

# HORIZON NEWSLETTER

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

Spring Newsletter

Issue 3 Vol. 1

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

## ANSWERING THE CALL

### *Partnership during the crisis in Appomattox*

By Beth Ludeman-Hopkins, Director of Continuous Quality Improvement



**O**n February 24<sup>th</sup>, a Category EF3 tornado touched down in Appomattox County, destroying in excess of 35-40 homes, and damaging more than 100 others. Tragically one individual lost his life, while countless other families had their lives turned upside down and inside out in its wake.

Horizon's External Disaster Response Team\* was one of many agencies called upon that day. The American Red Cross requested our clinicians on site at a local community center. The next morning our response team walked door to door, in the cold and wind, up and down the streets of Appomattox checking on community members, their needs and their safety. During the rest of the week and through most of the weekend, the response team was stationed in town to provide support and assistance to individuals experiencing various degrees of emotional impact. Initially the numbers of people looking for help was small,

## A Letter From Our CEO



**I**n 2015, Horizon invested much time and effort into internal restructuring. We also planned and successfully implemented a new electronic health record. As a result of our collective efforts we have eliminated inefficiencies, duplication and misdirected resources. We are still working to complete and refine this transition but I'm very impressed with how far we've gotten in a relatively short period of time. I want to thank the many people involved with these efforts; it has truly been amazing to observe how staff have worked together and developed cross-functional relationships in order to achieve our 2015 goals.

In 2016, we are finally seeing important public policy shifts in behavioral health for the first time in over a generation. On the Federal Level, those shifts have come in by way of the implementation of the Excellence in Mental Health Act, continued funding for Mental Health First Aid and the Senate's recent approval of the Comprehensive Addiction and Recovery Act. (con't pg. 2)

## IN THIS ISSUE

Partnership and the Community.....	3
Celebrating Recovery.....	4
Meeting You Where You Are.....	4
National Outlook on Prevention.....	5
Global Cause Connects Local Groups..	5
Crisis and the Community.....	6
Success in Detention.....	6
Food & Gifts from STM.....	7
Certifiably the Best.....	8
Horizon Heroes Honored.....	8
Transitioning to an EHR.....	9
Berglund Believes.....	9
Wellness Center Opens.....	10
Community Celebrates.....	11
The Media & Mental Health.....	11
Job Openings.....	13

On the state level, legislators have authorized the Virginia Department of Medical Assistance Services and the Department of Behavioral Health and Developmental Services to develop the groundwork for peer services to be reimbursed by Medicaid. By eliminating barriers for consumers and supporting them in accessing timely, high-quality care, our behavioral health/community service board system will improve overall health and save lives.

This good news also brings about change and challenges for Horizon, so we recognize more than ever the need to strengthen integration and community partnerships. At stake is not just the success of Virginia's most ambitious health reform, but also our ability to effectively serve our consumers and communities. We need to continue to integrate behavioral health and medical care while promoting the

sharing of clinical data needed to provide consumer centered care. Horizon will strongly support advancing the use of information technology to support integrated behavioral healthcare in 2016.

I'm thankful for our skilled and compassionate team who are saving lives, curing people, and keeping them healthy and in the community. I'm also thankful to our neighbors, friends, family, colleagues, and Veterans that have the courage to seek help from Horizon. Together we can and will make recovery a reality for all!

With every best wish and kind regard,



Damien Cabezas  
CEO, Horizon Behavioral Health

## HORIZON OPPORTUNITIES, INC. INTRODUCES ADVISORY COMMITTEE



Horizon Opportunities, Inc. held it's first Advisory Committee meeting to discuss expanding development efforts that support the agency's underfunded programs.

We want to welcome and thank the inaugural members of the committee: Danner Evans—WSET, Neal Davidson—Baird, Joseph Payne and Katrina Rice—Bank of the James. For more information about Horizon Opportunities, Inc. visit [www.Horizonopportunities.org](http://www.Horizonopportunities.org).

