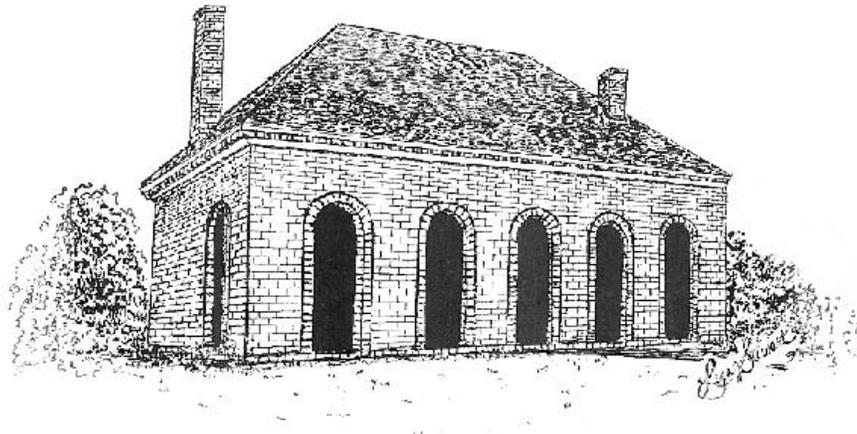


BOARD MEETING PACKET

PREPARED FOR
HANOVER COUNTY COMMUNITY SERVICES BOARD



MEETING DATE	September 21, 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

September 21, 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: Behavioral Health Wellness – Response to COVID and other Updates

6:30 p.m. – General Business

- 1. Reconvene**
- 2. Donations**
- 3. Public Comments**
- 4. Approval of Minutes – August 17, 2020 Board Meeting**
- 5. Executive Director’s Report**
- 6. Chairperson’s Report**
 - a. Appointment of Rules of the Board Review Committee**
 - b. Legislative Agenda Items**
 - c. Work Session Planning**
 - d. 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: October 19, 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

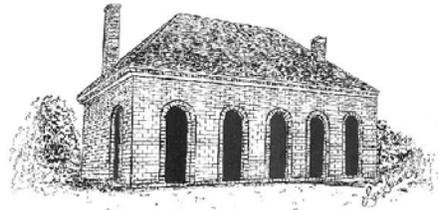
SUSAN P. DIBBLE
SOUTH ANNA DISTRICT

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

WWW.HANOVERCOUNTY.GOV

HANOVER COUNTY

ESTABLISHED IN 1720

JOHN A. BUDESKY
COUNTY ADMINISTRATOR

MINUTES - DRAFT

August 17, 2020

Members Present	Members Absent	Others
Scott Bateman	Sean Davis	Lorrie Ann Booker
Anne Cross	Jeanie Edwards	Gabriella Caldwell-Miller**
Jeanie Edwards		Katie Donhauser
Hamilton Holloway		Joelle Inge-Messerschmidt**
Ryan Hudson*		Bernie Jordan**
Jim Hunt		Courtney Lakin**
Gary D. Perkins (6:25pm)		Ivy Sager
Margaret Perkinson		Jim Taylor*
Lori Spain (6:24 pm)		
Melissa Young		
		**By Zoom Video
		* By Telephone

Call to Order

The meeting was called to order by Hamilton Holloway, Chairperson, at 5:33p.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, Hamilton Holloway, Ryan Hudson (joined by telephone, his remote participation was due to him being out of town), Jim Hunt, Gary D. Perkins (6:25pm), Margaret Perkinson, Lori Spain (6:24pm) and Melissa Young.

Work Session

The Division Directors provided an overview of their roles and responsibilities. As well, Hamilton Holloway reviewed the CSB Board Member Job Description.

Donations

None

Public Comments

None

Minutes

The minutes of the July 20, 2020 Board meeting were approved as submitted.

Executive Director's Report

Ivy Sager began her report by letting the Board know a reopening date for day programs is not yet set, as staff are still navigating the process. She did say she plans to have redeployed staff return to their respective position by September 1, 2020. She mentioned the relaxed face-to-face visit requirements for DD waiver services have been extended through January and went on to outline possible service capacity strategies in reopening the day programs. Ms. Sager also discussed the extension of lobby hours in the Ashland office as well as the Bell Creek office. Margaret Perkinson asked about the status of groups meeting. Ms. Sager responded that SUD groups are meeting via telehealth.

Ms. Sager announced 12 new DD waiver slots for FY21. Discussion ensued.

Ms. Sager spoke to the CARF Survey, which is scheduled for September 28 and 29. Staff are awaiting further guidance from the CARF surveyors specific to their preferred schedule and process. Once more information is received, it will be shared with the Chair, as typically the member in this role will meet with surveyors and participate in the process. Discussion ensued.

Ms. Sager announced the VACSB Public Policy Conference will be virtual and asked for those interested in participating to let her know. Discussion ensued.

Bernie Jordan gave an update on the status of self-pay clients as follow-up to information provided at the July meeting. Discussion ensued.

Gabriella Caldwell-Miller provided a state hospital census update. She reported the following state hospital activity, for Hanover, since August 1: nine discharges and three admissions. Further discussion about state hospital capacity issues around COVID as well as other challenges with connecting individuals to services took place.

Amy Gregory asked about SDA numbers. Ms. Sager referred to the SDA Primary Service Request graph included in the Director's Report and discussed trends. Ms. Sager then called attention to client service shifts as reflected on the Dashboard.

Lori Spain asked about Critical Incident Reporting. Ms. Sager spoke to regulatory changes put in place about a year ago. Discussion ensued.

Chairperson's Report

Mr. Holloway spoke to work session planning and asked the Board to share ideas on future sessions.

Board Member Updates and Activities

Anne Cross announced the selection of a Jean C. Harris Award winner. She spoke to the ongoing discussions around a prerecorded ceremony and offered that more information and details would be shared soon.

Melissa Young spoke to the Public Awareness Committee's outreach around the Jean C. Harris award.

Ms. Gregory had nothing to report from HCSS.

Mr. Holloway announced the General Assembly will be looking at funding allotments during the

Hanover: People, Tradition and Spirit

upcoming special session. He also mentioned the ARC's concerns around school starting and the challenges for students with disabilities.

Action Items

Ms. Sager announced the Performance Contract Amendment and Extension was posted on July 15, with no public comments received. She discussed the two new exhibits and stated the contract extends through December 31, 2020. Anne Cross moved to recommend approval of the FY19-20 Performance Contract Amendment and Extension to the Board of Supervisors. Amy Gregory seconded this motion, and it passed unanimously.

Ms. Sager reviewed revisions and reformatting of the HCCSB Board Policies. Anne Cross moved for the adoption of revisions and reformatting of the HCCSB Board Policies. Margaret Perkinson seconded this motion, and it passed unanimously.

Ms. Sager reintroduced the Hanover CSB Strategic Priorities and Goals, which were reviewed during the July Board meeting. Several Board members provided feedback, sought clarification, and proposed language changes. Ms. Sager indicated that staff would consider this feedback and make edits to the document as needed. Board members also discussed the appropriate frequency of staff reporting on these goals. Lori Spain moved for the adoption of the proposed Strategic Priorities and Goals, as amended, to be included as a part of the HCCSB's Strategic Plan. Scott Bateman seconded this motion, and it passed unanimously.

The next regularly scheduled Board Meeting will be held on September 21, 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 7:50pm.

Executive Director's Monthly Report

September 2020

A. Executive Director

- COVID-19 related operating updates
- Hanover DASH – transitions for some program areas
- Hanover CSB Strategic Focus Areas
- CARF – Digitally Enhanced Site Survey

Both day programs have developed guidelines for re-opening the programs. Both are considering opening with limited capacity each day and/or staggered scheduling to support distancing within the program locations. While the 'how' is now more clear, the 'when' is not yet determined though discussions are underway with County leadership. As noted in this report, increased face-to-face visits are taking place as clinically indicated.

As shared with the Board in July, staff continue to work with individuals and families to promote the use of Hanover DASH. This includes using Hanover DASH for employment, as well as for RAFT. At this time, about 18 individuals who attend RAFT have signed up for the service, which can support them in attending RAFT as well as accessing other community resources as needed.

As a brief update on the CSB's Strategic Focus plan, the agency's Leadership Team was provided with a template and instructions for working with their individual teams to propose relevant objectives. Their initial draft is due Sept. 15 at which time the Management Team will review, amend as needed and share back with the Leadership Team on Sept. 23. Further updates will be provide to the CSB Board in October.

The CARF site survey is schedule for Sept. 28-29, 2020. Notice has been posted in each location and on the website. The survey is being conducted in a digital format so the surveyors will not be coming in person or visiting location directly. The schedule for the site visit is being developed; confirmations for those who will meet with surveyors are forthcoming.

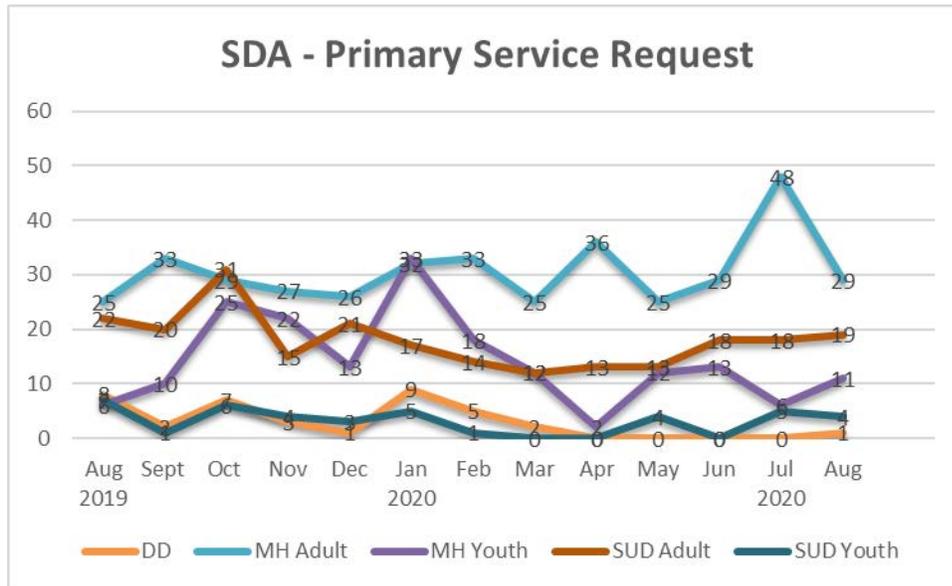
The following are also included in this month's packet:

- July 2020 Dashboard
- August 2020 Dashboard
- 3-month Planning Calendar

Access Redesign Project

In August 2020, 84 individuals presented to the agency seeking services through SDA (79 non-duplicated individuals). Of the 84 individuals that started the SDA process, 65 individuals proceeded through to the Comprehensive Needs Assessment and were scheduled for an initial appointment with a primary clinician. The remaining 19 did not proceed through the process due to a variety of reasons, including being referred to another service provider (3), being referred to the crisis team for immediate intervention (4), and self-selecting to come back on another day due to time restraints (12).

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

No specific updates related to STEP VA.

Human Resources

In August, there was one new hire: Crisis & Urgent Care Clinician. There were no resignations.

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

The Estate of Larry Elliott Brewer donated household items, with an approximate value of \$500.00, to a client moving into his own apartment. *

Community Relations/Community Education

The VACSB, as part of their upcoming conference, is developing a video compilation that “recognizes the phenomenal work [CSBs] have accomplished since the beginning of COVID-19.” Each CSB was asked to share up to two stories, with pictures and/or video, that demonstrate its efforts. Hanover CSB shared videos on the work of the Behavioral Health Wellness team and distribution of sunshine kits to Day Health, RAFT and Supported Employment participants.

B. Business Operations

- Review of State Reporting
- Facility Repairs and Maintenance
- COVID-19 Facility Improvements
- FY 2022 Budget Requests

Review of State Reporting – Staff are currently reviewing the internal processes and forms to ensure the electronic health record is correctly capturing the data for the monthly State’s reporting. The team has meet and discussed what the committee plans to review and the timing of monthly meetings.

Facility Repairs and Maintenance – Raft House parking lot improvements are almost completed. The last step, delayed due to the weather, is adding gravel to the main entrance road.

COVID-19 Facility Improvements – Staff are working with the County’s Facilities department on the next round of building improvements for staff offices and program space. The potential improvements and the timing of the installation is currently being reviewed.

FY 2022 Budget Requests – Staff will be working together to determine future department needs so they can be reflected in the FY 2022 budget requests. Budget requests will be completed and submitted to Finance by the end of October.

C. Behavioral Health & Wellness

- Behavioral Health Wellness
- Clinical Operations
- Hospital Census

Behavioral Health Wellness

Laura Robertson provided annual mental health education (virtual) to the Resident Assistants and student Captains at Randolph Macon College. Student Captains are assigned a group of freshmen to mentor, checking in regarding the students' mental health, making sure they are going to class, and assisting with homework and assignments if they need tutoring. The training covered mental health basics, including definitions, signs and symptoms, case studies, prevalence, trauma, self-care, and mental health. Seventy-three students and two staff participated.

Clinical Operations

Both the Adult and Children & Adolescent outpatient teams continue to provide most clinical services via telehealth, as advised by DMAS and DBHDS, to ensure clients' and staff's safety. However, the teams have begun to see people in person if clinically indicated. The staff has noticed an uptick in the number of clients needing to be transferred to services outside of Hanover. It appears that this increase is due, in part, to increased housing insecurity caused by the COVID crisis. The ICT team has expanded face-to-face interventions to meet the intense clinical needs of the ICT client population. Staff are using PPE and strictly following CDC guidelines.

The clinical team completed training, provided by DBHDS, to evaluate and manage suicidal risk. Collaborative Assessment and Management of Suicidality (CAMS) is a therapeutic framework designed to reduce suicidal ideation and suicidal thinking. The CAMS intervention is a powerful tool that clinicians can employ as they valiantly support clients who are presenting with a higher level of acuteness and risk.

Hospital Census

HCCSB is responsible for managing the discharge planning for any Hanover County resident admitted to a state inpatient hospital. The steady flow of admissions and discharges that was

presented to the Board in July continued through August; there were ten admissions and 11 discharges. As of August 31, 13 individuals from Hanover County remained a state hospital (this number includes individuals admitted in prior months).

D. Developmental Disability Services

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

Support Coordination

Hanover will receive 12 new waiver slots this fiscal year, including 2 Community Living slots and 10 Family and Individual Services slots. Support Coordinators are working on completing the presentation forms for the Waiver Services Allocation Panel, which will meet on September 24. This panel will review 26 individuals who score high on the Priority 1 list of the DD Waiver Waiting List.

The Supports Coordination Team began to prepare for another audit scheduled for September. This audit is with the Health Service Advisory Group (HSAG) and will review information regarding the Home and Community Based Settings Rule.

The Supports Coordination Supervisor began meeting with REACH-Region IV Clinical Manager to discuss client-specific issues, improve partnership between REACH and DD support coordination, and has a plan to meet on a quarterly basis or as needed to ensure our clients are able to access and receive crisis prevention and stabilization services.

Supports Coordination partnered with the Behavioral Health Division to provide services to a individual who has been at Central State Hospital for almost a year. This person has a diagnosis of Traumatic Brain Injury, Anxiety and PTSD. A neuropsychological was obtained that documented her developmental disability and she was awarded an emergency Community Living waiver slot in August. Current plans are underway for her to step down to a REACH home in the state and move towards a sponsored residential provider that can meet her needs.

Supported Employment

Supported Employment had all Employment Specialists returned to the team in August! The majority of the month was spent preparing for the first full crew, as well five more individuals who returned to work at Randolph Macon College in the dining hall. There were many changes to prepare for around Covid-19. The team prepared not only for different work practices such as wearing masks, social distancing and additional cleaning but also for a new crew member who was hired by Randolph Macon. Transportation also had changes in a need to reduce the number of individuals on the vans at one time and to plan for additional cleaning. All said and done, it was a busy month but exciting to begin to see clients again and get them back to work! Even in moments of struggle, there have been great opportunities for some of our individuals!

Day Health

DHR staff that were deployed throughout the County have all returned to the CSB. Two staff are supporting front desk operations in two different CSB building. The remaining DHR staff continue to stay in regular contact with program participants each week during the closure of the program with updates and checking on them by phone. This includes reading books over the phone, drive by visits in the parking lot and video visits. Approximately 567 activity packets have been dropped off at program participant’s houses over the past 21 weeks!! The Program Coordinator is reviewing with the Division Director re-opening plans and safety practices. Collaboration with the County’s Parks and Recreation Department around activity planning is also underway.

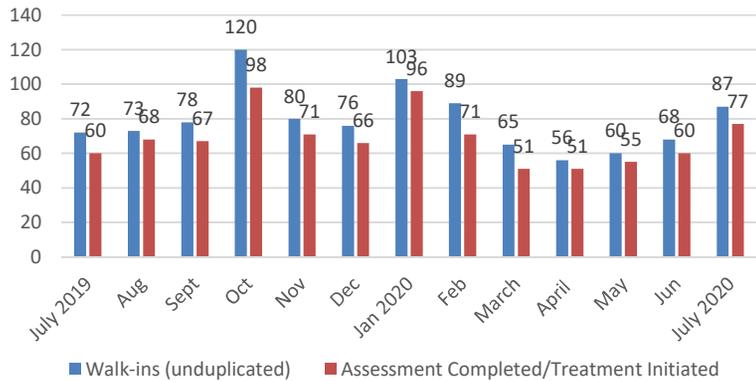
Case Management Data

Case Management Numbers					
				Jul. 2020	Aug. 2020
Active - SPO only				10	9
Active - Waiver					
	Community Living Waiver			151	150
	Family & Individual Waiver			44	44
	Building Independence Waiver			14	14
	Active Waiver Total			209	208
Non Active (Follow Along & Tracking)					
	TOTAL			131	127
Consumer Monitoring					
	TOTAL			235	238
Contracted DD CM Services					
	Community Living Waiver			0	0
	Family & Individual Waiver			16	16
	Building Independence Waiver			0	0
	TOTAL			16	16
Total Unduplicated Individuals Served Through Support Coordination/Case Management				601	598
Walkins				2	3
Transfers				0	2
TOTAL Request for Intakes CM Svcs (Active/Non-Active)				2	5
Request for Screening DD Waiver Waitlist					
				July	Aug
*Those who meet eligibility and may also receive svcs through Active-SPO OR Non Active OR Consumer Directed Waiver					
DD Waiver Wait List Numbers					
	Priority 1			141	144
	Priority 2			156	154
	Priority 3			12	13
TOTAL				309	311

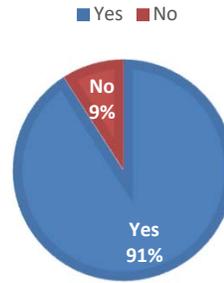
Hanover CSB - July 2020

At-a-Glance	Hospitalizations: 32	Number Served: 1239	Prevention: 526 ¹ /4326 ²	SDA Avg 1st Appt: 5.7	RAFT:
FY21 YTD Avg/Month	32	1239	526 ¹ /4326 ²	5.7	58 members received outreach and support; 31 participated in five Zoom groups
FY20 Avg/Month	24	1214	¹ F2F outreach, direct consult ² social media engagement	5.2	

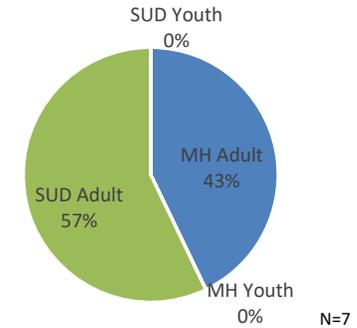
Same Day Access



Cumulative Rate FY21 - 1st Appointment Kept



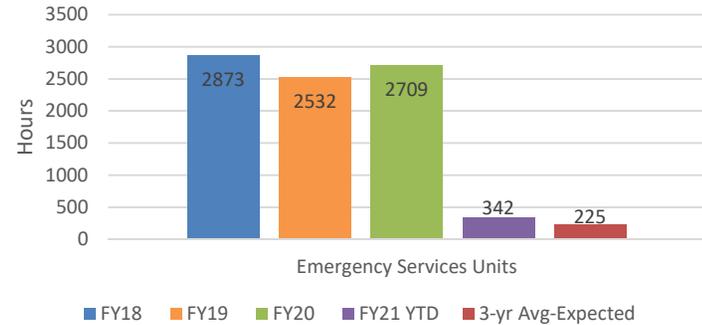
Cumulative FY21 No Show by Type of Service Requested



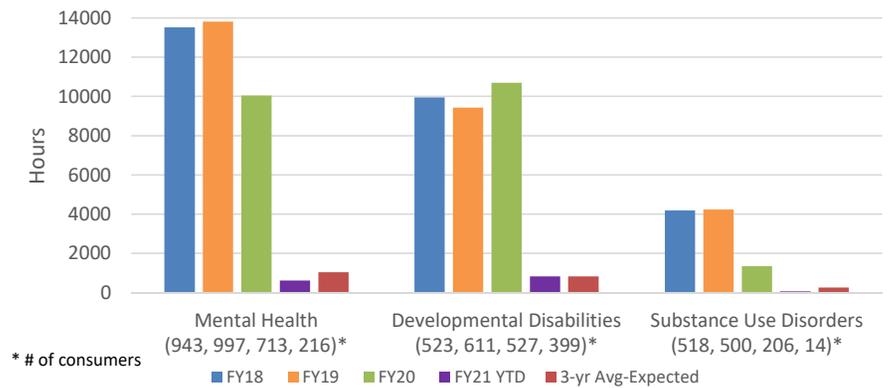
	FY20 Actual	FY21 Projected	FY21 YTD	YTD Expected	% of Expected	
Mental Health Services						
Acute Psychiatric or Inpatient Services	17	20	0	2	0%	🔴
Outpatient Services	765	850	471	471	100%	🟢
Medical Services	591	570	212	212	100%	🟢
Case Management Services	713	700	216	216	100%	🟢
Intensive Community Treatment	65	70	56	56	100%	🟢
Rehabilitation	88	90	58	58	100%	🟢
Supported Employment	8	7	7	7	100%	🟢
Developmental Disability Services						
Medical Services	53	60	21	21	100%	🟢
Case Management Services	247	250	218	218	100%	🟢
Rehabilitation	29	36	27	27	100%	🟢
Supported Employment	81	95	59	59	100%	🟢
Supportive Residential Services	44	39	24	24	100%	🟢
Substance Abuse Services						
Outpatient Services	350	400	138	138	100%	🟢
Medical Services	59	85	10	10	100%	🟢
Case Management Services	206	250	14	14	100%	🟢
Intensive Residential Services	22	22	0	2	0%	🔴
Emergency Services						
Emergency Services	763	750	105	105	100%	🟢
Consumer Monitoring - Individuals	280	300	121	121	100%	🟢
Early Intervention Services	0	30	0	0		
Assessment and Evaluation Services	1014	1040	141	141	100%	🟢

🟢 75-150% 🟡 50-74%; 151%-175% 🔴 <50%, >176%

Emergency Services Units



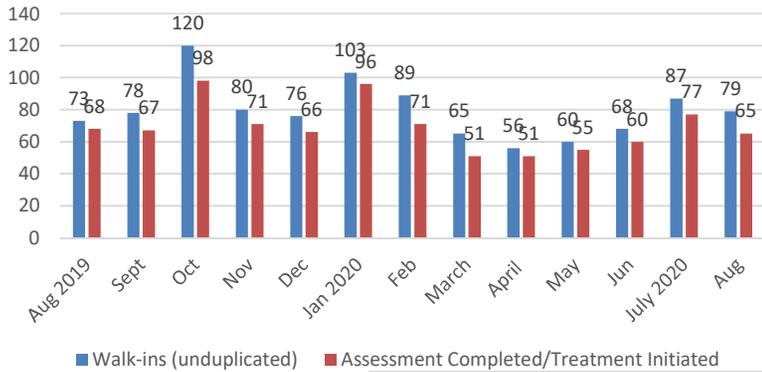
Case Management Units



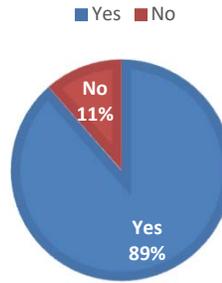
Hanover CSB - August 2020

At-a-Glance	Hospitalizations: 25	Number Served: 1207	Prevention: 147 ¹ /1308 ²	SDA Avg 1st Appt: 5.6	RAFT:
FY21 YTD Avg/Month	29	1223	337 ¹ /2817 ²	5.6	57 members received outreach and support; 27 participated in five Zoom groups
FY20 Avg/Month	24	1214	¹ F2F outreach, direct consult ² social media engagement	5.2	

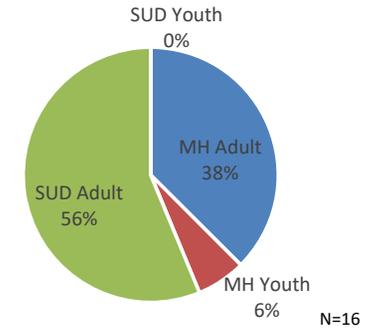
Same Day Access



Cumulative Rate FY21 - 1st Appointment Kept



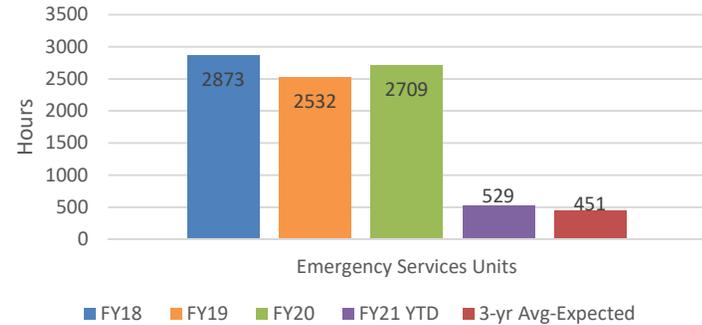
Cumulative FY21 No Show by Type of Service Requested



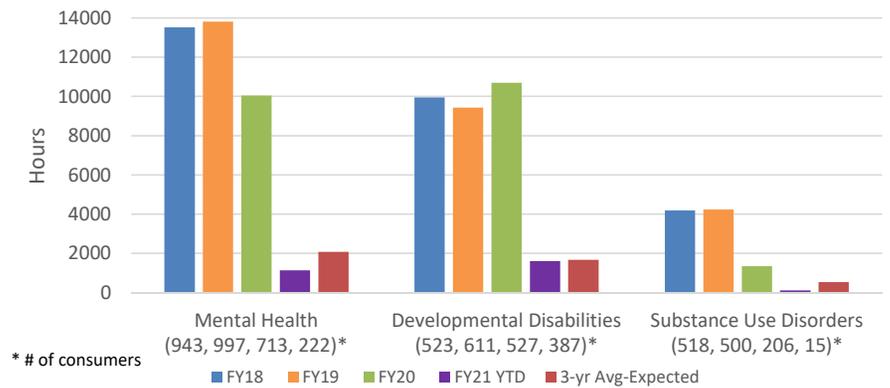
	FY20 Actual	FY21 Projected	FY21 YTD	YTD Expected	% of Expected	
Mental Health Services						
Acute Psychiatric or Inpatient Services	17	20	0	3	0%	🔴
Outpatient Services	765	850	516	505	102%	🟢
Medical Services	591	570	293	245	120%	🟢
Case Management Services	713	700	222	260	85%	🟢
Intensive Community Treatment	65	70	58	57	101%	🟢
Rehabilitation	88	90	58	61	95%	🟢
Supported Employment	8	7	7	7	100%	🟢
Developmental Disability Services						
Medical Services	53	60	37	25	151%	🟡
Case Management Services	247	250	221	221	100%	🟢
Rehabilitation	29	36	27	28	97%	🟢
Supported Employment	81	95	66	62	106%	🟢
Supportive Residential Services	44	39	26	25	103%	🟢
Substance Abuse Services						
Outpatient Services	350	400	164	162	101%	🟢
Medical Services	59	85	12	17	71%	🟡
Case Management Services	206	250	15	35	42%	🔴
Intensive Residential Services	22	22	0	4	0%	🔴
Emergency Services						
Emergency Services	763	750	175	164	107%	🟢
Consumer Monitoring - Individuals	280	300	166	137	121%	🟢
Early Intervention Services	0	30	0	0		
Assessment and Evaluation Services	1014	1040	228	223	102%	🟢

🟢 75-150% 🟡 50-74%; 151%-175%
🔴 <50%, >176%

Emergency Services Units



Case Management Units



**CSB Board
Three-Month Planning Calendar**

October	November	December
-Supported Employment Blue & White Gala (TBD)	-Annual Performance Analysis Report	-CSB Election of Officers
-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: 10/12/20	Board Planning: 11/9/20	Board Planning: 12/14/20
Board Meeting: 10/19/20	Board Meeting: 11/16/20	Board Meeting: 12/21/20
Work Session: DOJ Settlement Agreement Update	Work Session: State of the County & Budget Update	Work Session: Recognition of Outgoing Members and Holiday Social

Upcoming Events & Activities:

-

Future Work Session Topics (proposed):

- Legislative & STEP VA Update
- Trauma-informed Care/Secondary Trauma
- Medication Assisted Treatment – Update on program development and implementation
- School-based Services – Update on new program