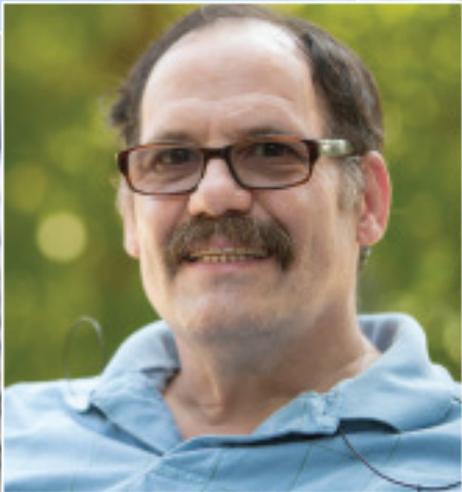
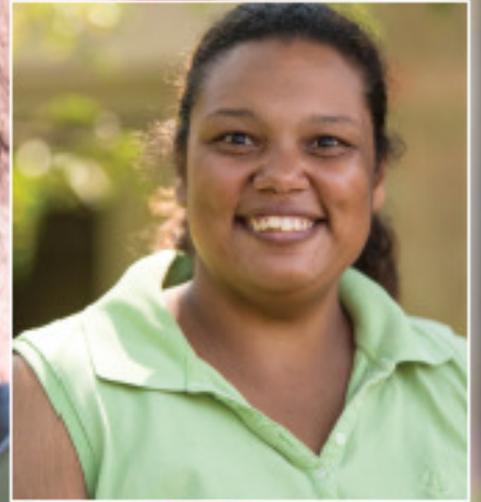


Annual Report 2017-2018



# HENRICO AREA MENTAL HEALTH & DEVELOPMENTAL SERVICES

Serving the counties of  
Henrico, Charles City & New Kent

## 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.



Henrico Area Mental Health & Developmental Services (HAMHDS) is pleased to present our Fiscal Year 2018 Annual Report highlighting many of our major initiatives that strengthen the quality of care for individuals with mental health, substance use disorders and developmental disabilities. Thanks to the hard work and dedication of the HAMHDS staff, the amazing partnerships with many community organizations and the support of our stakeholders, we celebrate and share our accomplishments.

We are pleased to highlight remarkable stories that show resiliency, recovery, inclusion, wellness, and the successful impact of person-centered services. Same Day Access was fully implemented, allowing individuals seeking services to come in for an assessment with a licensed clinician when they are ready. We have enhanced our services for individuals with substance use disorders through an opioid jail diversion program and received grant funding for Medication Assisted Treatment. Housing options were increased through a permanent supportive housing initiative. We have strengthened our efforts with prevention services and continue to prioritize our commitment that all individuals have access to primary health care.

This agency received National Association of Counties (NACo) achievement awards for the Crisis Intervention Team Refresher Training, the Behavioral Activation Group, the Early Intervention Autism Clinic and the Bounce Back From Addiction website. Along with our partners in Chesterfield, Hanover and Richmond, we received a Virginia Association of Counties (VACo) achievement award for the Revive RVA Regional Solutions to the Opioid Crisis Summit.

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 assistance allow critical community services to be in place that strengthen the lives of the individuals we serve and their families.

