
Health
Services

4,689



Jail
Services

2,441



Substance
Use Disorders
Services

1,636

TOTAL EXPENSES

\$35,988,520

Total



Mental Health
Services



\$17,389,374

Developmental
Disability Services



\$13,278,822

Administrative
Services



\$2,812,182

Substance Use
Disorders Services



\$2,508,142



Emergency
Screenings for
Psychiatric
Hospitalizations

1,629



Developmental
Disability
Services

1,396



Early
Intervention
Services

858

FISCAL YEAR 2017

4,350

Monthly
Average
Crisis Calls
Received

896

Integrated
Primary
Health Care
Client Visits

528

Same Day
Access
Assessments
During Initial
Quarter

349

Intellectual /
Developmental
Disability
Intakes

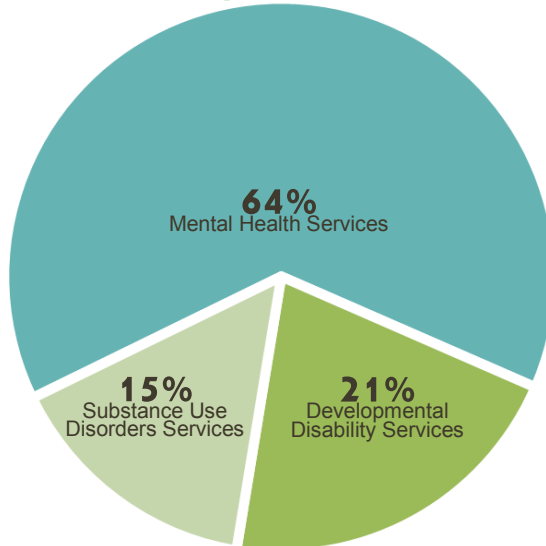
272

Housing
Vouchers
Administered

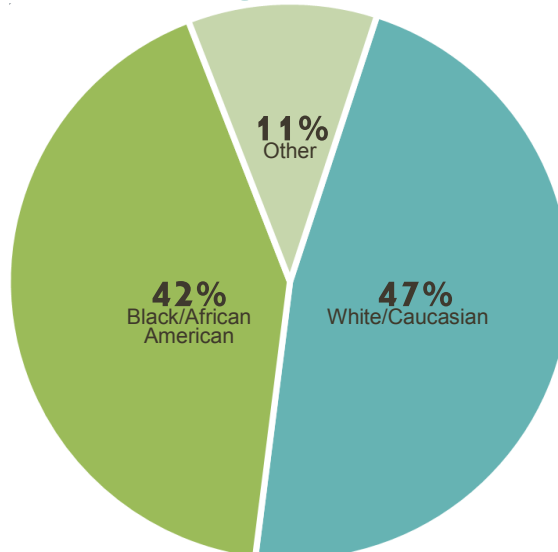
209

Tobacco
Retailers
Audited
Preventing
Sales to
Minors

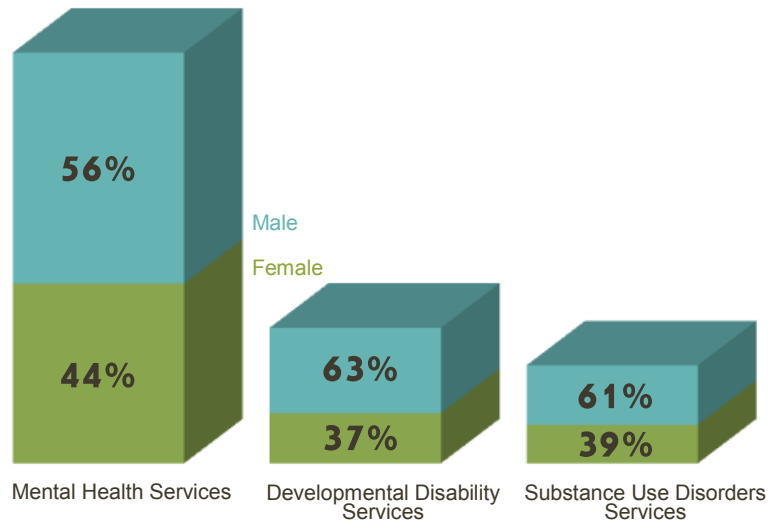
BY PROGRAM



BY RACE



BY GENDER



COMMUNITY SUPPORT SERVICES HIGHLIGHTS

AUTISM

Parent Infant Program staff received training from Commonwealth Autism in the Autism Diagnostic Observation Schedule (ADOS), a highly recognized evaluative measure for diagnosing autism spectrum disorder. Through this partnership, Parent Infant Program now offers an ADOS clinic for children from birth through 3 years old.

SERVING INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES

Henrico has one of the largest developmental disabilities (DD) populations in central Virginia, serving 250 individuals with a DD diagnosis. Seven contracts were initiated with private providers delivering DD case management services for 113 individuals. The other 137 individuals are directly served by Henrico DD case managers.

NEW WAIVER SLOT ALLOCATION

