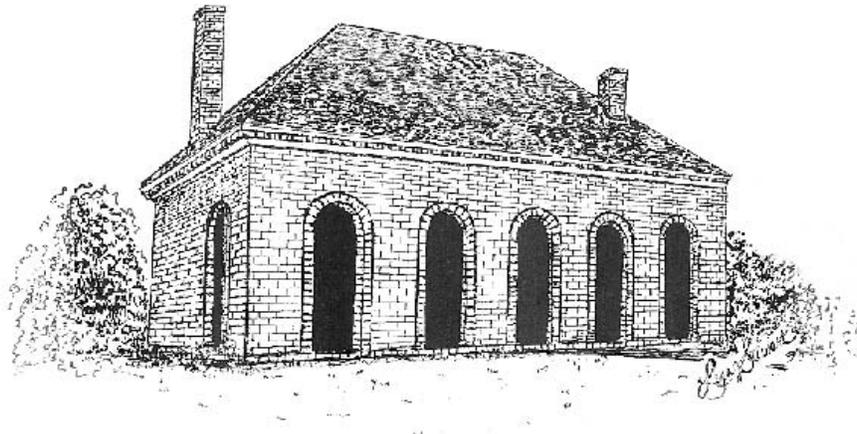


BOARD MEETING PACKET

PREPARED FOR
HANOVER COUNTY COMMUNITY SERVICES BOARD



MEETING DATE	September 19, 2016
MEETING TIME	5:30 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

September 19, 2016, 5:30 p.m.
Hanover Community Services Board Conference Room
12300 Washington Highway, Ashland, VA 23005

5:30 p.m. – Call to Order and Welcome

Work Session: Board Member Advocacy & The CSB Message
Jennifer Faison, Executive Director, VACSB

6:30 p.m. – General Business Meeting:

- 1. Reconvene**
- 2. Donations**
- 3. Public Comments**
- 4. Approval of Minutes – July 18 , 2016 Board Meeting**
- 5. Board Liaison Reports**
 - a. Hanover Mental Health Association – Warren Rice**
 - b. Hanover Community Support Services – Scott Bateman**
 - c. Arc of Hanover – Hamilton Holloway**
 - d. Hanover Board of Supervisors – Sean Davis**
- 6. Year End Financial Report**
- 7. Executive Director’s Report**
 - a. Directors’ Updates**
 - b. Other Items**
- 8. Chairperson’s Report**
 - a. Strategic Plan Committee Reports**
 - b. Rules of the Board Annual Review – Appointments**
 - c. Work Session Planning**
 - d. Member Updates & Activities**
- 9. Action Item – Appointment of Rules of the Board Review Committee**
- 10. Other Business/Board Member Comments**
- 11. Adjourn**

Next Regularly Scheduled Meeting: October 17, 2016, 5:30 p.m.
Hanover Community Services Board Conference Room
12300 Washington Highway, Ashland, VA 23005

BOARD OF SUPERVISORS

AUBREY M. STANLEY, CHAIRMAN
BEAVERDAM DISTRICT

ANGELA KELLY-WIECEK, VICE-CHAIRMAN
CHICKAHOMINY DISTRICT

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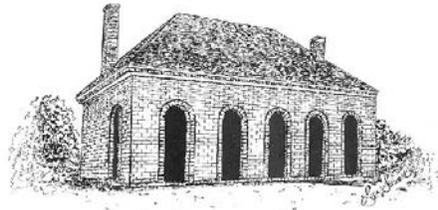
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CECIL R. HARRIS, JR.
COUNTY ADMINISTRATOR



HANOVER COURTHOUSE

HANOVER COUNTY

ESTABLISHED IN 1720

COMMUNITY SERVICES BOARD

IVY T. SAGER, MSW
EXECUTIVE DIRECTOR

12300 WASHINGTON HIGHWAY
ASHLAND, VIRGINIA 23005

PHONE: 804-365-4222
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DRAFT OF MINUTES

July 18, 2016

Members Present	Members Absent	Others
Scott Bateman	Sean Davis	Lisa Beitz
Thomas Blake	Lynn Hargrove	Donna Boyce
William Brenzovich	Eric Hendrixson	Christina Crumrine
Anne Cross		Ivy Sager
Jeanie Edwards		Lisa Seward
Hamilton Holloway		
Gary D. Perkins		
Lori Spain (by phone)		
Warren Rice		

Call To Order

The meeting was called to order by Jeanie Edwards, Chairperson, at 5:38 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland VA 23005.

The following members were present: Scott Bateman, Thomas Blake, William Brenzovich, Anne Cross, Jeanie Edwards, Hamilton Holloway, Gary D. Perkins, Warren Rice (Arrived at 6:25 PM) and Lori Spain joined the meeting via phone as she was in Oklahoma tending to a personal matter.

Work Session:

The Board had a work session reviewing the Standards of Professional Conduct, board roles and responsibilities and discussing possible responses to fictional scenarios.

Donations – The Hanover County CSB received a \$9000 donation from the Hanover Mental Health Association. These funds resulted from the sale of the Thomas Hale House, formerly Sunrise House. With a motion from Warren Rice, and second by Anne Cross, the Board carried the motion to recommend the approval of the donation to the County Administrator.

Citizen Comments

None.

Approval of Minutes

The minutes of June 20, 2016 meeting were deemed approved as submitted.

Board Liaison Reports

1. Hanover Mental Health Association – Warren Rice stated that everyone is thrilled that the Thomas Hale House was sold.
2. Hanover Community Support Services – Scott Bateman said their meeting was cancelled and there was no new business to report.
3. Hanover Arc – Hamilton Holloway reported that they had hired Caroline Kistler for the position of Executive Director; she will start on July 1, 2016. Hamilton also reported that a meeting between the new director and Donna Boyce is being scheduled with a focus on developing future collaborations between the organizations.
4. Board of Supervisors – None.

Executive Director's Report

Ivy Sager began by informing the Board that the construction of the front lobby has begun and that everyone is excited to be moving forward with the construction process. Ivy also shared that part of the construction includes updating all restrooms within the building. As well, the front lobby procedures will be updated to include the new position of a greeter to help expedite services for our visitors.

Prior to the meeting Ivy had emailed Board members about a letter that was received from a consumer's family member about the process and options for those impacted by the closing of the sheltered workshop. Ivy opened the floor to the Board for any questions or comments on this matter. The Board had a brief discussion which included continued support for this transition. No further action was required.

Ivy reminded the Board that there will be no Board meeting in the month of August 2016. Ivy stated she will be setting up meetings with CSB members and the Board of Supervisor member who appointed them. At-large members would be added to those meetings, depending on availability.

Ivy reported that the process of reviewing and updating the sliding fee scale is ongoing. Ivy shared that as soon as this process is done, it will be brought to the Board for approval.

Ivy turned the floor to the Board for comments and questions regarding anything in the packet. The Board had brief discussions about several items to include the benchmark raises, and the "Chasing the Dragon" event.

Chairman's Report

Jeanie shared the topics of discussion that took place during the Executive Committee meeting. Jeanie then turned the Board's attention to the response given to Thomas Blake's recommended amendments to the FY17 Performance Contract. Jeanie read through the responses with the Board.

Jeanie discussed the possibility for each Board member to have a county email address. Jeanie stated that the Executive Committee's recommendation was to not move forward with the county email addresses at this time, but to consider it as part of the 2018 budget process. The Board then had a brief discussion regarding their thoughts about having a county email address.

Jeanie shared the upcoming work session topics with the Board. Jeanie then turned the floor to the Board for member updates. William Brenzovich stated that he would have his orientation and first meeting with VACSB this week.

Jeanie brought the Board's attention to the Performance Contract. Ivy highlighted that some of the financial data had been updated.

Action Item(s)

1. FY17-18 Performance Contract

A motion was made by William Brenzovich, seconded by Scott Bateman, and carried to recommend to the Board of Supervisors approval of the FY17-18 Performance Contract.

The next regularly scheduled Board meeting will be held September 19, 2016 at 5:30 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland, VA 23005.

There being no further business, the meeting was adjourned.

Executive Director's Monthly Report

9/19/2016

A. Executive Director

General Updates

With the CSB's recommendation for approval, the Performance Contract was on the Board of Supervisor's agenda for July 27th. While the Board of Supervisors approved the contract, there was a request for a presentation providing more detail about the Performance Contract and Hanover's data. This presentation will be provided during the Sept. 14th Board of Supervisors meeting.

The responsibility to Chair the Regional Executive Director's Consortium and Stakeholders rotates among the seven Executive Directors in the region. As of Aug 1st, Hanover's Executive Director takes her turn in this role. Beyond regional responsibilities, this also includes participating in VACSB Leadership and Board meetings.

