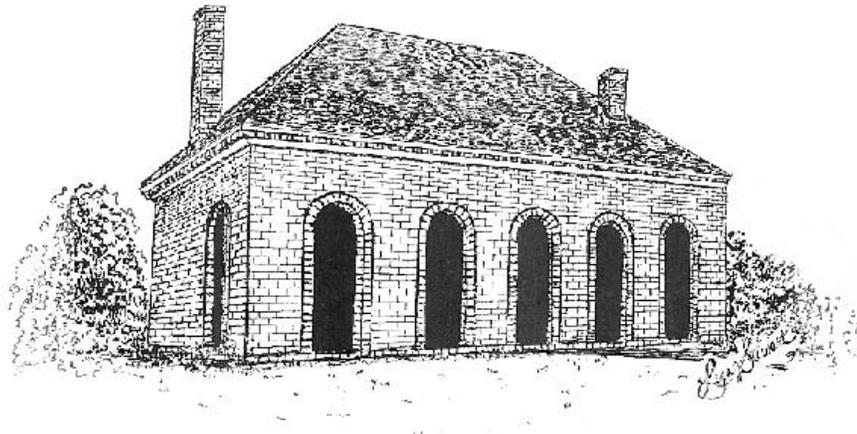


# BOARD MEETING PACKET

PREPARED FOR  
HANOVER COUNTY COMMUNITY SERVICES BOARD



---

<b>MEETING DATE</b>	<b>January 27, 2020</b>
<b>MEETING TIME</b>	<b>5:30 p.m.</b>
<b>LOCATION</b>	<b>Hanover Community Services Board Conference Room 12300 Washington Highway Ashland, VA 23005</b>

---

## STATEMENT OF MISSION

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

- Mental Health
- Developmental Disabilities
- Substance Use Disorders

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

**AGENDA**  
**HANOVER COUNTY COMMUNITY SERVICES BOARD**

**January 27, 2020 – 5:30 p.m.**  
**Hanover Community Services Board Conference Room**  
**12300 Washington Highway, Ashland, VA 23005**

---

*The Hanover County Community Services Board, an administrative policy body, is comprised of county residents appointed to set policies for the provision of mental health, developmental and substance use disorder services.*

*Among other duties, the HCCSB reviews and evaluates services and facilities, ensures compliance with the annual performance contract, approves a schedule of fees and advocates on behalf of county residents.*

---

**5:30 p.m. – Call to Order and Welcome**

**Work Session: Hanover DASH Specialized Transportation**

**6:30 p.m. – General Business**

- 1. Reconvene**
- 2. Donations**
- 3. Public Comments**
- 4. Approval of Minutes – December 16, 2019 Board Meeting**
- 5. Executive Director’s Report**
  - a. Directors’ Updates**
  - b. Other Items**
- 6. Chairperson’s Report**
  - a. Work Session Planning**
  - b. Other Items**
- 7. Board Member Updates & Activities (to include Board Liaison Reports)**
- 8. Adjourn**

*Next Regularly Scheduled Meeting: February 17, 2020, 5:30 p.m.*  
*Hanover Community Services Board Conference Room*  
*12300 Washington Highway, Ashland, VA 23005*

**BOARD OF SUPERVISORS**

**W. CANOVA PETERSON, CHAIRMAN**  
MECHANICSVILLE DISTRICT

**SCOTT A. WYATT, VICE-CHAIRMAN**  
COLD HARBOR DISTRICT

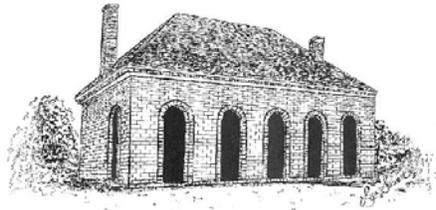
**SEAN DAVIS**  
HENRY DISTRICT

**WAYNE T. HAZZARD**  
SOUTH ANNA DISTRICT

**ANGELA KELLY-WIECEK**  
CHICKAHOMINY DISTRICT

**FAYE O. PRICHARD**  
ASHLAND DISTRICT

**AUBREY M. STANLEY**  
BEAVERDAM DISTRICT



*HANOVER COURTHOUSE*

**COMMUNITY SERVICES BOARD**

**IVY T. SAGER, MSW**  
EXECUTIVE DIRECTOR

12300 WASHINGTON HIGHWAY  
ASHLAND, VIRGINIA 23005

PHONE: 804-365-4222  
FAX: 804-365-4252

**HANOVER COUNTY**

ESTABLISHED IN 1720

WWW.HANOVERCOUNTY.GOV

**CECIL R. HARRIS, JR.**  
COUNTY ADMINISTRATOR

**DRAFT OF MINUTES**

December 16, 2019

<b>Members Present</b>	<b>Members Absent</b>	<b>Others</b>
Scott Bateman William Brenzovich Anne Cross Jeanie Edwards Amy Gregory Lynn Hargrove Hamilton Holloway Jim Hunt Margaret Perkinson Lori Spain Melissa Young	Sean Davis	Lorrie Ann Booker Gabriella Caldwell-Miller Katie Donhauser Joelle Inge-Messerschmidt Bernie Jordan Courtney Lakin Ivy Sager Jim Taylor

**Call to Order**

The meeting was called to order by Scott Bateman, Chairperson, at 6:00 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland VA 23005.

