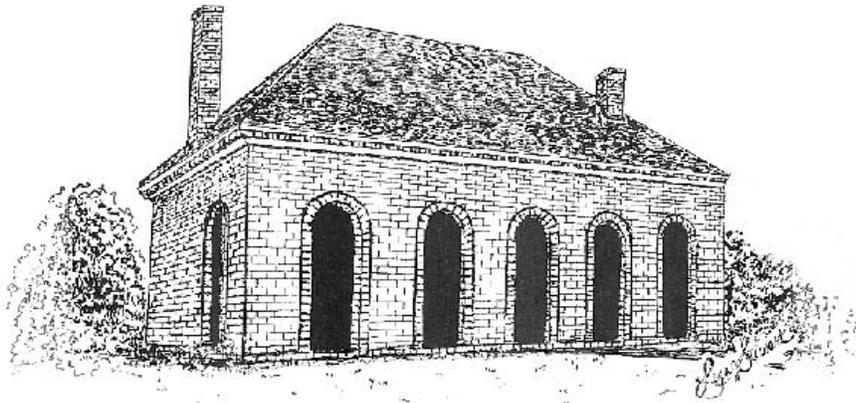


BOARD MEETING PACKET

PREPARED FOR
HANOVER COUNTY COMMUNITY SERVICES BOARD



MEETING DATE	July 21, 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

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

*** NO WORK SESSION WILL BE HELD**

6:30 p.m. – Board Meeting:

- 1. Welcome and Roll Call**
- 2. Donations**
- 3. Citizens Comments**
- 4. Approval of Minutes – June 16, 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**
 - d. Hanover Board of Supervisors – Sean Davis**
- 6. Executive Director’s Report**
 - a. Directors’ Reports**
 - b. FY15-FY16 Performance Contract**
 - c. Other Items**
- 7. Chairperson’s Report**
 - a. Executive Committee Report**
 - b. Committee Assignments**
 - c. Board Self-Assessment**
 - d. Board Member Activity**
 - e. Other Items**
- 8. Action Items**
 - a. Board Policies – Adoption of Revisions**
 - b. FY15 CIT Assessment Site Funding – Recommendation for Acceptance**
- 9. Adjourn**

Next Regularly Scheduled Meeting: August 18, 2014, 6:30 p.m.
Hanover Human Services Conference Room
12304 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

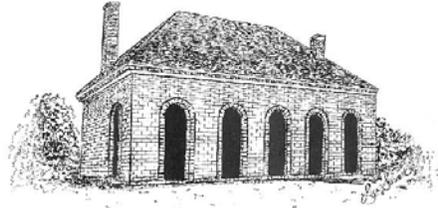
W. CANOVA PETERSON
MECHANICSVILLE DISTRICT

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

June 16, 2014

Members Present	Members Absent	Others
Scott Bateman	Eric Hendrixson	Ivy Sager
Thomas Blake	Warren Rice	Lisa Beitz
William Brenzovich		Peter Getts
Sharon Bunger		Jim Taylor
Sean Davis		Rhu Harris
Jeanie Edwards		Donna Boyce
Lynn Hargrove		Stacy Johnson-Moore
Hamilton Holloway		
Herb Sening		

WORK SESSION:

Scott Ward, Crisis and Urgent Care Coordinator, presented an overview of the 2014 legislative changes to Virginia’s civil commitment laws. Ivy Sager provided legislative updates from VACSB and Hanover County.

BOARD MEETING:

The meeting was called to order by William Brenzovich, Chairperson, at 6:35 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: Scott Bateman, Thomas Blake, William Brenzovich, Sharon Bunger, Sean Davis, Jeanie Edwards, Lynn Hargrove, Hamilton Holloway and Herb Sening.

Donations - None

Citizen Comments - None

Approval of Minutes

The minutes of the May 19, 2014 meeting were deemed approved as submitted.

Board Liaison Reports

1. Hanover Mental Health Association – Jeanie Edwards reported that Hanover Mental Health Association will hold another yard sale in September; their board continues to promote mental health first aid training.
2. Hanover Community Support Services – No report.
3. Hanover Arc – Hamilton Holloway reported that A Taste of Hanover netted a little over \$26k; Hanover Arc continues to work with the Special Education Advisory Committee around segregation of children with autism to a single school and noted that the application of this practice has expanded beyond autism. There has been no progress on transportation for after-school care. The waiting list for ID and DD waivers continues to grow, particularly with no funding beyond what was mandated by the DOJ settlement. Ivy Sager noted that Hanover expects 5 new waivers from the DOJ mandate; Hamilton added that many organizations across the state are working at the state level regarding waiver reform.
4. Board of Supervisors – Sean Davis reported that the Board of Supervisors did not take an official position regarding Medicaid reform but he expects they will officially advocate for Medicaid waivers. Herb Sening noted that the Waiver Allocation Panel receives training before beginning their process; he suggested this training may be suitable for a CSB work session. Rhu Harris reported that Hanover is projected to lose approximate \$750k in the state budget; he does not anticipate the loss will impact the CSB budget, however.

Executive Director's Report

Ivy Sager discussed the Human Services Strategic Plan included in the meeting packet and highlighted areas where it directly intersects with the CSB. She noted that we are beginning to explore a home visiting program in which we'd work with vulnerable young families to offer support, help them connect with existing resources and programs and help them develop the skills they need to be successful. The CSB goals and objectives will reflect and support the Human Services Strategic Plan. Jim Taylor discussed Hanover County's strengths and opportunities, as identified by the community and other stakeholders.

Ivy reported that the 4th report of the Independent Reviewer on compliance with the DOJ settlement agreement is available on the Department of Behavioral Health and Developmental Services (DBHDS) website. She also reported that we are exploring building a broader continuum of day health services; additionally, we plan to advertise the Day Health and Rehabilitation Coordinator position soon. Peter Getts reported that we need a final state budget in order to begin the Performance Contract process. Ivy reviewed CSB accomplishments in FY14. Tommy Blake requested data about employee turnover; Ivy offered that such information is provided in various formats. Upon Hamilton Holloway's request, Ivy agreed to, in the future, provide the critical incident data in percentages, rather than real numbers. This information is included in the Annual Performance Analysis Report.

