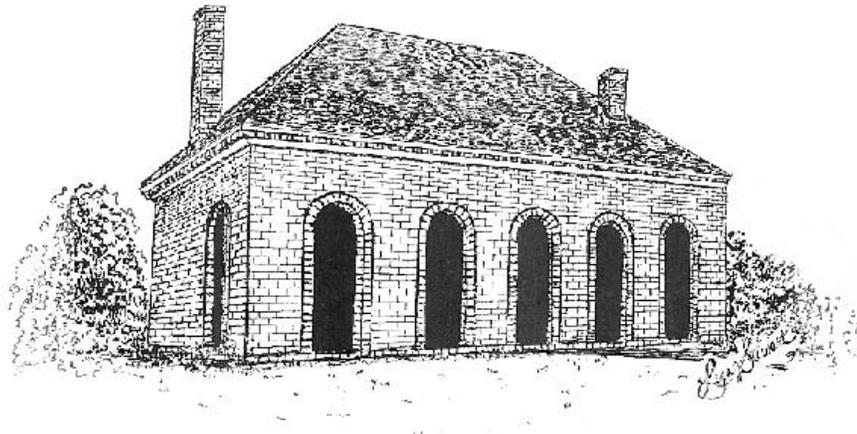


BOARD MEETING PACKET

PREPARED FOR
HANOVER COUNTY COMMUNITY SERVICES BOARD



MEETING DATE	July 20, 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

July 20, 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. – Call to Order and Welcome

Work Session: HCIC 5 Year Review

6:30 p.m. – General Business

- 1. Reconvene**
- 2. Donations**
- 3. Public Comments**
- 4. Approval of Minutes – June 15, 2020 Board Meeting**
- 5. Executive Director’s Report**
 - a. Update regarding FY21 Fee Schedule & Sliding Fee Scale**
 - b. Update regarding Performance Contract**
 - c. Other Items**
- 6. Chairperson’s Report**
 - a. Standards of Professional Conduct – Board Member Acknowledgement**
 - b. Work Session Planning**
 - c. Other Items**
- 7. Board Member Updates & Activities (to include Board Liaison Reports)**
 - a. Jean C. Harris Award Committee**
 - b. Public Awareness Committee**
 - c. Other Items**
- 8. Adjourn**

Next Regularly Scheduled Meeting: August 17, 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

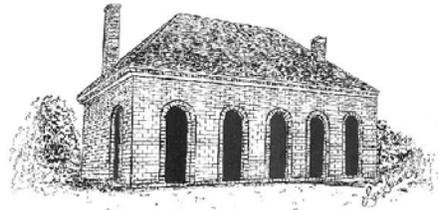
SUSAN P. DIBBLE
SOUTH ANNA DISTRICT

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

June 15, 2020

Members Present	Members Absent	Others
Scott Bateman	Amy Gregory	Lorrie Ann Booker
Anne Cross		Gabriella Caldwell-Miller**
Sean Davis (6:09 pm)		Katie Donhauser
Jeanie Edwards		Joelle Inge-Messerschmidt**
Hamilton Holloway		Bernie Jordan**
Ryan Hudson		Ivy Sager
Jim Hunt		Jim Taylor**
Gary D. Perkins		
Margaret Perkinson		
Lori Spain (6:30 pm)		**By Zoom
Melissa Young		

Call to Order

The meeting was called to order by Hamilton Holloway, Chairperson, at 5:31p.m. at the Hanover Department of Social Services conference room, 12304 Washington Highway, Ashland VA 23005.

The following members were present: Scott Bateman, Anne Cross, Sean Davis (6:09 pm), Jeanie Edwards, Hamilton Holloway, Ryan Hudson, Jim Hunt, Gary D. Perkins, Margaret Perkinson, Lori Spain (joined virtually at 6:30pm; her remote participation from her home was due to her not feeling well and following protocols related the public health emergency) and Melissa Young.

Work Session

None

Donations

The following donations were acknowledged by the Board:

- Compass Church donated office supplies benefiting all programs with an approximate value of \$50.00.
- Anonymous donors provided 46 fabric facemasks, available for clients participating in all programs, with an approximate value of \$92.00

The following donation was moved for acceptance by Jeanie Edwards, seconded by Melissa Young; passing unanimously:

- Hanover Mental Health donated \$2000.00 to the RAFT House Member Fund.

Public Comments

None

Minutes

The minutes of the May 18, 2020 Board meeting were approved as submitted.

Welcome

Hamilton Holloway welcomed Gary D. Perkins back to the Board.

Staff Appreciation

Mr. Holloway asked Board members to sign the Staff Appreciation notecards located on their tables.

Executive Director's Report

Ivy Sager began her report by asking Bernie Jordan to provide his report on year-end projections and the FY21 Budget. Mr. Jordan spoke to adjustments in the FY20 year-end projections as well as the changes to the FY21 budget. He highlighted STEP VA money reallocation. Ms. Sager spoke to the regional collaboration of CSBs and the amount of unrestricted funding that may be available to Hanover CSB in FY21; this funding would allow the agency to address some priorities.

In response to Mr. Jordan's update, Melissa Young asked if surplus money can be used for merit increases. Ms. Sager responded merit increases are a part of countywide decisions and individual departments or agencies cannot provide such increases independent of the County.

Ms. Sager announced the recovery of approximately 65% of the lost Medicaid revenue resulting from the closure of Day Health. She also spoke to the hiring freeze and noted that approval had recently been received to fill two vacant positions. She further reported that six positions remain vacant at this time.

