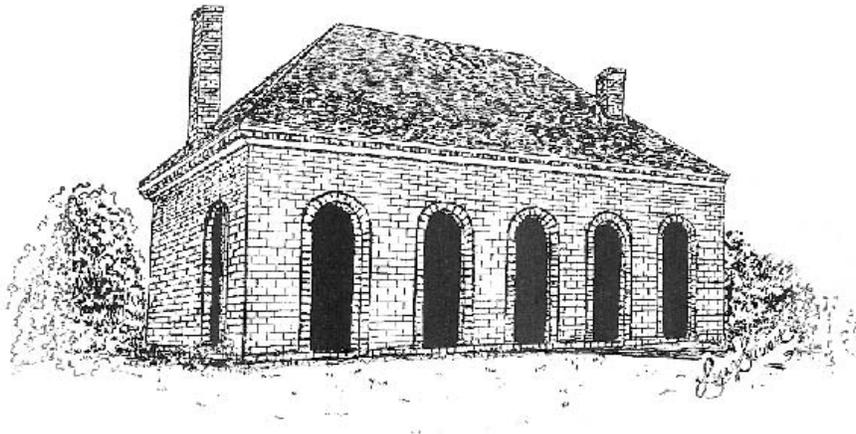


# BOARD MEETING PACKET

PREPARED FOR  
HANOVER COUNTY COMMUNITY SERVICES BOARD



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<b>MEETING DATE</b>	<b>April 21, 2014</b>
<b>MEETING TIME</b>	<b>6:30 p.m.</b>
<b>LOCATION</b>	<b>Hanover Community Services Board Conference Room 12300 Washington Highway Ashland, VA 23005</b>

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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 21, 2014 6:30 p.m.  
Hanover Community Services Board Conference Room,  
12300 Washington Highway, Ashland, VA 23005

**5:30 p.m. – Work Session: Hanover Human Services Agency Panel**

**6:30 p.m. – Board Meeting:**

- 1. Welcome and Roll Call**
- 2. Donations**
- 3. Citizens Comments**
- 4. Approval of Minutes – March 17, 2014 Board Meeting**
- 5. Board Liaison Reports**
  - a. Hanover Mental Health Association – Jeanie Edwards**
  - b. Hanover Community Support Services – Scott Bateman**
  - c. Hanover Arc – Hamilton Holloway**
- 6. Executive Director’s Report**
  - a. Directors’ Reports**
  - b. Other Items**
- 7. Chairperson’s Report**
  - a. Executive Committee Report**
  - b. Board Member Activity**
  - c. Other Items**
- 8. Adjourn**

*Next Regularly Scheduled Meeting: May 19, 2014, 6:30 p.m.*  
*Hanover Community Services Board Conference Room*  
*12300 Washington Highway, Ashland, VA 23005*

*NOTE: Jean C. Harris Award Reception will take place beginning at 5:30 p.m.*  
*Hanover Human Services Conference Room, 12304 Washington Highway*

**BOARD OF SUPERVISORS**

**SEAN M. DAVIS, CHAIRMAN**  
HENRY DISTRICT

**WAYNE T. HAZZARD, VICE-CHAIRMAN**  
SOUTH ANNA DISTRICT

**ANGELA KELLY-WIECEK**  
CHICKAHOMINY DISTRICT

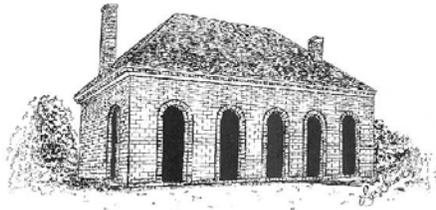
**W. CANOVA PETERSON**  
MECHANICSVILLE DISTRICT

**AUBREY M. STANLEY**  
BEAVERDAM DISTRICT

**G.E. "ED" VIA, III**  
ASHLAND DISTRICT

**ELTON J. WADE, SR.**  
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: 804-365-4275  
FAX: 804-365-4282

WWW.CO.HANOVER.VA.US

**DRAFT OF MINUTES**

March 17, 2014

<b>Members Present</b>	<b>Members Absent</b>	<b>Others</b>
Scott Bateman	William Brenzovich	Ivy Sager
Thomas Blake	Sharon Bunger	Peter Getts
Jeanie Edwards	Sean Davis	Donna Boyce
Lynn Hargrove		Stacy Johnson-Moore
Eric Hendrixson		
Hamilton Holloway		
Warren Rice		
Herb Sening		

**WORK SESSION**

Trish Garman and Craig Williams from Information Technology department presented the new website and discussed the redesign process.

