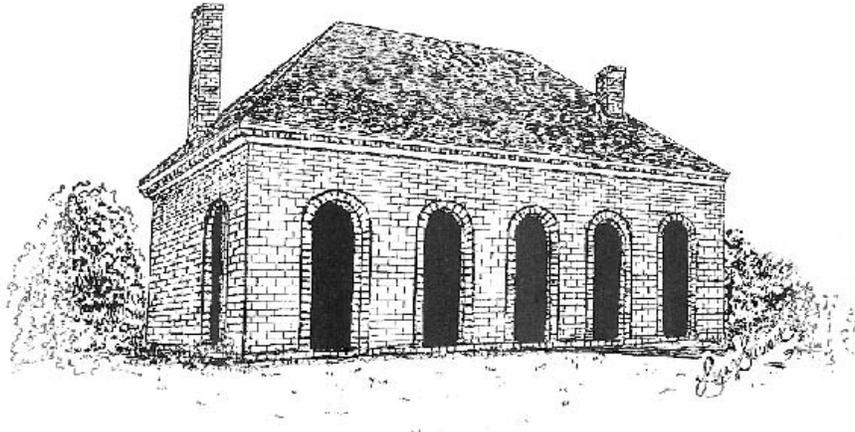


BOARD MEETING PACKET

PREPARED FOR
HANOVER COUNTY COMMUNITY SERVICES BOARD



MEETING DATE	May 18, 2020
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
- Developmental Disabilities
- Substance Use Disorders

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

AGENDA
HANOVER COUNTY COMMUNITY SERVICES BOARD

May 18, 2020 – 5:30 p.m.
Hanover County Human Services Large 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.:

- 1. Call to Order and Welcome**
- 2. Donations**
- 3. Public Comments**
- 4. Approval of Minutes – February 17, 2020 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: June 15, 2020, 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

SEAN M. DAVIS, VICE-CHAIRMAN
HENRY DISTRICT

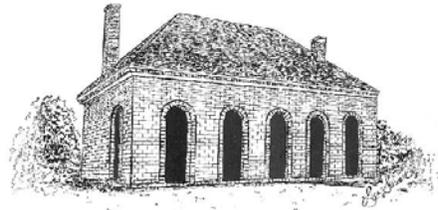
SUSAN P. DIBBLE
SOUTH ANNA DISTRICT

F. MICHAEL HERZBERG IV
COLD HARBOR DISTRICT

ANGELA KELLY-WIECEK
CHICKAHOMINY DISTRICT

W. CANOVA PETERSON
MECHANICSVILLE DISTRICT

FAYE O. PRICHARD
ASHLAND 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

WWW.HANOVERCOUNTY.GOV

HANOVER COUNTY

ESTABLISHED IN 1720

CECIL R. HARRIS, JR.
COUNTY ADMINISTRATOR

MINUTES - DRAFT

February 17, 2020

Members Present	Members Absent	Others
Scott Bateman	Sean Davis	Lorrie Ann Booker
Anne Cross		Gabriella Caldwell-Miller
Jeanie Edwards		Betsy Connell
Amy Gregory		Katie Donhauser
Hamilton Holloway		Jennifer Edelman
Jim Hunt		Joelle Inge-Messerschmidt
Margaret Perkinson		Bernie Jordan
Lori Spain		Elizabeth Moonan
Melissa Young		Ivy Sager
		John Schartzter
		Jim Taylor

Call to Order

The meeting was called to order by Hamilton Holloway, Chairperson, at 5:35 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland VA 23005.

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

Work Session

John Schartzter, Elizabeth Moonan, and Betsy Connell gave a presentation on RAFT House.

Donations

None

Public Comments

None

Approval of Minutes

A motion to amend the Public Comments section of the January 27, 2020 meeting minutes, changing “Same Day Access” to “access to services,” was made by Margaret Perkinson and seconded by Jeanie Edwards. The motion passed unanimously. The minutes of the January 27, 2020 Board meeting were approved as amended.

Financial Report

Bernie Jordan reviewed the 2nd Quarter Financial Report, highlighting revenue and personnel expenditures. Mr. Jordan shared that at this point, the agency is projecting \$216,000 revenue over expenditures. Mr. Holloway asked how that figure compared to previous years, to which Mr. Jordan responded that it is “about half.” Discussion ensued.

In response to an inquiry from Scott Bateman, Mr. Jordan explained the difference between “charges for services” and “recovered costs.” Mr. Holloway then asked when one-time expenditures will be considered for this fiscal year. Mr. Jordan announced that options are already being considered and noted that the replacement for RAFT’s aged wheelchair van is being funded in this way. Discussion ensued.

