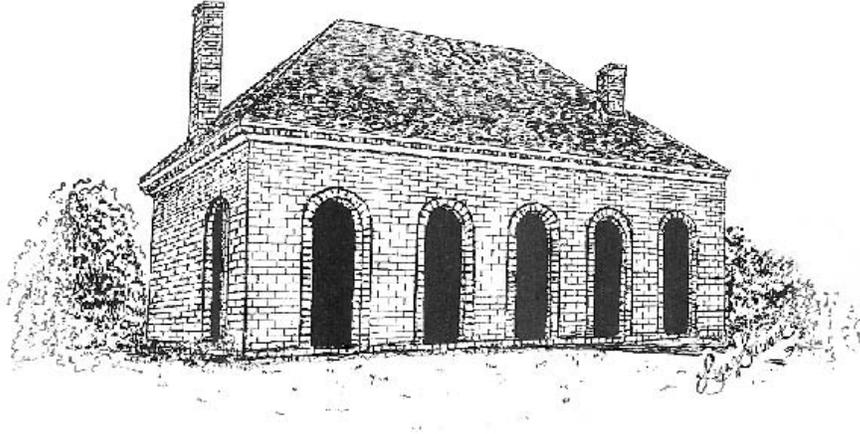


# BOARD MEETING PACKET

PREPARED FOR  
HANOVER COUNTY COMMUNITY SERVICES BOARD



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**MEETING DATE**

**MEETING TIME**

**LOCATION**

**Hanover Community Services Board  
Conference Room  
12300 Washington Highway  
Ashland, VA 23005**

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## **STATEMENT OF MISSION**

We partner with individuals to provide supports and services in the areas of

- Mental Health
- Intellectual Disabilities
- Substance Use Disorders

in their efforts to lead satisfying and productive lives in their communities.

**AGENDA**  
**HANOVER COUNTY COMMUNITY SERVICES BOARD**

April 18, 2016, 5:30 p.m.  
Hanover Community Services Board Conference Room  
12300 Washington Highway, Ashland, VA 23005

5:30 p.m. – Call to Order and Welcome

Work Session: Hanover CIT & HCIC Update

6:30 p.m. – General Business Meeting:

1. Welcome and Roll Call
2. Donations
3. Public Comments
4. Approval of Minutes – March 22, 2016 Board Meeting
5. Board Liaison Reports
  - a. Hanover Mental Health Association – Warren Rice
  - b. Hanover Community Support Services – Scott Bateman
  - c. Arc of Hanover – Hamilton Holloway
  - d. Hanover Board of Supervisors – Sean Davis
6. Executive Director’s Report
  - a. Directors’ Updates
  - b. Other Items
7. Chairperson’s Report
  - a. Executive Committee Report
  - b. Strategic Plan Committee Reports
  - c. Work Session Planning
  - d. Member Updates & Activities
  - e. Other Items
8. Adjourn

*Next Regularly Scheduled Meeting: May 16, 2016, 5:30 p.m.*  
*Harris Award Reception – Human Services Large Conference Room*  
*General Business Meeting – Hanover Community Services Board Conference Room*  
*12300 Washington Highway, Ashland, VA 23005*

**BOARD OF SUPERVISORS**

**AUBREY M. STANLEY, CHAIRMAN**  
BEAVERDAM DISTRICT

**ANGELA KELLY-WIECEK, VICE-CHAIRMAN**  
CHICKAHOMINY DISTRICT

**SEAN M. DAVIS**  
HENRY DISTRICT

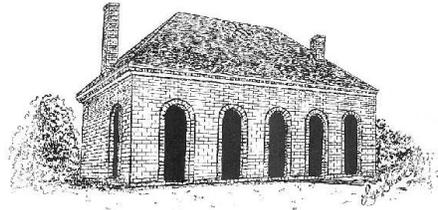
**WAYNE T. HAZZARD**  
SOUTH ANNA DISTRICT

**W. CANOVA PETERSON**  
MECHANICSVILLE DISTRICT

**FAYE O. PRICHARD**  
ASHLAND DISTRICT

**SCOTT A. WYATT**  
COLD HARBOR DISTRICT

**CECIL R. HARRIS, JR.**  
COUNTY ADMINISTRATOR



*HANOVER COURTHOUSE*

**HANOVER COUNTY**

ESTABLISHED IN 1720

**COMMUNITY SERVICES BOARD**

**IVY T. SAGER, MSW**  
**EXECUTIVE DIRECTOR**

12300 WASHINGTON HIGHWAY  
ASHLAND, VIRGINIA 23005

PHONE: 804-365-4222  
FAX: 804-365-4252

[WWW.HANOVERCOUNTY.GOV](http://WWW.HANOVERCOUNTY.GOV)

