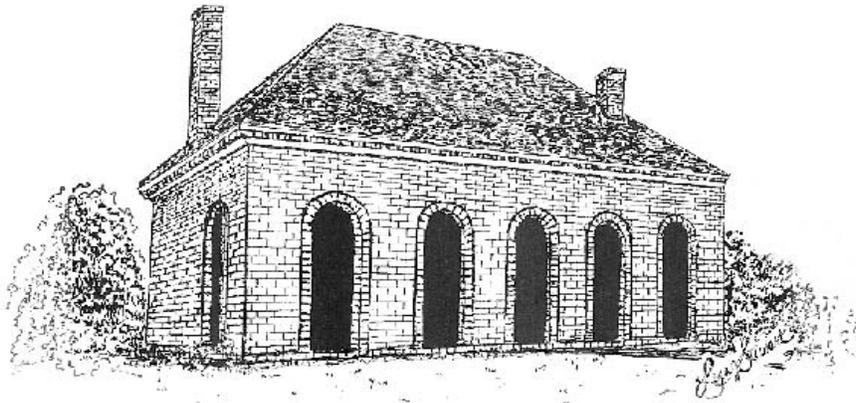


BOARD MEETING PACKET

PREPARED FOR
HANOVER COUNTY COMMUNITY SERVICES BOARD



MEETING DATE	February 17, 2014
MEETING TIME	6:30 p.m.
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

February 17, 2014 6:30 p.m.
Hanover Community Services Board Conference Room,
12300 Washington Highway, Ashland, VA 23005

5:30 p.m. – Work Session: Confidentiality & Human Rights

6:30 p.m. – Board Meeting:

- 1. Welcome and Roll Call**
- 2. Donations**
- 3. Citizens Comments**
- 4. Approval of Minutes – January 27, 2014 Board Meeting**
- 5. Human Services Strategic Plan Input Session – Jim Taylor**
- 6. Financial Report**
- 7. Board Liaison Reports**
 - a. Hanover Mental Health Association – Jeanie Edwards**
 - b. Hanover Community Support Services – Scott Bateman**
 - c. Hanover Arc – Hamilton Holloway**
- 8. Executive Director’s Report**
 - a. Directors’ Reports**
 - b. Other Items**
- 9. Chairperson’s Report**
 - a. Executive Committee Report**
 - b. Board Member Activity**
 - c. Other Items**
- 10. Adjourn**

Next Regularly Scheduled Meeting: March 17, 2014, 6:30 p.m.
Hanover Community Services Board Conference Room
12300 Washington Highway, Ashland, VA 23005

BOARD OF SUPERVISORS

SEAN M. DAVIS, CHAIRMAN
HENRY DISTRICT

WAYNE T. HAZZARD, VICE-CHAIRMAN
SOUTH ANNA DISTRICT

ANGELA KELLY-WIECEK
CHICKAHOMINY DISTRICT

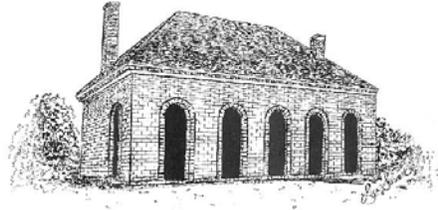
W. CANOVA PETERSON
MECHANICSVILLE DISTRICT

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

January 27, 2014

Members Present	Members Absent	Others
Thomas Blake	Scott Bateman	Ivy Sager
William Brenzovich	Warren Rice	Lisa Seward
Sharon Bunger		Peter Getts
Sean Davis		Lisa Beitz
Jean Edwards		Jim Taylor
Lynn Hargrove		Donna Boyce
Eric Hendrixson		Joelle Inge-Messerschmidt
Hamilton Holloway		Wayne Hazzard
Herb Sening		Stacy Johnson-Moore

WORK SESSION

Ivy Sager presented information about the Richmond Behavioral Health Authority and the Health Planning Region IV (HPR-IV) Consortium.