Staff anticipate that action items for two pending items will be included on the October meeting agenda. First, efforts to update the agency's Fees & Sliding Fee Scale continue; after researching other CSB's procedures and best practice related to a sliding fee scale, more extensive work is necessary to bring this project to completion. Secondly, the current lease for the RAFT House property expires at the end of December. Staff have begun the process to negotiate a proposed lease amendment, which will be presented at the October board meeting. Budget funding for the purchase of property for RAFT is included in the County's CIP (Capital Improvement Program) for FY21. Considering this and after exploring options with the County Finance Department and County Administration, the lease amendment will be developed to include a longer lease period with a stable monthly rate.

As a quick follow-up on transportation services. Hanover CSB's transportation program provided over 17,000 rides to 90 individuals in FY16. These are individuals who do not have Medicaid (which provides transportation through Logisticare), who have Medicaid but for whom we are providing the service and billing Medicaid due to location or other unique circumstance, or are provided the service as a component of employment services. In addition, staff continue to report complaints on the service provided through Logisticare, as established after this Board's comprehensive review of transportation in 2013. Last fiscal year, 47 complaints were noted (representing 18 individuals). The agency's Transportation Supervisor is now attending Logisticare's Regional Advisory Committee meetings, which provides ongoing dialogue with both Logisticare and DMAS staff to address frequent complaints and supports quality improvement of this service.

As previously discussed, Region IV collaborates on a number of programs and resources to support the region. Year-end data reports are included in this packet for your information. As well, the preliminary FY16 YE and July 2017 dashboards are attached. The FY16 Year End Financial report is attached and will be reviewed during the board meeting.

Lastly, the Region IV Suicide Prevention Conference will be held on Oct. 5, 2016. An informational flyer is included and provides additional details.

Human Resources

In the months of July and August, there were a total of 4 resignations. In July two Training Specialists were hired. There were two new hires in August as well, including a Training Specialist and Clinician.

In May of this year, the Department of Labor approved changes to the Fair Labor Standards Act (FLSA), which are effective December 1, 2016. The primary change increased the minimum annual salary used to determine the exemption status (from \$23,660 to \$47,476). Based on the approved changes, 16 position classes (or position titles, each of which may include multiple employees) in Hanover County will be impacted, with the CSB having two of those positions. CSB staff are working with Human Resources to transition the impacted employees from exempt to non-exempt status and will be conducting information sessions for both supervisors and employees. Impact is 20-22 employees.

Donations

As follow-up to the \$9,000 donation from Hanover Mental Health Association, Mr. Harris accepted this donation on July 19, 2016. Staff are working with HMHA board members around an MOU they have requested related to these funds. Based on their meeting schedule, staff anticipate this to be finalized in October.

No donations have been received since the last board meeting.

Community Relations

Team Hanover is once again gearing up the NAMIWalk. Dr. Klinger is again serving as team captain and invites board members to participate by joining the team and/or making a donation. NAMIWalks 2016 will be held on Saturday, October 15 at Innsbrook. As Dr. Klinger shared in her email to staff, “we’ve had great participation in the past from RAFT Members, staff, family and furry companions. As usual, the walk will be a meaningful, fun-filled event that raises money for the Central Virginia Chapter of NAMI, the National Alliance for the Mentally Ill. This awesome organization provides support to many individuals and families on their recovery path through such resources as Peer to Peer, Family to Family, and multiple educational and supportive opportunities.”

On Sept. 7th while visiting Day Health to check on some recent changes to the facility, the Executive Director learned from staff that the participants had had a busy morning packing lunches for CARITAS. While there, representatives from Cedar Street Baptist Church of God arrived to pick up the lunches. They shared their gratitude to the Day Health participants and the participants clearly showed excitement and pride for their role in this important community outreach.

B. Business Operations

The vacant Division Director position was posted on 7/20/16. As of 8/31/16, twenty-five (25) applications had been received; an additional 8 applications had been received by 9/11/16. All have been scored. Next steps are being considered in coordination with Sheila Crossen-Powell and Jim Taylor. Likely, several interviews will be scheduled in the coming weeks.

The new front desk process with greeter and work stations should be operational in the next few weeks, depending on staffing and resolution of access issues.

C. Clinical Services

As part of the new enhanced requirements for all agency pre-screeners, Crisis staff have started to provide crisis specific supervision to all MHSA clinical teams. Beginning this month, experienced Crisis staff attended team meetings to provide staff with guidance and consultation related to the emergency services process. These group supervisions will continue on a monthly basis to meet new DBHDS regulations.

In late June, as representatives of the Hanover CSB, the adult outpatient services coordinator and clinical supervisor of adult substance abuse services attended the state collaboration event for priority clients (pregnant/parenting women with substance abuse diagnoses). As part of this event, state representatives asked CSBs to invite other attendees as part of a “team” which was to include hospital social workers, DSS/CPS (Social Services/Child Protective Services) workers, or other interested parties that may be involved with this priority population. Hanover CSB representatives invited Hanover DSS/CPS to nominate someone to attend, and a senior CPS staff member attended. There was time to get to know the Hanover “team” throughout the day, and in this time, it was identified that it may be beneficial for Hanover DSS/CPS and CSB staff to meet in the near future. Just a few weeks ago, this meeting took place. There were several DSS/CPS workers in attendance. The direct phone lines of the adult services coordinator and clinical supervisor were provided in order to expedite communication when in need of making a referral for this priority population, as well as providing an avenue for clinical coordination and review of client needs. Clinical programming was discussed and an outline of all adult outpatient substance abuse programs at the Hanover CSB was reviewed. Both DSS/CPS and CSB staff were able to share existing collaborative resources in the community as well. All in attendance were very receptive, asking questions and everyone shared how nice it was to now actually put faces to names. It was a general consensus that such meetings should occur more often. Since this meeting, there have been more frequent contacts with DSS/CPS workers, and communication seems to be much clearer now that there is a basic understanding of processes and programs. Such interactions only help to deliver better services to those we serve, particularly those of this priority population.

The Hanover CARES Coalition is excited to report that they are one of only 70 coalitions in the nation to receive the federal Drug-Free Communities grant! This is a 5-year funding opportunity that will provide \$125,000 for each of the five years. The focus of the grant efforts includes underage alcohol and marijuana use and parental empowerment. As a 501c3, the Coalition will serve as its own fiscal agent and hire an executive director to implement the strategies in collaboration with coalition members.

Research shows that the top reason youth cite for NOT using alcohol and drugs is that “I don’t want to disappoint my parents.” Parents in this community continue to deny that they have such a tremendous influence on their teens. As a result, the coalition promotes the following message in its work: “Parents have a powerful voice in their teens’ lives. Keep talking. Kids do listen.” This statement has been the cornerstone of the social norms marketing campaign and remains the framework for all education and awareness activities. Coalition members realize, however, that they are not reaching enough Hanover parents with this prevention messages. Community meetings indicate a rising concern among parents about the permissive nature throughout the community regarding youth alcohol use. Specific issues include a resistance to deal with substance use openly, the lack of parental involvement and accountability in preventing underage alcohol use, and the belief that alcohol use is a “rite of passage” among teens. Although Hanover Cares has been very successful in implementing prevention and enforcement collaboratives, the message is not yet impacting parenting practices among many Hanover parents. Increasing rates of youth problem behaviors-specifically marijuana and alcohol use, and unsupervised teen parties involving alcohol-underscore the need for increased parental awareness and involvement.

D. Community Support Services

The implementation of waiver redesign officially began as of September 1st, with CMS providing final approval of Virginia’s plan. As well, efforts to stabilize case management continues as it relates to the blend of ID and DD. Board members will recall that although the new waiver structure (My Life My Community) was placed on-hold, the merger of DD into the CSB through single point of entry launched in July. Hanover CSB combined numbers in case management stand at 358 YTD.

On August 29th, DBHDS conducted an on-site inspection in response to the agency’s request for licensing modification to include Community Coaching and Community Engagement; both auxiliary services within the new day support complement. The protocol involves a ‘conditional’ status for the amended services only – not impacting the triannual licensing process for existing services. As such, the agency has been granted the conditional license for the added services. A review 180 days from the authorization date will be scheduled to ensure compliance.

With the ‘Employment First’ initiative in full force, staff have developed another Enclave/Community Employment Crew to address the need for smaller, more incremental employment steps for individuals not quite ready to begin individual supported employment. The partnership with Capital One at their Goochland location will provide two (2) crews with three (3) members an opportunity to work in the cafeteria and the small café on site. Additionally, the SE team has begun to explore four (4) new positions in response to the opening of Blue Ridge Arsenal, which has been pushed ahead to an early-mid October grand opening date.

Finally, the Day Support Program at Stonewall Parkway is building out the continuum to ensure individuals have optimal opportunities in the community, at naturally occurring times and developing relationships with non-disabled peers and community stakeholders. As such, the team is supporting individuals through a volunteer opportunity at a homeless shelter in Richmond, again, working alongside other non-disabled volunteers, with more opportunities to come.