Chairman's Report

Bill Brenzovich reported that the Executive Committee met on June 9, 2014; they are working on a Board self-assessment tool that will be rolled out in July. He also reported that there will be more information coming around potential additional committees, their purpose, and how they will tie into the Board goals and objectives. Bill noted that he, Jeanie Edwards, and Scott Bateman attended the Employee Appreciation event

on June 10; everyone had a great time. Lastly, Bill pointed out that there will be no work session at the July meeting.

Closed Session

A motion was made by Herb Sening, seconded by Jeanie Edwards and carried to go into closed session pursuant to Virginia Code 2.2-3711(A)(1) for discussion of personnel: annual performance evaluation of the Executive Director.

A motion was made by Herb Sening, seconded by Scott Bateman and carried to certify the closed session.

The next regularly scheduled Board meeting will be held July 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

July 21, 2014

A. Executive Director

General Updates

Staff continues to prepare for the CARF survey and have been working to review and update policies, procedures and plans. The Board policies have been reviewed by the Executive Committee and will be presented to the Board for action at the July 21st meeting (as included in this packet). Procedures and plans are amended and approved at the staff level via the agency's Leadership Team. As part of this process, the agency's Standards of Professional Conduct have been revised. This document is included in the packet for Board Member review. An acknowledgement form, for signature, will be provided at the board meeting.

The agency was notified that our CIT Assessment Site grant proposal was funded. As discussed at the May board meeting, this two-year grant will provide funding to operate an assessment site at Memorial Regional Medical Center. Necessary action by the Board will be on this month's agenda.

Also, at the Chairman's request, included in the board packet is a draft "Self-Assessment" for Board Members. After discussion and any revisions, this self-assessment will be developed into an on-line survey for members to complete. The Chairman will provide additional information during the July meeting.

Regarding continued efforts related to disaster response and the County's VOPEX drill, about 20 CSB staff participated in the Emergency Assembly Center drill by serving as "evacuees" or supporting other county staff. It was a good experience for staff to learn more about the County's emergency response functions and consider both the CSB's role in it and how staff can best support the individual and families we serve. Staff also had limited participation in the full scale drill that took place on July 8th.

Due to scheduling and timing challenges, the quarterly Transportation Study Committee Report will be provided in August.

Human Resources

In the month of June, our full-time Prevention Specialist was hired for a Clinician position and two Relief staff accepted part-time Training Specialist positions.

B. Business Operations

With the adopted State budget for FY15, work resumed on the FY15/FY16 Performance Contract. The draft performance contract was made available for the 30-day public comment period on July 14, 2014. The performance contract will be a Board action item during the August 18, 2014, board meeting.

C. Clinical Services

This month, 17 RAFT members and staff traveled to Farmville to participate in the Recovery Walk hosted by Town House. Martha (Program Director of Town House) reached out to Betsy Brown, the Peer Specialist at RAFT and asked if she would consider writing an article for their local newspaper concerning the Recovery Walk with the focus being on her own personal experiences. Martha indicated that their program and agency had been proactive this past year in providing education concerning recovery within their community. As a way to enhance their mission of educating the community, Martha asked Betsy to write an article about the Recovery

Walk as she thought it would be positive for her community to hear someone else's perspective. She suggested Betsy because of her experiences with mental illness and being a Peer Advocate. Attached is the article Betsy wrote about the Recovery Walk.

D. Community Support Services

In early June, staff collaborated with the Department of Social Services and Hanover Arc to provide information, including a document written by the Endependence Center, Inc., regarding the changes in financial eligibility for Children's Medicaid Waiver Services. The basic change is that a child can have no more than \$1,000 in resources to be eligible for Medicaid Waivers; resources over this amount may make the child ineligible for Medicaid. The information was mailed to all families with children in the ID waiver system; direct contact information was provided should the families have any questions or concerns.

DOJ Update

Based on the state's recent budget action, only 25 community ID waivers are funded for FY15. The remaining ID waivers funded will be provided to individuals transitioning from a state training center. It is unclear at this time how those waiver slots will be distributed across the state's 40 CSBs. Also, as has been previously provided to board members, the DBHDS Commissioner has extended to March 2016 the closure of the Northern Virginia Training Center (NVTC). It was scheduled to close in March of 2015. In her announcement, she stated, "This one-year extension will allow more time to further develop community homes and services in Northern Virginia to serve the needs of the transitioning NVTC residents."

Virginia Development and Housing Authority (VHDA- the state conduit for HUD funding) – Since 1987, the CSB has administered the voucher choice program through VHDA. The CSB has a track record of being a "high performer" which means that we have consistently performed well during VHDA and HUD initiated audits. On June 24th, VHDA officially notified the CSB that we had received fifty (50) additional vouchers. VHDA instructed us to lease as many as possible by December 31, 2014. The fifty additional vouchers (if leased) will give us a total of 134 vouchers (84 vouchers prior to 6/24/14). The CSB receives a monthly stipend for every voucher under lease so the additional revenue will help support the increase of manpower necessary to lease up as many units as possible. While this is a tremendous opportunity for the individuals we serve who have been on the voucher waiting list, many of whom will soon be in their own homes, it has created some staffing and resource challenges that collectively we are working to address.