Executive Director's Report

Ivy Sager announced Board of Supervisor appointments to the CSB have not yet been made. She also announced Courtney Lakin, Quality Assurance Manager, will be attending future Board meetings on an as-needed basis. Lastly, she addressed the upcoming VACSB Conference.

Mr. Jordan spoke to the Logisticare Contract, in particular the focus on mileage reimbursement rates. Discussion ensued.

Joelle Inge-Messerschmidt highlighted three success stories regarding a Waiver client, a Prevention program, and Supported Employment. She also recapped the recent sock hop held at Day Health.

Gabriella Caldwell-Miller spoke to a partnership with Public Safety and development of a Resiliency Response Team. Discussion ensued.

Melissa Young commented that the personal stories in the Director’s Report are very helpful.

Mr. Holloway commented on the loss of the one Waiver slot that was mentioned in the Director’s Report.

Jim Hunt inquired as to the increase in total Waivers. Ms. Sager spoke to the additional allocations by the State.

Chairperson’s Report

Mr. Holloway reviewed upcoming work sessions, inquiring as to additional topics. None were provided at this time.

Board Member Updates and Activities

Amy Gregory announced the Public Awareness Committee plans on presenting at the March meeting.

Ms. Gregory provided an update on the Miss Hanover Abilities pageant and the two grants received from Hanover Mental Health Association.

Mr. Holloway gave a General Assembly update, highlighting the Governor's revenue announcement and the possibility of an increase in Medicaid funded services. Mr. Holloway also shared that 25 self-advocates from Hanover attended Advocacy Day at the General Assembly.

Ms. Sager announced that neither the House nor Senate included restoration of funds that were cut from the State's CSBs for Medicaid expansion in their respective budgets. Discussion ensued.

Ms. Young asked about State agency appointments. Ms. Sager responded that no announcements have been made related to permanent appointments to several DBHDS positions.

Ms. Perkinson inquired as to whether the VACSB planned to address concerns related to the MCOs and authorization/payment for services, as highlighted in the RAFT presentation. Ms. Sager responded that VACSB has a staff person dedicated to working with the MCOs to address these issues. Discussion ensued.

Lori Spain asked about the recruitment for the retiring County Administrator and the plans for celebrating his retirement. Jim Taylor announced the search firm is at work on the recruitment process and that a reception will be held during Rhu's last week with the County. Information will be shared with the Board when it becomes available.

Action Items

None

The next regularly scheduled Board Meeting will be held on March 16, 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. Holloway adjourned the meeting at 7:36pm.

Executive Director's Monthly Report May 2020

A. Executive Director

As Board members are aware, agency staff have been focused on impacts of and response to the current public health emergency. Through weekly emails, staff and board members have been provided updates on the CSB's operations. During the May board meeting, staff will be available to answer any specific questions and/or address any concerns about the agency's current operations as well as the planning process related to reopening.

The following are included in this month's packet

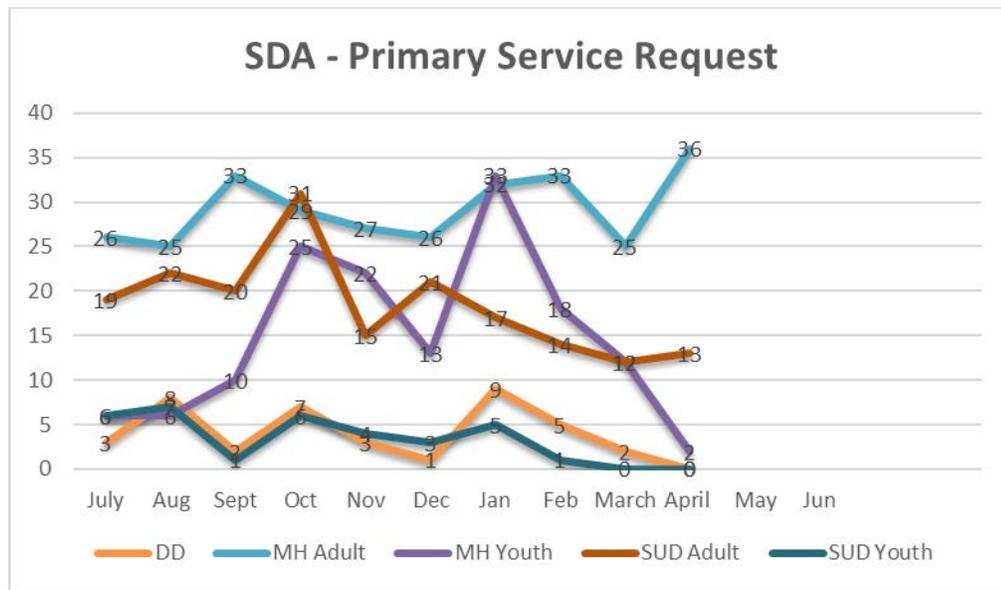
- February 2020 and March 2020 Dashboard
- Quarterly Dashboard (January – March 2020)
- 3-month Planning Calendar