**DRAFT OF MINUTES**

March 22, 2016

<b>Members Present</b>	<b>Members Absent</b>	<b>Others</b>
Scott Bateman	William Brenzovich	Lisa Beitz
Thomas Blake	Eric Hendrixson	Donna Boyce
Anne Cross	Warren Rice	Christina Crumrime
Sean Davis		Marc Rene
Jeanie Edwards		Ivy Sager
Lynn Hargrove		
Hamilton Holloway		
Gary Perkins		
Lori Spain		

**Call to Order**

The meeting was called to order by Jeanie Edwards, Chairperson, at 5:34 p.m. at the Hanover Human Services Conference Room, 12304 Washington Highway, Ashland VA 23005.

The following members were present for the work session: Scott Bateman, Thomas Blake, Anne Cross, Jeanie Edwards, Lynn Hargrove, Hamilton Holloway, Gary D. Perkins, and Lori Spain. Sean Davis was present for the general business meeting, having arrived at 6:52 p.m.

**Work Session:**

The Social Services Advisory Board and Community Services Board held a joint work session. The first portion of the work session outlined who is served by each organization and the criteria for some of the programs and services offered by each department. To conclude the work session, the two organizations discussed access and eligibility, partnerships, collaborations, and shared resources within the two organizations.

At the conclusion of the work session, members of the Social Services Advisory Board who wished to remain for the CSB general business meeting were invited to do so. The CSB general business meeting continued as outlined on the agenda.

**Donations** – The Board addressed two donations: a \$100.00 donation from the Knights of Columbus of Mechanicsville and a \$475 donation from St. Ann’s Catholic Church, both designated for RAFT House. Lori Spain motioned to accept the donations, with Scott Bateman seconding; both donations were accepted. In addition, Ivy Sager reported on a grant, totaling \$11,640 that had recently been received to support specific CIT training and required no matching funds. The board acknowledged receipt of this grant.

**Citizen Comments**

None.

**Approval of Minutes**

The minutes of February 1, 2016 meeting were deemed approved as submitted.

**Financial Report**

Marc Rene presented a financial report which reflected the first 2 quarters of the fiscal year. Once the report was presented, Marc opened the floor to the Board. There were no questions from the Board.

**Board Liaison Reports**

1. Hanover Mental Health Association – None.
2. Hanover Community Support Services – Scott Bateman said the entire meeting was dedicated to the Taste of Hanover and management relationships. They are currently working to establish a working relationship with Hanover Arc.
3. Hanover Arc – Hamilton Holloway reported that the General Assembly session for this year has concluded. In addition, Hanover Arc is beginning the recruitment for a new Executive Director and will be posting the position next month.
4. Board of Supervisors – Sean Davis reported the Board of Supervisors sends their greetings and thanks to board members. Sean also stated the Legislative process went smoothly, and they don’t foresee anything unexpected.

**Executive Director's Report**

Ivy Sager began by informing the Board that the nomination process has begun for the Jean C. Harris Award. Ivy stated she had received a question regarding whether the award recipient would have to be someone who resides in Hanover, or if it could be anyone who supports the Hanover community. After some discussion the Board decided that anyone who supports and is a strong presence within the community could be nominated.

Ivy reported the VACSB conference is May 4-6, 2016 and the budget public hearing is April 6, 2016. Ivy stated that Jeanie Edwards will represent Hanover County’s Community Services Board at this hearing and provide support for the budget submitted by the County Administrator.

Ivy reported that she and other staff would be attending an upcoming regional meeting presented by the Central Virginia Opioid and Heroin Prevention Task Force, acknowledging for the Board that Hanover CSB is actively engaged in the dialogue around opioid and heroin use in the community. She then turned the floor to Lisa Beitz to share more about how the agency is involved. Lisa shared that the upcoming regional presentation features a program called the Angel Initiative. Lisa explained that the Angel Initiative is where individuals with substance abuse issues can turn in their drugs without being charged and receive treatment. Lisa reported she and another staff, as well as other leaders in our community, will be attending an Adult Drug Court training, which is the first step in exploring the possibility of an Adult Drug Court for Hanover. This prompted a discussion by several Board members regarding different drug addiction concerns within the community, as well as possible ideas to confront these concerns.

