

A Better Life, A Better Community

TEN

Region Ten Community Services Board
Volume 1 • January 2009

Region Ten Community Services Board, 502 Old Lynchburg Road, Charlottesville, VA 22903

For Help Now Call 972-1800*Published Quarterly*

Region Ten Adopts Electronic Health Record

December 1, 2008 marked the culmination of an enormous staff effort to launch Region Ten's electronic consumer record and management information system. Less than a year ago, Region Ten partnered with Michigan based Peter Chang Enterprises (PCE) for the development of a web-based data system. Replacing the paper chart with an electronic record allows timely, simultaneous and comprehensive access to the chart by all Region Ten providers. Among the many benefits, the electronic record eliminates duplication of consumer information for individuals who utilize multiple Region Ten services. With many services offered at multiple sites, this web-based system allows information to be available anywhere the internet is accessible. Combining entries in the chart with the reporting of billable services provides the agency system wide assurance

As Region Ten ushers in the electronic health record well before federally mandated deadlines, consumers, stakeholders and staff can be assured that confidential health records are secure in this new electronic environment.

that documentation exists to support billable claims to Medicaid and other third parties. The potential exists for Medicaid and other audits to be handled electronically in the future, thus reducing or eliminating associated

costs of travel, overnight stays, meeting space for auditors and agency staff involvement in the process. CMHC, our previous software system, was designed using an outdated front-end data system, not able to meet the modern business demands for outcome information. With PCE's browser interface and point and click technology, the system is far more user friendly in its presentation and functionality. Additionally, it is easier to obtain statistical data through PCE's report writing feature. This allows Region Ten to satisfy outcomes requirements of funding sources and stakeholders with far greater ease and accuracy.

Entities that receive federal dollars have a deadline of 2012 to have electronic health records for their consumers/patients. PCE makes Region Ten fully compliant with this requirement far in advance of the federal deadline. *Continued page 3*

Consumer Advisory Council Holds Second Annual Brunch

With the focus on intellectual disability services, the Consumer Advisory Council of Region Ten held the second annual brunch on Wednesday, October 22, 2008 in the Region Ten Conference Center. Local representatives to the Virginia General Assembly were invited to meet constituents interested in intellectual disability services. 57th District Representative David Toscano joined Consumer Advisory Council members along with participants of the Meadowcreek Center and recipients of MR case management services to advocate for continued funding for MR Waiver services. Teachers and students from

the local Post High program raised concerns of students leaving school without a Medicaid Waiver slot to pay for needed services. Participants stressed the need for continued support of these valuable services.

This is the second year the Consumer Advisory Council has hosted a brunch in an effort to call attention to advocacy and quality of life issues for people receiving and in need of Community Services Board services. For more information about the CAC, contact Ken Moore, Region Ten Consumer Advocate at 970-1480.



Left: Barbara Barrett, Vice Chair of Region Ten Community Services Board and David Toscano, 57th District Representative listen intently as speakers explain the need for continued MR Waiver funding and support.

Right: Shirley Thomas gives an enthusiastic endorsement of her MR Waiver services.



LOCATIONS

Administration
502 Old Lynchburg Rd.
Charlottesville, VA
22903

Peterson Building
800 Preston Avenue
Charlottesville, VA
22901

Fourth Street Station
401 Fourth Street NW
Charlottesville, VA
22903

Meadowcreek Center
2000 Michie Drive
Charlottesville, VA
22901

Fluvanna County Office
13623 James Madison
Highway
Palmyra, VA 22963

Greene County Office
24 Rectory Lane
Stanardsville, VA
22973

Louisa County Office
107 McDonald Street
Louisa, VA 23093

Nelson County Office
96 Main Street
Lovingson, VA 22949

Blue Ridge Clubhouse
100 Burnett Street
Charlottesville, VA
22902

*Friendly Oaks
Clubhouse*
130 Louisa Avenue
Mineral, VA 23117

Horizon Clubhouse
83 Tan Bark Plaza
Lovingson, VA
22949

Dual Recovery Center
310 Avon Court
Charlottesville, VA
22902

Mohr Center
1014 East Market St.
Charlottesville, VA
22902

*Wellness Recovery
Center*
504 Old Lynchburg Rd.
Charlottesville, VA
22903

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Robert Johnson
Executive Director

Caruso Brown
Deputy Executive Director

David Moody, M.D.
Medical Director

Ken Moore
Consumer Advocate

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Rural Services
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Quality Improvement and
Standards
Jane Lewis, Senior Director

Contributions to Ten: Thanks to Robert Johnson, Marcia Becker, Dwight McCall, and Mike Huntley for contributions to **Ten**.