Jessica Young Brown, PhD  
Board Chair

Laura S. Totty  
Executive Director

# County



Prevention

Integrated  
Health Care

Early  
Intervention

Crisis &  
Same Day  
Access

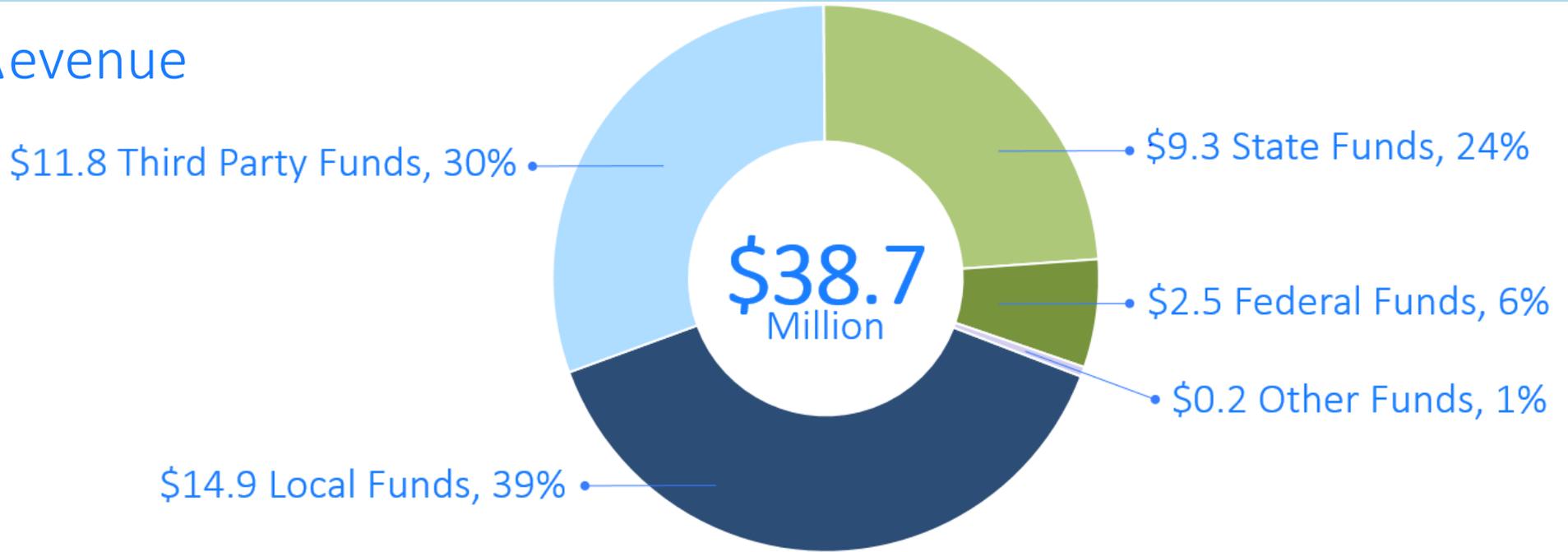
Permanent  
Supportive  
Housing

Waiver  
Slots

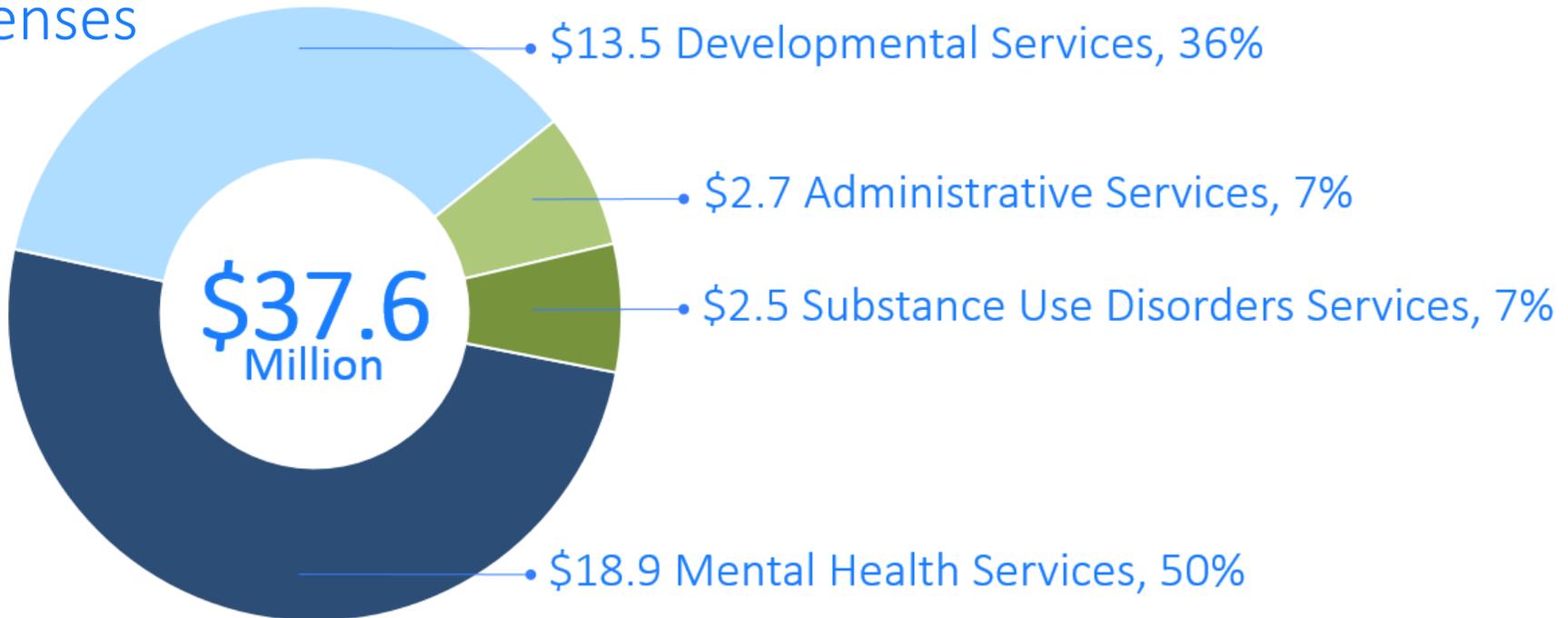
Jail Opioid  
Diversion

“County support is critical to our ability to meet community needs.”

## Revenue



## Expenses





9,976 Served

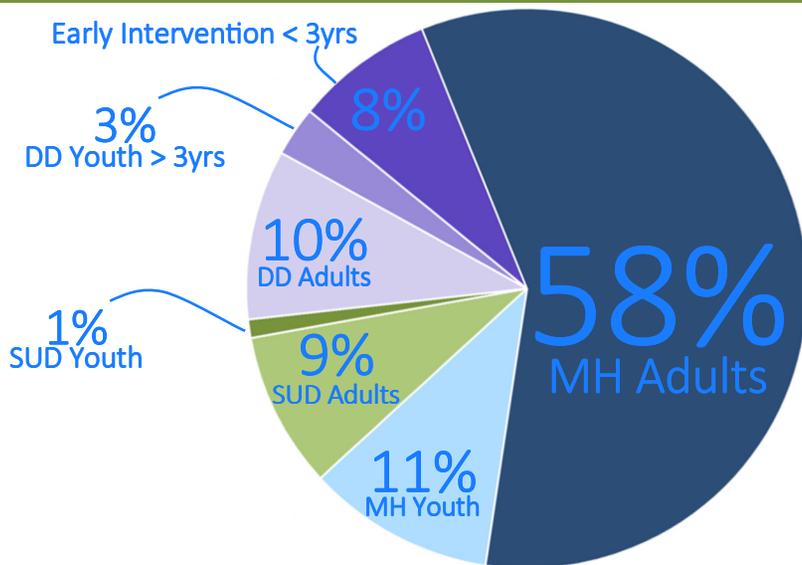
57% 43%

5,370 received  
Mental Health Services

1,882 Emergency Screenings  
for Psychiatric Hospitalizations

2,419 Jail Inmates Served

2,522 Same Day Access Assessments



866 received  
Early Intervention Services



1,093 received  
Substance Use Disorders Services



1,316 Integrated Primary Health Care Encounters



1,361 received  
Developmental Disability Services

## Prevention:

The 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.

Over 7,800 members of the community have benefited from prevention services in communities and schools that promote wellness through programs and activities such as Connect, Mental Health First Aid, Safe Dates and Counter Tools.