**BOARD MEETING**

The meeting was called to order by Jeanie Edwards, Vice-Chairperson, at 6:37 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland VA 23005.

**Welcome and Roll Call**

Jeanie Edwards, Vice-Chairperson, welcomed everyone to the Board meeting. The following members were present at roll call: Scott Bateman, Thomas Blake, Jeanie Edwards, Lynn Hargrove, Eric Hendrixson, Hamilton Holloway, Warren Rice and Herb Sening.

**Donations** - None.

**Citizen Comments** - None.

**Approval of Minutes**

The minutes of the February 17, 2014 meeting were deemed approved as submitted.

**Board Liaison Reports**

- Hanover Mental Health Association – Jeanie Edwards reported that the yard sale has been moved to the end of April, exact date TBD; and they are hoping to revitalize their newsletter. Possible dates for Mental Health First Aid training are April 25, 2014 or April 28, 2014; Ivy Sager will send a poll via email

for preferred date. Anyone unable to attend on the selected date will have an opportunity to attend an in-house training later in the year.

2. Hanover Community Support Services (HCSS) – Scott Bateman reported that A Taste of Hanover was the primary topic of the last HCSS meeting; they are seeking sponsors and vendors. Tickets are on sale now. Scott also reported that HCSS will be building a new website.
3. Hanover Arc – Hamilton Holloway reported that Hanover Arc is dealing with issues around transportation for after-school care, segregation of children with autism to a single school, and they continue to talk with legislators on a daily basis.

### **Executive Director's Report**

Ivy Sager reported that we will have tickets for A Taste of Hanover for sale at the April 21, 2014 meeting. The VACSB training and development conference is April 30 – May 2; she suggested that if members are able to attend only one day, May 1 is the better choice based on the agenda. Members should inform her or Stacy Johnson-Moore if they wish to attend. Ivy also reported that she and Lisa Beitz gave a presentation about mental health services to the Mechanicsville Tea Party in February.

Donna Boyce generally discussed the “Building Communities” conference that the entire ID staff attended in February. She also noted that with the recent departure of the Day Health Coordinator, rather than immediately hiring, we are taking the opportunity to engage stakeholders (persons served, families, staff, others) to learn more about the type of support the day health program and team will need in the future.

Ivy announced that Lisa Seward, Assistant County Attorney, will continue to support this Board but will no longer attend regular meetings each month; instead, she will attend regular meetings as needed/requested and will attend the planning meeting each month.

### **Chairman's Report**

Jeanie Edwards reported that the Executive Committee worked on the “bridge” goals and objectives during the March meeting and distributed copies of a draft to date. Members are encouraged to share their input via email with her, Bill Brenzovich or Scott Bateman. Ivy Sager added that a draft of the “bridge” will be voted on at the April meeting.

Jeanie also reported that the deadline for Jean C. Harris Award nominations is April 4; the award reception will be held May 19, immediately before the regular meeting; and the county’s Spirit of Volunteerism celebration will also be held in May. Ivy noted that the April 21 work session will be a human services panel discussion, with representatives from Social Services, Community Resources and Health Department in attendance to provide information about their departments and answer questions.

### **Other Business**

The next regularly scheduled Board meeting will be held April 21, 2014 at 6:30 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland, VA 23005.

There being no other business, the meeting was adjourned.

## **Executive Director's Monthly Report**

April 21, 2014

### **A. Executive Director**

#### General Updates

The Mental Health First Aid (MHFA) training is confirmed for Monday, April 28<sup>th</sup> from 8:30 a.m. until 5:30 p.m. Again, this training is being held in partnership with the Hanover Mental Health Association and additional human services staff have been invited to participate. This training will be held in the conference room of the Bell Creek office (8475 Bell Creek Road); a break for lunch on your own will be provided. In order for the instructor to have sufficient training materials, please confirm attendance no later than Tuesday, April 22<sup>nd</sup>. More information about MHFA is provided below under "Clinical Services".

The agency's Leadership team recently participated in a day-long training on COOP (continuity of operations plan) development and behavioral health disaster response. We appreciate being "at the table" as it relates to the County's disaster response planning.

Bill Brenzovich, accompanied by Jeanie Edwards and Scott Bateman, attended the Board of Supervisor's budget public hearing on March 26<sup>th</sup>. Bill provided brief remarks in support of the proposed budget.