Ms. Sager shared information about CARES Act funding the County received and noted that it is anticipated that funding will be used to cover costs for PPE, converting all remaining desktops to laptops, and other countywide impacts and/or initiatives related to the pandemic. Specifically for the CSB, funding was requested for access to DocuSign and conference room upgrades to better support virtual meetings.

Mr. Holloway announced the State Budget update was better than expected.

Ms. Sager announced the reopening of the Bell Creek and Ashland lobbies. She went on to say staff are transitioning back to their County work sites with telehealth continuing at this time. Ms. Sager spoke to the County's Employee Health at Work Policy and a focus on shifting the culture to support staff in staying home when not feeling well. Discussion ensued.

Ms. Sager announced that there has been no determination on the date to reopen day programs (RAFT and Day Health), as much is dependent on regulatory decisions, but discussion has taken place on reinstating evening hours in the Bell Creek and Ashland lobbies. Ms. Sager spoke to the redeployed staff; 16 initially with five recently returning to the CSB. The remaining 11 will return as programming decisions are made.

In response to a request for questions or comments from Board Members regarding information

Hanover: People, Tradition and Spirit

contained in the board packet, Ms. Young commented on the low “no show” rate and accessibility. Discussion ensued. She also expressed concern about the STEP-VA funding. Ms. Sager explained that it is more of a “pause” on future funding at this time, but that there is still focus on moving forward with the components of this plan. Discussion ensued.

Ms. Sager shared an update on the annual Performance Contract and possible scenarios regarding the approval process. She also gave a brief history on the DOJ settlement and its impact on reporting requirements, as noted in the Director’s Report. Joelle Inge-Messerschmidt announced her staff is training and preparing for the new requirements. Discussion ensued.

Mr. Holloway called attention to the current waiver of co-pays for use of Hanover Dash. Ms. Sager added she was grateful to have been able to work with Jim Taylor and Lisa Adkins on adding employment transportation to Hanover Dash services. This is an important benefit to both individuals served by the CSB and the entire community.

Ms. Sager spoke to agency response and dialogue around racial injustice and inequity issues. Discussion ensued with the Board expressing support for efforts made by the agency as well as the Behavioral Health and Wellness team to engage in this important dialogue.

Ms. Young asked about the drop in service requests for youth. Ms. Sager spoke to youth not having the same demands/stressors when not in school. Gabriella Caldwell-Miller added referrals were low with Courts and schools closed.

Chairperson’s Report

Mr. Holloway spoke to work sessions resuming next month with an HCIC presentation and reviewed future session topics. He also reminded the Board that a meeting would be held in August, due to the recent missed meetings. Regarding upcoming work sessions, Ms. Sager spoke to the possibility of a Behavioral Health and Wellness work session, highlighting the shift in their work during the pandemic.

Mr. Holloway asked about the RAFT House internet connectivity issues. Ms. Sager responded that this is being addressed and that a number of options are available.

Board Member Updates and Activities

While no report from HCSS, Ms. Sager spoke to the strong partnership the agency has with HCSS and how willing that organization is to support individuals served during these unprecedented times. Mr. Holloway announced Hanover ARC continues operating through virtual outreach, and he spoke to isolation issues.

Action Items

Anne Cross spoke to planning for the Jean C. Harris Award and a desire to provide this award, even if some changes will be necessary due to the public health emergency. Mr. Holloway asked for volunteers to serve on an ad hoc committee for the Jean C. Harris Award. Ms. Cross announced she and Amy Gregory were interested in serving again. Melissa Young also volunteered.

Margaret Perkinson moved to appoint Anne Cross, Amy Gregory and Melissa Young to serve on the Jean C. Harris Award Committee. Jeanie Edwards seconded this motion, and it passed unanimously.

Closed Session

A motion was made by Anne Cross, seconded by Jeanie Edwards and passed unanimously to go into Closed Session pursuant to Virginia Code 2.2-3711(A)(1) for the purpose of conducting the annual performance evaluation for the Executive Director.

Hanover: People, Tradition and Spirit

A motion was made by Anne Cross, seconded by Jeanie Edwards and passed unanimously to reconvene in open session. A subsequent motion was made by Anne Cross, seconded by Jeanie Edwards and passed unanimously to certify the closed session.

The next regularly scheduled Board Meeting will be held on July 20, 2020 with the location to be determined in accordance with applicable social distancing guidelines.

There being no other business, Mr. Holloway adjourned the meeting at 7:22pm.

Executive Director's Monthly Report

July 2020

A. Executive Director

- COVID-19 related operating updates
- Performance Contract update
- Hanover DASH Update

Staff continue to consider options and possibilities related to reopening programs and increased face-to-face visits. Regulatory guidance is also demonstrating some expected changes in operations in the coming weeks. Staff met with County and Chickahominy Health District officials on July 1. As noted below, staff also toured all facilities with General Services staff to consider environmental modifications that are necessary and appropriate to support safe reopening.

The Performance Contract will be posted on July 15 with the 30-day comment period extending until August 14. The CSB will consider action to recommend the Performance Contract during their August meeting, followed by action by the Board of Supervisors in late August.

Staff continue to work with individuals and families to consider Hanover Dash for employment-related rides. Individuals and families have expressed some hesitancy to use this resource but staff are working creative ideas to allow them to practice and experience using this resource.

