



# HORIZON NEWSLETTER

Fall Newsletter

*Expanding access and hope one page at a time.*

Issue 2 Vol. 2

[www.horizonbh.org](http://www.horizonbh.org)



## Emergency Services

**The Need:** 21% of children between ages 9 and 17 have a mental health disorder. Half of ALL mental health disorders begin by age 14.

### The Help For Children:

#### Mobile Crisis Services

Horizon's Emergency Services travel to the children who need them. Whether at school, home, shelter or detention center, our clinicians' main goal is to keep each child experiencing crisis in the least restrictive setting. We want children to heal at home, not in a hospital.

## The Results:

From FY10 – FY14:

62.5% reduction in the number of hospitalizations

85% reduction in the number of days a child has to stay in the hospital

(Con't on pg. 3)

## A Letter From Our CEO



When I moved back to the East Coast in July of this year, I was thrilled to be enjoying the four seasons again. While some may see autumn as the chill of winter fast approaching, I see autumn as a time of beautiful change and an opportunity to reflect on the possibilities that lie ahead.

Horizon Behavioral Health (HBH), along with community service boards across the state, have experienced great change during this calendar year - especially related to emergency and involuntary treatment. While the pace of these changes has been challenging, it has also brought about significant improvements in communication and coordination between Horizon, law enforcement, state hospitals and healthcare facilities. Our regional *Crisis Intervention Team* (CIT) is the perfect example.

HBH, Centra, Department of Corrections, Magistrate's Office, the Lynchburg Police Department and other local law enforcement agencies joined together in 2010 to create a regional CIT. The goal is to reduce the number of arrests and incarcerations for non-violent offenses by people with mental illness or substance use disorders. In addition, through proper training, the team is enhancing safety in crisis situations and creating stronger partnerships between the families of those that are ill and the professionals keeping them safe. Everyone should rest well knowing that a total of 84 law enforcement officers, corrections officers and fire department personnel have been trained to provide safer, more compassionate care. I recently had the privilege of attending a CIT basic class graduation on October 31, 2014 and as one officer stated, "Having a better understanding of what each person does makes everyone's job easier when trying to resolve a crisis." (Con't pg.2)

There is even better news, thanks to the evidenced-based practices in place at HBH, we are preventing “emergency” situations every day. Horizon’s *Program for Assertive Community Treatment* (PACT) provides an array of intensive services to members of our community living with severe mental illness. The goal of PACT is to ensure each individual lives a healthy and productive life in the community. These services are highly individualized and require strong collaboration with medical providers. And it works. Ninety-four percent of PACT clients have stable housing, and 90% require less than two hospitalizations a year.

Horizon Homes provide housing for adults with intellectual disabilities. Each of our eleven homes was built to preserve and celebrate the independence of people living with intellectual disabilities. They also meet the needs of those that require moderate to high medical and/or behavioral support. In an internal analysis of the past year, an average of 90.5% residents have not been hospitalized. This saves precious state dollars at a time when resources are limited.

Lastly, our services have successfully kept children in mental health distress out of the hospital and in the comfort of their home. In fact, HBH has successfully decreased state hospitalizations of children in crisis by 63% since 2010.

Allow me to share with you one of our success stories:

Thirteen-year old Bethany lived a life of abuse and neglect for the first six years of her life. Finally, adoption into a healthier family provided her with new stability and hope. But recently her new family moved across country to begin a new life in our area. For Bethany, the move away from everything she knew was the final straw. She was

angry, trusted no one and wasn’t communicating well with her family about her feelings. A HBH Crisis Clinician and Intensive In-Home Clinician stepped in to teach her how to understand her feelings, and live a happier and healthier life. Like any deep wound, healing took time. But Bethany now feels a sense of support, belonging and love from her family. She is getting there. Horizon will continue to monitor Bethany and make sure she remains healthy and happy through outpatient therapy.

I’m grateful to Horizon’s Board of Directors, staff, supporters, partners and the Lynchburg and Central Virginia community for sharing your time, talents, and resources. This collaborative effort has helped 8,000 clients stay in their community in 2014. Horizon and I look forward to continuing our efforts to meet the needs in the communities we serve by having active partners like you. May this autumn season bring an abundant harvest and positive change and transition to Central Virginia and the Commonwealth. If you have any questions or would like any information feel free to email me directly at [info@horizonbh.org](mailto:info@horizonbh.org).

With every best wish and kind regard,



Damien Cabezas  
CEO, Horizon Behavioral Health



## Our Horizon Community

We at Horizon will continue to keep you informed of the good works happening throughout the agency. We know none of this would be possible without the support of our community. After reading this newsletter we hope you understand that the need is large and continues to grow. At the same time, government funding for mental health services has decreased tremendously. In the early 1990’s, Horizon was publicly funded at a rate of 66%. Today we maintain our world-class portfolio of services with 21% of our budget coming from local, state and Federal monies.

