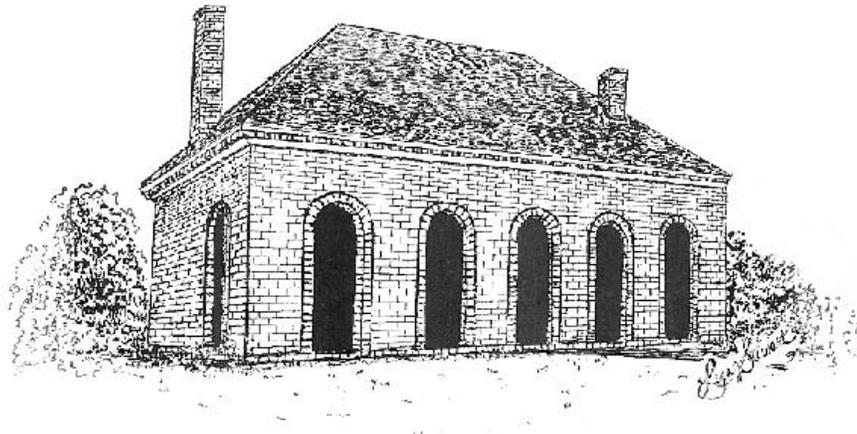


BOARD MEETING PACKET

PREPARED FOR
HANOVER COUNTY COMMUNITY SERVICES BOARD



MEETING DATE	August 17, 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

August 17, 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 disabilities 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: Division Director Overviews & Board Member Job Description

6:30 p.m. – General Business

- 1. Reconvene**
- 2. Donations**
- 3. Public Comments**
- 4. Approval of Minutes – July 20, 2020 Board Meeting**
- 5. Executive Director’s Report**
- 6. Chairperson’s Report**
 - a. Work Session Planning**
 - b. 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. Action Items**
 - a. Recommend Approval of FY19-20 Performance Contract Amendment & Extension**
 - b. Adoption of Board Policies**
 - c. Adoption of CSB Strategic Priorities & Goals**
- 9. Adjourn**

Next Regularly Scheduled Meeting: September 21, 2020, 5:30 p.m.
Hanover County Human Services Large Conference Room
12300 Washington Highway, Ashland, VA 23005

BOARD OF SUPERVISORS

AUBREY M. STANLEY, CHAIRMAN
BEAVERDAM DISTRICT

SEAN M. DAVIS, VICE-CHAIRMAN
HENRY DISTRICT

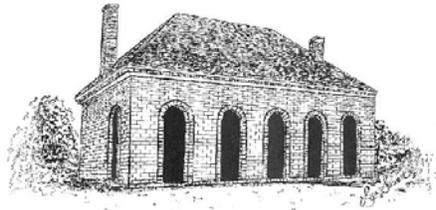
SUSAN P. DIBBLE
SOUTH ANNA DISTRICT

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

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HANOVER COUNTY

ESTABLISHED IN 1720

CECIL R. HARRIS, JR.
COUNTY ADMINISTRATOR

MINUTES - DRAFT

July 20, 2020

Members Present	Members Absent	Others
Scott Bateman	Sean Davis	Lorrie Ann Booker
Anne Cross	Jim Hunt	Gabriella Caldwell-Miller**
Jeanie Edwards	Ryan Hudson	Katie Donhauser
Amy Gregory	Lori Spain	Joelle Inge-Messerschmidt**
Hamilton Holloway		Bernie Jordan**
Gary D. Perkins (6:10 pm)		Ivy Sager
Margaret Perkinson		Jim Taylor**
Melissa Young		Scott Ward**
		Lars Messerschmidt**
		Stephanie Rohde**
		Citizen (Name not provided)
		**By Zoom

Call to Order

The meeting was called to order by Hamilton Holloway, Chairperson, at 5:35p.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, Jeanie Edwards (joined virtually; her participation from her home was due to a family emergency), Amy Gregory, Hamilton Holloway, Gary D. Perkins (6:10 pm), Margaret Perkinson, and Melissa Young.

Work Session

HCIC 5 Year Review was presented by Scott Ward, Lars Messerschmidt and Stephanie Rohde.

Donations

None

Public Comments

None

Minutes

Margaret Perkinson asked that the minutes of the June 15, 2020 meeting be amended, adding “Association” after “Hanover Mental Health”. The minutes of the June 15, 2020 Board meeting were approved as amended.

Executive Director's Report

Ivy Sager began her report by announcing that staff recommend no changes to the Fee Schedule or Sliding Fee Scale. Bernie Jordan provided data supporting the decision to have no adjustments. Ms. Sager mentioned the COVID-19 related financial impact verbiage added to client invoices and reported that only two clients have contacted the agency regarding a change in their finances.

Gary D. Perkins inquired as to how many clients are currently set at full fee. Mr. Jordan provided a graph comparing the number of self-pay clients over the past several years and spoke to telehealth processes and the collection of proof of income documentation. Discussion ensued. Mr. Jordan will provide a monthly update on the number of individuals listed as self-pay pending receipt of financial information.

Ms. Sager announced the Performance Contract is posted for public comment through August 14, 2020. Action by this Board as well as by the Board of Supervisors will be scheduled for their respective August meetings. Ms. Perkinson asked if there were any significant changes to the Performance Contract. Ms. Sager responded that the current document includes amendments and an extension of last year’s contract. The amendments include two new exhibits; one related to Federal funding requirements and the other related to the DOJ Settlement Agreement requirements.

Ms. Perkinson asked if STEP VA is still on hold. Ms. Sager responded yes and noted that funds may be reallocated after the General Assembly’s upcoming special session.