DD case management implemented the new waiver slot allocation process. Eleven individuals were offered a waiver slot.

REGIONAL COMMITTEE

Community Support Services staff participated on the Regional Developmental Disabilities Case Management Provider Committee; a regional initiative to coordinate and address waiver redesign challenges and facilitate program planning uniformly to meet regulatory requirements.

SERVICES THAT IMPACT

PARENT INFANT PROGRAM:

improving the development of infants and toddlers to prevent or reduce the potential for developmental delays and increase the capacity of families to meet the needs of their at-risk children. Part C Early Intervention program builds upon and provides supports and resources to assist family members and caregivers to enhance children's learning and development through everyday learning.

INTAKE/ELIGIBILITY: serving children and adults with developmental disabilities (DD), including intellectual disability (ID), assisting in the navigation of the state's system of services and educating individuals and their families about the services available.

DEVELOPMENTAL DISABILITY SUPPORT COORDINATION / CASE MANAGEMENT SERVICES:

linking individuals to other services and providers, coordinating services and monitoring needs and services. Individuals are assisted with accessing services and support systems that are essential to their basic needs and participation in their community.

EMPLOYMENT & DAY SERVICES:

offering Individual/Group Supported Employment services to individuals and employers in the community or at center-based day programs at Hermitage and Cypress Enterprise. Individuals are provided support to increase independence and inclusion in their community.

RESIDENTIAL SERVICES:

offering 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.

HOUSING SERVICES:

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

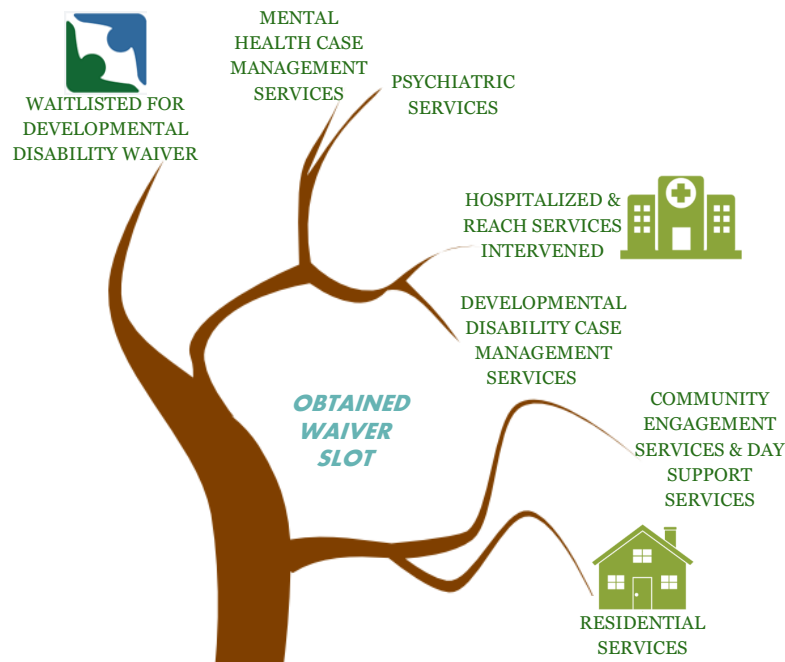


SUPPORTING **SAM**

Sam and his family felt that they were being held captive by his chronic conditions. Sam was nonverbal, wouldn't leave his home or conform to schedules, couldn't be left alone and was occasionally aggressive when he started services at HAMHDS. His behaviors were recognized as autism and panic disorder, and he began receiving regular home visits from a mental health (MH) case manager, psychiatric services, crisis intervention and hospital coordination services when needed.

Sam's family was assisted with managing his behaviors, which were believed to be related more to his developmental disability (DD) than to a mental illness. His family received help navigating a complicated system to obtain residential services that would meet his needs. Both his MH and DD case managers strongly advocated for a waiver slot. In June 2017, he was given a DD waiver which, allowed him to start receiving services that included residential group home, community engagement and day support.

Sam has thrived under these new supported living arrangements. He is making friends, speaking, managing his activities of daily living and adhering to schedules. He no longer paces or gets aggressive. He even discarded a handheld game that had been his only activity for years. He's also receiving medical care and wearing much-needed eye glasses. Sam and his family are looking forward to a bright future.



CLINICAL & PREVENTION SERVICES

HEROIN TASK FORCE

HIGHLIGHTS

Henrico's Heroin Task Force, comprised of representatives from nine agencies and offices, took steps to stem the alarming rise of heroin and opioid overdoses and deaths in Henrico.

Local high school students and the Heroin Task Force developed a website (bouncebackhc.com) to provide information and resources about heroin and opioid abuse.

Refrigerator magnets featuring the website's logo were printed for distribution by emergency responders.



Chuck Rosenberg, then-acting administrator of the U.S. Drug Enforcement Administration, and James B. Comey, then-FBI director (both seated in center) joined by Henrico's Heroin Task Force

More than 600 people attended a March 1 community summit at Glen Allen High School, which featured a candid discussion by James B. Comey, then-director of the FBI; Chuck Rosenberg, then-acting administrator of U.S. Drug Enforcement Administration, and Dr. Susan Fischer Davis, director of the Henrico Health District. A second event, held April 3 at Godwin High School, featured Virginia Attorney General Mark R. Herring.

SERVICES THAT IMPACT

SAME DAY ACCESS: providing prompt and complete mental health and substance use assessment; coordinating therapy and case management services at our agency; and linking individuals to community resources.

YOUTH & FAMILY SERVICES: serving youth with mental health and substance use disorders, utilizing resources from their families as well as courts, schools, juvenile detention centers and the community.

IN-STRIDE PROGRAM: (Step Toward, Recovery, Insight, Development & Empowerment) providing 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: serving adults with serious and persistent mental illness to develop recovery goals, achieve stability and lead full and productive lives.

ASSERTIVE/INTENSIVE COMMUNITY TREATMENT: providing comprehensive, community-based treatment to adults with severe and persistent mental illnesses. Individuals are provided supportive counseling, education, monitoring of symptoms and medications, assistance with obtaining entitlements, outreach, nursing services, and planning with state and local hospitals for inpatient treatment and discharge.

RESIDENTIAL SERVICES: offering housing in a group setting for adults with serious mental illness to support a normalized lifestyle, maximize their potential, cultivate natural community relationships, develop personal goals, and become integral members of the community.

LAKESIDE CENTER: offering community-based psychosocial rehabilitation to individuals that builds confidence, skills and creates a sense of competency.