BOARD MEETING

The meeting was called to order by William Brenzovich, Chairperson, at 6:38 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland VA 23005.

Welcome and Roll Call

William Brenzovich, Chairperson, welcomed everyone to the Board meeting. The following members were present at roll call: Thomas Blake, William Brenzovich, Sharon Bunger, Sean Davis, Jean Edwards, Lynn Hargrove, Eric Hendrixson, Hamilton Holloway, and Herb Sening.

Donations

Upon motion by Sharon Bunger and second by Eric Hendrixson, the following donations were accepted:

- \$200 to RAFT House from Catherine Corcoran
- \$1,000 to RAFT House from Ashcake Woman’s Club
- \$150 to RAFT House from Ashcake Woman’s Club

Citizen Comments

None.

Approval of Minutes

The minutes of the December 16, 2013 meeting were deemed approved as submitted.

Board Liaison Reports

1. Hanover Mental Health Association – Ivy Sager reported that Friday, February 28 and Saturday, March 1, 2014 have been offered as Mental Health First Aid training dates. She asked that members confirm with her their intention to attend.
2. Hanover Community Support Services – Bill Brenzovich reported that HCSS received over \$2800 from the recent fundraiser (selling hot dogs outside of Bass Pro Shop). Planning is underway for A Taste of Hanover; Bill asked that anyone with contacts for silent auction and mystery gift donations let him know. Bill also asked members to consider serving as liaison to HCSS, as he is no longer able to do so.
3. Hanover Arc – Hamilton Holloway reported that about 15 people from Hanover spoke during the budget hearings on January 3; the Coalition Rally at the General Assembly was last Monday; last Wednesday was Arc’s day at the General Assembly and 10 families met with legislators. Several legislators attended the Catalyst for Change awards dinner, during which Jenny Hatch was honored. Lastly, Hamilton reported that A Taste of Hanover tickets are on sale now (\$25 now/\$30 at the door); the event will be held on April 30, 2014.

Executive Director's Report

Copies of the VACSB annual report and this Board’s 2014 membership roster were provided. Ivy reported that the County’s website is undergoing a complete redesign; we are seeking volunteers to help review and test the new site (Bill Brenzovich volunteered). Ivy reviewed the transportation quarterly report included in the meeting packet. Herb Sening asked that complaints in the report be published with more detail, particularly about the transportation provider(s) involved. Ivy also noted that a more detailed organizational chart is included in the meeting packet; she asked that anyone with questions or needing more information contact her. Hamilton Holloway pointed out that ID services are not included in the Case Management description at the bottom of the chart. Donna Boyce generally discussed the rebranding of the START program (now called REACH), as reported in the Executive Director’s report included in the meeting packet. In response to Hamilton Holloway’s concerns about the program, Ivy will extend an invitation to representatives of the REACH program to address this Board. Lisa Beitz generally discussed how Emergency/Crisis services staffs the holidays and Donna Boyce generally discussed the recent community stakeholder focus meeting around the state’s “Employment First” initiative. Jim Taylor reported that he will share more information about the human services strategic plan and solicit member’s input at this Board’s next meeting. Ivy Sager generally discussed staff turnover, particularly as it relates to the economy.

Chairman's Report

Bill Brenzovich reported that the Executive Committee will schedule its next meeting soon. In discussing Board member activities, he noted that he will be attending the Cross Systems Mapping follow-up meeting in February; the County Administrator’s budget presentation to the Board of Supervisors is scheduled for February 26, 2014; and staff will soon be accepting nominations for the Jean C. Harris Award for Excellence.