Ms. Sager turned the meeting over to Gabriella Caldwell-Miller to review discharge planning efforts and hospital census. Dr. Caldwell-Miller spoke to individuals discharging to the CSB’s catchment area and the agency’s role in their discharge planning, the Extraordinary Barriers List, and the logjam at the state hospitals. Hamilton Holloway spoke to hospital facilities having discretion as to whether to accept a patient or not. Ms. Sager further spoke to the census issues and system challenges. Discussion ensued.

Ms. Sager reported day programs do not yet have a reopen date and staff continue to work to balance safety of clients and staff with client needs.

Ms. Sager announced relaxed regulations around face-to-face contact between County staff and CSB clients coming to an end July 31st. She also spoke to reviewing the new Department of Labor and Industry workplace standards. Ms. Sager shared staff concerns around clients refusing to use PPE, but so far this has not been an issue. Discussion ensued.

Ms. Sager reported on the continued work in collaboration with Hanover Dash and supporting individuals involved in the Supported Employment program to explore this as a transportation option. Discussion ensued.

Ms. Sager shared the CSB Policies and Procedures document has been updated to a new format, highlighting that each policy is now specifically tied to the Virginia Administrative Code and/or a CARF requirement. She proposed the document be reviewed annually, with changes notated in Board minutes. Ms. Sager pointed out the only edit to the document are additions found in the Leadership Team list. She asked the Board to review, contact her with questions or feedback, and noted that the Board would be asked to approved this document at the August Board meeting.

Ms. Sager spoke to the Hanover Strategic Plan and proposed four Strategic Priorities for Hanover CSB. She reviewed the priorities, as well as several goals for each, and asked the Board to provide feedback as they would be asked to approve the strategic priorities in August. Discussion ensued.

Ms. Sager reminded the Board that the agency was unable to have the annual employee recognition event, and described the gift of coffee/coffee cup/coupon each employee received that was purchased from Little Bean Company Co. in lieu of the annual gathering.

Melissa Young asked how CSB clients and staff are doing as well as about SDA numbers. Joelle Inge-Messerschmidt reported case managers are looking forward to connecting face-to-face with clients and the majority of staff are back working in the building. Dr. Caldwell-Miller spoke to an informal survey with clients where the majority indicated they appreciated telehealth opportunities.

Mr. Holloway inquired about provider retainer payments, with Ms. Sager replying they are available through July 31st.

Ms. Sager reminded Board members to reply to the monthly email before each meeting asking them to confirm their planned attendance at the upcoming meeting. This information is critical in ensuring a quorum will be met as well as assists staff in setting up the meeting space to ensure physical distancing.

Mr. Holloway spoke to his concerns with the rise in suicide attempts and two recent local incidents, asking Dr. Caldwell-Miller what programs are in place around suicide prevention. Dr. Caldwell-Miller discussed regional initiatives including the Lock and Talk program, and noted that Clinicians are supporting individuals and working with them on their stressors during this time. Ms. Sager noted that the September work session will be presented by the Behavioral Health & Wellness Team and will include updates on their work around suicide prevention as well as other programs.

Chairperson's Report

Mr. Holloway reviewed upcoming work sessions. He also spoke to a recent meeting with the new County Administrator at which he expressed the Board's interest in having him present at an upcoming work session.

Mr. Holloway asked the Board to review and sign the Standards of Professional Conduct document they have been provided.

Mr. Holloway provided follow-up regarding Ms. Sager's performance evaluation, noting that he and the Deputy County Administrator met with her to review after the June meeting and highlighted the many achievements as well as opportunities in the upcoming year.

Mr. Holloway announced a change in the Public Awareness Committee. Melissa Young will now serve as Chair, as Amy Gregory has asked to step down from that role. Ms. Gregory will remain on the committee.

Board Member Updates and Activities

Anne Cross reported the nomination period for the Jean C. Harris Award is open through August 10. She reminded the Board that the ceremony will be presented in a virtual format.

Mr. Holloway announced the General Assembly’s special session is scheduled for August 18, with the revenue shortfall prediction looking better than it did at the beginning of the public health emergency.

Ms. Gregory announced the Miss Hanover Abilities pageant is still on pause, likely to be postponed until next year due to challenges/restrictions around social gatherings.

Action Items

None

The next regularly scheduled Board Meeting will be held on August 17, 2020 with the location to be determined in accordance with applicable physical distancing guidelines.

There being no other business, Mr. Holloway adjourned the meeting at 7:37pm.

Executive Director's Monthly Report

August 2020

A. Executive Director

- COVID-19 related operating updates
- Performance Contract
- Board Policies
- Hanover CSB Strategic Focus Areas

At this time, there are no significant operating updates related to COVID-19 to report. Both day programs remain closed and face to face contact with individuals is limited, though is occurring as necessary and only after screening and with PPE. Flexibilities related to tele-health have been extended with a bit of variance between behavioral health and developmental disabilities services. Of note at this point is staff of school-age children requesting flexibilities around return-to school. CSB leadership is working with County Human Resources to consider parameters to support such flexibilities in an equitable way while maintaining service delivery.

This month's meeting includes several items for action by the CSB Board. The Performance Contract Amendment and Extension document has been out for public comment since July 15. To date, no comments have been received. As a reminder, Board members can view the proposed amendment and extension document on the County website (click this [link](#)). In addition, Board action on the reformatted Board Policies, as reviewed at last month's meeting and the agency's strategic focus areas will be sought. For your review, the reformatted Board Policies and strategic focus areas document are attached.