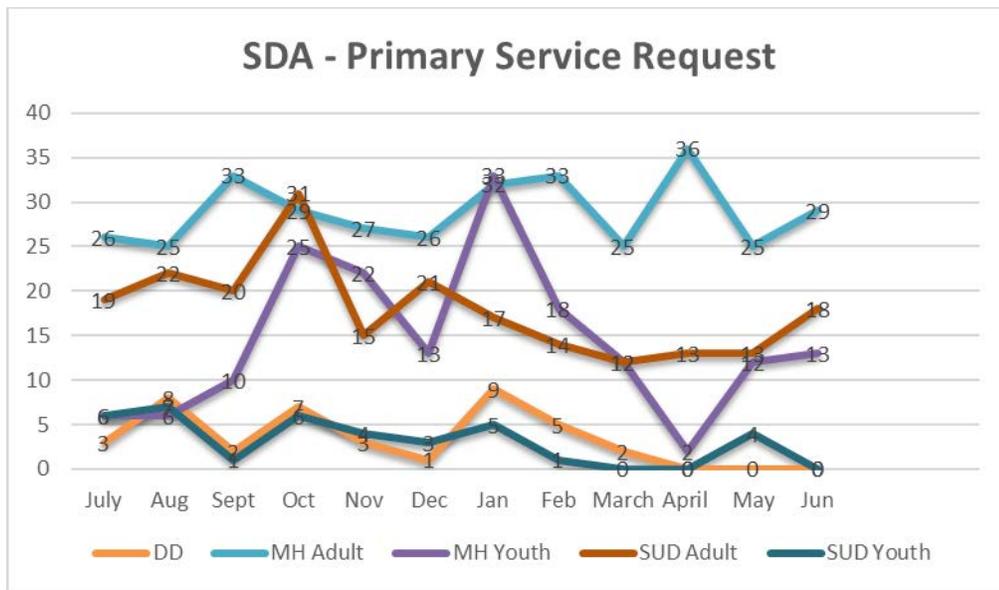
The following are included in this month's packet

- Sliding Fee Scale and Fee Schedule (for review; further information to be provided during the meeting)
- Standards of Professional Conduct (for review; board members will be asked to sign acknowledgement at July meeting)
- May 2020 Dashboard
- 3-month Planning Calendar

Access Redesign Project

In June 2020, 71 individuals presented to the agency seeking services through SDA (68 non-duplicated individuals). Of the 71 individuals that started the SDA process, 60 individuals proceeded through to the master assessment and were scheduled for an initial appointment with a primary clinician. The remaining 11 did not proceed through the process due to a variety of reasons, including being referred to another service provider (5), being referred to the crisis team for immediate intervention (3), and self-selecting to come back on another day due to time restraints (3).

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.



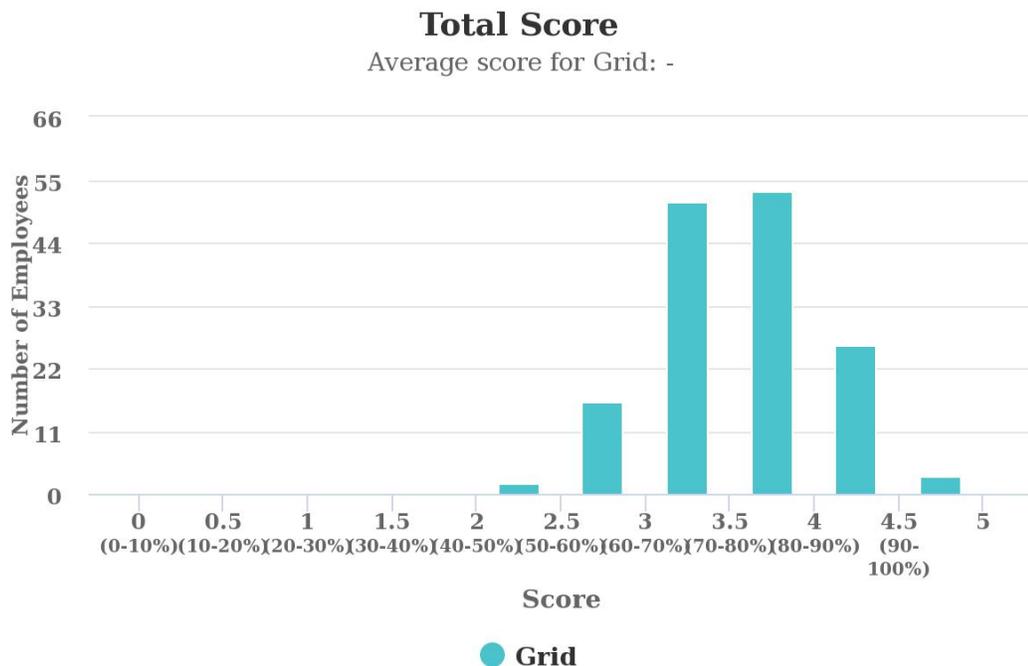
Step VA

No specific Step-VA update at this time.

Human Resources

In June, one employee transitioned from Part Time, non-benefited Crisis Clinician to Full Time Crisis Clinician. There were no new hires. There were three resignations: two Training Specialists and one Administrative Assistant.

As noted last month, performance evaluations were completed with all staff in June. Below is a graphic showing the distribution of scores. The average score this year was 3.62, up from 3.58 last year.



Highcharts.com

Donations

None

Community Relations/Community Education

Nothing specific to report.

B. Business Operations

- Facility Repairs and Maintenance
- COVID-19 Facility Improvements

Facility Repairs and Maintenance

Raft House parking lot improvements, which are funded by the landlord, have started. The auxiliary parking lot area has been leveled and graveled. The buildings new drain field for the septic system has been installed. The new paved parking lot is expected to be completed by the end of the month.

COVID-19 Facility Changes

Department staff met with the County's Facilities department to discuss the next round of facility changes for staff offices and program space. The first meeting consisted of a tour of all CSB locations, and shared current building configurations. This includes open warehouse spaces, shared offices, conference rooms, client areas, etc. A follow up meeting is planned to address the potential issues.

C. Behavioral Health & Wellness

- Hospital Discharge Planning
- COVID-19: Resilience & Creativity
- Staff Growth & Development

Hospital Discharge Planning

Though most of the CSB's attention is on clients entering the system via Same Day Access, staff also serve Hanoverians who enter the CSB via the state hospital system. The Hospital Liaison is responsible for working with state hospitals to develop and implement discharge plans for Hanover residents admitted via TDO to state facilities. HCCSB has two individuals with exceptionally complex treatment needs on the Extraordinary Barriers List (EBL). Being on the EBL means that an individual is deemed ready to step down to a lower level of care, but no placement is available. In one case, the Liaison called 152 facilities in Virginia to find a place willing to accept the individual. In the other case, the Liaison advocated for months on behalf of the individual to secure psychological testing. Even though the recommendation went against conventional wisdom, the results confirmed the Liaison's hunch, ensuring that the individual's discharge plan will meet her complex needs.

COVID-19: Resilience & Creativity

The teams in the BH Division continue to demonstrate a "can do" attitude during the public health emergency. People transitioned from telecommuting to work in their offices, marking their first time seeing one another in person since March. Although operations look different, teams have found creative ways to accomplish key objectives.

Case Managers, who continued a reduced level of in-person interactions with clients throughout the public health emergency, have resumed typical operations. As state offices and medical offices re-open, Case Managers are helping clients connect with needed resources in the community.

The BHW team hosted a *Mindfulness, Meditation, and Stress Management Training* for Public Safety and Emergency Communications staff. Mary Margaret Signorelli, LPC from Check Point One, was the featured speaker. This was the first face-to-face workshop in months. Participants wore masks and maintained physical distance, but the engagement was terrific. The BHW team balanced work with a bit of fun. They helped the Teens Care Too group honor graduating seniors in the program with a drive-by parade.

Staff Growth & Development

June is the month in which staff can reflect on all of the excellent work they've done during the past 12 months and set performance goals for the next 12 months. COVID-19 challenged the agency in unexpected ways, and the need to respond brought out the best in all of the staff. From discovering that clients can sign documents in Zoom to creating opportunities for teams to build skills specific to treating trauma via telehealth, each staff person has excelled. Looking forward to the FY21 performance cycle, staff are interested in building collective competency in addressing race, equity, inclusion, and advocacy. Staff are discussing these issues in team meetings and remain committed to keeping this issue at the forefront – both for internal development and to benefit the individuals being served.

D. Developmental Disability Services

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

Support Coordination

A Waiver Slot Allocation Committee was held this month to re-allocate five waiver slots. Those who received the slots were very happy and are now transitioning to active Support Coordination. The Support Coordinator will develop the individual's plan and coordinate waiver services. Several staff have continued to take advantage of various webinars throughout the month, including attending the APSCE Conference Webinar, CIGNA EAP Stress and Resiliency Trainings, and the DBHDS Impacts of Racism training this past month. In mid to late June, staff from Supports Coordination began to transition back into the office. Various precautions have been put into place, such as wearing masks in common areas/hallways, cleaning supplies placed in each office and everyone spreading out to their own space and not sharing offices. It is exciting to see everyone coming back into the office and staff are excited to be back!

Supported Employment

SE staff were able to welcome back two staff who were redeployed as they prepare for crews to return to work in July, with Camping World as the first employer to return to work. SE will have their final team member back in July as Randolph-Macon will begin to prepare for the fall semester. Staff continue to be creative in supporting individuals during this time. The final Bee Well Kits were delivered this month. SE staff received many positive sentiments by families and

individuals who have participated in craft-making and other reminders/practicing of work skills that need to be maintained. Several SE staff hosted Bingo this month through Zoom! Individuals were able to see co-workers and job coaches as well as play several games of Bingo. Staff delivered prizes to the winners of the games.

Supported Employment applied for Emergency Relief funds through the Department of Aging and Rehabilitative Services for revenue lost from COVID. The CSB was notified this month that \$44,400 was granted to assist with budgetary needs.

Day Health

This month DHR started billing for retainer payments for services from March 16-June 30th. Retainer payments may be provided for circumstances in which providers have experienced significant decline in service utilization due to COVID-19. Retainer payments are retroactive to the date of the emergency on March 12, 2020 and are reimbursed at 65% percent of the current rates. Retainer payments are available to agencies that are currently closed or operating at partial capacity with plans to completely re-open once it is safe to do so.

Eight DHR staff continue to be re-deployed to other positions 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 checking on them by phone. Approximately 351 activity packets have been dropped off at program participant's homes over the past 13 weeks! Each weekly packet contains themed activities to help keep participants active and their minds stimulated while at home. Typical bags contain a snack item, art/craft activity, games/puzzles, information for local resources, health/safety info and links to online tools/resources for exercise and entertainment. DHR has continued to have a few surprise drop offs of homemade baked goods from a program participant's family when they stop by for drive thru visits with staff. This has been a very nice and thoughtful way to lift staffs spirits during this uncertain time.

On July 22, at the Hanover County Board of Supervisors Meeting, Kelly Blankenship will be honored with a **Lifesaving Award** by the Virginia Risk Sharing Association (VRSA) for heroic actions above and beyond to save the life of a member at the Day Health and Rehabilitation program at Hanover CSB. As a reminder, Board of Supervisor meetings are live streamed on the Hanover County website (<https://www.hanovercounty.gov/697/Board-of-Supervisors-Upcoming-and-Archiv>) in case you are interested in viewing this part of the meeting.

Case Management Data

Case Management Numbers				20-Mar	20-Apr	20-May	20-Jun
Active - SPO only				10	10	10	10
Active - Waiver							
	Community Living Waiver			150	148	147	151
	Family & Individual Waiver			42	42	42	44
	Building Independence Waiver			17	15	15	14
Active Waiver Total				209	205	205	209
Non Active (Follow Along & Tracking)							
TOTAL				132	129	129	130
Consumer Monitoring							
TOTAL				225	229	232	234
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				592	589	592	599
Walkins				2	2	3	1
Transfers				0	0	0	0
TOTAL Request for Intakes CM Svcs (Active/Non-Active)				2	2	2	1
Request for Screening DD Waiver Waitlist				3	2	3	1
				Mar	Apr	May	Jun
*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			140	141	143	139
	Priority 2			153	155	156	156
	Priority 3			12	12	12	12
TOTAL				305	308	311	307

Hanover Community Services Fee Scale FY2021

Gross Annual Household Income		Household Size							
		1	2	3	4	5	6	7	8
\$0.00	\$18,000.00	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
\$18,001.00	\$22,000.00	\$20	\$0	\$0	\$0	\$0	\$0	\$0	\$0
\$22,001.00	\$26,000.00	\$30	\$20	\$0	\$0	\$0	\$0	\$0	\$0
\$26,001.00	\$30,000.00	\$40	\$30	\$20	\$0	\$0	\$0	\$0	\$0
\$30,001.00	\$34,000.00	\$50	\$40	\$30	\$20	\$0	\$0	\$0	\$0
\$34,001.00	\$38,000.00	\$60	\$50	\$40	\$30	\$20	\$0	\$0	\$0
\$38,001.00	\$42,000.00	\$70	\$60	\$50	\$40	\$30	\$20	\$0	\$0
\$42,001.00	\$46,000.00	\$80	\$70	\$60	\$50	\$40	\$30	\$20	\$0
\$46,001.00	\$50,000.00	\$90	\$80	\$70	\$60	\$50	\$40	\$30	\$20
\$50,001.00	\$54,000.00	\$100	\$90	\$80	\$70	\$60	\$50	\$40	\$30
\$54,001.00	\$58,000.00	\$110	\$100	\$90	\$80	\$70	\$60	\$50	\$40
\$58,001.00	\$62,000.00	\$120	\$110	\$100	\$90	\$80	\$70	\$60	\$50
\$62,001.00	\$66,000.00	\$130	\$120	\$110	\$100	\$90	\$80	\$70	\$60
\$66,001.00	\$70,000.00	\$140	\$130	\$120	\$110	\$100	\$90	\$80	\$70
\$70,001.00	\$74,000.00	\$150	\$140	\$130	\$120	\$110	\$100	\$90	\$80
\$74,001.00	\$78,000.00	full fee	\$150	\$140	\$130	\$120	\$110	\$100	\$90
\$78,001.00	\$82,000.00	full fee	full fee	\$150	\$140	\$130	\$120	\$110	\$100
\$82,001.00	\$86,000.00	full fee	full fee	full fee	\$150	\$140	\$130	\$120	\$110
\$86,001.00	\$90,000.00	full fee	full fee	full fee	full fee	\$150	\$140	\$130	\$120
\$90,001.00	\$94,000.00	full fee	full fee	full fee	full fee	full fee	\$150	\$140	\$130
\$94,001.00	\$98,000.00	full fee	full fee	full fee	full fee	full fee	full fee	\$150	\$140
\$98,001.00	\$102,000.00	full fee	full fee	full fee	full fee	full fee	full fee	full fee	\$150
\$102,001.00	\$106,000.00	full fee	full fee	full fee	full fee	full fee	full fee	full fee	full fee

Recommend: No change.

Hanover Community Services Fee Schedule FY2021

Service	General	Medicaid Reimbursement Rate	Rate
**Drug Screen - Urine Screen in Office	\$20.00	N/A	\$20.00
Adolescent/SA - Juvenile Drug Court	\$150.00	N/A	\$150.00
Care Coordination (CSA Only)	\$850.00	N/A	\$850.00
Court Attendance	\$85.00	N/A	\$85.00
Crisis Intervention	\$30.79	\$30.79	\$30.79
DD Case Management		\$242.73	\$242.73
DD Case Management Contracted (fee paid \$175.40)		\$242.73	\$242.73
Family Therapy	\$125.00	\$110.90 \$101.67	\$125.00
Family Therapy no client	\$120.00	\$106.71 \$98.24	\$120.00
Group Therapy	\$50.00	\$21.99 \$26.70	\$50.00
ID Day Health Community Coaching		\$29.24	\$29.24
ID Day Health Community Engagement - Tier 1		\$14.29	\$14.29
ID Day Health Community Engagement - Tier 2		\$16.01	\$16.01
ID Day Health Community Engagement - Tier 3		\$18.38	\$18.38
ID Day Health Community Engagement - Tier 4		\$22.61	\$22.61
ID Day Health Group Day Support - Tier 1		\$8.60	\$8.60
ID Day Health Group Day Support - Tier 2		\$11.25	\$11.25
ID Day Health Group Day Support - Tier 3		\$13.31	\$13.31
ID Day Health Group Day Support - Tier 4		\$17.34	\$17.34
ID Enclave Services Waiver (2 or fewer individuals per staff)		\$19.25	\$19.25
ID Enclave Services Waiver (2-4 individuals per staff)		\$13.52	\$13.52
ID Enclave Services Waiver (5+ individuals per staff)		\$11.21	\$11.21
ID Enclave Srvcs DRS	\$55.34	N/A	\$55.34
ID SE Indv Srvc Bill DRS	\$68.08		\$68.08
ID SE Srvcs Waiver	\$68.08		\$68.08
Individual Therapy	\$150.00	\$132.52 \$134.19	\$150.00
Comprehensive Needs Assessment	\$150.00	\$135.66 \$137.95	\$150.00
Intensive Community Treatment (ICT)	\$153.00	\$153.00	\$153.00
Medication Review with Psychiatrist - level 2	\$50.00	\$29.60 \$31.96	\$50.00
Medication Review with Psychiatrist - level 3	\$75.00	\$49.33 \$52.69	\$75.00
Medication Review with Psychiatrist - level 4	\$111.00	\$72.68 \$76.41	\$111.00
Medication Review with Psychiatrist - level 5	\$148.00	\$97.95 \$102.63	\$148.00
Medication Review with Psychiatrist - consumer residence	\$57.00	\$37.78 \$38.45	\$57.00
Medication Review with Psychiatrist - consumer residence	\$86.00	\$57.28 \$59.18	\$86.00