Access Redesign Project

In March 2020, 66 individuals presented at the agency seeking services through SDA (65 non-duplicated individuals). Of the 66 individuals that started the SDA process, 51 individuals proceeded through to the Comprehensive Needs Assessment and were scheduled for an initial appointment with a primary clinician. The remaining 15 did not proceed through the process due to a variety of reasons, including being referred to another service provider (7), being referred to the crisis team for immediate intervention (4), and self-selecting to come back on another day due to time restraints (4).

In April 2020, 56 individuals presented at the agency seeking services through SDA (none were duplications). Of the 56 individuals that started the SDA process, 51 individuals proceeded through to the Comprehensive Needs Assessment and were scheduled for an initial appointment with a primary clinician. The remaining 15 did not proceed through the process due to a variety of reasons, including being referred to another service provider (1) and self-selecting to come back on another day due to time restraints (4).

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

No specific updates at this time.

Human Resources

In March, there were two new hires: Child & Adolescent Services Case Manager and Training Specialist. There were three resignations: Administrative Assistant, Support Coordination Supervisor, and Case Manager.

In April, there were two new hires: Part Time Crisis Clinician and Nurse Practitioner. There was one resignation: Clinician. Also, one Clinician made a lateral transition from Crisis Clinician to Outreach Clinician.

As Board members may be aware, the County has imposed a hiring freeze. Several positions that are currently vacant will remain so, as will any newly vacated positions. Staff are able to work with County Administration on a case by case basis to request certain positions be exempt from the hiring freeze. Currently the agency is hiring for two crisis clinicians as crisis services are mandated and it is necessary to maintain full service capacity in that area. In addition, merit increases for county employees have been eliminated for FY21. Lastly, annual employee recognition events are suspended at this time due to the public health emergency.

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

- Doswell Limited made two donations totaling \$5,000.00 for Sunshine Bags.*
- Mechanicsville UMC donated food items for Sunshine Bags, with an approximate value of \$200.00. *
- Hunton Baptist Church Dorcas Class donated \$100.00 to the RAFT Member Fund.*

Community Relations/Community Education

See information below about the recent work of the Behavioral Health Wellness team.

B. Business Operations

- FY 2021 Department Budget
- Logisticare Contract Addendum
- Facility Repairs and Maintenance

FY 2021 Department Budget

On May 6, the County Administrator proposed adjustments to the submitted FY 2021 budget requests. The Board has approved the adjusted FY 2021 budget. Staff will provide an update on the FY 20201 budget during the June CSB Board Meeting.

Logisticare Contract Addendum

The mileage rate addendum has been approved as requested; new mileage rates were charged to Logisticare beginning in April.

Facility Repairs and Maintenance

The exterior ground grading and seeding took place at Day Health by Parks & Recreation as scheduled for the spring. Due to the budget cuts, all additional work at Day Health is being put on hold, this includes interior painting of the main program area. Atlee Commons routine maintenance of hallways (painting & carpet replacement) has been postponed to FY 2021 if the funding is available from the County's General Services department. Lastly, as agreed to as part of the recent RAFT Lease amendment, parking lot enhancements have been developed, reviewed with the landlord and are pending completion.

C. Behavioral Health & Wellness

- Behavioral Health Team
- Outpatient Services & Psychiatric Services
- Behavioral Health Wellness
- RAFT House
- Crisis & Urgent Care Services

Behavioral Health (BH) Team

The BH team has demonstrated tremendous resilience and flexibility as operations transitioned to remote work and telehealth even as they managed their personal reactions to the collective trauma of the pandemic. Just as the pandemic impacts the citizens of Hanover, it affects the staff. Understanding this, Coordinators and Supervisors found wonderfully creative ways to care for each other and their teams. Teams created Zoom activities to connect for Lunch & Chat and a book club entitled "COVID Club" to strengthen morale, stay connected, and enhance clinical skills while physically apart.

Outpatient Services & Psychiatric Services

From collaborating across teams to cover caseloads for absent co-workers and taking vulnerable clients grocery shopping to adopting innovative ways to serve clients, the team rose to the challenge. Most notably, the Children & Adolescent team completed training and began implementing play therapy via Zoom. Amazing! Hanover CSB was the first in Region 4 to conduct groups via Zoom.