Fifteen CSB staff – representing the Adult Team, Children's Team, Business Operations Team, Supported Employment, ID Case Management, and Medical Services – participated in the Monument Avenue 10K on March 29<sup>th</sup>. Many of them sported a shirt specially designed just for this team.

Lastly, tickets for Taste of Hanover will be available at the Board meeting on Monday evening. Tickets are \$25/Adult; \$10/ 5– 12 years; children under 5 years are free. Checks can be made payable to either HCSS or Hanover Arc.

#### Human Resources

In March, we hired two Clinicians and two staff resigned (Clinician and Training Specialist/Driver).

### **B. Business Operations**

The Board of Supervisors adopted the county's FY15 Budget on April 9<sup>th</sup>. The CSB portion presented in the County Administrator's original budget was fully approved. The key item for the CSB is the approval to increase two part-time positions to full-time.

### **C. Clinical Services**

Dana Gaskin and Martha Lambert were certified as trainers to provide the Mental Health First Aid (MHFA) Adult course. The certification process included 40 hours of hands-on training, teach-back sessions, peer review, and a written exam. The intensity of the training reflects a dedication to curriculum fidelity and the breadth of the material covered.

The program is especially well-suited for the general public, communities of faith, private business/corporations, and county employees. The MHFA course is 8-hours in length. Content areas include general information about mental health disorders and specific strategies for "first aid" that can be helpful in assisting an adult with emerging mental health problems. Course participants learn about the importance of a strengths-based helping perspective, recovery, and strategies to encourage wellness, self-care, and coping skills.

Participants are not trained to provide clinical interventions. The focus is on the importance of recognizing signs and symptoms of mental health problems and helping the person access the support they need to recover and thrive. Participants focus on enhancing our “noticing skills” and learn to apply the following steps in supporting someone challenged by a mental health issue:

- Assess for risk of suicide or harm
- Listen non-judgmentally
- Give reassurance and information
- Encourage appropriate professional help
- Encourage self-help and other support strategies

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

Throughout 2013 and into this year, Region IV ID Directors have engaged John Randolph Medical Center (JRMC) in assisting with the development of an agreement. Specifically the agreement addresses the ‘where and how’ individuals with ID in crisis needing acute care services and meeting the criteria for a Temporary Detention Order (TDO) would best be served. JRMC has developed a separate Partial Hospitalization Program which may be a treatment option for individuals described above, when a lesser restrictive treatment environment is appropriate.

Last week the ID Directors participated in the first of several meetings with JRMC to develop procedures around the service option with the intent the partial hospitalization approach will augment the existing compliment of crisis services (e.g., START/REACH, emergency services, and other community hospitals).

#### DOJ Update

##### Region Update:

As of 4/04/14 there were 28 individuals remaining at Southside Virginia Training Center. We are told the firm ‘close-date’ for the training center is now set for 5/23/14 with the last discharge scheduled for 5/21/14.

##### Hanover Update:

At this time, three individuals remain at a state training center. The one individual who was waiting for an Authorized Representative (AR) to be appointed now has one in place. The AR has chosen a home in the Tidewater area and transition is scheduled for mid-May. One individual is at Southwestern Training Center and is not considered ready for discharge yet. Planning efforts, including program/home tours, continue for the third individual. Staff continue to participate in treatment team meetings and to advocate on behalf of the family.