Hanover Community Services Fee Schedule FY2021

Service	General	Medicaid Reimbursement Rate	Rate
Medication Review with Psychiatrist - consumer residence	\$130.00	\$86.88 \$90.64	\$130.00
Medication Review with Psychiatrist - consumer residence	\$180.00	\$120.33 \$126.35	\$180.00
Prevention Family Matters	\$25.00	N/A	\$25.00
Psychiatric Evaluation	\$150.00	\$112.70 \$137.95	\$150.00
Psychosocial (RAFT House)	\$24.23	\$24.23	\$24.23
Targeted Case Management	\$326.50	\$326.50	\$326.50
Targeted Case Management - SUD	\$243.00	\$243.00	\$243.00

Strick Through = Updated Medicaid reimbursement rates.

Recommend: No change.

HANOVER COUNTY COMMUNITY SERVICES BOARD

STANDARDS OF PROFESSIONAL CONDUCT

Introduction

Hanover County Community Services Board (HCCSB) is committed to ethical, moral and responsible clinical practice, business practice, public relations and professional conduct. The agency expectation is for Board Members and employees to comply with all applicable laws, regulations, and procedures. In addition, all professional employees are expected to adhere to the ethical standards related to their field.

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

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

Client Rights and Confidentiality

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

Workplace Conduct

1. Staff and Board Members will not practice or condone any form of discrimination or harassment against any person and will demonstrate a high level of cultural competency and respect for the diversity of those with whom they interact. Staff and Board members will abide by the County’s policy of nondiscrimination as outlined in the Human Resources Policies Manual. As stated, “the workplace shall be free from such prohibited practices as discrimination, sexual harassment, bullying, or any other conduct inconsistent with sound merit principles. The County shall provide equal employment opportunity to all employees and all applicants without regard to race, color, religion, national origin, political affiliation, disability, sex or age, except where such is bona fide occupational qualification.”
2. In order to provide a safe and healthy environment for employees, contractors and persons served, Staff and Board Members will comply with the occupational health and safety laws applicable to their job, as well as the HCCSB Health and Safety Procedures.

3. Staff and Board Members will not misuse or misappropriate the property of persons served, their family members or guardians, other employees/Board Members or Hanover County Government. Staff and Board Members will demonstrate honesty, integrity and respectful behavior toward each other and the individuals served.
4. Information about available services will be communicated in an honest and accurate manner. Staff and Board Members will consider the public's perception of their personal and professional actions, and the effect their actions could have, positively or negatively, on HCCSB's reputation in the community and elsewhere. They will strive for personal and professional growth to improve their effectiveness in their role with HCCSB.
5. Staff and Board Members are prohibited from engaging in conduct that results in instances of fraud, waste or abuse of county, state or federal resources.

Supervisors and Managers

1. All supervisors and/or managers will be fair, consistent, respectful and ensure quality in carrying out their supervisory responsibilities. All supervisors and/or managers will take responsibility for their actions and demonstrate positive collaboration and teamwork in carrying out their responsibilities.
2. Supervisors and/or managers will model professional behaviors. To the greatest extent possible, all supervisors and/or managers will involve staff in decisions that impact them and will strive to be positive and constructive in their communications.

Board Members

1. Board Members will receive initial orientation and on-going training specific to their role. This includes, but is not limited to, Conflict of Interest, Freedom of Information Act, Confidentiality and Privacy and Human Rights.
2. Board Members will review the Standards of Professional Conduct at the beginning of their service and annually thereafter. Each year Board Members will sign the Acknowledgement that they have reviewed these standards.
2. Board Members will ensure that HCCSB is operated in a manner that upholds the agency's integrity and merits the trust and support of the public. Board members will uphold all applicable laws and regulations, going beyond the letter of the law to protect and/or enhance HCCSB's ability to accomplish its mission.
3. Board Members will be responsible stewards of HCCSB's resources and will take no actions that could benefit them personally at the unwarranted expense of HCCSB, avoiding even the perception of a conflict of interest.
5. Board Members will strive to fulfill their roles and responsibilities while not engaging in day to day operational activities, including specific human resource matters, that are the responsibility of the agency's Management Team.

