

HENRICO AREA  
MENTAL HEALTH & DEVELOPMENTAL SERVICES

# ANNUAL REPORT

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

Serving the counties of Henrico, Charles City and New Kent



# LEADERSHIP MESSAGE

## **Henrico Area Mental Health & Developmental Services**

**(HAMHDS)** is pleased to present our Fiscal Year 2022 Annual Report, highlighting many of our accomplishments and sharing several remarkable stories of individuals who have experienced resiliency, inclusion, wellness and recovery from mental illness, substance use and developmental disabilities.

This is possible through the dedication and commitment to those we serve by our amazing staff. Although there have been incredible challenges this year, staff continually demonstrate their support of our vision and values as they provide the high-quality services necessary to meet the needs of individuals, families and communities we serve.

During an 18-month period, five colleagues passed away. Each of these individuals had a profound impact on those they worked with. Their legacy of a strong work ethic, immense compassion, willingness to do whatever was needed and unwavering advocacy for all continues to be felt. Their work truly made a difference in the lives of so many people and they

are greatly missed. This annual report is dedicated to their memory and in their honor.

This year, we expanded services in Youth & Family, Outpatient, Jail Diversion, Emergency Services, Substance Use, Developmental Disabilities Case Management, Housing, Peer Recovery Services, Psychiatry, Prevention and Medical Records.

We established several mobile positions to better support our communities and formed a partnership with Henrico County Public Schools to offer on-site services.

We accomplished our strategic initiatives of implementing a new electronic health record, integrating the Step-VA behavioral health program, transforming substance use disorder recovery services, and examining the effects of systemic racism and racial inequities.

While these efforts will continue, our focus for the coming years will be our workforce, transformation of youth services, crisis services and redesign of day services.

Our work with our Henrico partners continues with the Addiction Task Force, reducing youth violence, expanding housing for individuals in vulnerable circumstances and expanding alternatives for individuals in crisis.

We received a National Association of Counties (NACo) Achievement Award for our rapid response to the Office Based Opiate Treatment Program. We are committed to providing evidence-based treatment that strengthens the care individuals receive.

HAMHDS is grateful for the valuable ongoing partnerships that allow us to be responsive to the needs of our community and provide a comprehensive range of services.

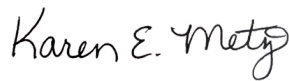
The Board and staff are thankful to the Boards of Supervisors of Henrico, Charles City and New Kent counties for their ongoing support of our mission and understanding of the need for services. Their commitment and support allow critical community services to be in place that promote recovery, resiliency,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

Our successes are only possible with the work of our talented and dedicated staff. They work every day to improve the lives of the individuals we serve.

We hope this report provides you an overview of the vital work of the agency.



**Laura S. Totty**  
Executive Director



**Karen Metz**  
Chairperson

**Our annual report is dedicated to the memory of our team members who recently passed away.**

**Sherrie Bogle**, Financial Management  
**Chris Whitaker**, Information Technology  
**Robin Becker**, DD Case Manager  
**Steve Hixon**, Prevention Services  
**Larry Katz**, Lakeside Employment Services

## FOR DANNY, 'HENRICO WOULD DO ANYTHING'

When you meet him, it doesn't take long for Danny Belvin to tell you about his decade of volunteering with the Varina High School football team. It's his job to grab water coolers and uniforms, watch film, and simply cheer on the team.



"He told us from the start all about his involvement with Varina football," says Venus Polk, a community support supervisor at Hermitage Enterprises, where Danny and other individuals in need of daily care spend the day socializing, working, and volunteering. "Every year that Danny has been in our program, he makes us aware of how the Varina program is doing."

Last year, Danny didn't need to explain: the Blue Devils made history and headlines, winning their first state championship. "After we won, the coach brought me down to the field. It was exciting," Danny says. "It was a big dream come true."

And just like the other players, Danny was given a massive, bejeweled championship ring bearing his last name.