If you have information to be submitted for publication, please contact Martha Maltais, Senior Director of Adult Developmental Services at martham@regionten.org or call (434)-970-2131.

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Correction: Region Ten wishes to correct the October 2008 edition of *The X Files* that incorrectly stated the name of the Commissioner of the Department of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRSAS). Region Ten apologizes to Commissioner James S. Reinhard, M.D. for this error.

From the Desk of Robert Johnson



I was one of the fortunate few in the 1960s; a beneficiary of Lyndon Johnson's Great Society's War on Poverty. The "A Better Chance" program was a national initiative that paid tuition for inner city youth to attend upscale private schools. At age 12 I moved from a pretty bad neighborhood in the projects of Richmond to a prep school in Princeton, New Jersey. Two of my sisters were also selected over the next two years and went to other schools. It was a dream come true for me. I was tired of being tested everyday by kids whom I grew up with who were now in violent gangs and beginning to wonder whether I was friend or foe. Even then I was outgoing and friendly and tended to get along with people who were mortal enemies. Any of you who have come out of these conditions know the tension that is just below the surface every waking day. From 1966 to 1969 I watched from afar as my old neighborhood went from fist fights to gun battles with fatal casualties. I cannot adequately describe 1970 except to say the carnage included so many guys I had grown up with that I was effectively trapped in my parent's home during summer vacations. A set of baby faced twins I grew up with were suddenly feared enforcers, one eventually killing the other and the survivor becoming a hitman. The era of the drug menace had begun. In the late sixties and seventies it was heroin. Later it would become cocaine and then crack cocaine. The language and much of the funding seemed to shift from the War on Poverty to the War on Drugs. There will always be conspiracy theories that the drug epidemic was a deliberate initiative of the government to delay and ultimately defeat minorities and other undesirables from achieving the American Dream. My interest and energy is not there but is moving with great speed and hope because we finally have a chance to truly change the AOD (Alcohol and other Drug) problem in

our country. I am hopeful because we may finally get a drug Czar who is not appointed for his or her political affiliations but instead for their awareness of what must happen immediately.

The history of the most powerful position in the US for drug policy and implementation has been an exercise in planned failure. There are



many sides to the drug menace but the two most important are supply (growing, packaging, transporting, selling) and demand (purchasing and using). Every Czar at ONDCP (Office of National Drug Control Policy) with the exception of Lee Brown has pursued the supply side while publicly speaking about the importance of addressing the demand side. Lee was a good man but he had the charisma of a blood pressure cuff. Congress never listened to his ineffective speeches and actually cut 80 percent of his budget under President Clinton, who soon abandoned him. You see, the demand side is about treatment. The supply side is about locking up drug traffickers, and raiding crops. It involves very expensive airplanes, boats, radar, police activities, informers and lots of prisons. Oh, and since 1993, the Czars have known it has had no real impact on the amount of drugs coming into our country. What has impacted the drug epidemic is treatment. There have been quite a few studies on the effectiveness of treatment. My favorite is the CalData study of the late nineties which followed a quarter of a million addicts who received treatment in California's treatment system. The study reported that every dollar spent on treatment yielded a seven dollar return in productivity to the community. The study was updated last year with very similar results. Indeed there has never been a study that has not shown a financial and health benefit of treatment versus incarceration. This is quite amazing when you consider the spending for AOD treatment continues to be unnecessarily

low. Although states across the country spend over thirteen percent of their budgets on the "problems" related to AOD, less than four percent of this is spent on treatment and prevention. Try to imagine the positive impact on our communities if the treatment budget doubled from four to eight percent. Virginia gets 43 million dollars from the federal block grant of 1.76 billion dollars for services. By contrast the ONDCP effort in launching the War on Drugs spent about 12 billion dollars a year in the mid 1980s and was spending about 50 billion a year by 2005 when it was clear to everyone the drug wars were not winnable. I hope the lessons learned prompt our President-Elect to appoint a czar who understands the tyranny of addiction, how it destroys not just the addict/alcoholic but does massive collateral damage to families, friends and the community at large. The societal costs of alcohol were 185 billion dollars and the costs of other drugs such as cocaine, heroin, ecstasy, methamphetamine were an additional 143 billion based on a study completed in 1998. That is a decade ago and the costs in productivity, health and other life areas have risen.