The following members were present: Scott Bateman, William Brenzovich, Anne Cross, Jeanie Edwards, Amy Gregory, Lynn Hargrove, Hamilton Holloway, Jim Hunt, Margaret Perkinson, Lori Spain and Melissa Young.

**Holiday Social**

All enjoyed food and fellowship!

**Recognition of Outgoing Board Members and Executive Committee**

Scott Bateman recognized Bill Brenzovich and Lynn Hargrove for their contributions to the Board.

Ivy Sager recognized Ann Cross, Lynn Hargrove and Scott Bateman for their service on the Executive Committee.

Mr. Brenzovich stated it has been a privilege to serve, and enjoyed working with everyone. Ms. Hargrove stated this has been a wonderful experience and that it has truly been an honor.

### **Donations**

The following donation was acknowledged by the Board:

- Angela Jackson donated a Thanksgiving meal with an approximate value of \$20.

The following donations were moved for acceptance by Bill Brenzovich, seconded by Jeanie Edwards and passed unanimously:

- Jay and Catherine Corcoran donated \$200 to the RAFT Member Fund.
- Order of the Eastern Star Hanover Chapter donated \$100 to the RAFT Member Fund.
- Hanover Hurricanes donated 4 Thanksgiving meals with an approximate value of \$400.
- Emily Cochran donated a Thanksgiving basket with an approximate value of \$150.
- St. Peters UMC donated a Thanksgiving meal with an approximate value of \$150.

The following donation was moved for recommended acceptance to the County Administrator by Bill Brenzovich, seconded by Jeanie Edwards and passed unanimously:

- The Flippo Foundation donated \$12,000 to the RAFT Member Fund.

### **Public Comments**

None.

### **Approval of Minutes**

The minutes of the November 18, 2019 Board meeting were approved as submitted.

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

Ms. Sager mentioned the VACSB Annual Report and Region 4 Annual Report, copies of which were provided to each Board Member. Ms. Sager also announced that feedback from the DBHDS Needs Assessment is expected the first of the year.

Ms. Sager then asked Courtney Lakin to speak to the Licensing visit that was conducted the prior month. Ms. Lakin stated this was the first review under the new Licensing Specialist. She mentioned that the agency received 10 citations, all of which have been corrected and accepted. Discussion ensued.

Ms. Hargrove asked about the newly appointed Commissioner of Department of Behavioral Health and Developmental Services. Ms. Sager commented that she does not know Alison Land personally, but is excited to have the position filled. Discussion ensued.

Melissa Young commented that Same Day Access numbers declined in November, with Ms. Sager stating that staff continually watch the trends.

### **Chairperson's Report**

Mr. Bateman began by reviewing work session planning. Discussion ensued with many ideas for future work sessions.

Ms. Sager mentioned the Mechanicsville and South Anna CSB appointments are expected after the new Supervisors are sworn in, possibly at the January 8<sup>th</sup> Board of Supervisors meeting.

*Hanover: People, Tradition and Spirit*

Jim Taylor invited Board members to join the new Supervisors on a tour of the jail. He indicated that he would share details with Ivy Sager as they are finalized so that she could pass along to Board members.

### **Board Member Updates and Activities**

Mr. Brenzovich mentioned the General Assembly will be looking at the minimum wage and its impact on Medicaid. He also reported that DMAS considers Medicaid reduction almost a wash, though the VACSB is still trying to get monies back to the CSBs.

Ms. Sager mentioned a Medicaid rate increase is being considered for some services. She also mentioned that a proposed minimum sick leave requirement may be considered which may impact rates.

Mr. Brenzovich mentioned that at the upcoming VACSB conference, there will be a session on the different types of boards and how they operate. Lastly, he stated that fingers are crossed on the state budget.

Hamilton Holloway announced the Federal “money follows the person” is coming to a head with provisions being swept into a drug bill. He also mentioned that Maternal Mortality and Education funding is included in the Governor’s announced budget, as well as an upcoming speaking engagement at Reynolds College. Lastly, Mr. Holloway spoke of Department Heads of State agencies now having the ability to go to General Assembly members for discussions on items that directly affect their agencies, as long as it is consistent with the Governor’s position.

Amy Gregory spoke of fundraising for the Miss Hanover Abilities pageant was well as funding being received from the dissolution of Hanover Mental Health Association.

### **Action Item**

Bill Brenzovich, chair of the Nominating Committee announced the proposed Slate of Officers for the 2020 term: Hamilton Holloway - Chair, Anne Cross - Vice Chair, and Margaret Perkinson - Secretary. Scott Bateman asked for a motion to accept the Slate. Jeanie Edwards moved the Slate be accepted, Melissa Young seconded, and the motion passed unanimously.

Ms. Hargrove mentioned the Nominating Committee’s discussion around Executive Committee terms and the customary progression from position to position. Discussion ensued. Ms. Sager suggested that the best place to address may be in the Rules of the Board with the possibility of amending the language.