CRISIS INTERVENTION TEAM

Provided Crisis Intervention Team (CIT) training to nearly 1,700 people. These include all Henrico police, magistrates, emergency services clinicians, and nurses at the crisis receiving center. In addition, our CIT Program received an award from the National Association of Counties (NACo) for the CIT Mentoring Program. The CIT Mentoring Program provided the opportunity for over 35 departments and agencies to participate in the basic CIT training. This has included police departments, sheriffs' offices and community service boards as well as state and local government agencies.

INTEGRATED HEALTHCARE

Received a Substance Abuse and Mental Health Services Administration (SAMHSA) grant for primary and behavioral health care integration that supported the expansion of our Primary Care Services. Primary Care is now offered at our Woodman Road and East Center locations.

YOUNG ADULTS

Continued provision of services to young adults experiencing their first psychotic episode through our In Step Toward Recovery, Insight, Development, and Empowerment (In-STRIDE) program. Forty-six individuals received this service throughout the year.

JAIL DIVERSION

Received a NACo award for the Jail Diversion Team for its work. Early results from the program show that only one of the clients that successfully completed the Jail Diversion Program has returned to the jail since completion of the program.

SAME DAY ACCESS

Implemented same day access to clinical services in April 2017. Same day access services are available at our two main sites five days a week. Over 600 individuals were seen in same day access during the first two months of operation.

SKILLS BUILDING: providing training and support that assist 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.

EMPLOYMENT SERVICES: aiding individuals who have factors that interfere with daily functioning to gain and maintain employment.

BRIEF ADULT OUTPATIENT: providing short-term mental health assessment and therapy services to motivate and support clients as they make changes in their lives to reduce symptoms and increase functioning.

ADULT SUBSTANCE USE DISORDER SERVICES: focusing on reducing substance use while matching treatment with the client's readiness to change. Therapy can be provided individually or in groups.

PSYCHIATRY SERVICES: providing diagnosis, treatment and prevention of mental, emotional and behavioral disorders of youth and adults.

JAIL SERVICES: preparing inmates for successful reintegration into the community by providing a full range of mental health and substance use services while in the jail.

CRISIS & EMERGENCY SERVICES: responding 24 hours a day, seven days a week to individuals experiencing mental health crises to promote individual and community safety.

PREVENTION SERVICES: serving youth to strengthen protective factors that reduce the risk of mental illness or substance use disorders.

DIVERTING JULIE

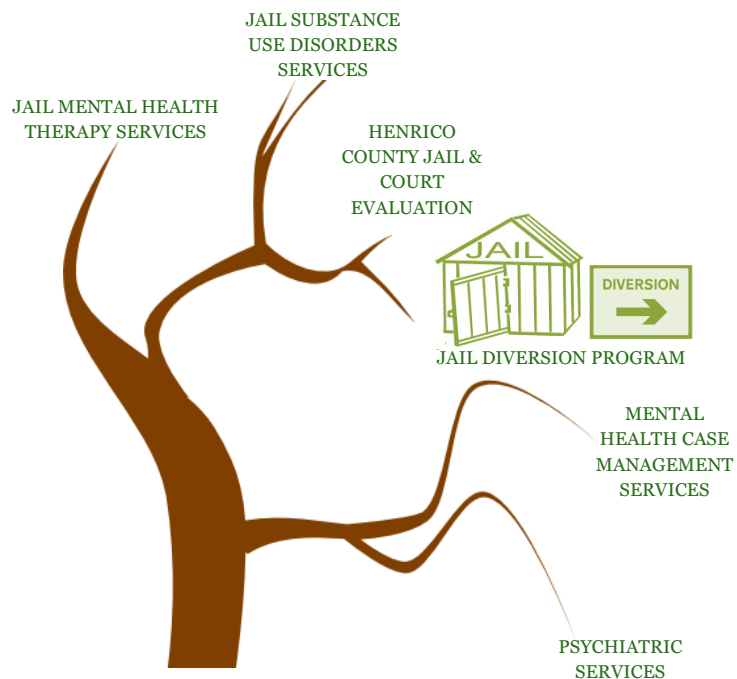
Julie began to abuse heroin after she developed a tolerance to opiate medications and her depression, anxiety and addiction went untreated.