It's a ring sometimes accompanying him to the day program in Henrico, where he has come four days a week since 2018 (he skips Fridays because he doesn't want to risk missing Varina games during football season). At the center, Danny and others take part in work that emphasizes improving skills and independence. Individuals also enjoy more leisurely activities designed to increase stamina and motor skills, as well as exercise and volunteering.

Danny, for example, loves helping out with Meals on Wheels and enjoys the book club at the County library.

Now 34, Danny — whose sharp memory recall and ability to rattle off football statistics is nothing short of extraordinary — came to the program a few years after his mom passed away. A family friend recommended the program to give Danny an outlet and his dad, Aubrey, a break during the week. It's a safe place where Danny gets the assistance he needs for activities of daily life, and contributes to the community through work and volunteerism.

But getting Danny to go took convincing. "I told him to just try it," says Aubrey. So he went one day. Then two. "Next thing we know, he was going four days a week."

As primary caregiver, Aubrey also gets time to himself to get out and do the things he needs to do while his son is in the center, just off Staples Mill Road.

"Anything that kid wants, Henrico does for him," Aubrey says. "It gives him something to do, and he loves it."



## 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

## Board

**Karen Metz | Chairperson**  
(At-Large)

**Michael Wade | Vice Chairperson**  
(Tuckahoe District)

**Lisa Diggs | Secretary**  
(New Kent County)

**Valerie James Abbott**

**Patrice Banks**

**Christine Campbell**

**James Cox Jr.**

**Karen Grizzard**

**Rupinder Kaur**

**Charnessa Pleasant**

**Dr. Rhonda L. Russell**

**At-Large**

**Fairfield District**

**Brookland District**

**At-Large**

**At-Large**

**Three Chopt District**

**Varina District**

**Charles City County**

## ‘UNDERSTOOD AND WELCOMED’

“I’m a normal person,” Yuriko Ota says, “who has had a bumpy journey.”

It’s a path that started after emigrating from Peru to the Richmond area in 2009. Yuriko moved in with her then boyfriend, whom she would later realize was suffering from substance use disorder.

Her doctor prescribed opiates following a medical procedure after a miscarriage in 2011. “And I started taking them,” Yuriko says. “At the beginning I didn’t like it. They made me sleepy.”



But soon, she couldn’t stop. Yuriko would shop emergency departments and feign pain to get more. The routine lasted years, but realizing it was a problem, she privately sought help in 2016. She tried rehab and various doctors, but nothing worked. She felt judged, and that no one would listen.

## Thanks to Henrico, “I’m stronger now.”

She was connected to Henrico in July 2021, shortly after her last overdose, where, on her 33rd birthday, her brother and her roommate found her motionless and gray on her bed.

They gave her naloxone, which was kept in the house just for moments like this one. Thanks to Henrico, she’s been sober since, and has even held a stable job at a Richmond-area hotel kitchen after what she estimates was 15 jobs between 2016 and finally getting treatment last year.

“When you’re an addict, you have to try and find the right place for you. You need to find people who understand,” Yuriko says. “And I’m very grateful to Henrico. They helped me a lot. They understood my needs. They supported me. They don’t judge me. I feel very welcomed there.”

Today, Yuriko — who graduated from culinary school in Peru — looks to a brighter future. She’s started a business, Legacy Catering, that she hopes to grow. And she’s equipped with the tools and support systems she needs to stay away from opiates.

