



BLOOMING HOPE

Annual Report FY21

Henrico Area
Mental Health &
Developmental
Services

Serving the counties of Henrico, Charles City & New Kent

Executive Summary

On behalf of the Community Services Board and staff, we are pleased to present the Henrico Area Mental Health & Developmental Services (HAMHDS) Fiscal Year 2021 Annual Report. This report reflects the services offered to the residents of Henrico, Charles City, and New Kent Counties in supporting individuals who are experiencing behavioral health, substance use or developmental disabilities to live in an inclusive, healthy, safe community where they can lead full and productive lives.

For a second year, the global pandemic continues to impact the way we all live. We have worked diligently to provide the level of services needed while ensuring the safety and well-being of staff, individuals, and communities. The commitment, resiliency, creativity, and compassion of our staff have not wavered as they have risen to meet the challenges to successfully carry out our mission. The impact of our evidence-based services and best practices are reflected in the words of our staff.

“Infant massage proves to be extremely beneficial to babies and caregivers. While infant massage is known for stimulating brain function and development, it also helps to relieve babies' pain from gas/colic and, through touch, smiles and hugs, it promotes and enhances the bond between the baby and caregiver.”

Bernita Sykes, Psy. M., Program Coord./ Local System Mgr.

“Providing Parent Child Interaction Therapy (PCIT) has been the most rewarding part of my job as a therapist. I get to see measurable, positive change in families in only a matter of weeks. We continue to see success with this evidenced-based model for families with many different challenges and from all walks of life. When families come to us for help, they often feel hopeless. When they finish PCIT, they walk away with hope, confidence and a sense of peace in their homes. Seeing these positive outcomes that I know will be long lasting is the best part of my job.”

Laura Bullock, LCSW



“Peer support is about hope, mutuality, and lived experience. As a peer recovery specialist, we give hope to the clients we serve by letting them know that recovery is possible for “everyone.” It has been said that we are all in recovery from life’s physical and mental challenges, especially with what has happened in our society’s current and past traumas. By serving others and giving back, it has helped me in my own recovery. Sometimes we do not see immediate successes with the people we are serving. Our “aha” moments come with a simple “thank you,” a smile, a hint of laughter, and a tear of faith. We try to help others realize that you can see light in the broken bottle as well as in the diamond crystal. Life and recovery are about growth. No one is ever finished. The top of one mountain is the bottom of another. Peer support has given me a great purpose and the great knowing that we are all connected. Once you choose hope anything is possible.”

Jim Kochany, Peer Recovery Specialist

“An individual’s risk of death is reduced by 50% when they are engaged in long-term medication-assisted treatment for opioid use disorder. Developing our rapid access program and continually working to identify and eliminate barriers to access for anyone seeking this care is critically important. We never know how long an individual who presents for treatment will remain willing to start recovery, and this might be the only chance we have to save their life.”

Shannon Garrett, RN, MSN, FNP-C

“Permanent Supported Housing has given some of the most vulnerable population an avenue of hope and a second chance at life to live with dignity in a space of safety they can call their own.”

Traci Paskins-Brower, Case Manager

“Being a front-end staff can be a rewarding part of an individual’s recovery. It takes courage to walk through the front door or pick up the phone and seek services. A warm greeting or an offer of assistance as the individual navigates services helps to ease their fears and starts their recovery.”

Christy Kipps, Business Supervisor

“Having an onsite pharmacy has had numerous benefits for clients and the agency. Pharmacy costs for subsidized medications have been reduced by 85% through effective collaboration with Westwood pharmacy. More total clients have been served through this partnership while decreasing utilization of funds. This partnership also has allowed us to offer onsite flu vaccines for clients and staff and COVID-19 vaccines for staff. They are helping to streamline patient care by providing prepackaged, daily medications for the ACT Teams and case management clients.”

Jennifer Pearce, MSN, RN

“Medical records play an essential role to the agency because our job focuses on providing a high level of customer service to the individuals we support. We obtain, safely maintain, and securely release health information. Medical records bridge the gap between mental illness, developmental disabilities, substance use disorders, and continuity of care because we are the gateway to allow direct access yet secure accessibility to client's health information. This will enable our clients to get linked with the most appropriate resources to benefit from the highest quality of care; therefore, promoting a better quality of life.”

Juanita Turner, HIM Management Assistant

All of these successes and accomplishments would not be possible without many strong and supportive partnerships. We are thankful for the ongoing support of the Boards of Supervisors of the counties of Henrico, Charles City, and New Kent who truly understand the need for services. We are extremely grateful to the dedicated and committed members of the Henrico Area Community Services Board. We are incredibly proud of our competent, devoted staff who work every day to improve the lives of the individuals and families we serve. We hope this report gives you a glimpse into the vital work of the agency as we focus on hope, dignity, recovery, self-sufficiency, support and service.

Karen W. Grizzard

Board Chairperson

Laura S. Totty, MS

Executive Director

Vision & Values

We serve people experiencing the effects of or at risk for mental illness, developmental disabilities and substance use disorders and children with developmental delay. Henrico Area Mental Health & Developmental Services promotes dignity, recovery and self-sufficiency in the lives of the people we serve.