With this in mind we are excited to unveil Horizon Opportunities, Inc. – our fundraising arm. This new non-profit will allow our community to invest in Horizon through monetary donations and volunteer efforts. Donations to Horizon Opportunities, Inc. will help clients unable to pay for care, provide recreational trips for children with emotional issues and adults with an intellectual disability and fund programs that guide and support families who have been identified as “at risk.”

For more information on how you can get involved visit [www.horizonopportunities.org](http://www.horizonopportunities.org) or email us at [info@horizonbh.org](mailto:info@horizonbh.org).

# Emergency Services

## The Regional Crisis Intervention Team (CIT)



CIT Role Play Scenario

Developed in 2010, the goal of the Crisis Intervention Team was to create a more person centered approach to a mental health crisis. But our area's CIT also provides value to the community. Law enforcement officers are better able to recognize and understand mental health crisis. As a result, individuals in crisis are diverted from jail, instead receiving access to treatment rapidly after being stabilized in a therapeutic setting.

### VALUABLE CIT PARTNERS

- ⇒ Mental Health America of Central Virginia
- ⇒ Roads to Recovery
- ⇒ Wellness and Recovery Center
- ⇒ HumanKind
- ⇒ Community Corrections and Pre-trial Services
- ⇒ Department of Social Services- Adult protective Services
- ⇒ Virginia's Wounded Warriors
- ⇒ Blue Ridge Regional Jail Authority
- ⇒ Chief Magistrate for the 24<sup>th</sup> Judicial District
- ⇒ The Commonwealth's Attorney's Office
- ⇒ Lynchburg Fire Department
- ⇒ Lynchburg Sheriff's Department

Emergency (con't from pg. 1)

## The Help For Adults

### Crisis Stabilization

Whether it is a person struggling from a substance use disorder or Post Traumatic Stress, the goal of crisis stabilization is to increase an individual's coping skills while decreasing the number of days they have to be in a hospital or in Horizon's seven bed crisis stabilization unit.

### The Results:

#### From FY13-FY14:

- ⇒ **16 % decrease in the # of total bed days from FY13 to FY14**
- ⇒ **31% decrease in the length of a person's stay**



### Emergency Services

Our Emergency Services Clinicians conduct preadmission screenings to determine if an individual needs hospitalization. These clinicians work in emergency rooms, jails and outpatient mental health facilities. This team is on call 24/7 to ensure all mental health emergency receive the careful attention they deserve. This work takes careful collaboration between local hospitals, law enforcement agencies and Horizon staff. In the past year, several state-level changes have also created changes in the communications and protocol used during a mental health emergency. In short, these changes ensure all clients that need to be hospitalized are given a bed, allows more time for the emergency clinicians to find the appropriate hospital bed and creates a bed registry that assists in that search.

### The Results:

- ⇒ **2000 Crisis Evaluations done in FY14**
- ⇒ **12% increase in Emergency Custody Orders (ECO) from**



# Prevention

## HIV

According to the Centers for Disease Control, individuals with mental illness and/ or a history of drug abuse are at greater risk for HIV transmission. At Horizon, we offer free HIV and counseling thanks to a grant from the Virginia Department of Health. **From January 2013 until October 23, 2014, Horizon employees administered 823 Rapid HIV tests and provided prevention counseling and condoms to promote safer sex.** Three people tested positive during that time period. All three were referred to care and follow up.

## HEPATITIS C

Baby Boomers, those born between 1945 and 1965, have an increased likelihood of being a carrier of Hepatitis C. More commonly known, IV Drug users have a higher risk as well. Horizon Behavioral Health sees many clients that fit those categories. From April of 2013 until October of this year, **Horizon staff tested 304 people for Hepatitis C. Eight percent, or 25 of those people tested positive.**

*“My positive test has made me look at my life and has made me look at ways I can improve the way that I care for myself, so that I can be here for my children in the future.”*

*- Client, Tested positive for Hepatitis C*



## Post-Partum Depression

Depression after childbirth is a common problem, yet many new moms don't want to admit to feeling less than adequate. Horizon's "Beyond The Birth" Support Group addresses the mental health needs of women after childbirth. Using the motto "you are not alone, you are not the blame and you will get better," **this group has attracted 29 new moms**

**since its start in late 2013. More than half those moms were referred to additional counseling or other mental health services.**

Beyond The Birth is sponsored by Forest Rotary Club and held at Forest Women's Center. For more information, contact Forest Women's Center at 385-8948.