#### 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 County Community Services

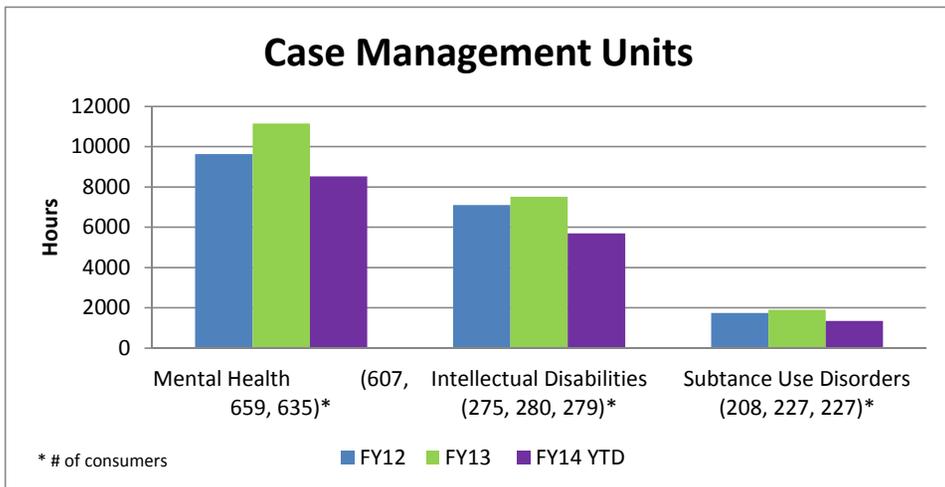
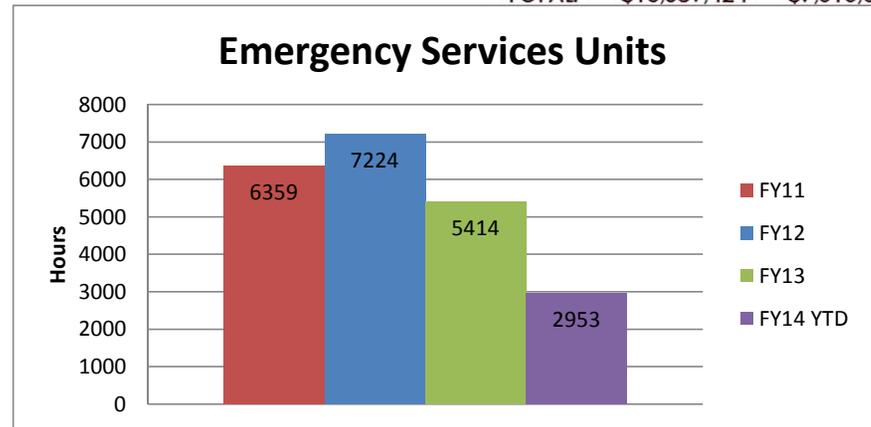
March 2014

At-a-Glance	Hospitalizations: 19	Number Served: 968	Admissions: 128	Discharges: 157	RAFT: 90%
FY14 YTD Avg/Month	20	1002	126	129	60 of 67/one or more days
FY13 Avg/Month	27	931	88	81	

	FY13	FY14	FY14	% of	
	Actual	Projected	YTD	Projected	
<b>Mental Health Services</b>					
Acute Psychiatric or Inpatient Services	17	25	19	76%	●
Outpatient Services	763	750	690	92%	●
Assertive Community Treatment	68	60	64	107%	●
Case Management Services	659	600	635	106%	●
Rehabilitation	96	90	83	92%	●
Supportive Residential Services	17	20	16	80%	●
<b>Intellectual Disability Services</b>					
Case Management Services	280	260	279	107%	●
Rehabilitation	43	45	47	104%	●
Sheltered Employment	23	25	21	84%	●
Individual Supported Employment	83	100	99	99%	●
Supportive Residential Services	38	25	45	180%	●
<b>Substance Abuse Services</b>					
Inpatient Services	2	10	2	20%	●
Outpatient Services	188	200	199	100%	●
Case Management Services	227	250	227	91%	●
Intensive Residential Services	23	25	28	112%	●
<b>Emergency Services</b>					
Emergency Services	588	525	648	123%	●
Assessment and Evaluation Services	868	750	793	106%	●

### BUDGET

	YTD % BUDGET	BUDGET	AMOUNT YTD
<b>Expenses</b>			
Salaries	67.47%	\$8,584,534	\$5,792,387
Oper. Exp	51.42%	\$1,447,733	\$744,464
Capital Outlay	100.00%	\$57,157	\$57,157
<b>Revenue</b>			
Local	74.84%	\$4,082,902	\$3,055,677
State + Federal	73.78%	\$2,730,737	\$2,014,850
Other	63.06%	\$1,065,951	\$672,207
Medicaid	84.80%	\$2,209,834	\$1,873,930
<b>TOTAL:</b>		<b>\$10,089,424</b>	<b>\$6,594,008</b>
<b>TOTAL:</b>		<b>\$10,089,424</b>	<b>\$7,616,664</b>



#### Focus Forward Updates:

- Enhance process for developing agency short-term and long-term goals and related data measures: *Board's Exec. Committee met on March 6 to continue their efforts of developing goals & objectives for CY14; draft language was presented to the full board at their March 17th meeting and their feedback was solicited. Additional outcomes measures are being developed in a number of program areas and will be added to the dashboard as appropriate.*
- Continue to address transportation challenges through involvement in regional & state-wide efforts: *Staff continue to engage with LogistiCare on transportation related challenges in order to keep issues at the forefront - the next meeting with LogistiCare and DMAS staff is scheduled for April.*
- Continue to build knowledge and consider strategies to best position the CSB for the implementation of health care reform: *Continued monitoring of all relevant information; continued focus on implementation of Commonwealth Coordinated Care Project.*

**Hanover County Community Services Board  
Transportation Study Committee  
Quarterly Report: January 1 – March 31, 2014**

In July 2013, the Hanover CSB approved the following recommendations resulting from the work of the Transportation Study Committee. This quarterly report is provided to the Board as outlined in the recommendations.