The next regularly scheduled Board meeting will be held Monday, February 17, 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

February 17, 2014

A. Executive Director

General Updates

Efforts are underway, in collaboration with the Chairs of both the CSB and Board of Supervisors, to select and have appointed a new consumer representative to the board. Legislative-related activities continue with weekly updates provided to the board; the substitute for HJ40 passed the House of Delegates on Feb. 10th and is now being considered in the Senate. Inclement weather continues to offer challenges for programs and service delivery; typically we see considerably less attendance on "snow days". With the latest storm, a decision was made to close day programs on Feb. 13 ahead of the County's decision to close county offices. The Mental Health First Aid training is confirmed for February 28th and/or March 1st. At this time, 7 board members and 1-2 staff have indicated their plans to participate.

Human Resources

In January, we had two internal hires (Clinical Supervisor and ID Case Manager), resulting in resignations of original positions (Clinician and Training Specialist) and one additional hire of an ID Case Manager.

B. Business Operations

The financial report for July – December 2013 will be presented at Monday's meeting.

C. Clinical Services

The CIT program recently completed its fourth 40-hour basic class from January 27th-31st. The training had a total of 21 participants (including one CSB employee who audited the class). The students in this class included 5 employees of Hanover Fire EMS (including a Lieutenant from the Fire Marshall's office), 1 Sergeant from Pamunkey Regional Jail, 2 representatives from the Ashland Police Department (Chief Douglas Goodman and the Lieutenant over their special operations command), 12 law enforcement officers from the Hanover Sheriff's Office (including one Lieutenant and 11 deputies from the patrol division). This class offered our CIT instructors the opportunity to engage with students who largely have a number of years of experience in their respective fields. This provided the trainers with the opportunity to engage students in rich discussions about their experiences with responding to mental health crises in the field. Our next 40-hour basic class will take place from May 5th-9th, and will primarily be comprised of recruits from this year's Hanover Sheriff's Office academy. The CIT program continues to grow and regularly engages in discussions about ways to improve the training and collaborative aspects of the program.

D. Community Support Services

At the end of January we were notified that DBHDS will be contracting with an external source to complete approximately 2000 Supports Intensity Scales (SIS) over the next four months; intending to establish stronger confidence in inter-rater reliability of the assessment and one of the first steps toward waiver reform. The CSB's role during the study will be to coordinate SIS appointments and to ensure case management representation during the assessment process for those individuals receiving CSB case management.

The ID teams will be participating in an internal conference day on February 28th to promote Thomas Pomeranz's *Principles of Building Community*. Dr. Thomas Pomeranz is a nationally recognized authority, trainer, clinician and consultant in the field of services for people with

disabilities. He is the highly acclaimed creator of Universal Enhancement, which teaches strategies promoting community participation and supporting people to have a quality life.

DOJ Update

Of the nine individuals identified in the DOJ transition from the training center, we have three that remain; two who are now in the 12 week transition window and one who is waiting for an AR. SVTC now projects they will close their doors by the beginning of June, 2014.

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.