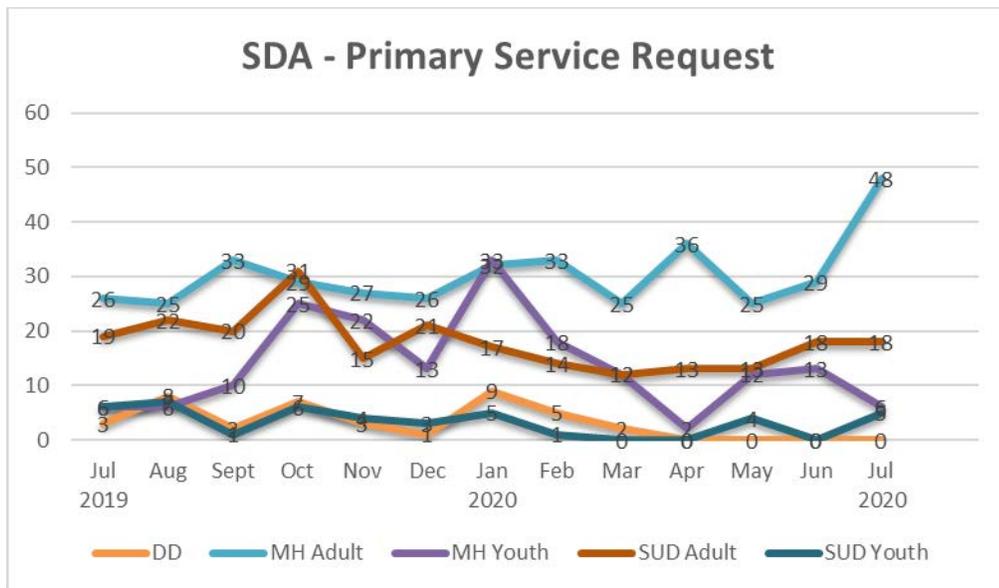
The following are also included in this month's packet

- June 2020 Dashboard
- Quarterly Dashboard – April-June 2020
- 3-month Planning Calendar

Access Redesign Project

In July 2020, 91 individuals presented to the agency seeking services through SDA (87 non-duplicated individuals). Of the 91 individuals that started the SDA process, 77 individuals proceeded through to the Comprehensive Needs Assessment and were scheduled for an initial appointment with a primary clinician. The remaining 14 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 (2), and self-selecting to come back on another day due to time restraints (7).

The chart below provides a visual of the primary service type for those who proceeded through assessment and were scheduled for their first appointment; the chart provides a rolling 13 months of data.



Step VA

The School-based Clinician position, funded through Step-VA Outpatient funding, has been hired. The new staff person will begin on September 1, 2020.

Human Resources

In July, one employee transitioned from DD/ID Support Coordinator to DD/ID Outreach and Intake Specialist; another employee transitioned from part-time benefitted to full-time Administrative Assistant. There were no new hires. There were two resignations: one MH Case Manager; and one part-time, non-benefitted Crisis Peer Recovery Specialist.

Donations

None

Community Relations/Community Education

Promotion of the Jean C. Harris Award nomination period has been fairly widespread. As part of the virtual conference in October, VACSB will highlight the work of CSBs during the pandemic. At this point, Hanover CSB intends to highlight the work of the Behavioral Health Wellness team and their swift launch of a Facebook page for all things behavioral health wellness, including the Facebook Live events they hosted on Dealing with Anxiety and many other pertinent and timely topics. As well, the “Sunshine bags” that were provide almost weekly to participants of Day Health, RAFT and Supported Employment programs will be highlighted.

B. Business Operations

- Review of State Reporting
- COVID-19 Facility Enhancements
- Facility Repairs and Maintenance

Review of State Reporting

Staff are in the process of reviewing internal processes and forms to better align the Electronic Health Record with the State's reporting requirements. Staff plan to establish a team to review the data on a monthly basis to ensure reporting corresponds with the State's data.

COVID-19 Facility Enhancements

Staff are working with the County's Facilities department on the next round of building enhancements/improvements for staff offices and program space. The potential enhancements and the timing of the installation is currently being reviewed.

Facility Repairs and Maintenance

RAFT House parking lot improvements are nearly completed. The new paved parking lot has been installed, and staff expect the main entrance road to be graveled by the end of the month, which is the remaining planned improvement. Photos are of the new paved parking area and auxiliary parking area.



C. Behavioral Health & Wellness

- Hospital Census
- Behavioral Health & Wellness
- Same Day Access & Census Management
- Staff training and continuing education

Hospital Census

Hanover had nine admissions to State Hospitals (CSH, CCCA, and SWVMH) and eight discharges in July 2020. Several individuals were admitted to last resort beds because private facilities declined to accept individuals who had not received a COVID-19 test with a confirmed negative result. HCCSB is rapidly responding to the pandemic-complicated environment of timely discharge planning from State Hospitals.

Behavioral Health & Wellness - Community Education

Public Libraries are open again, so the BHW team distributed prevention and wellness materials to librarians for the displays at the Ashland, Hanover, Rockville, and Montpelier branches. The Atlee Branch will receive their materials after they move to their new location. Total distribution to the library branches this month: 150 gunlocks, 150 med boxes, 120 drug disposal bags, 600 suicide prevention materials, and 180 Lock & Talk specific materials.

Same Day Access (SDA) & Census Management

Seventy-seven individuals presented for SDA in July, which is a significant jump from June 2020. The monthly average for the fourth quarter of FY 2020 (April, May, June) was 55. MTM, the consulting firm that helped HCCSB implement SDA, emphasized the importance of “managing the backdoor.” By utilizing shorter-term effective, evidence-based therapies, staff continue to provide rapid access to care while also managing caseload sizes so that providers can deliver ethical, evidence-based care. A commitment to supporting staff via clinical supervision and continuing education facilitates more efficient and effective episodes of care.

