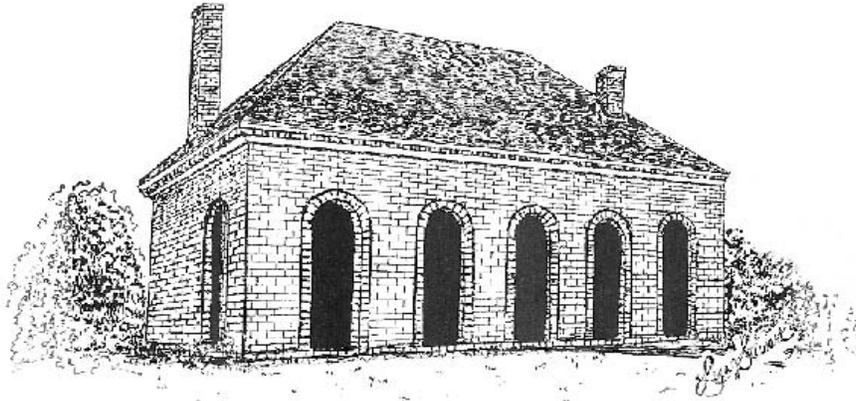


BOARD MEETING PACKET

PREPARED FOR
HANOVER COUNTY COMMUNITY SERVICES BOARD



MEETING DATE	January 27, 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

January 27, 2014 6:30 p.m.
Hanover Community Services Board Conference Room,
12300 Washington Highway, Ashland, VA 23005

5:30 p.m. – Work Session: Regional Collaboration

6:30 p.m. – Board Meeting:

- 1. Welcome and Roll Call**
- 2. Donations**
- 3. Citizens Comments**
- 4. Approval of Minutes – December 16, 2013 Board Meeting**
- 5. Board Liaison Reports**
 - a. Hanover Mental Health Association – Jeanie Edwards**
 - b. Hanover Community Support Services – Bill Brenzovich**
 - 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: February 17, 2014, 6:30 p.m.
Hanover Community Services Board Conference Room
12300 Washington Highway, Ashland, VA 23005

BOARD OF SUPERVISORS

W. CANOVA PETERSON, CHAIRMAN
MECHANICSVILLE DISTRICT

SEAN M. DAVIS, VICE-CHAIRMAN
HENRY DISTRICT

WAYNE T. HAZZARD
SOUTH ANNA DISTRICT

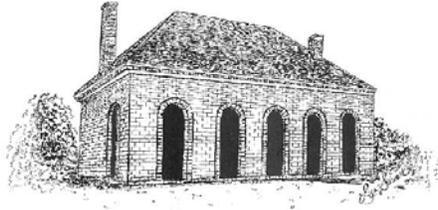
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COUNTY ADMINISTRATOR



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

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DRAFT OF MINUTES

December 16, 2013

Members Present	Members Absent	Others
Eric Hendrixson	Laurie Mathews	Ivy Sager
Scott Bateman		Lisa Seward
Herb Sening		Peter Getts
Jeanie Edwards		Lisa Beitz
Sharon Bunger		Jim Taylor
Theresa Dixon		Donna Boyce
Anna Rice-Wright		Joelle Inge-Messerschmidt
William Brenzovich		Carol Ciucci
Hamilton Holloway		Warren Rice
Sean Davis		Stacy Johnson-Moore
Thomas Blake		

BOARD MEETING

The meeting was called to order by Sharon Bunger, Chairperson, at 6:48 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland VA 23005.

Welcome and Roll Call

Sharon Bunger, Chairperson, welcomed everyone to the Board meeting. The following members were present at roll call: Eric Hendrixson, Scott Bateman, Herb Sening, Jeanie Edwards, Sharon Bunger, Theresa Dixon, Anna Rice-Wright, William Brenzovich, Hamilton Holloway, Sean Davis, and Thomas Blake.

Donations

Upon motion by Bill Brenzovich and second by Jeanie Edwards, a \$200 donation to RAFT House from Hanover Mental Health Association was accepted.

Citizen Comments

None.

Approval of Minutes

The following amendments were made to the minutes of the November 25, 2013 meeting:

- Correction - Board Liaison Reports, Hanover Arc: change the last sentence to read: "Hanover Arc is finalizing its legislative agenda; the first budget hearing is January 3, 2014."
- Addition - Executive Director's Report: add to the last paragraph "Hamilton Holloway noted that these individuals are starting their transition for graduation in June 2014."
- Addition - Other Business: add "Tommy Blake requested a detailed organizational chart."

The minutes were deemed approved as amended.

