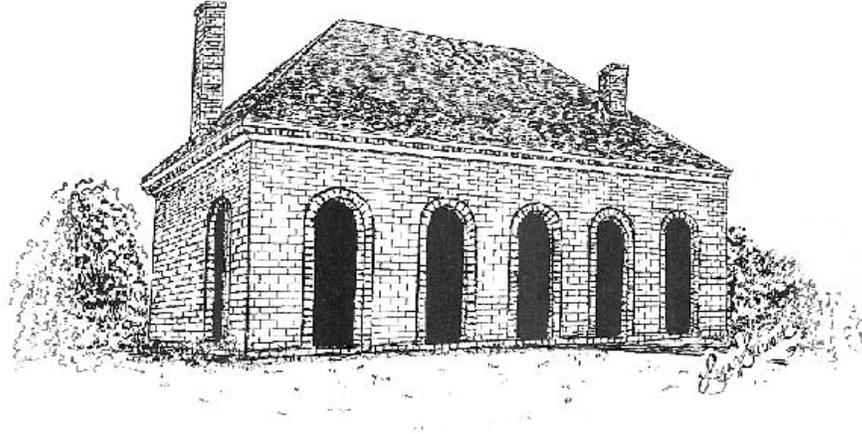


BOARD MEETING PACKET

PREPARED FOR
HANOVER COUNTY COMMUNITY SERVICES BOARD



MEETING DATE

MEETING TIME

LOCATION

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

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

June 20, 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: Waiver Redesign Overview & Implementation of Developmental
Disability Case Management

6:30 p.m. – General Business Meeting:

- 1. Recovene**
- 2. Donations**
- 3. Public Comments**
- 4. Approval of Minutes – May 16 , 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 Update**
 - c. Work Session Planning**
 - d. Member Updates & Activities**
 - e. Other Items**
- 8. Closed Session: Section 2.2-3711(A)(1) of the Code of Virginia – Annual Performance Evaluation of the Executive Director**
- 9. Adjourn**

Next Regularly Scheduled Meeting: July 18, 2016, 5:30 p.m.
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

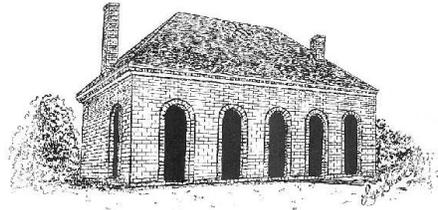
WAYNE T. HAZZARD
SOUTH ANNA DISTRICT

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

DRAFT OF MINUTES

May 16, 2016

Members Present	Members Absent	Others
Scott Bateman	William Brenzovich	Ivy Sager
Thomas Blake	Sean Davis	Lisa Beitz
Anne Cross	Warren Rice	Donna Boyce
Jeanie Edwards		Lisa Seward
Lynn Hargrove		Sandy Blake
Eric Hendrixson		Stacy Johnson-Moore
Hamilton Holloway		
Gary D. Perkins		
Lori Spain		

Work Session:

In lieu of a work session, the Hanover County Community Services Board held the Jean C. Harris Award for Excellence reception and award ceremony in the Human Services conference room, 12304 Washington Highway, Ashland, VA 23005. The following members were present: Scott Bateman, Thomas Blake, Anne Cross, Sean Davis, Jeanie Edwards, Lynn Hargrove, Eric Hendrixson, Hamilton Holloway, Gary Perkins, and Lori Spain.

Honored this year was Lucy Cantrell of Arc of Hanover. As Ms. Cantrell was unable to attend the event, Teelo Rutledge, Arc of Hanover Board Chairperson, accepted the award on her behalf.

At the conclusion of the reception, members of the Community Services Board moved to the Community Services Board conference room for the CSB general business meeting.

Call to Order

The meeting was called to order by Jeanie Edwards, Chairperson, at 6:46 p.m. at the Hanover Community Services Conference Room, 12300 Washington Highway, Ashland VA 23005.