### **Action Item**

Mr. Brenzovich made motion to authorize the Executive Director to take all steps necessary to execute a Seventh Amendment to the Lease for the RAFT House property located at 14433 Washington Highway in Ashland; Jeanie Edwards seconded, and the motion passed unanimously after brief discussion.

The next regularly scheduled Board Meeting will be held on January 27, 2020 at 5:30 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland, VA 23005.

There being no other business, Mr. Bateman asked for a motion to adjourn the meeting. Bill Brenzovich moved to adjourn the meeting, Jeanie Edwards seconded, and the motion passed unanimously. The meeting was adjourned at 7:35pm.

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

January 2020

### **A. Executive Director**

#### General Updates

- RAFT Lease
- Collaboration with Hanover County Public Schools
- Updated Board Level Organization Chart
- Board member listing on Hanover County website (need to review)

As follow-up to the December meeting, the RAFT lease amendment, with terms as outlined by Ms. Donhauser at that meeting, was finalized on Dec. 31, 2019.

Hanover CSB is excited about a new collaboration with Hanover County Public Schools. With STEP VA Outpatient funding, a newly hired clinician will be soon be based at a secondary school in the eastern part of the county. During the board meeting this month, Dr. Caldwell-Miller will provide further information about this initiative.

As in past years, the Board is provided a high level organization chart each January. This organizational chart will be provided and reviewed at the January meeting.

As well, the County website has been updated regarding CSB board members and their contact information. If time allows, please review prior to the meeting to ensure all information is accurate. That information can be found at: [www.hanovercounty.gov/482/Community-Services-Board](http://www.hanovercounty.gov/482/Community-Services-Board). Staff will also address this matter during the January meeting.

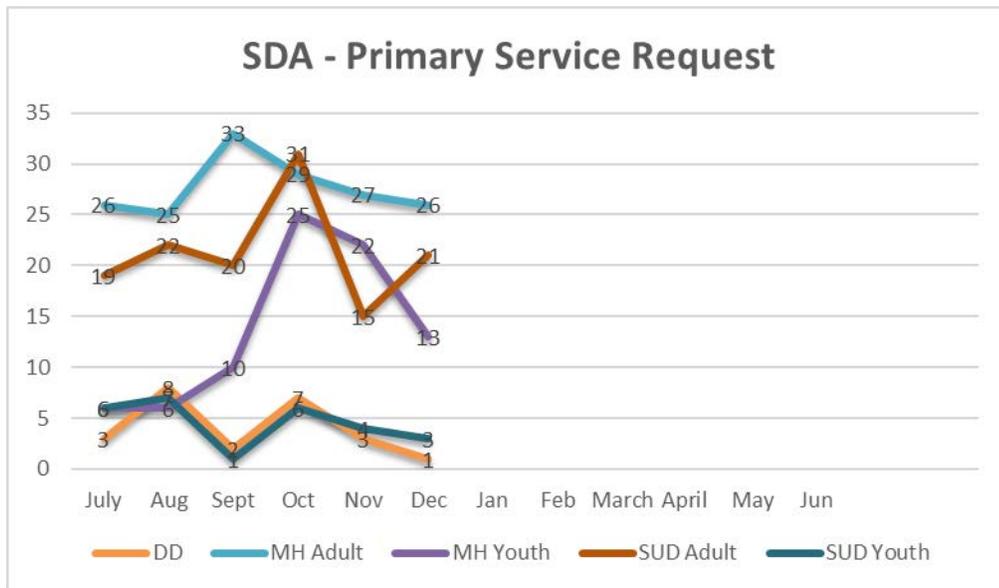
The following are included in this month's packet:

- November 2019 Dashboard
- Quarterly Dashboard – Q2 September - December 2019
- 3-month Planning Calendar

#### Access Redesign Project

In December 79 individuals presented at the agency seeking services through SDA (76 non-duplicated individuals). Of the 79 individuals that started the SDA process, 66 individuals proceeded through to the Comprehensive Needs Assessment and were scheduled for an initial appointment with a primary clinician. The remaining 13 did not proceed through the process due to a variety of reasons, including being referred to another service provider (3), being referred to the crisis team for immediate intervention (8), and self-selecting to come back on another day due to time restraints (2).

The chart below provides a visual of the primary service type for those who proceeded through assessment and were scheduled for their first appointment since the beginning of this fiscal year.



Step VA

As the Board is aware, the agency received additional state funding for STEP VA outpatient services (specific to a needs based formula). With this funding, the agency requested two new positions and one position change as part of the Jan. 8, 2020 Board of Supervisors meeting. The two new positions include one (1) full-time Outreach Clinician and one (1) full-time Administrative Assistant (reimbursement clerk). The requested position change is to convert a part-time (.50 FTE) Case Manager to a full-time Case Manager. The funding appropriation and positions requests/change were approved by the Board of Supervisors.