Recommendation	Timeframe	Deliverable	Current Activities/Status																																																										
<p><b>Keep Doing What We Are Doing</b> – The Hanover County CSB Transportation Program remains as is with its already built-in continuous improvement activities.</p>	<p>Ongoing</p>	<p>Quarterly Transportation Report – to include usage, improvements, activities and status of any challenges.</p> <p>Reports provided in October, January, April, and July.</p>	<p>See below for usage data:</p> <table border="1" data-bbox="1239 511 1995 917"> <thead> <tr> <th></th> <th># of Rides</th> <th>Daily Avg</th> <th>% DHR</th> <th>% RAFT</th> <th>% Employment</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>1460</td> <td>73.00</td> <td>12.1%</td> <td>27.8%</td> <td>60.1%</td> </tr> <tr> <td>February</td> <td>1437</td> <td>79.83</td> <td>12.1%</td> <td>29.8%</td> <td>58.1%</td> </tr> <tr> <td>March</td> <td>1570</td> <td>78.50</td> <td>13.2%</td> <td>25.0%</td> <td>61.7%</td> </tr> <tr> <td>Jul-Dec (Avg)</td> <td>1673</td> <td>79.52</td> <td>12.0%</td> <td>31.8%</td> <td>56.2%</td> </tr> </tbody> </table> <p>As previously reported, usage data is also being requested through DMAS specific to LogistiCare’s service in Hanover. Data for January – March 2014 has been added to the chart below.</p> <table border="1" data-bbox="1239 1063 1995 1437"> <thead> <tr> <th></th> <th>All Rides</th> <th>All Complaints</th> <th>Number of Rides for CSB</th> <th>Number Complaints - CSB programs</th> <th>Status/ Outcome</th> </tr> </thead> <tbody> <tr> <td>July-Sept</td> <td>13,886</td> <td>106</td> <td>388</td> <td>18</td> <td>Resolved</td> </tr> <tr> <td>Oct.-Dec</td> <td>14,853</td> <td>205</td> <td>410</td> <td>2</td> <td>Resolved</td> </tr> <tr> <td>Jan - March</td> <td>11,507</td> <td>130</td> <td>323</td> <td>0</td> <td>Resolved</td> </tr> </tbody> </table>						# of Rides	Daily Avg	% DHR	% RAFT	% Employment	January	1460	73.00	12.1%	27.8%	60.1%	February	1437	79.83	12.1%	29.8%	58.1%	March	1570	78.50	13.2%	25.0%	61.7%	Jul-Dec (Avg)	1673	79.52	12.0%	31.8%	56.2%		All Rides	All Complaints	Number of Rides for CSB	Number Complaints - CSB programs	Status/ Outcome	July-Sept	13,886	106	388	18	Resolved	Oct.-Dec	14,853	205	410	2	Resolved	Jan - March	11,507	130	323	0	Resolved
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			<p>The LogistiCare Regional Advisory Board met on Jan. 21, 2014. In addition to updates from both LogistiCare and DMAS, the committee reviewed inclement weather procedures and discussed how to reduce “member no shows”. DMAS is providing regional trip and complaint data during these meeting. Hanover is part of Region 3. For July through December of the current fiscal year, the average complaint rate – for the region - is less than 1% (.59%). During that timeframe, LogistiCare provided 608,414 trips and received 3,596 complaints.</p>
<p><b>Statewide Coordinated Effort/VACSB Pubic Policy Committee</b> – Through the VACSB’s Public Policy Committee, a request will be made seeking a statewide effort to address the systemic challenges present with the current DMAS/ LogistiCare Transportation Program</p>	<p>Request to VACSB Public Policy Committee to be made within 15 days of the CSB Board’s acceptance of this recommendation.</p>	<p>Provide status to the CSB Board at the September 2013 meeting. Thereafter, updates will be provided in the quarterly reports, scheduled as listed above.</p>	<p>Regarding HJ40, which sought a JLARC study of LogistiCare’s service and the contract oversight by DMAS, the introduced bill was drastically amended in subcommittee and essentially became a two-year Medicaid audit study. VACSB changed their position on the bill as a result. The bill was considered for the conference committee but ultimately failed.</p>
<p><b>Document and Manage Complaints</b> – To more formally track and manage LogistiCare complaints.</p>	<p>Effective July 1<sup>st</sup> and ongoing thereafter.</p>	<ul style="list-style-type: none"> <li>• All complaints made by our clients or made by staff on behalf of our clients will be maintained in a central location. Complaint resolution, or lack thereof, will be documented.</li> <li>• The list of new and unresolved complaints will be provided at each quarterly LogistiCare Advisory Committee meeting. As necessary, DMAS will be asked to</li> </ul>	<p>The Credible activity for complaint documentation remains in place. As reported, this system allows staff to document all complaints regarding client transportation, including both Hanover CSB and LogistiCare.</p> <p>During this quarter, two complaints were documented – one on 2/19/14 and the other on 3/24/14. Both were reported to LogistiCare and a complaint tracking number assigned. Information about each complaint is provided below:</p> <ul style="list-style-type: none"> <li>• 2/19/14 – Standing order for transportation has pick-up time listed as 3:00pm. Individual was not picked up until 4:45pm, even after the case manager contacted LogistiCare (at 3:30pm) and was told the driver would arrive in 20 minutes. Provider: Cab Pool</li> </ul>