As a result she became stuck in the criminal justice system and had given up on the idea that she could live a normal and productive life. This all changed in February 2017 when she was released on the condition that she participate in the Henrico County Jail Diversion Program. She has maintained sobriety and mental health stability.

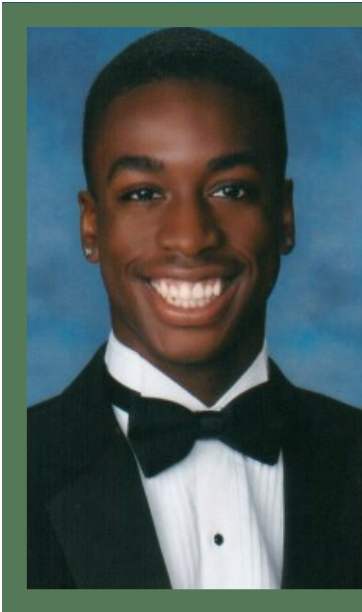
She is actively involved in substance use treatment, takes her medications, and attends all required appointments with the assistance of jail diversion staff.

Unfortunately, tragedy has repeatedly visited Julie's life. She lost both her husband and a son to heroin overdoses. She also underwent emergency surgery to repair a broken and dislocated ankle.

Despite these challenges, she continues to maintain stability and sobriety. Julie says the support and treatment she receives from the jail diversion team have been instrumental in her success. She hopes to one day give back to her community by serving as a peer counselor.



IN MEMORY OF **RAJONNE**



To those who knew him, Rajonne Young was a beacon, a shining star, a hero, a symbol of hope, and a role model. "If there was just a way to clone or even have a million Rajonnes, the world would be a better place," said Jacquelyn White, a Prevention Services staff member.

Rajonne had all the qualities of a role model, including a clear set of values, commitment to community, selflessness and acceptance of others and the ability to overcome obstacles.

For the one year that Rajonne was part of the Henrico Area Youth Ambassadors, he embodied the essence of what it means to be a Youth Ambassador. In doing so, he set the standard. Rajonne had many set values and was not afraid to vocalize his ideals. He believed in staying substance free. He did not believe in following the crowd and was not influenced by peer pressure. At one meeting, Rajonne told the group about a young woman who had become a special friend. He was asking for advice on how to gently let the woman know that he had to let her go because they did not share the same goals and values. To stay true to his principals and to

maintain his integrity, Rajonne stopped communicating with the young woman. To the group, he clearly modeled a positive message: "Despite fighting internal obstacles, don't make decisions that go against your beliefs."

Rajonne had a journal where he wrote personal affirmations. Many were poetic, insightful and a reflection of his desire to take positive risk where no one else would while doing it with grace. He was persistent in his vision and goals. The following are a few of his affirmations.

"I am creative, I am Powerful and I can handle it"