As the agency has worked to increase the capacity of outpatient clinical services under STEP VA, there are increased demands to support the efficient and effective delivery of those clinical services. The Outreach Clinician position will manage a caseload of adults and children/families chronically missing appointments. The Administrative Assistant will join the CSB reimbursement team responsible for all billing functions including denied claims review, credentialing and processing client financial reviews. In addition to case management functions specific to Children’s Services Act (CSA) cases that make up half of the position, the remainder of the time for the Case Manager will be focused on providing case management services for children/youth, supports and tasks that are currently performed by clinicians. This change will enable clinicians to see more individuals for outpatient services.

Human Resources

In December, there were no new hires. There was one resignation: part-time Case Manager.

Donations (\*Donations that need action to accept by the Board.)

- The following donated Christmas gifts to specific individuals in need: American Legion Ladies Auxiliary Unit 175, Brown Grove Baptist Church, Forest Grove United Methodist Church, Patricia Lyons and Family, Emily Cochran and Family, Lee Davis Interact Club & Football Team, and the Ashland Home Depot.

- Hunton Baptist Church, Men’s Four Sunday School Class donated \$25.00 to the RAFT Member Fund.
- Hanover Hawks & Atlee Raiders Swim Teams donated food, with an approximate value of \$250.00, to the CSB Food Panty. \*
- St. Paul’s Episcopal Church donated \$300.00 to the RAFT Member Fund.\*
- Ms. Debra Condrey donated \$1,000.00 to the RAFT Member Fund.\*
- Church of the Redeemer donated Walmart and Food Lion gift cards, totaling \$1,025.00, and that were distributed to individuals served.

Community Relations/Community Education

No specific/additional activities to report.

**B. Business Operations**

- FY 2021 Department Budget
- FY 2020 Q2 Projections
- Facility Repairs and Maintenance

FY 2021 Department Budget – Staff are continuing to work with the Finance Department on any questions they have for the FY 2021 budget request. The County’s proposed budget is expected to be presented to the Board of Supervisors in February.

FY 2020 Q2 Projections – With the close of December 2019, staff will be working to develop the Q2 FY 2020 department projections. The projections will be shared with the CSB Board during the February meeting.

Facility Repairs and Maintenance

Day Health status:

1. The exterior ground grading and seeding will take place in the spring.
2. The new flooring has been installed and the main hallway has been painted.
3. Staff are now coordinating the installation of the new awning that will extend from the client entrance to the parking lot.
4. Quotes have been obtained for additional interior painting of Day Health in the main program area to be scheduled for FY 2021.

Atlee Commons routine maintenance: Quotes have been obtained to replace carpet and perform painting in the main hallways. The carpet install is expected to be completed in March/April. Funding is being provided by the County’s General Services department.

**C. Behavioral Health & Wellness**

- HCSB highlighted in a national newsletter
- Children’s & Adolescent Services
- Prevention & Behavioral Health Wellness

### HCSB highlighted in a national newsletter

The Behavioral Health & Wellness division leadership team participated in a retreat back in September 2019. Through a mini-grant provided by DBHDS, the agency brought in a trainer from Prevention Solutions at Education Development Center in Waltham, MA. Prevention Solutions featured HCSB's training in the organization's December newsletter. A copy of the article is included in the packet

### Children & Adolescent Services

This month the team's greatest highlight was the Juvenile Drug Court (JDC) New Year's Eve gathering. This was the 9<sup>th</sup> year that the JDC team planned a sober event for the JDC participants. The purpose is to provide sober activities, safety, support and entertainment during a usually challenging time of the year. The event is voluntary and although there are incentives to participating there is no requirement to attend. This year, all participants attended and stayed for the entire event (9pm-3:30am). Staff from both the CSB and Juvenile Court Services Unit provided supervision throughout the event.

### Prevention and Behavioral Health Wellness

The Department of Behavioral Health and Developmental Services has provided scholarships to send CSB prevention staff and community school partners to the Creating Trauma Sensitive Schools Conference in Atlanta, Georgia from February 16-18, 2020. Laura Robertson from the CSB will be joined by the Student & Behavioral Health Specialist at Liberty Middle School. The conference participants will submit a plan to implement at least one strategy they learned at the conference to make their school or their community more trauma sensitive. These plans will be submitted to the Office of Behavioral Health Wellness' ACE Informed Communities Coordinator. This is another great opportunity to build strong partnerships with the school community.

## **D. Community Support Services**

- Support Coordination
- Supported Employment
- Day Health
- Case Management Data

### Support Coordination

The Holiday Spirit continued into December with a total of 17 individuals being "adopted" for the Christmas. Groups or individuals who provided gifts are noted under "Donations". All the individuals who were adopted were extremely appreciative of the assistance.

A new VCU Intern will start in January; in addition an new Support Coordinator has been hired and will begin on Jan. 16.

### Supported Employment

LifeWorks, a division of Ara-Mark, is the new vendor to provide food services at Capital One. They offered employment to all of the Community Employment Crew employees as well as an individual who works in a different café independently. The Employment Specialists have spent time with each individual to apply for employment with LifeWorks. They will retain their same rate of pay and keep their current job.

Individuals attended holiday events sponsored by their employers this month. They were supported to attend holiday parties for Camping World, Restaurant Associates and American Family Fitness!