		<p>follow-up on unresolved complaints.</p> <ul style="list-style-type: none"> <li>Complaint information (number and status) will be included in the Quarterly Transportation Report.</li> </ul>	<ul style="list-style-type: none"> <li>3/24/14 – Case manager assisted a family by requesting on 3/18/14 transportation for an afterschool program, beginning 3/24/14. On that date, no provider showed up at the school to transport the individual. LogisitiCare did not communicate with the case manager or the family that no provider was available. When contacted about this complaint, LogisitiCare indicated that the request was made less than 5 days before the service date. Additional information has been requested regarding the status of the service now.</li> </ul> <p>Because a complaint was filed that was not reported on the DMAS data, a request for an explanation has been sent to LogisitiCare and DMAS staff.</p>
<p><b>Combine with some or all of County transportation to solve the problem on a bigger scale</b> – Consideration of a county-wide solution to county-wide transportation challenges</p>	<p>As related to the development of the Human Services Strategic Plan (during FY14)</p>	<p>CSB staff will ask that county-wide transportation challenges be considered as part of the Human Services Strategic Plan (to be developed during FY14).</p> <p>Status updates on this on-going effort will be provided in the Quarterly Transportation Report.</p>	<p>The Human Services Strategic Plan is currently in development; transportation challenges have been expressed by CSB staff as well as staff from other human service agencies.</p> <p>A draft of the proposed plan will be available for public comment soon. It will be provided to CSB members as soon as it is available.</p>
<p><b>Continued Quality Improvements</b> – To pursue “continuous improvement” in the transportation program.</p>	<p>Ongoing</p>	<p>Status updates on this on-going effort will be provided in the Quarterly Transportation Report.</p>	<p>No additional, specific improvements are noted at this time.</p>

## HCCSB Strategic and Operational Goals and Objectives

**Goal 1: To provide quality services to those with serious mental illness, substance use disorders, developmental and intellectual disabilities, emphasizing local, regional and collaborative partnerships.**