Mission Statement

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

- mental health
- intellectual disabilities
- substance use disorders

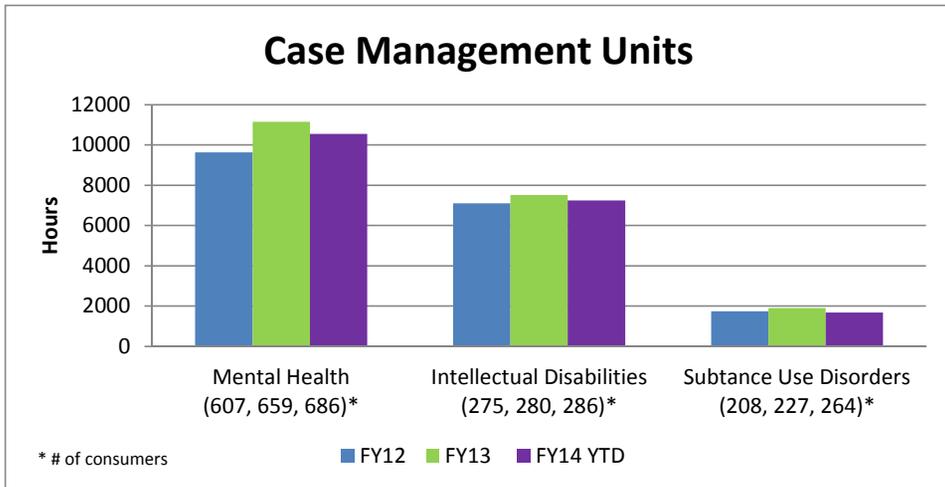
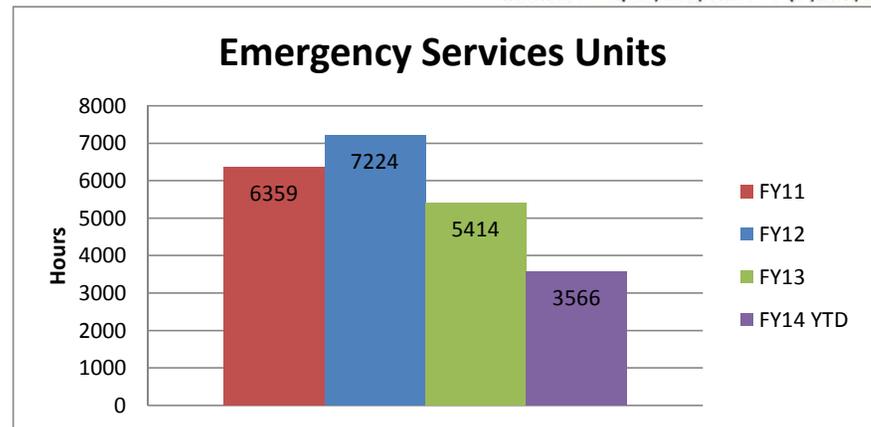
in their efforts to lead satisfying and productive lives in their communities.

At-a-Glance	Hospitalizations: 25	Number Served: 992	Admissions: 137	Discharges: 125	RAFT: 94%
FY14 YTD Avg/Month	22	1000	130	132	66 of 70 /one or more days
FY13 Avg/Month	27	931	88	81	

	FY13 Actual	FY14 Projected	FY14 YTD	% of Projected	
Mental Health Services					
Acute Psychiatric or Inpatient Services	17	25	20	80%	●
Outpatient Services	763	750	741	99%	●
Assertive Community Treatment	68	60	65	108%	●
Case Management Services	659	600	686	114%	●
Rehabilitation	96	90	86	96%	●
Supportive Residential Services	17	20	17	85%	●
Intellectual Disability Services					
Case Management Services	280	260	286	110%	●
Rehabilitation	43	45	47	104%	●
Sheltered Employment	23	25	21	84%	●
Individual Supported Employment	83	100	102	102%	●
Supportive Residential Services	38	25	52	208%	●
Substance Abuse Services					
Inpatient Services	2	10	2	20%	●
Outpatient Services	188	200	240	120%	●
Case Management Services	227	250	264	106%	●
Intensive Residential Services	23	25	29	116%	●
Emergency Services					
Emergency Services	588	525	752	143%	●
Assessment and Evaluation Services	868	750	957	128%	●

BUDGET

Expenses	YTD % BUDGET	BUDGET	AMOUNT YTD
Salaries	83.77%	\$8,584,534	\$7,191,608
Oper. Exp	64.54%	\$1,426,733	\$920,783
Capital Outlay	100.00%	\$57,157	\$57,157
TOTAL:		\$10,068,424	\$8,169,548
Revenue			
Local	91.57%	\$4,061,902	\$3,719,494
State + Federal	90.52%	\$2,730,737	\$2,471,944
Other	73.52%	\$1,065,951	\$783,645
Medicaid	104.08%	\$2,209,834	\$2,299,933
TOTAL:		\$10,068,424	\$9,275,016



Focus Forward Updates:

1. Enhance process for developing agency short-term and long-term goals and related data measures: *Additional measures related to ID Case Management are being developed and will be presented to the Board in June.*
2. Continue to address transportation challenges through involvement in regional & state-wide efforts: *Transportation was included in the Human Services Strategic Plan; LogistiCare complaints is included as a data element*
3. 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; Magellan implementation going well.*

HANOVER COUNTY COMMUNITY SERVICES BOARD

STANDARDS OF PROFESSIONAL CONDUCT

Introduction

Hanover County Community Services Board (HCCSB) is committed to ethical, moral and responsible clinical practice, business practice, public relations and professional conduct. The agency expectation is for Board Members and employees to comply with all applicable laws, regulations, and procedures.

All employees, contractors, students and volunteers, (hereafter called "Staff") and Board Members of HCCSB will comply with the following standards in fulfilling the mission of the HCCSB. While these Standards summarize the principles that guide daily actions, they do not address every situation that may be encountered. When situations not specifically covered by this code occur, Staff are expected to confer with a [supervisor](#), and Board Members with the Executive Director and/or legal counsel.

Ultimately, Staff and Board Members are accountable for their own behavior and are responsible for reviewing, understanding and following these Standards. Staff and Board Members are expected to understand and comply with all local, state and federal laws, government regulations, and County and agency policies and procedures that impact their duties.

Client Rights and Confidentiality

1. Staff will deliver the highest quality care to clients while protecting their rights to dignity, privacy and respect as per the HCCSB Human Rights Regulations. Clients will be provided information regarding their services and staff will assure that clients are informed of their rights and choices regarding services.
2. Staff will involve the persons served and, when appropriate, family members in the development of their treatment plan and provide respectful services with recognition of the client's spiritual and cultural values and belief systems.
3. Staff and Board Members will protect the confidentiality of client information, including information contained in medical records in accordance with HIPAA and HCCSB Privacy Procedures. Staff and Board Members will not access, discuss, obtain or re-disclose any protected health information that is not consistent with their role and/or job function.