Staff Training and Continuing Education

Individuals are presenting to SDA with increased complexity. They are balancing pre-existing behavioral challenges with the added burden of the pandemic and racial unrest. All clinical providers complete a minimum number of continuing education hours to maintain their professional designations. They are also taking advantage of new training opportunities that are particularly relevant given the current events: Navigating the Pandemic and Tele-therapy with Trauma Survivors, Collaborative Assessment and Management of Suicidality (CAMS) training, Hanover Safe Place – resources for individuals experiencing Domestic Violence, and various topics centering on diversity, equity, and cultural inclusion in healthcare settings. Several employees report noticing immediate positive results as a result of implementing the new skills they learned in these training sessions.

D. Developmental Disability Services

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

Support Coordination

Support Coordinators began implementation of three new tools that are required as part of the DOJ Settlement Agreement: Crisis Screening, Risk Awareness and the Onsite Visit Tool, that were released mid-to late June by DBHDS. These tools will be used to help staff identify children and adults receiving active case management who are at risk for going into crisis. Training will also be made available to intake workers at CSBs on how to identify children and adults presenting for intake who are at risk for going into crisis and how to arrange for crisis risk assessments to occur in

the home or link them to REACH crisis services. One of the Support Coordinators applied for and accepted the Intake/Outreach position. The team is now recruiting for a Support Coordinator.

The following stories are shared to highlight some recent work and positive outcomes by Supports Coordination staff. One DD Supports Coordinator worked diligently to build rapport with a young lady and her family in order to support long-needed changes. After earning the family's trust, the staff supported them with making life-changing decisions for their daughter. The young lady is now receiving therapeutic behavior consultation services, linked to REACH crisis prevention and stabilization services, connected to a therapist for counseling, and has officially moved to a supported living apartment. She is also a new team member to the Randolph Macon community employment crew.

Another Supports Coordinator has been working tirelessly to secure a FIS reserve waiver slot for a young man to support him in moving from independent living support services to in-home residential services. The BI waiver that he had did not provide the amount of support he requires. In addition, the Supports Coordinator is seeking alternative housing to keep him safe, to include talking with his current apartment manager, his VHDA Coordinator, current waiver provider, and possible new waiver providers in order to formulate a plan to keep him healthy and safe. This also meant confronting the young man's brother who was living with him and put his current apartment and housing voucher in jeopardy. The SC worked with the young man in giving his brother written notice to move out due to disruptive behaviors. The SC is continuing to ensure this young man can move into a new apartment with adequate supports to thrive.

Supported Employment

Supported Employment welcomed back this month a staff who had been redeployed to Parks and Recreation. This staff will begin to prepare the Randolph Macon Crew to return to work in August. Staff have begun to focus their Zoom meetings with individuals on discussions about how the workplace will look different when they return to work. Staff created a different type of fun for individuals this month and had a Scavenger Hunt through Zoom, which was enjoyed by all! Staff delivered prizes to the winners. The Camping World Crew began its phased return to work with two individuals on the crew returning to work. The SE Coordinator began work on a Partnership project with Department of Aging and Rehabilitative Services for Customized Employment and Discovery. This month was a leadership series in conjunction with an organization that is providing the training for six other Employment Services Organizations throughout Virginia. The next phase will be specific training in order to build a model within the program to provide this extensive service and have the ability to bill for both DARS and DBHDS.

Day Health

Kelly Blankenship received the VRSA Life Saver Award at the July 22 Board of Supervisors meeting. Kelly was recognized for saving the life of a program participant in October 2019 after the individual began choking on food. The program participant involved attended the Board of Supervisor's meeting along with his mother.

DHR continued retainer payment billing for services from March 16-July 31. The state gave an extension to the retainer billing to include the month of July. Eight DHR staff continue to be redeployed 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. Approximately 459 activity packets have been dropped off at program participant's houses over the past 17 weeks!



Case Management Data

Case Management Numbers			
			Jul. 2020
Active - SPO only			10
Active - Waiver			
	Community Living Waiver		151
	Family & Individual Waiver		44
	Building Independence Waiver		14
	Active Waiver Total		209
Non Active (Follow Along & Tracking)			
	TOTAL		131
Consumer Monitoring			
	TOTAL		235
Contracted DD CM Services			
	Community Living Waiver		0
	Family & Individual Waiver		16
	Building Independence Waiver		0
	TOTAL		16
	Total Unduplicated Individuals Served Through Support Coordination/Case Management		601
Walkins			2
Transfers			0
TOTAL Request for Intakes CM Svcs (Active/Non-Active)			2
Request for Screening DD Waiver Waitlist			
			July
*Those who meet eligibility and may also receive svcs through Active-SPO OR Non Active-SPO			
	DD Waiver Wait List Numbers		
	Priority 1		141
	Priority 2		156
	Priority 3		12
	TOTAL		309



Hanover County Community Services Board Action Item

Board Meeting Date: August 17, 2020

Subject: Recommend Approval of FY19-20 Performance Contract Amendment and Extension with the Virginia Department of Behavioral Health and Developmental Services

Summary of Agenda Item:

HCCSB staff reviewed and supplied the required data and information for the FY19-20 Performance Contract Amendment and Extension. This document was developed by the Virginia Department of Behavioral Health and Developmental Services and is to be executed by each community services board and behavioral health authority in Virginia as a prerequisite for the receipt of state-controlled funds for mental health, developmental disabilities and substance use disorder services. This is an amendment and extension to the FY19-20 contract, rather than a new annual contract, due to the COVID-19 pandemic and because other planned revisions to the document are not yet finalized. Execution of the Performance Contract Amendment and Extension requires approval by both the CSB Board and the Board of Supervisors.