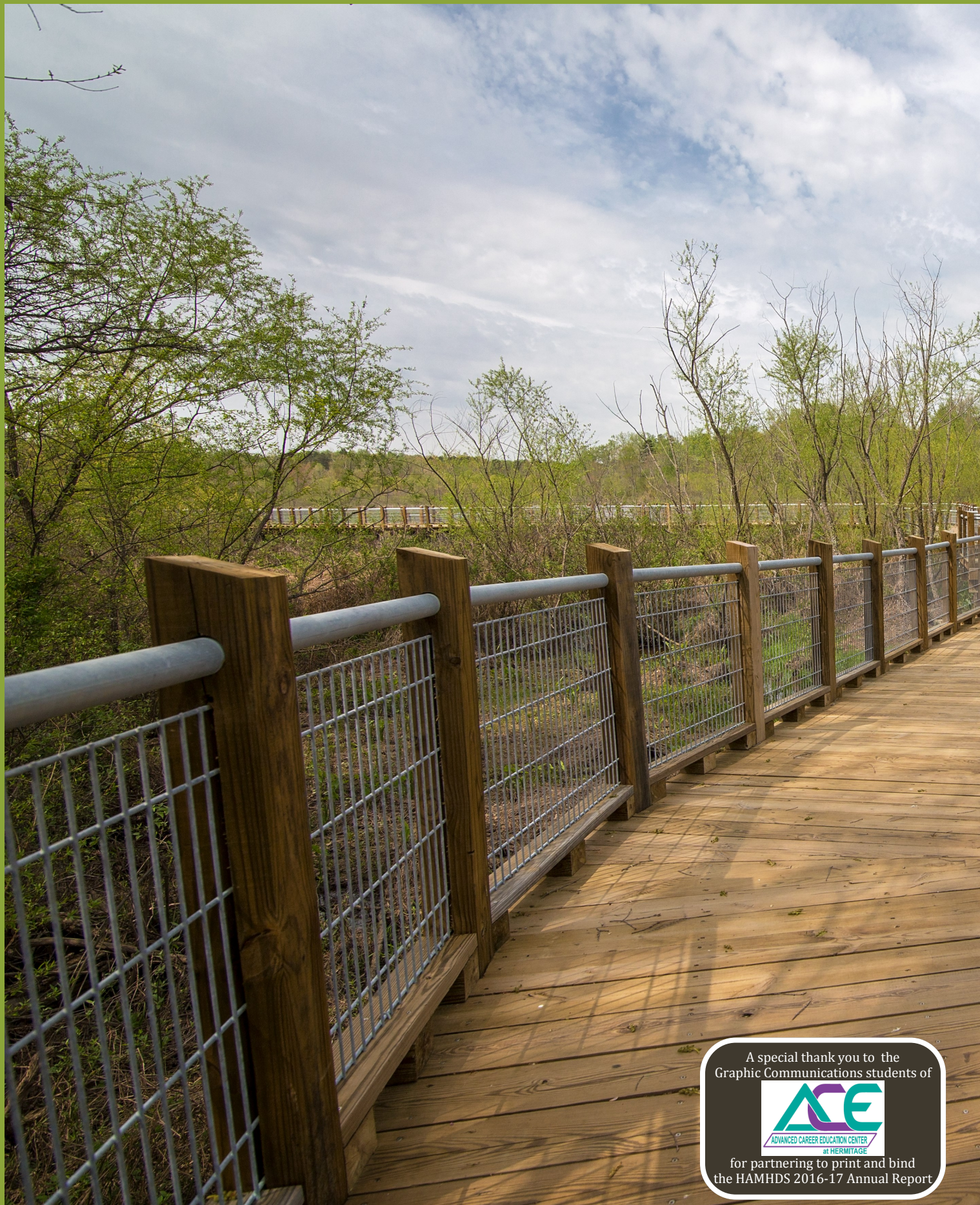
"I'm going to change the World"

"Through this journey, I stayed persistent"

*"And not everything is meant to stay in your life,
Some things only come as a lesson
To teach you the value of time"*

Rajonne was a creative soul. What many people did not know was that he wrote funny scripts, which he would then turn into YouTube productions. He was a very natural performer which was very different from his persona of being reserved and introverted. When Rajonne joined the Henrico Area Youth Ambassadors, he shared this talent. Rajonne was very committed and everyone could depend on him to be at every community event. He would be our impromptu "live social media broadcaster." Rajonne would share with the social media viewers what was taking place and invite the audience to attend the event. This commitment to community drew attention and many started asking Rajonne to be part of other social media campaigns. Rajonne was even asked to be the youth representative for the Too Smart 2 Start Coalition, and he graciously said "yes."

Sadly, Rajonne passed away during the summer of 2017, as a result of a medical condition. During the brief time Rajonne had on this Earth, and time spent with us, he left a timeless legacy, a template of what a true Henrico Area Youth Ambassador role model should be.



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