Donations - None.

Citizen Comments - None.

Approval of Minutes

The minutes of April 18, 2016 meeting were deemed approved as submitted.

Board Liaison Reports

1. Hanover Mental Health Association – None.
2. Hanover Community Support Services – None.
3. Arc of Hanover – Hamilton Holloway reported that there was a great turnout at A Taste of Hanover; regarding the Executive Director position, he expects there will be a decision soon; and Waiver redesign continues to evolve and Arc of Hanover continues to educate consumers.
4. Board of Supervisors – None.

3rd Quarter Financial Report

Ivy Sager reported that Marc Rene is leaving employment with Hanover County, effective May 31, 2016. She then presented the 3rd Quarter Financial Report as included in the meeting packet. She noted discussions have begun regarding the use of surplus funds on one-time expenses, such as additional updates to the front desk area to support the shared lobby and other projects.

Executive Director's Report

Ivy Sager reviewed the dashboard included in the meeting packet. She noted that there has been a shift in how ID case management data is captured in the electronic health record, so non-active ID case management data is now represented under Consumer Monitoring. Donna Boyce reported that we have developed a project team that is working their way through the assessment process to determine the priority classification of consumers on the Waiver waiting list. Ivy noted that the June work session will be about the DD Waiver transition and added that we are shifting the language (in policy, position descriptions, etc.) from "ID" and "ID/DD" to simply "DD". Donna also reported that all individuals formerly participating in sheltered employment are transitioning to community-based employment and/or day support; and the new enclave crew at Kings Dominion is preparing to start in June. Lastly, Lisa Beitz discussed STAY (Services for Transition Age Youth), a program designed to help 16-24 year olds transition into adulthood that combines the subject matter expertise of both children's services and adult services.

Chairman's Report

Jeanie Edwards reported that this Board will conduct Ivy's annual performance evaluation during a closed session next month; Jim Taylor will reach out to members in advance with information about areas for input. She also reported that the annual Employee Appreciation Luncheon will be held tomorrow, Tuesday, May 17. Tommy Blake and Lori Spain shared about their experience at the recent VACSB conference; Ivy added that she will inform Board members when the presentations from the conference are posted to the VACSB website. Jeanie reminded the Board that next month's work session will be about the Waiver redesign and members discussed suggestions for future work sessions. Tommy Blake asked about having a representative from the Healing Place make a presentation to the Board; Lori Spain also inquired about a similar presentation from NorthStar Community, both providing support services related to substance use disorders. Board members asked questions to better understand the intent and offered ideas on how to share information

about both in Hanover. Based on a similar request last year and review by the Executive Committee, Jeanie offered that such a presentation could be made during the public comment period.

There being no other business, the meeting was adjourned.

Executive Director's Monthly Report

6/20/2016

A. Executive Director

General Updates

Agency staff are preparing for a number of changes effective July 1, 2016, to include those related to developmental services and emergency services. Much information about waiver redesign and system transformation will be presented during the June work session. Nearly 40 "Application for Certification as a Certified Preadmission Screening Clinician" have been submitted to DBHDS. This is a new requirement for those performing the preadmission screening for psychiatric hospitalization.

A status report on transportation will be provided in July so that complete data for FY16 can be included.

Human Resources

In the month of May, we had one new hire, a Clinician I. There were no resignations. Except for a few due to extenuating circumstances, all staff performance evaluations have been completed. Across the agency, the average score sits at 3.389 (5 point scale, as below). The number of evaluations scored in each category is provided below:

1.00 - 1.8:	Unsatisfactory (no merit increase – Corrective Action Plan must be completed) - 0
1.81 - 2.59:	Below Proficient (half the standard merit increase - Corrective Action Plan must be completed) - 4
2.60 – 3.40	Proficient (standard merit increase - 2%) - 75
3.41 – 4.20	Above Proficient (standard merit increase, and may be eligible for additional performance incentive - 1%) - 57
4.21 – 5.0	Exceptional (standard merit increase, and may be eligible for additional performance incentive - 1%) – 5

The agency awarded the additional 1% Performance Incentive to 13 staff who scored at Above Proficient or higher and met criteria set forth on the Performance Incentive Checklist.