## BERGLUND BELIEVES IN COMMUNITY

*And the community believes in us*

Berglund's "Keep the giving going" campaign netted a total of \$6500 for Horizon Behavioral Health. They turned their annual giving campaign over to the community, who, in turn, voted for their favorite area non-profits. Thank you to all those that voted and to Berglund Toyota for being such committed supporters of Horizon and other local non-profits.



## PHYSICALLY FIT AND MENTALLY HEALTHY

Mental and physical health are important to our employees and our clients. Recently, Horizon leadership met with YMCA of Central Virginia staff to discuss the future of wellness opportunities provided by a partnership between Horizon and the YMCA.



# PARTNERSHIP AND COMMUNITY

## The Call (Con't pg 1)

Part of the success of our outreach is credited to our community partnerships, developed prior to the event, while others were strengthened in the midst of our response. From the American Red Cross (ARC) to the Health Department – all of the local agencies focused on supporting the community's recovery.

Horizon's External Disaster Response Team spent a total of 151 hours, over nine days providing crisis support to the Appomattox community.



## HORIZON'S DISASTER RESPONSE TEAM:

**Patti Dugger—Team Leader**  
**Joan Lawhorn**  
**Adam Pavao**  
**Hana Narea**  
**Sherry Davis**  
**Tracey Stump**  
**Rhonda Turner**  
**Heather Aldridge**  
**Mike Whitehead**



## Horizon and Liberty University College of Osteopathic Medicine talk potential partnership.

Dr. Eric Gish leads a tour of the College while discussing potential partnership opportunities for psychiatric medicine with Horizon Leadership.

## Lynchburg College 's Physician Assistant Medicine Program Seals Partnership with Horizon

Lynchburg College students will soon spend their four week Behavioral Health rotation with the professionals at Horizon. It's a collaboration that will create compassionate and well-informed PA's in Central Virginia.



# PREVENTION PARTNERSHIPS

## CELEBRATING RECOVERY THROUGH PARTNERSHIP

Horizon's first National Recovery Month Partnership Conference brought together many of our strong community partners to support and encourage those in recovery. More than 150 people from partner organization were on hand. The conference featured a live simulation by the Central Virginia Crisis Intervention Team (CIT), followed by a presentation on CIT. In addition, experts in the field of substance use addressed the rise in opiate abuse in Central Virginia. The conference concluded by honoring Horizon's Partner of the Year – the Lynchburg Police Department and recognizing retiring Police Chief Parks Snead. Horizon is so thankful to our community partners for helping us to be a beacon of hope for those who are walking the journey of recovery.



## MEETING YOU WHERE YOU ARE

### *Preparing for a better life*

Horizon has a unique 4-week group therapy program that is simply designed to prepare people to confront problems associated with drinking and drug use. It's called Motivational Enhancement Therapy or MET. The goal is to help clients to identify and change behavior. The group is non-confrontational and meets clients where they are. Here are some client **testimonials**:

**Client #1:** "I did not want to come and frankly thought it was a waste of time. When I got to group the counselor did not push me to say that I was an alcoholic which was one of my biggest fears about coming to group. (Ultimately) I stopped drinking

because I realized that I did have a problem...and it was the cause of a lot of my problems."

**Client #2:** "I got a DUI when I was leaving my sorority's party. MET was a time of reflection and re-grouping for me. I came in feeling ashamed and guilty as charged and left feeling empowered and motivated to continue working on areas of my life that needed improving."

If you are interested in attending a MET group, please call our Admissions line for more information – 434-477-5000.

# PREVENTION PARTNERSHIPS

## A NATIONAL OUTLOOK ON PREVENTION

By Stephanie Martin, Prevention Coordinator

Handpicked by the Virginia Department of Behavioral Health and Developmental Services, Horizon representatives attended the National Prevention Network Conference in Seattle, Washington. During the conference, the message from the leaders in prevention was very clear: prevention works, prevention is a leader in researching and using evidence based practices, and prevention continues to be a top priority in our nation.

The top leaders in prevention were on hand to discuss the future of the field. There are several unsettling trends in youth health and wellness. Adolescents are experiencing higher levels of depression than in years past. The good news is that for youth 12-17, alcohol, tobacco, and other drug use is on the decline. However, more youth are using E-Cigarettes

than traditional tobacco and tobacco use among young adults (18-24) is on the rise. Suicide is now the second leading cause of death for 18-24 year olds. Additionally, prescription drug use is still the number one killer.