Board Liaison Reports

1. Hanover Mental Health Association – Jean Edwards distributed a handout about mental health first aid training and noted the next class will be held on January 24 and 25, 2014. Ivy Sager added that she will follow-up with HMHA about class dates in February and the cost to participants.
2. Hanover Community Support Services – No report.
3. Hanover Arc – Hamilton Holloway reported that Hanover Arc is preparing to have speakers at all of the budget hearing across the state. Additionally, Hanover Arc's annual meeting is this Sunday; they have been doing a lot of fundraising at Bass Pro Shop, selling hot dogs, which will help them provide Christmas gifts for members who would not otherwise have much; and they are reviewing the proposed budget and preparing for the legislative agenda. Lastly, Mr. Hamilton noted that the independent reviewer's report on the status of the DOJ settlement came out last week and there continues to be a lot of concern about transition in the community. He suggested that it would be good for the Hanover CSB to find out where they fit within those numbers.

Executive Director's Report

Jim Taylor reviewed the Human Services Annual Report included in this month's meeting packet. Lisa Beitz discussed the RAFT House Self-Assessment included in this month's meeting packet. Ivy Sager reported that Fairfax County has put an action statement around transportation in their legislative agenda and they have legislative sponsors who will put forth a bill directing an independent study by the Joint Legislative Audit and Review Commission (JLARC) of the continuing problems experienced by Virginians with intellectual disabilities or mental illness who depend on Medicaid-funded transportation as provided by the state's brokers. Sean Davis noted that the legislative committee of the Hanover Board of Supervisors is considering adding transportation as an agenda item. Upon motion by Bill Brenzovich and second by Anna Rice-Wright, the Hanover Community Services Board supports the Board of Supervisors in considering transportation as an important legislative issue. Tommy Blake requested an organizational chart that includes personnel names and a brief job description for each.

Chairman's Report

Sharon Bunger reported that the Executive Committee met on December 3, 2013. The committee reviewed the strategic plan in depth. Sharon noted that the next meeting of this Board will be January 27, 2014, due to the County holiday on January 20. Ivy reminded this Board that the VACSB legislative conference will be January 21 -22, 2014.

Action Item(s)

Terry Dixon reported that the Nominations Committee recommends the following slate of officers for 2014:

Chair: Bill Brenzovich

Vice-Chair: Jeanie Edwards

Secretary: Scott Bateman

Upon motion by Eric Hendrixson and second by Anna Rice- Wright, the slate of officers for 2014 was accepted.

Other Business

Sharon thanked Terry Dixon and Anna Rice-Wright for their service on this Board. She also thanked Herb Sening and Bill Brenzovich for their service as officers in 2013.

Lisa Beitz generally discussed the situation that occurred in Bath County and how our staff handle some of the challenges faced during crisis situations.

The next regularly scheduled Board meeting will be held Monday, January 27, 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

January 27, 2014

A. Executive Director

General Updates

Orientation for new board members took place on January 14, 2014. Just prior to that date, the consumer representative resigned; we will renew efforts to work with the Board of Supervisors on another appointment. With the convening of the Virginia General Assembly, staff have been involved in legislative-related activities, including monitoring proposed legislation and responding to requests for financial or service-delivery impacts. As well, two staff and two board members attended the VACSB Legislative Conference and that organization's weekly legislative update is being provided to CSB board members. In response to a regional effort, staff are beginning the process to further develop a Continuity of Operations Plan (COOP) for the agency. This effort will also include clarifying the CSB's role in county-wide disaster response.

As follow-up to the discussion in December about Mental Health First Aid training, February 28th and/or March 1st are being offered by Hanover Mental Health Association for this training. Board members are asked to consider availability for these dates so that a final decision can be made at the meeting. The cost for this training will be covered by the CSB.

The following reports are included in this packet for your information and review:

- Transportation Study Report – quarterly report for October- December 2013.
- Organizational Chart – as revised in response to a board member's request.
- Board meeting dates – for the current calendar year.

Human Resources

During the month of December, we had 2 new hires (Psychiatric Nurse Supervisor; Training Specialist) and one internal hire (Clinical Supervisor). There were no resignations.

B. Clinical Services

CSB On-call staff ensured that we were able to provide around the clock emergency mental health response to the citizens of Hanover County throughout the holiday season. Even with the numerous holidays over the past few months and the threats of inclement weather, staff made certain that crisis services were maintained, uninterrupted to those in need.

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.

C. **Community Support Services**

ID and Employment Service staff was busy through the holidays coordinating efforts with two local organizations to provide a wonderful Christmas experience for a small group of the Hanover families in need.

