

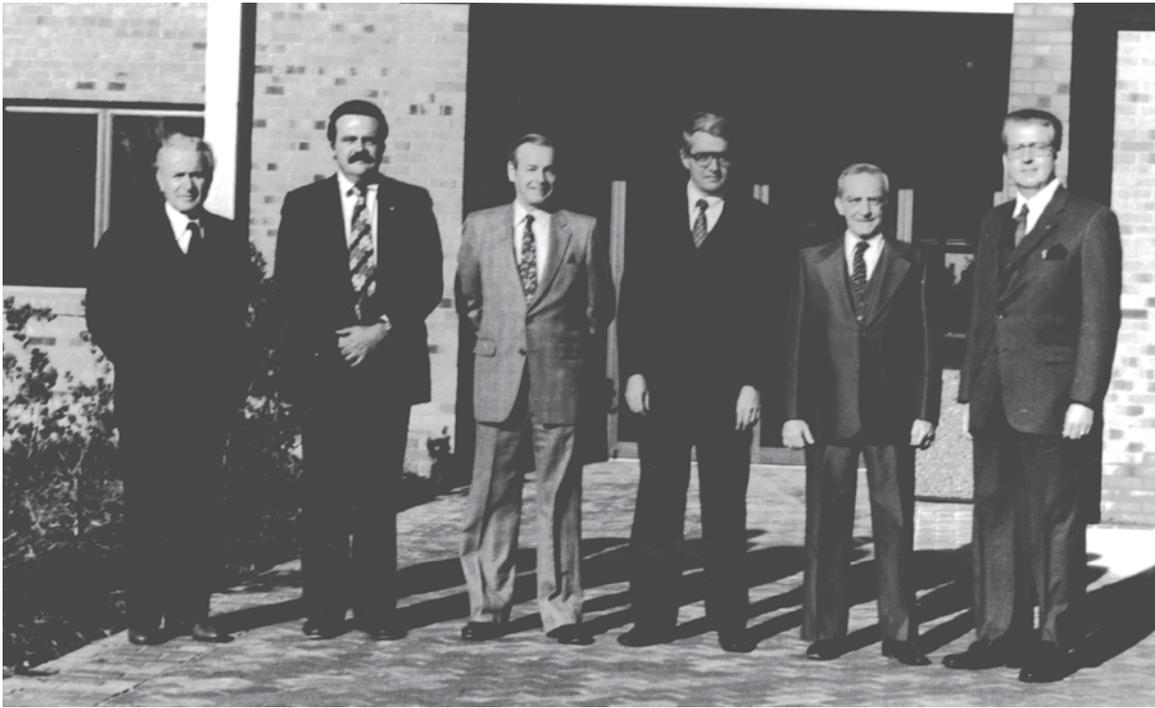


Henrico Area Mental Health & Developmental Services



2018-19 ANNUAL REPORT





CELEBRATING
50 Through
 the Years
 YEARS

JANUARY 1968
 Advocacy from the Richmond Area Mental Health Association and the Thomas Jefferson Junior Women's Club resulted in the Henrico County Board of Supervisors funding the Henrico Mental Hygiene Clinic



Executive Summary

As we celebrate our 50th anniversary, Henrico Area Mental Health & Developmental Services (HAMHDS) is pleased to present our Fiscal Year 2018-19 Annual Report, which highlights the agency’s years of service and exhaustive efforts to provide the innovative programs and initiatives of today. These initiatives have strengthened the quality of care for individuals with mental illness, substance use disorders and developmental disabilities. Thanks to the hard work and dedication of HAMHDS staff both past and present, the amazing partnerships with many community organizations and the support of our stakeholders, we celebrate and share our accomplishments.

The doors opened for business at the new East Center located at 3908 Nine Mile Road on June 24, 2019. This office replaces a building we had outgrown and offers welcoming, bright, beautiful space that was designed and built with intentionality and care. It affirms the deep commitment that staff and Henrico County officials have to the individuals who enter these doors.

In this report, you will see remarkable stories that show resiliency, recovery, inclusion, wellness, independence and the successful impact of person-centered services. It highlights Employment, Office Based Opioid Treatment and Medication Assisted Treatment, Multisystemic Therapy, Case Management, Skill Building, and Housing services.

The 2019-2021 Strategic Plan was completed for the agency. It was developed through a collaborative process of learning and planning based on input from stakeholders, individuals we serve, family members, community partners, CSB Board members and County and HAMHDS employees. Input was captured through a series of meetings, surveys and interviews. We took into account our changing environment and developed initiatives that will position us well for the future. Our initiatives include implementation of STEP-VA, fully maximizing our new electronic health record and developing and implementing a countywide approach for individuals with substance use disorders.

This year, the agency received three National Association of Counties (NACo) achievement awards for Opiate Jail Diversion, Reducing Re-hospitalization Rates: Same Place Access, and Life Enrichment for those Aging with Developmental Disabilities. Early Intervention was awarded the Collaboration Award by Commonwealth Autism. These awards reflect a sample of the innovative work and commitment to excellence that can be seen throughout the agency.

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 recovery, resiliency and inclusion for the individuals we serve and their families.

Jessica Young Brown, PhD
Board Chair

Laura S. Totty, MS
Executive Director

JANUARY 1968

State Department of Mental Health and Mental Retardation provided funding for the establishment of the Henrico Mental Health Hygiene Clinic

JUNE 1969

By action of the Henrico County Board of Supervisors, the Community Mental Health Services Board was formed

JULY 1971

Henrico Mental Hygiene Clinic began serving Charles City and New Kent counties

JULY 1971

A satellite office of the Henrico Mental Hygiene Clinic began operating one day a week at the Sandston Presbyterian Church



continued



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.