I hope the next Czar appropriates a few of the billions being wasted on capturing drug lords who are replaced in nanoseconds by look alike bosses or operate their drug empires from cozy jail cells to state AOD offices where the funds can be spent to provide treatment upon demand. I don't care whether the next Czar votes along republican or democratic lines. Our nation desperately needs a bail-out for the estimated 23 million addicts/alcoholics who are suffering the ravages of addictive use. Get them the help they need and the supply lines will quickly begin to dry up.

Let me end with a humorous observation. It occurs to me that life is often a dialectic of opposites where you achieve the direct opposite of what you seek. Wars on anything seem increasingly to achieve the opposite goal. You declare war on the expanding waistline only to have it increase, war on poverty only to have record poverty a decade later and so on. By that logic, we should declare a war on peace. Ah, maybe I'm on to something. ♦

Electronic Health Record –continued from page 1

The Region Ten contract with PCE shifts the responsibilities for day-to-day system maintenance and management from our agency to PCE, thus handing over the technical functioning to a company with an excellent track record of over a decade of software maintenance. This helps move our agency towards our stated value of excellence. *By Robert Johnson, Executive Director* ♦



Left: Liz Nordquist mans the help desk with PCE staff on the first day of implementation. Missy Rand Barker and Amy Downey (not pictured) also provided guidance to staff as the electronic record gets up and running.

Region Ten celebrates at Annual Holiday Party

Region Ten employees gathered at the Downtown Charlottesville Omni Hotel on Friday December 5, 2008 for an evening of dining and dancing to celebrate the season at the annual holiday party. Executive Director Robert Johnson welcomed Region Ten employees and guests. Region Ten board members Joe Szakos, (Chair-City of Charlottesville), Angela Hammond (Secretary-Louisa County), Neal Walters (City of Charlottesville) and Weston Matthews (Nelson County) all

offered brief remarks thanking Region Ten staff for their hard work during the year. Mr. Johnson recognized employees who have performed additional work duties to successfully launch the electronic health record. Dr. David Moody was acknowledged for his work in leading the agency through the implementation phase. Also recognized were Jon Somers, I.T. Applications Manager, Jane Lewis, Senior Director of Quality Improvement and Standards, and Missy Rand Barker, Director of Training. Mr. Johnson also expressed gratitude to staff that volunteered to assist with the help desk during the first two weeks of electronic health record start-up. Despite the economic downturn, Region Ten continued the annual tradition of celebrating the season, thanks in part to contributions raised by the Region Ten Board of Directors.

February CARF Accreditation Survey Set

Region Ten is set to be reviewed by representatives of CARF on February 11, 12, and 13, 2009. Region Ten's current CARF certification for the majority of programs expires March 2009. A successful survey will result in a 3-year accreditation for most Region Ten services. CARF accreditation represents the highest level of endorsement that can be awarded to an organization and shows the organization's substantial conformance to CARF standards. CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value and optimal outcomes of services through a consultative accrediting process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF, the accrediting body established consumer-focused standards to help organizations measure and improve the quality of their programs and services.

For more information about CARF, consult their website at www.carf.org.



Pictured clockwise: Board Chair Joe Szakos addresses Region Ten employees as other board members and staff look on; Center: Robert Johnson recognizes Dr. David Moody; Top Right: Jane Lewis is recognized for her contributions toward successful implementation of the electronic health record; Lower Left: Eden Rush wins one of the door prizes of the evening; Lower Right: employees and guests enjoy the holiday dinner.

Virginia Association of Community Services Boards Legislative Conference January 20-21, 2009

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Highlights of the VACSB 2009 Legislative Conference

- VACSB Public Policy Forum - 2009 General Assembly Updates
- VACSB Group Meetings (*Executive Director Forum & Council Meetings*)
- CSB Board Members Advocacy for the General Assembly (tentative)
- Networking Reception
- VACSB Business Meeting
- Contact Hours by DMHMRSAS for General Session & Council Meetings with Speakers
- CSB Representatives deliver items provided by VACSB (please make appointments prior)

For More Information Call:

Kay Springfield

804-523-2551

kspringfield@vacsb.org

Nelson County Clinic Building Nears Completion

Lovingston is filled with anticipation as the new Nelson County Clinic building nears completion. Construction has moved quickly with a projected April 2009 finish date. Mike Huntley, Director of Region Ten's Nelson County Clinic observed at the close of 2008, the stonework and brickwork had been completed, and work had progressed nicely on electrical, and communications installations. With dry wall and flooring nearing completion, wall colors selected, the building has attracted much attention in the Lovingston community. The clinic will become home to over 30 Region Ten staff and will provide space for needed program expansion. Persons wishing a tour of the site should contact Mike Huntley, at (434) 263-4889.