Horizon will continue to work with our youth, expand our efforts with young adults and develop a multipronged approach to prevention. Our goal is to create a brighter future for and with the children of our community.



National Prevention Network  
Bridging Research to Practice

## GLOBAL CAUSE CONNECTS LOCAL GROUPS

### *Horizon honors CHAP during World AIDS Day*

Miss America 2010 Caressa Cameron-Jackson joined Horizon and the Coalition for HIV Awareness and Prevention of Central Virginia, Inc. (CHAP) to commemorate World AIDS Day 2015. She gave a moving Keynote Address for a crowd of more than fifty people. Horizon also honored CHAP for their fifteen years of advocacy in the community. At the end of the ceremony, guests participated in a candle lighting ceremony in memory of those who lost their battle with AIDS.



# CRISIS AND THE COMMUNITY

Over the past fifteen years, the number of children in mental health crisis has increased at an alarming rate in Virginia. If these crises are not addressed, statistics show that most of these children will drop out of school, end up in jail or harm themselves. Thankfully, children in crisis in Central Virginia are getting better, faster thanks to a solid partnership between eight local community service boards (CSBs).

Around 2010, Horizon Behavioral Health began to notice the need for more intensive children's services and began to act by developing crisis services at the wellness centers, at home and at school. The agency hired and trained clinicians to address the need, but the need was growing faster than the funding.

Thankfully, in 2013 Horizon was awarded a grant to develop regional child psychiatry and crisis ser-

vices. The focus was on developing a regional system that would strengthen access to these services. That year more than 400 children were identified and treated for mental health crisis. These children would otherwise have gone unserved or gone straight to the psychiatric ward of the nearest hospital.

**Crisis** (con't pg. 7)



## SUCCESS IN JUVENILE DETENTION

### *Horizon's Forensic Services teams up with the Lynchburg Detention Center*

As a teenager, Bobby Lee Justice was convicted for aggravated sexual battery against his sister. He was placed in The Post-Disposition Program at the Lynchburg Detention Center. This program allows teens who have been found guilty of a serious offense a second chance in lieu of long-term commitment. For Bobby Lee the program was intense and included forensic clinicians from Horizon Behavioral Health who offered therapy in anger management, substance abuse, and individual counseling. Additionally, job skills, home visits, recreation and active case management were provided.

The program had a major impact on Bobby Lee. He attended weekly individual and group therapy specific to sexual offending. Morbidly obese, he took the initiative to put himself on a diet, losing a total of 104 pounds over six months. Upon graduation from the sexual offender treatment program at Horizon Behavioral Health, he was asked where he thought he might be had he not been caught for his sexual offense? "I would probably be in jail or dead," he said directly. Bobby Lee is now married, has a son and a daughter, and works full time for a trucking company.



# CRISIS AND THE COMMUNITY

## FOOD AND GIFTS FROM ST. THOMAS MORE



Horizon and Lynchburg's Saint Thomas More Catholic Church made the Holidays brighter for 60 families in need. Church parishioners provided food baskets and presents to Horizon clients who would otherwise not enjoy the fruits of the holiday season. This is an annual tradition and partnership between the agency and the church. Horizon is grateful to the parishioners of St. Thomas More for their giving hearts and generosity.

### **Crisis** (con't from pg. 6)

By the next year, the number of Horizon sites offering crisis services more than doubled, and so did the number of children who were impacted by this expansion. The results of this outreach were outstanding. Providing crisis services in the community, reduced the number of hospitalizations drastically. In 2015, with the guidance from Horizon, Valley Community Services Board and Region Ten Community Services Board started Mobile Crisis Teams of their own. This year, that effort has expanded to include all eight community service boards in what the Department of Behavioral Health and Developmental Services calls "Region 1" – a consortium of community service boards that serves the Central Virginia population.