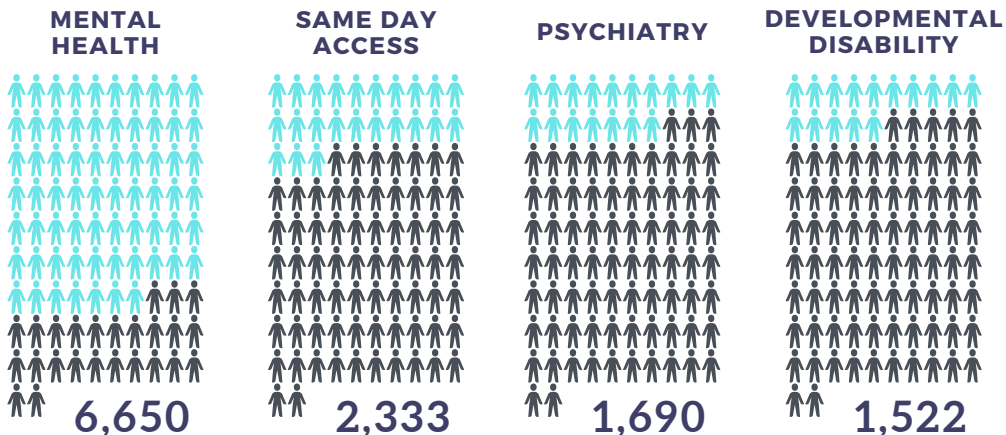
Thanks to Henrico, she says, “I’m stronger now.”

IN FISCAL YEAR 2022, HENRICO COUNTY SERVED

# 9,175 individuals

Some received more than one service. Here's a breakdown of the types of services provided.

 = 100 PEOPLE



## PLUS:

- 1,679** Jail Inmates Served
- 1,506** Emergency Screenings for Psychiatric Hospitalization
- 1,266** Integrated Primary Health Care Encounters
- 1,110** Early Interventions
- 772** Temporary Detention Orders
- 595** Substance Use Disorders Services
- 542** Seen at Crisis Receiving Center

## Substance Dependence/Use at Admission

- Cannabis: 348
- Cocaine: 174
- Alcohol: 218
- Opioids: 249
- Other: 39

## Individuals on Medicaid Waiver Waiting List

- Priority 1: 105
- Priority 2: 294
- Priority 3: 221



## 'YOU GOT TO LEARN TO OPEN UP'

What started as court-ordered counseling for a son turned into life-changing guidance for an entire family.

While on probation and house arrest for burglary, Aidan got in a fight with his stepfather. A judge ordered Multisystemic Therapy, or MST, which provides intensive family counseling for court involved or at-risk youth by working within the youth's ecology.

For six months, twice a week, Henrico MST clinician Brendan Lynch would visit the family's home and teach them tools to help everyone better communicate — and give Aidan the support he needed to turn his young life around.

"The counseling was triggered by Aidan, but we realized we all needed help," says Erin Boutilette, his mom. "We were just brutally attacking each other instead of trying to listen to each other."

MST took effort, she said — but it worked. "It provided us with tools to assist with our communication and understanding," she says. "It was eye-opening and frustrating, but it was worth it."