Nelson Clinic in final stages of construction

Greene County Director Resigns



Don Lewis assumes role as Executive Director, Valley Community Services Board

Don Lewis, Ph.D. assumed his new role as Executive Director for Valley Community Services Board on December 2, 2008. Dr. Lewis leaves after eight years with Region Ten, most recently serving as the Director of Greene County Services. Valley Community Services Board is located in Staunton and offers an array of mental health, intellectual disability, and substance use disorder services to citizens of the Shenandoah Valley.

Assessment and Diagnostics now part of Child and Family Services

In September, Region Ten began operation of its new Assessment and Diagnostics (A & D) service as part of the Child and Family Center. This service was created in response to growing concerns of many families and professionals in the Charlottesville and Albemarle County area over the high number of children being placed in foster care or residential treatment. In addition to the emotional costs to child and family, such placements are expensive, ranging from a few thousand to \$30,000 per month.

One of the reasons many of these children were placed outside the home was that the area had few resources to comprehensively assess the children psychologically and educationally, and to identify resources which, if provided to the child and family, might meet these needs in the community rather than many miles away. Seeing this need, the local Comprehensive Services Administration agency proactively agreed to fund in-community assessments, usually at a cost less than 20% of the cost associated with out-of-home assessments. A & D is staffed by a psychologist, Melissa Hunt, Ph.D. and an experienced clinician, Kim Leclere, M.S.W. Together, they meet with the family, professionals, and other concerned persons to plan the assessment.

Most referrals come through local departments of social services; thus, A & D works closely with social workers to coordinate diagnostic efforts in service of the child and family. The assessment may include psychological testing, in-home and in-office family assessments, in-school observation, and collection of pertinent existing information from a range of sources. This information is then integrated into a comprehensive assessment of the child and family's needs and strengths, followed by a set of recommendations for steps which, when taken, greatly increase the chance that the child and family may receive all needed services and take advantage of existing family and community resources, culminating in maintaining the child in his or her home.

Remembering Gartlan Award Winner

Region Ten remembers **Leslie Funk Herdegen Rohrer**, 56, who passed away Tuesday, November 11, 2008 at her home in Richmond County. Mrs. Herdegen Rohrer was a fierce advocate who lobbied at the Virginia General Assembly for more than 20 years. Among many accomplishments, Mrs. Herdegen Rohrer is credited with expanding insurance coverage to include mental-health conditions. Along with numerous honors, Mrs. Herdegen Rohrer received the 2005 Gartlan Award for her work on behalf of the Virginia Association of Community Services Boards.

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SPROUT FILM FESTIVAL

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FRIDAY, MARCH 13, 2009 **Save the date!**
TWO SHOWS!
10:30 am – 12:00 pm & 7:00 pm – 9:00 pm
at the Martin Luther King, Jr. Performing Arts Center in Charlottesville, Virginia

We invite you to experience film and video related to the field of developmental disabilities.

People with developmental disabilities as subjects and performers remain marginalized in the media. The **Sprout Film Festival** aims to raise their profile by showcasing works of all genres featuring this population.

By presenting films of artistry and intellect, the festival hopes to reinforce portrayals of people with developmental disabilities and expose the general public to important issues facing this population. The goal is an enjoyable and enlightening experience that will help breakdown stereotypes, promoting a greater acceptance of differences and awareness of similarities.

For More Information
PREP/Parent Resource Center
(434) 975-9400 ext. 2342
Sblech@k12albemarle.org

The **Sprout Film Festival** was founded in 2003 and is programmed and supported by Sprout, a NYC-based non-profit organization, dedicated to bringing innovative programming to people with developmental disabilities. Sprout has been making videos related to the field of developmental disabilities since 1995 and has witnessed the myriad benefits these videos have for this population and the general public.



Piedmont Regional Education Program (PREP)