The Code of Virginia requires that prior to the execution of the performance contract, each community services board and behavioral health authority make the proposed Performance Contract available for a thirty-day public comment period. HCCSB made the proposed FY19-20 Performance Contract Amendment and Extension available for public comment beginning on July 15, 2020. No comments were received. If approved by this Board, the FY19-20 Performance Contract Amendment and Extension will be presented to the Board of Supervisors for approval at its August 26, 2020 meeting.

Action

Recommended: Recommend to the Board of Supervisors approval of the FY19-20 Performance Contract Amendment and Extension.



Hanover County Community Services Board Action Item

Board Meeting Date: August 17, 2020

Subject: Adoption of Revisions to and Reformatting of HCCSB Board Policies

Summary of Agenda Item:

Hanover County Community Services Board Policies address governance and leadership, finance, safety and risk management, corporate compliance, human rights, and records of the persons served by the CSB. The document has been reformatted and includes minor revisions (as attached) as recommended by staff and which were reviewed during the July 2020 CSB Board Meeting.

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

Action

Recommended: Adoption of the revised Hanover County CSB Policies.

I. Hanover County Community Services Board Policies

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

Board composition, membership and leadership comply with the requirements set forth in the Code of Virginia (§ 37.2-500-504), as well as the Rules of the Board, which are reviewed annually and updated if necessary. The HCCSB Board includes twelve members, seven of which represent each of the seven magisterial districts of the County, four at-large members and one member who is a member of the Board of Supervisors. Board members are appointed by the Board of Supervisors for three-year terms. Each Board member may serve up to three terms. The Board meets monthly, generally on the third Monday of each month. Officers of the Board are elected each December. Before the Board of Supervisors appoints an individual to serve on the Board of the CSB, the CSB staff provides the Board of Supervisors with background information on the current members of the Board, to include professional and personal experience and knowledge or training possessed by each member in the fields of mental health, developmental disabilities and substance abuse to ensure a diverse Board which is representative of the community served. Several current Board members offer experience in the areas of treatment for mental health, substance use and developmental disabilities. There are also members who are active recipients and/or past recipients of service in these areas.

The County Administrator and the Board are responsible for appointing and evaluating the Executive Director. The Executive Director is responsible for the day-to-day operations of the organization as a department head within the County organizational structure. The Executive Director reports to both the County Administrator and to the Board.

HCCSB complies with all federal, state and county policies, regulations and guidelines, as well as licensure regulations and accreditation standards. In some instances, licensure and accreditation standards require additional policies and procedures or an expansion of existing county policies and procedures.

A. Policies, Procedures and Plans

A “policy” is a broad position statement which has been approved by the HCCSB Board or Board of Supervisors. The HCCSB Board is responsible for annually reviewing and approving certain policies. Procedures and guidelines specific to the provision of direct services are reviewed and approved by the Executive Director, in conjunction with the agency’s Leadership Team. A “procedure” describes the methods of implementing a policy, as described in the Policy and Procedure Manual and may apply to the entire HCCSB or to a specific programs. A “plan” is a future-focused document that describes current status and future planning activities. HCCSB has plans related to cultural competency, strategic planning, risk management, technology, accessibility and corporate compliance. Procedures and plans are reviewed and approved by the Leadership Team throughout the year. “Operating guidelines” are specific steps and activities applicable to an individual program or division.

Hanover County Community Services Board Policies and Procedures

Leadership

The Executive Director facilitates the Management Team, which is comprised of the Executive Director, the Division Director - Behavioral Health & Wellness, the Division Director - Developmental Disabilities, the Division Director - Business Operations, and the Quality Assurance Manager. The Management Team meets weekly and directs the day-to-day operations of the organization. In addition, the organization uses a participatory management process through the Leadership Team. The Leadership Team is comprised of Management Team plus the following positions: Crisis & Urgent Care Coordinator, Adult Services Coordinators, Children & Adolescent Services Coordinator, Prevention Services Coordinator, DD Case Management Coordinator, Employment Services Coordinator, Day Support Services Coordinator, Senior Accountant, Senior Systems Administrator, Reimbursement Manager, Office Manager, and Nurse Manager.

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

The Board, Executive Director, Management Team and the Leadership Team receive data from a variety of sources that is analyzed for oversight and decision-making purposes. The organization is committed to the full and complete utilization of data and information from consumers, the community and staff in order to provide the best services to all individuals. The HCCSB Board is provided relevant data monthly in a dashboard-type document; they also receive a finance report and a report on the accomplishment of strategic goals and objectives quarterly. Each year the HCCSB Board reviews the Performance Analysis Report. This document provides a review of strategic and operational goals and objectives, business and program outcomes, productivity data, satisfaction data, incidents, complaints, as well as information regarding accessibility. In addition, each year the HCCSB Board is provided a full financial review as part of the annual budget process.

Subject: Corporate Compliance Policy

Overview *12VAC35-115-150, CARF 1A*

Policy: It is the policy of Hanover County Community Services Board (HCCSB) to provide ethical, moral, and responsible clinical practice, business practice, public relations, and professional conduct. Employees and Board Members are expected to comply with all applicable laws, regulations, and procedures. The HCCSB corporate compliance efforts are outlined in the agency’s Corporate Compliance Plan. [Corporate Compliance Plan](#).