JUNE 1973

Inception of the joint Community Mental Health and Mental Retardation Services Board for Henrico, Charles City, and New Kent counties

JUNE 1976

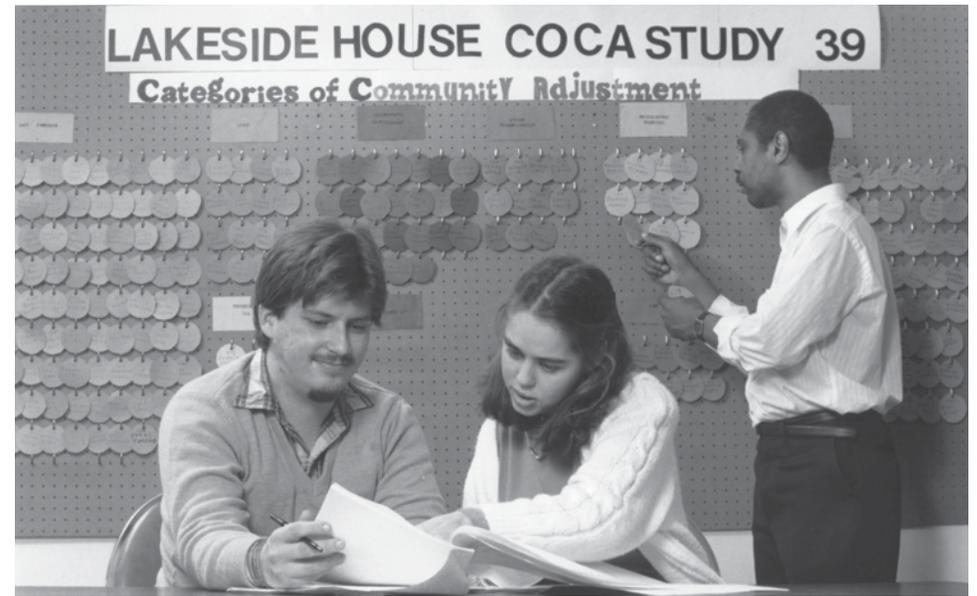
Henrico County citizens approved a 1-million-dollar bond referendum for the construction of a free-standing mental health facility

JULY 1976

Established a 24-hour mental health emergency services program and provided for voluntary and involuntary hospitalizations through contractual arrangements with local hospitals

OCTOBER 1976

Created the first day program for adults with developmental disabilities at Fairmount Methodist Church



OCTOBER 1977

The first group home for adults with developmental disabilities opened

NOVEMBER 1977

Case management services for persons with developmental disabilities was first offered in Henrico County

MARCH 1978

Specialized mental health consultation services were first provided to the Henrico County Division of Police

APRIL 1978

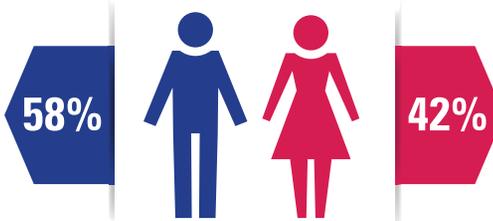
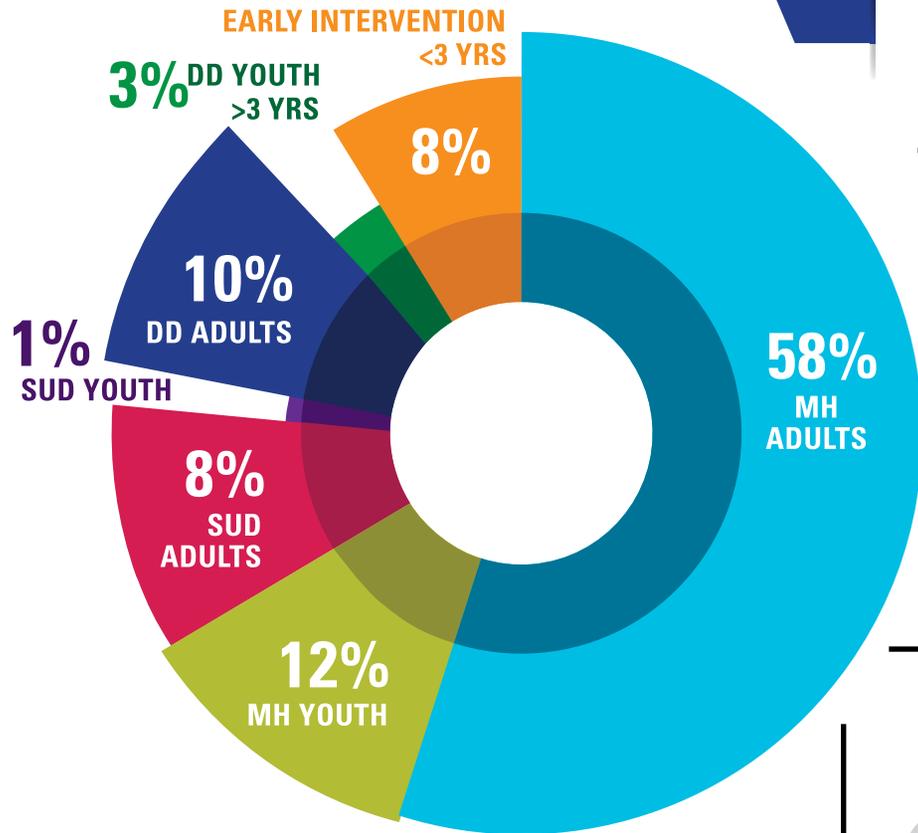
Established a day program for persons with developmental disabilities on Lakeside Avenue in Henrico County



continued

BY THE NUMBERS

9,783 SERVED



White/Caucasian 46%
 Black/African American 42%
 Alaskan Native, American Indian, Asian/Pacific Islander, Multi-Racial 12%



5,479 received MENTAL HEALTH Services



1,971 EMERGENCY SCREENING for Psychiatric Hospitalization

1,089 Temporary Detention Orders and 1,062 individuals seen at the Crisis Receiving Center