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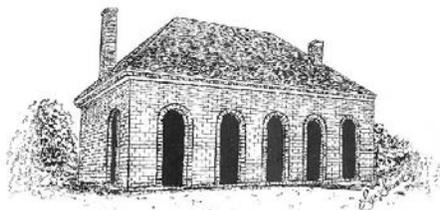
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MEMORANDUM

TO: Community Services Board

FROM: Ivy Sager, Executive Director
Hanover Community Services Board

SUBJECT: FY16 Year-End Financial Report

DATE: September 9, 2016

Attached for your review is the CSB year-end financial report for fiscal year 2016. This report was prepared by the CSB Senior Accountant from unaudited records and is for management purposes only. The following analysis and commentary provides highlights of the report.

- **Revenue:** Revenue from local sources were under estimates by 1.3% or \$41,732. We did not draw down \$639K in General Funds primarily due to reduced salary and operating expenses.
- **Personnel:** Expenditures tallied less than projection by 5.4%, primarily due to attrition and timing to fill vacant positions. Similar rates were seen the prior two years, with FY14 showing 4.5% less than projected and FY15 showing 5.8% less.
- **Operating:** The \$416K surplus is the net result of variations in operating line item expenses and lower than budgeted for expenses for purchase of services (in-patient expenses), pharmacy supports, CIT grant expenses and other operating expenses. A key piece in both revenue and operating is the move away from funding apartments with the additional of housing vouchers provided during FY15.

During this fiscal year, we were able to reallocate \$47K as Capital Improvement, in support of the construction project for the redesign of the lobby and restroom renovations.

Hanover County Community Services
Statement of Revenues and Expenditures (Unaudited)
For the Year Ended June 30, 2016

	FY2016 Budget	FY2016 Actual	Surplus/ (Deficit)	% Variance
Revenues				
Charges for services	3,073,987	3,093,467	19,480	0.6%
Recovered Costs	150,000	123,940	(26,060)	-17.4%
Miscellaneous	53,000	17,848	(35,152)	-66.3%
Revenues from local sources	<u>3,276,987</u>	<u>3,235,255</u>	<u>(41,732)</u>	<u>-1.3%</u>
Intergovernmental revenue:				
Categorical State Aid	2,471,684	2,498,125	26,441	1.1%
Categorical Federal Aid	476,399	475,728	(671)	-0.1%
Total intergovernmental revenue	<u>2,948,083</u>	<u>2,973,853</u>	<u>25,770</u>	<u>0.9%</u>
Other financing sources:				
Operating Transfers In	4,407,286	3,767,671	(639,615)	-14.5%
Total other financing sources	<u>4,407,286</u>	<u>3,767,671</u>	<u>(639,615)</u>	<u>-14.5%</u>
Subtotal - operating revenues	<u>10,632,356</u>	<u>9,976,779</u>	<u>(655,577)</u>	<u>-6.2%</u>
Revenue Reserve	57,660	-	(57,660)	
Prior Year's Balance	385,627	-	(385,627)	
Total Revenues	<u>11,075,643</u>	<u>9,976,779</u>	<u>(1,098,864)</u>	<u>-9.9%</u>
Expenditures, Encumbrances, and Reappropriations				
Salaries and Wages	7,201,612	6,809,726	391,886	5.4%
Benefits	2,168,258	2,053,510	114,748	5.3%
Total Personnel	<u>9,369,870</u>	<u>8,863,236</u>	<u>506,634</u>	<u>5.4%</u>
Professional Services	123,285	114,399	8,886	7.2%
Maintenance Service Contracts	72,000	65,890	6,110	8.5%
Purchase of Services	265,135	188,639	76,496	28.9%
Other Telecommunications	64,332	63,481	851	1.3%
Medical and Lab Supplies	262,672	68,869	193,803	73.8%
Gas, Grease and Oil	42,700	42,548	152	0.4%
Lease/Rent of Buildings	48,460	46,350	2,110	4.4%
Mileage Reimbursement	54,008	52,535	1,473	2.7%
Educational Training	43,992	36,040	7,952	18.1%
Client Assistance	111,000	70,598	40,402	36.4%
Other Operating	468,529	390,417	78,112	16.7%
Total Operating	<u>1,556,113</u>	<u>1,139,766</u>	<u>416,347</u>	<u>26.8%</u>
Capital Outlay	<u>92,000</u>	<u>58,000</u>	<u>34,000</u>	<u>37.0%</u>
Reserve	<u>57,660</u>	<u>-</u>	<u>57,660</u>	
Total Expenditures	<u>11,075,643</u>	<u>10,061,002</u>	<u>1,014,641</u>	<u>9.2%</u>
Revenues over (under) expenditures	-	<u>(84,223)</u>		

Monthly Report for the Consortium
Region IV Reinvestment Project
JUNE 2016/FY16

Fiscal Year: July 2015 to June 2016

	Number of Persons Admitted	Units of Service	FYTD-Persons Served †	FYTD- Units of Service
Chesterfield CSB				
Regional Jail Team	1	17.00	29	174.75
Acute Care Project	15	65	113	260
Utilization Management	12	39.75	119	402.40
Rubicon's-H.O.P.E.	3	44	21	414
Crisis Stabilization Unit (CSU)	2	12	46	305
St. Joseph's Villa (Child CSU Residential)	2	14	11	125
St. Joseph's Villa (Mobile)*	0	0	1	2
REACH Crisis Therapeutic Home^	4	43	11	339
REACH Mobile Supports^	53	144.25	55	1168.25
Crossroads CSB				
Regional Jail Team	0	0.00	0	0.00
Acute Care Project	5	15	62	233
Utilization Management	4	9.63	61	174.78
Rubicon's-H.O.P.E.	3	70	26	540
Crisis Stabilization Unit (CSU)	12	104	112	632
St. Joseph's Villa (Child CSU Residential)	0	0	4	37
St. Joseph's Villa (Mobile)*	0	0	1	105
REACH Crisis Therapeutic Home^	2	18	6	143
REACH Mobile Supports^	14	84.25	18	444.75
D19 CSB				
Regional Jail Team	1	51.00	46	560.00
Acute Care Project	11	58	127	445
Utilization Management	11	43.13	128	347.00
Rubicon's-H.O.P.E.	2	49	10	162
Crisis Stabilization Unit (CSU)	7	29	47	293
St. Joseph's Villa (Child CSU Residential)	0	0	8	73
St. Joseph's Villa (Mobile)*	0	0	1	17
REACH Crisis Therapeutic Home^	3	7	9	128
REACH Mobile Supports^	27	73.75	37	589
Goochland-Powhatan CSB				
Regional Jail Team	0	0.00	0	0.00
Acute Care Project	1	12	11	61
Utilization Management	1	4.13	10	32.52
Rubicon's-H.O.P.E.	0	0	0	0
Crisis Stabilization Unit (CSU)	0	0	2	6
St. Joseph's Villa (Child CSU Residential)	0	0	0	0
St. Joseph's Villa (Mobile)*	0	0	0	0
REACH Crisis Therapeutic Home^	0	0	1	23
REACH Mobile Supports^	1	0.5	2	9.75

Hanover CSB

	Number of Persons Admitted	Units of Service	FYTD-Persons Served †	FYTD- Units of Service
Regional Jail Team	0	0.00	0	0.00
Acute Care Project	2	10	23	140
Utilization Management	2	6.50	26	112.27
Rubicon's-H.O.P.E.	1	27	16	278
Crisis Stabilization Unit (CSU)	2	17	38	240
St. Joseph's Villa (Child CSU Residential)	0	0	17	188
St. Joseph's Villa (Mobile)*	0	0	6	209
REACH Crisis Therapeutic Home^	1	5	5	78
REACH Mobile Supports^	18	35	31	465.75

Henrico Mental Health

	Number of Persons Admitted	Units of Service	FYTD-Persons Served †	FYTD- Units of Service
Regional Jail Team	0	0.00	3	10.00
Acute Care Project	8	14	120	610
Utilization Management	8	24.88	132	206.15
Rubicon's-H.O.P.E.	1	37	13	251
Crisis Stabilization Unit (CSU)	7	68	102	763
St. Joseph's Villa (Child CSU Residential)	0	0	12	129
St. Joseph's Villa (Mobile)*	1	38	9	503
REACH Crisis Therapeutic Home^	3	54	18	533
REACH Mobile Supports^	55	145.75	56	1298.5

RBHA

	Number of Persons Admitted	Units of Service	FYTD-Persons Served †	FYTD- Units of Service
Regional Jail Team	13	95.25	168	1341.50
Acute Care Project	9	52	89	423
Utilization Management	10	29.25	106	425.90
Rubicon's-H.O.P.E.	11	204	158	3153
Crisis Stabilization Unit (CSU)	28	116	303	1817
St. Joseph's Villa (Child CSU Residential)	0	0	9	79
St. Joseph's Villa (Mobile)*	0	0	1	16
REACH Crisis Therapeutic Home^	0	0	14	314
REACH Mobile Supports^	49	105.25	67	1400.5