## Henrico 'provided us with tools to assist our communication'



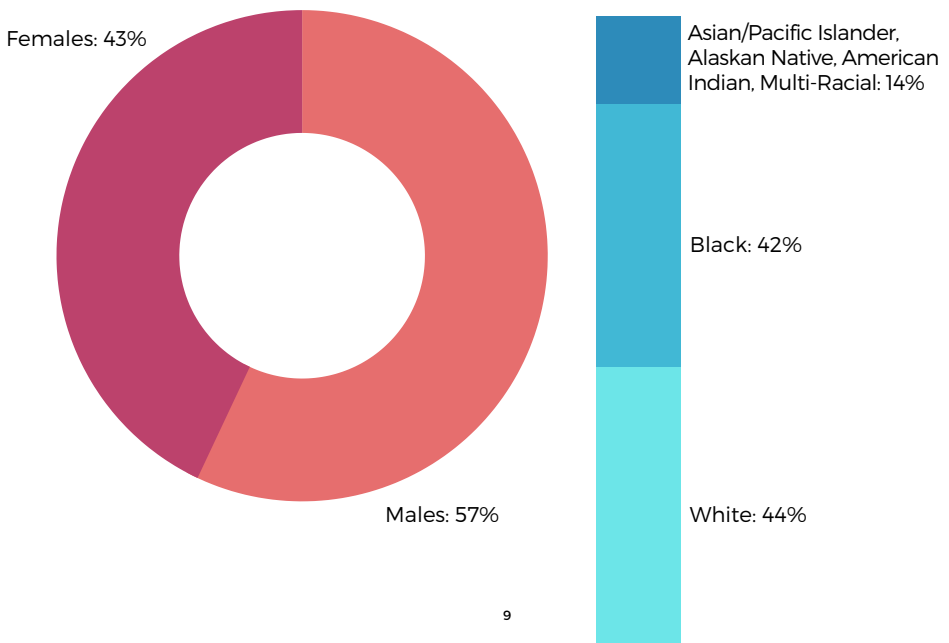
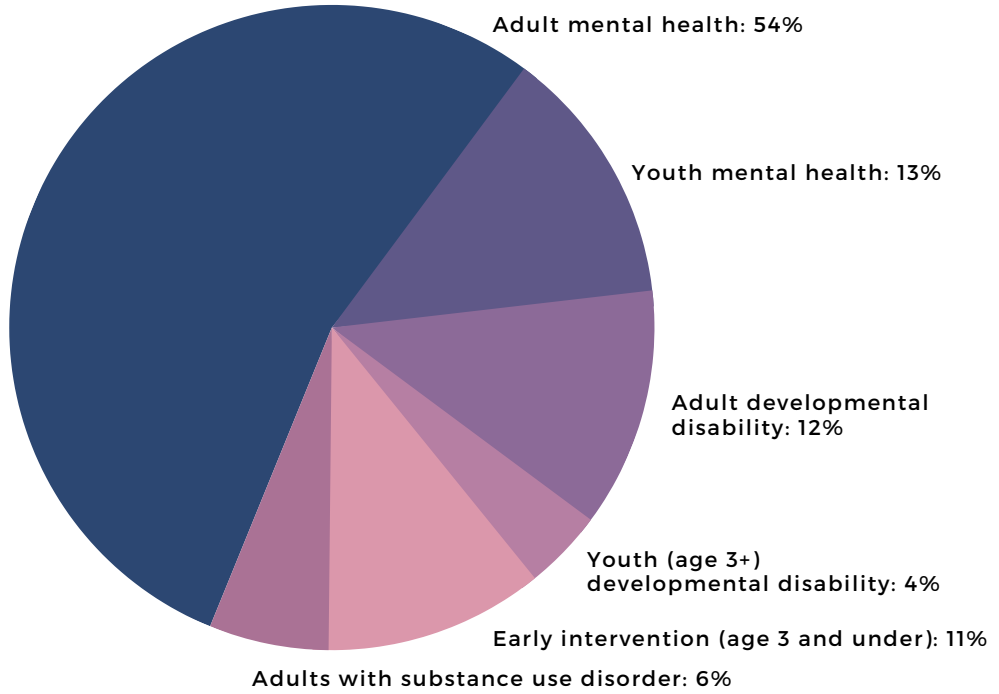
And Aidan has stayed out of trouble, and found a job. "At first the therapy was hard, but you got to learn to open up," he says. "It has helped me to remain calm and not overreact as much."

The family's favorite rule they learned, Erin says, is called 24-48 Hour Rule. "If it's happened more than 24 to 48 hours ago, it's in the past," she explains, chuckling. "We don't bring it up and swing it in each other's faces. It's a good one. It keeps us from sitting there stewing."

As Bobby Breeden Jr., Aidan's stepfather, told Brendan: "I'm very proud and happy that someone in your line of work would feel like you do about my family. Thank you very much for all you dealt with and have helped us with."



## HERE'S HOW OUR SERVICES BREAK DOWN



# SUPPORT

## Same Day Access (SDA)

Prompt and professional assessments by licensed therapists for individuals who come into our office seeking services.

## Integrated Health Care

Offered at the Woodman and East Center locations, Henrico and Daily Planet Health Services' integrated care clinic provides a place where individuals receive preventive and primary health care as well as behavioral health services.

## Prevention Program

Serves families, youth and communities to strengthen protective factors and reduce risk factors that contribute to substance use disorders and mental illness.