Workplace Conduct

1. Staff and Board Members will not practice or condone any form of discrimination or harassment against any person on the basis of race, color, gender, sexual orientation, age, ethnicity, religion or mental or physical disability.
2. In order to provide a safe and healthy environment for employees, contractors and persons served, Staff and Board Members will comply with the occupational health and safety laws applicable to their job, as well as the HCCSB Health and Safety Procedures.
3. Staff and Board Members will not misuse or misappropriate the property of persons served, their family members or guardians, other employees/Board Members or Hanover County Government. Staff and Board Members will demonstrate honesty, integrity and respectful behavior toward each other and the individuals served.
4. Information about available services will be communicated in an honest and accurate manner. Staff and Board Members will consider the public's perception of their personal and professional actions, and the effect their actions could have, positively or negatively, on HCCSB's reputation in the community and elsewhere. They will strive for personal and professional growth to improve their effectiveness in their role with HCCSB.
5. Staff and Board Members are prohibited from engaging in conduct that results in instances of fraud, waste or abuse of county, state or federal resources.

Supervisors and Managers

1. All supervisors and/or managers will be fair, consistent, respectful and ensure quality in carrying out their supervisory responsibilities. All supervisors and/or managers will take responsibility for their actions and demonstrate positive collaboration and teamwork in carrying out their responsibilities.

2. Supervisors and/or managers will model professional behaviors. To the greatest extent possible, all supervisors and/or managers will involve staff in decisions that impact them and will strive to be positive and constructive in their communications.

Board Members

1. Board Members will receive initial orientation and on-going training specific to their role. This includes, but is not limited to, Conflict of Interest, Freedom of Information Act, Confidentiality and Privacy and Human Rights.

2. Board Members will review the Standards of Professional Conduct at the beginning of their service and annually thereafter. Each year Board Members will sign the Acknowledgement that they have reviewed these standards.

2. Board Members will ensure that HCCSB is operated in a manner that upholds the agency's integrity and merits the trust and support of the public. Board members will uphold all applicable laws and regulations, going beyond the letter of the law to protect and/or enhance HCCSB's ability to accomplish its mission.

3. Board Members will be responsible stewards of HCCSB's resources and will take no actions that could benefit them personally at the unwarranted expense of HCCSB, avoiding even the perception of a conflict of interest.

5. Board Members will strive to fulfill their roles and responsibilities while not engaging in day to day operational activities, including specific human resource matters, that are the responsibility of the agency's Management Team.

Safeguarding and Conserving System Resources and Time Reporting

1. Staff and Board Members will demonstrate good corporate citizenship and will retain and dispose of business documents and records in accordance with Library of Virginia Record Retention Regulations and the HCCSB Records of the Person Served Procedures.

2. Staff and Board Members will follow Hanover County and HCCSB Policies and Procedures when communicating through systems such as voicemail, e-mail, Internet and other methods of data transmission.

3. Staff will honestly and accurately report travel and other expenses and time worked as scheduled and document on the appropriate form. Staff and Board Members will be responsible stewards of HCCSB's resources, by utilizing agency materials and resources in a cost-effective manner.

Business, Public Relations and Marketing Practices

1. All business practices and contractual relationships of HCCSB will be handled in accordance with the applicable federal, state, and local laws. Financial matters will be conducted within the standards of commonly accepted, sound financial management practices.

2. Staff will complete documentation in the medical record as necessary and within the established timeframes to expedite the billing of services.

3. Staff will provide all clients and customers with timely bills and answers to any questions they may have regarding their bills.

4. Marketing activities will respect the dignity and privacy rights of those served; will not mislead or misinform the public or misrepresent HCCSB; will uphold the integrity of HCCSB so as to merit the continued support and trust of the public; and will comply with all applicable state and federal regulations

5. Staff and Board Members will assure that there is no purposeful deception of service provision to the individuals served, communities or third-party funders. HCCSB property and supplies will be used for the sole purpose of delivering the agency's services.

Conflicts of Interest, Dual Relationships and Boundaries Issues

1. Staff and Board Members will not exploit relationships for personal or professional gain; will not engage persons served and their family members or guardians in fund raising or business transactions that benefit the Staff or Board Member; or seek special privilege from the person served, family members or guardians related to goods and services they may offer for sale.
2. Staff and Board Members will not transfer or refer persons served by HCCSB to a private practice or provider in which the Staff or Board Member has a financial interest.
3. Staff and Board Members will not accept “any money, loan, gift, favor, service, or business or professional opportunity that reasonably tends to influence him or her in the performance of his or her official duties.” (The State and Local Government Conflict of Interests Act)
4. Cards or written expressions of appreciation may be accepted. If individuals currently being served or who have been served offer gifts or favors to staff, consultation with a supervisor must take place before the gift or favor can be accepted. The therapeutic relationship will be considered in determining the best course of action. If the gift or favor can be accepted it will be done as a donation to the agency, not an individual. The client/caregiver/family member will receive a letter thanking them for their donation.
5. Staff and Board Members can engage in agency donations of gift cards or other goods that support individuals served but will refrain from the personal giving of gifts to individuals served. Agency donations will be made according to applicable policy; the giving of personal gifts is not allowed unless a therapeutic benefit is determined in consultation with the supervisor.
6. Staff will immediately report to their supervisor any occasion of a family member or personal friend receiving treatment at HCCSB. If that staff’s job duties would typically require access to that individual’s treatment and/or medical record, the supervisor must develop a plan to ensure these duties are re-assigned and will be responsible for on-going monitoring and oversight.
7. Staff who seek treatment at HCCSB will be referred to another provider. However if the circumstance warrants treatment from this agency, steps will be taken to ensure privacy. This would include, but not be limited to, involving as few staff as possible, ensuring services are provided by a supervisor or coordinator and isolating the medical record from general staff access to the extent possible.
8. Staff who meet current or former persons served unexpectedly in the community will be cued by the individual’s response before approaching him or her. Should the individual not initiate contact, neither should the staff. If the individual does initiate contact, staff may reply in kind. Under no circumstance is staff to identify their workplace or role, the context in which they know the person or in any way identify the individual as someone served by this agency.
9. Staff wishing to attend the funeral of an individual served or their family member will first consult with their supervisor to determine if it is advisable, given the boundary and confidentiality issues that could arise.
- 10 Staff will avoid personal and professional circumstances that may cause a conflict of interest and hinder their ability to make judgments in the best interest of individuals served, their family members or guardians. Examples include, but are not limited to, socializing, either in person, by phone or through social media, entering into personal or business dual relationships, or engaging in flirtation, romantic or sexual relationships with individual’s served, their family members or guardians.
11. All staff, including Peer positions, volunteers and students, are bound by these standards of conduct as well as expectations specific to their role as outlined by their supervisor.