Grand Totals for each Program/Project				
	Total # of Persons Admitted	Total Units of Service	FYTD-Persons Served †	FYTD- LOS or UOS
Totals for FY 2016				
Regional Jail Team	15	163.25	246	2086.25
Acute Care Project	51	226.00	545	2172.00
Utilization Management	48	157.25	582	1701.02
Rubicon's-H.O.P.E.	21	431.00	244	4798.00
Crisis Stabilization Unit (CSU)	58	346.00	650	4056.00
St. Joseph's Villa (Child CSU Residential)	2	14.00	61	631.00
St. Joseph's Villa (Mobile)*	1	38.00	19	852.00
REACH Crisis Therapeutic Home	13	127.00	64	1558.00
REACH Mobile Supports	217	588.75	266	5376.50
<i>CSBs are added together in the totals above for each program's/project's grand total</i>				

† All program data entries (with the exception of REACH) include those Persons whose admissions carried over from the prior FY

***Only non-duplicated Persons for the current fiscal year are counted/totalled in "FYTD Persons Served"**

***Denotes service units recorded as hours of stabilization.**

Region IV FY16 ES Exceptions Report: July - June 2016

1. Region IV ES Activity Overview

	#Emergency evals	#TDOs issued	#TDOs executed	Number of ECOs
Jul	829	370	370	
Aug	886	382	382	
Sep	825	404	404	
Oct	829	367	367	
Nov	734	311	311	243
Dec	776	331	331	246
Jan	786	362	362	271
Feb	831	348	348	244
Mar	909	436	436	353
Apr	891	393	393	331
May	872	394	394	300
Jun	757	344	343	280

2. Region IV ES Activity & Exceptions Overview

	#Emergency evals	#TDOs executed	#Total Indiv Exceptions	Rate of exceptions to evals	Rate of exceptions to TDOs
Jul	829	370	33	0.040	0.089
Aug	886	382	23	0.026	0.060
Sep	825	404	34	0.041	0.084
Oct	829	367	30	0.036	0.082
Nov	734	311	22	0.030	0.071
Dec	776	331	18	0.023	0.054
Jan	786	362	25	0.032	0.069
Feb	831	348	18	0.022	0.052
Mar	909	436	52	0.057	0.119
Apr	891	393	53	0.059	0.135
May	872	394	63	0.072	0.160
Jun	757	343	45	0.059	0.131

3. Region IV Reportable Exceptions by Type

	Last resort TDO (with ECO)	Last resort TDO (no ECO)	Transfer to alternate facility	Medical TDO
Jul	29	4	4	
Aug	21	2	3	
Sep	26	6	3	
Oct	22	6	2	
Nov	15	6	2	0
Dec	13	4	2	0
Jan	18	5	7	0
Feb	15	3	1	0
Mar	50	2	7	0
Apr	49	4	4	0
May	55	7	7	1
Jun	43	2	4	0

4. Region IV TDOs to State Facilities*

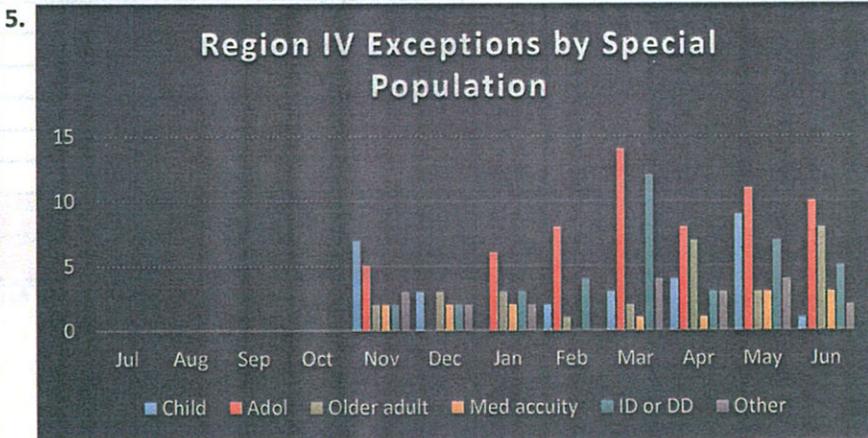
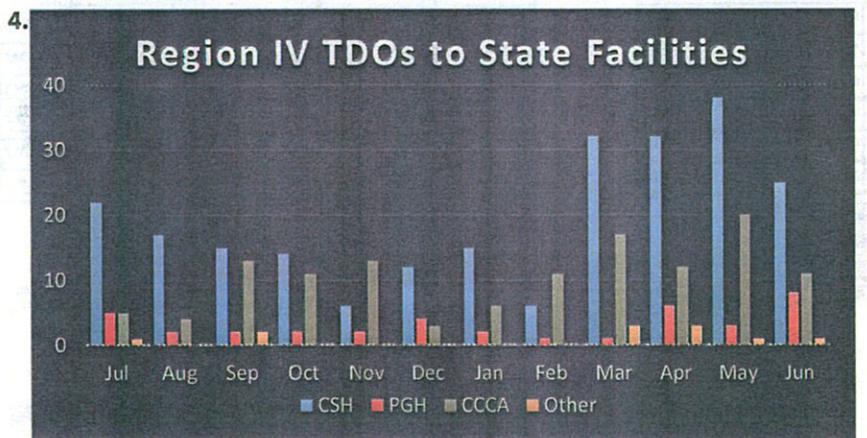
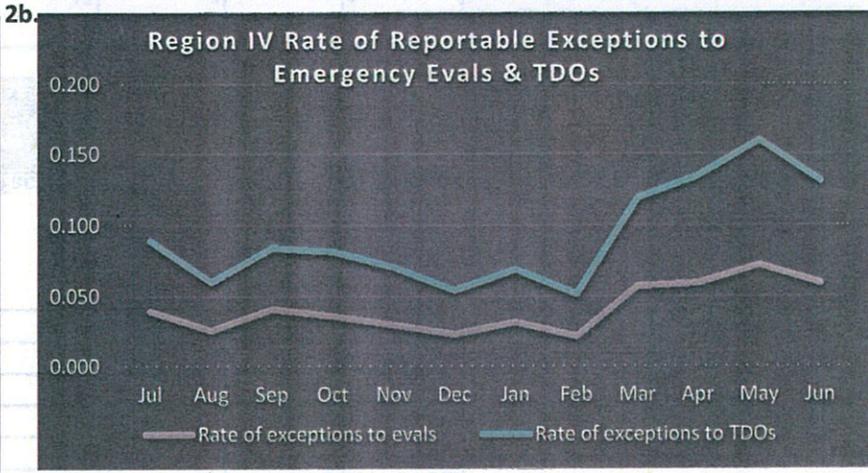
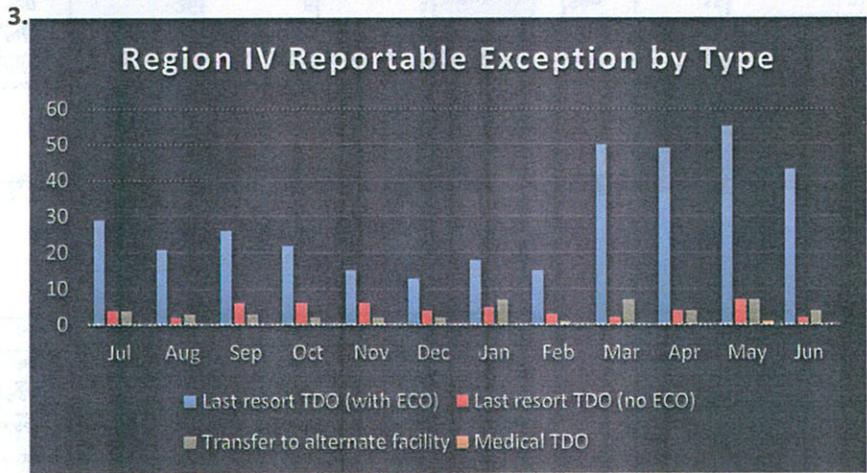
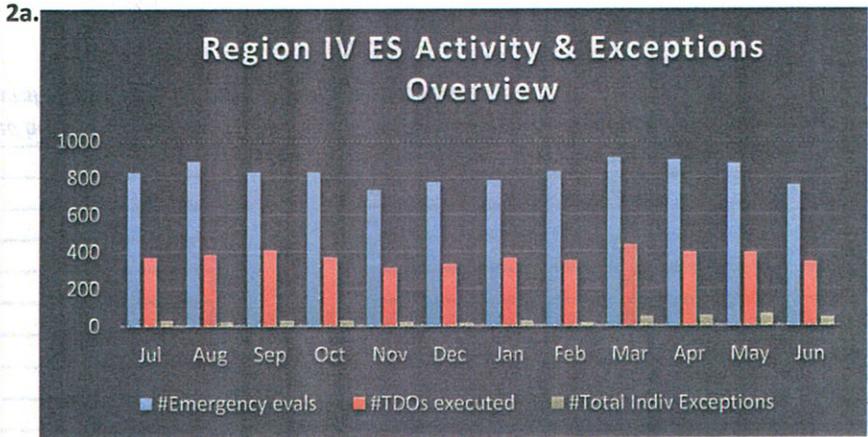
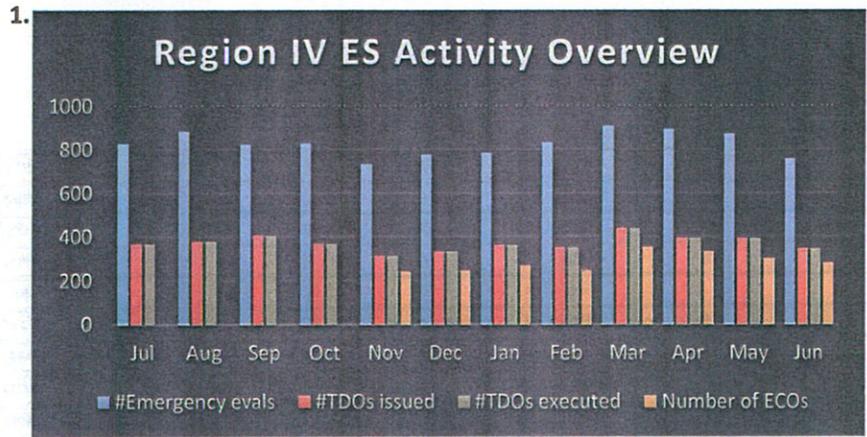
	CSH	PGH	CCCA	Other	
Jul	22		5	5	1
Aug	17		2	4	0
Sep	15		2	13	2
Oct	14		2	11	0
Nov	6		2	13	0
Dec	12		4	3	0
Jan	15		2	6	0
Feb	6		1	11	0
Mar	32		1	17	3
Apr	32		6	12	3
May	38		3	20	1
Jun	25		8	11	1