901 received EARLY INTERVENTION Services



2,119 JAIL INMATES Served



1,571 INTEGRATED PRIMARY HEALTH CARE Encounters



2,586 Same Day ACCESS Assessments

MAY 1978

The Mental Health Day Treatment Program was launched at the Landmark facility serving 20 persons with serious mental illness

OCTOBER 1978

Specialized outpatient services were first offered for drug and alcohol use

JANUARY 1979

A vocational program for persons with developmental disabilities started in Charles City County

JANUARY 1979

The Henrico Mental Health Center satellite office at Sandston Presbyterian Church was moved to rental space on Williamsburg Road



954 received
SUBSTANCE USE DISORDERS
Services



Substance use
at admission

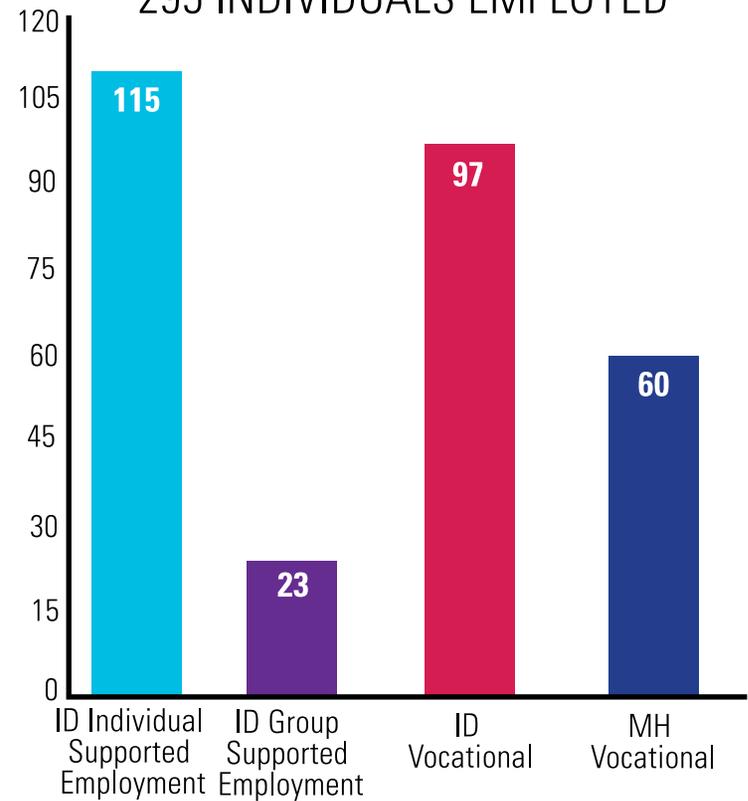
Alcohol Abuse	232
Opioid Dependence	285
Cocaine Dependence	215
Cannabis Dependence	185
Sedative Dependence	23



1,372 received
DEVELOPMENTAL
DISABILITY Services

Individuals on the Waiver Waiting List:
Priority 1: 99 • Priority 2: 349 • Priority 3: 198

EMPLOYMENT SERVICES
295 INDIVIDUALS EMPLOYED



SEPTEMBER 1980

The Henrico Mental Health Center moved from Landmark Road to the new, County-owned 17,400-square-foot facility on Woodman Road





OCTOBER 1980

The Mental Health Center Day Treatment program was redesigned to establish New Horizons, a psychosocial rehabilitation program for adults with a serious mental illness at the Woodman Road location

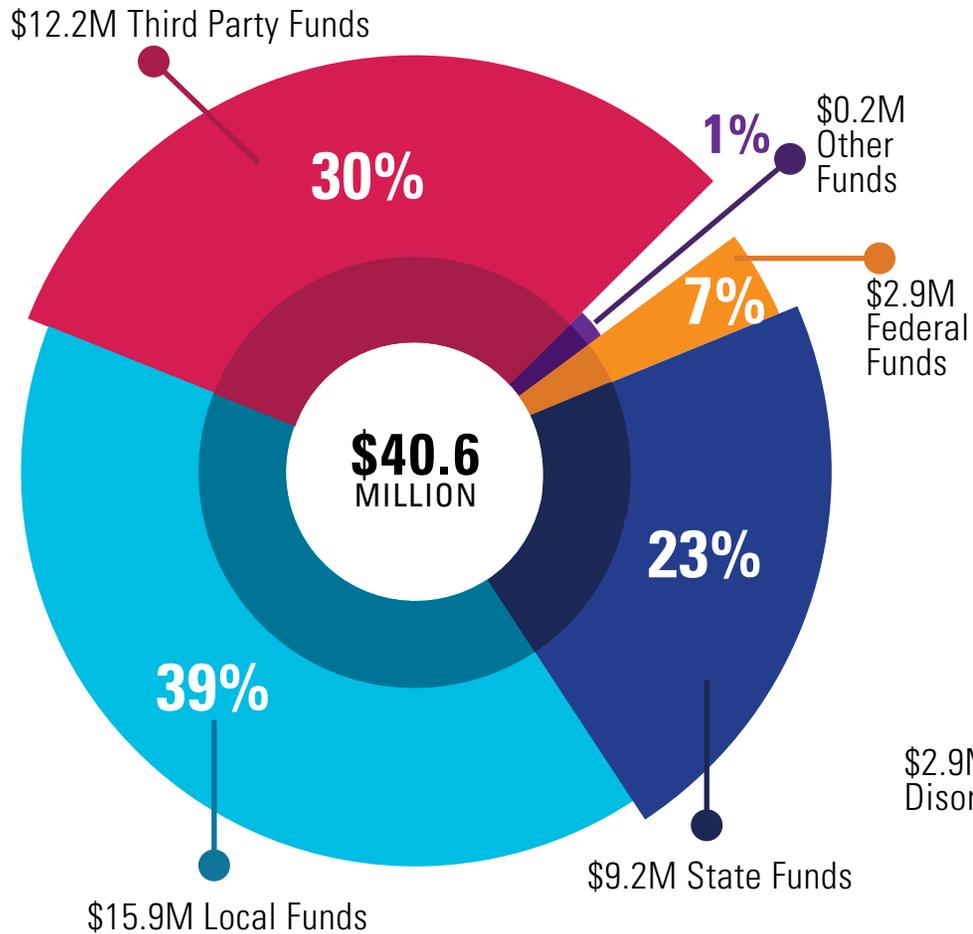
DECEMBER 1981

Henrico Mental Health Center and Henrico Mental Retardation Services were merged into a single, functionally-integrated organizational structure; adopted a new name in May 1982: Henrico Area Mental Health & Retardation Services Board