Three employees who work for Restaurant Associates at Randolph Macon received raises in the month of December for the outstanding work in their jobs at the Estes Dining Hall.

Supported Employment leadership attended the first Employment Services Organization (ESO) meeting held with Department of Aging and Rehabilitative Services (DARS), which came as a result of changes during the last session of the General Assembly. This new format will include quarterly meetings for training and information sharing for ESO leadership. A new ESO Provider Forum will be held regionally, beginning in January, on a quarterly basis for Employment Specialists. The goal of the forum will be for networking, training and information sharing for job coaches.

### Day Health

DHR hosted a holiday luncheon on December 11. This was a big event for family and friends to come by and enjoy a meal and fellowship with program participants. DHR program individuals also participated in a Secret Santa gift exchange among themselves on December 20. They exchanged presents and enjoyed a hot cocoa bar.

As noted above, the flooring has been replaced at Day Health, thanks to the very generous donation from Doswell Limited Partnership. See below for pictures of the beautiful new floor.



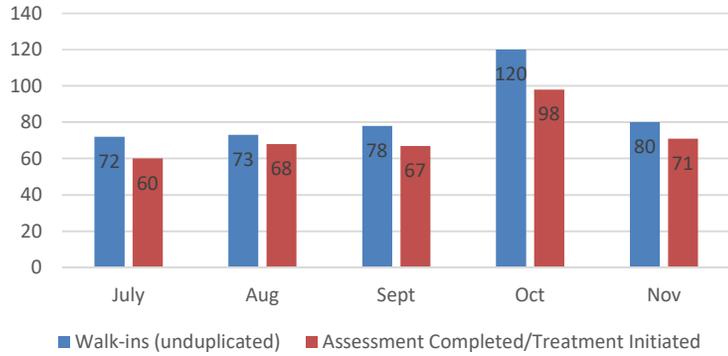
**Case Management Data**

				Oct. 19	Nov. 19	Dec. 19
Active - SPO only				6	7	8
Active - Waiver						
	Community Living Waiver			151	150	150
	Family & Individual Waiver			45	44	43
	Building Independence Waiver			17	17	18
	<b>Active Waiver Total</b>			<b>213</b>	<b>211</b>	<b>211</b>
Non Active (Follow Along & Tracking )						
	<b>TOTAL</b>			<b>135</b>	<b>141</b>	<b>144</b>
Consumer Monitoring						
	<b>TOTAL</b>			<b>227</b>	<b>225</b>	<b>220</b>
Contracted DD CM Services						
	Community Living Waiver			0	0	0
	Family & Individual Waiver			16	16	16
	Building Independence Waiver			0	0	0
	<b>TOTAL</b>			<b>16</b>	<b>16</b>	<b>16</b>
	<b>Total Unduplicated Individuals Served Through Support Coordination/Case Management</b>			<b>597</b>	<b>600</b>	<b>599</b>
Walkins				4	3	1
Transfers				1	0	1
<b>TOTAL Request for Intakes CM Svcs (Active/Non-Acti</b>				<b>5</b>	<b>3</b>	<b>2</b>
Request for Screening DD Waiver Waitlist				7	5	1
				<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
*Those who meet eligibility and may also receive svcs through Active-SPO OR Non Active OR Consumer Monito						
	<b>DD Waiver Wait List Numbers</b>					
	Priority 1			132	133	134
	Priority 2			141	142	139
	Priority 3			12	12	11
	<b>TOTAL</b>			<b>285</b>	<b>287</b>	<b>284</b>

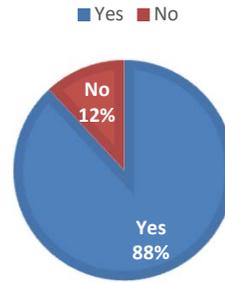
# Hanover CSB - November 2019

At-a-Glance	Hospitalizations: 32	Number Served: 1239	Prevention: 415	SDA Avg 1st Appt: 5.9	RAFT: 95%
FY20 YTD Avg/Month	27	1188	498	5.6	58 of 61 attended one or more days
FY19 Avg/Month	26	1176	409	4.5	

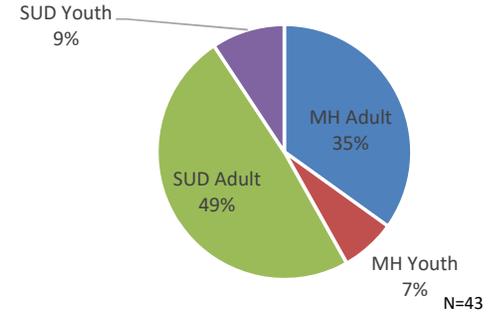
## Same Day Access



## Cumulative Rate - 1st Appointment Kept



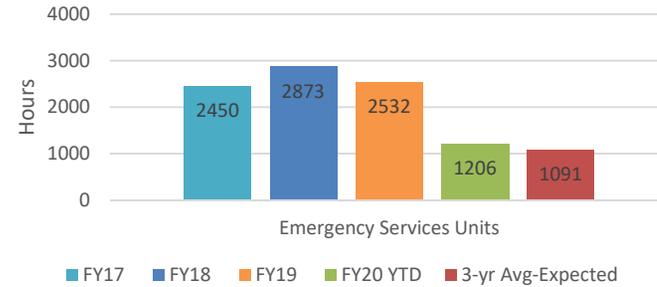
## Cumulative No Show by Type of Service Requested