Lastly Lisa reported that a staff member continues to serve on the Rubican Hope advisory committee and is helping with the development of the program.

As follow-up to discussion at the last meeting, Ivy presented data to the Board that included gender by age, SMI/SED/at risk numbers served, gender by race, and drug type by gender. Board members acknowledged that this was the type of information they found helpful; Ivy agreed to be sure it was included in the annual performance analysis report.

Ivy highlighted several events listed on the planning calendar included in the Board packet. Ivy then opened the floor to the Board regarding any questions about February and March's dashboard data. Hamilton requested that the Director's report include some analysis of the information presented.

### **Chairman's Report**

Jeanie stated that the outcomes of the Board's strategic plan committees will be reported at April's meeting. Jeanie turned the floor to the Board for any questions/updates. Gary Perkins raised a concern about opt in/opt out process for a survey conducted in the schools by Hanover Cares. Lisa agreed to relay the concern.

There being no other business, the meeting was adjourned.

### **Action Item(s)**

None.

## Executive Director's Monthly Report

04/18/2016

### A. Executive Director

#### General Updates

The tour of CSB facilities/programs for new board members on April 1<sup>st</sup> went well; I hope those who attended will share their experience at the upcoming board meeting. Scott Wyatt, the new Cold Harbor representative to the Board of Supervisors, is interested participating in such a tour but was not available that day; alternatives have been offered to him.

Board Chair Jeanie Edwards provided comments at the Board of Supervisor's budget public hearing on April 6. She was one of about 12 speakers and did a very nice job of expressing support for the budget proposal, including the new position request, and how the County's ongoing funding support allows the CSB to provide many important services and programs.

The nomination period for the Jean C. Harris Award closed on April 8. All nominations demonstrated an outstanding commitment to our community and those we serve. The announcement of the honoree is forthcoming; invitations to the reception on May 18<sup>th</sup> should be mailed by April 22<sup>nd</sup>.

As follow-up to information reported last month, two CSB staff joined other County officials in planning for an Adult Drug Court in Hanover. This included several pre-training sessions as well as a three-day training in Lynchburg that has yielded the initial plan with a projected start date later this year.

The dashboard for March is included in the packet. Of note: a slight edit was made to the "Case Management Units" charts in that the 3-year expected column is now the last column in the series (previously it was the next to last). Case management units under mental health and substance use disorders continue to show slightly above the three-year average while case management units under intellectual disabilities are slightly lower than the three-year average. Staff are in process of analyzing this specific data point.

#### Human Resources

In the month of March there was one new hire, a Psychiatric Nurse.

#### Donations

None.

### B. Business Operations

The Fiscal Year 2017 Budget was adopted by the Board of Supervisors on April 13<sup>th</sup> and includes the requested case manager position (one additional FTE). The annual processes for the sliding fee scale and fee schedules are being reviewed, to present the board an updated version in May, in conjunction with the Federal Poverty Guidelines and industry standards.

### **C. Clinical Services**

One of the responsibilities of a Certified Peer Recovery Specialist (Recovery Coach) is to accompany clients to AA meetings in Ashland. At one of the meetings back in November 2015 our coach, Betsy Lalla, heard a young man speak who was there with his wife and new born baby, sharing that he really wants to stop using heroin and thought the birth of his baby would be enough to get him to quit. He had started coming to 12 step meetings but was still actively using drugs. She approached him after the meeting and after finding out he lived in Ashland she offered him her card and suggested he come to HCSB if he ever decided he might want some more help. When Betsy then went to Rubicon Hope in her role as a liaison/recovery coach in January 2016 to meet with a new client, it turned out to be the same man she had spoken to at the meeting two months prior. Betsy said they were both mutually surprised to see each other. The client then explained that he had driven his car under the influence with his baby in the car, and after realizing what he had done, he did eventually come to HCSB for help.