Donations

There was one large food donation for the agency food pantry from the Hanover Health Department.

Community Relations

Information about the Jean C. Harris Award for Excellence was included in a recent issue of the *Mechanicsville Local*, as submitted by the County's Public Information Officer.

The Executive Director and Division Director met with three representatives of the McShin Foundation on June 10th. During this meeting, information about current programming and access to services was shared.

B. Business Operations

Steps have been completed so that FY16 funds are encumbered to cover costs associated with renovations to the front lobby and restrooms in the Ashland office. By design, two check-in areas,

much like are found in traditional doctors' offices, will be added. In addition, the proposed performance contract has been posted for the required 30 public review period ahead of the July meeting, at which the Board will take action.

The vacant Division Director will be posted in July.

C. Clinical Services

On May 25th, the Hanover CIT program hosted its first advanced CIT training at Randolph Macon College. About twenty participants, all first responders who have attended the CIT 40-hour basic class, were on-hand to hear Kim Hines, LCSW speak about trauma and mental health emergencies in children and adolescents. The presentation focused on how first responders and others can better discern a real mental health crisis from normal child and adolescent behavior. Specific topics that were covered included suicidal ideation, self-injurious behavior and threat assessment in schools. Overall the training was well received by those in attendance. A post training survey went out to all participants. All those who responded, rated the training as good or very good.

D. Community Support Services

Staff are busily working on operationalizing Case Management/Support Coordination for those individuals who currently receive active DD Case Management and/or those on the DD Waiver Waitlist. As the majority of the work session is dedicated to waiver redesign, an update on some of the developments in Employment Services is offered. Hanover Industries has only three remaining individuals; two of which are awaiting transfer to Henrico and the third is working toward an individual placement. As well, the Sheltered Workshop team has done a nice job of transitioning individuals in preparing to begin community-based employment.

In response to the changing demands, Supported Employment has ramped up efforts to produce a portfolio of Community Employment Crews/Enclave options. We now have fully integrated crews, all working alongside their non-disabled peers, making minimum or above minimum wage and in some cases, entitled to benefits. These crews are at:

- McGeorge RV's (4-5 individuals)
- Randolph Macon College (7 individuals)
- King's Dominion Theme Park (12 individuals)
- Blue Ridge Arsenal (coming soon) (4-5 individuals)

Likewise, some developing business partnerships are the pipeline and more expansion is anticipated in the near future.

As the individuals have transitioned into community-based settings, the staff from the Sheltered Workshop have also begun to transition and are onboarding with the community-based employment teams.

Hanover CSB - May 2016

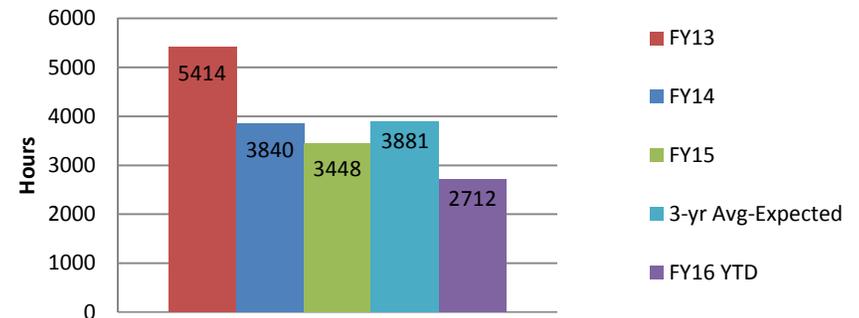
At-a-Glance	Hospitalizations: 17	Number Served: 1137	Admissions: 203	Discharges: 168	Prevention: 335	RAFT: 97%
FY16 YTD Avg/Month	24	1074	171	169	217	61 of 63 one or more days
FY15 Avg/Month	26	1017	152	148		