Jayvion Robinson is a rising 6th grade student. He has participated in Henrico Arms Connect program since first grade. Jayvion experienced some challenges in the traditional school environment, however, with the supports of his family and the community *he has been able to successfully meet the expectations of elementary school ending his fifth-grade school year with straight A's and then excelling in middle school.*

Jayvion attends Virginia Randolph School. He has learned coping skills and has matured over the years. He now channels some of his energy toward sports. He is very athletic and enjoys playing football, basketball and baseball. He continues to actively participate in the Henrico Arms Connect school year and summer programs. The Prevention program has been able to provide additional resources and supports to Jayvion and his family.



“I love the game of football, I am committed to practicing and being my best. At home I am helpful to my mom and both my siblings.”





“...a community of providers providing individualized care.”

## Integrated Health Care:

HAMHDS and Daily Planet Health Services created an integrated care clinic, providing a place where individuals can receive preventive and acute medical care as well as behavioral health services. In the past, medical problems and psychiatric problems were often seen as separate and unrelated. We have grown to realize that physical health and behavioral health are closely linked. Research has demonstrated that individuals with serious mental illness die 15 to 30 years earlier than the general population. Being able to offer medical services on-site helps overcome many of the barriers individuals experience when they are seeking medical services in the community.

In January 2018, Steven developed a severe discomfort in his right leg. He contacted his case manager but declined her suggestion to make an appointment with the nurse practitioner at the integrated care clinic. Five days later, Steven called the clinic seeking advice for the pain and swelling of his leg. Familiar with Steven's usual stoic demeanor, the nurse practitioner was immediately concerned and asked him to come in. When he arrived, the nurse practitioner recognized the signs of deep vein thrombosis and immediately called EMS. Steven was very anxious about transport to the emergency room. To ease his concerns, the nurse practitioner explained the process, the probable treatments and the potential risks of not pursuing treatment. When EMS arrived, Steven was calm and willing to go. At the hospital, Steven was diagnosed with deep vein thrombosis and was scheduled for surgery. The procedure went well, and he was discharged from the hospital after a few days with a plan to continue treatment for six months with a prescription for an oral anticoagulant. Unfortunately, his prescription was unaffordable at \$450 per month. The integrated clinic's parent organization, Daily Planet Health Services, obtained Steven a three-month supply of samples to ensure he had medication until his application for the patient assistance program was approved. *Nine months later, Steven continues to do very well.*

## Early Intervention:

The 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 normal development. As a local lead agency, we partner with 14 therapy agencies to provide comprehensive services that enhance the development of infants and toddlers. Additionally, Early Intervention services help to reduce community educational costs by decreasing the number of children needing special-education services.

Rebekah is the young mother of 2-year-old Lucas Jr. Earlier this year, Rebekah noticed that her son's vocabulary was very limited. He only spoke four words. Concerned, Rebekah enrolled in HAMHDS' Early Intervention program. Services were initiated and within three months Lucas was talking a good deal more. Unfortunately Rebekah and Lucas were forced to move, disrupting their access to treatment. Staff was supportive through this challenging transition and offered flexible schedule changes. *"They've helped me out a lot with trying to find resources even though they didn't have to,"* Rebekah said. *"They've helped get us back on our feet. I've gotten my own place and job."* She attributes Lucas' speech improvement to their life quality improvement. Six months later, Lucas has expanded his vocabulary from four to 60 words. He still has work to do, but with the support of the Early Intervention program, Rebekah now has the skills and techniques to continue helping her son.

“They’ve helped me out a lot with trying to find resources...”



## Same Day Access:

Same Day Access (SDA) provides assessments by licensed therapists to individuals who come into our office seeking services. In the past, individuals would call to schedule an intake appointment and would often have to wait a week or more to be seen. This delay was often frustrating to the individuals seeking services and did not provide the more immediate response that was needed. SDA provides prompt, professional, and complete assessments at the time the individual is ready to seek service.

Brenda is the grandmother of Liyah, a teen served by SDA. Liyah experienced early childhood trauma and was experiencing major depression. She was withdrawn from her family and friends and not doing well in school. Liyah says, "At my lowest point I was having bad thoughts like not wanting to be in this world anymore."