Employment staff engaged some of our community stakeholders in an intensive focus meeting to identify perspectives on the state's "Employment First" initiative and how that might look for Hanover County. We were able to glean helpful insights to aid us as we move forward in future development.

DOJ Update: Currently, 4 individuals remain at Southside Virginia Training Center (SVTC). One is scheduled to transfer to Central Virginia Training Center (CVTC) on 2/29/14; one is awaiting an Authorized Representative (AR); and another is awaiting medical clearance to transition to the community (plans are in place and can be implemented once medical clearance is received). The remaining individual is currently at Central State Hospital (CSH) and desires to be transferred to CVTC. Some challenges remain that the staff are working diligently to address with SVTC and CSH staff.

Lastly, on January 22, 2014, CSBs received notice from Connie Cochran, Assistant Commissioner for Developmental Services (Dept. of Behavioral Health and Developmental Services – DBHDS), which read, in part: "For a variety of reasons, in January, 2014, the Department and the University of New Hampshire (UNH) amended the deliverables for the final six months of the START contract. In addition to changing scheduled trainings with the regional programs, the regions will no longer be branded START, although programs will continue to operate with services and methods based on the START model. This will allow regional variations and there will no longer be expectations by UNH Center for START Services that the programs demonstrate all of the competencies and protocols of START programs. However, UNH will be providing some training to the programs throughout the remainder of the year. The expectations from DBHDS to the 5 Regional Programs has not changed, and they will follow their contracted requirements as agreed upon in each of the regions, and deliver services per their licenses. The programs have been rebranded as REACH -- **R**egional **E**ducational **A**ssessment **C**risis **R**esponse and **H**abilitation. . . REACH will provide regional flexibility and continue to build upon the key tenets of the START model in place, allowing Virginia to maintain a statewide coordinated developmental disabilities crisis system."

**Hanover County Community Services Board
Transportation Study Committee
Quarterly Report: October 1 – December 31, 2013**

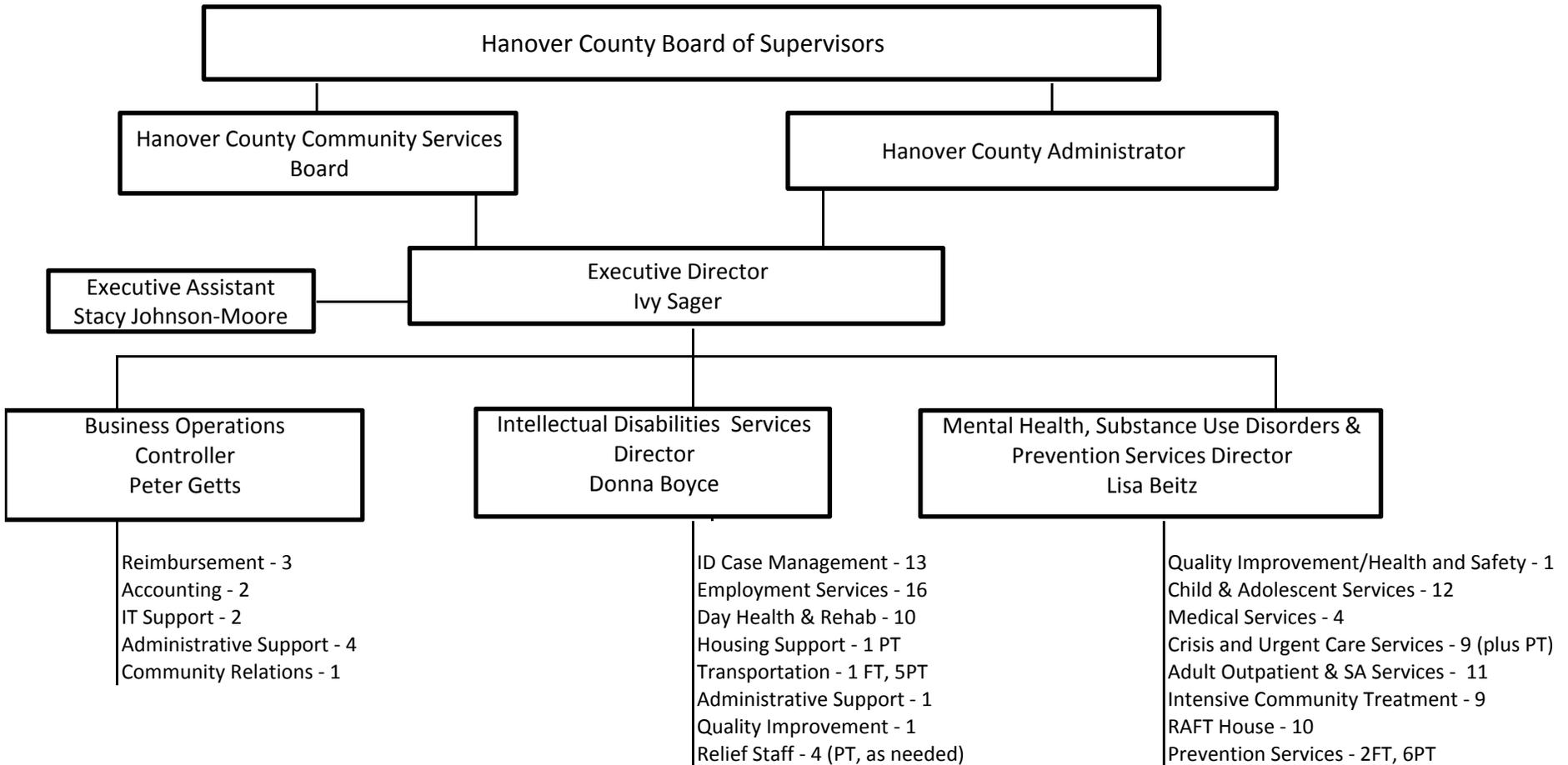
In July 2013, the Hanover CSB approved the following recommendations resulting from the work of the Transportation Study Committee. This quarterly report is provided to the Board as outlined in the recommendations.