	FY15 Actual	FY16 Projected	FY16 YTD	YTD Expected	% of Expected	
Mental Health Services						
Acute Psychiatric or Inpatient Services	23	25	13	23	57%	▲
Outpatient Services	737	800	741	756	98%	●
Assertive Community Treatment	68	60	72	59	121%	●
Case Management Services	714	700	703	675	104%	●
Rehabilitation	84	90	69	87	80%	●
Intellectual Disability Services						
Case Management Services	262	275	186	265	70%	▲
Rehabilitation	41	45	37	44	84%	●
Supported Employment	115	110	116	106	109%	●
Supportive Residential Services	55	50	40	48	83%	●
Substance Abuse Services						
Medical Detox Inpatient Services	1	2	2	2	109%	●
Outpatient Services	238	215	251	202	124%	●
Case Management Services	299	275	338	260	130%	●
Intensive Residential Services	34	20	33	18	180%	▲
Emergency Services						
Emergency Services	793	700	750	646	116%	●
Assessment and Evaluation Services	1175	1100	1277	1017	126%	●
Consumer Monitoring - Individuals			187			
Consumer Monitoring - Units			1821			

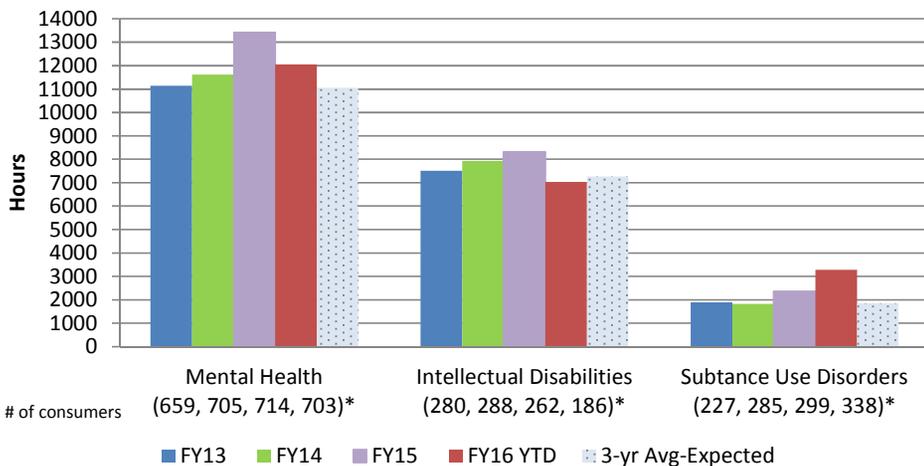
BUDGET

	YTD % BUDGET	BUDGET	AMOUNT YTD
Expenses			
Salaries	83.04%	\$9,369,870	\$7,780,635
Oper. Exp.	57.83%	\$1,647,773	\$952,969
Capital Outlay	100.00%	\$58,000	\$58,000
TOTAL:		\$11,075,643	\$8,791,604
Revenue			
Local	83.33%	\$4,407,286	\$3,672,738
State + Federal	92.17%	\$2,948,083	\$2,717,112
Other	53.21%	\$1,308,712	\$696,349
Medicaid	92.69%	\$2,411,562	\$2,235,335
TOTAL:		\$11,075,643	\$9,321,534

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. Completed. 2) Integrate CSB and DSS business operations with the hiring and training of a new division director and modification of office space. Division Director separated as of 5/31/16; direct support being provided to team by both agency directors; vacancy will be posted in July; estimate for front lobby renovations has been received and a PO will be created. 3) Implementation of expanded clinical services at Pamunkey Regional Jail and Georgetown School. Continued planning for Adult Drug court planning; ongoing discussion with Probation and Parole.