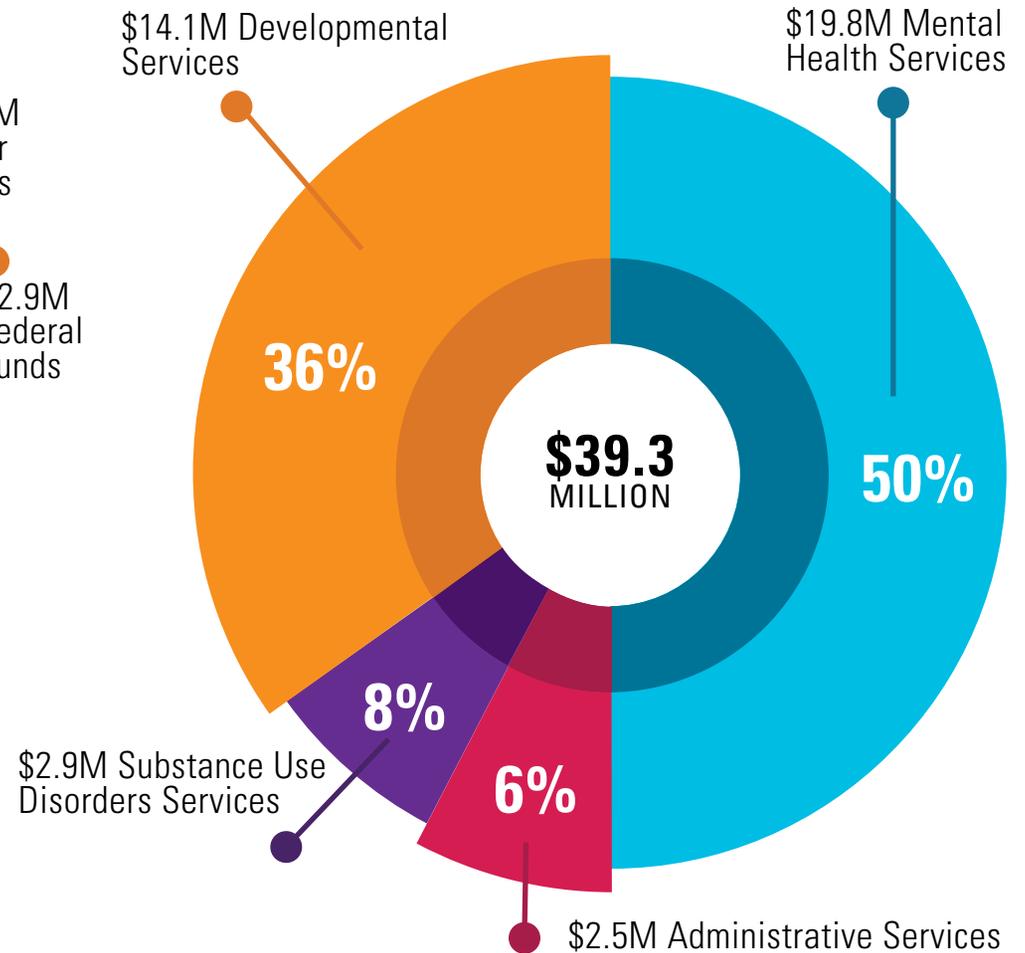
MAY 1982

Specialized mental health and substance use services for the Henrico County Jail and Sheriff's Office were established

REVENUE



EXPENSES



MARCH 1983

The Parent-Infant Program, an Early Intervention Program for developmentally delayed infants, began in the Sandston office and in the Providence Forge office

APRIL 1983

The Mental Health Apartment Program, the agency's first residential program for persons with a serious mental illness, opened at Place One Apartments; later relocated to Patterson Avenue

MARCH 1984

The East and West Adult Services Centers for adults with developmental disabilities were consolidated into a larger centrally-located facility on Hermitage Road named Hermitage Enterprises



continued

History of the Community Support Services (CSS)

Serving individuals with developmental disabilities and children with developmental delay

The Community Support Services Division began serving individuals with what was then “mental retardation.” Day programs were the first programs opened in several locations across the county in church basements and small community centers. From 1971 through 1984, programs were like day care centers. In the early 1980s, members of Henrico County Board of Supervisors, parents and Agency administrators traveled to observe state-of-the-art services in Germany. The results of that trip were the current locations at Hermitage Enterprises and Cypress Enterprises, which opened in 1984 and 1986, respectively. Services were enhanced with an emphasis on providing work opportunities in a sheltered setting. It was determined that specific transportation to these centers was needed and the transportation contract with local companies was established.

It became apparent that individuals with these disabilities could be fully contributing members of the county, the Supported Employment program was started to assist in finding jobs for

individuals using a model developed by Virginia Commonwealth University. Following that, the first group employment site opened, along with an entrepreneurial job site called Micro-Images. These two sites demonstrated that individuals could work in community businesses with support. Based on the success of those sites, individuals have been able to participate in life-enriching work for more than 40 years.

Community integration became a primary focus in addition to work and has resulted in thousands of hours of volunteer work for local organizations such as FeedMore, Meals on Wheels, The Way, and Henrico Libraries, to name just a few. Today, there are over 110 individuals working in community worksites, another 70 working within our centers and close to 50 receiving habilitation and other types of training, including community engagement services. The Employment and Day services have won four National Association of Counties (NACo) awards for innovative services, including the most recent award for our Life Enrichment Program for those who are aging and have dementia.