*includes TDOs issued/executed but indiv transferred to alt facility before state hospital admission occurred

5. Region IV Exceptions by Special Population**

	Child	Adol	Older adult	Med acuity	ID or DD	Other
Jul						
Aug						
Sep						
Oct						
Nov	7	5	2	2	2	3
Dec	3	0	3	2	2	2
Jan	0	6	3	2	3	2
Feb	2	8	1	0	4	0
Mar	3	14	2	1	12	4
Apr	4	8	7	1	3	3
May	9	11	3	3	7	4
Jun	1	10	8	3	5	2

**Individuals may have more than 1 special population designation.



Region IV MH Child Crisis Response Project

July 19, 2016

SJV Utilization data FY16 YTD

Project Admissions:

	FY16												Total
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	
TOTAL ADMISSIONS	5	3	7	16	11	14	11	20	14	15	14	9	139
Residential	5	3	7	12	11	11	11	17	12	13	11	7	120
"Day" CSU	0	0	0	4	0	3	0	3	2	2	3	2	19
"Day" CSU step down/step-up*	0	1	2	2	3	3	5	2	1	2	2	2	25

*Note: Step-down captured separately so as not to duplicate clients admitted for an uninterrupted period of service, as child received more than one service during episode of care.

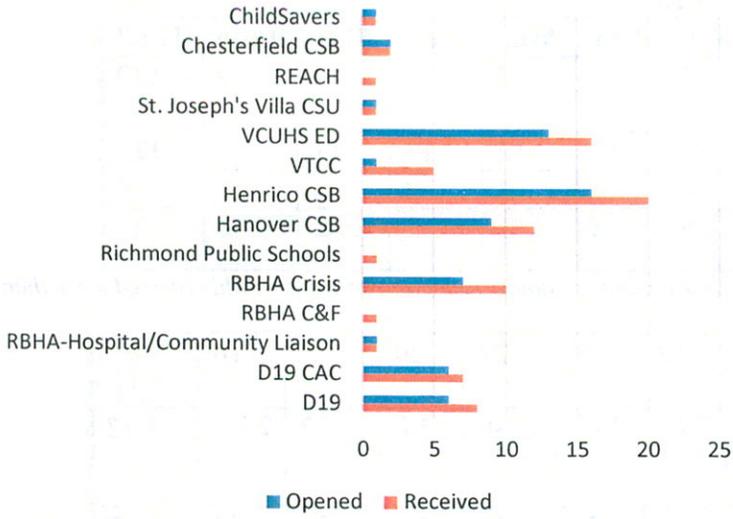
Total children served (undup.)	6	6	8	17	17	18	12	24	22	20	19	10	
Avg. daily census (res. & day combined)	1.67	.87	2.73	4.61	5.17	4.23	3.81	7.07	5.48	4.8	6.32	2.73	4.12
Bed days	52	26	79	109	140	106	105	158	139	122	153	58	1,247
Avg. LOS (bed days only)	11.0	11.4	10.7	9.8	11.8	9.8	10.5	11	11.5	10.7	10.4	9.6	10.68

Project Admissions by Referral Source:

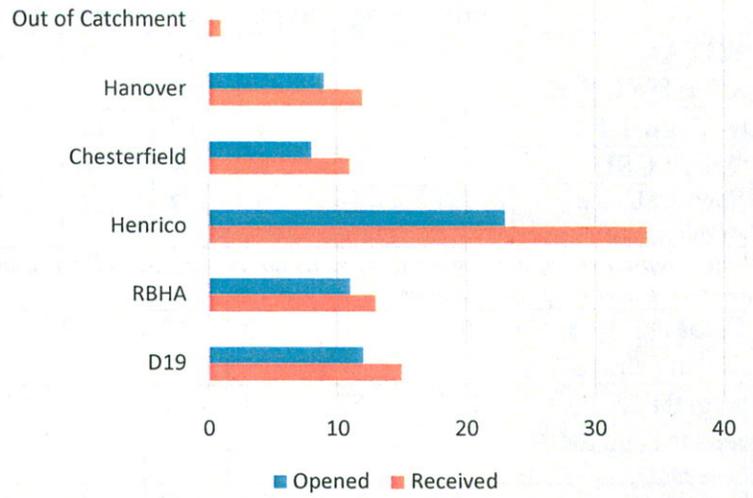
Referral Source	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Totals
Ches CSB	1		1	2	1		1	2	1			2	11
Crossroads CSB					1			2			1		4
Hanover CSB		1	4		2	3	2	2	2	2			18
Henrico CSB		1	4		1	2	1	5	2	1		1	18
GPCSB													0
D19 CSB			1				2	1	1	1	2		8
RBHA					1	3	1	2		2	1		10
Direct access	4 2-Hen, 1-Han, 1-Ches	1 1-Ches	5 4-Hen, 1-Ric	5 5-Ches	5 2-Hen, 1-D19, 2-Ches	6 4-Hen, 2-Ches	4 3-Ches, 1-Han	6 2-Hen, 1-Pow, 3-Ches	8 2-Ches, 3-Han, 1-Hen, 2-Ric	8 3-Ches, 1-D19, 2-Han, 2-Hen	10 3-Ches, 3-Han, 2-Hen, 1-D19, 1-Ric	5 1-D19, 1-Ric, 2-Ches, 1-Han	67
Out of region: CSB connected				1 NRV CSB						1 Region 10		1 Hamp/NN	3