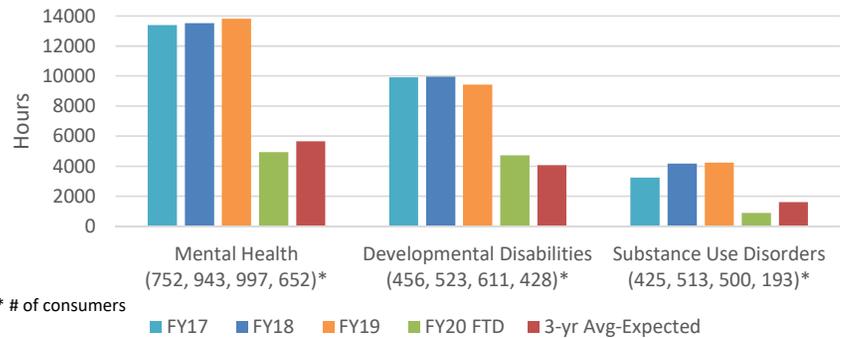
	FY19 Actual	FY20 Projected	FY20 YTD	YTD Expected	% of Expected	
<b>Mental Health Services</b>						
Acute Psychiatric or Inpatient Services	33	20	7	8	84%	●
Outpatient Services	342	350	447	235	190%	◆
Medical Services	552	540	443	354	125%	●
Case Management Services	997	950	652	703	93%	●
Intensive Community Treatment	70	75	61	65	94%	●
Rehabilitation	83	85	77	70	110%	●
Supported Employment	7	15	5	9	58%	●
<b>Developmental Disability Services</b>						
Medical Services	55	55	51	39	131%	●
Case Management Services	232	225	227	211	108%	●
Rehabilitation	31	35	29	31	95%	●
Supported Employment	94	85	76	71	107%	●
Supportive Residential Services	36	35	34	31	111%	●
<b>Substance Abuse Services</b>						
Outpatient Services	182	200	215	112	192%	◆
Medical Services	85	85	46	42	109%	●
Case Management Services	500	525	193	296	65%	●
Intensive Residential Services	33	25	7	10	67%	●
<b>Emergency Services</b>						
Emergency Services	744	800	385	353	109%	●
Consumer Monitoring - Individuals	379	300	201	171	117%	●
Assessment and Evaluation Services	1051	1100	497	478	104%	●

● 75-150%    ▲ 50-75%; 151%-175%  
 ◆ <50%, >176%

## Emergency Services Units



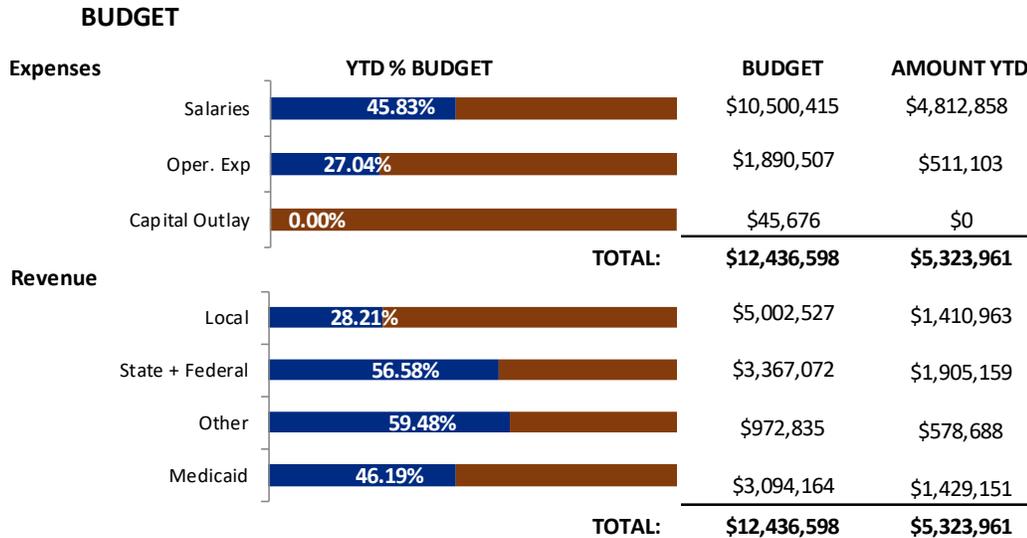
## Case Management Units



*Hanover CSB*  
*Quarterly Dashboard – FY20*

The Performance Dashboard previously used by the Secretary of Health & Human Resources and reported herein is in the process of being replaced. At this time, data from DBHDS is not provided in a format that is relevant or can be easily shared in this report. As soon as DBHDS is consistently reporting on their established performance measures, that data will be shared.