Subject: Human Rights Policy

Overview *12VAC35-115-20, CARF 1K*

Policy: It is the policy of Hanover County Community Services Board (HCCSB) to ensure all individuals who receive services are permitted to exercise all civil and human rights related to the receipt of those services, including respect for basic human dignity. HCCSB remains in compliance with the Human Rights and the protection of those rights for the individuals served is found in the [Human Rights procedures](#).

Subject: Safety and Risk Management Policy

Overview *12VAC35-105-520-12VAC35-105-540, CARF 1.H.9*

Policy: It is the policy of Hanover County Community Services Board (HCCSB) to provide a safe environment for consumers, staff, students, volunteers, and visitors. In order to protect the organization from risk of liability, insurance coverage has been secured; including general, professional and vehicular liability, and includes coverage for property damage. Weapons are prohibited in all HCCSB facilities except when carried by law enforcement personnel. The use of tobacco products and “e-cigarettes” is also prohibited inside all HCCSB facilities and County vehicles. Additionally, alcohol and illegal drugs are not permitted on HCCSB property; however, prescription drugs are permitted in all HCCSB facilities, with clear guidelines in place about their storage and protection. The County’s Risk Management Procedures are all described within the Safety Policies and Procedures, which can be found through the General Services Department. In addition to these procedures, the HCCSB also has supplemental [health and safety procedures](#).

Subject: Records Management and Documentation Policy

Overview *12VAC35-105-870 – 12VAC35-105-920, CARF 1.E.3*

Policy: It is the policy of Hanover County Community Services Board (HCCSB) to retain records, including medical records of the individual served according to standards

Hanover County Community Services Board Policies and Procedures

set forth by the Library of Virginia. Appropriate security measures, including compliance with HIPAA requirements for the privacy and security of personal health information, are always observed. The HCCSB Records of Persons Served Procedures and Privacy Procedures set forth all processes to be followed as it relates to the medical record and the disclosure of Protected Health Information (PHI).

Subject: Finance Policy

Overview *12VAC35-105-210, 12VAC35-105-220, 12VAC35-105-230, 12VAC35-105-240, Hanover County Policies and Procedures, State Performance Contract, CARF 1.F.*

Policy: It is the policy of Hanover County Community Services Board (HCCSB) to comply with all financial policies and procedures of the County. Additional applicable policies and procedures are set forth in the Financial Management Standards Guide, which is issued by the Virginia Department of Behavioral Health and Developmental Services (DBHDS). The HCCSB exercises prudent financial management of its resources. The HCCSB is required to enter into a Performance Contract with the Virginia Department of Behavioral Health and Developmental Services (DBHDS). This contract serves as the primary accountability and funding mechanism between the Department and the HCCSB.

All policies and procedures are to be used in conjunction with all other applicable, approved County and agency policies.

All policies are reviewed annually; if changes are needed, the approval of those changes will be documented in CSB Board Minutes.

Date	Action (Reviewed, Amended, etc.)
July 2008	Reviewed, Revised and Approved
June 2009	Reviewed
August 2010	Reviewed
May 2011	Reviewed, Revised and Approved
July 2014	Reviewed, Revised and Approved
January 2017	Reviewed, Revised and Approved
August 2020	Reviewed, Revised and Approved



Hanover County Community Services Board Action Item

Board Meeting Date: August 17, 2020

Subject: Adoption of Strategic Priorities and Goals

**Summary of
Agenda Item:**

The Hanover County CSB is updating its Strategic Plan. The new plan includes four strategic priorities, as attached. This action will adopt the four strategic priorities and underlying goals. Agency staff then will establish short- and long-term objectives for each. Status updates for the strategic priorities will be presented to the CSB Board on a quarterly basis.

Action

Recommended: Adopt the proposed Strategic Priorities and Goals, to be included as part of HCCSB's Strategic Plan.

Hanover CSB Strategic Priorities and Goals

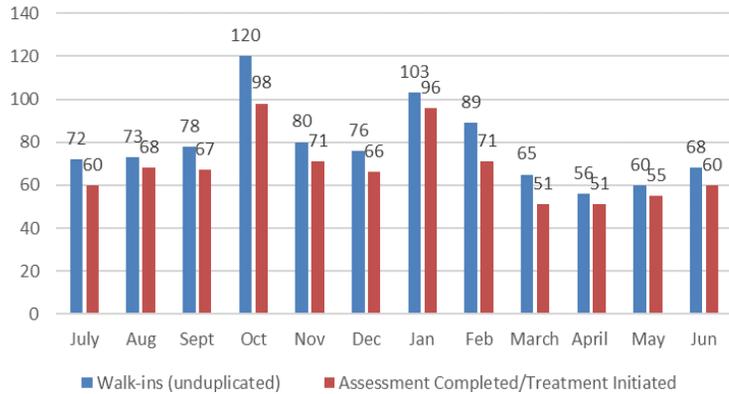
Strategic Priority 1: Strengthen the health and wellness of the entire community, including individuals open to CSB services.	
Goal 1A	Provide and support wellness and health promotion activities (to include racial trauma and inequities).
Goal 1B	Increase and promote awareness of suicide prevention resources and services.
Goal 1C	Support and engage in substance use prevention and education efforts.
Goal 1D	Support and promote the use of Hanover DASH.
Goal 1E	Provide the Housing Choice voucher Program and advocate for accessible and affordable housing options and resources in the community.
Goal 1F	Collaborate with community stakeholders and service recipients to promote ongoing awareness of needs and opportunities.
Strategic Priority 2: Provide accessible, timely, appropriate and quality services and supports to individuals and families.	
Goal 2A	Implement behavioral health enhancements as mandated and funded by DBHDS.
Goal 2B	Implement substance use disorder services in collaboration with identified community partners.
Goal 2C	Support comprehensive system of services and supports for individuals with developmental disabilities and meet the DOJ Settlement Agreement expectations.
Goal 2D	Identify and address bias and systemic discrimination policies and practices present in current service delivery and ensure culturally sensitive and appropriate services.
Goal 2E	Ensure the direct and active involvement of peers (individuals with lived experience) in the planning, provision and evaluation of services.
Goal 2F	Ensure opportunities for ongoing feedback from individuals served and other stakeholders.
Strategic Priority 3: Ensure a highly trained, competent and diverse workforce.	
Goal 3A	Recruit, hire, and retain a talented and diverse workforce based on the needs of the organization and the community.
Goal 3B	Support the ongoing development of staff as specifically related to bias and cultural humility in their work with individuals, families and the community.
Goal 3C	Provide necessary staff training regarding evidence-based practices in alignment with broader system expectations.
Strategic Priority 4: Ensure corporate compliance and the efficient and effective utilization of resources.	
Goal 4A	Ensure efficient and effective budget and financial management.
Goal 4B	Ensure regulatory and corporate compliance.
Goal 4C	Leverage and advance technology to support the service delivery system.
Goal 4D	Ensure a meaningful data management system to increase efficiency and effectiveness in service delivery.
Goal 4E	Related to diversity and inclusiveness