CReST Data Report: February – June 2016 Summary

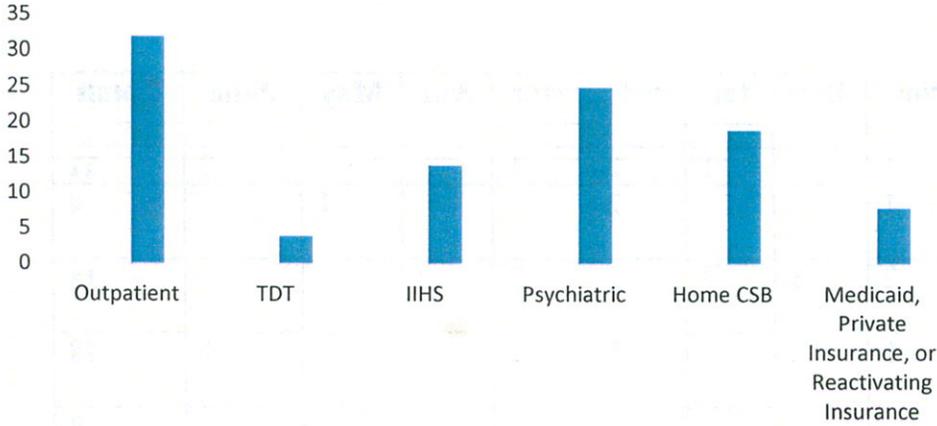
Referrals by Source: February - June



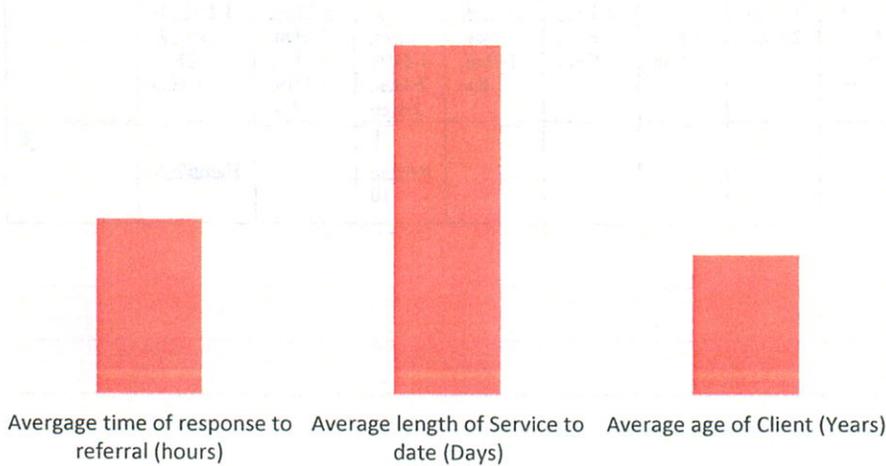
Referral/Youth by Catchment: Feb-June



Services Accessed by Youth Served: February - June



Additional Information



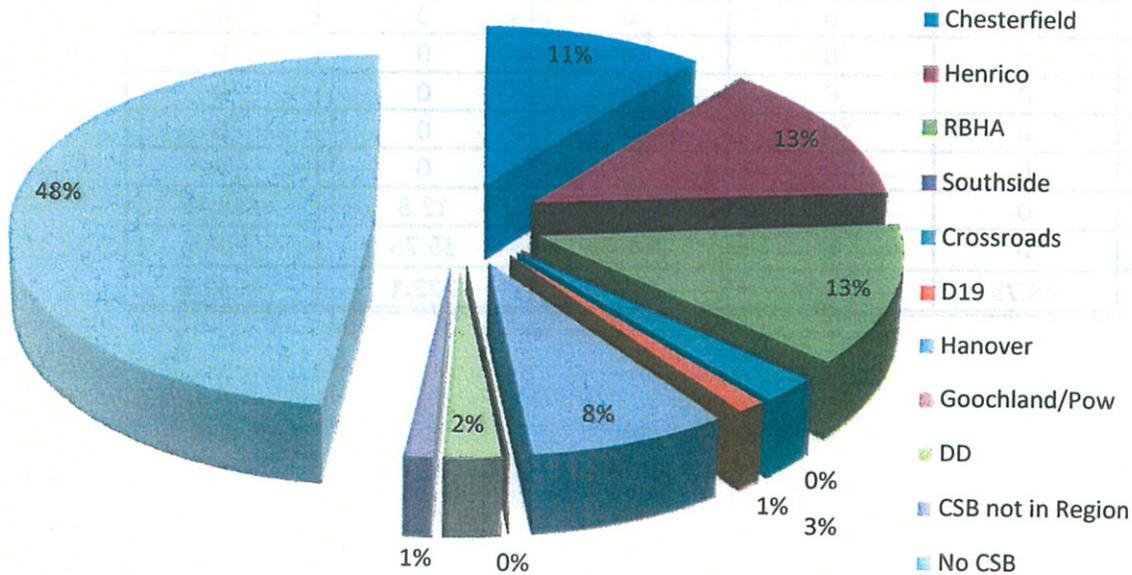
Region IV REACH Child Advisory Council
Annual FY 16 Report

REACH Referral Info

of Individuals Referred by Month

	1st QTR	2nd QTR	3rd QTR	4th QTR	Total
Chesterfield	2	1	1	5	9
Henrico	4	2	1	4	11
RBHA	1	4	3	3	11
Southside	0	0	0	0	0
Crossroads	0	2	0	0	2
D19	0	0	0	1	1
Hanover	2	1	2	2	7
Goochland/Pow	0	0	0	0	0
DD	0	1	0	1	2
CSB not in Region	0	0	0	1	1
No CSB	1	8	9	23	41
Total	10	19	16	40	85

of Individuals Referred by CSB / DD



Region IV REACH Child Advisory Council
Annual FY 16 Report

New Referrals - Mental Health Diagnoses

<u>Disorder Type</u>	<u>#</u>	<u>%</u>
Attention Defecit Disorder	46	54%
Mood Disorders	26	31%
Anxiety-related Disorders	13	15%
Disruptive Disorders	10	12%
Trauma-related	8	9%
Psychotic Disorders	4	5%

(*note some individuals have multiple MH dx's)

n= 85

Prevention:

Total # of Hours of Assessment / Prevention / Follow-Up / Monitoring:

	1st QTR	2nd QTR	3rd QTR	4th QTR	Total
Chesterfield	12.75	5	54.75	51.85	124.35
Crossroads	0	32.5	0.75	0	33.25
D19	0	0	0	16.25	16.25
Goochland-Powhatan	0	0	0	0	0
Hanover	3.5	30	39	25	97.5
Henrico	47.5	75.5	68	17	208
RBHA	0	15.25	52	63.75	131
Southside	0	0	0	0	0
Region 1	0	0	0	0	0
Region 2	0	0	0	0	0
Region 3	0	0	0	0	0
Region 5	0	0	0	0	0
DD	0	64	40.25	12.5	116.75
No Clinical home	0	97	181.75	35.75	314.5
Totals:	63.75	319.25	436.5	222.1	1041.6

Region IV REACH Child Advisory Council
Annual FY 16 Report

Community Crisis Stabilization / Mobile Supports

Mobile Support (in hours):

Total Served: 49

	1st QTR	2nd QTR	3rd QTR	4th QTR	Total
Chesterfield	13	0	19	11	43
Crossroads	0	8	0	0	8
D-19	0	0	0	2	2
Goochland/ Powhatan	0	0	36	0	36
Hanover	0	24	0	0	24
Henrico	0	65	4	9.5	78.5
RBHA	2	0	18	9.2	29.2
Southside	3	0	20	0	23
DD	0	55	0	0	55
No clinical Home	0	60	0	52.5	112.5
CSB Not in Region	0	0	0	0	0
Total:	18	212	97	84.2	411.2

Planned Hours	275	84.10%
Emergency Hours	52	15.90%

Outcomes of Mobile Supports:	#	%
Retained Placement	39	100%

Crisis Response Data:

24/7 Crisis:

# of Non-Crisis Calls Received:	148
# of F/F Crisis Responses Provided:	68
Average Response Time:	33.5

Region IV REACH Adult Advisory Council
Annual FY 16 Report

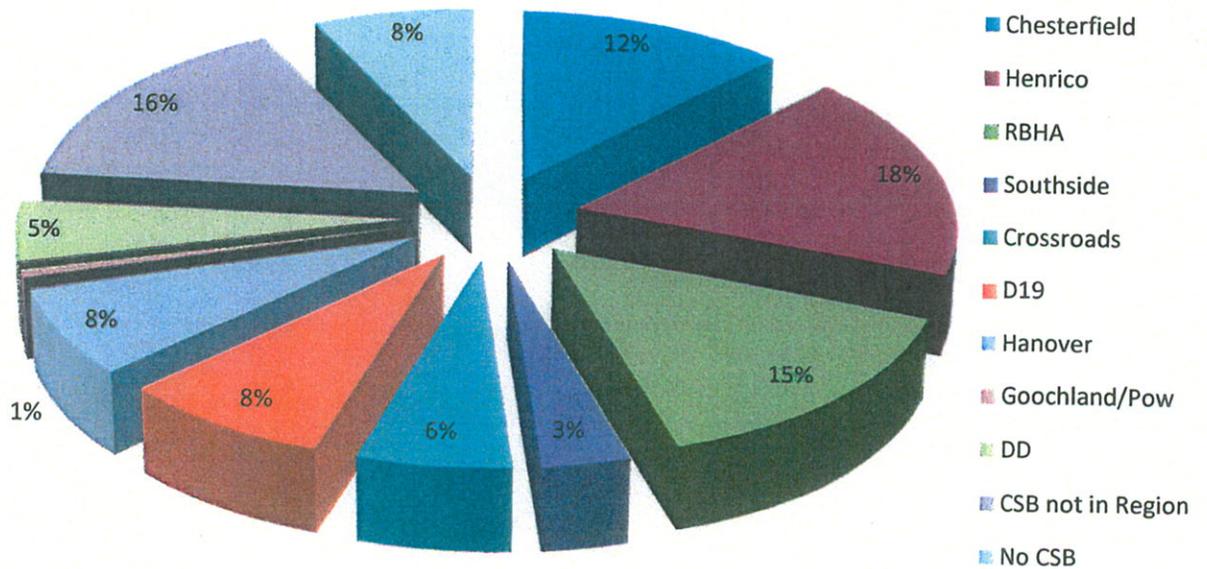
REACH Adult Referrals

of Individuals Referred by Month

	1st QTR	2nd QTR	3rd QTR	4th QTR	Total
Chesterfield	7	2	1	8	18
Henrico	3	2	14	8	27
RBHA	6	2	8	6	22
Southside	0	0	3	2	5
Crossroads	3	2	1	3	9
D19	1	3	3	5	12
Hanover	2	1	7	1	11
Goochland/Pow	0	0	0	1	1
DD	0	1	2	5	8
CSB not in Region	6	4	10	4	24
No CSB	2	2	1	6	11
Total	30	19	50	49	99