In the late 1970s, housing also became a recognized need for individuals. Henrico opened its first Group

Home in 1977. Other homes followed. In the 1980s, individuals were assisted in two apartment complexes through a supported living program; this program was ultimately phased out as the needs of individuals changed. The first County-owned group home opened in 1991. Residential Services varied over the years from family homes with live-in staff to homes staffed at all times. Four more homes were purchased as the needs of individuals expanded. As the service system went to a Medicaid Waiver payment system, it was determined to limit the number of homes operated by the County to encourage the development of a private provider network. Currently our Residential Services provide 24/7 supports to 21 individuals in four homes across the County. In 1991, Henrico became the fiscal agent of the Virginia Housing Development Authority with the issuance of the first housing vouchers, which assist more independent living through housing subsidies. This program has continued to grow and we now manage 273 vouchers.

Case Management services became an integral part of services in 1977, with offices established in the eastern and western parts of the County. Respite services and other assistance were offered. A reorganization in 1997 consolidated supported living

APRIL 1986

The New Horizons psychosocial program moved to a County-owned building on Lakeside Avenue and renamed Lakeside House



JUNE 1986

Opening ceremony for the Charles City/New Kent vocational services for persons with developmental disabilities renamed Cypress Enterprises



services with case management and incorporated individual supported employment into five Community Teams. A few years later, supported employment was moved back to Day Services and the teams became fully comprised of Case Management. The Department of Justice settlement agreement with the Commonwealth greatly impacted case management and other waiver services. One impact was the designation of the community service board as the single point of entry and the addition of services for those with developmental disabilities. This prompted a change from the use of the term “mental retardation” to Developmental Services, including a name change for the agency in 2016. Today, our case managers serve over 1,100 individuals with intellectual and developmental disabilities across three counties. There is a fully developed intake and eligibility unit due to the high demands for services.

In 1983, the Parent Infant Program (PIP) was established. The program was designed to provide services for infants and toddlers (ages 2 and younger) who are born with developmental delays. Services for infants and toddlers were initially provided in the center, but a full transition to home-based (natural environment) services was implemented in 1993. PIP has evolved into one of the largest programs in Virginia. Many partnerships and collaborations have



been created and fostered over the years, making PIP a program that provides unique services and expertise in the field of Early Intervention and child development. PIP serves as the local lead agency and

provides oversight for all Early Intervention certified therapists within the locality. The PIP was honored with a NACo award for its collaboration with a local clinic to assist in the early detection of children with autism.



OCTOBER 1986

The Supported Employment Program for adults with developmental disabilities was established, providing jobs in the local business community

MARCH 1987

The Charles City/New Kent Mental Health office was relocated to a permanent site in Providence Forge

MAY 1987

The first group home for adults with a serious mental illness, the Foxhill program began



continued

CSS Hermitage Enterprises Group Employment

DEVIN, DAEQUON, MONTRELLE & QUINTON

AutoPartSource, a local company, was looking for assistance filling their automotive filter line positions. In past years, Hermitage Enterprises has worked with them on projects within our facility. After discussing our Group Supported Employment service, where individuals would be their employees and HAMHDS would provide ongoing support to those individuals, AutoPartSource management made the decision to partner with us. We provided some training to their employees about individuals with disabilities in an effort to help promote good working relationships once the crew started. The job required working quickly, standing and being able to work in a warehouse environment. Four job seekers went on an interview, and we introduced the Training Specialist who would be assisting the new team. Each individual was able to spend a day at the work site for a working interview and decide if

this job was right for them. All four individuals were offered and happily accepted the positions. From the first day at AutoPartSource, the team has worked hard to exceed the expectations of the company. The team works full time, Monday through Friday from 8:00 a.m. and 4:30 p.m., earning \$9.50 per hour plus benefits after a probationary period. Within just a few weeks, management expressed how valuable these four individuals have become and are completely satisfied with their performance. For the crew, this is a significant opportunity to increase their wages as all of the individuals previously only worked part time. If you ask, each will tell you they love their job and are excited about being at work every day. Devin, Daequon, Montrelle and Quinton have smiles on their faces, have made new friends and truly enjoy that paycheck every two weeks.



FEBRUARY 1989

Methodone treatment services were first provided through a contractual arrangement

APRIL 1989

The home-based and center-based Respite Care Programs were established

AUGUST 1989

Specialized consultation services were initiated for the Henrico Division of Fire

MARCH 1990

The first employment enclave originated at Wella Corporation for eight individuals with developmental disabilities

OCTOBER 1990

Began participation in the Medicaid State Plan Option program that provides reimbursement for certain rehabilitation services

CSS Hermitage Enterprises Employment Day Services



BRITTANI

Brittani has been attending the day and work programs at Hermitage Enterprises since her high school graduation in April 2016. Brittani is an energetic and engaging individual who likes social activities and had a goal to gain skills to eventually work in a community setting. She has worked in the program and has excelled at most jobs she has tried. As she has matured, she has realized that she wants more and she wanted to try working in the community. Her first step was volunteering and participating in the Employment Resources Program, which teaches social, work and other “soft” skills in a classroom setting. She has been a key member of the Hermitage Leadership Group, which works with participants to explore and expand their self-advocacy skills and helps in decision-making about

the program. She recently was offered paid work opportunities in the community. Brittani now works two days per week at the Henrico County gym, cleaning the equipment; she has been an enthusiastic worker and has gained many skills while working there. In addition, she is building relationships with County employees who use the gym and the lunch area at the Henrico Training Center, including Henrico Police, Sheriff’s Office and Human Resources. Brittani was cleaning a refrigerator as part of paid work at a local center, and this led her to the opportunity to be one of the primary individuals on a crew that cleans a local pharmacy one day a week. Brittani’s goal continues to be moving into a fully integrated community setting as she continues to gain skills.