Dr. Jessica Geen joined the team as the full-time Psychiatric Nurse Practitioner. She has taken over Dr. Klinger's caseload and is accepting new adult clients. Dr. Klinger and Dr. Kees have transitioned to part-time schedules.

Behavioral Health Wellness (BHW)

The ever-innovative BHW team implemented additional environmental strategies to engage the Hanover community, using Facebook and the Hanover County website to disseminate resources to help cope with the behavioral health impacts of the pandemic. The team launched a weekly Facebook Live series highlighting topics that have heightened significance during this time. Social media statistics to date: 66 posts, 1,521 unique people who engaged with the posts and 635 unique users who watched the live events. Facilitated in part by a collaboration with Hanover Parks and recreation, the BHW team continues to conduct the Family Matters program as well as parent and family consultations via Zoom.

RAFT House

Though the RAFT House building was closed for services, staff regrouped and created new ways to engage and serve RAFT members. The team called each member multiple times each week, assessing their practical needs, and coaching them on how to use Zoom. They created a Zoom group for the members facing issues around employment and new groups to address various aspects of maintaining mental wellness. Thanks to a generous gift from Doswell Limited Partnership, RAFT prepared and delivered "sunshine packs" to all members. Included in the packs were shelf-stable foods, word puzzles, toiletries, recovery tips, and other goodies.

Crisis & Urgent Care Services

The always-on-call Crisis Services team shifted operations to the Bell Creek office to keep as many staff and clients as possible out of the hospital's Emergency Room. In April, the Crisis Services teams evaluated 12 individuals face to face at the Bell Creek office using COVID-19 precautions. They evaluated ten individuals via ZOOM.

D. Developmental Disability Services

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

Support Coordination

In this very unique period of time, the Support Coordination team hasn't skipped a beat. The staff are using every technologically creative means possible to connect with providers, clients and their families. The staff are supporting each other, as well as their families during this stressful time. Relationships have grown faster due to this shared stressor across the world. Staff

are experiencing increased communication, not a decrease, even though staff are not providing the typical face-to-face service delivery. Support Coordination staff, in collaboration with the regional partner, REACH, participated in a Facebook Live event on the Hanover County Behavioral Wellness Facebook page. The event focused on supports for individuals with developmental and intellectual disabilities during COVID-19. Supported Living staff began to deliver meals to individuals they serve who cannot get to the meal distribution sites set up by the county. They have delivered approximately 56 meals to a total of approximately 12 individuals and their families. Support Coordination and Supported Employment staff are also working to identify individuals in need of cloth masks, provided through a donation provided by HCSS.

Supported Employment

Supported Employment staff have also shown a great amount of flexibility and creativity. This team was the first to create and deliver goody bags for clients, each of which included information about COVID, pictorials of healthy hygiene (i.e. washing hands) and other goodies. Some staff have in SE were redeployed to other jobs within the County as the majority of their work with individuals in employment was not happening due to employment sites being closed. Individual coaches are supporting those who continue to work to make sure they are wearing their masks, gloves, and social distancing while at work. The team is working to create a video to teach individuals how to put on a mask, keep it clean and stay six feet apart. Transportation also continues to provide services as needed.

Day Health

There have been eight (8) Day Health staff who have been re-deployed to other duties within the county while the program is closed. The remaining DHR staff continue to stay in regular contact with program participants during the closure of the program with updates and to check on them by phone. Staff are doing driveway visits to chat, read books or just wave from a distance. Through a generous donation from Doswell Limited Partnership, a "Sunshine Activity packet" has been delivered to each program participant's home for the past four weeks. Each weekly packet contains themed activities to help keep participants active and minds stimulated while at home. Typical bags contain a snack item, art/craft activity, games/puzzles, information for local resources and links to on line tools/resources for exercise and entertainment. A program participant passed away this month due to COVID-19. Many staff have known and worked with this individual for over 20 years. Staff have been supporting each other and participants through this extremely difficult time. Also, another client's guardian passed away suddenly during this already difficult time. Staff have continued to stay in touch with this individual to provide support with phone calls and parking lot drive-by visits when the participant is in town. Day Health has had a few surprise drop offs of homemade baked goods from program participants families and other community members, including a CSB Board member! This has been a very nice and thoughtful way to lift staff spirits during this uncertain time.