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.





The Perrin Family welcomed a daughter, Emily Joy, into the world on December 21, 1960. Like so many families of that era, doctors and others took one look at Emily and advised her parents to send her to live in an institution. Mabel and Joe Perrin were not doctors or experts on the subject of Downs Syndrome, but they refused, deciding then and there that Emily would remain at home with her family.

Emily and her family discovered Hermitage Enterprises after she graduated high school in 1983. Hermitage is an employment and day support program run by HAMHDS for individuals with developmental disabilities. Over the years, Emily excelled in the vocational program at Hermitage. The Perrins devoted their lives to raising Emily and providing her with a loving and supportive home. It was difficult for the family when the Perrins began preparing for their eventual passing and Emily's long-term care. As time went on and their challenges intensified, the Perrin's made the choice to move Emily into a group home.

In 1997, Emily moved into Treva, a group home run by Henrico. The transition proved difficult, but ultimately the decision served Emily's interests. Mabel Perrin regularly said that moving Emily into Treva was the best decision they could've made. Eventually Emily moved into the Gayton group home, also operated by Henrico, but closer to her family's home. There, Emily thrived.

Over time, Emily started to have difficulty keeping up with the fast pace of the Vocational unit at Hermitage. She transferred to the smaller Skills Training for Employment (STEP) program, which allowed her to continue to participate in her favorite paid tasks with more staff support.

In 2012, Mabel Perrin passed away and was followed soon after by Joe and their son, Preston, leaving Emily and her sister, Denise, to carry on. The family's foresight in linking Emily with Henrico's residential services helped to temper the shock and devastation that Emily felt in losing three family members.

Early Intervention Program provides supports and services to children from birth through age 2 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.

When Emily began to show signs of dementia, she transitioned to the Life Enrichment Program at Hermitage to be better supported and to maintain her skills. The staff at the Gayton group home also take the concept of aging in place seriously, providing excellent support for Emily as her dementia advances. The staff there are confident Emily will be able to go through the last chapter of her life in her home, just as the Perrin Family would have wanted.

Thankfully for Emily and the Perrin Family, Henrico MH/DS followed a path laid out years ago by her parents, Mabel and Joe Perrin. Thanks to the decisions they made, and thanks to the effort and empathy of a lot of people over the years, their original promise to Emily can be kept and she'll be able to live out the rest of her days peacefully at home.



1,075 received EARLY INTERVENTION Services

1,502 received DEVELOPMENTAL DISABILITY Services

Individuals on the Waiver Waiting List:
Priority 1: **122** Priority 2: **343** Priority 3: **165**

Jail Services prepare 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.

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.

Substance Use Disorder Services provides individual and group treatment and peer services to support individuals' recovery from substance use disorders. Office Based Opioid Treatment (OBOT) is offered including access to Medication Assisted Treatment.



Recovery

My "recovery story" is progressing well. With that said, please lend me your attentive ear so that I may share with you the summation of my sojourn with mental illness. I am Nigel, a 54 year old black man of Caribbean descent. My family migrated to the United States in 1971. After many years of uninterrupted good physical condition and mental health, I joined the growing demographic of the mentally challenged/ disabled. In the last two years there has been many struggles, challenges, failures and triumphs while living with mental illness; I've been hospitalized and homeless. Finally accepting and applying the guidelines and guidance of my doctors and health professionals, I believe, made the difference. After being admitted to psychiatric wards of three different medical facilities, I have a permanent home, and my life is on track. I am thankful and grateful for professional services. I have received care and concern from my health providers. They (HAMHDS) have been an integral part of my success story.



6,461 received MENTAL HEALTH Services

1,123 INTEGRATED PRIMARY HEALTH CARE Encounters

Self-sufficiency

Linda, who recently turned 80 years old, is dual diagnosed and lives independently in the community she grew up in. Linda has always wished to live in her family home and not be placed in a group home. Virginia's Developmental Disability (DD) Waiver Program has help afford her this opportunity with services in place and a support system.

She used to call 911 for emergency help when she would experience auditory hallucinations. After being involved with the police and hospitalized, she was awarded a DD waiver slot, and services have been put in place to provide care and assist her round the clock. Linda receives case management,

1,215 EMERGENCY SCREENING for
Psychiatric Hospitalization

914 Temporary Detention Orders and
854 Individuals seen at the Crisis Receiving Center

2,118 Same Day ACCESS Assessments

1,939 received PSYCHIATRY Services

psychiatric care, and in-home residential supports. She remains in her family home, and staff has assisted her with keeping her home clean. Staff also assist her

with scheduling, taking medications daily and maintaining her medical and psychiatric appointments.

Linda has also been able to maintain a close friendship with a former Henrico employee. He has helped her maintain her home, helped her with her finances and visits her occasionally. She looks forward to talking with him on the phone. He has also become her agent with a power of attorney to manage her finances and medical care, as needed.

Linda enjoys talking with others, sitting on her porch when the weather is nice and sitting in her living room watching TV.