During the SDA process, staff listened to the grandmother's comments, reassuring her, and addressing any concerns. *"I felt very comfortable with their interaction with me," she says. "[The counselor] told me what she recommended, explained why it was important, and how it would help Liyah. I felt very comfortable with her recommendations."*

After seeking help, Liyah and her family were committed to her recovery. Liyah says she has overcome her emotional struggles and uses healthy coping skills like art, writing, and talking. She is now an honor roll student, works part time and enjoys her life again. Her advice for other youth is to find healthy outlets to express feelings and seek support from others when you need it.

“I feel more at peace with myself, I feel comfortable with who I am now.”



# Crisis



“...proactively increasing outreach efforts to the community.”

## Emergency Services:

The 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. Our twenty-four hour crisis line ensures that a mental health clinician is always available. Services are provided face to face as well as over the phone; and during all interventions, clinicians strive to achieve the safest possible outcome for all involved while advocating for the most appropriate level of treatment for each individual. Over the past five years, as we proactively increase outreach efforts to the community, calls to the crisis line have increased by 72 percent; and in 2018 alone, the number of emergency evaluations rose by 16 percent.

Emergency Services clinicians frequently intervene in crisis situations which may be complicated or unusual. We receive calls from citizens as well as representatives of schools, nursing homes, apartment complexes, transportation hubs, libraries, businesses and many other community sites. In these circumstances, we respond to an agreed upon evaluation location, gather pertinent information, and talk with the identified individual in crisis. We then seek permission to contact loved ones, and involve them when appropriate and possible. When necessary, we contact other localities and states where an individual resides to determine if the person has been reported missing and then intervene in the safest, most respectful way, utilizing creative problem solving to resolve unusual situations. This individualized, intensive crisis care takes great flexibility as well as engaged collaboration from multiple agencies working together in the best interest of the individual. Our partnerships with county public safety agencies through our robust Crisis Intervention Training program, as well as with other community stakeholders, afford us the opportunity to have recourse to more community resources which ultimately benefits our citizens. VCU Health Systems wrote to one of our clinicians in Emergency Services, *“I am truly grateful for your willingness and time to coach me and line up the best scenario to assist us while working very hard to maintain the dignity of the patient and desire for least restraint. Please accept our sincere gratitude for your role in supporting our patient and the teamwork required for assisting the most vulnerable people we serve.”* This encapsulates the mission of our daily work.

## Permanent Supportive Housing:

For many of our clients, there are several barriers to securing permanent, long-term housing. These include affordability, poor credit, evictions and criminal backgrounds. Our society as a whole has not been forgiving of the various challenges experienced by our clients. The premise of the Permanent Supportive Housing (PSH) program is to assist the individual in locating housing, secure sources of financial support, and support the clients as they transition out of chronic homelessness. The PSH program also serves as an ongoing point of contact for the management companies and the landlords willing to accept the PSH subsidy. Because of the positive relationships built between PSH staff, clients and the leasing companies, outcomes of this program are life changing. In fiscal 2018, the program placed 15 individuals in rental properties around the Henrico area.

In October of 2017, Barry had reached a difficult point in his life and knew he needed assistance to get on his feet again. He contacted HAMHDS where he had received help before and was assigned a case manager. His difficulties had started when he lost his job of three years. “After a short period of time I was unable to pay my rent. So when my job went, my housing went, and my only option was to live in my car.” Barry worked hard to find resources to help him move out of his state of homelessness. Barry shared, “I first went to unemployment, but was denied. Then I went job searching but that was hard too because my car was inoperable. So my case manager had to transport me to handle my business.” At that point, PSH staff interviewed Barry and accepted him into the program. Initially, Barry recalls feeling “anxious and untrusting.” Those feelings changed once Barry secured an apartment that fit his needs. ***“When I started the PSH program, I knew that someone was there to assist me instead of feeling like I had to do it all by myself.”*** The achievement of which he is most proud was “purchasing a new car, because it has really helped me with mobility, convenience and maintaining my employment.” Barry has now been living in his own apartment since March and has secured new employment.