Goal Area #1: Advocacy

Committee Members: Tommy Blake, Anne Cross, Hamilton Holloway, Lynn Hargrove

Objective	Strategies	Key Indicators	Status/Updates
Enhance knowledge base of Board members regarding current trends/topics and ongoing education to Board members so all Board members can present consistent information	Advocacy Committee to meet quarterly with Executive Director to discuss trending topics and incorporate new topics/research into work sessions	Hold quarterly “advocacy committee” meeting with ED to learn of trending/research topics	
	Advocacy Committee to present advocacy topics to Board members 2-3 times per year (or as needed) during work sessions	Advocacy topics presented during CSB Board meetings	Ongoing
Advocate for resources sufficient to meet consumers’ needs	Educate elected officials regarding consumer needs	Annual meeting with CSB members and BOS members	2x2 meetings were held during summer 2015; ongoing to be scheduled once a year
	Explore best avenues for communicating/engaging state and local elected officials	Advocacy Committee will meet on a regular basis to develop communication avenues/techniques and report to the CSB Board	
	Develop a consistent, written communication (“Did you know...”) to be sent to BOS Members on specific topics to advance their understanding of CSB operations.	Advocacy Committee will develop the communication for approval by the CSB Board; communication will then be distributed to the BOS members.	

	Remain informed of pending legislative activity prior to each General Assembly session and share with BOS Members ahead of the legislative session.	Review the VACSB Legislative Priorities annually and share relevant issues with BOS members (for consideration by the BOS Legislative Committee). Attend the VACSB annual legislative conference	Executive Director and Board Chair attended VACSB Legislative Meeting
	Participate in receptions/ other events at which elected state officials are invited	Develop a calendar of relevant events; seek attendance by at least one CSB Board Member	
	Invite BOS to CSB events and activities	Send invitations to BOS for CSB events and activities.	
Enhance public awareness of and communications about the CSB's services and programs	Develop avenues for public communication to include developing a long-term communication strategy	Update CSB contact information annually on Hanover website	Completed Feb. 2015
	Publish reminders that public comments are accepted at monthly board meetings	Run public reminders on Hanover website in Jan, April, July, and Oct	Ongoing
	CSB Board members to participate in community awareness forums in order to communicate Hanover CSB services and programs and obtain community input on needs	CSB Members will seek invitation to community awareness forums to include community meetings held by BOS members and other relevant organizations in the community.	Ongoing

Goal Area #2: Orientation, Training, and Education

Committee Members: Bill Brenzovich, Warren Rice, Lori Spain

Objective	Strategies	Key Indicators	Status/Updates
Enhance the orientation process for new members of the Board	Provide orientation with Executive Director, county attorney, and county tour	Orientation within the first 45 days	Two new members provided initial orientation; tour pending for April
	Meet with Executive Director and Board Chair	At 6 months	Pending for June 2016
	Develop Board member job description.	Written within 6 months	Drafted, under review Distributed to Board Members in April 2016; will be added to Orientation Manual
	Develop more comprehensive Board training for new members	Review with new members at 6 months for feedback and additional training needs.	Ongoing
	Provide new members a Mentor; develop list of mentor expectations	Immediately and through the first year	Mentors offered in April 2016 to both new members; mentor expectations pending.
	Provide members the ABC's of the CSB acronym list	Immediately	Completed, included in Orientation Manual.
Provide ongoing education opportunities to members	Learn about trending topics: legislative and state wide.	Continue to receive updates from Executive Director	Completed; ongoing.
	Ensure work sessions are developed consistent with Board Member input and training needs. (consistent with Oversight Goal)	Each Division provides update twice a year, to include any changes in last 6 months	Future work session topics are discussed at each board meeting.
	Participate in engagement activities	Talk to board about how they can help the program, specific role of board member	Upcoming events and activities presented monthly.