OBJECTIVE	TASKS	COMMENTS/MEASURES
<p><b>1.1. To sustain and enhance the provision of quality services through maintaining national accreditation.</b></p>	<p>1.1.1. Support the agency's preparation for the CARF survey scheduled for Fall 2014; status updates will be provided to the Board each month through the survey date.</p> <p>1.1.2. Participate in the CARF survey, as appropriate.</p> <p>1.1.3 Annual update to the Board will be provided on continued CARF readiness in October of each year.</p>	<p>Status reports on preparation; documentation of board's involvement in survey.</p>
<p><b>1.2. To establish, and monitor, a standard for the length of time that elapses between initial request and intake for mental health, substance use disorder and intellectual disabilities services.</b></p>	<p>1.2.1. Determine current "wait times" for each of the three program areas by June 2014 (average of March, April &amp; May).</p> <p>1.2.2. Establish a standard for each area based on capacity and demand.</p> <p>1.2.3. Include data on monthly dashboard, starting in July 2014.</p>	<p>Monthly average "wait times" in each area will be tracked and documented on the dashboard. Any significant (define?) deviance will be documented especially related to staffing or other internal challenges; adult and children's services</p>
<p><b>1.3. To support staff participation in local, regional and statewide professional collaborations.</b></p>	<p>1.3.1. Agency staff will attend and participate in regional and statewide collaborations, supporting professional growth and the provision of best practices.</p> <p>1.3.2. The CSB will continue to support the development of CIT and needed actions that resulted from the cross systems mapping.</p>	<p>Monthly documentation of participation at relevant meetings; periodic updates on CIT.</p>
<p><b>1.4. To support the Board's involvement in trainings and advocacy activities available through VACSB and/or other community partners.</b></p>	<p>1.4.1. At least one board member will attend each of the conferences hosted by VACSB.</p> <p>1.4.2. Board members will participate in at least one public event sponsored by a community partner (Hanover Arc, NAMI, HMHA and others) per year.</p>	<p>Board's Secretary will maintain documentation of member involvement as described; such will be reported each month during the Chairman's remarks; development of a Board Member Position Description that includes responsibilities, expectations and qualifications.</p>

## HCCSB Strategic and Operational Goals and Objectives

**Goal 2: To enhance public awareness, communication and collaboration among the CSB staff, the persons served and various stakeholders.**

OBJECTIVE	TASKS	COMMENTS
<p><b>2.1. To enhance communication between CSB members and the Board of Supervisors.</b></p>	<p>2.1.1. A CSB member will represent the board at all relevant county/public meetings, including the County's budget public hearing, human services annual update, etc.</p> <p>2.1.2. Board members appointed as a magisterial district representative will provide monthly updates to his/her member on the Board of Supervisors.</p> <p>2.1.3. Each member of the Board of Supervisors will be invited and encouraged to attend a meeting of the CSB by their representative on that Board.</p>	<p>how to track/monitor? Email copying ED and board chair, meeting minutes sooner?, process?</p>
<p><b>2.2. To enhance communication with state legislative representatives.</b></p>	<p>2.2.1. Hold a legislative reception, inviting all state legislators, by September 2014 and annually thereafter.</p> <p>2.2.2. Participate in legislative advocacy efforts, including those supported by VACSB.</p> <p>2.2.3. Be represented at the County's annual legislative agenda review meeting with state legislators (as scheduled, typically Summer).</p>	<p>Legislative advocacy efforts may include responding to a "Call to Action" to inform state legislators on a matter important to the CSB system.</p>
<p><b>2.3. To enhance public awareness of and communication about the CSB's services and programs.</b></p>	<p>2.3.1. Develop an annual communication plan to promote public awareness by September of each year (board-appointed Communications Committee?).</p> <p>2.3.2. Develop and/or participate in the development of a digital media plan/program to support communication with consumers/family members; a status report to be provided to CSB Members by February 2015.</p>	<p>Public awareness/relations efforts may include submission of a guest article to the local newspapers and/or Letters to the Editor as appropriate as well as any targeted public awareness campaigns in which members may decide to engage.</p>

<b>2.4. Support collaboration and participation with community partners/stakeholders whose mission complements the work of the CSB.</b>	2.4.1. Hanover CSB will ensure liaison representation to Hanover Arc, Hanover Mental Health Association and Hanover Community Support Services. 2.4.2. Hanover CBS will consider additional support of community partners as opportunities are presented.	
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## HCCSB Strategic and Operational Goals and Objectives

**Goal 3: To insure that the Hanover County Community Services Board Members are engaged, informed, representative of the citizens of Hanover County, including the persons served and the Board of Supervisors.**