# Prevention

## School Based Programs

### Too Good For Drugs and Violence

Schools: E.C Glass and Heritage High School  
# of Kids: 531

### Too Good for Drugs

Schools: Dunbar Middle School  
# of Kids: 206

### Youth Media Network

School: Dunbar Middle School  
# of Kids: 206

### Spark, Play and Active Recreation for Kids (SPARK)

School: Dunbar Middle School  
# of Kids: 221

### Students Organized Against Drugs and Alcohol (SODA)

School: Appomattox Middle and High School  
# of Kids: 38

### Families and Schools Together (FAST)

Schools: Heritage Elementary, R.S. Payne Elementary, W.M. Bass Elementary, Appomattox Primary School  
# of Families Served: 60

### FAST Works

Schools: Heritage Elementary, R.S. Payne Elementary, W.M. Bass Elementary, Appomattox Primary School  
# of Families Served: 87



Dad and daughter enjoying FAST

*"From participating in this program we were able to learn how important spending and sharing time together through different actions can help improve our relationship, how we communicate and the importance of giving our children one on one attention."*

*-Parent, FAST Program*

## Measuring Quality in the 21<sup>st</sup> Century

By David Cassise  
Sr. Electronic Health Record Coordinator

Horizon is committed to high quality services while making our business processes more efficient and effective. We are in the process of implementing a much improved electronic health record from our current system. The software is Credible and its reputation matches its name. Already being used by 18 other community service boards in Virginia, it has proven to be very reliable and competent with the services we provide.

With this new system we will be able to access and monitor data faster, enhance our strengths and address areas of improvement through the Business Intelligence tool, and provide higher quality services to our consumers. Managers and staff will be able to access productivity reports and run consumer service reports with the click of a button. Through the client portal, consumers will be able to review their records and leave messages for their service providers.

It is exciting to see all that this new electronic health record will be able to do and how it fits with Horizon's mission.

### Credible Timeline

Discovery (Nov. 2014)



Design



Configuration



Testing/  
Training



Deployment  
(June 2015)



Support

# Catching the Vision of Continuous Quality Improvement

By Beth Ludeman-Hopkins  
Director of CQI

The importance of providing quality services linked to positive outcomes, while keeping costs at a reasonable level, has become critical to the mission of any behavioral healthcare organization that hopes to remain viable in today's healthcare environment. For an organization to achieve its mission of providing sustainable, quality services to individuals and their families; a purposeful, value-driven approach of continuous quality improvement must be a part of its culture.

In alignment of this reality, Horizon, under the leadership and vision of CEO Damien Cabezas, has implemented an organizational-wide continuous quality improvement (CQI) approach. The CQI approach moves beyond an organization just meeting base-line compliance standards. CQI is quality driven and strategic.

The first step in HBH's development of the CQI initiative was to bring together a group of individuals who reflect all aspects of the organization, as well as a passion to pursue continuous improvement opportunities where ever they present themselves. There are no sacred cows to avoid or left to hide, either in the clinical or administrative areas - just opportunities for review and improvement.

As of this writing, a CQI Committee has been established and meets monthly. The membership is reflective of all parts of the organization including clinical and administrative functions. The Committee's goal is to implement CQI approaches by the use of proven models of performance improvement. The result of these efforts will be a more efficient and effective organization focused on providing exceptional services to the community.

## Dates to Note

### **Mental Health First Aid Certification**

Date: December 4-5, January 29-30, February 26-27

Cost: \$14.95/ person

Contact: Tamar Wardlaw at (434)847-8050 to sign up

Description: This 8-hour course will give an overview of mental illness and substance use disorders, teach risk factors and warning signs of mental health problems, builds understanding of the impact and reviews common treatments. Students will learn a 5-step action plan that includes skills, resources and knowledge to help someone in crisis.

### **Affordable Care Act Open Enrollment**

Date: November 15 – February 15

Cost: Free

Contact: Email Tonya Whitfield or call 434-847-8000 or 434-420-7974

Description: If you need help determining the right insurance coverage for you or your family, Horizon's Certified Application Counselors can help. They will navigate you through the newly implemented Affordable Care Act.

### **Crisis Intervention Team (CIT) Training**

Date: May 18-22, 2015

Cost: Free

Contact: For more information email Tim Paul or call 804-347-0758

Description: This training teaches law enforcement and citizens like you how to de-escalate a person in a mental health crisis.



***SAVE THE DATE***

***The FIRST***

***Horizon Awards***

***Dinner and***

***Talent Show***

***March 27, 2015***

***5:30—9:00 p.m.***