Conformance with the Standards of Professional Conduct

1. Staff are required to receive training regarding the HCCSB Standards of Professional Conduct, Privacy procedures and Human Rights procedures at hire and annually thereafter. In addition, staff must complete ethics training in accordance with their professional requirements.
2. Staff are expected to conform to these standards. Violations may result in disciplinary action leading up to and including termination. Disciplinary action will be taken in accordance with Hanover County Human Resources Policies and Procedures. Violations of these standards by contractors may result in the termination of the contract. Violation of these standards by Hanover

Community Services Board Members will be addressed in accordance with Virginia Code governing Community Services Boards. (VA Code 37.2-502)

3. These standards complement existing Human Resources policies and procedures, Human Rights policies and procedures, Privacy procedures and the HCCSB Corporate Compliance Plan.
4. Staff and Board Members have an obligation to report any suspected violation of the HCCSB Corporate Compliance Plan, Standards of Professional Conduct, Privacy, or Human Rights procedures, or any professional ethics, applicable law, regulation or policy. There is a no-reprisal approach to reporting violations and clear timeframes for investigation of reports of suspected violations. The QI Coordinator(s) will initiate a fact-finding investigation within twenty-four (24) hours of an allegation. Steps to mitigate damage, if available and appropriate, will be taken while the investigation is in process. The investigation will be completed within ten (10) business days unless circumstances warrant an extension of that timeframe; a written report will be completed and submitted to the Executive Director upon completion. Depending on the nature of the allegation, the Executive Director, Program Director(s), or Management Team will review the issue and a Corrective Action Plan, if warranted, will be developed and implemented in accordance with state regulations. The Corrective Action Plan will be developed within seven (7) business days of the final report with implementation beginning immediately thereafter.
5. Should the investigation show a violation of any state or federal law and/or professional licensure standards, a report will be made to the proper authorities. This could result in civil or criminal consequences.
6. Staff and Board Members can additionally report allegations of fraud, waste, abuse or other wrong-doing anonymously by calling the Hanover County Internal Auditor's Hotline at (804) 365-6813.
7. HCCSB self-reports material violations as required by the Virginia DBHDS Office of Licensing and the Office of Human Rights, Hanover County Government, Virginia DMAS, CARF and the U.S. Department of Health & Human Services.

Acknowledgment

Staff and Board Members will receive a copy of the Standards of Professional Conduct and will review with their supervisors at hire/appointment. A signed copy of the acknowledgement form will be placed in the personnel file. These Standards will be reviewed each year thereafter and a signed acknowledgement will be placed in the personnel record of all staff and Board Members.

Executive Committee Meeting
Monday, June 9, 2014

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

The meeting was called to order by William Brenzovich at 5:06 p.m. at the Bell Creek Office conference room, 8475 Bell Creek Road, Mechanicsville, VA 23116.

Approval of Minutes: The minutes for the April 2014 meeting were reviewed. They will be presented to the full board at the June 16 meeting.

William Brenzovich proposed skipping the July and August workshops to avoid training just for the sake of training. Jeanie Edwards and Ivy Sager agreed that it was fair to cancel the training. Sharon Bunger and Scott Bateman added their approval.

Brenzovich announced that he would appoint a media committee at the June meeting to pursue the board's goals and objectives related to public communications.

This led to a discussion about greater involvement in the CSB by all board members. Bateman suggested having every board member take part in a committee. Bunger noted that the board had two committees under the previous director and that one of them fell apart because of a lack of focus. She suggested inviting other board members to the executive committee meetings. Sager suggested a board development committee to keep board members engaged. Brenzovich decided that there would be three committees which tie into the Strategic Plan bridge and he would wait until August before implementing these committees. The committees are Quality Services, Public Awareness/Public Relations, and Board Development and Engagement.

Brenzovich said an executive committee meeting is necessary in July to finalize committee structure as well as goals and objectives.

Brenzovich shared a copy of a board self assessment from the Chesterfield County CSB and asked the committee to consider implementing one in Hanover County. Sager asked the committee to think about questions to be added or removed.

The next executive committee meeting will take place at 5 p.m. July 7 at the Bell Creek Road offices.

The meeting was adjourned at 6:05 p.m.

Respectfully submitted,

Scott Bateman
Secretary

**Hanover County Community Services Board Self-Assessment
Fall 2014**

A. Related Accreditation Standards and Laws (CARE)

1. A.8. When the organization is governed by a board, it recruits board members who are representative of:

- a. The specific cultures the organization serves.***
- b. The populations being served.***

Behavioral Health and Developmental Services Laws of Virginia, Annotated

§ 37.2-501 Appointments to the community services board shall be broadly representative of the community. One-third of the appointments to the board shall be individuals who are receiving or who have received services or family members of individuals who are receiving or who have received services, at least one of whom shall be an individual receiving services. One or more appointments may be nongovernmental service providers. Sheriffs or their designees also shall be appointed, when practical. No employee of the community services board or employee or board member of an organization that receives funding from any community services board shall be appointed a member of that board.

Demographic & Board Composition Survey Questions:

1. What is your gender?

- Male
- Female

2. What is your age?

- 18-29 years old
- 30-49 years old
- 50-64 years old
- 65 years and over

3. What is the highest level of education you have completed?

- some high school
- high school graduate
- some college
- trade/technical/vocational training
- college graduate
- some postgraduate work
- post graduate degree

4. How would you classify yourself?

- Asian/Pacific Islander
- Black
- Caucasian/White
- Hispanic
- Latino
- Multiracial
- Other (Please specify: _____)

5. Do you consider yourself (please check all that apply):
- A current consumer of CSB (or similar/related) services?
 - A former consumer of CSB (or similar/related) services?
 - A family member of an individual currently receiving CSB (or similar/related) services?
 - A family member of an individual who previously received CSB (or similar/related) services?
 - A non-governmental service provider?