## Emergency Services Program

Crisis intervention services around-the-clock for those in need. Our 24-hour crisis line ensures a mental health clinician is always available to respond to individuals experiencing a crisis.

## Permanent Supportive Housing (PSH)

Assists individuals with serious mental illness in locating housing and support as they transition out of chronic homelessness.

## Housing Services

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

## Psychiatry Services

Evaluation, diagnosis and treatment including medication management of behavioral health and developmental disorders in adults and children.

## Youth and Family Services

Serves youth with mental health and substance use disorders, using resources from their families as well as courts, schools, juvenile detention centers and the community.

# DEVELOPMENTAL DISABILITIES

## 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.

## Early Intervention Program

Support services to children from birth to age 3 who are not developing as expected or who have a medical condition that can delay development.

## DD Support Coordination

Assists individuals in accessing services and support systems that are essential to their basic needs and participation in their community.

## Employment and Day Services

Offers individual/group supported employment to individuals and employers in the community or at center-based day programs (Hermitage Enterprises and Cypress Enterprises). Individuals receive support to increase independence and inclusion in their community.

## Residential Services

Provides housing in a group setting for adults with intellectual disabilities, helping them live successfully in the community. Homes are located in neighborhoods throughout Henrico.

# SERVICES

## CLINICAL SERVICES

### **In S.T.R.I.D.E (Steps Toward Recovery, Insight, Development and Empowerment)**

Early and intensive intervention, education and support to individuals between ages 16 and 25 who are experiencing early symptoms of psychosis.

### **Case Management and Assessment**

For adults with serious and persistent mental illness, helping them develop recovery goals, achieve stability and lead full and productive lives.

### **Assertive Community Treatment**

Comprehensive, community-based treatment for 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.

### **Substance Use Disorder Services**

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 (MAT).

### **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**

Works with the Sheriff and Commonwealth's Attorney offices to develop alternatives to incarceration for non-violent inmates with mental illness and substance use disorders.

### **Skills 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)**

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.

### **Mental Health Outpatient Services**

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.



## AFTER CANCER, A MOTTO: 'NEVER GIVE UP'



Heather Robertson was happy to finally see friendly faces in her Chick-fil-A dining room again after the initial months of COVID quiet. Then, just a few weeks later in October 2020, came the diagnosis: Intestinal cancer.

"It was hard. It was scary," says Heather.

But there was also hope. She was a rare candidate for a complex and high-risk surgery — a Whipple procedure — to remove the cancer. Complications kept her in the hospital for 73 days. She had a year of chemotherapy, then every weekday for five weeks, her parents drove her to Hampton for proton therapy to blast the tumors from her body.

The entire time, Holly Collins, a Henrico employment specialist, was keeping Heather's employer — Chick-fil-A's Short Pump Crossing location — informed of her

status. Over the course of a year living at home, she regained her strength (even if it took some tough love from parents Gene and Susan). And the restaurant held her job when she returned to work in February. "I missed my job," Heather says. Adds Holly: "She's the type of person who thrives off of social interaction. And Chick-fil-A has been amazing during this time."

Today, Heather has no evidence of disease.

Through Henrico, she receives a number of services in addition to supported employment, including housing, case management, and a payee to manage her finances. She's in touch with Holly almost daily. "Holly has done some incredible things with Heather," says Susan Robertson, Heather's mom. "We cannot say enough good things about her. She stood by Heather through everything."

**"She's not just a job coach. She's more like a sister."**

Heather credits her parents, brother Brad, and the doctors and nurses at Henrico Doctors' Hospital at Forest for saving her life and giving her the strength to continue. There's also her favorite band: Bars and Melody, a British hip-hop duo whose song, "Never Give Up," has become Heather's life motto. During treatment, her parents set up a video-chat meet-and-greet after one of their live-streamed concerts.