146

of Individuals Referred by CSB / DD



Region IV REACH Adult Advisory Council
Annual FY 16 Report

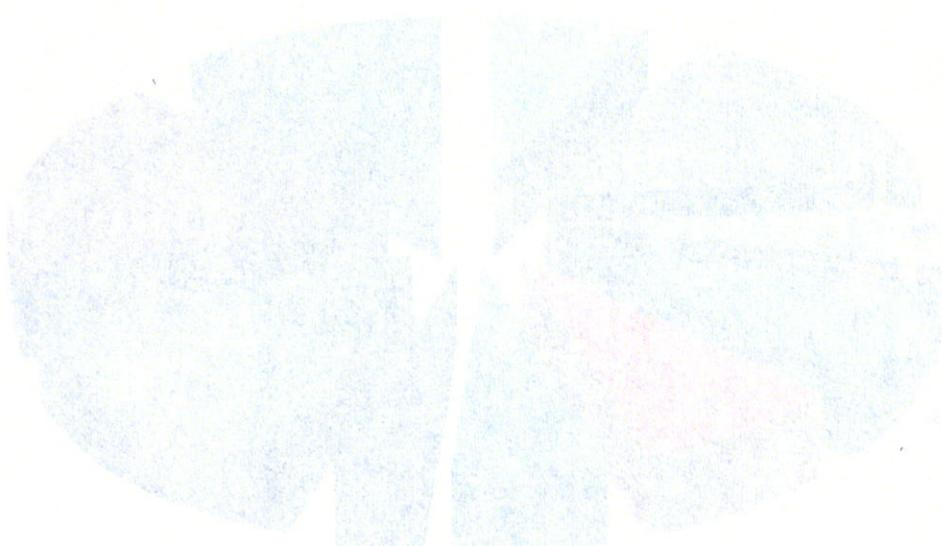
New Referrals - Mental Health Diagnoses

# of Referrals/Inquiries Received:	176	*Includes Crisis Inquiries
# dually diagnosed with MH condition:	143	*excludes individuals with I/DD only
# of individuals with 2 or more MH Dx:	59	

<u>Disorder Type</u>	<u>#</u>	<u>%</u>
Mood Disorders	73	51%
Psychotic Disorders	47	33%
Attention Defecit Disorder	30	21%
Disruptive Disorders	21	15%
DD		0%
Anxiety-related Disorders	20	14%
Adjustment Disorder	4	3%

(*note some individuals have multiple MH dx's)

n= 143



Region IV REACH Adult Advisory Council
Annual FY 16 Report

Community Crisis Stabilization / Mobile Supports

Mobile Support (in hours):

Total Served: 179

	1st QTR	2nd QTR	3rd QTR	4th QTR	Annual
Chesterfield	31.25	31.5	28.5	36.25	127.5
Crossroads	5	10	8	80.75	103.75
D-19	6	31	26.25	21.5	84.75
DD	4	6	9	9	28
Goochland-Pow	7	0	0	18	25
Hanover	43.75	34.5	8	0	86.25
Henrico	26	25.5	50.5	15	117
RBHA	47.25	39	27.5	72.75	186.5
Southside	0	0	0	27.5	27.5
CSB not in Region	7	51	32.5	9.75	100.25
No CSB	0	0	0	0	0
Total:	177.25	228.5	190.25	290.5	886.5

Therapeutic Home

Therapeutic Home Supports (by Day):

	1st QTR	2nd QTR	3rd QTR	4th QTR	Total
Chesterfield	61	108	116	80	365
Crossroads	74	4	3	62	143
D-19	0	10	72	51	133
DD	36	54	22	46	158
Goochland/Pow	23	0	0	0	23
Hanover	19	37	12	9	77
Henrico	96	110	143	178	527
RBHA	94	131	66	23	314
Southside	0	0	0	12	12
CSB not in Region	42	39	30	5	116
No CSB	0	30	48	0	78
Total	445	523	512	466	1946

Possible Bed Days in Quarter: 2190

% of Usage: 88.86%

Average Length of Stay (days):

Crisis Length of Stay:	13
Prevention Length of Stay:	14

#'s Served:

Crisis:	51
Prevention:	62
Total Served:	113

Region IV REACH Adult Advisory Council
Annual FY 16 Report

Crisis Response Data:

24/7 Crisis:

# of Non-Crisis Calls Received:	812
# of F/F Crisis Responses Provided:	273
Average Response Time (minutes):	41.1425

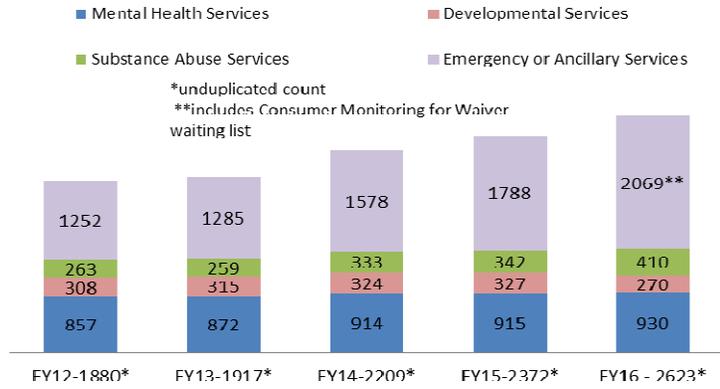
Prevention:

Total # of Hours of Assessment / Prevention / Follow-Up / Monitoring:

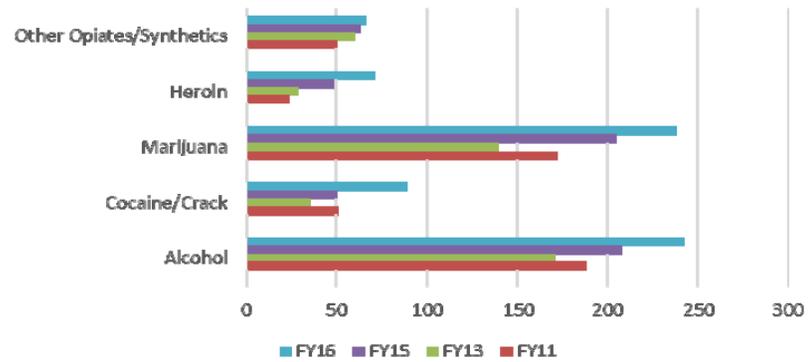
	1st QTR	2nd QTR	3rd QTR	4th QTR	Total
Chesterfield	315.25	259.75	280.75	243.75	1099.5
Crossroads	111.5	65.5	83	83.25	343.25
D19	89	121.5	146.75	127.25	484.5
Goochland-Powhatan	0	0	0	0.75	0.75
Hanover	130	69.75	106	73	378.75
Henrico	302.25	237.5	296.25	268.75	1104.75
RBHA	321	270.75	325.75	268	1185.5
Southside	11.25	3.25	24.5	24	63
Region 1	141	25.75	113.25	43.5	323.5
Region 2	8.5	23.5	19.75	39.5	91.25
Region 3	46.25	39.5	30	17.5	133.25
Region 5	59.25	81	30.5	42	212.75
DD	70.5	51.25	77.75	68.25	267.75
No Clinical home	22.5	5.75	61.25	67.25	156.75
Totals:	1628.25	1254.75	1595.5	1366.75	5845.25

Hanover Community Services Board - FY16 Year-End Dashboard (Preliminary)