If none of the above applies, please indicate any unique affiliation or connection to the CSB:

6. In considering the services provided by the CSB, how knowledgeable/experienced/interested are you in or see yourself representing the following areas? (this will be a scaled question in the on-line survey):

- Mental Health issues & services
- Intellectual Disabilities issues & services
- Substance Use Disorders issues & services
- Prevention issues & services

Instructions: Check only one box of the most appropriate response to the questions. Each question has space for writing comments, suggestions or improvements. To Move through the document use the tab key or use your mouse to click on the grey boxes

1= Definitely Needs Improvement	2=May Need Improvement	3=Neutral/No Opinion	4=No Improvement Needed	5=Outstanding, We Should Share

7. How well does the Board provide new members with an orientation that includes a discussion of their responsibilities and necessary policy, program, and administrative Information?

Year you were appointed to the Board: _____

Comments:

8. How effective is the Board in carrying out its responsibilities to provide on-going training to its members?

Comments:

9. How well is the Board open to new ideas, offering members the freedom to express minority opinions and the question actions of the Board and staff?

Comments:

10. Are Executive Committee reports made to the Board regularly?

Comments:

11. How well does the Board follow its policies and by-laws? Comments:					
12. How well do Board meetings deal with the work of the CSB? Comments:					
13. How thorough was the Board's review and discussion of the annual budget approval process? Comments:					
14. How well does the Board understand the financing of the organization? Comments:					
15. How well do you understand the financing of the organization? Comments:					
16. How well is the Board monitoring the quality of the CSB services? Comments:					
17. How well are the respective roles of the Board and Executive Director defined and understood? Comments:					
18. How well does the Board provide information/advice to the Board of Supervisors about unmet needs? Comments:					
19. How well does the Board provide information/advice to the Board of Supervisors about current CSB services? Comments:					
20. How well does the Board provide information/advice to the Board of Supervisors about future trends? Comments:					
21. How well does the Board select relevant issues and articulate the CSB's position in appropriate state and local forums? Comments:					
22. How much do Board members attend meetings of community or statewide organizations that could advance our mission? Comments:					

<p>23. How effective is the Board in carrying out its community education responsibility (i.e., advocacy for community acceptance and support of consumers, helping the community to understand the need of persons with mental disabilities)?</p> <p>Comments:</p>					
<p>24. How effective are you in your role as a Board member?</p> <p>Comments:</p>					
<p>25. What one thing could the Board do differently to improve the effectiveness of the CSB?</p>					
<p>26. What ideas do you have that can improve the Board's effectiveness with regard to advocacy?</p>					
<p>27. What priorities do you think the Board should address for the upcoming fiscal year?</p>					
<p>28. What areas or programs of the CSB would you like to hear or learn more about?</p>					
<p>29. What expectations or goals do you have for yourself in this appointment?</p>					
<p>30. Why did you want to be appointed to the board?</p>					
<p>31. Are you a member of another Board or advocacy group?</p>					

**CSB Board
Three-Month Planning Calendar**

August	September	October
<p>-4th Qtr. End of Year Finance and G&O Report</p> <p>-Board Planning: 8/11/14</p> <p>-Board Meeting: 8/18/14</p> <p>Work Session: Committee Meetings (Tentative)</p>	<p>-Substance Abuse Recovery Month</p> <p>-Board Strategic Planning</p> <p>-Board Planning: 9/8/14</p> <p>-Board Meeting: 9/15/14</p> <p>Work Session: Waiver Training (Tentative)</p>	<p>-Annual Performance Analysis Report</p> <p>-Supported Employment Banquet</p> <p>-County Budget due</p> <p>-Board Planning: 10/13/14</p> <p>-Board Meeting: 10/20/14</p> <p>-VACSB Fall Public Policy Conference, Oct. 1-3, Roanoke</p> <p>Work Session: State of the County and Budget Overview</p>

Upcoming Events & Activities:

- July 31-August 2: Arc of Virginia, 2014 State Convention, Hilton Richmond Hotel Short Pump
- October 1-3: VACSB Public Policy Conference, Roanoke



Hanover County Community Services Board Action Item

Board Meeting Date: July 21, 2014

Issue: Adoption of revisions to the Hanover County CSB Policies. Hanover County Community Services Board policies address governance and leadership, finance, safety and risk management, corporate compliance, human rights, and records of the person served. The revisions to this document (as attached) are recommended by staff and have been reviewed and endorsed by the Board's Executive Committee.

Background: The Hanover County Community Services Board (HCCSB) complies with all policies and procedures adopted by the Hanover County Board of Supervisors. These policies are consistent with and complement policies and procedures of Hanover County government, state licensure regulations and accreditation standards. In some instances, licensure and accreditation standards require additional policies and procedures or an expansion of County policies and procedures to be in full conformance.

Action Recommended: Adoption of the Hanover County CSB Policies.

Hanover County Community Services Board Policies and Procedures

I. Hanover County Community Services Board Policies

The Hanover County Community Services Board (HCCSB) is one of 40 community services boards across the Commonwealth of Virginia. Its role is to provide person-centered, comprehensive mental health, intellectual disabilities and substance use disorders services to the citizens of Hanover County. The Hanover County Board of Supervisors (Board of Supervisors) has designated the HCCSB Board of Directors ("Board") as an administrative policy board.

Board composition, membership and leadership comply with the Code of Virginia (§ 37.2-500-504) and the Rules of the Board, which are reviewed, and updated if needed, annually. The HCCSB Board includes 12 members, seven of which represent each of the seven magisterial districts of the County, four at-large members and one member who is a member of the Board of Supervisors. Board members are appointed by the Board of Supervisors for three-year terms. Each Board member may serve up to three terms. The Board meets monthly, generally on the third Monday of each month, with the election of officers occurring in December. When terms of office are ending, the Board of Supervisors is provided input on the current HCCSB Board profile to assure that members are appointed who represent the cultures and populations served. There are individuals on the Board who represent mental health, substance use and intellectual disabilities. There are also members who are active recipients and/or past recipients of service. The County Administrator and the Board are responsible for appointing and evaluating an Executive Director. The Executive Director is responsible for the day-to-day operations of the organization and is a department head within the County organizational structure. The Executive Director reports to both the County Administrator and to the Board.

