



HANOVER COUNTY COMMUNITY SERVICES BOARD

COMMUNITY SERVICES
BOARD
Anne Cross - Chair
Citizen
Angela Kelly-Wiecek
Board of Supervisors

MINUTES

September 19, 2022
5:30 pm

Members Present:

Anne Cross, Mary Butler Eggleston, Ryan Hudson, Johna Jones, Jeff Katz, Gary D. Perkins, Sue Randolph, and Linda Wilkinson

Staff Members Present:

Lorrie Ann Booker, Ellen Bowyer, Johnnie Cunningham, Bernie Jordan, Gabriella Caldwell-Miller, Ivy Sager, Jim Taylor, and Kara Yurina

Additional Attendees:

None

Presenters:

None

Location:

Hanover Human Services Center, Large Conference Room

Call to Order

Anne Cross, Chair, called the meeting to order at 5:31pm. Ivy Sager stated to the Chair that a quorum was physically present.

The following members were present: Anne Cross, Mary Butler Eggleston, Ryan Hudson, Johna Jones, Jeff Katz, Gary D. Perkins, Sue Randolph, and Linda Wilkinson.

Action Items

Ryan Hudson moved to amend the agenda as follows: remove item 1 Jean C. Harris Award Closed Session. Motion was seconded by Sue Randolph and passed unanimously.

Ryan Hudson moved to accept the recommendation from the Public Awareness Committee to recognize two recipients, Bill Brenzovich and Cristy Corbin, for the Jean C. Harris Award. Motion was seconded by Sue Randolph and passed unanimously.

Open Discussion

Anne Cross provided an update on the Board Retreat minutes, which were amended and are presented for approval. The minutes from the May Board Retreat minutes stand approved as presented.

Ivy Sager mentioned Robin Trivette's request to discuss Board "push-ups", suggesting tabling the discussion until Ms. Trivette is present.

Ms. Cross opened discussion around alternative meeting days/times. Board members participated in discussion, but no changes are proposed at this time.

Ryan Hudson inquired as to whether the meeting was ever going to return to the CSB Board Room. Ms. Sager acknowledged that the meeting could return to that room and noted that the CSB Board Room does not have the same technology available. Mary Butler Eggleston inquired around continuing to offer Zoom, if Zoom participants do not count towards quorum. Ms. Sager responded that the virtual link is posted so that anyone who cannot attend in person is able to view the meeting; she also noted that it provides a means of recording the meeting.

Gary D. Perkins asked about a recent email board members had received from a person who identified herself as the parent of an individual served by the agency.

Ms. Sager began by acknowledging that she had also received the email and had been in direct contact with the person who sent it. She introduced the agency's new Division Director for Developmental Services, Johnnie Cunningham, and noted that she and Mr. Cunningham had also met with those involved. Ms. Sager reminded everyone of the strict HIPAA regulations she is bound by and that every case situation is unique. She went on to say the entire CSB team works with individuals from a person-centered perspective and spoke to opportunities to broaden communication with families, mentioning online access opportunities, as well as Quality Assurance survey calls.

Gary D. Perkins shared his disappointment considering the concerns mentioned in the email. Jim Taylor spoke to the fact that he and the County Administrator had discussed the concerns with staff and that staff had reached out to the family right away and provided resources.

Linda Wilkinson asked about the Quality Assurance calls and identifying safeguards from further incidents. Ms. Sager spoke to adjustments in staffing, training opportunities, and acknowledged current staffing levels.

Mr. Perkins asked about the timelines of the incident. Ms. Sager reiterated that she could not speak to specifics, but spoke globally to opportunities for improving communications between the agency and those served.

Mr. Perkins asked how the Board can better understand the progress of improvements with the Supported Employment program. Ms. Sager replied that she is open to working with the Board on different measures or metrics in reporting the data which tells the Supported Employment story.

Mr. Perkins asked if the only place clients can express dissatisfaction with services is with Ms. Sager and expressed his views on the agency's institutional indifference. Ms. Sager spoke to many

avenues available, including Board Members, through public comment period and to the Board of Supervisors.

Sue Randolph asked if we had looked at how to avoid this from happening again. Ms. Sager spoke to case reviews by Quality Assurance and that she will request the QA team to provide a neutral review of cases as necessary and appropriate, noting that one perspective is specific to the regulatory requirements. Ms. Randolph then asked about tracking this individual's particular situation. Mr. Taylor spoke to the lengthy process involved in Supported Employment placements and the opportunity to more clearly communicate these processes and timelines with individuals and families.

Ms. Sager acknowledged the many frustrations that exist within the larger system, beyond the CSB specifically, and that staff often share these frustrations and work to support individuals and families to understand them.

Mr. Perkins expressed his thoughts about Ms. Sager's indifference and lack of understanding for the issues clients face. Linda Wilkinson, Johna Jones and Ms. Cross expressed their concerns about Mr. Perkins's comments and the appropriateness of this discussion during a Board meeting.

Mr. Hudson noted that if as a Board Member he not able to have full transparency of details, he is crippled in taking necessary action and acknowledged that so are staff. He asked Ms. Bowyer to address those concerns.

Ellen Bowyer spoke to HIPAA and the fact that there can't be a broad discussion by the Board around a particular client's private information. She stated that the Board is tasked with certain functions and that other certain aspects (human rights, licensing standards) are governed by other entities who are responsible for and can express concerns as state law allows.

Mr. Hudson asked Ms. Bowyer if Ms. Sager can report back that the individual is back on track. Ms. Bowyer spoke to processes in place by the agency and oversight authorities to address concerns, but specific situations and issues can't be hashed out in Board meetings. She further stated that the Board must be careful about discussing sensitive information and that if there was a significant problem identified by a state oversight agency, the Board will be informed.

Mr. Taylor spoke to continued recruitment of employers in the Supported Employment program.

Ms. Randolph complimented Jeff Katz's interview of Mr. Hudson around the Jean C. Harris Award. She also mentioned her attendance of the recent McShin Foundation Recovery Fest.

Anne Cross spoke to taking the CSB Board to Scotchtown for a tour. After discussion it was decided the Board will meet at Scotchtown October 20th at 10am.

Donations

None

Public Comments

None

Minutes

The minutes of the July 18, 2022 Board meeting were approved as submitted.

The minutes of the August 15, 2022 Board meeting were approved as submitted.

FY 22 Year End Financial Report

Mr. Jordan began by highlighting the surplus resulting from higher than expected revenues and lower expenses due to open positions, additional state funding and re-appropriations. He went on to say there will also be re-appropriations moved from FY22 to FY23.

Ms. Sager clarified that that non-controllable categories are pass-through, meaning that they are accessed based on client needs. She provided an example with pharmaceutical costs noting that staff have been able to utilize patient assistance programs which reduced the need to spend funds from this category.

Chairperson's Report

Ms. Cross mentioned John Budesky, County Administrator, is slated to speak at the November meeting to provide his annual "State of the County" update.

Ms. Cross appointed Mr. Perkins, Ms. Wilkinson and Ms. Eggleston to the Rules of the Board Review Committee. Ms. Sager spoke to the process for the Rules of the Board Review Committee and noted that she would work to schedule the meeting soon.

Ms. Cross asked Ms. Wilkinson to speak to the thank you letter she drafted related to the VACO Award for the school-based mental health services program. Ms. Wilkinson stated that she had attended the recent award recognition and wanted to acknowledge staff for their efforts. She reviewed the letter she drafted, and board members agreed for it to be sent on behalf of the full CSB Board.

Mr. Perkins asked about the timeline for having counselors in the two remaining high schools. Ms. Sager spoke to possible funding in the pipeline with our school partners taking the lead. Mr. Hudson shared that during a recent conversation with Dr. Gill, Superintendent of Hanover County Schools, he understood that the goal is to have counselors in place within twelve months.

Ms. Cross mentioned Ms. Eggleston will be sending the next staff appreciation letter.

Executive Director's Report

Ms. Sager again introduced Johnnie Cunningham, Division Director - Developmental Services. She proceeded to review all other August and September new hires.

Ms. Sager spoke to having a possible Nurse Practitioner candidate that ultimately did not accept the position. Both the Psychiatrist and Psychiatric Nurse Practitioner positions have been reposted with some targeted promotion through LinkedIn planned.

Ms. Sager pointed out the new medication dispensing bags being used by Mechanicsville Drug, with disposal reminders on the backside.

Ms. Sager shared an EFFECTV video being shown in the Richmond market on ESPN and other stations. She noted that additional videos are forthcoming.

Ms. Sager then called attention to the three-month planning calendar, noting again that John Budesky is slated for November and RBHA staff will provide an overview regional programs and services in October.

Ms. Sager announced two events now listed in the Board's TEAMS channel: Arts in the Park at Day Health as well as the Blue and White picnic.

Committee Reports

None

Adjournment

Ms. Cross adjourned the meeting at 6:44pm.

The next regularly scheduled Board meeting will be held October 17, 2022, with a format and location to be determined in accordance with applicable social distancing guidelines.