Safeguarding and Conserving System Resources and Time Reporting

1. Staff and Board Members will demonstrate good corporate citizenship and will retain and dispose of business documents and records in accordance with Library of Virginia Record Retention Regulations and the HCCSB Records of the Person Served Procedures.
2. Staff and Board Members will follow Hanover County and HCCSB Policies and Procedures when communicating through systems such as voicemail, e-mail, Internet and other methods of data transmission.
3. Staff will honestly and accurately report travel and other expenses and time worked as scheduled and document on the appropriate form and/or within the appropriate system. Staff and Board Members will be responsible stewards of HCCSB's resources by utilizing agency materials and resources in a cost-effective manner.

Business, Public Relations and Marketing Practices

1. All business practices and contractual relationships of HCCSB will be handled in accordance with the applicable federal, state, and local laws. Financial matters will be conducted within the standards of commonly accepted, sound financial management practices.
2. Staff will complete documentation in the medical record as necessary and within the established timeframes to expedite the billing of services.
3. Staff will provide all clients and customers with timely bills and answers to any questions they may have regarding their bills.
4. Marketing activities will respect the dignity and privacy rights of those served; will not mislead or misinform the public or misrepresent HCCSB; will uphold the integrity of HCCSB so as to merit the continued support and trust of the public; and will comply with all applicable state and federal regulations
5. Staff and Board Members will assure that there is no purposeful deception of service provision to the individuals served, communities or third-party funders. HCCSB property and supplies will be used for the sole purpose of delivering the agency's services.

Conflicts of Interest, Dual Relationships and Boundaries Issues

1. Staff and Board Members will not exploit relationships for personal or professional gain; will not engage persons served and their family members or guardians in fund raising or business transactions that benefit the Staff or Board Member; or seek special privilege from the person served, family members or guardians related to goods and services they may offer for sale.
2. Staff and Board Members will not transfer or refer persons served by HCCSB to a private practice or provider in which the Staff or Board Member has a financial interest.
3. Staff and Board Members will not accept "any money, loan, gift, favor, service, or business or professional opportunity that reasonably tends to influence him or her in the performance of his or her official duties." (The State and Local Government Conflict of Interests Act)
4. Cards or written expressions of appreciation may be accepted. If individuals currently being served or who have been served offer gifts or favors to staff, consultation with a supervisor must take place before the gift or

favor can be accepted. The therapeutic relationship will be considered in determining the best course of action. If the gift or favor can be accepted it will be done as a donation to the agency, not an individual. The client/caregiver/family member will receive a letter thanking them for their donation.

5. Staff and Board Members can engage in agency donations of gift cards or other goods that support individuals served but will refrain from the personal giving of gifts to individuals served. Agency donations will be made according to applicable policy; the giving of personal gifts is not allowed unless a therapeutic benefit is determined in consultation with the supervisor.

6. Staff will immediately report to their supervisor any occasion of a family member or personal friend receiving treatment at HCCSB. If that staff's job duties would typically require access to that individual's treatment and/or medical record, the supervisor must develop a plan to address any potential conflicts and will be responsible for on-going monitoring and oversight.

7. Staff who seek treatment at HCCSB will be referred to another provider. However if the circumstance warrants treatment from this agency, steps will be taken to ensure privacy. This would include, but not be limited to, involving as few staff as possible, ensuring services are provided by a supervisor or coordinator and isolating the medical record from general staff access to the extent possible.

8. Staff who meet current or former persons served unexpectedly in the community will be cued by the individual's response before approaching him or her. Should the individual not initiate contact, neither should the staff. If the individual does initiate contact, staff may reply in kind. Under no circumstance is staff to identify their workplace or role, the context in which they know the person or in any way identify the individual as someone served by this agency.

9. Staff wishing to attend the funeral of an individual served or their family member will first consult with their supervisor to determine if it is advisable, given the boundary and confidentiality issues that could arise.

10 Staff will avoid personal and professional circumstances that may cause a conflict of interest and hinder their ability to make judgments in the best interest of individuals served, their family members or guardians. Examples include, but are not limited to, socializing, either in person, by phone or through social media, entering into personal or business dual relationships, or engaging in flirtation, romantic or sexual relationships with individual's served, their family members or guardians.

11. Staff may be asked by individuals being served to witness personal documents (Advance Directive, Guardianship, etc.). Staff will first encourage the individual to ask a friend or relative instead. However, if no one else is available, staff may witness such documents, after using their own discretion and in consultation with their supervisor.

12. All staff, including Peer positions, volunteers and students, are bound by these standards of conduct as well as expectations specific to their role as outlined by their supervisor.

Conformance with the Standards of Professional Conduct

1. Staff are required to receive training regarding the HCCSB Standards of Professional Conduct, Privacy procedures and Human Rights procedures at hire and annually thereafter. In addition, staff must complete ethics training in accordance with their professional requirements.

2. Staff are expected to conform to these standards. Violations may result in disciplinary action leading up to and including termination. Disciplinary action will be taken in accordance with Hanover County Human

Resources Policies and Procedures. Violations of these standards by contractors may result in the termination of the contract. Violation of these standards by Hanover Community Services Board Members will be addressed in accordance with Virginia Code governing Community Services Boards. (VA Code 37.2-502)

3. These standards complement existing Human Resources policies and procedures, Human Rights policies and procedures, Privacy procedures and the HCCSB Corporate Compliance Plan.

4. Staff and Board Members have an obligation to report any suspected violation of the HCCSB Corporate Compliance Plan, Standards of Professional Conduct, Privacy, or Human Rights procedures, or any professional ethics, applicable law, regulation or policy. There is a no-reprisal approach to reporting violations and clear timeframes for investigation of reports of suspected violations. The QI Coordinator(s) will initiate a fact-finding investigation within twenty-four (24) hours of an allegation. Steps to mitigate damage, if available and appropriate, will be taken while the investigation is in process. The investigation will be completed within ten (10) business days unless circumstances warrant an extension of that timeframe; a written report will be completed and submitted to the Executive Director upon completion. Depending on the nature of the allegation, the Executive Director, Program Director(s), or Management Team will review the issue and a Corrective Action Plan, if warranted, will be developed and implemented in accordance with state regulations. The Corrective Action Plan will be developed within seven (7) business days of the final report with implementation beginning immediately thereafter.