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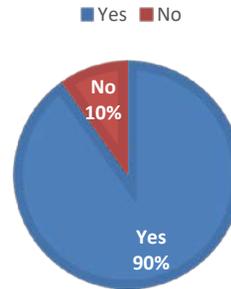
Hanover CSB - June 2020

At-a-Glance	Hospitalizations: 17	Number Served: 1187	Prevention: 4387	SDA Avg 1st Appt: 4.9	RAFT:
FY20 YTD Avg/Month	24	1214	1306	5.2	58 members received outreach and support; 31 participated in Zoom groups
FY19 Avg/Month	26	1176	409	4.5	

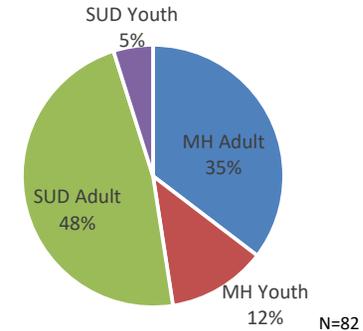
Same Day Access



Cumulative Rate - 1st Appointment Kept



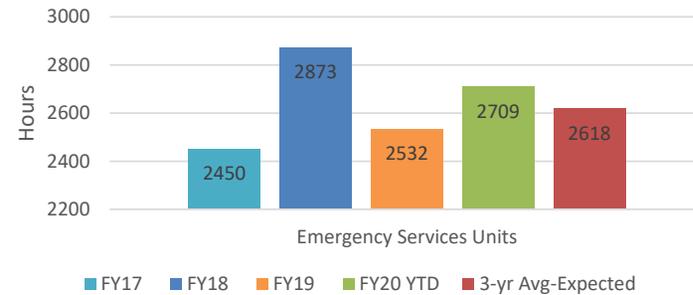
Cumulative No Show by Type of Service Requested



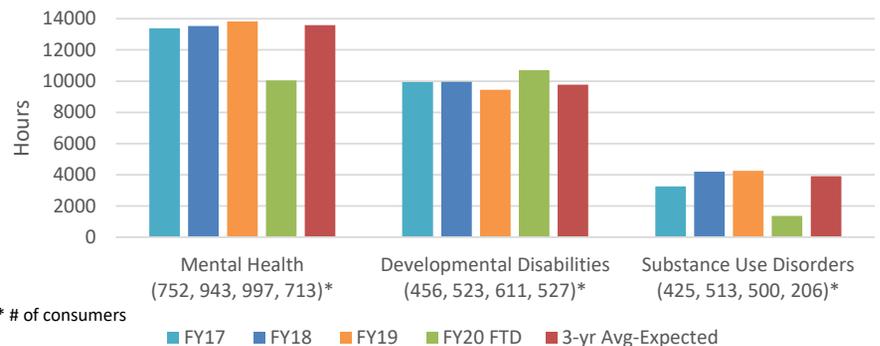
	FY19 Actual	FY20 Projected	FY20 YTD	YTD Expected	% of Expected	
Mental Health Services						
Acute Psychiatric or Inpatient Services	33	20	17	20	85%	●
Outpatient Services	342	350	765	350	219%	◆
Medical Services	552	540	591	540	109%	●
Case Management Services	997	950	713	950	75%	●
Intensive Community Treatment	70	75	65	75	87%	●
Rehabilitation	83	85	88	85	104%	●
Supported Employment	7	15	8	15	54%	◆
Developmental Disability Services						
Medical Services	55	55	53	55	96%	●
Case Management Services	232	225	247	225	110%	●
Rehabilitation	31	35	29	35	83%	●
Supported Employment	94	85	81	85	95%	●
Supportive Residential Services	36	35	44	35	126%	●
Substance Abuse Services						
Outpatient Services	182	200	350	200	175%	▲
Medical Services	85	85	59	85	69%	▲
Case Management Services	500	525	206	525	39%	◆
Intensive Residential Services	33	25	22	25	88%	●
Emergency Services						
Emergency Services	744	800	763	800	95%	●
Consumer Monitoring - Individuals	379	300	280	300	93%	●
Assessment and Evaluation Services	1051	1100	1014	1100	92%	●