OBJECTIVE	TASKS	COMMENTS
<p><b>3.1. To provide an annual board profile to the BOS to ensure that the CSB board is representative of the persons served and the composition meets the requirements of the Code of Virginia.</b></p>	<p>3.1.1. Develop the annual profile and present to the Board of Supervisors by October of each year.</p> <p>3.1.2. Assist members of the Board of Supervisors, as requested, in their consideration of possible appointments to the CSB board.</p> <p>3.1.3. All appointments will be made no later than at the December Board of Supervisors meeting so that there is no lapse in CSB representation. Vacancies that occur during the year will be filled as quickly as possible.</p>	
<p><b>3.2. To enhance the orientation process for new members to the board.</b></p>	<p>3.2.1. The CSB Member Manual will be further developed to be a more comprehensive resource for new members; input from recent new members will be garnered.</p> <p>3.2.2. Each new member to the Board will be offered a tour of all programs within 6 months of his/her appointment.</p> <p>3.2.3 The Executive Director and Board Chair will meet with each new member individually 6 months post appointment and as requested thereafter to support new members in their learning of CSB operations.</p>	
<p><b>3.3. To support board members in learning more about the agency's programs and services and the value of such programs and services provide to the consumers served.</b></p>	<p>3.3.1. Monthly work sessions will be tailored to meet board members' meets as determined through an annual self-assessment process.</p> <p>3.3.2. Targeted training opportunities will be made available to address members' specific needs.</p>	

Executive Committee Meeting  
Thursday, March 6, 2014

Present: William Brenzovich, Jeanie Edwards, Scott Bateman and Ivy Sager

The meeting was called to order by William Brenzovich at 5:22 p.m. at the Mental Health/Substance Abuse Services conference room, 8475 Bell Creek Road, Mechanicsville, VA 23116.

Approval of Minutes: The minutes for the December 2013 and February 2014 meetings were reviewed. They will be presented to the full board at the March 17 meeting.

Bill Brenzovich shared that he will be attending the county supervisors meeting to speak on behalf of the proposed CSB budget. Ivy Sager will provide material for the speech. Brenzovich asked if the budget is increasing. Sager replied that it is flat.

The executive committee began a review of the CSB's goals and objectives. Jean Edwards asked why autism had a prominent place on the objectives. Brenzovich and Sager explained that autism had been a major concern at the time the objectives were written. Edwards said that she shares a concern about autism and just wanted to understand the motivation.

Scott Bateman suggested adding metrics to the objectives to measure results. Edwards said it would be good to monitor results to justify adding positions. Sager said this leads to a standard for minimal acceptable performance.

Brenzovich asked where does the dashboard fit on the goals and objectives. Sager said the dashboard is a product of this work, but it doesn't align with the goals and objectives. Bateman asked why they don't align. Sager and Brenzovich explained that the board focuses on three of seven CSB goals while the executive director and staff focus on the other four.

Brenzovich proposed adding ARC programs to the goals and objectives. Sager added NAMI. Sager and Brenzovich recommended adding VACSB programs. Brenzovich said participating board members would come back enlightened.

Bateman suggested adding a digital media program to the objectives. Edwards emphasized the importance of board members communicating with county supervisors. Sager proposed that board members invite their county supervisors to a meeting. Bateman suggested that board members copy their supervisors with the meeting minutes; this led to a discussion about the viability of putting together board meeting minutes in time for board members to send them to their supervisors.

Sager said she would send a final draft of the revised goals and objectives to the executive committee and then send them to the entire board. If they don't make it into the board packet prior to the meeting, they will be handed out at the meeting Monday night.

The meeting was adjourned at 6:47 p.m.

Respectfully submitted,

Scott Bateman  
Secretary

**CSB Board  
Three-Month Planning Calendar**

<b>May</b>	<b>June</b>	<b>July</b>
-Mental Health Month	-CSB Employee Recognition, Date: TBD	-Annual Review of Policies, Procedures and Plans
-3 <sup>rd</sup> Qtr. Financial Report	-Executive Director's Annual Performance Evaluation (Closed Session)	-Board Planning: 7/14/14
-Review of Fees and Fee Scale	-Board Planning: 6/9/14	-Board Meeting: 7/21/14
-VACSB Development and Training Conference, April 30-May 2, Norfolk	-Board Meeting: 6/16/14	
-Board Planning: 5/12/14		
-Board Meeting: 5/19/14		
<b>Work Session:</b> Jean C. Harris Award Reception	<b>Work Session:</b> Legislative Update	<b>Work Session:</b> TBD

Upcoming Events & Activities:

- April 28, 8:30 a.m.-5:30 p.m.: Mental Health First Aid Training, Bell Creek Office Conference Room (8475 Bell Creek Road)
- April 30, 5:00-8:00 p.m.: Taste of Hanover, Bass Pro Shops
- April 30-May 2: VACSB Development and Training Conference, Sheraton Waterside Norfolk
- May 6, 7:00 p.m.: *Spirit of Volunteerism* Celebration, Hanover High School Auditorium
- July 31-August 2: Arc of Virginia, 2014 State Convention, Hilton Richmond Hotel Short Pump