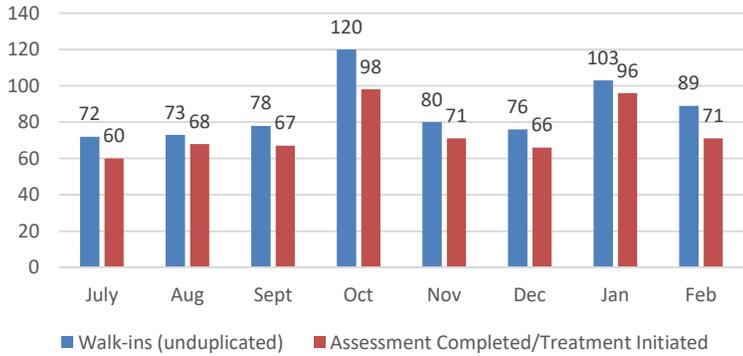
Case Management Data

Case Management Numbers				Jan. 20	20-Feb	20-Mar	20-Apr
Active - SPO only				8	9	10	10
Active - Waiver							
	Community Living Waiver			151	148	150	148
	Family & Individual Waiver			43	43	42	42
	Building Independence Waiver			17	17	17	15
	Active Waiver Total			211	208	209	205
Non Active (Follow Along & Tracking)							
	TOTAL			141	128	132	129
Consumer Monitoring							
	TOTAL			225	228	225	229
Contracted DD CM Services							
	Community Living Waiver			0	0	0	0
	Family & Individual Waiver			16	16	16	16
	Building Independence Waiver			0	0	0	0
	TOTAL			16	16	16	16
Total Unduplicated Individuals Served Through Support Coordination/Case Management				601	589	592	589
Walkins				6	3	2	2
Transfers				0	0	0	0
TOTAL Request for Intakes CM Svcs (Active/Non-Acti				6	3	2	2
Request for Screening DD Waiver Waitlist				4	3	3	2
				Jan	Feb	Mar	Apr
*Those who meet eligibility and may also receive svcs through Active-SPO OR Non Active OR Consumer Monitoring							
DD Waiver Wait List Numbers							
	Priority 1			134	136	140	141
	Priority 2			147	151	153	155
	Priority 3			11	12	12	12
	TOTAL			292	299	305	308

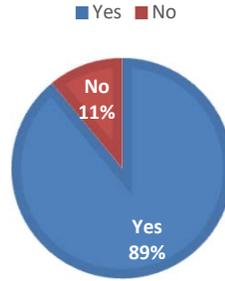
Hanover CSB - February 2020

At-a-Glance	Hospitalizations: 24	Number Served: 1318	Prevention: 342	SDA Avg 1st Appt: 4.75	RAFT: 89%
FY20 YTD Avg/Month	25	1215	443	5.7	56 of 63 attended at least 2 days
FY19 Avg/Month	26	1176	409	4.5	

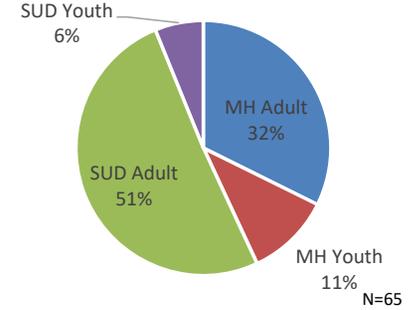
Same Day Access



Cumulative Rate - 1st Appointment Kept



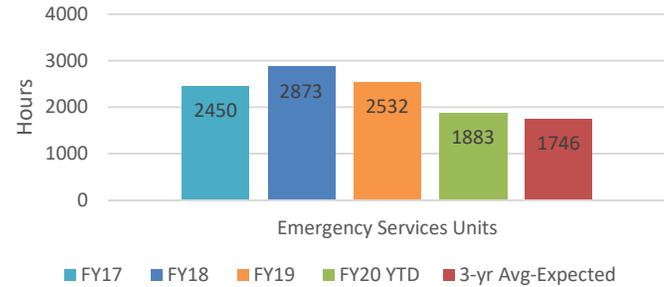
Cumulative No Show by Type of Service Requested