The Clinician on the SA team and Betsy, as the Recovery Coach, provided support for this client during his 28 days of treatment at HOPE, meeting with him individually and attending the treatment team meetings with his case manager. He completed the program and came back to the agency for an intake. The Recovery Coach saw him again at a 12-step meeting she attends with clients, this time he shared that he had 45 days clean and sober and was looking forward to starting an Intensive Outpatient (IOP) Group at HCSB that same night. Betsy shared with her supervisor, "I guess you never know what might grow from the seeds you plant in the community."

### **D. Community Support Services**

It's been a busy month for the ID teams. DBHDS has begun to train to the waiver redesign and as such, we are rolling up our sleeves to learn what we can prior to July 1<sup>st</sup> – the projected date for launch of the new waiver system. As an initial step we have reached out to families in an attempt to explain some of the tenets of the redesign, what impact they may feel, and what we are doing to prepare. One of the first steps taken is to complete the new VIDES (Virginia Individual Developmental Disability Eligibility Survey) which replaces the Level of Function used in the past to determine an individual's need and urgency for services. This transition is the first chapter toward conversion into the new waiver system. The VIDES need to be completed July 1, 2016 for anyone on the waitlist.

We continue to receive needed details concerning those individuals with a Developmental Disability (DD) diagnosis who will be coming through our doors in July. In response, Region IV we hosted a forum discussion, held on April 11<sup>th</sup>, involving both DMAS (Department of Medical Assistance Services) and DBHDS (Department of Behavioral Health and Developmental Services). As part of the planning process, we partnered with some of the DD professionals in our catchment area and engaged their involvement in the development of the discussion forum and the design of the day's activities. We scripted targeted questions for DMAS and DBHDS based on feedback received. As such, it offered a multi-dimensional perspective while providing a platform for questions, concerns, next steps and how to plan. The event was a success with over 50 people representing eleven DD providers specific to Region IV. Our DD partners expressed their gratitude for the collaborative effort. As a next step we will be reconvening the planning team to

debrief and determine if there are other efforts that together can be taken to support the coming transition.

As a reminder, staff will be presenting the waiver redesign in more depth during the June work session.

Mission Statement

We partner with individuals to provide supports and services in the areas of

- mental health
- intellectual disabilities
- substance use disorders

in their efforts to lead satisfying and productive lives in their communities.

## Hanover CSB - March 2016

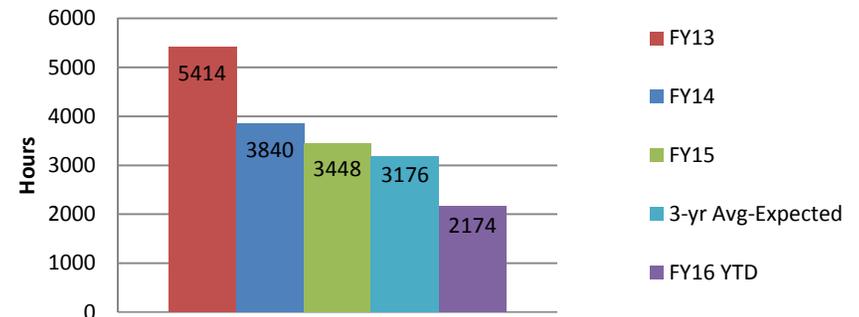
At-a-Glance	Hospitalizations: 32	Number Served: 1109	Admissions: 191	Discharges: 171	Prevention: 199	RAFT: 97%
FY16 YTD Avg/Month	24	1058	164	167	205	57 of 59 one or more days
FY15 Avg/Month	26	1017	152	148		

	FY15 Actual	FY16 Projected	FY16 YTD	YTD Expected	% of Expected	
<b>Mental Health Services</b>						
Acute Psychiatric or Inpatient Services	23	25	13	19	69%	▲
Outpatient Services	737	800	677	668	101%	●
Assertive Community Treatment	68	60	66	58	114%	●
Case Management Services	714	700	647	625	104%	●
Rehabilitation	84	90	66	79	83%	●
<b>Intellectual Disability Services</b>						
Case Management Services	262	275	183	246	74%	▲
Rehabilitation	41	45	37	42	88%	●
Supported Employment	115	110	105	98	107%	●
Supportive Residential Services	55	50	38	44	86%	●
<b>Substance Abuse Services</b>						
Medical Detox Inpatient Services	1	2	1	2	67%	▲
Outpatient Services	238	215	209	175	119%	●
Case Management Services	299	275	295	231	128%	●
Intensive Residential Services	34	20	29	15	193%	▲
<b>Emergency Services</b>						
Emergency Services	793	700	603	538	112%	●
Assessment and Evaluation Services	1175	1100	1057	852	124%	●