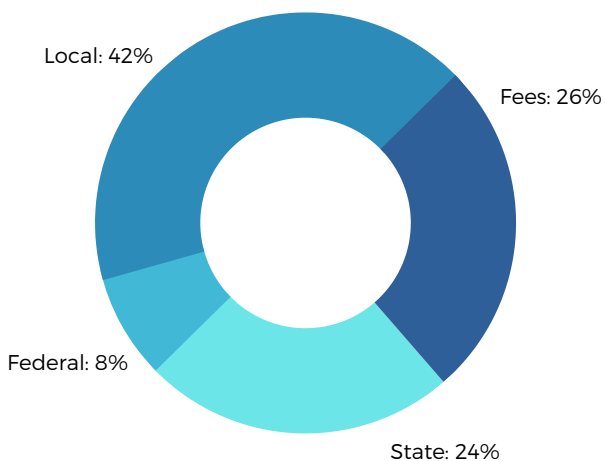
"I told them they were my inspiration," she said. "And they said, 'No, you're ours.'"

With the support of the County, Heather is back on her feet, living on her own again, and enjoying her job keeping the restaurant clean and customers happy.

"I'm glad that I met Holly. She's helped me through everything," Heather says. "I feel blessed I met her. She's not just a job coach. She's more like a sister."

# FUNDING SOURCES

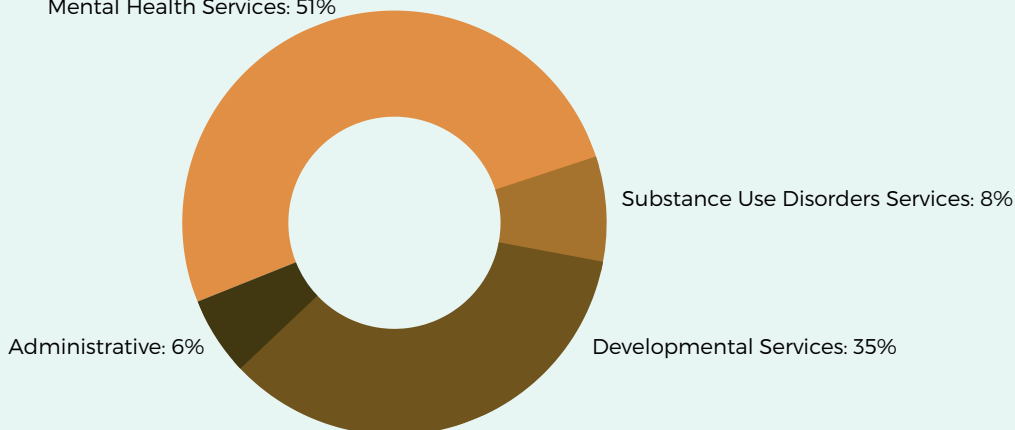
<b>State</b>	\$10,355,258
<b>Federal</b>	\$3,623,722
<b>Local</b>	\$18,387,549
<b>Fees</b>	\$11,204,727
<b>Other</b>	\$46,715
<b>Total Revenue</b>	<b>\$43,617,971</b>



# SPENDING AREAS

<b>Mental Health</b>	\$19,992,705
<b>Substance Use Disorders</b>	\$3,107,195
<b>Developmental</b>	\$13,859,217
<b>Administrative</b>	\$2,299,452
<b>Total Expenses</b>	<b>\$39,258,569</b>

Mental Health Services: 51%



## SETBACK, SUPPORT – AND TODAY, SUCCESS

Despite challenges, Melissa Edloe is living her dream.

A chance encounter with a local real estate broker helped her open Melissa Cuttery, a hair salon in downtown Richmond, in September 2021.

But a job loss years prior set her back and made her and her daughter homeless. Now 38, Melissa lost her four bedroom home, and was forced to “hustle every day” to make enough money for food and a hotel room each night.

Melissa was referred by local homeless prevention group Homeward to Henrico’s Housing Choice Voucher Program, and was accepted after being screened by staff. Today, her rent is paid until she can get back on her feet.

The housing stability has allowed her eighth grader to stay in the same school, and gave Melissa the ability to focus on turning a profit.