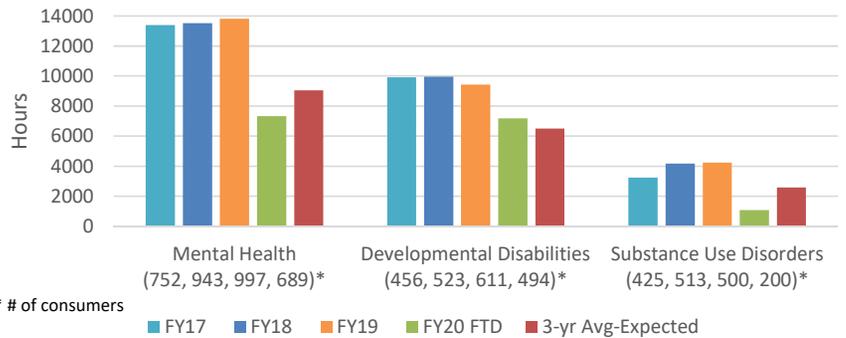
	FY19 Actual	FY20 Projected	FY20 YTD	YTD Expected	% of Expected	
Mental Health Services						
Acute Psychiatric or Inpatient Services	33	20	17	13	128%	●
Outpatient Services	342	350	620	285	218%	◆
Medical Services	552	540	518	433	120%	●
Case Management Services	997	950	689	809	85%	●
Intensive Community Treatment	70	75	62	69	90%	●
Rehabilitation	83	85	88	76	115%	●
Supported Employment	7	15	6	11	53%	▲
Developmental Disability Services						
Medical Services	55	55	52	46	113%	●
Case Management Services	232	225	244	217	112%	●
Rehabilitation	31	35	29	32	89%	●
Supported Employment	94	85	79	77	103%	●
Supportive Residential Services	36	35	35	32	108%	●
Substance Abuse Services						
Outpatient Services	182	200	279	150	186%	◆
Medical Services	85	85	53	61	87%	●
Case Management Services	500	525	200	394	51%	▲
Intensive Residential Services	33	25	9	17	54%	▲
Emergency Services						
Emergency Services	744	800	556	545	102%	●
Consumer Monitoring - Individuals	379	300	250	227	110%	●
Assessment and Evaluation Services	1051	1100	760	745	102%	●

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

Emergency Services Units



Case Management Units

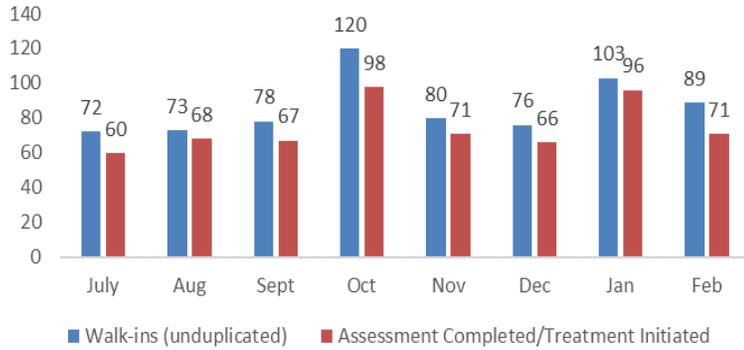


* # of consumers

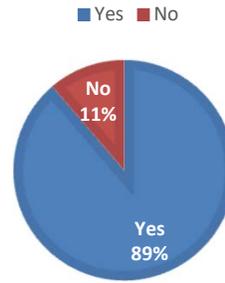
Hanover CSB - March 2020

At-a-Glance	Hospitalizations: 28	Number Served: 1232	Prevention: 280	SDA Avg 1st Appt: 3.78	RAFT: 77%
FY20 YTD Avg/Month	25	1217	425	5.5	48 of 62 attended at least 2 days
FY19 Avg/Month	26	1176	409	4.5	