As a region, these community service boards hired Amanda Cunningham as the program director for

Child Crisis Services. She provides training and oversight, to ensure consistent implementation of this service across Region 1. Cunningham comes from Horizon Behavioral Health where she served as a Crisis Intervention Coordinator for three years. "My positive experience with crisis services gave me the desire to help other locations in building their own crisis programs," says Cunningham. She knows that the coordination of services will ensure the best care for children throughout Central Virginia. According to Cunningham, this regional effort will "decrease the number of hospitalizations, increase the number of children and adolescents maintaining treatment in their school and home environments and provide effective discharge plans." It's a partnership that will help to develop healthy children who will ultimately become productive members of our community.



# EVENTS AROUND HORIZON

## CERTIFIABLY THE BEST

### *Enhancing care for the Intellectually Disabled*

The staff of Horizon's eleven Homes are faced with behavioral challenges daily. And as we move forward, behavioral challenges within the intellectual and developmental disability communities will only increase. This is why we provide Horizon staff with the professional development training they need to be the premier providers of Housing Services.

Five Horizon Housing Managers recently traveled to Region 10 Community Service Board to begin the newly developed training for certification as a Registered Behavior Technician (RBTs). The Behavior Analyst Certification Board established standards for this new credential.



This three-phase training consists of 40 hours of classroom instruction (equivalent to a semester of college coursework), a Competency Assessment and a written test. Once certified, these RBTs will be in charge of program implementation, data collection and training others. They will be on the front line, working directly with challenging behaviors so that individuals in Horizon's care have the skills necessary to lead happy and productive lives to the best of their abilities.

## HORIZON HEROES HONORED

On Veteran's Day Horizon held a ceremony at the America Legion Post 16 to honor "Horizon Heroes." These Central Virginia veterans were nominated by their friends and family for their bravery and sacrifice. Year round, Horizon Behavioral Health supports our armed forces and their families by providing mental health services to those in need. This ceremony is an extension of that support and provides an opportunity to honor local veterans in a meaningful way. This year's Horizon Heroes received a plaque as a small token of gratitude.





# EVENTS AROUND HORIZON

## TRANSITIONING TO AN ELECTRONIC HEALTH RECORD

*The road to data driven results*



**I**n order to fall into regulation with Federal guidelines and to streamline processes, Horizon began the switch to an electronic health record (EHR) called Credible in fall of 2014. But, with thousands of paper medical records on file and more than 750 employees to train, this was no small task. So what were the secrets to our success? Read on and find out:

**THE GROUNDWORK:** The agency created a Credible Steering Committee. All departments at Horizon had representatives at the table, along with the CEO and executive leadership team. Within this new team, a clinical project lead and technology project lead were assigned to work with portfolio directors, management and line staff. Throughout the transition, a Horizon project coordinator kept track of all assignments using Microsoft Project – a crucial tool that helped to establish clear deadlines, held people accountable for outstanding tasks and outlined milestones.

**COMMITTEES:** Implementing an electronic health record touches nearly every aspect of an agency. So the work of assigned subcommittees was crucially important. Focus areas included Information Technology, Reporting, Forms, Workflows, Training and Billing. The work groups were given specific assignments, and empowered to brainstorm and to resolve issues as a team.

Weekly, they would report back to the larger team on their progress.

**SUPER USERS:** Horizon has more than 750 staff members, all of who had to be trained on this system. Using an internal train-the-trainer method ensured that cross training and internal support was strong. Picked for their technical aptitude and ability to train others, Super Users were chosen to be the first to learn the new system. They were instrumental throughout the training process as well as during the “go-live” – the first few days the new electronic health record began to function at Horizon. It was also important to constantly monitor how employees were adapting to this new EHR. The Super Users were the agency’s eyes and ears. (Con’t on pg. 10)



## FUNDRAISING ARM FOR HORIZON BEHAVIORAL HEALTH

ALL MONEY RAISED GOES TO:

- Care for those who can’t afford it
- Upkeep and maintenance of our facilities
- Support for students and parents identified as “at risk”

TO DONATE OR VOLUNTEER, VISIT [HORIZONOPPORTUNITIES.ORG](http://HORIZONOPPORTUNITIES.ORG)



# EVENTS AROUND HORIZON

**Record** (con't. from page 9)

**FLEXIBILITY DURING CHALLENGE:** Of course this project wasn't without its challenges. At the same time the agency was preparing for the implementation of a new EHR, it was also going through an extensive reorganization of its clinical programming. This added a layer of complexity to the initial stages of implementation. In addition, external regulatory and Medicaid changes required the team to be flexible and creative in order to adapt to the changing business environment. At the end of it all, the implementation team decided to push the "go-live" date back a month because the agency was not ready for a successful implementation. This caused anxiety but, in the end, it was the right thing to do.