**"Don't feel bad in asking for help. [Henrico] has given me peace of mind, and that's priceless. I'm getting my karma back."**

"This program has given me an opportunity to not be stressed while I'm trying to build a business, and not have to worry about whether my child and I will have shelter," she said.

While she appreciates the County's support, she's determined, too: "I'm doing this as a stepping stone. It won't be long for me in this program. I have million-dollar aspirations."

That includes turning Melissa Cuttery into a franchise, even opening salons in the airport to catch travelers who need a freshening up. And she wants to help other women, particularly single moms with children, to understand how they can persevere.

"There's no shame in hard circumstances in life. Don't feel bad in asking for help," she says. Henrico, she adds, "has given me peace of mind, and that's priceless. I just feel like they have given me the freedom to become a real CEO. I'm getting my karma back."

# ABOUT HAMHDS

**Henrico Area Mental Health and Developmental Services (HAMHDS) believes it is important for individuals to receive services in the community where they live so they can be supported by family and friends on their journey to recovery. We strive for an inclusive, healthy, and safe community where individuals and families live meaningful lives. And we have done so since opening our doors in 1969.**

In accordance with the Code of Virginia, Title 37.1, Chapter 10, we provide comprehensive community mental health, developmental disability, and substance use disorder services to over 9,000 individuals and families in Henrico, Charles City, and New Kent counties.

We are one of 40 Community Services Boards in the Commonwealth of Virginia. Services are offered using person-centered and recovery-focused treatment models where **dignity is promoted, diversity is embraced, and perseverance is celebrated.** We recognize the level of service each person needs is varied. No one will be denied access to services due to inability to pay; there is a sliding fee schedule available.

Our agency has programs to support all ages, to include babies with developmental delays, teens and young adults who are experiencing early symptoms of psychosis or trauma, children and adults with developmental disabilities, adults with a serious mental illness, and those desiring to live a substance use-free life.

## AGENCY MANAGEMENT TEAM

**Laura S. Totty, MS** | Executive Director

**Caroline Coster, MD, DFAPA** | Medical Director

**Michelle Johnson, LCSW** | Developmental Services Division Director, Retired

**Tim Capoldo, MPA** | Developmental Services Division Director, Current

**R. Daniel Rigsby, LCSW** | Clinical & Prevention Services Division Director

**Yvonne D. Russell, MA** | Quality Assurance Program Manager

**Marty Shephard, CPA** | Administrative & Financial Services Division Director



# OUR LOCATIONS

## MAIN OFFICE

### Woodman Office

10299 Woodman Road  
Glen Allen

ACCESS SERVICES CALL CENTER  
(804) 727-8515

EMERGENCY SERVICES  
(804) 727-8484

### Providence Forge Office

9403 Pocahontas Trail  
Providence Forge

### Hermitage Enterprises

8247 Hermitage Road  
Henrico

### East Center Office

3908 Nine Mile Road  
Henrico

### Lakeside Center

5623 Lakeside Avenue  
Henrico

### Richmond Medical Park

2010 Bremono Road, Suite 122  
Henrico

### Cypress Enterprises

205 Roxbury Industrial Center  
Charles City

ONLINE: [HENRICO.US/MHDS](https://HENRICO.US/MHDS)



HAMHDS received a National Association of Counties (NACo) Achievement Award for our rapid response to the Office Based Opiate Treatment (OBOT) Program, designed to provide individuals with Medication Assisted Treatment (MAT) to treat opioid use disorders. The combination of treatment, evidence-based individual and group therapy, case coordination and peer support offers individuals an opportunity to stabilize medically, socially and emotionally. In late 2020, we implemented a "rapid access" intake process. Today, it links individuals requesting MAT within 48 hours. The change led to a 134% increase in requests for OBOT from fiscal year 2019/20 to fiscal year 2020/21 and an even larger increase in the current fiscal year. Ultimately, HAMHDS is providing treatment to more people at a time when overdose deaths have increased to devastating numbers.