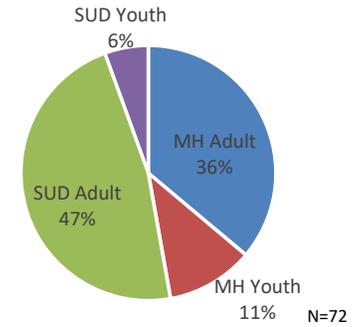
Same Day Access



Cumulative Rate - 1st Appointment Kept



Cumulative No Show by Type of Service Requested

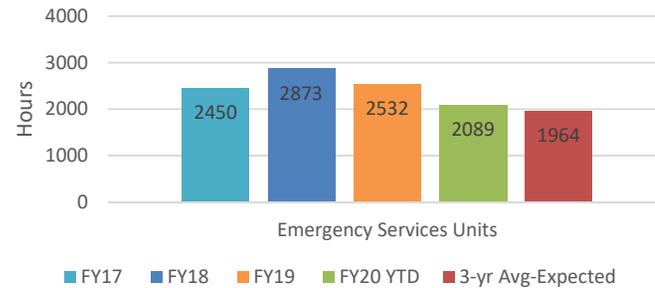


	FY19 Actual	FY20 Projected	FY20 YTD	YTD Expected	% of Expected	
Mental Health Services						
Acute Psychiatric or Inpatient Services	33	20	17	15	113%	●
Outpatient Services	342	350	670	301	223%	◆
Medical Services	552	540	535	460	116%	●
Case Management Services	997	950	695	844	82%	●
Intensive Community Treatment	70	75	62	71	88%	●
Rehabilitation	83	85	88	78	112%	●
Supported Employment	7	15	6	12	49%	◆
Developmental Disability Services						
Medical Services	55	55	53	48	110%	●
Case Management Services	232	225	247	219	113%	●
Rehabilitation	31	35	29	33	88%	●
Supported Employment	94	85	84	79	106%	●
Supportive Residential Services	36	35	35	33	106%	●
Substance Abuse Services						
Outpatient Services	182	200	301	162	185%	◆
Medical Services	85	85	56	67	84%	●
Case Management Services	500	525	202	427	47%	◆
Intensive Residential Services	33	25	9	19	48%	◆
Emergency Services						
Emergency Services	744	800	620	608	102%	●
Consumer Monitoring - Individuals	379	300	266	245	109%	●
Assessment and Evaluation Services	1051	1100	824	834	99%	●

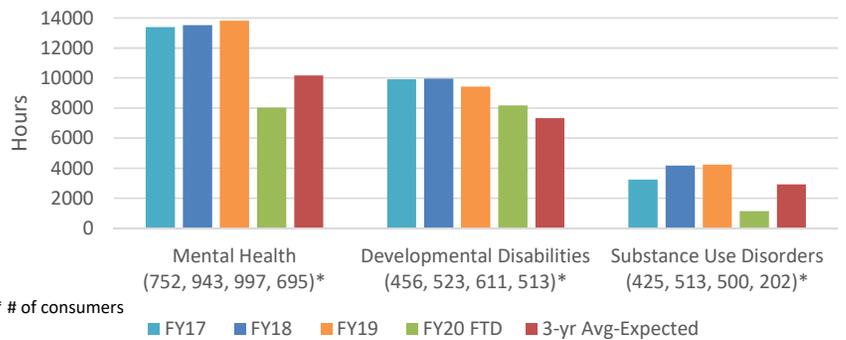
● 75-150% ▲ 50-75%; 151%-175%

◆ <50%, >176%

Emergency Services Units



Case Management Units

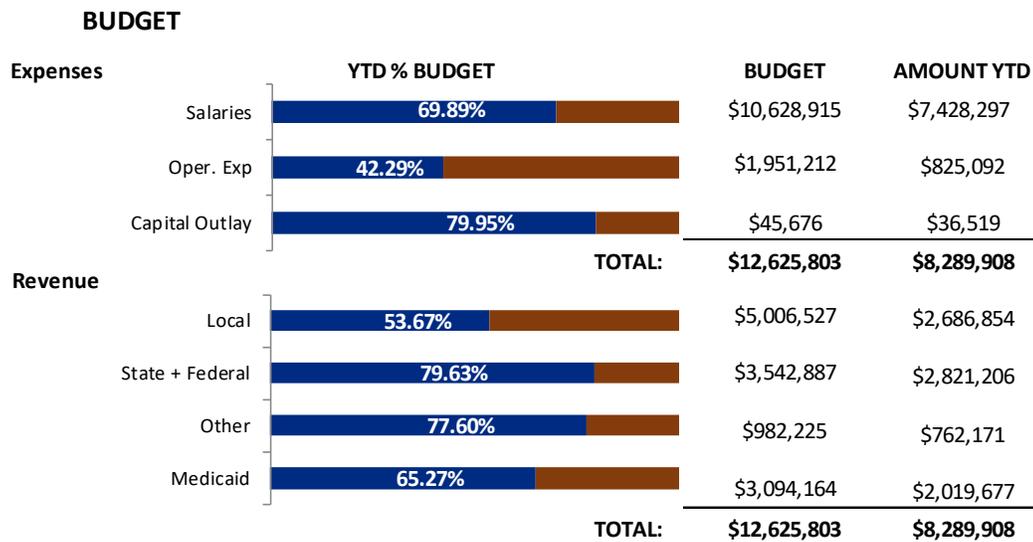


* # of consumers

Hanover CSB
Quarterly Dashboard – FY20
Third Quarter (January – March 2020)

Performance Dashboard 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 and in a reportable format, that data will be shared.