Recommendation	Timeframe	Deliverable	Current Activities/Status																																																				
<p>Keep Doing What We Are Doing – 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 893"> <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>October</td> <td>1853</td> <td>80.57</td> <td>11.9%</td> <td>32.4%</td> <td>55.6%</td> </tr> <tr> <td>November</td> <td>1414</td> <td>74.42</td> <td>12.0%</td> <td>31.8%</td> <td>56.2%</td> </tr> <tr> <td>December</td> <td>1475</td> <td>73.75</td> <td>11.8%</td> <td>31.7%</td> <td>56.5%</td> </tr> <tr> <td>Jul-Sept (Avg)</td> <td>1765</td> <td>82.79</td> <td>12.1%</td> <td>31.7%</td> <td>56.3%</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 July – September 2013 had not been received at the time of the last quarterly report. That data, as well as the information for October – December 2013 is provided below.</p> <table border="1" data-bbox="1239 1153 1995 1445"> <thead> <tr> <th></th> <th>All Rides</th> <th>All Complaints</th> <th>Number of Rides for CSB</th> <th>Number Complaints from CSB members</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> </tbody> </table>						# of Rides	Daily Avg	% DHR	% RAFT	% Employment	October	1853	80.57	11.9%	32.4%	55.6%	November	1414	74.42	12.0%	31.8%	56.2%	December	1475	73.75	11.8%	31.7%	56.5%	Jul-Sept (Avg)	1765	82.79	12.1%	31.7%	56.3%		All Rides	All Complaints	Number of Rides for CSB	Number Complaints from CSB members	Status/ Outcome	July-Sept.	13,886	106	388	18	Resolved	Oct.-Dec.	14,853	205	410	2	Resolved
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			<p>RAFT continues to manage their transportation needs. This is going well and has allowed for some additional program support.</p> <p>The LogistiCare Regional Advisory Board (Region 3) did not meet during this quarter. The next meeting is scheduled for Jan. 21, 2014. CSB staff did not meet with DMAS & LogistiCare staff this quarter.</p>
<p>Statewide Coordinated Effort/VACSB Public Policy Committee – 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>As follow-up to the information provided in December, the Hanover County Legislative Committee agreed to support the legislation out of Fairfax County seeking a JLARC study of the LogistiCare’s service and the contract oversight by DMAS. This legislation, HJ40, sponsored by Delegate Albo, has been referred to the House Committee on Rules.</p>
<p>Document and Manage Complaints – To more formally track and manage LogistiCare complaints.</p>	<p>Effective July 1st and ongoing thereafter.</p>	<ul style="list-style-type: none"> • 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. • The list of new and unresolved complaints will be provided at each quarterly LogistiCare Advisory Committee meeting. As necessary, DMAS will be asked to follow-up on unresolved complaints. 	<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, five complaints were documented; 2 were for transportation to CSB programs, the other 3 were for individuals known to the agency but the service was not to one of our programs. Four of the five were documented as “provider no show”. The fifth was documented as inappropriate driver conduct. All complaints were filed with LogistiCare; follow-up will be on-going with LogistiCare staff.</p> <p>CSB staff continue to be reminded of how critical it is to complete the Credible activity as a second layer of the complaint process.</p>

		<ul style="list-style-type: none"> Complaint information (number and status) will be included in the Quarterly Transportation Report. 	
<p>Combine with some or all of County transportation to solve the problem on a bigger scale – 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>Continued Quality Improvements – 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>

HANOVER COMMUNITY SERVICES



Counseling and Case Management - With offices in Mechanicsville and Ashland, counseling and case management provides outpatient counseling, groups and case management services for both adults and youth with serious mental health issues and/or substance use disorders.