HCCSB complies with all Federal, State and County policies, regulations and guidelines. HCCSB policies comply with state licensure regulations and accreditation standards. In some instances, licensure and accreditation standards require additional policies and procedures or an expansion of County policies and procedures. These additional policies are not addressed in county policies and are specific to the activities of the HCCSB.

A. Policies, Procedures and Plans

A policy is a broad position statement as approved by the HCCSB Board or Board of Supervisors. The HCCSB Board is responsible for annually reviewing and approving policies not addressed in federal, state or county policies. Procedures and/or guidelines specific to the provision of direct services are reviewed and approved by the Executive Director, in conjunction with the agency's Leadership Team. A procedure describes the methods of implementing a policy as described in the Policy and Procedure Manual and may apply to the entire HCCSB or to a specific or multiple programs. A plan is a future-focused document that describes current status and future planning activities. HCCSB has plans related to cultural competency, strategic planning, risk management, technology, accessibility, and performance improvement. Procedures and plans are reviewed and approved by the Leadership Team throughout the year. Operating guidelines are specific steps and activities applicable to an individual program or division.

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Hanover County Community Services Board Policies and Procedures

B. Leadership

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The Leadership Team meets monthly and is the principal body for decision making, generating consumer and staff input on issues, and developing and approving procedures. The Management Team looks for every opportunity to delegate key issues and decisions regarding day-to-day operations of HCCSB to the Leadership Team. As necessary to address particular issues or consider cross-agency enhancements, ad hoc committees are developed with the Leadership Team. These committees are made up of direct service staff, administrative staff, coordinators and directors, as appropriate.

The Board, Executive Director, Management Team and the Leadership Team receive data from a variety of sources that is reviewed, analyzed and used for purposes of decision-making. The organization is committed to the full and complete utilization of data and information that is generated from consumers, the community and staff in order to provide the best services to all individuals. Each month, the HCCSB Board is provided relevant data in the form of a dashboard. Quarterly, the HCCSB Board is provided a report on the accomplishment of their strategic goals and objectives as well as a finance report. Annually, the HCCSB Board is provided a performance analysis report. The Annual Performance Analysis Report provides a review of strategic and operational goals and objectives, business and program outcomes, productivity data, satisfaction data, incidents, complaints and data regarding accessibility. The HCCSB Board utilizes this information in performing their oversight responsibility. In addition, each year the HCCSB Board is provided a full financial review as part of the annual budget process.

C. Finance

The HCCSB is a single jurisdiction board that is a department of Hanover County Government. As such, the Board will comply with the financial policies and procedures of the County. Additional policies and procedures are provided in the Financial Management Standards Guide issued by the Virginia Department of Behavioral Health and Developmental Services (DBHDS). The HCCSB will exercise prudent financial management of its resources and remains accountable within the County's financial structure.

Beginning in September of each year, the budget process is coordinated by the County's Finance Department. The HCCSB Management Team and Leadership Team manage the annual budget process based on an assessment of needs, prior period revenue and expenditures and the HCCSB Strategic

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Hanover County Community Services Board Policies and Procedures

Plan. The Board reviews the proposed annual budget submitted to County Administration. A quarterly financial report is provided to the Management Team, Leadership Team and Board. The report includes budget, actual, and variance for revenue and expenditure line items. The budget is monitored throughout the year and when necessary budget transfers are processed to correct line item deficiencies, according to the County's Financial Procedures. The HCCSB is required to enter into a Performance Contract with the Virginia Department of Behavioral Health and Developmental Services (DBHDS). This contract serves as the primary accountability and funding mechanism between the Department and the HCCSB.

D. Safety and Risk Management

The risk management plan and safety procedures are coordinated by the Hanover County General Services Department. The County's Safety/Risk Manager directs these activities. The County's risk management procedures are all described within the Safety policies and procedures. These policies and procedures can be found through the General Services Department and the Safety/Risk Manager. HCCSB also has health and safety procedures.

In order to protect the interests of the persons served, staff, and the organization from risks of liability, there is indemnity coverage to include general liability, professional liability, vehicular liability, property damage and physical environment. Weapons are prohibited in all HCCSB facilities, except when carried by law enforcement personnel. The use of tobacco products and "e-cigarettes" is prohibited inside all HCCSB facilities and County vehicles. Illegal drugs are not permitted on HCCSB property. Legal and prescription drugs are permitted in all HCCSB facilities, with clear guidelines in place about the storage and protection of such.

The Controller, as the designee of the Executive Director, is responsible for overseeing the physical environment of all HCCSB facilities/locations. It is his or her responsibility to see that appropriate support functions (such as those responsible for the maintenance of buildings and grounds and housekeeping) are available so that the safety and well-being of program participants, staff and the public is protected.

E. Corporate Compliance

The HCCSB is committed to ethical, moral and responsible clinical practice, business practice, public relations and professional conduct. The agency expectation is for Board Members and employees to comply with all applicable laws, regulations and procedures. The Standards of Professional Conduct and written procedures address ethics, fraud, waste and abuse, a no reprisal approach to reporting and clear timeframes for investigation. The HCCSB Corporate Compliance Plan complements the Standards of Professional Conduct as well as the policies and procedures outlined in the following: Human Resources, Privacy, Records of the Persons Served and Human Rights.

F. Human Rights

It is the policy of HCCSB to ensure that individuals who receives services shall be assured protection to exercise their legal, civil, and human rights related to the receipt of those services; respect for basic human dignity; and services provided with sound therapeutic practice. HCCSB remains in compliance

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Hanover County Community Services Board Policies and Procedures

with the Human Rights regulations promulgated by the DBHDS Office of Human Rights. Additional information regarding Human Rights and the protection of those rights for the individuals served is found in the Human Rights Procedures and Human Rights Plan.

Individuals will be treated with the least restrictive conditions consistent with their condition and there will be no seclusion, restraint or isolation. Staff are trained in best practice behavior management techniques. HCCSB shall not deny persons their legal rights, privileges, and benefits solely because they have been voluntarily or involuntarily admitted, certified, or committed to services. These rights include, but are not limited to the right to acquire, retain and dispose of property; sign legal documents; buy or sell; enter into contracts; register and vote; get married, separated, divorced, or have a marriage annulled; hold a professional, occupational or vehicle operator’s license; make a will; and have access to lawyers and courts. See the Human Rights Statement. A copy of the rights of the person served is posted at each facility and included in the Client Handbook.