Budget



Transportation Services

	FY19 Q4	FY20 Q1	FY20 Q2	FY20 Q3
Trips	3850	3504	3616	3089
Individuals	67	69	64	63
% Program	41%	44%	39%	37%
% Employment	59%	56%	61%	63%

	FY19 Q4	FY20 Q1	FY20 Q2	FY20 Q3
Complaints	4	2	4	0
# Individuals Represented	3	1	3	0

Housing Vouchers

	As of Jun. 30, 2019	As of Sept. 30, 2019	As of Dec. 31, 2019*	As of Mar. 31, 2020
Total Vouchers	138	143	136	137
Leased	REG/DISABLED - 120 DOJ - 7	REG/DISABLED - 128 DOJ - 7	REG/DISABLED – 121 DOJ – 6 Mainstream - 5	REG/DISABLED – 119 DOJ - 6 Mainstream - 6
Available Vouchers	11	15	4	6

Vouchers able to lease	1	4	2	Mainstream - 1 Disabled - 3 Regular - 2
Pending/ Shopping	1 shopping	3 shopping	2 shopping 1 pending	1 shopping 7 pending
Wait List	230	241	263	263

*information updated 2/7/2020 due to corrected report from staff

Critical Incident Reporting

	Total	Location Details	Incident Details
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 – Suicide Attempt – TDO During Provision of Service – 2 Vehicular – 5 Workplace Violence – 2
FY20 Q1	33	Ashland: 17 Atlee: 6 Bell Creek: 0 DHR: 7 RAFT: 3	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 –
FY20 Q2	39	Ashland: 14 Atlee: 9 Bell Creek: 6 DHR: 5 RAFT: 5	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 –
FY20 Q3	21	Ashland: 8 Atlee - I/DD: 3 Atlee - SE: 2 Atlee - Transportation: 0 Bell Creek: 6 DHR: 1 RAFT: 1 Prevention: 0	Behavior Management – Client Death – 5 Discovery of Suspected Illegal Substance – Discovery of Weapon – Fall w/ Injury – 1 Fall w/o Injury – Infection – Medical Emergency – 5 Medication Error – Missing Item/Theft – 2 Missing Person – Near Miss – Other – Other Accident/Injury – 2 Peer Verbal/Physical Aggression – Property Damage – Safety Concern – Seizure – Sexual Assault – 1 Staff Use of Restraint – Suicide Attempt – 2 TDO During Provision of Service – 2 Vehicular – 1 Workplace Violence –

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, as amended due to impacts resulting from the COVID-19 public health emergency, now includes the new position (Registered Nurse – primary care) in FY22 (July 2021). Primary Care functions are being performed limitedly with current staff at this time; additional options for use of currently available funding are being considered.
 - Regarding Outpatient Services, the Clinician for the Children’s Team to be focused on school-based services has been put on hold due to the current public health emergency. Dialogue related to specific workforce retention strategies continues as does planning for evidence-based training expectations.
 - Additional funding based on need (\$133,315) was directed to two new positions and a position change. The two new position include: one (1) full-time Outreach Clinician and one (1) full-time Administrative Assistant (reimbursement clerk). The requested position change was to convert a .50 FTE Case Manager to a full-time Case Manager. All of these positions have been hired.
- 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 January 2020; the March 2020 was cancelled due to the public health emergency. The Regional task force met on Feb. 13, 2020 mainly to review the media/marketing campaign with NBC12.
 - Fifteen (15) representatives were scheduled and made plans to attend the National Rx Drug Abuse Conference (April 2020; Nashville) with funding available in both the SOR prevention and treatment grants. With COVID-19, the conference was provided virtually.
- 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.
 - Notification received that CARF Intent to Survey Application is due April 30. With public health emergency, CARF has suspended on-site surveys. At this point, our survey should be scheduled in August or September but may be delayed depending on when CARF resumes on-site survey visits.

**CSB Board
Three-Month Planning Calendar**

June	July	August
-Review of FY20 Accomplishments	-Annual Review of Policies	
-Executive Director's Annual Performance Evaluation (Closed Session)	-Jean C. Harris Award nomination period	
-Review of Fees and Fee Scale (tentative)	-Review Standards of Professional Conduct & Confidentiality	
-Harris Award Planning	-State Performance Contract Due (tentative)	
Board Planning: 6/8/20	Board Planning: 7/13/20	Board Planning: 8/10/20
Board Meeting: 6/15/20	Board Meeting: 7/20/20	Board Meeting: 8/17/20
Work Session: TBD	Work Session: TBD	Work Session: TBD

Upcoming Events & Activities:

- Miss Hanover Abilities Pageant, Atlee High School
- Hanover Spirit of Volunteerism Celebration

Future Work Session Topics (proposed):

- June: Board Member to Board Member Orientation/Division Director Overview
- July: HCIC 5 Year Review
- August: Legislative & STEP VA Update
- September: DOJ Settlement Agreement Update
- October: Drug Use in Hanover County (Law enforcement perspective)
- November: State of the County & Budget Overview (tentative – new County Administrator)
- January: Trauma-informed Care/Secondary Trauma
- February: Medication Assisted Treatment – Update on program development and implementation
- March: School-based Services – Update on new services slated at LDHS