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 and primary health 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 (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 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.




Support

HAMHDS Prevention Services' Connect program in collaboration with Henrico County Public Schools' Outreach Team received a National Association of Counties (NACo) achievement award in 2021 for their virtual summer camp program that provided journaling workshops aimed at building literacy skills for youth living in subsidized housing communities.

Substance Use at Admission

Cannabis Dependence	322
Cocaine Dependence	294
Alcohol Abuse	260
Opioid Dependence	160
Other	33

Henrico experienced a 58% increase in heroin and opioid overdoses. HAMHDS leveraged partnerships and technology to develop a strategy to continue providing REVIVE trainings during the pandemic to widen distribution and access to Naloxone. This initiative received a National Association of Counties (NACo) achievement award in 2021 for our efforts.



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/Intensive 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 planning with state and local hospitals for inpatient treatment and discharge.

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.

729 received SUBSTANCE USE DISORDERS Services

1,612 JAIL IMATES served

9,015 INDIVIDUALS SERVED



57% MALES 43% FEMALES

46% White/Caucasian

41% Black/African American

13% Alaskan Native, American Indian, Asian/
Pacific Islander, Multi-Racial

56% MH ADULTS

10% MH YOUTH

12% DD ADULTS

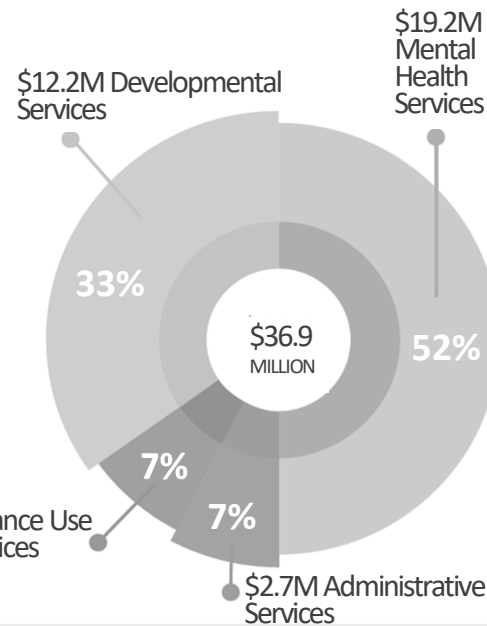
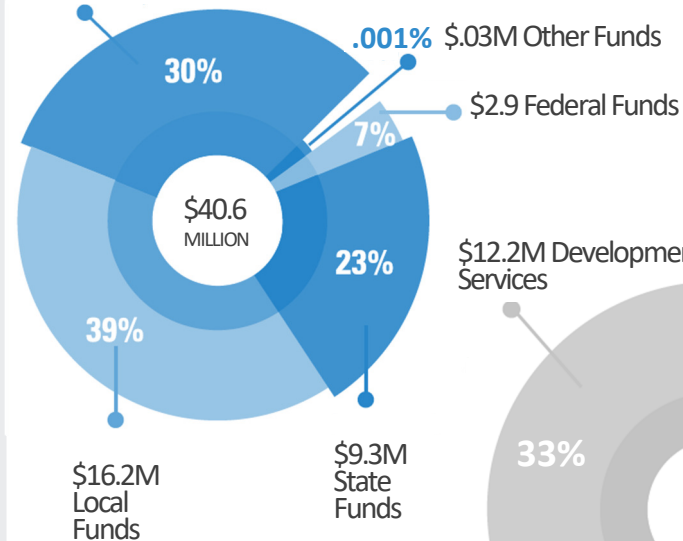
4% DD YOUTH > 3yrs

11% EARLY INTERVENTION < 3yrs

7% SUD ADULTS

REVENUE & EXPENSES

\$12.2M Third Party Funds



Serve

Kim frequently states, “I grew up thinking I could never work.” After struggling with a learning disability in her school years, she dropped out of high school and got married. After her children were grown and her husband was unable to work because of an accident, Kim knew she needed to seek employment for herself. With the help of a training specialist from Henrico County, Kim found a job with Aramark working as a dining room attendant in the Student Commons at Virginia Commonwealth University. Kim quickly learned her new work routine and added assignments as she got more comfortable with her schedule. She needed some assistance with interpreting social cues and advocating for herself, and her job coach was able to help her become more confident in her role. Over the years, she has expanded her duties to include cleaning, sanitizing, emptying trash, vacuuming, stocking, and interacting with students. The coronavirus pandemic caused a temporary layoff when public universities suspended in-person services. During this hiatus, Kim missed her work tremendously and completed activities at home to maintain her stamina and endurance so that she could return to work as soon as possible. When she was called back to work, Kim was asked to fill in across several buildings and in various roles. She informed her job coach that she was ready and quickly showed everyone that she was up for the challenge. She got right back into the swing of working five days a week and excelling in all her work duties. In 2021, Kim celebrated 19 years of working for the company. Her employer has already promised a big celebration to honor her 20-year achievement, and she is enjoying feeling like part of a work family. With the combination of supports from her job coach and her own strong work ethic, Kim has succeeded in an area that she never thought possible.





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