“Being a part of the PSH program means facing adversity and knowing that someone’s assisting.”



Donzell



“Donzell has a very supportive family but they are not physically able to provide all the care supports he needs.”

## DD Waiver Slot:

The Developmental Disabilities (DD) Waiver provides funding to eligible individuals that enables them to receive services and support in their local communities. The services support individuals in their homes, work or other day environments and while participating in other community settings.

The General Assembly approves the funding for DD Waiver slots. The Department of Behavioral Health and Developmental Services applies a formula based on the number of individuals at the highest need level to determine how many slots each Community Services Board receives. DD Waiver slots may also come available as currently filled slots become vacant. In fiscal 2018, HAMHDS had a total of 30 slots that were allocated to individuals with the highest priority need.

Donzell is 44 years old and has an intellectual disability. Approximately three years ago, Donzell moved from his mother’s care to reside with his brother. Since that time, Donzell’s brother developed serious health concerns that limited his ability to care for Donzell. Donzell’s family was very supportive and continuously advocated for him to reside where he could live a more independent life and have regular access to his community. Donzell was allocated a DD Community Living Waiver slot and is now residing in a home with a small group of peers and enjoys the many activities he was not able to access previously. Donzell attends a day support program and makes connections with people in his community through the support he receives from his residential and day services staff. *DD Waiver funding for Donzell has transformed both his life and the life of his caregiver.*

Matthew



“Being arrested saved my life, and the diversion program has for sure helped keep me clean.”

## Jail Opioid Diversion:

The Opiate Diversion program is a new program funded through a grant from the Department of Behavioral Health and Developmental Services. The goal is to develop a plan for opiate users who are being held in jail without bond to be released into the community with a structured set of supports and services. The program is intense and includes: Vivitrol injections, individual therapy, group therapy, peer support, weekly random drug screens, psychiatry care if needed and case coordination. Ongoing reports to the court outlining the individual's progress are required. Violations of the conditions of release could result in re-incarceration. This program is a demonstration of the strong partnership among the Sheriff's Office, the Commonwealth Attorney, Henrico judges, Community Corrections and HAMHDS.

Matthew had been using heroin for a year and a half. As Matthew became ensconced in his addiction he became isolated from family and friends, had employment difficulties and was physically and emotionally unavailable to parent his newborn son. On June 1, Matthew overdosed in a fast food parking lot. NARCAN® had to be administered by EMS to revive him. Matthew was arrested on possession charges and remanded to Henrico County jail after he was medically stabilized.

Shortly after jail admission Matthew was assessed for the HAMHDS Opiate Diversion program and found to be an appropriate candidate. He entered the program and has done extremely well. He has maintained sobriety and has successfully reintegrated back into the community. He is an active and devoted father to his 6-month-old son. He also is employed as a general contractor and happily reports, *"I am now living a meaningful life."*



# Board Members & Executive Staff

## Board Members

Jessica Young Brown, PhD,  
Chairperson

James E. Cox, Jr., Vice Chairperson

Sultan Ali Lakhani, MD, MPH, Secretary

Allison J. Batchelder, MD

Brenda A. Brown

Lisa W. Diggs

Evelyn O. Dodge

Nita J. Grignol

Karen W. Grizzard

William P. Hart, III

Joyce A. Hann

Karlee Wynn

## Agency Management Team

Laura S. Totty, MS, Executive Director

Lynn A. Goodale, CCM, Administrative  
& Finance Division Director

A. Michelle Johnson, LCSW, Community  
Support Services Division Director

Kent McDaniel, MD, PhD,  
Medical Director

R. Daniel Riggsby, LCSW, Clinical &  
Prevention Services Division Director

Yvonne D. Russell, MA,  
Quality Assurance Program Manager

A special thank you to the  
Graphic Communications students of



for partnering to print and bind  
the HAMHDS 2017-18 Annual Report

# Annual Report 2017-2018