NOVEMBER 1990

Established the first CONNECT Program, a neighborhood-based prevention program for youth

JANUARY 1991

Became the administrative agent for 20 Virginia Housing Development Authority (VHDA) housing vouchers

APRIL 1991

Completed construction of a County-owned group home for six persons with developmental disabilities, replacing the rental property



continued

History of Prevention Services

In the mid-1980s, our agency expanded its mission to focus on Prevention as well as treatment. Prevention work focuses on promoting health and wellness, building on the strengths of youth, families and communities in hopes of preventing mental illness or substance use. Many of our early Prevention initiatives were built on partnerships with schools. Early programming included "Students at Lunch Time," an opportunity for students to learn about and discuss mental health issues. In 1990, we expanded our focus beyond schools to work in resource-challenged communities. Our first Connect Afterschool program was established in the Newbridge Community, assisting youth in life skills and educational support. In the last few years, our focus has continued to expand as we develop environmental strategies to strengthen communities. These environmental strategies include billboards to promote awareness of the opioid epidemic, meeting with merchants to discuss laws related

to selling tobacco and alcohol to underage youth, and public service announcements to prevent suicide. Throughout the history of our Prevention programming, we have maintained a focus on building partnerships with other agencies, serving youth and families and building trust and support in the communities we serve.



NOVEMBER 1991

Opening Ceremony of the 53,897-square-foot addition to the Woodman Road Center

JANUARY 1993

Began provision of intensive in-home services to children and youth at risk for psychiatric hospitalization

JULY 1995

Emergency Services Program required by State legislation to conduct intensive evaluation of all persons prior to issuance of temporary detention orders (TDOs)

History of Substance Use Services

Planning for Substance Use Services started in 1977, and our first specialized outpatient services for individuals with substance use disorders began the following year. Over the years, we have recognized that many individuals involved in the legal system have substance use disorders. In response, we initially began providing services in the jail in 1982. Since then, this involvement has increased to include support of the Recovery In a Secure Environment (RISE) Program, placing staff in the Juvenile Detention Services, support of the Henrico Drug Court, and most recently, development of an Opiate Jail Diversion Program.

Throughout our history of providing Substance Use Services, we have worked to address the needs of youth with substance use disorders. We have coordinated efforts with Henrico County Public Schools and Henrico Juvenile and Domestic Relations District Court to identify, assess and treat youth with substance use disorders. Most recently we have worked to support creation of a Henrico Juvenile Drug Court.

The opioid crisis has been the focus of much media attention the last few years, but our work with



individuals with Opiate Use disorders dates back to 1989, when we established our first contract for methadone treatment. Over the years, we have developed specialized programming for individuals with substance use disorders, including our recent addition of Office Based Opioid Treatment (OBOT). Our prescribers currently use buprenorphine and

naltrexone to treat individuals with substance use disorders.

In 2006, Henrico Area Mental Health & Developmental Services was one of the first CSBs in the state to offer Same Day Access to Substance Use Services. This commitment to treating people with substance use disorders and promoting their recovery remains a major focus of our agency.



NOVEMBER 1995

Consolidated all services to persons with serious mental illness into the Clinical and Prevention Services Division to increase coordination of services

DECEMBER 1995

The East Center was relocated from Williamsburg Road to Laburnum Avenue, doubling office space for services

SEPTEMBER 1996

Began the Program of Assertive Community Treatment (PACT), offering intensive treatment, rehabilitation and support to persons with a serious mental illness



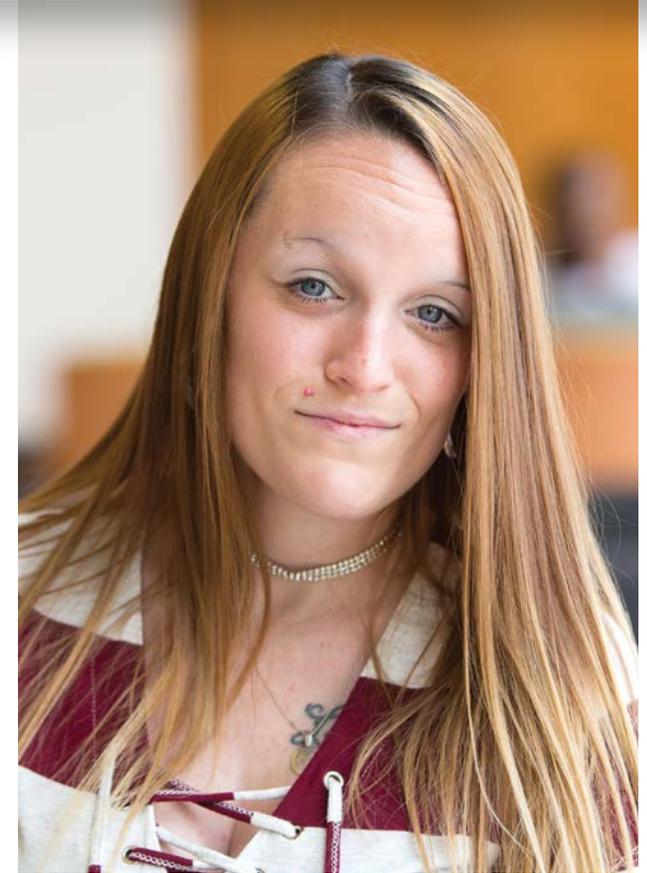
Office Based Opioid Treatment (OBOT)

MEGAN

“I was hopeless. I had no faith. I was a mess, I lost everything before I got help with OBOT.”