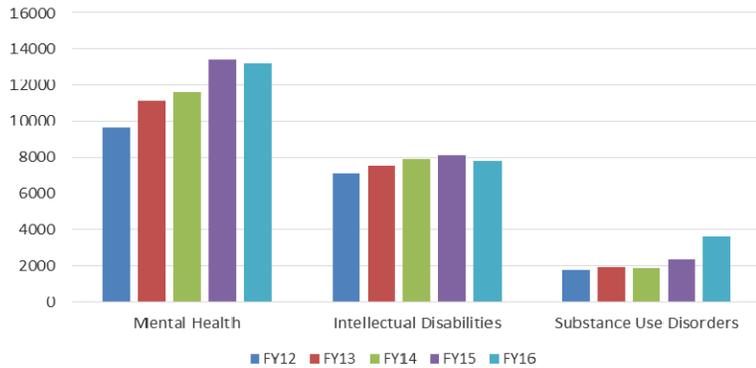
Clients by Program Category



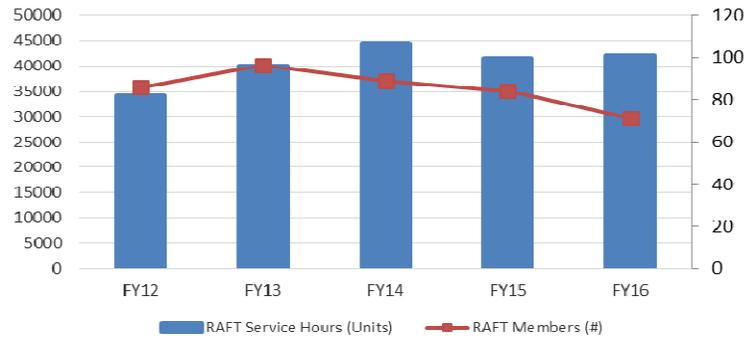
SA Case Management - Drug Type



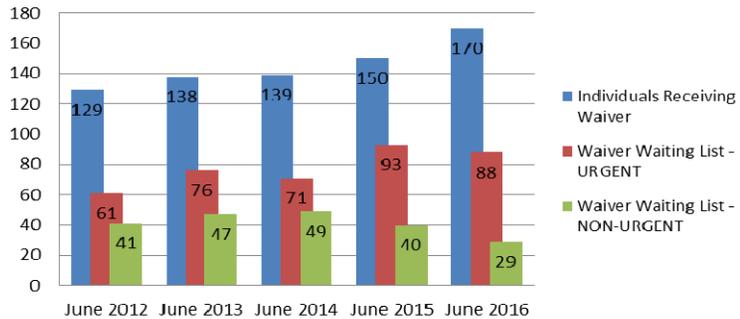
Hours of Case Management by Program Area



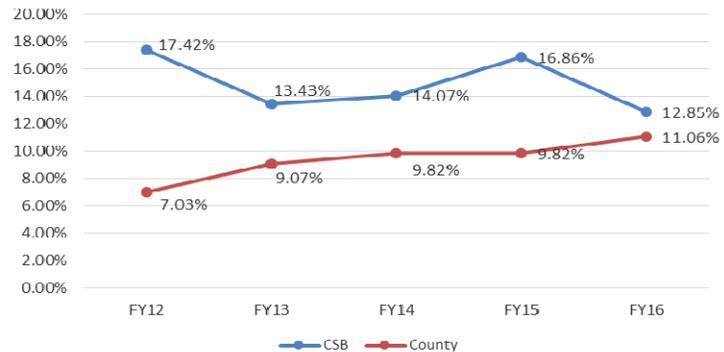
RAFT Service Hours



ID Waiver



Turnover Rates

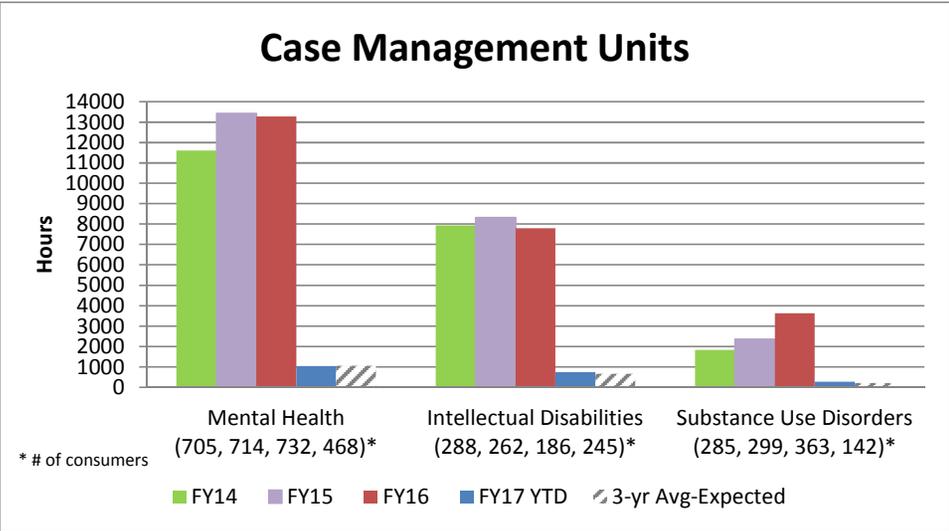
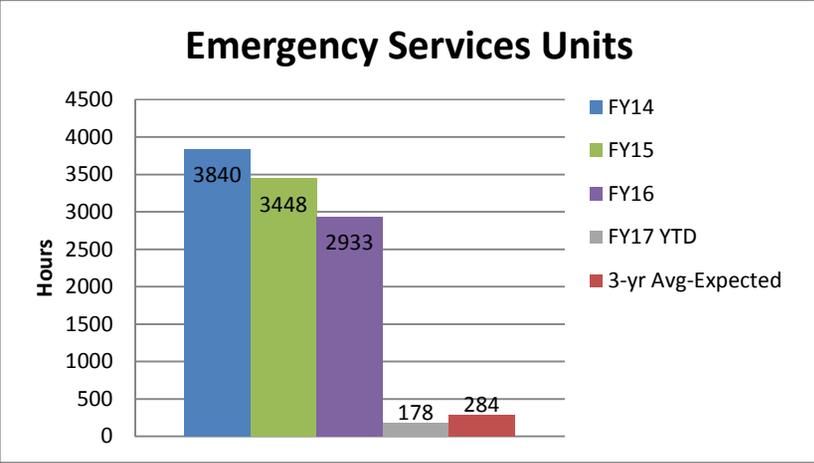


Hanover CSB - July 2016

At-a-Glance	Hospitalizations: 14	Number Served: 1094	Admissions: 146	Discharges: 169	Prevention: 671	RAFT: 97%
FY17 YTD Avg/Month	14	1094	146	169	671	62 of 64 one or more days
FY16 Avg/Month	24	1081	172	169	232	

	FY16 Actual	FY17 Projected	FY17 YTD	YTD Expected	% of Expected	
Mental Health Services						
Acute Psychiatric or Inpatient Services	21	13	0	1	0%	▲
Outpatient Services	767	700	299	299	100%	●
Assertive Community Treatment	72	60	58	58	100%	●
Case Management Services	732	700	468	468	100%	●
Rehabilitation	71	66	58	58	100%	●
Individual Supported Employment		10	0	1	0%	▲
Intellectual Disability Services						
Case Management Services	186	210	169	169	100%	▲
Rehabilitation	37	30	29	29	100%	●
Supported Employment	119	124	62	62	100%	●
Supportive Residential Services	42	39	25	25	100%	●
Substance Abuse Services						
Medical Detox Inpatient Services	3	5	0	0	0%	▲
Outpatient Services	267	232	67	67	100%	●
Case Management Services	363	315	142	142	100%	●
Intensive Residential Services	42	35	0	3	0%	▲
Emergency Services						
Emergency Services	809	675	83	83	100%	●
Consumer Monitoring - Individuals	195	235	76	235	32%	▲
Assessment and Evaluation Services	1375	1200	219	219	100%	●

Budget data will be added for the August 2016 dashboard



Focus Forward:

- 1) Implementation of developmental disabilities system transformation including waiver redesign.** Created partnership with Hanover Arc to provide a town hall on waiver redesign/implementation; contracted with 4 agencies for a total of 17 individuals; learned that CMS has delayed approval of waiver application which delays implementation of remaining elements of waiver redesign.
- 2) Support implementation of the Adult Drug Court pilot program.** Staff continue to be active participants in the planning meetings; possible MOU with Probation and Parole continues to be explored.
- 3) Support the ongoing development of CSB Board members to be an effective administrative policy board.** Provided, in collaboration with Lisa Seward, a work session on the duties of an administrative policy board as outlined differently from an operating board and provided scenarios for each to consider appropriate actions by a board member as it related to the Standards of Professional Conduct and other guiding documents.

**CSB Board
Three-Month Planning Calendar**

October	November	December
-Supported Employment Banquet	- Nominations Committee (Board Officers)	-CSB Election of Officers
-By-Laws Review Committee	-Mental Health Awareness Week	
-County Budget due	-County Budget Meeting	
-VACSB Fall Public Policy Conference, Oct. 5-7, Charlottesville		
-Board Planning: 10/10/16	-Board Planning: 11/14/16	-Board Planning: 12/12/16
-Board Meeting: 10/17/16	-Board Meeting: 11/21/16	-Board Meeting: 12/19/16
Work Session: State of the County and Budget Overview	Work Session:	Work Session: Recognition of Outgoing Members and Holiday Social

Upcoming Events & Activities:

- October 5, 2016: Region IV Suicide Prevention Conference (See attached information sheet for details)
- October 5-7, 2016: VACSB Fall Public Policy Conference