HCCSB maintains that individuals have a right to file a complaint; have a timely and fair review of any complaint according to the procedures; have someone file a complaint on their behalf; use these and other complaint procedures; and file a complaint under any other applicable law, including a complaint to the protection and advocacy agency. If individuals make a complaint, their provider shall make every attempt to resolve the complaint to the individual’s satisfaction at the earliest possible step. HCCSB does not take, threaten to take, permit or condone any action to retaliate against or prevent anyone from filing a complaint or helping an individual to file a complaint. HCCSB assists the complainant in understanding the full process of complaint, the options for resolution and the elements of confidentiality involved. The Corporate Compliance procedures provide a full description of the steps in conformance with State Licensure regulations.

G. Records of the Person Served

It is the policy of HCCSB to retain records, including medical records of the individual served, according to the standards set forth by the Library of Virginia and as further delineated in the Records of the Person Served procedures. Individuals served will be notified that the record will be destroyed after the appropriate retention period. Closed records are only available to Emergency Services staff, Clinical Supervisors, Program Coordinators, Directors and Quality Improvement staff. Should the individual return for services, the closed record will be made available to staff that are involved with the individual’s current treatment episode.

Appropriate security measures including compliance with HIPAA requirements for the privacy and security of personal health information are always observed. All confidential information transmitted electronically is covered by existing privacy procedures. Administrative services staff have limited access to consumer-specific information and only to what is needed for the performance of their job duties. The HCCSB Privacy Procedures provide in detail all processes to be followed for the disclosure of Protected Health Information (PHI).

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Hanover County Community Services Board Policies and Procedures

Reviewed, Revised and Approved: July 2008

Reviewed: June 2009

Reviewed: August 2010

Reviewed, Revised and Approved: May 2011

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Hanover County Community Services Board Policies and Procedures

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Hanover County Community Services Board Policies and Procedures

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Hanover County Community Services Board Policies and Procedures

Reviewed, Revised and Approved: July 2008

Reviewed: June 2009

Reviewed: August 2010

Reviewed, Revised and Approved: May 2011

Reviewed, Revised and Approved: July 2014

Signature

Date



Hanover County Community Services Board Action Item

Board Meeting Date: July 21, 2014

Issue: Acceptance of the CIT Assessment Site Grant awarded by Department of Behavioral Health and Developmental Services. This two-year grant, totaling \$451,777.00 provides funding for: CIT trained Sheriff's Deputies to provide security and transfer of custody for citizens who come to the assessment site under emergency custody orders; a part time peer support specialist to provide support services 20 hours per week (existing vacant position); taxi transportation as necessary; and building modifications at Bon Secours in their emergency room. Grant period is July 1, 2014 to June 30, 2016.

Background: The Crisis Assessment Site is an assessment center housed in the emergency room of Memorial Regional Medical Center, and in partnership with Hanover CSB, Hanover Sheriff's Office, Bon Secours Health System, and Ashland Police Department. The Assessment Center provides a safe, secure environment where citizens experiencing a mental health or substance abuse emergency can be assessed for hospitalization. This program is a best practice model and is in conjunction with Crisis Intervention Teams (CIT). A CIT trained Hanover Sheriff's Deputy will be on site 10 hours per day, 7 days per week with a crisis clinician on site or on call to be accessible to the site for emergencies. The value of the Assessment Center includes the ability to transfer custody to the on-site officer, allowing the road deputy to return to his/her regular duties, easier access to medical clearance, access to PRN medication, the ability to be medically admitted if necessary, and a calm, safe environment for crisis assessment and screening.

Action Recommended: Recommend to the Board of Supervisors acceptance of the grant and the necessary transfer and appropriation.

Crossroads CSB and Town House 3rd Annual Recovery Walk
Farmville, High Bridge Trail
June 20, 2014
By Betsy Brown

It's not every day that I have the opportunity to walk 3 miles on a trail leading to a very high bridge that overlooks a lush forest, and when I walk over it I can see as far as the eye can see. That's special in itself but this walk is also special to me because I am walking with a large group of other people in whose shoes I have much in common. Today, because of the efforts of Town House members and staff, and Crossroads CSB in Farmville we are coming together to celebrate and take pride in the common path we share: living life with mental illness and walking toward recovery.

The Town House 3rd Annual Recovery Walk has walkers from Recovery Programs in Hanover, Henrico, Richmond, Chesterfield and Goochland-Powhatan. I am from Hanover with 16 other people from RAFT House (Recovery> Acceptance> Friendship> and Teamwork). Altogether there are 79 people here today. Our "houses" are similar because we all model them after the "Fountain House" model program.

Town House gives everyone a light blue T-shirt that shows a beautiful picture of the High Bridge and says "3rd Annual Recovery Walk 2014". Town House members carry signs they have made about recovery and the purpose of the walk. One sign that stands out to me reads "Good things are coming down the Road. Just Don't Stop Walking!"(unknown). Group photos are taken before the walk begins. We all start to walk at one time from the River Road parking lot. Each one of us is different from the other, and we come from different towns, but we share common threads that may not be easy to perceive. We have different strengths and abilities but because we are united by our common experiences we feel a strong bond of support for each other.

We arrive at the high bridge when we get to the end of the trail and start walking for another mile on the bridge, up high, able to see clearly for a long distance and feel the cooling breeze. It's a high point and it makes me think about the rewards of recovery – confidence, self-esteem, clear mindedness, envisioning the future, strength, perseverance, and persistence, hope.

At the end of the recovery walk trail there is a welcome rest stop for all at Town House where they have tents, tables, and chairs where we can eat our bag lunches. We are offered cold drinks and desserts. We talk about our experiences on the trail and other experiences. We tour inside Town House and learn a lot from what they are doing there, comparing it to what we are doing. It is exciting and motivating!

The common bonds we share make our community a welcoming healing place of safety, love, and warmth. It's the kind of community that encourages us to try to reach our dreams and goals and find freedom and joy in life. We go home grateful for the experiences we've had and give high praise to Crossroads CSB and Town House and Farmville for the welcoming healing restoring reminder of recovery because of the 3rd Annual Recovery Walk event.