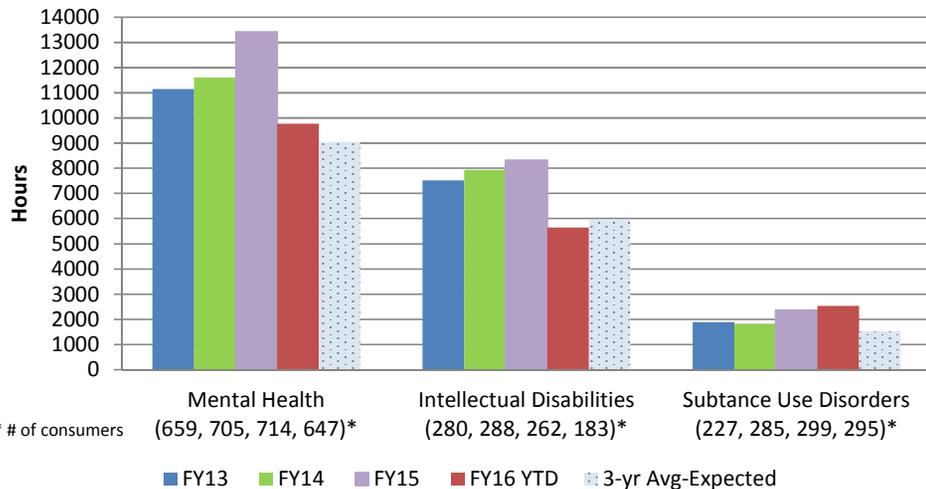
### BUDGET

Expenses	YTD % BUDGET	BUDGET	AMOUNT YTD
Salaries	67.19%	\$9,349,870	\$6,295,600
Oper. Exp	45.36%	\$1,647,773	\$747,431
Capita Outlay	100.00%	\$58,000	\$58,000
<b>TOTAL:</b>		<b>\$11,075,643</b>	<b>\$7,101,031</b>
Revenue			
Local	75.00%	\$4,407,266	\$3,305,464
State + Federal	74.83%	\$2,942,363	\$2,201,930
Other	43.39%	\$1,314,412	\$570,292
Medicaid	74.01%	\$2,411,562	\$1,784,705
<b>TOTAL:</b>		<b>\$11,075,643</b>	<b>\$7,862,391</b>

### Emergency Services Units



### Case Management Units



**Focus Forward:**

- 1) Support the development and supervision of Hanover's contract for a home visiting program through Family Lifeline.** Began transitioning support/contract monitoring to Community Resources; FY17 funding included in Community Resources budget; participate in relevant meetings as requested.
- 2) Integrate CSB and DSS business operations with the hiring and training of a new division director and modification of office space.** Team development continues with Division Director learning more about both agencies; will consider additional front desk modifications depending on financial outlook after close of third quarter.
- 3) Implementation of expanded clinical services at Pamunkey Regional Jail and Georgetown School.** Continue to discuss options for support to Adult Probation and Parole Office; continue to be engaged in Adult Drug court planning; jail services going well.

**CSB Board  
Three-Month Planning Calendar**

<b>May</b>	<b>June</b>	<b>July</b>
-3 <sup>rd</sup> Qtr. Financial & G&O Progress Report	-Review of FY16 Accomplishments	-Annual Review of Policies
-Review of Fees and Fee Scale	-Executive Director's Annual Performance Evaluation (Closed Session)	-Review Standards of Professional Conduct & Confidentiality
-VACSB Training & Education Conference, May 4-6, Portsmouth		-State Performance Contract Due
-CSB Employee Recognition, Date: May 17 (tentative)		
-Board Planning: 5/9/16	-Board Planning: 6/13/16	-Board Planning: 7/11/16
-Board Meeting: 5/16/16	-Board Meeting: 6/20/16	-Board Meeting: 7/18/16
<b>Work Session:</b> Jean C. Harris Award Reception	<b>Work Session:</b> Waiver Redesign ID/DD Case Management	<b>Work Session:</b>

**Upcoming Events & Activities:**

**April 27, 5pm:** Taste of Hanover, Bass Pro Shops

**May 4-6:** VACSB Training & Education Conference, Portsmouth Renaissance Hotel