Megan, 26, has struggled with a substance use disorder for many years. Her misuse resulted in a myriad problems, including legal issues, loss of friends, a damaged relationship with her mother and loss of a desire to live. On February 24, 2019, she overdosed, which required four doses of Narcan to revive her and resulted in her having multiple legal charges. On February 25, 2019, she came to Henrico Area Mental Health & Developmental Services due to a court order and was introduced to Medication Assisted Treatment (MAT) by her substance use clinician. Megan stated, “Definitely give it (MAT) a try. It saved my life.” Megan jumped into recovery

with both feet and is attending two additional groups outside of the OBOT-required programming. She also attends Narcotics Anonymous meetings five times a week. Megan celebrated her fifth month of sobriety in July. Megan gives credit to the combination of medication and therapy and stated, “the medication can block the cravings and triggers. Therapy has definitely helped me more ways than one. I was struggling with the death of my father and it helped me to move on peacefully. It has helped me find better ways to cope.” Megan reported that her clinician “played a big role in my recovery.” Megan believes she is learning the skills she needs to continue to be successful in her recovery and is optimistic about her future.



JULY 1997

Established two private, nonprofit corporations to assist in the need for housing: Housing Options, Inc. and Community Based Services, Inc.

FEBRUARY 1998

Introduced the Henrico Area Special Needs Trust to enable family resources to be preserved and managed for the benefit of persons with disabilities

JUNE 2000

Began training/hiring peer counselors through Virginia’s Human Service Training Center

AUGUST 2000

Recovery In a Secure Environment Program (RISE) started at Jail East

Multisystemic Therapy (MST)



AMERICUS

Americus was referred for Multisystemic Therapy (MST) services by her probation officer after being involved with the court system for almost four years. Americus was assigned an MST therapist and began working on issues related to substance use, truancy and leaving home without permission. She began her work by identifying triggers for her substance use and truancy. In doing so, Americus was very insightful and was able to identify triggers for use, such as anxiety, sleeplessness, negative peer associations and school frustration. She identified school as her major trigger because of the pressure she felt to recover credits she lost because of grades and skipping. Once she identified her triggers, Americus was able to work to identify changes she could make in her behavior that could result in less stress and fewer urges to use substances.

Americus began seeing a HAMHDS physician for medication management and was prescribed medication to address symptoms of anxiety and sleeplessness. She changed her peer associations to people who do not smoke or who had stopped smoking marijuana. She reports that these are people who make her feel good about not using. Americus made a better effort to attend school daily and to attend all of her classes. She reported increased confidence and was able to retain some information and remember things from previous years. Americus applied to and tested for entry into the GED program at her school and began in February 2019. By the end of March 2019, she had successfully completed her GED. As of this writing, Americus has not used substances for over 200 days. She is currently seeking employment and is optimistic about her future.

JUNE 2001

First CARF Survey successfully accrediting eight services with a three-year accreditation

JULY 2001

Awarded the Governors' State Initiative Grant to implement the Families and Schools Together (FAST) program

NOVEMBR 2001

Began providing evidence-based Multisystemic Therapy Treatment services to court-involved youth

JULY 2002

Partnered with the Department of Social Services to establish a Medicaid eligibility position at the Woodman Road office

JANUARY 2003

Henrico Drug Court began



continued

History of the Mental Health Services Division

In the late 1960s, there was increased emphasis on moving individuals with mental illness out of institutions and back into communities. In 1970, the Henrico Mental Hygiene Clinic began providing an Aftercare Clinic for individuals leaving state hospitals. In 1971, our service area expanded to include Charles City and New Kent counties. With time, our focus expanded to address individuals experiencing psychiatric crisis. In 1976, our Emergency Services program was established, and in 1978 we established specialized consultation with Henrico Police Division. As we worked with individuals leaving state institutions and individuals in psychiatric crisis, the need for an expanded range of services became evident. In the late 1970s, we added day treatment programs, which included vocational services. In the 1980s, we began providing residential services for adults with mental illness. In the 1990s, we began providing intensive home and community-based services to youth and adults experiencing mental illness. As our services expanded, we also recognized the value and need for services provided by peers. In 1995, we began operating a "Warm Line" that was staffed with peers. In 2000, we began purchasing specialized training for Peer Specialists and hired



our first peer as part of our Clinical & Prevention staff. Currently Peer Specialists comprise 8% of the Clinical and Prevention workforce. In the early 2000s, we worked to strengthen our partnerships with law enforcement and the justice system. We expanded services in the jails and juvenile detention centers, began providing Crisis Intervention Team (CIT) training and created a Court Evaluation Unit and a Multisystemic Therapy (MST) team. In the 2010s,

we have benefited from several grants that have allowed us to focus on the physical health needs of individuals with mental illness. As a result of these grants, we now provide primary medical services alongside mental health services. Throughout our 50 years, we have maintained a focus on helping individuals with mental illness to integrate into the community so that their strengths and contributions can be recognized.

OCTOBER 2003

Started the Opiate Recovery program

AUGUST 2004

Entered into an agreement with Richmond Behavioral Health Authority (RBHA) for eight Shelter Plus housing vouchers

JANUARY 2006

Established a Juvenile Court liaison position to improve access to services for court-ordered youth and adults

MAY 2006

Established a Psychiatrist position for jail services

JUNE 2006

Walk-in clinic started for initial appointments for adult substance use services

MH Case Management



AMY

“Hello, my name is Amy, and I have bipolar, epilepsy, obsessive-compulsive disorder and attention-deficit disorder. I was diagnosed with bipolar disorder about five years ago. I am on five different medications to help my mental health. Before I started my medications, I was a nervous wreck. I was having crying fits all the time. I was so depressed I wanted to sleep all day and all night.

Henrico Mental Health staff taught me a lot, because I felt like I was a mess. I was living with a friend and that became unbearable, and I moved out. I moved into a motel for three months and then went to an apartment. Henrico staff had previously placed me on the voucher wait list. My family was helping to pay for my utilities, and then I got a voucher. With the voucher, I was able to move into another apartment, and I love it.