**STRONG SUPPORT:** Good support played a major role in ensuring a successful implementation. The CEO sought continual feedback and held all members of the team accountable for the success of the project. The support and vigilant review of the project plan, team reports and staff feedback throughout the process brought clarity and confidence to the decision making process. In the final stage of implementation, the willingness to reassess major decisions like the "go-live" date were critical to success.

The support provided by Credible Behavioral Health was also a crucial element of the implementation. Throughout the process, their consultants provided expertise and guidance that included a project



## WELLNESS CENTER OPENS IN AMHERST

The new Wellness Center at Amherst is officially open. This expanded facility will allow more clients to be served in their hometown instead of having to travel to Lynchburg for services. Horizon is grateful to all the staff that worked long hours ensuring this move was an easy transition for all.

## We have a new EHR. Now what?

### THE WORK CONTINUES:

The Credible Steering committee still meets monthly. In addition, a small working group meets weekly to monitor the system and identify ways to improve and make changes as needed. Forms, Reports and Super User work groups are continuing as well. Horizon wants to ensure the system is efficient, fosters positive clinical outcomes, provide end users satisfaction, and to identify areas to make the system a more effective tool. The forms committee reviews form changes and new form requests. The reports committee is working on building meaningful reports based on the data in the system.

### THERE ARE ALWAYS CHALLENGES:

Data driven reports drive Horizon as it moves into a new business environment. Specifically, Horizon is using the data from these reports to develop Performance Improvement Plans. That is why it is crucial that data is entered correctly into the Credible system. The challenge of the reports committee is to continue to develop reports and automate them. To date we are able to report good success on the daily operations including the fact that more than three-fourths of scheduled visits were completed and clinical documentation has significantly improved within the organization.



## COMMUNITY CELEBRATES BEHAVIORAL HEALTH

### *Second Annual Horizon's Got Talent is a sold out success*



The second annual Horizon's Got Talent was a night to remember! Guests enjoyed drinks, dinner and a talent show competition that included nine spectacular acts from across Central Virginia. Singers, dancers and musicians competed for the top spot. The judging panel was a team of national and local celebrities including NFL Football star Rashad Jennings, Radio Host Mari White, local ABC News Anchor Danner Evans, Miss Virginia 2014 Courtney Garrett and last year's winner Taylor Rodriguez.

The event was also a time to recognize and celebrate our clients and their success, as well as educate the community on the array of services that we provide. In total, almost 240 community members joined us for the event, raising nearly \$20,000 for Horizon programs.

We would love for you to join us next year. Mark your calendar now. Horizon's Got Talent 2017 will be held on March 24<sup>th</sup>!



## THE MEDIA AND MENTAL HEALTH

### *Town Hall tackles the stigma of violence*

Horizon CEO Damien Cabezas, was invited to serve as a panelist at the WSET Town Hall Meeting on Gun Violence in America. Damien argued that the correlation between gun violence and mental health was only a myth perpetuated by the media. According to the American Journal of Public Health less than 5 percent of gun-related killings between 2001 - 2010 involved people with mental illness.





# Portfolio of Services

**Case Management**

**Outpatient**

**School Based**

**Psychiatric**

**Intensive**

**Emergency**

**Housing & Nursing**

**Horizon Behavioral Health supports and promotes the health, independence and self-worth of individuals and families in Central Virginia by providing a continuum of community-based prevention, early intervention, aftercare and psycho-social rehabilitation services for persons affected by mental illness, intellectual disabilities, substance abuse, and co-occurring disorders.**

**Call Horizon today to make an appointment!**

**434-477-5000**