Budget



Transportation Services

	FY19 Q3	FY19 Q4	FY20 Q1	FY20 Q2
<b>Trips</b>	3566	3850	3504	3616
<b>Individuals</b>	68	67	69	64
<b>% Program</b>	29%	41%	44%	39%
<b>% Employment</b>	71%	59%	56%	61%

	FY19 Q3	FY19 Q4	FY20 Q1	FY20 Q2
<b>Complaints</b>	1	4	2	4
<b># Individuals Represented</b>	1	3	1	3

Housing Vouchers

	As of Mar. 31, 2019	As of Jun. 30, 2019	As of Sept. 30, 2019	As of Dec. 31, 2019
<b>Total Vouchers</b>	138	138	143	144
<b>Leased</b>	REG/DISABLED - 123 DOJ - 7	REG/DISABLED - 120 DOJ - 7	REG/DISABLED - 128 DOJ - 7	REG/DISABLED - 126 DOJ - 7
<b>Available Vouchers</b>	9	11	15	11

Vouchers able to lease	3	1	4	3
Pending/ Shopping	2 shopping 1 pending lease	1 shopping	3 shopping	4 shopping
Wait List	216	230	241	251

### Critical Incident Reporting

		Total	Location Details	Incident Details
FY19 Q3	19		Ashland: 5 Atlee - I/DD: 3 Atlee - SE: 0 Atlee - Transportation: 2 Bell Creek: 0 DHR: 7 RAFT: 2 Prevention: 0	Behavior Management – 1 Client Death – 2 Discovery of Suspected Illegal Substance – Discovery of Weapon – Fall w/ Injury – 3 Fall w/o Injury – Infection – Medical Emergency – 3 Medication Error – 1 Missing Item/Theft – Missing Person – Near Miss – 1 Other – Other Accident/Injury – 2 Peer Verbal/Physical Aggression – 1 Property Damage – Safety Concern – Seizure – 2 Staff Use of Restraint – Suicide Attempt – 1 TDO During Provision of Service – Vehicular – 2 Workplace Violence –
FY19 Q4	28		Ashland: 10 Atlee - I/DD CM: 1 Atlee - SE: 6 Atlee - Transportation: 0 Bell Creek: 1 DHR: 5 RAFT: 5 Prevention: 0	Behavior Management – Client Death – 5 Discovery of Suspected Illegal Substance – Discovery of Weapon – Fall w/ Injury – 1 Fall w/o Injury – 1 Infection – Medical Emergency – 2 Medication Error – Missing Item/Theft – Missing Person – Near Miss – 2 Other – Other Accident/Injury – 3 Peer Verbal/Physical Aggression – Property Damage – Safety Concern – 2 Seizure – 1 Sexual Assault – 2 Staff Use of Restraint –

			<p>Suicide Attempt –  TDO During Provision of Service – 2  Vehicular – 5  Workplace Violence – 2</p>
FY20 Q1	33	<p>Ashland: 17  Atlee: 6  Bell Creek: 0  DHR: 7  RAFT: 3</p>	<p>Behavior Management –  Client Death – 3  Discovery of Suspected Illegal Substance –  Discovery of Weapon –  Fall w/ Injury – 4  Fall w/o Injury – 4  Infection –  Medical Emergency – 6  Medication Error –  Missing Item/Theft –  Missing Person –  Near Miss –  Other – 3  Other Accident/Injury – 5  Peer Verbal/Physical Aggression –  Property Damage –  Safety Concern – 2  Seizure – 2  Sexual Assault –  Staff Use of Restraint –  Suicide Attempt –1  TDO During Provision of Service –1  Vehicular –2  Workplace Violence –</p>
FY20 Q2	39	<p>Ashland: 14  Atlee: 9  Bell Creek: 6  DHR: 5  RAFT: 5</p>	<p>Behavior Management –  Client Death – 2  Discovery of Suspected Illegal Substance –  Discovery of Weapon –  Fall w/ Injury – 5  Fall w/o Injury – 3  Infection –  Medical Emergency – 6  Medication Error –  Missing Item/Theft –  Missing Person – 1  Near Miss –  Other – 4  Other Accident/Injury – 3  Peer Verbal/Physical Aggression –  Property Damage –  Safety Concern – 2  Seizure – 4  Sexual Assault –  Staff Use of Restraint –  Suicide Attempt – 4  TDO During Provision of Service – 1  Vehicular – 4  Workplace Violence –</p>