5. Should the investigation show a violation of any state or federal law and/or professional licensure standards, a report will be made to the proper authorities. This could result in civil or criminal consequences.

6. Staff and Board Members can additionally report allegations of fraud, waste, abuse or other wrong-doing anonymously by calling the Hanover County Internal Auditor's Fraud, Waste and Abuse Hotline at (804) 365-6813.

7. HCCSB self-reports material violations as required by the Virginia DBHDS Office of Licensing and the Office of Human Rights, Hanover County Government, Virginia DMAS, CARF and the U.S. Department of Health & Human Services.

Acknowledgment

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

**HANOVER COUNTY COMMUNITY SERVICES BOARD
STANDARDS OF PROFESSIONAL CONDUCT & CONFIDENTIALITY REVIEW**

BOARD MEMBER ACKNOWLEDGMENT

This is to acknowledge that as of the date listed below, I have reviewed the HCCSB Standards of Professional Conduct.

I understand and agree that in the performance of my duties as a Board Member with the Hanover County Community Services Board I must abide by the Standards set forth and that failure to do so may result in removal from the Board and possible legal action.

Board Member Name: _____

Signature: _____

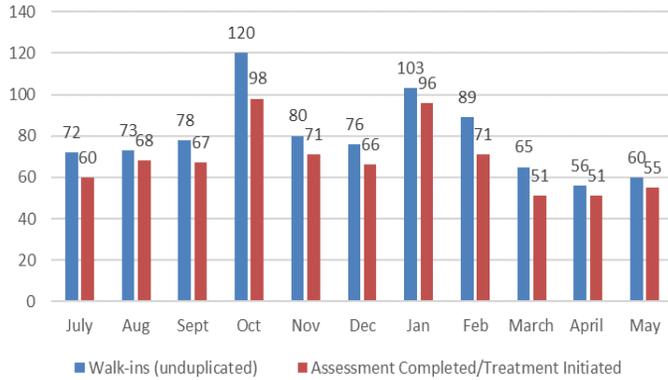
Date: _____

This form is to be completed annually and is to be kept on file.

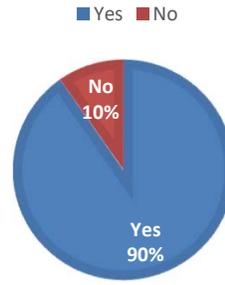
Hanover CSB - May 2020

At-a-Glance	Hospitalizations: 21	Number Served: 1169	Prevention: 4988	SDA Avg 1st Appt: 4.48	RAFT: 100%
FY20 YTD Avg/Month	25	1216	1026	5.2	58 of 58 received outreach and support.
FY19 Avg/Month	26	1176	409	4.5	

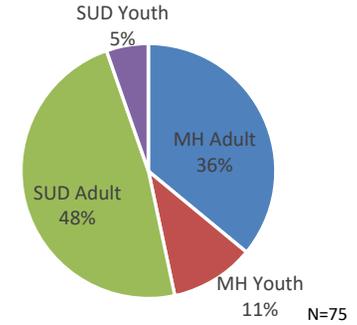
Same Day Access



Cumulative Rate - 1st Appointment Kept



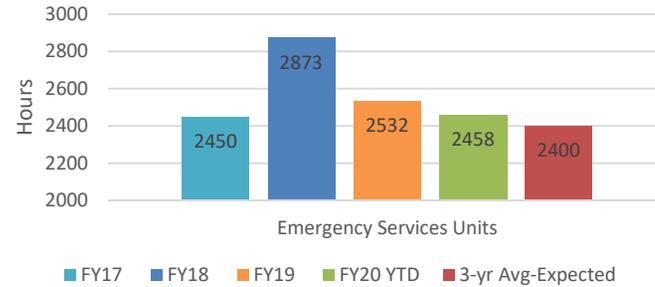
Cumulative No Show by Type of Service Requested



	FY19 Actual	FY20 Projected	FY20 YTD	YTD Expected	% of Expected	
Mental Health Services						
Acute Psychiatric or Inpatient Services	33	20	17	18	93%	●
Outpatient Services	342	350	732	334	219%	◆
Medical Services	552	540	573	513	112%	●
Case Management Services	997	950	707	915	77%	●
Intensive Community Treatment	70	75	64	74	87%	●
Rehabilitation	83	85	88	83	106%	●
Supported Employment	7	15	6	14	43%	◆
Developmental Disability Services						
Medical Services	55	55	53	53	101%	●
Case Management Services	232	225	247	223	111%	●
Rehabilitation	31	35	29	34	85%	●
Supported Employment	94	85	82	83	99%	●
Supportive Residential Services	36	35	37	34	108%	●
Substance Abuse Services						
Outpatient Services	182	200	336	188	179%	◆
Medical Services	85	85	58	79	74%	●
Case Management Services	500	525	204	492	41%	◆
Intensive Residential Services	33	25	17	23	74%	▲
Emergency Services						
Emergency Services	744	800	721	736	98%	●
Consumer Monitoring - Individuals	379	300	277	282	98%	●
Assessment and Evaluation Services	1051	1100	950	1011	94%	●

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

Emergency Services Units



Case Management Units