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

Emergency Services Units

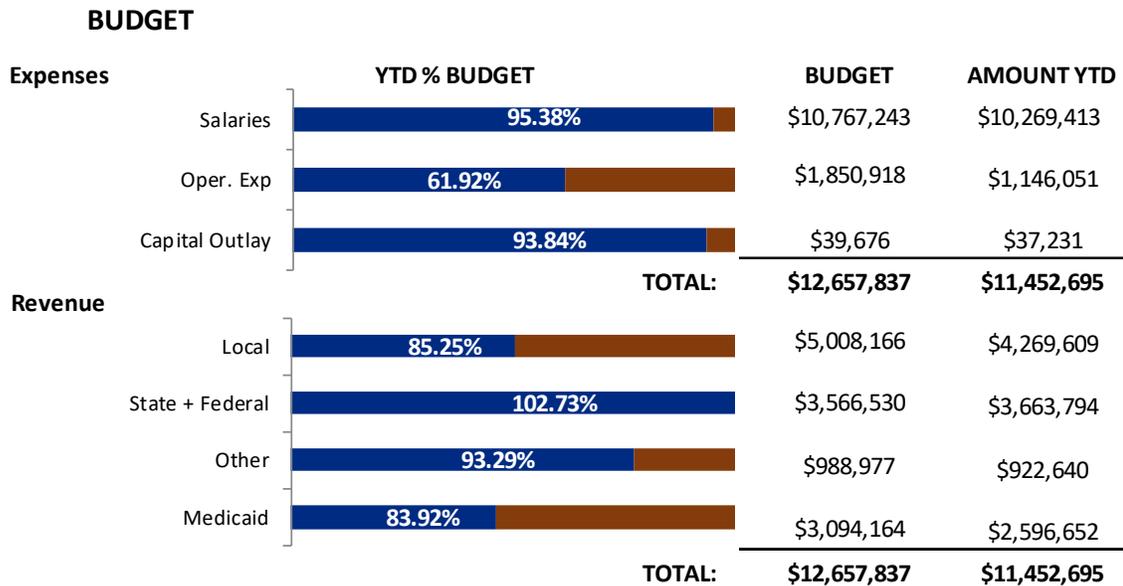


Case Management Units



Hanover CSB
Quarterly Dashboard – FY20
Fourth Quarter (April – June 2020)

Budget



Transportation Services

	FY20 Q1	FY20 Q2	FY20 Q3	FY20 Q4
Trips	3504	3616	3089	428
Individuals	69	64	63	8
% Program	44%	39%	37%	0%
% Employment	56%	61%	63%	100%

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

Housing Vouchers

	As of Sept. 30, 2019	As of Dec. 31, 2019*	As of Mar. 31, 2020	As of June 30, 2020
Total Vouchers	143	136	137	143
Leased	REG/DISABLED - 128 DOJ - 7	REG/DISABLED - 121 DOJ - 6 Mainstream - 5	REG/DISABLED - 119 DOJ - 6 Mainstream - 6	REG/DISABLED - 121 DOJ - 6 Mainstream - 6
Available Vouchers	15	4	6	10

Vouchers able to lease	4	2	Mainstream - 1 Disabled - 3 Regular - 2	Mainstream - 1 Disabled - 2 Regular - 7
Pending/ Shopping	3 shopping	2 shopping 1 pending	1 shopping 7 pending	4 Eligibility Pending 2 Move-in Pending
Wait List	241	263	263	266

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

Critical Incident Reporting

	Total	Location Details	Incident Details
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: 2 DHR: 0 RAFT: 0 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 –
FY20 Q4	20	Ashland: 15 Atlee: 3 Bell Creek: 2 DHR: 0 RAFT: 0	Behavior Management – Client Death – 2 Discovery of Suspected Illegal Substance – Discovery of Weapon – Fall w/ Injury – 0 Fall w/o Injury – Infection – Medical Emergency – 1 Medication Error – 1 Missing Item/Theft – 0 Missing Person – Near Miss – Other – 4 Other Accident/Injury – 1 Peer Verbal/Physical Aggression – Property Damage – Safety Concern – 3 Seizure – 1 Sexual Assault – Staff Use of Restraint – Suicide Attempt – 4 TDO During Provision of Service – 3 Vehicular – 0 Workplace Violence –

Focus Forward – FY20 Year-End Status provided at June 2020 CSB Board Meeting

- 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.
- Further opioid response implementation, to include development and initiation of a 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).
- 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.

**CSB Board
Three-Month Planning Calendar**

September	October	November
-4th Qtr./Year End Financial Report	-Supported Employment Banquet (tentative)	-Annual Performance Analysis Report
-Appoint Rules of the Board Review Committee	-Rules of the Board Committee Report	- Nominations Committee (Board Officers)
	-County Budget due	-County Budget Meeting
	-VACSB Fall Public Policy Conference, Oct. 7-9 (Virtual)	
	-Jean C. Harris Award Ceremony (Virtual)	
Board Planning: 9/14/20	Board Planning: 10/12/20	Board Planning: 11/9/20
Board Meeting: 9/21/20	Board Meeting: 10/19/20	Board Meeting: 11/16/20
Work Session: Behavioral Health Wellness – Response to COVID and other Updates (tentative)	Work Session: DOJ Settlement Agreement Update or State of the County & Budget Update (tentative)	Work Session: DOJ Settlement Agreement Update or State of the County & Budget Update (tentative)

Upcoming Events & Activities:

- Hanover Spirit of Volunteerism Celebration – TBD

Future Work Session Topics (proposed):

- Legislative & STEP VA Update
- Drug Use in Hanover County (Law enforcement perspective)
- State of the County & Budget Overview (tentative – new County Administrator)
- Trauma-informed Care/Secondary Trauma
- Medication Assisted Treatment – Update on program development and implementation
- School-based Services – Update on new services slated at LDHS