## Focus Forward

- Implement Primary Care Screening and Outpatient Services, as outlined as components of STEP-VA; be engaged in further development of STEP-VA components as well as DBHDS Needs Assessment and DMAS/DBHDS system redesign efforts.
  - FY21 Budget proposal includes request for RN for primary care services; this request is carried forward from last year when it was included on year 2 of the Five Year Plan. Primary Care functions are being performed limitedly with current staff at this time.
  - As reported, initial outpatient funding provided an additional clinician on the Children's Team and an additional case manager on the Adult Services Team. The case manager has been hired. The Children's clinician position is in process as it will be hired in collaboration with the Hanover County Public Schools and will focus on mental health response in specific schools.
  - Dialogue related to specific workforce retention strategies continue as does planning for evidence-based training expectations.
  - Additional funding based on need (formula) has been received; planning underway to determine best use of funding.
- Further opioid response implementation, to include development and initiation of an peer-based overdose response program (modeled after Chesterfield's) as well as any and all initiatives developed through the local opioid task force (info kit, community education series, etc).
  - Local task force met in November 2019. Regional task force did not meet during this quarter.
  - Funding to support a large representation from Hanover to attend the National Prescription Drug Abuse Conference (April 2020; Nashville) was included in both SOR prevention and treatment grants.
- Address a number of "housekeeping" matters as the agency prepares for its next CARF Accreditation Survey, to include: a complete overhaul of HCSB Policies and Procedures (with incorporation of Program Guidelines) and resetting of CARF efficiency, effectiveness and satisfaction measures so that they are more meaningful to each program area.
  - Overhaul of Policies and Procedures ongoing as is a number of other required CARF-related documents.



# Virginia Training Enhances Collaboration across Behavioral Health Care Sectors

---

**Date**

Thursday, December 19, 2019

**Type of News**

Story

Nearly 200 people die every day from a drug overdose. Millions more struggle with addiction. Addressing the needs of individuals and families affected by substance use and its consequences requires the coordinated involvement of professionals from across the continuum of care—substance misuse prevention, treatment, and recovery. Yet despite the fact that these professionals share common goals, frequently see the same clients, and more often than not work within the same agencies, differences in training, perspective, and terminology can create artificial barriers to effective collaboration.

Such was the case in Virginia's Hanover County Community Services Board (CSB)—a full-service agency that provides prevention, treatment, recovery support, and crisis management related to mental health, substance use, and developmental disabilities. Despite CSB's commitment to providing a seamless menu of services, staff working across the agencies' multiple departments knew little about how their services connected and/or how they might work together to better serve their clients.

To support more effective collaboration, Dr. Gabriella Caldwell-Miller, the CSB's new division director of behavior health and wellness, reached out to Prevention Solutions@EDC.

"After working at the state level, Dr. Caldwell-Miller recognized the potential for enhanced collaboration across departments," said PS@EDC's Jessica Goldberg. "She saw the importance in having staff know and understand what others were doing, and where there were synergies to support one another and the people they serve." Together, Caldwell-Miller and Goldberg planned two days of programming—a training for CSB behavioral health staff followed by an action-planning session for the behavioral health and wellness leadership team.

Eighteen CSB staff members attended the day-long training, representing all sectors of the continuum of care—prevention practitioners, treatment providers, recovery coaches, and crisis managers. The group began by defining key terms, acknowledging that terminology familiar to one sector might be foreign to another.

"Prevention practitioners are comfortable speaking the language of risk and protective factors; treatment providers the language of recovery capital. For people to connect, they need to speak the same language," said Goldberg.

The group also looked at how language can influence our perceptions of people with substance use disorders, and in turn, reduce access to care.

Terms such as "abuse," "drug habit," and "addict" can negatively affect judgments about people who misuse substances," said Goldberg. "We know from the research that people view individuals with substance use disorders more negatively than people with physical or psychiatric disabilities. Often the shame and concerns people feel about disclosing a drug problem keeps them—and their families—from seeking the help they need."

The training also examined the National Academy of Medicine's Continuum of Care, a framework that presents the scope of behavioral health services individuals need before, during, and after they experience a behavioral health problem or disorder.

"The beauty of the IOM is that it underscores the interrelationship among promotion, prevention, treatment, and maintenance," says Goldberg. "While some services may be more specific, individualized, or costly than others, it shows how each phase along the continuum is connected. The elements do not—and cannot—exist in isolation."

As the group discussed the model, many cross-sector similarities emerged. Despite differences in payment structure, licensing, and audience (prevention tends to focus on populations and environments; treatment and recovery on individuals), all sectors relied on evidence-based approaches, were guided by ethical standards, engaged people who were at risk, and recognized the importance of mobilizing supports throughout the community.

As participants became more familiar with one another's work, opportunities for collaboration also became apparent. Treatment providers realized they could turn to the prevention partners for help accessing prevention programs for their clients' children. Recovery coaches began considering ways to connect with prevention and treatment providers to better support the survivors they visited post-overdose. All agreed that knowing how other fields work, and the resources each had to provide, was key to helping their clients and their families better navigate the continuum of care.

Following the training, members of the agency's behavioral health leadership team participated in a half-day, facilitated brainstorming meeting. The group first generated a "wish list" of ways to better integrate their work, then prioritized concrete steps for operationalizing their ideas.

"Their enthusiasm was infectious," said Goldberg. "Once the possibility of collaboration became a reality, the whole team was on-board, eager to apply everything they'd learned the previous day."

Feedback on the two-day event was universally positive. In written evaluations, participants especially appreciated having the opportunity to share the experience with their 'partners across the aisle'. "I developed a new respect for the work they're doing and a clearer understanding of where our work intersects," reported one participant. "I'm looking at our connectedness in a different, more positive way."

*To learn more about our work supporting collaboration across the continuum of care, contact Jessica Goldberg at [jgoldberg@edc.org](mailto:jgoldberg@edc.org).*