My case worker has been great. I had four car accidents in three months and continued to have dizzy spells, and my case worker took me to doctors’ appointments until we found out what was happening. I found out I have low blood pressure and now see a cardiologist every three to six months. I was later tested and it was also identified that I had ADD. I was put on a medication for that, and I am able to focus better now.

My advice is to take your medications and take it like they say. It will help. I am not depressed anymore and do not have crying fits anymore. Case Managers help, and you should work with them.”

JULY 2007

Expanded staffing at the James River Regional Detention Center, allowing for more comprehensive treatment planning and enhanced linkages upon discharge

JULY 2007

Created a specialized evaluation unit in response to the increase demand for court-ordered evaluations

OCTOBER 2008

Began facilitating Wellness Recovery Action Plan (WRAP) workshops

MAY 2009

Crisis Intervention Team (CIT) began Train-The-Trainer training with first responders



continued

MH Skill Building

MARTHA

"I first started with Henrico Mental Health in 1985. I had just been discharged from Central State Hospital and was going to New Horizons once a week. I was recovering from a suicide attempt. Little did I know then that someday I would graduate from Lakeside Center and get a steady job."

In the 1980s and 1990s, I had countless psychiatric hospitalizations. My doctors at VCU insisted on treating me with stronger medication than I needed. Eventually, in 1991, I got a new psychiatrist through Henrico Mental Health who changed some of my medications. My last hospitalization was in 2016.

I'm grateful for Henrico Mental Health staff for encouraging me to get my groceries at Walmart

because the prices are low, and this helps me save money for outings. My Mental Health Skill Building Service worker also helped me learned to budget my cash, pay attention to my checking account and pay my bills. I'm also grateful for the suggestion to use transportation through my apartment complex, CARE van and CARE On-Demand. This makes me more independent. I now grocery shop and go to doctor appointments, the post office and Carytown on my own. I also pick up my medications independently and have not made any mistakes when I take them. My Skill Building worker also supports me in maintaining an active social life with people who I consider to be family.

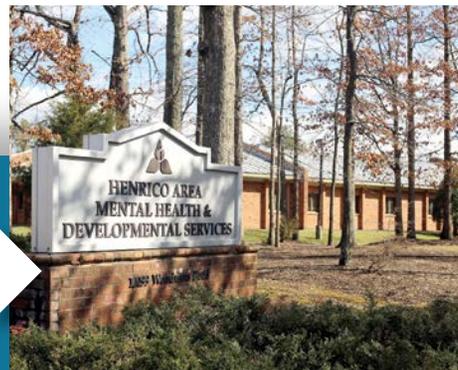


JANUARY 2010

Partnered with Crossover Ministries to provide clinical and psychiatric services in their facilities

MARCH 2010

Adopted a new name: Henrico Area Mental Health & Developmental Services



JULY 2010

Expanded and renovated Lakeside House, renamed Lakeside Center



MH Group Home



MARILU

Marilu has resided at one of the HAMHDS-owned group homes for nearly 20 years. She has many hobbies and interests but one of her main passions is cooking. During the holidays, Marilu enjoys preparing elaborate, new dishes that she has found in different cookbooks. This Easter, she prepared a homemade loaf of challah bread to celebrate the holiday. She spent a lot of time in the previous weeks researching different recipes for the bread until she found just the right one. She diligently wrote down

each step of the recipe in preparation. Her excitement became greater each day closer to when she would be able to bake the bread. That morning, she woke up, got ready for the day, put on her chef attire and began baking. She worked all day preparing handmade dough, allowing it to rise and forming into the signature braided design to then bake. Marilu shared it with her housemates, and every bite was gone!

NOVEMBER 2011

Held first Advocacy
Meet & Greet

DECEMBER 2011

Begin administering HUD-VASH
(Veteran Affairs Supporting
Housing) vouchers

DECEMBER 2012

Opened the Crisis
Receiving Center at
Parham Doctors' Hospital

JANUARY 2013

Created Employment Readiness Program
for individuals with intellectual and
developmental disabilities



continued

MH Residential Support Home

RENITA, DAPHNE & LATASHA

Everyday Heroes

What is the definition of a hero? The dictionary defines a hero as a person of distinguished courage or ability, admired for his or her brave deeds and noble qualities. However, true heroes are everyday people who look out for one another and show that they care. Recently, in one of our Residential Support Homes, three individuals became heroes to one of their housemates who was critically ill.

Staff received a call from one of the residents that a housemate was not acting and behaving like herself. The caller reported that the other two housemates believed she was sick. One had spoken with her earlier in the morning and said she seemed lethargic and not moving around normally. The three of them made a decision to call staff after she refused to seek



medical help independently. Upon receiving this call, staff responded immediately to the home, and 911 was called. The individual was transported to the hospital where she was diagnosed with diabetic ketoacidosis and blood sugar in excess of 1500.

The first responders and hospital staff report that the housemates provided nothing less than life-saving actions with the steps they took to seek medical care. Now, Renita, Daphne and Latasha are true everyday heroes.

OCTOBER 2013

All Employment Services for individuals with intellectual and developmental disabilities moved to Day Services forming Employment & Day Services

MAY 2014

Office of Quality Assurance Developed

SEPTEMBER 2014

Implemented Parent - Child Group and Parent Support Group in Essex Village

JULY 2015

Initiated Integrated Primary Health Care by partnering with Daily Planet Health Services

JANUARY 2016

Began the Jail Diversion program

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MAY 2016

Count Manager established a multidepartment Heroin Task Force

JULY 2016

Autism Diagnostic Observation Schedule Clinic for infants and toddlers began

AUGUST 2016

Implemented a telehealth strategy and procured equipment with State Grant Funding

SEPTEMBER 2016

Developmental Disabilities Unit was established

APRIL 2017

Implemented Same Day Access

JULY 2017

Permanent Supportive Housing began



continued

CELEBRATING 50 YEARS



JUNE 2019
Completed construction
and opened new East
Center on Nine Mile Road