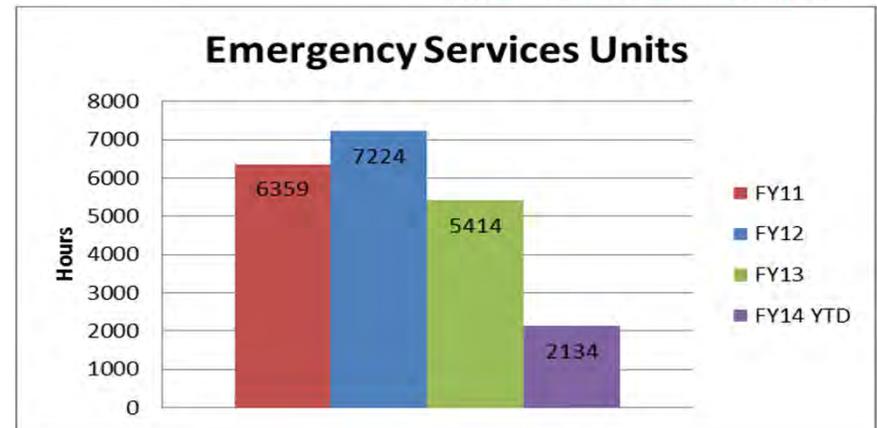
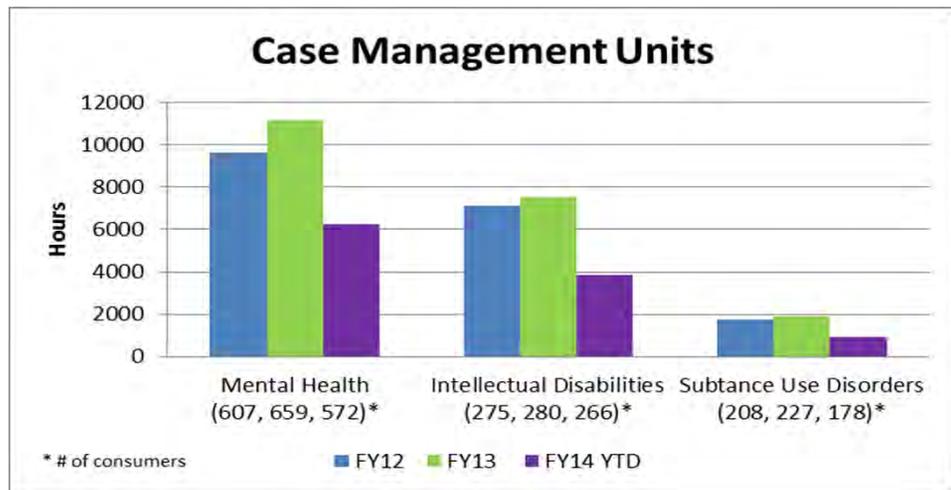
Hanover County Community Services
December 2013

At-a-Glance	Hospitalizations: 20	Number Served: 991	Admissions: 104	Discharges: 102
FY14 YTD Avg	22	1006	123	117
FY13 Avg	27	931	88	81

	FY13 Actual	FY14 Projected	FY14 YTD	% of Projected	
Mental Health Services					
Acute Psychiatric or Inpatient Services	17	25	10	40%	●
Outpatient Services	763	750	609	81%	●
Assertive Community Treatment	68	60	63	105%	●
Case Management Services	659	600	572	95%	●
Rehabilitation	96	90	79	88%	●
Supportive Residential Services	17	20	14	70%	●
Intellectual Disability Services					
Case Management Services	280	260	266	102%	●
Rehabilitation	43	45	47	104%	●
Sheltered Employment	23	25	21	84%	●
Individual Supported Employment	83	100	85	85%	●
Supportive Residential Services	38	25	41	164%	●
Substance Abuse Services					
Inpatient Services	2	10	2	20%	●
Outpatient Services	188	200	156	78%	●
Case Management Services	227	250	178	71%	●
Intensive Residential Services	23	25	14	56%	●
Emergency Services					
Emergency Services	588	525	483	92%	●
Assessment and Evaluation Services	868	750	585	78%	●

BUDGET

	YTD % BUDGET	BUDGET	AMOUNT YTD
Expenses			
Salaries	43.66%	\$8,584,534	\$3,748,410
Oper. Exp	33.41%	\$1,473,733	\$492,323
Capital Outlay	100.00%	\$57,157	\$57,157
TOTAL:		\$10,115,424	\$4,297,890
Revenue			
Local	50.00%	\$4,108,902	\$2,054,451
State + Federal	48.78%	\$2,730,737	\$1,332,190
Other	34.87%	\$1,065,951	\$371,679
Medicaid	56.74%	\$2,209,834	\$1,253,901
TOTAL:		\$10,115,424	\$5,012,221



Focus Forward Updates:

1. Enhance process for developing agency short-term and long-term goals and related data measures: *Staff working with Board's Exec. Committee to develop interim Strategic Plan that will include such goals and related data metrics; also in beginning preparation for upcoming CARF survey, current processes for CARF-related standards will be reviewed and updated if appropriate.*
2. Continue to address transportation challenges through involvement in regional & state-wide efforts: *LogistiCare Regional Advisory Committee; VACSB Public Policy efforts related to JLARC study of DMAS contract.*
3. Continue to build knowledge and consider strategies to best position the CSB for the implementation of health care reform: *Staff have participated in a number of webinars hosted by VACSB and others regarding this topic; as well much effort is being devoted to the implementation of the BNSA contract (Magellan) and preparation for the start of the Commonwealth Coordinated Care Project.*

HCCSB Strategic and Operational Goals and Objectives

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

OBJECTIVE	TASKS	COMMENTS
<p>1.1. To provide Board and staff training on best practice services for individuals with Autism Spectrum Disorder (ASD).</p>	<p>1.1.1. Staff will coordinate or provide at least two training events by June 30, 2012.</p> <p>1.1.2. Information on ASD will be included on the website by January 12, 2012.</p> <p>1.1.3. Collaborate with DBHDS and community partners to clarify the role of the CSB in providing services to this population by January 2012.</p> <p>1.1.4. Recommend enhancements to current case coordination and program services to include individuals with ASD and other developmental disabilities.</p>	<p>1.1.1. Completed: Autism training was provided to the Board on 4/15/13; staff were provided training on 4/16/13 that included information on ASD for children (presented by school personnel) and adults (presented by DBHDS staff).</p> <p>1.1.2. Due to comprehensive redesign of the County's website, no specific information about ASD has been included.</p> <p>1.1.3. Since the DOJ Settlement, DBHDS has initiated a redesign of waivers; it is anticipated that this process will clarify service delivery for those with ASD.</p> <p>1.1.4. Through a number of trainings and resources, staff have become more knowledgeable about ASD.</p>
<p>1.2. To explore options for a mental health free clinic in Hanover County.</p>	<p>1.2.1. Meet with St. James the Less Free Clinic coordinators regarding possible collaboration by October 2012.</p> <p>1.2.2. Explore free clinic models and funding opportunities and report to the CSB Board by April 2012.</p>	<p>1.2.1. & 1.2.2. Completed by Dr. Slaven; concerns about liability issues, staffing and volunteer capacity were expressed and project was not explored further.</p>
<p>1.3. To develop and present a program analysis regarding the application of best practice models.</p>	<p>1.3.1. Develop a report on evidence-based best practice (EBIT) models currently provided by the organization by May 2012.</p> <p>1.3.2. Evaluate EBIT approaches in mental health and substance abuse not currently provided by the organization by May 2012.</p>	<p>1.3.1. Best practices are demonstrated in CIT, mental health and substance abuse services and in efforts related to Employment First.</p> <p>1.3.2. On an ongoing basis, staff evaluate best practice/ EBIT models not in use in programs and consider their applicability.</p>
<p>1.4. To maintain and enhance the provision of quality services through maintaining national accreditation.</p>	<p>1.4.1. Begin preparation for CARF re-accreditation survey and present progress to the Board on August 2011.</p> <p>1.4.2. Complete CARF accreditation survey by October 31, 2011 and maintain 3 year accreditation status.</p>	<p>1.4.1 Preparation for CARF reaccreditation was completed with progress presented to the Board.</p> <p>1.4.2. Survey conducted in September 2011; three year accreditation received. Next accreditation survey will be in Sept. 2014.</p>

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

OBJECTIVE	TASKS	COMMENTS
<p>2.1. To evaluate the CSB website and other methods of communication to ensure they meet the needs of the citizens of Hanover County, including the person served and other stakeholders.</p>	<p>2.1.1. Review website and make improvements by November 2011. 2.1.2. Convene a committee of the CSB Board to review all written communication for review and recommendations by February 2012.</p>	<p>2.1.1. Comprehensive redesign of the County's website is currently underway. New website will be service/need-based, not agency-based and will be a marked improvement over current site. Website is scheduled to launch in March 2014 and CSB Board members will be offered a preview on March 17, 2014. 2.1.2. Board Committee was not convened, however two board members are involved in reviewing content and ease of use for the new website.</p>
<p>2.2. To meet with community service and prevention partners annually to discuss collaboration opportunities with the intent of engaging in at least one project with Hanover Mental Health Association, Hanover Community Support Services and Hanover Arc.</p>	<p>2.2.1. Meet individually with the advocacy groups to discuss collaborative projects over the next three years by October 2012. 2.2.2. Assemble a community roundtable to identify at least one community project to work together by October 2012. 2.2.3. Continue partnership with Hanover Community Support Services where they support six client apartments.</p>	<p>2.2.1. Staff continue to meet monthly with HCSS and has had several meetings with Hanover Arc. The Board also now has an Hanover Arc liaison who provides updates monthly on that agency's efforts. HCSB and HMHA will collaborate on a joint Mental Health First Aid training (Feb 28/March 1, 2014). As well, staff have been working closely with school personnel to better collaborate related to transition. 2.2.2. While a community roundtable was not convened by the CSB, staff have participated in a number of such efforts around web-based access to service and resource information, volunteer engagement, and youth service projects (RAFT). 2.2.3. HCSS continues to provide funding for apartments and are exploring further options related to housing.</p>

<p>2.3. To provide at least three public awareness activities and/or newspaper articles each year.</p>	<p>2.3.1. Meet with selected CSB and County staff and Board members to develop a community awareness plan by July 2012.</p> <p>2.3.2. Present to the CSB Board a public awareness plan by September 2012.</p>	<p>2.3.1. & 2.3.2. While not fully developed in a plan, several community awareness activities have taken place - to include, articles published in local newspapers and through Hanover County publications about the Jean C. Harris award winners (2012 & 2013), staff presentations to community groups and providers and public open house events, including the ribbon-cutting for the pavilion at DHR. Tours of CSB programs/facilities have also been made available for agency partners.</p>
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Goal 3: To insure that the Hanover County Community Services Board is engaged, informed, representative of the citizens of Hanover County, including the person served and the Board of Supervisors.

OBJECTIVE	TASKS	COMMENTS
<p>3.1. To provide an annual CSB Board Profile to the Board of Supervisors to assure that the HCCSB Board is representative of the persons served.</p>	<p>3.1.1. Provide a briefing to the Board on accreditation and state code regarding Board representation by August 2011. 3.1.2. Develop the annual profile and present to the Board of Supervisors by November of each year.</p>	<p>3.1.1. Completed by Dr. Slaven. 3.1.2. Staff provide information on composition and board needs, as necessary and in November of each year.</p>
<p>3.2. To annually review the HCCSB Board Orientation process and continuing education needs of CSB Board members.</p>	<p>3.2.1. Assemble a CSB Board committee to review new and continuing board member orientation for improvements by August 2012. 3.2.2. Make recommendations to CSB Board regarding changes and enhancements to the Board orientation process and materials by September 2012.</p>	<p>3.2.1. A Board committee was not engaged to review and recommend changes to board member orientation. However, board members received training from Mary Ann Bergeron from VACSB about board members roles and expectations. Through the Executive Committee, discussions of needed training inform the development of work session topics. 3.2.2. New member orientation had been enhanced to include a tour of facilities/programs and changes to the orientation manual.</p>
<p>3.3. To conduct an annual staff and stakeholder satisfaction survey.</p>	<p>3.3.1. Convene a CSB Board and staff committee to develop staff satisfaction survey by April 2012. 3.3.2. Implement annual staff satisfaction survey by June 2012. 3.3.3. CSB Board and staff committee will review current annual satisfaction survey and recommend edits or improvements by October 2012. 3.3.4. Implement annual stakeholder satisfaction survey and report results to the CSB Board by January of each year.</p>	<p>3.3.1. A Board/staff committee was not convened to develop a staff satisfaction survey. 3.3.2. Due to significant staff/leadership turn-over, the staff satisfaction survey was not completed, however, staff input is gained in many different ways. 3.3.3. The annual satisfaction survey was reviewed, edited and developed as an online survey for stakeholders. The client survey was also updated; clients were supported by QI staff in completing the survey. 3.3.4. Survey results have been compiled but not yet presented.</p>

<p>3.4. To provide additional educational opportunities for the HCCSB Board regarding military veterans, waiver programs and identified selected topics.</p>	<p>3.4.1. Develop a CSB Board survey to receive input on work session topics for the year by February of each year.</p> <p>3.4.2. Develop a schedule of Board work session topics on the annual CSB Board calendar by January of each year.</p>	<p>3.4.1. A board survey was not used to gain input on work sessions topics, however, all were developed with input by the Board/Executive Committee and scheduled 3-months in advance.</p> <p>3.4.2. An annual calendar is developed each year; a rolling 3-month view is provided to Board members each month.</p>
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Executive Committee Meeting
Monday, October 15, 2013

Present: William Brenzovich, Sharon Bunger, Theresa Dixon, Herb Sening, and Ivy Sager

The meeting was called to order by Sharon Bunger at 8:07 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland VA 23005.

Approval of Minutes: The minutes of the July 15, 2013 meeting were reviewed. These minutes will be presented to the full board at the November 18 meeting.

Ivy Sager indicated that she is still waiting for confirmation of the date that the Board of Supervisors (BOS) will meet with our state legislators. This open meeting is held annually so that the BOS can present its legislative agenda. It was agreed that Sharon and/or Herb would attend, along with Ivy, on behalf of the CSB. In the late spring, she would like to schedule a meeting with elected representatives to the General Assembly to discuss advocacy efforts.

Ivy Sager stated that she is working with the Board of Supervisors to have CSB Board appointments completed in November, which would make it easier for the Nominating Committee.

For the Nominating Committee, Sharon Bunger is considering appointing Theresa Dixon and William Brenzovich, as well as either Jeanie Edwards or Eric Hendrixson at the November 18 meeting. Elections of new officers will take place at the December 16 meeting.

With the Strategic Plan up for renewal, Ivy Sager will have staff review current plan and make recommendations to the Executive Committee for consideration, so the current plan can be carried forward to the end of the fiscal year. The Executive Committee will meet on November 25 at 5:30 PM to review these recommendations, so they may be presented to the full Board at the December 16 meeting.

The meeting was adjourned at 8:35 PM.

Respectfully submitted,

William E. Brenzovich, Sr.
Secretary

**CSB Board
Three-Month Planning Calendar**

March	April	May
-Budget Public Hearing, Board of Supervisors Date: 3/26/14, 7pm -ID Awareness Month - New Member Tour -Board Planning: 3/10/14 -Board Meeting: 3/17/14 Work Session: Preview of County's New Website	-Jean C. Harris Award nomination period -Board of Supervisors – FY15 budget approval: 4/9/14 -Board Planning: 4/14/14 -Board Meeting: 4/21/14 Work Session: TBD	-Mental Health Month -3 rd Qtr. Financial Report -Review of Fees and Fee Scale -VACSB Development and Training Conference, April 30-May 2, Norfolk -Board Planning: 5/12/14 -Board Meeting: 5/19/14 Work Session: Jean C. Harris Award Reception

Upcoming Events & Activities:

- February 26, 6pm: County Administrator's Budget Presentation to the Board of Supervisors
- February 28, 1:30-6:00 p.m. & March 1, 9:00 a.m.-1:30 p.m.: Mental Health First Aid training, Bell Creek (8475 Bell Creek Road)
- March 26, 7pm: Budget Public Hearing, County Administration Building
- April 30 - May 2: VACSB Development and Training Conference, Sheraton Waterside Norfolk
- May 6, 7pm: *Spirit of Volunteerism* Celebration, Hanover High School Auditorium

**Hanover Community Services Board
Jean C. Harris Award for Excellence Nomination Form**

Please use this sheet if additional space is needed.