Crisis and Urgent Care - around the clock immediate assistance to anyone in Hanover County experiencing a mental health or substance use emergency; also includes Crisis Intervention Training (CIT).

Employment - employment supports for individuals served by the agency who wish to gain skills to enable them to work - both in house and community employment opportunities are available.

Day Programs - a day program for individuals with serious mental illness (RAFT) and a day program for persons with intellectual disabilities (Day Health & Rehab) are available.

Prevention and Community Education - provides support and skill building opportunities for youth and their families ; services are provided in collaboration with schools, and other community organizations to promote resiliency and well being for youth and families.

BOARD OF SUPERVISORS

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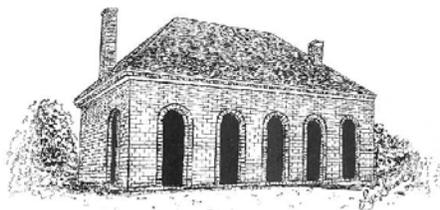
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**Hanover County Community Services Board
2014 Board Meeting Schedule**

The Hanover Community Services Board will hold its regular meetings on the following dates and at the following locations (subject to change due to inclement weather):

Date	Time	Location
Monday, January 27, 2014	6:30 p.m.	Hanover Community Services Board Conference Room 12300 Washington Highway, Ashland, VA 23005
Monday, February 17, 2014	6:30 p.m.	Hanover Community Services Board Conference Room 12300 Washington Highway, Ashland, VA 23005
Monday, March 17, 2014	6:30 p.m.	Hanover Community Services Board Conference Room 12300 Washington Highway, Ashland, VA 23005
Monday, April 21, 2014	6:30 p.m.	Hanover Community Services Board Conference Room 12300 Washington Highway, Ashland, VA 23005
Monday, May 19, 2014	6:30 p.m.	Hanover Community Services Board Conference Room 12300 Washington Highway, Ashland, VA 23005
Monday, June 16, 2014	6:30 p.m.	Hanover Community Services Board Conference Room 12300 Washington Highway, Ashland, VA 23005
Monday, July 21, 2014	6:30 p.m.	Hanover Community Services Board Conference Room 12300 Washington Highway, Ashland, VA 23005
Monday, August 18, 2014	6:30 p.m.	Hanover Community Services Board Conference Room 12300 Washington Highway, Ashland, VA 23005
Monday, September 15, 2014	6:30 p.m.	Hanover Community Services Board Conference Room 12300 Washington Highway, Ashland, VA 23005
Monday, October 20, 2014	6:30 p.m.	Hanover Community Services Board Conference Room 12300 Washington Highway, Ashland, VA 23005
Monday, November 17, 2014	6:30 p.m.	Hanover Community Services Board Conference Room 12300 Washington Highway, Ashland, VA 23005
Monday, December 15, 2014	6:30 p.m.	Hanover Community Services Board Conference Room 12300 Washington Highway, Ashland, VA 23005

Monthly work sessions, if applicable, begin at 5:30 p.m. in the same location as the meeting.
The meeting schedule, meeting packets and approved minutes are available online.

**CSB Board
Three-Month Planning Calendar**

February	March	April
-2 nd Qtr. Finance & G&O Progress Report -Harris Award Planning -Board Planning: 2/10/14 -Board Meeting: 2/17/14 Work Session: Confidentiality & Human Rights	-Budget Presentation, Board of Supervisors Date: 2/26/14 -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 approves annual budget -Board Planning: 4/14/14 -Board Meeting: 4/21/14 Work Session: TBD

Upcoming Events & Activities:

- February 6: CIT Cross-Systems Mapping Follow-Up (Bill Brenzovich attending)
- February 26: County Administrator's Budget Presentation to the Board of Supervisors
- February 28 – March 1 (tentative): Mental Health First Aid training, location TBD
- April 30 - May 2: VACSB Development and Training Conference, Sheraton Waterside Norfolk