	Check with VACSB, VDH and DBHDS regarding online training opportunities	Consider applicability of training available on the Knowledge Center; seek access for Board Members if appropriate. Target: September 2016
	Check on staff required training to see what would be beneficial to Board Members	Listing of required staff training will be provided to Board Members by September 2016.
Promote self-learning about the agency's programs and services and the value of such programs and services provided to the consumers served	CSB staff continue to serve as resource to Board members between meetings on subjects.	Board Member survey – complete by July 2016; include questions regarding ongoing training needs of Board Members.

Goal Area #3: Oversight

Committee Members: Scott Bateman, Eric Hendrixson, Gary Perkins

Objective	Strategies	Key Indicators	Status/Updates
Provide controllable agency data	Produce a meaningful dashboard that reflects community needs.	Monthly distribution of data via dashboard.	Ongoing
	Produce a quarterly performance report.	Quarterly updates that rotate among Budget/Staffing, MH/SA and ID.	
Ensure that the Executive Director report is provided and includes necessary information	Include trends, concerns, successes, VACSB, human resources, external reviews, and audits	As needed Addition of Community Relations components to the Director's Report – by September 2016	
Ensure that Work Sessions are developed consistent with Board Member input and needs	Hold targeted sessions for education and oversight	Determined by the Board two months in advance. Salient questions/data requests one month in advance. Mandatory sessions at the beginning of the calendar year should begin with MH/SA, ID and Budget/Staffing to educate new board members.	See Orientation, Training and Education

Suggested the following changes to the standard Agenda;

- 1. Welcome and Roll Call**
- 2. Donations**
- 3. Citizens Comments**
- 4. Approval of Minutes**
- 5. Board Liaison Reports**
 - a. Hanover Mental Health Association
 - b. Hanover Community Support Services
 - c. Hanover Arc
 - d. Hanover Board of Supervisors
- 6. Quarterly Performance Report**
- 7. Executive Director's Report**
 - a. Executive Director Monthly Report
 - b. Director Updates
 - c. Other Items
- 8. Chairperson's Report**
 - a. Chairperson's Report
 - b. Updates & Board Member Activity
 - c. Other Items
 - d. Targeted Work Session in two months
 - e. Questions/data requests for work session next month
- 9. Adjourn**

**Hanover CSB Strategic Plan
FY17 – Proposed Focus Areas**

Goal Area #1: Advocacy

Advocacy Committee will meet on a regular basis to develop communication avenues/techniques and report to the CSB Board.

Advocacy Committee will develop the communication for approval by the CSB Board; communication will then be distributed to the BOS members.

Goal Area #2: Orientation, Training, and Education

Finalize mentor expectations and guidelines.

Consider applicability of training available on the Knowledge Center; seek access for Board Members if appropriate. Target: September 2016

Listing of required staff training will be provided to Board Members by September 2016.

Board Member survey – complete by July 2016; include questions regarding ongoing training needs of Board Members.

Goal Area #3: Oversight

Addition of Community Relations components to the Director's Report – by September 2016

**CSB Board
Three-Month Planning Calendar**

July	August	September
-Annual Review of Policies	-4th Qtr./Year End Financial and Strategic Plan	-National Suicide Prevention Week
-Review Standards of Professional Conduct & Confidentiality	Progress Report	-Substance Abuse Recovery Month
-State Performance Contract Due	-BOS 2x2 Sessions	
-Board Planning: 7/11/16	-Board Planning: 8/8/16	-Board Planning: 9/12/16
-Board Meeting: 7/18/16	-Board Meeting: 8/15/16	-Board Meeting: 9/19/16
Work Session: TBD	Work Session: TBD	Work Session: TBD

*Jennifer Faison is confirmed to provide training on Advocacy/Framing the CSB Message but is not available in July. She is holding August and September on her calendar until a scheduling decision is made.

Upcoming Events & Activities: